HP Asset Manager 5.2

Service Catalog Integration Administration Guide

Legal Notices

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Preface

Intended Audience

This document is aimed at the following personnel:

- Asset Manager Administrators

Prior knowledge of Service Manager and Asset Manager is a prerequisite to fully appreciate the contents of this document.

Typographical Conventions

`Courier` Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

Bold Text:

- To introduce new terms and to emphasize important words.

Associated Documents

You will also find useful information in the following documents:

Asset Manager Documentation:

- Procurement
- Installation and upgrade guide
- Administration guide
- Tailoring guide

Connect-It documentation:

- HP Connect-It User's guide

Service Manager Documentation:

- HP Service Manager installation manual
- HP Service Manager documentation online help: http://<HP Service Manager documentation server>/help/index.jsp

Chapter 1

Introduction

This document aims to provide a general understanding of the different aspects and components of the HP Service Manager-Asset Manager integration. It explains important concepts, key components and how communication between these different components functions.

The following chapters will be covered in this document:

- Overview and Global Architecture
- User Interface Integration
- What is in the Catalog
- The Request Creation
- Request Creation Troubleshooting
- Recommendations
- Frequently Asked Questions

Chapter 2

Overview

The purpose of this chapter is to present the main key components of the integration, their role and also the various relationships between them.

2.1 Global Architecture

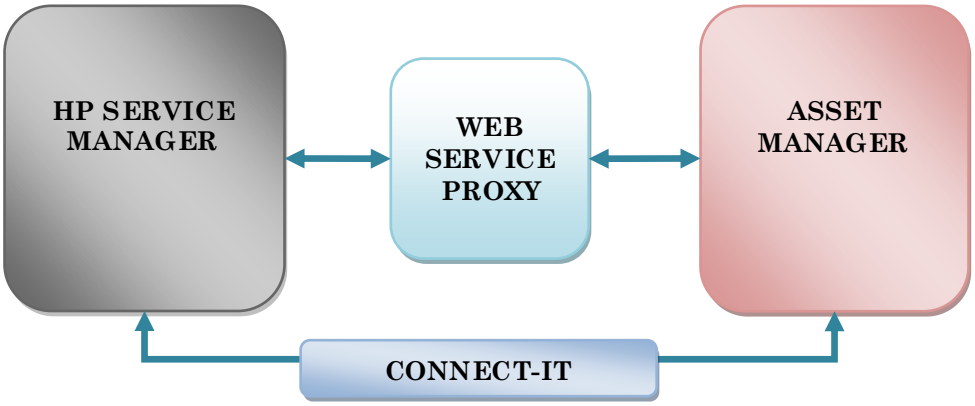

Figure 1: Global Architecture

But first, some important notions need to be defined or clarified:

- **Asset Manager (AM)** is a complete IT management system that lets users manage a portfolio and the events associated with the lifecycle of the items in the portfolio: Procurement, cost management (tax, TCO, maintenance contracts, work orders, etc.).
- **HP Service Manager (SM)** is the application used to manage the "Employee Self Service" (ESS) Catalog. Throughout this guide, all references to HP Service Manager will always be in relationship to using this specific catalog.
- **Web Service Proxy** is an interface that is used to convert a query to create a purchase request from the HP Service Manager catalog into a series of calls to the Asset Manager Web Service which enables the purchase request to be created in Asset Manager.
- **Connect-It** is an EAI (Enterprise Application Integration) type integration platform. It is used to integrate different applications from which it can obtain or to which it can provide internal data (Internal support, equipment management software, etc.) or external data (ERP, B2B, B2C).

It is used to:

- Enable the Single Sign-On (SSO) configuration
- Publish the Catalog from the Asset Manager database to the HP Service Manager database

2.2 Seamless Graphical User Interface Integration

The HP Service Manager and Asset Manager integration provides a user-friendly way to perform procurement requests in a single interface.

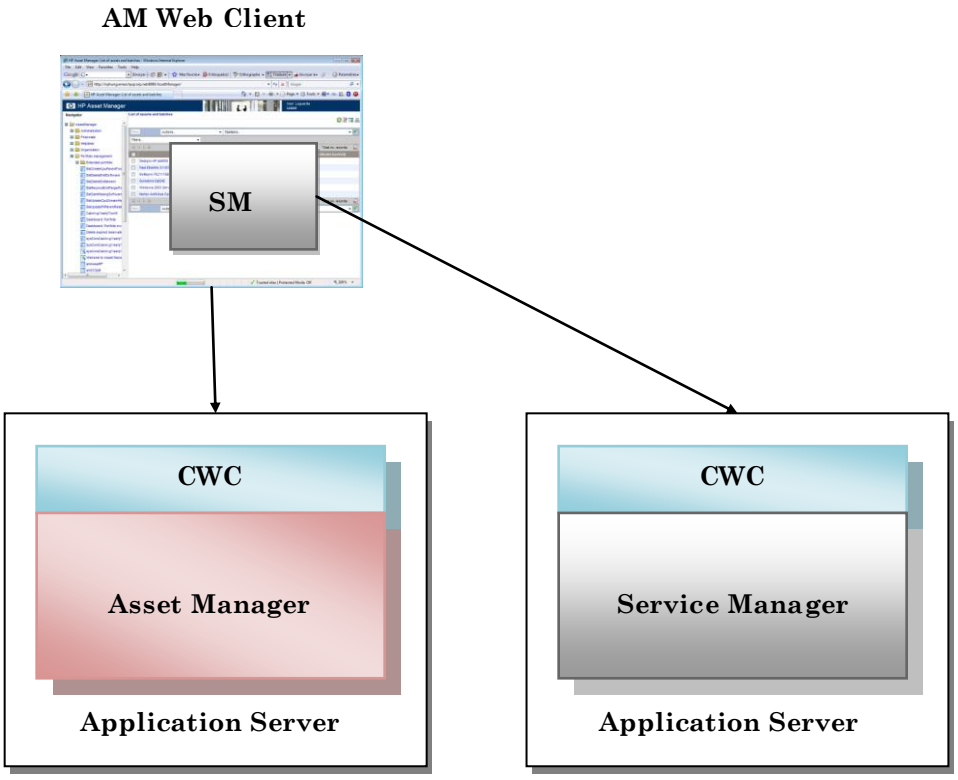

Figure 2: Graphical User Interface integration

As the schema shows above, the HP Service Manager interface is fully integrated in the Asset Manager Webtier interface.

An Asset Manager user can easily access all HP Service Manager functionalities without having to re-authenticate thanks to the SSO mechanism.

Also in the Asset Manager Webtier navigation area this integration provides both the Asset Manager and HP Service Manager navigation bars to allow quick and easy access to both application interfaces.

2.3 System Synchronization

Data synchronization between Asset Manager and Service Manager is done using Connect-It.

Connect-It is delivered with a set of scenarios to synchronize data from the Asset Manager database to the HP Service Manager database:

- Login information for employees who will need to create requests
- Employees
- Models
- Standard requests
- Products
- Off-catalog
- Request status update

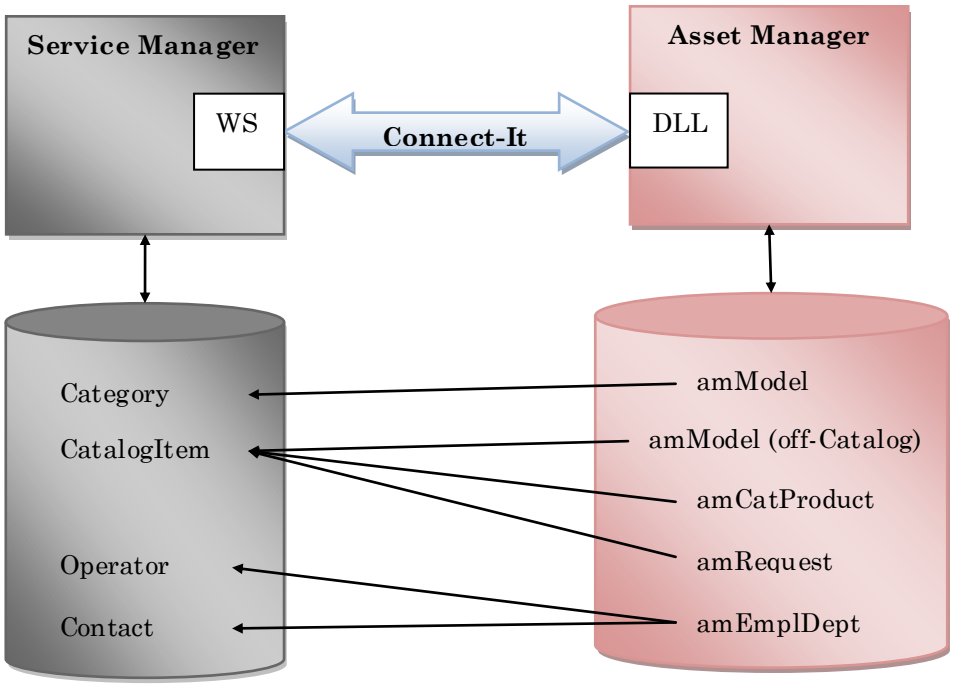

Figure 3: System synchronization

The HP Service Manager Request Self-Service Catalog consists of:

- Items that users can choose at the time of their request
- Categories into which items can be classified

The synchronization populates the HP Service Manager catalog with different types of items from Asset Manager:

- Products: These are items from the Products (amCatProduct) table
- The standard requests from the Request (amRequest) table
- Models for off-catalog products from the Model (amModel) table

During data synchronization, models defined in Asset Manager are also published in the HP Service Manager catalog as categories.

Asset Manager employees defined in the Employee table (amEmployee) are propagated in HP Service Manager as Contact and Operator.

The different rules and conditions used for mapping and publication will be described in Chapter: 4.1 What is a catalog item.

2.4 Self-Service Request Creation

The Self Service Request is the request created by a user through the HP Service Manager Self-Service Catalog to acquire goods.

Once the data has been synchronized between the HP Service Manager Database and the Asset Manager Database, users can now create requests using the Self-Service catalog.

The Request is created in HP Service Manager and all request processing (quote, order, receiving,...) is managed in the Asset Manager application (if the items of the request are from the Asset Manager database).

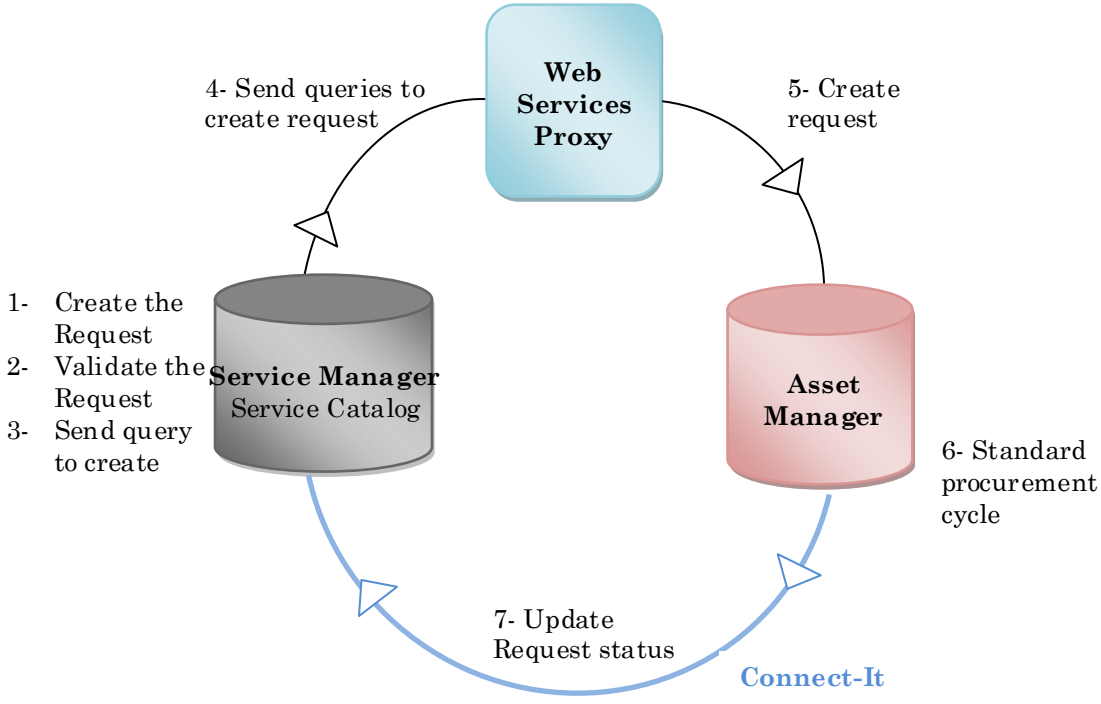

Figure 4: Self Service Request

The request is created in the HP Service Manager interface, validated in HP Service Manager and sent to the Web Service Proxy module. The Web Service Proxy module creates an Asset Manager request and sends it to Asset Manager.

Once the order has been satisfied, a Status request update is sent from Asset Manager to HP Service Manager to change the status of the Service Manager request.

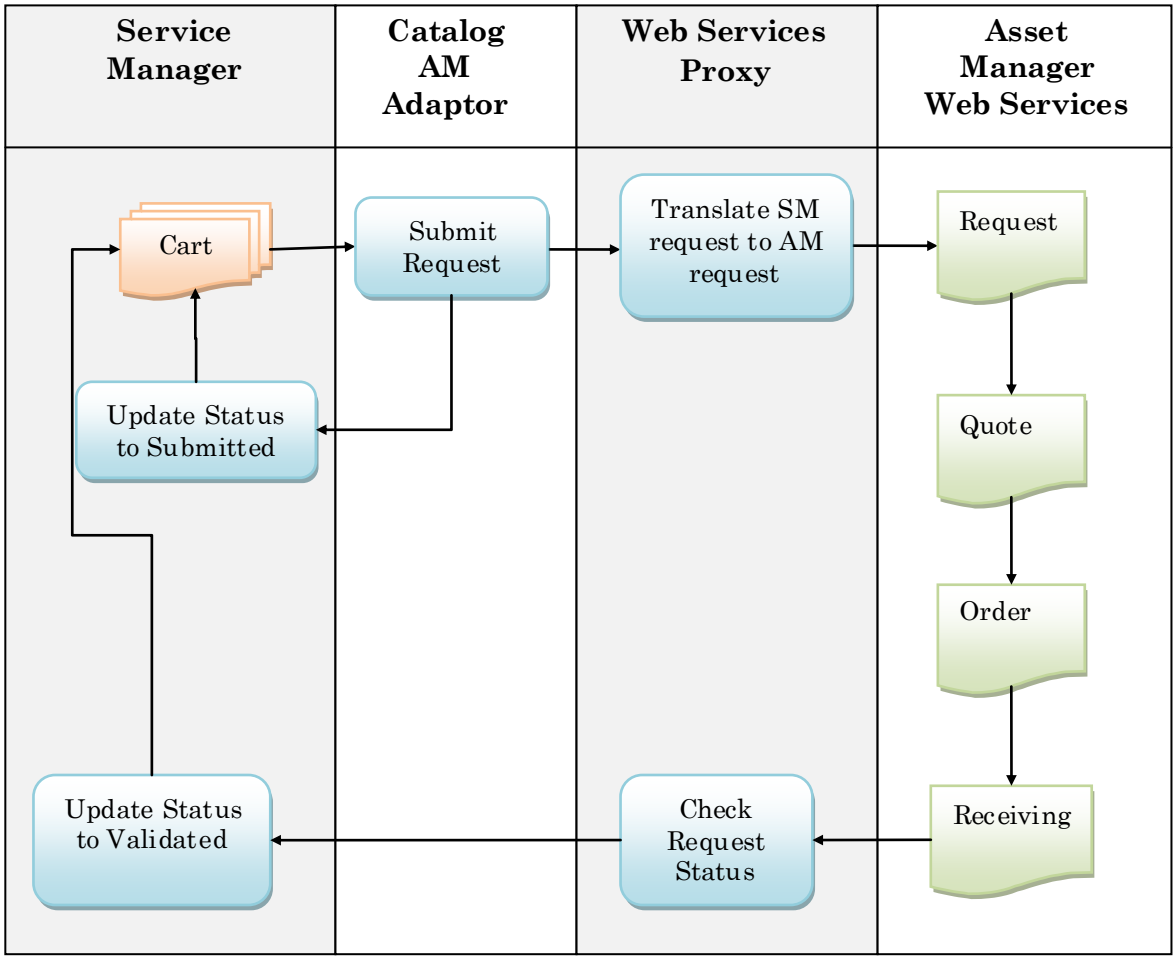

Figure 5: Request Creation Process

Chapter 3

User Interface Integration

The seamless integration of HP Service Manager within Asset Manager gives users the capability to manage a whole procurement request from a single interface.

3.1 General aspects

The aim of the integration is to provide, in one single interface, access to Asset Manager and HP Service Manager applications.

After configuring the HP Service Manager–Asset Manager integration, in the Asset Manager Webtier you should find:

- Two navigation bars in the navigation tree of the Asset Manager Webtier interface
- Access to Asset Manager windows and HP Service Manager windows once you have logged in

3.2 Single Sign-On

Single Sign-On (SSO) is an access control method which requires that users only authenticate once before accessing several applications, Asset Manager and the HP Service Manager back-end. Users only need to log on once to access both applications.

In order to use Single Sign-On (SSO), the same logins must be used in both the Asset Manager and Service Manager databases.

Before explaining the Single Sign-On setup, the following paragraph clarifies the notion of Contact and Operator in HP Service Manager.

In HP Service Manager, a person who contacts the service desk to initiate a service desk interaction, incident, or change, or a person who uses components tracked in Configuration Management is registered as a Contact and a user who has access rights and security settings is an Operator. The operator can log in to the HP Service Manager application. All operator instances are based on a contact instance.

Personal information like company, the department name, the group, the employee ID are stored in the contact. Data about a user's role, profiles, login information, the startup pages, etc, are stored in the operator.

The recipient of a request is a Contact and the request has to be submitted by an Operator. So, in the HP Service Manager and Asset Manager integration, the HP

Service Manager database and the Asset Manager database must be synchronized in order to share the requester and recipient request information.

To share the information, Connect-It provides two out-of-the-box scenarios named users.scn and sso.scn which are used to synchronize information between Asset Manager and HP Service Manager.

For each Asset Manager user, a Service Manager contact will be created with the scenario users.scn. The new contact will have as fullname the Asset Manager employee Name and Firstname.

For each of these new contacts coming from the Asset Manager database an Operator is created by the sso.scn scenario and their fullname is also the Asset Manager employee Name and Firstname. These Operators are created using the Service Catalog template ("Template-Service Catalog").

Important

The mapping between the fullname and the Asset Manager employee Name and Firstname is mandatory and is fully managed by the scenario provided. This is the recommended way.

The Service Catalog template is provided with the Service Manager demo database. It defines the Employee Self Service Execute Capabilities, the startup page and the how the Self Service menu can be accessed.

Each new operator will have:

- The User Role: SELF SERVICE
- The User Profile: SELF SERVICE
- The email address filled with the Asset Manager value

At startup, the newly created user will have the following Execute Capabilities:

- partial.key
- partial.key.msg.skip
- service desk
- service catalog
- change request
- svcCatEmployeeRequester
- svcCatDeptRequester

This user will also have Self Service information filled in automatically, the "Self Service Menu" field will have the value "ESS-Service Catalog" and the "Self Service starting page" field will be set to the value "Request from catalog".

Warning

To allow users to properly connect to the request self-service system, the profile template has to be updated **before** launching the synchronization.

Via the HP Service Manager client and a user who has administration rights (for example, *falcon*).

1. Open the **Navigation/ System Administration/ Ongoing Maintenance/ Operators** menu.
2. Search for the *Template-Service Catalog* record (enter *Template-Service Catalog* in the *Login Name* field and click *Search*).
3. Check the *Self Service Access Only* checkbox.
4. In the **Startup notebook** tab, *Execute Capabilities* section, add svcCatEmployeeRequester to the first empty line of the table.
5. Save your changes.

Note

In the event you are integrating an HP Service Manager Catalog already populated with Asset Manager operator contact, you will need to customize the provided Connect-It scenarios before synchronizing data.

3.2.1 Mapping Asset Manager Employee and Service Manager Contact

The Connect-It users.scn scenario creates or updates HP Service Manager Contact instances from the Asset Manager Employees and Departments table (amEmplDept).

It uses the following fields in the Employees and Departments table to select the employee to propagate:

Node name	Description	Data type or sub-structure
BarCode	Barcode identifier	String
FirstName	First name	String
Name	Name	String
Email	E-mail address of the employee or department	String
UserLogin	User name allowing the employee to connect to the database.	String
bDepartment	Specifies whether the record	Short

Node name	Description	Data type or sub-structure
	describes a department or an employee	

The following table gives the mapping between the Asset Manager table attributes and the Service Manager Contact instance fields:

Service Manager Contact Characteristics	Asset Manager amEmplDept attributes
ContactName	BarCode
FirstName	FirstName
FullName	Name & FirstName
LastName	Name

Note

For more detail about the Connect-It scenario, you can directly view or create the scenario documentation from the Connect-It interface via the File menu's “Create a scenario documentation” or “view HTML scenario documentation” menu items.

3.2.2 Mapping the Asset Manager Employee and Service Manager Operator

The Connect-It sso.scn scenario creates or updates HP Service Manager Operator instances from the Asset Manager Employees and Departments table (amEmplDept).

It uses the following fields in the Employees and Departments table to select the employee to propagate:

Node name	Description	Data type or sub-structure
UserLogin	User name allowing the employee to connect to the database.	String
FirstName	First name	String
Name	Name	String
BarCode	Barcode identifier	String

The following table provides the mapping between the Asset Manager table attributes and the Service Manager Operator instance fields:

Service Manager Operator characteristics	Asset Manager amEmplDept attributes
ContactName	BarCode
FullName	Name & FirstName
Name	UserLogin
SysTemplate	"Template-Service Catalog"

Note

For more detail about the Connect-It scenario, you can directly view or create the scenario documentation from the Connect-It interface via the File menu's “Create a scenario documentation” or “view HTML scenario documentation” menu items.

3.3 Navigation Bar aggregation

To ease navigation between Asset Manager and HP Service Manager, the Asset Manager Web and HP Service Manager Web menus can be aggregated.

After aggregation, menus for Asset Manager Web and HP Service Manager Web are grouped in the same navigator.

The Asset Manager navigation menu is displayed under a new menu node named “AssetManager” and the Service Manager navigation menu is displayed under the new menu node named “Catalog”.

Note

The aggregation is not a merge of the navigation bars, it displays both navigation bars in the same interface.

Note

The name of the new menu nodes are customizable (“AssetManager” and “Catalog”). They are defined during the configuration of the Asset Manager Web Tier's web.xml file to get the menu aggregation. The value “Catalog” of the “`webtier-7.01:label`” parameter can be replaced by any other string. This is also the case of the value “AssetManager” of the “`AssetManager:label`” parameter.

```
<filter>

<filter-name>Navigator forwarder</filter-name>

<filter-class>com.hp.ov.cwc.web.navMenu.CwcNavFilter</filter-class>

...

<init-param>

<param-name>AssetManager:label</param-name>

<param-value>AssetManager</param-value>

</init-param>

...

<init-param>

<param-name>webtier-7.01:label</param-name>

<param-value>Catalog</param-value>

</init-param>

...

</filter>
```

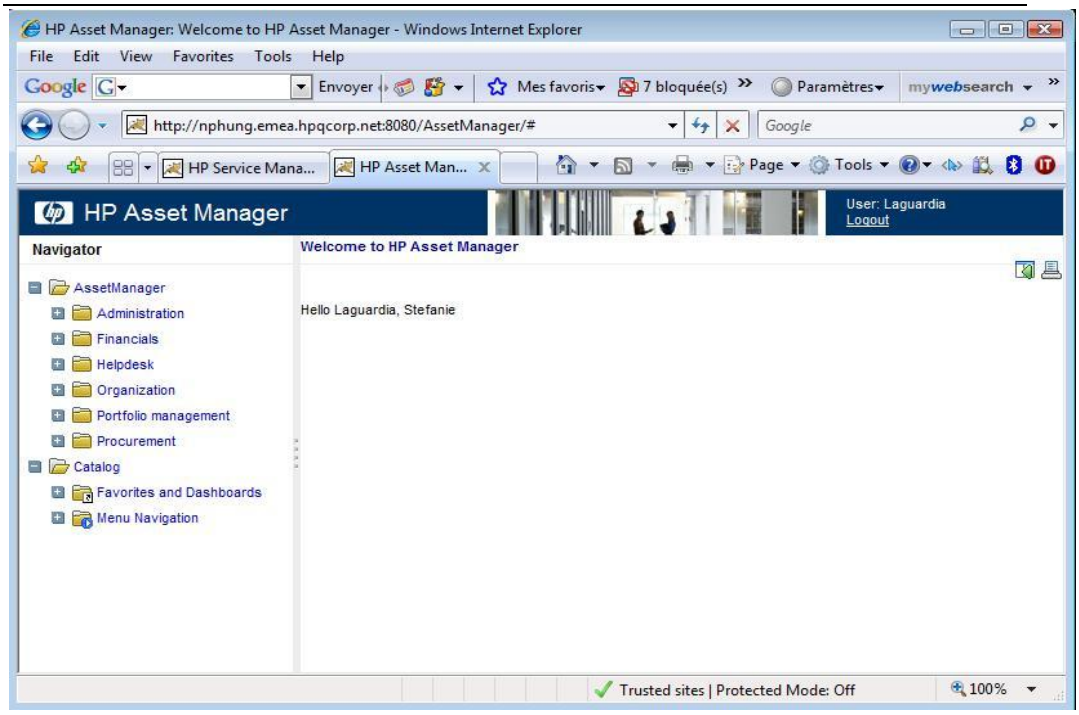

Figure 6: Aggregated Navigation Bar

The Service Manager Webtier should be installed with the ESS setup which provides access to the ESS pages (ess.do) from the Asset Manager webtier.

To access the HP Service Manager Web interface there are two possible links:

- http://<hostname>:8080/webtier-7.01/index.do (full view is the default mode)
- http://<hostname>:8080/webtier-7.01/ess.do (ESS catalog view)

If the ESS mode is activated:

- The access by the index.do URL or by the ess.do URL gives access to the ESS catalog and some request management menus (Submit, View, Find).

If the ESS mode is not activated:

- The access by the index.do URL gives access HP Service Manager "Favorites and Dashboards" and the "Menu Navigation".
- The access by the ess.do URL gives only access to the TO DO list (Even if the ESS navigation bar is displayed).

If the user does not have access to the ESS pages in the integrated interface, activation of the ESS mode should be checked.

In the Service Manager Webtier file named web.xml (located in the <TOMCAT_HOME>\webapps\webtier-7.01\WEB-INF directory), the essuser has to be activated as in the following sample:

```
<init-param>
  <param-name>essuser</param-name>
  <param-value>true</param-value>
</init-param>
```

If the param-value is set to false, change the value to true and save the web.xml file. This file is automatically reloaded by Tomcat Server.

3.4 Tailoring the User Interface

This chapter deals with the tailoring of HP Service Manager users and the service Catalog screens.

3.4.1 Setting up the Guest User with access to Service Catalog

If a contact needs to access the Service Catalog, the HP Service Manager administrator will have to grant the User with the rights defined in the Service Catalog template ("Template-Service Catalog").

In the General Notebook, the Service Profile of the user will be set to "SELF SERVICE" value.

In the Self Service Notebook, the value of the "Self Service Menu" field will be "ESS-Service Catalog" and the value of the "Self Service starting page" field will be set to "Request from catalog".

In the startup Notebook, the execute Capabilities will have these values:

- partial.key
- partial.key.msg.skip
- service desk
- service catalog
- change request
- svcCatEmployeeRequester
- svcCatDeptRequester

3.4.2 Grant Service Catalog access to a Named or Floating User

In some instances a Named or Floating user needs to access the Service Catalog. In this case, the administrator will have to grant the user with the Self-Service catalog rights as described in the previous chapter: 3.4.1 Setting up the Guest User with access to Service Catalog.

3.4.3 Tailor the SM Service Catalog screens

The HP Service Manager administrator has the possibility to tailor the Service Catalog screen in HP Service Manager. For more information about the tailoring, refer to the Service Manager Online Help, Topic:

- Self service tailoring
- How do I customize the self service interface
- Configuring the self service working environment

Chapter 4

What is in the Catalog

4.1 What is a catalog item

The purpose of this chapter is to describe which items are published in the catalog, how they are filtered and when the scenario associated with the items should be triggered.

Standard Requests, Products and Off-Catalog products are the catalog items exported from Asset Manager as items to the HP Service Manager catalog.

The Connect-It scenario provided to synchronize Standard Requests, Product models, products and Off-catalog products are:

- categories.scn
- catalogitems.scn

4.1.1 Standard Request

The Standard Requests are predefined configurations to create requests. For example they are models of bundles used for a specific profile.

A Standard request is a composition of several elements, for instance a desktop with an Operating System configuration and a set of software.

A composition can have optional elements. These elements may or may not be part of the request (for instance, adding an insurance policy).

A composition can propose a “mandatory option” which is a choice between several possibilities. For instance, the composition contains a printer and there are several models of printer. In this case the requester must select one of the printer models proposed.

A list of options is defined in the standard requests.

There are two types of options:

- Required options (the user must choose a product out of a selection of products)
- Optional options (the user chooses to select or not select a product out of a selection of products)

The following attributes are used to publish Standard Requests:

Node type:	Node name	Description	Data type or sub-structure
STRUCTURE	amRequest		
__ATTRIBUTE	dtStartValidity	Validity start date of the standard request	Date
__ATTRIBUTE	dtEndValidity	Validity end date of the standard request	Date
__STRUCTURE	Model		
____ATTRIBUTE	BarCode	Bar-code identifier of the model	String
____ATTRIBUTE	Name	Name of the model	String
__ATTRIBUTE	ReqPurpose	Short description of the request	String
__ATTRIBUTE	ReqNumber	Request number	String
__COLLECTION	ReqLines (collection)		
____ATTRIBUTE	lLineNumber	Line number in the request	Long
____ATTRIBUTE	LineDesc	Use this field to quickly recognize a line among the request lines	String
____STRUCTURE	ChoiceOf		
______ATTRIBUTE	lLineNumber fQty	Line number in the request	Long
____COLLECTION	Choices		
______ATTRIBUTE	lLineNumber	Line number in the request	Long
____ATTRIBUTE	fQty	Quantity of items requested	Double
____STRUCTURE	Model		
______STRUCTURE	Nature		
________ATTRIBUTE	Name	Name of the nature	String

Node type:	Node name	Description	Data type or sub-structure
__ATTRIBUTE	seStatus	Status of the request	Short
__ATTRIBUTE	bRequestable	Certified for the purchase request	Short

4.1.1.1 When to use

Standard Request is used to provide a predefined request, configuration for a new request (for instance: a configuration for a sales engineer, a pack with a computer and a set of software,...).

4.1.1.2 When to trigger the scenario

The scenario must be initially triggered to synchronize data between Asset Manager and HP Service Manager and each time new Standard Requests or new updates need to be published.

By default in Asset Manager Automated Process Manager, the module named CatalogSyncCatalogItems associated with the catalogitems.scn scenario is triggered once a week (every Saturday at 1:20 AM).

4.1.1.3 Which Standard request are published

Only standard requests that meet certain conditions will be published in Service Manager. The conditions are as follows:

- The standard request is approved for the purchase request (bRequestable field checked) and the validity end date (dtEndValidity) is after the current date (or the field is empty) (**Standard** tab)
- The standard request can be published in HP Service Manager: *Publishable in Service Manager* (bPubInSSC) is checked (**Standard** tab)
- The standard request's model and all parent models are publishable as HP Service Manager categories

Standard requests which do not match these conditions will not be propagated to Service Manager.

Note

For more detail about the Standard Request mapping and filtering, you can directly view or create the scenario documentation from the Connect-It interface via the File menu's “Create a scenario documentation” or “view HTML scenario documentation” menu items.

To cleanup Standard Requests from the Catalog, please refer to chapter: 4.3.1 Housekeeping.

4.1.2 Product

Products are items in the amCatProduct table.

The following attributes are used to publish Catalog Products:

Node type:	Node name:	Description	Data type or sub-structure
STRUCTURE	amCatProduct		
__COLLECTION	Contents		
__ATTRIBUTE	InternalRef	Product reference within your company	String
__ATTRIBUTE	Description	Description of the product	String
__STRUCTURE	Model		
____ATTRIBUTE	BarCode	Bar-code identifier of the model	String
____ATTRIBUTE	Name	Name of the model	String
____STRUCTURE	Parent		
______ATTRIBUTE	bOffCat	Select this option if the model must be used to create an off-catalog product in Service Manager's self-service catalog	Short
______ATTRIBUTE	BarCode	Bar-code identifier of the model	String
______ATTRIBUTE	Name	Name of the model	String
__ATTRIBUTE	dCertifEnd	Certification end	Date

Node type:	Node name:	Description	Data type or sub-structure
		date	
__ATTRIBUTE	dCertification	Certification date	Date
__STRUCTURE	Brand		
____ATTRIBUTE	Name	Brand name	String

4.1.2.1 When to use

A product is used to represent an item, a set of items or a service that can be acquired.

A given product may be acquired from different suppliers with different conditions, which are described in the form of catalog references.

Example: The *HP VECTRA VL 800* product is available as a reference in the *Micro* catalog and is also referenced in the *Direct* catalog.

A product may correspond to a single object (a CPU) or a set of objects (a computer configuration).

4.1.2.2 When to trigger the scenario

The scenario has to be initially triggered to synchronize data between Asset Manager and HP Service Manager and each time new Products or new updates need to be published.

By default, in Asset Manager Automated Process Manager, the module named CatalogSyncCatalogItems associated with the catalogitems.scn scenario is triggered once a week (every Saturday at 1:20 AM).

4.1.2.3 Which Products are published

Only Products that meet some conditions will be published in Service Manager. The conditions are as follows:

- The product has no components
- The product is approved (Certification field) and the certification end date (dCertifEnd) is after the current date (**Acquis.** tab)
- The product can be published in HP Service Manager: *Publishable in ServiceManager* (bPubInSSC) field is checked (**Acquis.** tab)
- The product's model's parent as well as all parent models (hierarchically linked models) are publishable as categories in HP Service Manager

Products with sub-products are not managed.

Note

For more detail about the Product mapping and filtering, you can directly view or create the scenario documentation from the Connect-It interface via the File

menu's “Create a scenario documentation” or “view HTML scenario documentation” menu items.

To cleanup Products from the Catalog, refer to chapter: 4.3.1 Housekeeping.

4.1.3 Off Catalog

The Off-Catalog Products are the items in the amModel table.

The following attributes are used to publish Off-Catalog Products:

Node type	Node name	Description	Data type or sub-structure
STRUCTURE	amModel		
__ATTRIBUTE	BarCode	Bar-code identifier of the model	String
__STRUCTURE	Parent		
____ATTRIBUTE	BarCode	Bar-code identifier of the model	String
____ATTRIBUTE	Name	Name of the model	String
____ATTRIBUTE	bPubInSSC	Select this option if the model can be exported into Service Manager's self-service catalog	Short

4.1.3.1 When to use

These off-catalog products allow users to choose an article that is not in the catalog when creating a request. Users select the off-catalog product corresponding to the product category that they wish to order and add a more detailed description of the desired product in the corresponding field.

4.1.3.2 When to trigger the scenario

The scenario has to be initially triggered to synchronize data between Asset Manager and HP Service Manager and each time new Off-Catalog Products or new updates need to be published.

By default, in Asset Manager Automated Process Manager, the module named CatalogSyncCatalogItems associated with the catalogitems.scn scenario is triggered once a week (every Saturday at 1:20 AM).

4.1.3.3 Which Off-Catalog products are published

Only the Models for off-catalog products that meet some conditions will be published in Service Manager. The conditions are as follows:

- The model can be published in HP Service Manager
- The model is identified as being able to be selected as *off-catalog products* (bOffCat field checked)
- The model's model and all parent models can be published as categories in HP Service Manager
- The model's model (category) possesses an inherited product

Note

For more detail about the Off-Catalog Product mapping and filtering, you can directly view or create the documentation of the catalogitems.scn scenario from the Connect-It interface by using the File menu's “Create a scenario documentation” or “view HTML scenario documentation” menu items.

To cleanup Off Catalog Products from the Catalog, refer to chapter: 4.3.1 Housekeeping.

4.2 What categories are in the Catalog

4.2.1 Categories

Connect-It is delivered with a scenario named categories.scn in the <CONNECTIT_HOME>\scenario\ac\ac51\esscat directory.

This scenario is used to export the Models from Asset Manager as categories in the HP Service Manager catalog.

The attributes of the Model table (amModel) used to synchronize data are as follows:

Attributes	Description	Data type or sub-structure
BarCode	Bar-code identifier of the model	String
Name	Name of the model	String
bPubInSSC	Select this option if the model can be exported into Service Manager's self-service catalog	Short

4.2.1.1 When to trigger the scenario

The scenario must be triggered each time new models have been updated as publishable or models are no longer marked as publishable.

By default, in Asset Manager Automated Process Manager, the module named CatalogSyncCategories associated with the categories.scn scenario is triggered once a week (every Saturday at 1:20 AM).

4.2.1.2 How is it filtered

Only Standard Request and Product models (categories) that are marked as publishable in the HP Service Manager catalog are exported.

You can access these Models in Asset Manager via the **Catalog/ Models that are publishable in Service Manager** menu link.

For the Standard request, the filtering condition is:

```
[seStatus] = 1 AND [bRequestable] = 1 AND [bPubInSSC] = 1
AND [Model.bPubInSSC] = 1
```

For the Product, the filtering condition is:

```
[bPubInSSC] = 1 AND [Model.bPubInSSC] = 1
```

4.3 Catalog and Catalog Item Updates

4.3.1 Housekeeping

The Connect-It ESS Catalog scenarios provided with Connect-It do not cleanup Catalog items in the Service Catalog when an article is removed from the Asset Manager Portfolio.

The first time the scenarios are run, they expose the Asset Manager items in the Service Catalog database. After that, if they are configured to run periodically with a scheduler, they create new items in the Service Catalog when new items appear in the Asset Manager database and update their status when needed.

So, in some instances an item can remain exposed in the Service Catalog even if the corresponding item no longer exists in the Asset Manager portfolio.

In this case, the Service Manager administrator needs to perform housekeeping in the Service Catalog.

Unfortunately there are no automatic processes to perform housekeeping and a manual cleanup is required. When items are removed from the Asset Manager Portfolio, the administrator has to delete or deactivate the corresponding items/bundles/categories in the Service Catalog.

Administrators can access the items/bundles/categories in HP Service Manager via the Navigation->Service catalog->Manage Catalog menu and delete the appropriate items.

Chapter 5

The Request Creation

5.1 General

To get the resources they need, HP Service Manager users create requests using the Employee Self-Service Catalog. Users choose in the Employee Self-Service Catalog the items to put in their shopping cart.

5.2 Request processing by the Linker

When a user has filled his Shopping Cart using the Service Manager Catalog and submits his request, each Cart Item of the Request is sent in a queue and dequeue by the Linker. The Linker is a scheduler. It is configured to check the contents of the queue each minute. If it finds a request to process, it performs a call to the Proxy for each Cart Item.

The Service Manager Linker (scheduler) processes all requests to the Service Catalog Web Service in sequential order.

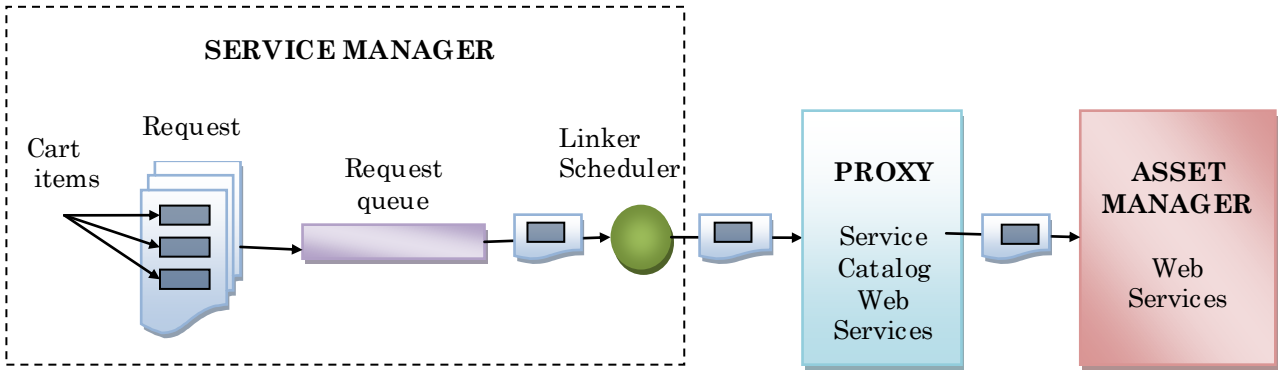

Figure 7: Submit Request Processing

5.3 Request Prefixing by the Proxy

When the Web Service Proxy creates a new Asset Manager request, it adds a prefix to the request's **Number** (ReqNumber) field. The prefix allows requests coming from the HP Service Manager via the Web Service Proxy to be easily identified. By default, the prefix value is "*ESS-*"; this value is defined in the web.xml file of the Proxy and it can be changed as described in the FAQ.

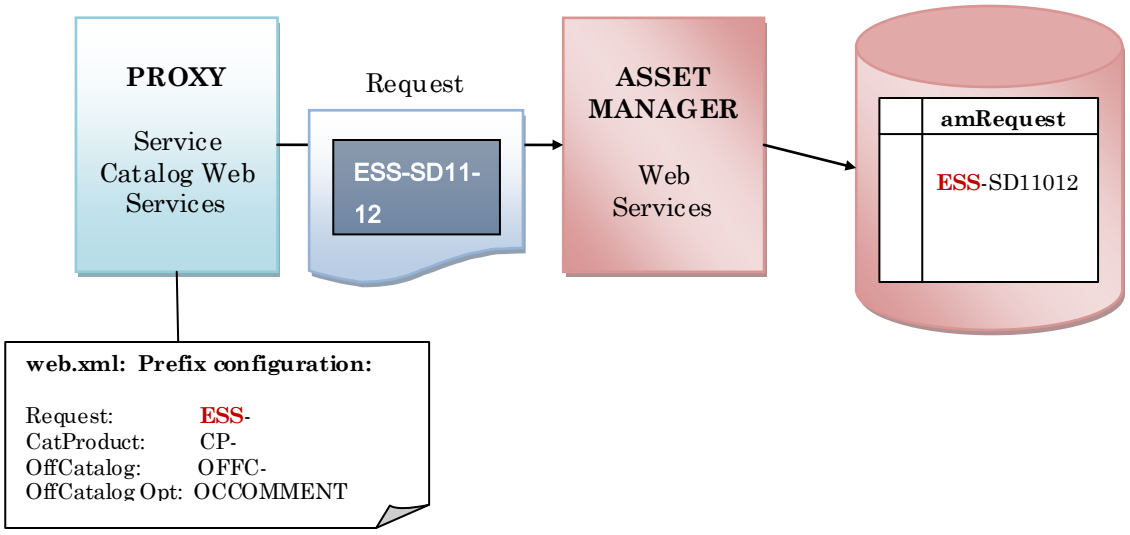

Figure 8: Request Prefixing

Note

In the web.xml file, there are also four other prefixes defined. They are used by the Proxy in internal processing to identify the type of Request line in a request.

5.4 Request Status Synchronization

Connect-It is delivered with a scenario named status.scn which is located in the <CONNECTIT_HOME>\scenario\ac\ac51\esscat directory.

This scenario is used to synchronize the status of a request in HP Service Manager with the status of the corresponding request in Asset Manager.

By default, in Asset Manager Automated Process Manager, the module named CatalogUpdateStatus associated with the scenario is triggered every day during a period of 1 hour.

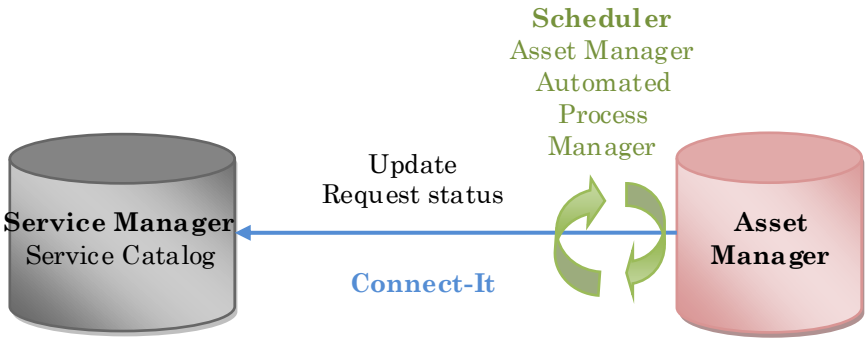

Figure 9: Request Status Synchronization

For the request status synchronization, the following fields of the Request table (amRequest) are used:

Node name	Description	Data type or sub-structure
seStatus	Status of the request	Short
ReqNumber	Request number	String

In HP Service Manager, the following CartItem attributes are used for the update:

Field	Data type or sub-structure
CartItemID	Double
Status	String

Below is the mapping between Service Manager CartItem fields and Asset Manager table attributes:

Service Manager CartItem Instance	Asset Manager amRequest table attributes
Status	seStatus

The possible values of a Request Status are:

Status	Enumeration value
In preparation	1
Quoted	11
Awaiting approval	13
Validated	14
Refused	15
Satisfied	31
Closed	41

After the status synchronization, you can check the status of your request in HP Service Manager.

To access your request, use the Navigation-> Service Catalog->Search Request menu and check the request's status on the “Catalog Items” tab.

If the Request is validated in Asset Manager, the Catalog item status should also be updated to Validated (no longer in Awaiting Approval status).

5.5 Manage Orphan Requests

5.5.1 No matching Asset Manager Request for a submitted cart

When a cart is submitted and no matching Request is found in Asset Manager, you will need to investigate why this occurs. You can find investigation information in chapter 6.

As there is no way to resend a submitted cart in HP Service Manager, you will have to delete manually the Request in Service Manager and recreate a new Request.

5.5.2 A submitted cart is deleted in Service Manager

When a submitted cart is deleted or removed in HP Service Manager, the associated Asset Manager request will remain active, so all HP Service Manager Request deletions need to be managed manually in Asset Manager.

If the request has just been created in HP Service Manager and is really not useful, it can be deleted in Asset Manager by the Administrator. Otherwise, it is recommended to set the Request's status to “Cancelled”.

To delete a Request in Asset Manager, use the Procurement->Purchase request menu, select the Request to delete and click the “Delete” button.

To update the status of a Request in Asset Manager, use the Procurement->Purchase request menu, select the Request to update, change the “Req. status” value to “Cancelled” and click the “Modify” button.

Chapter 6

Request Creation Troubleshooting

If a Request has been submitted and nothing happens on the Asset Manager side, you can:

1. Check your configuration
2. Make sure the Service Manager Linker is started
3. Check what is transmitted between the Service Manager Linker and the Web Service Proxy
4. Check what is transmitted between the Web Service Proxy and the Asset Manager Web Services

6.1 Check errors in HP Service Manager

To check errors, review the sm.log file located in the <SERVICEMANAGER_HOME>\Server\logs directory.

6.2 Check your configuration

You can check the Connectors:

- between HP Service Manager and the Web Service Proxy
- between the Web Service Proxy and Asset Manager Web Services

6.2.1 Catalog connector in HP Service Manager

Start HP Service Manager.

1. Select the **Service Catalog/ Catalog Connectors** menu.
2. Select the connector named *Open a Standard Request in Asset Manager*.
3. On the **Expressions** tab, enter the path to the Web Service Proxy just after *$L.url*:

   ```
   $L.url="http://<Name or IP address of the Web Service Proxy>:<Web Service Proxy port number>/ServiceCatalog/services/ServiceCatalog"
   ```

   For example:

   ```
   $L.url=http://ProxyServer:8081/ServiceCatalog/services/ServiceCatalog
   ```

6.2.2 Web Server Proxy

In the web.xml file check the value of the param: ServiceProviderLocation

```
<display-name>ServiceCatalogService</display-name>
  <context-param>
    <param-name>ServiceProviderLocation</param-name>
    <param-
value>http://nphung.emea.hpqcorp.net:8081/AssetManagerWebService/services/R
510/</param-value>
  </context-param>
```

6.3 Check that the Linker is running

The *linker* scheduler in HP Service Manager ensures that the HP Service Manager query is transmitted to the Web Service Proxy.

It is key to the correct operation of the integration.

To check if the *linker* scheduler is started,

1. Type *status* in a HP Service Manager command prompt.
2. Check that *linker* appears in the list.

If the *linker* scheduler does not appear in the list, activate the *linker* scheduler:

1. Click the **Start Scheduler** button.
2. Double-click *linker-startup* in the list.

6.4 Check the Asset Manager Database connection

If you have several versions of Asset Manager Database on your system, check which database the Asset Manager Web Service is connected to using the following URL:

```
http://AssetManagerServer:8081/AssetManagerWebService
```

```
Check that the Base name is the correct Database.
```

6.5 Communication between SM Linker and Proxy

One troubleshooting step is to check that SOAP messages are being transmitted between Service Manager Linker and the Proxy.

To monitor messages being transmitted between Service Manager and the Web Service Proxy, you can use a utility named **tcpmon.** It is an open-source utility for monitoring data flowing on a TCP connection.

Tcpmon will need to be placed between the AM Adapter module and the Web Service Proxy. The AM Adapter is configured to connect to tcpmon, and tcpmon forwards the data to the Web Service Proxy. All transmitted data will be displayed in the tcpmon GUI.

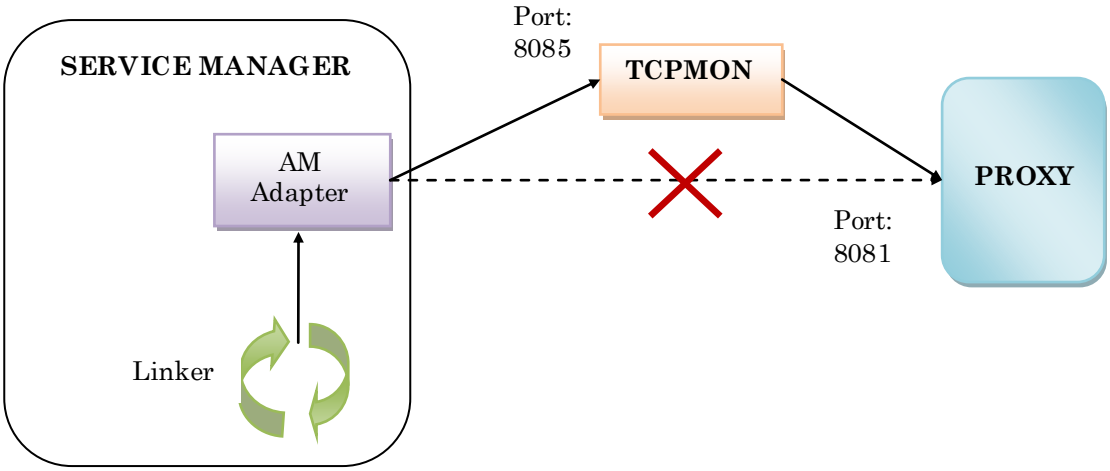

Figure 10: TCPMON between SM and Proxy

6.5.1 Configure the AM Adapter

The **AM Adapter** is the module that stores the URL connection to the Web Service Proxy, so we need to connect the AM Adapter to tcpmon instead of the Web Service Proxy.

To do this, we have to change the Catalog connector in HP Service Manager as follows:

1. Start HP Service Manager.
2. Select the Service Catalog/ Catalog Connectors menu.
3. Select the connector named Open a Standard Request in Asset Manager.
4. On the Expressions tab, enter the path to the Web Service Proxy just after $L.url:

```
$L.url="http://<Name or IP address of the Web Service Proxy>:<Web Service Proxy port number>/ServiceCatalog/services/ServiceCatalog"
```

For example:

```
$L.url="http://ProxyServer:8085/Service_Catalog/services/ServiceCatalog"
```

6.5.2 Configure Tcpmon

Launch the TCPMON interface and create a new TCP monitor Connection.

Fill in the fields with:

- Local Port: use a port number available (for example 8085)
- Server Name: the server name of the Web Service Proxy

- Server Port: the port number of the Web Service Proxy (for example: 8081)

Click on "Add Monitor" to start the monitoring session.

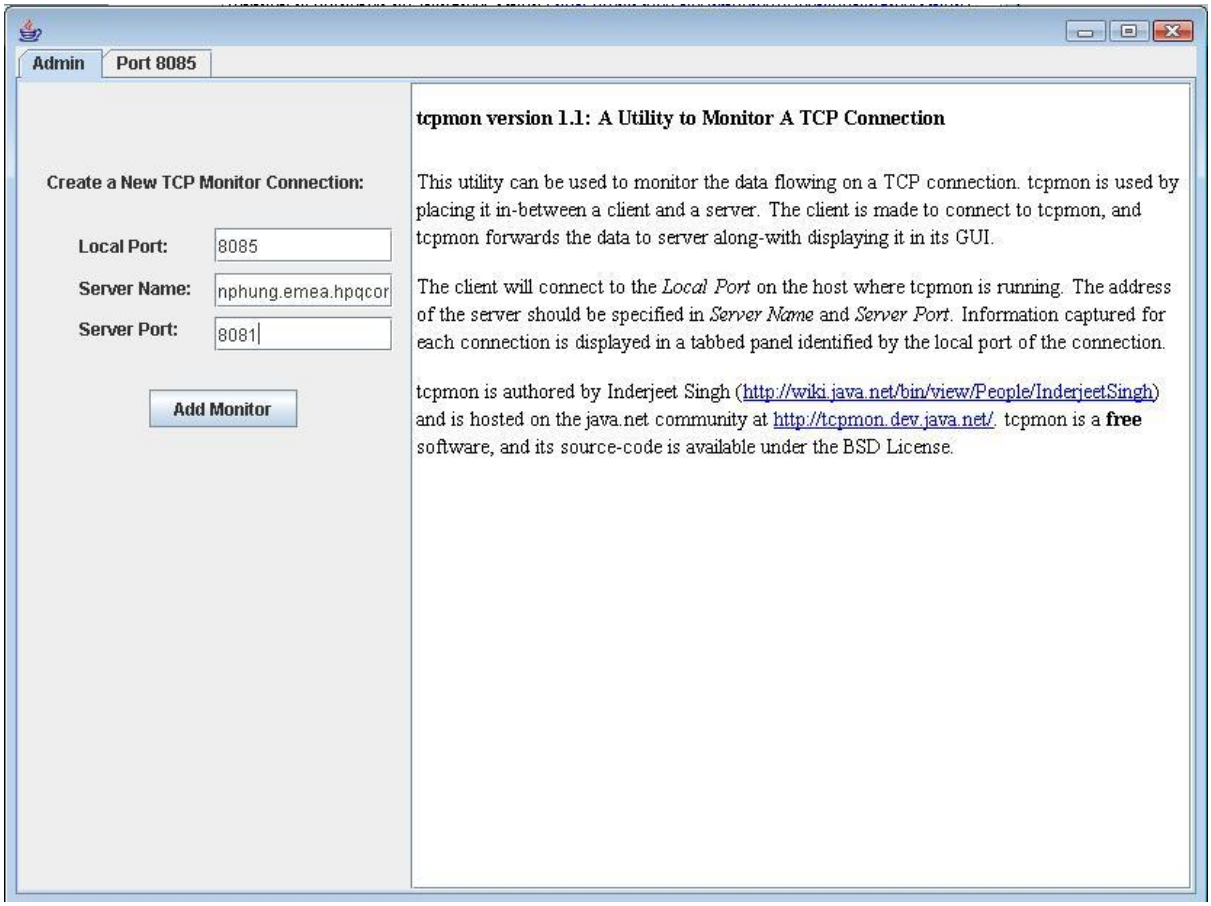

Figure 11: TCPMON Create monitoring connection

In the monitoring window you will see all messages exchanged between the AM Adaptor and the Web Server Proxy which will be displayed as shown in the example below:

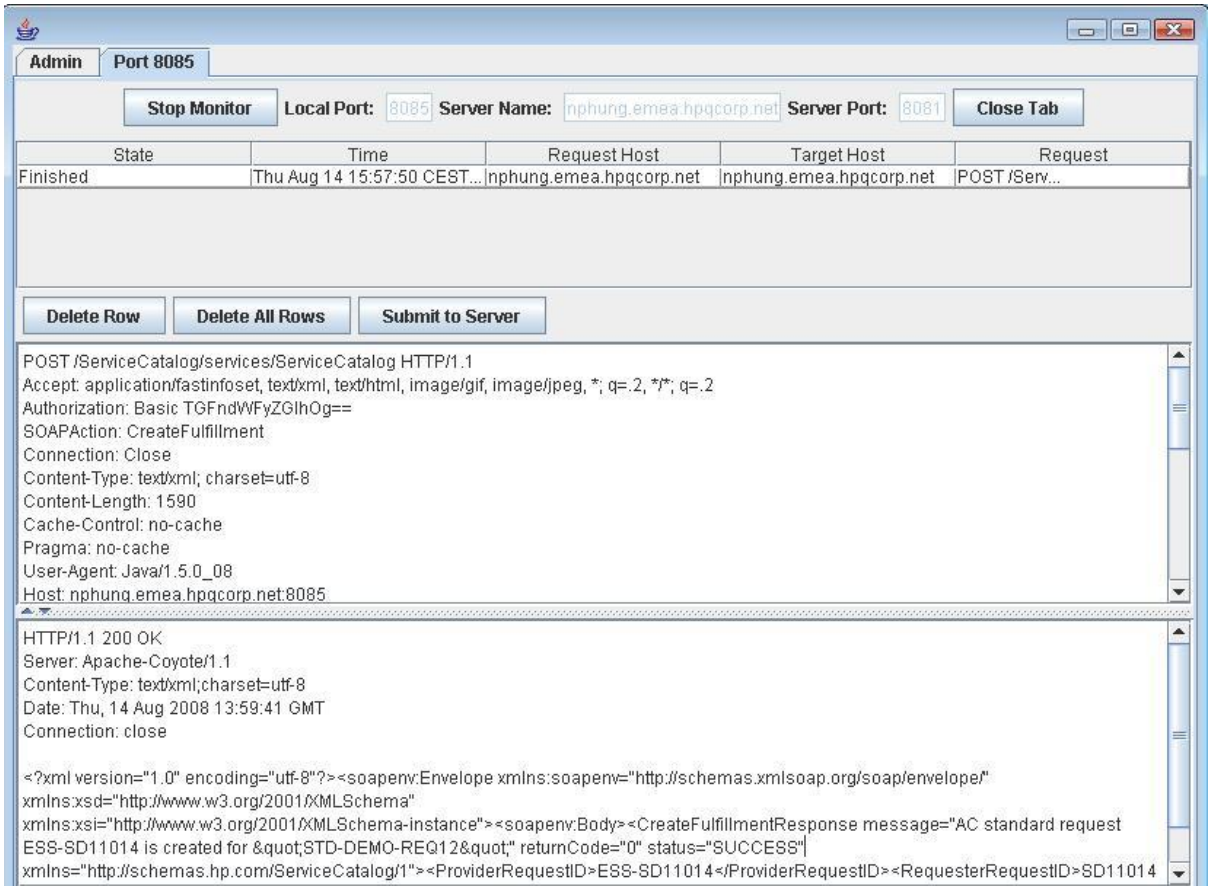

Figure 12: TCPMON Monitoring window

For testing purposes, you can easily resend a message to the server with the button “Submit to Server”.

6.5.3 Configure Tcpmon in SOAP UI

SOAP UI is an Open source desktop application for inspecting, invoking, developing, simulating/mocking and functional/load/compliance testing of web services over HTTP.

In SOAP UI, once you have configured the Tools (Preferences->Tools) javac and TcpMon, you can launch the TcpMon with the menu Tools->Launch TcpMon.

You will get the following window:

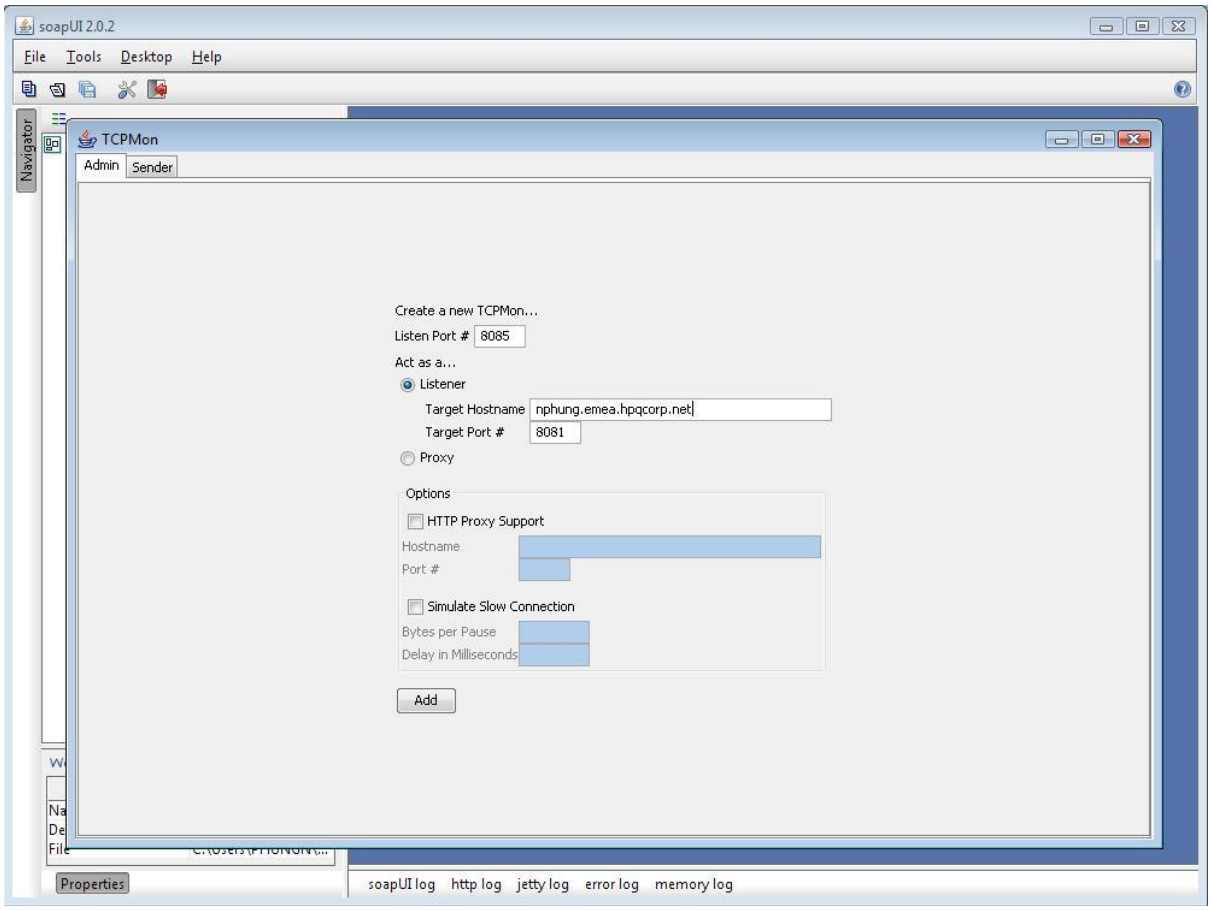

Figure 13: TCPMON Create monitoring connection

Fill the fields with:

- Listen Port: use a port number available (for example 8085)
- Target Hostname: the server name of the Web Service Proxy
- Target Port: the port number of the Web Service Proxy (for example: 8081)

And click on the “Add” button.

A new monitoring panel named with the Listen Port number will be created.

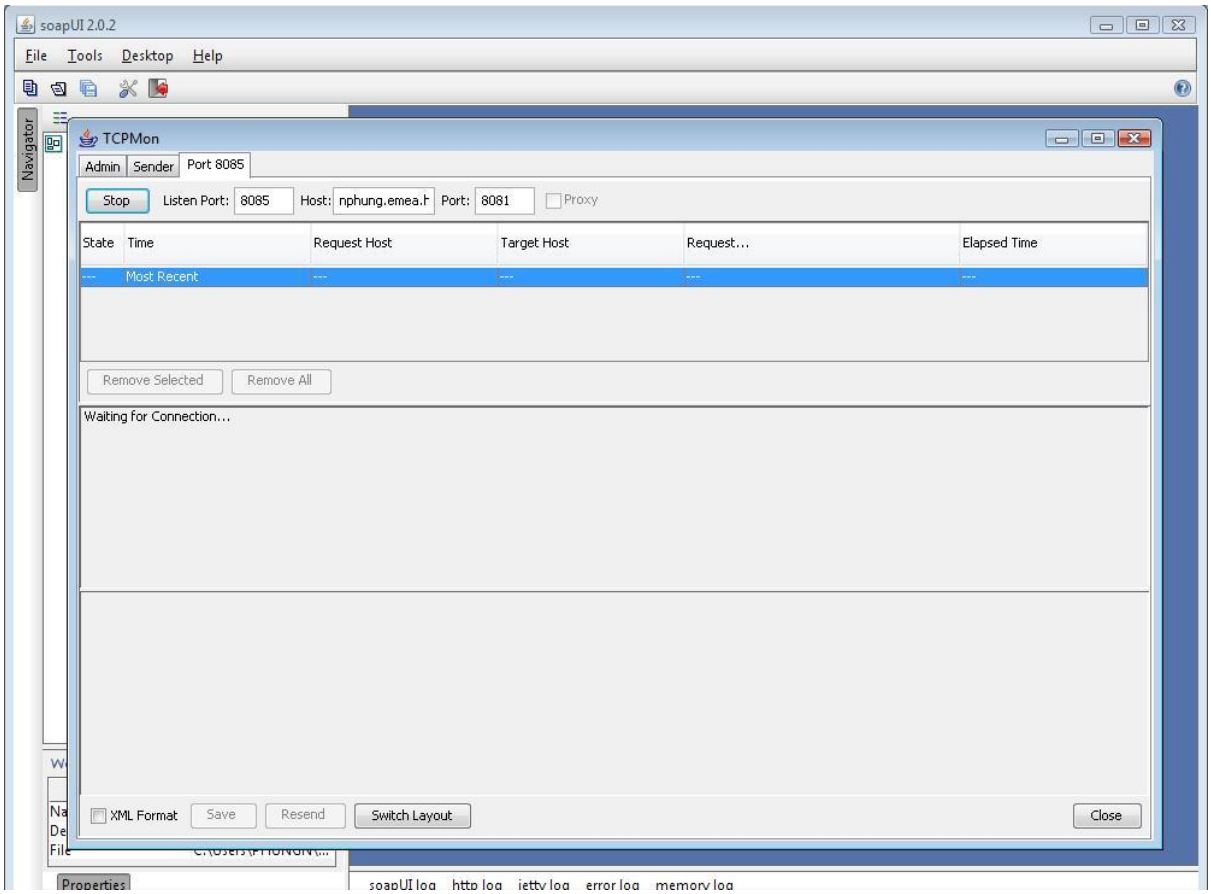

Figure 14: TCPMON Monitoring window

For testing purposes, you can easily resend a message to the server with the "Resend" button.

6.6 Communication between Proxy and AM Web Services

A second step of the troubleshooting process is to check that SOAP messages are transmitted correctly between the Proxy and the Asset Manager Web Services.

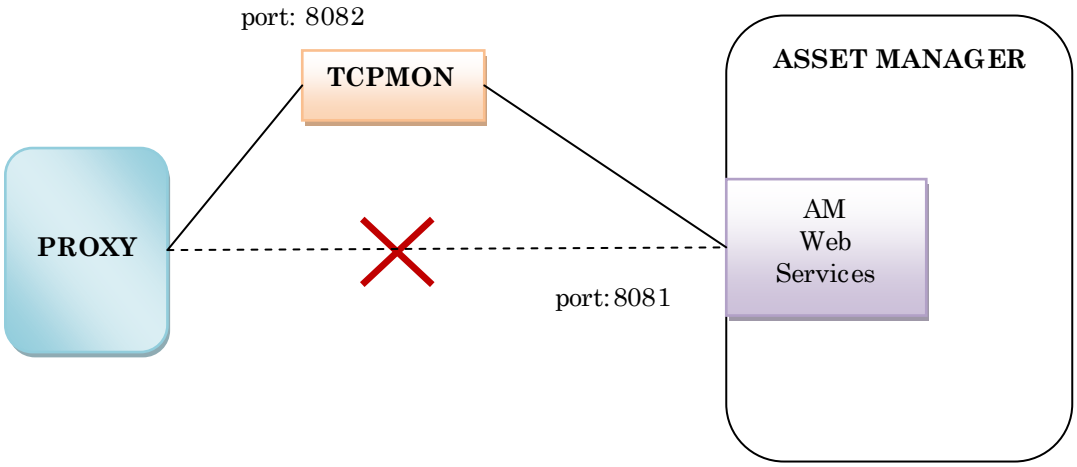

Figure 15: TCPMON between PROXY and AM

6.6.1 Configure the PROXY

The Proxy needs to be updated to connect to tcpmon instead of the AM Web Service.

To do this, in the file web.xml located in the <TOMCAT_HOME>\webapps\ServiceCatalog\WEB-INF\classes directory the param-value of the param-name ServiceProviderLocation has to be modified to use the host and the port number of tcpmon.

```
<context-param>
   <param-name>ServiceProviderLocation</param-name>
   <param-value>http://nphung.emea.hpqcorp.net:8081/AssetManagerWebService/services/R510/</param-value>
 </context-param>
```

6.6.2 Configure TCPMON

Launch the TCPMON interface and create a new TCP monitor Connection.

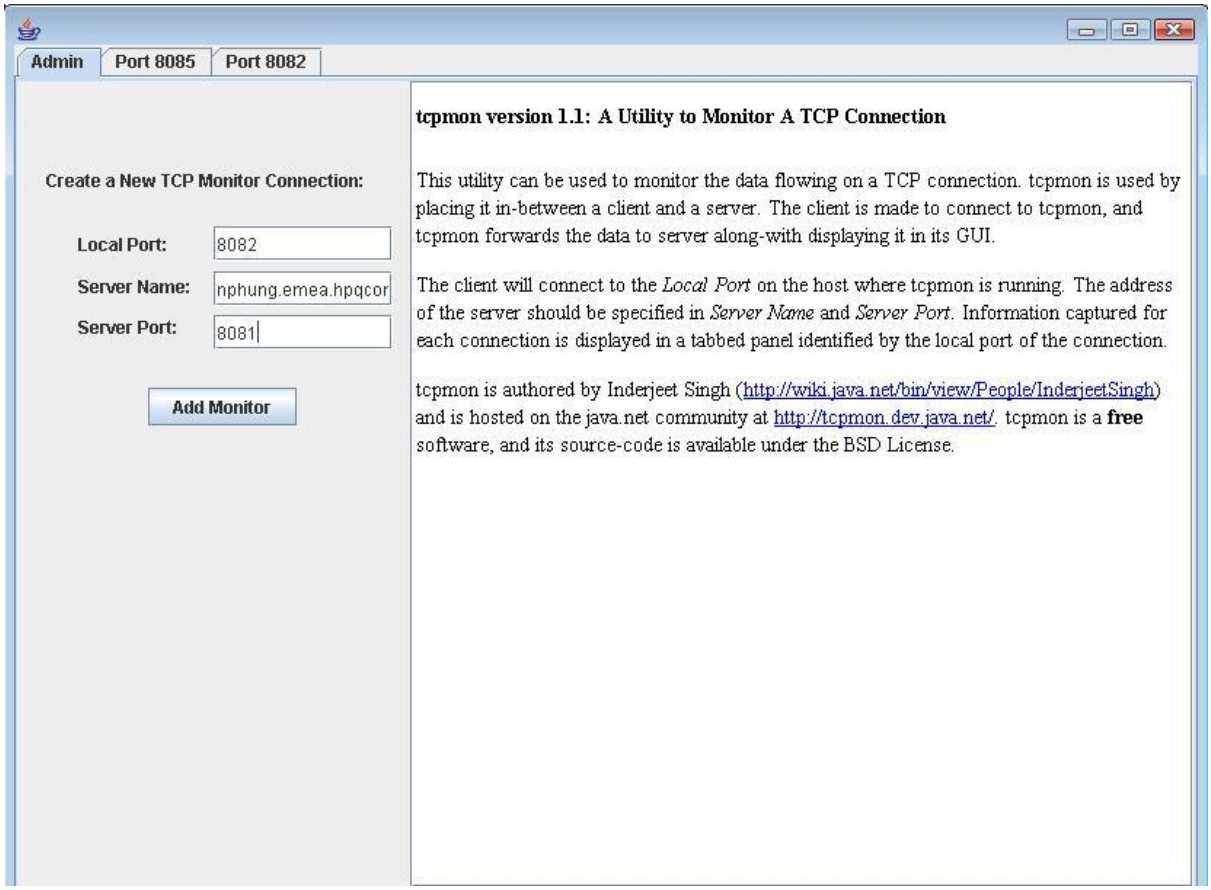

Figure 16: TCPMON Create monitoring connection

Fill the fields with:

- **Local Port**: use a port number available (for example 8083)
- **Server Name**: the server name of the AM Web Service
- **Server Port**: the port number of the AM Web Service (for example: 8082)

Click on "Add Monitor" to start the monitoring.

In the monitoring window you will see all messages exchanged between the Web Server Proxy and the Asset Manager Web Services will be displayed as shown in the example below:

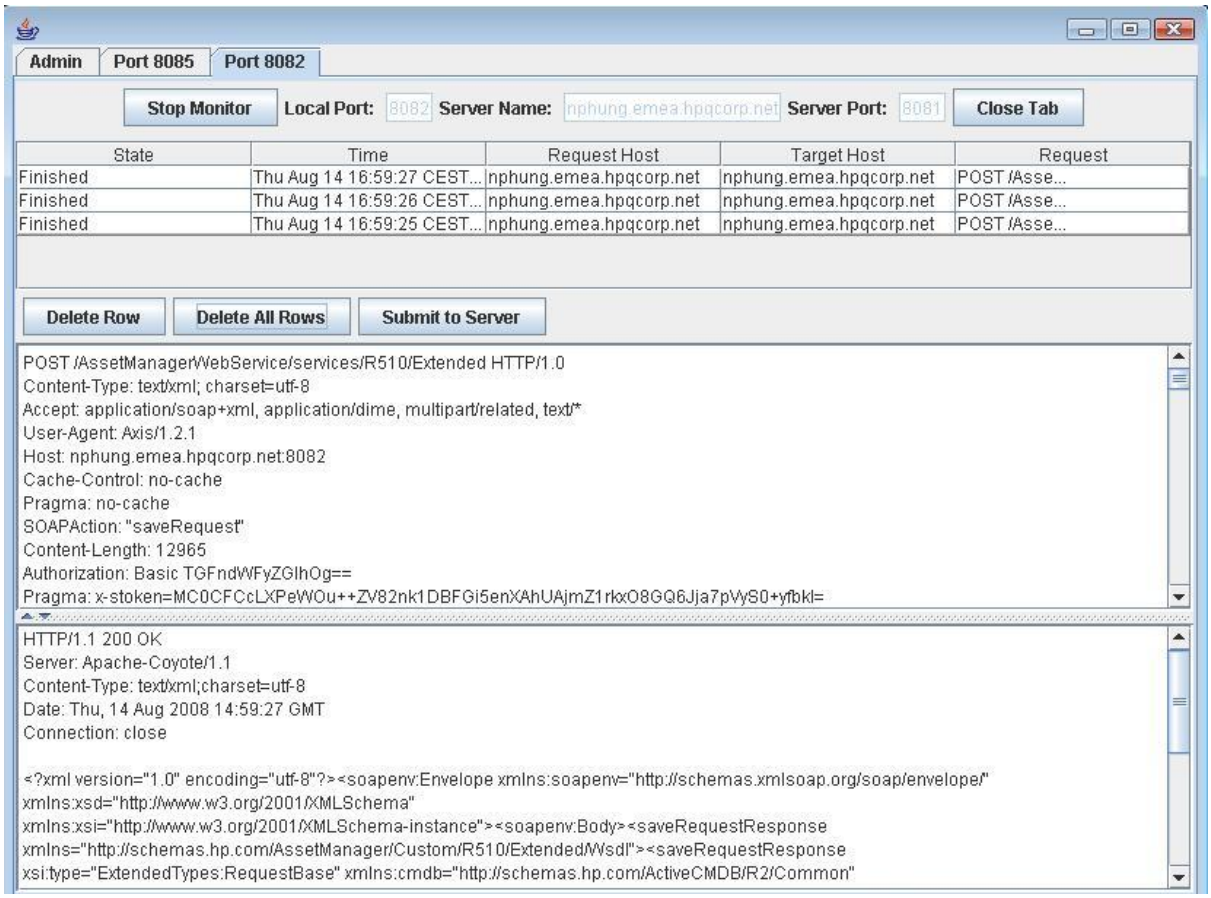

Figure 17: TCPMON Monitoring window

6.6.3 Using Tcpmon in SOAP UI

In SOAP UI, once you have configured the Tools (Preferences->Tools) javac and TcpMon, you can launch TcpMon via the Tools->Launch TcpMon menu.

You will get the following window:

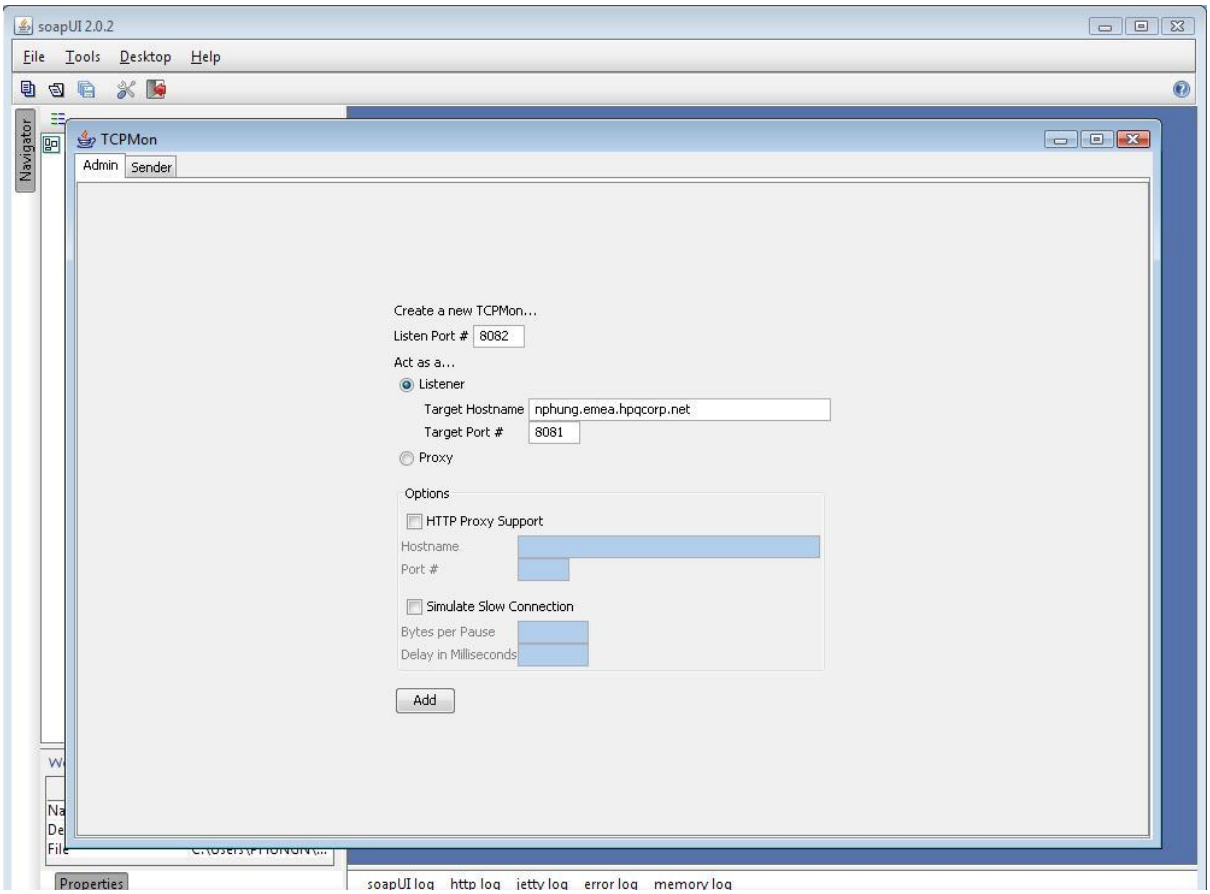

Figure 18: TCPMON Create monitoring connection

Fill the fields with:

- Listen Port: use a port number available (for example 8083)
- Target Hostname: the server name of the AM Web Service
- Target Port: the port number of the AM Web Service (for example: 8082)

And click on the “Add” button.

A new monitoring panel named using the Listen Port number will be created.

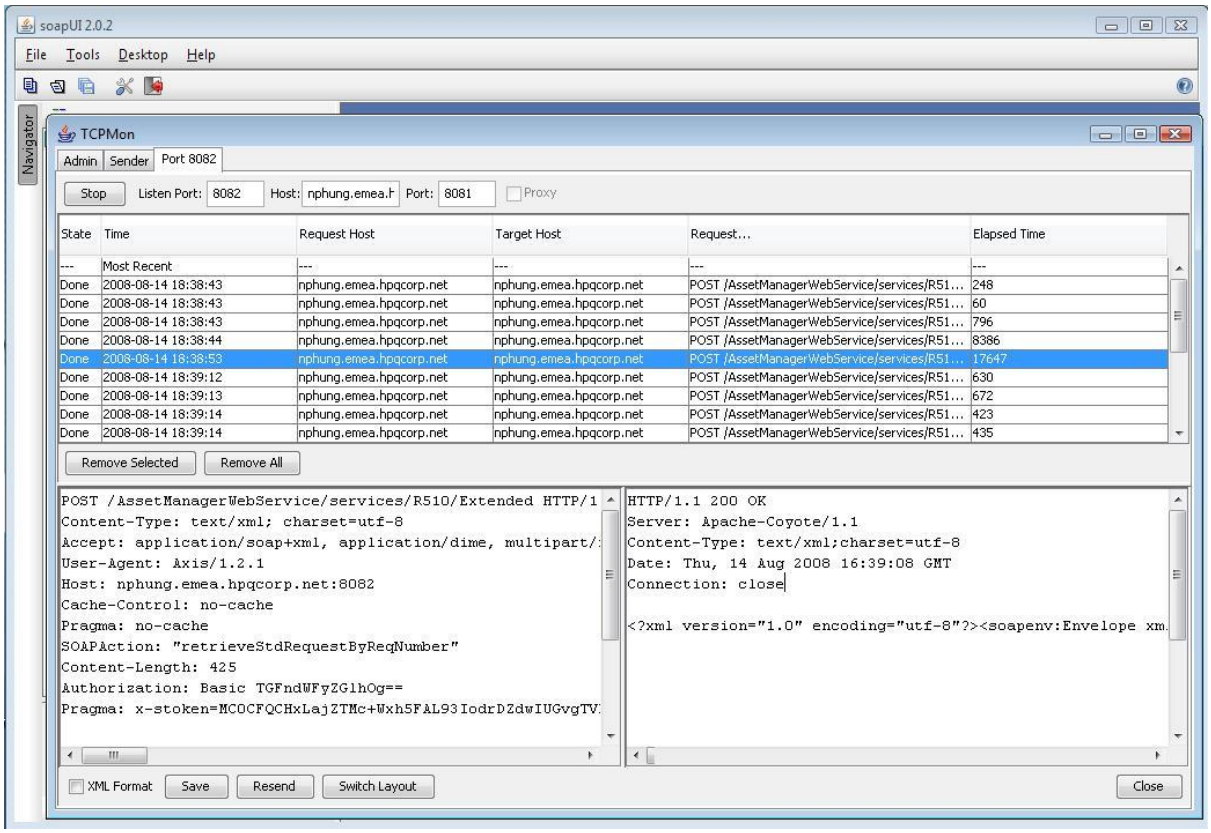

Figure 19: TCPMON Monitoring window

For testing purpose, you can easily resend a message to the server with the "Resend" button.

Chapter 7

Recommendations

7.1 Asset Manager item duplication

For all items in Asset Manager which can be published in the HP Service Manager Catalog it is highly recommended not to empty the link in case of duplication.

The Asset Manager administrator can check the configuration of the table attributes with the Asset Manager Application Designer application. In the “Edit link” view, for each attribute in the “Script” Notebook, there is a check box to specify if the Default value is reapplied if duplication is performed or not.

The recommendation is to not reapply default value when duplicating an item.

The important links are:

- “Parent”
- "UsedReqLineAsset"
- "UsedReqLineCntr”

These links are used by the Web Service Proxy when mapping the HP Service Manager request to the Asset Manager request to recreate the Asset Manager product hierarchy.

7.2 JAVA configuration

Depending on the configuration you have chosen, you will need to increase the memory used by the Java Virtual Machine launched by the application servers.

If you encountered the following memory exception (`java.lang.OutOfMemoryError: Java heap space)` you will need to increase a heap that holds objects such as classes and methods.

You can increase the maximum size for the permanent generation heap with the MaxPermSize option.

Example:

```
-XX:MaxPermSize=256m
```

You can also increase Heap size with the option xmx

Example:

```
-Xmx512M
```

Chapter 8

Frequently Asked Questions

8.1 General

8.1.1 Why is a Model displayed as a category even if the Model is used by a Standard Request that has not been synchronized?

The Connect-It scenario named categories.scn gets all models from HP Service Manager to create the Categories. No filtering is done during the population of the Categories from the Models. So if you have used this scenario, you may encounter instances where Models from Asset Manager are populated as Categories in Service Manager even if the Models are used by Standard Requests that have not been synchronized.

8.1.2 Can an item be in more than one category in the Service Catalog?

In Asset Manager an item can have only one Parent Category. Thus, the items coming from the Asset Manager Portfolio can only be in one category in the Service Catalog even if in Service Manager an item can belong to several categories.

8.1.3 How can I publish or cancel a model publication?

To publish or cancel publication of models in the HP Service Manager Service Catalog you can:

- Use the *Make the model publishable or not publishable in the HP Service Manager catalog* wizard by clicking the **SM Cat. Mngt.** button (or by selecting *SM Cat. Mngt.* in the *Actions...* drop-down menu in the web client) in the model detail (**Portfolio management/ Models** navigation menu link).
  With the wizard you can specify that the *Publishable in Service Manager* property be propagated to all child models.
- Manually specify the publication of a model as a category in HP Service Manager by checking or clearing the *Publishable in Service Manager* (bPubInSSC) checkbox in the **General** tab of a model detail (**Portfolio management/ Models** navigation menu link).

8.2 Menu aggregation

8.2.1 Why is Service Manager menu bar not displayed in Asset Manager?

There are different reasons why the Service Manager Menu bar is not displayed in Asset Manager.

8.2.1.1 Configuration File web.xml

You can check if the web.xml file has been configured correctly.

On the machine where you installed Asset Manager Web Tier, open the `C:\Tomcat50\webapps\AssetManager\WEB-INF\web.xml` file with a text editor.

You should find the text below:

<*context-param*> are defined:

```
<context-param>
<param-name>aggregatedContexts</param-name>
<param-value>AssetManager,webtier-7.01</param-value>
</context-param>
```

In the section where the <*filter*> is defined, you should find this filter definition:

```
<filter>
<filter-name>Navigator forwarder</filter-name>
<filter-class>com.hp.ov.cwc.web.navMenu.CwcNavFilter</filter-class>
<init-param>
<param-name>AssetManager:label</param-name>
<param-value>AssetManager</param-value>
</init-param>
<init-param>
<param-name>webtier-7.01:label</param-name>
<param-value>Catalog</param-value>
</init-param>
<init-param>
<param-name>webtier-7.01:url</param-name>
<param-value>/webtier-7.01</param-value>
</init-param>
<init-param>
<param-name>AssetManager:url</param-name>
<param-value>/AssetManager</param-value>
```

```
</init-param>

</filter>
```

In the section where the <*filter-mapping*> is defined, you should find:

```
<filter-mapping>

<filter-name>Navigator forwarder</filter-name>

<url-pattern>/cwc/nav.menu</url-pattern>

</filter-mapping>
```

Check the declaration of the *Navigator forwarder* before the *PostSiteMesh* filter.

```
<filter>

<filter-name>PostSiteMesh</filter-name>

<filter-class>com.hp.ov.ac.web.filter.PostSiteMeshFilter</filter-class>

</filter>
```

If you have modified the web.xml file, restart your application server.

8.2.1.2 Check Service Manager

Check that Service Manager is running and start it if needed.

If SSO has not been configured, you will need to login to Service Manager with the same information that you use for Asset Manager and login again to Asset Manager.

8.2.2 Why is the Asset Manager menu bar not displayed in Service Manager

There are different reasons the Asset Manager Menu bar is not displayed in Service Manager.

8.2.2.1 Configuration File web.xml

You can check if the web.xml file has been configured correctly.

On the machine where you installed HP Service Manager Web Tier, open the `C:\Tomcat\webapps\webtier-7.01\WEB-INF\web.xml` file with a text editor.

In the section where the <*context-param*> is defined, check that the following text is defined:

```
<context-param>

<param-name>aggregatedContexts</param-name>

<param-value>webtier-7.01,AssetManager</param-value>
```

```
</context-param>
```

In the section where the <*filter*> is defined, check that the following text is defined:

```
<filter>
<filter-name>Navigator forwarder</filter-name>
<filter-class>com.hp.ov.cwc.web.navMenu.CwcNavFilter</filter-class>
<init-param>
<param-name>webtier-7.01:label</param-name>
<param-value>Self-service catalog</param-value>
</init-param>
<init-param>
<param-name>AssetManager:label</param-name>
<param-value>AssetManager</param-value>
</init-param>
<init-param>
<param-name>AssetManager:url</param-name>
<param-value>/AssetManager</param-value>
</init-param>
<init-param>
<param-name>webtier-7.01:url</param-name>
<param-value>/webtier-7.01</param-value>
</init-param>
</filter>
```

In the section where the <*filter-mapping*> is defined, check that the following text is defined

```
<filter-mapping>
<filter-name>Navigator forwarder</filter-name>
<url-pattern>/cwc/nav.menu</url-pattern>
</filter-mapping>
```

If you have modified the web.xml file, restart your application server.

8.2.2.2 Check the user log in Asset Manager

Check that Asset Manager is running. If it is not then start it.

If Single Sign-On has not been configured, you will need to log in to Asset Manager with the same login as the one you use in Service Manager and also log in to Service Manager. The menu aggregation should be displayed after a refresh of the window.

8.3 HP Service Manager

8.3.1 How to check if the linker scheduler is activated

The linker scheduler in HP Service Manager ensures that the HP Service Manager query is transmitted to the Web Service Proxy.

You need to make sure that the linker scheduler has been enabled. To do this:

1. Type status in a HP Service Manager command prompt.
2. Check that linker appears in the list.

If the linker scheduler does not appear in the list, activate the linker scheduler:

1. Click the **Start Scheduler** button.
2. Double-click linker-startup in the list.

8.3.2 Why are some item prices set to $0?

Items coming from the Asset Manager Demo Database are not populated with their prices. In Service Manager, the items are displayed with the price of $0, but this is not the price used for the Request on the Asset Manager side. The correct value will be used.

8.4 Web Service Proxy

8.4.1 How to generate the ServiceCatalog.war file

To generate the ServiceCatalog.war file, follow the steps described below:

1. In the `<Asset Manager installation folder>\esscat\build\` folder, duplicate the `ant.properties.default` file and rename the duplicated file as `ant.properties`.
2. Open the `ant.properties` file in edit mode and change the *ws.host*, *ws.port* and *ws.service* parameters to have the *http://<ws.host>/<ws.port>/<ws.service>* link point to the machine where Asset Manager Web Service is installed.
   If you like, also modify the *gen.dir* variable to have it point to the folder where you want the procedure to generate the web application (the Web Service Proxy).
3. Open a DOS command line prompt and change to the `<Asset Manager installation folder>\esscat\build\` folder.
   Execute the following command:

```
ant all
```

4. This creates a `ServiceCatalog.war` file that needs to be deployed in your application server.

8.4.2 How to deploy the ServiceCatalog.war file

For example, if your application server is Tomcat:

Open the Tomcat Web Application Manager. In the WAR file to deploy section, specify the path to your ServiceCatalog.war file and click Deploy.

Note

If you are using an application server other than Tomcat, deploy the ServiceCatalog.war file on your application server following the standard procedure.

As the Web Service Proxy acts as a link between HP Service Manager and Asset Manager Web Service, you will need to configure the links between these elements.

To configure the link between HP Service Manager and the Web Service Proxy, configure the Catalog connector in HP Service Manager as follows:

1. Start HP Service Manager.
2. Select the Service Catalog/ Catalog Connectors menu.
3. Select the connector named Open a Standard Request in Asset Manager.
4. On the Expressions tab, enter the path to the Web Service Proxy just after $L.url:

$L.url="http://<Name or IP address of the Web Service Proxy>:<Web Service Proxy port number>/ServiceCatalog/services/ServiceCatalog"

For example:

$L.url="http://ProxyServer:8080/Service Catalog/services/ServiceCatalog"

Since the Java virtual machine launched by the application server uses a lot of memory, you need to increase the memory used to at least 256MB. To do so, modify the JVM (Java Virtual Machine) MaxPermSize parameter with the following switch:

```
-XX:MaxPermSize=256m
```

If you are using the Tomcat application server, proceed as follows:

1 Start the Tomcat configuration console (Start/ All Programs/ Apache Tomcat 5.5/ Configure Tomcat Windows menu).

2 Select the Java tab.

3 Add the following line to the Java Options section:

```
-XX:MaxPermSize=256m
```

4 Quit the Tomcat configuration console.

8.4.3 How to enable traces in the Proxy

Create a file named log4j.properties in the directory:

<TOMCAT_HOME>\webapps\ServiceCatalog\WEB-INF\classes

With the following content:

```
log4j.rootLogger = ERROR, stdout, fileout


log4j.appender.stdout = org.apache.log4j.ConsoleAppender

log4j.appender.stdout.layout = org.apache.log4j.PatternLayout

log4j.appender.stdout.layout.ConversionPattern = %d{ABSOLUTE} %5p - %c -
%m%n


log4j.appender.fileout = org.apache.log4j.RollingFileAppender

log4j.appender.fileout.File = AssetManagerProxy.log

log4j.appender.fileout.MaxFileSize = 500KB

log4j.appender.fileout.MaxBackupIndex = 5

log4j.appender.fileout.layout = org.apache.log4j.PatternLayout

log4j.appender.fileout.layout.ConversionPattern = %d{ABSOLUTE} %5p - %c -
%m%n


log4j.logger.com.hp.ov.ac.catalog = ERROR, fileout

log4j.logger.com.hp.ov.auth = ERROR, fileout

log4j.logger.com.hp.ov.sm.servicecatalog = ERROR, fileout

log4j.logger.package com.hp.servicecatalog = ERROR, fileout

log4j.logger.org.apache = ERROR, fileout
```

You will need to restart the Application Server to take into account the new trace setting.

8.4.4 How to modify the prefix added to Standard Request number

When the Web Service Proxy starts the creation of a new request in the Asset Manager database, it adds a prefix to the **Number** (ReqNumber) field of the request. By default, this prefix is *ESS-*.

If you wish to modify this prefix, you will have to perform the following actions:

1. Run the HP Connect-It scenario editor.
2. Open the *status.scn* scenario located in the *<installation folder in HP Connect-It>\scenario\ac\ac51\esscat* folder (**File/ Open** menu).
3. In the *Scenario diagram* window:
    a. Right-click with the mouse on the **Asset Manager** box.
    b. Select the menu `Edit a document type...`.
    c. Display the row detail of *amRequest (amRequest)*.
    d. Select the *amRequest* row.
    e. In the **WHERE Clause:** field, replace *ESS-*

f. Validate (**OK** button).

4. Save the changes (**File/ Save** menu).
5. Open the `web.xml` file of the Web Service Proxy located in the `<Tomcat installation folder>\webapps\ServiceCatalog\WEB-INF` folder with a text editor.
6. Search for the *RequestCreationPrefix* parameter et replace the *ESS-* value with the same prefix that you have used in the *status.scn* scenario.
7. Save the changes.

8.4.5 Why do I get an "Insufficient rights" error

With the Proxy traces activated, you may get the following error:

10:38:12,271 ERROR - com.hp.ov.sm.servicecatalog.provider.proxy.ServiceCatalogProviderProxy - com.hp.ov.ac.catalog.CatalogException was caused by: com.hp.ov.ac.catalog.CatalogException: Error saving request 'null'

com.peregrine.ac.AmException: Error (12,008): You do not have 'enter during creation' right on field 'Priority (Priority)' in table 'Requests (amRequest)'.

Insufficient rights

10:38:12,275 ERROR - com.hp.ov.sm.servicecatalog.provider.proxy.ServiceCatalogProviderProxy - [Ljava.lang.StackTraceElement;@a484ca

Response:

Message: Error creating request 'REQUEST IN ERROR' (id: ESS-SD11010)

Error saving request 'null'

com.peregrine.ac.AmException: Error (12,008): You do not have 'enter during creation' right on field 'Priority (Priority)' in table 'Requests (amRequest)'.

Insufficient rights

com.peregrine.ac.AmException: Error (12,008): You do not have 'enter during creation' right on field 'Priority (Priority)' in table 'Requests (amRequest)'.

Insufficient rights

, caused by com.hp.ov.ac.catalog.CatalogException: Error saving request 'null'

com.peregrine.ac.AmException: Error (12,008): You do not have 'enter during creation' right on field 'Priority (Priority)' in table 'Requests (amRequest)'.

Insufficient rights

Status: FAILURE

Return Code: -1

In this case, you have to check that:

1. The Asset Manager Web Service is connected to the right Database.

   Open a browser with the Asset Manager Web service URL: http://AssetManagerServer:8080/AssetManagerWebService/

   And check that the Base name has the expected value.

2. The user performing the request has the Asset Manager User Role: Self-service catalog requester. (in Asset Manager, Menu Organization->Employee, select your user in the employee list and the “Profile” Notebook).

3. In Asset Manager the user has the rights to create a Request (try to create a new request with the Procurement->Purchase Request menu)

8.5 Connect-It

8.5.1 In which order should the ESS Catalog Connect-it scenarios be run?

The ESS Catalog Connect-It Scenarios delivered in the ac/ac51/esscat directory should be run in the following order to correctly populate the Service Manager Catalog:

Synchronized objects	HP Connect-It scenario	Asset Manager tables	HP Service Manager Service
Employees	users.scn	amEmplDept	Contact
Logins for employees who may need to create requests	sso.scn	amEmplDept	Operator700
Standard request and product models	categories.scn	amModel	ServiceCatalog
Standard requests, products and off-catalog products	catalogitems.scn	amRequest, amCatProduct, amModel	ServiceCatalog
Status of the request	status.scn	amRequest	UpdateCartItem

8.5.2 Which Connect-It context?

The Connect-It context supported by the Service Manager Asset Manager integration is the sc62server.

By default, in the Connect-It scenarios used with the ESS Catalog, the Context Path of the ServiceCenter Web Service Connector has the value sc62server/PWS.

8.6 Asset Manager Web Service

8.6.1 How to specify the Asset Manager database accessed by Asset Manager Web Service?

To specify the target database to which Asset Manager Web Service connects, edit the following file located in: <Asset Manager installation folder>\websvc\package.properties

This file contains a set of properties that determine the database configuration. These are prefixed with **DB**.

Locate the **DB.datasource** property. Specify the name of the connection you wish to use.

Note: You will probably need also to change the login (**DB.login**) and password (**DB.password**) associated with the database.

Example:

```
DB.engine=MSSQL
# The name of the database (e.g. 16.157.134.163/myAmDb or AMDemo51en)
#DB.datasource=AMDemo51en
DB.datasource=NEW_CONNECTION
# The database engine login id
#DB.login=itam
DB.login=NEW_LOGIN
# The password corresponding to this login. The promptForPwd and encrypt parameters apply to this
# property, so this value may be overridden by a value input at deploy time and/or encrypted.
#DB.password=Hk9pv/o7lA3mlV1/7cz3Aw==
DB.password=NEW_PASSWORD
encrypt=true
# Whether the DB cache is enabled
DB.cache.enabled=true
# The cache directory
DB.cache.dir=C:/tmp
# The cache size in KB (1048576 = 1GB)
DB.cache.size=1048576
# The owner of the DB
DB.owner=
# The path to the aamapi51 library
DB.library.path=C:/Program Files/HP/Asset Manager 5.11 en/bin/aamapi51.dll

# AssetManager UserLogin for WebService impersonation
AssetManager.DB.UserLogin=Admin
# AssetManager password for WebService impersonation
AssetManager.DB.UserPwd=bmkBcCAZLK4=
```

Once the file has been modified, go to the directory: <Asset Manager installation folder>\deploy

Execute the command line:

build.bat <full name of package.properties> (Windows)

or

build.sh <full name of package.properties> (Unix).

This deployment script will propagate your changes from **package.properties** to the **web.xml** of the **AssetManagerWebService.war** package in the directory <Asset Manager installation folder>\websvc

For more information, refer to Asset Manager's **Installation** guide: chapter **Installing, configuring, removing and updating Asset Manager Web**, section: **Installing Asset Manager Web Services**.

This section includes information about password encryption.

CAUTION: the parameters just set in the **web.xml** may be overridden in the **AssetManagerWebService.xml** file if you are using Tomcat as an application server.

In addition to updating **package.properties** and **web.xml**, you also need to update the database parameter in the **AssetManagerWebService.xml** file, as in the following example. By default this file is located in the directory: <Asset Manager installation folder>\websvc\config

```
<?xml version="1.0" encoding="UTF-16"?>

<Context path="/AssetManagerWebService" reloadable="true"
docBase="C:\Program Files\HP\Asset Manager 5.10
en\websvc\AssetManagerWebService.war">

    <Environment name="AssetManager.DB.Name" value="AMDemo51en"
type="java.lang.String" override="false"></Environment>

    <Environment name="AssetManager.UserLogin" value="Admin"
type="java.lang.String" override="false"></Environment>

    <Environment name="AssetManager.UserPwd" value="bmkBcCAZLK4="
type="java.lang.String" override="false"></Environment>

…

</Context>
```

HP Service Manager Administration

HP Service Manager Administration information is available in the Service Manager documentation and online help.

How to apply a license key

Refer to the documentation: HP Service Manager Installation guide, chapter: Server installation (Obtaining Product Licenses).

How to a start/stop SM7 Server

For information about starting and stopping servers, see the HP Service Manager to the Service Manager online help.

Support

HP Software support Web site

You can visit the HP Software Support web site at:

www.hp.com/go/hpsoftwaresupport

This Web site provides a list of contacts and information about products, services and support provided by HP Software.

HP Software online software support provides users with self-healing services to help them resolve their problems. It also provides a quick and efficient means to access interactive technical support tools to manage specific issues. As a technical support customer, you can use the support site to:

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

Most of the support areas require that you register as an **HP Passport** user and sign in. Many also require a valid support contract. To find more information about support access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an **HP Passport ID**, go to:

http://h20229.www2.hp.com/passport-registration.html

Limited responsibility clause

Asset Manager is integrated with several third-party applications.

Examples: Database engines, Web servers, single sign-on software, load-balancing and clustering hardware and software solutions, reporting software such as Crystal Reports, etc.

Support for these applications is limited to their interface with Asset Manager.

Support does not cover installation problems, setup and customization problems nor malfunctioning of the third-party application.