
HP Service Quality Management Solution



Service Designer V3.0 Release Notes

Edition: 4.0

for Microsoft Windows Operating Systems

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Preface

This document contains the release notes of the HP SQM Solution Service Designer V3.0 software kit.

The name of the software kit is **SQM Service Designer V300**, and the corresponding installer file name is **SQMSolMODV300RevB.exe**.

The software kit includes all the Service Designer components:

- Transducer
- Reverse-Transducer
- Profile Plug-in.

This document should be read prior to installing the product.

The prerequisites for installation are mentioned in the *HP SQM Solution Service Designer Installation Guide*.

Intended Audience

This document is intended for Solution Architects, SQM Solution deployment team and SQM Solution administrators.

Software Versions

The term Windows is used as a generic reference to the operating system, unless otherwise specified.

The software versions referred to in this document are as follows:

Software	Version
Borland Together	2008 Release 3
HP Business Service Management	9.1.0
Windows	XP/Vista/2000/2003

Associated Documents

The following documents contain useful reference information:

- *HP SQM Solution Service Designer Installation Guide*
- *HP SQM Solution Service Designer User Guide*
- *Telco Universe Reference Guide*
- *Telco Universe Class diagrams*

The HP Business Service Management documents are available at:

<http://support.openview.hp.com/selfsolve/manuals>

Additional SQM Solution materials (like the SQM Solution Briefs) and information about SQM Solution updates are available at:

<http://www.hp.com/cms>

(→ HP Assurance -> HP NGOSS Solutions by Telecom Domain)

Typographical Conventions

Courier font for:

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

Italic text for:

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

Bold text for:

- New terms
- Important words

Terms and Acronyms

Term	Meaning
SQM	Service Quality Manager
BSM	Business Service Management
CMDB	Configuration Management Data Base
KPI	Key Performance Indicator
CIT	Configuration Item Type
HI	Health Indicator
CP	Content Pack
SD	Service Designer

Support

Please visit our HP Software Support Online Web site at www.hp.com/go/hpsoftwaresupport for contact information, and details about HP Software products, services, and support.

The Software support area of the Software Web site includes the following:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information.

Chapter 1

Introduction

1.1 Product Goals

The SQM Service Designer solution is designed to aid the user in creating, manipulating and deploying service models with utmost ease and precision.

1.2 Product Content

Service Designer

- It is used to aid the user in creating, manipulating and deploying service models
- It can be used to design service models using conventional third party UML modelling tool (Borland Together 2008 R3), which can then be converted and deployed in Business Service Management
- It can also be leveraged to manipulate existing BSM service models by importing models in a UML modeling tool (Borland Together 2008 R3)
- It consists of three related tools, described below.

a) Transducer

- It can be used to convert the XMI file which is exported for a UML project from Borland Together to a CMDB package and the corresponding Content Pack file of KPI, Business Rules, HI and HI Assignment.

b) Reverse-Transducer

- It can be used to convert CMDB and CP file which contain relevant definitions of KPI, Business Rules, HI and HI Assignment to a XMI file, which can then be imported into a UML project in Borland Together.

c) Profile plug-in

- It is a special customized Telco Palette which is integrated in the UML modeling tool (Borland Together 2008 R3) and appears as part of the standard UML design Palette. The Telco Palette contains several UML stereotypes specific to SQM Solution modeling. The Telco Palette is a user-friendly feature that allows the user to define a service model using stereotypes recognized in BSM.

Chapter 2

Prerequisites

2.1 Software Prerequisites

Product	Version	Note
Windows	XP/Vista/2000/2003	Both 32-bit version and 64-bit version are OK.
Borland Together	2008 Release 3	

2.2 Hardware Prerequisites

Requirement	Minimum	Recommended
Processor	533 MHz	1 GHz
RAM	1 GB	2 GB
Temp hard drive space	200 MB	>200 MB
Permanent disk space	100 MB	>100 MB
Resolution	800 x 600	1024x768 (16bit color or higher)

Chapter 3

Package and Installation

3.1 Kit

The installation kit of SQM Service Designer is provided as .exe file:

- **SQMSolMODV300RevB.exe**

3.2 Installation

Please refer to the *HP SQM Solution Service Designer Installation Guide* for detailed information about installation requirements and the installation procedures.

Enhancements and CR Fixes

4.1 Enhancements

4.1.1 Compared to previous version

Compared to **SQM Service Designer V230**, This **SQM Service Designer V300** provides:

- **Model**
 - Support the CIT Attribute-Override
 - Support 'String List' of Attribute Type for CIT Attribute
 - Support the Calculated Links Triplet
 - Support the HI and HI Assignment
 - Support all KPI, BR, HI and HI Assignment using Context Pack file
 - Provide the Predefined UML Model Project of BR, CIT and Relationship for Together
- **Model Checks**
 - The length of CIT class-name, CIT Display Name, CIT Description, CIT Attribute name, CIT Attribute Description, CIT Attribute-override name should be in the range of BSM supported
 - CIT class-name must be unique
 - CIT class-name can't have some special characters like: '-' or blank character and can't begin with digits
 - CIT Class Qualifiers should be in the list of BSM supported
 - CIT Attribute name must be unique for the same CIT
 - CIT Attribute name only letters and '_' are allowed
- **Logging**
 - More meaningful errors are logged if like some CIT ID duplicated or filter package name is not exist or else.

4.2 CR Fixes

Here is the list of defects present in the **SQM Service Designer V230** which are fixed in this **SQM Service Designer V300** release

Defect #	Component	Description
2018	Reverse Transducer	Description missing when Reverse-Transducer is used to convert a KPI which is both of SLM KPI and Dashboard KPI. Similar problem occurs for Business Rules

Chapter 5

Known Problems

5.1 Known Problems

Defect #	Problem Description	Workaround
2271	<p>If a customer uses Service Designer, to define his model. He will define it step by step and while is designing it, he would frequently like to deploy his working package into BSM to check intermediary result. Once validate, he probably would like to un-deploy it to be able to deploy it during the next design step.</p> <p>During this kind of process, the customer may find the file 'sid_links.xml' of this package can't un-deployed it is because of some other packages also using this file.</p>	<p>The procedure is like:</p> <ol style="list-style-type: none">1. Under BSM Admin →RTSM Administration→Administration →Package Manager Select the package you want to un-deploy2. Un-select sid_links.xml3. Un-deploy the package4. Delete the package. <p>Note: Use the 'Find' icon on the menu items and then enter the Resource name like 'sid_links' and Topic is 'Relationships', you can find the related packages that used this relationship.</p>
2274	<p>Under UML Project when we define a model, and use transducer.bat to generate the package, the package should contain the descriptor.xml file with at least the Description tag filled with what we have put into the Description field of the UML Package we have filtered.</p>	<p>The customer should manually update the description.xml file and repack the zip package.</p>

2282	When we have installed the previous version of SD Together Telecom Universe Profile plug-in, and then we un-installed the previous SD and installed the new version of SD, usually the Together Telecom Universe Profile plug-in is not updated.	<p>If we found the Telecom Universe Profile plug-in of Together is not updated, then the steps as follows:</p> <ol style="list-style-type: none"> 1. Check the old profile plug-in is deleted under folder of <TOGETHER_INSTALLED_DIR>\plugins\com.telecom_universe_profile.Telecom_Universe_Profile_1.0.0 2. Execute the Together.exe to open the UI to check the Telecom Universe Profile is not shown, then close the Together. 3. Install the new kit.
2028	In a particular case when the identifier of CI type and relationship is formed with Chinese characters, then the generated CMDB package may be not be valid	If you do not have a special requirement, then English characters should be used to define the identifiers of CI Types and Relationships
2234	When use the transducer to HI Assignment, sometimes it can't be deployed to BSM successfully.	If you meet that HI Assignment can't be deployed to BSM, check the errors that BSM reported
2246	Transducer BR parameter value special character Quote (") is not supported	If you need the special character, use the escape character in Together UI for BR parameter value like: \" instead of "
2290	Reverse Transducer misses CIT Attribute data (Identifier/Size), it use the Property->Name as CIT Attribute name and not use the Telecom Universe Profile→Identifier.	Even Reverse Transducer misses these values, the Transducer will use the CIT Attribute name as its CIT Attribute Display name, and the default size is 100 if the CIT Attribute type is String. So if you have special requirement, you can manually update the CIT Attribute Display name after import to BSM.

2291	When CIT Attribute Name has Chinese or French character, it will print error messages.	Just omit the error message and use the output zip package.
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5.2 Limitations

Defect #	Description	Workaround
2269	Not support the Enumeration/List Attribute Type of CIT Attribute.	If need Enumeration/List Attribute Type, you need manually modify the xml file of CIT.
2258	HI Assignment only supports the condition of CI Types Equals.	If you need other conditions you need to manually modify the Context Pack file
2224	Current Service Designer does not support configuration of Rule Threshold for Business Rule. Transducer will only create empty Rule Threshold.	Need manually update the Context pack file for the value of Rule Threshold
1997	The input file/folder is not found if a relative path is enter when executing Transducer or Reverse-Transducer outside the installation directory	If user wants to run Transducer or Reverse-Transducer from other directory rather than the installation directory, an absolute path must be provided
2223	Current Service Designer does not support configuration of Tooltips Settings for Business Rule. Like "Max labe width" and "Max value width".	You need to manually update the Context Pack file of Business Rule.

Chapter 6

Documentation

The manuals for SQM Service Designer are shipped as PDF files.

The set of documentation consists of the following manuals:

- HP SQM Solution Service Designer Installation Guide
- HP SQM Solution Service Designer User Guide.