

HP Release Control

for the Windows® operating systems

Software Version: 9.20

Deployment Guide

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Acknowledgements

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Welcome to This Guide

Welcome to the *HP Release Control Deployment Guide*, which explains how to install and deploy HP Release Control software and how to upgrade to the latest version. HP Release Control provides a common platform of decision support for Change Advisory Board members and implementation teams during the release life cycle. HP Release Control analyzes each change request in the system and provides real-time information and alerts during implementation. In addition, HP Release Control enables collaboration, feedback, and review throughout the release life cycle.

This chapter includes:

- [How This Guide Is Organized](#) on page 8
- [Who Should Read This Guide](#) on page 8
- [HP Release Control Documentation](#) on page 8
- [Additional Online Resources](#) on page 9

How This Guide Is Organized

This guide contains the following parts:

Chapter 1 Installing and Deploying HP Release Control

Provides instructions on how to install and deploy HP Release Control.

Chapter 2 Upgrading HP Release Control

Provides instructions on how to upgrade to the latest version of HP Release Control.

Who Should Read This Guide

This guide is intended for the HP service engineers who are responsible for installing and deploying or upgrading HP Release Control.

HP Release Control Documentation

HP Release Control comes with the following documentation:

HP Release Control Deployment Guide explains how to install and deploy HP Release Control. This guide is accessible in the following formats, from the following locations:

- in PDF format on the HP Release Control DVD
- in PDF format by selecting Help > HP Release Control Documentation Library from the HP Release Control application

HP Release Control User Guide explains how to use and configure the HP Release Control application. This guide is accessible in the following formats, from the following locations:

- in PDF format on the HP Release Control DVD
- in both PDF format and online HTML help format by selecting Help > HP Release Control Documentation Library from the HP Release Control application

- in HTML help format, from specific HP Release Control application windows, by clicking in the window and pressing F1, or by selecting Help from the main menu

HP Release Control API Reference explains how to work with HP Release Control's API. The API Reference is available in CHM format on the HP Release Control DVD, or from the HP Release Control application by selecting Help > HP Release Control Documentation Library.

HP Release Control Readme provides information on what's new in the current version of the product as well as comprehensive information on known problems and limitations. The Readme is available in HTML format on the HP Release Control DVD, or from the HP Release Control application by selecting Help > HP Release Control Documentation Library.

Note: Anything published in PDF format can be read and printed using Adobe Reader, which can be downloaded from the Adobe Web site (<http://www.adobe.com>).

Additional Online Resources

HP Software Support accesses the HP Software Support Web site. This site enables you to browse the Self-solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose Help > HP Software Support. The URL for this Web site is www.hp.com/go/hpsoftwaresupport.

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

To find more information about access levels, go to:

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

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

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1

Installing and Deploying HP Release Control

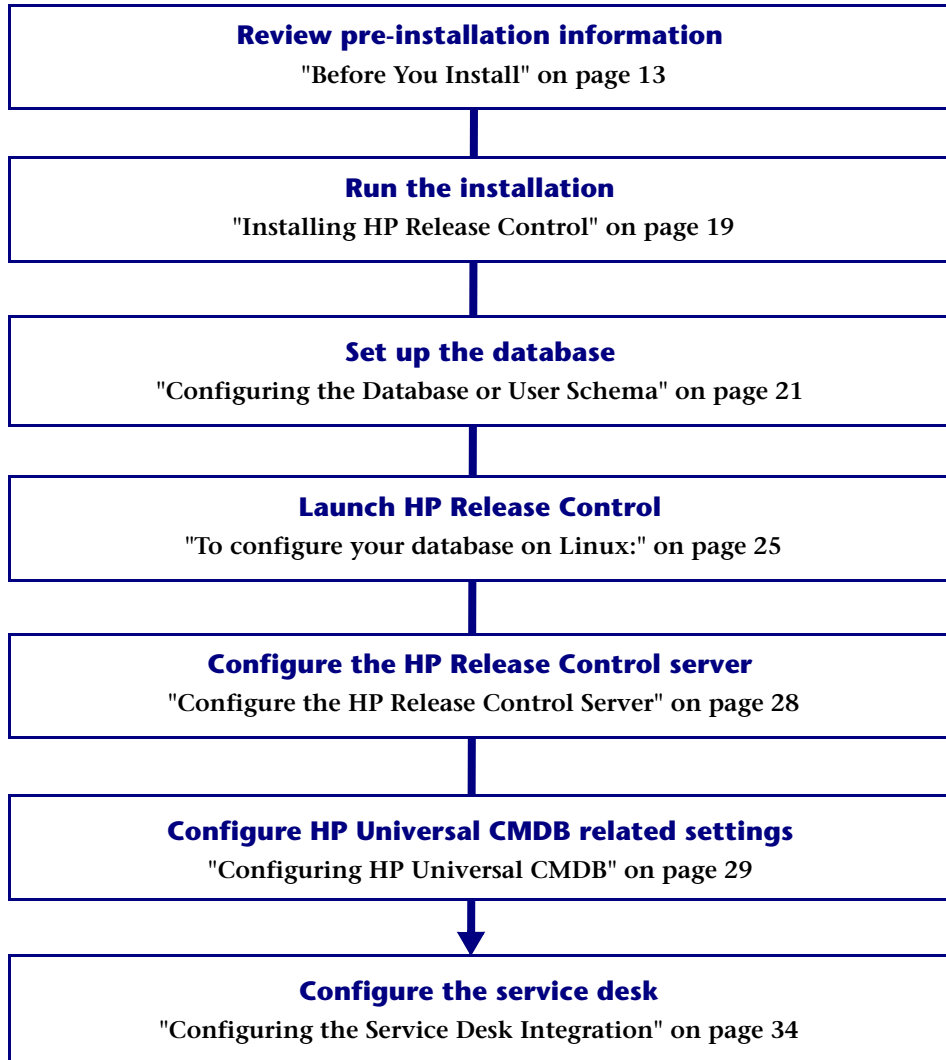
This chapter provides instructions on how to install and deploy HP Release Control.

This chapter includes:

- [The Deployment Process: Basic Steps](#) on page 12
- [Before You Install](#) on page 13
- [Installing HP Release Control](#) on page 19
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The Deployment Process: Basic Steps

This following diagram describes the basic steps involved in getting your HP Release Control environment up and running:



Before You Install

Before you install HP Release Control, review the information in this section, including the system requirements. This section includes:

- "Supported Service Desks" on page 13
- "Server System Requirements" on page 16
- "Client Requirements" on page 17
- "HP Release Control Advanced Deployment Options" on page 17
- "HP Release Control Data Flow" on page 18
- "System Architecture" on page 19

Supported Service Desks

The Service Desk Integration module supports the following service desk applications:

Application	Version
HP Project and Portfolio Management	<ul style="list-style-type: none"> ➤ 7.1 SP6 ➤ 7.5 SP2 ➤ 8.x ➤ 9.x
HP Service Manager/Center	<ul style="list-style-type: none"> ➤ 6.2.x ➤ 7.1x ➤ 9.20 ➤ 9.30
HP Server Automation	<ul style="list-style-type: none"> ➤ 7.5 ➤ 7.8 ➤ 9.0
BMC Remedy Action Request System	➤ 7.0
Aperture Vista Data Center Infrastructure Manager (DCIM)	6.0

Feature Availability per Service Desk

Certain HP Release Control features are only available when you integrate with certain service desk applications. The following table describes these features and specifies their availability per service desk. Service desks that are not listed in this table do not include these features.

Note: SM = HP Service Manager, SC = HP ServiceCenter, and PPM = HP Project and Portfolio Management / Mercury IT Governance Center

Feature	SM	SC	PPM
Update Approval status. Approval of a change request in the Analysis module Collaborate > Resolution tab, results in an updated status of the request within the service desk.	yes	yes	yes
Retract approval. Retracting approval of a change request in the Analysis module Collaborate > Resolution tab, results in an updated status of the request within the service desk.	yes	yes	no
Update planned times. After you run a simulation in the Analysis module Change Planner, you can save the updated start and end times to the originating service desk.	yes	yes	no
Update actual times. In the Director and Implementor modules, you can update the actual start and end time of an activity. These times are automatically updated in the originating service desk ticket.	yes	yes	no
Update Post Implementation Review. The data that you update in the Post Implementation Review dialog box in the Review > Conclusions tab is updated in the origination service desk.	yes	yes	no
Closing Tickets from HP Release Control. You can close service desk tickets from the Analysis module Review > Conclusions tab.	yes	yes	no

Feature	SM	SC	PPM
Update analysis information. The originating service desk ticket is updated with analysis information from HP Release Control (for example risk level and impact analysis)	yes (requires configuration)	no	no
Deny change request. Denying a change request in the Analysis module Collaborate > Resolution tab results in an updated status of the request within the service desk.	yes	no	no

Server System Requirements

The following table describes the system requirements for the HP Release Control server:

CPU	Intel Pentium 4
Memory (RAM)	Minimum of 2 GB
Free Disk Space	Minimum of 5 GB
Machine	<ul style="list-style-type: none"> ➤ VMware ➤ Physical ➤ Hyper-V
Operating System	<ul style="list-style-type: none"> ➤ Windows Server 2008 (32-bit) ➤ Windows Server 2008 (64-bit) ➤ Windows Server 2008 R2 (64-bit) ➤ Oracle Enterprise Linux 6.x (64-bit) ➤ Red Hat Enterprise Linux 6.x (64-bit)
Database	<ul style="list-style-type: none"> ➤ Microsoft SQL Server 2008 SP2 ➤ Microsoft SQL Server 2008 R2 ➤ Oracle 10.1.x, 10.2.x, 11.1.x, 11.2.x (11g R1/11g R2)
HP Universal CMDB	<ul style="list-style-type: none"> ➤ HP Universal CMDB version 8.x, 9.x, 10.x (Typical CMDB Installation) <p>For a full list of system requirements for each of these versions, refer to the HP Universal CMDB documentation.</p>

Client Requirements

The following table describes the client requirements for viewing HP Release Control:

Browser	<ul style="list-style-type: none"> ➤ Microsoft Internet Explorer 8.0, 9.0. Note: It is recommended to set Internet Explorer to check for newer versions of stored pages every time you visit the page. For example, in version 6.0, select Tools > Internet Options > General tab. In the Temporary Internet files area, click Settings and select the Every visit to the page option. ➤ Mozilla Firefox 3.x, 4.x, 5.x, 6.x or above
Flash Player Browser Plugin	Flash Player 9 or above
Screen Resolution	<ul style="list-style-type: none"> ➤ Minimum 1024x768 ➤ Recommended 1280x1024
Color Quality	<p>Minimum of 16 bit</p> <p>Note: If you are logging on to the HP Release Control server through a remote connection, ensure that the Remote Desktop color display setting is set to a minimum of 16 bit.</p>

HP Release Control Advanced Deployment Options

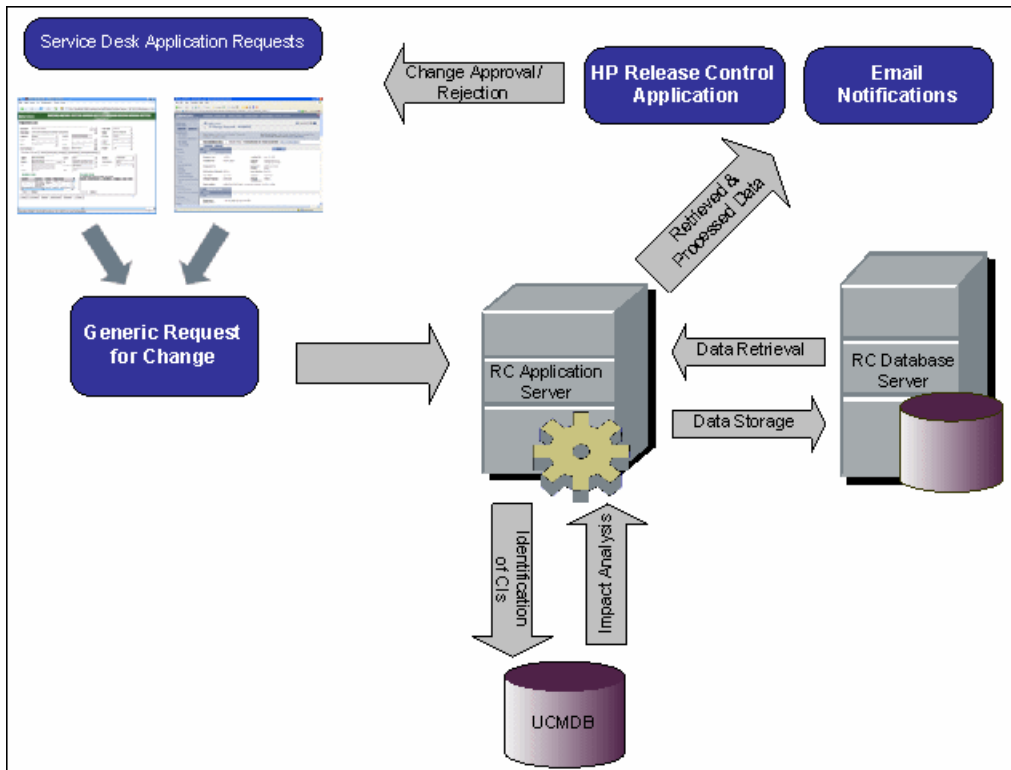
In addition to the regular deployment, HP Release Control can also be deployed with the following options:

- **Cluster deployment.** HP Release Control can be deployed on multiple nodes. For details, refer to the section about setting up a cluster deployment in the *HP Release Control User Guide*.
- **Web servers.** You can configure HP Release Control to work with a Web server (Microsoft Internet Information Services (IIS) 6.x or 7.0 or 7.5 or Apache HTTP Server 2.2.x). For details, refer to the section about configuring a Web server in the *HP Release Control User Guide*.

- **Identity management.** You can configure HP Release Control to work with a third party identity management solution such as CA SiteMinder. For details, refer to the section about identity management in the *HP Release Control User Guide*.

HP Release Control Data Flow

The following diagram illustrates the data flow when running HP Release Control:



- Change requests originate in the Service Desk application and are converted into generic requests.
- HP Release Control sends the requests to HP Universal CMDB for analysis and to determine the relationships between configuration items (CIs).

- HP Release Control takes the data from HP Universal CMDB and performs impact analysis.
- HP Release Control further analyzes change requests, performing calculations such as risk and collision analysis.
- The information is stored on the HP Release Control Database Server.
- Email notifications are sent according to configuration settings to decision makers, and changes are approved or rejected.

System Architecture

HP Release Control is a 3-tier application which consists of following:

- Flash-based (fat) client, accessed using a Web browser
- Application servers
- Database servers

The database servers and the HP Release Control application servers must locate in high bandwidth and low latency network paths, which connect to the database server.

Installing HP Release Control

You can install HP Release Control using the InstallShield Wizard for HP Release Control on Windows. Or you can run a series of shell commands to install HP Release Control on Linux.

To install HP Release Control on Windows:

- 1** Click the `setup.exe` file located in the Setup folder of your HP Release Control installation disk. The InstallShield Wizard for HP Release Control opens. Click Next.
- 2** Accept the terms of the software license agreement that is displayed. Click Next.
- 3** Accept the default installation directory or click **Browse** to select a different directory.

Note: The directory you select cannot contain spaces.

Click Next.

- 4** Ensure that the information in the summary screen is correct.
To review or change any settings, click Back. To accept the settings and begin installing HP Release Control, click Next.
- 5** When the installation process has successfully been completed, click Finish in the final InstallShield Wizard screen.

Note: If you are in the middle of performing the upgrade procedure, continue with step 2 of "Stage 2: Install and Upgrade HP Release Control" (see page 80).

To install HP Release Control on Linux:

- 1** Copy release-control-9.20.0000.x86_64.rpm.bin to the target computer. The file resides in the Setup folder of HP Release Control installation DVD.
- 2** Log in the Linux system as root.
- 3** Open a shell terminal and change the current working directory to where the bin file is located.
- 4** Execute the following command to ensure that the execute permission is set:

```
chmod u+x release-control-9.20.0000.x86_64.rpm.bin
```

The End User License Agreement is displayed and you are prompted to agree to its terms.

- 5 Execute the following command to begin installing HP Release Control:

```
./release-control-9.20.0000.x86_64.rpm.bin
```

The default installation directory is `/opt/HP/rc` and the new user of `release-control` is created, which belongs to the `HP` group.

The new system service of `release-control` is registered, which can be verified by running the following command:

```
chkconfig --list|grep release-control
```

This service will start automatically upon system reboot.

Configuring the Database or User Schema

Caution: Upgrade is not supported if the Oracle Server user schema is created manually.

To work with HP Release Control, you must create either a Microsoft SQL Server database or an Oracle Server user schema. You then configure connection properties for the HP Release Control database or user schema using the Database Configuration Wizard.

Note: For MS SQL Server and Oracle Server system requirements, see "Server System Requirements" on page 16.

For information and guidelines about configuring and maintaining MS SQL and Oracle Server databases, see the section about database configuration and maintenance in the *HP Release Control User Guide*.

To configure your database on Windows:

- 1** Allocate a Microsoft SQL Server database or an Oracle Server user schema.

- For MS SQL Server 2005: Activate snapshot isolation.

Execute the following command once after creating the database:

```
alter database <ccm_database_name> set read_committed_snapshot on
```

For more information about the SQL Server snapshot isolation feature, see [http://msdn.microsoft.com/en-us/library/tcbchxcb\(VS.80\).aspx](http://msdn.microsoft.com/en-us/library/tcbchxcb(VS.80).aspx).

- For Oracle: Grant the Oracle user only Connect and Resource roles. (Populate fails if the Oracle user has the Select any table privilege.)

- 2** Verify the following information, which you need during this configuration process:

✓	Required Information
	DB host name and port
	DB user name and password
	For MS SQL: Database name
	For Oracle: SID

- 3** Before you run the Database Configuration Wizard, consider the following:

- **Advanced configuration options.** If you select the advanced configuration option in the wizard, you can specify advanced database properties, such as minimum and maximum pool size. For more information about these options, see http://www.mchange.com/projects/c3p0/index.html#configuration_properties.
- **MS SQL URL.** If you select the advanced configuration option in the wizard, you need to specify the connection URL of the JTDS MSSQL in the database.properties file. There are two types of authentication:

- **SQL authentication.** Include a valid MS SQL server name and database name.

For example:

```
jdbc:jtds:sqlserver://myServer:1433/  
myDataBase;sendStringParametersAsUnicode=false
```

- **Windows (NTLM) authentication.** To apply Windows authentication, add the domain property to your JTDS connection URL in the database.properties file. Specify the Windows domain to authenticate,

For example:

```
jdbc:jtds:sqlserver://myServer:1433/  
myDataBase;sendStringParametersAsUnicode=false;domain=myDomain
```

You can use Windows (NTLM) authentication with or without Lightweight Single Sign-On Authentication Support (LW-SSO).

Using Windows (NTLM) authentication without LW-SSO. If the domain property is present and the user name and password are provided, JTDS uses Windows (NTLM) authentication instead of the usual SQL Server authentication. This means that the user and password provided are the domain user and password. This allows non-Windows clients to log in to servers which are only configured to accept Windows authentication.

Using Windows (NTLM) authentication with LW-SSO. If the domain parameter is present but no user name and password are provided, that is the user name and password parameters use empty values, JTDS uses its own Single-Sign-On library and logs in with the logged Windows user's credentials. For this to work, you need to be using Windows, logged into a domain, and also have the LW-SSO library installed.

For details on how to install the LW-SSO library, refer to the `readme.sso` file, which can be download from the latest distribution package at <http://jtds.sourceforge.net>.

Note: For details about configuring the jTDS URL format for MS SQL Server, see <http://jtds.sourceforge.net/faq.html#urlFormat>

- **Oracle URL.** If you select the advanced configuration option in the wizard, you need to specify the connection URL of the Oracle native driver. Include a valid Oracle server name and SID. Alternatively, if you are using Oracle RAC, specify the Oracle RAC configuration details.

Note: For details about configuring the native Oracle JDBC URL format, see http://www.orafaq.com/wiki/JDBC#Thin_driver. For details about configuring the URL for Oracle RAC, see http://download.oracle.com/docs/cd/B28359_01/java.111/e10788/rac.htm.

- **Password Encryption.** In the configuration page of the wizard, it is recommended to select the Encrypt Password option to encrypt your password in the database properties file.
- 4** Run the Database Configuration Wizard by selecting **Start > Programs > HP Release Control 9.20 > Database Configuration Wizard**.

Note: If you are in the middle of performing the upgrade procedure, continue with step 4 of "Stage 2: Install and Upgrade HP Release Control" (see page 80).

- 5** When you complete the database configuration, populate the database as follows:

Change the command line directory to <HP Release Control installation directory>\bin and run the following command:

```
Populate.bat i
```

To configure your database on Linux:

- 1** Change the command line directory to /opt/HP/rc/management/server/bin and run the following command:

```
./dbconfig.sh
```

Follow the GUI wizard to configure the database connection.

Note that you can use the ./dbconfig.sh command to launch the database configuration wizard on GUI based Linux only. If you do not have GUI based Linux environment, you need to perform the following steps and config database properties manually.

- a** Browse to <HP Release Control installation directory>/conf and delete database.properties.
 - b** Browse to <HP Release Control installation directory>/examples/database-config-examples. Based on you database type, copy database.properties.mssql, database.properties.oracle9i or database.properties.oracle10g to <HP Release Control installation directory>/conf. Rename this file to database.properties.
 - c** Open database.properties with a text editor. Change the strings in [] to correct value and save your changes.
- 2** When you complete the database configuration, populate the database as follows:
 - a** Run the following command to log in to HP Release Control with the user name release-control:

```
su - release-control
```

- b** Change the command line directory to `/opt/HP/rc/bin` and run the following command:

```
./Populate.sh i
```

Launching HP Release Control

This section describes how to launch HP Release Control.

To launch HP Release Control on Windows:

- 1** If you are using an Apache Web server, restart your Web server.
- 2** Start the HP Release Control service.
 - a** From the Windows menu, select **Start > Run** and type `services.msc`.
 - b** In Services window, select **HP ReleaseControl 9.20 <server name>** and click **Start Service**.

Note: It may take a few minutes for the server to complete the startup process.

- 3 Enter the appropriate URL to access HP Release Control (depends on the user authentication mode you are using). For example:

```
http://server:8080/ccm
```

- 4 Log in to HP Release Control with the user name admin and the password admin. Ensure that you change this password once you log in. For details on changing your password and creating HP Release Control users, see the section about configuring users in the *HP Release Control User Guide*.

Note: If you are working with HP Release Control's identity management solution or LDAP authentication, see the section about security configuration in the *HP Release Control User Guide* for details on adding an administrator and users to HP Release Control.

To launch HP Release Control on Linux:

- 1 Log in the Linux system as release-control.
- 2 Execute either of the following command to start the Release Control daemon:

```
/etc/init.d/release-control
```

```
/opt/HP/rc/start.sh
```

- 3 Make sure port 8080 is open for INPUT in the firewall setting.

Configure the HP Release Control Server

This section describes how to configure the HP Release Control server.

- 1 Log on to HP Release Control (See "Launching HP Release Control" on page 26).

Caution: By default, HP Release Control supports integration with HP Universal CMDB 9.x and above. If you want to work with an earlier version of HP Universal CMDB, you must import the vanilla_for_ucmdb80.zip file before configuring HP Release Control.

- 2 Select Module > Administrator > Configuration > Server and define the following settings in the Server pane:

UI Elements	Description
Server name	Enter the server's Fully Qualified Domain Name (FQDN). Note: <ul style="list-style-type: none">➤ Do not use the default value localhost or the IP address.➤ If you cluster two or more HP Release Control servers behind a load balancer, specify the domain name of the load balancer.
Server address	Specify the HP Release Control server address as follows: <ul style="list-style-type: none">➤ If you install one HP Release Control server, specify the URL of this machine. Note: If you are using a web server, use the port of the web server.➤ If you cluster two or more HP Release Control servers behind a load balancer, specify the URL of the load balancer.
SMTP host	Enter the host name of the SMTP mail server machine.

UI Elements	Description
SMTP port	Specify the port to be used to connect to the SMTP mail server.
SMTP username	Specify the user name required to connect to the SMTP mail server, if one is required.
SMTP password	Enter the password required to connect to the SMTP mail server. If the password must be encrypted, see the section about password encryption in the <i>HP Release Control User Guide</i> .

- 3** Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 4** When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)
- 5** Stop the HP Release Control service:
 - a** From the Windows menu, select Start > Run and type services.msc.
 - b** In Services window, select HP ReleaseControl 9.20 <server name> and click Stop Service.
- 6** Start the HP Release Control service again.

Configuring HP Universal CMDB

This section contains mandatory configuration settings for configuring HP Release Control interaction with HP Universal CMDB.

For information on optional HP Universal CMDB configuration settings, see the section about HP Universal CMDB configuration in the *HP Release Control User Guide*.

Note: If you are working without HP Universal CMDB (Standalone mode), see the section about configuring HP Release Control to work in Standalone mode in the *HP Release Control User Guide*.

To configure the HP Universal CMDB:

1 Deploy the rc_package.zip file in the HP Universal CMDB.

The rc_package.zip file is located in the <HP Release Control installation directory>\uCmdb\ucmdb-<version>\extensions folder. For more information about deploying packages, see the HP Universal CMDB documentation.

Note: For HP Universal CMDB 7.x and 8.x, the package name is ccm_package.zip. For HP Universal CMDB 9.x, the package name is rc_package.zip.

2 Log in to HP Release Control (See "To configure your database on Linux:" on page 25).

3 Select the HP Universal CMDB version number.

- a** In HP Release Control, select Module > Administrator > Configuration tab > Integrations > HP Universal CMDB.
- b** In the right pane, In the HP Universal CMDB version box, select the appropriate version.


4 Enter the HP Universal CMDB server details.

- a** Select Integrations > HP Universal CMDB > Available Connections > Enter a valid CMDB server name.
- b** In the right pane, in the HP Universal CMDB server name box, enter the DNS name of the server on which HP Universal CMDB is installed.
- c** In the Port box, specify the port used by the HP Universal CMDB server.

- d** If you are using HP Universal CMDB version 8.0.x, specify the user name and password needed to access HP Universal CMDB, in the relevant boxes.
- 5** Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 6** When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Configuring HP Release Control to Work with a Different Version of HP Universal CMDB

By default, HP Release Control 9.20 supports integration with HP Universal CMDB 9.x and above. This section describes how to work with earlier versions of HP Universal CMDB.

- 1** In HP Release Control, go to the Module > Administrator > Configuration tab.
-  **2** Click the Import Configuration set button and import the vanilla_for_ucmdb80.zip file located in the <HP Release Control installation directory>\examples\configuration folder.
- 3** Go to Integrations > HP Universal CMDB and in the HP Universal CMDB version box, and choose the required HP Universal CMDB version.
- 4** In Integrations > HP Universal CMDB > Available Connections pane, update the relevant URL in the Modeling Studio link as follows:

For HP Universal CMDB 8.x	For HP Universal CMDB 9.x
<code>\${protocol}://\${cmdb-server}:\${port}/ucmdb/cms/directAppletLogin.do?ApplicationMode=UCMDB_EDITOR&cmd=OpenModelingStudio&model_id=\${model-id}&objectId=\${ci-id}&navigation=true&interfaceVersion=8.0.0&customerId=\${customer-id}</code>	<code>\${protocol}://\${cmdb-server}:\${port}/ucmdb-ui/cms/directAppletLogin.do?ApplicationMode=UCMDB_EDITOR&cmd=OpenModelingStudio&model_id=\${model-id}&objectId=\${ci-id}&navigation=true&interfaceVersion=8.0.0&customerId=\${customer-id}</code>

- 5 Save a draft of the configuration set, as described in "Saving a Draft Configuration Set" on page 74.
- 6 Activate the configuration set, as described in "Activating Configuration Changes" on page 75.
- 7 Log out and then log in to HP Release Control.
- 8 In Module > Administrator > Configuration tab > Integrations > HP Universal CMDB > CIs analysis Lookup Directive pane, and update the tables with the relevant CI types:

CI types for HP Universal CMDB 8.x	CI types for HP Universal CMDB 9.x
business	business_elements
host	node
ip	IP address

- 9 In the CIs analysis Lookup Directive pane, update the table with the relevant attributes for each CIT as follows.

a For HP Universal CMDB 8.x:

CI types for HP Universal CMDB 8.x	Relevant attributes
business	data_name
host	host_smnp_sysname; data_name; host_dnsname
ip	data_name; ip_dnsname

b For HP Universal CMDB 9.x:

CI types for HP Universal CMDB 8.x	Relevant attributes
business_elements	name
node	smnp_sys_name; name; primery_dns_name
IP address	name; authoritative_dns_name

10 In the CI Display pane, update the table with the following CI types:

CI types for HP Universal CMDB 8.x	CI types for HP Universal CMDB 9.x
host	node
ip	ip_address

11 In Integrations > HP Universal CMDB > Latent Changes > Change Type Matching CI Type > Added Hardware pane, update the table with the relevant CI types:

CI types for HP Universal CMDB 8.x	CI types for HP Universal CMDB 9.x
memory	memory
host	node
This CIT is not relevant to HP Universal CMDB 8.x	logicaldisk
ip	ip_address
file system	file_system

12 In Integrations > HP Universal CMDB > Latent Changes > Change Type Matching CI Type > Added Software pane, update the table with the relevant CI types:

CI types for HP Universal CMDB 8.x	Relevant attributes
software element	installed software
daemon	daemon
service	window_service
process	process
file	file

- 13** In Change Process > Impact Analysis rule pane, update the table with the relevant CI types:

CI types for HP Universal CMDB 8.x	Relevant attributes
host	node
ip	ip_address
ip_range	ip_range
business	business_elements

- 14** In Integrations > Fields pane, make sure that the new analysis rules you configured in the previous steps apply to the relevant fields.

- 15** Save a draft of the configuration set, as described in "Saving a Draft Configuration Set" on page 74.

- 16** Activate the configuration set, as described in "Activating Configuration Changes" on page 75.

Configuring the Service Desk Integration

The configuration of your service desk differs depending on which service desk you are using:

Service Desk	Instructions:
HP Service Manager	"Configuring HP Service Manager Integration" on page 35
HP ServiceCenter	"Configuring HP ServiceCenter Integration" on page 43
HP Project and Portfolio Management / IT Governance Center	"Configuring HP Project and Portfolio Management / IT Governance Center Integration" on page 48
BMC Remedy Action Request System	"Configuring BMC Remedy Action Request System Integration" on page 51

Service Desk	Instructions:
HP Service Desk	"Configuring HP Service Desk Integration" on page 55
Database	"Configuring a Database as a Service Desk" on page 58
XML file	"Configuring an XML File as a Service Desk" on page 62
HP Server Automation and HP Network automation.	"Configuring HP Server Automation or HP Network Automation as Your Service Desk" on page 64
Aperture Vista DCIM	"Configuring Aperture Vista DCIM as a Service Desk" on page 66

Configuring HP Service Manager Integration

This task describes how to configure HP Service Manager as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 38
- "Stage 3: Apply Configuration Changes" on page 40

Caution: The server on which the HP Release Control and HP Service Manager servers reside must be running in the same time zone.

Stage 1: Prerequisites

1 Verify the following information, which you need during this configuration process:

✓	Required Information
	HP Service Manager version
	For versions of HP Service Manager earlier than 7.10: Is IIA (ITSM Implementation Accelerator) content enabled in HP Service Manager?
	Is HP's Lightweight Single Sign On (LW-SSO) used?
	HP Service Manager user name, password, time zone, host name, and port Note: Use the Java naming conventions for time zones.
	Is HTTPS required in order to access HP Service Manager WSDL file? Note: If HP Service Manager is configured using SSL, you need to import the SSL certificate from HP Service Manager to the HP Release Control server.
	URL suffix for the HP Service Manager WSDL file (by default, sc62server/PWS)

Note: HP Service Manager's internal load balancer encounters technical problems when deploying Web services due to the fact that Web services do not support the HTTP Redirect in HP Service Manager. To enable HP Release Control to work with HP Service Manager configured with a load balancer, you need to configure a load balancer for HP Service Manager that is other than HP Service Manager's internal one. For example, Cisco CSS.

2 If you are using a version of HP Service Manager earlier than 7.10, and IIA content is not enabled: In the HP Service Manager Client, go to System Definition > Tables > cm3t. Add the fields actualEnd and actualStart. Set the Data type to Date/time.

- 3** If you are using HP Service Manager version 7.11 or earlier: Load the HP Release Control unload files as follows:
 - a** In the HP Service Manager Client, select the Database Manager.
 - b** Select the Import/Load option from the drop-down menu.
 - c** Load the relevant HP Service Manager files from <HP Release Control installation directory>\examples\service-desk-examples\ServiceManager\<relevant HP Service Manager version>\unload-files.

Caution: If you are using HP Service Manager 7.11 (webtier), the SMRC1.2_Demo_v6.22.unl unload file may overwrite previous menu and format customizations. This file enables you to access HP Release Control interfaces, such as the change calendar, directly from HP Service Manager 7.11.

If you prefer to manually perform the steps carried out by this unload file, instead of loading it, see "Appendix: Manual Steps for SMRC1.2_Demo_v6.22.unl" on page 41.

- d** For each file, click Load FG.
- 4** If you are using HP Service Manager 7.11 (webtier): Copy the contents of <HP Release Control installation directory>\example\service-desk-examples\ServiceManager\service-manager-711\webtier\images\obj16 to the corresponding HP Service Manager webtier directory.
- 5** If you are using HP Service Manager version 7.11 or earlier: Configure the HP Release Control server URL in HP Service Manager:
 - a** In HP Service Manager, go to System Administration > Base System Configuration > Miscellaneous > System Information Record.
 - b** In the Active Integrations tab, select HP Release Control.

- c In the Server URL box, enter the URL of the HP Release Control server. For example:

```
http://server:8080/ccm
```

- 6 (Optional) If you are using HP Service Manager version 9.20 only: Add and enable HP Release Control to HP Service Manager integration in Tailoring > Integration Manager in HP Service Manager. For more information, refer to the HP Service Manager documentation.
- 7 Users who access HP Service Manager from HP Release Control need to have SOAP API Execute Capabilities enabled. In HP Service Manager, ensure that this option is enabled for the relevant operators.
- 8 (Optional) As part of the SdiConfigurer.bat utility you run in the next stage, certain HP Service Manager fields are automatically mapped to HP Release Control fields. If you want to map any additional fields, expose these fields now in the HP Service Manager ChangeRC/ ChangeTaskRC External Access object. You map these fields in conversion scripts in step 2 of "Stage 3: Apply Configuration Changes" (see page 40).

Note: To expose and map fields, ensure that you are using ChangeRC and ChangeTaskRC external access objects that are dedicated to HP Release Control instead of using the default Change and ChangeTask external access objects.

Stage 2: Run the Configuration Utility

On the Windows System:

From the Windows command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

On the Linux System:

- 1** Log in the Linux system as root.
- 2** Run the following command to log in to HP Release Control with the user name release-control:

```
su - release-control
```

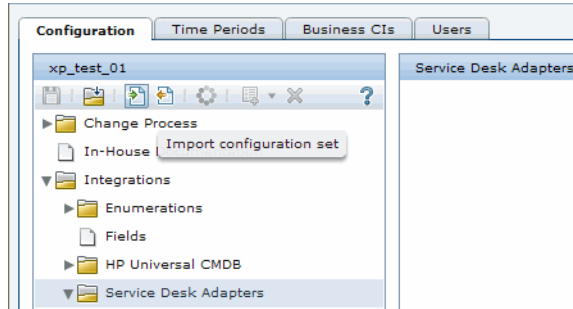
- 3** Run the cd bin command to enter the HP Release Control installation directory.
- 4** Run the following command:

```
./SdiConfigurer.sh
```

For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.
A new node (with the name of the adapter) is added under the Integrations > Service Desk Adapters node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.

1

- 2 If you exposed additional fields in step 8 of "Stage 1: Prerequisites" (see page 38), map these fields in the relevant conversion scripts (convertChange.js/convertTask.js).
 - To view the conversion scripts, select the Integrations > Service Desk Adapters > <adapter name> node and select the relevant tab in the right pane that displays the file.
 - To make changes to the scripts, see "Modifying Configuration Files in the Configuration Tab" on page 74.
- 3 You can configure HP Release Control to update HP Service Manager with Analysis information. For details, see the relevant section in the *HP Release Control User Guide*

- 4 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 5 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Appendix: Manual Steps for SMRC1.2_Demo_v6.22.unl

The SMRC1.2_Demo_v6.22.unl file enables you to access HP Release Control interfaces directly from HP Service Manager. This unload file may overwrite previous menu and format customizations. This section describes how to manually perform the steps carried out by this unload file, instead of loading it.

To manually perform the steps carried out by the SMRC1.2_Demo_v6.22.unl file:

- 1 Add the following four fields in the Info table:

Field Name	Data Type
RC	Logical
RC.server.url	Character
RC.SD.name	Character
RC.task	Logical

- 2** Using the Form Designer, modify the info.company.g form, by adding the following controls:

Control	Type	Input
HP Release Control	Checkbox	RC
Server URL	Text	RC.server.url
Specified Service Desk	Text	RC.SD.name
Enable RC link for Change Tasks	Checkbox	RC.task

- 3** For the ChM menu name, add the following option:

Description	Application	Condition
RC Calendar	us.launch.rc.calendar	stem.info=1 and nullsub(\$G.ess, false)=false and sysinfo.get("environment")#"scguiwwweb" and lioption("Change Management") and (index("SysAdmin", \$lo.ucapex)>0 or index("ChMAdmin", \$lo.ucapex)>0 or index("change request", \$lo.ucapex)>0)

- 4** For the CM DETAIL menu name, add the following option:

Description	Application	Condition
RC Calendar	us.launch.rc.calendar	RC in \$G.system.info=1 and nullsub(\$G.ess, false)=false and sysinfo.get("environment")#"scguiwwweb"

- 5** To verify this change, open a non-closed change with Affected-CI from the web client and check that the RC calendar option is available in the Detail Options context menu.

Configuring HP ServiceCenter Integration

This task describes how to configure HP ServiceCenter as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 46
- "Stage 3: Apply Configuration Changes" on page 47

Stage 1: Prerequisites

- 1 Verify the following information, which you need during this configuration process:

✓	Required Information
	HP ServiceCenter version
	Is HP's Lightweight Single Sign On (LW-SSO) used?
	HP Service Manager user name, password, time zone, host name, and port Note: Use the Java naming conventions for time zones.
	Is HTTPS required in order to access HP Service Manager WSDL file? Note: If HP ServiceCenter is configured using SSL, you need to import the SSL certificate from HP ServiceCenter to the HP Release Control server.
	URL suffix for the HP Service Manager WSDL file

Note: HP Service Manager's internal load balancer encounters technical problems when deploying Web services due to the fact that Web services do not support the HTTP Redirect in HP Service Manager. To enable HP Release Control to work with HP Service Manager configured with a load balancer, you need to configure a load balancer for HP Service Manager that is other than HP Service Manager's internal one. For example, Cisco CSS.

- 2** Load the HP Release Control unload files as follows:
 - a** In the HP ServiceCenter Client, select the Database Manager.
 - b** Select the Import/Load option from the drop-down menu.
 - c** Load the relevant HP ServiceCenter file from <HP Release Control installation directory>\examples\service-desk-examples\ServiceCenter\<relevant HP ServiceCenter directory>\unload-files.
 - d** Click Load FG.
- 3** In the HP ServiceCenter Client (Eclipse Client), go to System Definition > Tables > cm3r. Add the fields implementationEnd and implementationStart. Set the Data type to Date/time and check the Include in API box.
- 4** In the HP ServiceCenter Client, go to System Definition>Tables>cm3t. Add the fields actualEnd and actualStart. Set the Data type to Date/time and check the Include in API box.
- 5** Expose the relevant HP ServiceCenter change fields.
 - a** In HP ServiceCenter, select Menu Navigation > Toolkit > WSDL Configuration.
 - b** In the name box, type cm3r and press ENTER.
 - c** In the Data Policy tab, ensure that the following fields with the appropriate properties are included in the list of exposed fields:

Field Name	API Caption	Exclude	API Data Type
approval.structure,approvals.required	ApprovalsRequired	false	
approval.structure,approved.groups	ApprovedGroups	false	
approval.structure,current.pending.groups	CurrentPendingGroups	false	
header,orig.date.entered	OrigDateEntered	false	
implementationEnd	ImplementationEnd	false	DateTimeType

Field Name	API Caption	Exclude	API Data Type
implementationStart	ImplementationStart	false	DateTimeType
sysmodtime	sysmodtime	false	

d Click Save.

6 Expose the relevant HP ServiceCenter task fields.

a In HP ServiceCenter, select Menu Navigation > Toolkit > WSDL Configuration.

b In the name box, type cm3t and press ENTER.

c In the Data Policy tab, ensure that the following fields with the appropriate properties are included in the list of exposed fields:

Field Name	API Caption	Exclude	API Data Type
actualEnd	ActualEnd	false	DateTimeType
actualStart	ActualStart	false	DateTimeType
approval.structure,approvals.required	ApprovalsRequired	false	
approval.structure,approved.groups	ApprovedGroups	false	
approval.structure,current.pending.groups	CurrentPendingGroups	false	
header,approval.status	ApprovalStatus	false	
header,orig.date.entered	OrigDateEntered	false	
header,priority.code	Priority	false	
header,risk.assessment	RiskAssessment	false	

Field Name	API Caption	Exclude	API Data Type
middle,asset	Asset	false	
sysmodtime	sysmodtime	false	

d Click Save.

7 Restart HP ServiceCenter

8 (Optional) As part of the SdiConfigurer.bat utility you run in the next stage, certain HP ServiceCenter fields are automatically mapped to HP Release Control fields. If you want to map any additional fields, expose these fields now in the HP ServiceCenter Change/ChangeTask External Access object. In step 3 of "Stage 3: Apply Configuration Changes" (see page 47), you map these fields in the conversion scripts.

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

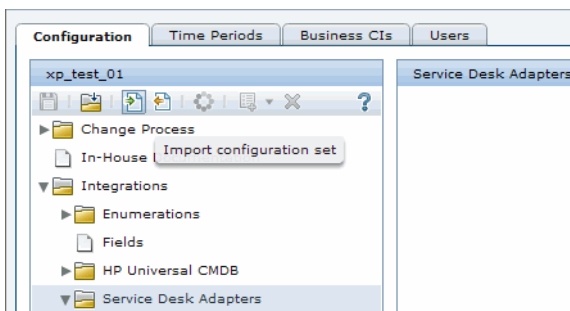
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.
A new node (with the name of the adapter) is added under the Integrations > Service Desk Adapters node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.
- 3 If you exposed additional fields in step 8 of "Stage 1: Prerequisites" (see page 46), map these fields in the relevant conversion scripts (convertChange.js/convertTask.js).
 - To view the conversion scripts, select the Integrations > Service Desk Adapters > <adapter name> node and select the relevant tab in the right pane that displays the file.
 - To make changes to the scripts, see "Modifying Configuration Files in the Configuration Tab" on page 74.
- 4 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 5 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

- 6** Users who access HP ServiceCenter from HP Release Control need to have SOAP API Execute Capabilities enabled. In HP ServiceCenter, ensure that this option is enabled for the relevant operators.

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring HP Project and Portfolio Management / IT Governance Center Integration

This task describes how to configure HP Project and Portfolio Management / IT Governance Center as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 49
- "Stage 3: Apply Configuration Changes" on page 50

Stage 1: Prerequisites

- 1** Verify the following information, which you need during this configuration process:

✓	Required Information
	HP Project and Portfolio Management / IT Governance Center version
	service desk user name, password, host name, and port

✓	Required Information
	<p>(optional) If you want to enable approval integration with HP Release Control whereby the approval of a change request in HP Release Control, results in an updated status of a workflow step within the service desk, you need to provide the following information:</p> <ul style="list-style-type: none"> ➤ Source Workflow Step. Decide which step in HP Project and Portfolio Management requires approval. This step is updated with the HP Release Control approval status. ➤ Oracle DB SID (System ID) ➤ Oracle DB host name ➤ Oracle DB port ➤ Oracle DB user name ➤ Oracle DB password
	<p>Write down the workflow steps from HP Project and Portfolio Management. This information is found within the HP Project and Portfolio Management workbench. For more information, refer to the HP Project and Portfolio Management documentation.</p>

- 2** For versions earlier than HP Project and Portfolio Management version 7.5: If your HP Project and Portfolio Management / IT Governance Center Web Services service desk application is synchronized with the CMDB server, add a new change request field in HP Release Control named mam-ticket-id of type text. Apply the analysis rule mam-ticket to this field, with the analysis rule level set to both Change and Task.

For information about creating new change request fields and applying analysis rules, see the section about creating or modifying change request fields in the *HP Release Control User Guide*.

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

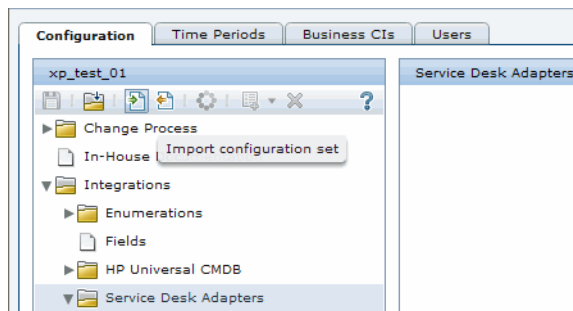
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.

- 3 Map the workflow steps (that you wrote down earlier as part of the configuration prerequisites) from HP Project and Portfolio Management to status names in HP Release Control in the relevant conversion scripts (`convertRelease.js/convertChange.js`).
 - To view the conversion scripts, select the **Integrations > Service Desk Adapters > <adapter name>** node and select the relevant tab in the right pane that displays the file.
 - To make changes to the scripts, see "Modifying Configuration Files in the Configuration Tab" on page 74.
- 4 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 5 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring BMC Remedy Action Request System Integration

This task describes how to configure BMC Remedy Action Request System as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 52

- "Stage 3: Copy BMC Remedy Files to HP Release Control" on page 53
- "Stage 4: Apply Configuration Changes" on page 54

Stage 1: Prerequisites

Verify the following information, which you need during this configuration process:

✓	Required Information
	BMC Remedy version
	BMC Remedy user name, password, and server name

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

Stage 3: Copy BMC Remedy Files to HP Release Control

To connect to the BMC Remedy Action Request System service desk application, you must first ensure that certain BMC Remedy Action Request System files are accessible to the HP Release Control server.

1 Stop the HP Release Control service:

- a** From the Windows menu, select Start > Run and type `services.msc`.
- b** In Services window, select HP ReleaseControl 9.20 <server name> and click Stop Service.

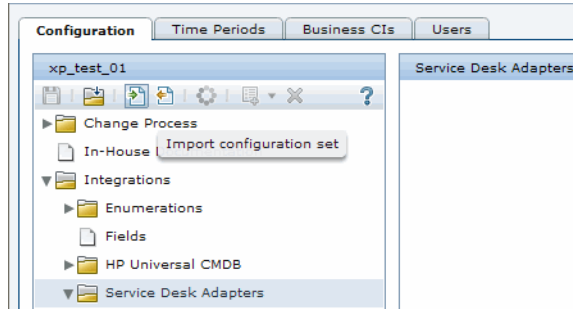
2 Copy BMC Remedy files to HP Release Control

- If you are working with BMC Remedy ARS 5.0:
 - a** Copy `arapi50.jar` and `arutil50.jar` from the BMC Remedy Action Request System installation directory to the <HP Release Control installation directory>\tomcat\lib directory.
 - b** Copy `arapi50.dll`, `arjni50.dll`, `arrpc50.dll`, and `arutil50.dll` from the BMC Remedy Action Request System installation directory to the <HP Release Control installation directory>\apps\ccm\WEB-INF\os_lib\win32 directory on the HP Release Control server machine.
- If you are working with BMC Remedy ARS 7.0:
 - c** Copy `arapi70.jar` and `arutil70.jar` from the BMC Remedy Action Request System installation directory to the <HP Release Control installation directory>\tomcat\lib directory.
 - d** Copy all the Windows library files (*.dll) from the BMC Remedy Action Request System installation directory to the <HP Release Control installation directory>\apps\ccm\WEB-INF\os_lib\win32 directory on the HP Release Control server machine.

3 Start the HP Release Control service.

Stage 4: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.
A new node (with the name of the adapter) is added under the Integrations > Service Desk Adapters node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.
- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring HP Service Desk Integration

This task describes how to configure HP Service Desk as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" below
- "Stage 3: Copy HP Service Desk Files to HP Release Control" on page 56
- "Stage 4: Apply Configuration Changes" on page 57

Stage 1: Prerequisites

Verify the following information, which you need during this configuration process:

✓	Required Information
	HP Service Desk server name and port
	HP Service Desk user name and password

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

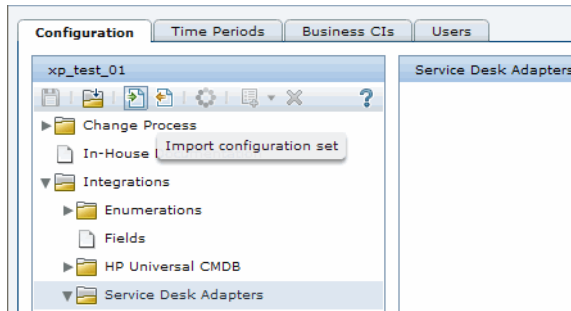
Stage 3: Copy HP Service Desk Files to HP Release Control

To connect to the BMC Remedy Action Request System service desk application, you must first ensure that certain BMC Remedy Action Request System files are accessible to the HP Release Control server.

- 1** Stop the HP Release Control service:
 - a** From the Windows menu, select **Start > Run** and type `services.msc`.
 - b** In Services window, select **HP ReleaseControl 9.20 <server name>** and click **Stop Service**.
- 2** Copy the `web-api.jar` file from the HP Service Desk `servicepages\webapps\sd-sp45\WEB-INF\lib` directory and paste it into the `<HP Release Control installation directory>\tomcat\lib` directory. Start the HP Release Control service.
- 3** Start the HP Release Control service.

Stage 4: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the Integrations > Service Desk Adapters node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.

- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring a Database as a Service Desk

This task describes how to configure a database as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 60
- "Stage 3: Apply Configuration Changes" on page 61

Stage 1: Prerequisites

Depending on which database you are using, verify the following connection information and database properties that you need during this configuration process:

For Oracle and MS-SQL databases

✓	Required Information	Description
	<ul style="list-style-type: none">➤ For Oracle databases. Oracle SID, DB host name, port, user name, and password.➤ For MS-SQL databases. DB name, DB host name, port, user name, and password.	Database connection properties
	change id column name Note: In the Settings file, this field is called IdFieldName.	The name of the column in the result set that contains the ID field value.

✓	Required Information	Description
	Id selection query	<p>The SQL query that returns the set of change request IDs according to the requests' last-updated field value.</p> <p>Important: The query must not include the date of the last change request that was retrieved to avoid getting an infinite loop in which the same change requests are retrieved each time.</p> <p>Example of a correct query:</p> <p>The correct query does not include the date of the last change request that was retrieved. The date must be greater than the date of the last change request that was retrieved.</p> <p>For example, if the last change request was retrieved on February 1, 2010, set the date the last change request was retrieved as follows:</p> <pre>select change_id from changes where last_updated > ?</pre> <p>Example of an incorrect query:</p> <p>An incorrect query includes the date of the last change request that was updated and might create an infinite loop in which the same change requests are retrieved each time:</p> <pre>select change_id from changes where last_updated >= ?</pre>
	change select by id query	<p>The SQL query that returns all the required details of a specific change.</p> <p>Example of a correct query:</p> <pre>select * from changes where change_id=?</pre>

✓	Required Information	Description
	last updated field result column name Note: In the Settings file, this field is called lastUpdatedFieldName.	The name of the column in the result set that contains the last-update field value.
	last updated column type	One of the following values: time, timestamp, date, milliseconds, or seconds

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

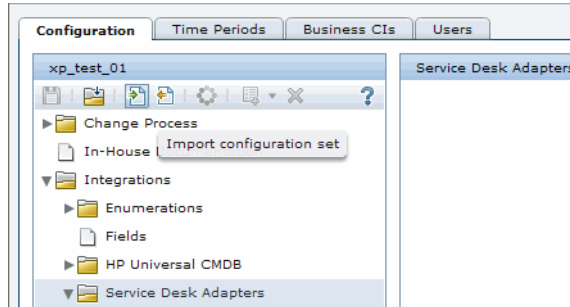
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the Integrations > Service Desk Adapters node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.

- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring an XML File as a Service Desk

This task describes how to configure and XML file as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" below
- "Stage 3: Apply Configuration Changes" on page 63

Stage 1: Prerequisites

- 1** Verify the folder in which XML files are placed and retrieved by HP Release Control. You need this information for the configuration utility that you will run in the next stage.
- 2** Ensure that the HP Release Control user has read permissions to the directory in which the service desk application requests are placed in XML file format.

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

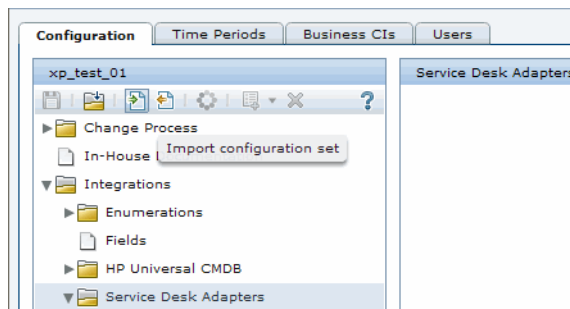
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.

- 3** Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 4** When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring HP Server Automation or HP Network Automation as Your Service Desk

This task describes how to configure <service desk> as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" below
- "Stage 3: Apply Configuration Changes" on page 65

Stage 1: Prerequisites

- 1** Verify the following information, which you need during this configuration process:

✓	Required Information
	For HP Server Automation: server name, user name, and password
	For HP Network Automation: server URL, user name, and password

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

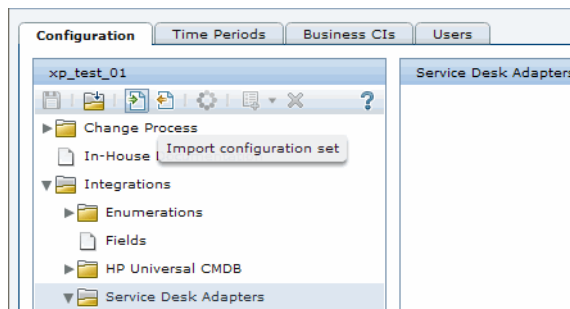
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.

- 3** Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)
- 4** When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring Aperture Vista DCIM as a Service Desk

This task describes how to configure Aperture Vista DCIM as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run an SQL to create an HP Release Control view in the Aperture Vista DCIM database" below
- "Stage 3: Run the Configuration Utility" on page 67
- "Stage 4: Apply Configuration Changes" on page 68

Stage 1: Prerequisites

- 1 Verify the following information, which you need during this configuration process:

✓	Required Information
	Aperture Vista DCIM version 6 is supported.
	Aperture Vista DCIM database name, user name, password, host name, and port (default port is 1433)

Stage 2: Run an SQL to create an HP Release Control view in the Aperture Vista DCIM database

- 1 Connect to the Aperture Vista DCIM database. (Refer to the information you verified at the beginning of the Prerequisites section for the Aperture Vista DCIM database name.)
- 2 Run the <HP Release Control installation directory>\examples\service-desk-examples\ApertureVista\CreateRcView.sql file.

Stage 3: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

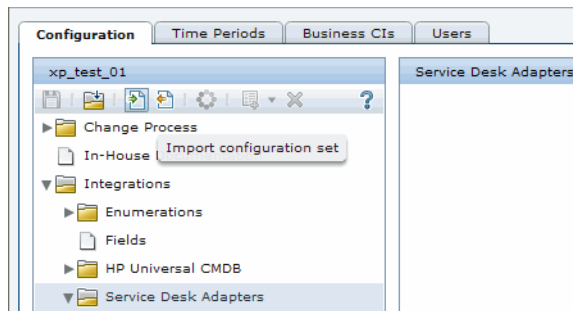
Choose option **10** and for each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the Add configuration to configuration set button to upload the .zip file as described below.

Stage 4: Apply Configuration Changes

- 1 In HP Release Control, go to Module > Administrator > Configuration tab > Integrations > Service Desk Adapters, click the Import configuration set button.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the Integrations > Service Desk Adapters node. The node includes the new service desk configuration files, which are displayed independently in the left pane. Select a configuration file and its content is displayed in the right pane.

- 3 In the EMAC_URL_part1 section of the convert.js file, enter the URL of the Aperture Vista server instead of the aperture_vista_host field (see "Modifying Configuration Files in the Configuration Tab" on page 74).
- 4 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 74.)

- 5 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 75.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring Web Server

You can deploy HP Release Control to work with a Web server. You can install one of the following Web servers on the same machine as HP Release Control:

- Microsoft Internet Information Services (IIS) 5.x or 6.x
- Apache HTTP Server 2.2x

The Apache installation is available in the <HP Release Control installation directory>\utilities\webServerConfigurer\apache directory.

Note: HP Release Control cannot be configured with an Apache server if a Microsoft IIS Web server is already installed and activated on the server because the default port of both web servers is 80. The Microsoft IIS Web server must be stopped first. After the installation you can configure the apache web server to work with a different port (e.g. 90) and restart your IIS.

You may need to configure a Web server in the following cases:

- You are working with a third party identity management solution such as CA SiteMinder.
- You are deploying a software load balancer that cannot use the AJP protocol to communicate with Tomcat in a cluster deployment.

To configure the Web server, use the WebServerConfigurer utility

Note: After you install the Web server, ensure that the port of the Web server is specified inside the Server address box in the **Module > Administrator > Configuration tab > Server pane**. If the server address is not configured correctly, emails and reports may not work properly. For details see "Server Pane" on page 815.

To use the Web server configure utility:

Run the following command:

```
<HP Release Control installation directory>\bin\WebServerConfigurer.bat <options>
```

Following are the command line <options>:

Option	Description
config apache <port> <apache home directory>	Configure an Apache Web server. Specify the Apache configuration options: <ul style="list-style-type: none"> ➤ <port>. The port used by the Apache Web server. ➤ <apache home directory>. The Apache Web server installation directory.
config IIS, <port> <version> <RC Website>	Specify the configuration options for an IIS server: <ul style="list-style-type: none"> ➤ <port>. The port used by the server. The default port is 80. ➤ <version>. Web server version, either 5 or 6. ➤ <RC Website>. The Web site defined for HP Release Control. In a new IIS installation, the HP Release Control default site is called Default Web Site.

Option	Description
<code>--encrypted-password-file <file></code>	Use the encrypted password specified in <file>.
<code>remove-config</code>	<p>Configures HP Release Control to work without a Web server. This command does not uninstall the Web server.</p> <p>Note: In the <HP Release Control installation directory>\conf\server.settings file, the HP Release Control port number in the server-address property is reset to the Tomcat default port (8080). Ensure that the HP Release Control and Tomcat port number are the same.</p>

For example:

- To install an Apache server, run:

```
<HP Release Control installation directory>\bin\WebServerConfigurer.bat install
apache "C:\Apache Software Foundation\Apache 2.2"
```

- To configure an IIS server version 6 for the default Web site, run:

```
<HP Release Control installation directory>\bin\WebServerConfigurer.bat config IIS
6 "Default Web Site"
```

Caution:

- After configuring an IIS Web server with the `webServerConfigurer` utility, the ISAPI filter that is responsible for the redirection from IIS to the HP Release Control Tomcat server, may have a status of **Unknown**. After the first user logs on to HP Release Control, the ISAPI filter status should be updated to **Ready**.
 - It is not possible to configure an IIS Web server that has an existing ISAPI filter running in it already. To do this you must first remove the previous installation of the `mod_jk` ISAPI filter, then use the `webServerConfigurer` utility to configure IIS for HP Release Control.
-

- To remove the Web server configuration, run:

```
<HP Release Control installation directory>\bin\WebServerConfigurer.bat  
remove-config
```

Accessing HP Release Control through Server Reverse Proxy

You can enable access to HP Release Control through Server Reverse Proxy (SRP).

To enable access to HP Release Control through SRP:

- 1 Map the paths for `/ccm` and `/rcdocs` to the URLs of the remote server where HP Release Control is installed.

For example, if the reverse proxy is Apache server, add the following lines to the `https.conf` file:

```
ProxyPass /ccm http://<RC_HOST_NAME>:<RC_HTTP_PORT>/ccm  
ProxyPassReverse /ccm http://<RC_HOST_NAME>:<RC_HTTP_PORT>/ccm  
ProxyPass /rcdocs http://<RC_HOST_NAME>:<RC_HTTP_PORT>/rcdocs  
ProxyPassReverse /rcdocs http://<RC_HOST_NAME>:<RC_HTTP_PORT>/rcdocs
```


/rcdocs should be configured on the reverse proxy server as an additional application besides ccm.

- 2** Save the file and restart the Apache server for the configuration to take effect.

The HP Release Control access URL should refer to the reverse proxy host. For example:

http://<proxy_host>/ccm and http://<proxy host>/rcdocs respectively.

Note: Different types of reverse proxy may require different configuration steps. Refer to your proxy server documentation for more information.

To use HTTPS with SRP:

- 1** Configure HP Release Control to work with HTTPS protocol with a self-signed or CA certificate.
- 2** Export the security certificate from HP Release Control and import it to the truststore of your proxy server.

Note: On the Apache server, the truststore (cacerts file) file is not a part of the installation. You may need to create a new PEM encoded cacerts file. Refer to your Apache documentation for details.

- 3** Follow the instructions in Step 1 on page 72 and add the lines to the https.conf file if the Apache server is used.

Working with HP Release Control Configuration Settings

The Configuration tab in the Administrator module enables you to define the configuration settings needed to set up your environment. This section describes the following common tasks in the Configuration tab. These tasks are referred to during the configuration process.

- "Modifying Configuration Files in the Configuration Tab" on page 74
- "Saving a Draft Configuration Set" on page 74
- "Activating Configuration Changes" on page 75

Modifying Configuration Files in the Configuration Tab

Certain configuration settings are defined in configuration files (for example, scripts and XML files) that are available in the Configuration tab. This task describes how to modify these files.

To modify configuration files:

- 1** In HP Release Control, go to **Module > Administrator > Configuration** tab and select the configuration file you want to modify. Content of this file is displayed in the right pane.
- 2** After making the required modifications to the file, click the **Save current editable configuration set** button to open the **Save as Draft** dialog box and save the modified configuration set as a draft.

Saving a Draft Configuration Set

A new configuration set is initially saved as a draft. A draft is a configuration set that has not yet been activated. Only after a draft is activated, are the new configuration properties applied to HP Release Control. (See "Activating Configuration Changes" on page 75.)

To save a draft configuration set:

- 1** Select **Module > Administrator > Configuration** tab and make the required configuration changes.
- 2** In the left pane, click the **Save current editable configuration set** button to open the **Save as Draft** dialog box and save the modified configuration set as a draft.



- 3 In the Draft name box, enter the name of the draft and click Save.

Activating Configuration Changes

This section explains how to activate a draft configuration set and apply the configuration properties to HP Release Control.

To apply configuration changes



- 1 Select Module > Administrator > Configuration tab. In the left pane, click Open Configuration Set button to open the Open Configuration Set dialog box.

- 2 Select the Drafts button to display only the existing drafts.

- 3 Select the required draft and click Open. The name of the currently selected configuration set appears at the top of the left pane.



- 4 In the left pane, click the Activate current configuration set button to activate the selected draft and apply the new configuration properties to HP Release Control.

Uninstalling HP Release Control

You can remove HP Release Control from Windows using the Control Panel. Or you can run a series of shell commands to remove HP Release Control from Linux.

To remove HP Release Control from Windows:

- 1 Click Start > Control Panel > Add or Remove Programs.
- 2 Select HP Release Control in the program list and click Remove.

To remove HP Release Control from Linux:

- 1 Log in the Linux system as root.
- 2 Run the `/opt/HP/rc/stop.sh` command to stop the Release Control daemon.

- 3 Execute the following command to remove HP Release Control:

```
rpm -e release-control
```

2

Upgrading HP Release Control

This chapter provides information on how to upgrade from HP Release Control 4.12 and later to version 9.20 on Windows.

To upgrade to version 9.20 from versions earlier than 4.12:

- Upgrade to version 4.12 according to the instructions in the *HP Release Control 4.12 Deployment Guide*.
- Upgrade from version 4.12 to version 9.20 by following the instructions in this chapter.

The upgrade process includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Install and Upgrade HP Release Control" on page 80
- "Stage 3: Upgrade Service Desk Adapter to 9.20" on page 81
- "Stage 4: Post Upgrade Recommendations" on page 83

Stage 1: Prerequisites

- 1** If you are using HP Release Control with HP Universal CMDB 7.0: Do one of the following:

- Set HP Universal CMDB to standalone mode:
 - If your are using the HP Release Control 4.1x: Use the `uCmdbConfigurer` utility. For details, refer to the 4.1x HP Release Control documentation.
 - If your are using the HP Release Control 5.0: Go to **Module > Administrator > Configuration tab > Integrations > HP Universal CMDB**, and in the HP Universal CMDB version box select **No HP Universal CMDB (standalone)**.

or

- Upgrade HP Universal CMDB to a later version.
- 2** Make sure that the change request queue is empty as follows:
 - a** If you are using:
 - version 4.1x and earlier: In the <old HP Release Control installation directory>\conf directory, open the relevant service desk adapter configuration files (<service desk>-adapter.settings). For example, if you are working with HP Service Manager, the relevant file is `servicemanager-ws-adapter.settings`.
 - version 5.00 and later: Go to **Module > Administrator > Configuration tab > Integrations > Service Desk Adapters** and select the relevant service desk adapter node. The configuration file is displayed in the right pane. For information about how to edit the configuration file, see "Working with HP Release Control Configuration Settings" on page 74.

- b** In the adapter configuration file, switch the adapter into init-mode as follows:

- Locate the following line:

```
<!--initial-load-state><last polling time></initial-load-state-->
```

- Uncomment the line and modify the date/time as follows:

```
<initial-load-state>[last polling time]</initial-load-state>
```

Where [last polling time] is any time before the last time HP Release Control polled the service desk. Polling occurs every thirty seconds by default.

It is recommended to set the last polling time to a few hours earlier than the current time. For example, if today's date is 20 January 2010, set the last polling time as follows:

```
<initial-load-state>1/20/2010 00:00:00 PST</initial-load-state>
```

- c** Restart HP Release Control and allow it to process all the change requests still in the queue.
- d** Make sure the queue is empty using the Queue Manager utility located in <old HP Release Control installation directory>\bin.

For more information about using the Queue Manager utility, see the *HP Release Control User Guide*.

- 3** If you are using HP Release Control 5.00 or later: Download and save the adapter's settings and script (*.js) files.
- 4** Stop the HP Release Control service.
- 5** If you were using a Web server (Apache or IIS) with HP Release Control, remove the Web server configuration using the Web server configurer utility. To remove it, run the following command:

```
<old HP Release Control installation directory>\bin\WebServerConfigurer.bat  
remove-config
```

Note: After you install the new version of HP Release Control, if you still want to work with a Web server, configure it using the Web server configurer utility in the new installation. For more information, refer to the utilities section in the *HP Release Control User Guide*.

- 6** Back up the database to protect your data in case of an error during the upgrade procedure.

Stage 2: Install and Upgrade HP Release Control

- 1** Install HP Release Control version 9.20 (see "Installing HP Release Control" on page 19).

Before you run the installation, review the pre-installation information (see "Before You Install" on page 13).

- 2** If you were using encrypted passwords in your HP Release Control configuration (for example, the database password), copy (and overwrite) the contents of <old HP Release Control installation directory>\security to <HP Release Control 9.20 installation directory>\security.
- 3** Configure the database that you want to use with the upgraded version of HP Release Control. Use the Database Configuration Wizard as described in "Configuring the Database or User Schema" on page 21.
- 4** From the <HP Release Control 9.20 installation directory>\bin directory, run Upgrade.bat to perform the upgrade. When prompted, enter the full path of the old HP Release Control installation (for example, C:\HP\RC500).
- 5** If you made any changes to the log levels in the ccmlog4j.properties file of your old installation, manually make the same changes again in the new ccmlog4j.properties file and the cmdblog4j.properties file.
- 6** Start the HP Release Control server.

Stage 3: Upgrade Service Desk Adapter to 9.20

Note: You need to perform the steps in this stage for each service desk adapter that you were using with your old version of HP Release Control.

- 1** From the <HP Release Control 9.20 installation directory>\bin directory, run SdiConfigurer.bat. When answering the questions, you must use the same values that existed in the adapter's settings file of the old HP Release Control version.
 - For HP Release Control 4.12: The file is located in <old HP Release Control Installation directory>\conf\directory.
 - For HP Release Control 5.00 or later: Use the settings file you saved in "Stage 1: Prerequisites", step 3.
-

Caution: You must use the same adapter name as the one you used before the upgrade. The adapter name is found in the <service-desk-application> tag. For example, in the following:

```
<service-desk-application>PPM</service-desk-application>
```

the adapter name is PPM.

- 2** Add the adapter to the configuration set. For details, see "Stage 3: Apply Configuration Changes" on page 40.
- 3** Save your configuration set, but do not activate it. For details, see "Saving a Draft Configuration Set" on page 74.
- 4** If you had previously made changes to the .js files, upload the setting and script (*.js) files of the adapter that was used in the old HP Release Control version.

- For HP Release Control 4.1x: The files are located in <old HP Release Control Installation directory>\conf\<adapter name>.ext directory.
 - For HP Release Control 5.00 or later: Use the settings file you saved in "Stage 1: Prerequisites", step 3.
- 5** In the adapter configuration file, configure the adapter to fetch old tickets, thus covering the time in which the upgrade procedure took place:
- For HP Service Manager and database adapters: locate the following property:

```
startFrom=
```

- For all other adapters: uncomment the following line and modify the date/time as follows:

```
<initial-load-state>[last polling time]</initial-load-state>
```

Where [last polling time] is earlier than the time the upgrade procedure started. Polling occurs every thirty seconds by default.


For example, if today's date is 20 January 2010, and you started the upgrade process at 2:00 AM, then set the last polling time to midnight:

```
<initial-load-state>1/20/2010 00:00:00 PST</initial-load-state>
```

- 6** If you are using Remedy as your service desk and you manually added .jar files to the <old HP Release Control Installation directory>\tomcat\webapps\ccm\WEB-INF\lib directory, copy the added files to <HP Release Control 9.20 Installation directory>\apps\ccm\WEB-INF\os_lib.

- 7** If you are upgrading from HP Release Control, 4.1x, remove the Action Items filter heading from the Reports template.
 - a** Select **Module > Administrator > Configuration tab > Modules > Analysis > Reports > Changes Report - HTML and PDF template**
 - b** Click **Download: grid.changes-report.jrxml** and export the file to your local directory using the browse dialog box that opens. Open the file on your local directory.
 - c** Locate both occurrences of the following string:


```
<textFieldExpression class="java.lang.String"><![CDATA["Change Requests:
<style isBold="true\">" + ${CHANGE_FILTER} + "</style> Action items: <style
isBold="true\">" + ${COLLABORATION_FILTER} + "</style>"]]></
textFieldExpression>
```
 - d** In both places, replace the above string with the following string:


```
<textFieldExpression class="java.lang.String"><![CDATA["Filter: <style
isBold="true\">" + ${CHANGE_FILTER} + "</style>"]]></textFieldExpression>
```
 - e** Save the file.
 - f** Select **Module > Administrator > Configuration tab > Modules > Analysis > Reports > Changes Report - HTML and PDF template**. In the right pane, click **Upload file** to import the modified file from your local directory to the HP Release Control system.
- 8** In the left pane, click the **Activate current configuration set**  button to activate the selected draft and apply the new configuration properties to HP Release Control.


Stage 4: Post Upgrade Recommendations

- 1** Uninstall the old version of the product.
- 2** If you did not make any changes to the `change-flow.js` script of your old installation, it is recommended to update the new `change-flow.js` script as follows:

- a** In HP Release Control, select the Module > Administrator > Configuration tab > Change Process > change flow script node. Content of this file is displayed in the right pane. Remove all content manually.
 - b** Browse to the <HP Release Control 9.20 installation directory>\examples\scripts directory and open the change-flow.js file with text editing tools.
 - c** Copy the content of change-flow.js and paste it to the right pane of the change flow script node.
 - d** Save and activate the configuration changes (see "Working with HP Release Control Configuration Settings" on page 74).
- 3** if you upgraded from HP Release Control 4.1x: If you have filters that include definitions for the Calculated risk criteria, the filters will still work, but you are not able to edit the Calculated risk criteria using the default filter settings. To edit these filters:
- a** In HP Release Control, select Module > Administrator > Configuration tab > Integrations > Fields.
 - b** In the Available Fields pane, select the Analysis Data > calculated-risk field.
 - c** In the Field Attributes pane, in the Filter Layout tab, select the show in filter options.
 - d** Save and activate the configuration changes (see "Working with HP Release Control Configuration Settings" on page 74).
 - e** Log on to HP Release Control and edit your filters.

Note:

- It is recommend to change the filter definition and to use the new Risk severity criteria in place of the Calculated risk criteria.
 - After you edit the filter, it is recommended to return to the Fields pane and clear the show filter options for the calculated-risk field.
-

- 4** After you install the new version of HP Release Control, and you still want to work with a Web server, you need to configure it using the Web server configurer utility in the new installation. For information on how to configure the Web server, refer to the utilities section in the *HP Release Control User Guide*.
- 5** If you were working in identity management mode before the upgrade, and want to continue to do so after the upgrade, you must reconfigure HP Release Control to work in identity management mode. For details, see "Use Identity Management Mode" in the *HP Release Control User Guide*.
- 6** If, previous to the upgrade, you defined time periods, go to Module > Administrator > Time Periods tab and click the Save Settings  button.

3

FAQ

This chapter provides FAQ information about HP Release Control installation and configuration issues and provide solutions.

This chapter includes:

- [How to Configure the cmdb-mock.js Script for Standalone Mode on page 87](#)
- [How to Use Two Change Adapters to Pull Change Tickets and How to Use Different Ways to Calculate the Risk Value on page 92](#)
- [How to Set up HP Release Control and Service Manager Integration When SSL Is Used on page 94](#)
- [How to Set up Users in HP Release Control Without LDAP Group Mapping on page 96](#)

How to Configure the cmdb-mock.js Script for Standalone Mode

Issue

When using HP Release Control 9.13 in Standalone Mode with Service Manager 7.11, change requests and tasks are being sent to HP Release Control in XML files with a Connect-It scenario. In the XML attributes for the Change Requests, the application name is received as one of the fields. How to modify the cmdb-mock.js script to use that info and show application impact?

Solution

Modify the cmdb-mock.js script as follows:

- 1 Browse to Integrations > Fields > Analysis Data and add a new field changed-application:
 - a Type changed-application in the Name textbox and assign type and a category for it.

Fields

Available Fields

▶ Action Items

▼ Analysis Data

▶ General

▶ Miscellaneous

▶ Review

▶ Time

calculated-risk

calculated-risk-severity

changed-application

changed-ci-id-list

changed-ci-list

collision-severity

impact-severity

is-abnormal

Field Attributes

Field Definition

List Layout

Details Layout

Filter Layout

CI Analysis

Name:

changed-application

Label:

Application

Description:

The application name that is part of the planned change

Type:

Long Text

Category:

Analysis Data

Sample value:







☐ Listable

☐ Sortable

☐ Filterable

Value delimiter:

- b** In the CI Analysis Rules tab, select the `business_element` checkbox. Or you can select other rules to match other CI types.

Field Attributes				
Field Definition List Layout Details Layout Filter Layout CI Analysis Rules				
Name	Description	<input type="checkbox"/> Change	<input type="checkbox"/> Task	
 cmdb-object-id	Identifies object IDs	<input type="checkbox"/>	<input type="checkbox"/>	
 mam-ticket	Identifies request IDs	<input type="checkbox"/>	<input type="checkbox"/>	
 node	Identifies hosts	<input type="checkbox"/>	<input type="checkbox"/>	
 ip_address	Identifies IP addresses	<input type="checkbox"/>	<input type="checkbox"/>	
 ip-range	Defines a range of IP addresses	<input type="checkbox"/>	<input type="checkbox"/>	
 business_element	Identifies Business CIs using comma delimiter pattern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

- 2** (optional) If necessary, add new CI analysis rules with a Match Pattern to match your own CI types in **Change Process > Impact Analysis Rules**. You need to repeat step 1 to mark the newly created rules for the application field.

Impact Analysis Rules

CI Analysis Rules



Name	Description
cmdb-object-id	Identifies object IDs
mam-ticket	Identifies request IDs
node	Identifies hosts
ip_address	Identifies IP addresses
ip-range	Defines a range of IP addresses
business_element	Identifies Business CIs using comma delimiter pattern
*my_own_type	Identifies my own application types

CI Analysis Rule Definition

Name:

Description:

Analyzer class:

Patterns



Match Pattern	CI Backreference
<code>(([w-\\s\\(\\)\\{\\}])*)</code>	0

Fields

Available Fields



- ▶ Action Items
- ▼ Analysis Data
 - calculated-risk
 - calculated-risk-severity
 - changed-application
 - changed-ci-id-list
 - changed-ci-list
 - collision-severity
 - impact-severity
 - is-abnormal
- ▶ General
- ▶ Miscellaneous
- ▶ Review
- ▶ Time

Field Attributes

Field Definition | List Layout | Details Layout | Filter Layout | CI Analysis Rules

Name	Description	<input type="checkbox"/> Change	<input type="checkbox"/> Task
cmdb-object-id	Identifies object IDs	<input type="checkbox"/>	<input type="checkbox"/>
mam-ticket	Identifies request IDs	<input type="checkbox"/>	<input type="checkbox"/>
node	Identifies hosts	<input type="checkbox"/>	<input type="checkbox"/>
ip_address	Identifies IP addresses	<input type="checkbox"/>	<input type="checkbox"/>
ip-range	Defines a range of IP addresses	<input type="checkbox"/>	<input type="checkbox"/>
business_element	Identifies Business CIs using comma delimiter pattern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
my_own_type	Identifies my own application types	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- 3 Browse to <xml adapter> -> convertChange.js. ApplicationName is the field name in XML file. Map the changed-application field to the XML field as follows:

```
function convert(demoRFC, genericRFC) {
    .....

    genericRFC.setField("changed-application",demoRFC.get("ApplicationName"));
    .....
}
```

Apply the same modification to <xml adapter> -> convertTask.js.

Now the ApplicationName field in XML has been connected to the changed-application field in HP Release Control, and HP Release Control is able to detect the CI type of the ApplicationName attribute according to the pre-defined CI analysis rules. The next step is to define the impact severity according to the CI types.

- 4 Modify the cmdb-mock.js script to set application impact:
 - a Modify the application type to your own type in Impact config section.

b Modify the getSeverity() function to map impact severity.

```

var APP_TYPE1 = "business_element";
var APP_TYPE2 = " my_own_type ";
var APP_TYPE3 = "your_own_type3";
.....
var APPLICATION_TYPES = new Array(APP_TYPE1, APP_TYPE2, APP_TYPE3,
.....);

function getSeverity(cild, type){
    if (type.toLowerCase() == APP_TYPE1.toLowerCase()){
        // You can add more conditions here for impact severity setting
        return SEVERITY_CRITICAL;
    }
    else if(type.toLowerCase() == APP_TYPE2.toLowerCase()){
        // You can add more conditions here for impact severity setting
        return SEVERITY_HIGH;
    }
    else if(type.toLowerCase() == APP_TYPE3.toLowerCase()){
        // You can add more conditions here for impact severity setting
        return SEVERITY_MEDIUM;
    }
    return SeverityEnum.getUnknown();
}

```

- 5** Now prepare the XML data for changes, including the **ApplicationName** attribute with value that matches any of the CI types according to the rule you defined. Then HP Release Control will detect the CI type and calculate the impact severity based on the conditions above.

How to Use Two Change Adapters to Pull Change Tickets and How to Use Different Ways to Calculate the Risk Value

Issue

How to use two change adapters for pulling change tickets, one for the changes in Service Manager and another for the mainframe changes (for example, DB adapter)?

For these two kinds of changes, how to use different ways (uCMDB risk/specified Risk calculation) to calculate the risk value?

Solution

Though HP Release Control has no UI component for the aforementioned configuration currently, you can update the change script to accomplish these tasks.

Refer to the following steps as an example:

- 1** Import two Service Desk adapters: sd1 and sd2.
- 2** In HP Release Control, browse to **Administrator > Configuration > Integrations > Field** and add a customized field named service-desk.
- 3** Browse to **Administrator > Configuration > Integrations > sd1 > convertChange.js**, and add a code line to function convert:

```
function convert(sm_rfc, generic_rfc) {
.....
generic_rfc.setField("service-desk", "sd1")
.....
}
```

- 4** Apply the same configuration to sd2 > convertChange.js as described in the previous step.
- 5** Browse to **Administrator > Configuration > Change Process > change flow script** and add the following code lines to function overrideRisk:

```
function overrideRisk(prevChange, newChange, analysis, result) {
//-----Example: maximize risk when change tickets from isd1 adapter
    if (newChange.getField("service-desk")== "sd1"){
        result.risk= 100;
    }
}
```

- 6** Restart the HP Release Control service. now changes from sd1 will get risk calculation.

For more functions which can be invoked by a change flow script, refer to the RiskAnalysis, RawRiskFactorCalculationResult, and OverrideRulesResult classes in *HP Release Control API Reference*.

How to Set up HP Release Control and Service Manager Integration When SSL Is Used

Issue

How to set up HP Release Control and Service Manager integration when SSL is used?

Solution

Refer to the following steps as an example of the SSL configuration with Tomcat:

- 1** Generate the KeyStore file. (If you have the certificate file, you can skip this step.)

- a** Open the Windows command prompt. Change directories to the Java platform's bin folder by typing the following command:

```
cd %JAVA_HOME%/bin
```

- b** Type the following command to create a private key and KeyStore for HP Release Control:

```
keytool -genkey -alias <rctracer> -keypass <rcadmin> -keystore <rctracer.bin>  
-storepass <rcadmin>
```

Replace the parameters in angle brackets according to your requirements. Note that both the keypass and storepass passwords should be the same. The .bin file is actually your KeyStore file.

- c** When keytool prompts you for your first and last name, type your personal information as required.
 - d** When keytool prompts you for the organization unit, organization, city or locality, state or province, and two-letter country code, type the identification information for your company.
 - e** Verify the information you provided and type yes if it is correct.

- f** Change directories to the Java platform's bin folder and verify the `rctracer.bin` file is created.

2 Configure Tomcat to use the KeyStore file.

- a** Copy `rctracer.bin` to the `webapps` folder of Tomcat.
- b** Browse to the `servers/server-0/conf` directory and open `server.xml`.
- c** Find the `Connector port="8443"` element and uncomment it. Add two code lines under `clientAuth`:

```
<Connector port="8443"
maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
enableLookups="true" disableUploadTimeout="true"
acceptCount="100" debug="0" scheme="https" secure="true"
clientAuth="false" sslProtocol="TLS"
keystoreFile="../webapps/rctracer.bin"
keystorePass="rcadmin" />
```

- d** Save and close the file.

Note: If there are multiple nodes, you need to modify the `server.xml` file for every node.

3 Configure the web server application to work with SSL.

- a** Browse to the `apps/ccm/WEB-INF` directory of your web server application and open `web.xml`. Add the following XML fragments before `</web-app>`:

```
<security-constraint>
<web-resource-collection>
<web-resource-name>securedapp</web-resource-name>
<url-pattern>/*</url-pattern>
</web-resource-collection>
<user-data-constraint>
<transport-guarantee>CONFIDENTIAL</transport-guarantee>
</user-data-constraint>
</security-constraint>
```

- b** Save and close the file.

How to Set up Users in HP Release Control Without LDAP Group Mapping

Issue

How can users be set up in HP Release Control without LDAP group mapping?

Solution

If an organization does not use LDAP groups for applications, or not being able to authenticate via LDAP is unacceptable, an HP Release Control administrator can still set up users.

Refer to the following steps as an example:

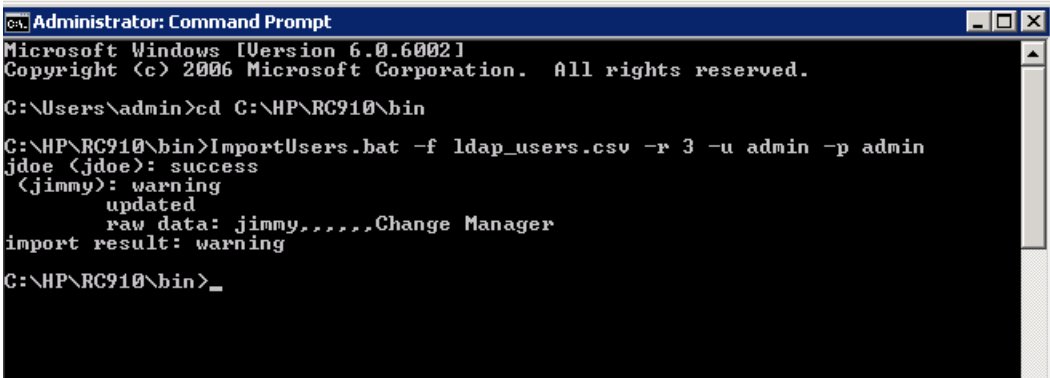
- 1** Import Administrator users into HP Release Control database.

- a** Prepare a text file with the following format and save it as `ldap_users.csv` in the <HP Release Control installation directory>\bin\ directory.

```
USERNAME,PASSWORD,FIRST_NAME,LAST_NAME,EMAIL,BUSINESS_ID,ROLE
jdoe,,John,Doe,jon.doe@hp.com,jdoe,System Administrator
jimmy,,,,,,Change Manager
```

- List the users to whom you want to grant a non-default role in this file. You must grant the System Administrator role to a user. Note that the administrator user you granted here refers to the HP Release Control administrator.
- Make sure that the users listed in the file also have access to the LDAP server. Otherwise, authorization issues will occur when LDAP is enabled.

- ▶ You can keep some fields empty except for the "USERNAME", which refers to the LDAP attribute to be specified for the usersUniqueIDAttribute property in ldap.properties in Step 2-c.
 - b** Open the Windows command prompt. Change directories to <HP Release Control installation directory>\bin\ and run the ImportUsers.bat command by using the default user admin:



```

Administrator: Command Prompt
Microsoft Windows [Version 6.0.6002]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Users\admin>cd C:\HP\RC910\bin

C:\HP\RC910\bin>ImportUsers.bat -f ldap_users.csv -r 3 -u admin -p admin
jdoe <jdoe>: success
<jimmy>: warning
        updated
        raw data: jimmy,,,,,Change Manager
import result: warning

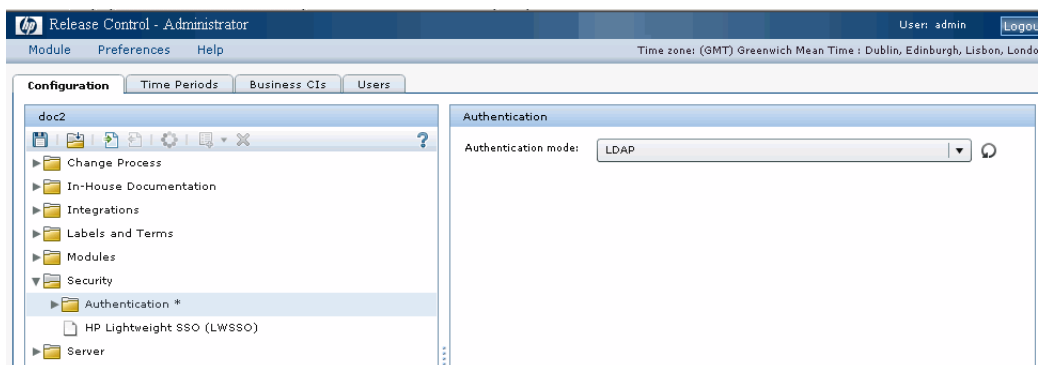
C:\HP\RC910\bin>_

```

In the screenshot, a Warning is shown because the user jimmy already exists in the HP Release Control database. This user profile will be updated.

2 In HP Release Control, configure LDAP to be used without group mapping.

- a** Log in to HP Release Control as the administrator and set the Authentication mode to LDAP:

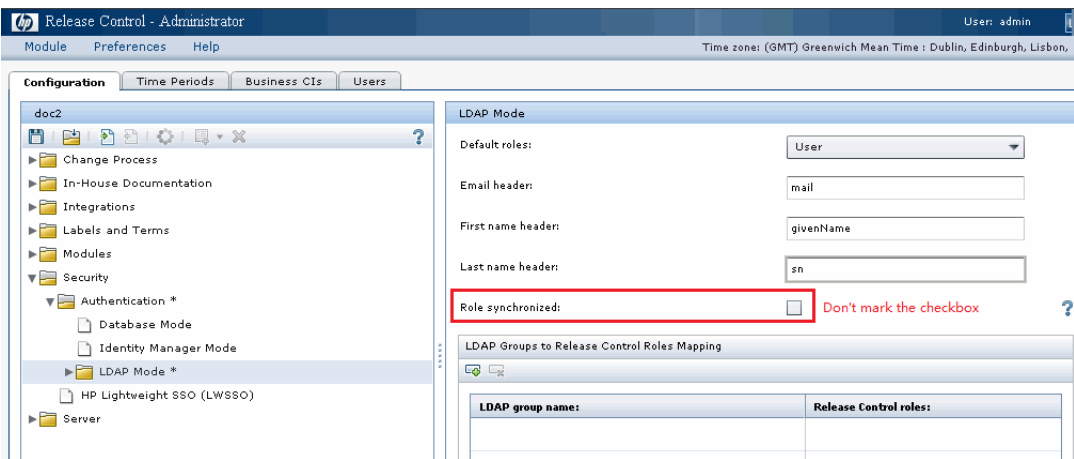


- b** Configure LDAP mode details and pay attention to the following items:
- Select a role (for example, User) as the Default role. Refer to the following steps for how to update a user's role and grant access to the Administration module under LDAP mode.
 - The roles are pre-defined in HP Release Control out-of-box system. To meet the actual requirement, run the ManageRoles.bat command to create your own roles. For example:

```
<HP Release Control installation directory>\bin\ManageRoles.bat -c -r NewRole -a  
<permission name1> <permission name 2> .....
```

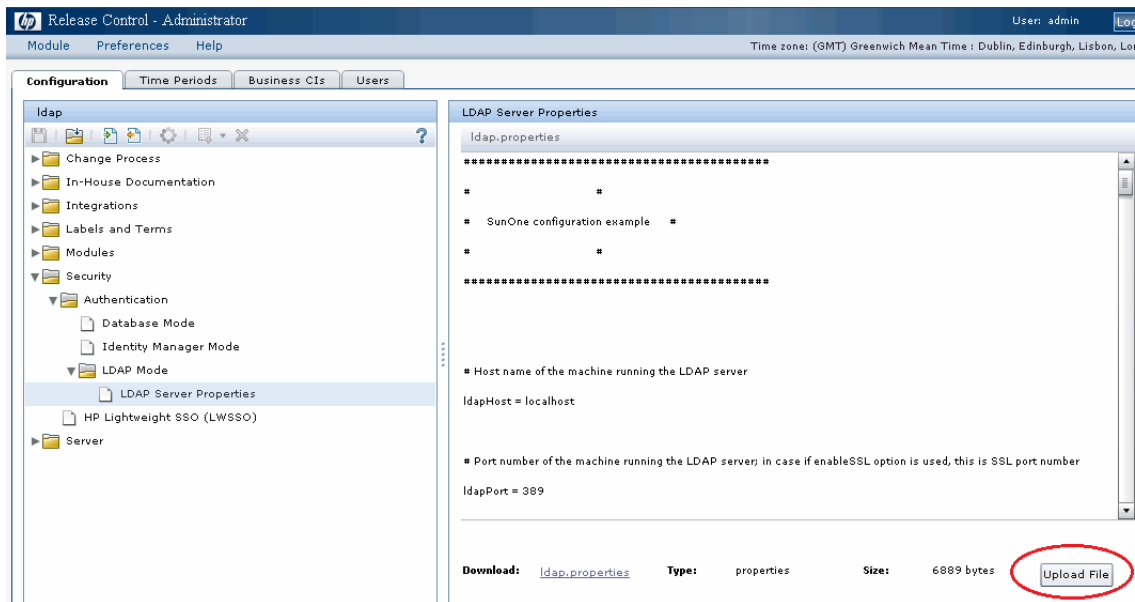
Refer to the *HP Release Control User Guide > Appendices > Utilities > Role Manager* section for more details.

- [Email header], [First name header] and [Last name header] refer to the corresponding LDAP attributes' names.
- Do NOT select the Role synchronized checkbox. After a user logs in for the first time, HP Release Control will get the user's role from the database instead of taking the Default role.



c Configure LDAP Server Properties.

- i Browse to the <HP Release Control installation directory>/examples/ldap-examples directory and select one properties template file according to your LDAP server type. For example, select ldap.properties.SO for the openDS LDAP server.
- ii Open the selected template file and update the properties besides the group-related ones.
- iii After the update is complete, save and rename this file to ldap.properties. Upload it to RC:



- iv Save the configuration set with a new name. The following warning message might appear:

Problems		
Code		Description
RC-00802		No group mapped to a role containing the editConfiguration permission. This will make the LDAP configuration irreversible

This warning appears because no LDAP group is mapped to a role with administrator permission. Ignore this warning.

- v Activate the configuration set.

- vi** Log out of HP Release Control.
- 3** Log in to HP Release Control as a LDAP user.
- a** Log in to HP Release Control as a LDAP user. HP Release Control will connect to the LDAP server for password authorization, and then it will check that if this user already exists in the database. If yes, HP Release Control will grant the role from database to this user. Otherwise, HP Release Control will grant the default role (User) and a new user will be created in RC database.
 - b** After the new LDAP user login with the default role, you can still update his role by running the ImportUsers.bat command (use jdoe, the new HP Release Control administrator in LDAP mode now).

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