

HP OpenView Configuration Management

Service Desk Adapter

for the Windows operating system

Software Version: 5.00

Integration Guide

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Documentation Updates

This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version
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Table 1 indicates changes made to this document since the last released edition.

Table 1 Document Changes

| Chapter | Release | Revision |
|----------------|----------------|---|
| All | 5.00 | Changed all Radia names to new Configuration Management (CM) Software brand names |
| All | 5.00 | The HP OVCM Service Desk Adapter now runs under the service name: <code>httpd-servicedeskadapter.</code> |
| Chapter 2 | 5.00 | New default installation paths for the Service Desk Adapter components: The Admin component installs to: C:\Program Files\Hewlett-Packard\CM\CMSD\Admin The Server component installs to: C:\Program Files\Hewlett-Packard\CM\CMSD\Server |
| Chapter 2 | 5.00 | Page 22, Admin Workstation - Installation of CM Service Desk Adapter, added caution to modify the CM Smart Action Tool definition if the Admin component is not installed into the default path. |
| Chapter 4 | 5.00 | Page 55, Application – CM Smart Action Tool, You must change the Start In value for the hide.exe command to reflect the path where the CM-SDA Admin component was installed. |

| Chapter | Release | Revision |
|----------------|----------------|---|
| Chapter 4 | 5.00 | Page 61, Smart Action — CM Install Software, the definition of this Smart Action has changed. See the Parameters row in Table 13. |
| Chapter 5 | 5.00 | Page 68, To create a Methods instance for RMP_RESOLVE, updated the ZMTHPRMS parameter value to indicate the new default port of the CM Portal: 3471. |

Table 2 Revisions during Early Adapter Releases

| Chapter | Release | Revision |
|----------------|----------------|--|
| Chapter 2 | EA 5 | Page 23, Admin Workstation – Install Java Program: Added Service Desk 5.x task to install Java and related BAT program on the Admin Workstation. |
| Chapter 6 | EA 4 | Page 81, Installing Multiple Software Services on a Device: added topic to explain how to install multiple software services on a device using multiple Work orders associated with a single Change order. |

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1 Introduction

Integration Overview

The OpenView Service Desk (OVSD) and OpenView Configuration Management (OVCM) integration brings together the automated, desired-state and policy-based software management capabilities of OVCM and the Service Desk ITIL-based processes for tracking incident, change and work orders on the hardware Configuration Items in your environment.

Software Management Actions from the Service Desk Console

The current implementation enables a Service Desk Administrator to select a single device and initiate an immediate OVCM job to deploy or otherwise manage software services on it.

- Create and execute a Work order to install, verify, update, repair or uninstall a CM-managed software service on a single device.
- Create and execute a Work order to synchronize all software that a device is entitled to given its existing policy; this action runs a Full CM-Notify job to bring the managed-software on the device to its desired-state.
- Monitor and receive the job status of the software installation or other software activity being performed by CM (closed loop).
- Access the CM Reporting Server interface and view a Device report.

CM Software Lists Added to Service Desk Database

This integration adds the Configuration Item (CI) Category of Software to the Service Desk CMDB. The integration obtains and loads the list of managed-software services from those available in the OVCM Configuration Server Database to the Service Desk CMDB. The software list is updated regularly. Administrators also have the ability to manually execute the action: CM Get Software List.

Software lists can be imported by type: ALL, PATCH, OS, and SOFTWARE.

2 Installation

This chapter reviews the contents of the integration solution, the required pre-installation states of your Service Desk and Configuration Management software environments, and how to install the CMSD Integration software.

3 Service Desk 4.5 Configuration

If you are using Service Desk version 4.5, this chapter describes how to configure it to support the integration with OVCM.

