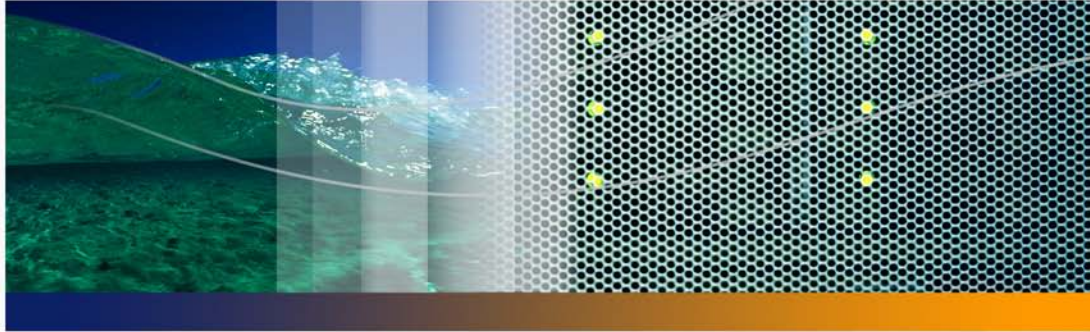


Peregrine Systems, Inc.

Connect-It® 3.6



Product Documentation

ServiceCenter-MAM/BAC Integration Solution

Part No. CIT-36-EN25



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Connect-It

Peregrine Systems, Inc.
3611 Valley Centre Drive San Diego, CA 92130
858.481.5000
Fax 858.481.1751
www.peregrine.com



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1 Introduction to this Integration

CHAPTER

This document describes how to integrate ServiceCenter with Mercury's MAM or BAC products.

There are several Connect-It scenarios that can be used to pass data between these products:

Product Combination	Scenario names	Description
ServiceCenter and MAM	mamsc-ci.scn	Passes CI data from MAM to ServiceCenter.
	mamsc-ci-service.scn	Passes CI and Business Service data from MAM to ServiceCenter.
	scmam-ci.scn	Passes CI data from ServiceCenter to MAM.
ServiceCenter and BAC	bacsc-ci.scn	Passes CI data from BAC to ServiceCenter.
	bacsc-incident.scn	Passes CI and incident data from BAC to ServiceCenter.
	scbac-changes.scn	Passes CI and change data from ServiceCenter to BAC.
	scbac-ci.scn	Passes CI data from ServiceCenter to BAC.

Required Configuration

To use ServiceCenter with your Mercury products, you need to install the following minimum versions:

- ServiceCenter 6.1
- Connect-It 3.6
- MAM 2.4.2
- BAC 5.1 SP1
- SiteScope 7.9.5 (if required for your BAC installation)

Make sure that all patches relevant to the integration are applied to MAM and BAC. Contact your Mercury customer support representative for details.

Important: These products are web-based, and are only compatible with Microsoft Internet Explorer.

Overview

Data is exchanged between ServiceCenter and MAM/BAC through the use of shared directories where XML files are written and read. It is important to put these directories on the MAM or BAC servers, since the Mercury products need to see the files locally to read or write to them.

In order to get the integration working properly, you must do the following:

- 1 Install Connect-It and set up your shared directories.
- 2 Install MAM or BAC (or both).
- 3 Install ServiceCenter.



2 Installing and Configuring Connect-It

CHAPTER

Install and configure Connect-It using the standard procedure as described in your Connect-It documentation.

Note: Connect-It must be installed on a computer that has access to the ServiceCenter and MAM servers.

ServiceCenter/MAM Scenario

This integration uses four directories:

Directory	Explanation
[Connect-It Workspace] ^a \Input	Written by ServiceCenter (via Connect-It) to pass its CI data to MAM.
[Connect-It Workspace]\Input\Broken	Written by MAM if any of the CI data from ServiceCenter can not be read properly.
[Connect-It Workspace]\Output	Written by MAM to pass its CI data to ServiceCenter.
[Connect-It Workspace]\Output\Business Services	Written by MAM to pass its Business Services Definitions to ServiceCenter.

a Replace “Connect-It Workspace” with the path to a workspace which will house documents.

Important: Connect-It and MAM must both know the location of these directories. If they are not consistently named, your data will not pass between MAM and ServiceCenter.

ServiceCenter/BAC Scenario

This integration uses two ways to exchange information:

- a series of directories similar to those listed in [ServiceCenter/MAM Scenario on page 7](#)
- writing the data directly to the BAC database tables



3 Installing and Configuring MAM

CHAPTER

Install and configure MAM using the standard procedure as described in your MAM documentation. After the basic installation is complete, follow the steps described in this section.

Installing MAM

Install MAM and ensure you have installed the following packages in the MAM root/lib/packages directory:

- Host_Resources_Basic.zip
- Network.zip
- Basic.zip
- Rules.zip
- Peregrine.zip

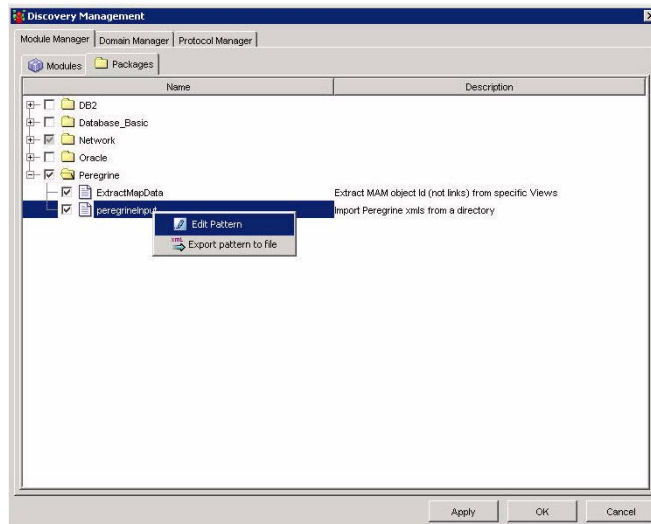
Note: These packages are all available from Mercury support.

Configuring MAM to receive CI data from ServiceCenter

To ensure a functional integration, you must change several settings in MAM so it can communicate with your ServiceCenter server.

In order to read the output from ServiceCenter to MAM, you must do the following:

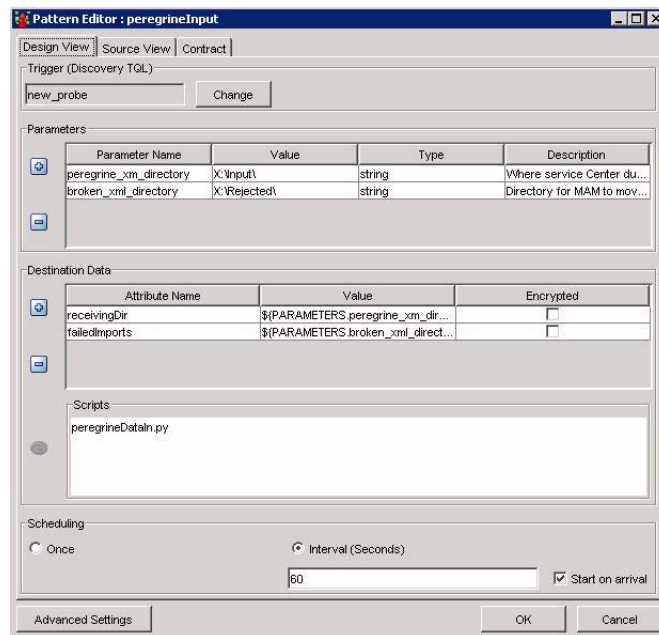
- 1 Click **Administration > Discovery Management > Packages**.
- 2 Right-click on the **peregrineInput** pattern, then click **Edit Pattern**.



The **Pattern Editor** appears.

3 Edit the following parameters:

Parameter	Instructions
peregrine_xm_directory	In the Value column, enter the name of the directory where ServiceCenter will drop its CI XML data. Note: Use the format in this example: “[Connect-It Workspace]\Input” The backslash at the end of the path is mandatory.
broken_xml_directory	In the Value column, enter the name of the directory where MAM will move all unreadable ServiceCenter CI XML files. Note: Use the format in this example: “[Connect-It Workspace]\Input\Broken” The backslash at the end of the path is mandatory.



4 Click **OK**.

5 Activate the **peregrineInput** pattern, and click **OK**.

Once you have ServiceCenter configured (see [Installing and Configuring ServiceCenter on page 29](#)), and you are trying to send data from ServiceCenter to MAM (using the `scmam-ci.scn` Connect-It scenario), check the directory you specified to ensure that the XML files are being processed properly.

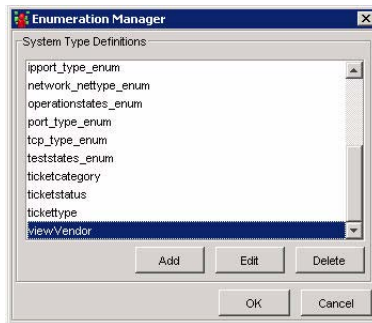
Important: Before you can run any scenario, you must set up ServiceCenter. See [Installing and Configuring ServiceCenter on page 29](#).

Configuring MAM to send service data to ServiceCenter

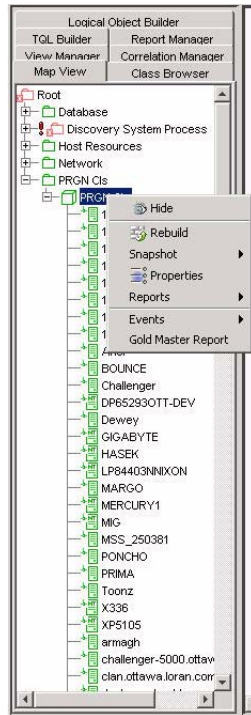
To ensure a functional integration, you must change several settings in MAM so it can communicate with your ServiceCenter server.

In order to send data from MAM to ServiceCenter, you must do the following:

- 1 Define Peregrine as an Integration Vendor.
 - a Click **Administration > Enumeration Manager**.
 - b Select **viewVendor**.
 - c Click **Edit**.
 - d Click the “+” sign.
 - e Add “Peregrine”.
 - f Click **OK**.

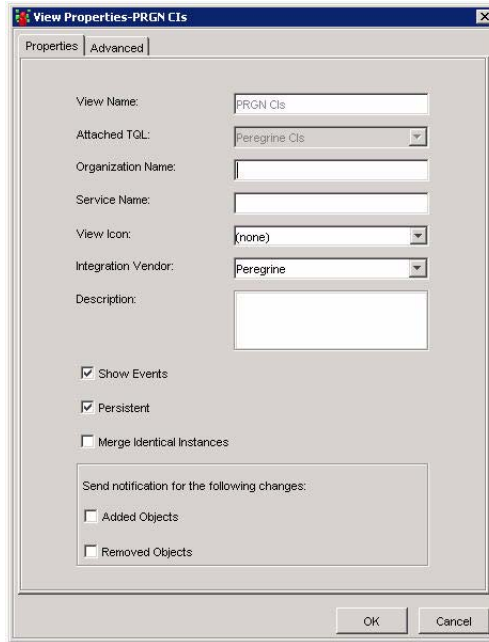


- 2 Mark the views that need to be extracted with an Integration Vendor set to "Peregrine."
 - a Go the **Map View** window.
 - b Select an entry in the tree.



- c Click **Properties**.

- d Choose “Peregrine” in the **Integration Vendor** combo box.



The screenshot shows a dialog box titled "View Properties-PRGN Cls" with a close button (X) in the top right corner. The dialog has two tabs: "Properties" and "Advanced", with "Advanced" selected. The "Advanced" tab contains the following fields and options:

- View Name: PRGN Cls
- Attached TOL: Peregrine Cls
- Organization Name: (empty text box)
- Service Name: (empty text box)
- View Icon: (none)
- Integration Vendor: Peregrine
- Description: (empty text box)
- Show Events
- Persistent
- Merge Identical Instances
- Send notification for the following changes:
 - Added Objects
 - Removed Objects

At the bottom of the dialog are "OK" and "Cancel" buttons.

- e Click **OK**.
- 3 Generate a “Business_Services.xml” file containing business service definitions.
- a Click **Administration > Discovery Management > Packages > Peregrine**.
 - b Right-click on the **ExtractMapData** pattern.
 - c Click **Edit Pattern**.

- d Edit the following parameters:

Parameter	Instructions
outPutFile	In the Value column, enter the file name (complete path) for exporting the business objects. For example: [Connect-It Workspace\Output\Business Services\business.service.xml]
siteName	In the Value column, enter the hostname of your MAM server.
dbpassword	In the Value column, enter the password of the MAM database (appilog).
dbsid	In the Value column, enter the sid of the MAM database.
dbIp	In the Value column, enter the IP of the MAM database (localhost or equivalent).
dbUser	In the Value column, enter the user name for the MAM database (appilog).
dbPort	In the Value column, enter the port of the MAM database (1521).

- e Click **OK**.

- 4 Activate the **ExtractMapData** pattern, and click **OK**.

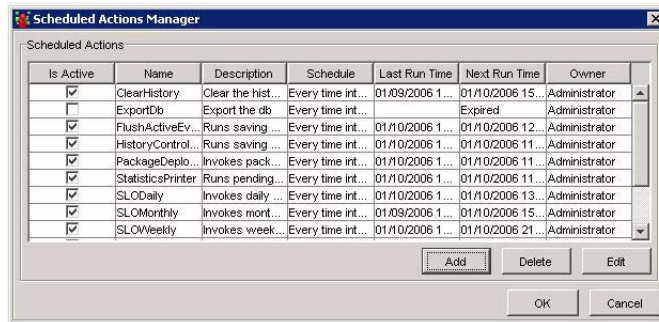
Monitor the folder you created, and verify that "Business_Service.xml" has been created.

- 5 To import these Business Service definitions into ServiceCenter, you will have to execute the **mamsc-ci-service.scn** scenario.

MAM to ServiceCenter CI TQL Export

Configure MAM to export CI information. Create a TQL in MAM which will retrieve the appropriate CIs and their attributes, and export them to ServiceCenter.

- 1 Click **Administration > Scheduler**.

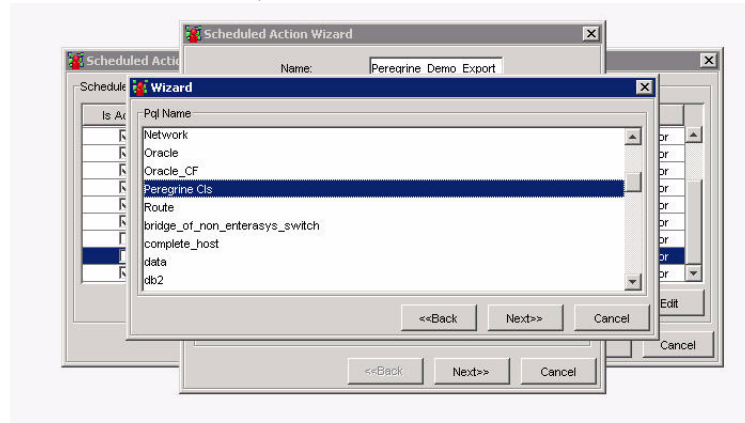


- 2 Click **Add**.
- 3 Set the name and description of the Scheduler task.
- 4 Click **Add**.

The Wizard appears.

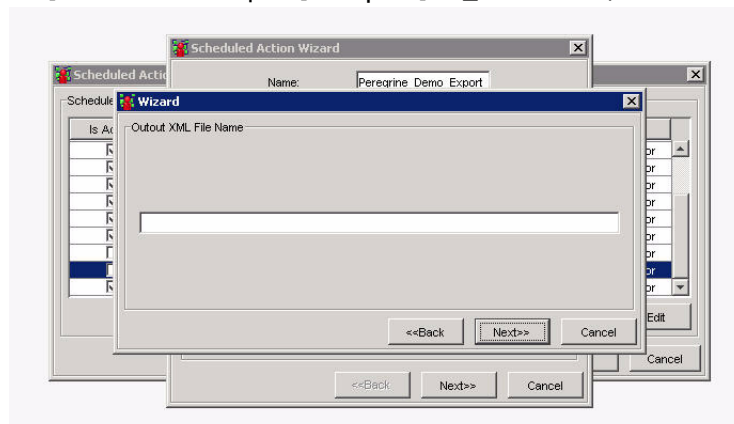
- 5 Select **CreatePQL XML Report**.
- 6 Click **Next**.

7 Choose the TQL you want to export.



8 Click Next.

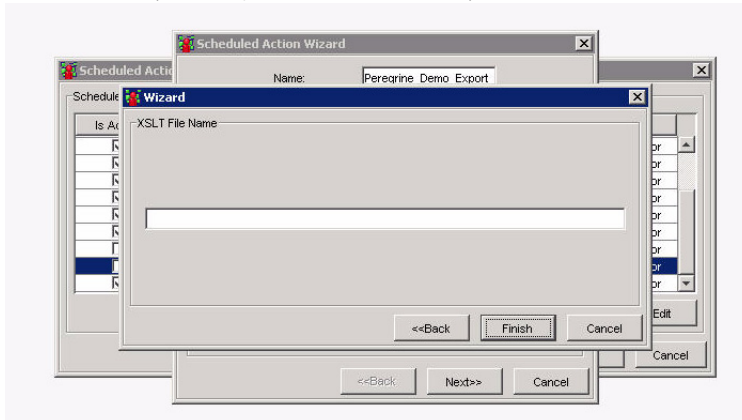
9 Enter the name of the XML file you want to create (using the full path, "[Connect-It Workspace]\Output\[file_name.xml]").



10 Click Next.

11 Enter the path to identity.xslt:

[MAM Installation]\root\lib\collectors\
discoveryManager\userExt\identity.xslt



12 Click **Finish**. The window closes, and the Scheduler Action wizard becomes active again.

13 Click **Next**.

14 If you would like to change the schedule for automatic exports, do so now. See your MAM documentation for full instructions.

15 Click **Finish**, then click **OK** on the Scheduler screen.

16 Monitor the "[Connect-It workspace\Output\]" directory to see the file you specified in [Step 9](#) appears.

17 You must set up ServiceCenter to properly run the scenario. If you have not set it up already, see [Installing and Configuring ServiceCenter on page 29](#).

18 Run the `mamsc-ci.scn` scenario to import the MAM CIs into ServiceCenter.



4 Installing and Configuring BAC

CHAPTER

Install and configure BAC using the standard procedure as described in your BAC documentation. After the basic installation is complete, follow the steps described in this section.

Note: In order to install this patch, you must first install BAC 5.1 SP1 and SiteScope with EMS license keys.

Installing the Patch on the BAC 5.1 server

- 1 Stop BAC.
- 2 Run setup.exe found in the supplied patch on the center machine.
- 3 Go to the BAC management DB and run the next script:

```
'truncate table BC_REPOSITORIES'
```

- 4 Open this file:

```
[BAC Installation]\AppServer\webapps\site.war  
\bam\conf\repositories\contextMenu\def.xml.
```

- 5 Search for the following string:

```
ContextMenuItem id="createPeregrineTicket"
```

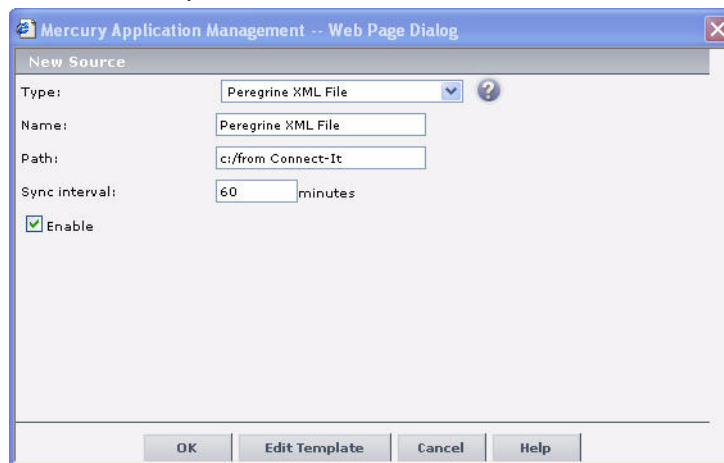
- 6 Under the found row you have to replace the URL parameter value to the Peregrine server.
- 7 Change the following:

From	To
<param key="URL" value="eventDetail.jsp" convert_to_key=""/>	<param key="URL" value="http://<peregrine_server>:8080/sc /index.do" convert_to_key=""/>

- 8 Start Business Availability Center.

Adding the Peregrine Adapter

- 1 Click **Administration > Sources**.
- 2 Click **New Source**.
- 3 Under **Type**, select **Peregrine XML File**.
- 4 Under **Path**, enter the path to the Peregrine CI configuration xml file that the Peregrine system exports when exporting CIs to BAC ("[BAC Installation]\Input").



Configuring Peregrine Data Tables

The Peregrine tickets and RFCs should be saved in the two different database tables. The following scripts will help you create these tables.

Scripts for creating Tickets DB table

When using an MS-SQL database

```
CREATE TABLE PEREGRINE_DATA
(DBDATE DATETIME, DATATYPE VARCHAR(40), TITLE VARCHAR(250),
DESCRIPTION VARCHAR(2000), CI_LOGICAL_NAME VARCHAR(40), CATEGORY
VARCHAR(40), SUB_CATEGORY VARCHAR(40), PRODUCT_TYPE
VARCHAR(250),PROBLEM_TYPE VARCHAR(250), STATUS VARCHAR(40),
SEVERITY_NAME VARCHAR(40),
SEVERITY_ID NUMERIC(9,0), ASSIGNED_GROUP VARCHAR(40),
OPENED_TIME VARCHAR(250), TICKET_ID VARCHAR(250), SERVICECENTER_URL
VARCHAR(2000 ))
GO
```

When using an Oracle database

```
CREATE TABLE PEREGRINE_DATA
(DBDATE DATE, DATATYPE VARCHAR2(40 byte),
TITLE VARCHAR2(250 byte),DESCRIPTION VARCHAR2(2000 byte),
CI_LOGICAL_NAME VARCHAR2(40 byte),
CATEGORY VARCHAR2(40 byte),SUB_CATEGORY VARCHAR2(40 byte),
PRODUCT_TYPE VARCHAR2(250 byte),
PROBLEM_TYPE VARCHAR2(250 byte), STATUS VARCHAR2(40 byte),
SEVERITY_NAME VARCHAR2(40 byte), SEVERITY_ID NUMBER(9),
ASSIGNED_GROUP VARCHAR2(40 byte),
OPENED_TIME VARCHAR2(250 byte),
TICKET_ID VARCHAR2(250 byte),
SERVICECENTER_URL VARCHAR2(2000 byte))
```

Scripts for creating RFC DB table

When using an MS-SQL database

```
CREATE TABLE PEREGRINE_DATA_CHANGE  
(DBDATE DATETIME, DATATYPE VARCHAR(40 ), TITLE VARCHAR(250 ),  
DESCRIPTION VARCHAR(2000 ), CI_LOGICAL_NAME VARCHAR(40 ), STATUS  
VARCHAR(40 ), ASSIGNED_GROUP VARCHAR(40 ),  
TICKET_ID VARCHAR(250), SERVICECENTER_URL VARCHAR(2000 ),  
PLANNED_OUTAGE_START DATETIME,  
PLANNED_OUTAGE_END DATETIME, RISK VARCHAR(20 ),  
PHASE VARCHAR(20 ), PRIORITY VARCHAR(10 ),  
APPROVAL_STATUS VARCHAR(10 ))
```

When using an Oracle database

```
CREATE TABLE PEREGRINE_DATA_CHANGE  
(DBDATE DATE,DATATYPE VARCHAR2(40 byte),  
TITLE VARCHAR2(250 byte), DESCRIPTION VARCHAR2(2000 byte),  
CI_LOGICAL_NAME VARCHAR2(40 byte), STATUS VARCHAR2(40 byte),  
ASSIGNED_GROUP VARCHAR2(40 byte),  
TICKET_ID VARCHAR2(250 byte),  
SERVICECENTER_URL VARCHAR2(2000 byte),  
PLANNED_OUTAGE_START DATE, PLANNED_OUTAGE_END DATE,  
RISK VARCHAR2(20 byte), PHASE VARCHAR2(20 byte),  
PRIORITY VARCHAR2(10 byte),  
APPROVAL_STATUS VARCHAR2(10 byte))
```

Adding the SiteScope monitors

There are two SiteScope monitors to add: one for the Peregrine tickets, and one for the Peregrine RFC.

- 1 Copy the two config files found in the supplied patch: `peregrine_event.config` and `change_peregrine_event.config` to any place on the SiteScope machine.
- 2 The common action for definition of two monitors:
 - a Go to SiteScope.
 - b Select the required group.
 - c Select Add monitor option.
 - d In the list of monitors select 'EMS Database' monitor.
 - e The DB information you supply in the next two steps refers to the Peregrine data tables.

f In the Database URL field insert one of the following:

MS-SQL

jdbc:inetdae:<server>:<port>?database=
<database>

Oracle

jdbc:inetora:<server>:<port>:<sid>

g In the Database driver class name field insert one of the following:

MS-SQL

com.inet.tds.TdsDriver

Oracle

com.inet.ora.OraDriver

The Database URL
Enter the URL to the database connection

Database driver class name
the driver used to connect to the database

Database user name
optional, user name used to connect to the database

Database password
optional, password used to connect to the database

Select
The SELECT clause for the query

From
The FROM clause for the query

Where
The WHERE clause for the query

Order By
The ORDER BY clause for the query

Enumerating Field
Field used to order the result set (can be date or numeral)

Start from value
use to start sending from a certain value of the 'Last Modified' field. for type DATE enter a date in the following format: yyyy-mm-dd hh:mm:ss

Enumerating Field Type
type of field used to order this query

Update every minutes
amount of time between checks of a monitor

Title
title that should appear in the Monitor table (optional)

PEREGRINE_DATA_CHANGE Monitor

Advanced Options

Disable
temporarily disable monitor sampling and alerting

EMS Configuration File Path
the path to the EMS integration configuration file.

3 Adding specific information for the Peregrine tickets monitor:

Field	Enter
Select	TITLE as TITLE, DESCRIPTION as DESCRIPTION, CI_LOGICAL_NAME as CI_LOGICAL_NAME, CATEGORY as CATEGORY, SUB_CATEGORY as SUB_CATEGORY, PRODUCT_TYPE as PRODUCT_TYPE, PROBLEM_TYPE as PROBLEM_TYPE, STATUS as STATUS, SEVERITY_NAME as SEVERITY_NAME, SEVERITY_ID as SEVERITY_ID, ASSIGNED_GROUP as ASSIGNED_GROUP, OPENED_TIME as OPENED_TIME, TICKET_ID as TICKET_ID, DBDATE as DBDATE, SERVICECENTER_URL as SERVICECENTER_URL
From	PEREGRINE_DATA
Where	DATATYPE='Ticket'
Enumeration	DBDATE
Start from value	insert the date you want to read tickets from the DB table
EMS Configuration File Path	insert path to the peregrine_event.config file

4 Adding specific information for the Peregrine RFC monitor:

Field	Enter
Select	DBDATE as DBDATE, DATATYPE as DATATYPE, TITLE as TITLE, DESCRIPTION as DESCRIPTION, CI_LOGICAL_NAME as CI_LOGICAL_NAME, STATUS as STATUS, ASSIGNED_GROUP as ASSIGNED_GROUP, TICKET_ID as TICKET_ID, SERVICECENTER_URL as SERVICECENTER_URL, PLANNED_OUTAGE_START as PLANNED_OUTAGE_START, PLANNED_OUTAGE_END as PLANNED_OUTAGE_END, RISK as RISK, PHASE as PHASE, PRIORITY as PRIORITY, APPROVAL_STATUS as APPROVAL_STATUS
From	PEREGRINE_DATA_CHANGE
Enumeration	DBDATE
Start from value	insert the date you want to read RFC from the DB table
EMS Configuration File Path	insert path to the change_peregrine_event.config file

Alert definition

You can define an alert to create an XML file for creating ServiceCenter tickets in the following format (this XML is read by ServiceCenter and will automatically create a ticket):

```
<Ticket><ID>47466</ID><CI>My
CI</CI><Status>Open</Status><Severity>Major</Severity><Description>Response time was 0.02 seconds.</Description><Message>Some
free text...</Message></Ticket>
```

- 1 Go to the Admin->Platform->Alerts and Recipients->Alerts
- 2 Click 'New Alert' button
- 3 In the 'Trigger Criteria' and 'Filters' tabs choose the appropriate data
- 4 In the Actions tab choose "Run executable file" and click on the 'as specified' link to specify the path of the executable.
- 5 Set as path:

```
'[BAC Installation]\bin\ peregrineticket.exe "XML_FILE_PATH"
"<AlarmID>" "<AlertName>" "<AlertPurpose>" "<Severity>"
"<AlertDescription>" "<UserMessage>"'
```

Note: "XML_FILE_PATH" is the parameter that defines where the xml files will be created (Enter "[Connect-It Workspace]\Output"). This and the "[BAC Installation]" are the only parameters you have to change.

- 6 Go to the "Settings" tab
- 7 Set the "Name" field to be the CI name you want to send the ticket for. This should be the exact name as defined in ServiceCenter.
- 8 Select "Send follow-up alert" option.
- 9 Click "Action" and set the Path as in section 5 ('[BAC Installation]\bin\ peregrineticket.exe "XML_FILE_PATH" "<AlarmID>" "<AlertName>" "<AlertPurpose>" "<Severity>" "<AlertDescription>" "<UserMessage>").

- 10 In the "Notification Frequency" section choose the third option: "Send no more than one alert as long as the conditions that triggered the alert continue to exist"

Exporting the BAC view to ServiceCenter

To export the BAC view, use this URL:

```
http://bac-server/topaz/bam/pages/exportView.jsp?viewName=xxx
```

Note: The viewName is a parameter. Replace the "xxx" with the name of the view you have created in BAC for exporting to ServiceCenter.

This URL is used by ServiceCenter to import CI correlations from BAC to ServiceCenter.



5 Installing and Configuring ServiceCenter

CHAPTER

Install and configure ServiceCenter using the standard procedure as described in your ServiceCenter documentation.

Important: If you have already been using ServiceCenter, we recommend that you make a backup of all your data before performing the integration.

You will have to do the following steps to make sure ServiceCenter is set up properly for the integration.

- Install the “Mercury.unl” unload file on page 30
- Add new fields to the ServiceCenter database on page 31
- Set the MAM URL in ServiceCenter on page 32
- Enabling URL links from BAC/MAM to ServiceCenter on page 33

Install the “Mercury.unl” unload file

You must manually install the mercury.unl unload file. For complete instructions, see your ServiceCenter documentation.

The ServiceCenter integration components is contained within the provided unload file. Load this file as-is without any special procedures than the out-of-the-box load feature. The file contains the following elements:

Object	file.name="probsummary"
devtype	device.type="service"
displayoption	id="am.display.joinfile_launch_mam"
displayoption	screen.id="am.display.joinfile"
eventmap	evmap#"BAC" or evmap="citCompany" or evmap="citLocation" or evmap="citDept" or evmap="citStockroom" or evmap="citModel" or evmap="citVendor" or evmap="citContact" or evmap="citDeviceParent" or evmap="pcsoft-uninst" or evmap="pcsoftware" or evmap="citDeviceParentMAM" or evmap="citDevice"
eventregister	evtype#"BAC" or evtype="citCompany" or evtype="citLocation" or evtype="citDept" or evtype="citStockroom" or evtype="citModel" or evtype="citVendor" or evtype="citContact" or evtype="citDeviceParent" or evtype="pcsoft-uninst" or evtype="pcsoftware" or evtype="citDeviceParentMAM" or evtype="citDevice"
format	name="am.add.device.child.g" or name="am.add.device.parent.g" or name="am.downstream.relationships.vj" or name="am.upstream.relationships.vj"
format	name="contact.form.vj" or name="contacts.address.vj.g" or name="device.services.vj" or name="device.slo.vj"
format	name="device.Application.g" or name="device.computer.g" or name="device.cost.explines.g" or name="device.cost.labor.g" or name="device.cost.parts.g"
format	name="device.networkcomponents.g" or name="device.ownership" or name="device.service.g" or name="device.computer.g"
format	name="deviceparent" or name="deviceparent.deg.g" or name="deviceparent.downstream" or name="deviceparent.g" or name="deviceparent.qbe.g" or name="deviceparent.upstream"

format	name="outage.sub" or name="outage.sub.g" or name="patcotaskhistorydetail.2.qbe.g" or name="slamonthly.2.qbe.g"
format	name="software.vj.g" or name="vendor.asset" or name="vendor.asset.g" or name="vendor.asset.vj.g" or name="asset.contract.vj"
format	name#"itilrelationship" or name="device.ownership" or name#"launch.mam"
format	name="info.company.g"
formatctrl	name="device" or name="device.networkcomponents" or name#"launch.mam" or name="probsummary" or name="cm3r"
itilrelationship	name="am.add.device.child" or name="am.add.device.parent" or name="am.find.related" or name="device.networkcomponents" or name="device.service"
link	name="am.add.device.child" or name="am.add.device.parent" or name="am.find.related" or name="device.networkcomponents" or name="device.service"
link	name#"launch.mam"
scripts	script.name#"launch.mam" or script.name="build.url"
unload	name="Mercury"

Add new fields to the ServiceCenter database

You must manually add the following fields to the ServiceCenter database. To learn how to add fields, see your ServiceCenter documentation.

Field	Type
File: device	
Fields:	
web.url	character
mam.id	character
bac.id	character
discover.application	character
File: cm3r	
Fields:	
web.url	character
File: probsummary	
Fields:	
web.url	character

Set the MAM URL in ServiceCenter

You must configure ServiceCenter with the proper information needed to automatically launch MAM.

1 In the ServiceCenter **info** table, add the following two fields:

- a `mercury.pre` (type = character)
- b `mercury.post` (type = character)

2 From the **info.company** form, click the **Active** tab.

You should see a Mercury Integration section at the bottom of the tab, with **Pre URL** and **Post URL** fields.

3 Enter your **Pre URL** as in the example shown. Make sure your URL contains the correct hostname of your MAM server.

4 Enter the Post URL with the user name and password you would like ServiceCenter to use when launching MAM. Use the syntax as in the following example:

```
&user=Administrator&password=Administrator
```

Important: In the UI, the example provided is missing an “&” at the beginning.

5 Click **Utilities > Tools > Format Control** to open the **Format Control** screen.

6 Select **login.DEFAULT**.

7 Add a new record with the following properties:

- a Set **Add** to True.
- b Set **Filename** to Info.
- c Set **Query** to type="company" .

- 8 Click on the Calculations tab, and add the following, replacing the X with the index of the record you just created. For example, if the record you created is the fourth record, **\$fileX** will be **\$file4**.

```
$G.mercury.pre=mercury.pre in
$fileX;$G.mercury.post=mercury.post in $fileX
```

- 9 To populate the web.url field with the correct information, you need to establish the URL linkage.
 - a Click **Utilities > Administration > Information > System Information Record**.
 - b Select **Active Integrations**.
 - c In this form, set the Webserver URL and ESS URL values to be the hostname of your ServiceCenter server. For example:

```
http://10.2.11.22:8080/sc/index.do
```

Enabling URL links from BAC/MAM to ServiceCenter

To create URL links from BAC/MAM to ServiceCenter, you must set the `sc.querysecurity` parameter (within the ServiceCenter web tier's `web.xml` file) to **false**. If the parameter isn't already present in the file, the following segment should be added to the section with the other `<init-param>` declarations:

```
<init-param>
<param-name>sc.querysecurity</param-name>
<param-value>>false</param-value>
</init-param>
```




6 Results of the Integration

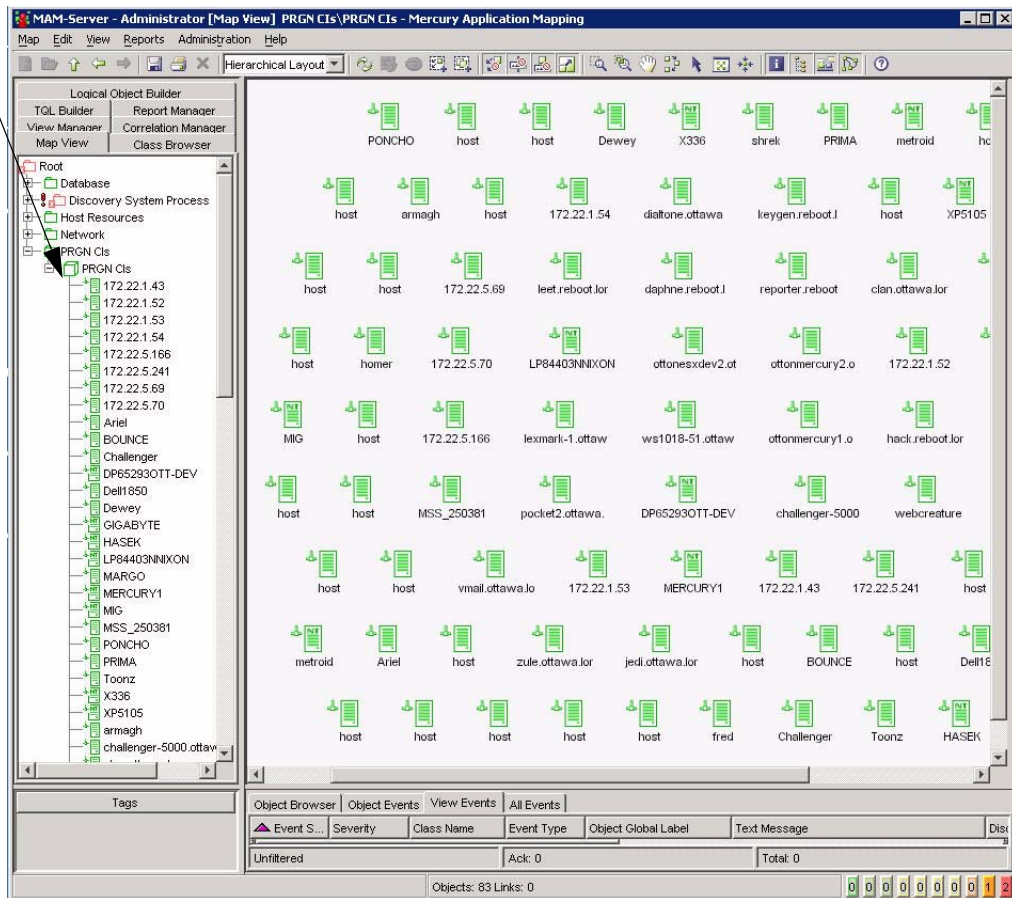
CHAPTER

This chapter provides a quick lesson in how to see that your data is passing between ServiceCenter and MAM/BAC.

ServiceCenter-MAM

If you are using the `scmam-ci.scn` scenario, you can see your ServiceCenter CIs appearing in MAM, like in the following diagram:

List of Peregrine CIs in your MAM Map View



If you are using the **mamsc-ci.scn** scenario, you can see your MAM data appearing in ServiceCenter, like in the following diagram:

The screenshot shows a ServiceCenter configuration item form for a Computer with Configuration Item ID 172.22.5.43 (1005418). The form is divided into two main sections: Ownership and Computer Information. The Ownership section includes fields for Configuration Item, Subtype, Asset Tag, Network Name, Domain, Assignment, Serial Number, Part Number, Manufacturer, Model, Status, Deployment Environment, Department, Cost Center, Service Contract, Incident Category, Priority, Pending Change?, System Down?, Critical CI?, Efficiency, and MAM ID. The Computer Information section includes fields for Machine Name, IP Address, IPx Address, MAC Address, Subnet Mask, Default Gateway, OS Name, OS Manufacturer, OS Version, Bios ID, Bios Manufacturer, Bios Model, Power, Total Disc Capacity (Gb), Free Disc Capacity (Gb), Agent Port, and Agent Password. A callout box highlights the MAM ID field (containing 1005418) and the Launch MAM button.

The MAM ID was imported from MAM into ServiceCenter.

You can launch MAM directly from ServiceCenter (to run an impact analysis on a CI) using this button.

You can import Business Service definitions from MAM to ServiceCenter using the **mamsc-ci-service.scn** scenario. For example, in MAM, you may have created a Business Service called “My Business Service” that includes many CIs. Upon executing the scenario, ServiceCenter will have created a CI of type “Business Service,” and will have associated the appropriate CIs with that Business Service. Once your Business Service is set up, you can create incident tickets on it.

The screenshot displays the ServiceCenter interface for a Business Service configuration. The window title is "CI record updated." and the user is logged in as "Peregrine". The configuration item is "My Business Service".

The interface includes a navigation menu with options: System Summary, Contact, Location, Vendor, Relationships, Financial, Outage History, and Attachments. The "Relationships" tab is currently selected.

Under the "Upstream Relationships" section, there is an empty table with the following columns: Local Port, Relationship Type, Upstream Asset, Foreign Port, and Relationship. Below the table are buttons for "Add Upstream Asset", "Show Logical", "Show Physical", and "Show All".

Under the "Downstream Relationships" section, there is a table with the following columns: Local Port, Relationship Type, Downstream Asset, Foreign Port, and Relationship. The table contains the following data:

Local Port	Relationship Type	Downstream Asset	Foreign Port	Relationship
		HASEK (1005385)		logical
		JasonPC		logical
		JenFalconPC		logical
		JenJoPC		logical
		LP84403NNIXON (1005572)		logical

Below the table are buttons for "Add Downstream Asset", "Show Logical", "Show Physical", and "Show All".

ServiceCenter-BAC

If you are using the **bacsc-ci.scn** scenario, you can see your ServiceCenter data appearing in BAC, like in the following diagram. You can transfer RFC tickets from ServiceCenter to BAC, and send alerts from BAC to ServiceCenter. As you can see in the enlarged section of this diagram, there is ServiceCenter ticket information in the BAC pop-up window about this CI.

The screenshot shows the Mercury Business Availability Center (BAC) dashboard. The interface includes a top navigation bar with 'MERCURY' and 'Business Availability Center - Dashboard' labels, and a user profile for 'User administrator'. Below the navigation bar are tabs for 'Top View', 'Business Console', 'Customers', 'Events', and 'SLM'. A 'Role-Based Views' dropdown is set to 'keithview', and the 'Last Update' is '02:40:06 PM'.

The main area displays a network diagram with a central 'computer' node connected to various other nodes, including 'Laptop', 'Desktop', 'Hub', and 'ACMEpc' series. A pop-up window is overlaid on the diagram, showing details for a component named 'carolpc'. The pop-up window displays the following information:

Details - null		Weight:1
CI Name:	carolpc	
Status:	Uninitialized	
Details - null		Weight:1
CI Name:	carolpc	
Status:	Warning	
Title:	null	
Outage start:	null	
Outage end:	null	
Phase:	Assessment	
Priority:	1	
Approval Status:	pending	
Risk:	Minor	
Assigned group:	null	
Description:	Move pc to the QA lab to be used as a test machine.	

An arrow points from the text 'Pop-up displays ServiceCenter ticket information in BAC' to the pop-up window.

You can also access ServiceCenter directly from BAC. By selecting a CI in BAC, you can select **Peregrine RFC Details**, and automatically open ServiceCenter to view the data for the CI, as seen in the following diagram:

The screenshot shows the Mercury Business Availability Center (BAC) dashboard. The interface includes a top navigation bar with 'APPLICATIONS', 'ADMIN', 'HELP', 'SITE MAP', and 'LOGOUT'. Below this is a 'Business Console' tab. The main content area displays a list of nodes with columns for 'Node Name', 'Incidents', and 'RFC'. A context menu is open over the 'CarloJPC' node, showing options: 'Create Peregrine Ticket' and 'Peregrine RFC details...'. An arrow points from the 'Peregrine RFC details...' option to the text below.

Node Name	Incidents	RFC
ACMEpc012	N/A	
ACMEpc013	N/A	
ACMEpc014	N/A	
ACMEpc015	N/A	
Business	N/A	
Desktop	N/A	
Host CPU	N/A	
Hub	N/A	

Node Name	Incidents	RFC
Laptop	N/A	
CarloJPC	N/A	
DavePC	N/A	
JenFalcon	N/A	
JenJoPC	N/A	
MaxPC	N/A	
MikePC	N/A	
master billing	N/A	
Server	N/A	

Select Peregrine RFC Details, and ServiceCenter will open with this CI in context.

See the following diagram for details.

CI: CarolPC

OK
 Cancel
 Save
 Delete
 Find
 Fill

type	logical name	subtype	location	model	istatus	is.down
computer	CarolPC	Laptop	Hunsville	p500	Installed	false

Computer Configuration Item: CarolPC

[System Summary](#)
 [Components](#)
 [Software](#)
 [Contact](#)
 [Location](#)
 [Vendor](#)
 [Relationships](#)
 [Financial](#)
 [Scanner](#)
 [Outage History](#)
 [Attachments](#)

Ownership

Configuration Item: CarolPC

Subtype: Laptop

Asset Tag:

Network Name: PeregrineMain

Domain: PS_SD

Assignment:

Serial Number: 22893008739

Part Number: 212

Manufacturer: Compaq

Model: p500

Status: Installed

Deployment Environment:

Department: Human Resources

Cost Center:

Service Contract: ACME INTERNATIONAL

Incident Category: tbd

Priority: 3 - Priority Three

Pending Change?
 Critical CI?

System Down? Efficiency:

MAM ID:

Computer Information

Machine Name:

IP Address: 196.76.209.197

IPx Address:

MAC Address:

Subnet Mask:

Default Gateway:

OS Name:

OS Manufacturer:

OS Version:

Bios ID:

Bios Manufacturer:

Bios Model:

Power:

Total Disc Capacity (Gb):

Free Disc Capacity (Gb):

Agent Port: 1738

Agent Password:

