HP OpenView Service Desk 4.0

Addendum to the Data Exchange Administrator's Guide

First Edition

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Preface

This document is an addendum to the *HP OpenView Service Desk: Data Exchange Administrator's Guide* and contains useful information that was not available at the time Service Desk 4.0 was released.

This information is intended for system administrators who will configure the data exchange settings, or for others involved with data exchange. It is assumed that users of this manual have an understanding of databases.

This addendum contains both conceptual and detailed how-to information for configuring and using the data exchange features of Service Desk. A brief outline of the information in this addendum is below:

- "Reconciling from a Command Line" on page 9, provides the reader with information on how to conduct the reconciliation process from a command line.

Revision History

When an edition of a manual is issued with a software release, it has been reviewed and tested and is therefore considered correct at the date of publication. However, errors in the software or documentation that were unknown at the time of release, or important new developments, may necessitate the release of a service pack that includes revised documentation. Revised documentation may also be published on the Internet, see "We Welcome Your Comments!" in this preface for the URL.

A revised edition will display change bars in the left-hand margin to indicate revised text. These change bars will only mark the text that has been edited or inserted since the previous edition or revised edition.

When a revised edition of this document is published, the latest revised edition nullifies all previous editions.

Table 1   **Revision History**

Edition and Revision Number	Issue Date	Product Release
Data Exchange Administrator's Guide, First Edition	August, 2001	Service Desk 4.0
Addendum to the Data Exchange Administrator's Guide, First Edition	November, 2001	Service Desk 4.0, Service Pack 1

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Your comments and suggestions help us understand your needs, and better meet them. We are interested in what you think of this manual and invite you to alert us to problems or suggest improvements. You can submit your comments through the Internet, using the HP OpenView Documentation Comments Web site at the following URL:

http://ovweb.external.hp.com/lpe/comm_serv

If you encounter errors that impair your ability to use the product, please contact the HP Response Center or your support representative.

The latest versions of OpenView product manuals, including Service Desk manuals, are available on the HP OpenView Manuals Web site at the following URL:

http://ovweb.external.hp.com/lpe/doc_serv

Software patches and documentation updates that occur after a product release, will be available on the HP OpenView Software Patches Web site at the following URL:

http://support.openview.hp.com/cpe/patches

1 Reconciling from a Command Line

This chapter explains the parameters you can use to reconcile data from a command line, followed by examples.

Reconciling from a Command Line

To start reconciliation from the command line you must call the program sd_import. The sd_import program is located in the bin folder of your Service Desk installation.

Always start the command with the username, password and server name. The data file name (exchange file), the reconciliation file name, and the import mapping name are also required and should be entered next:

Table 1-1 **Mandatory Parameters**

Parameter	Explanation
username	Enter the database username.
password	Enter the database password for the user.
server	Enter the server name.
-data=	enter the data exchange file name (xml file).
-recofile=	Enter the reconciliation file name. This will be the previous data exchange file you are using for comparison.
-mapping=	Enter the name of the import mapping you want to use.

The following optional parameters are available. Later in this section, examples demonstrate how these optional parameters can be used:

Table 1-2 **Optional Parameters**

Parameter	Explanation
-changefile=	Enter the file name. This parameter will produce a change list.
-sortsize=	Enter a number in megabytes. This will be the amount of memory space reserved for sorting the data.

Table 1-2   **Optional Parameters**

Parameter	Explanation
-norecosort	No value needed. Do not sort the reconciliation file. Only valid if the XML files have already been used in a reconciliation process where the –keepsortedfiles option was used.
-nodatasort	No value needed. Do not sort the data file. Only valid if the XML files have already been used in a reconciliation process where the –keepsortedfiles option was used.
-keepsortedfiles	No value needed. Replace the original files with the sorted files. Only valid if the XML files have already been used in a reconciliation process where the –keepsortedfiles option was used.
-notimestamp	No value needed. Do not add a timestamp to the data file.
-norecoimport	No value needed. Do not import the changes into Service Desk. Used when you only want to create a change list.
-debug	No value needed. Debug option will be used.
-logfile=	Enter the file name for your log file.
-tempdir=	Enter the directory you want to use temporarily for temporary storage.
-form	No value needed. Shows the progress on your computer screen.

Example 1-1   **Basic Reconciliation**

The following example demonstrates how to reconcile and import data from the command line:

```
sd_import migration migration localhost
-data=organization.xml
```

```
        -mapping=ITSM_organization
-logile=C:\log\org_log.txt

        -recofile=origanization_200103011615.xml
-norecosort

        -changefile=C:\log\organization.txt
```

Example 1-2 **Reconciliation with Large Files**

If additional memory is available, you can assign more memory to the reconciliation process by using the -sortsize option. For data exchange and reconciliation files larger than 50 MB this will speed up the process time. You can also speed up the processing time by saving the sorted files so that the next reconciliation process will not have to sort the exchange file of the previous reconciliation process again. If the largest XML file is 55 MB and you have more than 60 MB of memory available, the following call can be used:

```
sd_import migration migration localhost -data=org.xml

        -mapping=ITSM_organization
-recofile=org_20011804.xml

        -changefile=C:\log\organization.txt

        -keepsortedfiles -sortsize=60
```

The next time reconciliation is scheduled and you use the data exchange file org.xml (time stamped, org_20012504.xml, for example) as the reconciliation file, the following example will speed up the process. The -norecosort parameter can be used because the previous reconciliation process has already sorted this file once:

```
sd_import migration migration localhost -data=org.xml

        -mapping=ITSM_organization
-recofile=org_20012504.xml

        -changefile=C:\log\organization.txt -norecosort

        -keepsortedfiles -sortsize=60
```

Example 1-3 **Creating a Change List Without Importing Data**

If you only want to see the change list, but do not want to import the changes into Service Desk, you can use the following call:

```
sd_import migration migration localhost
```

```
-data=organization.xml

        -mapping=ITSM_organization -recofile=org_old.xml

        -changefile=C:\log\organization.txt -norecoimport

        -keepsortedfiles -notimestamp
```

In this example -norecoimport stops the changes from being imported.
The parameter -keepsortedfiles will make sure that the sorted data
exchange file and the sorted reconciliation file replace the original XML
files. If the change list contains all the information that you want to
import into Service Desk, the following call shows how you can then
import it:

```
sd_import migration migration localhost
-data=organization.xml

        -mapping=ITSM_organization -recofile=org_old.xml

        -changefile=C:\log\organization.txt -norecosort

        -nodatasort
```

The parameters -norecosort and -nodatasort can be used to speed up
the progress, since they were already sorted when the change list was
created without importing the data. Because the -notimestamp
parameter was not used, the data exchange file will be renamed using
the current date and time.

Example 1-4   **Scheduling Reconciliation**

Normally if you start a reconciliation task, a timestamp will be added to
the data exchange file name. This makes it hard to trace the data
exchange file name after the reconciliation process is completed. The
-notimestamp parameter can be used to leave the timestamp out of the
file name. A scheduled script using this parameter will resemble the
following:

```
sd_export -f organization.ini ...
```

```
sd_import migration migration localhost
-data=organization.xml

        -mapping=ITSM_organization -recofile=org_old.xml

        -changefile=C:\log\organization.txt -norecosort

        -keepsortedfiles -notimestamp
```

```
delete ..\backup\last_org_old.xml

rename org_old.xml ..\backup\last_org_old.xml

rename organization.xml org_old.xml
```