

HP Project and Portfolio Management Center

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HP Service Desk Adapter for HP ServiceCenter Configuration Guide

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1 Introduction

In This Chapter:

- *About This Document*
 - *Who Should Read This Document*
 - *Related Documents*
 - *About the Service Desk Adapter*
 - *Supported Applications*
 - *Change Request Conversion Flow*
 - *Preparing Service Desk Integration*
 - *Deployment*
-

About This Document

This document:

- Describes the HP Service Desk Adapter for HP ServiceCenter, which provides integration of PPM Center with HP ServiceCenter (previously known as Peregrine Service Center).
- Provides instructions for deploying the HP Service Desk Adapter to multiple servers, if necessary.
- Discusses configuration of the HP Service Desk Adapter for HP ServiceCenter.

Who Should Read This Document

This document is intended for PPM Center system administrators who are also familiar with HP ServiceCenter.

Related Documents

Related documents for this document include:

- *HP Demand Management User's Guide*
- *HP IT Service Management Accelerator Guide*

About the Service Desk Adapter

PPM Center contains a single repository for application change requests. When a user creates a change request on your local service desk system, the request must be imported into PPM Center for processing.

The Service Desk Adapter provides the ability to import requests from service desk systems such as HP ServiceCenter into PPM Center.

The requests are imported using an Adapter specific to the service desk system you are using. This process is controlled by a scheduler that can be configured to run at a specified time, for example once a day.

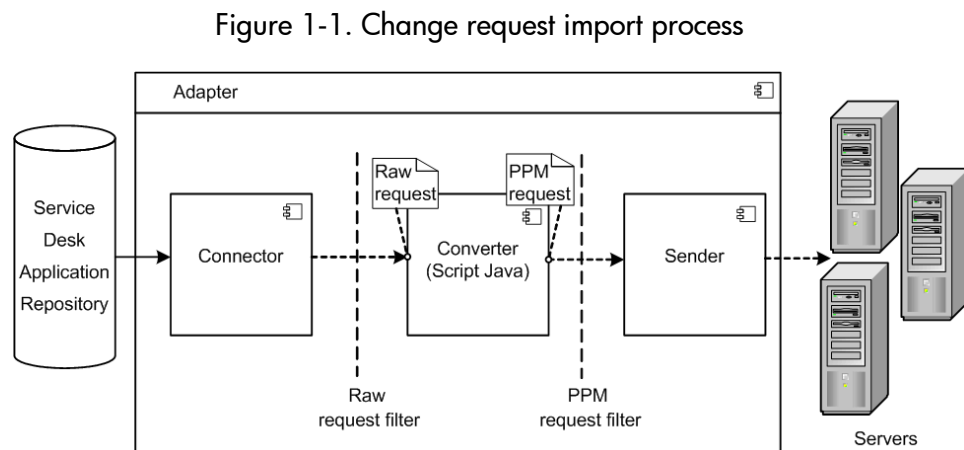
Importing change requests into PPM Center is a one-way process—once the change request has been imported from the service desk system into PPM Center, there is no need for PPM Center to send any modifications back to the service desk system, nor to notify the service desk system on the progress of that change request in PPM Center.

Supported Applications

The Service Desk Adapter supports HP ServiceCenter 6.1, as well as HP ServiceCenter Web Services. Prior versions are supported using the Connect-It application.

Change Request Conversion Flow

Figure 1-1 depicts the flow for importing a change request from a service desk system into PPM Center.



For each service desk system, there is an Adapter. This Adapter is responsible for the process of importing change requests from the service desk system into PPM Center.

The Adapter is composed of three components:

- **Connector.** Collects new change requests from the service desk systems.
- **Converter.** Converts the change request from the service desk data model it was created in, into the PPM Center data model.
- **Sender.** Sends the converted change requests to PPM Center.

The Adapter also contains a raw request filter and a PPM Center request filter. Using these filters, you can control which change requests are imported into PPM Center. The raw change request filter filters the information in the service desk data model before the requests are converted. The PPM Center request filter filters the information in the PPM Center data model after conversion, but before it is imported into PPM Center.

Preparing Service Desk Integration

Before you import a change request from your service desk system into PPM Center, you need to configure the Adapter.

To configure the Adapter, you need to:

- Set up the adapter configuration file.
- Write the conversion scripts.

Adapter Configuration File

The adapter configuration file is an XML file that contains the Adapter's general settings, as well as specific attributes that are relevant to the service desk application you are working with. For details about setting up this file, see [Setting Up the Adapter File on page 17](#).

Conversion Scripts

Conversion scripts are called by the adapter configuration file, and are responsible for field mapping during the conversion process.

Each script must contain at least the `Convert`, `preFilter`, and `postFilter` functions, which are described in [Conversion Script Functions on page 22](#). These functions enable you to specify the type of change requests to convert from the service desk data model to the PPM Center data model (for example, requests whose status is NEW) and which requests to import into PPM Center (for example, only requests of a specific type).



You can configure more than one Adapter per service desk system. This enables you to import change requests from several servers of the same service desk system, or import several request types from the service desk system.

Deployment

The Service Desk Adapter is deployed as part of PPM Center. It can also be deployed on other application servers.

To deploy the Service Desk Adapter from PPM Center on a different application server:

1. Copy the `.war` file for the Service Desk Adapter, `ServiceDesk_Integration.war`, which is located in `<PPM_Home>/server/<PPM_Instance>/deploy`, to the `deploy` directory on the new application server.
2. Create the following directories in the home directory (`<Application_Server_Home>`) of the application server:
 - `conf/sdi`
 - `bin/sdi`
 - `security`
3. Copy the content of the PPM Center server's `conf/sdi`, `bin/sdi`, and `security` directories into the respective directories that you just created on the application server.
4. Create a JVM property called `sdi.home`, and set it to point to the new application server's home directory.
5. Restart the application server.

2 Configuring the Adapter

In This Chapter:

- *Configuring the Adapter*
 - *Location and Naming Conventions of Adapter Configuration Files*
 - *Setting Up the Adapter File*
 - *Password Encryption*
 - *Configuring the Common Adapter Attributes*
 - *Configuring the Connector Attributes*
 - *Configuring the Converter Attributes*
 - *Configuring the PPM Center Sender Settings*
-

Configuring the Adapter

The Adapter is made up of a connector, a converter, and the PPM Center Sender. The connector connects your service desk system to the Service Desk Adapter. The converter converts the raw change requests from your service desk data model into the PPM Center data model. The PPM Center sender sends (exports) the converted request to PPM Center.

The Adapter is configured in the adapter configuration file, which is an XML file that contains the Adapter's general settings, the connector's attributes, and the conversion scripts that enable the conversion of a request from the service desk data model into the PPM Center data model.

Location and Naming Conventions of Adapter Configuration Files

The Adapter configuration files are located in the `conf\sdi` folder of the PPM Server.

The `conf\sdi` folder contains:

- A configuration file for each Adapter.

Inside the configuration file, you define a name for the Adapter. The name of the configuration file must be identical to the name defined for the Adapter, and must have a `.settings` extension, as follows:

```
<adapter name>.settings
```

For example, if the Adapter name is `peregrine-adapter`, the configuration file name will be `peregrine-adapter.settings`.

- A subfolder for each adapter configuration file. The subfolder holds the conversion scripts responsible for the field mapping and filtering of the requests.

The name of the subfolder must also be identical to the name defined for the Adapter, and must have a `.ext` extension, as follows:

```
<adapter name>.ext
```

Following the example above, the `conf\sdi` folder will contain a subfolder called `peregrine-adapter.ext`, to hold all the script files for the Adapter.

Setting Up the Adapter File

The Adapter configuration file is divided into four main sections:

- The Adapter's attributes, such as the Adapter's name, the name of the service desk application in which the change requests were created, and the type of request being converted.

To set the Adapter attributes, see *Configuring the Common Adapter Attributes* on page 18.

- The connector attributes—each service desk system has its own set of connector attributes that enable the Adapter to connect to the service desk system.

To set the connector attributes, see *Configuring the Connector Attributes* on page 19.

- The converter attributes, which call the conversion script files where the field mapping and filter functions are defined.

To set the converter attributes, see *Configuring the Converter Attributes* on page 22.

- The PPM Center sender information—the attributes for sending the converted and filtered change request data to PPM Center.

To set the PPM Center sender attributes, see *Configuring the PPM Center Sender Settings* on page 26.

Password Encryption

All the passwords in the configuration files should be encrypted using the PPM Center script, `kEncrypt.sh`, which is located in the `bin` directory of the PPM Server.



Encrypted passwords, which contain special characters, must be created in a CDATA section in the configuration file. This is because the configuration file is an XML file, and special characters can be added to an XML file in a CDATA section (`<![CDATA[]]>`) only.

Configuring the Common Adapter Attributes

The adapter configuration file identifies the Adapter.

```
<adapter adapter-name="<adapter name>">
  <service-desk-application><SD appl>
    </service-desk-application>
  <request-type><request type></request-type>
  <number-of-tickets><number of tickets>
    </number-of-tickets>
  <polling-schedules><schedule></polling-schedules>
  .
  .
  .
</adapter>
```

Table 2-1 describes the Adapter attributes common to all service desk systems.

Table 2-1. Common Adapter attributes (page 1 of 2)

Property Name (*Required)	Description	Default Value
*adapter-name	A logical name that represents the collector's name on the client machine. For example: peregrine-adapter This name is also used for the adapter configuration (. settings) file, and the scripts (. ext) folder. (See Location and Naming Conventions of Adapter Configuration Files on page 16.)	(none)
*service-desk-application	A logical name for the service desk application used. For example: Peregrine Service Center This name is also used for the service desk system name, defined in the configuration of the PPM Center sender (sdSystemFieldName).	(none)
*request-type	A logical name of the request type used. For example: Change Request Form	(none)

Table 2-1. Common Adapter attributes (page 2 of 2)

Property Name (*Required)	Description	Default Value
number-of-tickets	Sets the number of change requests that the collector processes at a time.	50
polling-schedules	A list of cron expressions separated by the newline character. Format: 30 * * * * <new line> 0 * * * *	(none)
polling-frequency	The frequency (in seconds) that the collector polls for change requests.	If polling-schedules and polling-frequency are undefined, then the default is 30 seconds.

Configuring the Connector Attributes

The second section of the adapter configuration file contains the connector attributes. These attributes vary according to the service desk system you are working with.

```

.
.
.
<connector>
<connector-type><SD name></connector-type>
  <properties>
    .
    .
    .
  </properties>
</connector>
.
.
.

```

HP ServiceCenter Connector Settings

For the HP ServiceCenter service desk system, define the connector attributes as described in *Table 2-2*.

Table 2-2. HP ServiceCenter connector attributes

Property Name (*Required)	Description	Default Value
*connector-type	This must be set to xmlFolderWatcher.	(none)
*idPropertyName	The property name of the ID in the XML file.	(none)
*lastUpdatePropertyName	The property name of the last updated value in the XML file.	(none)
*directoryName	The shared folder directory path.	(none)
pattern	The file name pattern as a regular expression. For more details, see http://java.sun.com/j2se/1.4.2/docs/api/java/util/regex/Pattern.html	No pattern; all files will be read.

HP ServiceCenter Web Services Connector Settings

For the HP ServiceCenter Web Services, you define the connector attributes as described in *Table 2-3*.

Table 2-3. HP ServiceCenter Web Services connector attributes (page 1 of 2)

Property Name (*Required)	Description
*connector-type	When importing a change from the change management module, this value must be peregrineChange. When importing a task from the change management module, this value must be peregrineTask.
*idProperty	The property name of the ID field in the instance returned from the Web service.
*lastUpdatedProperty	The property name of the last updated field in the instance returned from the Web service.
*timeZone	The Peregrine server time zone. This must have the following format: GMT<+/- X>

Table 2-3. HP ServiceCenter Web Services connector attributes (page 2 of 2)

Property Name (*Required)	Description
*wsDateFormatPattern	The date format used in the Web service answer. For available formats see: http://java.sun.com/j2se/1.4.2/docs/api/java/text/SimpleDateFormat.html
*queryDateFormatPattern	The date format used for querying the service center system (as used in the UI expert search). For available formats see: http://java.sun.com/j2se/1.4.2/docs/api/java/text/SimpleDateFormat.html
*serviceUrl	The Web service URL.
*userName	The user name in the service center system.
*password	The password in the service center system. The password should be encrypted. See Password Encryption on page 17 .

Generating the Web Services Stub File

In HP ServiceCenter, you can modify the availability of fields through the Web Services. Each time you modify these settings, a new Web Services Description Language (WSDL) is created. You need to regenerate the Web Services stub (.jar) file from the new WSDL.

To generate the stub, use the following utility script:

1. Locate the bin/sdi directory on the PPM Server.
2. Run `kGeneratePeregrineStub.sh <wsdl-uri> <PPM_Server_Name>`.

For example:

```
kGeneratePeregrineStub.sh http://machine:12670/
ChangeManagement?wsdl PPM_Server
```

Configuring the Converter Attributes

The third section of the adapter configuration file contains the converter attributes. The converter maps the fields from the service desk data model to the PPM Center data model, and filters the requests.

```
.
.
.
<converter>
<converter-type>bsfConverter</converter-type>
  <properties>
    scripts=.....
  </properties>
</converter>
.
.
```

The attributes include the type of converter, and the conversion script file names, as described in [Table 2-4](#).

Table 2-4. Converter attributes

Property Name (*Required)	Description
*converter-type	This must be set to <code>bsfConverter</code> .
*scripts	A comma-separated list of script file names. These files must reside in the Adapter's extension folder (<code>conf\sdi\<adapter code="" name>.ext<="">). For an example of a conversion script file, see Conversion Script Example on page 24.</adapter></code>



The current JavaScript engine does not handle long lines. Make sure that the script line does not exceed 256 characters.

Conversion Script Functions

The conversion scripts are responsible for field mapping during the conversion of service desk model requests into PPM Center model requests, and for filtering the requests. Each script must contain at least the `convert`, `preFilter`, and `postFilter` functions.

- **convert.** This function maps the fields of the service desk request to PPM Center fields.

```
convert(rawTicket, ItgRFC)
```

- **preFilter.** This function filters the change requests before they are converted to the PPM Center data model, ensuring that no unnecessary requests are converted.

```
preFilter(rawTicket)
```

- **postFilter.** This function filters the converted change requests, ensuring that only the desired requests will be imported to PPM Center.

```
postFilter(ItgRFC)
```



For details about conversion APIs, see [Conversion Script APIs](#).

Conversion Script APIs

You can use the following syntax for the conversion scripts.

rawTicket Object

The rawTicket object represents the service desk model request. Use the following function to retrieve service desk model request data:

```
get(String fieldName);
```

ItgRFC Object

The ItgRFC object represents the PPM Center request. You can modify the PPM Center request data using the API functions as follows:

Reference ID

Use the following function to set the service desk change request ID in the PPM Center request:

```
setRefId(String referenceId);
```

Time Stamp

Use the following function to set the last update time in the PPM Center request:

```
/**
 * Set the time stamp in long format—that is, the number of
 * milliseconds
 * since January 1, 1970, 00:00:00 GMT
 */
setUpdatedTimeStamp(long updatedTimeStamp);
/**
 * Set the time stamp in the simple date format, which is
 * described
 * at the following location:
 * http://java.sun.com/j2se/1.4.2/docs/api/java/text/
 * SimpleDateFormat.html
```

```
**/  
setUpdatedTimeStamp(String updatedTimeStamp, String format);
```

Status

Use the following function to change the status of the PPM Center request. This allows the workflow of the request to progress:

```
setStatus(String newStatus)
```

General Field

Use the following function to set a value of a general field in the PPM Center request:

```
set (String fieldName, String value);
```

Date

Use the following function to set a date field value in the PPM Center request:

```
/**  
 * Set the date in long format—that is, the number of  
 * milliseconds since  
 * January 1, 1970, 00:00:00 GMT  
 **/  
setDateValue(String fieldName, long date);  
/**  
 * Set the date in the simple date format which is described in  
 * the following * location:  
 * http://java.sun.com/j2se/1.4.2/docs/api/java/text/  
 \* SimpleDateFormat.html  
 **/  
setDateValue(String fieldName, String date, String format);
```

Conversion Script Example

Below is an example of a converter script that converts a request from HP ServiceCenter to a PPM Center data model:

```
// ITG fields  
var DESCRIPTION = "REQ.DESCRPTION";  
var PRIORITY_NAME = "REQ.PRIORITY_NAME";  
var DETAILS = "REQD.REQUIREMENT_DETAILS";  
  
function convert(peregrineRFC, ItgRFC) {  
    // Set the ID of the Peregrine ticket. This is a required  
    // field.  
    ItgRFC.setRefId(peregrineRFC.get("header.changeNumber"));  
  
    // Set the updated time stamp of the ticket in Peregrine. The  
    // format of  
    // the date in Peregrine is "yyyy-MM-dd'T'HH:mm:ss.SSS'Z'".  
    // This is a required field.  
    ItgRFC.setUpdatedTimeStamp(peregrineRFC.get("sysmodtime"),  
        "yyyy-MM-dd'T'HH:mm:ss.SSS'Z'");
```



```

// Set the priority.
var peregrineRfcPriority =
peregrineRFC.get("header.priority");
  if (peregrineRfcPriority == 1)
    ItgRFC.set(PRIORITY_NAME,"Critical");
  else if (peregrineRfcPriority == 2)
    ItgRFC.set(PRIORITY_NAME,"High");
  else if (peregrineRfcPriority == 3)
    ItgRFC.set(PRIORITY_NAME,"Normal");
  else if (peregrineRfcPriority == 4)
    ItgRFC.set(PRIORITY_NAME,"Low");
  else
    ItgRFC.set(PRIORITY_NAME,"Normal");

// Get the description.
shortDescription =
peregrineRFC.get("header.briefDescription");

// If there is short description, set the description field
in ITG.
if (shortDescription != null && shortDescription != "") {
  ItgRFC.set(DESCRIPTION,shortDescription);
}
longDescription = null;
longDescriptionContainer =
  peregrineRFC.get("descriptionStructure.description");
if (longDescriptionContainer != null){
  longDescription = descriptionArrayToString
    (peregrineRFC.get(
      "descriptionStructure.description.description"));
}
if (longDescription != null) {
  ItgRFC.set(DETAILES,longDescription);
}
}
function preFilter(peregrineRFC) {
  var status = peregrineRFC.get("header.status");
  if (status != closed) {
    return true;
  }
  return false;
}
function postFilter(ItgRFC) {
  var priority = ItgRFC.get("PRIORITY_NAME");
  if (priority != "Normal" || priority != "Low") {
    return false;
  }
  return true;
}
// Parses an array of description into string (one level parsing
only - not
// recursive).
function descriptionArrayToString(objList){
  str= "";
  if (objList!=null){
    for(var i = 0; i < objList.length - 1; i++){
      str += objList[i] + "\n";
    }
    str += objList[i];
  }
  return str;
}

```

Configuring the PPM Center Sender Settings

The fourth section of the adapter configuration file contains the PPM Center sender attributes, whereby the converted change request is exported to PPM Center.

Below is an example of the PPM Center sender settings for any service desk system:

```
.
.
.
<sender>
  <sender-type>ITGSender</sender-type>
  <properties>
    serverUrl=http://machine:8080
    userName=admin
    password=<![CDATA[ Encrypted Password ]]>
    requestType=Service Desk Integration Request
    updateRequest=false
    ticketIdFieldName=REQD.SD_TICKET_ID
    sdSystemFieldName=REQD.SD_SYSTEM_NAME
  </properties>
</sender>
</adapter>
</settings>
```

Set the attributes as described in [Table 2-5](#):

Table 2-5. PPM Center sender attributes (page 1 of 2)

Property Name (*Required)	Description	Default Value
*sender-type	This must be set to ITGSender.	(none)
*serverUrl	The URL of the PPM Server. For example, http://machine:8080.	(none)
*userName	The user name of the PPM Server.	(none)
*password	The password of the PPM Server. The password should be encrypted. See Password Encryption on page 17 .	(none)
*requestType	The PPM Center request type that should be created for the change requests that are being imported.	(none)

Table 2-5. PPM Center sender attributes (page 2 of 2)

Property Name (*Required)	Description	Default Value
updateRequest	Ensures that modifications made to service desk change request are updated in the PPM Center request. The default value is <code>false</code> . Change requests should be modified in PPM Center only.	false
*ticketIdFieldName	The field, in PPM Center, containing the service desk change request ID.	(none)
*sdSystemFieldName	The field, in PPM Center, containing the service desk system name.	(none)

3 Configuration File Examples

In This Chapter:

- *Adapter Configuration File Examples*
 - *HP ServiceCenter Adapter Configuration File Example*
-

Adapter Configuration File Examples

The following adapter configuration file examples for HP ServiceCenter and HP ServiceCenter Web Services systems can be used for reference, or copied and modified to fit your organization's needs.

HP ServiceCenter Adapter Configuration File Example

The following code is an example of the adapter configuration file for the HP ServiceCenter service desk system:

```
<?xml version="1.0" encoding="UTF-8"?>
<settings>
  <adapter adapter-name="peregrine-folder-adapter">
    <service-desk-application>Peregrine
    </service-desk-application>
    <request-type>Change Request Form</request-type>
    <number-of-tickets>50</number-of-tickets>
    <polling-schedules>0/30 * * * * ?</polling-schedules>

    <connector>
    <connector-type>xmlFolderWatcher</connector-type>
    <properties>
      idPropertyName=@Number
      lastUpdatePropertyName=LastUpdatedOn
      directoryName=z:\
      pattern=RFCsDst_.*\.xml
    </properties>
    </connector>

    <converter>
    <converter-type>bsfConverter</converter-type>
    <properties>
      scripts=convert.js
    </properties>
    </converter>

    <sender>
    <sender-type>ITGSender</sender-type>
    <properties>
      serverUrl=http://wish:9090
      userName=admin
      password=<![CDATA[ Encrypted Password ]]>
      requestType=Service Desk Integration Request
      updateRequest=false
      ticketIdFieldName=REQD.SD_TICKET_ID
      sdSystemFieldName=REQD.SD_SYSTEM_NAME
    </properties>
    </sender>

  </adapter>
</settings>
```

HP ServiceCenter Web Services Adapter Configuration File Example

The following code is an example of the adapter configuration file for HP ServiceCenter Web Services:

```
<?xml version="1.0" encoding="UTF-8"?>
<settings>
  <adapter adapter-name="peregrine-adapter" version="2.0">
    <service-desk-application>Peregrine Service Center
      </service-desk-application>
    <request-type>Change Request Form</request-type>
    <number-of-tickets>50</number-of-tickets>
    <polling-schedules>0/30 * * * * ?</polling-schedules>

    <connector>
      <connector-type>peregrineChange</connector-type>
      <properties>
        timeZone=GMT+4
        wsDateFormatPattern=yyyy-MM-dd'T'HH:mm:ss.SSS'Z'
        queryDateFormatPattern=MM/dd/yy HH:mm:ss
        idProperty=header.changeNumber
        lastUpdatedProperty=sysmodtime
        serviceUrl=http://labmlbto01:12670/scserver61/ws
        userName=falcon
        password=<![CDATA[ Encrypted Password ]]>
      </properties>
    </connector>

    <converter>
      <converter-type>bsfConverter</converter-type>
      <properties>
        scripts=convertChange.js
      </properties>
    </converter>

    <sender>
      <sender-type>ITGSender</sender-type>
      <properties>
        serverUrl=http://wish:9090
        userName=admin
        password=<![CDATA[ Encrypted Password ]]>
        requestType=Service Desk Integration Request
        updateRequest=false
        ticketIdFieldName=REQD.SD_TICKET_ID
        sdSystemFieldName=REQD.SD_SYSTEM_NAME
      </properties>
    </sender>

  </adapter>
</settings>
```

