HP Select Identity Software

Connector for HP OpenView ServiceCenter

Connector Version: 1.00

Installation and Configuration Guide

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- Commons-logging
- Commons-digester
- Commons-httpclient
- Element Construction Set (ecs)
- Jakarta-poi
- Jakarta-regexp
- Logging Services (log4j)

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- JasperReports developed by SourceForge
- iText (for JasperReports) developed by SourceForge
- BeanShell
- Xalan from the Apache XML Project
- Xerces from the Apache XML Project
- Java API for XML Processing from the Apache XML Project
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- Review information about available services
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Contents

1	Documentation Map	. 7
2	Introduction	. 9
	About HP Select Identity	. 9
	About Connectors	. 9
	About ServiceCenter Connector	. 9
	ServiceCenter Concepts	10
	Operator	10
	User Roles	10
	Overview of Installation Tasks	11
3	Installing the Connector	. 13
	ServiceCenter Connector Files	13
	System Requirements	. 14
	Pre-Installation Task	. 14
	Enable SOAP API Capability	. 14
	Define Web Service API Properties	15
	Define Operator Table	15
	Define Action Names	16
	Disassociate Operator Dependencies	16
	Display Options Setup	18
	Extracting Contents of the Schema File	19
	WebLogic	19
	WebSphere	19
	Installing the Connector RAR	20
4	Configuring the Connector with Select Identity	21
	Configuration Procedure	21
	Add a New Connector	21
	Add a New Resource	21
	Map Attributes	23
5	Uninstalling the Connector	25
	-	

1 Documentation Map

This chapter describes the organization of HP Select Identity connector documentation and provides necessary information on how to use the documentation set to install and configure the connectors.

Figure 1 illustrates the documentation map for Select Identity connector. For a list of available product documentation, refer to the Table 1.

Figure 1 Documentation Map



Document Title and Filename	Contents	Location
Release Note ServiceCenter Connector v1.00 Release Note.htm	This file contains necessary information on new features of the connector, enhancements, known problems or limitations, and support information.	/Docs/ subdirectory under the connector directory.
Connector Deployment Guide (for Select Identity 4.20) connector_deploy_SI4.20.pdf Connector Deployment Guide (for Select Identity 4.10-4.13) connector_deploy_SI4.13.pdf	 Connector deployment guides provide detailed information on: Deploying a connector on an application server. Configuring a connector with Select Identity. Refer to these guides when you need generic information on connector installation. 	/Docs/root directory on the product's CD media.
Connector Installation and Configuration Guide ServiceCenter_guide.pdf	Connector installation and configuration guide provides installation instructions for a specific connector. It contains resource specific configuration details.	/Docs/ subdirectory under the connector directory.

Table 1 Connector Documentation

2 Introduction

This chapter gives an overview of the HP Select Identity connector for ServiceCenter. An HP Select Identity connector for ServiceCenter enables you to provision users and manage identities on ServiceCenter. At the end of this chapter, you will be able to know about:

- The benefits of HP Select Identity.
- The role of a connector.
- The connector for ServiceCenter.

About HP Select Identity

HP Select Identity provides a new approach to identity management. Select Identity helps you automate the process of provisioning and managing user accounts and access privileges across platforms, applications, and corporate boundaries. Select Identity communicates with the enterprise information system through connectors, and automates the tasks of identity management. The enterprise information system, which is also referred to as **resource**, can be a database, a directory service, or an ERP package, among many others.

About Connectors

You can establish a connection between a resource and Select Identity by using a connector. A connector is resource specific. The combination of Select Identity and connector helps you perform a set of tasks on the resource to manage identity. A connector can be **unidirectional** or **bidirectional**. A unidirectional connector helps you manage identities from Select Identity, but if any change takes place in resource, it cannot communicate that back to Select Identity. On the other hand, a bidirectional connector can reflect the changes made on resource back to Select Identity. This property of bidirectional connectors is known as **reverse synchronization**.

About ServiceCenter Connector

The connector for ServiceCenter — hereafter referred to as the ServiceCenter connector — is a unidirectional and agent-less connector based on the ServiceCenter Web Services Interface. It enables Select Identity to perform the following operations on the ServiceCenter server:

- Add, update, and remove users
- Retrieve user attributes

- Enable and disable users
- Verify a user's existence
- Change user passwords
- Reset user passwords
- Retrieve all entitlements
- Grant entitlements to users

This connector can be used with Select Identity 4.10-4.20.

ServiceCenter Concepts

In the ServiceCenter, there are two user entries that are relevant to the connector: Contact and Operator.

Operator

The ServiceCenter has two tables that contain information on persons: contacts and operator. The contacts file contains records for each person known to ServiceCenter, for example, a customer who can call in an incident, or the helpdesk employee who works with that customer, whereas the operator file contains records only for the persons who need to log in to the ServiceCenter system, for example, the self-service user entering an interaction, or the level 2 engineer working incidents.

When you create an Operator with the connector, you must specify a Contact (which has to exist in the ServiceCenter at that point) for the Operator. The ServiceCenter Connector supports operator provisioning.

The ServiceCenter equivalent to the concept of entitlement in Select Identity are user roles, which are discussed below.

User Roles

A user role is a template that combines a collection of application profiles and capability words into a single record. The ServiceCenter provides out-of-box user roles with appropriate capability words and application profiles that define a variety of business functions or roles. By defining user roles, a system administrator can grant a new operator all the capability words and an application profile to do their job.

E Constant Security	🔻 🝓 Mass Unload			1 0. 529
E G User Administration	Name	Description		
Assignment Groups	CHANGE ADMINISTRATOR	ServiceCenter access for the Change A	Admin role.	
Change Management Message G	CHANGE COORDINATOR	User role access for Change Coordinat	or user role. They Coordinate	Changes.
Change Management Profile Grot	CHANGE INITIATOR	ServiceCenter access for the Change I	initiator user role.	5
Change Management Promes	CHANGE MANAGER	User role access for Change Manager	user role. They Coordinate Cha	anges.
Change Management Request En	CHANGE SERVICE MANAGER	User role access for Change Service M	lanager user role. They Coordi	nate Changes.
Change Management Task Envirt	CHANGE SPONSOR	User role access for the Change Spons	sor User Role. This profile allow	vs a user to Review Changes.
Configuration Management Enviro	CHANGE SYSTEMS ADMIN	User role access for the Change System	m Admin User Role. This profil	e allows a user to Admin Change Management.
Configuration Management Profil	CLIENT SECURITY	Helpdesk access for client security role		
Configuration Management Profil	FACILITIES	This is the user role for the facilities ro	ole.	
Contract Management Environme	FIELD ENG	This the basic profile for the Field Engi	inering group.	
Tobox Crid	🔜 🗸 OK 🗯 Cancel 🕆 Previous	🕀 Next 💠 Add 🔚 Save 🚇 Delete 🔍 Fi	nd 🗇 Fill	% .
Indux Grid				
Incident Management Environme				
Incident Management Profiles				
Knowledge Management Environ				
Knowledge Management Profiles	User Role:	CHANGE ADMINISTRATOR		
Mandanton Field Portrigtions				
Mandanten Pielu Restriction				
Mandanten Kesuricung Queries	Description:	ServiceCenter access for the Change Admin re	ole.	~
Problem Management Environme				
Problem Management Profile Cro				
Problem Management Profiles				
Request Management Line Item I				
Request Management Order Envi				
Request Management Profile Gro	Profiles Startup Data A	ccess		
Request Management Profiles				
Request Management Quote Envi	Soprice Profile:		Configuration Profile	TTOU
Search for Contact Info	Service Frome.	IELPDESK TECH	Configuration From	TECH V B Q
Search for Operators	Incident Profile:	ERVICE TECH 🛛 🔻 🔗 🔾	Contract Profile:	DEFAULT 🛛 🔻 🔗 🔍
Search for User Boles	Problem Profile:		SLA Profile:	
Service Desk Environment			0011101101	
Service Desk Profile Groups				
Service Desk Profiles	Change Profiles:	ADMIN	Request Profiles:	PEOLIESTOP
User Quick Add Utility	, , , , , , , , , , , , , , , , , , ,	120121		IL QUESTON
View User Data				
Capability Words	-			
Agent Registry	-			
Connection Restrictions				

Overview of Installation Tasks

Before you start installing the connector, you must ensure that system requirements and all the installation prerequisites are met. Refer to the Table 2 for an overview of installation tasks.

Table 2	Organization	of Tasks
I UNIC 2	organization	or rasm

Task Number	Task Name	Reference
1	Install the connector on the Select Identity server.	See Installing the Connector on page 13.
	 Meet the system requirements. 	System Requirements on page 14.
	 Pre-installation task: Configure the ServiceCenter: 	See Pre-Installation Task on page 14.
	 Extract contents of the Schema file (the file that contains the mapping XML file). 	See Extracting Contents of the Schema File on page 19.
	 Deploy the connector Resource Adapter Archive (RAR) file on an application server. 	See Installing the Connector RAR on page 20.
2	Configure the connector with Select Identity	See Configuring the Connector with Select Identity on page 21.

3 Installing the Connector

This chapter elaborates the procedure to install the ServiceCenter connector on the Select Identity server. At the end of this chapter, you will know about

- Software requirements to install the ServiceCenter connector.
- Pre-installation tasks.
- Procedure to install the ServiceCenter connector.

ServiceCenter Connector Files

The ServiceCenter connector is packaged in the following files and folders, which are located in the ServiceCenter directory on Select Identity Connector CD:

Serial Number	File Name	Description
1	<pre>For Select Identity 4.10-4.13: ServiceCenterConnector.rar</pre>	The RAR files contain the binaries for the connector.
	 For Select Identity 4.20: ServiceCenterConnector_420. rar for WebSphere ServiceCenterConnector_420W L9.rar for WebLogic 	
2	ServiceCenterConnectorSchema .jar	The Schema file contains the mapping files (SCConnectorMapping.xml) of the connector, which control how Select Identity fields are mapped to the ServiceCenter fields.
3	ExternalCall.zip	A ZIP package that contains two sample files for external call development (ContactResultSample.java and ContactConstraintSample.java). It is present in /Docs/ subdirectory under the connector directory.
4	operatorDelete.unl	The unload file that is used to disassociate operator dependencies and enable "remove users" feature.

 Table 3
 ServiceCenter Connector Files

System Requirements

The ServiceCenter connector is supported in the following environment:

Table 4	Platform Matr	rix for ServiceCenter Connec	tor

Select Identity Version	Application Server	Database
4.10-4.20	The ServiceCenter connector is application server/database con 4.10-4.20.	supported on all the figurations of Select Identity

The ServiceCenter connector is for JDK1.4.x with Select Identity 4.10-4.20.

The ServiceCenter connector is supported on ServiceCenter 6.2.

Pre-Installation Task

Enable SOAP API Capability

The ServiceCenter server requires each Web service request to provide a valid operator name and password combination. In addition to having a valid login, the operator must have the **SOAP API** capability word to access the Web Services API. Below is an example to set up a valid account by enabling the SOAP API capability for user "falcon":

6	HP OpenView ServiceCenter - Opera	ator: FALCON - HP OpenVi	ew ServiceCente	r Client					
<u>F</u> ile	<u>E</u> dit <u>W</u> indow <u>H</u> elp								
] 📑	📄 operator 💽 🕨 🕅 🐯	🌵 🙆 🏹 🙀							
E	🔁 System Navigator 🛛 📄 🌼 👻 🗖 🗖	🔕 Main Menu: falcon 🛛 🔕 Oper	rator: FALCON 🗙						
٢	🗉 🚰 ocmirec 📃 🔨	💌 🚯 Mass Add 🛛 🙆 Mass Upda	ite 🛭 🔞 Mass Delete	🚳 Mass Unioad 🛛 🚟 Mass	Create Contacts 🛛 😪 📴	122 🔻			
	comlwork	ork Login Name Full Name Printer							
	⊕ ocmo	FACILITIES 3 CM TEST FACILITIES 3							
	Gornopage	FALCON FALCON,	JENNIFER			<u> </u>			
	🕀 🚰 ocmoptions	ቬ 🗸 OK 🗱 Cancel 🕆 Previo	ous 👎 Next 🕂 🕀 Add	🛏 🔙 Save 🛛 🙀 Delete 📑	Views 🔍 Find 🕂 Fill	8a. 🗸			
	comphaselog	🔄 🕹 General 🔄 Security	ogin Profiles 🛛 🗇 Start	tup 🔄 Notification 🔄 🔶 Se	curity Groups 🔄 🔶 Self Service				
		Initial Application			, ,				
	⊕ Gorman Gat	RAD Name:		Activate Comp	nand Line on Startun				
	🕀 🚰 ocmqpage	ioto name.	enu.manager	Activate Com	nanu cine on Startup	_ 1			
	General	Parameter Names		Parameter Values					
	Goncallsched	name		MAIN MENU		_			
	e 🤤 operator	string1		HOME					
	🕀 🔂 Fields	Connig 2							
	E G Links (1)								
	Enris (1) Forms (22)								
	🗉 🧰 Triggers								
	Records (122)								
	utage	Execute Capabilities	Query Groups	Months					
	+ C outageevent	getit.approver 🔥	Administrators	Full Name	Abrv.				
	🗉 🚔 pageinfo	getit.receiver							
	🗉 👰 patches	getit.requester				_			
	tempatcortadmin tempatcortauto	getit admin				_			
		getit.itemployee							
	🗉 🚰 patcorttemplate	getit.itmanager							
	🗉 👰 patcotask	getit.personalizatio							
	patcotaskhistory	ProhAdmin				_			
		SOAP API							
	pcfiles					~			
	🗉 🚰 pcsoftware	Nessages 🛛 Properties				0			
	⊕ pmcost	(1) Operator record updated.							
	prineiv prineiv prineiv								
	<								
					operator.qbe.g(oper	ator.view)			

Define Web Service API Properties

Define Operator Table

Before you install the connector, you need to define Contacts and Operator tables for the ServiceCenter connector. Perform the steps below to start defining the tables:

- 1 Login to HP OpenView ServiceCenter.
- 2 In the System Navigator pane, click on Menu Navigation \rightarrow Utilities \rightarrow Tools \rightarrow Web Services \rightarrow External Access. The External Access Definition page displays.
- 3 Select the record where Name is operator.
- 4 On the Data Policy tab, select the fields that are supposed to be exposed in the Web Services API and set the Exclude field to false in that row. Ensure that the correct API data type is selected. Once all fields are correctly exposed, save the record.

ternal Access Definition	5004				
me:	FSCManag	jement	Object Name		
	operator			Operator	
Allowed Actions	sions 🔷 Data	Policy			
Field Name		API Caption	Exclude	API Data	Туре
Printer			true		
application.name			true		
assignment.groups			true		
cap.exec		CapabilityWords	false		
casual.user			true		
cm.time.limit			true		
command			true		
company		Company	true		
contact.name		ContactName	false		
date.order		DateOrder	false		
db.time.limit			true		
display.currency.code			true		
do.password.reset			true		
email		Email	false		
ess.access.only			true		
ess.initial.app			true		
ess.initial.app.names			true		
ess.initial.app.values			true		
ess.menu			true		
expire.password			true		
			true		

5 Repeat step 4 to define other fields for the Operator table. For a list of other required fields, refer to Attribute on ServiceCenter column in Table 8 on page 23.

For more information about Web Service API properties, refer to the *ServiceCenter on-line Help*.

Define Action Names

In the External Access Definition page of operator, you must define the action names as following:

Allowed Actions	Action Names
save	Update
add	Create
delete	Delete

Table 5Allowed Actions and Action Names

Perform the steps below to define action names:

- 1 In System Navigator, expand Menu Navigation \rightarrow Utilities \rightarrow Tools \rightarrow Web Services \rightarrow External Access, the External Access Definition page displays.
- 2 Click **Search** button, then scroll down and select **operator** from the **Name** list. The external access definition information for operator displays. Note that the Service Name for the **operator** is FSCManagement.
- 3 Set appropriate Action Name for each Allowed Actions according to the values indicated in Table 5.

6	HP OpenView ServiceCenter - Ex	ter	nal	Acce	ss Definition	: operator	- HP C)penVie	ew ServiceCent	er Client		X
File	Edit Window Help											
] 📑	🕯 📄 operator 💽 🕨 🕏		abo (ية 🕥	-							
EŶ	🗟 System Navigator 🛛 📄 🏟 🔻 🗖		2	Main M	Ienu: falcon	🔕 External Ac	cess Defi	nition: o	perator ×			
٢	🖻 🗠 Menu navigation	^	-	n 🚯 Ma	ass Add Action	🝓 Mass Delei	e Action				Sz 525 42	-
	Services		na	ame								^
			lor	ocation								
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	Administration		op	perator								~
	🗉 🌀 Event Services			🛛 🗸 OF	K 🗱 Cancel 😚	Previous	Next	🔂 Add	🔜 Save 🛛 🖳 Delete	🔍 Find 🛛 🔂 Fill	°5.	-
	Knowledge Engineering									<u></u>	6	^
	Revision Tracking		۱.,							Z MIRKS 7		
	🗉 奋 SQL Utilities		16	Exter	nal Access	Definitio	1					
	🖻 🖓 Tools		17									
	🕀 🏹 Differential Upgrade			Service	e Name:	ESCManager	nent		1			
	🗈 🏠 Document Engine					rocinanager	iterite					Ξ
	Publishing Utilities		1	Name:		operator		<i>8</i> Q	Object Name:	Operator		
	Reports/Logs			🗇 Allo	owed Actions 🛛 🭕	Expressions	Data	Policy				
	- Con Web Services											
	A Run WSDL to JS			Г								
	Audit Specifications				Allowed Actions	3		1	Action Names			
	🛛 🚡 Cascade Updates				show.full.record	1			GetAll			
	🔓 Clocks				save				Update Grante			
	- Lo Counters				dulu				Delete			
	DataMaps				uelete				Delete			
	Data Validation											
	Display Events											~
	Display Options		A		n 🗠 🖂	_					0.1	
	Display Screens			messag	Jes 🗠 Propertie	5						
	ERD Create Records		0	Extern	ial Access Defi	nition record	update	d.				^
	- 🔓 Format Control		l a	No rec	an Access Defini	uon record u	puated.					
	Global Lists	*	Ĩ	Disela	Ontion record	undated						~
											extaccess(ext.)	/iew)

Disassociate Operator Dependencies

You need to load the unload file <code>operatorDelete.unl</code> to enable the "remove users" feature. Perform the following steps to disassociate operator dependencies and enable the feature:

- 1 Login to HP OpenView ServiceCenter as user falcon or another SysAdmin user.
- 2 In the System Navigator pane, expand Menu Navigation \rightarrow Toolkit, then double click Database Manager. The Database Manager module displays.

3 In Database Manager module, click drop-down Menu v button and select Import/Load. The ServiceCenter File Load/Import page displays.

1	HP OpenView ServiceCenter - D	atabase - HP Ope	enView ServiceCenter Client		
File	Edit Window Help				
1 🕞	👜 operator 🗾 🕨 🕏	\$ 🛛 🖤 🛞 🏹 🗖			
Ē	🖫 System Navigator 🛛 🗖 🗖	🔕 Main Menu: falco	n 🔯 Database 🗙		8
۵	🖻 🏟 🔻	Back			€ . ▼
	Connection - 192.168.8.129 Connection - 192.168.129 Connection - 192.129 Connection - 192.		Database Ma	Reack Import/Load	F3
	WSDL Configuration	Messages 🔲 Prope	rties 🛛		- 8
	Go Utilities Go ServiceCenter Mail System Status		Frame		
	+ Ca System Definition	Property	Value		^
		Array Length	0		
		Background Color	White		
		Background Color C	c		
		Bold			
		Bold Condition			
		Canvas Color	Light Gray		
		Caption			
		Caption Condition			
		Font	Helvetica		~
				format.prompt.db.g(data	base.prompt)

4 Locate the unload file operatorDelete.unl (which is included on the product's CD media under \HP Service Center connector\SI4.20 directory, or you can copy it to a location on your local machine), then click Load FG button.

6	HP OpenView ServiceCenter - D	tabase - HP OpenView ServiceCe	nter Client	
File	Edit Window Help			
] 🕞	operator 💽 🕨 🕸	🜵 🛞 🏷 🙀		
ĒŶ	🔁 System Navigator 🛛 🗖 🗖	Main Menu: falcon 🛛 🔊 Database 🗙		
۵	📄 🏟 🔻	🚰 Back (🔜 Load FG) 🔜 Load BG 🛛 🗈 Lis	st Contents 🚵 Import	8a 🗸
	- Connection - 192.168.8.129			<u>م</u>
	Favorites and Dashboards			12
	Generation	ServiceCenter File Load/In	nport	
	The Support			
	E G Toolkit			
	Database Manager	File Name: Vice Center con	nector/SI4 20/operatorDelete un	
	Data Policy	Member:	needs (514.20 (operator belete. anite	
	RAD Editor			
		Import Descripto		
	🔂 Script Library	File Type: winnt	•	
	Unload Utility			
	Wizards			~
	WSDL Configuration	4essages 🔲 Properties 🛛		- 8
	ServiceCenter Mail		File	
	System Definition	Property Value		^
		Accessible Descriptic		
		Accessible Name		
		File Directory		
		File Type		
		Height 2		
		Mandatony		
		Mandatory Condition		
		Name		
				<u> </u>
			database.load.prompt.g(databa	ase.load)

The unload file is loaded successfully.



This unload file loads the remove.user.files RAD application.

Display Options Setup

You need to setup the display options to ensure that the Connector can manage operator via Web Services properly. Perform the following steps to enable SOAP API in display options setting for operator.view Screen ID.

- 1 In the System Navigator pane, expand Menu Navigation \rightarrow Utilities \rightarrow Tools.
- 2 From the list of tools, double click **Display Options**. The Display Application Option Definition Page displays.
- 3 Set Condition field for **add**, **save**, and **delete** display options as shown in the following table:

Action	Unique ID	Condition
add	operator.view_add	evaluate(add in \$L.env) and not \$cau.main.flag=true and \$L.format~="CAU.operator"
add	operator.view_add_1	evaluate(add in \$L.env) and \$L.format~="CAU.operator"
save	operator.view_save	evaluate(update in \$L.env)
delete	operator.view_delete	evaluate(delete in \$L.env)

Table 6	Set Display	Options
---------	-------------	----------------

Below is all chample is	or setting	aispia	<i>y</i> option 101		•			
퉣 HP OpenView ServiceCenter - D	isplay Option:	operator.	view_add_2 - HP (OpenView Servi	ceCenter Client			
File Edit Window Help								
	🖣 abp 🦾 📆	.						
	A≎] √ 🥹 ∹∢ ⊂	×						
🔛 🖾 System Navigator 🛛 👘 🗖	🙋 Main Menu: fa	lcon 🔘 Di	splay Option: operator.	view_add_2 ×				
	🔻 🕅 Mass Ad	d 🛛 🔞 Mass Up	odate 🛛 🗯 Mass Delete	🚳 Mass Unload			82. 329	9 🔻
🕀 🏠 Toolkit 🔥	GUI Ban	k Option	Screen ID	Default Label	Text Label	Action	Condition	
E 🖓 Utilities	1 1	1	operator.view	Add	(add	evaluat	
Administration	1 1	1	operator.view	Add		add	evaluat	
+ Cont Services	1 1	1	operator.view	Add		add	evaluat	
Knowledge Enginee	1 1	1	operator.view	Add		addsave	evaluat	- 11
Maintenance	2 1	2	operator.view	OK		ok	evaluat	~
Revision Tracking	13 1	3	onerator view	Cancel		hack	frile	
E C Tasla	🔜 🗸 ОК 🗰 🤅	Cancel 😚 Pre	evious 🥀 Next 🔂 Ado	d 🔚 Save 🙀 Del	ete		23	
- 40 100IS	① Display Opt	ion record u	pdated.		6		l lide	^
Document Engin						Allon Sal		
E Publishing Utilitie								
H Reports/Logs			Display App	lication Option	Definition			
+ 🐼 Web Services				_	-			
- Audit Specificati	Screen	ID: operator.	view	Modifies R	ecord Action:	add	-	
Cascade Update	Unique	ID: operator.	view_add		back, clo	ose, and more a	re special	
- 🔓 Clocks	G	II ontion: 1		Balloon Help (If	Ontion < 200):			
Counters		1 000000		balloon help (1	opdon < 200).			
🛁 🚡 DataMaps	Te	d Option: 1			Default Label: Add			
- 🚡 Data Validation		Bank: 1	_	Т	ext Alternative:			
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						displayoption	1.qbe.g(db.	view)

Below is an example for setting display option for add action:

If a user customized condition already exists, you can combine the existing customized condition with the one as indicated in the above table with keyword "or".

Extracting Contents of the Schema File

The Schema file (ServiceCenterConnectorSchema.jar) contains the mapping information to map resource attributes to Select Identity. Extract contents of this file to a location on the Select Identity server that is in the application server CLASSPATH. You will obtain an XML file (SCConnectorMapping.xml). Refer to *HP Select Identity Connector Deployment Guide* for detailed instructions to extract contents of the Schema file.

WebLogic

- 1 Identify a directory that is available in WebLogic CLASSPATH.
- 2 Place the XML file in the path com\trulogica\truaccess\connector\schema\spml under this directory.

WebSphere

Place the XML file in the path com\trulogica\truaccess\connector\schema\spml under the <*WebSphere_Install_Dir*>/AppServer/lib/ext directory, the default directory in WebSphere CLASSPATH.

Installing the Connector RAR

To install the RAR file of the connector (such as ServiceCenterConnector_420.rar) on the Select Identity server, you must copy the file to a local subdirectory on the Select Identity server, and then deploy on the application server. Refer to the *HP Select Identity Connector Deployment Guide* for detailed information on deploying a RAR file on an application server.



While deploying the RAR on WebSphere, enter the JNDI Pool Name as **eis/ServiceCenterConnector**.

4 Configuring the Connector with Select Identity

This chapter describes the procedure to configure the ServiceCenter connector with Select Identity and the connector specific parameters that you must provide while configuring the connector with Select Identity.

Configuration Procedure

After you deploy the connector RAR on application server, you must configure the connector with Select Identity. Perform the following steps to configure the ServiceCenter connector with Select Identity.

- 1 Add a New Connector
- 2 Add a New Resource
- 3 Map Attributes

Add a New Connector

Add a new connector in Select Identity by using the user interface. While adding the connector, do the following:

- In the Connector Name text box, specify a name for the connector.
- In the Pool Name text box, enter **eis/ServiceCenterConnector**.
- Select No for the Mapper Available section.

Refer to the *HP Select Identity Connector Deployment Guide* for detailed information on adding a new connector in Select Identity.

Add a New Resource

Add a new resource in Select Identity that uses the newly added connector. Refer to the *HP Select Identity Connector Deployment Guide* for detailed instructions on adding a resource in Select Identity.

Refer to the following table while entering the parameters in the Basic Information and the Access Information pages:

Field Name	Sample Values	Description	Comment
Host Name	16.158.65.90	The ServiceCenter server IP address	
Port	12670	The ServiceCenter server port number	
User Name	Falcon	The user name of the ServiceCenter Web Service account.	
Admin Password	123	The password of the ServiceCenter Web Service account.	
Mapping File	SCConnectorM apping.xml	The XML mapping file. The mapping file must reside in the /com/trulogica/ truaccess/connector/ schema/spml directory in order for the Select Identity server to find it.	

 Table 7
 Resource Configuration Parameter

Map Attributes

After successfully adding a resource for the ServiceCenter connector, you must map the resource attributes to Select Identity attributes. Add new attributes to Select Identity if necessary. Refer to the *HP Select Identity Connector Deployment Guide* for more information on mapping and creating attributes. While mapping the attributes, refer to the following table for ServiceCenter specific mapping information.

Select Identity Resource Attritube (concero:tafield)	Connector Attribute (Name)	Attribute on ServiceCenter (concero:resfield)	Description	
UserName	OP_name	Name	Required attributes	
Password	OP_name	Password	the ServiceCenter.	
ContactName	OP_contact.name	ContactName		
ExpirePassword	OP_expire.password	ExpirePassword		
LockUser	OP_man.lockout.user	ManLockoutUser		
LoginRevoked	OP_login.revoked	LoginRevoked		
UserRole	OP_user.role	UserRole		
UR_name	UR_name	Name	UR_name is a useful attribute from Contact table in the ServiceCenter.	

 Table 8
 ServiceCenter Connector Mapping Information

If you publish a new field for the ServiceCenter operator table, you must add a corresponding field into the connector mapping file. The ServiceCenter Connector supports multi-value resource field.

When you add new attributes, pay attention to the following rules:

• Select Identity Resource Attribute - You can specify any string as the attribute value.

• Connector Attribute - Specify the attribute value by appending resource field name to "OP_". For example, for ServiceCenter attribute ContactName (as displayed in Field name in API under Web Services API properties section), its name in Fields section (as shown below) is contact.name, therefore the Connector Attribute value should be OP contact.name.

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ie:	operator		🛃 🔍	Object Name:	Operator
Allowed Actions 🛛 🗇 Exp	ressions 🛛 🗇 Data	Policy			
Field Name		API Caption		Exclude	API Data Type
Printer				true	
application.name				true	
assignment.groups				true	
cap.exec		CapabilityWords		false	
casual.user				true	
cm.time.limit				true	
command				true	
company		Company		true	
contact.name		ContactName		false	
date.order		DateOrder		false	
db.time.limit				true	
display.currency.co	de			true	
do.password.reset				true	
email		Email		false	
ess.access.only				true	
ess.initial.app				true	
ess.initial.app.nam	es			true	
ess.initial.app.value	es			true	
ess.menu				true	
expire.password				true	
fax				true	
full.name		FullName		false	
groups				true	

• Attribute on ServiceCenter – The field name you published in the ServiceCenter Web Services API.

External Call for Resource Entry List

Some attributes should be provided through selecting from an existing value list, instead of being provided through manual input, such as contact. To retrieve the value list for such attributes, you can develop an external call to enable the resource entry list when provision user in Select Identity.

The ContactResultSample.java and ContactConstraintSample.java present in com.hp.ovsi.connector.sc.externalcall directory are sample source codes for contact list.

Refer to *HP Select Identity External Call Developer Guide* for detailed instructions on how to develop an external call.

After mapping the attributes, you can use the connector to create a service, or you can associate the connector with an existing service. Refer to the *Service Studio* chapter of the *HP Select Identity Administration Online Help* for information on Select Identity services.

5 Uninstalling the Connector

If you want to uninstall ServiceCenter connector, perform the following steps:

- Remove all resource dependencies.
- Delete the connector from Select Identity.
- Delete the connector from application server.

See *HP Select Identity Connector Deployment Guide* for more information on deleting the connector from application server and Select Identity.