HP Select Identity Software

Connector for HP OpenView ServiceCenter

Connector Version: 1.00

Installation and Configuration Guide

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

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- Java API for XML Processing from the Apache XML Project
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Contents

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

Table 1   **Connector Documentation**

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.

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.
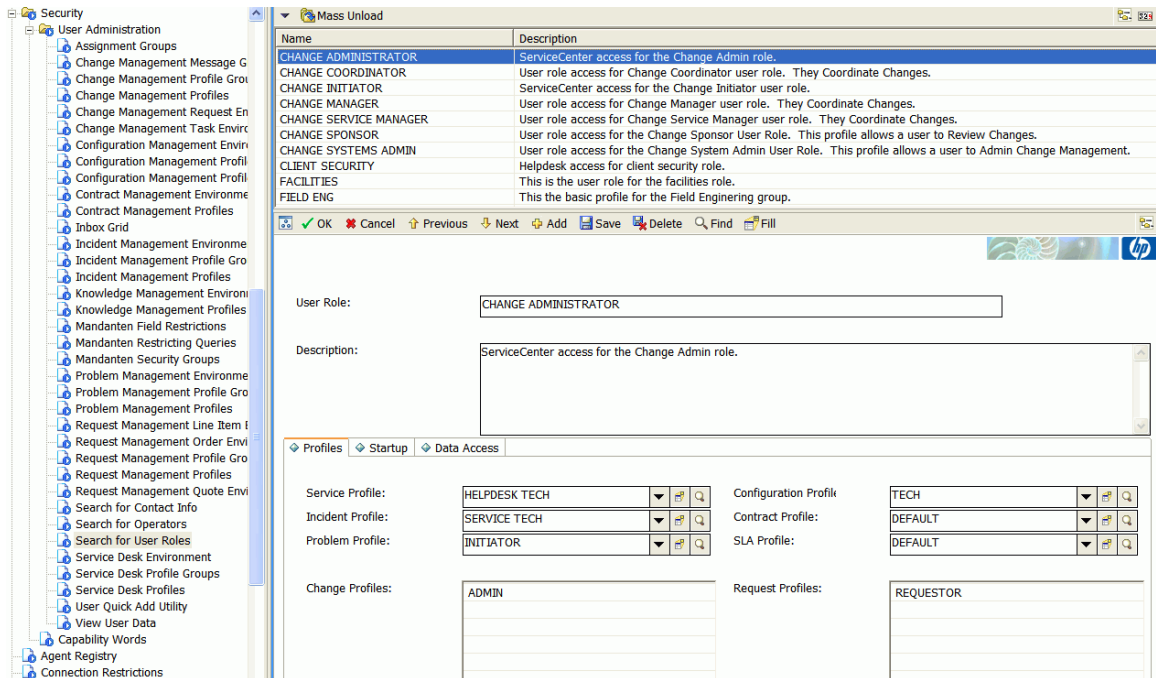
Overview of Installation Tasks

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

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:

Table 3   ServiceCenter Connector Files

Serial Number	File Name	Description
1	For Select Identity 4.10-4.13: • `ServiceCenterConnector.rar` For Select Identity 4.20: • `ServiceCenterConnector_420.rar` for WebSphere • `ServiceCenterConnector_420WL9.rar` for WebLogic	The RAR files contain the binaries for the connector.
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.

System Requirements

The ServiceCenter connector is supported in the following environment:

Table 4   Platform Matrix for ServiceCenter Connector

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

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":
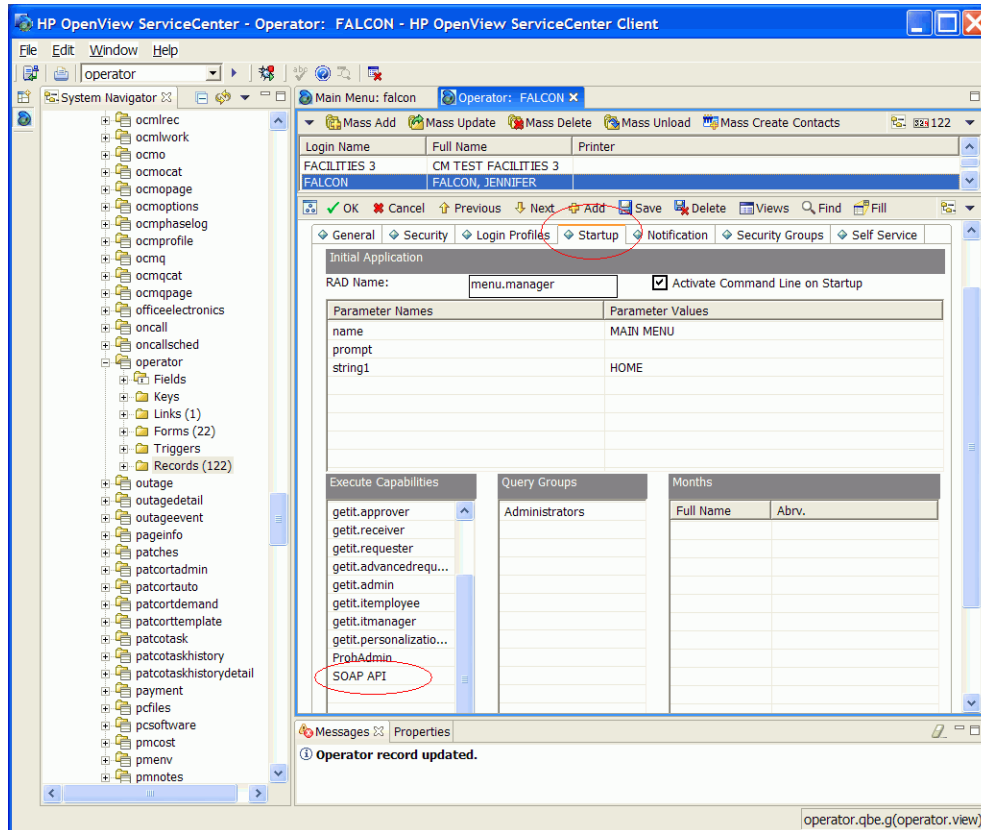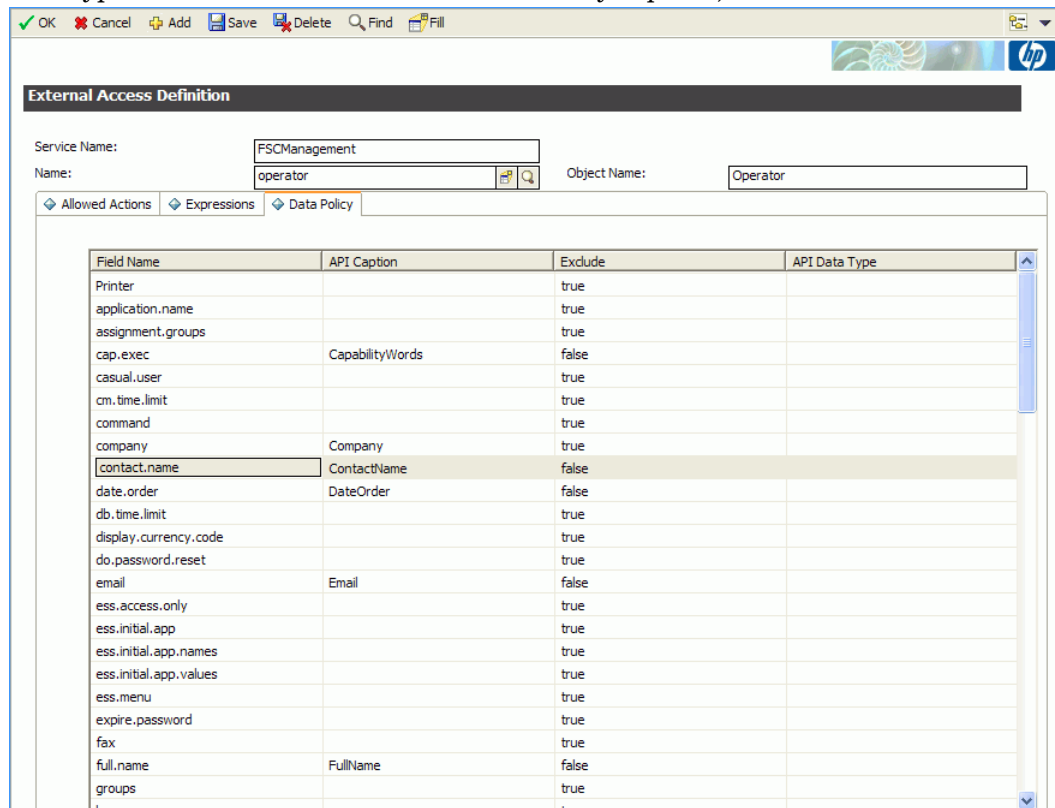
Define Web Service API Properties

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** → **Utilities** → **Tools** → **Web Services** → **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.

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:

Table 5   Allowed Actions and Action Names

Allowed Actions	Action Names
save	Update
add	Create
delete	Delete

Perform the steps below to define action names:

1 In System Navigator, expand **Menu Navigation** → **Utilities** → **Tools** → **Web Services** → **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.
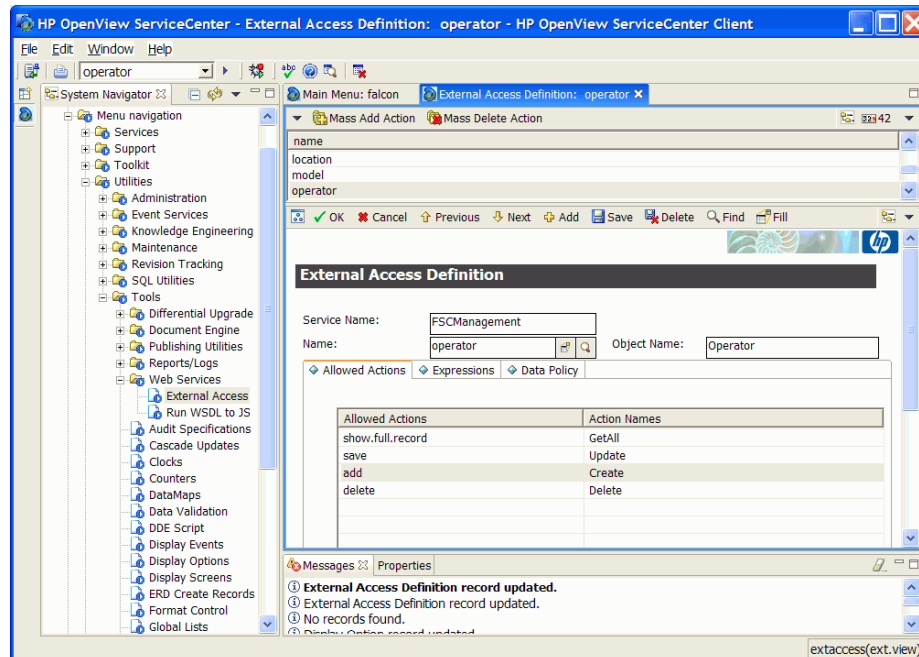
Disassociate Operator Dependencies

You need to load the unload file operatorDelete.unl 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** → **Toolkit,** then double click **Database Manager.** The Database Manager module displays.

3   In Database Manager module, click drop-down Menu ⬛ button and select **Import/Load**. The ServiceCenter File Load/Import page displays.
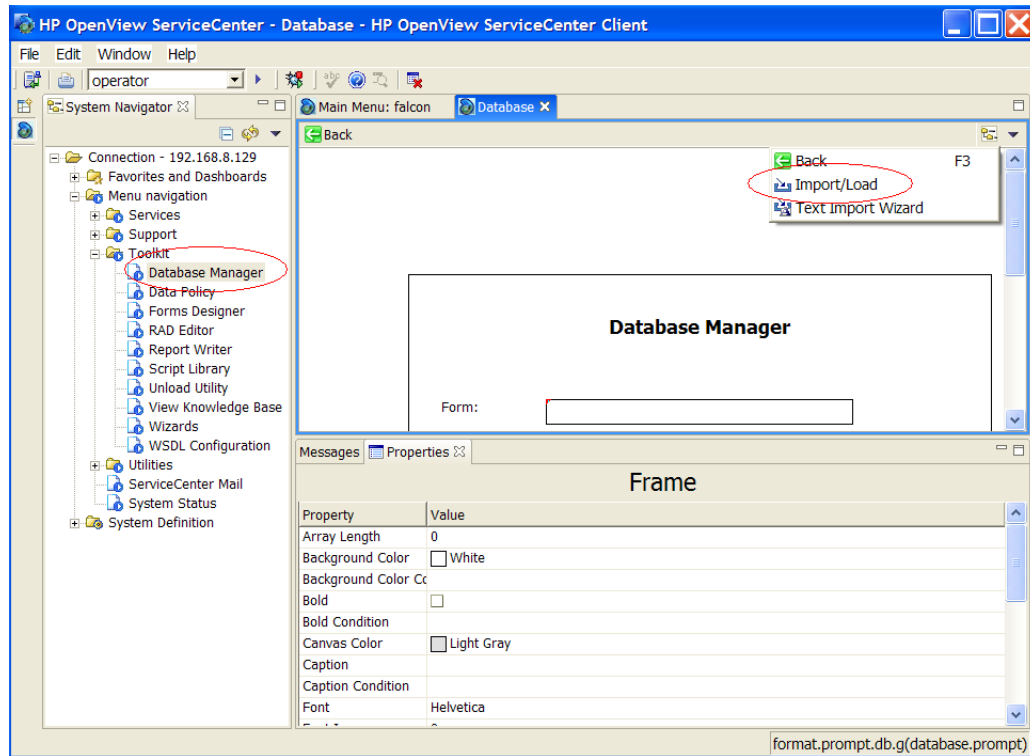
4   Locate the unload file `operatorDelete.unl` (which is included on the product's CD media under `\HP Service Center connector\SI4.20` directory, or you can copy it to a location on your local machine), then click **Load FG** button.
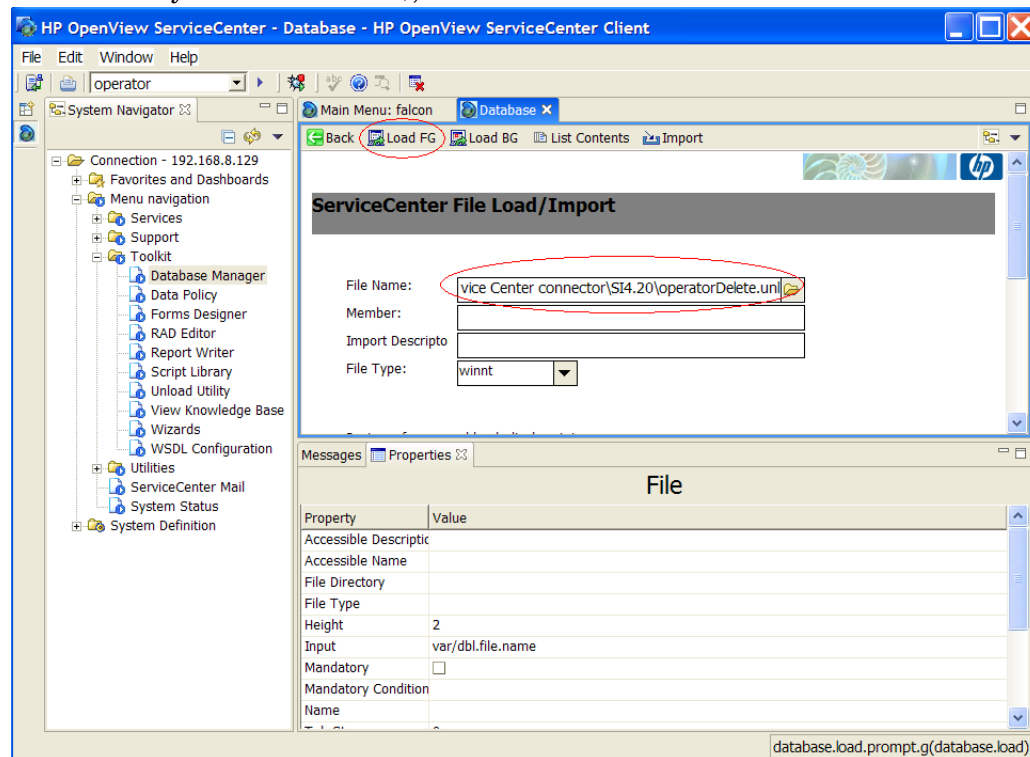
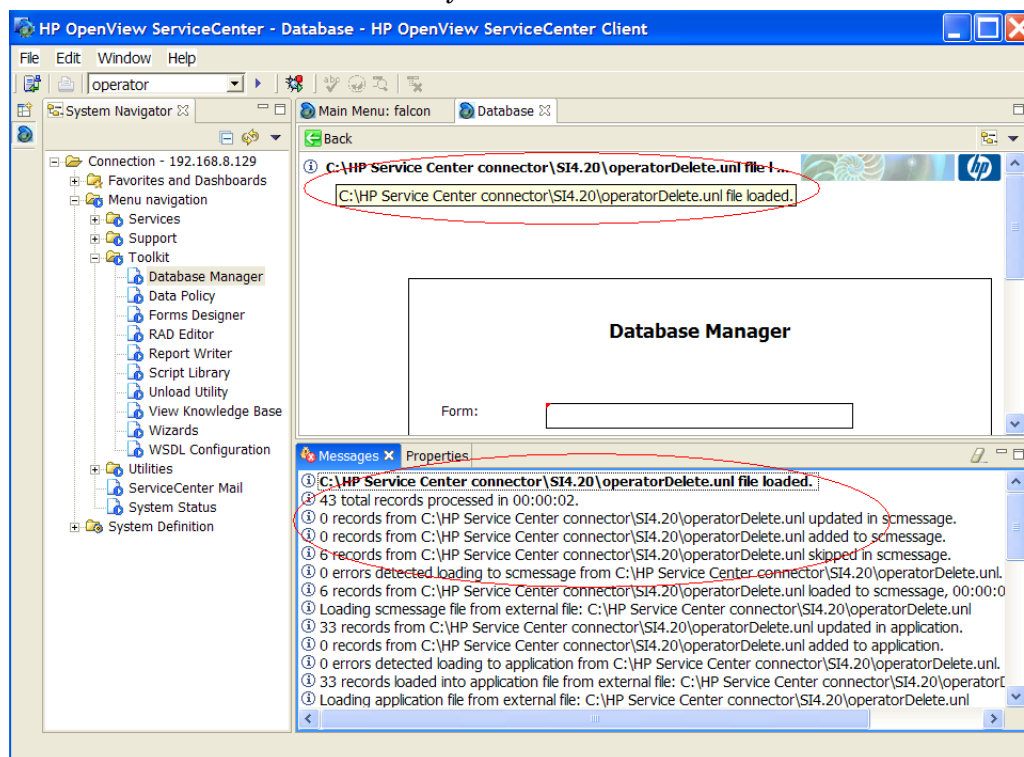The unload file is loaded successfully.

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** → **Utilities** → **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:

Table 6   Set Display Options

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)

Below is an example for setting display option for **add** action:
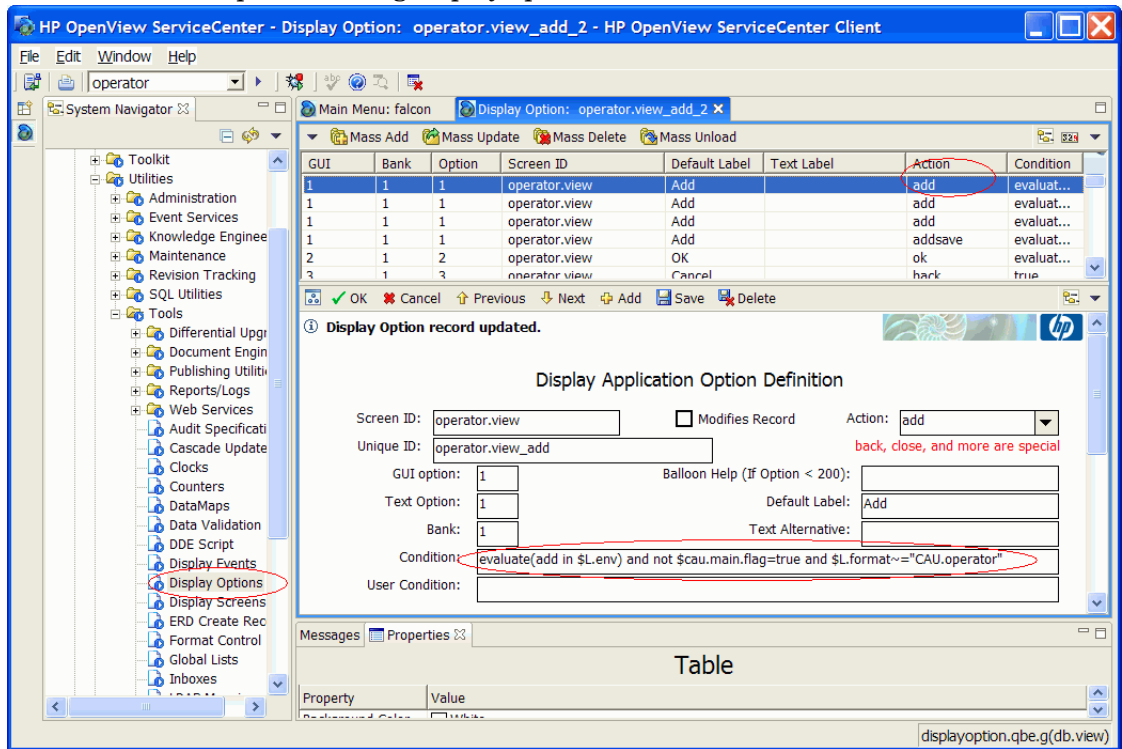
If a user customized condition already exists, you can combine the existing customized condition with the one as indicated in the above table with keyword "or".

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:

Table 7   Resource Configuration Parameter

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	`SCConnectorMapping.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.	

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.

**Table 8   ServiceCenter Connector Mapping Information**

Select Identity Resource Attritube (concero:tafield)	Connector Attribute (Name)	Attribute on ServiceCenter (concero:resfield)	Description
UserName	OP_name	Name	Required attributes for Operator table in the ServiceCenter.
Password	OP_name	Password	
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.

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`**.
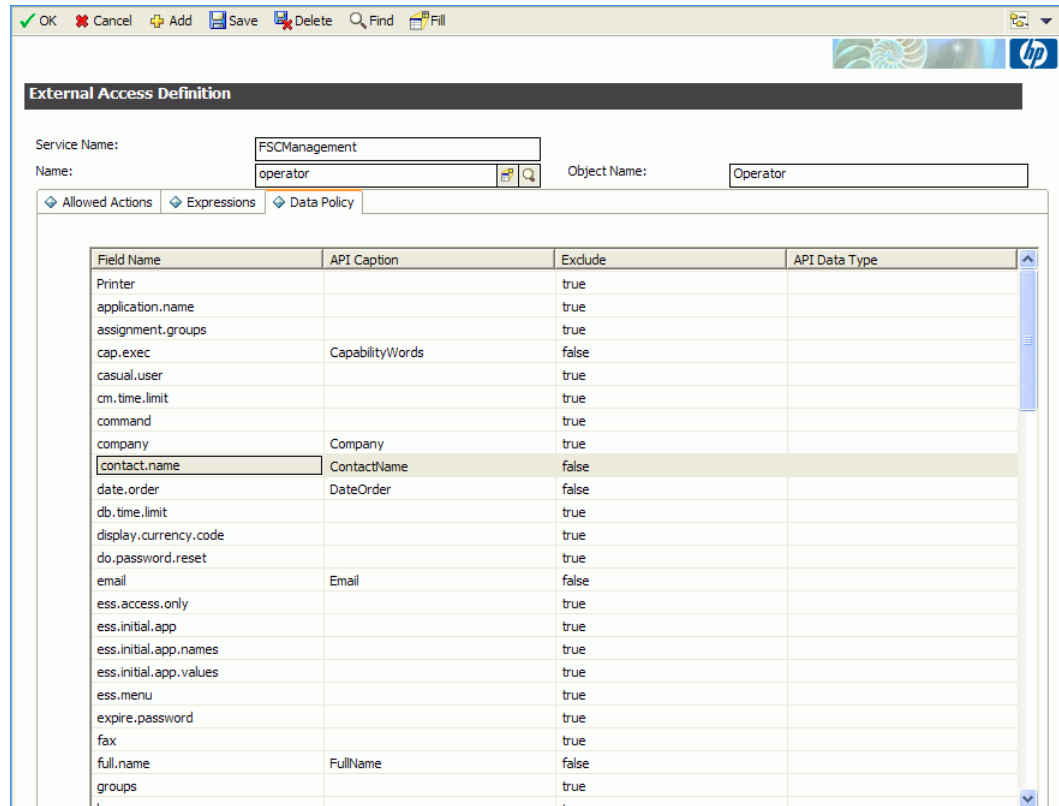
- **Attribute on ServiceCenter** – The field name you published in the ServiceCenter Web Services API.

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.