HP Operations Orchestration Software

Software Version: 7.50

HP Service Manager Integration Guide

invent

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Documentation enhancements are a continual project at Hewlett-Packard Software. You can obtain or update the HP OO documentation set and tutorials at any time from the HP Software Product Manuals web site. You will need an HP Passport to log in to the web site.

To obtain HP OO documentation and tutorials

- 1. Go to the HP Software Product Manuals web site (http://support.openview.hp.com/selfsolve/manuals).
- Log in with your HP Passport user name and password. OR

If you do not have an HP Passport, click **New users – please register** to create an HP Passport, then return to this page and log in.

If you need help getting an HP Passport, see your HP OO contact.

- 3. In the **Product** list box, scroll down to and select **Operations Orchestration**.
- 4. In the **Product Version** list, click the version of the manuals that you're interested in.
- 5. In the **Operating System** list, click the relevant operating system.
- 6. Click the Search button.
- 7. In the **Results** list, click the link for the file that you want.

Where to Find Help, Tutorials, and More

The HP Operations Orchestration software (HP OO) documentation set is made up of the following:

• Help for Central

Central Help provides information to the following:

- Finding and running flows
- For HP OO administrators, configuring the functioning of HP OO
- Generating and viewing the information available from the outcomes of flow runs The Central Help system is also available as a PDF document in the HP OO home directory, in the \Central\docs subdirectory.
- Help for Studio

Studio Help instructs flow authors at varying levels of programming ability.

The Studio Help system is also available as a PDF document in the HP OO home directory, in the \Studio\docs subdirectory.

Animated tutorials for Central and Studio

HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:

- In Central, finding, running, and viewing information from flows
- In Studio, modifying flows

The tutorials are available in the Central and Studio subdirectories of the HP OO home directory.

• Self-documentation for operations and flows in the Accelerator Packs and ITIL folders Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Support

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit the following site:

• http://support.openview.hp.com

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Overview

By default, HP Service Manager (SM) 7.00 does not specify fields for the Problem Management Web service that lets you access problem tickets. To do so, you can expose these fields in the WSDL in the Service Manager Windows client in the following manner:

iystem Navgator 🗙 📃 🎯	🗢 🗆 📴 To Do Queue: My To	Do List 🔀 Problem M	anagement: PM0026	External Access Definition	22 🔀 Search External Access Definition	
Connection - falcon	V OK 🗱 Cancel 🚯	Add 🔛 Save 😼 Delete	Q Find Fill			
Configurations Configuration Management Configuration Management Configuration Management Configuration Management Configuration Management Configuration Management	External Access	Definition				
🖻 🙀 Problem Management	Service Name:	ProblemMana	gement		10-10-10-10-10-10-10-10-10-10-10-10-10-1	
🗄 🧰 Request Management	Name:	rootcause		 Object Name: 	Problem	
Hing Service Catalog Hing Service Desk Hing Service Level Management	Allowed Actions	♦ Expressions ♦ Fields				
Taloring	Field	Caption	Туре			
🛈 🔐 Audit	folder					
(i) 🧱 Berichmark Utility	assignee.na	me Assignee				
G G Differential Upgrade	bher.descri	Bherbeschboon				
E E Event Services	description	Description	ChinaTuna			
E ER Knowledge Engineering	clara tima	ClosedTime	DataTimaTima			
🗉 🙀 Notifications	closed by	Closed Time	bace rene type.			
🕀 🚾 SQL Utilities	assimment	PrimaryAssianme	ntGr StringType			
🕀 📷 Taloring Tools	open time	OpenTime	DateTimeType			
Database Dictionary	opened by	OpenedBy	bace trist type			
Database Manager	initial impac	t Initiallemact				
Eormat Control	logical.nam	ConfigurationIte	m			
Forms Designer	seventy	Severity				
RAD Editor	updated.by	UpdatedBy				
Report Writer	update.tim	e UpdateTime	DateTimeType			
Run Report	agreement	id SLAAgreement3	D			
Script Library	ticket.own	TicketOwner				
Scripts	problem.ty	e ProblemType				
Unload Script Utility	product.ty	ProductType				
View Knowledge Base	reopen.tim	e ReopenTime	DateTimeType			
Wizards	reopened.	y ReopenedBy				
WSDL Configuration	category	ProblemCategor	γ.			
ServiceManager Mal	subcategor	y Subcategory				
System Status	current.ph	se CurrentPhase				
To Do Queue	company	Company				
an no stareu neuropu	incident.ca	egory Category				
	update	Update				

Aside from problem tickets, the out-of-box content should integrate cleanly with the sample provided data.

Integrating Service Manager with HP Operations Orchestration

You can interact with HP Operations Orchestration (HP OO) by using the various Web services for HP OO that are listed at http://<hp_oo_server>:<port>/PAS/services.

For more information on the operations available to Service Manager from HP OO, see the HP OO Web service API documentation.

To set up triggers on different tables in SM through the Windows client software, go to **System Definition > Tables > triggers.g** and use the form to create triggers in JavaScript or RAD.

To create an SM side script to access HP OO Web services, use **WSDL2JS in Tailoring > Tailoring Tools > Run WSDL to JS** and type the desired WSDL URL. To create a script in the script library and edit the resulting script as necessary to connect properly to the host, **Run WSDL to JS**.

The following table shows mappings between ticket types, the SM database, and the SQL database according to the default sample data provided with SM:

Ticket type	SM table	SQL table
Incident	probsummary	PROBLEM1M1, PROBSUMMARYA1, PROBSUMMARYM1, PROBSUMMARYM2
Change	cm3r	CM3RM1 and CM3RM2
Problem	rootcause	ROOTCAUSEM1

Use this table for establishing triggers as needed upon different events such as ticket creation (save) and updates. It is advisable to use triggers to integrate Service Manager with HP OO, rather than to try to integrate by using an execute-upon-demand script via solely the client.

Note that messages (including errors) from triggers executed during a Web service operation are added into a ticket and may or may not affect the success status of the request. When using triggers, only checking for success or failure is not sufficient. In some cases, it is not sufficient even in the absence of triggers. If a success code is returned by Service Manager (in the smStatus result of the operations) but there is a failure that should have been caught, please report the case to your HP OO contact.