

# Configuring ServiceCenter/Service Manager for SCAuto for OMW/OMU

for the Windows and Unix operating systems

Software Version: 1.40

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## Configuration Guide

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## Starting SCAuto Base Server

The SCAuto Base Server, also known as the SCAuto listener, connects the external SCAuto client with ServiceCenter/Service Manager Event Services. For each SCAuto based integration product to function, the SCAuto Base Server should always be started to wait for connections from SCAuto clients.

To start the SCAuto Base Server in ServiceCenter, use the following command:

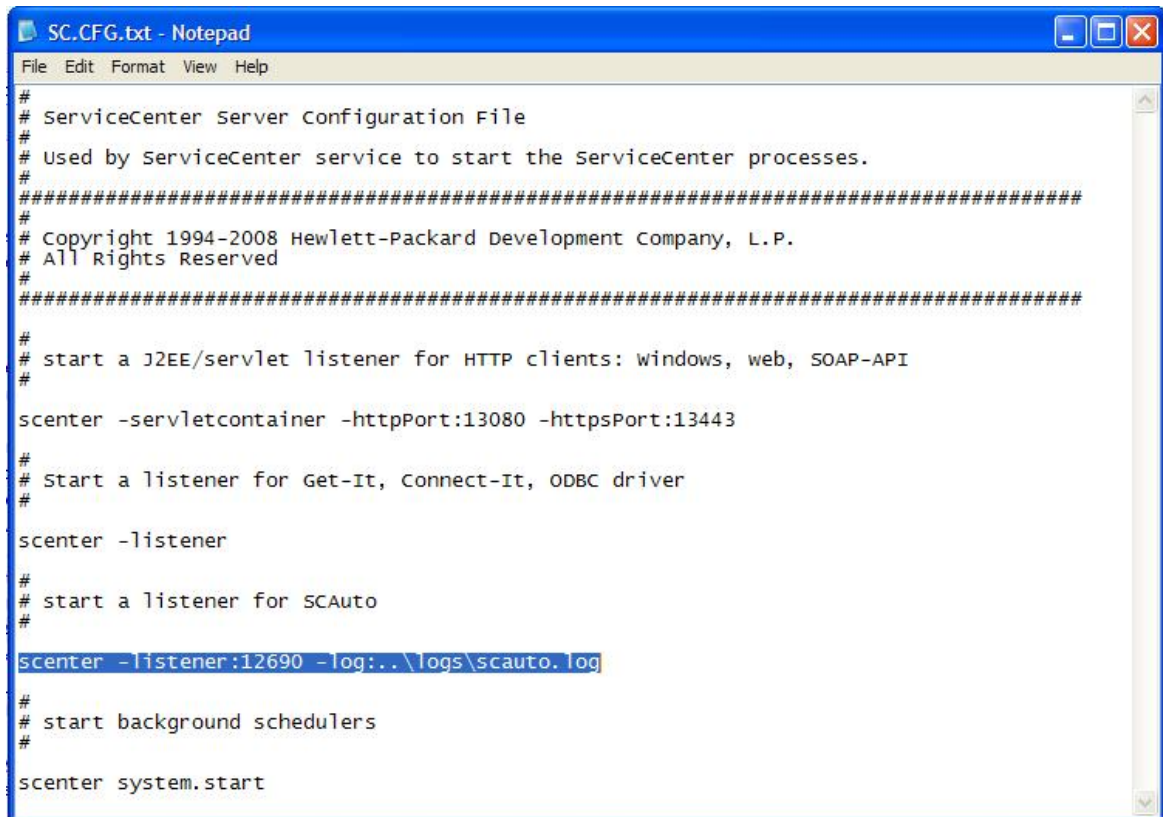
```
scenter -listener:12690 -log:..\logs\scauto.log
```

To start the SCAuto Base Server in Service Manager, use the following command:

```
sm -scautolistener:12690 -log:..\logs\scauto.log
```

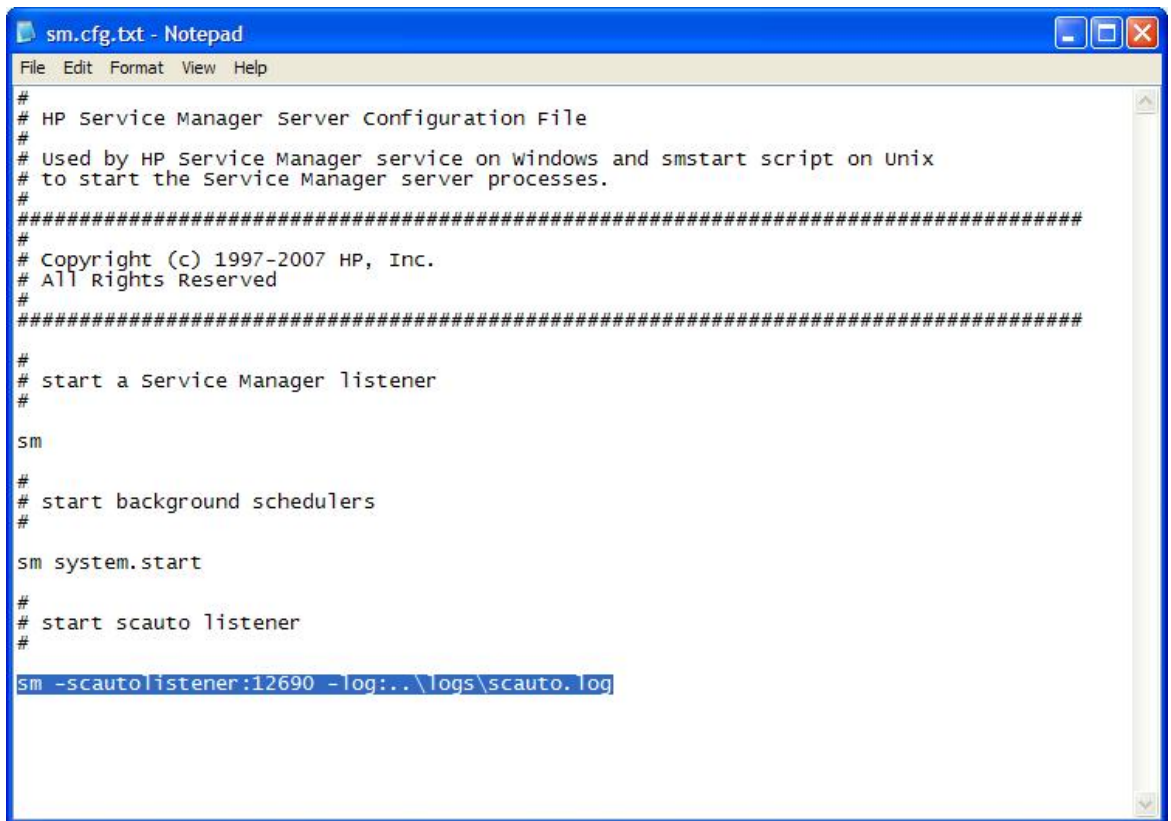
It is convenient if the SCAuto Base Server is started with ServiceCenter/Service Manager.

For ServiceCenter, you can do this by adding the startup command into ServiceCenter's configuration file `SC.CFG`, which is located in the `ServiceCenter RUN` directory.



```
SC.CFG.txt - Notepad
File Edit Format View Help
#
# ServiceCenter Server Configuration File
#
# Used by ServiceCenter service to start the ServiceCenter processes.
#
#####
#
# Copyright 1994-2008 Hewlett-Packard Development Company, L.P.
# All Rights Reserved
#
#####
#
# start a J2EE/servlet listener for HTTP clients: windows, web, SOAP-API
#
scenter -servletcontainer -httpPort:13080 -httpsPort:13443
#
# start a listener for Get-It, Connect-It, ODBC driver
#
scenter -listener
#
# start a listener for SCAuto
#
scenter -listener:12690 -log:..\logs\scauto.log
#
# start background schedulers
#
scenter system.start
```

For Service Manager, you can do this by adding the startup command into Service Manager's configuration file `sm.cfg`, which is located in the `Service Manager RUN` directory.



```
sm.cfg.txt - Notepad
File Edit Format View Help
#
# HP Service Manager Server Configuration File
#
# Used by HP Service Manager service on windows and smstart script on unix
# to start the Service Manager server processes.
#
#####
#
# Copyright (c) 1997-2007 HP, Inc.
# All Rights Reserved
#
#####
#
# start a Service Manager listener
#
sm
#
# start background schedulers
#
sm system.start
#
# start scauto listener
#
sm -scauto listener:12690 -log:..\logs\scauto.log
```

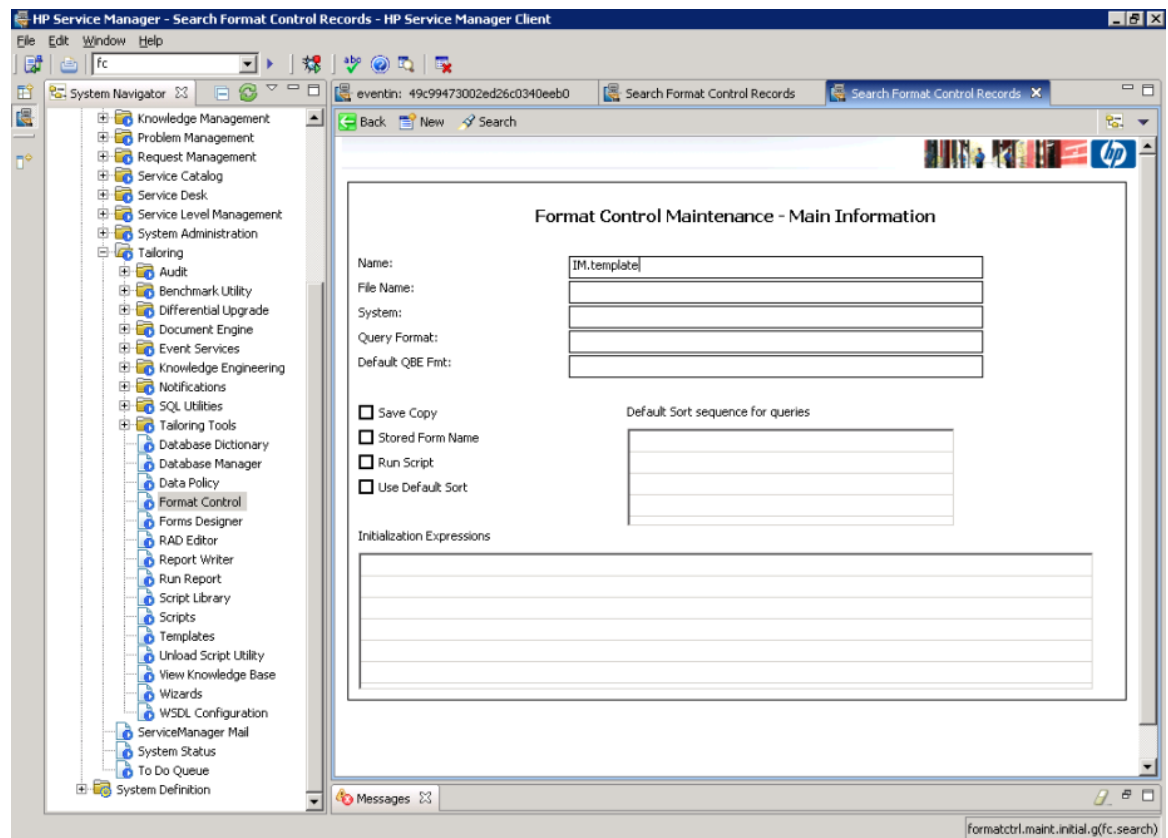


# Configuration in ServiceCenter and Service Manager

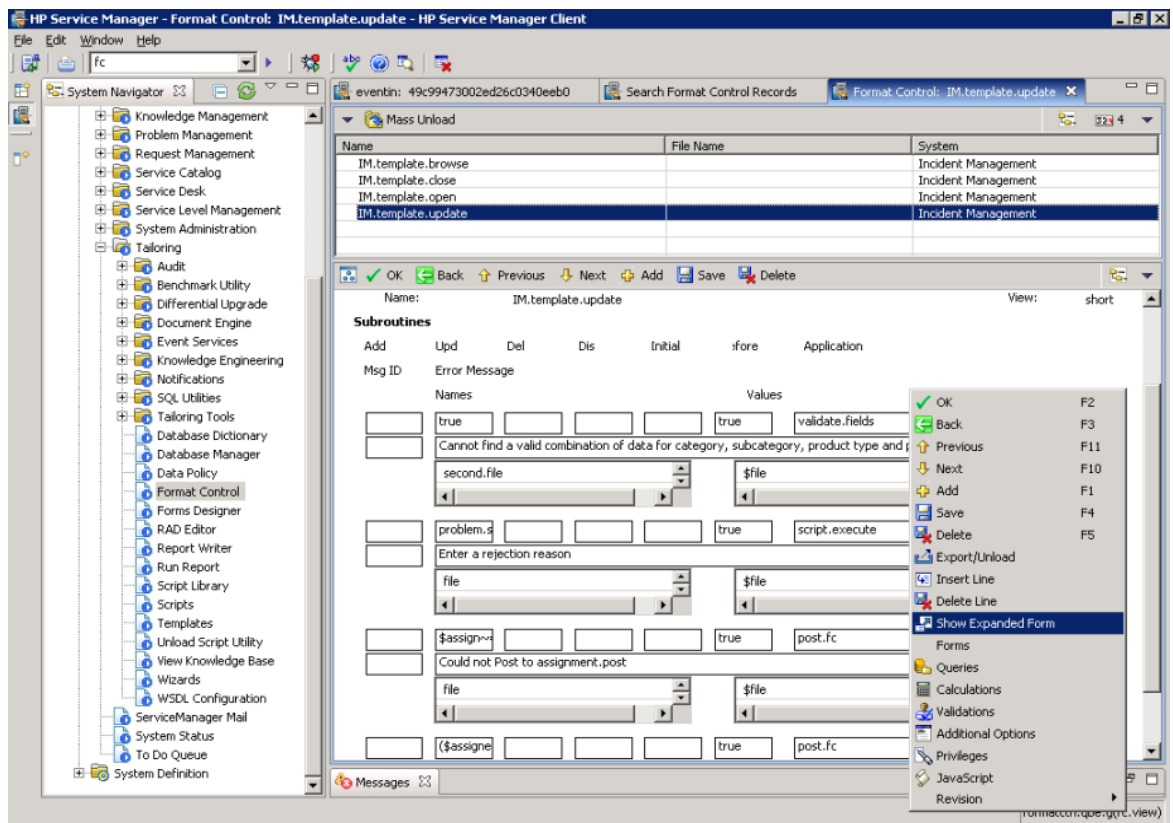
Any update on ServiceCenter/Service Manager incidents can be synchronized back to OMW/OMU by generating pmu or pmc events in the eventout table. To automatically generate these events when updating or closing an incident, you need to perform some configuration steps in ServiceCenter/Service Manager.

## Configuring Service Manager

- 1 In the Service Manager 7.0x Client, select **Menu navigation -> Tailoring -> Format Control**; in Format Control form, input **IM.template** in the Name textbox, and click **Search**.



- 2 To configure Service Manager to generate a pmu event when an incident is updated, select the record with the name **IM.template.update** from the list; in the Format Control form, click **subroutines**; then right click on the form, in the popup menu, select the menu item **Show Expanded Form**. (For Service Mmanager 7.1x, the corresponding format control is called **IM.update.incident**.)



- In the expanded form, add a new subroutine definition by filling in the following information:

**[Application Name]:** acces.write

**[Name 1]:** record

**[Value 1]:** \$file

**[Name 2]:** name

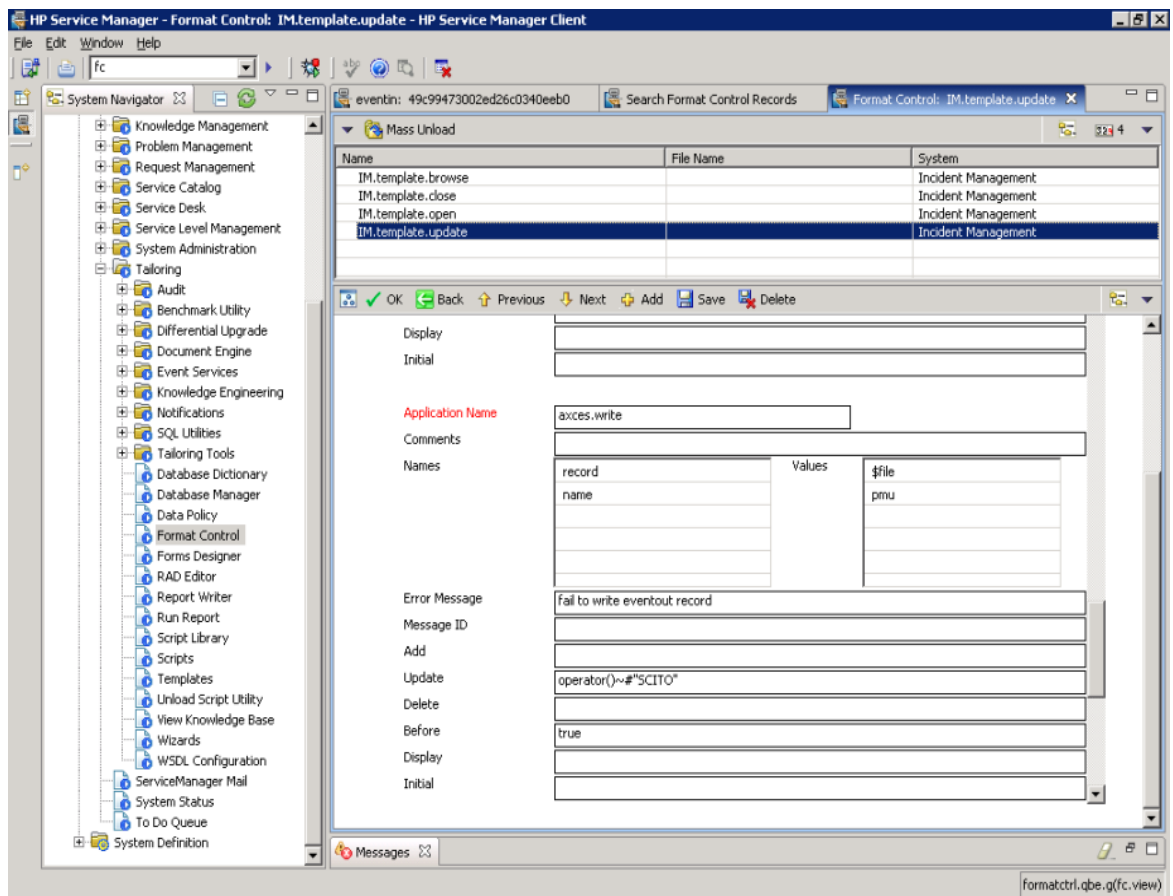
**[Value 2]:** pmu

**[Error Message]:** failed to write eventout record

**[Update]:** operator()~#"SCITO"

**[Before]:** true

After filling in the data, click **Save**.



- 4 To configure Service Manager to generate a pmc event when an incident is closed, select the record with the name **IM.template.close** from the list; in the Format Control form, click **subroutines**; then right click on the form, in the popup menu, select the menu item **Show Expanded Form**. (For Service Manager 7.1x, the corresponding format control is called **IM.close.incident**.)
- 5 In the expanded form, add a new subroutine definition by filling in the following information:

**[Application Name]:** axces.write

**[Name 1]:** record

**[Value 1]:** \$file

**[Name 2]:** name

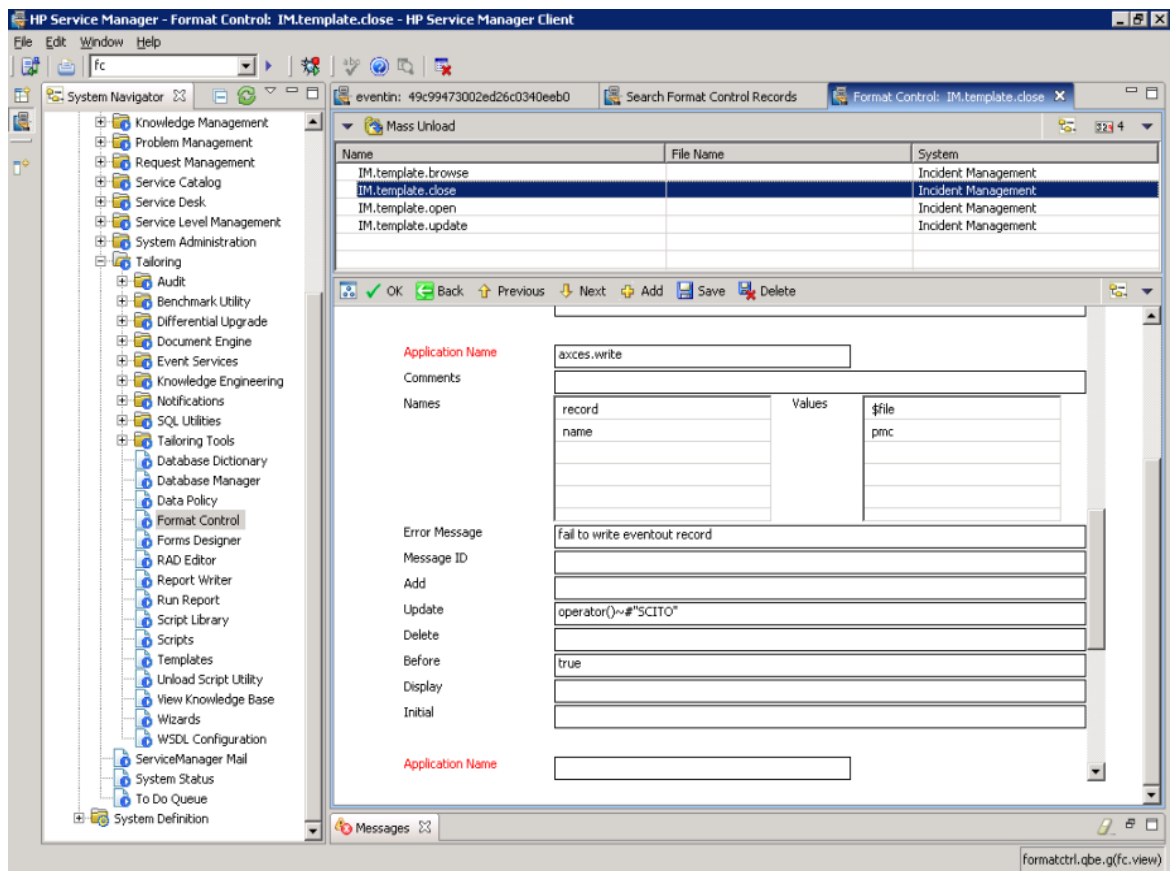
**[Value 2]:** pmc

**[Error Message]:** failed to write eventout record

**[Update]:** operator()~#"SCITO"

**[Before]:** true

After filling in the data, click **Save**.



## Configuring ServiceCenter

The configuration in ServiceCenter is almost the same, except that you should open the Format Control form through expanding **Menu navigation -> Utilities -> Tools -> Format Control**.

HP OpenView ServiceCenter - Search Format Control Records - HP OpenView ServiceCenter Client

File Edit Window Help

fd

System Navigator

- Services
- Support
- Toolkit
- Utilities
  - Administration
  - Event Services
  - Knowledge Engineering
  - Maintenance
  - Revision Tracking
  - SQL Utilities
  - Tools
    - Differential Upgrade
    - Document Engine
    - Publishing Utilities
    - Reports/Logs
    - Web Services
      - Audit Specifications
      - Cascade Updates
      - Clocks
      - Counters
      - DataMaps
      - Data Validation
      - DDE Script
      - Display Events
      - Display Options
      - Display Screens
      - ERD Create Records
      - Format Control**
      - Global Lists
      - Inboxes
      - LDAP Mapping
      - Links
      - Macros
      - Menus
      - Script Library
      - Scripts
      - Sequential Numbers
      - Stored Queries

Search Format Control Records

Back New Search

### Format Control Maintenance - Main Information

Name:

File Name:

System:

Query Format:

Default QBE Fmt:

Save Copy

Stored Form Name

Run Script

Use Default Sort

Default Sort sequence for queries

Initialization Expressions

formatctrl.maint.initial.g(fc.search)