

HP Release Control

for the Windows® operating systems

Software Version: 9.10

Deployment Guide

Document Release Date: May 2010

Software Release Date: May 2010



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notices

© Copyright 2006 - 2010 Hewlett-Packard Development Company, L.P.

Trademark Notices

Oracle® is a registered US trademark of Oracle Corporation, Redwood City, California.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Java™ is a US trademark of Sun Microsystems, Inc.

Adobe® is a trademark of Adobe Systems Incorporated.

Acknowledgements

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

This product includes software developed by the Indiana University Extreme! Lab (<http://www.extreme.indiana.edu/>).

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Table of Contents

| | |
|--|-----------|
| Welcome to This Guide | 7 |
| How This Guide Is Organized | 8 |
| Who Should Read This Guide | 8 |
| HP Release Control Documentation | 8 |
| Additional Online Resources..... | 9 |
| Chapter 1: Installing and Deploying HP Release Control..... | 11 |
| The Deployment Process: Basic Steps..... | 12 |
| Before You Install | 13 |
| Installing HP Release Control..... | 19 |
| Configuring the Database or User Schema | 20 |
| Launching HP Release Control | 24 |
| Configure the HP Release Control Server | 25 |
| Configuring HP Universal CMDB | 26 |
| Configuring HP Release Control to Work with a Different Version of HP Universal CMDB..... | 28 |
| Configuring the Service Desk Integration..... | 31 |
| Working with HP Release Control Configuration Settings | 70 |
| Chapter 2: Upgrading HP Release Control | 73 |
| Index..... | 83 |

Table of Contents

Welcome to This Guide

Welcome to the *HP Release Control Deployment Guide*, which explains how to install and deploy HP Release Control software and how to upgrade to the latest version. HP Release Control provides a common platform of decision support for Change Advisory Board members and implementation teams during the release life cycle. HP Release Control analyzes each change request in the system and provides real-time information and alerts during implementation. In addition, HP Release Control enables collaboration, feedback, and review throughout the release life cycle.

This chapter includes:

- ▶ How This Guide Is Organized on page 8
- ▶ Who Should Read This Guide on page 8
- ▶ HP Release Control Documentation on page 8
- ▶ Additional Online Resources on page 9

How This Guide Is Organized

This guide contains the following parts:

Chapter 1 Installing and Deploying HP Release Control

Provides instructions on how to install and deploy HP Release Control.

Chapter 2 Upgrading HP Release Control

Provides instructions on how to upgrade to the latest version of HP Release Control.

Who Should Read This Guide

This guide is intended for the HP service engineers who are responsible for installing and deploying or upgrading HP Release Control.

HP Release Control Documentation

HP Release Control comes with the following documentation:

HP Release Control Deployment Guide explains how to install and deploy HP Release Control. This guide is accessible in the following formats, from the following locations:

- ▶ in PDF format on the HP Release Control DVD
- ▶ in PDF format by selecting **Help > HP Release Control Documentation Library** from the HP Release Control application

HP Release Control User Guide explains how to use and configure the HP Release Control application. This guide is accessible in the following formats, from the following locations:

- ▶ in PDF format on the HP Release Control DVD
- ▶ in both PDF format and online HTML help format by selecting **Help > HP Release Control Documentation Library** from the HP Release Control application

- ▶ in HTML help format, from specific HP Release Control application windows, by clicking in the window and pressing F1, or by selecting **Help** from the main menu

HP Release Control API Reference explains how to work with HP Release Control's API. The API Reference is available in CHM format on the HP Release Control DVD, or from the HP Release Control application by selecting **Help > HP Release Control Documentation Library**.

HP Release Control Readme provides information on what's new in the current version of the product as well as comprehensive information on known problems and limitations. The Readme is available in HTML format on the HP Release Control DVD, or from the HP Release Control application by selecting **Help > HP Release Control Documentation Library**.

Note: Anything published in PDF format can be read and printed using Adobe Reader, which can be downloaded from the Adobe Web site (<http://www.adobe.com>).

Additional Online Resources

HP Software Support accesses the HP Software Support Web site. This site enables you to browse the Self-solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose **Help > HP Software Support**. The URL for this Web site is www.hp.com/go/hpsoftwaresupport.

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport user ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

HP Software Web site accesses the HP Software Web site. This site provides you with the most up-to-date information on HP Software products. This includes new software releases, seminars and trade shows, customer support, and more. Choose **Help > HP Software Web site**. The URL for this Web site is www.hp.com/go/software.

1

Installing and Deploying HP Release Control

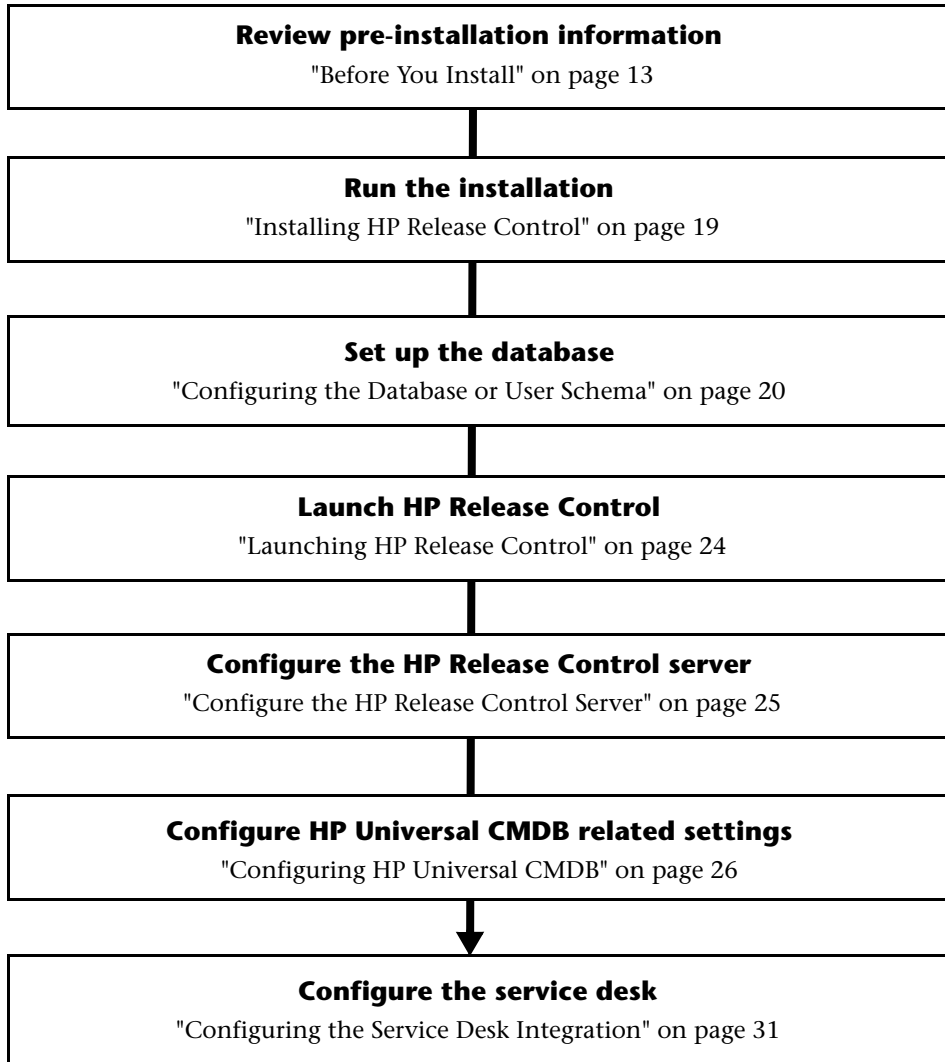
This chapter provides instructions on how to install and deploy HP Release Control.

This chapter includes:

- The Deployment Process: Basic Steps on page 12
- Before You Install on page 13
- Installing HP Release Control on page 19
- Configuring the Database or User Schema on page 20
- Launching HP Release Control on page 24
- Configure the HP Release Control Server on page 25
- Configuring HP Universal CMDB on page 26
- Configuring HP Release Control to Work with a Different Version of HP Universal CMDB on page 28
- Configuring the Service Desk Integration on page 31
- Working with HP Release Control Configuration Settings on page 70

The Deployment Process: Basic Steps

This following diagram describes the basic steps involved in getting your HP Release Control environment up and running:



Before You Install

Before you install HP Release Control, review the information in this section, including the system requirements. This section includes:

- "Supported Service Desks" on page 14
- "Server System Requirements" on page 16
- "Client Requirements" on page 17
- "HP Release Control Advanced Deployment Options" on page 17
- "HP Release Control Data Flow" on page 18
- "System Architecture" on page 19

Supported Service Desks

The Service Desk Integration module supports the following service desk applications:

| Application | Version |
|--|--|
| HP Project and Portfolio Management/ Mercury IT Governance Center | <ul style="list-style-type: none"> ▶ 6.0 SP 14 ▶ 7.1 SP6 ▶ 7.5 SP2 ▶ 8.0 |
| HP Service Manager/Center | <ul style="list-style-type: none"> ▶ 6.2.x ▶ 7.0x ▶ 7.1x ▶ 9.20 |
| HP Server Automation | 7.1 (See readme limitations) |
| HP Network Automation | 7.0 (See readme limitations) |
| HP Service Desk | 4.5 |
| BMC Remedy Action Request System | <ul style="list-style-type: none"> ▶ 5.0 ▶ 7.0 |
| Aperture Vista Data Center Infrastructure Manager (DCIM) | ▶ 6.0 |

Feature Availability per Service Desk

Certain HP Release Control features are only available when you integrate with certain service desk applications. The following table describes these features and specifies their availability per service desk. Service desks that are not listed in this table do not include these features.

Note: **SM** = HP Service Manager, **SC** = HP ServiceCenter, and **PPM** = HP Project and Portfolio Management / Mercury IT Governance Center

| Feature | SM | SC | PPM |
|---|---------------------------------|-----|-----|
| Update Approval status. Approval of a change request in the Analysis module Collaborate > Resolution tab, results in an updated status of the request within the service desk. | yes | yes | yes |
| Retract approval. Retracting approval of a change request in the Analysis module Collaborate > Resolution tab, results in an updated status of the request within the service desk. | yes | yes | no |
| Update planned times. After you run a simulation in the Analysis module Change Planner, you can save the updated start and end times to the originating service desk. | yes | yes | no |
| Update actual times. In the Director and Implementor modules, you can update the actual start and end time of an activity. These times are automatically updated in the originating service desk ticket. | yes | yes | no |
| Update Post Implementation Review. The data that you update in the Post Implementation Review dialog box in the Review > Conclusions tab is updated in the origination service desk. | yes | yes | no |
| Closing Tickets from HP Release Control. You can close service desk tickets from the Analysis module Review > Conclusions tab. | yes | yes | no |
| Update analysis information. The originating service desk ticket is updated with analysis information from HP Release Control (for example risk level and impact analysis) | yes (requires configuration) | no | no |

Server System Requirements

The following table describes the system requirements for the HP Release Control server:

| | |
|--------------------------|--|
| CPU | Intel Pentium 4 |
| Memory (RAM) | Minimum of 2 GB |
| Free Disk Space | Minimum of 5 GB |
| Machine | <ul style="list-style-type: none"> ▶ VMware ▶ Physical |
| Operating System | <p>The following 32/64-bit Windows operating systems are supported:</p> <ul style="list-style-type: none"> ▶ Windows 2003 Server Enterprise Edition Service Pack 2 ▶ Windows Server 2008 |
| Database | <ul style="list-style-type: none"> ▶ Microsoft SQL Server 2005 SP2; 2005 Compatibility Mode 80; (Enterprise Editions for all) ▶ Oracle 9.2.0.8, 10.2.x, 11.1.x |
| HP Universal CMDB | <ul style="list-style-type: none"> ▶ HP Universal CMDB version 7.5x, 8.0x, 9.0x (Typical CMDB Installation) <p>For a full list of system requirements for each of these versions, refer to the HP Universal CMDB documentation.</p> |

Client Requirements

The following table describes the client requirements for viewing HP Release Control:

| | |
|------------------------------------|--|
| Browser | <ul style="list-style-type: none"> ▶ Microsoft Internet Explorer 6.0, 7.0, 8.0. Note: It is recommended to set Internet Explorer to check for newer versions of stored pages every time you visit the page. For example, in version 6.0, select Tools > Internet Options > General tab. In the Temporary Internet files area, click Settings and select the Every visit to the page option. ▶ Mozilla Firefox 3.x |
| Flash Player Browser Plugin | Flash Player 9 or above |
| Screen Resolution | <ul style="list-style-type: none"> ▶ Minimum 1024x768 ▶ Recommended 1280x1024 |
| Color Quality | <p>Minimum of 16 bit</p> <p>Note: If you are logging on to the HP Release Control server through a remote connection, ensure that the Remote Desktop color display setting is set to a minimum of 16 bit.</p> |

HP Release Control Advanced Deployment Options

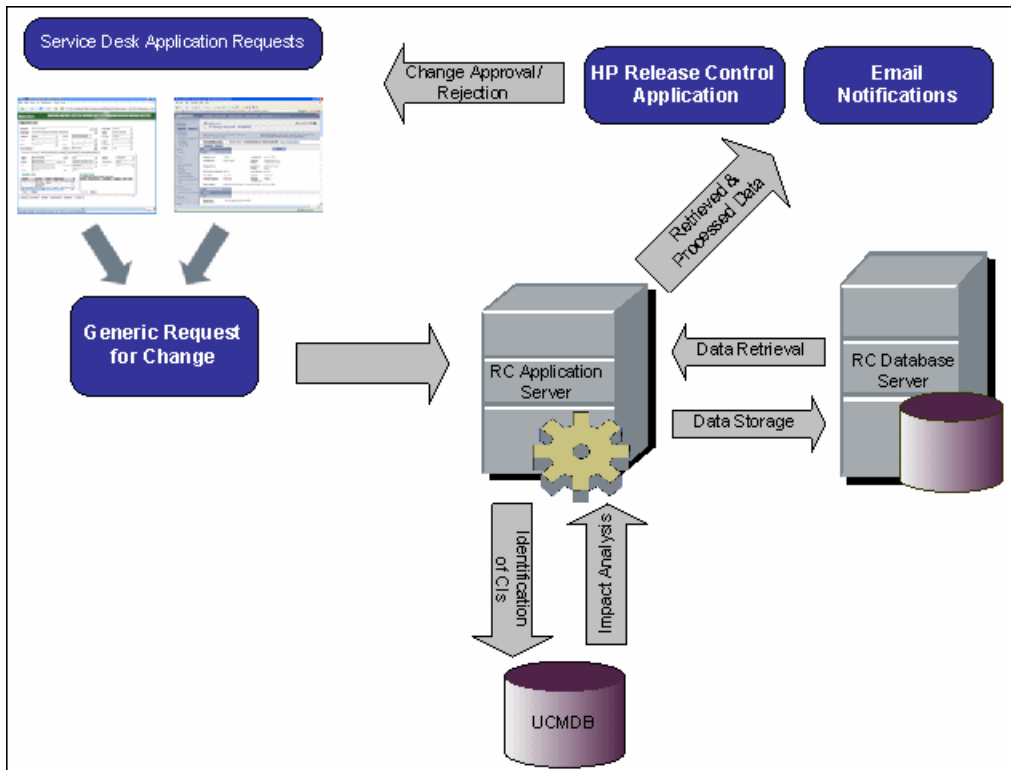
In addition to the regular deployment, HP Release Control can also be deployed with the following options:

- ▶ **Cluster deployment.** HP Release Control can be deployed on multiple nodes. For details, refer to the section about setting up a cluster deployment in the *HP Release Control User Guide*.
- ▶ **Web servers.** You can configure HP Release Control to work with a Web server (Microsoft Internet Information Services (IIS) 5.x or 6.x or Apache HTTP Server 2.2.x). For details, refer to the section about configuring a Web server in the *HP Release Control User Guide*.

- **Identity management.** You can configure HP Release Control to work with a third party identity management solution such as CA SiteMinder. For details, refer to the section about identity management in the *HP Release Control User Guide*.

HP Release Control Data Flow

The following diagram illustrates the data flow when running HP Release Control:



- Change requests originate in the Service Desk application and are converted into generic requests.
- HP Release Control sends the requests to HP Universal CMDB for analysis and to determine the relationships between configuration items (CIs).

- HP Release Control takes the data from HP Universal CMDB and performs impact analysis.
- HP Release Control further analyzes change requests, performing calculations such as risk and collision analysis.
- The information is stored on the HP Release Control Database Server.
- Email notifications are sent according to configuration settings to decision makers, and changes are approved or rejected.

System Architecture

HP Release Control is a 3-tier application which consists of following:

- Flash-based (fat) client, accessed using a Web browser
- Application servers
- Database servers

The database servers and the HP Release Control application servers must sit on the same LAN.

Installing HP Release Control

You install HP Release Control using the InstallShield Wizard for HP Release Control.

To install HP Release Control:

- 1** Click the **setup.exe** file located in the **Setup** folder of your HP Release Control installation disk. The InstallShield Wizard for HP Release Control opens. Click **Next**.
- 2** Accept the terms of the software license agreement that is displayed. Click **Next**.
- 3** Accept the default installation directory or click **Browse** to select a different directory.

Note: The directory you select cannot contain spaces.

Click **Next**.

- 4** Ensure that the information in the summary screen is correct.

To review or change any settings, click **Back**. To accept the settings and begin installing HP Release Control, click **Next**.

- 5** When the installation process has successfully been completed, click **Finish** in the final InstallShield Wizard screen.
-

Note: If you are in the middle of performing the **upgrade procedure**, continue with step 2 of "Stage 2: Install and Upgrade HP Release Control" (see page 76).

Configuring the Database or User Schema

To work with HP Release Control, you must create either a Microsoft SQL Server database or an Oracle Server user schema. You then configure connection properties for the HP Release Control database or user schema using the Database Configuration Wizard.

Note: For MS SQL Server and Oracle Server system requirements, see "Server System Requirements" on page 16.

For information and guidelines about configuring and maintaining MS SQL and Oracle Server databases, see the section about database configuration and maintenance in the *HP Release Control User Guide*.

To configure your database:**1** Allocate a Microsoft SQL Server database or an Oracle Server user schema.

- For **MS SQL Server 2005**: Activate snapshot isolation.

Execute the following command once after creating the database:

```
alter database <ccm_database_name> set read_committed_snapshot on
```

For more information about the SQL Server snapshot isolation feature, see [http://msdn.microsoft.com/en-us/library/tcbchxcb\(VS.80\).aspx](http://msdn.microsoft.com/en-us/library/tcbchxcb(VS.80).aspx).

- **For Oracle**: Grant the Oracle user only **Connect** and **Resource** roles. (Populate fails if the Oracle user has the **Select any table** privilege.)

2 Verify the following information, which you need during this configuration process:

| ✓ | Required Information |
|---|-----------------------------------|
| | DB host name and port |
| | DB user name and password |
| | For MS SQL : Database name |
| | For Oracle : SID |

3 Before you run the Database Configuration Wizard, consider the following:

- **Advanced configuration options.** If you select the advanced configuration option in the wizard, you can specify advanced database properties, such as minimum and maximum pool size. For more information about these options, see http://www.mchange.com/projects/c3p0/index.html#configuration_properties.
- **MS SQL URL.** If you select the advanced configuration option in the wizard, you need to specify the connection URL of the JTDS MSSQL in the **database.properties** file. There are two types of authentication:
 - **SQL authentication.** Include a valid MS SQL server name and database name.

For example:

```
jdbc:jtds:sqlserver://myServer:1433/  
myDataBase;sendStringParametersAsUnicode=false
```

- **Windows (NTLM) authentication.** To apply Windows authentication, add the domain property to your JTDS connection URL in the database.properties file. Specify the Windows domain to authenticate,

For example:

```
jdbc:jtds:sqlserver://myServer:1433/  
myDataBase;sendStringParametersAsUnicode=false;domain=myDomain
```

You can use Windows (NTLM) authentication with or without Lightweight Single Sign-On Authentication Support (LW-SSO).

Using Windows (NTLM) authentication without LW-SSO. If the domain property is present and the user name and password are provided, JTDS uses Windows (NTLM) authentication instead of the usual SQL Server authentication. This means that the user and password provided are the domain user and password. This allows non-Windows clients to log in to servers which are only configured to accept Windows authentication.

Using Windows (NTLM) authentication with LW-SSO. If the domain parameter is present but no user name and password are provided, that is the user name and password parameters use empty values, JTDS uses its own Single-Sign-On library and logs in with the logged Windows user's credentials. For this to work, you need to be using Windows, logged into a domain, and also have the LW-SSO library installed.

For details on how to install the LW-SSO library, refer to the **readme.sso** file, which can be download from the latest distribution package at <http://jtds.sourceforge.net>.

Note: For details about configuring the jTDS URL format for MS SQL Server, see <http://jtds.sourceforge.net/faq.html#urlFormat>

- ▶ **Oracle URL.** If you select the advanced configuration option in the wizard, you need to specify the connection URL of the Oracle native driver. Include a valid Oracle server name and SID. Alternatively, if you are using **Oracle RAC**, specify the Oracle RAC configuration details.

Note: For details about configuring the native Oracle JDBC URL format, see http://www.orafaq.com/wiki/JDBC#Thin_driver. For details about configuring the URL for Oracle RAC, see http://download.oracle.com/docs/cd/B28359_01/java.111/e10788/rac.htm.

- ▶ **Password Encryption.** In the configuration page of the wizard, it is recommended to select the **Encrypt Password** option to encrypt your password in the database properties file.
- 4** Run the Database Configuration Wizard by selecting **Start > Programs > HP Release Control 9.10 > Database Configuration Wizard**.

Note: If you are in the middle of performing the **upgrade procedure**, continue with step 4 of "Stage 2: Install and Upgrade HP Release Control" (see page 76).

- 5** When you complete the database configuration, populate the database as follows:

Change the command line directory to **<HP Release Control installation directory>\bin** and run the following command:

```
Populate.bat i
```

Launching HP Release Control

This section describes how to launch HP Release Control.

To launch HP Release Control:

- 1** If you are using an Apache Web server, restart your Web server.
- 2** Start the HP Release Control service.
 - a** From the Windows menu, select **Start > Run** and type **services.msc**.
 - b** In Services window, select **HP ReleaseControl 9.10 <server name>** and click **Start Service**.

Note: It may take a few minutes for the server to complete the startup process.

- 3** Enter the appropriate URL to access HP Release Control (depends on the user authentication mode you are using). For example:

```
http://server:8080/ccm
```

- 4** Log in to HP Release Control with the user name **admin** and the password **admin**. Ensure that you change this password once you log in. For details on changing your password and creating HP Release Control users, see the section about configuring users in the *HP Release Control User Guide*.

Note: If you are working with HP Release Control's identity management solution or LDAP authentication, see the section about security configuration in the *HP Release Control User Guide* for details on adding an administrator and users to HP Release Control.

Configure the HP Release Control Server

This section describes how to configure the HP Release Control server.

- 1 Log on to HP Release Control (See "Launching HP Release Control" on page 24).

Caution: By default, HP Release Control supports only integration with HP Universal CMDB 9.10. If you want to work with an earlier version of HP Universal CMDB, you must import the `vanilla_for_ucmdb80.zip` file before configuring HP Release Control.

- 2 Select **Module > Administrator > Configuration > Server** and define the following settings in the Server pane:

| UI Elements | Description |
|-----------------------|---|
| Server name | Enter the server's Fully Qualified Domain Name (FQDN). Note: <ul style="list-style-type: none"> ▶ Do not use the default value localhost or the IP address. ▶ If you cluster two or more HP Release Control servers behind a load balancer, specify the domain name of the load balancer. |
| Server address | Specify the HP Release Control server address as follows: <ul style="list-style-type: none"> ▶ If you install one HP Release Control server, specify the URL of this machine. Note: If you are using a web server, use the port of the web server. ▶ If you cluster two or more HP Release Control servers behind a load balancer, specify the URL of the load balancer. |
| SMTP host | Enter the host name of the SMTP mail server machine. |
| SMTP port | Specify the port to be used to connect to the SMTP mail server. |

| UI Elements | Description |
|---------------|--|
| SMTP username | Specify the user name required to connect to the SMTP mail server, if one is required. |
| SMTP password | Enter the password required to connect to the SMTP mail server. If the password must be encrypted, see the section about password encryption in the <i>HP Release Control User Guide</i> . |

- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)
- 5 Stop the HP Release Control service:
 - a From the Windows menu, select **Start > Run** and type **services.msc**.
 - b In Services window, select **HP ReleaseControl 9.10 <server name>** and click **Stop Service**.
- 6 Start the HP Release Control service again.

Configuring HP Universal CMDB

This section contains mandatory configuration settings for configuring HP Release Control interaction with HP Universal CMDB.

For information on optional HP Universal CMDB configuration settings, see the section about HP Universal CMDB configuration in the *HP Release Control User Guide*.

Note: If you are working without HP Universal CMDB (Standalone mode), see the section about configuring HP Release Control to work in Standalone mode in the *HP Release Control User Guide*.

To configure the HP Universal CMDB:

- 1** Deploy the **ccm_package.zip** file in the HP Universal CMDB.

The **ccm_package.zip** file is located in the <HP Release Control installation directory>\uCmdb\ucmdb-<version>\extensions folder. For more information about deploying packages, see the HP Universal CMDB documentation.
- 2** Log in to HP Release Control (See "Launching HP Release Control" on page 24).
- 3** Select the HP Universal CMDB version number.
 - a** In HP Release Control, select **Module > Administrator > Configuration tab > Integrations > HP Universal CMDB**.
 - b** In the right pane, In the **HP Universal CMDB** version box, select the appropriate version.
- 4** Enter the HP Universal CMDB server details.
 - a** Select **Integrations > HP Universal CMDB > Available Connections > Enter a valid CMDB server name**.
 - b** In the right pane, in the **HP Universal CMDB server name** box, enter the DNS name of the server on which HP Universal CMDB is installed.
 - c** In the **Port** box, specify the port used by the HP Universal CMDB server.
 - d** If you are using HP Universal CMDB version 8.0.x, specify the user name and password needed to access HP Universal CMDB, in the relevant boxes.
- 5** Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 6** When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Configuring HP Release Control to Work with a Different Version of HP Universal CMDB

By default, HP Release Control 9.10 supports only integration with HP Universal CMDB 9.0. This section describes how to work with earlier versions of HP Universal CMDB.

- 1 In HP Release Control, go to the **Module > Administrator > Configuration** tab.



- 2 Click the **Import Configuration set** button and import the **vanilla_for_ucmdb80.zip** file located in the **<HP Release Control installation directory>\examples\configuration** folder.
- 3 Go to **Integrations > HP Universal CMDB** and in the **HP Universal CMDB version box**, and choose the required HP Universal CMDB version.
- 4 In **Integrations > HP Universal CMDB > Available Connections** pane, update the relevant URL in the **Modeling Studio link** as follows:

| For HP Universal CMDB 8.x | For HP Universal CMDB 9.x |
|--|---|
| <code> \${protocol}://\${cmdb-server}:\${port}/ucmdb/cms/directAppletLogin.do?ApplicationMode=UCMDB_EDITOR&cmd=OpenModelingStudio&model_id=\${model-id}&objectId=\${ci-id}&navigation=true&interfaceVersion=8.0.0&customerId=\${customer-id} </code> | <code> \${protocol}://\${cmdb-server}:\${port}/ucmdb-ui/cms/directAppletLogin.do?ApplicationMode=UCMDB_EDITOR&cmd=OpenModelingStudio&model_id=\${model-id}&objectId=\${ci-id}&navigation=true&interfaceVersion=8.0.0&customerId=\${customer-id} </code> |

- 5 Save a draft of the configuration set, as described in "Saving a Draft Configuration Set" on page 71.
- 6 Activate the configuration set, as described in "Activating Configuration Changes" on page 72.
- 7 Log out and then log in to HP Release Control.

- 8** In **Module > Administrator > Configuration** tab > **Integrations > HP Universal CMDB > CIs analysis Lookup Directive** pane, and update the tables with the relevant CI types:

| CI types for HP Universal CMDB 8.x | CI types for HP Universal CMDB 9.x |
|------------------------------------|------------------------------------|
| business | business_elements |
| host | node |
| ip | IP address |

- 9** In the **CIs analysis Lookup Directive** pane, update the table with the relevant attributes for each CIT as follows.

- a** For HP Universal CMDB 8.x:

| CI types for HP Universal CMDB 8.x | Relevant attributes |
|------------------------------------|---|
| business | data_name |
| host | host_smnpssystemname; data_name; host_dnsname |
| ip | data_name; ip_dnsname |

- b** For HP Universal CMDB 9.x:

| CI types for HP Universal CMDB 8.x | |
|------------------------------------|---------------------------------------|
| business_elements | name |
| node | smnp_sys_name; name; primery_dns_name |
| IP address | name; authoritative_dns_name |

- 10** In the **CI Display** pane, update the table with the following CI types:

| CI types for HP Universal CMDB 8.x | CI types for HP Universal CMDB 9.x |
|------------------------------------|------------------------------------|
| host | node |
| ip | ip_address |

- 11** In **Integrations > HP Universal CMDB > Latent Changes > Change Type Matching CI Type > Added Hardware** pane, update the table with the relevant CI types:

| CI types for HP Universal CMDB 8.x | CI types for HP Universal CMDB 9.x |
|---|------------------------------------|
| memory | memory |
| host | node |
| This CIT is not relevant to HP Universal CMDB 8.x | logicaldisk |
| ip | ip_address |
| file system | file_system |

- 12** In **Integrations > HP Universal CMDB > Latent Changes > Change Type Matching CI Type > Added Software** pane, update the table with the relevant CI types:

| CI types for HP Universal CMDB 8.x | Relevant attributes |
|------------------------------------|---------------------|
| software element | installed software |
| daemon | daemon |
| service | window_service |
| process | process |
| file | file |

- 13** In **Change Process > Impact Analysis rule** pane, update the table with the relevant CI types:

| CI types for HP Universal CMDB 8.x | Relevant attributes |
|------------------------------------|---------------------|
| host | node |
| ip | ip_address |
| ip_range | ip_range |
| business | business_elements |

- 14** In **Integrations > Fields** pane, make sure that the new analysis rules you configured in the previous steps apply to the relevant fields.
- 15** Save a draft of the configuration set, as described in "Saving a Draft Configuration Set" on page 71.
- 16** Activate the configuration set, as described in "Activating Configuration Changes" on page 72.

Configuring the Service Desk Integration

The configuration of your service desk differs depending on which service desk you are using:

| Service Desk | Instructions: |
|--|---|
| HP Service Manager | "Configuring HP Service Manager Integration" on page 32 |
| HP ServiceCenter | "Configuring HP ServiceCenter Integration" on page 39 |
| HP Project and Portfolio Management / IT Governance Center | "Configuring HP Project and Portfolio Management / IT Governance Center Integration" on page 45 |
| BMC Remedy Action Request System | "Configuring BMC Remedy Action Request System Integration" on page 49 |
| HP Service Desk | "Configuring HP Service Desk Integration" on page 53 |
| Database | "Configuring a Database as a Service Desk" on page 56 |
| XML file | "Configuring an XML File as a Service Desk" on page 61 |
| HP Server Automation and HP Network automation. | "Configuring HP Server Automation or HP Network Automation as Your Service Desk" on page 64 |
| Aperture Vista DCIM | "Configuring Aperture Vista DCIM as a Service Desk" on page 67 |

Configuring HP Service Manager Integration

This task describes how to configure HP Service Manager as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 35
- "Stage 3: Apply Configuration Changes" on page 36

Stage 1: Prerequisites

- 1 Verify the following information, which you need during this configuration process:

| ✓ | Required Information |
|---|--|
| | HP Service Manager version |
| | For versions of HP Service Manager earlier than 7.10: Is IIA (ITSM Implementation Accelerator) content enabled in HP Service Manager? |
| | Is HP's Lightweight Single Sign On (LW-SSO) used? |
| | HP Service Manager user name, password, time zone, host name, and port Note: Use the Java naming conventions for time zones. |
| | Is HTTPS required in order to access HP Service Manager WSDL file? Note: If HP Service Manager is configured using SSL, you need to import the SSL certificate from HP Service Manager to the HP Release Control server. |
| | URL suffix for the HP Service Manager WSDL file (by default, sc62server/PWS) |

Note: HP Service Manager's internal load balancer encounters technical problems when deploying Web services due to the fact that Web services do not support the HTTP Redirect in HP Service Manager. To enable HP Release Control to work with HP Service Manager configured with a load balancer, you need to configure a load balancer for HP Service Manager that is other than HP Service Manager's internal one. For example, Cisco CSS.

- 2 If you are using a version of HP Service Manager earlier than 7.10, and IIA content is not enabled:** In the HP Service Manager Client, go to **System Definition > Tables > cm3t**. Add the fields **actualEnd** and **actualStart**. Set the Data type to **Date/time**.
- 3 If you are using HP Service Manager version 7.11 or earlier:** Load the HP Release Control unload files as follows:
 - a** In the HP Service Manager Client, select the Database Manager.
 - b** Select the **Import/Load** option from the drop-down menu.
 - c** Load the relevant HP Service Manager files from **<HP Release Control installation directory>\examples\service-desk-examples\ServiceManager\<relevant HP Service Manager version>\unload-files**.

Caution: If you are using HP Service Manager 7.11 (webtier), the **SMRC1.2_Demo_v6.22.unl** unload file may overwrite previous menu and format customizations. This file enables you to access HP Release Control interfaces, such as the change calendar, directly from HP Service Manager 7.11.

If you prefer to manually perform the steps carried out by this unload file, instead of loading it, see "Appendix: Manual Steps for SMRC1.2_Demo_v6.22.unl" on page 38.

- d For each file, click **Load FG**.
- 4 **If you are using HP Service Manager 7.11 (webtier):** Copy the contents of <HP Release Control installation directory>\example\service-desk-examples\ServiceManager\service-manager-711\webtier\images\obj16 to the corresponding HP Service Manager webtier directory.
- 5 **If you are using HP Service Manager version 7.11 or earlier:** Configure the HP Release Control server URL in HP Service Manager:
 - a In HP Service Manager, go to **System Administration > Base System Configuration > Miscellaneous > System Information Record**.
 - b In the **Active Integrations** tab, select **HP Release Control**.
 - c In the Server URL box, enter the URL of the HP Release Control server. For example:

```
http://server:8080/ccm
```

- 6 **(Optional) If you are using HP Service Manager version 7.20 only:** Add and enable HP Release Control to HP Service Manager integration in **Tailoring > Integration Manager** in HP Service Manager. For more information, refer to the HP Service Manager documentation.
- 7 Users who access HP Service Manager from HP Release Control need to have **SOAP API Execute Capabilities** enabled. In HP Service Manager, ensure that this option is enabled for the relevant operators.
- 8 **(Optional)** As part of the **SdiConfigurer.bat** utility you run in the next stage, certain HP Service Manager fields are automatically mapped to HP Release Control fields. If you want to map any additional fields, expose these fields now in the HP Service Manager **ChangeRC/ChangeTaskRC** External Access object. You map these fields in conversion scripts in step 3 of "Stage 3: Apply Configuration Changes" (see page 37).

Note: To expose and map fields, ensure that you are using **ChangeRC** and **ChangeTaskRC** external access objects that are dedicated to HP Release Control instead of using the default **Change** and **ChangeTask** external access objects.

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

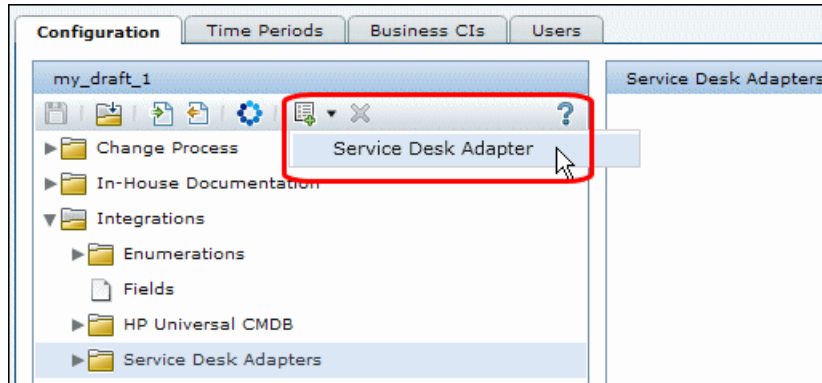
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

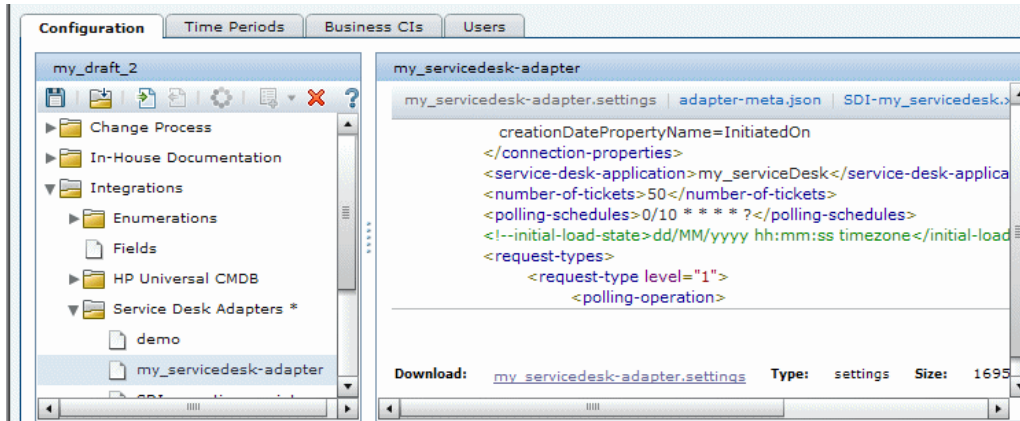
Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 If you exposed additional fields in step 8 of "Stage 1: Prerequisites" (see page 34), map these fields in the relevant conversion scripts (`convertChange.js`/`convertTask.js`).
 - To view the conversion scripts, select the **Integrations > Service Desk Adapters > <adapter name>** node and select the relevant tab in the right pane that displays the file.
 - To make changes to the scripts, see "Modifying Configuration Files in the Configuration Tab" on page 71.
- 4 You can configure HP Release Control to update HP Service Manager with Analysis information. For details, see the relevant section in the *HP Release Control User Guide*
- 5 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 6 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Appendix: Manual Steps for SMRC1.2_Demo_v6.22.unl

The **SMRC1.2_Demo_v6.22.unl** file enables you to access HP Release Control interfaces directly from HP Service Manager. This unload file may overwrite previous menu and format customizations. This section describes how to manually perform the steps carried out by this unload file, instead of loading it.

To manually perform the steps carried out by the SMRC1.2_Demo_v6.22.unl file:

- 1 Add the following four fields in the **Info** table:

| Field Name | Data Type |
|---------------|-----------|
| RC | Logical |
| RC.server.url | Character |
| RC.SD.name | Character |
| RC.task | Logical |

- 2 Using the **Form Designer**, modify the **info.company.g** form, by adding the following controls:

| Control | Type | Input |
|---------------------------------|----------|---------------|
| HP Release Control | Checkbox | RC |
| Server URL | Text | RC.server.url |
| Specified Service Desk | Text | RC.SD.name |
| Enable RC link for Change Tasks | Checkbox | RC.task |

3 For the **ChM** menu name, add the following option:

| Description | Application | Condition |
|-------------|---------------------------|--|
| RC Calendar | us.launch.rc .calendar | stem.info=1 and nullsub(\$G.ess, false)=false and sysinfo.get("environment")#"scguiwwweb" and lioption("Change Management") and (index("SysAdmin", \$lo.ucapex)>0 or index("ChMAdmin", \$lo.ucapex)>0 or index("change request", \$lo.ucapex)>0) |

4 For the **CM DETAIL** menu name, add the following option:

| Description | Application | Condition |
|-------------|---------------------------|---|
| RC Calendar | us.launch.rc .calendar | RC in \$G.system.info=1 and nullsub(\$G.ess, false)=false and sysinfo.get("environment")#"scguiwwweb" |

5 To verify this change, open a non-closed change with Affected-CI from the web client and check that the **RC calendar** option is available in the **Detail Options** context menu.

Configuring HP ServiceCenter Integration

This task describes how to configure HP ServiceCenter as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 43
- "Stage 3: Apply Configuration Changes" on page 44

Stage 1: Prerequisites

- 1 Verify the following information, which you need during this configuration process:

| ✓ | Required Information |
|---|--|
| | HP ServiceCenter version |
| | Is HP's Lightweight Single Sign On (LW-SSO) used? |
| | HP Service Manager user name , password , time zone , host name , and port Note: Use the Java naming conventions for time zones. |
| | Is HTTPS required in order to access HP Service Manager WSDL file? Note: If HP ServiceCenter is configured using SSL, you need to import the SSL certificate from HP ServiceCenter to the HP Release Control server. |
| | URL suffix for the HP Service Manager WSDL file |

Note: HP Service Manager's internal load balancer encounters technical problems when deploying Web services due to the fact that Web services do not support the HTTP Redirect in HP Service Manager. To enable HP Release Control to work with HP Service Manager configured with a load balancer, you need to configure a load balancer for HP Service Manager that is other than HP Service Manager's internal one. For example, Cisco CSS.

- 2 Load the HP Release Control unload files as follows:
 - a In the HP ServiceCenter Client, select the **Database Manager**.
 - b Select the **Import/Load** option from the drop-down menu.
 - c Load the relevant HP ServiceCenter file from **<HP Release Control installation directory>\examples\service-desk-examples\ServiceCenter\<relevant HP ServiceCenter directory>\unload-files**.
 - d Click **Load FG**.

- 3 In the HP ServiceCenter Client (Eclipse Client), go to **System Definition > Tables > cm3r**. Add the fields **implementationEnd** and **implementationStart**. Set the Data type to **Date/time** and check the **Include in API** box.
- 4 In the HP ServiceCenter Client, go to **System Definition>Tables>cm3t**. Add the fields **actualEnd** and **actualStart**. Set the Data type to **Date/time** and check the **Include in API** box.
- 5 Expose the relevant HP ServiceCenter change fields.
 - a In HP ServiceCenter, select **Menu Navigation > Toolkit > WSDL Configuration**.
 - b In the **name** box, type **cm3r** and press ENTER.
 - c In the Data Policy tab, ensure that the following fields with the appropriate properties are included in the list of exposed fields:

| Field Name | API Caption | Exclude | API Data Type |
|---|----------------------|---------|---------------|
| approval.structure,approvals.required | ApprovalsRequired | false | |
| approval.structure,approved.groups | ApprovedGroups | false | |
| approval.structure,current.pending.groups | CurrentPendingGroups | false | |
| header,orig.date.entered | OrigDateEntered | false | |
| implementationEnd | ImplementationEnd | false | DateTimeType |
| implementationStart | ImplementationStart | false | DateTimeType |
| sysmodtime | sysmodtime | false | |

- d Click **Save**.
- 6 Expose the relevant HP ServiceCenter task fields.
 - a In HP ServiceCenter, select **Menu Navigation > Toolkit > WSDL Configuration**.
 - b In the **name** box, type **cm3t** and press ENTER.

- c In the Data Policy tab, ensure that the following fields with the appropriate properties are included in the list of exposed fields:

| Field Name | API Caption | Exclude | API Data Type |
|---|----------------------|---------|---------------|
| actualEnd | ActualEnd | false | DateTimeType |
| actualStart | ActualStart | false | DateTimeType |
| approval.structure,approvals.required | ApprovalsRequired | false | |
| approval.structure,approved.groups | ApprovedGroups | false | |
| approval.structure,current.pending.groups | CurrentPendingGroups | false | |
| header,approval.status | ApprovalStatus | false | |
| header,orig.date.entered | OrigDateEntered | false | |
| header,priority.code | Priority | false | |
| header,risk.assessment | RiskAssessment | false | |
| middle,asset | Asset | false | |
| sysmodtime | sysmodtime | false | |

- d Click **Save**.

7 Restart HP ServiceCenter

- 8** (Optional) As part of the **SdiConfigurer.bat** utility you run in the next stage, certain HP ServiceCenter fields are automatically mapped to HP Release Control fields. If you want to map any additional fields, expose these fields now in the HP ServiceCenter **Change/ChangeTask** External Access object. In step 3 of "Stage 3: Apply Configuration Changes" (see page 45), you map these fields in the conversion scripts.

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

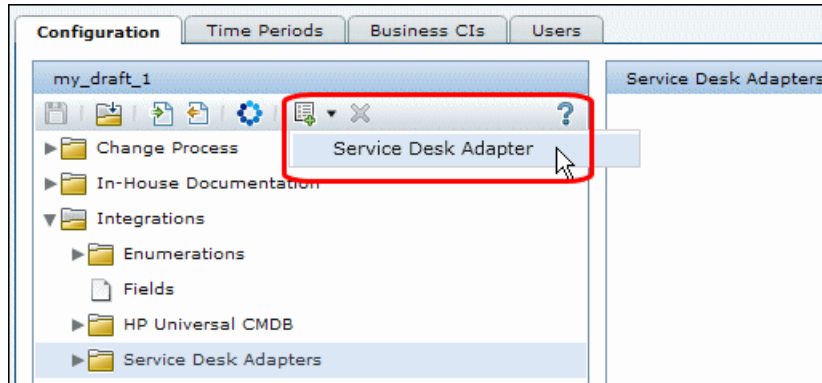
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

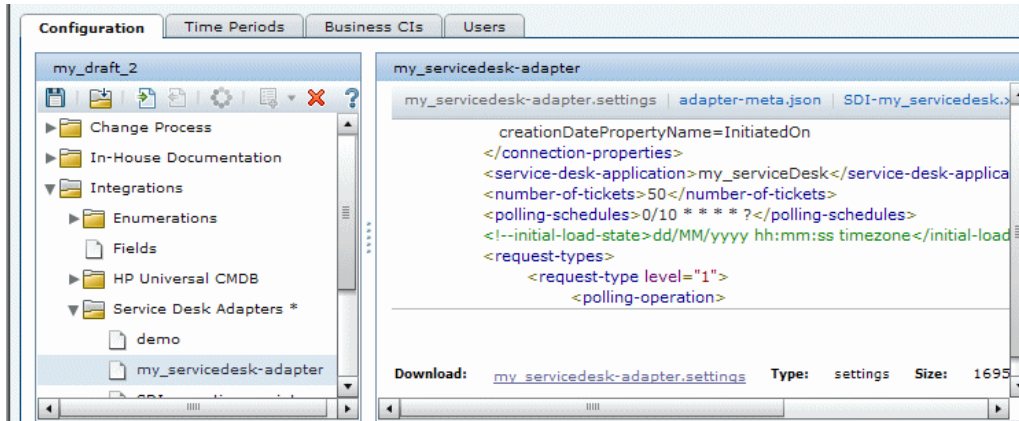
Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to **<HP Release Control installation directory>\bin\result** and open **<adapter_name>.zip**.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 If you exposed additional fields in step 8 of "Stage 1: Prerequisites" (see page 42), map these fields in the relevant conversion scripts (`convertChange.js`/`convertTask.js`).
 - To view the conversion scripts, select the **Integrations > Service Desk Adapters > <adapter name>** node and select the relevant tab in the right pane that displays the file.
 - To make changes to the scripts, see "Modifying Configuration Files in the Configuration Tab" on page 71.
- 4 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 5 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)
- 6 Users who access HP ServiceCenter from HP Release Control need to have **SOAP API Execute Capabilities** enabled. In HP ServiceCenter, ensure that this option is enabled for the relevant operators.

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring HP Project and Portfolio Management / IT Governance Center Integration

This task describes how to configure HP Project and Portfolio Management / IT Governance Center as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 47
- "Stage 3: Apply Configuration Changes" on page 48

Stage 1: Prerequisites

- 1 Verify the following information, which you need during this configuration process:

| | |
|---|--|
| ✓ | Required Information |
| | HP Project and Portfolio Management / IT Governance Center version |
| | service desk user name, password, host name, and port |
| | <p>(optional) If you want to enable approval integration with HP Release Control whereby the approval of a change request in HP Release Control, results in an updated status of a workflow step within the service desk, you need to provide the following information:</p> <ul style="list-style-type: none"> ▶ Source Workflow Step. Decide which step in HP Project and Portfolio Management requires approval. This step is updated with the HP Release Control approval status. ▶ Oracle DB SID (System ID) ▶ Oracle DB host name ▶ Oracle DB port ▶ Oracle DB user name ▶ Oracle DB password |
| | Write down the workflow steps from HP Project and Portfolio Management. This information is found within the HP Project and Portfolio Management workbench. For more information, refer to the HP Project and Portfolio Management documentation. |

- 2 **For versions earlier than HP Project and Portfolio Management version 7.5:** If your HP Project and Portfolio Management / IT Governance Center Web Services service desk application is synchronized with the CMDB server, add a new change request field in HP Release Control named **mam-ticket-id** of type **text**. Apply the analysis rule **mam-ticket** to this field, with the analysis rule level set to both **Change** and **Task**.

For information about creating new change request fields and applying analysis rules, see the section about creating or modifying change request fields in the *HP Release Control User Guide*.

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

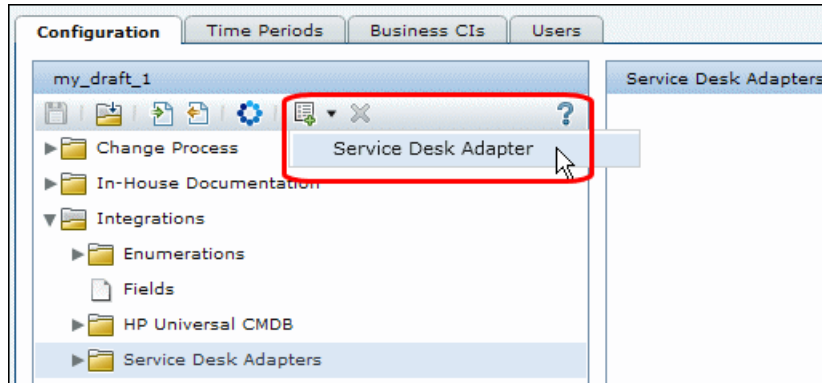
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

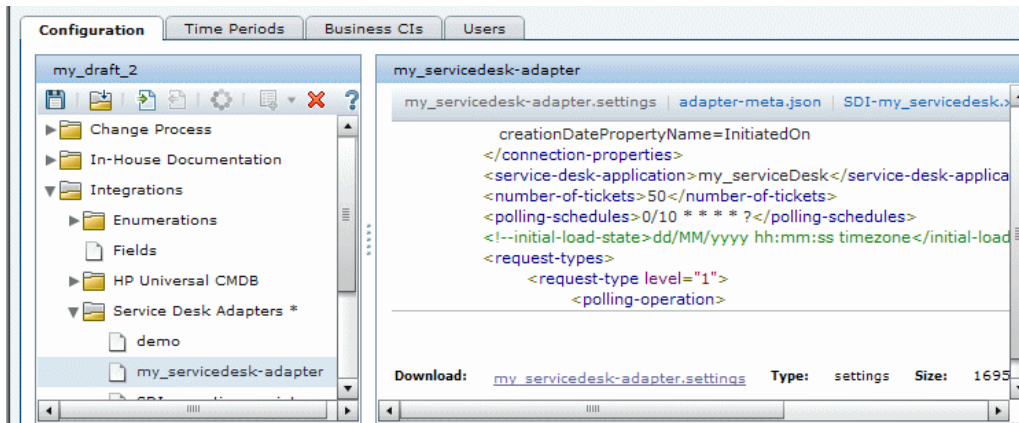
Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 Map the workflow steps (that you wrote down earlier as part of the configuration prerequisites) from HP Project and Portfolio Management to status names in HP Release Control in the relevant conversion scripts (**convertRelease.js/convertChange.js**).
 - To view the conversion scripts, select the **Integrations > Service Desk Adapters > <adapter name>** node and select the relevant tab in the right pane that displays the file.
 - To make changes to the scripts, see "Modifying Configuration Files in the Configuration Tab" on page 71.
- 4 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 5 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring BMC Remedy Action Request System Integration

This task describes how to configure BMC Remedy Action Request System as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 50
- "Stage 3: Copy BMC Remedy Files to HP Release Control" on page 51
- "Stage 4: Apply Configuration Changes" on page 52

Stage 1: Prerequisites

Verify the following information, which you need during this configuration process:

| ✓ | Required Information |
|---|--|
| | BMC Remedy version |
| | BMC Remedy user name, password, and server name |

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

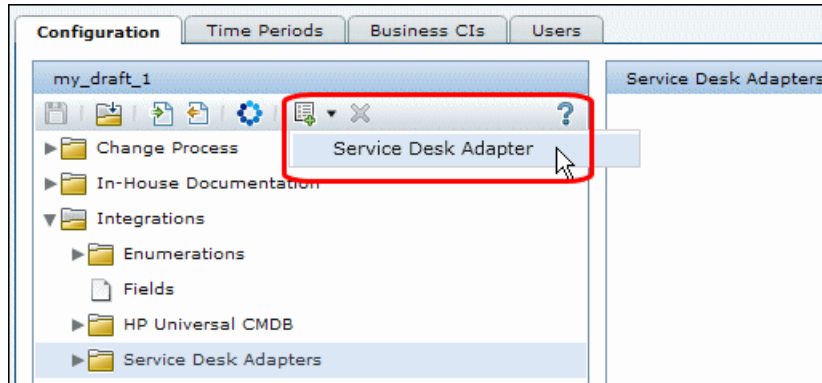
Stage 3: Copy BMC Remedy Files to HP Release Control

To connect to the BMC Remedy Action Request System service desk application, you must first ensure that certain BMC Remedy Action Request System files are accessible to the HP Release Control server.

- 1 Stop the HP Release Control service:
 - a From the Windows menu, select **Start > Run** and type **services.msc**.
 - b In Services window, select **HP ReleaseControl 9.10 <server name>** and click **Stop Service**.
- 2 Copy BMC Remedy files to HP Release Control
 - **If you are working with BMC Remedy ARS 5.0:**
 - a Copy **arapi50.jar** and **arutil50.jar** from the BMC Remedy Action Request System installation directory to the **<HP Release Control installation directory>\tomcat\lib** directory.
 - b Copy **arapi50.dll**, **arjni50.dll**, **arrpc50.dll**, and **arutil50.dll** from the BMC Remedy Action Request System installation directory to the **<HP Release Control installation directory>\apps\ccm\WEB-INF\os_lib\win32** directory on the HP Release Control server machine.
 - **If you are working with BMC Remedy ARS 7.0:**
 - c Copy **arapi70.jar** and **arutil70.jar** from the BMC Remedy Action Request System installation directory to the **<HP Release Control installation directory>\tomcat\lib** directory.
 - d Copy all the Windows library files (*.dll) from the BMC Remedy Action Request System installation directory to the **<HP Release Control installation directory>\apps\ccm\WEB-INF\os_lib\win32** directory on the HP Release Control server machine.
- 3 Start the HP Release Control service.

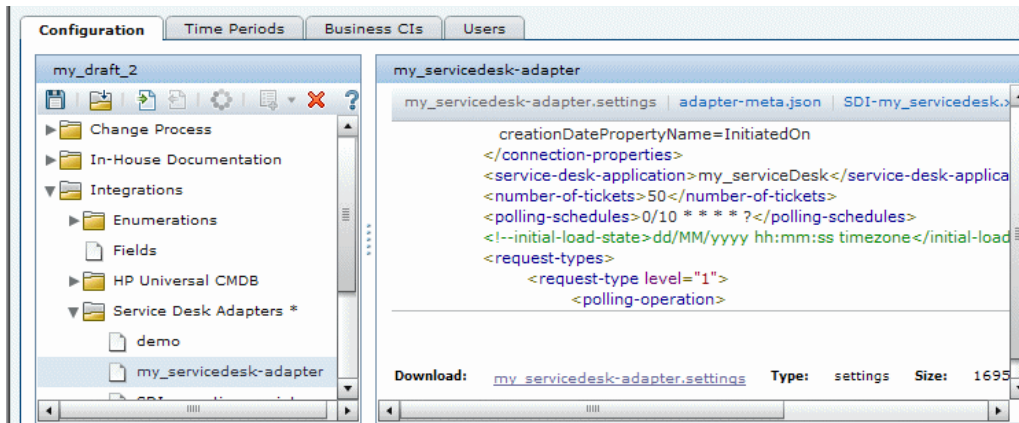
Stage 4: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to <HP Release Control installation directory>\bin\result and open <adapter_name>.zip.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring HP Service Desk Integration

This task describes how to configure HP Service Desk as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" below
- "Stage 3: Copy HP Service Desk Files to HP Release Control" on page 54
- "Stage 4: Apply Configuration Changes" on page 55

Stage 1: Prerequisites

Verify the following information, which you need during this configuration process:

| | |
|---|--|
| ✓ | Required Information |
| | HP Service Desk server name and port |
| | HP Service Desk user name and password |

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

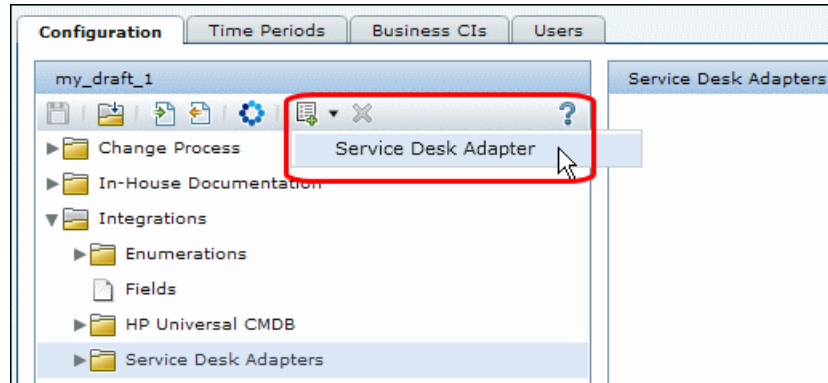
Stage 3: Copy HP Service Desk Files to HP Release Control

To connect to the BMC Remedy Action Request System service desk application, you must first ensure that certain BMC Remedy Action Request System files are accessible to the HP Release Control server.

- 1** Stop the HP Release Control service:
 - a** From the Windows menu, select **Start > Run** and type **services.msc**.
 - b** In Services window, select **HP ReleaseControl 9.10 <server name>** and click **Stop Service**.
- 2** Copy the **web-api.jar** file from the HP Service Desk **servicepages\webapps\sd-sp45\WEB-INF\lib** directory and paste it into the **<HP Release Control installation directory>\tomcat\lib** directory. Start the HP Release Control service.
- 3** Start the HP Release Control service.

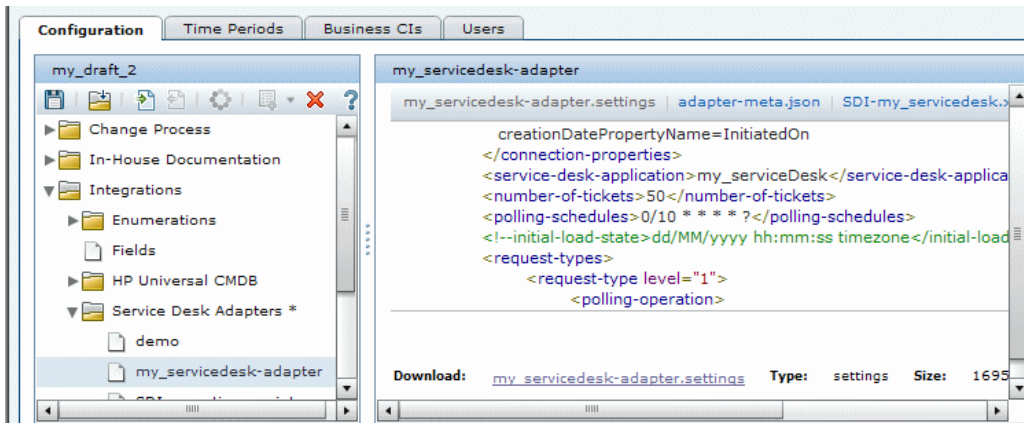
Stage 4: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to **<HP Release Control installation directory>\bin\result** and open **<adapter_name>.zip**.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring a Database as a Service Desk

This task describes how to configure a database as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" on page 59
- "Stage 3: Apply Configuration Changes" on page 60

Stage 1: Prerequisites

Depending on which database you are using, verify the following connection information and database properties that you need during this configuration process:

For Oracle and MS-SQL databases

| ✓ | Required Information | Description |
|---|---|--|
| | <ul style="list-style-type: none"> ▶ For Oracle databases. Oracle SID, DB host name, port, user name, and password. ▶ For MS-SQL databases. DB name, DB host name, port, user name, and password. | Database connection properties |
| | change id column name | The name of the column in the result set that contains the ID field value. |

| ✓ | Required Information | Description |
|---|---------------------------------------|---|
| | Id selection query | <p>The SQL query that returns the set of change request IDs according to the requests' last-updated field value.</p> <p>Important: The query must not include the date of the last change request that was retrieved to avoid getting an infinite loop in which the same change requests are retrieved each time.</p> <p>Example of a correct query:</p> <p>The correct query does not include the date of the last change request that was retrieved. The date must be greater than the date of the last change request that was retrieved.</p> <p>For example, if the last change request was retrieved on February 1, 2010, set date the last change request was retrieved as follows:</p> <pre>select change_id from changes where last_updated > 2/2/2010</pre> <p>Example of an incorrect query:</p> <p>An incorrect query includes the date of the last change request that was updated and might create an infinite loop in which the same change requests are retrieved each time:</p> <pre>select change_id from changes where last_updated >= 2/1/2010</pre> |
| | change select by id query | <p>The SQL query that returns all the required details of a specific change.</p> <p>Example of a correct query:</p> <pre>select * from changes where change_id=?</pre> |
| | last updated field result column name | <p>The name of the column in the result set that contains the last-update field value.</p> |
| | last updated column type | <p>One of the following values: time, timestamp, date, milliseconds, or seconds</p> |

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

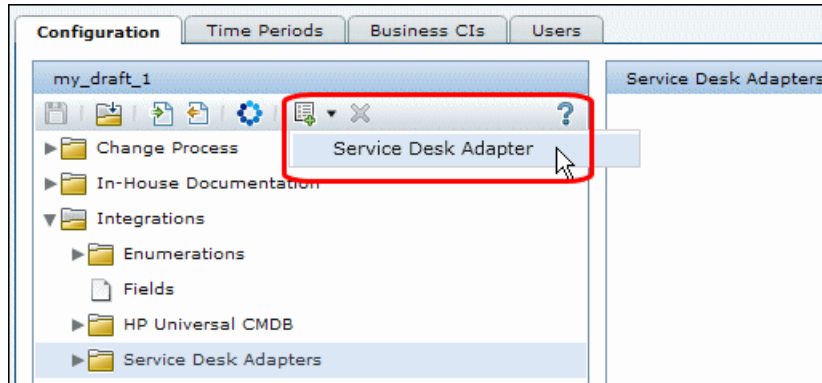
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

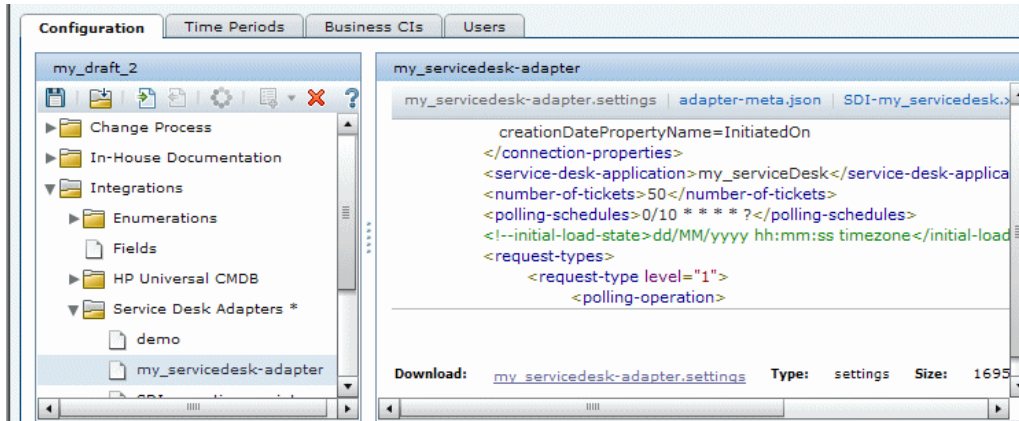
Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to **<HP Release Control installation directory>\bin\result** and open **<adapter_name>.zip**.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring an XML File as a Service Desk

This task describes how to configure and XML file as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" below
- "Stage 3: Apply Configuration Changes" on page 63

Stage 1: Prerequisites

- 1 Verify the folder in which XML files are placed and retrieved by HP Release Control. You need this information for the configuration utility that you will run in the next stage.
- 2 Ensure that the HP Release Control user has read permissions to the directory in which the service desk application requests are placed in XML file format.

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

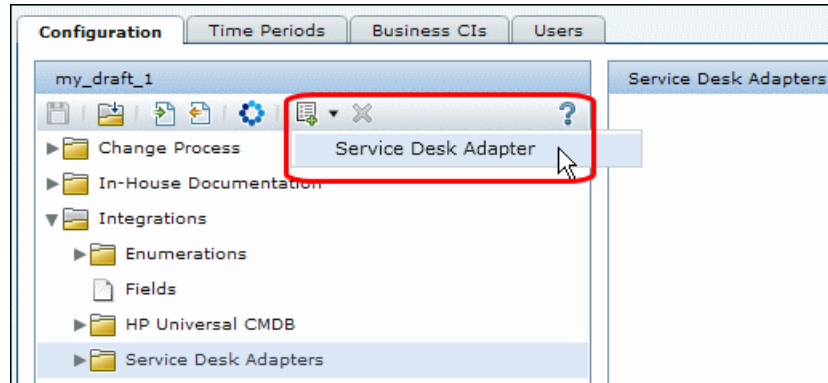
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

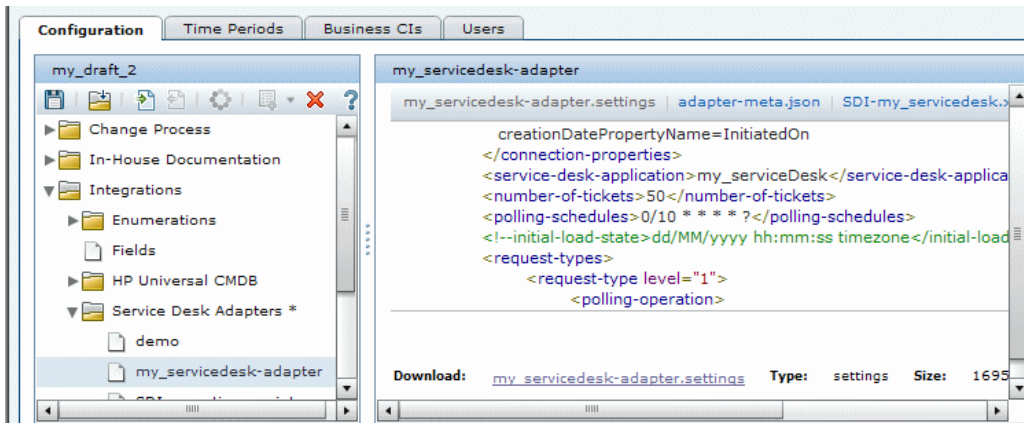
Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to **<HP Release Control installation directory>\bin\result** and open **<adapter_name>.zip**.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring HP Server Automation or HP Network Automation as Your Service Desk

This task describes how to configure <service desk> as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run the Configuration Utility" below
- "Stage 3: Apply Configuration Changes" on page 66

Stage 1: Prerequisites

- 1 Verify the following information, which you need during this configuration process:

| | |
|---|---|
| ✓ | Required Information |
| | For HP Server Automation: server name, user name, and password |
| | For HP Network Automation: server URL, user name, and password |

Stage 2: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

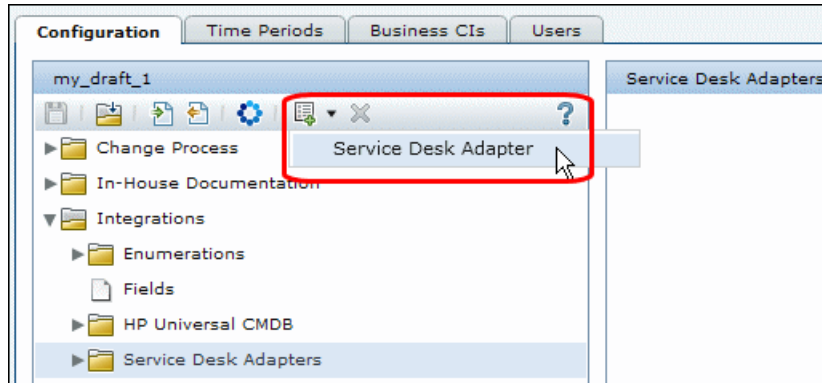
For each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

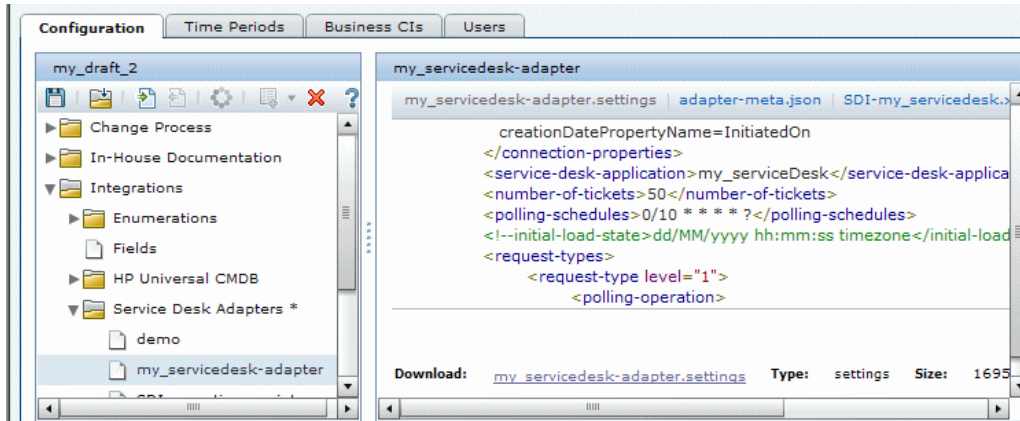
Stage 3: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to **<HP Release Control installation directory>\bin\result** and open **<adapter_name>.zip**.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 4 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Configuring Aperture Vista DCIM as a Service Desk

This task describes how to configure Aperture Vista DCIM as your service desk and includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Run an SQL to create an HP Release Control view in the Aperture Vista DCIM database" below
- "Stage 3: Run the Configuration Utility" on page 68
- "Stage 4: Apply Configuration Changes" on page 69

Stage 1: Prerequisites

- 1 Verify the following information, which you need during this configuration process:

| ✓ | Required Information |
|---|---|
| | Aperture Vista DCIM version 6 is supported. |
| | Aperture Vista DCIM database name , user name , password , host name , and port (default port is 1433) |

Stage 2: Run an SQL to create an HP Release Control view in the Aperture Vista DCIM database

- 1 Connect to the Aperture Vista DCIM database. (Refer to the information you verified at the beginning of the Prerequisites section for the Aperture Vista DCIM database name.)
- 2 Run the <HP Release Control installation directory>\examples\service-desk-examples\ApertureVista\CreateRcView.sql file.

Stage 3: Run the Configuration Utility

From the command line, run the following command:

```
<HP Release Control installation directory>\bin\SdiConfigurer.bat
```

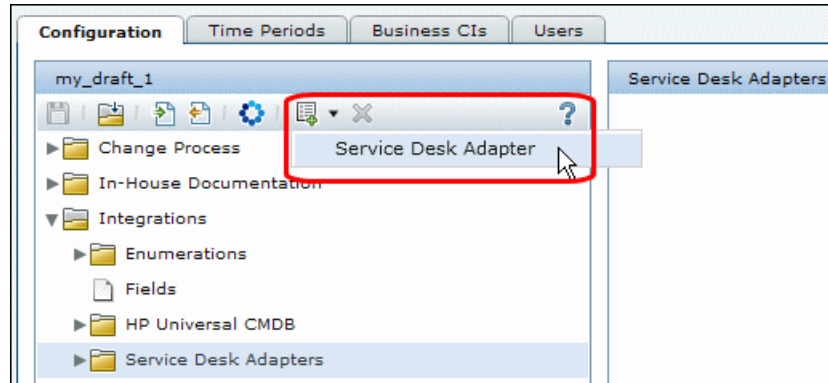
Choose option **10** and for each question, type your selection and press ENTER. (Refer to the information you verified at the beginning of the Prerequisites section.) Where relevant, the default selection appears in square brackets at the end of the question.

Note: If you press ENTER without typing anything, the default answer is automatically selected.

Based on your selections, the configuration utility creates new configuration files, including a .zip file. To apply the configuration settings to HP Release Control, you use the **Add configuration to configuration set** button to upload the .zip file as described below.

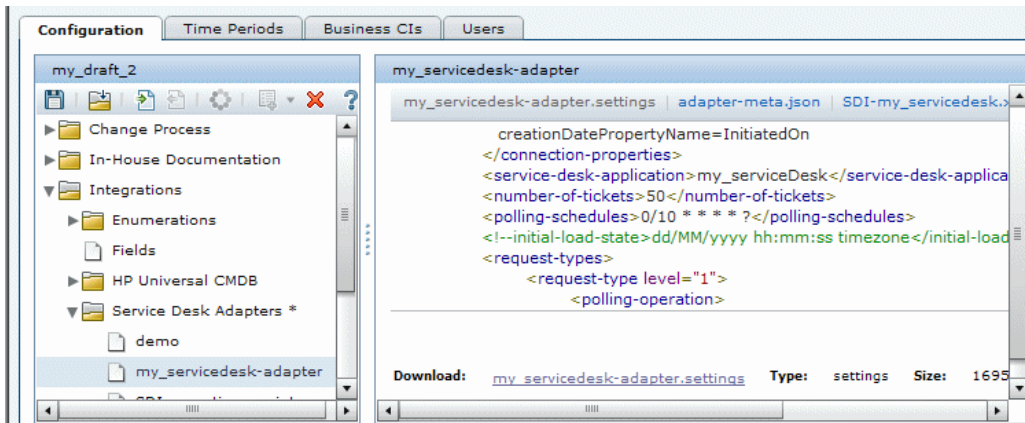
Stage 4: Apply Configuration Changes

- 1 In HP Release Control, go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**, click the arrow next to the **Add configuration to configuration set** button, and choose **Service Desk Adapter**.



- 2 In the Select file to upload dialog box, go to **<HP Release Control installation directory>\bin\result** and open **<adapter_name>.zip**.

A new node (with the name of the adapter) is added under the **Integrations > Service Desk Adapters** node. The node includes the new service desk configuration files. Each configuration file is displayed in the right pane in a separate tab. For example:



- 3 In the **EMAC_URL_part1** section of the **convert.js** file, enter the URL of the Aperture Vista server instead of the **aperture_vista_host** field (see "Modifying Configuration Files in the Configuration Tab" on page 71).
- 4 Save a draft of your configuration set. (See "Saving a Draft Configuration Set" on page 71.)
- 5 When you are satisfied with your configuration changes, activate the draft. (See "Activating Configuration Changes" on page 72.)

Note: To modify your service desk settings after the initial configuration, see the section about advanced service desk configuration in the *HP Release Control User Guide*.

Working with HP Release Control Configuration Settings

The Configuration tab in the Administrator module enables you to define the configuration settings needed to set up your environment. This section describes the following common tasks in the Configuration tab. These tasks are referred to during the configuration process.

- "Modifying Configuration Files in the Configuration Tab" on page 71
- "Saving a Draft Configuration Set" on page 71
- "Activating Configuration Changes" on page 72

Modifying Configuration Files in the Configuration Tab

Certain configuration settings are defined in configuration files (for example, scripts and XML files) that are available in the Configuration tab. This task describes how to modify these files.

To modify configuration files:

- 1** In HP Release Control, go to **Module > Administrator > Configuration** tab and select the relevant node that includes the configuration file you want to modify.
- 2** In the right pane, click **Download: <file>** and export the file to your local directory using the browse dialog box that opens.
- 3** After making the required modifications to the file in your local directory, click **Upload file** to import the modified file from your local directory to the HP Release Control system.

Saving a Draft Configuration Set

A new configuration set is initially saved as a draft. A draft is a configuration set that has not yet been activated. Only after a draft is activated, are the new configuration properties applied to HP Release Control. (See "Activating Configuration Changes" on page 72.)

To save a draft configuration set:



- 1** Select **Module > Administrator > Configuration** tab and make the required configuration changes.
- 2** In the left pane, click the **Save current editable configuration set** button to open the Save as Draft dialog box and save the modified configuration set as a draft.
- 3** In the **Draft name** box, enter the name of the draft and click **Save**.

Activating Configuration Changes

This section explains how to activate a draft configuration set and apply the configuration properties to HP Release Control.

To apply configuration changes



1 Select **Module > Administrator > Configuration** tab. In the left pane, click **Open Configuration Set** button to open the Open Configuration Set dialog box.

2 Select the **Drafts** button to display only the existing drafts.

3 Select the required draft and click **Open**. The name of the currently selected configuration set appears at the top of the left pane.



4 In the left pane, click the **Activate current configuration set** button to activate the selected draft and apply the new configuration properties to HP Release Control.

2

Upgrading HP Release Control

This chapter provides information on how to upgrade from HP Release Control **4.12 and later** to version **9.10**.

To upgrade to version 9.10 from versions earlier than 4.12:

- Upgrade to version 4.12 according to the instructions in the *HP Release Control 4.12 Deployment Guide*.
- Upgrade from version 4.12 to version 9.10 by following the instructions in this chapter.

The upgrade process includes the following stages:

- "Stage 1: Prerequisites" below
- "Stage 2: Install and Upgrade HP Release Control" on page 76
- "Stage 3: Upgrade Service Desk Adapter to 9.10" on page 77
- "Stage 4: Post Upgrade Recommendations" on page 79

Stage 1: Prerequisites

1 If you are using HP Release Control with HP Universal CMDB 7.0: Do one of the following:

- ▶ Set HP Universal CMDB to standalone mode:
 - ▶ If you are using the HP Release Control 4.1x: Use the **uCmdbConfigurer** utility. For details, refer to the 4.1x HP Release Control documentation.
 - ▶ If you are using the HP Release Control 5.0: Go to **Module > Administrator > Configuration** tab > **Integrations > HP Universal CMDB**, and in the **HP Universal CMDB version** box select **No HP Universal CMDB (standalone)**.

or

- ▶ Upgrade HP Universal CMDB to a later version.
- 2** Make sure that the change request queue is empty as follows:

- a** If you are using:
 - ▶ **version 4.1x and earlier:** In the **<old HP Release Control installation directory>\conf** directory, open the relevant service desk adapter configuration files (**<service desk>-adapter.settings**). For example, if you are working with HP Service Manager, the relevant file is **servicemanager-ws-adapter.settings**.
 - ▶ **version 5.00 and later:** Go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters** and select the relevant service desk adapter node. The configuration file is displayed in the right pane. For information about how to edit the configuration file, see "Working with HP Release Control Configuration Settings" on page 70.

- b** In the adapter configuration file, switch the adapter into init-mode as follows:

- Locate the following line:

```
<!--initial-load-state><last polling time></initial-load-state-->
```

- Uncomment the line and modify the date/time as follows:

```
<initial-load-state>[last polling time]</initial-load-state>
```

Where **[last polling time]** is any time before the last time HP Release Control polled the service desk. Polling occurs every thirty seconds by default.

It is recommended to set the last polling time to a few hours earlier than the current time. For example, if today's date is 20 January 2010, set the last polling time as follows:

```
<initial-load-state>1/20/2010 00:00:00 PST</initial-load-state>
```

- c** Restart HP Release Control and allow it to process all the change requests still in the queue.
- d** Make sure the queue is empty using the Queue Manager utility located in **<old HP Release Control installation directory>\bin**.

For more information about using the Queue Manager utility, see the *HP Release Control User Guide*.

- 3** If you are using HP Release Control 5.00 or later: Download and save the adapter's settings and script (*.js) files.
- 4** Stop the HP Release Control service.
- 5** If you were using a Web server (Apache or IIS) with HP Release Control, remove the Web server configuration using the Web server configurer utility. To remove it, run the following command:

```
<old HP Release Control installation directory>\bin\WebServerConfigurer.bat  
remove-config
```

Note: After you install the new version of HP Release Control, if you still want to work with a Web server, configure it using the Web server configurer utility in the new installation. For more information, refer to the utilities section in the *HP Release Control User Guide*.

- 6 Back up the database to protect your data in case of an error during the upgrade procedure.

Stage 2: Install and Upgrade HP Release Control

- 1 Install HP Release Control version 9.10 (see "Installing HP Release Control" on page 19).

Before you run the installation, review the pre-installation information (see "Before You Install" on page 13).

- 2 If you were using encrypted passwords in your HP Release Control configuration (for example, the database password), copy (and overwrite) the contents of <old HP Release Control installation directory>\security to <HP Release Control 9.10 installation directory>\security.
- 3 Configure the database that you want to use with the upgraded version of HP Release Control. Use the Database Configuration Wizard as described in "Configuring the Database or User Schema" on page 20.
- 4 From the <HP Release Control 9.10 installation directory>\bin directory, run **Upgrade.bat** to perform the upgrade. When prompted, enter the full path of the old HP Release Control installation (for example, C:\HP\RC500).
- 5 If you made any changes to the log levels in the **ccmlog4j.properties** file of your old installation, manually make the same changes again in the new **ccmlog4j.properties** file and the **cmdblog4j.properties** file.
- 6 Start the HP Release Control server.

Stage 3: Upgrade Service Desk Adapter to 9.10

Note: You need to perform the steps in this stage for each service desk adapter that you were using with your old version of HP Release Control.

- 1** If you are upgrading from HP Release Control 5.00 or later: Remove the SDI adapter from the current configuration set as follows:
 - a** Go to **Module > Administrator > Configuration** tab > **Integrations > Service Desk Adapters**.
 - b** Under **Service Desk Adapters**, select the required SDI adapter and click the **Delete** button in the left pane.
 - c** Save and activate the configuration changes (see "Working with HP Release Control Configuration Settings" on page 70).
- 2** From the **<HP Release Control 9.10 installation directory>\bin** directory, run **SdiConfigurer.bat**. When answering the questions, you must use the same values that existed in the adapter's settings file of the old HP Release Control version.
 - **For HP Release Control 4.12:** The file is located in **<old HP Release Control Installation directory>\conf**directory.
 - **For HP Release Control 5.00 or later:** Use the settings file you saved in "Stage 1: Prerequisites", step 3.

Caution: You must use the same adapter name as the one you used before the upgrade. The adapter name is found in the **<service-desk-application>** tag. For example, in the following:

```
<service-desk-application>PPM</service-desk-application>
```

the adapter name is **PPM**.

- 3 Add the adapter to the configuration set. For details, see "Stage 3: Apply Configuration Changes" on page 36.
- 4 Save your configuration set, but do not activate it. For details, see "Saving a Draft Configuration Set" on page 71.
- 5 If you had previously made changes to the .js files, upload the setting and script (*.js) files of the adapter that was used in the old HP Release Control version.
 - ▶ **For HP Release Control 4.1x:** The files are located in <old HP Release Control Installation directory>\conf\<adapter name>.ext directory.
 - ▶ **For HP Release Control 5.00 or later:** Use the settings file you saved in "Stage 1: Prerequisites", step 3.
- 6 In the adapter configuration file, configure the adapter to fetch old tickets, thus covering the time in which the upgrade procedure took place:
 - ▶ **For HP Service Manager and database adapters:** locate the following property:

```
startFrom=
```

- ▶ **For all other adapters:** uncomment the following line and modify the date/time as follows:

```
<initial-load-state>[last polling time]</initial-load-state>
```

Where [last polling time] is earlier than the time the upgrade procedure started. Polling occurs every thirty seconds by default.

For example, if today's date is 20 January 2010, and you started the upgrade process at 2:00 AM, then set the last polling time to midnight:

```
<initial-load-state>1/20/2010 00:00:00 PST</initial-load-state>
```


- 7 If you are using Remedy as your service desk and you manually added .jar files to the <old HP Release Control Installation directory>\tomcat\webapps\ccm\WEB-INF\lib directory, copy the added files to <HP Release Control 9.10 Installation directory>\apps\ccm\WEB-INF\os_lib.

- 8 If you are upgrading from HP Release Control, 4.1x, remove the Action Items filter heading from the Reports template.
 - a Select **Module > Administrator > Configuration** tab > **Modules > Analysis > Reports > Changes Report - HTML and PDF template**
 - b Click **Download: grid.changes-report.jrxml** and export the file to your local directory using the browse dialog box that opens. Open the file on your local directory.
 - c Locate both occurrences of the following string:

```
<textFieldExpression class="java.lang.String"><![CDATA["Change Requests:
<style isBold="true\">" + ${CHANGE_FILTER} + "</style> Action items: <style
isBold="true\">" + ${COLLABORATION_FILTER} + "</style>"]]></
textFieldExpression>
```

- d In both places, replace the above string with the following string:

```
<textFieldExpression class="java.lang.String"><![CDATA["Filter: <style
isBold="true\">" + ${CHANGE_FILTER} + "</style>"]]></textFieldExpression>
```

- e Save the file.
 - f Select **Module > Administrator > Configuration** tab > **Modules > Analysis > Reports > Changes Report - HTML and PDF template**. In the right pane, click **Upload file** to import the modified file from your local directory to the HP Release Control system.
- 9 In the left pane, click the **Activate current configuration set**  button to activate the selected draft and apply the new configuration properties to HP Release Control.

Stage 4: Post Upgrade Recommendations


- 1 Uninstall the old version of the product.
- 2 If you did not make any changes to the **change-flow.js** script of your old installation, it is recommended to upload the new **change-flow.js** script as follows:
 - a In HP Release Control, select the **Module > Administrator > Configuration** tab > **Change Process > change flow script** node.

- b** In the right pane, click **Upload file** and upload the **change-flow.js** script from **<HP Release Control 9.10 installation directory>\examples\scripts** directory.
 - c** Save and activate the configuration changes (see "Working with HP Release Control Configuration Settings" on page 70).
- 3 if you upgraded from HP Release Control 4.1x:** If you have filters that include definitions for the **Calculated risk** criteria, the filters will still work, but you are not able to edit the **Calculated risk** criteria using the default filter settings. To edit these filters:
- a** In HP Release Control, select **Module > Administrator > Configuration tab > Integrations > Fields**.
 - b** In the **Available Fields** pane, select the **Analysis Data > calculated-risk** field.
 - c** In the **Field Attributes** pane, in the **Filter Layout** tab, select the **show in filter** options.
 - d** Save and activate the configuration changes (see "Working with HP Release Control Configuration Settings" on page 70).
 - e** Log on to HP Release Control and edit your filters.

Note:

- It is recommend to change the filter definition and to use the new **Risk severity** criteria in place of the **Calculated risk** criteria.
 - After you edit the filter, it is recommended to return to the Fields pane and clear the show filter options for the **calculated-risk** field.
-

- 4** After you install the new version of HP Release Control, and you still want to work with a Web server, you need to configure it using the Web server configurer utility in the new installation. For information on how to configure the Web server, refer to the utilities section in the *HP Release Control User Guide*.

- 5 If you were working in identity management mode before the upgrade, and want to continue to do so after the upgrade, you must reconfigure HP Release Control to work in identity management mode. For details, see "Use Identity Management Mode" in the *HP Release Control User Guide*.
- 6 If, previous to the upgrade, you defined time periods, go to **Module > Administrator > Time Periods** tab and click the **Save Settings**  button.

Index

A

Aperture VISTA
 configuring integration 67

B

before install 13
BMC Remedy Action Request System,
 configuring integration 49

C

client requirements 17
Configuration tab 71

D

data flow 18
database as a service desk, configuring 56
database configuring 20
database.properties file 20
deployment options, advanced 17
deployment process 12

H

HP Network Automation, configuring
 integration 64
HP Server Automation, configuring
 integration 64
HP Service Desk, configuring integration 53
HP Service Manager, *See* Service Manager
HP ServiceCenter, *See* ServiceCenter
HP Software Support Web site 9
HP Software Web site 10
HP Universal CMDB, configuring 26

I

install
 before 13
installation 19
IT Governance Center, configuring
 integration 45

L

logging on to HP Release Control 24

N

Network Automation, configuring
 integration 64

O

online resources 9

P

Project and Portfolio Management,
 configuring integration 45

R

Remedy, configuring integration 49

S

saving a draft configuration set 71
Server Automation, configuring integration
 64
server configuration 25
server system requirements 16
service desks
 configuration 31

Index

- supported 14

Service Manager

- configuring integration 32

ServiceCenter

- configuring integration 39

SMRC1.2_Demo.unl, manual steps 38

system architecture 19

system requirements

- client 17

- server 16

U

Universal CMDB, configuring 26

upgrade procedure 73

user schema, configuring 20

X

XML file as a service desk, configuring 61