HP NGOSS Software



Incident & Problem Management Extension Data Loading User Guide

Edition: 1.0

July-2010

© Copyright 2010 Hewlett-Packard Company

Legal Notices

Warranty

The information contained herein is subject to change without notice. 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.

License Requirement and U.S. Government 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 2010 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe®, Acrobat® and PostScript® are trademarks of Adobe Systems Incorporated.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java[™] is a U.S. trademark of Sun Microsystems, Inc.

 ${\it Microsoft} \ensuremath{\mathbb{R}}$, ${\it Windows} \ensuremath{\mathbb{R}}$ and ${\it Windows} \ensuremath{\mathbb{NT}} \ensuremath{\mathbb{R}}$ are U.S. registered trademarks of Microsoft Corporation.

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

UNIX® is a registered trademark of The Open Group.

 $X/Open \ensuremath{\mathbb{R}}$ is a registered trademark, and the X device is a trademark of X/Open Company Ltd. in the UK and other countries.

Contents

	Prefa	се	4
Chapte	r 1 D	ata Loading Overview	.5
-	1.1	Introduction	5
	1.2	Contents	5
	1.3	Abbreviation	6
	1.4	Associated Documents	6
Chapte	r 2 P	re-Loading Requirement	.7
-	2.1	Loading Package	7
	2.2	Loading Environment	7
	2.3	Loading Preparation	8
	2.4	Loading Steps	8
Chapte	r 3 C	onfigure HP Universal CMDB	10
-	3.1	Configure Generic DB Adapter Package	10
	3.2	Verify Adapter Package Deployment	15
	3.3	Configure Data Store	22
	3.4	Test Configuration	30
Chapte	r 4 C	onfigure HP Service Manager	36
	4.1	Configure and Start the SC listener	36
	4.2	Load the unl file to SM.	37
Chapte	r 5 C	onfigure HP Connect-IT	39
-	5.1	Configure UCMDB connector.	39
	5.2	Configure Service Manager connector	41
Chapte	r 6 E	xecute Data Loading	43
-	6.1	Run the scenario in Connect-IT scenario builder	43
	6.2	Deploy the scenario using the Connect-IT service console	46
Chapte	r 7 P	erformance Test Result	49
Chapte	r 8 D	ata Loading Customization	51
Chapte	r 9 T	roubleshooting	52
	9.1	HP UCMDB CI Type federation lost	52
Chapte	r 10 /	Appendix	53

Preface

This guide describes how to configure and use the Data Loading module of the value package.

Intended Audience

This guide is intended for system implementer or system administrator or DBA who maintains the CI in HP Service Manager in way of loading CI from Telcordia Granite Inventory System using HP Universal CMDB and HP Connect-IT.

The intended users should have knowledge of following products:

- Telcordia Granite Inventory System
- HP Universal CMDB
- HP Connect-IT
- HP Service Manager7.11/9.20

Software Versions

The software versions referred to in this document are as follows:

IPM	Operation system
1.0	Server: Windows2003/2008
	Client: Windows XP, Vista, Windows 7

Support

Please visit our HP Software Web site at: <u>http://www.hp.com/go/hpsoftwaresupport</u> for contact information, and details about HP Software products, services and support.

- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

Chapter 1 Data Loading Overview

1.1 Introduction

Data Loading enable users to loading Configuration Item (CI) from external DBMS or other inventory system to HP Service Manager (HP SM), so that HP SM can share information automatically and efficiently

By implementing a data adapter which called Generic Database Adapter configured and deployed on HP Universal CMDB (HP UCMDB), in which the external DBMS or other inventory data model is mapped to predefined CI model.

A data loading scenario package corresponding to the adapter above is implemented in HP Connect-IT, in which the CI model supported by Generic Database Adapter is mapped to HP SM CI model. By executing pre-defined scenario, external DBMS or other inventory data will be loaded to HP SM automatically.

1.2 Contents

The user guide include following chapters show the details how to set up and execute the Data Loading:

• Pre-Loading Requirement - Explain all preparations before data loading such required packages, pre-installed required products, required account or password etc.

• Configure HP Universal CMDB - Explain how to configure and deploy the Generic DB package to HP UCMDB.

• Configure HP Service Manager - Explain how to configure and load the re-defined CI Types to HP SM.

• Configure HP Connect-IT – Explain how to configure and deployed the data loading scenario package to HP Connect-IT.

• Execute Data Loading – Explain how to executing Data Loading in HP Connect-IT.

• Data Loading Customization – Explain how to make customizations to current CI Model and re-execute the Data Loading.

• Troubleshooting – Explain possible troubles and supply corresponding solutions.

1.3 Abbreviation

Table 1 Abbreviation

Abbreviation	Name
CI	Configuration Item
HP SM	HP Service Manager
HP UCMDB	HP Universal CMDB
TQL	Topological Query Language

1.4 Associated Documents

Table 2 Associated Documents

Name	Document
[HP SM Help]	HP Service Manager Help
[HP Connect-IT User Guide]	CIT391-UsersGuide-EN.pdf
[HP Connect-IT Programmer Guide]	CIT391-ProgrammersReference-EN.pdf
[HP UCMDB Model Management Guide]	ModelManagement.pdf
[HP UCMDB Integration Guide]	UCMDBIntegrations.pdf
[HP Problem Management Telco CI Types]	HP Problem Management Telco CI Types User Guide.pdf

Chapter 2 Pre-Loading Requirement

2.1 Loading Package

In HP Problem Management Telco Solution Package Data Loading module, following packages or re-defined files are supplied:

• [ProblemManagementAdapter.zip] – An implement package of Generic Database Adapter apply to Telcordia Granite Inventory System object model to be configured and deployed in HP UCMDB, in which CI Types, TQL, View are re-defined.

• [ProblemManagementAdapterDataStore.zip] – A pre-defined federation or mapping between Generic Database Adapter and Granite Inventory System.

• [Problem Management.xml] – A file exported from UCMDB query and will be read by Connect-IT.

• [PBMGranite.scn] – A pre-defined scenario mapping between UCMDB and Service Manager

• [Generic_Dataloading_Config.unl] – A file unloaded from Service Manager which include the registration and maps in event services.

2.2 Loading Environment

Following required products must be pre-installed successfully before configuring and executing Data Loading:

Category	Hardware	OS version	Software version
HP UCMDB	X86 Server	Windows 2000/XP/Vista/200 3/2008	HP Universal CMDB 8.00
HP Connect-IT	X86 Server	Windows 2000/XP/Vista/200 3/2008	HP Connect-IT 3.91
HP SM	X86 Server	Windows 2000/XP/Vista/200 3/2008	HP Service Manager 7.11/ HP Service Manager 9.20
Incident&Proble m Management Value Package(Cl Type Module)	X86 Server	Windows 2000/XP/Vista/200 3/2008	HP Service Manager 7.11/ HP Service Manager 9.20

Granite X86 Server Wi	dows
200	0/XP/Vista/200
3/2	008

Note:Make sure all the products or servers above are running.

2.3 Loading Preparation

The following information need to be collected for the Data Loading

T	able 2	Installation	information list	
		motunation	mornation not	

Category	Description	ltem	Sample	Comment
HP UCMDB	In which the [ProblemManageme ntAdapter.zip] and	HOST/IP	ucmdbhost	
		port	8080	Default port
	[ProblemManageme ntAdapterDataStore	Username	admin	Default user name
	deployed.	Password	admin	Default password
		UCMDB_INSTALL_ PATH	C:\HP\UCMDB	
Granite	Target data store to be load from or	HOST/IP	granitehost	
	federated to HP SM which is Oracle in background. The information listed right is	SID	granite	
		port	1521	Default port
	required to supply when [ProblemManageme ntAdapterDataStore .zip] is deployed.	username	granite	
		password	granite	
HP Service	HP Service Manager Server	HOST/IP	smhost	
Manager Server		http port	13080	Default port
		https port	13081	
		sc listener	12690	Default port
		SM User	falcon	Default user
		Password		Default is empty

2.4 Loading Steps

• Configure HP Universal CMDB - Configure and deploy the Generic DB package to HP UCMDB, include to parts: [ProblemManagementAdapter.zip] and [ProblemManagementAdapterDataStore.zip] • Configure HP Service Manager – Load [Generic_Dataloading_Config.unl] to HP SM.

• Configure HP Connect-IT – Configure the connect information such hostname, use name or password both HP UCMDB side and HP SM side.

• Execute Data Loading – Execute Data Loading from Granite Inventory System to HP SM.

Chapter 3 Configure HP Universal CMDB

3.1 Configure Generic DB Adapter Package

- 1. Open IE or other web browser with URL:
- < <u>http://ucmdbhost:8080/ucmdb</u> >
- 2. Input user name and password, click "Login" button to continue:



3. From main form, click "Setting" -> "Package Manager" to continue:



4. Click load icon showed in hardcopy below to load Generic DB Adapter package to HP UCMDB

HP Universal CMDB (running on cpmgtm	02.asiapacific.hpqcorp.net) - Microsoft Inter	net Explorer	🗧 EN English (United States) 🛛 🤶 🤤	
🐲 Universal CMDB – Administrati	on		User:admin	LOGO
Application Admin Help 🗸				
Modeling Discovery Settings	1			
Settings > Package Manager				
+ / X 🛛 🗅 🏠 🙀 +2 🔍 🞜 🏹	7 🖫 🔣 🤶			
P Deploy Packages to	Server(from local disk) Category	Readme	Description	
H Layer2	Network		Network Layer2 Discovery (based on the SNMP protocol)	
Load_balancing	Load balancing basic		Generic load balancing types and valid links	
🔀 Mainframe	Network		IBM Mainframe Discovery (based on SNMP)	
Hanagers			Views and TQLs for the folder managers	
HanagersRoot			Root folders for the folder managers	
Microsoft_Exchange_Server	Applications	Readme	Microsoft Exchange Server discovery	
B MS_cluster	Network		Microsoft Cluster Discovery	
🗄 NetLinks	Network	Readme	Network Connectivity Discovery using NetFlow data	
Network	Network	Readme	Network Discovery (includes most protocol connections and is the basis for most of the other discovery packages)	
B NNM Integration	Network	Readme	Discovers Layer 2 toplogy from NNM server using web services	
Gracle Oracle	Database		Oracle Server Discovery	
OracleApplicationServer	Enterprise Apps		Oracle Application Server	
Oracle Apps	Enterprise Apps		Oracle Apps (E-Business) Discovery	
packages			TQLs required by the packaging system	
perspectives			······································	
Samples	Discovery Samples		Examples of job usage	
H SAP	Enterprise Anne		Includes SAP CLTunes and Relationships	
BAR discovery	Enterprise Appa	Readma	SAD Discovery	
# SE Integration	Storage	Readmo	HP Storage Ecoapticle discovery through IDPC	
SE_integration	Storage	i <u>veaune</u>	The Storage Essentials discovery through above	
Co skuster				
Global So_cluster	Estamles Asse		Cicked Of Transport Relationships	
	Enterprise Apps		Siebei Cli types and Relationships	
Siebel_discovery	Enterprise Apps		Slebel Discovery	
snapshot			Snapshot objects - enables storing snapshots in the CMDB	
SoftwareElementDisplayLabel				
BolarisZone_Disc_By_TTY	Virtualization		Solaris Zones Discovery	
BQL_Server	Database		Microsoft SQL Server Database Discovery	
Basic Storage_Basic	Storage	Readme	CI Types, Views, Correlations, and Reports for Storage discovery	
U Sybase	Database		Sybase Database Discovery	
TCP_discovery	Network	Readme	TCP (Network traffic) Discovery	
ticket				
Ueritas_cluster	Database		Veritas Cluster Discovery	
🖶 views			Contains resources required by the viewing system	
1 VMVVare	Virtualization	Readme	VMware Discovery	
HebServer WebServer	Web Tier		Web Servers Discovery (includes Apache and Web Server detection)	
1 WebService	Web Tier		Web Service CI Types	
Webservice_discovery	Web Tier		Web Service Discovery using the UDDI registry	
B Websphere MQ	J2EE		IBM MQ Discovery	

5. Click add icon showed in hardcopy below to open "Deploy Package Server" file choose dialog:

Deploy Packages to Server			
$_{\!$			
×			
Add Package(zip)	Pa	ath	
	0000		
Select the resources you want to deploy —			
		OK Can	cel

6. Choose the local released package zip file [ProblemManagementAdapter.zip] in file choose dialog and click "Open" button to continue:

🕙 Deploy Pa	ckages to Server(from local disk)				
Look <u>i</u> n: 📔	Problem Management UCMDB Package 🔽 🖬 🔯 🔚 🧱				
ProblemManagementAdapter.zip ProblemManagementAdapterDataStore.zip					
File <u>N</u> ame:	ProblemManagementAdapter.zip				
Files of <u>T</u> ype:	zip Files *.zip				

7. Deployed package above will be listed in "Deploy Package Server" dialog.

Click the package in area "Choose the package zip files to be deployed", all the resources packaged in zip file will be listed in area "Select the resources you want to deploy".

The default status is all the resources are checked and make sure don't uncheck any resources listed in dialog.

Click "OK" button to continue:

Deploy Packages to Server	X
$_{igcap}$ Choose the package zip files to be deployed —	
+ 🗙	
Package(zip)	Path
ProblemManagementAdapter.zip	C:\Documents and Settings\wahaiyan\Desktop\Problem Managem
	00000
Select the resources you want to deploy	
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	
adapter - ProblemManagementAdapter	
✓ class - pbm	
✓ class - pbm_bizsrvc	
✓ class - pbm_bizsrvc_telecom	
✓ class - pbm_bizsrvc_telecom_circuit	
✓ class - pbm_bizsrvc_telecom_vpn	
✓ class - pbm_customer	
✓ class - pbm_resrc	
l ✓Iclass - pbm resrc cnt	•
	OK Cancel

This action will take several minutes before the successful information dialog be showed:



Click "OK" button to continue.

HP Universal CMDB (running on cpmgtm02.	asiapacific.hpqcorp.net) - Microsoft Inter	net Explorer	EN English (United States)	
Universal CMDB - Administration			User:admin	LOGO
Application Admin Help 🗸				
Modeling Discovery Settings				
Settings > Dark are Manager				
Settings > Package Manager				
+ / X Q 🗎 🏤 🗠 +2 Q 😝 🔽 1	z III. ?			
A Package Name	Category	Readme	Description	
Host_Resources_By_VMI	Host Resources		Host Resources Discovery using WMI	
BM_HTTP_Server	Web Tier		IBM HTTP Server Discovery	
🔁 IIS	Web Tier		Microsoft Internet Information Server Discovery	
12EE	J2EE		J2EE Discovery (including JBoss, WebLogic and WebSphere support)	
🗄 kpis				
Layer2	Network		Network Layer2 Discovery (based on the SNMP protocol)	
Load_balancing	Load balancing basic		Generic load balancing types and valid links	
Mainframe	Network		IBM Mainframe Discovery (based on SNMP)	
Hanagers			Views and TQLs for the folder managers	
ManagersRoot			Root folders for the folder managers	
Hicrosoft Exchange Server	Applications	Readme	Microsoft Exchange Server discovery	
B MS cluster	Network		Microsoft Cluster Discovery	
H NetLinks	Network	Readme	Network Connectivity Discovery using NetFlow data	
Network	Network	Readme	Network Discovery (includes most protocol connections and is the basis for most of the other discovery packages)	
NNM Integration	Network	Readme	Discovers Laver 2 toplogy from NNM server using web services	
Oracle	Database		Oracle Server Discovery	
OracleApplicationServer	Enterprise Apps		Oracle Application Server	
OracleApps	Enterprise Apps		Oracle Apps (E-Business) Discovery	
packages			TOI s required by the packaging system	
perspectives				
ProblemMapagementAdanter	Telecom		Problem Mangement Telco Solution Package - Cl Data Loading	
	Discovery Samples		Examples of ich usare	
	Enterprise Anne		Includes SAB CI Tunes and Relationships	
SAP discovery	Enterprise Apps	Readme	SAP Diecovery	
SE Integration	Storage	Readme	HB Storage Eccentrals discovery through IDBC	
	Storage	incounte.	The Storage Easterman viacovery anough obbe	
B CC aluster				
Gishal	Enterning Anna		Cishel Ol Turner and Deletionships	
Cichal discourse	Enterprise Apps		Siebel Ci Types and Relationships	
Siebel_discovery	Enterprise Apps		Siebel Discovery	
Conference Diseased allocated			Snapshot objects - enables storing snapshots in the CMDD	
SoftwareElementDisplayLabel	A Pair of Provide and		Out-in Terrer Dimension	
COL Common	Virtualization		Sources Longovery	
C Suc_SerVer	Database	Death	Microsoft Sul, Server Database Discovery	
Storage_Basic	Storage	Readme	Ci Types, views, correlations, and Reports for Storage discovery	
Sybase	Database		Sybase Database Discovery	
TCP_discovery	Network	Readme	TCP (Network traffic) Discovery	
ticket				
📅 Veritas_cluster	Database		Veritas Cluster Discovery	

8. The package deployed above will be listed in "Package Manager"

## 3.2 Verify Adapter Package Deployment

1. View CI Types defined in package

Click menu "Modeling" -> "CI Type Manager"

HP Universal CMDB (running o	on cpmgtm02.asi	apacific.hpqcorp.net) - Microsoft Inter	net Explorer	EN English (United States) 👩 📮	
🐲 Universal CMDB - Ac	ministration			User:admin	LOGO
Application Admin Help 👻					
with Elm					
IT Universe Manager	setangs				
TT Oniverse manager					
Modeling Studio					
View Manager		m 🤉			
Correlation Manager		14   4			
CI Type Manager	me	Category	Readme	Description	
Topology R Tr Manager		Host Resources		Host Resources Discovery using WMI	
Query Manager		Web Tier		IBM HTTP Server Discovery	
Enrichment Manager		Web Tier		Microsoft Internet Information Server Discovery	
		J2EE		J2EE Discovery (including JBoss, WebLogic and WebSphere support)	
tpis kpis					
Layer2		Network		Network Layer2 Discovery (based on the SNMP protocol)	
Load_balancing		Load balancing basic		Generic load balancing types and valid links	
Mainframe		Network		IBM Mainframe Discovery (based on SNMP)	
Managers				Views and TQLs for the folder managers	
ManagersRoot				Root folders for the folder managers	
Microsoft_Exchange_Server		Applications	Readme	Microsoft Exchange Server discovery	
MS_cluster		Network		Microsoft Cluster Discovery	
HetLinks		Network	Readme	Network Connectivity Discovery using NetFlow data	
B Network		Network	Readme	Network Discovery (includes most protocol connections and is the basis for most of the other discovery packages)	
NNM_Integration		Network	Readme	Discovers Layer 2 toplogy from NNM server using web services	
🔀 Oracle		Database		Oracle Server Discovery	
OracleApplicationServer		Enterprise Apps		Oracle Application Server	
OracleApps		Enterprise Apps		Oracle Apps (E-Business) Discovery	
🗄 packages				TQLs required by the packaging system	
perspectives					
G ProblemManagementAdapter		Telecom		Problem Mangement Telco Solution Package - Cl Data Loading	
Samples		Discovery Samples		Examples of job usage	
1 SAP		Enterprise Apps		Includes SAP CI Types and Relationships	
B SAP discovery		Enterprise Apps	Readme	SAP Discovery	
B SE Integration		Storage	Readme	HP Storage Essentials discovery through JDBC	
B serviceDeskAdapter					
B SG cluster					
3 Siebel		Enterprise Apps		Siebel CI Types and Relationships	
Siebel discovery		Enterprise Apps		Siebel Discovery	
snapshot				Snapshot objects - enables storing snapshots in the CMDB	
SoftwareFlementDisplayLabel					
SolarisZone Disc By TTY		Virtualization		Solaris Zones Discovery	
SQL Server		Database		Microsoft SQL Server Database Discovery	
Storage Basic		Storage	Readme	CI Types Views Correlations and Reports for Storage discovery	
B Subase		Database	(Neusanie)	Subase Database Discovery	
TCP discovery		Network	Readine	TCP (Natwork traffic) Discovery	
ticket		HOLWOTH	<u>Reduite</u>		
		Detabase		Veritan Oluntar Dinasuaru	
w ventas_cluster		Database		Venas cluster Discovery	

Click refresh icon in left navigation showed in hardcopy below:

HP Universal CMDB (running on cpmgtm02.asiapaci	fic.hpqcorp.n	et) - Microsoft Internet I	Explorer			EN English (United States)	<b>1</b> 2	
Universal CMDB - Administration							Usertadmin	LOGO
Application Admin Help 🕶								
Modeling Discovery Settings								
Modeling > CI Type Manager								
CITypes - Edit - View - Layout - Operations -								
CITypes	Dependenc	cies Details	Attributes	Qualifiers	Icon	Attached Menu Default Label		
Cl Types 💌 \star 🗶 🖹 🔝 🔝	Name:	it_world						
T Universe (0)	Display Name:	IT Universe						
Business (0)	Description:							
Monitor (0)								
E III System (0)								
	44							
		-						

All the CI Types pre-defined in package will showed in hierarchy with root name "Problem Management"

C2     Universed CANDER > Administration     User state       Application     Administration     User state	A HP Universal CMDB (running on cpmgtm02.asiapacific.hpqcorp.net) - Microsoft Internet Explorer	EN English (United States) 🏼 🗍 📮	
Appendent Admin Help -	Universal CMDB - Administration	User:admin	LOGO
Nucleing         Discussion           Indextery         Stations           Index<	Application Admin Help -		
Bit Sector       Constant	Modeling Discovery Settings		
Impace - Late - Manuel - Landes - Undersonal         Impace - Late - Manuel - Landes         Impace - Late - Manuel - Landes         Impace - Late - Manuel - Late - Manuel - Late - Manuel -	Modeling > CI Type Manager		
Description:     Description:     Loon     Attribute:     Loon     Attribute:       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     Image: status     Image: status       Image: status     Image: status     Image: status     <	CITypes - Edit - View - Layout - Operations -		
Types       ************************************	CI Types Details Attributes Qualifiers Iron	Attached Menu Default Label	
Introduction       Disply Mark         Production       Disply Mark         <	CITypes X X C III 2 A A A A A A A A A A A A A A A A A		
Image: Second Control (C)     Image: Second Control (C)       Image: Second Control (C)     Image: Second Control (C) <td>Display Name: Problem Management</td> <td></td> <td></td>	Display Name: Problem Management		
B       Process (0)         P       Reference (0)         P       Second (0	B Business (0) Description:		
Image: Service (0)       Image: Service (0)         Image: Service	thermal problem Management (0)		
Image: State Control (0)       Image: State Control (0)         Image: State Control (0)	E Business Service 🕅		
Image: Service (0)       Image: Service (0)         Image: Servic			
Image: Contraction (0)       Image: Contraction (0)         Image: Contraction (	- GSM Service (0)		
Image: Second et (0)       Image: Second et (0)         Image: Image: Second et (0)       Image: Second et (0)         Image: Image: Second et (0)       Image: Second et (0)         Image: Image: Image: Second et (0)       Image: Image: Second et (0)         Image:	Ling vpN Service (0)		
Image: Constant (0)       Image: Constant (0)         Image: Constant (0)       Image: Constant (0) <td></td> <td></td> <td></td>			
Image: Second Pair (0)         Image: Second Pair (	Connection (0)		
Image: Columb Pair (0)       Image: Columb Pair (0)         Image: Columb Pair (0)       Image: Colum Pair (0)         Image: Colum Pair (0)			
Image: Grant (0)         Image: Element (0)         Ima	Cable Pair (0)		
Image: Beam (0)       Image: Beam (0)	→ ∰ Card (0)		
□       =       Managad Benert (0)         □       =       Monagad Benert (0)         □       =       Managad Benert (0)         □       =       =         □       =			
□       #       SFC (0)         =       #       SFS	Sub Card (0)		
- # 15° (0)         - # 065N (0)         - # 160C (0)         - # 16C (0) <tr< td=""><td>Hard Hennernt (0)</td><td></td><td></td></tr<>	Hard Hennernt (0)		
■       GOSN (0)         ■       MSC (0)         ■       FE (0)         ■       SSN (0)         ■       MSC (0)         ■       Maphenton (0)	——————————————————————————————————————		
Image: Section (0)         Image: I			
→ ■     P-Router (0)       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■       →     ■ <tr< td=""><td></td><td></td><td></td></tr<>			
Image: Set (0)       Image: Set (0)         Image: Set (0)       Image: Se	- P.Router (0)		
Image: SMSC (0)       Image: SMSC (0)       Image: SMSC (0)       Image: Software (0)       Image: Image: Software (0)       Image: Image: Software (0)       Image: Image: Software (0)       Image: Image: Image: Software (0)       Image: Image	$\neg = (0)$		
Image: Software (0)       Image: Softw	- I SMSC (0)		
Image: Set (0)       Image: S	→# Transmission NE (0)		
□ = II     Software (0)       ■ III     Application (0)       ■ IIII     IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII			
Image: Second Secon	白一紙 Software (0)		
Image: Modelware (0)       Image: Modelware (0)       Image: Image: Modelware (0)       Image: Image: Image: Modelware (0)       Image: Image			
└─────────────────────────────────       □───────────────────       □─────────────────────       □──────────────────       □────────────────       □───────────────       □───────────       □───────────       □────────       □────       □────       □───       □───       □───       □───       □───       □───       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──       □──	E Database (0)		
Life Port (0) →■ TopologicalLink (0)	⊢ : I : : : : : : : : : : : : : : : : :		
L I I I TopolodicalLink (0)	E Pott (0)		
	L I I III ToolooicalLink (0)		

2. View "TQL" defined in package Click menu "Modeling" -> "Query Manager"



All the TQL pre-defined in package will showed in hierarchy with root name "Problem Management"



3. View "View" defined in package Click menu "Modeling" -> "View Manager"



All the TQL pre-defined in package will showed in hierarchy with root name "Problem Management"



## 3.3 Configure Data Store

1. Unzip file [ProblemManagementAdapterDataStore.zip] to folder with name "ProblemManagementAdapter", make sure the folder name is same to adapter name "ProblemManagementAdapter", copy the folder to path under HP UCMDB Server install path:

 $<\!\!UCMDB_INSTALL_PATH\!>\!\!\backslash UCMDBServer \\ j2f \\ fcmdb \\ CodeBase$ 

な cpmgtm02 - Remote <u>Desktop</u>					
C:\HP\UCMDB\UCMDBServer\i2	€\frmdh\CodeBase				
Eile Edit View Favorites Tools	; Help				
🔇 Back 🔹 🕤 👻 🏂 🔎 Search	🏷 Folders 🛛 🔛 🗸				
Address 🛅 C:\HP\UCMDB\UCMDBServ	er\j2f\fcmdb\CodeBase				💌 🔁 Go
	Name 🔺	Size Type	Date Modified	Attributes	
File and Folder Tasks 🛛 🛸	CmdbChangesAdapter	File Folder	2010-6-29 16:12		
Rename this folder	CmdbHistoryAdapter	File Folder	2010-6-29 16:12		
A Move this folder	CmdbRmiAdapter	File Folder	2010-6-29 16:12		
Copy this folder	CmdbboapAdapter	File Folder File Folder	2010-6-29 16:12		
Dublish this folder to the		File Folder	2010-6-29 15:45		
Web	Problem Management Adapter	File Folder	2010-6-29 16:38		
😥 Share this folder	ServiceDeskAdapter	File Folder	2010-6-29 15:45		
E-mail this folder's files					
X Delete this folder					
Other Places					
other Places ^					
🛅 fcmdb					
My Documents					
💡 My Computer					
Ny Network Places					
Dataila X					
Decails v					
l					
<					

2. Click menu "Setting" -> "Federated CMDB" to start configure the data store:

![](_page_23_Figure_0.jpeg)

3. Click new data store icon to new data store as showed in hardcopy below:

HP Universal CMDB (running on cpmgtm02	2.asiapacific.hpqcorp.net) - Microsoft Internet Explorer	EN English (United States) 😰 📮
Universal CMDB - Administration		User.admin
Application Admin Help -		
Modeling Discovery Settings		
Settings > Federated CMDB		
Data Stores Revisation John		
Views Data Store Definition		
Name New Data Store	Properties Supported CI Types Supported Queries	
	Properties of HistoryDataSource	
	Adapter: CmdbHistoryAdapter	
	Connection Properties	
	Name: HistoryDataSource	
	CustomerID: 1	
	Host:	
	Port	
	User:	
	URL:	
	Test connection	

4. Click "ProblemManagementAdapter" in "adapter" dropdown list in "New Data Store" dialog:

🚰 New Data	a Store	K
Adapter:	ProblemManagementAdapter	
Connection	CmdbSoapAdapter	
Name:	ServiceDeskAdapter	
CustomerID:	ProblemManagementAdapter	
Host:	GenericDBAdapter Supports federated queries CmdbHistoryAdapter	
Port:	CmdbChangesAdapter	
User:		
Password:		
URL		
	Test connection	
	< <back next="">&gt; Cancel</back>	

5. Input required information then click "Test Connection" button to test connect:

🕙 New Data	store
Adapter:	ProblemManagementAdapter
Connection	Properties
Name:	ProblemManagementDataStore
CustomerID:	
Host:	16.173.245.33
Port:	1521
User:	granite
Password:	******
URL:	dbtype=oracle;sid=SMDB
	.,
	< <back next="">&gt; Cancel</back>

Note:

• Required fields please refer to chapter 2-3 Loading Preparation, information of "Grainte".

• Field "URL" should be input in following format:

dbtype=oracle;sid=[xxxxx]

"[xxxxx]" is the SID of Granite Inventory System.

This action will take several minutes before the successful information dialog be showed:

![](_page_26_Picture_7.jpeg)

![](_page_26_Figure_8.jpeg)

6. Click "Next" button to continue;

🕙 New Data	Store	
Adapter:	ProblemManagementAdapter	
Connection	Properties	
Name:	ProblemManagementDataStore	
CustomerID:		
Host:	16.173.245.33	
Port:	1521	
User:	granite	
Password:	*****	
URL:	dbtype=oracle;sid=SMDB	
	Test connection	
		<back next=""> Cancel</back>

7. This list includes all CI Types/attributes that are supported by the Adapter. Check all the CI Types/attributes and click "Finish" button to continue:

#### 🕘 New Data Store

This list includes all CI Types/attributes that are supported by the Adapter	. When queried by a T	QL, the selected CI T	ypes/attribute values
are retrieved from the Data Store.			

Cable Cable Pair Card Card Channel Circuit Cortainer Customer Leg Port Segment Shelf Site Sub Card	0000		
CI Type Retrieval Mode			
<ul> <li>Retrieve Cls of selected Cl Type</li> <li>Retrieve selected attributes</li> </ul>	Select Attributes		
All a Cl's data, including all its attributes, will be retrieved from the Data Store.			
Retrieve Cls of the _C	I Type from the UCMDB too		
		Ca	ncel

8. Data store "ProblemManagementDatastore" Deployed above will be listed in left tab panel "Data Stores".

>

Universal CMDB - Administration	User.ad	nin (1000)
plication Admin Help 🗸		
odeling Discovery Settings		
attings > Enderstad CMDR		
tederated childs		
Data Stores Replication Jobs		
view: Data Store Definition 🔻 🙁 🗱 🚰 📿 🤶		
HistoryDataSource CmdbHistoryAdapter	Properties Supported CI Types   Supported Queries	
ProblemManagementDataStore ProblemManagementAdapter	Properties of ProblemManagementDataStore	
	Adaptar Problemblenegement & denter	
	Audrice. Probennanagement.Audrien	
	Connection Properties	
	Name: ProblemManagementDataStore	
	CustomerID: 0	
	Host: 16.173.245.33	
	Port: 1521	
	User: granite	
	Password:	
	URL: dbtype=oracle;sid=SMDB	
	Test connection	

## 3.4 Test Configuration

1. Test configuration by showing CI Type instances.

Click menu "Modeling" -> "Query Manager"

Universal CMDB - Administration         User.admin           Application         Admin         Help •	
Application Admin Help 🕶	LOGO
Indexted Marager         Indexted Marager         Constant Marager	

Click "Root" -> Problem Management -> Problem Management in left panel

All the CI Type and relation defined for Granite Inventory System will be showed in right panel.

![](_page_30_Figure_2.jpeg)

Right click a specified CI Type for example "Cable", select "Show Element's instances" in popup menu.

![](_page_31_Figure_0.jpeg)

All "Cable" instances will be listed in "Element instances - Cable"

🗿 Ele	ement instances - Cable	×
	Element instances - Cable	
	Here you can see all of the CI instances found for the selected TQL node in the table	
×	Show Clinstances of: Cable (13) 💌 🗗 🧭 🕅 🐩 🔛 Export 🔹 Set Rows per Page 🛛 💌 🕅 🔍 1 of 1 🕞 🕅	
	Display Label	
	CABLE_NAME_62623	
	CABLE_NAME_62624	
	CABLE_NAME_65947	
	CABLE_NAME_83249	
	CABLE_NAME_83250	
	CABLE_NAME_83251	
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	CABLE_NAME_83252	
<u></u>	CABLE_NAME_83253	
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	CABLE_NAME_83254	
<u></u>	CABLE_NAME_83255	
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	CABLE_NAME_83256	
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	CABLE_NAME_83257	
<u></u>	CABLE_NAME_83355	
Displa	ayed Items: 13 / Total Items: 13 Last update at Tue Jul 27 2010 03:26 PM	CST
	OK Cancel Help	

2. Test configuration by show CI instance detailed.

Double click a instance in form "Element instances - Cable" above, the details of instances will be showed:

Configuration Item Properties	R R R R R R R R R R R R R R R R R R R
Configuration Item Proper	ies
Name: CABLE_NAME_626 ID: gementDataStore	60Apbm_resrc_eqpt_cable%0A1%0AExternal+ID0%3DSTRING%3D62623%0A_CIType: Cable
🖆 🔛   👔   💐 🙁   🎦 Export 👻	
A Port	A
A Site	SITE_NAME_107398
Actual Deletion Period	40
Allow Cl Update	True
💡 CHD	62623
Cable Name	CABLE_NAME_62623
City	
Country	
Create Time	
Created By	ProblemManagementDataStore
Deletion Candidate Period	20
Description	
Display Label	CABLE_NAME_62623
Enable Aging	False
Is Update By Owner	False
Last Access Time	
Model	DS1
Name	
Note	· · · · · · · · · · · · · · · · · · ·
	Close Help

3. Test configuration by calculate CI Type instance number.

Click "Calculate TQL Result Count" in the following hardcopy;

![](_page_33_Figure_0.jpeg)

The number of all federated CI Type to Granite Inventory System in this TQL will be calculated:

![](_page_34_Figure_0.jpeg)

Note: This action will take several minute when Granite Inventory System contains large number of data.

# Chapter 4 Configure HP Service Manager

The tasks for Service Manager configuration are as follows:

- 1. Configure and start the Service Center Listener.
- 2. Import the unl file into SM.

#### 4.1 Configure and Start the SC listener

1. The SC listener is located in a directory under the SM7 install directory:

C:\Program Files\HP\Service Manager7.11\Server\legacyIntegration\RUN

2. Configure the sc.ini file in this directory.

+++++++++++++++++++++++++++++++++++++++	##
# Installed Configuration	
#	
shared_memory:32000000	
log:sc_readonly.log	
alertlog:sc_readonly.alert.log	
system:12690	
sqldictionary:oracle10	
[oracle10]	
sqldb: <b>Service Manager Database</b>	
sqllogin: <b>smusername/password</b>	
sqllibrary:sqoracle.oci10.DLL	

3. Open a command prompt (Start-Run, "cmd" and <enter>) and cd to the above directory.

4. To start the listener, issue the following command:

scenter -listener:12690 -RPCReadOnly

You can add it to windows service:

Type "scservic -install" then start SCService from the windows services and monitor the legacy sc log file (where it's configured in sc.ini).

## 4.2 Load the unl file to SM.

Load the Generic_Dataloading_Config.unl file to SM. Unzip the unl file from the package and save it in your local computer.

1. Input 'db' in SM command line, and click Import/Load

🖥 HP Service Manager - D	atabase - HP Service Manage	r Client				- 8 🛛
<u>F</u> ile <u>E</u> dit <u>W</u> indow <u>H</u> elp						
🔀 👜 db	💌 🕨 🔋 💖 🔞 🔍 🛛 🙀					
🟦 🔚 System Navigator 🛛 📄	🚳 🍸 🗖 🗖 💽 💽 To Do Queue: My To	Do List 🛛 🕌 Database 🗙				- 0
🚆 😑 🗁 Connection - PBMTEST	G Back					8a. 💌
<ul> <li></li></ul>	hboards				G Back	F3
					齾 Text Import Wizard	<u> </u>
			Datab	ase <b>L</b> anager		
		Form:				
		Table:			×	
			Administration mode			

 $2. \ \ \ Choose the unl file from the folder and click 'Load FG'$ 

# HP Service Lanager - Database - HP Service Lanager Client	- ē 🖄
file Edit Mindow Help	
🖺 😒 System Navigator 🔅 📄 😂 🎽 🗖 🔲 🅵 To Do Queue: My To Do List 🛛 🛃 Database 🗙	
🚡 📄 🖓 Connaction - PBHTEST 🤤 Back 🖾 Load FG 🔛 Load FG 🔛 List Contents 🚵 Import	<b>₩</b> . ▼
the of a worst es and paraorates by the second seco	
B a System Definition	
in Service manager File Loady Import	
File Name: E:\Work\project\MQ\Dataloading\smimportscript\Generic_Dataloading_Config_unl 🔤	
Import Descriptor:	
File Type: winnt w	
During a foreground land digital or status for:	
During a roversom a loss, aisplay status ror.	
© Hone	
	1.1.1

3. After successfully loading the unl file, the message could be shown in SM.

😽 11	P Service Manager - Datab	ase - HP Service Manager Client	đΧ
File	<u>E</u> dit <u>W</u> indow <u>H</u> elp		
	db 💽		
E	😪 System Navigator 🛛 🗌 🗖	🗱 To Do Queue: My To Do List 🛛 🧝 Configuration Item: Aaron. Caffrey 🛛 🕵 Configuration Item: 18848:LR00712 🛛 🛃 Database 🔀	- 0
	E 😂 🍸	🕒 Back	€. ▼
	🖃 🗁 Connection - PBMTEST	3 C: \York\project\M0\Dataloading\smimportscript\Generic Dataloading Config.unl file loaded.	2
]≎	🗄 📻 Favorites and Dashboar		
	- 10 Menu Navigation		
	🗄 📷 Change Management		
	- un configuration manag		
	E Configuration Ma		ם ר
	E Contracts		
	- Resources	Database Ianager	
	🛛 🐻 Baseline		
	🔂 CI Queue		
	🔂 CI Relations	Form:	E
	Configuration		
	🔥 Device Types	Table:	
	Manage Softwa	Administration mode	
	Search UIS		
	SLA INFORMATI		
	The ident Management		
	H R Knowledge Managemen		
	🗄 📻 Problem Management		
	🕀 📆 Request Management		
	🕀 📆 Service Catalog		
	🗷 📷 Service Desk		
	🗄 📷 Service Level Manag		
	🗄 📷 System Administrati		
	H Tailoring		_
	Approval Delegation		<u>×</u>
	Sarvi caManagar Mail	to Bessages ×	- 8
	System Status	() C:\York\project\H0\Dataloadinz\smimportscript\Generic Dataloadinz Config. unl file loaded.	~
	To Do Queue	(1) 149 total records processed in 00:00:05.	
	🛛 🐻 View All Services	① 1 records from C:\Work\project\HQ\Dataloading\smimportscript\Generic_Dataloading_Config.unl updated in unload.	
	🛓 🐻 System Definition	🛈 O records from C:\Work\project\HQ\Dataloading\smimportscript\Generic_Dataloading_Config.unl added to unload.	
		0 records from C:\Work\project\HQ\Dataloading\smimportscript\Generic_Dataloading_Config unl skipped in unload.	
	٢	(i) 0 errors detected loading to unload from C:\Work\project\WQ\Dataloading\smimportscript\Generic_Dataloading_config.unl	~
		1111 records from U: WorkEnroiectEMBUHataloadineEsminnorfscrint/Generic Dataloadine Confie unl Loaded to unload - 00:00:05 elansed	

# Chapter 5 Configure HP Connect-IT

Open the PBMGranite.scn on the machine installed with Connect-IT.

## 5.1 Configure UCMDB connector.

1. Right click the Universal CMDB (Java) connector and choose Configure connector'

![](_page_38_Picture_4.jpeg)

2. Change the field to your UCMDB server information, such as sever IP, Port, User name and password. Click 'Test', if successfully connected with UCMDB server, you will see the popup window on the right. Note: The use name should be UCMDB account.

TP CONNECT-IC - D: (SOFCWARE (PDH) (PD	myranice.scn				
Eile Edit Display Fayorites Scenario	Tools Monitors A	dministration Java Help			
🕀 省 🔛   📭 😵   🗊 📻   5	2	🔀 🔳 I 📑 I 🗟 🕅	ア╔   ∳₽₀�		
Toolbox	Scenario diagram				
ArselCenter/Asset Manager co ArselCenter/Asset Manager co Business Service Management Configuration Management Co Desktop Inventory Connect Desktop Inventory Connect Desktop Inventory 8 Arterprise Discovery 2.1 Arterprise Discovery	Wizard: "Configu	Exception Universal CMDB (Java) Universal CMDB (Java) Universal CMDB (Java) Universal CMDB (Java) Iter the connector'. Enter Universal CMDB server Port User Password Test the connection	Basic engine       Basic engine       Basic engine       Image: second se	ServiceCenter/Service Manager 16.173.245.33.1269(	Date 2010-7-2 10.39.19 2010-7-2 10.39.29 2010-7-2 10.39.22 2010-7-2 10.39.22 2010-7-2 10.39.22 2010-7-2 10.39.22 2010-7-2 10.39.22 2010-7-2 10.25.13

3. Click 'Next', choose configuration file 'Problem Management.xml'. (Unzip the xml file from the package and save it in your local computer.

![](_page_39_Figure_2.jpeg)

Click 'Finish' to finish the configuration or 'Next' to advanced configuration.

### 5.2 Configure Service Manager connector

1. Right click the ServiceCenter/ServiceManager connector and choose 'Configure connector'

![](_page_40_Picture_2.jpeg)

2. Change the 'Server Name' to your Service Manager IP and listener port number.

Login and password should be Service Manager account name and password.

Server Manger server port is your SM port.(The same with Service Manager client login port, default is 13080)

Click 'Test', if successfully connected with Service Manager server, you will see the popup window on the right.

![](_page_41_Figure_0.jpeg)

Click 'Finish' to finish the configuration or 'Next' to advanced configuration.

# Chapter 6 Execute Data Loading

# 6.1 Run the scenario in Connect-IT scenario builder

1. Open the PBMGranite.scn on the machine installed with Connect-IT. Click 'Produce in debug mode'

![](_page_42_Picture_3.jpeg)

2. After successfully run the scenario, the result will be shown in Connect-IT log. You can see how many documents are produced, how many are processed successfully and how many are rejected.

) 🖰 🔛 I 🐚 🕺 I 🚍 🚍 I 🚆	L╦ N > N = IG ISUU MID III III ■ ■ R = 50		
box 🗙	Scenario diagram		X
M Hewlett-Packard	Global 🐷 Exception		
AssetUenter/Asset Manage			-
Business Service Management	N		
- 🛃 Configuration Management con	http://www.com/com/com/com/com/com/com/com/com/com/		
E 📴 Desktop Inventory connect	👂 Universal CMDB (Java) 🔹 💡 Mapping 🕨 🤤 ServiceCenter/Service Manager		
🗌 🔶 Desktop Inventory 7	📽 16.173.247.62:8080 🛶 💩 Basic engine 🛶 🍊 16.173.245.33.12690		
Desktop Inventory 8			
Enterprise Discovery conne			
- A Enterprise Discovery conne			tin the second sec
Enterprise Discovery 2.1			
Enterprise Discovery 2.	🙀 Detail of the connector 'Universal CMDB (Java)' (view 'Global')		
Enterprise Discovery 2.2			
- Inventoru Manager connect	Cannect-It log 🕰 Document log 📋 Document types		
Inventory Manager 4.2i	Message	Date	<b></b>
Inventory Manager 5.0	🕞 🚯 Document(s) produced successfully: 13789	2010-7-1 17:32:22	
E 💼 Management Portal connec	PBMbusinessDst: 6	2010-7-1 17:32:22	
Management Portal 4.2	PBMcustomerDst: 3	2010-7-1 17:32:22	
Management Portal 5.0	PBMequipmentDst: 211	2010-7-1 17:32:22	
- 🚠 Network Discovery	PBMequipmentDst1: 878	2010-7-1 17:32:22	
Service Events connectors	PBMequipmentDst2: 2928	2010-7-1 17:32:22	
😽 Service Events 4.2i 🖉	PBMequpmentDst3:102	2010-7-1 17:32:22	
•	PBMequipmentUsta: 13	2010-7-1 17:32:22	
e: Hewlett-Packard	Principul III	2010-7-1 17:32:22	
pription: This branch groups all	PDMstepst. In/	2010-7-1 17:32:22	
ett-Packard connectors.		2010-7-1 17:32:22	
		2010-7-1 17:32:22	
	PBMtraiDst2:5614	2010-7-1 17:32:22	
	UCMDBcireIDst: 147	2010-7-1 17:32:22	
	UCMDBcirelDst10: 1	2010-7-1 17:32:22	
	UCMDBcireIDst2: 645	2010-7-1 17:32:22	
	UCMDBcireIDst3: 1	2010-7-1 17:32:22	
	UCMDBcireIDst4: 102	2010-7-1 17:32:22	
	UCMDBcireIDst5: 180	2010-7-1 17:32:22	
	UCMDBcireIDst6: 8	2010-7-1 17:32:22	
	UCMDBcireIDst7: 113	2010-7-1 17:32:22	_
🔁 Connectors 🛛 🔶 Eavorites	LICMDRcireDst8: 3	2010-7-1 17:32:22	

3. Compare the result with the query in UCMDB.

![](_page_43_Figure_2.jpeg)

4. Check the result in Service Manager. CI and their relationship will be shown here.

11. Bit index Bdp   12. Bit index Bdp   12. Syste Novigston 2   12. Syste Novigston 2   12. Syste Novigston 2   12. Bit index Box   12. Bit index Box   12. Bit index Box   13. Bit index Box	HP Service Manager - Configur	ation Item: 16646:A0396-A	R4-NNH6S1-1 - HP Ser	vice Manager (	lient			_ 7 🗙
Construction - FMENEN     Construction - Const	<u>F</u> ile <u>E</u> dit <u>W</u> indow <u>H</u> elp							
System Kerigder 32       In to down: My To Do Latt       Configuration I two Survey       Scafiguration I two Survey       Scafiguration I two Survey       Scafiguration I two Survey         Image States States       Image States States       Image States States       Scafiguration I two Survey       Scafigurat	🛃 👜 unload 💌 🕨	i 🜵 🙆 🖏   🙀						
Cartest Barsensensensensensensensensensensensensens	😭 🔁 System Navigator 🛛 🗌 🗖	📇 To Do Queue: My To Do List	📇 Configuration Item Queu	e: Down Devices	📇 Configuration	16646:A0396-AR4-NNH6S1-1	×	- 8
Constraint - FWINST       Cf Mee       Type       Hererek       Location       Model       Status         Conseq Managenation       Config within Managenation       Final Status       Config within Managenation       Config within Managenation       Final Status       Config within Managenation       Config within Managenation       Final Status       Fi	🗟 🗆 🖂 🏹	🔻 强 Mass Delete 🛛 Mass Updat	e				<b>E</b> .	52N 3 🔻
Image: Severise and Databaser       96666.00000-Ad-MEMORSI-1       bissevrice       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       972/47**/S       In use         Image: Severise and Databaser       Image: Severise and Databaser       Image: Severise and Seve	📨 🖃 🗁 Connection - PBMTEST 🛛 🔼	CI Name	Туре	Network	Location	Model	Status	1
With Mana Margarian       1933: NBM*dE/CENPT-15-08-01.       birservice       V       In use         ISS3: NAM*dE/Second       Birservice       V       In use       In use         ISS3: NAM*dE/Second       Birservice       In use       In use       In use         Isservice       Birs	🔶 😟 🧱 Favorites and Dashboard	16646: A0396-AR4-NNH6S1-1	bizservice			972xVF+VS	In use	
2007-C-DM 7-10-1-C-41-D-1 V. brzevice 071408 hasses Configuration Muse Configuration Muse Configuration Muse Contract Mess Device by Lo Device by Lo Device by Lo Device by Lo Device by Lo Device to Lo Solvice Tree Location Solvice Tree Contract Service Contract Service Frains Solvice Tree Device Tree Device Tree Device to Lo Device by Lo Device to Lo Solvice Tree Device	🖃 🚾 Menu Navigation	18138: NNH-ACB-15-08-01	bizservice			VF	In use	
Configuration Hange     Configuration	🗄 🚾 Change Management	21607:C-RUW 7-10-1-C-4-15-1 V.	. bizservice			OLLIÓOR	In use	
<pre># @ Add.instruction @ Gronic growt in the section and the</pre>	Uonfiguration Manage							
Image Software   Image	Administration							
Image: Second	Gentect Name		n. De Des	0				0
Porices by H   Porices Porice   State Tag:   State Tag:   State Tag:   State Tag:   State Tag:   Porices Porice   Porices Porice <t< td=""><td>Derrige by Ser</td><td>💑 🗸 UK 🕱 Cancel 🏠 Frevious</td><td>: 👎 Next 🔚 Save 🙀 Del</td><td>ete 🔍 Find 📅 F</td><td>111 Show Membe</td><td>ers</td><td></td><td><u>v</u>. •</td></t<>	Derrige by Ser	💑 🗸 UK 🕱 Cancel 🏠 Frevious	: 👎 Next 🔚 Save 🙀 Del	ete 🔍 Find 📅 F	111 Show Membe	ers		<u>v</u> . •
I Hantifier: E846   Bobrices by He    Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices by He   Bobrices Types   Bobrices Types </td <td>Device by Ser</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>(10) 📤</td>	Device by Ser							(10) 📤
CI Identifier: 16646-000 Bodel Incident Manageent Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions Subscriptions	A Devices by Na							
CI Nee: Bodd Informa Softwar Info Softwar Info Contract Tag: Contract Tag:	Device Trace	CI Identifier:	16646	🔷 Audi	t 🗇 Software 🤇	🗇 Primary User 🛭 🗇 Location 🧹	Vendor 🗇 Relationships 🎽	11
Madal Informe   Service Provid   Servic	Locations	CI Name:	16646: A0396-AR4-NNH6S1-1	Unstr	ean Relationshi	ns		
Statu: In use   Software Frovi   Software Soft	🚽 🐻 Model Informa	Asset Tag:				-		
A Soignachts Contracts Contracts Config admin group: MetworkService Support Groups Support Groups Suppor		Status:	n use	Upstr	eam C Relatio	nship Name Relationsh Rel	ationship Subtype	
Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts Contracts		Assignments		Al. Hel	Lton Cus-Cirl	1001:16646 Logical Uses	s	
Resources   Baseline   Config akin group:   EtworkService   Config akin group:   EtworkService   Config akin group:   EtworkService   Support Groups   Part Number:   Config akin stratic   Service Lavel Managenent   Service Lavel Managenent <td>🕀 📆 Contracts</td> <td>Owner</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	🕀 📆 Contracts	Owner						
	🖃 \overline 📷 Resources	owner.						=
Cl Queve     Cl Queve     Cl Real stionsh	🔒 🔒 🔒 🔒 🔒 🖥	Lonfig admin group:	MetworkService					
	CI Queue	🗇 Support Groups 🗇 Support	Remarks					
^a Configuration ^b	🔂 CI Relationsh	Suma unt Curuna						
	Configuration	Support Groups						
Image Software         Image	Device Types				<u>ld Upstream Relati</u>	onship		
Service Lake       Service Lake       Service Lake       Service Lake         System Administration       Service Lake       Service Lake       Contains         System Administration       Service Lake       Service Lake       Contains         System Administration       Service Lake       Service Lake       Contains         Service Lake       Service Lake       Service Lake       Contains         Service Lake       Service Lake       Service Lake       Service Lake         Service Lake       Service Lak	Manage Softwar					Share Phanei and	St 411	
Ska Informati Subscriptions       Part Number:         Basic inclust       Fart Number:         Basic Inclust	Search UIS				tow Logical	Show Physical	Show KII	
Substriptions         Galationship Name         Findient	Sub-suisting	Part Number:		BQ Downs	tream Kelations.	hips		
Introduct Windgewith       Introduct Windgewith         Introduct Windgewith       Manageant         Introduct Windgewith       Version:         Introduct Windgewith       Version:         Introduct Windgewith       Service Level Manage         Introduct Windgewith       Title:         Introduct Windgewith       Title:         Introduct Windgewith       Interview         Introduct Windgewith       Interview         Interview       Interv	D Subscriptions	- Martal		Relat	ionship Name   Rel	ationship Type	Relationship Sub 🔨	
Images and seture er:       Images and seture er:         Images and seturer:       Images and seture er:	E S Knowledge Menagement	Toder		Cir-Ci	an:16646:4 Logi	ical	Contains	
Hodal:       Modal:         Bequest Management       Working         Service Catalog       Service Catalog         Service Desk       Service Desk         Service Desk       Service Catalog         Service Desk       Service Desk         Service Desk       Service Desk         Description:       Service Desk         Description:       Service Desk         Service Desk       Service Desk         Service Desk       Service Desk         Description:       Service Desk         Service Desk       Service Desk         Service Desk       Service Desk         Service Desk       Service Desk         Service Desk       Servic	Problem Management	Manufacturer:		Cir-Ci	un:16646:4 Logi	ical	Contains	
Version: Service Catalog Service Lexel Manage Service Level Man	Bequest Management	Model:		Cir-Ci	n: 16646: 4 Logi	ical	Contains	
Service Desk Service Level Mander: Service	Ŧ 🔂 Service Catalog	Version:		Cir-Ci	un:16646:4 Logi	ical	Contains	
File:     Contains       System Administratic     File:       System Administratic     Source and s	🗉 📻 Service Desk	Serial Number:		Cir-Ci	p:16646:4 Logi	icel	Contains	
Add Downstream Relationship	🕀 \overline 🐻 Service Level Manage	Title:			a		von cum	
Image: Second	🕀 🐻 System Administratic							
معند المعند ا	Tailoring	L		(S) A	<u>id Downstream Rela</u>	tionship		~
		Peace I Del OIL.			<b>同</b> つ…1	ត៍ EN	device. qbe. g(am. display.	.joinfile)

You can also view the relationship from relationship graph.

😽 HP Service Manager - Configu	ration Item: 16646:A0396-	AR4-NNH6S1-1 - HP S	ervice Manager (	Client			_ @ 🗳
<u>F</u> ile <u>E</u> dit <u>W</u> indow <u>H</u> elp							
📑 📄 unload 💌 🕨	i 💱 🙆 🖏   🙀						
🔛 陆 System Navigator 🖂 🗌 🗆	🛃 To Do Queue: My To Do List	🔄 Configuration Item Qu	aeue: Down Devices	🕞 Configuration	Item: 16646:A0396-AR4-NNH6S1-	1 🗙	- 0
R 🕹 🗸	🔻 🙀 Mass Delete 🔞 Mass Upd	ate					🔁 🛛 😎 3 🔻
😑 🗁 Connection - PBMTEST 🔨 🔥	CI Name	Туре	Network	Location	Model	Status	
📫 😐 🧰 Favorites and Dashboard	16646: A0396-AR4-NNH6S1-1	bizservice			972xVF+VS	In use	
🖃 🛵 Menu Navigation	18138: NNH-ACB-15-08-01	bizservice			VF	In use	
🗄 📷 Change Management	21607:C-ROW 7-10-1-C-4-15-1 V	bizservice			OPTIQUE	In use	
- Configuration Manage							
Administration							
- Lonfiguration Mai							0-
Bevice by Ser	Canfig admin group'	us 🤣 Next 🔚 Save 🙀 I	leiete 🔍 find 📷 f	111 Show Member	S		<u>⊡</u> . ▼
Devices by Lo	config admin group:	NetworkDervice					<u>^</u>
Devices by Na	🔷 Support Groups 🛛 🧇 Suppor	rt Remarks					
Device Trace	Support Groups						
- Locations					Al.Helton		
🔥 Model Informa					9		
🚽 🔂 Service Provi 📄							
oftware Info:					+		
🗄 🚾 Contracts	fart Number:						
🖻 🛵 Resources	Todel				Customer		
6 Baseline	Manufacturer:						
CI Queue	H. J. 7 -						
o Li Kelationsh	model.						
Device Trees	version:				16646:A0396-AR4-NNH651-	-1	
Managa Softwa	Serial Number:				· · · · · · · · · · · · · · · · · · ·		
Search CTs	Title:						
SLA Informati							
Subscriptions	De servis tri est						
🗄 📷 Incident Management	bescription.						
🗄 📆 Knowledge Management			~				
😐 📷 Problem Management							
🗄 📷 Request Management					Channel (135)		
🗄 📷 Service Catalog							
🕀 🧰 Service Desk					1		
🗄 🧃 Service Level Manage					6		
🗄 📆 System Administratic							
< Hildring >							~
							1

# 6.2 Deploy the scenario using the Connect-IT service console

1. Open the HP Connect-It Service Console. Click New to deploy a new scenario.

2. Complete the details of the Service:

Service: enter PBMgranite

Scenario: browse to one of the scenarios above.

Log file Leave the other fields blank. A log file will be assigned.

🖉 Service Console			_ 🗆 🗵
Eile Edit Service Help 🕏			
△Service △Scenario	△Status	△Last update	<u>N</u> ew
PBMgranite D:\Software\pbm\PBMgranite.scn	Stopped	2010-7-1 16:34:58	<u>D</u> elete
			Install
			Linistell
Netail of	sonvico		Uninstall
Differente	3019100		St <u>a</u> rt
Service: PBMgranite Scenatio: D:\Software\pbm\PBMgranite.com			Stop
Options:		<u> </u>	<u>C</u> onfigure
Log file: D:\Program Files\HP\Connect-It 3.91 en\bin\PBMgra	anite.log		Scheduling
The service starts in account: Local System		Change	Monitors
			<u></u>
Message		Date	Log <u>file</u>
		16:05	

3. Click 'Configure' to configure the connector. Detail steps are the same as the description in 7-1. There is no need to configure the Mapping connector unless you wish to extend the integration.

Connector configuration (D:\Software\pbm\PBMgranite.scn)		
L tof connectors Chiversal CMDB (Java) (16.173.247.62:8080) ServiceCenter/Service Manager (16.173.245.33.12690) Mapping (Basic engine)	∠ Linked favorites	
Configure connector Advanced configuration	Validate Canc	el

4. Click Scheduling--Edit scheduling. The following schedule has been defined on this scenario. You can move the service by clucking the double-down arrow on the right.

🦻 Edit scheduling	
Conrtector	Produced document type 🔺 🔺
🖉 📥 🚳 5min	
E 🔄 🚳 DailyforCustomerandService	
- 🌃 Universal CMDB (Java) (16.173.247.62:8080)	🔮 Customer (CustomerSrc)
— 🌃 Universal CMDB (Java) (16.173.247.62:8080)	🔮 Circuit (CircuitSrc)
📲 🚟 Universal CMDB (Java) (16.173.247.62:8080)	📓 Customer (CustomerSrc1)
😑 💮 DailyforEquipment	
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Container (ContainerSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Shelf (ShelfSrc)
— 🧱 Universal CMDB (Java) (16.173.247.62:8080)	Card (CardSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	🗧 Sub Card (Sub CardSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Cable (CableSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Cable Pair (Cable PairSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Port (PortSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Container (ContainerSrc1)
— 🧱 Universal CMDB (Java) (16.173.247.62:8080)	Shelf (ShelfSrc1)
— 🧱 Universal CMDB (Java) (16.173.247.62:8080)	Card (CardSrc1)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Card (CardSrc2)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Sub Card (Sub CardSrc1)
— 🎬 Universal CMDB (Java) (16.173.247.62:8080)	Cable (CableSrc1)
E 🕤 🔁 DailyforSite	
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Site (SiteSrc)
- 🎬 Universal CMDB (Java) (16.173.247.62:8080)	Site (SiteSrc1)
E 😋 DailyforTrail	
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	🖉 Leg (LegSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	🔮 Channel (ChannelSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Segment (SegmentSrc)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Circuit (CircuitSrc1)
— 🌉 Universal CMDB (Java) (16.173.247.62:8080)	Circuit (CircuitSrc2)
	Þ
	OK Cancel

5. If you need more complex scheduling, click 'Edit schedulers' on the previous window and create a suitable schedule.

🏂 Edit scheduling (D:\Softv	vare\pbm\PBMgra	nite.scn)	_ 🗆 🗙	
	Edit schedulers			
	Edit scheduling			
Message			Date 🔺	
E Processing	event 'nmomu'		2010-7-2-16	
Schedulers Once Synchronous DailyforEquipment				
<ul> <li>DailyforCustomerandService</li> <li>DailyforTrail</li> <li>5min</li> <li>30min</li> <li>DailyforSite</li> </ul>				
	Detail			
Name: Once				
Next wakeup:				•
Days: Daily	□ Day ▼ All	Month	All	
Times: Itemized list 💌				
Preview	ĸ			ose

6. Once back on the main console, Click Start to activate the scenario.

First time start the service, Connect-IT will load all data to HP SM.

At next schedule time, Connect-IT will compare UCMDB last update time with current time and do delta data loading to SM.

# Chapter 7 Performance Test Result

#### Environments

Category	Hardware	OS version
HP Service Manager 7.11/ HP Service Manager 9.20/ Oracle DB with Granite	X86 Server,CPU 3.17GHz, Memory 4G	Windows 2003
HP UCMDB Server 8.00/ HP Connect-IT 3.91	X86 Server, CPU 3.17GHz, Memory 4G	Windows 2003

Test Data	
CI Tye/Relationship	Number
Circuit	6
Channel	147
Leg	37939
Container	211
Shelf	878
Card	2928
Sub Card	102
Cable	13
Cable Pair	113
Port	2284
Circuit-Channel	147
Circuit-Leg	22
Container-Shelf	645
Shelf-Card	1
Card-Sub Card	102
Card-Port	180
Sub Card-Port	8
Cable-Cable Pair	113
Total Number	45839
Total Time	2h 27min 34.775s

Here is part of Connect-IT log file.

2010/07/01 12:17:56.377 0 4 Preparing connector 'Universal CMDB (Java) (16.173.247.62:8080)' to start the scenario...

2010/07/01 12:17:56.471 1 4 Connecting to the UCMDB server... 2010/07/01 12:17:56.471 2 4 Connected to the UCMDB server. 2010/07/01 12:17:56.409 0 4 Preparing connector 'ServiceCenter/Service Manager (16.173.245.33.12690)' to start the scenario... 2010/07/01 12:17:56.487 1 4 Analyzing reconciliation...2010/07/01 14:44:35.472 2 4 Document(s) produced successfully: 45901 2010/07/01 14:44:35.347 0 4 Closing session... 2010/07/01 14:44:35.409 1 4 Length of session: 2h 27min 34.775s 2010/07/01 14:44:35.410 0 4 Connector 'ServiceCenter/Service Manager': 2010/07/01 14:44:35.425 2 4 Total time: 2h 26min 55.006s 2010/07/01 14:44:35.425 2 4 Time required for insertions: 2h 23min 54.925s (No.: 45852, Min: 00.015s, Max: 1h 35min 18.045s) 2010/07/01 14:44:35.425 2 4 Document(s) consumed successfully: 45839 2010/07/01 14:44:35.425 3 4 PBMbusinessDst: 6 2010/07/01 14:44:35.425 3 4 PBMequipmentDst: 211 2010/07/01 14:44:35.425 3 4 PBMequipmentDst1: 878 2010/07/01 14:44:35.425 3 4 PBMequipmentDst2: 2928 2010/07/01 14:44:35.425 3 4 PBMequipmentDst3: 102 2010/07/01 14:44:35.425 3 4 PBMequipmentDst4: 13 2010/07/01 14:44:35.425 3 4 PBMequipmentDst5: 113 2010/07/01 14:44:35.425 3 4 PBMterminationpointDst: 2284 2010/07/01 14:44:35.425 3 4 PBMtrailDst: 37939 2010/07/01 14:44:35.441 3 4 PBMtrailDst1: 147 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst: 147 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst1: 22 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst2: 645 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst3: 1 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst4: 102 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst5: 180 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst6: 8 2010/07/01 14:44:35.441 3 4 UCMDBcirelDst7 113

# Chapter 8 Data Loading Customization

It's not recommend strongly to do additional Data Loading customization such as modify CI type definition, adding CI type, modify CI type relation, modify attribute mapping etc., unless user is master strong knowledge of series of products.

Any Data Loading customization required following configuration or developments.

1. Re-define the CI Model including CI type definition and CI type relation in HP UCMDB.

For details please refer to the following document:

[HP UCMDB Model Management Guide]

[HP UCMDB Integration Guide]

2. Modify mapping file in data store package in path:

 $\label{eq:comb_install_PATH>\UCMDBServer\j2f\fcmdb\CodeBase\ProblemManagementAdapter\META-INF\orm.xml$ 

For details please refer to the following document:

[HP UCMDB Model Management Guide]

[HP UCMDB Integration Guide]

3. Add the CI type in HP SM

For details please refer to the following document: [HP SM Help]

4. Modify mapping between HP UCMDB and HP SM in HP Connect-ITFor details please refer to the following document:[HP Connect-IT User Guide]

# Chapter 9 Troubleshooting

s) 😰 🕻

#### 9.1 HP UCMDB CI Type federation lost

• Trouble Description:

May be the reason of unstable HP UCMDB, the CI Type federation will lost unexpectedly which result in HP UCMDB can not retrieve data from object data store.

You can found the CI Type icon changed that the red arrow attaches to CI Type icon lost.

Take following icon for example:

Main Imply this CI Type is federated to Data Store

Universal CMDB - Administration			Usertadmin	LOGOUT
Application Admin Help 👻				
Modeling Discovery Settings				
Modeling > CI Type Manager				
CITypes - Edit - View - Lavout - Operations -				
	Denerationali			
	Name:	bin bizarvo telecom		
	Dioplay Nama:			
Problem Management (0)	Display Name.	elecom		
E- Telecom (0)	Description:			
Circuit (0)				
VPN Service (0)				
Customer (0)				
E-a: Resource (0)				
E-# Equipment (0)				
Cable (0)				
Card (0)				
Container (0)				
Sub Card (0)				
Managed Element (0)				
BSC (0)	4			
GGSN (0)	Â			
MGVV (0)				
P-Router (0)				
PE (0)				
SGSN (0)				
Transmission NE (0)				
VRF (0)				
E Software (0)				
Application (0)				
Database (0)				
Middleware (0)				
Port (0)				
TopologicalLink (0)				
E Trail (0)				
Leg (0)				
Seament (0)				

🕙 Imply this CI Type is not federated to Data Store

Solution: Restart HP UCMDB Server

🗿 HP Universal CMDB (ru

# Chapter 10 Appendix

The CI type model is defined based on ITU-T M.3100. Below is the CI Type definition in Service Manager and UCMDB. For more information, please refer to [HP Problem Management Telco CI Types]

CI Type	Subtype
Customer	
Business Service	Circuit
	VPN Service
	GSM Service
Trail	Transmission Trail
	VPN Tunnel
	Channel
	Leg
	Segment
ManagedElement	Transmission NE
	PE
	P-Router
	BSC
	BTS
	GGSN
	SGSN
	MSC
	SMSC
	MGW
TerminationPoint	Port
Software	Application
	Cluster
	Database
	Middleware
Equipment	Container
	Shelf
	Card
	Sub Card
	Cable
	Cable Pair
TopologicalLink	
Site	
Connection	