# **HP NGOSS Software**



## Incident & Problem Management Extension Installation Guide for Service Manager 9.20

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## **Preface**

This document describe how to install HP NGOSS Incident & Problem Management ExtensionV1.1 into HP Service Manager9.20. Please read this document before installing or using the NGOSS Software.

#### **Software Versions**

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

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

### **Typographical Conventions**

Courier Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

#### Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

#### Bold Text:

• To introduce new terms and to emphasize important words.

#### **Associated Documents**

- Incident & Problem Management Extension Installation Guide
- Incident & Problem Management Extension Merge Customization function User Guide

### 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 Introduction

### **1.1 Prerequisites**

Before using this guide, you need to make use you have finish installing the following application on your server.

- a) Java SDK1.5
- b) Oracle Database 10g with UTF-8 Characters configuration.
- c) HP Service Manager9.20 Server with valid license and loaded OOB data.

And you also need to install a HP Service Manager9.20 windows client on your machine and start HP Service Manager9.20 Server.

After that, you need to prepare the following information for the upgrade.

1) Incident & Problem Management Extension Data files (There should be four data files:

i)Incident\_Management\_Enhancement\_SM920.unl

ii) Intervention\_Management\_SM920.unl

iii) VIP\_Customer\_Self\_Service\_SM920.unl

iv)Telecom\_CI\_Types\_SM920.unl

2) Oracle DB Username and password for Service Manager9.20

Note: During this guide, we assume the Oracle DB Username and password for Service Manager9.20 is sm92user/sm92user. We also assume Oracle DB tnsname is SMDB.

## Chapter 2 Installing IPM on Service Manager9.20

This chapter explains the how to install HP NGOSS Incident & Problem Management Extension V1.1 on Service Manager9.20. To install IPM on Service Manager9.20 successfully, you must follow the steps below in order.

- 1) Creating required tables.
- 2) Install Incident Management Enhancement Module
- 3) Install Intervention Management Module
- 4) Install Telecom CI types kit.
- 5) Install VIP Self Service Module

### 2.1 Creating required Tables

To create tables in Oracle, you need to login Oracle Database via the following command via SQL\*Plus Tools.

sqlplus sm92user/sm92user@SMDB;

Then we need to execute the following SQL scripts within SQL\*Plus tools.

```
CREATE TABLE PROBSUMMARYC1
(
"NUMBER"
                   VARCHAR2(90),
RECORD_NUMBER
                      INTEGER,
DETAILED_SERVICE_NAME
                          VARCHAR2(200),
DETAILED_SERVICE_CRITICAL CHAR(1),
DETAILED_SERVICE_PRIORITY VARCHAR2(5),
DETAILED_SERVICE_SUBSCRIBER VARCHAR2(200),
DETAILED_SERVICE_INFO
                         VARCHAR2(512)
);
CREATE TABLE PROBSUMMARYB1
(
"NUMBER"
            VARCHAR2(90),
RECORD_NUMBER INTEGER,
```

FAILED\_REASON VARCHAR2(50)

### 2.2 Install Incident Management Enhancement Module

- 1) Log on Service Manager using falcon account.
- 2) Click Tailoring >Database Manager.

Note: Alternatively, you can open Database Manager from the command line, by typing db, and then pressing **Enter** or clicking **Execute Command**.

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∎≎	🗷 📆 Knowledge Management		
-	🖶 📷 Problem Management		
	Request Management     Generation		
	Bring Service Catalog		
	B Service Level Management		
	System Administration		
	E Tailoring		
	🕀 🔂 Audit	Database Manager	
	🗷 🐻 Benchmark Utility		
	🗷 🐻 Differential Upgrade		
	🖶 🐻 Document Engine	Form:	
	🕀 📷 Event Services		
	🗷 🧱 Knowledge Engineering	Table:	
	Notifications		
	🔅 🚾 SQL Utilities	Administration mode	
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	Database Manager		
	Data Policy		
	- 🐻 Forms Designer		
	Integration Manager		
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	🔂 RAD Editor		
	Report Writer		
	Run Report		
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	Unload Script Utility		
	View Knowledge Base		
	Wizards		
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			format.prompt.db.g(database.prompt)

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	Adminis	

- 4) Type the name and path of the
  - "Incident\_Management\_Enhancement\_SM920.unl" file to load.
- e.g. D:\Data\Incident\_Management\_Enhancement\_SM920.unl

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···· 🔒 📷 Incident Management					
B ■ Knowledge Management					
Problem Management     Request Management	HP Service Manager File Load/Import				
Request Management	in bertree Hundger Frie Loud, Import				
🗄 🔐 Service Desk					
🗷 🐻 Service Level Management	File Name: D-VData\Incident Management Enhancement SM0				
🖶 🧰 System Administration	File Name: D:\Data\Incident_Management_Enhancement_SM9	20.unl			
E Tailoring	Import Descriptor:				
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Differential Upgrade	File Type: winnt 🗸				
Document Engine	During a foreground load, display status for:				
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5) Click Load FG. Then Service Manager will load all related information of **Incident Management Enhancement Module** into Service Manager. During the process, Service Manager9.20 will indicate that you will make some changes in the *probsummary* dbdict.

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	🖶 📷 Service Desk 🔥	🗱 Cancel SM Alters 🔂 User Alters	S. 🗸				
	🕀 🛅 Service Level Management		~				
□\$	System Administration	You have made changes to the fields in your dbdict. Below is the ALTER TABLE statement necessary to apply the	_				
	B-GA Audit	corresponding changes to the SQL tables for this debict.	-				
	Benchmark Utility						
	🗷 📅 Differential Upgrade	You can have HP Service Manager apply these changes for you. This is the recommended way, as it will keep the dodict and					
	🗷 🚾 Document Engine	the SQL tables synchronized. If you need to, you can edit the statement first. Be careful, HP Service Manager passes the					
	🗷 🐻 Event Services	statement exactly as it is to your SQL DB. If it is incorrect, the results will be undesirable.					
	🗷 📷 Knowledge Engineering						
	Notifications     SOL Utilities	Or you can apply these changes outside of HP Service Manager. Until you do so, however, the dbdict and its mapping will be					
	SQL Utilities	out of sync with the SQL tables. This could lead to application errors if not resolved.					
	Web Services						
	Codes						
	Database Dictionary	LTER TABLE PROBSUMMARYMI ADD ( 15 JBASSIGWENT VARCHARZ100 ) NULL	<u>~</u>				
	Database Manager	"MANAGED_OBJECT" VARCHAR2(200) NULL,					
	Data Policy	TELECOM_SERVICE'VARCHAR2(100) NULL, "AFFECTE CI GROUPS'CLOB NULL)					
	Format Control	All Carbon Cost and All					
	A Integration Manager	COMMIT					
	Localization Utility	CONTRAL					
	RAD Editor						
	Report Writer						
	Run Report						
	Script Library						
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	Templates						
	View Knowledge Base						
	Wizards						
	Approval Delegation						
	ServiceManager Mail		~ ~				
	System Status	Assesses X	<i>A</i> = =				
	To Do Queue						
	Tables	Loading TTAlarms file from external file: D:\Data\Incident_Management_Enhancement_SM920.unl     6 records from D:\Data\Incident_Management_Enhancement_SM920.unl updated in category.	<u>^</u>				
	< Tables	or records from Divida Uncident Nanagement _ennancement _swig20.uni added to category.	~				

6) Click SM Alters, the system will apply the changes to *probsummary* database dictionary and continue loading data. When the following screen shows, it means, all the related information of Incident Management Enhancement Module has been loaded into Service Manager successfully.

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Database Manager		-
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View Knowledge Base	521 total records processed in 00:06:32.	
Wizards	(1) 0 records from D:\Data\Incident_Management_Enhancement_SM920.unl updated in unload.	
Approval Delegation	① 1 records from D:\Data\Incident_Management_Enhancement_SM920.unl added to unload.	
ServiceManager Mail	O records from D:\Data\Incident_Management_Enhancement_SM920.unl skipped in unload.	
System Status	(1) 0 errors detected loading to unload from D: Data Uncident_Management_Enhancement_SM920.unl.	
To Do Queue	1 records from D:\Data\Incident_Management_Enhancement_SM920.unl loaded to unload, 00:06:32 elapsed.     Joading unload file from external file: D:\Data\Incident_Management_Enhancement_SM920.unl	
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ables >	19 records from D: Data Uncident_Management_Ennancement_SM920.uni updated in subcategory.     10 28 records from D: Data Uncident_Management_Enhancement_SM920.uni added to subcategory.	~
	Cy zo records from D, para anouent, management, Emancement, Smazo, un added to subcategory.	
		format.prompt.db.g(database.prompt)

## 2.3 Install Intervention Management Module

- 1) Log on Service Manager using falcon account.
- 2) Click Tailoring >Database Manager.

Note: Alternatively, you can open Database Manager from the command line, by typing db, and then pressing **Enter** or clicking **Execute Command**.

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4) Type the name and path of the "Intervention\_Management \_SM920.unl" file to load.

e.g. D:\Data\Intervention\_Management \_SM920.unl

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🗷 🐻 Event Services	File Name:	D:\Data\Intervention_Management_SM920.unl	
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B R Web Services			
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Database Manager	<ul> <li>Totals Only</li> </ul>		
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5) Click Load FG. Then Service Manager will load all related information of **Intervention Management Module** into Service Manager. When the following screen shows, it means all the related information has been loaded into Service Manager successfully.

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🗰 📷 Service Level Management	-					
🔹 🕀 🧰 System Administration	🕒 Message record added.					
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RAD Editor						
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Run Report						
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Unload Script Utility	& Messages ×	9 - 0				
View Knowledge Base		<u> </u>				
Wizards	(1) Message record added.	<u>^</u>				
Approval Delegation	Message record added.     Message record added.	_				
ServiceManager Mail	Message record added.     Message record added.					
System Status	Plessage record added.     D: Data\Intervention Management SM920.unl file loaded.					
To Do Queue	D: D: pata untervention_Management_SM920.uni ne loaded.     106 total records processed in 00:01:17.					
🖻 🐻 System Definition	106 total records processed in 00.01.17.     10 or records from D: [Data [Intervention_Management_SM920.un] updated in unload.					
🗄 🧰 Tables	1 records from D: Data Intervention Management SM920.unl added to unload.					
×		×				

## 2.4 Install Telecom CI Types kit

1) Log on Service Manager using falcon account.

2) Click Tailoring >Database Manager.

Note: Alternatively, you can open Database Manager from the command line, by typing db, and then pressing **Enter** or clicking **Execute Command**.

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View Knowledge Base		
Wizards		
Approval Delegation		
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- 4) Type the name and path of the "**Telecom\_CI\_Type\_SM920.unl**" file to load.
- e.g. D:\Data\Telecom\_CI\_Type\_SM920.unl

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📓 🕸 🐻 Service Desk 💆	🚰 Back 💹 Load FG 🔣 Load BG 🗈 List Contents 🚵 Import	<b>%</b> . ▼
B 🔂 Service Level Management		
B      System Administration     G      Tailoring		
Audit	HP Service Manager File Load/Import	
😟 📆 Benchmark Utility		
🕀 📷 Differential Upgrade		
Document Engine     Document Services	File Name: D:\Data\Telecom_C1_Type_SM920.unl	
B R Knowledge Engineering		
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🗷 🐻 SQL Utilites	File Type:	
🔅 🐻 Tailoring Tools		
Codes	During a foreground load, display status for:	
Database Dictionary	All Messages	
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Approval Delegation		
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		database.load.prompt.g(database.load)

5) Click Load FG. Then Service Manager will load all related information of **Telecom CI Types** into Service Manager. During the process, Service Manager9.20 will indicate that you will make some changes in the *bizservice* dbdict.

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B Service Level Management	K Caricel Sin Alters	· · · ·
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Tailoring	Or you can apply these changes outside of HP Service Manager. Until you do so, however, the dbdict and its mapping will be	
🕀 🚾 Audit	out of sync with the SQL tables. This could lead to application errors if not resolved.	
😟 🐻 Benchmark Utility		
Document Engine		
Event Services	ALTER TABLE BIZSERVICEM1 ADD ( "A_SIDE_CUSTOMER" VARCHAR2(60) NULL,	^
E Rowledge Engineering	"A_SIDE_SITE" VARCHAR2(60) NULL,	
😟 🔂 Notifications	"CUSTOMER_ID" VARCHAR2(60) NULL, "Z_SIDE_CUSTOMER" VARCHAR2(60) NULL,	
🖲 👼 SQL Utilities	"Z_SIDE_SITE" VARCHAR2(60) NULL,	
🗟 🧰 Tailoring Tools	"BANDWITH" VARCHAR2(60) NULL, "GSM APN NAME" VARCHAR2(60) NULL,	
🕀 🚾 Web Services	"GSM_DNS"VARCHAR2(60) NULL,	
Codes	"GSM_REGION_NAME"VARCHAR2(60) NULL, "GSM_WAP_GW"VARCHAR2(60) NULL,	
Database Dictoriary	"GSM_WAP_PORT" VARCHAR2(60) NULL,	= =
Data Policy	"VPN_QOS_PROFILE" VARCHAR2(60) NULL, "VPN_RATE_LIMIT" VARCHAR2(60) NULL,	
Format Control	"VPN_SITE_CONNECTIVITY_TYPE" VARCHAR2(60) NULL,	
- 🐻 Forms Designer	"VPN_TYPE" VARCHAR2(60) NULL, "TX_SERVICE_END_DATE" DATE NULL,	
Integration Manager	"TX_SERVICE_LEVEL" VARCHAR2(60) NULL,	
Localization Utility	"TX_SERVICE_START_DATE" DATE NULL, "TX_SERVICE_TYPE" VARCHAR2(60) NULL,	
RAD Editor	"TX_SPEED" VARCHAR2(60) NULL.	
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System Definition		
Tables		
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		dbdict alter o

Click SM Alters, the system will apply the changes to *bizservice* database dictionary and continue loading data. When the following screen shows, it means, all the related information of Telecom CI Types has been loaded into Service Manager successfully.

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···· B 🐻 Service Level Management	<ul> <li>D:\Data\Telecom CI Type 5H920.unl file loaded.</li> </ul>	
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Unload Script Utility	① D:\Data\Telecom_CI_Type_SM920.unl file loaded.	~
View Knowledge Base	③ 90 total records processed in 00:09:09.	
Wizards	① 0 records from D:\Data\Telecom_CI_Type_SM920.unl updated in unload.	
Approval Delegation	① 1 records from D:\Data\Telecom_CI_Type_SM920.unl added to unload.	
ServiceManager Mail	O records from D: (Data)Telecom_CI_Type_SM920.uni skipped in unload.     O errors detected loading to unload from D: (Data)Telecom, CI_Type_SM920.uni.	
To Do Queue	1 records from D:\Data\Telecom_CI_Type_SM920.unl loaded to unload, 00:09:09 elapsed.	
E In System Definition	Coading unload file from external file: D:/Data/Telecom.CL_Type_SM920.unl	
🖬 💼 Tables 🔛	① 1 records from D:\Data\Telecom_CI_Type_SM920.unl updated in format.	
	(1) 0 records from D:\Data\Telecom CI Type SM920.unl added to format.	<u> </u>
		format.prompt.db.g(database.prompt)

### 2.5 Install VIP Self Service module

- 1) Log on Service Manager using falcon account.
- 2) Click Tailoring >Database Manager.

Note: Alternatively, you can open Database Manager from the command line, by typing db, and then pressing **Enter** or clicking **Execute Command**.

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- 4) Type the name and path of the "**VIP\_Self\_Service\_SM920.unl**" file to load.
- e.g. D:\Data\VIP\_Self\_Service\_SM920.unl

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	Document Engine				
	Event Services		File Name:	D:\Data\VIP_Self_Service_SM920.unl	
	Knowledge Engineering				
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5) Click Load FG. Then Service Manager will load all related information of **VIP Self Service Module** into Service Manager. During the process, Service Manager9.20 will indicate that you will make some changes in the *incidents* dbdict.

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₽	<ul> <li>System Administration</li> <li>Tailoring</li> </ul>	Or you can apply these changes outside of HP Service Manager. Until you do so, however, the dbdict and its mapping will be	-
	😥 🚾 Audit	out of sync with the SQL tables. This could lead to application errors if not resolved.	
	🗈 📷 Benchmark Utility		
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	🕀 🚾 Event Services	VIP_FLAG_VARCHAR2(1) NULL, VIP_NAME_VARCHAR2(200) NULL)	
	Knowledge Engineering		
	B SOL Utilities	COMMIT	
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6) Click SM Alters, the system will apply the changes to *incidents* database dictionary and continue loading data. When the following screen shows, it means, all the related information of VIP Self Service Module has been loaded into Service Manager successfully.

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Unload Script Utility	D:\Data\VIP_Self_Service_SH920.unl file loaded.     14 total records processed in 00:01:04.	1
Wizards	14 total records processed in 00:01:04.     10 orecords from D:/Data/VIP Self Service SM920.unl updated in unload.	
Approval Delegation	1 records from D:\Data\VIP_Self_Service_SM920.unl added to unload.	
ServiceManager Mail	0 records from D: Data VIP Self Service SM920.unl skipped in unload.	
System Status	0 errors detected loading to unload from D:IData/VIP Self Service SM920.unl.	
To Do Queue	③ 1 records from D:\Data\VIP_Self_Service_SM920.unl loaded to unload, 00:01:04 elapsed.	
🖮 🐻 System Definition	③ Loading unload file from external file: D:\Data\VIP_Self_Service_SM920.unl	
🗄 🚞 Tables 💌	① 0 records from D:\Data\VIP_Self_Service_SM920.unl updated in querystored.	
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