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:
http://www.hp.com/go/hpsoftwaresupport 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,
```

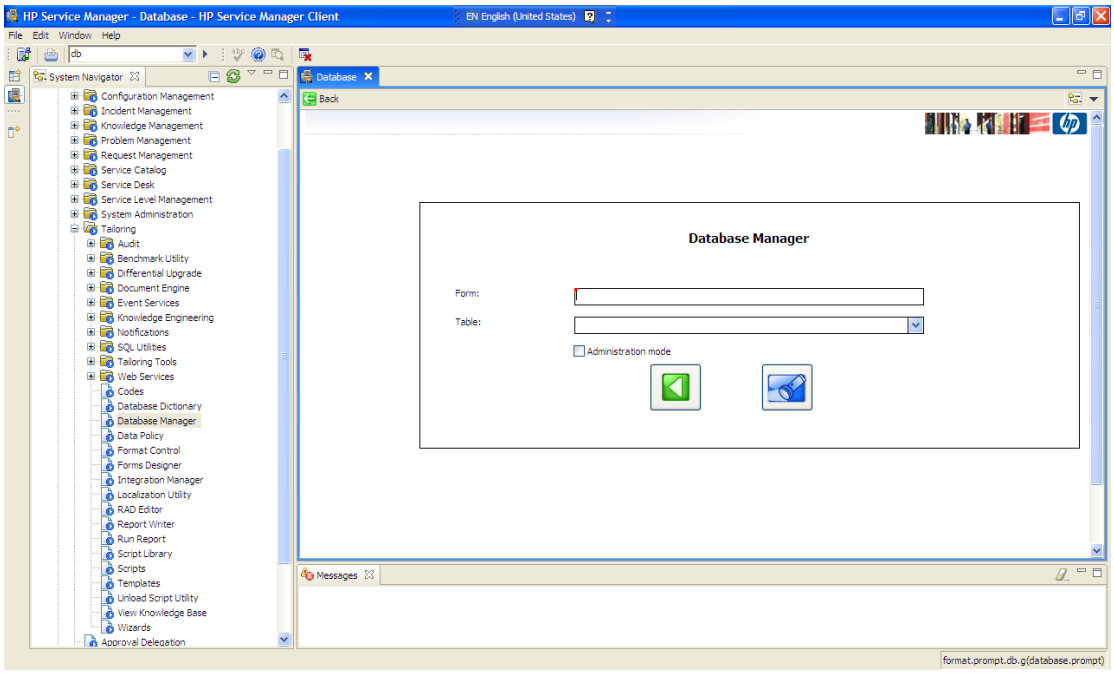
```
  FAILED_ITEM   VARCHAR2(200),
  FAILED_REASON VARCHAR2(50)
);
```

2.2 Install Incident Management Enhancement Module

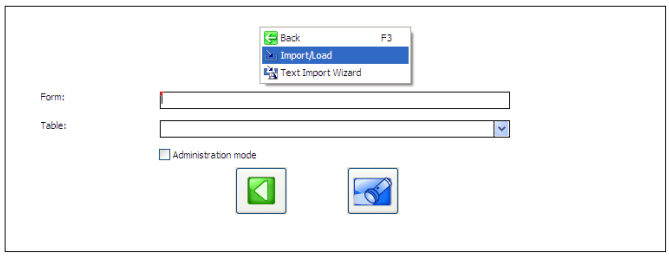
1) Log on Service Manager using falcon account.

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**.

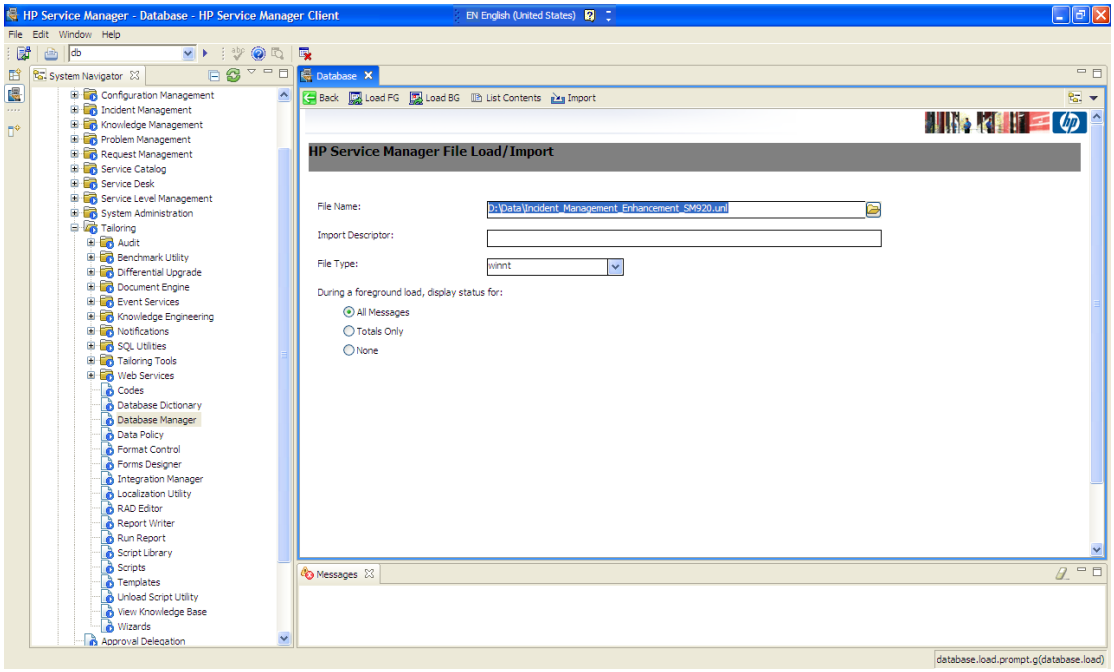


3) Right-click the form and select **Import/Load**.

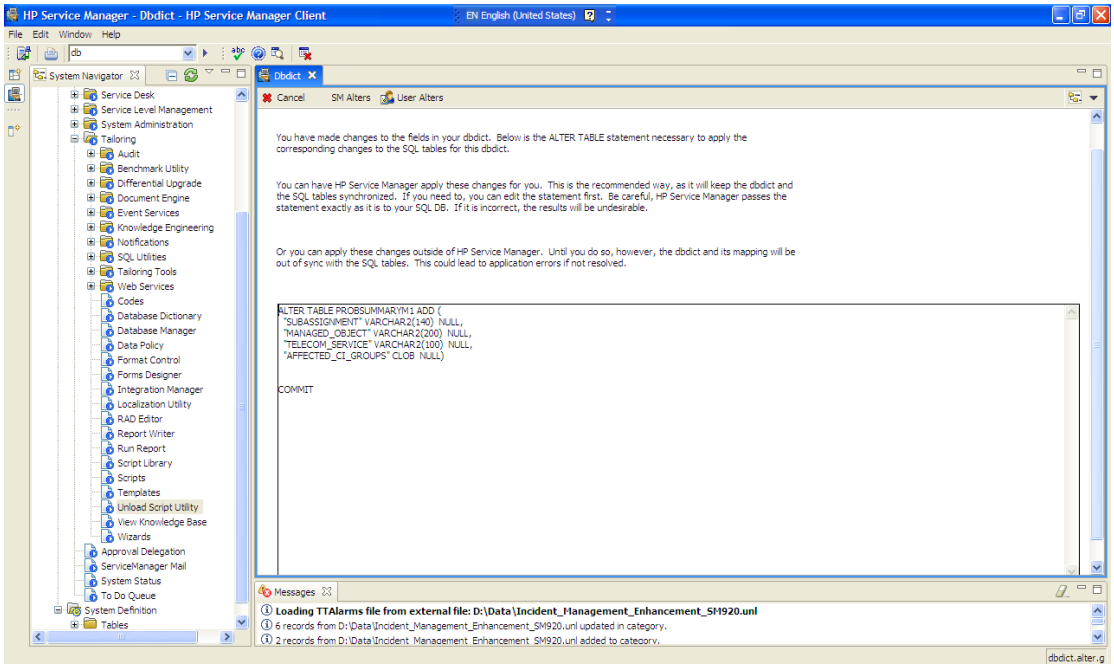


4) Type the name and path of the "**Incident_Management_Enhancement_SM920.unl**" file to load.

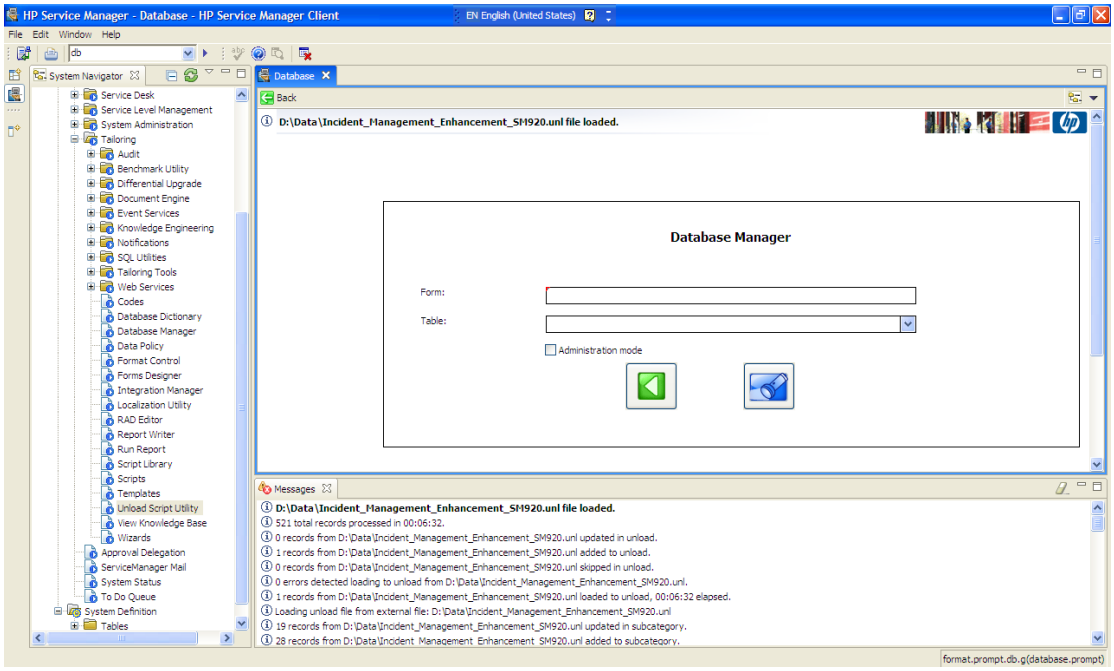
e.g. D:\Data\Incident_Management_Enhancement_SM920.unl



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.



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.

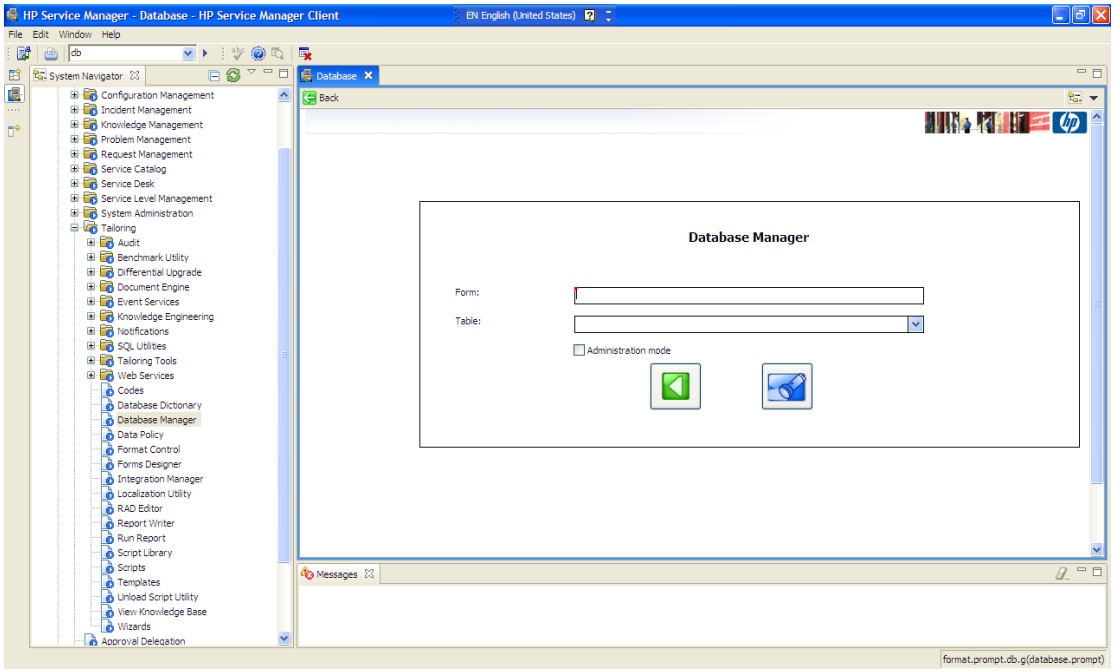


2.3 Install Intervention Management Module

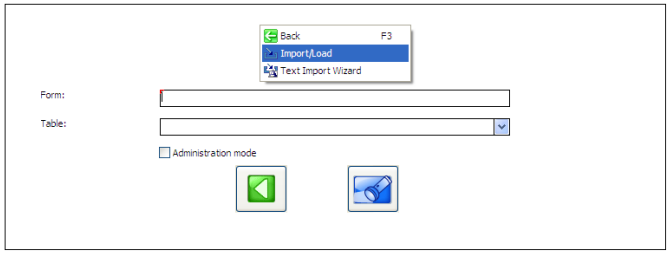
1) Log on Service Manager using falcon account.

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**.

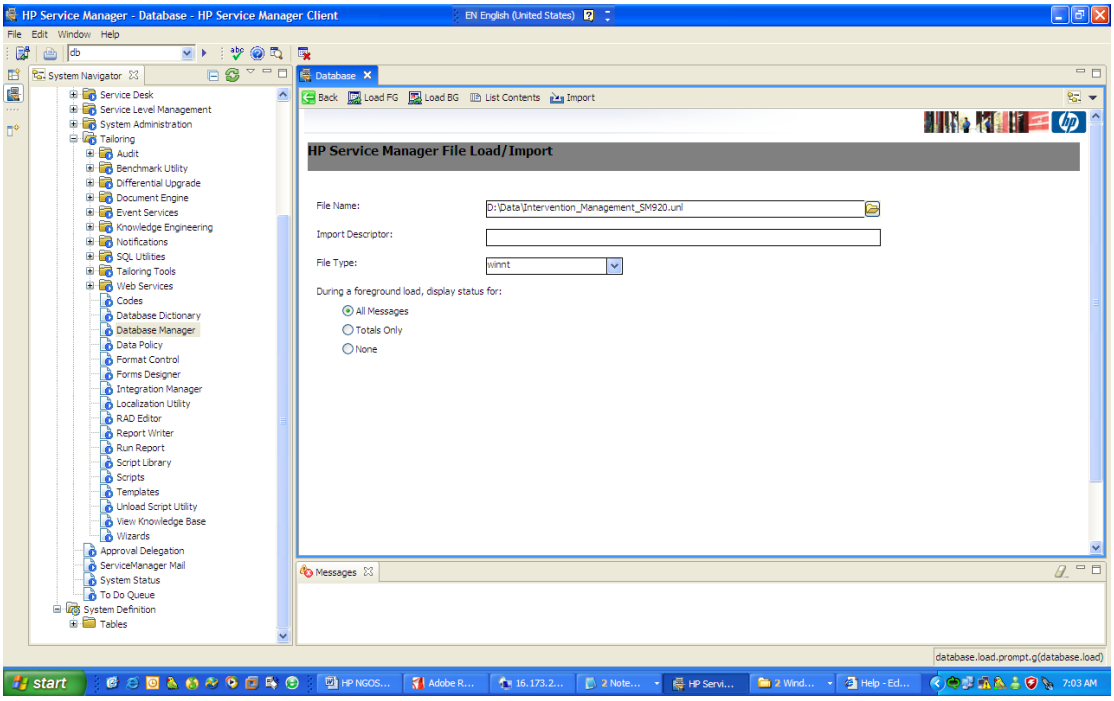


3) Right-click the form and select **Import/Load**.

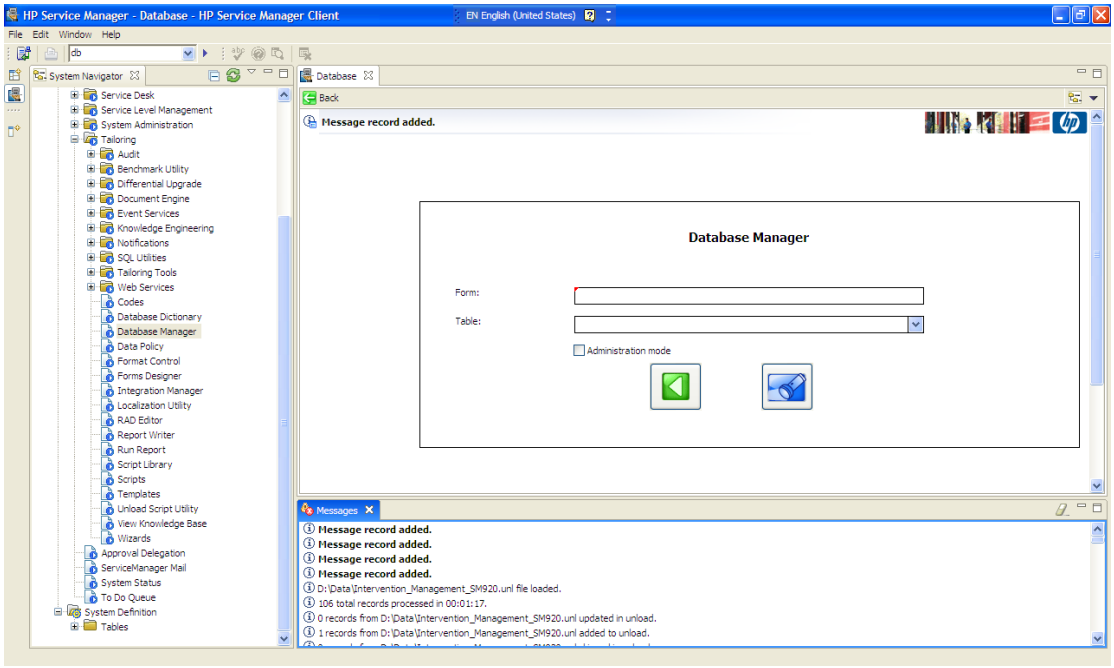


4) Type the name and path of the "**Intervention_Management _SM920.unl**" file to load.

e.g. D:\Data\Intervention_Management _SM920.unl



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.

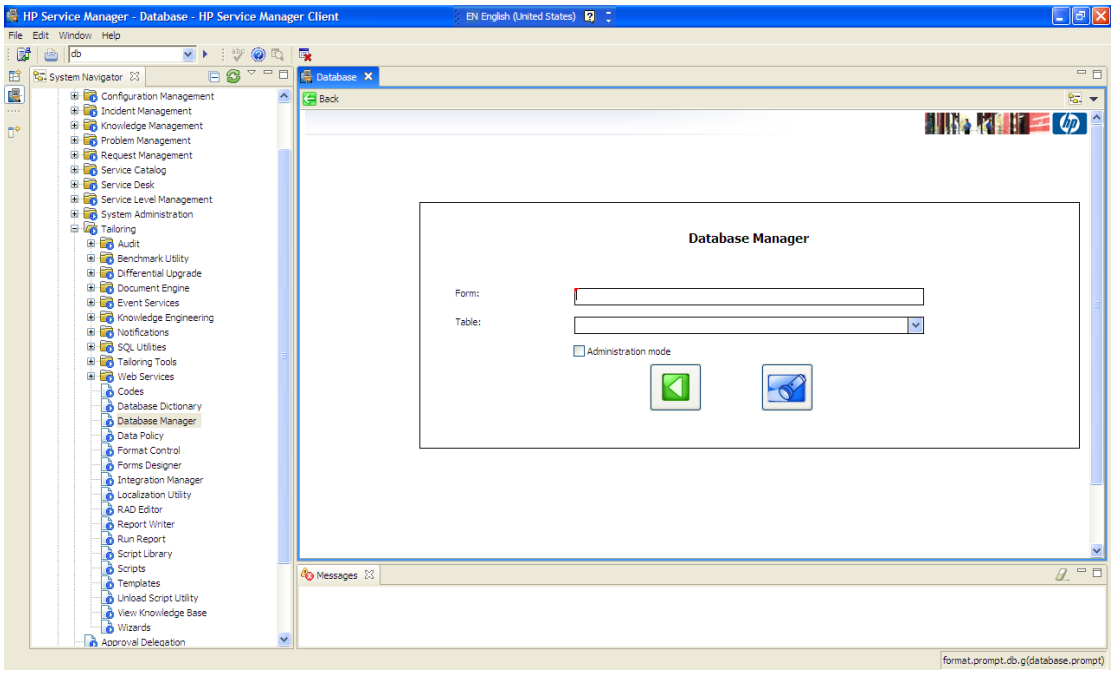


2.4 Install Telecom CI Types kit

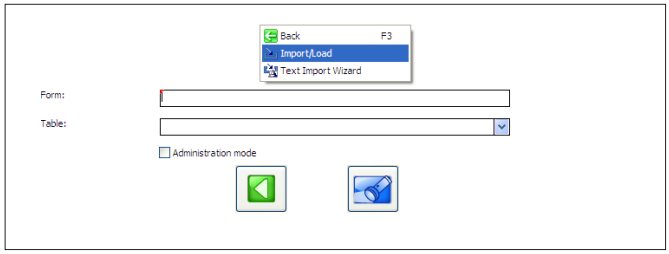
1) Log on Service Manager using falcon account.

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**.

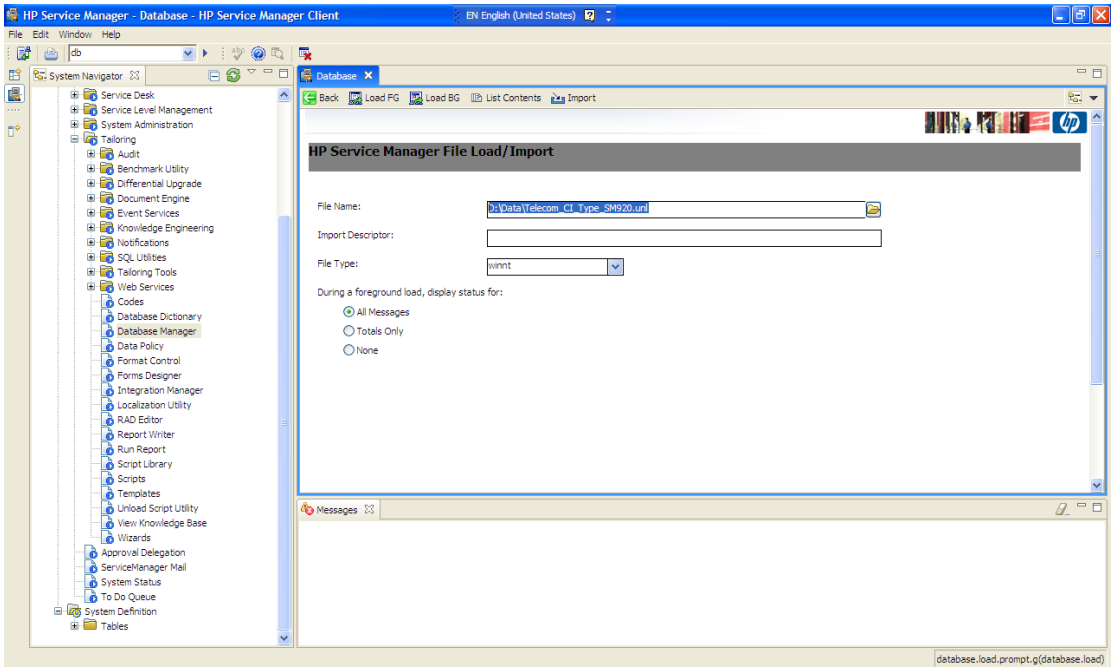


3) Right-click the form and select **Import/Load**.

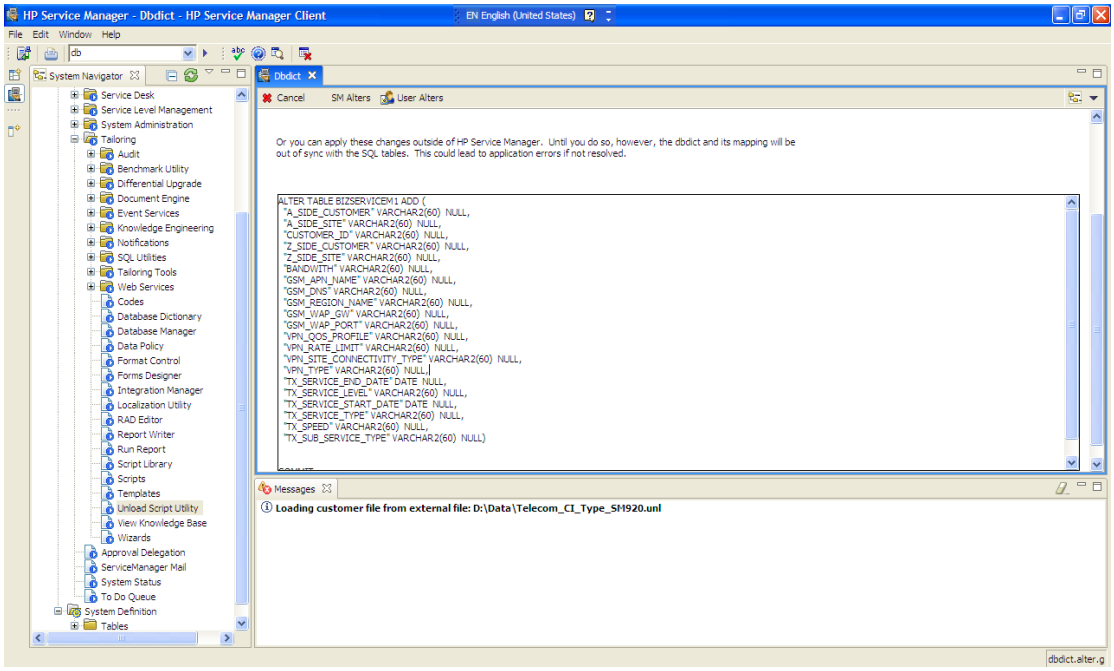


4) Type the name and path of the "**Telecom_CI_Type_SM920.unl**" file to load.

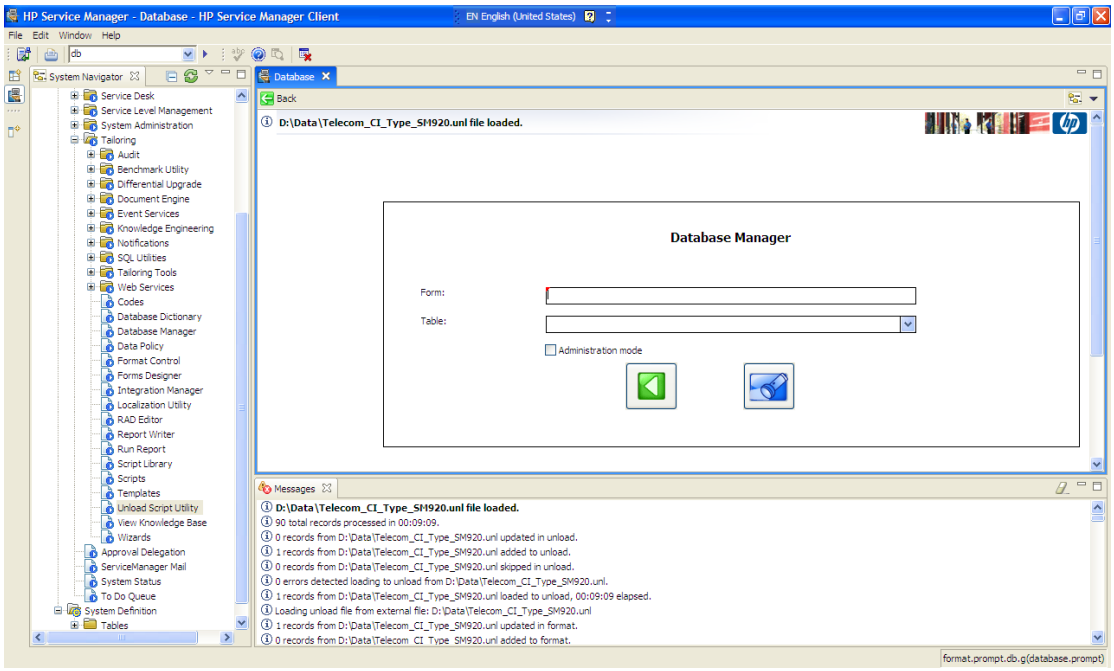
e.g. D:\Data\Telecom_CI_Type_SM920.unl



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.



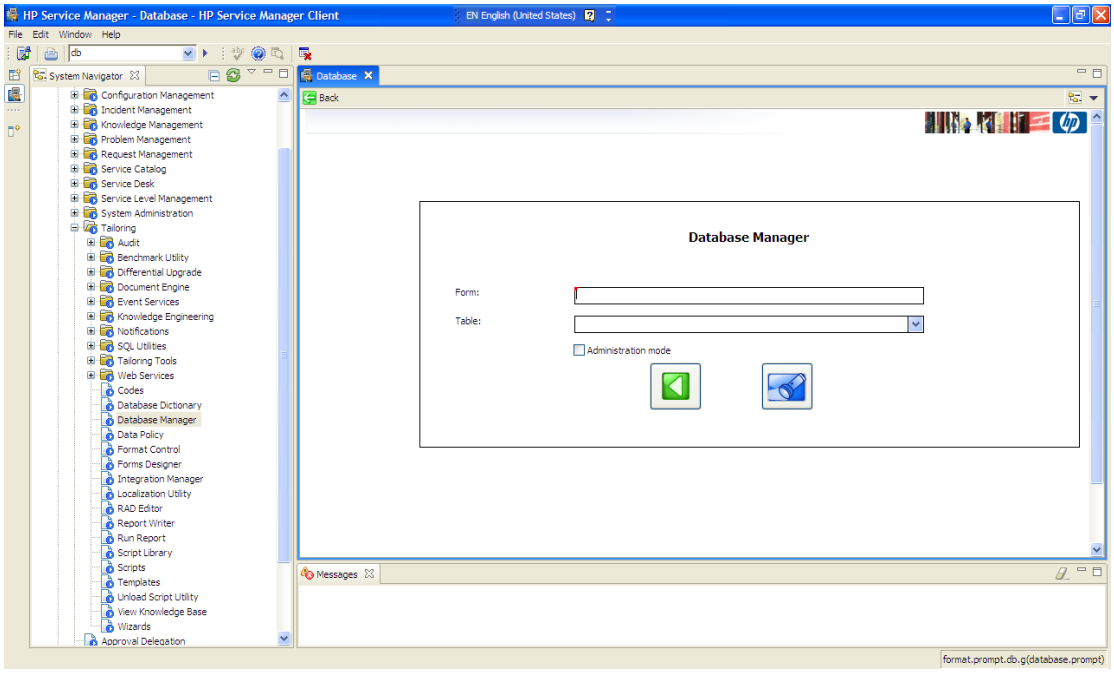
7) Click **SM Alters,** the system will apply the changes to *bizservice* database dictionary and continue loading data. When the following screen shows, it means, all the related information of **Telecom CI Types** has been loaded into Service Manager successfully.



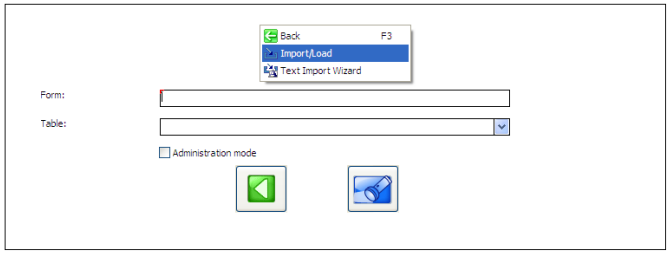
2.5 Install VIP Self Service module

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**.

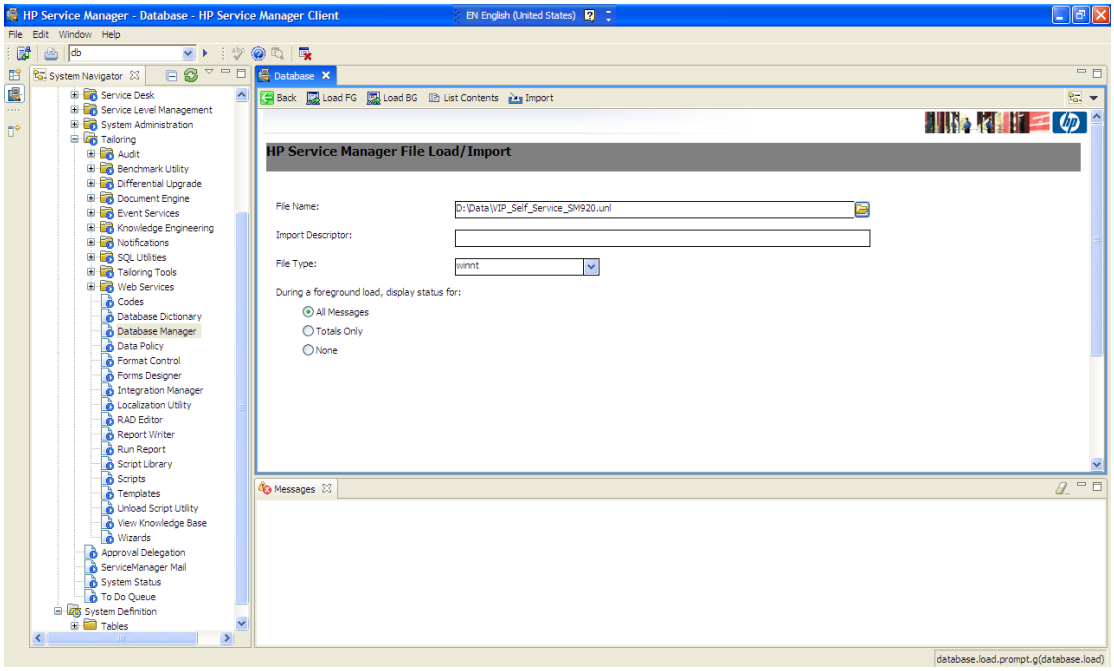


3) Right-click the form and select **Import/Load**.

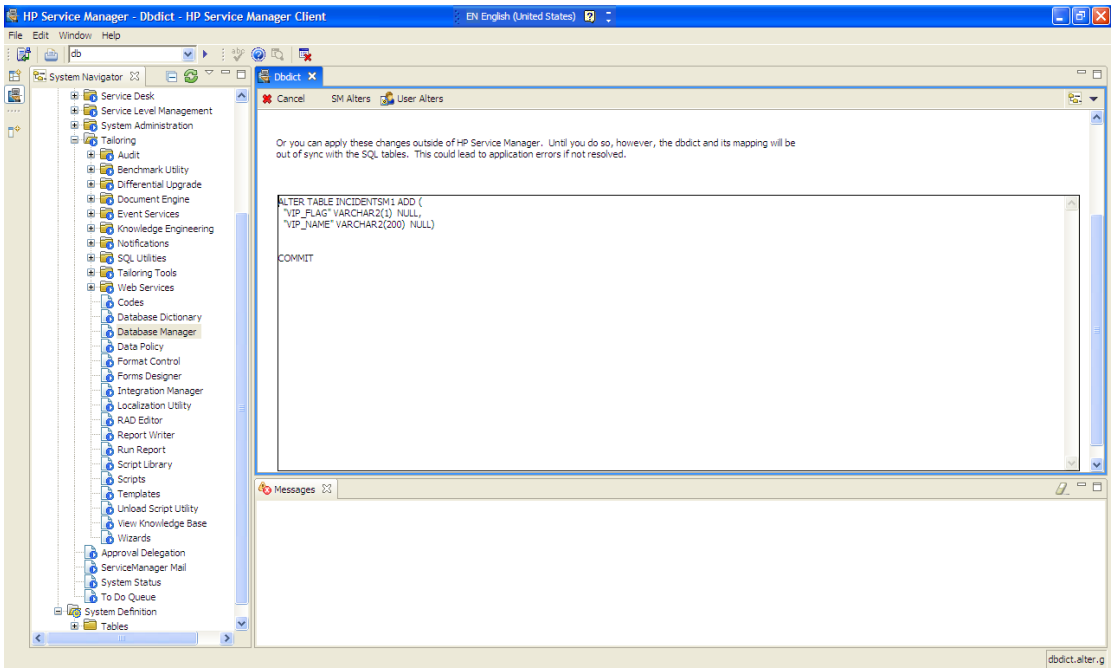


4) Type the name and path of the "**VIP_Self_Service_SM920.unl**" file to load.

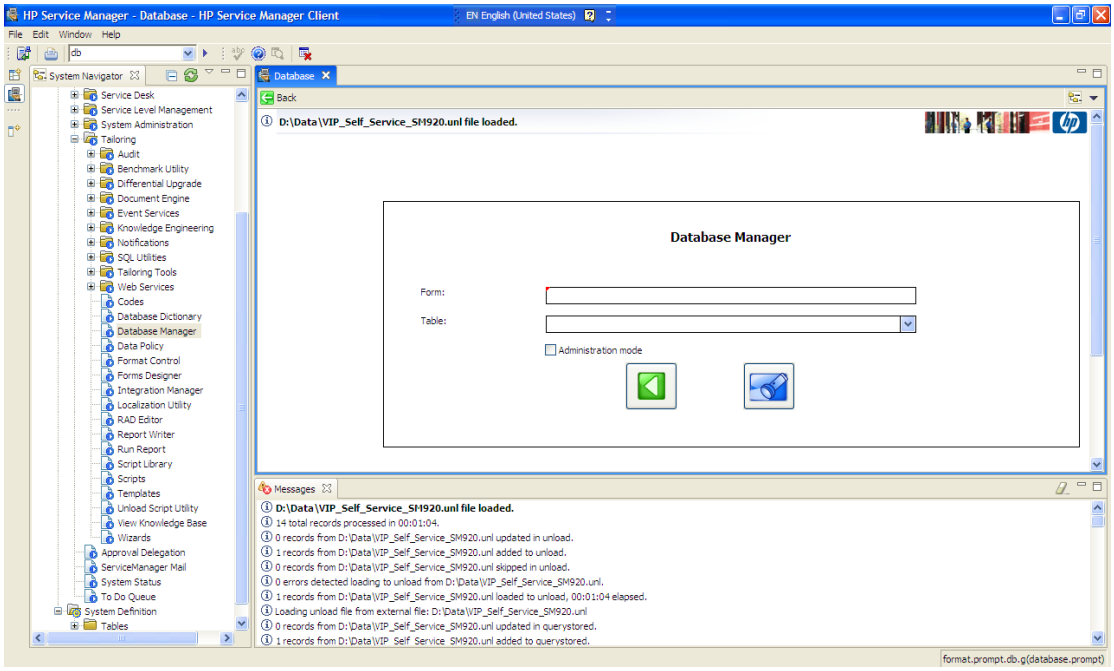
e.g. D:\Data\VIP_Self_Service_SM920.unl



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.



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.


HP Service Manager - Database - HP Service Manager Client
EN English (United States)
File Edit Window Help
System Navigator
Service Desk
Service Level Management
System Administration
Tailoring
Audit
Benchmark Utility
Differential Upgrade
Document Engine
Event Services
Knowledge Engineering
Notifications
SQL Utilities
Tailoring Tools
Web Services
Codes
Database Dictionary
Database Manager
Data Policy
Format Control
Forms Designer
Integration Manager
Localization Utility
RAD Editor
Report Writer
Run Report
Script Library
Scripts
Templates
Unload Script Utility
View Knowledge Base
Wizards
Approval Delegation
ServiceManager Mail
System Status
To Do Queue
System Definition
Tables
Database
Back
D:\Data\VIP_Self_Service_SM920.unl file loaded.
Database Manager
Form:
Table:
Administration mode
Messages
D:\Data\VIP_Self_Service_SM920.unl file loaded.
14 total records processed in 00:01:04.
0 records from D:\Data\VIP_Self_Service_SM920.unl updated in unload.
1 records from D:\Data\VIP_Self_Service_SM920.unl added to unload.
0 records from D:\Data\VIP_Self_Service_SM920.unl skipped in unload.
0 errors detected loading to unload from D:\Data\VIP_Self_Service_SM920.unl.
1 records from D:\Data\VIP_Self_Service_SM920.unl loaded to unload, 00:01:04 elapsed.
Loading unload file from external file: D:\Data\VIP_Self_Service_SM920.unl
0 records from D:\Data\VIP_Self_Service_SM920.unl updated in querystored.
1 records from D:\Data\VIP_Self_Service_SM920.unl added to querystored.
format.prompt.db.g(database.prompt)