
HP NGOSS Software



Incident & Problem Management Extension Merge Customization function User Guide

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Preface

Intended Audience

Prior knowledge of Service Manager and related knowledge is required.

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

Service Manager version:7.11/9.20

Support

Please visit our HP Software Web site at:
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- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

Chapter 1 Intervention Management Module

1.1 Install Intervention Management Kit

Install the intervention management kit (for merge customization function),the following will be added to system manage.

Filename	Name	Note
dbdict	probsummarytask	
format	probsummarytask probsummarytask.g probsummarytask.choose probsummarytask.incident.description probsummarytask.incident.log probsummarytask.operator.contact probsummarytask.qbe probsummarytask.related advFind.intervention.search sc.manage.intervention.g	
formactrl	probsummarytask	
link	probsummarytask	
Object	probsummarytask	
States	probsummarytask.view probsummarytask.search	
Process	probsummarytask.view probsummarytask.sort filter.activity.intervention probsummarytask.cancel	
displayscreen	probsummarytask.view probsummarytask.choose apm.search.probsummarytask.display	
displayoption	apm.edit.problem_newintervention apm.search.probsummarytask.display_* probsummarytask.choose_* probsummarytask.view_* scm.advanced_newintervention	
Wizard	Add Intervention Choose	
ToDoMap	probsummarytask	
cascadeupd	probsummarytask	
SearchConfig	probsummarytask	
number	probsummarytask	

scmessage	class="intervention" class="fc" and message.id#"230" class="SearchConfig" and message.id#"probsummarytask" class="tablename" and message.id="probsummarytask"	
Trigger	after.probsummarytask.update	
ScriptLibrary	intervention ossgeneric	
Inbox	Active Interventions My Active Interventions	

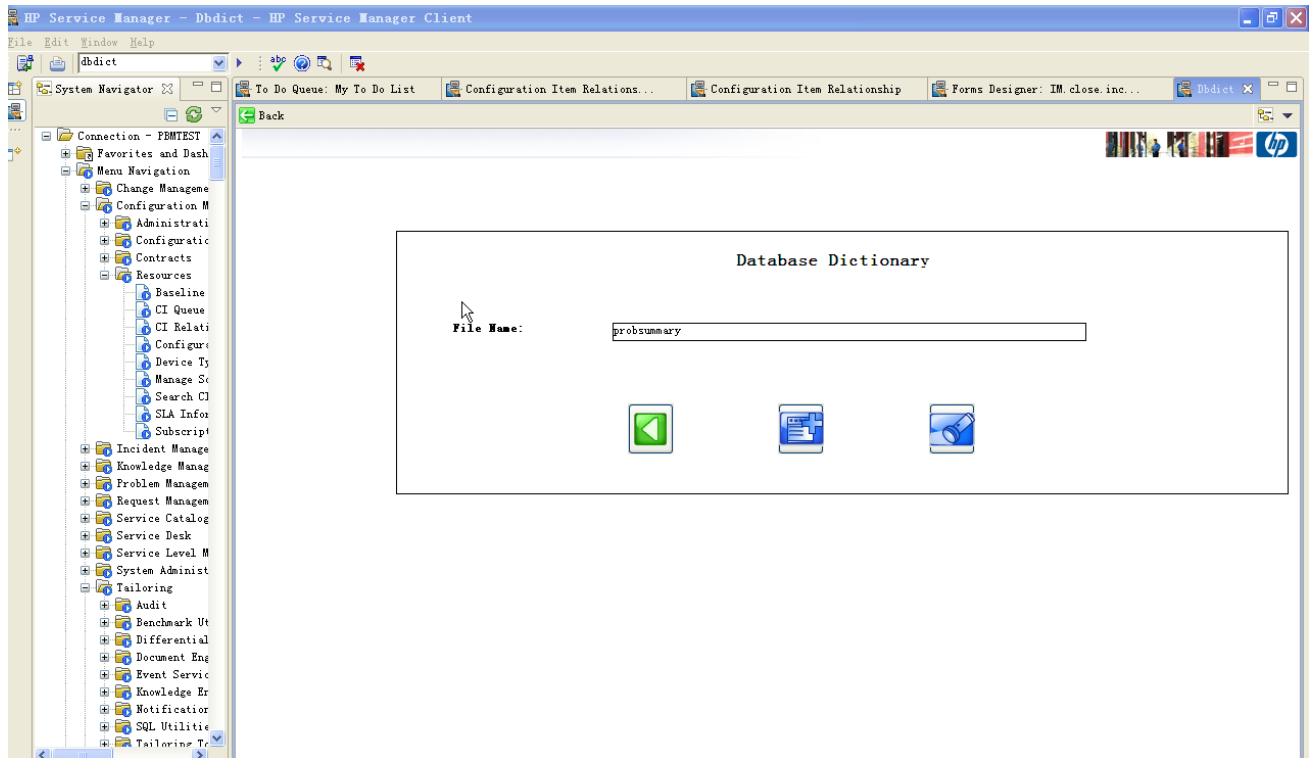
1.2 Customization

The following need to be manually updated in SM.

Filename	Name	Note
dbdict	probsummary	alias number
dbdict	pmenv	Add fields: intervention.cancel intervention.close intervention.contact intervention.external intervention.open intervention.update intervention.page
format	IIM.update.incident IM.close.incident pm.profile.g	Add intervention related form and profile
menu	IM	
pmenv	sysadmin	
link	probsummary	
displayoption	id="apm.edit.problem_close" id="apm.edit.problem_close.bg"	

1.2.1 Update dbdict probsummary

Enter 'dbdict' in command line, input 'probsummary'



Create alias 'number.vj.intervention' for number.

Name	Type	Level	Index	SQL Name	SQL Type	SQL Table
descriptor	structure	0	1			
number	character	1	1	NUMBER	VARCHAR2 (90)	m1
number.attach	character	1	1			
number.vj	character	1	1			
number.vj.alerts	character	1	1			
number.vj.intervention	character	1	1			
number.vj.sla	character	1	1			
number.vj.slo	character	1	1			
vj.number.1	character	1	1			
vj.number.2	character	1	1			
vj.number.3	character	1	1			
vj.number.4	character	1	1			
vj.number.5	character	1	1			
vj.number.6	character	1	1			
vj.number.alarm	character	1	1			
category	character	1	2	CATEGORY	VARCHAR2 (50)	m1
open.time	date/time	1	3	OPEN_TIME	DATE	m1
opened.by	character	1	4	OPENED_BY	VARCHAR2 (50)	m1
priority.code	character	1	5	PRIORITY_CODE	VARCHAR2 (40)	m1
severity	character	1	6	SEVERITY	VARCHAR2 (50)	m1
update.time	date/time	1	7	UPDATE_TIME	DATE	m1
assignment	character	1	8	ASSIGNMENT	VARCHAR2 (50)	m1
referral.time	date/time	1	9	REFERRAL_TIME	DATE	m1
referred.to	character	1	10	REFERRED_TO	VARCHAR2 (140)	m1

1.2.2 Update probsummary link

Enter 'link' in command line, input 'probsummary'

Source Field Name	Target File Name	Target Form...	Target Field Name	Add Query	Comments
depend.rootcause	rootcause		id	\$query	(from the above VJ)
operator	operator		name	\$query	
number.vj	activity		number	\$query	
\$.G.activity.type	activity		number	\$query	used for the activity 1...
datestamp					
number.vj.sla	slaactive		foreign.key	foreign.filename="probsummary"	
number.vj.alerts	Alert		unique.key	alert.type="sla" and file.name="probsummary" ...	
logical.name.vj.sloavail	slamonthly		logical.name	avail.type="uptime" and year=year(tod()) and ...	
logical.name.vj.duration	slamonthly		logical.name	avail.type="duration" and year=year(tod()) an...	
opened.by	operator	operator.view	name	\$query	
updated.by	operator	operator.view	name	\$query	
closed.by	operator	operator.view	name	\$query	
folder	FolderDef		folder	\$ln.query	
affected.services	device		logical.name		
affected.item	device		logical.name	\$query	
number.vj.slo	sloresponse		foreign.key	foreign.filename="probsummary"	
number.vj.intervention	probsummarytask		incident.id		VJ ONLY
number	probsummarytask		number	\$query	(from the above VJ)
id	probsummarytask		id	\$query	
contact.name.vj	incidents	ess.SD.my.qbe	contact.name	\$query	VJ ONLY
vj.number.alarm	TTAlarms		TTID	\$query	
detailed.service.name	device		logical.name		VJ ONLY

Add number.vj.intervention

Field (From/Source):	File (To/Target):	Format (To/Target):	Field (To/Target):												
number.vj.intervention	probsummarytask		incident.id												
Comment:	VJ ONLY														
Query:															
QBE Format:	Structured Array Name:														
<input checked="" type="checkbox"/> Expressions <input type="checkbox"/> Javascript															
<table border="1"> <thead> <tr> <th>Source Field (Fill To/Post From)</th> <th>Target Field (Fill From/Post To)</th> </tr> </thead> <tbody> <tr> <td>number.vj.intervention</td> <td>incident.id</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>				Source Field (Fill To/Post From)	Target Field (Fill From/Post To)	number.vj.intervention	incident.id								
Source Field (Fill To/Post From)	Target Field (Fill From/Post To)														
number.vj.intervention	incident.id														
<input checked="" type="checkbox"/> Post Expressions <input type="checkbox"/> Post Javascript															
<table border="1"> <tbody> <tr> <td> </td> </tr> <tr> <td> </td> </tr> <tr> <td> </td> </tr> <tr> <td> </td> </tr> </tbody> </table>															

Add number

[Back](#) [Previous](#) [Next](#) [Save](#) [Delete](#) [Expand](#)

Field (From/Source):
 File (To/Target):
 Format (To/Target):
 Field (To/Target):

Comment:

Query:

QBE Format:
 Structured Array Name:

Expressions Javascript

Source Field (Fill To/Post From)	Target Field (Fill From/Post To)

Post Expressions Post Javascript

Add id

[Back](#) [Previous](#) [Next](#) [Save](#) [Delete](#) [Expand](#)

Field (From/Source):
 File (To/Target):
 Format (To/Target):
 Field (To/Target):

Comment:

Query:

QBE Format:
 Structured Array Name:

Expressions Javascript

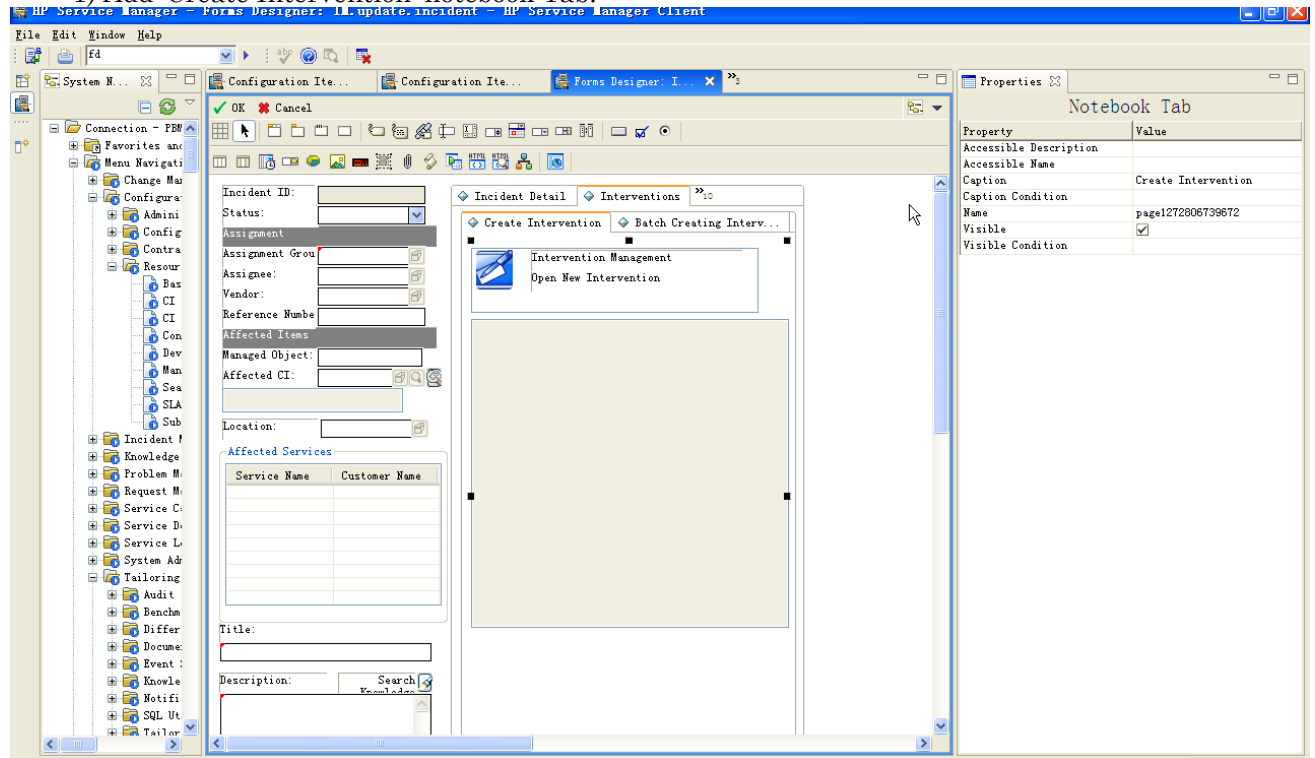
Source Field (Fill To/Post From)	Target Field (Fill From/Post To)

Post Expressions Post Javascript

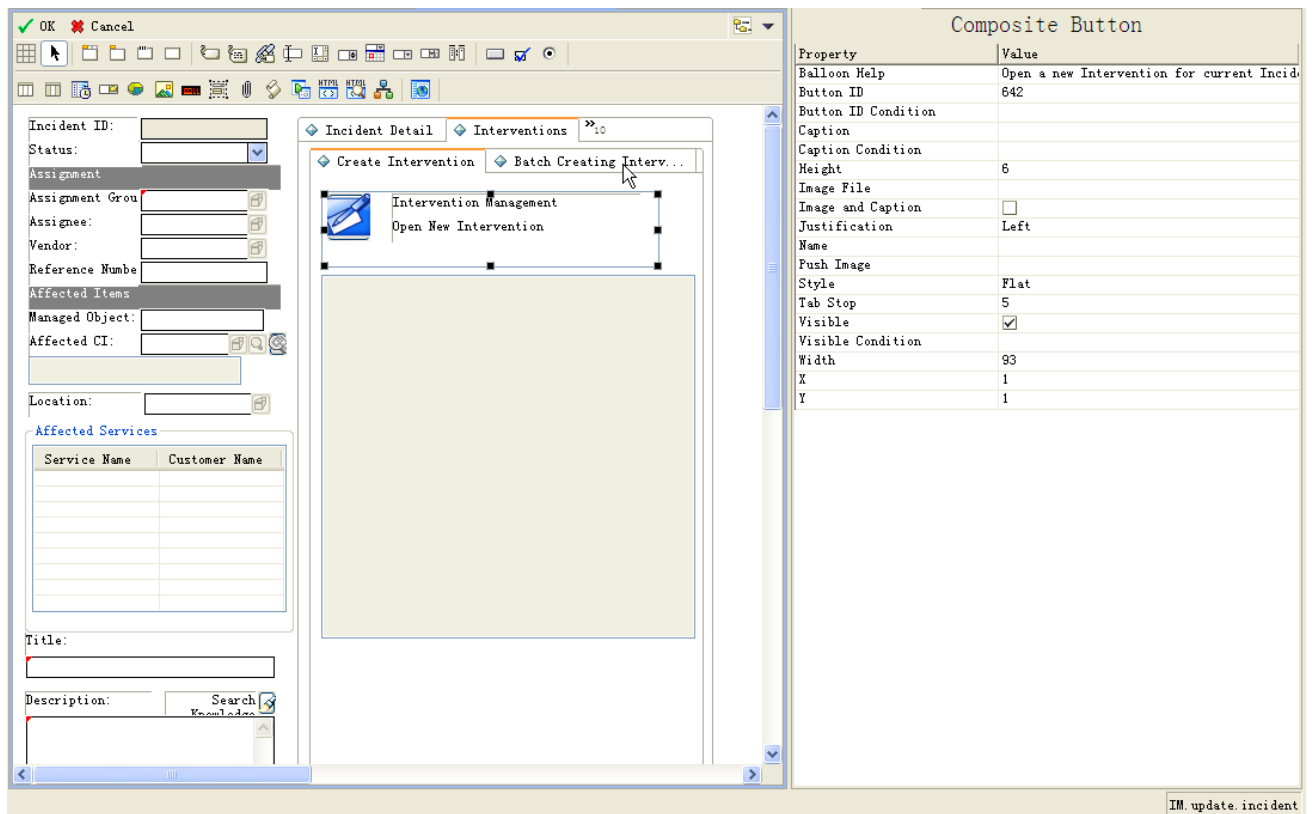
1.2.3 Update IM.update.incident form

Enter 'fd' in command line, and search IM.update.incident, Click Design. You will go to the design form.

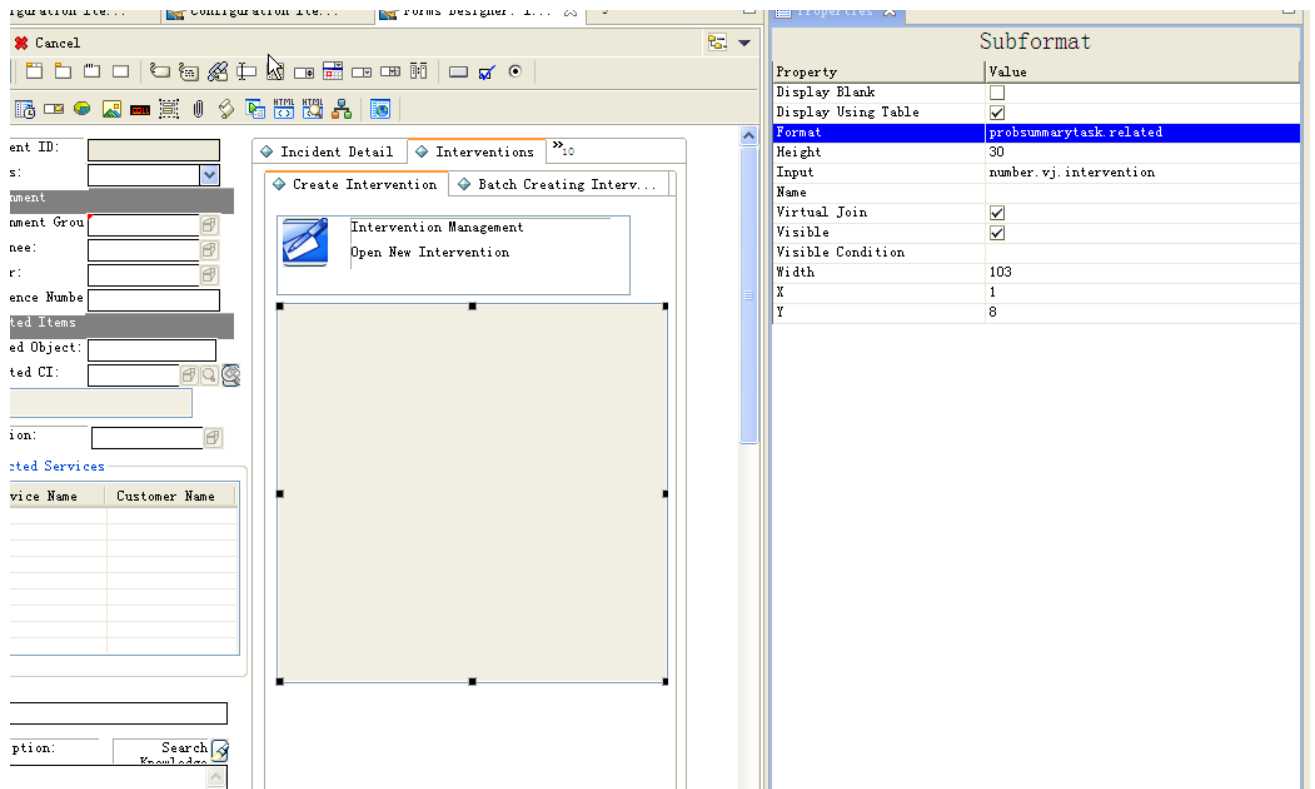
1) Add 'Create Intervention' notebook Tab.



2) Add Open new intervention button with button id 642.



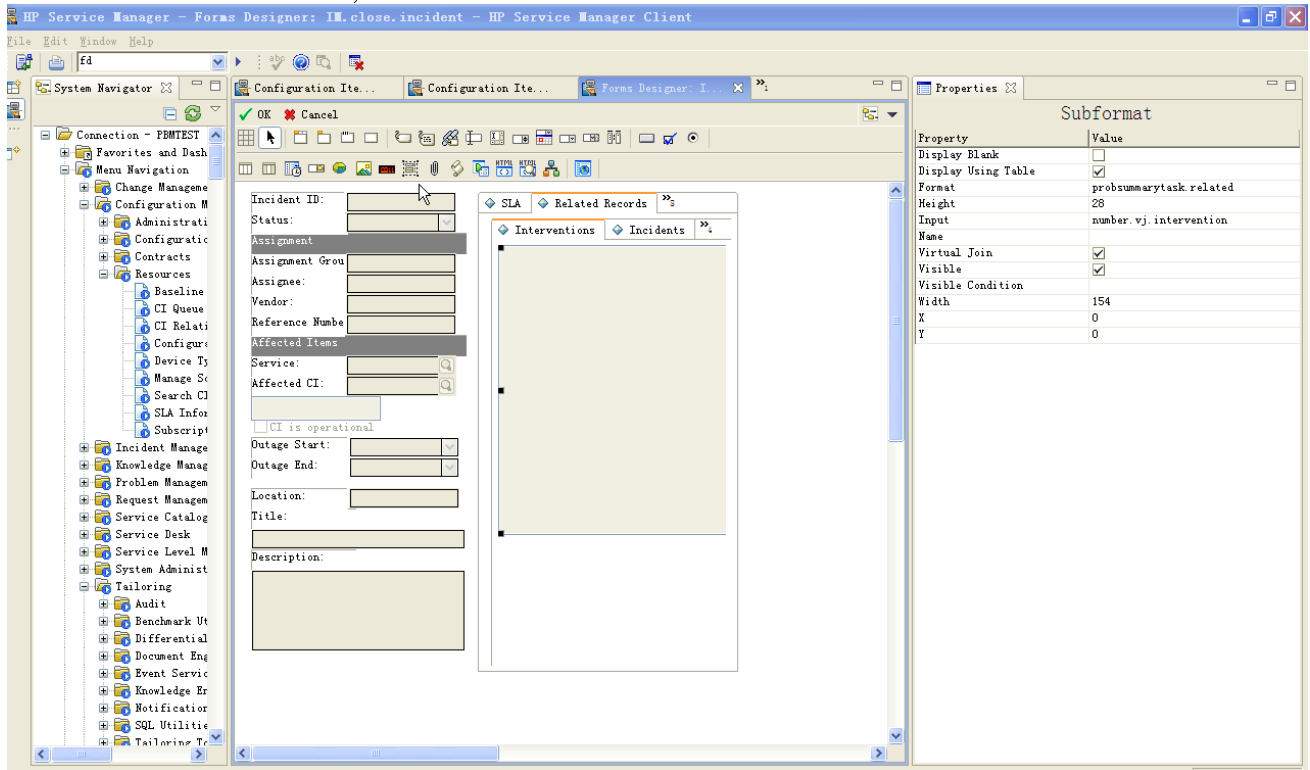
3) Add subform which point to 'probsummarytask.related' input: number.vj.intervention.



1.2.4 Update IM.close.incident form

Enter 'fd' in command line, and search IM.close.incident, Click Design. You will go to the design form.

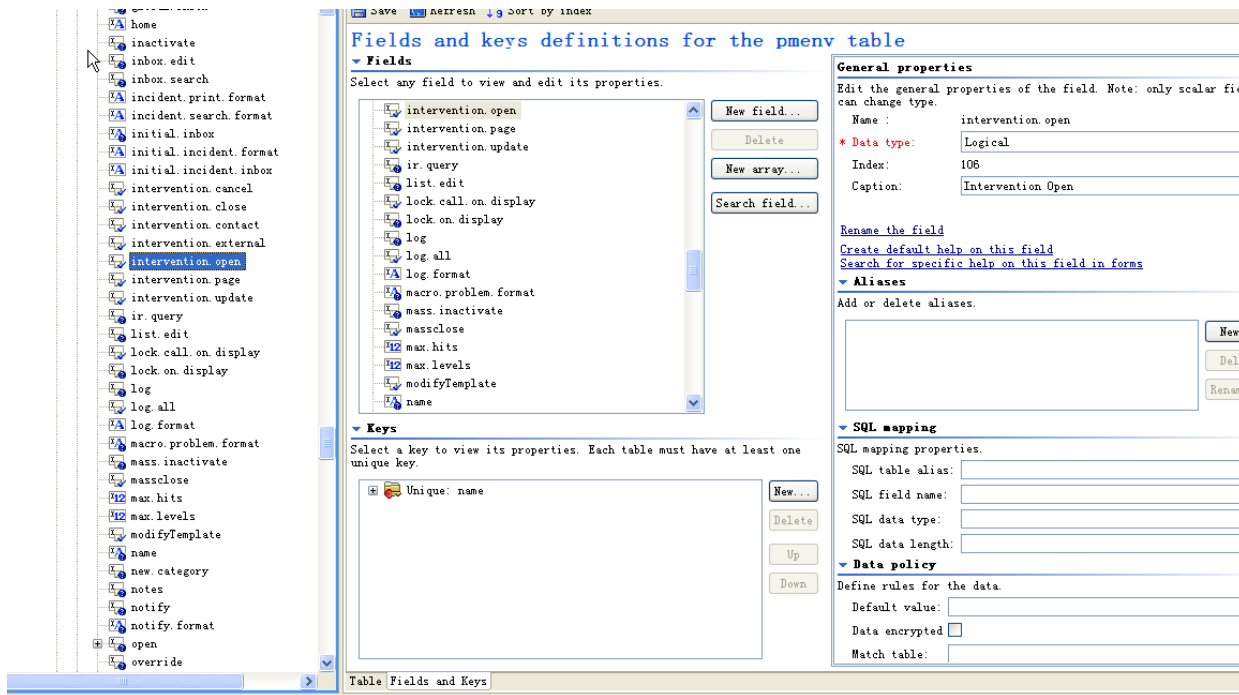
Go to 'Related Records', Add 'Interventions' notebook Tab.



1.2.5 Update pmenv file

Go to pmenv table, and add the following fields, which data type is logical:

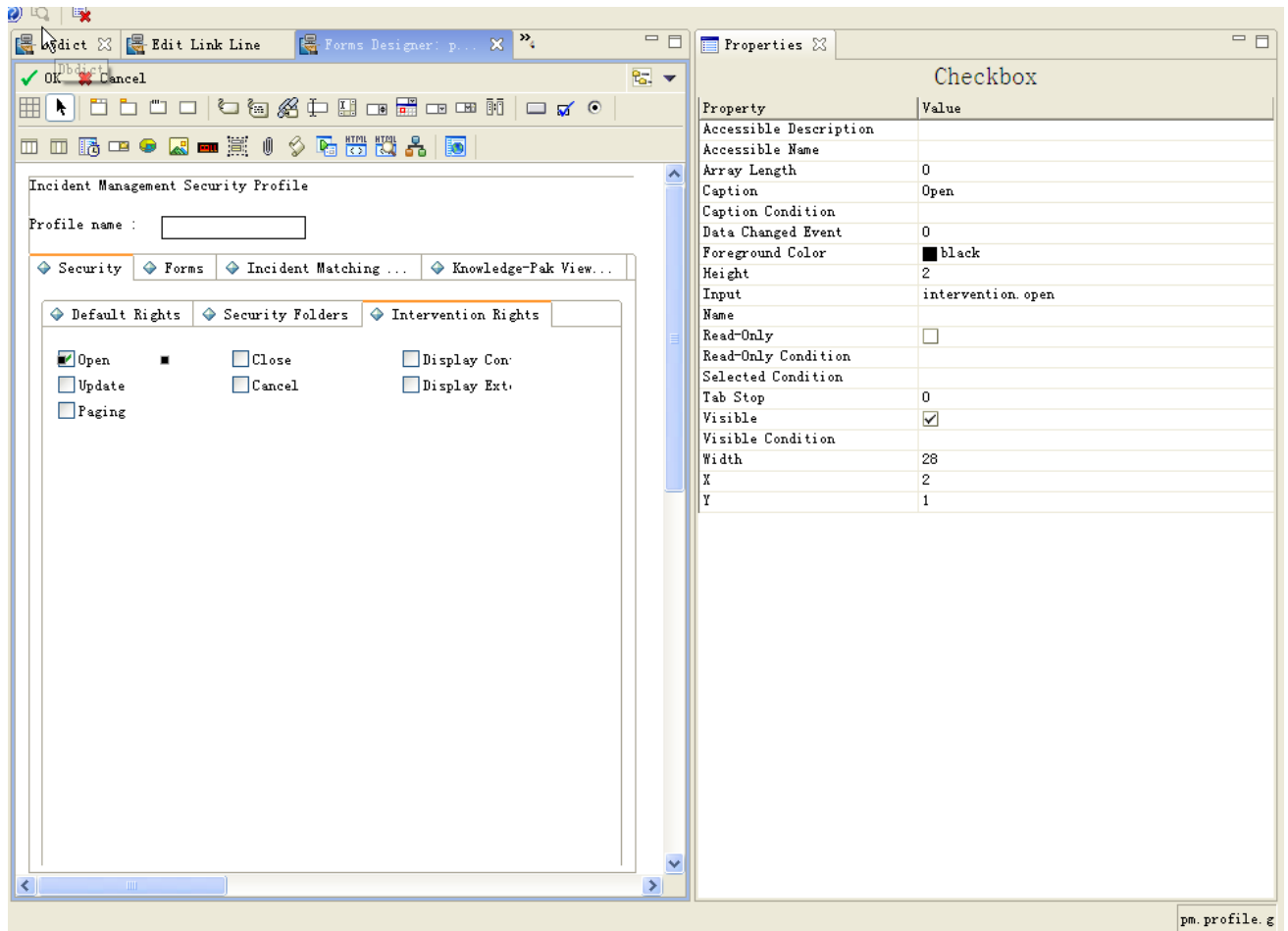
- intervention.cancel
- intervention.close
- intervention.contact
- intervention.external
- intervention.open
- intervention.update
- intervention.page



1.2.6 Update pm.profile.g form

Enter 'fd' in command line, and search pm.profile.g, Click Design. You will go to the design form.

Add 'Interventions Rights' notebook Tab, add the following check box with the related input defined in 2-2-5



If you want to give the user intervention privilege, go to System Administration-Profiles-Incident Management Profile, click search, and you can see all roles. Take sysadmin for an example, you can click the check box to give him the related privilege.

HP Service Manager - User Incident Profile: sysadmin - HP Service Manager Client

db

To Do Queue: My To Do List User Incident Profile: sysadmin

Mass Add Mass Update Mass Delete Mass Unload Refresh

Name
DEFAULT
configuration auditor
incident analyst
incident coordinator
incident manager
initiator
operator
problem manager/coord
service desk agent
service desk manager
service tech
sysadmin

OK Cancel Previous Next Add Save Delete Forms Find Fill

Incident Management Security Profile

Profile name :

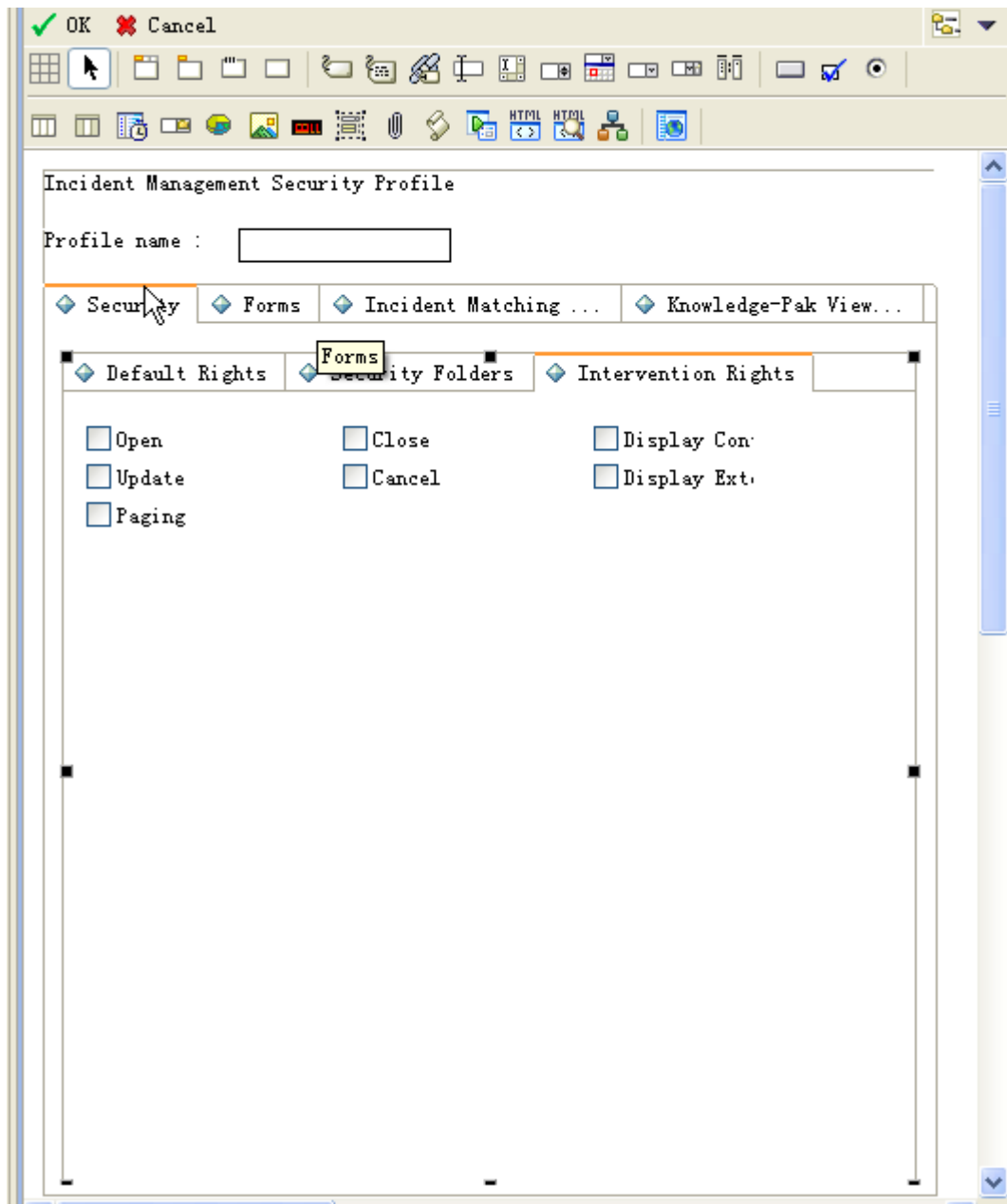
Security Forms Incident Matching Options

Rights Intervention Rights

<input checked="" type="checkbox"/> Open	<input checked="" type="checkbox"/> Close	<input checked="" type="checkbox"/> Display Contact
<input checked="" type="checkbox"/> Update	<input checked="" type="checkbox"/> Cancel	<input checked="" type="checkbox"/> Display External
<input checked="" type="checkbox"/> Paging		

System Navigator

- CI Queue
- CI Relationship Subtypes
- Configuration Item Relationsh
- Device Types
- Manage Software
- Search CIs
- SLA Information
- Subscriptions
- Incident Management
- Knowledge Management
- Problem Management
- Request Management
- Service Catalog
- Service Desk
- Service Level Management
- System Administration
 - Base System Configuration
 - Ongoing Maintenance
 - Communication Utilities
 - Environment Records
 - Groups
 - Mandanten
 - Patch Release
 - Profiles
 - Change Management Profiles
 - Configuration Management P
 - Contract Management Profil
 - Incident Management Profil
 - Knowledge Management Profil
 - Problem Management Profile
 - Request Management Profile
 - Service Desk Profiles
 - Service Level Management P
 - System
 - Capability Words
 - Operators
 - Security Folders



1.2.7 Update IM menu

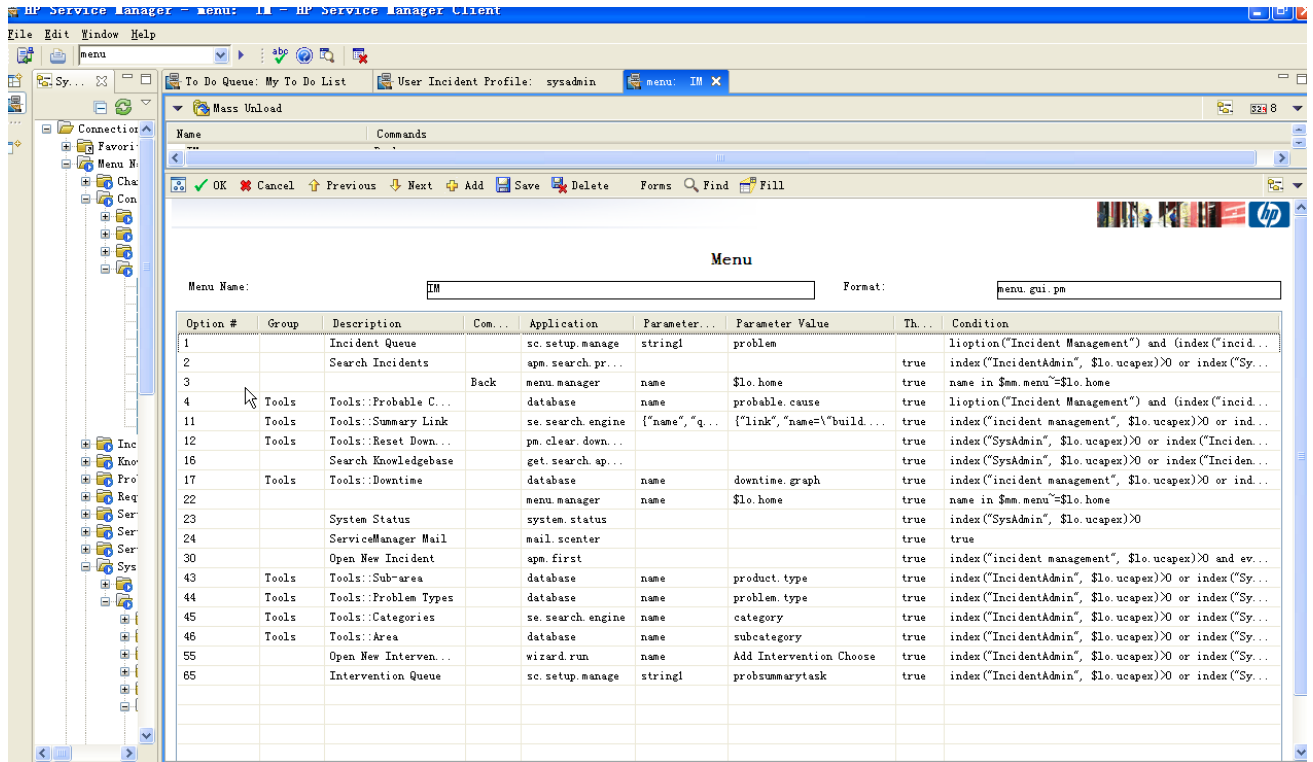
Enter 'menu' in command line, input 'IM', add the bottom two line:

Open New Intervention

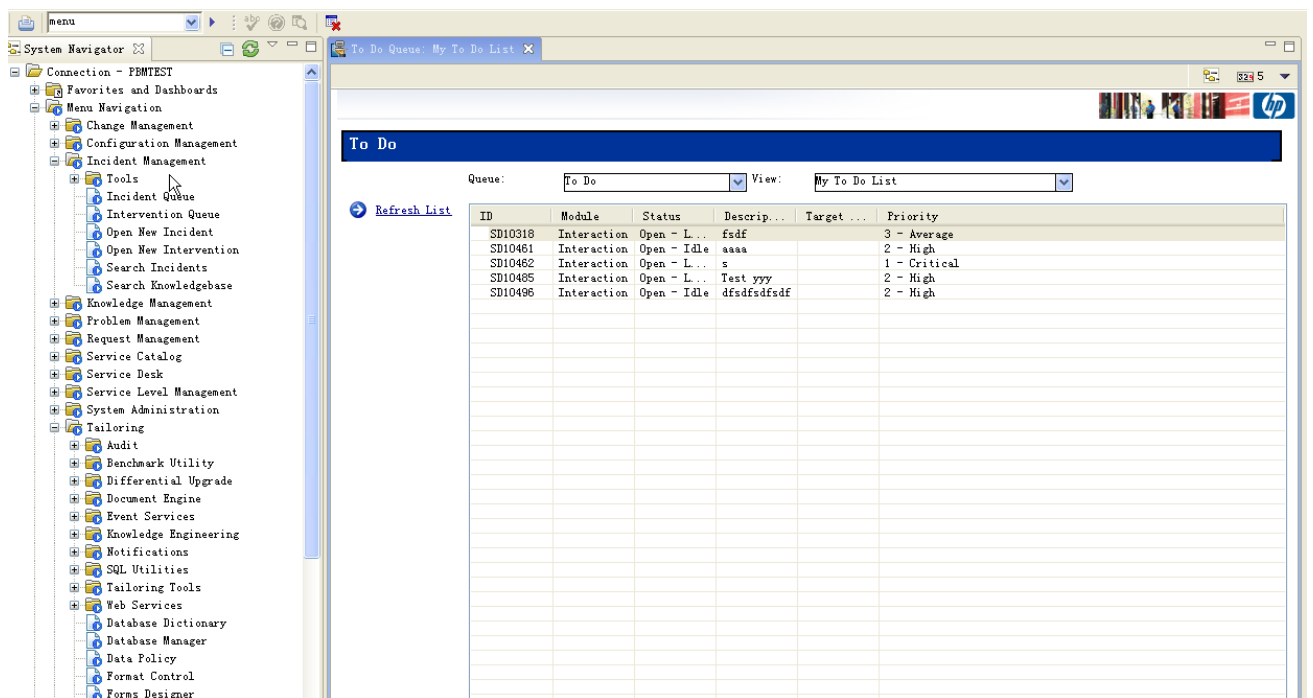
Condition :index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin",
\$lo.ucapex)>0 or index("incident management", \$lo.ucapex)>0

Intervention Queue

Condition: index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin",
\$lo.ucapex)>0 or index("incident management", \$lo.ucapex)>0

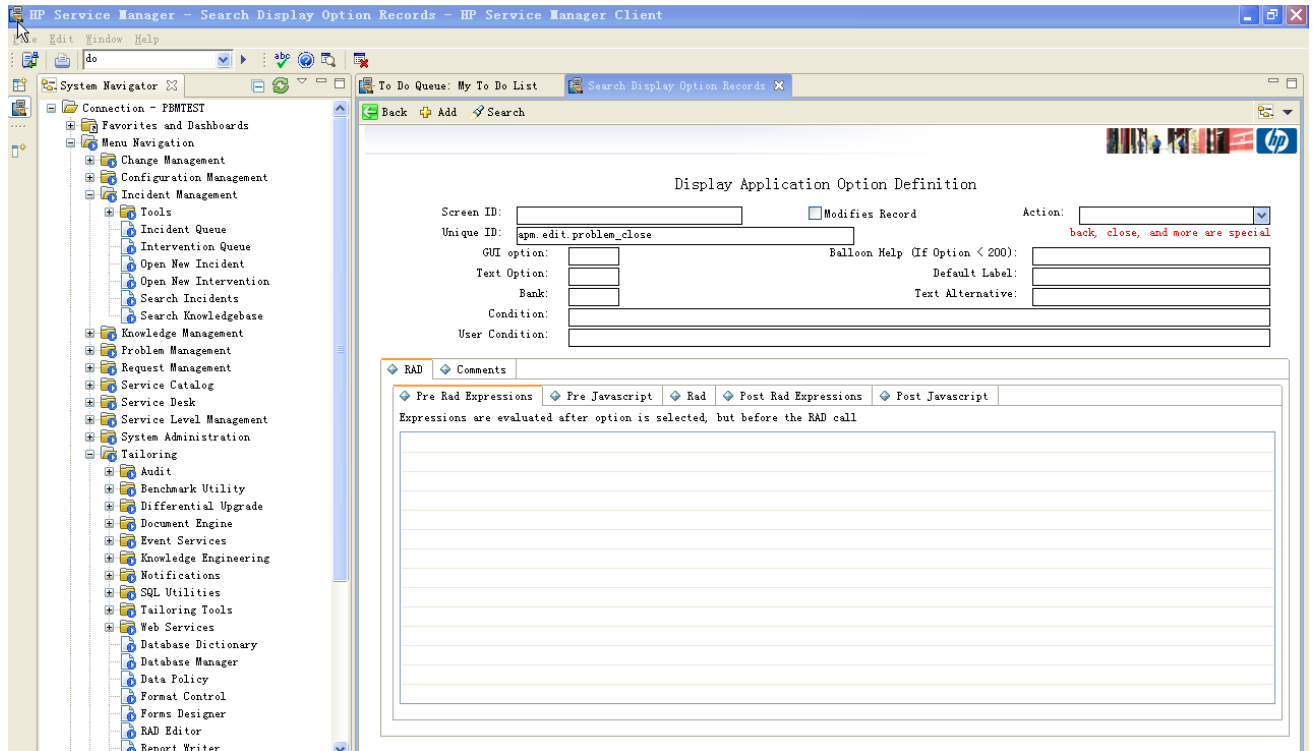


Then you will see the following menu under Incident Management:

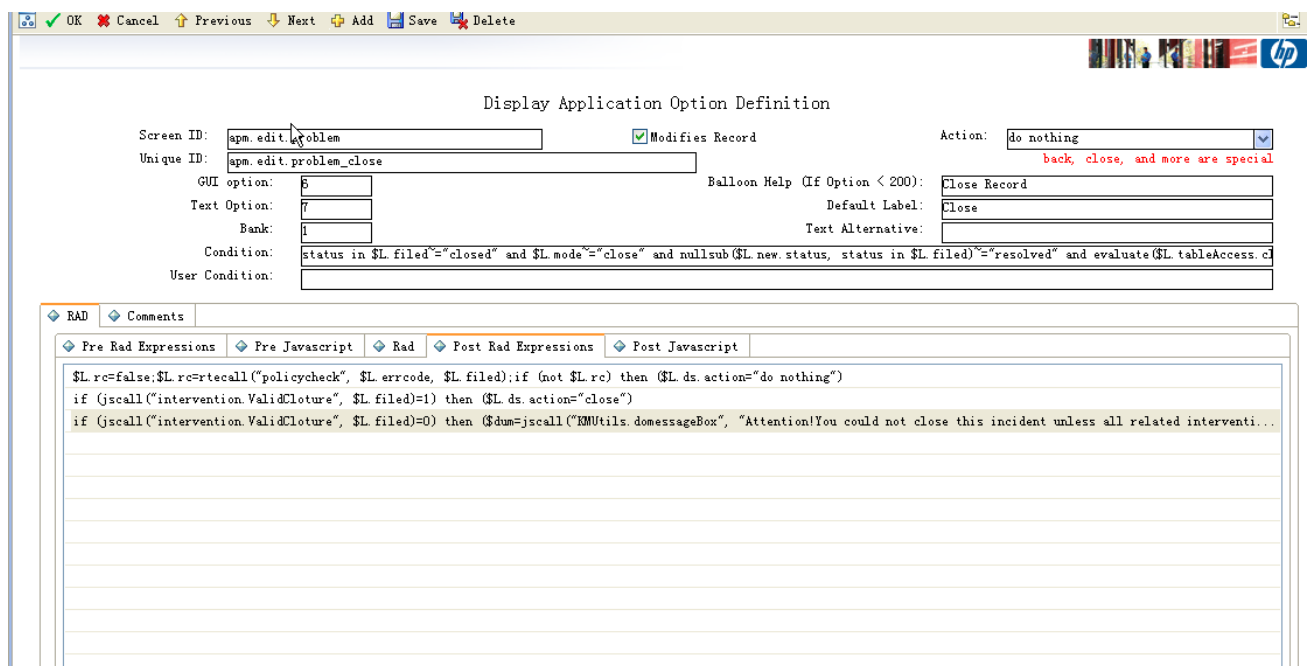


1.2.8 Update display option

Enter 'do' in command line, input :apm.edit.problem_close



Add the following items in Post Rad Expressions



Do the same thing to display option apm.edit.problem_close.bg

Chapter 2

Telecom CI Types Definition

2.1 Install Telecom CI Types Kit

Install the Telecom CI Types kit (for merge customization function),the following will be added to system manage.

Filename	Name	Note
dbdict	customer	
dbdict	network	
dbdict	terminationpoint	
dbdict	telesoftware	
dbdict	equipment	
dbdict	connection	
dbdict	topologicallink	
dbdict	trail	
dbdict	managedelement	
dbdict	mocirl	
dbdict	resservicerelation	
devtype	Customer	
devtype	Network	
devtype	Terminationpoint	
devtype	Software	
devtype	Equipment	
devtype	Connection	
devtype	Topologicallink	
devtype	Trail	
devtype	Managedelement	
joindef	joincustomer	
joindef	joinnetwork	
joindef	jointerminationpoint	

joindef	jointelesoftware	
joindef	joinequipment	
joindef	joinconnection	
joindef	jointopologicallink	
joindef	jointrail	
joindef	joinmanagedelement	
erdddef	file1=device file2=customer	
erdddef	file1=device file2=network	
erdddef	file1=device file2=terminationpoint	
erdddef	file1="device" file2=telesoftware	
erdddef	file1="device" file2= connection	
erdddef	file1="device" file2= topologicallink	
erdddef	file1="device" file2= trail	
erdddef	file1="device" file2= managedelement	
format	customer	
format	networkservice.browse.g	
format	networkservice.related.incident. g	
format	networkservice	
format	terminationpoint	
format	telesoftware	
format	equipment	
format	connection	
format	topologicallink	
format	trail	
format	managedelement	
format	mocirl	
format	resservicerelation	
formatctrl	networkservice.browse	
link	networkservice.browse	

2.2 Update configurationItem form

Enter 'fd' in command line, and search configurationItem, Click Design. You will go to the design form.

Add notebook for each CI Type. For example, you can add 'Trail' with related fields, with visible conditions: [type]="trail"

The screenshot displays the HP Service Manager Forms Designer interface. The main window shows a form design for 'configurationItem'. The form is divided into several sections: 'Baseline', 'Managed State', and 'Trail'. The 'Trail' section is currently selected and contains the following fields:

- Trail Name: [Text Field]
- Tx A End Name: [Text Field]
- Tx Trail Layer: [Text Field]
- Tx Z End Name: [Text Field]
- Vpn Bandwidth: [Text Field]
- Vpn Head: [Text Field]
- Vpn Tail: [Text Field]
- Vpn Vrf Name: [Text Field]
- Vpn Vrf Ed: [Text Field]
- Vpn Vrf Edtarget: [Text Field]

The 'Properties' pane on the right shows the 'Notebook Tab' properties for the 'Trail' type:

Property	Value
Accessible Description	
Accessible Name	
Caption	Trail
Caption Condition	
Name	page1271949358526
Visible	<input checked="" type="checkbox"/>
Visible Condition	[type]="trail"

Chapter 3

Incident Management Enhancement

3.1 Install Incident Management Enhancement Kit

Install the incident management enhancement kit (for merge customization function), the following will be added to system manage.

Filename	Name	Note
dbdict	TTAlarms	
format	TTAlarms.list.g	
formatctrl	login.DEFAULT	
displayoption	apm.first_impact apm.edit.problem_impact	
ScriptLibrary	IncidentEnhancement common	
category		
producttype		
subcategory		

3.2 Customization

3.2.1 Update dbdict probsummary

First of all, you should use the following statement to create a table in your SM database.

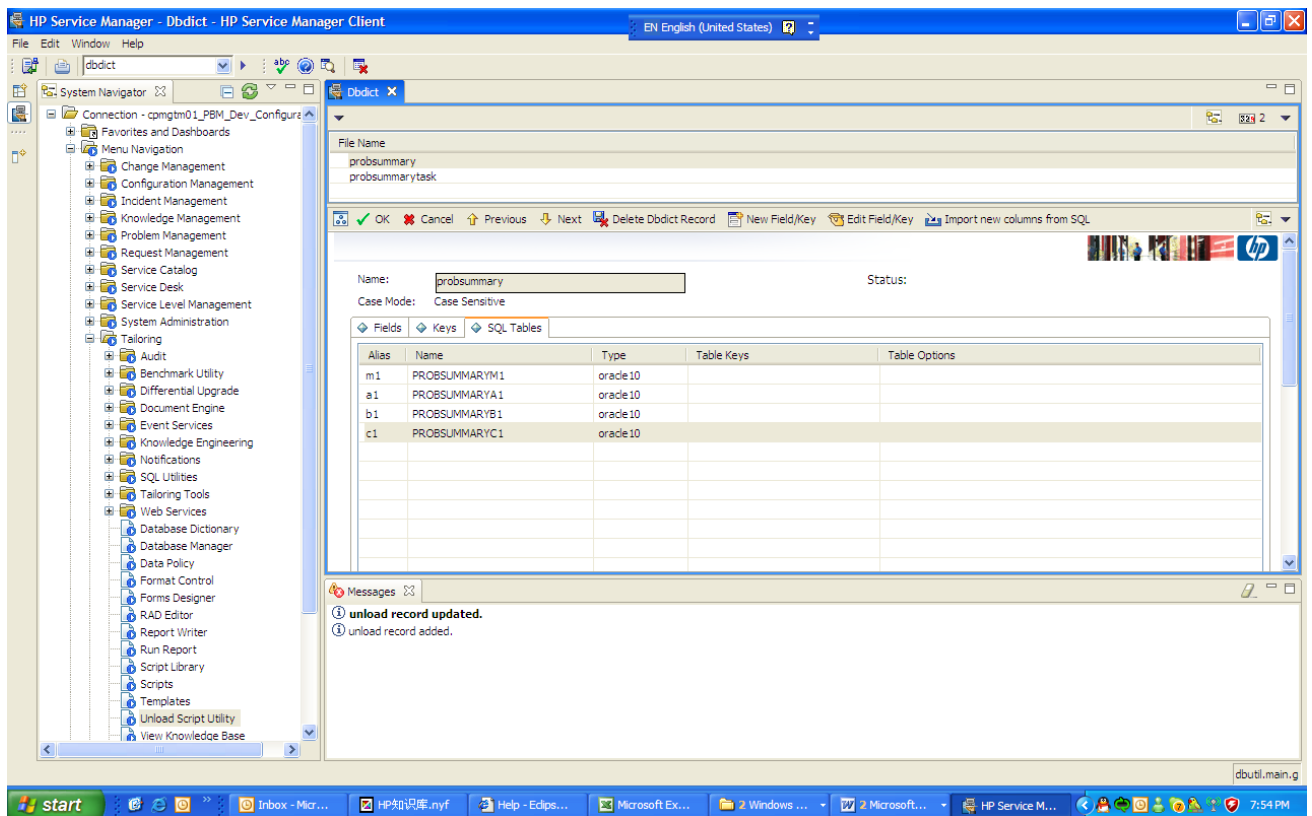
```
create table PROBSUMMARYC1
(
  "NUMBER"          VARCHAR2(90),
  RECORD_NUMBER     INTEGER,
  DETAILED_SERVICE_NAME  VARCHAR2(200),
  DETAILED_SERVICE_CRITICAL CHAR(1),
  DETAILED_SERVICE_PRIORITY  VARCHAR2(5),
  DETAILED_SERVICE_SUBSCRIBER VARCHAR2(200),
  DETAILED_SERVICE_INFO    VARCHAR2(512));

create table PROBSUMMARYB1
(
  "NUMBER"          VARCHAR2(90),
  RECORD_NUMBER     INTEGER,
```

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

3.2.1.1 Add alias tables to probsummary

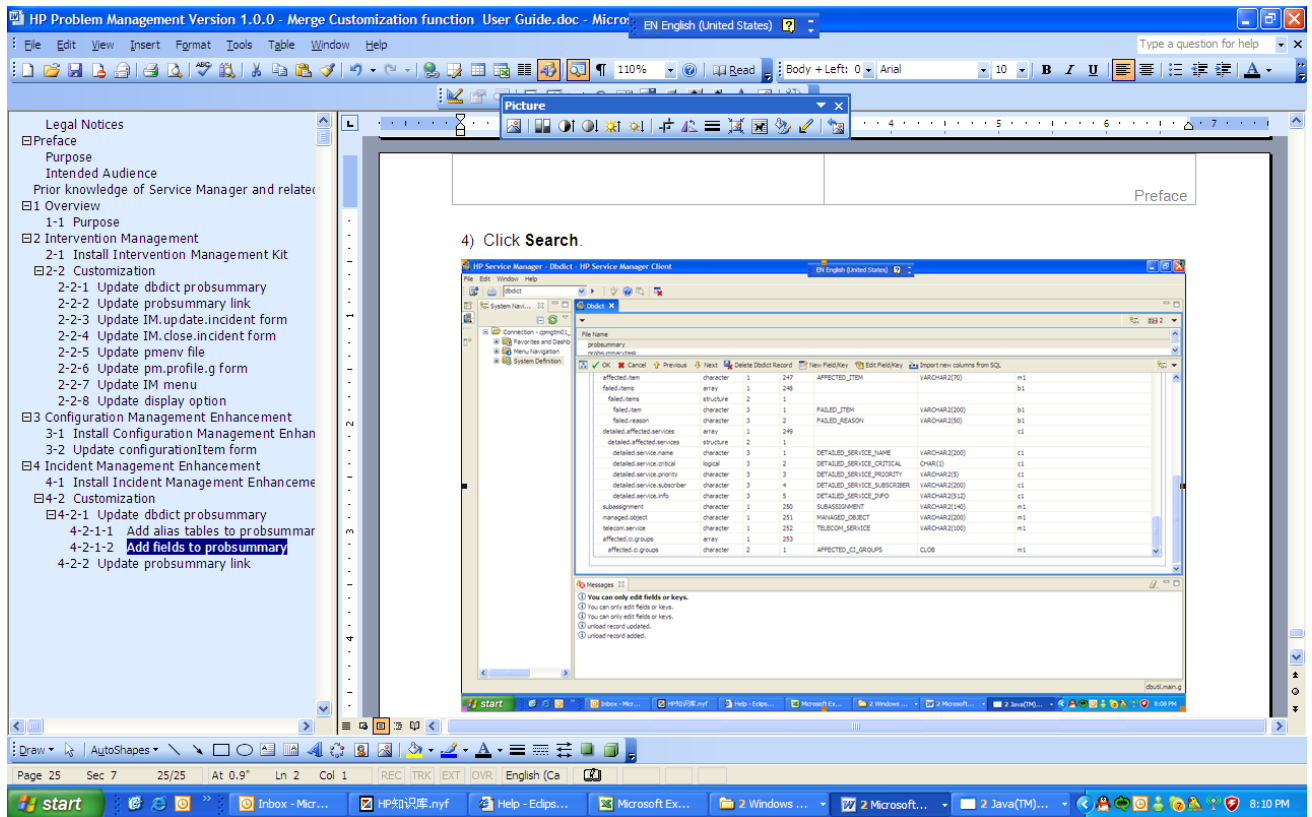
- 1) Log on HP Service manager7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring >Database Dictionary**.
- 3) Type “probsummary” into the **File Name** field.
- 4) Click **Search**.



- 5) Add a Alias named “b1”, “c1”. Table named “PROBSUMMARYB1”, “PROBSUMMARYC1”;

3.2.1.2 Add fields to probsummary

- 1) Log on HP Service manager7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring >Database Dictionary**.
- 3) Type “probsummary” into the **File Name** field.
- 4) Click **Search**.



5) Add two structures named failed.items and detailed.affected.services. The detail information as above picture.

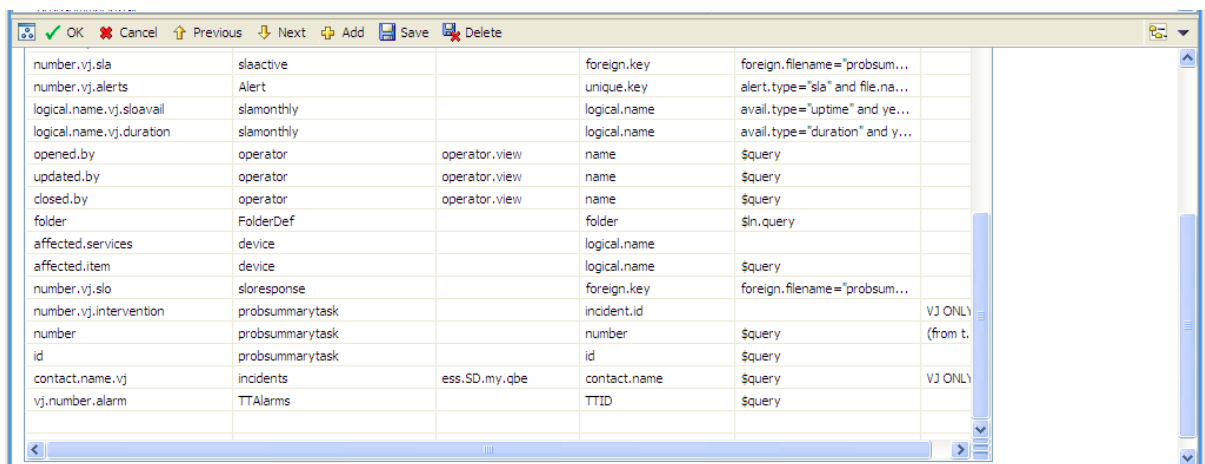
6) Click **Ok** to save the changes.

3.2.1.3 Create alias to the fields of probsummary

Please refer to 2-2-1 to create alias for "NUMBER" field, alias name is vj.number.alarm

3.2.2 Update probsummary link

1) Enter 'link' in command line, input 'probsummary'



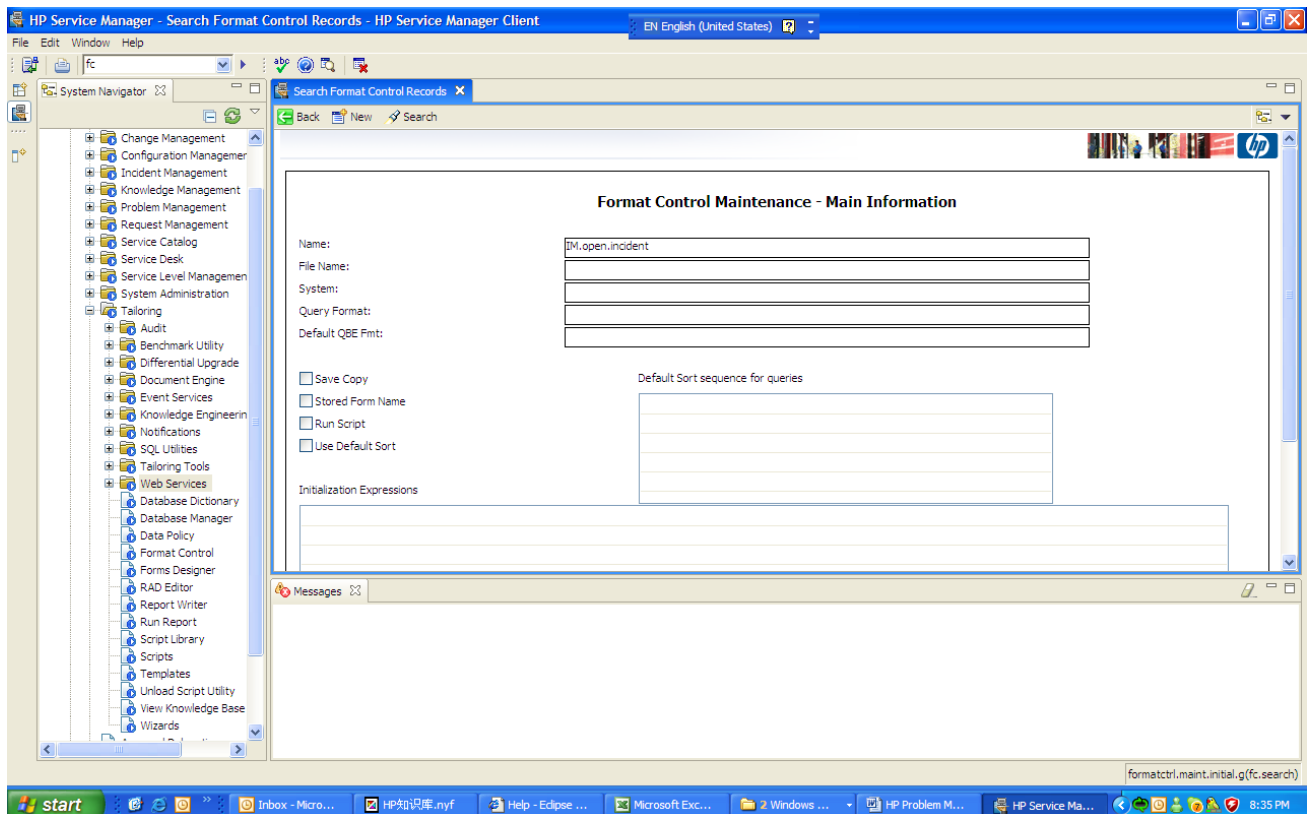
2) Add a line to the end of the line, just like the following information.

Source Field Name	Target File Name	Target Format Name	Target Field Name	Add Query	Comm.
vj.number.alarm	TTAlarms		TTID	\$query	

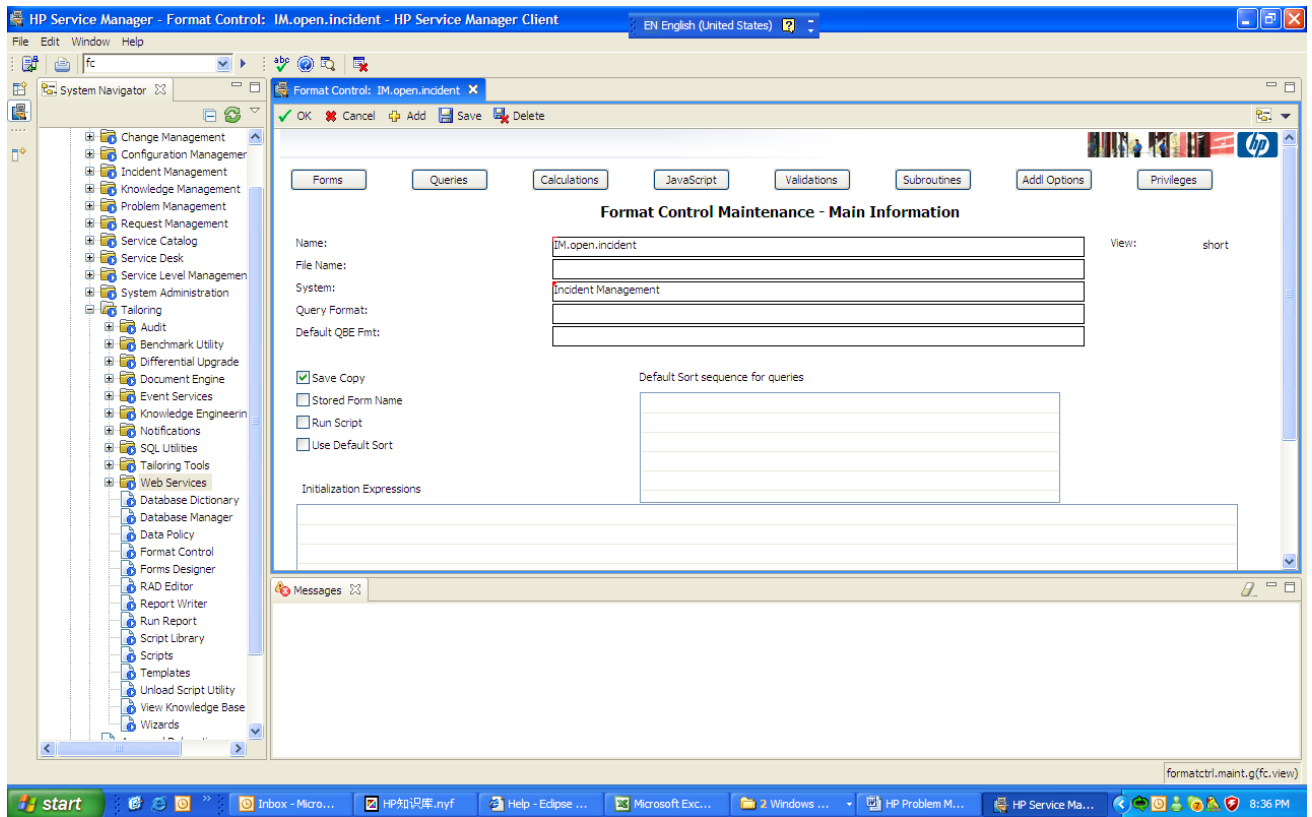
3) Click Ok.

3.2.3 Update IM.open.incident format control

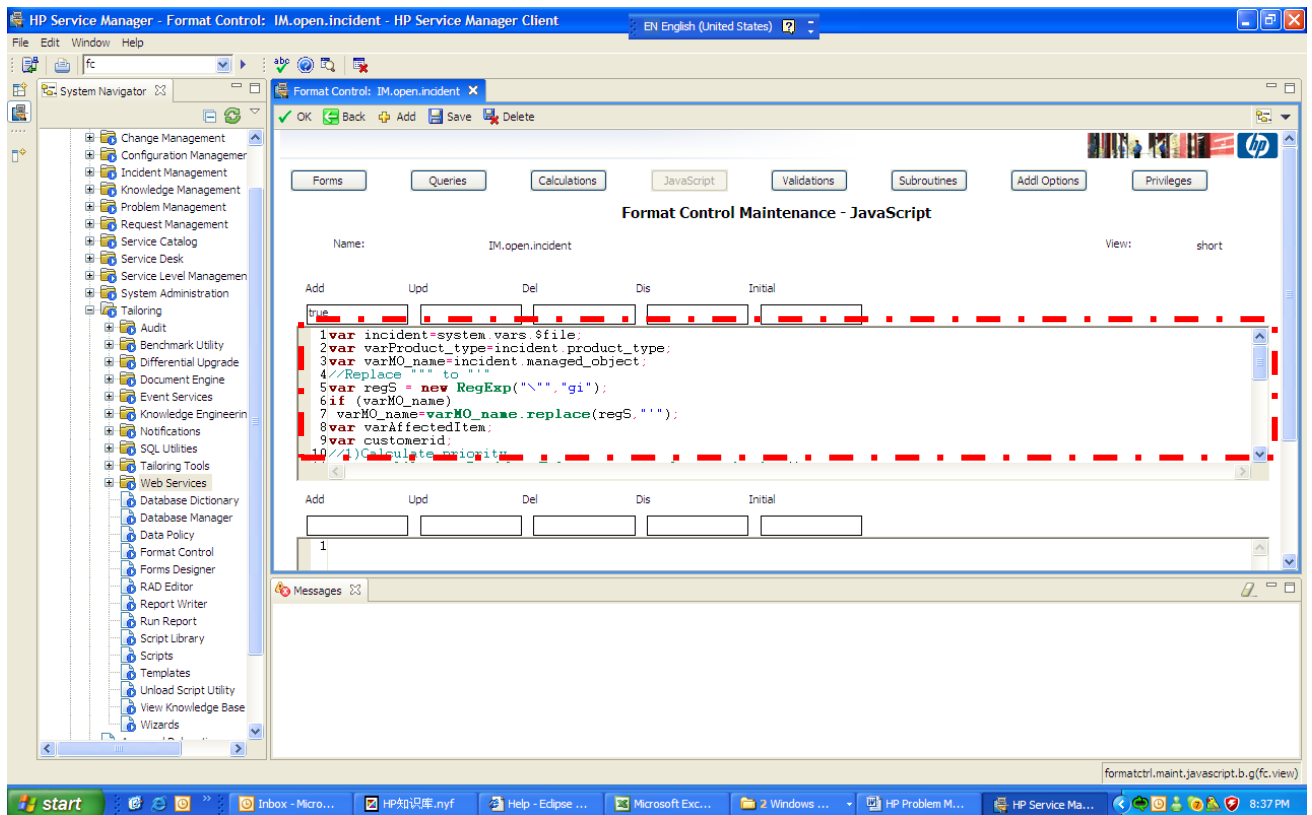
- 1) Log on HP Service manager7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring > Format Control**.
- 3) Type “IM.open.incident” into the name field



4) Click **Search**.



5) Click JavaScript button.



Set add option equal to "true"

Add the following script into the red quadrangle part.

```
var incident=system.vars.$file;
var varProduct_type=incident.product_type;
var varMO_name=incident.managed_object;
//Replace "" to ""
var regS = new RegExp("\\", "gi");
if (varMO_name)
    varMO_name=varMO_name.replace(regS, "");
var varAffectedItem;
var customerid;
//1)Calculate priority.
system.library.IncidentEnhancement.update_priority();
if (varProduct_type=="TeMIP")
{
    //2)Lookup MO related Service CI
    varAffectedItem =
system.library.TelcoApplication.lookup_affected_ci (varMO_name);
    incident.logical_name=varAffectedItem;

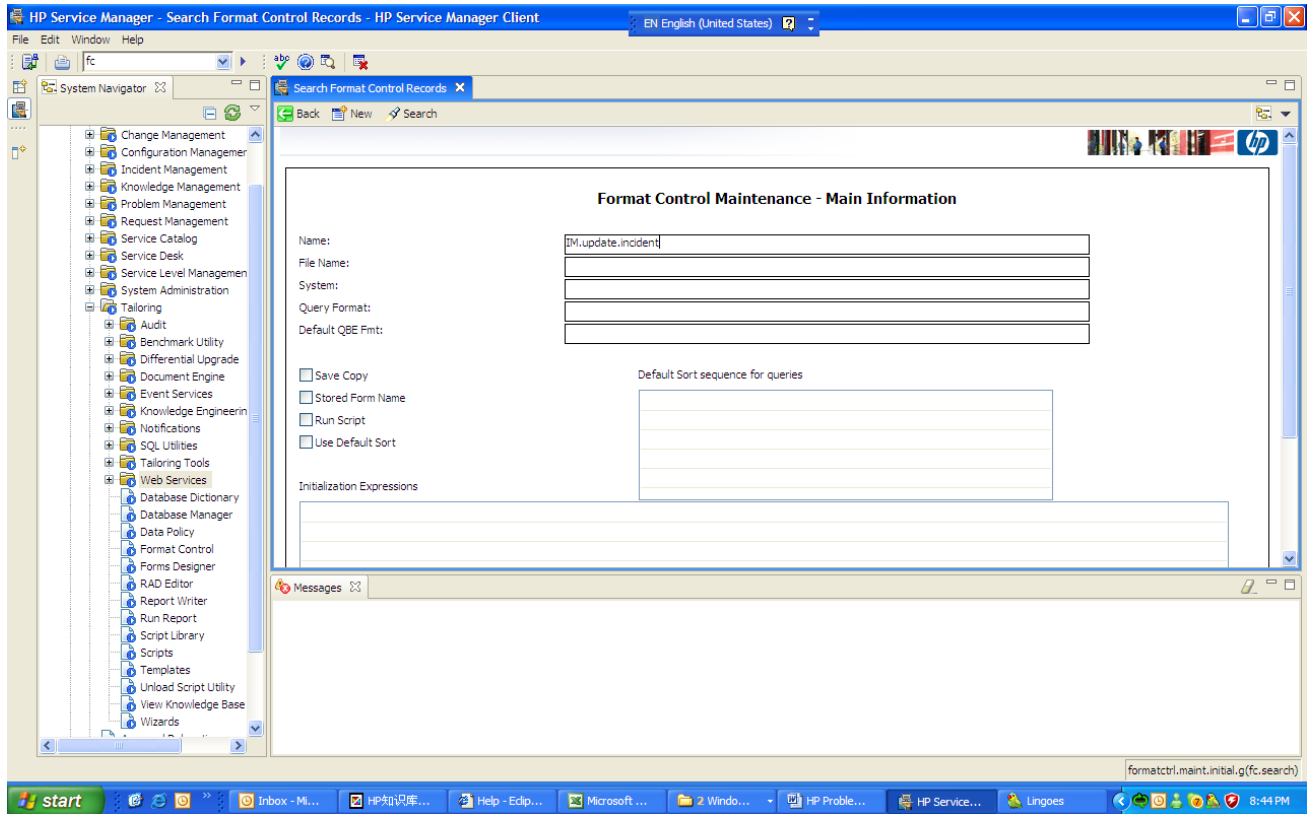
    //Lookup CI type
    var ci_type =
system.library.TelcoApplication.lookup_ci_type (varAffectedItem, incident);
    //if (!ci_type) return;
    if (ci_type=="network")
    {
        //Set related services, customers and incidents.

system.library.TelcoApplication.service_lookup_action (varAffectedItem, incident)
    } else{
        //Set related resource, services, customers and incidents

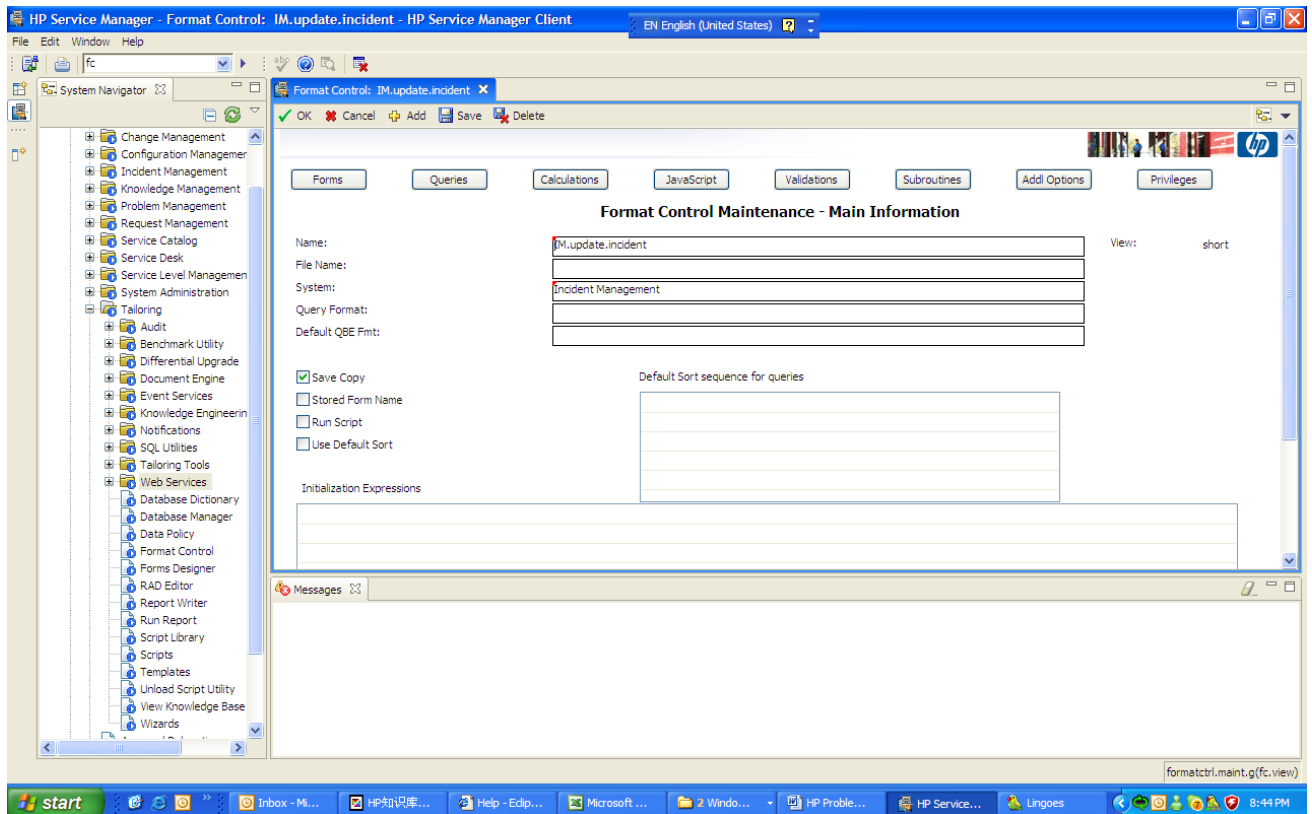
system.library.TelcoApplication.resource_lookup_action (varAffectedItem, incident)
    }
}
```

3.2.4 Update IM.update.incident format control

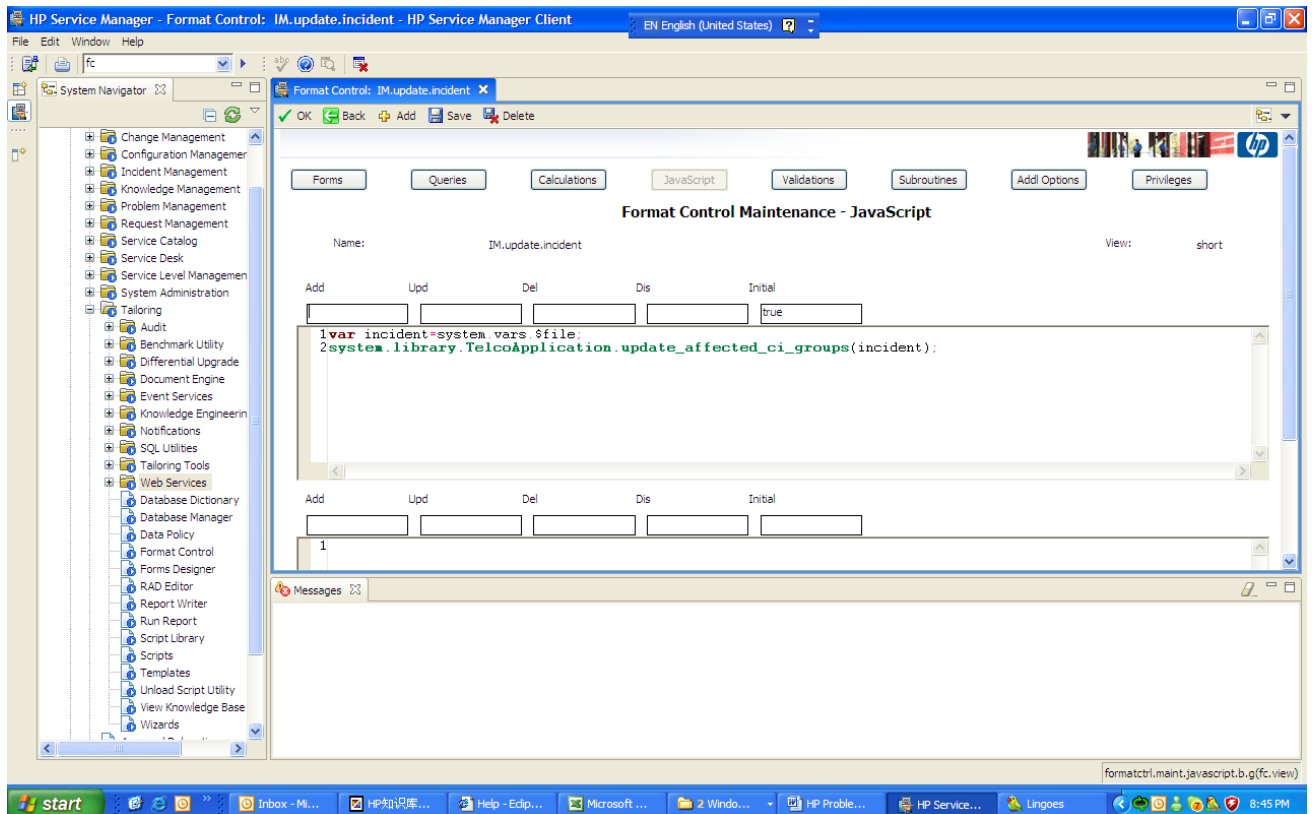
- 1) Log on HP Service manager 7.11 via "falcon" account.
- 2) From the Service Manager main menu, Click **Tailoring > Format Control**.
- 3) Type "IM.update.incident" into the name field



4) Click **Search**.



5) Click **Javascript**.

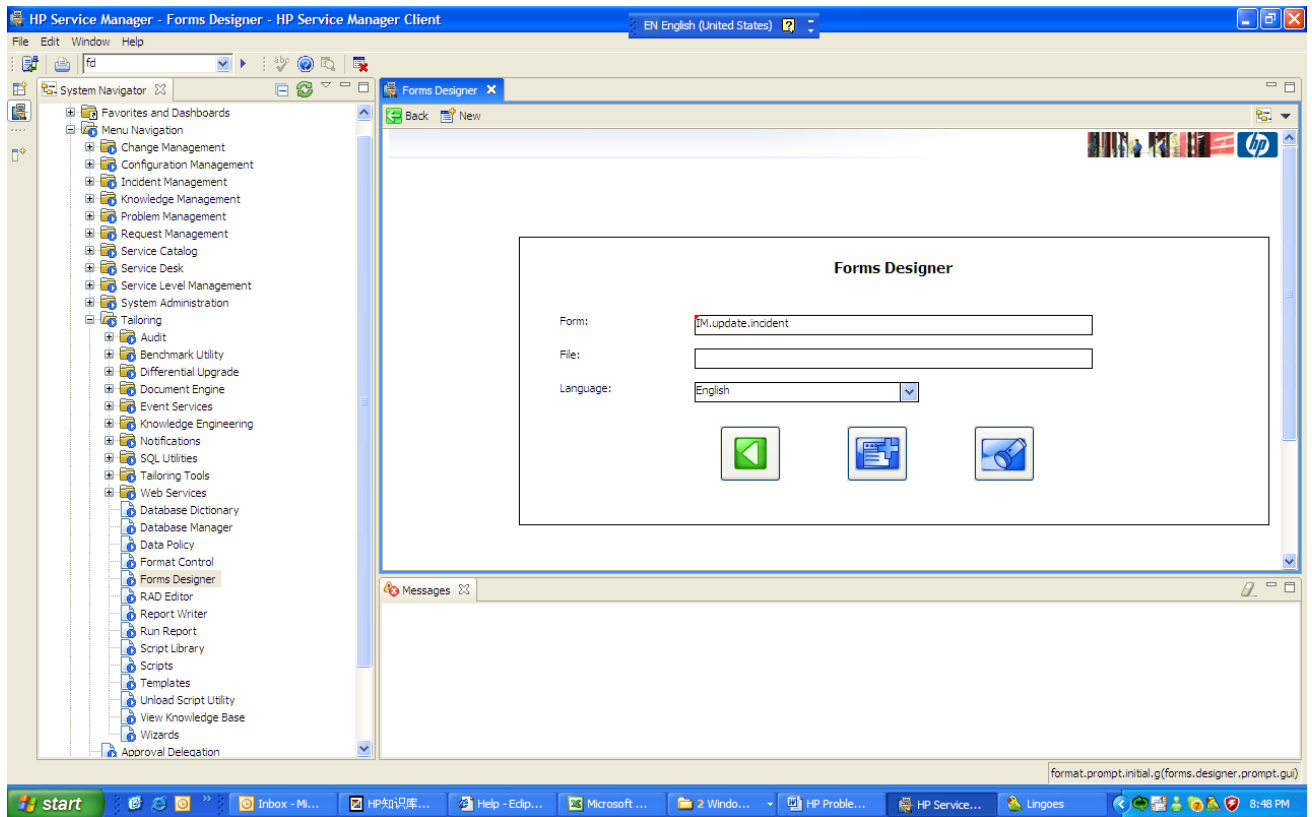


Add above information into your format control.

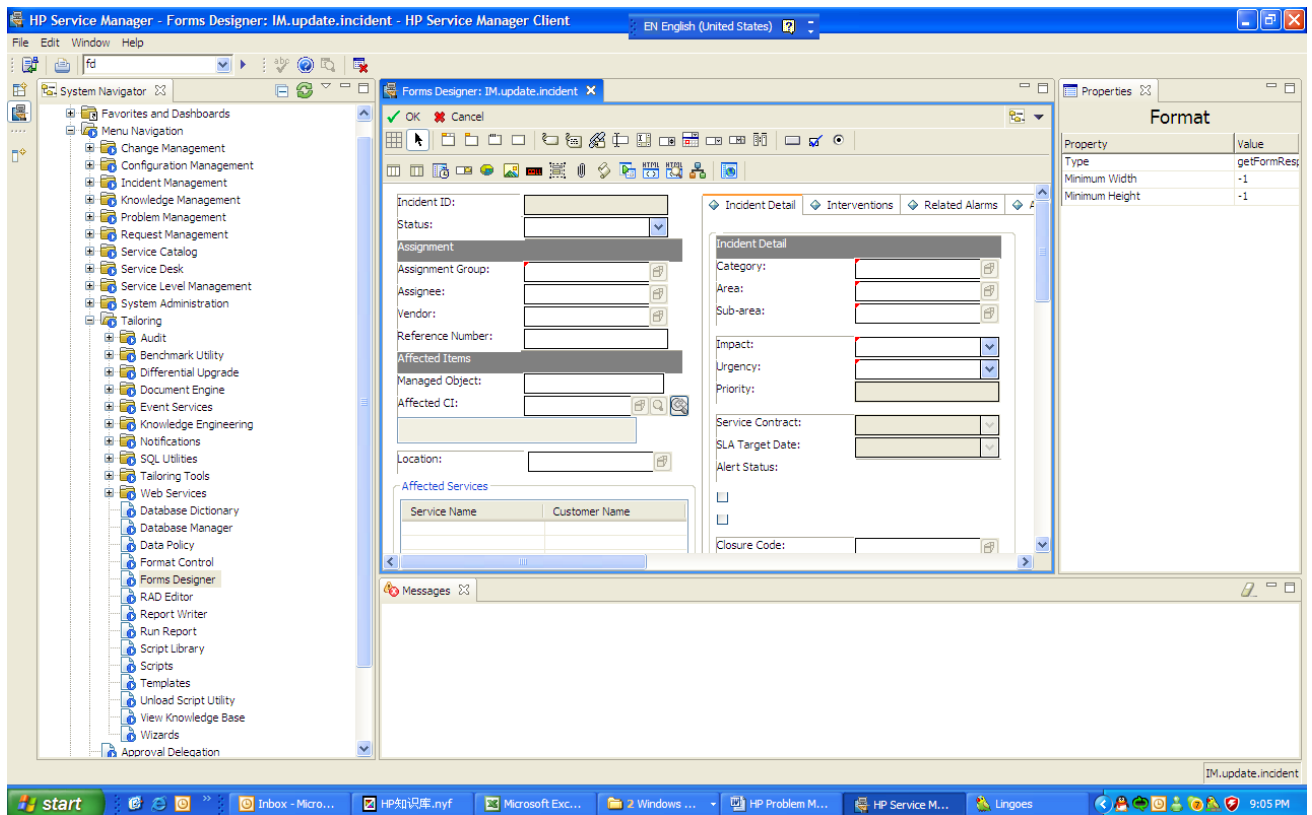
3.2.5 Update IM.update.incident Form

3.2.5.1 Add affected service table

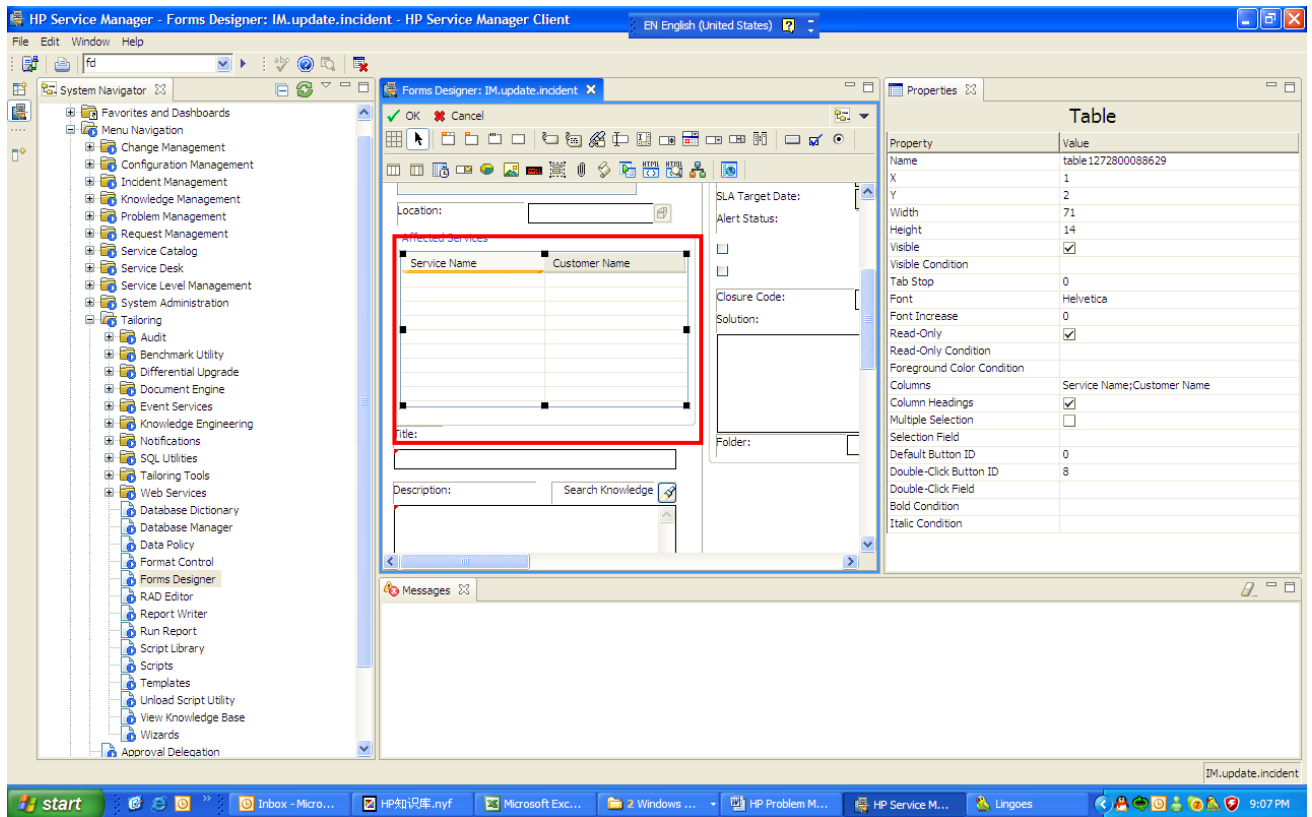
- 1) Log on HP Service manager7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring > Forms Designer**.
- 3) Type “IM.update.incident” into the name field



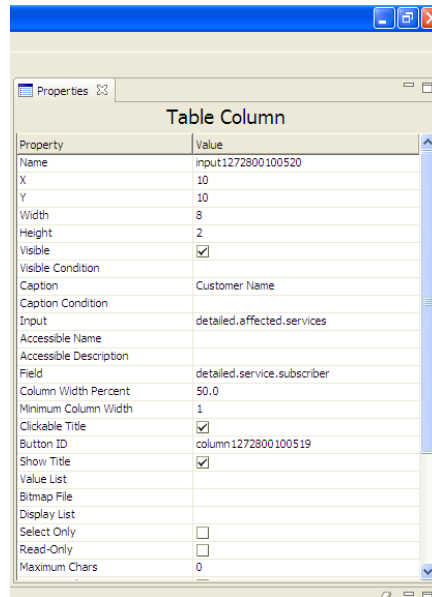
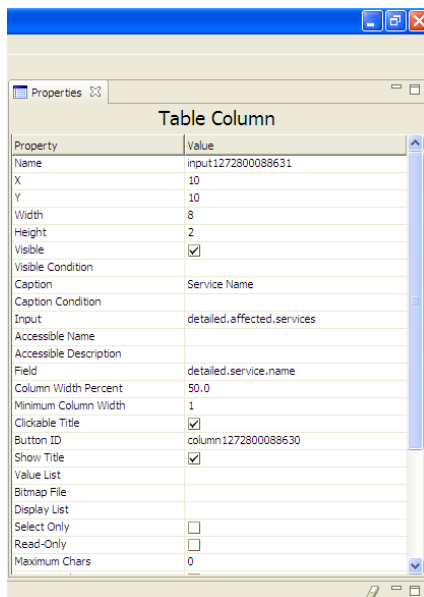
4) Click Search.



5) Add a table to the form. Please refer to the following picture.



The detail information of the column as follows.



6) Click Ok.

3.2.5.2 Add “Related alarms” SubForm

Please refer to 2-2-3 section to add a sub form to IM.update.incident form.

The detail information as follows.

