SM Telco Extension Demo Guide

1 Connect to the demo server

From your PC, perform a remote desktop connection to page.fra.hp.com (16.17.10.192) (login/password: IMsupport/Welcome2005):
Start → All programs → Accessories → Communication → Remote Desktop Connection

Or Start *→ Run → %SystemRoot%\system32\mstsc.exe /v:page.fra.hp.com*

If you face the following pop-up error message when connecting to the Windows server:
"The remote session was disconnected because there are no Terminal Server client access licenses available for this computer"
The issue is **not with our demo** but it comes from **your own laptop/PC**.
The solution to this problem is to edit the registry of your own computer and remove the existing license:
1. *Start -> Run -> regedt32*
2. Save whatever is at HKEY_LOCAL_MACHINE\Software\Microsoft\MSLicensing\Store and then delete it. The next time a connection attempt is made, the machine will get a new license.

Of course, the standard disclaimers apply, and it's a safe practice ☺ to back up the system and registry before you try to update the registry.
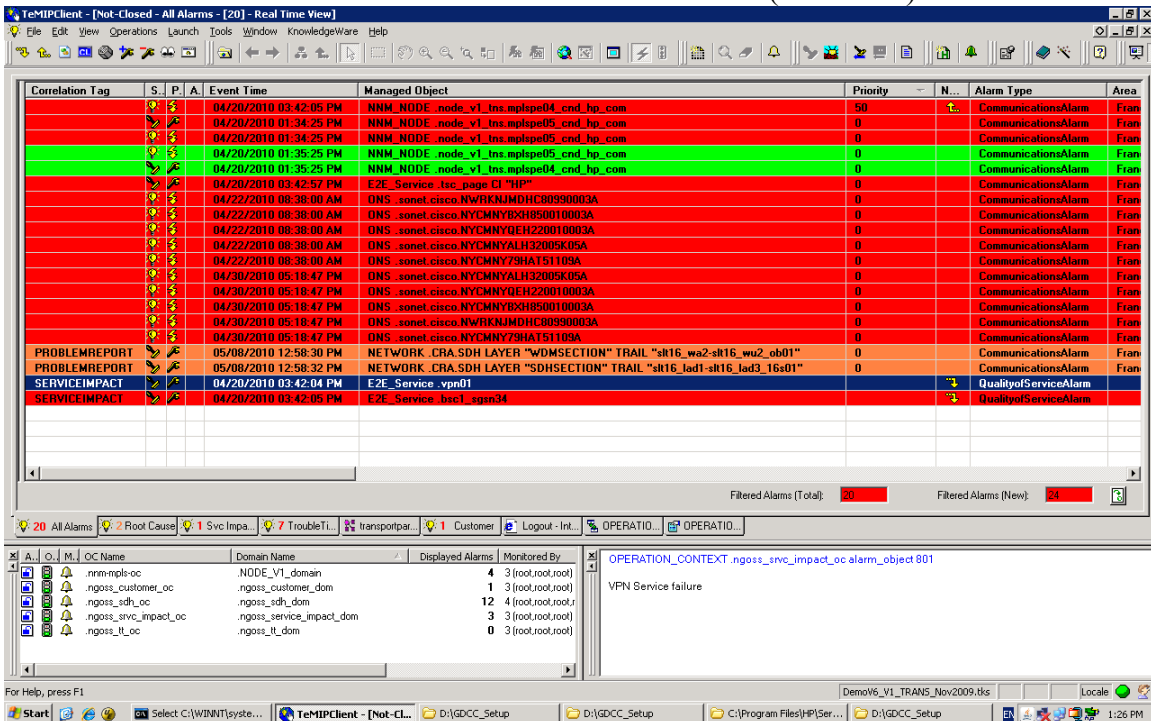
2 Create TT from TeMIP Client.

2.1 Start TeMIP Client 6.11

Click *Start → All programs → TeMIP Client V6.1 for Windows →TeMIP Client V6.1 for Windows*
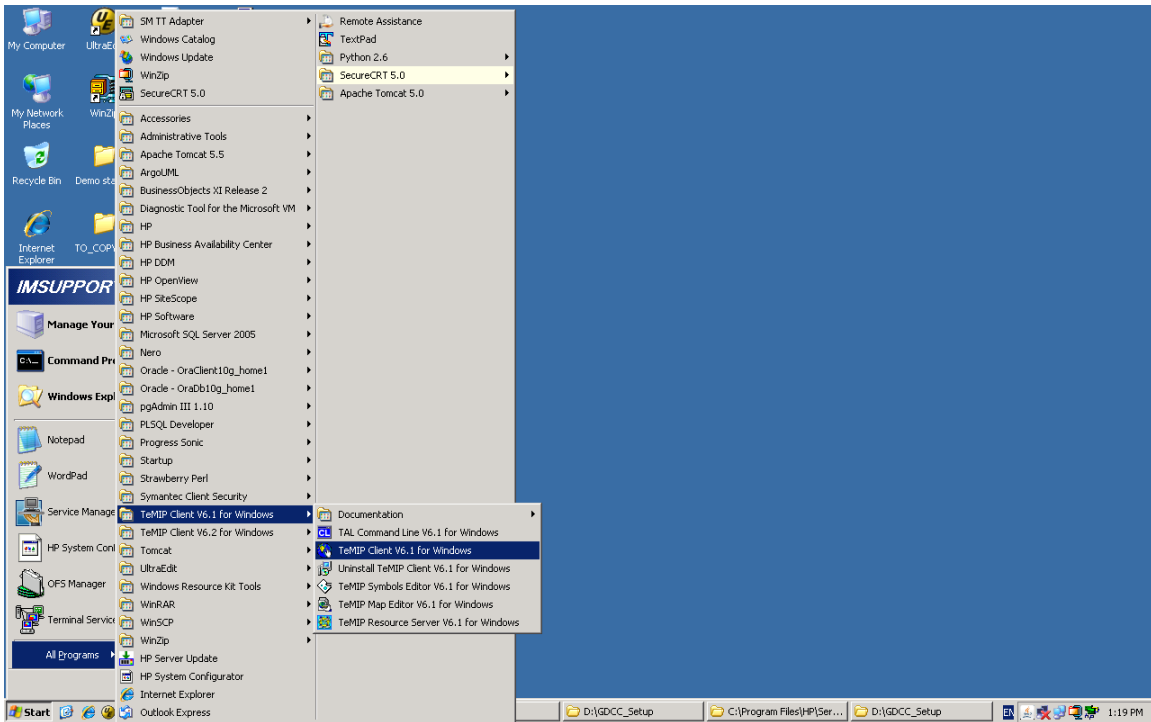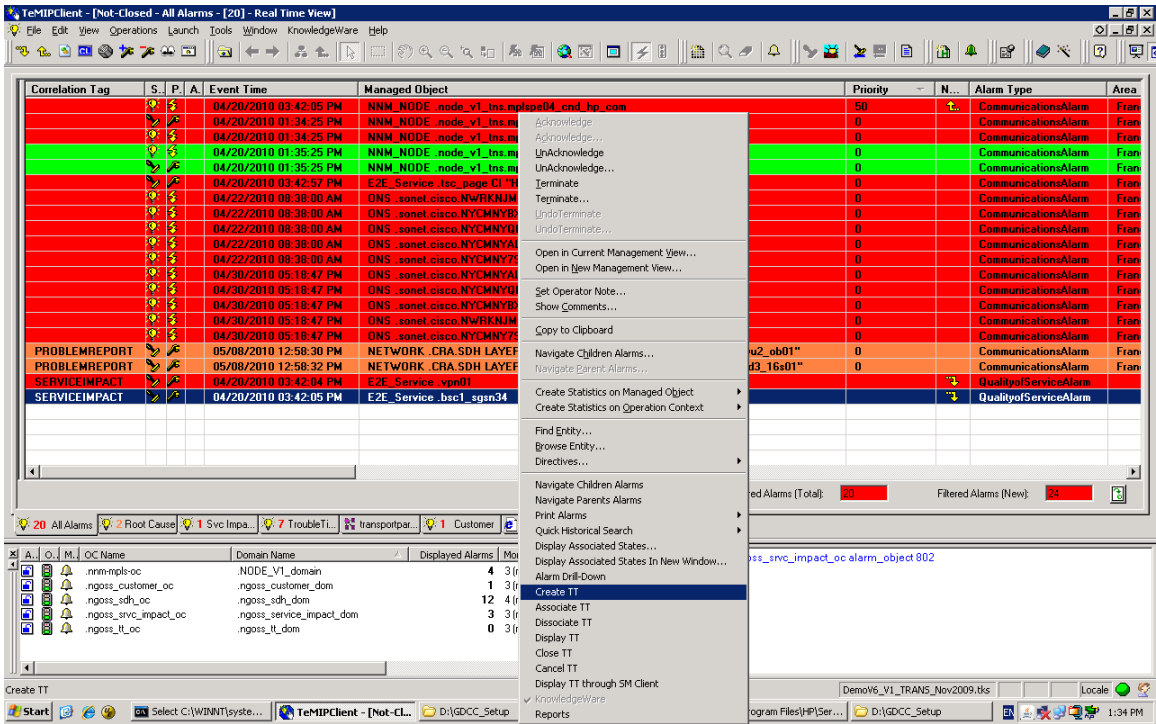
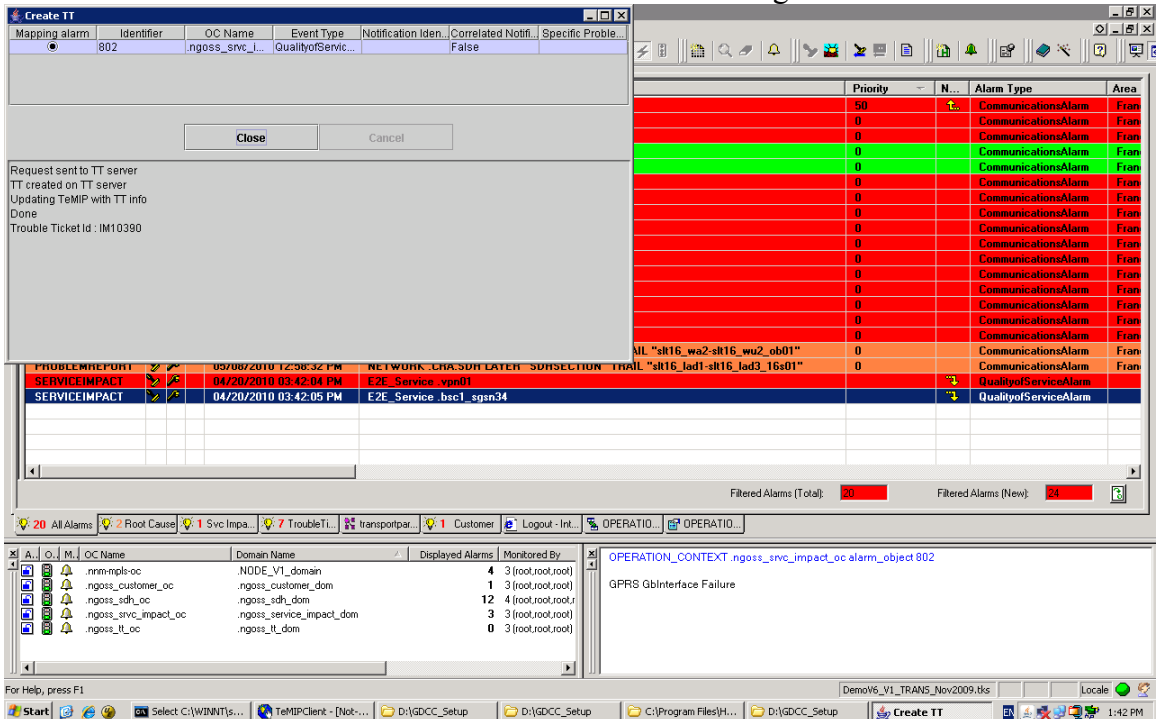Select the Console tab to show the TeMIP Service Console (see below)

2.2 Create TT

Right click on "E2E_Service.bsc1_sgsn34" Alarm, Select "Create TT" on the menu. (see below)

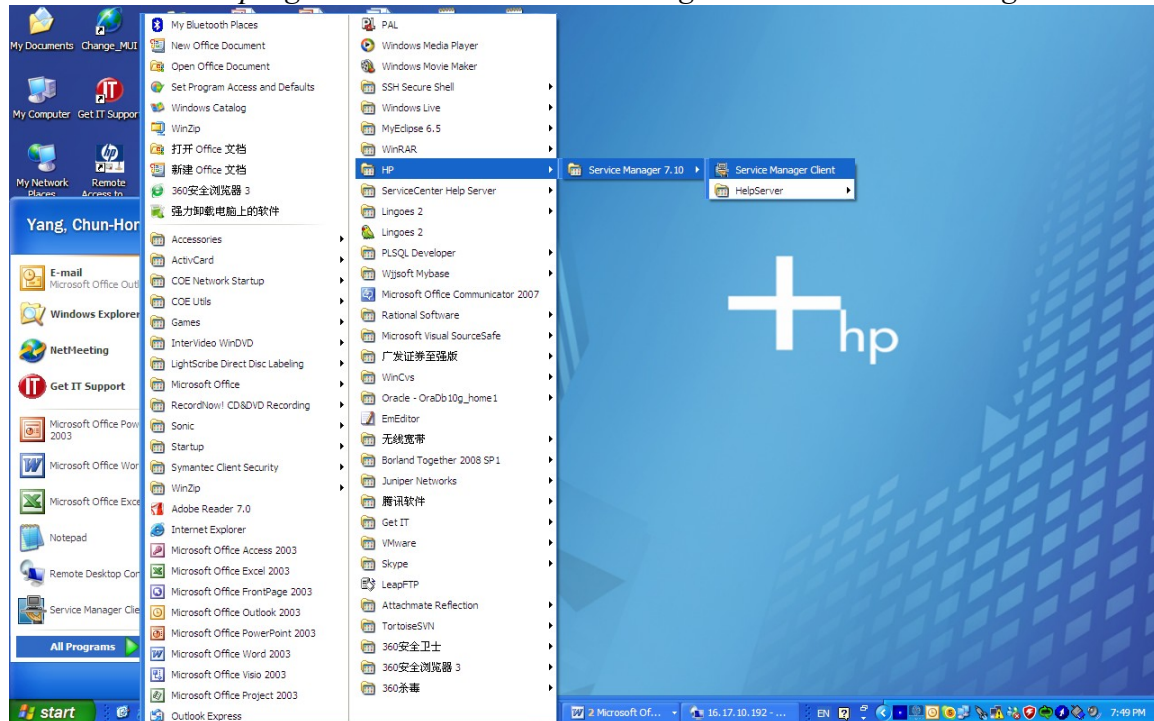TeMIP Client creates TT and then show the result of creating TT.

From above picture, the number of TT is IM10390. We can see the detail via HP service manager7.11.

2.3 See the detail information of Trouble Ticket in HP Service Manager7.11

2.3.1 Start HP Service Manager client 7.11

Click *Start* → *All programs* → *HP* → *Service Manager 7.10* →*Service Manager Client*

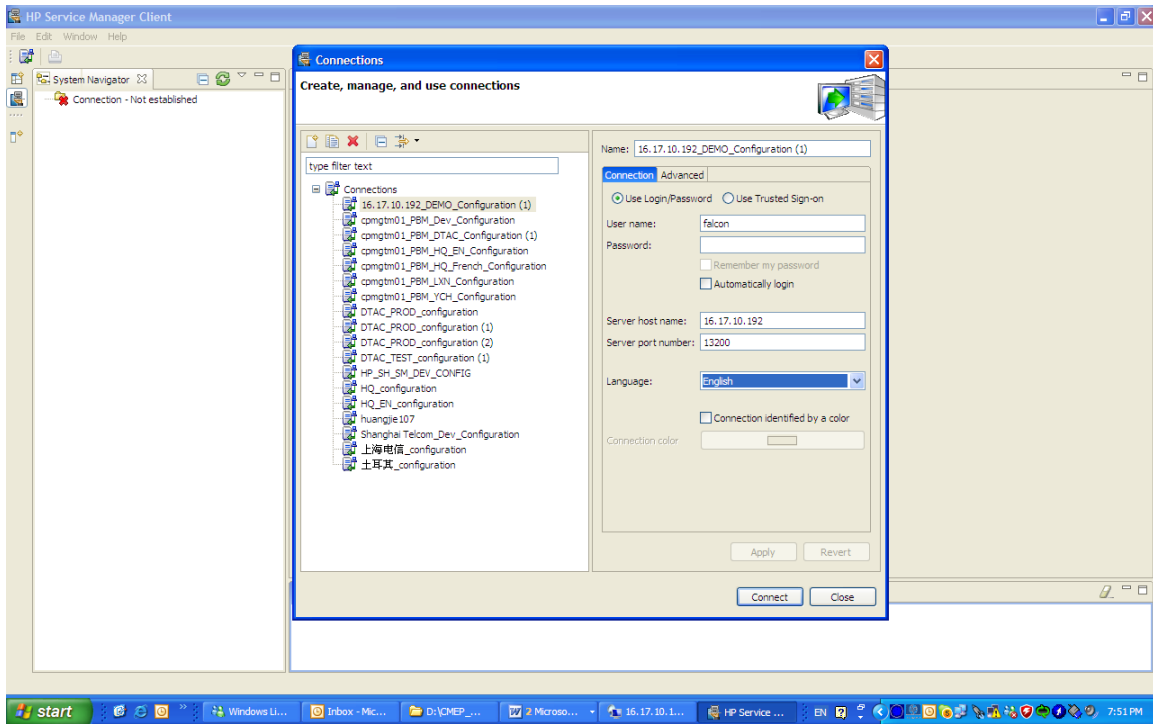Then Service Manager Client login diagram shows. Fill login information in the form.
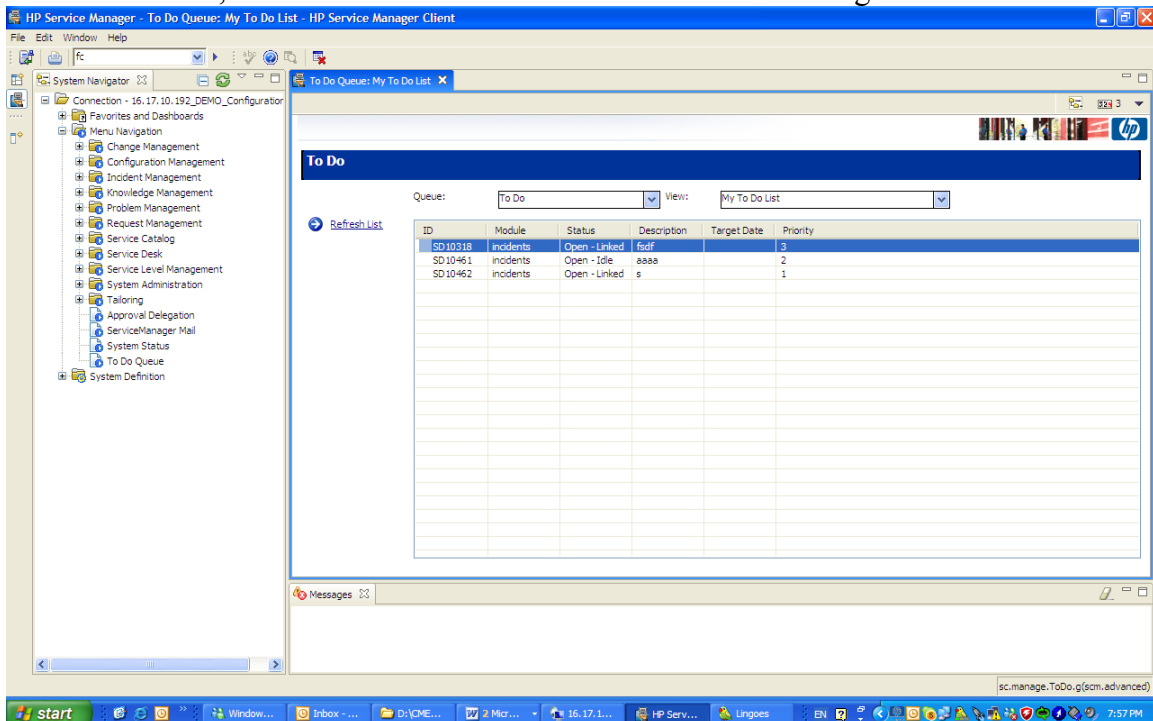User name : falcon
Password:
Service host name: 16.17.10.192
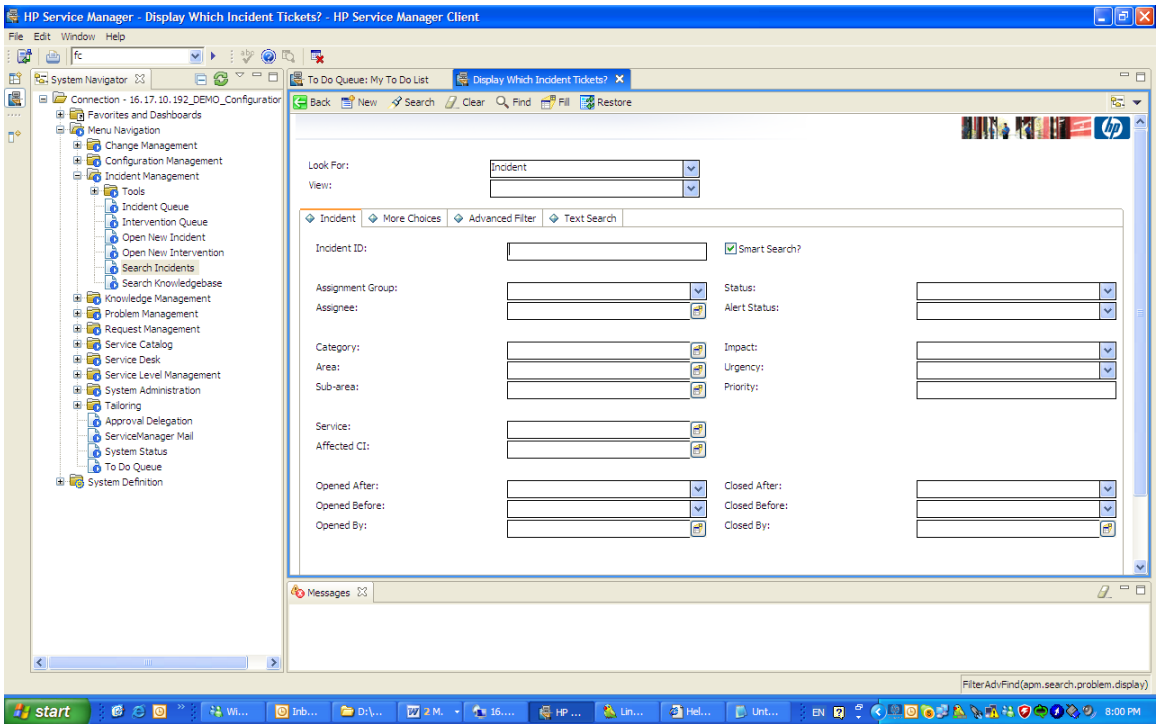Service port number: 13200
Language: English

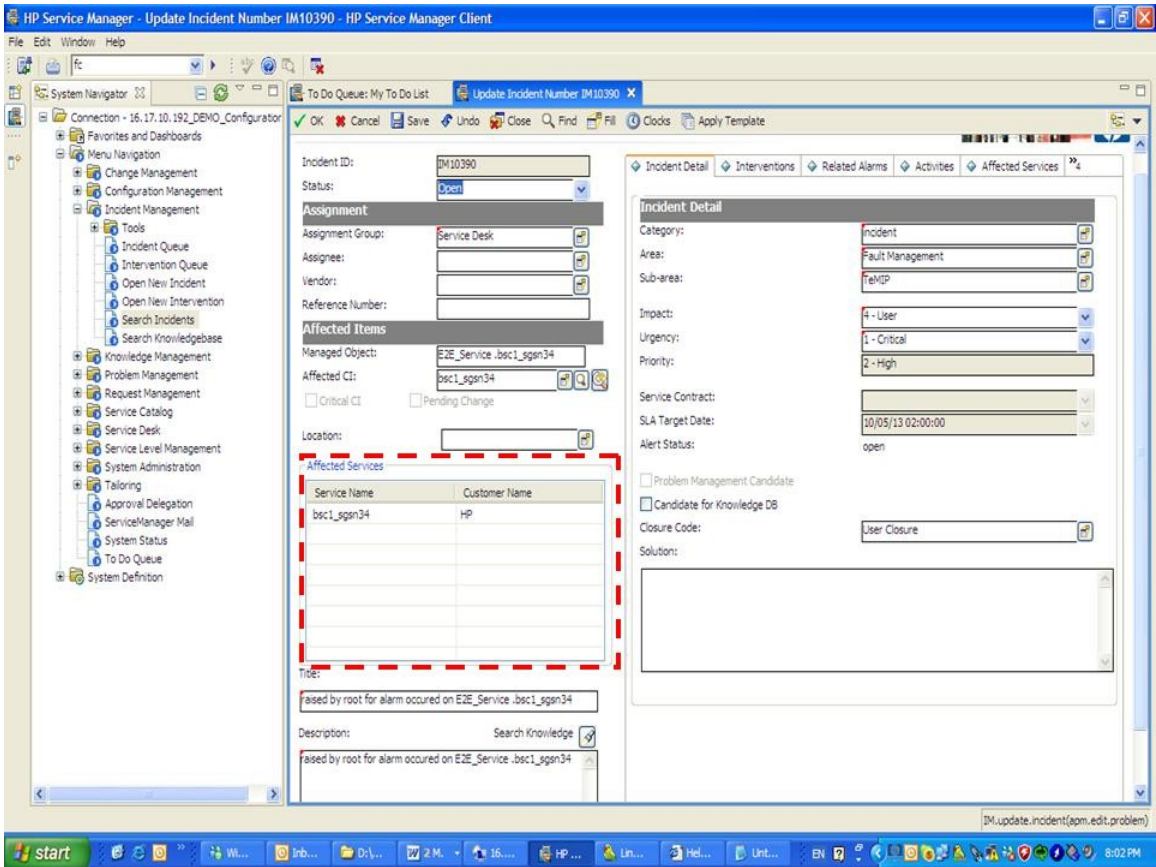Click "Connect", You will see the main interface of Service Manager Client as follows.

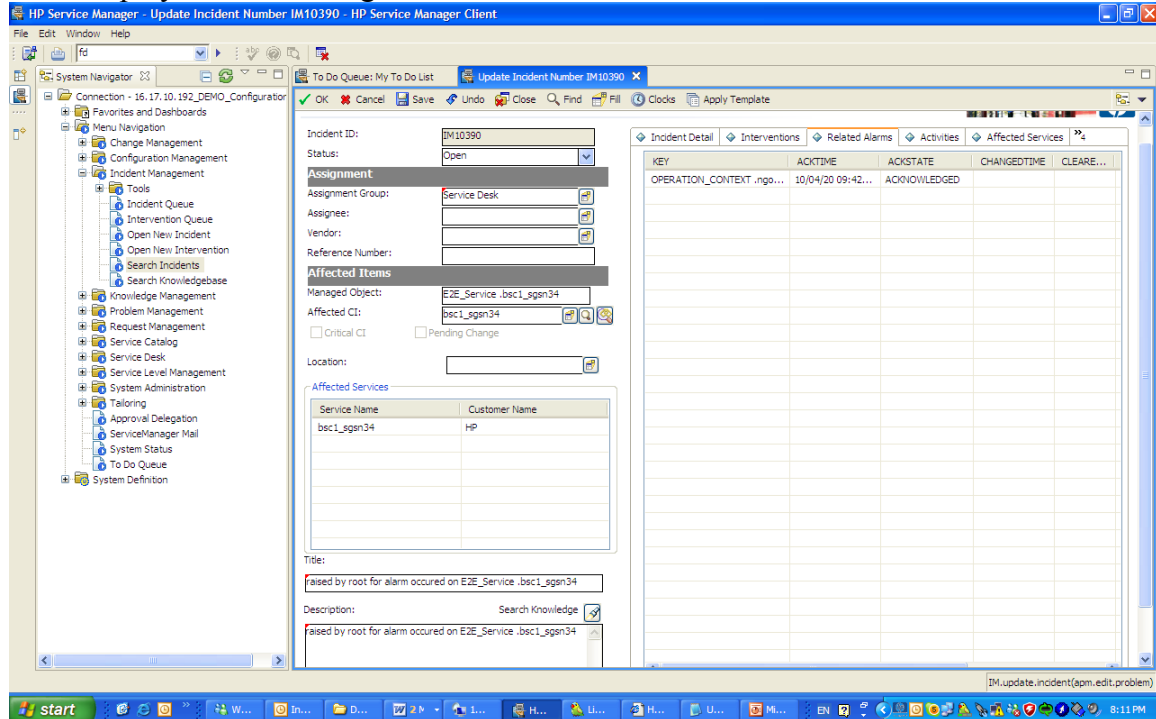## 2.3.2 Search for an incident

Click Incident Management → *Search Incidents*

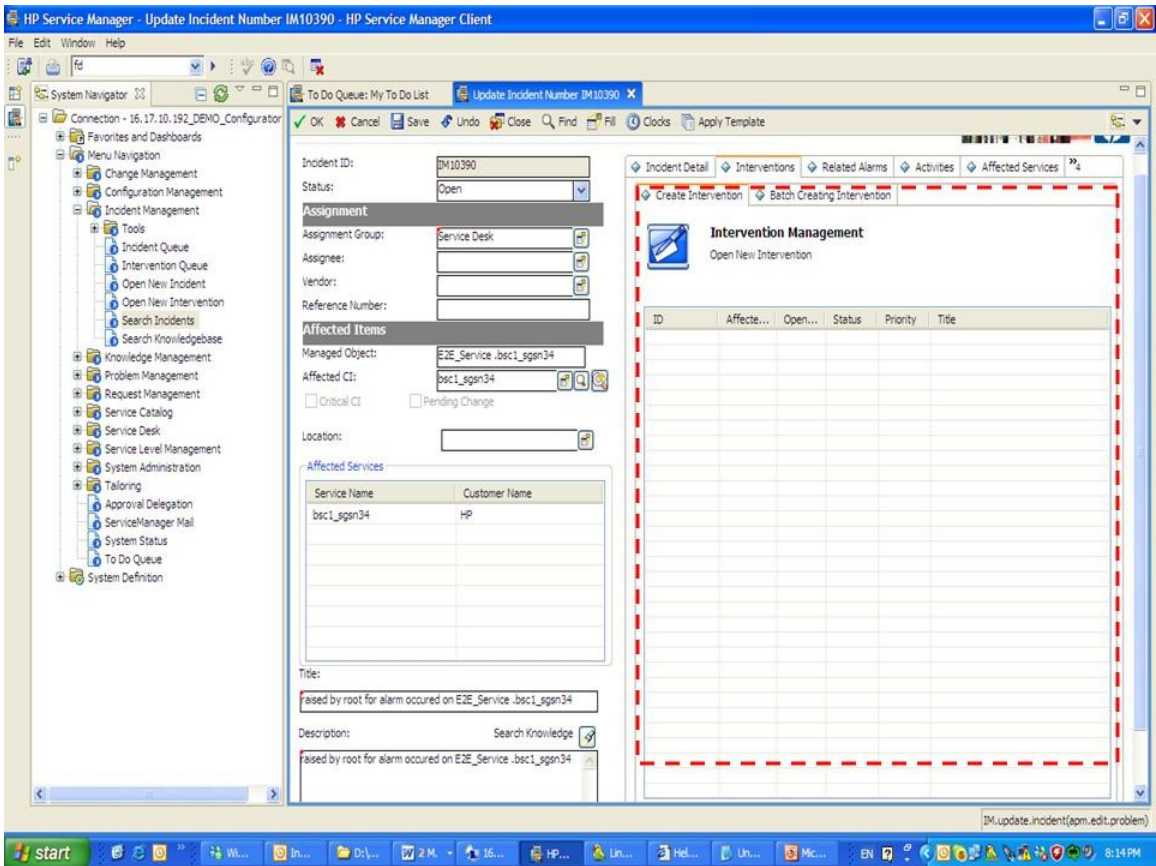Fill "IM10390" in **Incident ID** field. Then Click **Search**.

You can see the affected services, affected CI, affected services information which looked up by Service Manager.

You can also see the "Related Alarms" of the ticket.

## 2.4 Create Intervention in Service Manager.

From the form of the ticket information, you can see the intervention tab.

Click Batch creating intervention tab. Input the group name of the intervention (see below).
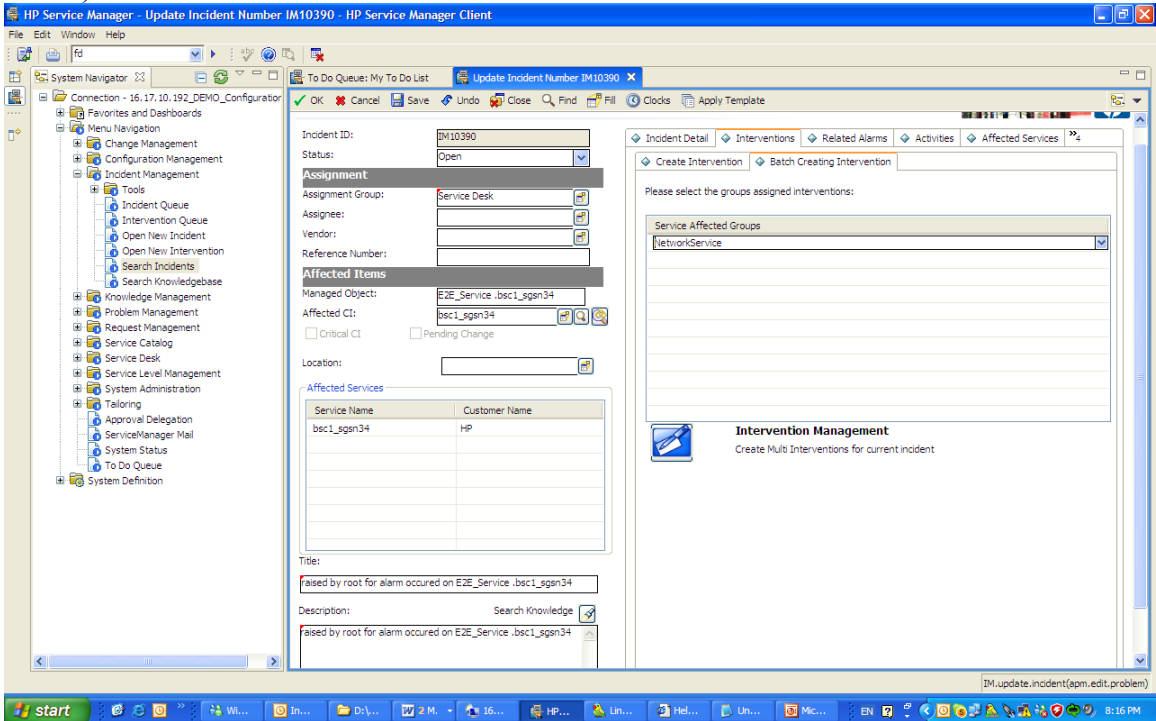
Click "Create multi interventions for current incident" button. You will see "There are totally 1 intervention have been created successfully" information. And then a new intervention displays in the form.
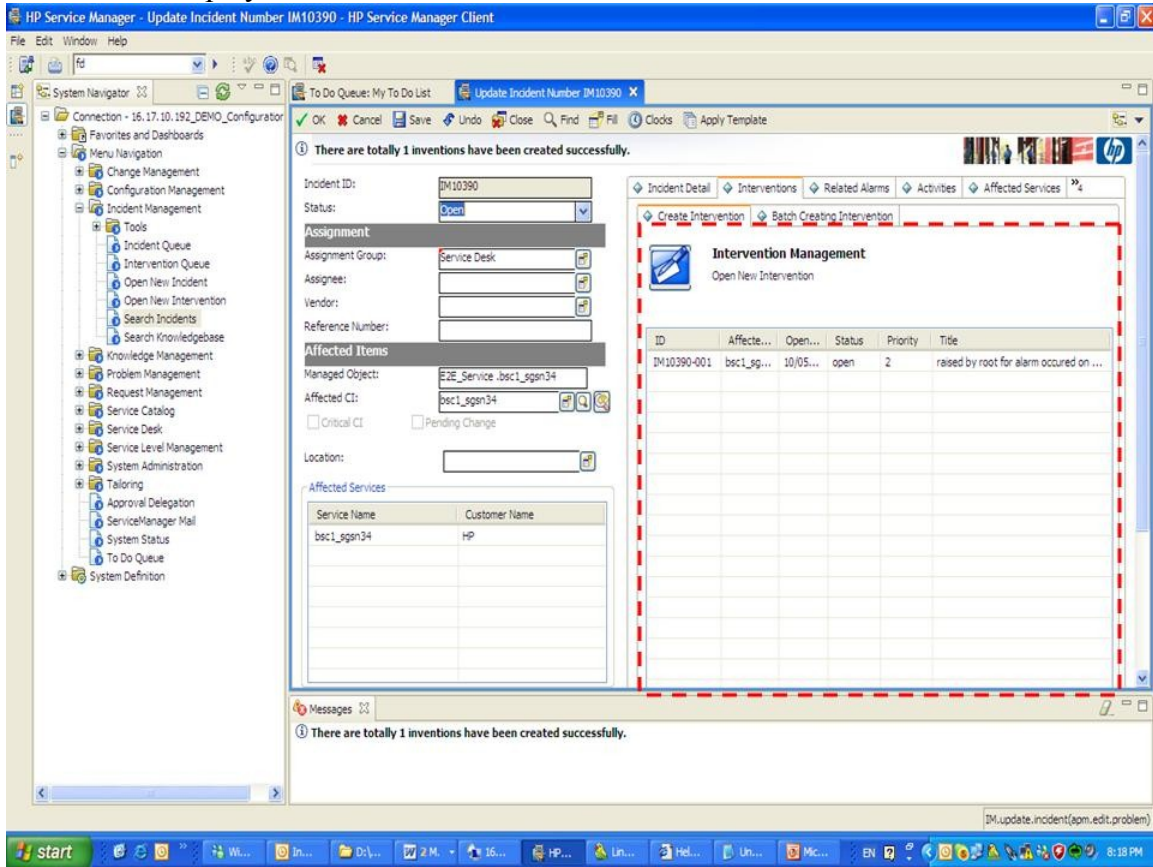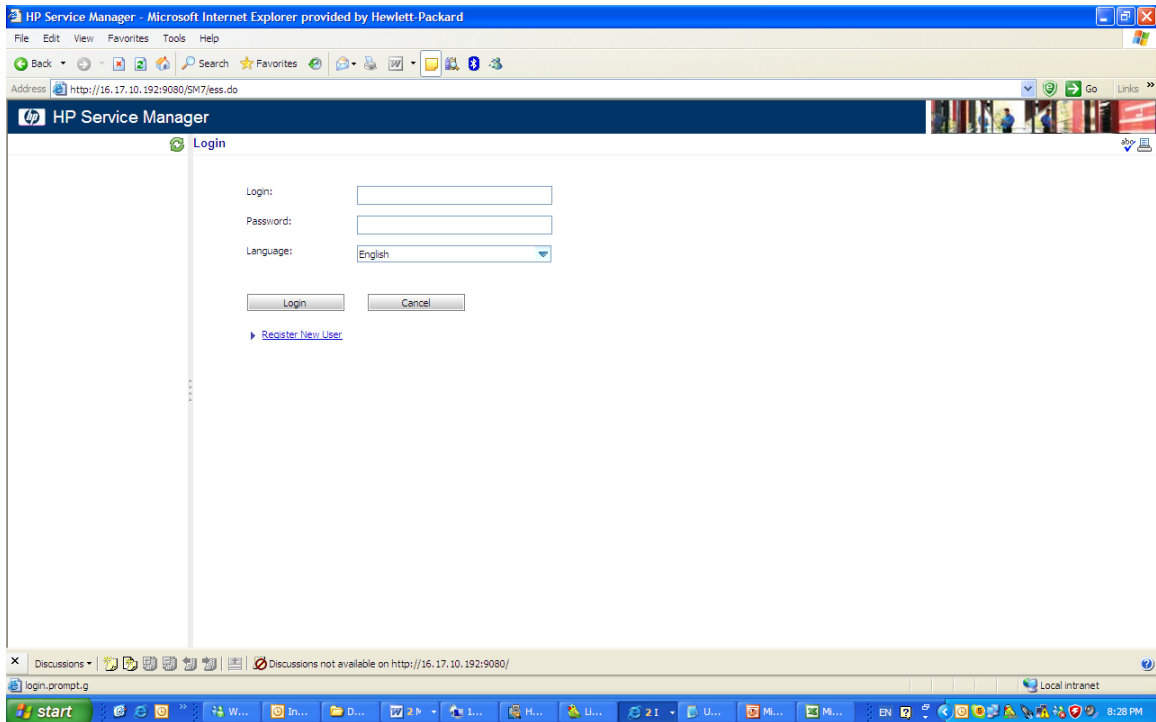

3   VIP Customer Self Service.

Assume "Bill.Richard" is a VIP customer.

3.1 Access self service.

Type the self-service URL(*http://16.17.10.192:9080/SM7/ess.do*) in your browser's address field.
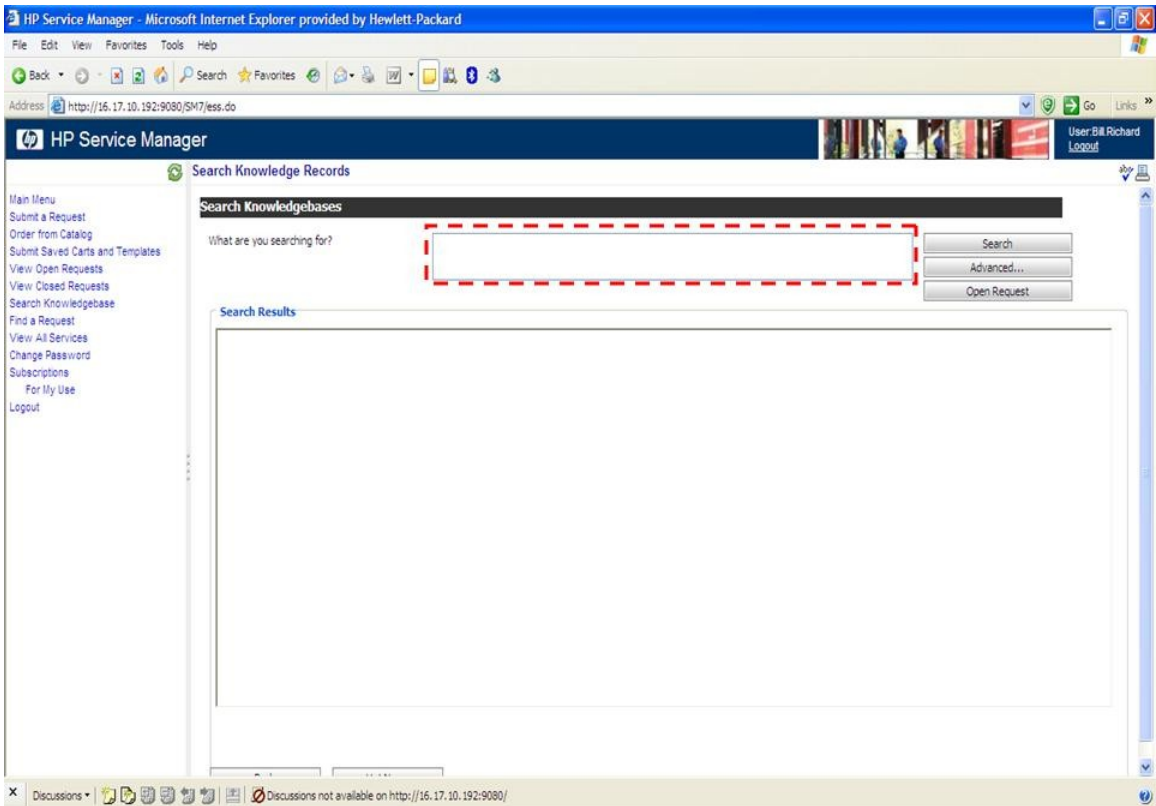
Input user name :Bill.Richard, Password: . And then Click login. You will see the main interface of self service. In self service, you can search knowledge, register a request, view your services and view your opened requests.
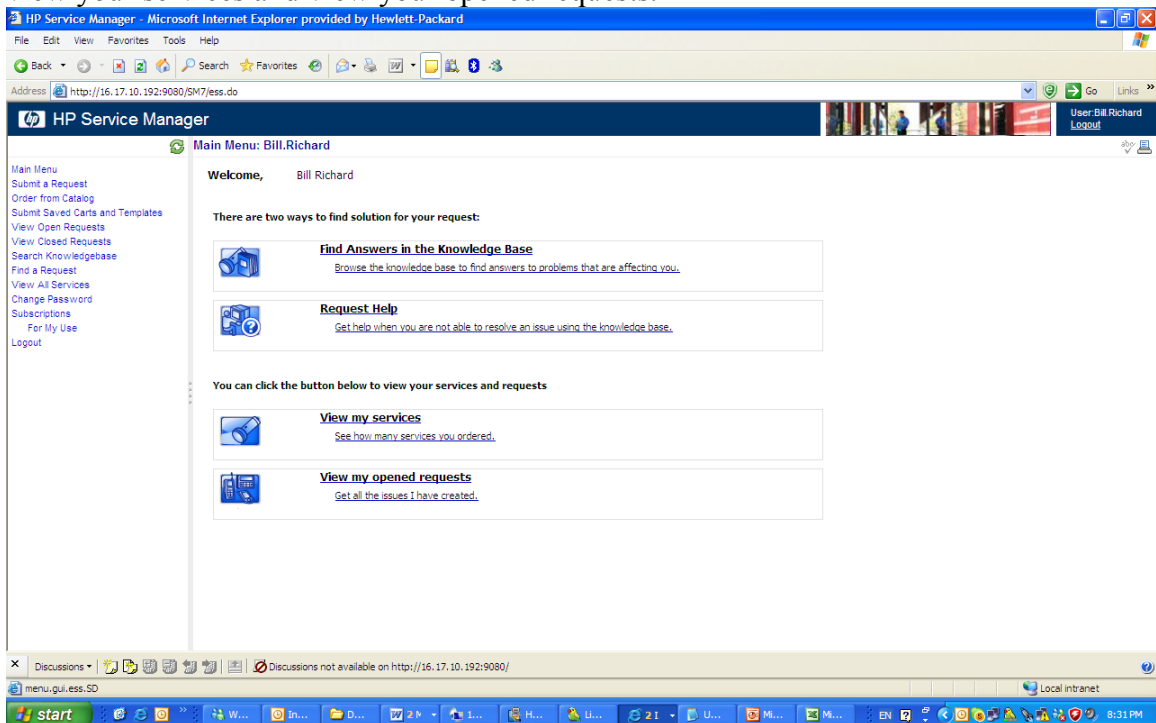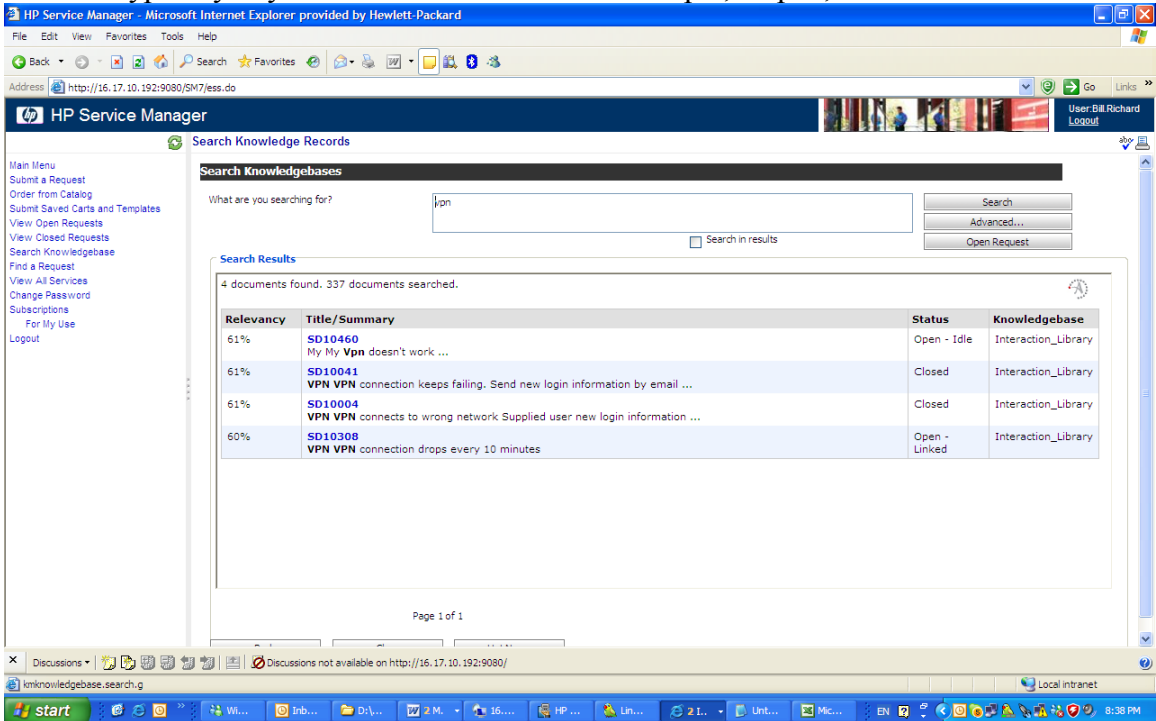

3.2 Search Knowledge base.

From the main interface or menu of self service, you can access searching knowledge base application.
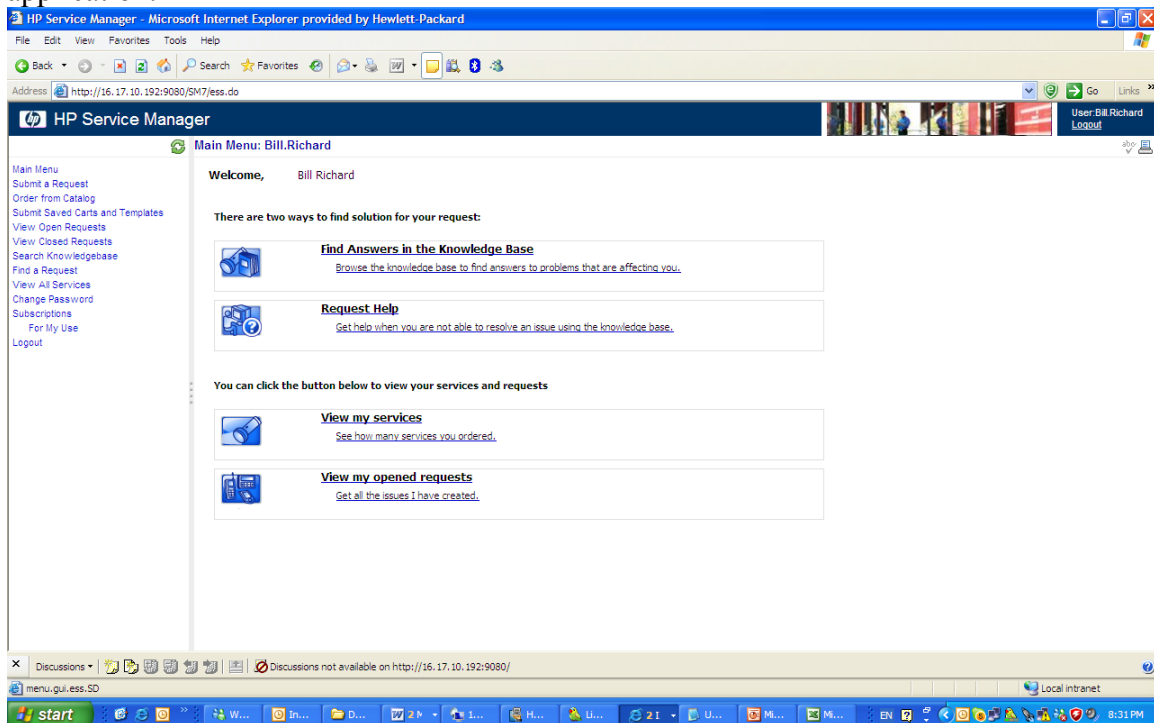
You can type any key word in the red area. For example, " vpn", then click search button.
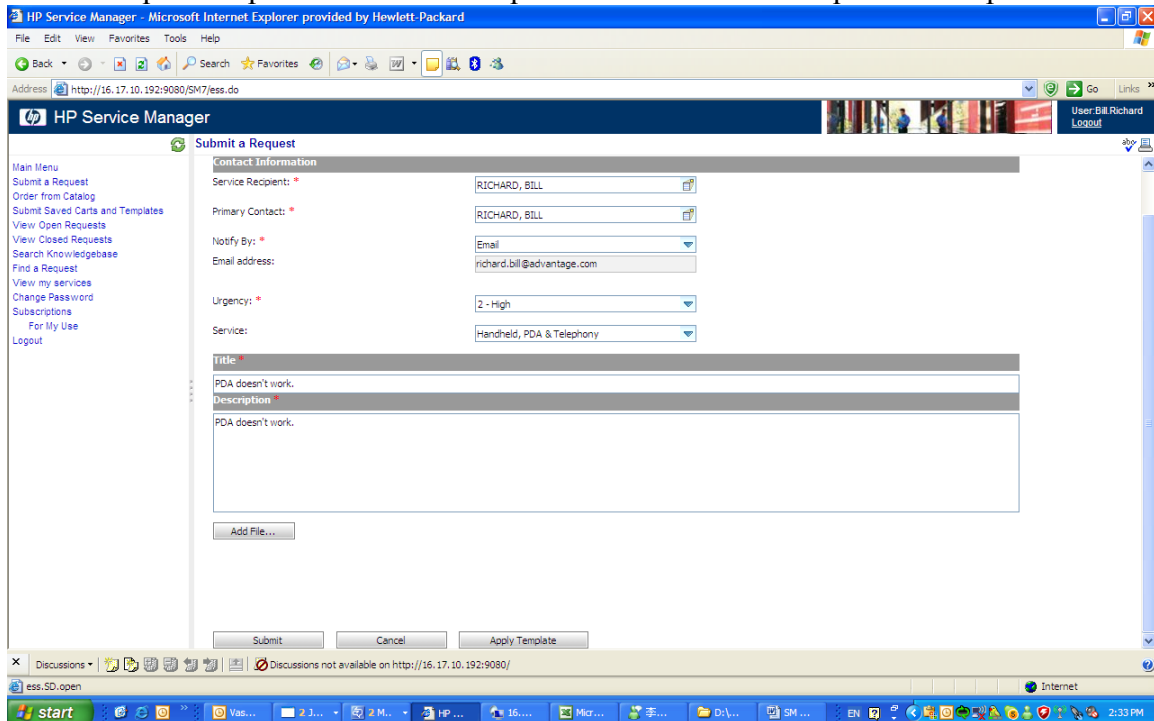

You will see the relevant information in the list.
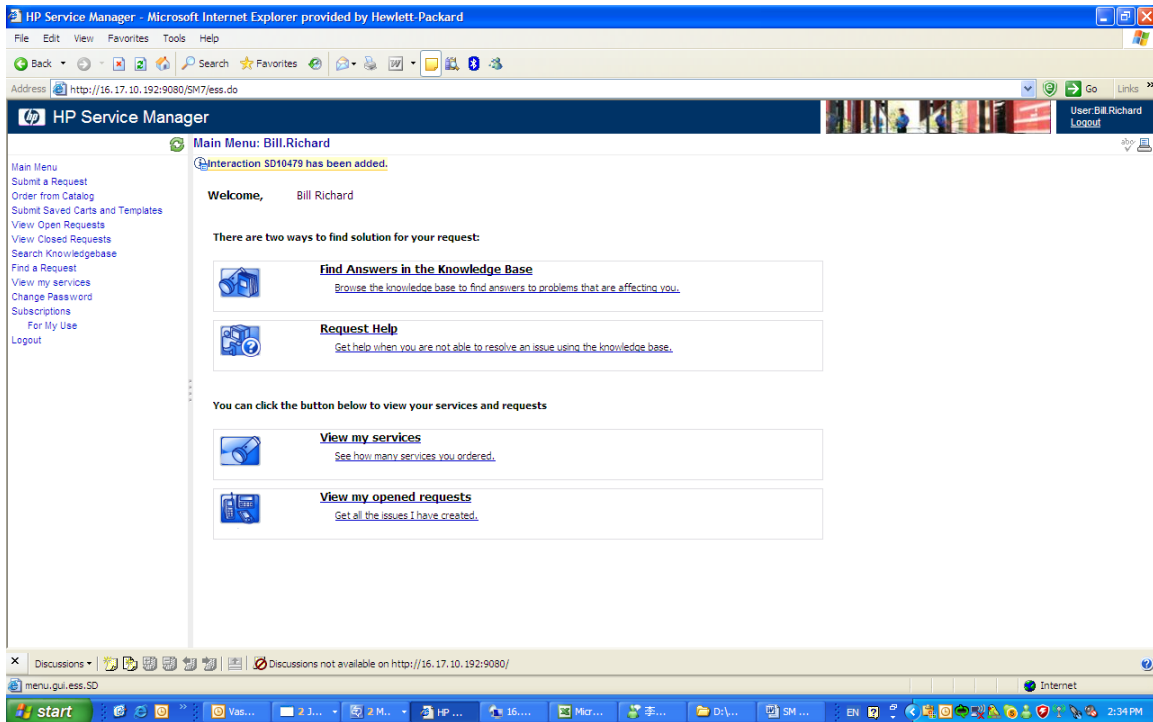
3.3 Register a request.

From the main interface or menu of self service, you can access registering a request application.

Click "Request help" or " Submit a Request" menu. Then the request form opens.
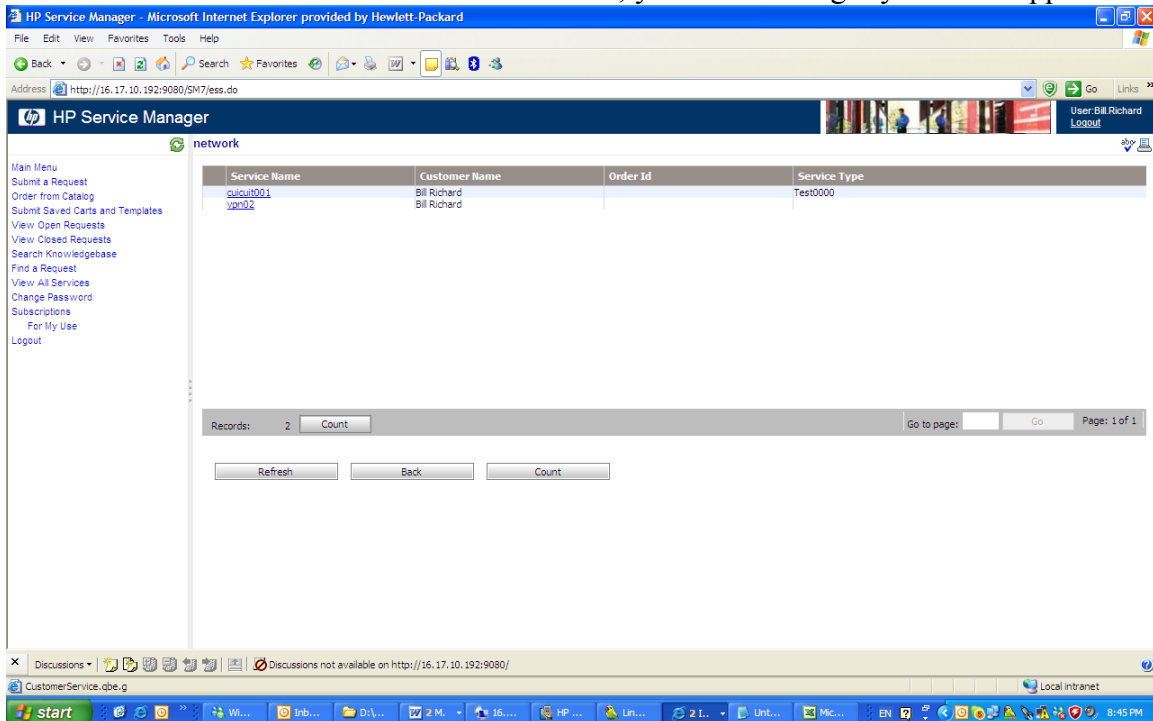

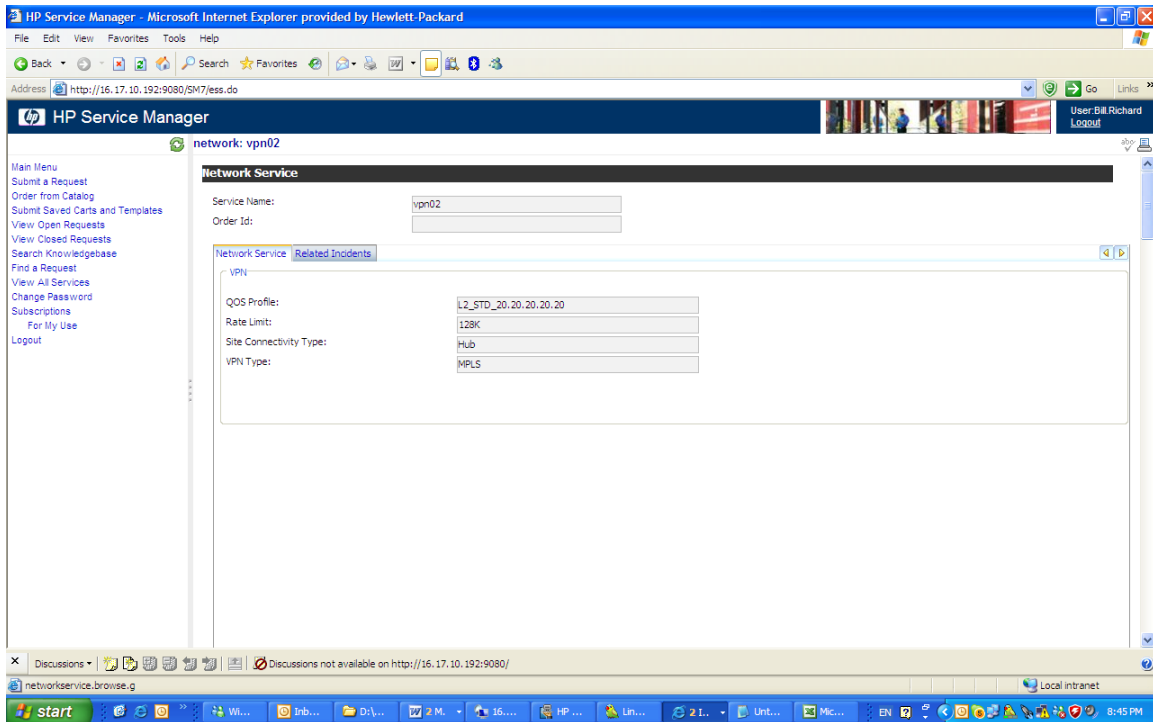After filling the relevant information in the form, click Submit button.

You will see "Interaction SD10479 has been added." information.

3.4 View my services.

From the main interface or menu of self service, you can viewing my services application.
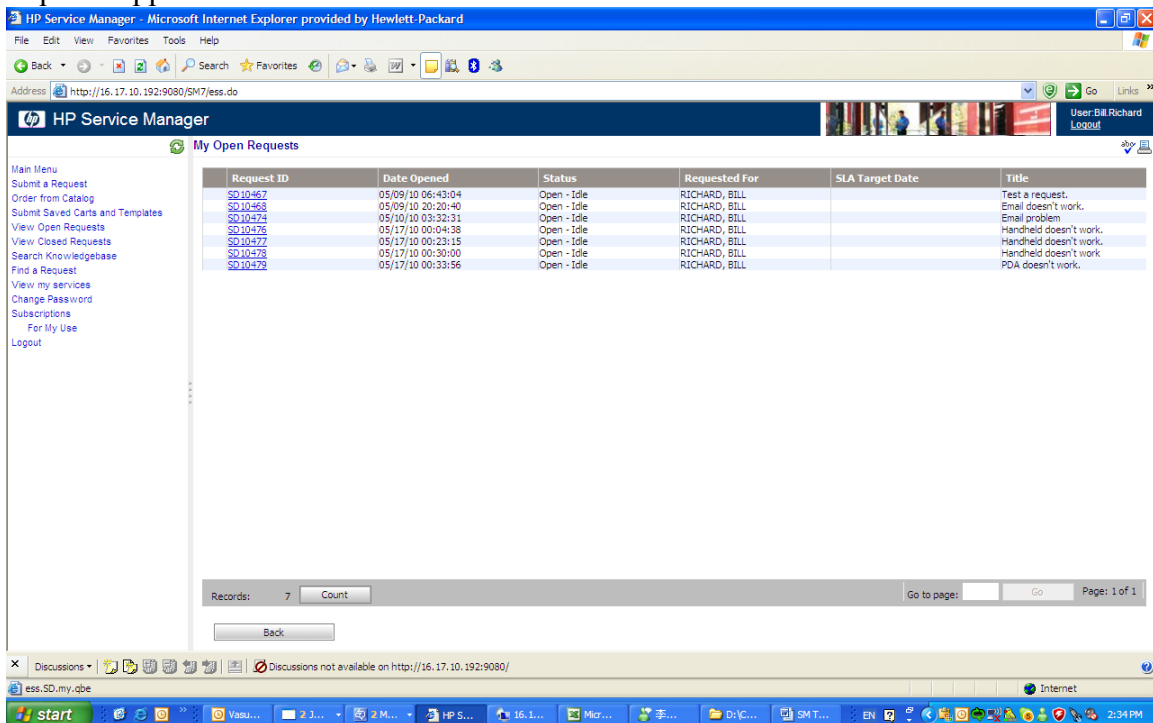

Click "vpn02" address, you can access the detail information of service vpn02.
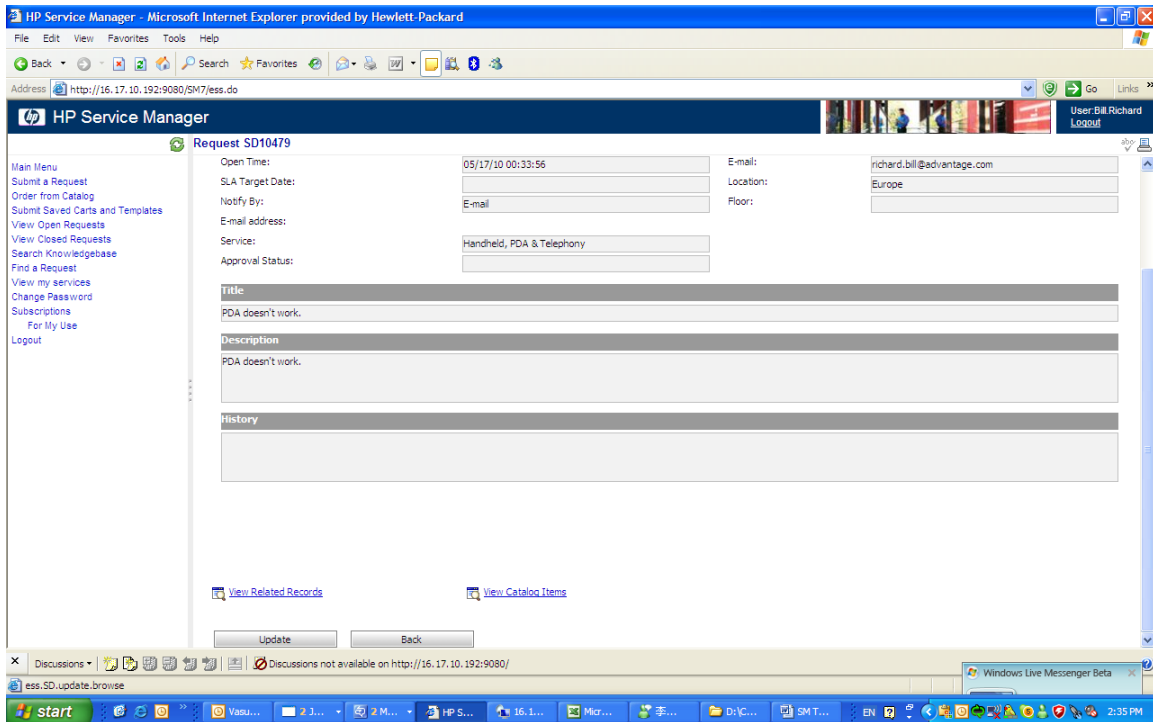
3.5 View my opened requests

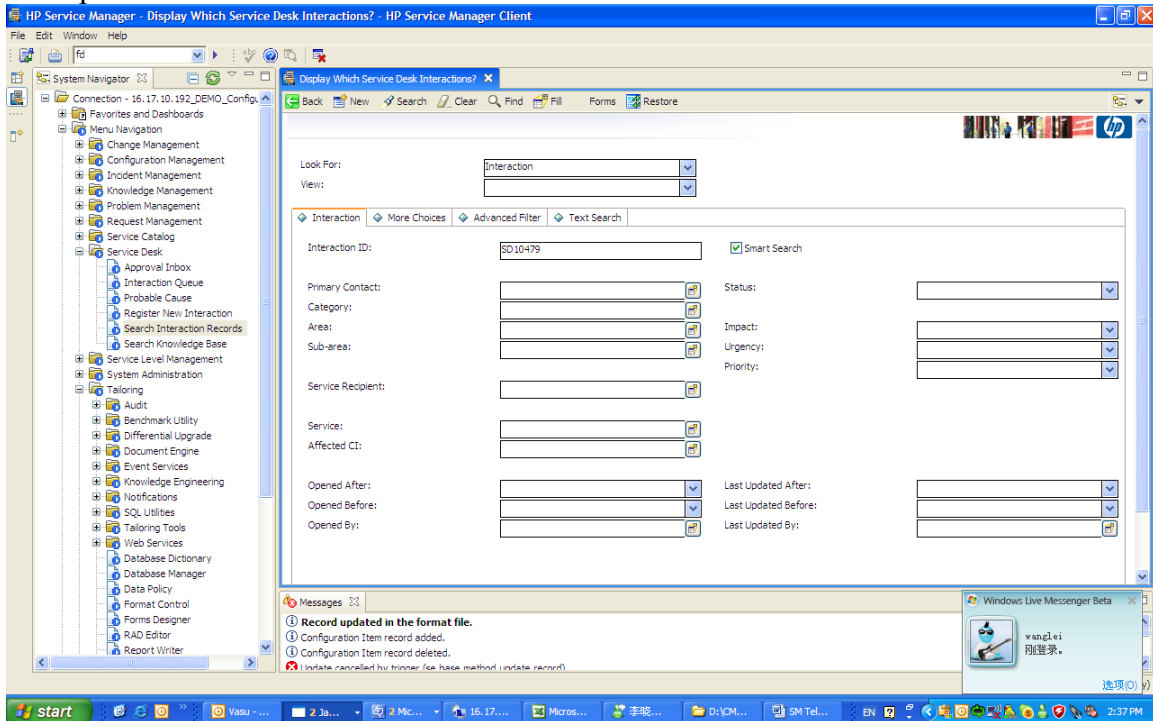From the main interface or menu of self service, you can access viewing my opened requests application.

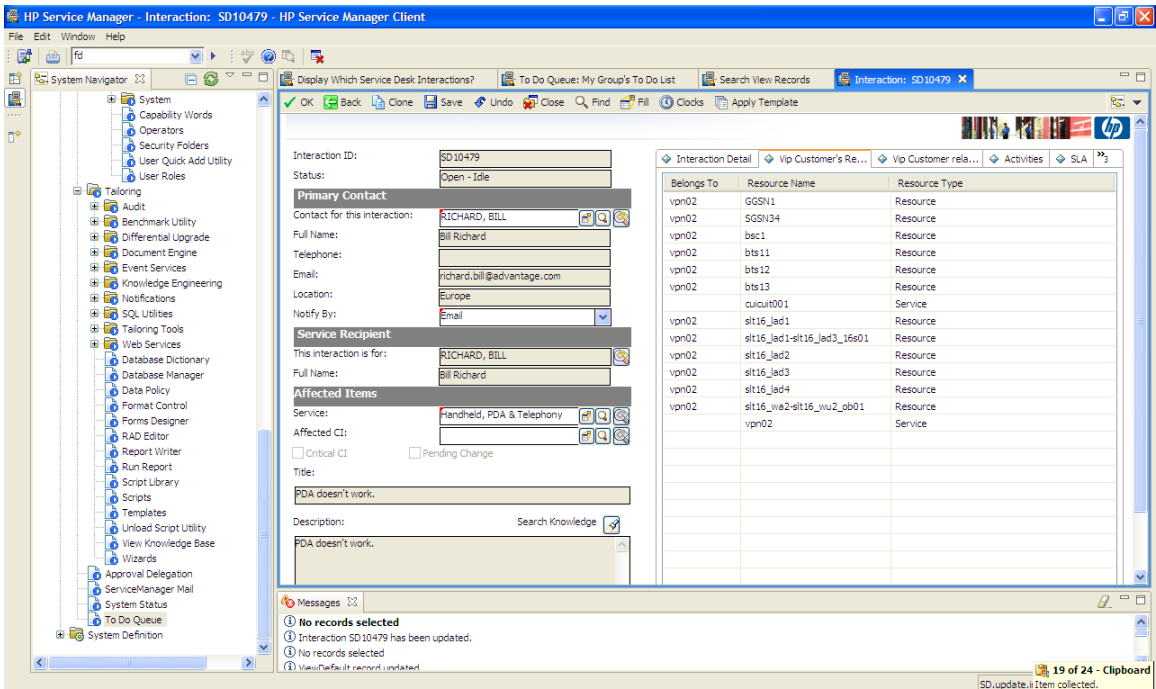Click SD10479 to see the detail information of request.

3.6 SD search VIP's request

The operator of Service Desk can search the interaction VIP created.

Fill the interaction ID then click "Search" button.

The operator can see the relevant VIP customer's resources. Select VIP customer related incidents tab. You will see the VIP customer related incidents related to these resources as below.