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 \rightarrow *All programs* \rightarrow *Accessories* \rightarrow *Communication* \rightarrow *Remote Desktop Connection*

Or Start $\rightarrow Run \rightarrow \%$ 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 O 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 \rightarrow All programs \rightarrow TeMIP Client V6.1 for Windows \rightarrow TeMIP Client V6.1 for Windows

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# 2.2 Create TT

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

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

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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  $\rightarrow$  All programs  $\rightarrow$  HP  $\rightarrow$  Service Manager 7.10  $\rightarrow$ 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.

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#### 2.3.2 Search for an incident

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

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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.

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Click Batch creating intervention tab. Input the group name of the intervention (see below).

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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.

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# 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.

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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.

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<b>S</b>	Main Menu: Bill.Kichard	*** <u>B</u>
Main Menu Submit a Request Order from Catalog Submit Saved Carts and Templates View Open Requests	Welcome, Bill Richard There are two ways to find solution for your request:	
View Closed Requests	Find Answers in the Knowledge Base	
Search Knowledgebase Find a Request View All Services	Browse the knowledge base to find answers to problems that are affecting you.	
Change Password Subscriptions	Request Help	
For My Use	Get help when you are not able to resolve an issue using the knowledge base.	
	You can click the button below to view your services and requests         View my services         See hour many services you ordered.         View my opened requests         Get all the issues I have created.	
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### 3.2 Search Knowledge base.

From the main interface or menu of self service, you can access searching knowledge base application.

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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.



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.

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Click "vpn02" address, you can access the detail information of service vpn02.

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# 3.5 View my opened requests

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

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Click SD10479 to see the detail information of request.

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# 3.6 SD search VIP's request

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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.

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🖻 🧱 I	Differential Upgrade	Full Name:	Bill Richard	IM10388	raised by root for alarm occur	raised by root for alarm	slt16_lad1-slt16_lad3
9	Document Engine	Telephone:		IM 10401	Associated two Alarm to TT	Associated two Alarm t	slt16_wa2-slt16_wu2
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