HP NGOSS Software



Incident & Problem Management Extension Installation Guide for Unix OS

Edition: 1.0

July-2010

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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
1.0	Server: Windows2003/2008(32 and 64bit), Linux(Redhat/Novell Linux Enterprise Edition V5), HP UX 11.31 Itanium.
	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 Manager7.11 Server with valid license and loaded OOB data.

And you also need to install a HP Service Manager7.11 windows client on your machine and start HP Service Manager7.11 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.unl

- ii) Intervention_Management.unl
- iii) VIP_Customer_Self_Service.unl
- iv)Telecom_CI_Types.unl
- 2) Oracle DB Username and password for Service Manager7.11

Note: During this guide, we assume the Oracle DB Username and password for Service Manager7.11 is smuser/smuser. We also assume Oracle DB tnsname is SMDB.

1.2 Support Operating System

This installation guide can be applied to the following operating system which already installed HP Service Manager7.11 on it).

- □ HP UX 11.31 Itanium.
- □ Linux(Redhat/Novell Linux Enterprise EditionV5).
- □ Windows 2003/2008 (32 and 64bit)

Chapter 2 Installing IPM on Unix Operating System

This chapter explains the how to install HP NGOSS Incident & Problem Management Extension V1.1 on Unix/Linux Operating system. To install IPM 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 smuser/smuser@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),
```

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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		format.prompt.db.g(database.prompt)

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

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	Administration mode

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

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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 Manager7.11 will indicate that you will make some changes in the *probsummary* dbdict.

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	🗷 📅 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				
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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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	③ 0 records from D:\Data\Incident_Management_Enhancement_SM920.unl updated in unload.	
Approval Delegation	③ 1 records from D:\Data\Incident_Management_Enhancement_SM920.unl added to unload.	
ServiceManager Mail	 0 records from D:\Data\Incident_Management_Enhancement_SM920.unl skipped in unload. 	
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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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3) Right-click the form and select **Import/Load**.



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

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



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

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

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5) Click **Load FG**. Then Service Manager will load all related information of **Telecom CI Types** into Service Manager. During the process, Service Manager7.11 will indicate that you will make some changes in the *bizservice* dbdict.

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		dbdict.alter.g

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

	Back F3
	>> ImportLoad Import Wizard
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	Administration mode

4) Type the name and path of the "VIP_Self_Service.unl" file to load.e.g. D:\Data\VIP_Self_Service.unl

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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 Manager7.11 will indicate that you will make some changes in the *incidents* dbdict.

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	🕀 📷 Service Level Management		~
₽	E E System Administration E Tailoring E E Audit E E Continue Audit E E Continuerk Utility E Definition Upgrade	Or you can apply these changes outside of HP Service Manager. Until you do so, however, the dodict and its mapping will be out of sync with the SQL tables. This could lead to application errors if not resolved.	
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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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- 🔂 Approval Delegation 🔅 🛈	1 records from D:\Data\VIP_Self_Service_SM920.unl added to unload.	
ServiceManager Mail) records from D:\Data\VIP_Self_Service_SM920.unl skipped in unload.	
🚯 System Status) errors detected loading to unload from D:\Data\VIP_Self_Service_SM920.unl.	
📄 🚺 To Do Queue 📃 🕚	1 records from D:\Data\VIP_Self_Service_SM920.unl loaded to unload, 00:01:04 elapsed.	
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