ITSM 9.x Transfer of Information

Frequently Asked Questions

Introduction

The following questions and answers were collected during the ITSM 9.x Transfer of Information sessions. They are intended as an additional resource to the recorded session or attending the live TOIs.

The answers were provided and verified by the Product Management teams. If you need further clarification on a question, or need the answer to an included question, contact the appropriate product management team using the following contact information, copying this email address on all such correspondence: HPSW SM PM_ETM (sm.etm@hp.com)

UCMDB: UCMDB Product Managers (ucmdb-pm@hp.com)

Service Manager: HPSW Service Manager PM (hpswservmgrpm@hp.com)

Release Control: Itai Maoz (itai.maoz@hp.com)

For all questions not included in this document, please use the standard communication process with software consult (swconsult@hp.com) or customer support.

Prerequisites

Attendance in any ITSM 9 Transfer of Information event is required as well as good knowledge of Service Manager, UCMDB and Release Control.

The answers in this document apply only to Service Manager 9.20, UCMDB 9.0 and Release Control 9.10. They may be different for past or future versions of Service Manager, UCMDB and Release Control.

Questions and Answers

UCMDB

Why version numbers 9.x?
Are the release schedules of the products going to move in unison?

Yes

Will there be a wizard that does the integration for all products?

Yes, SLICK is now available but is currently for demo only.

Are Connect-It and Asset Manager going to be rebranded to 9.x as well?

Yes

New Look & Feel
Can you have multiple tabs open?

In the details area on the right side there are tabs but not in the navigation area. You can have multiple detail tabs open at the same time, but as a best practice should only have these open that you are actively working on.

IT Universe Enhancements
IT universe manager is that the new name of UCMDB?

No, it's a module within UCMDB

Multi-Tenancy Improvements

Where do you see multi-tenancy?

The URL when coming from an integrated product is specific to a company. When you log into UCMDB, you choose the company that you want to see during login.

How does multi-tenancy work with UCMDB, Service Manager and Asset Manager?

The owner of the tenant information is Service Manager, meaning that Service Manager needs to be set up for multi-tenancy first. When the integration is active, the user will be prompted if the tenants should be synchronized with the UCMDB. There is no automatic synchronization of tenants with Asset Manager and synchronization with Release Control is only automatic after loading the CCRM 9 unloads that are available on the SSO site. Once multi-tenancy is enabled on all integrated products, all searches and links between the products are tenant aware.

Is there a single-sign-on for UCMDB, Service Manager, and RC?

Yes. Refer to the lightweight single sign-on (LW-SSO) sections in the Integrations section of the Service Manager 9.20 online help.

How far do you have to go to get the breadcrumbs?

As soon as you go one level down, you will see bread crumbs to the previous level.

Is there a URL associated to the breadcrumbs like in Service Manager?

The URL does not change with the breadcrumbs. Since the View in UCMDB option from Service Manager goes directly to a read-only view of the item in the UCMDB, there are no breadcrumbs involved with the URL for the integration. The breadcrumbs become visible, when double clicking on an item in the detail area of the IT Universe Manager.

Save CI Search Query

Does the search work with Federated data?

Yes

Save the search for the user or all users?

Yes, when one user saves a search, that search is available for all users.

Can you access the query from the API of UCMDB to fetch data? I.e. Search in Service Manager to get data from UCMDB

Please contact the UCMDB product management team (ucmdb-pm@hp.com) for more information.

To view it better can you close the CI selector?

You can either close it or make it smaller.

Are saved queries for personal use or are they shared globally?

They are shared globally.

Is that view available as a visualizer in Service Manager?

To see the UCMDB view of the CI with all dependencies and attributes, you need to click View in UCMDB from the Service Manager configuration management module. The Service Manager / UCMDB integration does not have an embedded viewer like the CIVisualization utility that shows the UCMDB view of the CI.

Are we looking at using a single visualization for all products?

This may happen in the future with mash-up technologies. Single user interface in the browser with chunks of gui from different applications.

Is the save CI search query callable remotely from a URL?

Only Views or individual CIs are available for direct access through the URL. Refer to help topic "Generate a Direct Link – Scenario" in the Modeling book of the UCMDB online help for more information.

On the save search can you search in results?

You can do a find within the results but not do a search that narrows down for a sub result.

Can you search for specific OS for example?

That would be done within a report for example by using the perspective over perspective views.

Enhanced Query Manager

How many steps can the undo go back?

You can undo all steps from the beginning of when you entered the module. If you exit the module to do other work and then return to the Modeling window, the undo option is no longer available.

Are relationships automatically taken forward to Service Manager?

Yes, if you save relationships.

What has happened with the relationship if the discovery tool discovers something different?

Any discoverable attribute is reconciled according to the reconciliation rules in the UCMDB.

Limit in number of CIs?

There is a limit to the number of CIs the UCMDB can store, depending on discovered attributes and other components. In a large, complex environment, running with multiple UCMDBs is a workaround that allows for a larger total number of CIs to be stored.

What is the limitation of CIs that can be in UCMDB?

Can't display more than 900 in the topology view but now that you can run multiple UCMDBs for load balancing the total number of CIs you can keep in your UCMDBs is much larger.

Is it possible to run synchronization of jobs once/twice a day?

Use the Job Scheduler to schedule jobs as required by your customer's requirements

Can you save the view when you get it just right?

Yes, you should save the view once you are finished creating it and save your work occasionally during creation of a complex view.

**Can you detach the screen to show the whole window?**

Report results are detachable, but none of the other tabs are. You could widen and collapse the other screens to show more information.

Improved Modeling Capabilities

Can you give rights to the perspectives?

Assigning rights in the UCMDB via Administration – Security Manager can be to a very granular level, including on distinct perspectives:
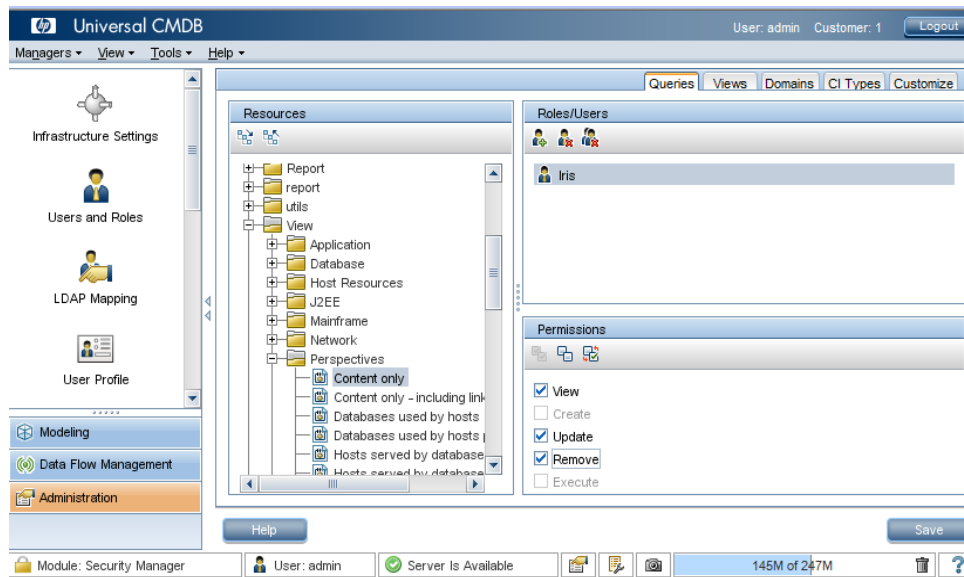
When you have 2 perspectives is it an "and" or "or" Union?

The demonstration shows both perspective groups, where two or more perspectives are applied simultaneously to the same content, and perspective chains, where the perspectives are selected at different levels of the view creation.

In the perspective chain, the perspective in the first level is applied to the original view content to generate results in the form of a CI collection that serves as input content for the next level. The perspective in the second level is then applied to this content to generate the view results. You can build views based on multiple levels of perspectives, each one generating input content for the following level. This is similar to the concept known as search within results that is used in Service Manager's Knowledge Management module.

It is possible to apply both of the above methods at the same time, by selecting multiple perspectives in each of the levels of a perspective selection.

For example, select a collection of IP Subnet CIs as your input content and select a perspective that adds the node CIs related to the IP Subnets as the first level perspective. The results of this stage consist of the original IP Subnets and their related nodes. Then add a second perspective level and select two perspectives for it: one that adds CPU CIs related to nodes and one that adds File System CIs related to nodes. The final results include the original IP Subnets, their related nodes, and the CPUs and File Systems related to those nodes.

What is the difference between a template and a perspective in the UCMDB?

A template is a reusable pattern view with defined parameters. You use templates to build template-based views, setting the values of the parameters for each specific view. Any changes made to a template affect all existing views based on that template.

Template-based views can be opened in IT Universe Manager, like pattern views. You can also open the template itself in IT Universe Manager to view the results for various parameter values. If you want to save the results, you must save it as a template-based view. You define templates, template-based views, and pattern views in the Pattern View Editor.

Perspectives are a type of template designed to be applied to a specific collection of CIs, similar to the pattern in a pattern view. For example, a perspective could comprise a node containing an IP Address. In that case, the resulting perspective-based view would include all node CIs from among the CIs in the CI selection, along with their contained IP Addresses.

The most basic perspective is known as the Content Only perspective and consists of only the query node itself. If you apply the Content Only perspective to a CI collection, the resulting view contains only the selected CIs themselves.

How is this definition different from the definition of a template in Service Manager?

A template in Service Manager can be applied to an existing record, but once it is applied, changes to the template will not affect the record unless the template is applied again. Templates in Service Manager are used to pre-fill information for common issues or tasks.

How is a view different from a perspective?

Views can be built using perspectives or templates. The perspective is a building block that can be used to create a view.

Can you save the perspective?

Yes

Will a save impact the others?

Yes, if you don't want to impact views based on this perspective use "save as" under a different name.

Can you see the TQL for the perspective?

The TQL as the graphical representation of the query statement can be viewed in the UCMDB.

Customer wants to create his own models using Modeling Studio – design his own network and identify problems with the network?

The Modeling Studio data probes are used to discover devices and report them to the UCMDB. You can then view that representation of the discovered network in Modeling Studio. You should not use Modeling Studio to design the network and predict problems or bottlenecks in the network.

Are you working with the demo teams to come up with scenarios for the new functionality (business value)?

Product Marketing and Presales create the scenarios for the product demos.

It would be nice if you could search within the graph for a CI. Filter down to a specific item.

There is no way to do a find in a topology view graph in the IT Universe Manager. When you are in preview mode in Modeling Studio to view the results of a view, you can double click on the element on the left and it will be highlighted on the right in the detail view.
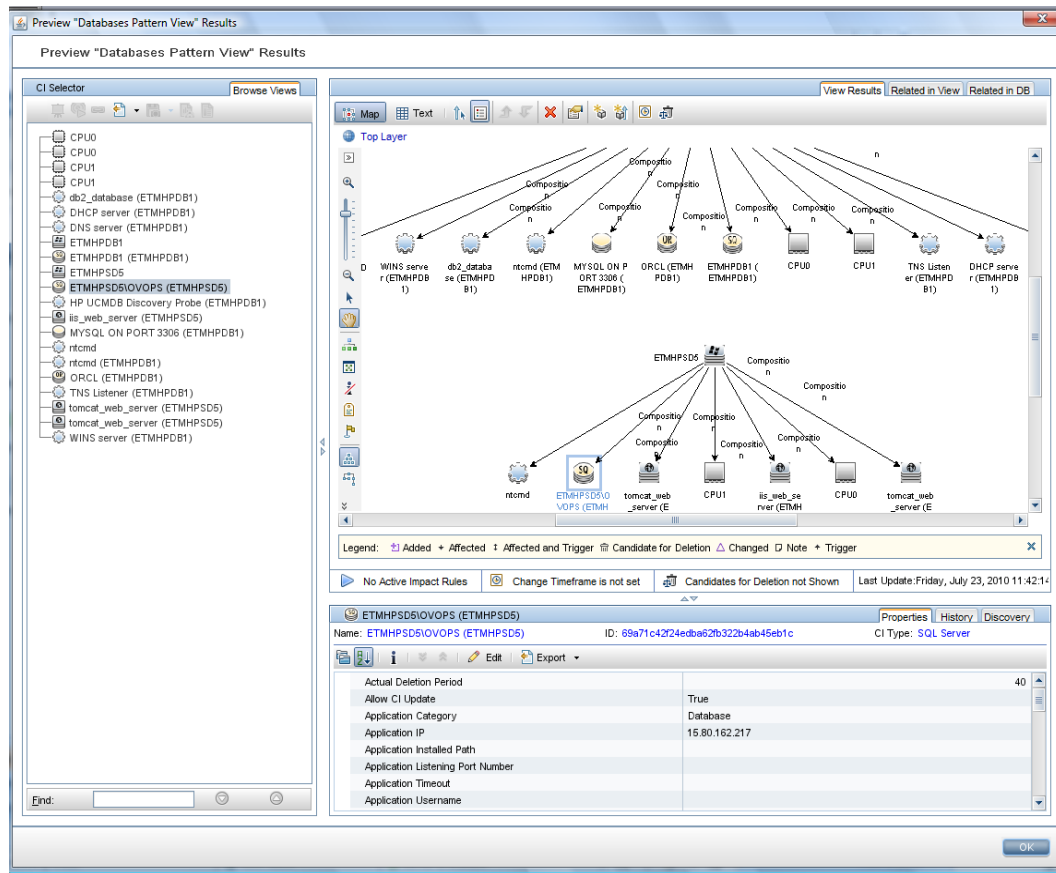
Is there a plan to sync up the relationship type within Service Manager and UCMDB?

The solutions team has the focus to look at these types of issues etc. going forward. The plan is that UCMDB will become the center of the universe for all things related to Configuration Items.

Right now UCMDB holds actual state and Service Manager holds managed state, will managed state be in UCMDB later?

There are no concrete plans for holding managed state in the UCMDB at this time, but this may change in the future.

What happens to Asset Manager?

The long term objective is to have Asset Manager as the trusted source of new CIs as they are introduced to the UCMDB. When a new CI of capital value or fiscal relevancy is transitioned into service operation, it must be sourced from IT Asset Management. Asset Manager replicates the Asset to UCMDB, creating the new CI. The Asset record continues to exist in the Asset Manager repository; however, process control is now governed by Configuration Management.

There will always be a need for the ITAM repository and the CM repository to maintain what appears to be redundant attributes; however, each repository references these attributes from a different context: IT Asset Management or Configuration Management; however, the number of attributes in common is few compared to the number of attributes federated from ITAM to CM. Federation works because Asset Manager and UCMDB share a common link: Asset <> CI.

Will the UCMDB kill the need for Asset Manager since it is the primary repository for CIs?

No, the UCMDB is just a big database while Asset Manager will take the data and process the data.

What happens to smaller customers who don't want to use UCMDB?

It is the responsibility of the UCMDB team to support small customers so that they want/can use UCMDB. Goal is to drive complexity out.

SWU introduced a concept called run time. How does that work not sure how to present it?

The Run-time Service Model (RTSM) is a key component to the BSM 9 platform which delivers the unique ability to capture and leverage data collected from a variety of data sources and apply it to the challenges of maintaining service health, event correlation and event reduction in real time. The RTSM delivers at its core the ability for enterprise management deployments

The RTSM is based on the CMDB paradigm and leverages like technologies but is designed to serve a distinctly different purpose than a traditional CMDB. The RTSM and UCMDB complement each other and should be considered, along with scheduled Discovery technologies, to be elements of a complete CMS ecosystem.

The RTSM is to show how BSM's model of the UCMDB is not as static as the model from the UCMDB with batch based discovery. Their model is more live and immediate. As a result, based on the mostly event based discovery technology they use, they decided to adopt the run-time service model nomenclature. This means that in run-time, as changes occur in the environment, they are automatically discovered and the UCMDB is populated with the updates. These are done to the Actual state of the CI.

Right now if you aren't doing discovery it doesn't make sense to use UCMDB. Will we have to put UCMDB in?

At this time, Configuration Item information is duplicated between different systems. It makes sense to hold data in one place to always ensure data integrity. Data that is automatically discovered on a regular basis will always be the most accurate representation of Configuration Items. Having all Configuration Item related data stored in UCMDB makes best business sense and the UCMDB should be used as the repository for configuration data by all customers.

Is there going to be an issue for customers to get up to speed on the process?

The ultimate goal is to build a config solution that the applications will work with. The help desk users will still only need to be trained on Service Manager, a configuration manager will know UCMDB, the change manager will know Service Manager with the embedded RC functionality etc.

It's not just the small customers who don't have discovery so asking customers to use UCMDB now doesn't work. Will there be a package that helps them get going on this without too much cost?

We are in the process of finding a way to simplify getting customers up and running with UCMDB. The biggest problem to address is cost. Nobody wants to spend $$ to get discovery running.

What about response time issues with the incorporation of UCMDB?

Making major strides towards reducing response and scale based on the large volumes of transactions that Service Manager does.

Will we still use web services for the integration between UCMDB and SM?

Currently yes.

Large customers have been told that HP hasn't tested with large volumes so don't use it.

That has changed with 9.20 COST program

From marketing standpoint has this been documented that we have tested?

Yes, there will be documents available on SSO with performance and sizing information.

How do we get customers in the COST program?

The QA team runs that program.

Need numbers for sizing performance not just oob.

Contact the PCOE team for this information.

When you talk about perspectives/templates are you talking about dashboards?

Perspectives and templates are building blocks for views and reports that can be reused in different reports and views. They are not the same as dashboards.

If you have DDM-I and Network Node Manager (NNM) connected to UCMDB, NNM reroutes the traffic to a different hub will the perspective change to show that?

It should be reflected once it was discovered that something changed.

Can you combine business services with perspectives?

If you want to create a view or a report on business services, you can create a perspective that represents the service or pieces of it for building blocks of your report.

Is there a concept of a CI having a default perspective or view?

No, there is no place to set a default perspective or view for a CI. The relation between the perspective and the CI is done in the view or report.

<u>View & Report Creation</u>

Is there any scheduling available for reporting?

To schedule reports to run, select Managers > Modeling > Reports. In the Topology Reports or Custom Reports pane, select a report and click the Schedule Report 🕐button.

Reporting on the content of the UCMDB like business objects?

The UCMDB is its own eco system and outside reporting such as Decision Center is not available at this point.

Can you use Crystal Reports in UCMDB?

No, at this point there are no external reporting capabilities against the UCMDB.

Can you add charts to the reports?

Yes, based on numeric fields on the first level in the report hierarchy.

Are items actionable in the report?

Yes. You can click any item in the report to view its properties.

What are some of the Base Queries?

Database, Network, and many others. You can use these OOB reports as templates for creating your own reports.

What do we mean by impact?

The impact of a change in Release Control is calculated based on the information in the UCMDB, such as: which other CIs will be impacted if this CI goes down.

Demo data on UCMDB, Service Manager and RC, is the demo data the same?

The products have different demo data. The demo data for Advantage Inc will be standardized in the presales VMware images.

What do the green colors mean on the graph?

Green indicates the devices are up and running. Red would indicate a down device.

Are the reports actionable too?

In UCMDB, the report basically saves the TQL. These reports are actionable since the run report is dynamic and not static. The reports stored as a PDF, CSV, etc are snapshots and thus static.

When should you use the Service Manager CI Visualization utility and when should you use View in UCMDB?

Service Manager's CI visualization is done only on the CI level not the attribute level. To represent the attribute level, choose "View in UCMDB" to see the information in UCMDB.

Customers today use Service Manager as front end view of their entire IT. They want all of the information within Service Manager. Since they know Service Manager not UCMDB we need to understand who is using the tools/what tools?

Who is using which tool will be determined by the role of the user. A helpdesk technician will log in to Service Manager and see all information the technician needs there. A Change Manager will log in to Service Manager and perform his work there, with views into the Release Control information that is embedded in the change. A configuration manager is most likely going to work in the UCMDB and may look into information that came from SM to see whether his device is up or down. In many cases, Service Manager will act as a portal to the other products that provide information to the user he requires for his role.

What if someone is a consumer and just wants to view that configuration?

That depends on their role. Configuration manager needs to view the configuration but change user should be in Service Manager. It is recommended to work in the tool that supports your role and in that role and tool expose CI content as appropriate.

How does that align with the Service Manager CWC (Common Web Client)?

All products are moving toward a common UI platform.

How does Decision Center come in to play?

Decision Center is a different reporting tool, used for analytics etc. UCMDB reports show a view of a CI or a combination of CIs for determining relationships and links for example.

What's the report generator background for UCMDB?

Please contact the UCMDB Product Managers (ucmdb-pm@hp.com) for this information.

Does that mean I can only use canned reports or can I change them?

You can change them and make your own but you can't view them with other reporting tools like Crystal Reports.

Demo on reports and views: If the CIs reported on had other software in common besides SQL server, wouldn't it look disorganized?

Yes, the below picture shows the link being just SQL Server. If the nodes have multiple pieces of software in common, there would be multiple connections between the two systems, possibly creating a messy view.
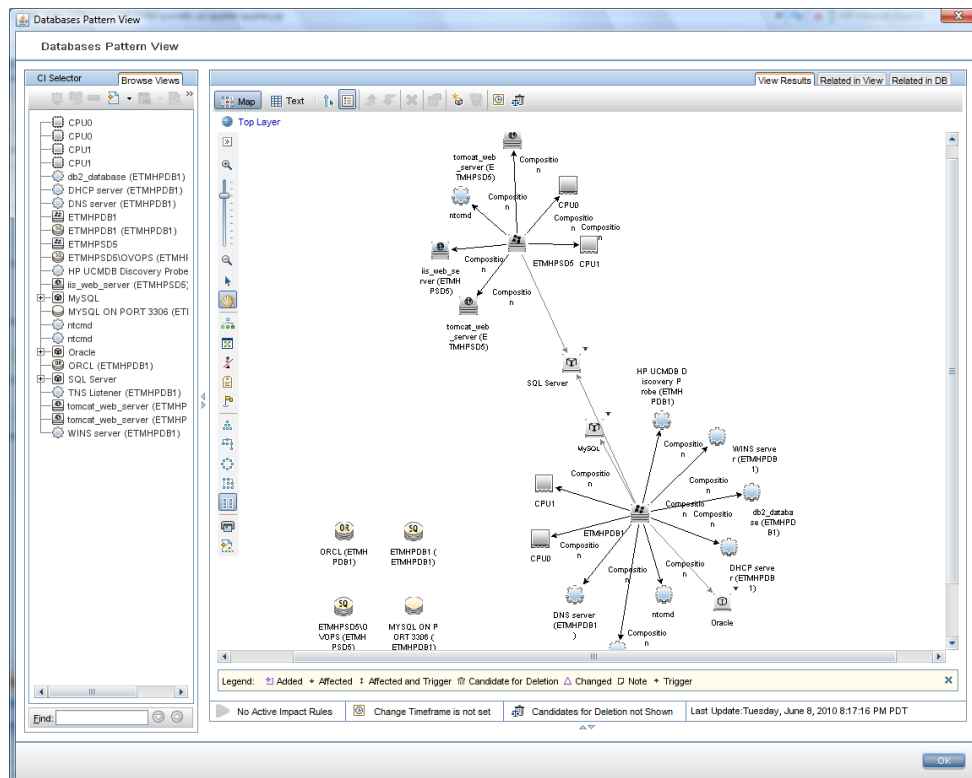
Can you export this report in a list format?

Not in preview mode but any report can be exported in list format from the report tab.

When looking at these dependencies in a graphical interface, with BMC you can flip the view to be list view. How do you accomplish this in UCMDB?

To do that, select any view you want to display, click on preview and switch between Map and Text in the preview window to switch between text and graphical views.

Is it possible to see the relationship all the way up to business services?

Yes, if you have business services defined in IT Universe, you can traverse all the way through relationships to the top business service.

Can you weight the dependency between an application and a business service?

Business Services will be higher in the hierarchy so you can create an impact rule. A new impact rule can be created in Modeling > Impact Analysis Manager following these steps:

When you define an Impact rule, you must specify the required causal relationship between the query nodes. Define one query node as the trigger, or the query node that represents the changes you want to make to the system, and another query node as the one that is impacted.

*Right-click the query node you want to define as the trigger query node and select **Define Impacted** to open the Impacted Query Nodes dialog box. Select the query node you want the trigger query node to impact. Then click the **Add** button to open the Impact Rules Definition dialog box to set conditions for defining impacted query nodes. For details about how to define an Impact rule, refer to the Modeling_guide/add_corr_rule_db.html section of the documentation.*

*Note: The **change** state option in the Impact rule definition is no longer relevant for Impact Analysis. The only supported state is **operation**.*

The same impact analysis from UCMDB should also be used by Release Control.

Running a report and then going back to get a chart is not going to fly when presenting a demo to a customer. Wasn't there a chart report in the older versions?

You create the report by first defining the view, and then define the report properties in Modeling Studio. If the report is defined with a chart, when running the report from Data Modeling > Reports, it will come up as a chart first when a chart is defined, and you can switch to table view with a simple button click in the report.

Can we schedule these reports for example every Monday and send them out via e-mail?

Yes, a scheduler is available for the reports by clicking on the clock icon with the green plus in the upper left corner.

Integration Infrastructure

Can we assume that users are going through Release Control or Service Manager and not UCMDB?

Change users will be using Service Manager and Release Control but a configuration manager might go into UCMDB.

For now until Amber as a configuration manager you would be in both Service Manager and UCMDB?

Yes.

Shared CIs – multi-tenancy – how will that be done? Where do the shared CIs reside?

Insert one CI record per tenant instance to represent a shared CI. For example, a shared RDBMS server that is shared between 3 tenants will be represented by 3 CIs in the UCMDB – one per tenant. Each tenant will have his own discovery engine discovering the shared CI. When pushed to Service Manager, each CI representation for each customer will get a unique name, such as RDBMS_ORA_1.
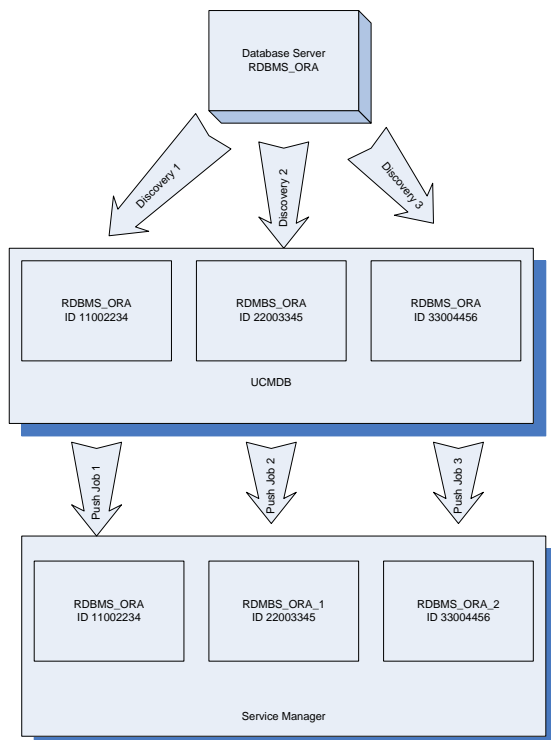
Will the data flow probe forward actual state requests to the external discovery tool?

Yes

Are there TQL issues with DDMi / UCMDB integration?

Yes, they are covered in the current SACM whitepaper.

Can we discover applications that are not pre-defined with discovery patterns out of box?

Create a custom pattern based on information such as ports, parameters etc.

How to get a "super admin" over multiple UCMDB instances?

UCMDB Multi-Tenant instances are very independent – you have to log out and back in to see the other tenant's information

Customer are asking for Cisco Works to feed into UCMDB discovery. How is this done?

Use Network Node Manager (NNM) for discovering the Cisco Works items and then populate from NNM to the UCMDB. (DDM probes may not discover 30 – 40% of network CIs)

How do UCMDB and Service Manager communicate?

The communication between UCMDB and Service Manager 9.x is exclusively via Web Services.

How about initial data loads?

The UCMDB uses Web Services to do the initial push. Each CI in the UCMDB has to be analyzed and may be pushed to Service Manager not as a CI, but as an attribute to a CI. For example in UCMDB, a CPU is a CI, but it is an attribute to a CI like a Computer in Service Manager.

During the push, the data needs to be synchronized as well. Information such as relationship types may not map exactly.

The key to remember is that you only push data into Service Manager that you want to manage or need for ticketing / reporting in Service Manager. The UCMDB has more CIs than Service Manager. Whenever a managed attribute is changed, an unplanned change will be generated.

What happens when the relationship changes? How do you capture relationship changes in Service Manager?

The Discovery Event Manager (DEM) Rules define rules for relationship changes (ucmdbRelationship -> cirelationship). If a relationship changes, such as new related CIs are added, or related CIs are removed, the action defined in the rules for changes (open a change, open an incident, immediately perform the change) will be done. The default is to open an unplanned change record.

Is the UCMDB – Service Manager communication in the CCRM, CLIP or SACM solution one- or two-directional?

CIs are transferred only from UCMDB into Service Manager. For federation: AM may be an external source for contract information. Service Manager may get this information via UCMDB via 2 hop federation. Company / Tenant information is transferred from Service Manager to the UCMDB. In all cases, the communication is one-directional, the direction depending on what is transferred.

UCMDB to Service Manager – bidirectional?

No, just one way. Other solutions have other adapters that can go the other way.

DDMi to AM or UCMDB? Both are technically possible, but which one makes more sense?

For the SACM solution, DDMi pushes data to AM, then AM pushes the data into the UCMDB. Outside of the SACM solution, DDMi can be used to push data directly into the UCMDB via the data discovery probe.

Data push from UCMDB – can we modify what information will be pushed?

Yes, how to tailor the integration is documented in the UCMDB integration guide. The guide for Service Manager 9.20 can be found at this link:
http://support.openview.hp.com/selfsolve/document/KM916129/binary/SM9.2_UCMDB_SM_Integration.pdf?searchIdentifier=-4a2be88b%3a12a11b21420%3a2078&resultType=document

Data federated from the UCMDB – can the information provided be modified?

The data that is provided by the federation is defined in the TQL that is executed on the UCMDB. The actual state tab executes a TQL defined in the UCMDB / SM integration.

Can the TQL that is executed when clicking on Actual State be set on a role by role base?

Not in the OOB implementation. We have heard of POCs where the JavaScript executed when clicking on actual state was modified to parse through the returned XML to show only information relevant to the current user. This does increase processing time on clicking the tab though.

Integration Studio

What types of adapters are available in UCMDB 9.x out of box?

SC 6.2, Service Manager 7.00, Service Manager 7.1, UCMDB 8.x, UCMDB 9.x, DDM

Can you run jobs dependent on each other, such as run Service Manager job only after DDM job finished?

This is not possible at this time.

Jobs are on demand?

Actual State is a pull or federation from UCMDB on user demand. Data push is scheduled or initiated manually via the Integration Studio.

Multiple CMDB

Was the UCMDB ID renamed Global ID? Or are there 2 IDs in UCMDB?

The UCMDB ID in the CMS (Central Management System, in this case) acts as the global ID for the multiple UCMDBs. The label in the properties is now called Global ID. To get more information, refer to the documentation: Data Flow Management > Integration > Integrating Multiple CMDBs > Integrating Multiple CMDBs Overview

CMS (Configuration Management System) is it a combined product of DDMa and UCMDB?

CMS as the Central Management System is a central UCMDB server in a multi-UCMDB environment. It is a UCMDB system that sits on top of multiple UCMDBs that is responsible for managing data from all the different sources. It needs a global ID that is unique to all systems in the combination. CMS as the Configuration Management System is an acronym for DDMa and UCMDB.

SM / UCMDB – if a CMS is involved, does Service Manager need to have the exact same set of CIs as UCMDB?

If UCMDB is the master hub for CI content, and provides information to Service Manager, it will be the case automatically.

Business services are non-discoverable CIs – would it be defined in the UCMDB or Service Manager?

At that level where we are going strategically, the UCMDB will be the source and owner of all the CI content. All CMDB content in the BTO products will be from the UCMDB. All CIs including Business Services will be stored and owned in the UCMDB.

Can both UCMDB 8.x and 9.x be mixed in a multiple UCMDB setup?

Yes.

Why do you do the multiple CMDBs?

This technology is used for data load distribution – a single UCMDB instance can only hold a finite number of CIs. By linking multiple CMDBs together, the amount of CIs that are stored in the UCMDB can be increased.

How does it really work?

Refer to the documentation section Data Flow Management > Integration > Integrating Multiple CMDBs > Integrating Multiple CMDBs Overview.

Does the global ID never change?

The global Id should never change.

When the system gets removed, will the corresponding GlobalID be deleted and reused, or retired and marked "offline"?

According to the documentation, the record is deleted, not retired.

Reconciliation Improvements
Will the data push scheduler run the full or the diff synch?

The first time it runs, it runs a full synch, all following ones should only synchronize the deltas.

How to create your own adapter?

Use the UCMDB API population adapter for that task.

What does RMI stand for?

Remote Method Invocation.

Do you have to buy DDMa licenses for data population?

Between HP components, you can use the probe without the license (since UCMDB 8). All integrations between products in the HP Software portfolio should be free.

Is the ConnectIt integration between Service Manager and UCMDB to push data from Service Manager to UCMDB still around and supported?

Use Connect-It with the UCMDB Java API instead of the old integration.

Where do you define a business service? UCMDB or Service Manager?

Business Services should be defined in the UCMDB and then pushed to Service Manager.

Can contacts and other supporting data be pushed from UCMDB to Service Manager?

This is possible with tailoring on both sides.

In the future if configuration management is taken out of Service Manager and put into the UCMDB, will we still keep the framework in Service Manager? Would there be a way to view the data within Service Manager?

Yes, the application will talk to the UCMDB and get the requested data.

Will this impact the configuration now in regards to business services?

Any customer needs to be building and defining business services. They should be created in the UCMDB and pushed to Service Manager for best practice.

Do customers have the maturity to think in business services?

Customers need to start with infrastructure services first, business services need to be pushed for ITIL v3 compliance.

Do customers use the business services concept? Are we talking to IT people in the NOC who don't think about consumer org?

Concept of applications vs. services. Some customers think of applications like PeopleSoft as applications not services.

When someone opens an incident how does it figure out what is affected – up or down?

Same as in Service Manager 7, the service is defined on top and the application(s) below. So the outage gets spread upward toward the service.

Can you define how far up the tree it goes?

UCMDB doesn't define spreading. Depth of outage spreading can be defined in Service Manager by going to the Configuration Management Environment record.

Multi Tenancy

How do you get a license other than foundation?

Contact Entitlement Support.

How should tenants be moved from Service Manager to UCMDB?

Create the company records for the tenants in Service Manager first. Then synchronize the company information with the UCMDB, set up the data probes for each tenant, and fill the UCMDB with CI data that can then be pushed into Service Manager.

Are we moving to multi-tenancy across BTO products?

Yes.

Is it data replication across the cluster?

The clustering is used for cold failover. Contact UCMDB Product Managers (ucmdb-pm@hp.com) for more information.

When you define a new customer, do they all have the same rights?

Initially, each customer / tenant that is created has the same information loaded and the admin user account has the full administrative rights for his tenant instance. After the initial creation, each administrator is responsible for creating users and providing rights to these users.

Are the TQLs and views available for all customers?

Out of the box TQLs and views are available to all customers on creation of a new customer ID.

What do clusters have to do with multi-tenancy?

Clusters are used to set up high availability. They are not related to multi-tenancy, but use the same server management tool.

With the changes in the data model, won't there be changes on the discovery side? How much? Was it rewritten?

External discovery goes through the data flow probe which translates to the new data model. SDK written integrations are compatible from 8 to 9. The data model changes are described in the UCMDB upgrade documentation in the UCMDB Class Model Changes Report.

Are the credentials that were there from 8 still available?

Customer created credentials will be available after the upgrade. The default administration account in UCMDB is admin / admin in versions 8 and 9. The multi-tenancy administrator / JMX console administrator account was changed to sysadmin / sysadmin in UCMDB 9.

What's the integration component that is pushing to UCMDB from Service Manager?

In Integration Studio you create Integration points for Service Manager, and then create a scheduled job that does the data push. The communication between Service Manager and UCMDB uses Web services to create, update or delete the record in Service Manager. To create or deactivate the customer / tenant in the UCMDB, Service Manager sends a Web Services request to the UCMDB as well (UcmdbManagementService.addCustomerRequest() or UcmdbManagementService. removeCustomerRequest();).

How is tenant different from the MSP (Managed Service Provider)?

MSP – is the manager or provider and tenant is the customer.

Do we have a limit on how many tenants can be managed?

The UCMDB server has no limit on the number of tenants. But the limitation to a maximum number of Configuration Items can cause an issue. This can be worked around to a certain degree by using the multiple CMDB solution.

How is data segregated within the UCMDB?

Within the UCMDB database each tenant is represented by his own predefined view of the database with their own tables and views. This type of segregation covers nearly all UCMDB tables with the exception of a few global settings such as cluster information that is handled outside of the UCMDB UI. Since the segregation is so complete, each tenant needs its own data flow probe for data discovery and translation to fill their UCMDB.

When looking at multi-tenancy - how is that supported with the introduction of cloud computing?

V-motion is supported in both UCMDB 8 and 9. In an MSP environment, CIs may be partly owned by multiple tenants. We have to assign a virtual machine to a single tenant. For shared CIs, it may be necessary to have one "logical CI" per tenant that represents a single physical CI or VM.

Upgrade Utility
Is the Upgrade utility available with the release?

The upgrade tool is provided with the release of UCMDB 9 in the ucmdbserver/tools directory.

Does the upgrade utility work on UCMDB versions before 8?

No, just UCMDB 8 and its patches.

Is there a rollback?

No. Use your backup to rollback if needed. When you do the upgrade, UCMDB 8.x is removed and UCMDB 9.x is installed.

Are the DDM credentials migrated to the new version?

Discovery credentials entered in the Data Flow Probe Setup window are saved in UCMDB DB, and managed by the Confidential Manager. On the Probe side, the credentials are saved in an encrypted file termed a domain scope document (DSD). This DSD contains discovery domain data. Each discovery domain entry in the document contains the network scope for the domain's Probes and the credentials the Probes may use when communicating with remote machines.

The upgrade process of the discovery credentials is described in chapter 11 of the UCMDB deployment guide.

Are custom data like a CIT kept?

Yes, custom CITs are kept and upgraded. Refer to chapter 11 of the UCMDB deployment guide for more information.

Will the production system be down while the upgrade is running?

Yes

Would you complete the whole upgrade and then go back and fix the errors?

Yes, that would be the recommendation. Fix the error and rerun that part of the upgrade.

BTO Data Model

Why isn't the BTO data model being implemented across all products?

This would have caused too many, too risky changes to the product portfolio.

Is location the lowest denominator in the BTO data model?

Yes

How much flexibility will we allow our customers to deviate from the BTO data model?

We need customers to use the same terminology, ways, etc

Is there another level of detail for BDM (BTO Data Model) that is documented?

For internal consumption only (HP Confidential), you can refer to this website: http://enhanced1.sharepoint.hp.com/teams/aztec/AST/DataModel/BTO%20Data%20Model%20Catalog.aspx

Are these releases the first time BTO Data Model is being used?

Yes

What documents are available to describe the BTO Data Model?

The BTO Data Model is currently only documented for internal consumption. The Aztec SharePoint (URL above) describes it in detail. For SM 9.20, we have only implemented the incident model which was used for the new integration with OMi as part of the CLIP solution.

What is new about this data model?

We are standardizing on this data model for all BTO products. At this time, the mapping of the BTO products to the BTO Data Model used by the UCMDB will be via compatible Web Services and the Data Flow Probe within the UCMDB.

Deployment

Are these platforms consistent across products?

No. Service Manager 9.20 still supports DB2, for example.

UCMDB roadmap as presented by Mike Oitzman during the TOI event in San Diego

Will there be collateral around these new products/roadmap?

Yes

What's the average time to migrate from 8.0 to 9.0?

Depends on the customer but probably 1 to 2 days – less than 1 week. At the end all TQLs, reports, class data, etc should be intact.

Is there a migration from 7.5 to 9.0?

No and there are no current plans to do so.

Do customers have to rediscover?

It's not necessary but many customers do that.

Can customers get inside the adapters and modify them?

Yes they are open and will always be open.

Is there an ERD (Entity Relationship Diagram) for the BDM?

Table descriptions are available at: http://<ucmdbservername>:8080/ucmdb-docs/docs/eng/pdfs/UCMDBClassmodel.pdf , but not an ERD that shows relationships between the tables.

What about opening UCMDB up to reporting from 3rd products, Decision Center and Crystal Reports?

Yes, that is planned with data warehouse.

What happens when we have customers who don't want UCMDB since we are removing Service Manager functionality? They want some config management in Service Manager.   If you take the CI data out of Service Manager into UCMDB, customers lose functionality.

Customers will be getting UCMDB as part of the Service Manager upgrade to 9.20.

But if customers don't want to utilize UCMDB, won't they lose functionality?

No, managed/static state will still be available in Service Manager.

Will we be able to add new fields within UCMDB? Currently we have added at least 30 fields to the device table in Service Manager – will we be able to easily do that in UCMDB?

Yes, adding new "fields" in the UCMDB is as easy as it is in Service Manager. The basic method to do so is by adding new attributes to a CIT (Configuration Item Type) in the CI Type Manager by selecting the CI Type (such as Computer), clicking on the Attributes tab and clicking the + sign to add a new attribute. Since the UCMDB uses a more granular approach to CI Types than Service Manager (for example, a CPU is a CIT), you have to plan which CIT needs to have the new attribute added. Sometimes, rather than adding a new attribute, it may make sense to create a new CIT, for example Network Card with its attributes rather than adding the attributes such as MAC Address to the computer.

Customers don't want to train people on UCMDB. Will we be able to manage this within Service Manager?

Yes, that is the goal.

We have a captive audience now with Service Manager and UCMDB but customers are hesitant to deploy it because they don't have discovery which is a cost. Is there a way to sell some small piece of discovery so you'll have more adopters?

We chose not to mess with license at 9.0 but with Amber coming out it is something to consider.

Service Manager

Focusing on a modernized web experience

Can we see the BDM in Service Manager for incident?

The BDM changes are changes to the Web Services hook and are invisible to the end user.

Is it a licensing issue if MySM is opened up to Change Management?

No, but not all functionality may be available for modules other than Incident Management and Service Desk interactions.

Modernizing and streamlining the web interface

Are the new sectioned forms forced or something we can choose?

If you are upgrading, you have the choice. If this is a new installation, you don't get a choice.

What happens to the old forms that were created in older version?

They won't change. The Forms Designer in the 9.20 Windows client added a utility that can convert notebook tabbed forms to the new sectioned forms, if the customer wants to use the new sectioned forms instead of the notebook tab format.

Should you save when changing a form to collapsible prior to making additional changes?

It is a best practice to save before continuing with the form modifications. I have not seen issues in the Service Manager 9.20 that makes the save a necessity, but it makes sense to save and look at the form before making additional tailoring changes.

Do we have function keys, like F1 or F8 in the web client?

Some of the function keys are preset and used by the respective browsers and we cannot change them. For example, F1 to open the help…You can click Alt and function keys to access Service Manager functionality as defined in the web.xml:

```
<!--
Key bindings for common operations. These key numbers are combined w/ the
ALT key to produce the complete keystroke.
Take note that certain third-party browser toolbars trap ALT+<key> for
their own use. Be sure to select keys that will not conflict w/ such
toolbar key mappings.
-->
  <!-- default is 'y' -->
  <context-param>
    <param-name>keySyncTree</param-name>
    <param-value>89</param-value>
  </context-param>
  <!-- default is 'n' -->
  <context-param>
    <param-name>keyCollapseExpandNav</param-name>
    <param-value>78</param-value>
  </context-param>
  <!-- default is 'g' -->
  <context-param>
    <param-name>keyMessages</param-name>
    <param-value>71</param-value>
  </context-param>
  <!-- default is 'r' -->
```

```xml
<context-param>
  <param-name>keyRefresh</param-name>
  <param-value>82</param-value>
</context-param>
<!-- default is 'p' -->
<context-param>
  <param-name>keyPrint</param-name>
  <param-value>80</param-value>
</context-param>
<!-- default is 'k' -->
<context-param>
  <param-name>keyBookmark</param-name>
  <param-value>75</param-value>
</context-param>
<!-- default is 'c' -->
<context-param>
  <param-name>keySpellCheck</param-name>
  <param-value>67</param-value>
</context-param>
<!-- default is 'o' -->
<context-param>
  <param-name>keyAbout</param-name>
  <param-value>79</param-value>
</context-param>
<!-- default is 'l' -->
<context-param>
  <param-name>keyLogout</param-name>
  <param-value>76</param-value>
</context-param>
<!-- default is the number '1' -->
<context-param>
  <param-name>keyManageFav</param-name>
  <param-value>49</param-value>
</context-param>
<!-- default is the number '2' -->
<context-param>
  <param-name>keyAddFav</param-name>
  <param-value>50</param-value>
</context-param>

<!-- The following are straight function keys without any further key
modifier (though you might need to use shift on Firefox) -->
<!-- default is 'F1' (112) -->
<context-param>
  <param-name>functionKeyHelp</param-name>
  <param-value>112</param-value>
</context-param>
<context-param>
  <param-name>functionKeyHelpCallback</param-name>
  <param-value>showHelpInfo</param-value>
</context-param>
<!-- default is 'F2' -->
<context-param>
  <param-name>functionKeyMagnify</param-name>
  <param-value>113</param-value>
</context-param>
```

Can the caching of the threads be controlled by how many times the web client refreshes?

Yes, an auto refresh interval can be set in the web.xml:

```
<!--Specify the list auto refresh interval in minutes
     * System default is 10 min
     * Min value is 5 min
     * -1 to disable auto refresh.
-->
   <init-param>
     <param-name>refreshInterval</param-name>
     <param-value>10</param-value>
   </init-param>
```

Is there any comparison as to how much faster the Service Manager 9.20 web client is compared to 7.1x?

We did run the test and from a purely performance standpoint 7.11 and 9.20 are the same. We are not tooled to trap the rendering time. RC is embedded now which means there is more processing and data gathering necessary to display the information, which makes a one to one comparison between the versions impossible.

Are there any changes to close the tabs in the web client?

No, that has not changed - there is no "Close all tabs" or "Close other tabs" in the web client.

How long before the Windows client is obsolete?

Starting with SM 9.20, we will be focusing on investing on the web client over the Windows client. We will be communicating on the eclipse client go forward direction in the future, but it has not been obsoleted.

What is the difference between the web client and windows client?

The Windows client is for administrative functions only, the Web client should be used for all end user activities. The Windows client needs to be used for Forms Designer and DBDICT changes, all other functionality is available from the Web Client as well. The Windows client does not provide collapsible sections; they show as regular grouped fields in Windows, adding the need to scroll down. The Windows client should be used only for administrative / tailoring work. All end user roles should be performed from the web client.

What do you need the Windows client for?

An administrator or developer will need the windows client for the DBDICT utility, RAD debugger and forms designer

Do we need to tell our customers they need to use web client instead of windows?

The message is that HP is making web client the client of choice. Not spending to make the windows client render the new forms.

Which client is used for forms design?

Only the Windows client can be used for forms designer.

Is there a list of things that don't work in web client?

We believe you can do most everything including export to excel and CTI with workarounds. As mentioned before, only Forms Designer, DBDICT changes and RAD debugger are not available from the Web client.

<u>Web 2.0 record lists</u>

What makes this a web 2.0 app?

Web 2.0 uses dynamic content rather than static content. The MySM pages are just one example of how Service Manager Web Client is changing to Web 2.0.

Excerpt from Wikipedia:

According to Best,[21] the characteristics of Web 2.0 are: rich user experience, user participation, dynamic content, metadata, web standards and scalability. Further characteristics, such as openness, freedom[22] and collective intelligence[23] by way of user participation, can also be viewed as essential attributes of Web 2.0.

Can you modify these 3 values for record list selection: 25, 50, or 100?

Not in Service Manager 9.20.

When changing the default sort display option for a record list to something other than 1000, will the sort still work and the sort indicator still work?

When changing the default sort option to something other than 1000 and creating a new display option for the QBE list with the new GUI ID (such as 1001), the sort will no longer work and the sort indicator will no longer display either.

Can you sort multiple columns?

No

Does it do sub-sorting?

No

Why can you only sort certain columns? Where do you configure this?

All columns of a table that have button ID 1000 set in Forms Designer (for example see sc.manage.Todo or cm3r.qbe.g) can be used for sorting. If a column does not have button ID 1000 set, you can set this attribute and the column will become sortable. For large lists, the sortable column should be indexed for better performance.

What do the colors of records in the Queue views mean? How do you change them?

Blue and Red records are for Urgency 1 and Urgency 2 records. The colors are defined in the View Definition, which you can get to either by clicking on More > Customize Current View or by going to System Administration > Base System Configuration > Miscellaneous > Views / Favorites and selecting the View to modify. There click on Autoformat… and create or change an autoformat rule:

Autoformat Rule

Autoformat Rule

Name:

New 1   ☑ Is Active

Color:

Field: Operator:

☐   ☐   *Select field first*

➡ Use Multi Level Field Chooser

[< Previous] [Next >] [Finish] [Cancel]

Does the browser back button work on the web client?

Still should use the back button on the form. Using the browser back button will cause an error message.

Why was the smart indicator icon changed? It looks more like an error button.

It's now a wand which doesn't look like any other button as the other looked similar to the find.

Is type ahead available?

It is available in combo box and drop down lists only.

Searching the Service catalog is case insensitive – why can't other searches in Service Manager work the same?

The Service Catalog search is actually an IR search, and IR searches are case insensitive. Other searches in Service Manager are case insensitive if the underlying RDBMS is set up for case insensitive searching. Having all searches be IR searches does not make sense in the bigger picture, since IR searches in large files can be slow and inconsistent.

Is there any forward strategy for changing the searching (such as in arrays)?

Yes, changes are considered for putting in searches as they were in Service Desk.

Have keyboard commands been enhanced for the first/last page, etc.?

Overall keyboard command enhancement is planned for a future release.

Are there any changes to the find button to prevent end users from getting in to tables they shouldn't see?

The find button is no long available.

Can you still turn off record list?

Yes

Web client brandability

Is there any documentation on how to change branding in web client?

There is documentation on how to change the mast head, for further tailoring it is noted that you should be a web developer to do so.

Can you change the colors of the web pages? Can you change more than the masthead of the Service Manager web tier?

Not without proper training and knowledge as a Web developer. We don't want to allow people to change Cascading Style Sheets (CSS) so that they mess up the web tier. If you mess up the web.xml or CSS pages, then you have messed up displaying the web pages for everyone using the web tier.

If in addition to the documented steps you want to change the title in the mast head or on the login screen, you will need to modify the following file:

<Service Manager Web Client Deployment directory>\WEB-INF\classes\com\hp\ov\cwc\web\app_labels.properties

Is the brandability available for ESS?

Not at this time.

Is our goal to let our customers remove the HP logo?

Yes, it's to allow customers to add their logo, colors, etc.

In an MSP environment, can each customer have their own brand?

Yes, if each tenant has their dedicated web application server(s) with their own web.xml, they can have their own branding in an MSP environment.

If searching for incidents and a certain word using IR expert, will the word be highlighted in the result list?

No, and there are no plans to do so.

Is IR going away?

Long term yes.

What rendering engine is used for web preview?

An instance of the Internet Explorer rendering engine is created in an Eclipse window. The version of IE used depends on which one is installed on the client machine.

Are there any changes to the windows client?

None other than bug fixes.

How does the mobile device support work with just the web client?

A future release will be addressing mobile device support.

Why is service a mandatory field in change?

The service is an essential component of the change process within ITIL v3. Customers can tailor the OOB field requirements if they have Service lifecycle not yet implemented in their company.

Does mass update only update the selected records?

Mass update updates only selected records but other functions may affect all instead of just the marked records.

Is performance affected with the record list and details?

Using record list may affect performance since it will retrieve the first section of the list and detail for one record. Contact HPSW Service Manager PM (hpswservmgrpm@hp.com) for more information.

The sort by column doesn't indicate that it was sorted. Why is there no indicator?

The sort indicator only works in record lists, not in the Queues. And it only works in Internet Explorer, not in Firefox.

<u>MySM Dashboard</u>

Can the MySM graphs be renamed out-of-box?

Not the out-of-box graphs and pages but you can create your own and call them what you want.

How is the performance of MySM?

Performance degrades if too many users have MySM as their starting page.

Is MySM a true query and then filtering is done inside?

Yes, MySM does a true query first and then performs all filtering inside the web client.

If you choose affected services, can you pick from a list?

It queries the affected services in the incidents / interactions, so if you create your own, it should become a choice in the list.

MySM currently only works with demo data?

MySM determines the fields to show for the filtering capability based on information in the records for the module.

Can changes be in MySM?

Currently only interactions and incidents are available. There is no change management component in MySM in Service Manager 9.20.

Can we bring in a PPM or BAC view into the MySM Dashboard in Service Manager?

Not out-of-box right now, but there is work to get these done. Until then, you can view any product via external URL within MySM

When will we be able to embed Service Manager into other applications?

This depends on other BTO products adopting the UI Mashup technology.

Can chat be put into MySM?

This is not possible at this point.

Can you put in a filter that will go across all the graphs in MySM?

No, filtering only affects a single graph.

What is the purpose for the MySM dashboard? Is it for the end user?

MySM is intended for all Service Manager users – except ESS business users – but we believe managers may value more than the agents or analysts. Helpdesk users will continue to go into the product through the Queues and menu navigation to do their work.

Can MySM be run in ESS environment?

No

Did wiring make it into this release?

No.

From a chart, how often is the graph refreshed?

By default, the queries are set to run every 10 minutes. You can configure how often the MySM views are refreshed.

Can you drag and drop the layout?

You can only configure the layout once. You cannot drag and drop after the fact.

Can you drag your MyDashboard into the MySM view and vice and versa?

No, it is not possible to drag MyDashboard into MySM.

Can you use the old dashboards?

Yes, they are still there and functioning.

Can you assign a MySM default per user roles?

A default MySM page can be assigned via the user role and assigned to the operator when filling in the user role.

Can you modify the fields or conditions on the Filter view on MySM dashboard?

No, the filter fields are pre-selected and cannot be modified OOB.

Where are these MySM layouts stored?

All MySM layouts are stored in tables starting with "uim. For example, the table called uimpages contains the information on MySM pages that are available in the system.

Can you create a link to an external page?

Yes. Enter a Name and enter a valid URL to an existing web site to point to.

Can you lock down the MySM page so that users can't put anything they want on it?

At this time, any valid URL can be put onto the mySM page.

Is a MySM page that was created available to all of those who have MySM?

Yes

Is the MySM refresh one parameter?

Yes

New documentation
Is the print pdf available?

Yes. Each main section (such as Tailoring) has a link such as *If you want to print this entire section or a series of topics from this section, see "Tailoring help topics for printing"* on the main topic. The link opens up a PDF version of the complete section that can be printed out.

Updated documentation for 9.20 has new features. Can we share them with new customers?

Yes

Has the best practice section changed in Service Manager 9.20 docs?

Not since Service Manager 7.11.

Service Level Management and Request Management don't have any process doc, is there anything?

At this time there is nothing available.

Is there a published document on incident WSDLs?

There is a new Web Services documentation available for download from the SSO site:
http://support.openview.hp.com/selfsolve/document/KM912621/binary/SM9.2_WebServ_Tailoring.pdf?searchIdentifier=-4a2be88b%3a12a1fbcfe74%3a-1f4d&resultType=document

It does include information on which WSDLs are published out of box, and lists some of the methods available from these WSDLs, but does not list the exposed fields, since this information is likely to vary from version to version and from customer to customer.

Can we use Web Services for Problem and Change?

Yes, both are exposed through extaccess.

<u>Server Resilience</u>

Did the location of the LicFile.txt change in Service Manager 9.20 with the autopass changes?

Yes, the LicFile.txt does now reside in the server RUN directory. A new parameter licensefile is available to point to a different license file location.

What happens to Web Services connections when the servlet is restarted?

Web services should connect to a dedicated port and when the port disappears due to the restart, it will realize the connection was lost and attempt a reconnect.

What if keep alive is set on the web service and the servlet is restarted?

The session was interrupted and keep-alive is no longer valid. The connection has to be rebuilt.

Will the cookie be available for the web service even after the restart?

No, it will need to create a new cookie.

In a horizontally scaled environment, can the restart command be run from any machine?

Yes, any machine within the JGroup can be used for the restart command.

If this was a horizontal environment would you be on a load balancer to enter the restart command?

You can do it from within any server in the JGroup. The load balancer does not get restarted with the restart command.

Why does the system say 7 minutes if the restart command was 3 minutes with a grace period of 2 minutes? Shouldn't it be 5 minutes?

If you have both parameters in the sm.ini, restartGraceInterval for the user logout grace interval and restartRandMax for the restart time randomizer, this may happen. In the example, restartRandMax was set to 10 minutes, so the restart happened anywhere in the next 10 minutes, 7 minutes in this example.

Is there a way to look for a variable that hits a threshold to do a restart?

Not at this time.

What kind of things can create memory creep?

Memory creep describes memory consumption that is slowly but constantly increasing. Service Manager tailoring tools including format control, links, and particularly JavaScript expose the ability for an implementer to create variables which grow memory through time. If properly reset after use, this situation is manageable. However, if an implementer declares a large variable and never cleans it up the memory within that session will grow. For example, imagine a large globalist for the assignment groups with 10,000 entries. If the implementer puts that globalist into another variable then both consume memory. If the new variable is not cleaned up then the memory will "creep" every time the activity occurs.

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Why is the process restart done via command line?

Doing it from the command line allowed for flexibility with scheduling, such as creating a chron job. Going through the applications can be a problem, if the restart is required because no further logins are possible due to an issue.

Are there changes to the load balancer as it is a single point of failure?

Defect fixes but nothing else. To lower the single point of failure risk we recommend running the LoadBalancer on a clustered system for hot failover.

Can there be another button to re-login?

There is an Enhancement request currently open for that.

What about attachments in regards to shared memory?

Attachments don't use shared memory but native memory.

We have large customers not running windows, are there plans to have the automatic determination of the shared memory address available for Linux?

Yes.

Will Service Manager work in hot HA environment?

Yes, Service Manager can run in a hot failover environment such as Microsoft Cluster Server.

Can you get the 9.20 benefits without upgrading your applications?

Yes, you can upgrade your client and server and get most benefits for server and client resiliency, even the new forms layout if you use the utility in Forms Designer of the Service Manager 9.20 windows client to convert the forms from the tabbed layout to the collapsible sections.

You will not get the application benefits such as the embedded RC or the new OO integration.

How much shared memory per client?

Service Manager uses different kinds of memory during runtime. The client uses native memory on the client machine, the server uses native memory for the servlets and shared memory (per machine) for holding shared information.

The shared memory is defined by the shared_memory parameter in the sm.ini and is created once per machine. A sample calculation to determine the size of shared memory is 48 MB base + 1MB per 10 concurrent users + Shared Memory for IR (if used).

Native memory usage depends on things such as: What is the JVM memory setting, what actions are users performing, what tailoring was done etc. Native memory is created and handled by the individual servlets on the machine.

The server machine has to have sufficient memory available to cover the native memory per servlet plus shared memory.

Is the HW Load Balancer preferred by customers?

At this point, using a hardware load balancer for end-user connections is not supported, only for web services connections do we have support for HW load balancers. A HW load balancer makes sure both connections coming and going are fine. The software load balancer is seen as the single point of failure. If the load balancer servlet is down, new user connections cannot be accepted and distributed. To get around this issue, you can either run the software load balancer on a clustered system for hot failover, or you can use a chron job to determine if the loadBalancer servlet is down and restart it. You can also use OO to monitor and restart the software load balancer process. A hardware load balancer has to be monitored using different ways.

Do customers put the load balancer on a cluster?

Customers who are concerned with high availability typically do. With a cluster, you are managing machine fail over, not just a process restart.

What about the Knowledge Management (KM) search engine server? How does this fit into the architecture?

The KM search engine is not supported on all the same Operating Systems as Service Manager. It is best deployed on a Windows system. Important: Indexes are stored in the search engine. For failover, you need to set a shared file of indexes so that if the KM search engine goes down, you can run KM search engine on another server using the shared Index directory. The KM search engine for Service Manager 9.20 is the Autonomy K2 search engine.

Is Telephony (CTI) still supported?

Yes. It is documented in the Web Tier installation guide. CTI uses DDE connection.

Is hot backup still available?

No, the ServiceCenter hot backup utility is no longer needed, since it was for P4 files only. For hot backup, use the utility provided with your RDMBS.

CLIP - Highly automated fault-to-recovery

Is it possible to automate the process, such as closing the incident when resolved?

Yes. You can use OO to handle this

Will OMi clear events automatically and close incidents in Service Manager?

The OMi / SM integration can be configured to close incidents automatically in SM.

Is there unique information that Service Manager is passing to OMi to tell OMi that this is the unique record related to the event?

SM passes the incident IDs to OMi. This way the 2 products can talk to one another.

Do you have best practices about the types of events created in Business Service Management (BSM) applications and what incidents should be opened in Service Manager?

The customer needs to decide which incidents should be created automatically. There are two ways to perform the integration. Typically, you can have a BSM operator manually right click an event and open an incident. Additionally you can decide which events need to be automatically escalated to an incident in Service Manager.

How do you synchronize service CIs?

CMDB is the central repository that contains the service CIs. UCMDB can be integrated with BSM, and OMI too.

Is LW-SSO enabled between Service Manager and OO (Operations Orchestration)?

Yes, LW-SSO is enabled between Service Manager and OO 9.0. The integration requires server side SSL certificates with or without LW-SSO. As part of the SSL setup, you will need to run mmc from the Windows Run command and follow these steps:

To add the Certificates snap-in to an MMC for a computer account

1. Click **Start**, click **run...**, type **mmc**, and then press **ENTER**.
2. On the **File** menu, click **Add/Remove Snap-in**.

3. Under **Available snap-ins**, double-click **Certificates**
4. Select **Computer account** and then click **Next**.
5. Do one of the following:

    To manage certificates for the local computer, click **Local computer**, and then click **Finish**.

    To manage certificates for a remote computer, click **Another computer** and type the name of the computer, or click **Browse** to select the computer name, and then click **Finish**.

6. If you have no more snap-ins to add to the console, click **OK**.
7. To save this console, on the **File** menu, click **Save**.

And then you can double click the Certificates snap-in to install the certification for the computer. I installed the mycacert.pem that I created based on the instructions in the SM online help in all trusted certificates (see screen print below for info on how to do so)
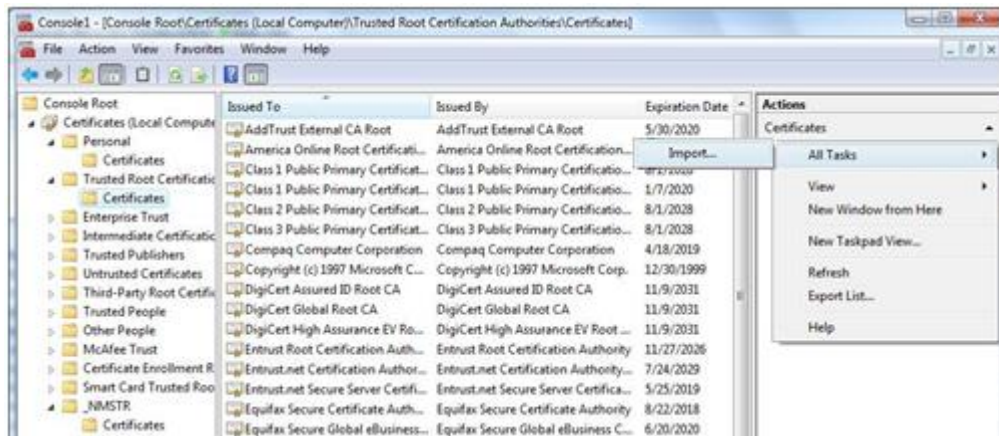
Next follow the online help in Service Manager on how to set up LW-SSO between SM and OO. Finally, you will need to manually create users in OO as external users that have the same username as in Service Manager, such as System.Admin, Sylvia.White etc.

After following all these setup steps, LW-SSO between SM and OO will work.

What is the status of KM and why are we replacing K2/Verity?

Our development team is working on integrating a new search engine. We are changing the vendor due to high royalties and the fact that they are not willing to make requested changes to the search engine.

What's the timeframe for the new KM?

A new Knowledge Management Search Engine is planned for a future Service Manager release.

Will this affect the current KM customers?

The new KM search engine will be transparent to the customers. On installing the new search engine, customers will have to reindex, but the administrator and the user interface will stay the same.

Some customers still have OMW and do not have OMi? Can customers still use this?

You can use OMW with Service Manager using SCAuto. You will not get the process flow mentioned for Service Manager and OMi.

Where are rights defined to determine who can execute OO flows from KM documents?

You can set permissions on the KM documents through the category of the document and assigning rights to the category. If a user has access to the article, he will automatically be allowed to run the flows linked to the article.

How hard is it to provide links to menus to launch OO as a service desk agent?

Use Case: SD agent takes a call for password reset. At the moment, searching for the KM article and executing the OO flow is done from the incident only, and not an interaction. Enabling OO flows from interactions would require a large amount of customization and tailoring and may be outside of support.

Can OO trigger the creation of a change?

Yes.

Can you from the report view execute the OO workflow?

No, the report view only shows results of previously run flows. To run an OO flow, log in to OO with a user who has rights to execute OO flows and go to the Flow Library. Right click on the flow you want to execute and click on Run Now.

Can you have OO open a change request from an incident, and then you can execute the OO workflow from Change?

You can open a change request from an OO workflow called from an incident through Knowledge Management. If that OO workflow adds a link to another OO workflow to the newly opened change, then this workflow can be executed from Change Management if the ChM-OO integration is enabled. All this would have to be defined in the OO workflow that creates the change and may require tailoring in Service Manager to expose the ability to add an OO workflow link.

How about QC and PPM integrations with Service Manager?

Although these integrations are not packaged out of box, they do integrate with Service Manager 9.20.

Does OO need a license to publish activities to Service Manager?

No. These calls are web service calls and do not take a special license.

Are there any changes to IR in Service Manager 9.20? Is there a recommendation between IR Search or KM search?

Depends on what the customer wants to do. If they are knowledge savvy, then KM is the right choice. If customers only want incidents or changes and to be able to search those records, then IR will satisfy that need. IR is included in the Service Manager product. All modules have an IR key defined OOB and it is turned on out of the box.

How do we get the KM Search Engine?

It is the same search engine as Service Manager 7.00. Download the KM 7.00 search engine or get the DVD as a separate package

How do you get a list of OO flows?

Within OO you can go to the Flow Library tab to get the list of available flows. The OO flow library paths defined in the integration manager will be read on successful connection to OO and copied into Service Manager.

The JavaScripts for SMIS (Integration Manager) are object oriented now, is it planned to do that for everything?

Yes.

Can you run multiple workflows from the same Knowledge article or Change?

Yes, but not simultaneously

How would we use the Integration Manager to build a new solution for a customer?

Start with the Integrations Developer's guide:
http://support.openview.hp.com/selfsolve/document/KM912618/binary/SM9.2_IntegrationSuite1.1_Dev.pdf?searchIdentifier=-4a2be88b%3a129f1bb35a1%3a3233&resultType=document

What other integrations are coming out to integrate with Service Manager?

OMi and BIR are available now.

Is there a way to import/export the integrations in SMIS?

When creating a new integration, you can check to import mapping information. If you want to move integration information from one system to another, you will have to unload the records in the tables named SMIS* and load them into the target system.

Does the OO integration have to be done multiple times for each language since it asks for a language?

It can only be done once so you can't have additional integration instances with different languages.

How does OO licensing work, does it consume a Service Manager license?

OO is connecting to Service Manager via Web Services and the integration runs through a background scheduler process. Background schedulers do not consume a license. If OO connects to Service Manager to create or update a record, it will use a license for as long as the Web Service is active, which is only a very short time.

If the OO flows are in a library, can Service Manager be tailored to call them?

Yes, through the integration manager by adding them to the basepath parameter.

If you don't have LW-SSO working with OO, can you pass userid and password to OO?

No, you need to either have LW-SSO enabled or enter the login information into the OO login screen when prompted.

How can we get OO in change management?

The OO – Change Management integration is available via unload with the CCRM 9 solution.

CCRM - Maximize Process efficiency, improve risk posture and meet service levels

If execution of the OO flow was successful, will the change close automatically?

No. But it will move the change record to the next phase if it is defined to do so. You also see the results in the Activities tab of the change record.

Are we saying we are supporting the publishing of the read-only change calendar that does not consume a license?

The RC change calendar in read-only is available for all customers who purchased a Change Suite license.

Why do we not have multiple RC integrations?

In an MSP environment, the login determines the view. In a regular environment, everything should be in a single calendar, otherwise the benefits of the RC calendar showing conflicts are not given.

Are users replicated in RC from Service Manager?

You need to run a batch file to replicate the users. Best practice would be to have both products connect to LDAP and you can replicate users in both products.

A sample setup of the file to use to replicate users from SM to RC is:

```
USERNAME,PASSWORD,FIRST_NAME,LAST_NAME,EMAIL,BUSINESS_ID,TENANT,ROLE
Rob.Acre.Corner,Rob.Acre.Corner,Rob,Acre
Corner,acre.corner.rob@advantage.com,Rob.Acre.Corner,advantage,Implemento
r; User
Config.Admin,Config.Admin,Paris,Configuration,admin.config@advantage.com,
Config.Admin,advantage,Business Administrator; User
Servicedesk.Agent,Servicedesk.Agent,New,Jelle,agent.servicedesk@advantage
.com,Servicedesk.Agent,advantage,User
```

Once you have all users from Service Manager exported into a file – columns are separated by commas, multiple values within a column are separated by a semicolon – you will run the importusers batch file in Release Control.

Do we still have the issue of time zones?

Yes, you have to enter the Java time zone format and synch in Service Manager and RC.

What is the Release Control licensing for existing ServiceCenter / Service Manager customers?

Any newly purchased change management seats will be Change Suite licenses that include Release Control. If a customer is only licensed for Change Management, not the Change Suite, they will have to upgrade their licenses to Change Suite to be licensed for Release Control.

What about RC Director?

The module is still there in 9.10 as a separately licensed module. You need a lot of changes happening at the same time to make that module useful.

From an incident, launch impact analysis. Can you do this?

RC's impact analysis is only available from within Change Management. With native CI visualization in Service Manager, you can view the relationships graph in Service Manager. This assumes you have the rich CI details in Service Manager.

From the Change Assessment view, does the Affected By and Affects views get populated in the other section called Affected Items?

The Affected Items section no longer exists in Service Manager 9.20 Change Management. It used to be populated in prior versions of Service Manager with the information on upstream CIs that would be affected if this item was going down. This functionality is now included in the Release Control populated Change Assessment section. The Affected By column contains CIs that will affect the CI that is scheduled for a change based on information in the UCMDB, the Affects column contains CIs that could be affected by the change to the current CI.

How do you handle crisis management? For example, many customers on a single CI, during an emergency such as natural disaster.

This process is primarily a communication issue. You need to notify many people about a single incident.

When will the CCRM 9.x solution be released?

CCRM core consists of UCMDB, Release Control and Service Manager. A set of unloads that updates Service Manager for CCRM functionality were released Mid-July 2010.

Is there something that describes how to use the entire HP suite of products and how they interact together?

There are different solutions, such as CCRM, CLIP, SACM, and blue print. Documentation exists for each one of these solutions.

Should we use persistent connections?

Yes, Web Services that handle consistent communication between products should always use persistent connections. Past issues were fixed in 7.11 and above.

What certificates are required for the OO integration?

Just the server certificate is needed. Follow Service Manager instructions on setting up server side ssl.

Enhancements to Service Manager/UCMDB integration

How does UCMDB handle a single server being used by multiple companies?

In UCMDB, there are multiple CI records created using the same device information but named with unique company identifiers. For example ServerA will be named: ServerA_C1, and ServerA_C2

What happens when the shared CI goes down? What gets flagged?

Refer to the diagram on page 13 on how shared CIs are created in the UCMDB and SM today. All CI records should get flagged that the device is down, but this is done in Service Manager and not UCMDB. When a CI is shared and belongs to multiple companies, it will be represented by multiple device records (one per company) in the UCMDB and when pushed from the UCMDB to Service Manager. If now an incident or a change is opened against one of the devices in Service Manager, the other devices that represent the same shared CI will not be aware of the outage, thus there will be no notification to the affected users in the other companies. The handling of outages of shared devices needs to be done via tailoring, such as a FC query that searches for other CIs with the same IP address or other unique identifier (other than UCMDB Id) and marks these as down as well.

When processing the change request and the device is on outage, will the subscribers get notified?

You can tailor Service Manager to do the notifications, but not OOB. Subscriptions can be individual or department subscriptions, so both cases have to be covered by the notification.

Release Control also has the ability to do notifications. Which utility should be used?

Although Release Control has the ability to do notifications, the change is owned by Service Manager and all notifications should be done from the owning tool.

Will UCMDB replace Service Manager Configuration Management in the future?

Possibly, but not in the near future.

Why would you combine UCMDB and Service Manager databases?

The goal is not to duplicate functionality.

What is the CI best practice for getting CIs into Service Manager?

SACM solution: DDMi → AM; AM →UCMDB; UCMDB → Service Manager

CCRM solution: DDMa → UCMDB → Service Manager

Can you use federation or replication to get UCMDB CIs into Service Manager?

Both are acceptable. Typically we replicate CIs into Service Manager and then view the actual state of the CI via federation through the UCMDB.

If a CI is deleted in UCMDB, will the CI get deleted in Service Manager?

That depends on the DEM rules you define in UCMDB. Go to Tailoring > Web Services > Discovered Event Manager Rules. When the CI is discovered, a CI is created in UCMDB. You can optionally

- Add a record
- Open an incident
- or Open a Change.

When record exists and is updated in UCMDB, log results in History section and:

- Update record
- Open an incident
- or Open a change.

When record is deleted in UCMDB:

- Delete record
- Open an Incident
- or Open a Change

The Managed Fields tab tells Service Manager what fields will be monitored when receiving updates from the UCMDB. All managed fields need to be pushed from the UCMDB – refer to the UCMDB integration guide on how to change which fields are pushed – and the managed fields should be visible on the Managed State tab, which may require forms modifications.

What is the process for adding a new Business Service to the environment?

Ideally, you should open a change record in Service Manager first. In UCMDB, you create the top level business service as a CI – it will not be discovered automatically.

What is used to determine if CIs exist in Service Manager or not?

The primary reconciliation key out-of-box is the UCMDB ID (global ID in the UCMDB). Custom reconciliation rules can be defined under Tailoring > Web Services > DEM Reconciliation Rules in Service Manager.

How is the CI relationship carried over from UCMDB to Service Manager?

There are DEM relationship rules that determine this. Go to Tailoring > Web Services > Discovered Event Manager Rules. View the UCMDBRelationships rule definition. CIs must exist in UCMDB in order to then discover/determine the relationships among CIs. The discovery is a spiral discovery and is based on existence of CIs first.

Will we be using the UCMDB id vs logical name?

For now Service Manager uses the logical name as the unique identifier in Configuration Management.

Are we going to have a real release management product or continue to use different products?

We are focusing on CCRM to do this.

Localization utility for status and codes
Will we translate out of box demo data?

No, demo data for products is meaningless for our customers and will not be translated out of box.

If we are giving data to the customer as a start, can it be localized out of box?

No, we don't think that out of the box it is something we can deliver.

Customer's are asking HP for ITIL out of box solutions and expect that this ALL be localized.

That is what the record tag localization utility is meant to do although it does mean the customers must do this on their own.

After content has been localized, can you work from the same system with 2 different languages?

Yes, the language selected on login determines which language you will see inside Service Manager.

Some of the fields like status fields that are localized directly can affect functionality. Does this fix that?

The localization utility changes the display value, not the stored value, so it isn't an issue.

With the localization if you run an SQL server database which doesn't support unicode character set, do you need to go to Oracle?

SQL Server supports UTF-16 rather than UTF-8 (like Oracle). To use Unicode on SQL Server, map the localized fields to nchar and nvarchar. There is no need to convert to a different database.

Any support for languages right to left?

In a future version.

Do you need to include sub-forms in the forms to modify in the localization utility?

If any of the fields that were translated are on a sub-form, then you would need to include them as well.

Is record tag utility available in 7.11?

It is available as a patch for 7.11.

If you have a localized field that is not on the record list and you add it, will it be localized?

Yes, if the form was updated correctly and the field was translated correctly.

Why aren't the statuses changed oob to the language?

It is a customizable status so we want the customers to be able to change them to what they want.

Is the field value still in English in the debugger?

Yes, since only the display value was translated.

What if you don't know English at all? These should be done with the language pack.

We are trying to move to that but will not change in the short term.

<u>Change Management improvements</u>

Are we supporting the old Service Manager Change Calendar?

No

Does the risk value in RC get populated in a field in Service Manager?

With RC 9.10 and SM 9.20 the risk value from RC is populated automatically into SM. This attribute along with the impact.severity, collision.severity, risk.severity, and time.period.conflict attributes are stored automatically in SM into dedicated fields. They are hidden by default though, but can be added to the RFC form if needed. However, these values are included in the RC Analysis tabs

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embedded in the RFC form. In addition these fields can be used in SM's workflow. For example: based on the risk value an RFC can have different people to approve the RFC.

Can you bring any RC value into Service Manager?

Yes. See the "Bringing fields in RC into Service Manager" document. As a best practice, only bring values into Service Manager that are required for analysis.

What is lightweight?

Lightweight is an HP term to describe the single sign-on of integrations between HP products only. LWSSO is easy to set up and allows users to log into one HP product and from there enter into another HP product without being prompted for login information again.

Release Control

<u>Release Control (RC) 9.10 Release Themes</u>

Is the Multi-Tenancy setup documented?

Yes.

Is there a best practice for tailoring and configuring the integration?

How to tailor / configure is documented in the online documentation. Best practices and tips and tricks are not available yet. When tailoring, check for messages in the RC log files: For example, if a required field is not filled, there will be an error message in the RC log files. Filling required fields when updating from RC to Service Manager has to be done in the JavaScript that can be found in RC > Administrator > Configuration Tab > Integrations > Service Desk Adapters > <Service Manager adapter>. The updateOperations.js script is used to write information to Service Manager, the convertChange.js and convertTask.js scripts are used to receive information from Service Manager.

Where do you do tailoring – e.g. approval requirements based on RC calculated risk?

That would be on the Service Manager side after the risk information is transferred from RC to a field in Service Manager.

Does UCMDB gather data from RC? Are conflicting changes visible from the UCMDB?

RC ships with a Federation adapter allowing changes to be accessed via UCMDB TQL. However, with SM being the authoritative source for RFCs the user is advised to use the SM RFC Federation adapter in order to have RFCs queried in UCMDB. If only RC is used without SM, than RC is the authoritative source of RFC and as such provides data on RFCs. In any case the collision information cannot be retrieved in UCMDB, collision information is available only from the RC side.

How does RC find conflicts on changes?

It merges the change information from Service Manager and the configuration hierarchy information from UCMDB to detect change conflicts. This can be extended to any field of the RFC, check the HP Release Control user guide to learn how to setup and use the change collision detection.

<u>Tighter integration with Service Manager 9.20</u>

Will the hideRCHeader URL parameter be active everywhere?

Only where the parameter is used will the RC Header be hidden.

Is there an upgrade path from RC 5.0 to RC 9.10 or is it fresh install?

The Release Control Deployment Guide has instructions to upgrade from RC 5.0 to RC 9.10. There are some manual steps as well as an Upgrade.bat file that must be run to perform the upgrade. The required manual steps are mainly concerning the SDI scripts upgrade.

What if you create a new category in Service Manager, would the category show in RC?

Category is mapped out of the box to Release Control so, if a new category is added to Change Management, it would display in RC. Change records that have a category of CI Group, Subscription, Unplanned Change and KM Document will not be transferred to RC due to the query below which is issued from RC:

```
RTE D DBQUERY^F^cm3r(sqlserver I)^5^0.000000^
^0^0.016000^"sysmodtime>'07/27/10 08:38:00' and header,category~="CI
Group" and header,category~="Subscription" and
header,category~="Unplanned Change" and header,category~="KM Document""^
```

In change calendar embedded in Service Manager, you can't scroll when the detail information does not fit on the screen. Is that fixed or going to be fixed?

This is addressed with RC QC 28434, but not solved at this time yet.

LW-SSO between RC 9.10 and Service Manager 9.20

What are known issues and workarounds in the integration between RC and SM?

RC / Service Manager integration time zone issues:

- Falcon is set up for Beijing with yy/mm/dd in Service Manager and needs to be changed to the correct time zone information if used for the integration (or if used to clone the integration user)
- Sdiconfigurer.bat output has changed – it is now a zip file you deploy inside RC. RC sending queries to Service Manager: If it does not talk to Service Manager, turn on debugdbquery:999 and see what the queries are that it uses. It sends queries into Service Manager in mm/dd/yy format. When Service Manager is in dd/mm/yy, RC may not find anything in Service Manager. Change to mm/dd/yy in the RC user so that it works correctly. Tzfile is broken for Australia, causing issues.
- Sysmodtime not mapped correctly in the RC Change extaccess records, causing error messages in the sm.log file. Change all date/time type fields to be DateTimeType in extaccess and it will work.
- (RC 5 issue not loading after 30 days – database persistence batch to fix)
- Now we have Java time zone field in the tzfile records.

Multi-tenancy integration with Service Manager 9.20

When logging into RC from Service Manager – will it ask for the tenant for multi-tenant users?

 A defect in RC9.10 caused the tenant selection dialog to appear even when logging on to RC from Service Manager. This defect was fixed in RC patch 9.10.0001

What about if your user is in multiple tenants with LW-SSO?

The login will happen automatically, but you will get asked which tenant you want to be. In patch RC 9.10.0001, the login will happen and the user will no longer be asked to select a tenant.

Is Demo set up multi-tenant?

The presales demo system on Surgient is not set up for multi-tenancy for the integrations. Neither is the Release Control demo.zip demo data.

Is there a way to grab the tenants from Service Manager or UCMDB?

Synchronizing the tenants from Service Manager to Release Control is possible with the CCRM 9 unload to Service Manager that can be downloaded from the SSO site.

Users have to be imported into RC – how do you do that when the users are supposed to be held in LDAP such as AD?

Release Control can be configured to use LDAP for user authentication. This is documented in the User Guide for Release Control.

Can you have 2 login IDs and Full Names be the same – one for each company.

In Service Manager, you cannot create 2 logins with the same login ID.

Can you log into RC as an admin and see all tenants?

No. Out of box admin is a tenant in the Default company. If you want admin to see all tenants, admin will need to be added to the other company/companies. At login admin will be asked to select a tenant and will be able to change tenants from within RC.

You can create Blackouts windows in RC. Are the Blackout windows tenant-aware?

Time periods (Blackout, Change Window, Neutral to Changes) are global within Release Control, not tenant specific. It may be possible to set up a filter so that tenants only see time periods that are specific to them.

Is this for all users or just power users?

We recommend synchronizing only power users, not ESS, since ESS users do not have access to the change calendar information from the ESS interface.

Do we want to be in the business of user and rights administration? Maybe BTO should find a solution to incorporate LDAP or Identity Management everywhere rather than duplicate this into the products.

Today all products integrate with LDAP already, but they require the users to be replicated into the product such as RC or SM to ensure that the users are assigned the proper roles, such as Administrator, System Admin, Configuration Admin, etc. Future Service Manager releases may have changes concerning Role management. There is an effort around BSF (BTO Security Foundation) for future versions. BSF aims to be the single point of users and roles setup for the BTO products.

Why do you need to import the users into RC?

You have to synch your users manually, since operator / user information needs to be the same in both systems using LW-SSO. In both RC and SM, the user information is linked to their roles and rights, thus the requirement to have the user information in both systems.

What if the user does not have the correct role to see assessment data?

Screen section will display "No assessment data available"

How do you get the users from Service Manager into RC?

Export from Service Manager, then run the import users batch file from the DOS prompt – ensure to format the text file correctly. For example, export all contacts that are related to operators that are non-ESS users into excel (username=contact name, password = contact name, first name = first name, last name = last name, email = email, business id = contact name, tenant = company, role is manually filled in, default is user) and add the columns marked in red:

USER NAME	PASS WORD	FIRST_ NAME	LAST_ NAME	EMAIL	BUSI NESS_ID	TEN ANT	ROLE
Rob.Acre .Corner	Rob.Acre .Corner	Rob	Acre Corner	acre.corner.rob@ advantage.com	Rob.Acre .Corner	advan tage	Implementor; User
Config.A dmin	Config.A dmin	Paris	Config uratio n	admin.config@ad vantage.com	Config.A dmin	advan tage	Business Administrator ; User
Serviced esk.Agen t	Serviced esk.Agen t	New	Jelle	agent.servicedesk @advantage.com	Serviced esk.Agen t	advan tage	User
Change.A nalyst	Change.A nalyst	White y	Yunick	analyst.change@a dvantage.com	Change.A nalyst	advan tage	User
Incident. Analyst	Incident. Analyst	Inno	Analys t	analyst.incident@ advantage.com	Incident. Analyst	advan tage	User

Can you see info from both tenants?

No, you will only see the information for the tenant you are logged in as at the time.

Where can you change the tenant information?

Only with the batch file that imports the users. The tenant value is not visible from within the RC User Interface and cannot be changed in the UI.

Can you change the tenant info in LDAP if that is where your users come from?

Release Control automatically takes the user login information from the LDAP server. The tenant value though can only be changed using the batch file for importing users.

Integration with UCMDB 9.00

What exactly is the KPI federation adapter?

Documentation on the adapter is available in the RC docs.

If you have RC, UCMDB and Service Manager, will you ever see latent changes, or will it be unplanned changes instead?

Latent changes report is a good report, but if you use Service Manager with UCMDB, the unplanned changes should give the same kind of information.

Can you add fields to check for latent changes?

Yes, you can, but use caution. Adding too many fields to check will result in a higher number of latent changes.

Enhanced Calendar View

Can you filter out the changes you want to see in the daily/ weekly/ monthly views?

RC has filters that you can set.

In RC – what kind of notification methods are available?

HTML type emails.

Where do you enter blackout periods?

Time periods (Blackout, Change Window, Neutral to Changes) are configured in Release Control – Administrator.

License consumption between Service Manager and RC – if displaying the calendar in a change or an incident, will that consume an RC license?

If a customer is entitled to RC Analysis, the Calendar (and only the Calendar) is available for all users.

Improved Error Handling in UI

Will there be an RC timeout error within Service Manager if the session times out?

There will be no "Session Timeout" error as long as the SM session is active.

Collision on multi-value fields

Why not use an array for the multi-value collision?

RC does not accept arrays, just character delimited fields. As of version 9.10 RC supports collision on multi value fields. Multi-value is achieved using any character as a delimiter.

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Why is the analysis not taking Service Manager arrays into account?

Multi-value collisions were there before – they were called configurable collisions and were set up using XML. This "old XML way" may work for Service Manager arrays, the new GUI string field way is only for string fields.

Miscellaneous improvements

How does the bulk load work?

Bulk updates did not work very well (1000 tickets within a minute) for Service Desk integrations in older RC versions. With RC 9.10 / Service Manager 9.20 the initial load and polling mode will go away. We will harvest all changes in the same mechanism: If we get 17000 records, we will get the IDs (Change numbers) first, then we will get all the records at once using the Web Services Retrieve method, which makes it a lot quicker.

What is Aperture Vista?

Aperture Vista is a data center management system that makes it easier for data center management to understand the relationship between devices and the underlying infrastructure.

Miscellaneous

Upgrade from SC 6.1 to Service Manager 9.20? What is the recommended path?

There is no direct path from SC 6.1 to SM 9.20. From SC 6.1 you can upgrade to SC 6.2 or SM 7.00 and then to SM 9.20. You must be on SC 6.2, Service Manager 7.00, 7.10, or 7.11, to upgrade directly to Service Manager 9.20. The biggest obstacle is that the P4 database no longer exists. So you must convert your data from P4 to a supported relational database.

Will the Upgrade Factory be available to consultants who are doing upgrades for customers?

Not right now but in plan. A team in Shanghai was recently trained on migrations

How should data archiving in Service Manager be handled?

SM sits on a database. Archiving is handled from the database side. The caveat is that you have to understand the relationship among records. For example, interactions, incidents and change records can be related. You can use Service Manager and Data Maps to purge/archive records in DB. Service Manager creates an unload file. This is not a standard file. So you might want to archive using DB tools so that you get a standard file.

How to migrate data from QA to Production system?

When you buy a Service Manager license, you get 4 licenses: production, testing, dev and training/disaster recovery. See the white paper titled "Moving from Dev to Production" for more information.

What is the latest Blue Print (BP) release and when will it be available for Service Manager 9.20?

They are finalizing Service Manager 9.20 now so it should be available soon.

What about upgrade utility to BP Service Manager 9.20?

It is also being worked on and should be available soon.

Can SD customers go to Service Manager 9.20 with the migration utility?

You need to use the SD2SM migration toolkit, v1.3, which supports the migration from Service Desk 4.5 Service Pack 33 to Service Manager 9.20

Who is the owner of the ITSM blog so that employees can get access?

Contact Jody Roberts for access requests if you don't have access yet.

What version of Connect-It is supported?

4.11

Is Connect-It supported on 64 bit?

The Connect-It 4.11 compatibility matrix lists Windows server 2008 64bit SP1 and SP2 as supported.

Is VMware supported?

VMware has been supported since SC 6.2. There are aspects that are not supported, including view motion to allocate and de-allocate CPUs and memory.

Does HP have a way to compress / decompress from the web tier to the app server?

By default, it is set to compress. This is a parameter in the web.xml.

How much bandwidth do I need for web performance?

100 Mb is recommended for client sides. Most WANs are at least 100 Mb. You also have to be concerned of latency.

Is Asset Manager and Service Manager integrated at the database level or app level?

Use Web Service or Connect-It for the integration of AM and SM.

Is Connect-It licensed?

Yes. Except when you are integrating 2 HP products, then there is no cost for licensing.

Sizing Guide guidance

The Sizing Guide talks about each user consuming 5 to 20 MB of memory. Each servlet can support 50 users. So, that is close to 2 Gb of memory. This calculation is not literal and the scaling is not linear. Don't use the Sizing Guide literally. These are just guidelines. Another thing is that your swap space should be at least the same size as your memory block, if not doubled in size.

Why is a Closed status available in the Status dropdown of an incident? Can you limit the status to valid statuses for the person viewing the incident.

Note: Selecting Closed status does not close the incident. You must click Close Incident to close the incident. There is a table called pmstatus that stores the incident statuses. You could use DVD to not show the status' that should only be filled by the system.

What does the Close Incident button do?

Puts the state of the incident to Closed and the flag indicating the ticket is active to false. Then it posts outages to outage tables and automatically closes related interactions.

When a change or incident is opened, what template is used?

Depends on the type of change or incident, and it depends on whether a default template is set.

Can you automatically open a problem record if you get 5 incidents of the same type?

This needs to be tailored. You can for example use Scheduled Maintenance to automatically open a problem record if 5 incidents were open of the same type.

Does the Knowledge Article ID get posted to an interaction for the ESS users to see and open?

The KM information should get copied into the interaction or related record for the ESS to view. Right now, the solution copied into the record is not formatted like it is in the KM document. You also have to keep in mind that KM documents can be internal-only or for everyone – permissions may be different, and that ESS users may not have permissions to view certain docs.

From the ESS page, what does the Resubmit button do?

Clicking Resubmit creates a brand new interaction and automatically associates the old and new interaction together. Part of the reason is for SLA management.

What are clocks?

Clocks are used for SLAs. For example use clocks to determine how long a record is assigned to an assignee.

I thought Macros were going away?

Macros are still there but it is not a best practice to use them. Most macros were used for notifications and notification engine should be used for this purpose now. Scripts should not be used any more either, since Wizards provide more functionality.

In Service Desk, there is a concept of Checklists for service desk agents? How would you do this in Service Manager?

Use Wizards. Any time you want to prompt for information, you want to use Wizards.

Compatibility Matrix

Windows 2008 release 1 or 2?

Both work.

UCMDB on Linux?

Industry standard is to use Linux

Any reason why Oracle release are so specific?

The compatibility matrix was written based on the specific versions the product was tested on.

Do we support more browsers (ie Mozilla, chrome)?

Mozilla not Chrome on the Service Manager side. Chrome is not considered for production.

Any plan for Service Manager to move to Chrome?

No. Browsers introduce complexity. It is too difficult to support all of them. Chrome in particular is interesting but not an industry standard. PM believe it is better to trim the matrix and provide new features.

What about the versions of the browsers as they advance quickly?

It is difficult to stay current. The tiered compatibility matrix should help with this.

Does the HP policy supply that we support a specific version and newer?

What we allow the customer to run on, etc. is very difficult. Service Manager has a new way of addressing that with tier 1 and 2.

Is there something in the ITSM products that is a standard?

Different topics with testing vs certification. There is a BTO wide exercise to do a portfolio oversight of compatibility matrices. BTO wide standard on a narrow set of platforms.

Can there be a VM policy for each product regarding versions?

Yes

Any estimate on how long it takes to get tested / certified on a new release?

SM PMs are trying to get away from timelines. Customers can go ahead and use a newer version of a supported product before we test and certify. If Microsoft delivered a new product tomorrow, we wouldn't test and certify until our next release. We want our customers to use the newer versions and we will support them.

Can we have some "phrases" in docs regarding issues that we are aware of? It is needed for RFPs.

The Support/CPE wiki has this information. Software support has it as well.

From an operational point of view can customers tell us what they need?

No, we prefer the tier compatibility policy that we are putting in place for Service Manager.

Is this tier concept for Service Manager being adopted by the other products?

Not at this time. The integration catalog has the matrix versions across the products. If there is an integration that is supposed to work and it is not listed in the catalog, it needs to be reported and fixed.

Question we get asked is recommendations in regards to performance. Is there anything available for that?

We are trying to be specific, which is why Service Manager has tier 1 which would be the preferred for customers.

We need sizing guide information.

Up to version SM 7.11, sizing guides are available on the TM SharePoint for out-of-box configurations. Newer versions of the sizing guide are owned by the CFRD team.

What do we think about the case sensitivity issue?

SM thinks case sensitive. Oracle and SQL server are supported case insensitive on Service Manager.

Do we do tier 1 and 2 for Linux libraries?

We don't think of them that way just that we support a particular version of red hat Linux. Down to the library level is a support issue.

Can a customer run IE6 on Service Manager 9.20?

It is not supported, the customer has to be aware that there will be functionality that won't work, if they run on an unsupported platform for whatever reason.

Can you run the new web client against a 7.11 server?

It will probably work but you won't get all the new benefits.

Can you run 9.20 RTE against 7.11 apps?

Yes, that will work but new 9.20 application functions won't be available.

Is there any value to get SC applications support on Service Manager RTE?

General consensus is to not support this but fix the upgrade to get the SC customers up to Service Manager.

What about Citrix?

Citrix is considered a transparent technology as noted in the compatibility matrix.

Where do we go to see the CIT integrations?

Contact HPSW Service Manager PM (hpswservmgrpm@hp.com) for the answer to this question.

What about memory and hardware requirements?

That is in the documentation for UCMDB and Service Manager. Service Manager also has a sizing guide but has not been updated for Service Manager 9.20 yet.

Has the end of life of Service Desk changed?

It has been extended by 2 years but nothing has changed since then.

Didn't see the underlying dependency on products such as flash for UCMDB and RC?

They are listed in the UCMDB and RC Deployment Guides.

Using LW-SSO: What if you have a Release Control server in Asia-Pac and UCMDB in EMEA?

You just need to add both Asia-Pac and EMEA to the LW-SSO configuration files as protected domains.

What if you are connecting to an application that is not HP?

LW-SSO is for connecting between HP products only.

Are there plans to have a central user admin for all products?

Yes, there is a project in the works for future releases.

Where do partners go to get the solution information?

Solution information is available on the sales portal. White papers, etc. need to be posted to the partners portal. Bill Fili is the contact.

For more information

Please visit the HP Software support Web site at:

www.hp.com/go/hpsoftwaresupport

This Web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued customer, you can benefit by being able to:

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- Submit and track progress on support cases
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- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
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  Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

  To find more information about support access levels, go to the following URL:

  www.hp.com/go/hpsoftwaresupport/new_access_levels

  To register for an HP Passport ID, go to the following URL:

  www.hp.com/go/hpsoftwaresupport/passport-registration

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