Service Asset and Configuration Management (SACM)

HP Connect-It – HP Discovery and Dependency Mapping Inventory –
HP Asset Manager – HP Universal CMDB – HP Service Manager

for the Windows operating system

Software Version: 1.0

Configuration Guide

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Welcome to This Guide

This guide provides information for setting up and configuring the Service Asset and Configuration Management (SACM) solution that provides a service asset and configuration management process using HP Discovery and Dependency Mapping Inventory, HP Asset Manager, HP Universal CMDB, and HP Service Manager.

This chapter includes:

How This Guide Is Organized

This guide contains the following chapters:

Chapter 1   **Introduction to Service Asset and Configuration Management**

Provides an introduction to SACM solutions and briefly describes how the following products work with each other:

➤ HP Discovery and Dependency Mapping Inventory (DDMi)

➤ HP Asset Manager (Asset Manager)

➤ HP Universal CMDB (UCMDB)

➤ HP Service Manager (Service Manager)

Chapter 2   HP Asset Manager – DDMi Integration Configuration

Provides information about setting up Asset Manager and DDMi in order to perform the integration.

Chapter 3   HP Universal CMDB – HP Asset Manager Integration Configuration

Provides information about setting up UCMDB and Asset Manager in order to perform the integration.

Chapter 4   HP Service Manager – HP Universal CMDB Integration Configuration

Provides information about setting up Service Manager and UCMDB in order to perform the integration.

Chapter 5   HP Asset Manager – HP Service Manager Integration Configuration

Provides information about setting up Asset Manager and Service Manager in order to perform the integration.

Who Should Read This Guide

This guide is intended for a system implementer or system administrator who will be establishing and maintaining a connection between the HP Discovery and Dependency Mapping Inventory, HP Asset Manager, HP Universal CMDB, and HP Service Manager systems. This guide assumes that you have administrative access to all systems. The procedures in this guide may duplicate information available in the relevant documentation for these products, but is provided here for convenience.

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1

Introduction to Service Asset and Configuration Management

This chapter includes:

Concepts

➤ Service Asset and Configuration Management Overview on page 14

➤ SACM Architecture on page 16

➤ Hardware and Software Requirements on page 16

➤ SACM Project Planning on page 24

➤ HP Discovery and Dependency Mapping Inventory – Overview on page 25

➤ HP Asset Manager – Overview on page 25

➤ HP Universal CMDB – Overview on page 26

➤ HP Service Manager – Overview on page 27

➤ HP Connect-It – Overview on page 27

Note: If you have any feedback or comments, please contact solutionpackagingandscp@hp.com.

Concepts

♣ Service Asset and Configuration Management Overview

Understanding IT Asset Lifecycle Management

The key goal of the Service Asset and Configuration Management (SACM) solution is to establish Asset Manager as the reference source for actively managed IT assets - from the point they are acquired and recorded, to the time they are retired or written off.

The first step in managing IT assets is to record details of any newly acquired hardware or software in Asset Manager, regardless of the means by which it is acquired, (purchased, leased or otherwise), and of the means by which the details are recorded (manually, or automatically scanned...).

HP Universal CMDB federation allows Asset Manager data to be viewed and leveraged by other HP Software solutions, such as HP Service Manager. This data is represented as operational Configuration Items (CIs).

Even when the operational CI is withdrawn from HP Universal CMDB, Asset Manager continues to manage the CI until it is physically retired.

Benefits of the SACM Solution

The main benefits of the solution are as follows:

➤ **Asset Tracking**: provides full-lifecycle management for physical and logical CIs.

➤ **Real time access to actual state of IT assets**: enables comparison to the desired state.

➤ **IT Governance & Compliance**: enriches physical and discovery data with business data (contracts, warranties, cost centers, pricing, etc) to assist in change management and other processes.

➤ **Centralization**: gathers cost information from hardware, software and services for centralized roll-up of TCO.

➤ **Consolidation**: eliminates redundancy, enforces standards, leverages virtualization.

➤ **Business Services**: relates services to contracts/warranties and enables service-based chargeback.

Having Asset Manager in the picture allows organizations to:

➤ Manage Assets from their initial stage in the organization through procurement.

➤ Have an authoritative reference source for all Asset data throughout the Service Lifecycle.

➤ Track and log Service downtime.

➤ Track and log TCO (Total Cost of Ownership) of Services:

   ➤ Procurement costs.

   ➤ Operational costs.

   ➤ Loss of productivity costs.

➤ Maintain records for Services even after they have been decommissioned for both financial and review purposes.

SACM Architecture

The following diagram displays a typical deployment of the SACM solution.
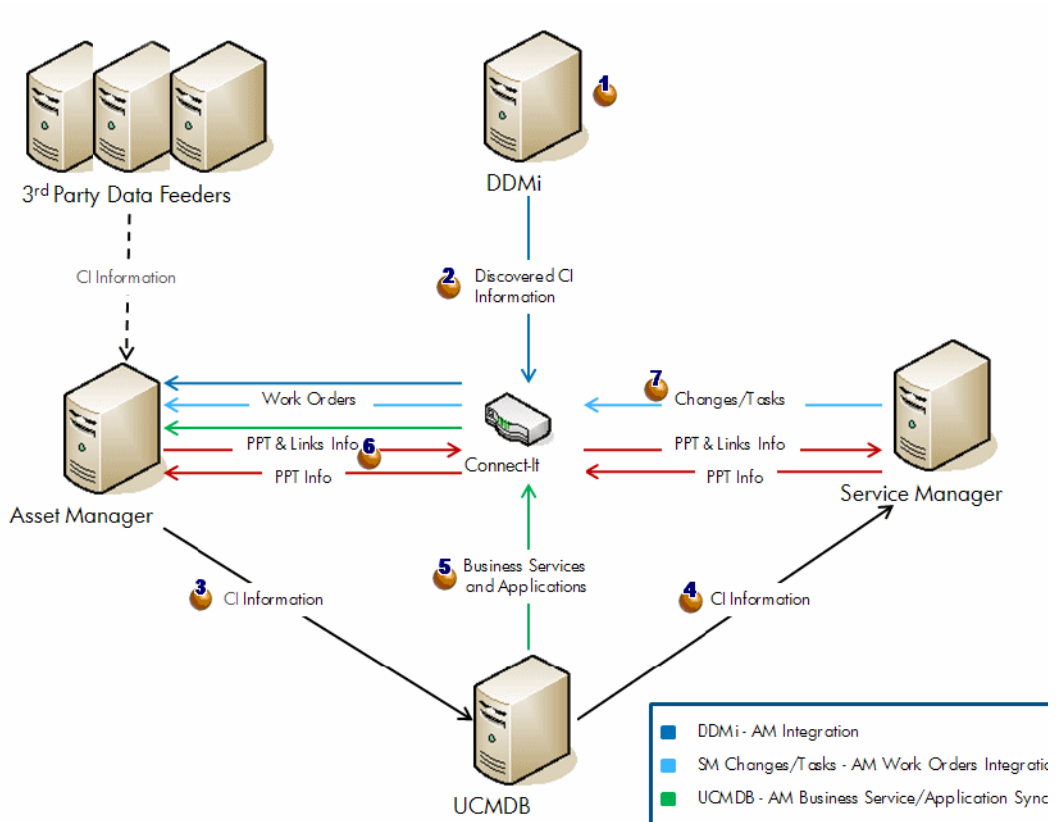
Hardware and Software Requirements

The instructions in this document assume that products are installed in the default location; if this is not the case, you will need to make the appropriate modifications to the following file paths:

➤ **DDMi – C:\Program Files\Hewlett-Packard\DDMI**

➤ **Asset Manager – C:\Program Files\HP\Asset Manager 5.20 en**

➤ **UCMDB – C:\hp\UCMDB**

➤ **Service Manager – C:\Program Files\HP\Service Manager 7.11**

➤ **Connect-It – C:\Program Files\HP\Connect-It 4.10 en**

This section also includes:

➤ "Supported Versions" on page 17

➤ "Enterprise Hardware and Software Requirements" on page 18

Supported Versions

Product	Version	instructions
DDMi	7.61 or later **Recommended**: 7.61	For installation instructions, see *HP Discovery and Dependency Mapping Inventory Installation and Initial Setup Guide*
Asset Manager	5.21 or later **Recommended**: 5.21	For installation instructions, see the *HP Asset Manager Installation and Upgrade*
UCMDB (with the SMIntegration.zip package installed)	8.04 or later **Recommended**: 8.04	For installation instructions, see the *HP Universal CMDB Deployment Guide*
Service Manager	7.11 or later **Recommended**: 7.11	For installation instructions, see *Service Manager 7.10 Installation Method of Process*
Connect-It	4.1x or later **Recommended**: 4.1x	For installation instructions, see *HP Connect-It 4.10 User's Guide*

Important: Make sure that each application you install is up and running before you perform any configuration steps.

Enterprise Hardware and Software Requirements

DDMi Requirements

Recommendations	Client Requirements
	The DDMi client components (Analysis Workbench, SAI Editor, SAI Update Wizard, System Panel, and Viewer) have the following requirements:
	➤ Operating System: Windows XP/Vista, Windows Server 2003/2008
	➤ CPU: Pentium® III, 500 MHz
	➤ RAM: 500 MB (1-3 GB if you will be analyzing a large number of scan files)
	➤ Disk: 100 MB disk space required (2 GB recommended)
	➤ Java™ Runtime Environment: See **Help** > **Compatibility Matrix** in the DDMi GUI for versioning information
	Server Requirements
	The DDMi Server can be installed on 32-bit versions of Windows Server 2003 (SP1, SP2, or R2) or Windows Server 2008 (SP1) or the 64-bit version of Windows Server 2008 (SP1 or SP2). Refer to the Compatibility Matrix for information about all supported platforms.
	Recommended Server Platforms
	➤ For large servers (up to 50,000 devices), the following is recommended:
	➤ HP Proliant Model: DL380 G5 (Performance)
	➤ CPU: 2 x Quad Core (Intel® Xeon® 5400 series)
	➤ Memory: 8 GB
	➤ Disk: Minimum recommended throughput (as benchmarked on an idle system when the DDMI Inventory server is not running) is 70 MB/sec for read accesses and 40MB/sec for write accesses
	➤ For medium servers (up to 15,000 devices), the following is recommended:
	➤ HP Proliant Model: DL360 G5 (Performance)
	➤ CPU: 1 x Quad Core(Intel® Xeon® 5400 series)
	➤ Memory: 6 GB
	➤ Disk: Minimum recommended throughput (as benchmarked on an idle system when the DDMI Inventory server is not running) is 70 MB/sec for read accesses and 40MB/sec for write accesses

Asset Manager Requirements

Recommendations	The Asset Manager client programs support Windows and Unix.
	The Asset Manager database server may be used with all the operating systems and hardware platforms supported by your DBMS.
	Minimal configuration in Windows (all programs except Asset Manager Automated Process Manager and Asset Manager Web and Asset Manager Web Service):
	➤ Windows XP and Server 2003
	➤ Intel Xeon or equivalent
	➤ 1 GB RAM
	➤ 2 GB disk space* (all packages installed)
	➤ Windows Vista and Server 2008
	➤ Intel Xeon or equivalent
	➤ 2 GB RAM
	➤ 2 GB disk space* (all packages installed)
	*: The files installed with Asset Manager require about 700 MB disk space (excluding production database and client database layers).
	Asset Manager Automated Process Manager
	➤ Windows Server 2003 and Server 2008
	➤ Intel Xeon dual-core or equivalent
	➤ 1 GB RAM reserved for Asset Manager Automated Process Manager
	➤ 4 GB disk space

Recommended configuration in Windows (all programs except Asset Manager Automated Process Manager and Asset Manager Web and Asset Manager Web Service)

➤ Windows XP and Server 2003
  ➤ Intel Xeon dual-core or equivalent
  ➤ 2 GB RAM
  ➤ 4 GB disk space***** (all packages installed)
➤ Windows Vista and Server 2008
  ➤ Intel Xeon or equivalent
  ➤ 3 GB RAM
  ➤ 2 GB disk space***** (all packages installed)

*: The files installed with Asset Manager (client only) require about 350 MB disk space (excluding production database and client database layers).

Asset Manager Automated Process Manager

➤ Windows Server 2003 and Server 2008
  ➤ Intel Xeon quad-core or equivalent
  ➤ 2 GB RAM reserved for Asset Manager Automated Process Manager
  ➤ 4 GB disk space
  ➤ Network – High speed link with DBMS server. (For example: Ethernet 100 Mbps or Gigabit) and low latency (<5 ms).

Asset Manager Web

For details of the configuration needed to support Asset Manager Web, see the *AM 5.20 Sizing Guide Using Oracle DB2 or MSSQL*. This White Paper is delivered in the locations indicated in the Release Notes, Related documentation chapter, Asset Manager reference documents/White papers section.

Supported DBMSs

The following DBMSs are supported for the Asset Manager database:

➤ Microsoft SQL Server
  Note: The MSDE version is also supported, but only when using demonstration databases.
➤ Oracle Database Server
➤ IBM DB2 UDB

UCMDB Requirements

Recommendations	2 servers (including HA)
	➤ at least 2 dual-core CPUs
	➤ 8 GB RAM
	➤ 12 GB RAM Virtual memory
	➤ /PAE
	LB for UCMDB – 1 server (dedicated hardware such as F5 or other vendors)
	Reverse Proxy for UCMDB – 1 server (with Apache 2.2.x, for example)
	DB server
	➤ at least 2 dual-cores
	➤ at least 8 GB RAM
Server capacity	Up to 75 CI inserts/second
DB capacity	12.5 M CMDB objects and links
	➤ 100 GB
Can be virtual	Performance of HP Universal CMDB on VMware can be expected to be slower than with a regular installation. A VMware platform is therefore not recommended for an enterprise deployment of HP Universal CMDB and is supported only for standard deployments.

Service Manager Requirements

| Recommendations	1 HTTP Server ➤ 2 CPUs/cores ➤ 4 GB RAM 2 Web application servers (including HA) ➤ 8 CPUs/cores ➤ 16 GB RAM 2 SM Servers (including HA) ➤ 8 CPUs/cores ➤ 32 GB RAM ➤ Windows Server 2003 x64 1 SE (Search Engine) Server ➤ 1 dual-core CPU ➤ 4 GB RAM 2 Load Balancers for HA implementation.
Server capacity	➤ approximately 1500 total users ➤ approximately 2.4 M record actions/month (add/update/delete)
DB capacity	1 DB Server ➤ 8 CPUs/cores ➤ 32 GB RAM ➤ Windows Server 2003 x64 1 clustered DB server for HA implementation.
Can be virtual	HP Service Manager has not been tested for scalability as a VMWare guest.

Connect-It Requirements

Recommendations	Connect-It is Windows compatible.
	➤ Hewlett-Packard support compatibility matrix.
	Connect-It can also be installed in Unix (Linux, Solaris, AIX, HP-UX), but will not function in graphical mode.
	➤ Windows configuration
	➤ CPU: Pentium 4, 2 GHz
	➤ RAM: 512 MB
	➤ Unix configuration
	➤ CPU: SunFire V240, 1GHz Ultra SPARC IIIi
	➤ RAM: 1 GB
	A scenario can be executed with a less powerful hardware setup; only performance levels will be affected.
	The amount of memory used depends on the number of connectors and mapping boxes used in the scenario. If multiple scenarios are running concurrently, or a scenario contains more connectors, the memory size must be increased.
	Minimum recommended memory size according to operating system:
	➤ Solaris 9
	➤ conitsvc* – 7 MB RAM
	➤ cntrsrv – 8 MB RAM
	➤ HP-UX
	➤ conitsvc* – 7 MB RAM
	➤ cntrsrv – 6 MB RAM
	➤ AIX 5.1
	➤ conitsvc* – 7 MB RAM
	➤ cntrsrv – 6 MB RAM
	➤ Linux
	➤ conitsvc* – 4 MB RAM
	➤ cntrsrv – 5 MB RAM
	➤ Windows
	➤ conitsvc* – 6 MB RAM
	➤ cntrsrv – 7 MB RAM

	Minimum memory amount for Connect-It Web
	➤ Tomcat – 256 MB
	Memory for conitsvc depends on the size of the documents processed.
	*: The memory used by a Java connector may be greater than indicated because of the Java Virtual Machine.
	Memory for DLL files required by the connector must be added to the given memory size.

🍥 SACM Project Planning

The following diagram provides a visual display of the various tasks that must be done in order to use the SACM solution.
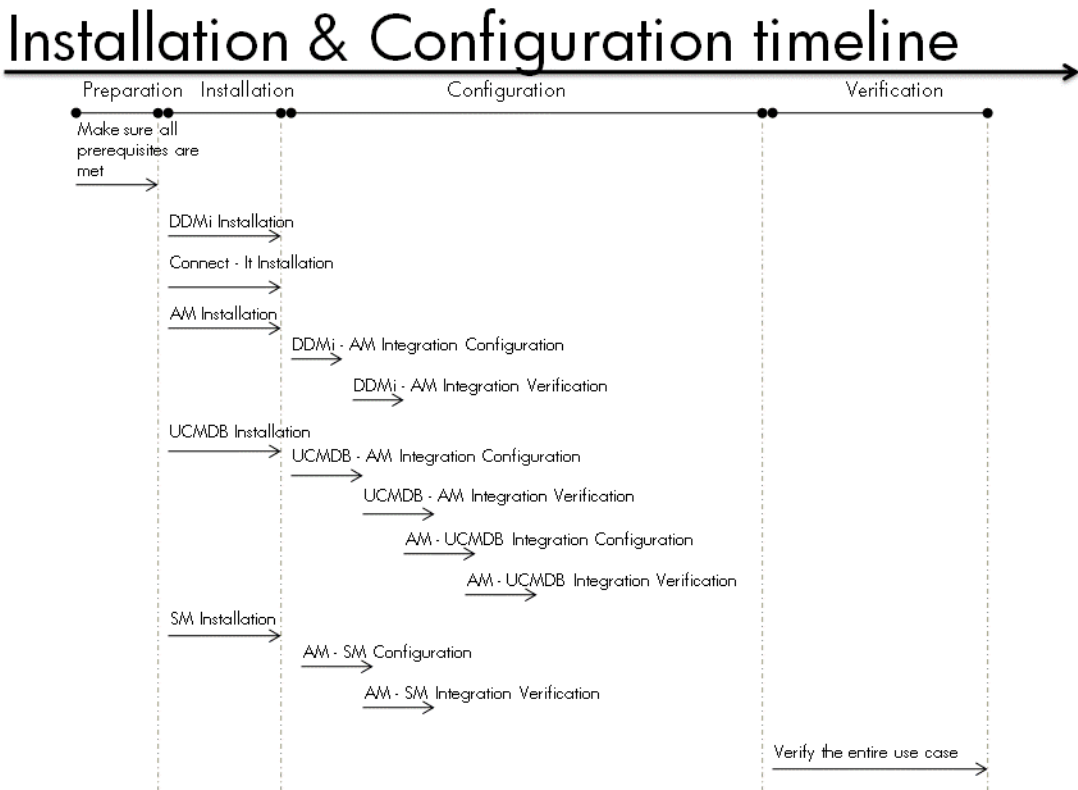
🔷 HP Discovery and Dependency Mapping Inventory – Overview

DDM Inventory will provide you with an enormous amount of data about your network and devices—including virtual devices and mobile devices. It can discover devices on its own by pinging and polling through a collection of IP addresses (device groups) that you provide, and it can also collect data from devices using scanners that you can customize.

With a complete installation of DDM Inventory, you will receive many tools to help collect, analyze, and report on your network devices.

🔷 HP Asset Manager – Overview

Asset Manager is a complete IT management system, comprising several modules that are totally integrated and share a common repository. Asset Manager enables you to manage your portfolio and the events associated with the lifecycle of the items in your portfolio: Procurement, cost management (tax, TCO, maintenance contracts, work orders, and so on).

Because Asset Manager is an "integrated" application, you can access all its functions from the same interface and work on a single database. Among other advantages, this avoids you having to duplicate information. Because it is a "functional" application, you can adapt its interface to your own needs by selecting only the functions you want to access. The interface is thus much simpler to use.

♻ HP Universal CMDB – Overview

HP Universal CMDB (UCMDB) enables you to manage all the CIs contained in a managed world. A managed world refers to any self-contained environment that can be described using a topology model (defined with HP's Topology Query Language (TQL)).

Integration Class Model

The integration comes with a class model that maps UCMDB CI types, relationships, and attributes to objects and attributes that Service Manager recognizes. In general, Service Manager recognizes fewer CI types than UCMDB. Service Manager manages certain UCMDB CI types, such as a TCP/IP port, as CI attributes rather than a separate CI type. The integration class model groups UCMDB CI types to match how they are managed in Service Manager.

If you want to change the CIs that your UCMDB system sends to your Service Manager system, you need to edit both the integration class model and the integration queries that support the model.

Integration TQL Queries

The integration uses a collection of TQL queries to gather CI attribute information from UCMDB and sends it to the Service Manager system. If you want to change what CI types or attributes are part of the integration, you must also edit the integration queries to support your updated CI types and attributes.

🎲 HP Service Manager – Overview

HP Service Manager stores the managed or expected state of CIs and CI relationships as attribute values in a CI record. To be part of the integration, a CI attribute in your UCMDB system must map to a managed field in the Service Manager CI record. You can add, remove, or update the managed fields that are part of the integration by tailoring the Service Manager web services that manage the integration.

Service Manager runs according to a set of rules that define what actions you want the system to take whenever a CI's actual state does not match the expected state as defined in the CI record. You define these rules from the Discovery Event Manager (DEM) in Service Manager where you can do the following:

➤ Automatically update a CI record to match the attribute values listed in the actual state. (This is the default behavior.)

➤ Automatically create a change record to review the differences between the actual state and the managed state.

➤ Automatically create an incident record to review the differences between the actual state and the managed state.

🎲 HP Connect-It – Overview

Connect-It is an EAI (Enterprise Application Integration) type integration platform. An EAI solution enables a company to integrate the different applications from which it can obtain or to which it can provide internal data (internal support, equipment management software, and so on) or external data (ERP, B2B, B2C).

Connect-It integrates not only data, but also a company's application processes.

You can use Connect-It to:

➤ Transfer information from one database to another,

➤ Duplicate the information from one database to another in real-time,

➤ Import information from e-mails, delimited text files, XML files or other formats into a database,

➤ Export information from a database to e-mails, delimited text files, XML files or other formats,

➤ Import NT Security-based information into a database,

➤ and so on.

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HP Asset Manager – DDMi Integration Configuration

This chapter includes:

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➤ Overview on page 29

Tasks

➤ Set Up Asset Manager for Integration with DDMi on page 30

Concepts

Overview

This section describes the necessary steps to configure and verify the integration between Asset Manager and DDMi.

Tasks

🔧 Set Up Asset Manager for Integration with DDMi

This task lists the steps necessary to configure HP Asset Manager in order to perform integration with DDMi.

This task includes the following steps:

➤ "Prerequisites" on page 30

➤ "Configure Asset Manager" on page 30

Prerequisites

See "Hardware and Software Requirements" on page 16.

Configure Asset Manager

Perform the following tasks to configure Asset Manager:

Create Natures in Asset Manager

1 Start Asset Manager by clicking **Start** > **Programs** > **HP Asset Manager 5.20 en- client**.

2 Click **OK** to the displayed message.

3 In the Asset Manager navigation bar, select **Portfolio Management** > **Natures**.

4 Do the following to create a Computer nature:

   a In the **Name** field, enter **Computer** and in the **Code** field, enter **CPU**.

   b In the Creation area, select **Portfolio item**.

   c In the **Also create** field, select **IT equipment (amComputer)**.

   d In the **Management constraint** field, select **Unique asset tag**.

   e In the Behavior area, select only the **Has software installed** and **Can be connected** checkboxes.

   f Click **Create**.

5 Do the following to create a Virtual Machine nature:

a In the **Name** field, enter **Virtual Machine** and in the **Code** field, enter **CPUVM**.

b In the Creation area, select **Portfolio item**.

c In the **Also create** field, select **No table**.

d In the **Management constraint** field, select **Unique asset tag**.

e In the Behavior section, select only the **Has software installed** and **Can be connected** checkboxes.

f Click **Create**.

Configure Connect-It–DDMi integration

1 Start the Connect-It Scenario Builder by clicking **Start** > **Programs** > **Connect-It 4.10en** > **Connect-It Scenario Builder**.

2 Click **Tools** and select **Advanced Configuration**.

3 Click the **Open** icon.

4 Navigate to **C:\Program Files\HP\Connect-It 4.10 en\scenario\ed\ ddmi75\ddmi75am52** and select **ddmiam.scn**.

5 Place the **libmysql.dll** file in the following folder: **c:\Program Files\HP\Connect-It 4.10 en\bin**.

6 In the scenario diagram, right-click Discovery and Dependency Mapping Inventory and select **Configure Connector**.

7 On the **Name and describe the connector** page of the **Configure the Connector** wizard, click **Next**.

8 On the **Select connection type** page, click **Next**.

9 On the **Configure the database server connection** page, enter the DDMi details and click **Test**. When a message informing you of a successful connection test is displayed, click **Close** and then click **Next**.

10 On the **Advanced configuration** page, click **Next**.

11 On the **Configure the reconnection parameters** page, click **Next**.

12 On the **Determine server delay** page, click **Next**.

13 On the **Configure schedule pointers** page, click **Next**.

14 On the **Configure the cache** page, click **Next**.

15 On the **Define document types** page, click ▢ . Browse to
c:\Program Files\HP\Connect-It 4.10 en\config\ed\ddm75\config and
select **ddmi75db.cfg**. Click **Finish**.

16 In the HP Connect-It scenario builder dialog box, click **Update the
favorite**.

17 In the Scenario diagram (see step 4 on page 31), right-click **Asset
Management** and select **Configure Connector**.

18 On the **Name and describe the connector** page of the **Configure the
Connector** wizard, click **Next**.

19 On the **Define the connection parameters** page, enter the Asset Manager
server, user login, and password. Click **Next**.

20 On the **Advanced Configuration** page, click ▢ . Browse to
c:\Program Files\HP\Asset Manager 5.xx en\bin and select **aamapi5x.dll**.
Click **Finish**.

21 In the HP Connect-It scenario builder dialog box, click **Update the
favorite**.

22 Run the scenario by selecting Discovery and Dependency Mapping
Inventory in the scenario diagram and clicking ▶ .

23 Click **Yes** when you are asked to save changes.

24 Click **Portfolio Management** > **Portfolio Items** to verify that all objects
have been added to Asset Manager.

3

HP Universal CMDB – HP Asset Manager Integration Configuration

This chapter includes:

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➤ Overview on page 33

Tasks

➤ Set Up UCMDB for Integration with Asset Manager on page 34

➤ Set Up Asset Manager for Integration with UCMDB on page 36

Concepts

Overview

This section describes the necessary steps to configure and verify the integration between UCMDB and Asset Manager.

Tasks

🏷 Set Up UCMDB for Integration with Asset Manager

This task lists the steps necessary to configure HP Universal CMDB in order to perform integration with HP Service Manager.

This task includes the following steps:

➤ "Prerequisites" on page 34

➤ "Configure UCMDB" on page 34

Prerequisites

See "Hardware and Software Requirements" on page 16.

Configure UCMDB

1 Start Asset Manager by clicking **Start** > **Programs** > **HP Asset Manager 5.20 en- client**.

2 In the Asset Manager navigation bar, select **Portfolio Management** > **Natures** and create a new nature. Enter the following information:

➤ In the **Code** field, enter **BIZSVC**.

➤ In the Behavior area, select the **Business service** checkbox.

3 Click **Create**.

4 In the Asset Manager navigation bar, select **Portfolio Management** > **Models** and create a new model. Enter the following information:

➤ In the **Name** field, enter **Business Service**.

➤ In the **Bar code** field, enter **SER000022**.

➤ In the **Nature** field, enter **BIZSVC**.

5 Click **Create**.

 6 Copy the **AM Business Services integration.zip** file from
   C:\Program Files\HP\Asset Manager 5.20 en\integrations\sacm to the
   C:\hp\UCMDB\UCMDBServer\root\lib\customer_packages folder on
   the machine where UCMDB is installed.

 7 Connect locally to the UCMDB machine (for example, via RDP).

 8 Select **Settings** > **Package Manager**.

   UCMDB displays a list of installed packages.

 9 Click the **Deploy Packages to Server (from local disk)** button.

10 Click the **Add** button.

11 Browse to the location of the **AM Business Services integration.zip**
   package, which is located on the file system in:
   C:\hp\UCMDB\UCMDBServer\root\lib\customer_packages.

12 Select the **AM Business Services integration.zip** package and click **OK**.

13 To verify that the TQL has been deployed, in UCMDB, click **Modeling** >
   Query Manager > **Root** > **Integration** > **AM Sync** > **BusinessServices**.

   The BusinessServices TQL appears in the list of TQL queries.

14 Copy all folders from **C:\Program Files\HP\Asset Manager 5.20 en\
   integrations\sacm\Connect-It** to **C:\Program Files\HP\Connect-It
   4.10 en**.

15 Browse to **C:\Program Files\HP\Connect-It 4.10 en**.

16 Right click the scenario folder you have just copied and clear the check
   box for the **Read Only** attribute. Confirm any confirmation messages.

17 In the scenario diagram, right-click UCMDB and select **Configure
   Connector**.

18 On the **Name and describe the connector** page of the **Configure the
   Connector** wizard, click **Next**.

19 On the **Define the connection parameters** page, enter the UCMDB server
   name, port, user, and password. Click **Next**.

20 On the Universal CMDB business model definition page, click 🔲 .
   Browse to **C:\Program Files\HP\Connect-It 4.10 en\datakit\ucmdb\
   ucmdb8** and select **BusinessServices.xml**. Click **Finish**.

21 Run the scenario by selecting UCMDB in the scenario diagram and clicking ▶ .

22 Click **Yes** when you are asked to save changes.

23 In Asset Manager, click **Portfolio Managememt > Business Services > Business Services** to verify that the business services from UCMDB appear.

Set Up Asset Manager for Integration with UCMDB

This task lists the steps necessary to configure Asset Manager in order to perform integration with HP Universal CMDB.

This task includes the following steps:

➤ "Prerequisites" on page 34

➤ "Configure Asset Manager" on page 36

Prerequisites

See "Hardware and Software Requirements" on page 16.

Configure Asset Manager

1 Browse to **C:\Program Files\HP\Asset Manager 5.20 en\integrations\ sacm\AMDBUpdate**.

2 In a command prompt window, run the following commands:

```
Cd Program Files\HP\Asset Manager 5.20 en\integrations\sacm\AMDBUpdate.
CreateViews.bat [MSSQL2000|MSSQL2005|Oracle] <SID>_<server name of DB>
<name of the schema user> <password of schema>
```

For example:

```
Cd Program Files\HP\Asset Manager 5.20 en\integrations\sacm\AMDBUpdate.
CreateViews.bat Oracle amqa_labm3amdb19 TEST_AM520 topaz.
```

Another way to run the **CreateViews.bat** file is as follows:

```
CreateViews.bat <DB Type>  <DB Aliase>  <DB User Account> <DB User Password>.
```

For example:

```
CreateViews.bat Oracle labm3amdb19 TEST_AM520 topaz
```

When the script finishes running, an information message appears.

3 Copy the **AMDBAdapter** folder from **C:\Program Files\HP\Asset Manager 5.20 en\integrations\sacm** to the **C:\hp\UCMDB\ UCMDBServer\j2f\fcmdb\CodeBase** folder on the UCMDB server.

Note: If you are using UCMDB version 8.02, you must do the following:

➤ Edit the **C:\hp\UCMDB\UCMDBServer\j2f\fcmdb\CodeBase\ AMDBAdapter\META-INF\fixed_values.txt** file to make sure that the folder is not read-only.

➤ Change entity[ip] attribute[ip_domain] value[${DefaultDomain}] to entity[ip] attribute[ip_domain] value[DefaultDomain].

---

4 Copy the **AMDBAdapter.zip** file from **C:\Program Files\HP\Asset Manager 5.20 en\integrations\sacm** to the **C:\hp\UCMDB\UCMDBServer\root\lib\customer_packages** folder on the machine where UCMDB is installed.

5 Connect locally to the UCMDB machine (for example, via RDP).

6 Select **Settings > Package Manager**.

UCMDB displays a list of installed packages.

7 Click the **Deploy Packages to Server (from local disk)** button.

8 Click the **Add** button.

9 Browse to the location of the **AMDBAdapter.zip** package, which is located on the file system in:
C:\hp\UCMDB\UCMDBServer\root\lib\customer_packages.

10 Select the **AMDBAdapter.zip** package and click **OK**.

11 Select **Settings** > **Federated CMDB**.

12 Click the **Data Stores** tab.

13 Click the **New Data Store** button and enter the following information:

Name	Recommended Value	Description
Adapter	**AMDBAdapter**	The name of the adapter that will be used.
Name	**<user defined>**	A unique name for the data store, which should not include spaces.
Host	**<user defined>**	The name of the computer hosting the Asset Manager database. For example: labm3amdb19.devlab.ad
Port	**<user defined>**	The port used to access the Asset Manager database.
User	**<user defined>**	The name of the schema user
Password	**<user defined>**	The password of the schema.
URL	**dbtype=oracle;sid=amqa**	

14 Click the **Test Connection** button and then click **OK**.

A message confirms that the connection has been successfully created.

15 Click **Next**.

16 In the New Data Store dialog box, select the following CI Types:

➤ CPU

➤ File System

➤ Installed Software

➤ Logical Volume

> ➤ Printer

> ➤ SM Printer Resource

> ➤ Swap File

17 Click **Next**.

18 Select the following TQL queries:

> ➤ hostData

> ➤ hostRelationsData

> ➤ networkData1

> ➤ networkData2

> ➤ networkRelationsData

> ➤ printerData

19 Click **Finish**.

a Click the **New Replication Job** button.

To access this button, navigate to **Settings** > **Federated CMDB** and click the **Replication Jobs** tab.

b Enter the following information:

Name	Recommended Value	Description
Name	**<user defined>**	A unique name for the replication job.
Source Data Store	**<user defined>**	The name of the source data store. For example: AMDBadapter.
Target Data Store	**<user defined>**	The name of the target data store. For example: CMDB RMI Target Adapter.

c Select all queries by clicking the **Active** check box. In addition, click the **Permit deletion in target** check box for each query.

d Click **OK**.

e Click the **Ad Hoc Full Replication** button to run the replication job.

f When the **Confirm synchronizing** window appears, click **Yes**.

g Click the **Statistics** button to show synchronization progress status.

h To see the updated synchronization status, click the **Refresh** button.

4

HP Service Manager – HP Universal CMDB Integration Configuration

This chapter includes:

Concepts

➤ Overview on page 41

Tasks

➤ Set Up UCMDB for Integration with Service Manager on page 42

➤ Make Integration Components Visible in UCMDB on page 49

➤ Configure DDMi as an Additional UCMDB Feeder – Optional on page 50

➤ Set Up Service Manager for Integration with UCMDB on page 54

Concepts

Overview

This section describes the necessary steps to configure and verify the integration between UCMDB and Service Manager.

Your UCMDB system stores the actual state of CIs and CI relationships as CI attributes. Typically, UCMDB uses one or more discovery mechanisms (feeders) to automatically detect CI attribute values. The UCMDB to Service Manager integration only uses a subset of the CI attributes available in a UCMDB system.

Tasks

🖗 Set Up UCMDB for Integration with Service Manager

This task lists the steps necessary to configure HP Universal CMDB in order to perform integration with HP Service Manager.

This task includes the following steps:

➤ "Prerequisites" on page 42

➤ "Deploy the Service Manager Integration Package" on page 42

➤ "Add an RMI Adapter Data Store" on page 44

➤ "Add a Changes Adapter Data Store" on page 43

➤ "Add a ServiceDesk Adapter Data Store" on page 45

➤ "Transfer CIs from UCMDB to Service Manager" on page 47

Prerequisites

See "Hardware and Software Requirements" on page 16.

Log on to your UCMDB system as an administrator. Verify that all UCMDB services are running.

Deploy the Service Manager Integration Package

1 Select **Settings** > **Package Manager**.

UCMDB displays a list of installed packages.

2 Click the **Deploy Packages to Server (from local disk)** button.

3 Click the **Add** button.

4 Browse to the location of the **smIntegration.zip** package, which is located on the file system in: **c:\hp\UCMDB\UCMDBServer\root\lib\integration_packages**.

5 Select the **smintegration.zip** package and click **OK**.

Add a Changes Adapter Data Store

This data store acts as a source adapter for querying the CMDB for changes. The Changes adapter updates CI attributes in UCMDB during synchronization.

1 Select **Settings** > **Federated CMDB**.

2 Click the **Data Stores** tab.

3 Click the **New Data Store** button and enter the following information:

Name	Recommended Value	Description
Adapter	**CmdbChangesAdapter**	The name of the adapter that will be used.
Name	**<user defined>**	A unique name for the data store, which should not include spaces. For example: CI_Changes
CustomerID	**1**	The customer ID for HP Universal CMDB. If you are using HP Software-as-a-Service, use your customer ID number instead of 1.
Host	**<user defined>**	The name of the your UCMDB system. For example: localhost

4 Click the **Test Connection** button and then click **OK**.

5 Click **Next**.

6 Select the following TQL queries:

- ➤ applicationData
- ➤ businessServiceData
- ➤ hostData
- ➤ hostRelationsData
- ➤ networkData1
- ➤ networkData2

> ➤ networkRelationsData

> ➤ printerData

7 Click **Finish**.

Add an RMI Adapter Data Store

This data store acts as a source adapter during UCMDB to Service Manager synchronization. The RMI adapter updates CI relations in UCMDB.

1 Click the **New Data Store** button.

To access this button, navigate to **Settings** > **Federated CMDB** and click the **Data Stores** tab.

2 Enter the following information:

Name	Recommended Value	Description
Adapter	**CmdbRmiAdapter**	The name of the adapter that will be used.
Name	**<user defined>**	A unique name for the data store, which should not include spaces. For example: Relationships
CustomerID	**1**	The customer ID for HP Universal CMDB. If you are using HP Software-as-a-Service, use your customer ID number instead of 1.
Host	**<user defined>**	The name of the your UCMDB system. For example: localhost

3 Click the **Test Connection** button and then click **OK**.

4 Click **Next**.

5 Select the following TQL queries:

> ➤ applicationRelationsData

> ➤ businessServiceRelationsData

6 Click **Finish**.

Add a ServiceDesk Adapter Data Store

This data store acts as a target adapter during UCMDB to Service Manager synchronization. The Service Desk adapter updates CI relations and CI attributes in Service Manager.

1 Click the **New Data Store** button.

To access this button, navigate to **Settings** > **Federated CMDB** and click the **Data Stores** tab.

2 Enter the following information:

Name	Recommended Value	Description
Adapter	**ServiceDeskAdapter**	The name of the adapter that will be used.
Name	<user defined>	A unique name for the data store. For example: cmdb2sm
Host	<user defined>	The name of the your Service manager system. For example: mysmserver
Port	<user defined>	The communications port of your Service Manager system. For example: 13080 (default)
User	<user defined>	The operator name of a Service Manager system administrator.
Password	<user defined>	The password of the Service Manager system administrator.

3 Click the **Test Connection** button and then continue clicking **OK** to each confirmation message that appears.

Note:

The following message may appear when you attempt to test the connection:

> The dataStore3 has problem with configuration:
> "A default configuration is not defined.
> To define a configuration, access \fcmdb\CodeBase\ServiceDeskAdapter,
> locate the configuration file with the appropriate version suffix, and delete the suffix."

This occurs because an incorrect adapter configuration file has been used.

The adapter comes with three different configurations (for versions 6.xx, 7.0x, and 7.1x).

To solve this problem, choose the correct configuration file from **c:\hp\UCMDB\UCMDBServer\j2f\fcmdb\CodeBase\ ServiceDeskAdapter**, and remove the extra suffix from the file. For example, change serviceDeskConfiguration.xml.7.1x to serviceDeskConfiguration.xml. Then, restart the UCMDB server.

---

4 Click **Next**.

5 Select all the items that you want to receive from Service Manager.

6 Click **Finish**.

Transfer CIs from UCMDB to Service Manager

The integration requires a one-time transfer of CIs from UCMDB to Service Manager to populate the Service Manager system with CIs. The integration then updates the list of CIs in Service Manager when UCMDB discovers new CIs or new attribute values. The integration accomplishes the transfer of CI data using replication jobs in the UCMDB system. HP recommends that you schedule these jobs to keep your CIs and CI attributes up to date.

This task includes the following steps:

1 Define a Changes replication job between UCMDB and Service Manager.

 a Click the **Replication Jobs** tab.

 To access this button, navigate to **Settings** > **Federated CMDB**.

 b Click the **New Replication Job** button.

 c Enter the following information:

Name	Recommended Value	Description
Name	<user defined>	A unique name for the replication job. For example: cmdb2sm
Source Data Store	<user defined>	The name of the source data store in UCMDB that you created in "Add a Changes Adapter Data Store" on page 43.
Target Data Store	<user defined>	The name of the target data store in UCMDB that you created in "Add a ServiceDesk Adapter Data Store" on page 45.

 d Select all queries by clicking the **Active** check box. In addition, click the **Permit deletion in target** check box for each query.

 e Click **OK**.

 f Click the **Ad Hoc Full Replication** button to run the replication job.

 g When the **Confirm synchronizing** window appears, click **Yes**.

h Click the **Statistics** button to show synchronization progress status.

i To see the updated synchronization status, click the **Refresh** button.

2 Define an RMI replication job between UCMDB and Service Manager.

a Click the **New Replication Job** button.

To access this button, navigate to **Settings > Federated CMDB** and click the **Replication Jobs** tab.

b Enter the following information:

Name	Recommended Value	Description
Name	\<user defined\>	A unique name for the replication job. For example: cmdb2smBusinessRels
Source Data Store	\<user defined\>	The name of the source data store that you created in "Add an RMI Adapter Data Store" on page 44.
Target Data Store	\<user defined\>	The name of the target data store that you created in "Add a ServiceDesk Adapter Data Store" on page 45.

c Select all queries by clicking the **Active** check box. In addition, click the **Permit deletion in target** check box for each query.

d Click **OK**.

e Click the **Ad Hoc Full Replication** button to run the replication job.

f When the **Confirm synchronizing** window appears, click **Yes**.

g Click the **Statistics** button to show synchronization progress status.

h To see the updated synchronization status, click the **Refresh** button.

3 Schedule replication jobs.

a Select **Settings > Scheduler**.

The Job Scheduler form opens.

b Click to add a job to the Job Scheduler.

    c In the **Name** field, type a unique name for the job.

    d Click ➕ in the **Actions** section to add an action definition to the job.

    e In the **Actions** list, select **Run Replication Job** and click **Next**.

    f In the **Run Replication Job** list, select the replication jobs you want to schedule.

    g Click **Finish**. UCMDB displays the action in the action list.

    h In the Scheduler section, select the frequency for the replication job to run, as well as the required replication job time constraints.

    i Click **OK**.

Make Integration Components Visible in UCMDB

The CITs added by deploying the **smIntegration** package are not automatically visible under the IT Universe node of the CI Type Selector. To view these CI Types in the tree, and to be able to edit or create new TQL queries with the proper links, do the following:

1 Select **Settings** > **Infrastructure Settings Manager**.

2 Click the **Foundations** radio button and then select **UCMDB common** from the drop-down list.

3 Click the **Edit Setting** button for the **Link Root** entry and type **link** in the **Value** field.

4 Click the **Edit Setting** button for the **Object Root** entry and type **data** in the **Value** field.

5 Log off of UCMDB and then log on again.

🔨 Configure DDMi as an Additional UCMDB Feeder – Optional

This task lists the steps necessary to configure DDMi to operate as an additional feeder mechanism for HP Universal CMDB.

This task includes the following steps:

➤ "Add an DDMi Adapter Data Store" on page 50

➤ "Change the DDMi Adapter Name" on page 52

➤ "Define a Replication Job between DDMi and UCMDB" on page 52

➤ "Define a Replication Job between DDMi and UCMDB" on page 52

➤ "Verify the DDMi to UCMDB Replication Job" on page 53

Add an DDMi Adapter Data Store

1 Select **Settings** > **Federated CMDB**.

2 In the **Data Stores** tab, click the **New Data Store** button. The New Data Store dialog box opens.

3 Enter the following information:

Name	Recommended Value	Description
Adapter	**EDDBAdapter**	The name of the adapter that will be used to retrieve the external data from the DDMi database.
Name	**ed**	The name of the data store. You must use the name **ed** if you are integrating DDMi with Service Manager. To change the EDDB Adapter Name, you must modify the **webserviceAdapters.xml** file. For details, see "Change the DDMi Adapter Name" on page 52.
Host	**<user defined>**	The name of the DDMi server

Name	Recommended Value	Description
Port	**8108**	The port through which you access the DDMi database.
User	**<user defined>**	The user name needed to access the DDMi database.
Password	**<user defined>**	The password needed to access the DDMi database.
URL	**dbtype=mysql;dbname e=aggregate**	Use this field to define a specific URL to connect to the DDMi database.

4 Click the **Test Connection** button and then click **OK**.

5 Click **Next** and then click **Next** again, without choosing any CI types.

6 Select the following TQL queries:

> ➤ hostData

> ➤ hostRelationsData

> ➤ networkData1

> ➤ networkData2

> ➤ networkRelationsData

> ➤ printerData

7 Click **Finish**.

Change the DDMi Adapter Name

If you change the name of the DDMi Adapter, you must update the **webserviceAdapters.xml** file as follows:

1 In the UCMDB server file system, navigate to **c:\hp\UCMDB\ UCMDBServer\j2f\fcmdb\CodeBase\ServiceDeskAdapter\ webserviceAdapters.xml**.

2 Edit the file to update the adapter name as follows:

```
<adapters>
  <!-- The names of all the data stores that are defined in UCMDB that are used for the
SM web service should be listed here.
In case the adapter is not the owner change the value to "no" -->
  <adapter name="<Name>" owner="yes"/>
```

Note: The adapter name <Name> is the name that you assigned when creating the data store in step 3.

Define a Replication Job between DDMi and UCMDB

1 Select **Settings** > **Federated CMDB**.

2 Click the **Replication Jobs** tab.

3 Click the **New Replication Job** button.

4 Enter the following information:

Name	Recommended Value	Description
Name	<user defined>	A unique name for the replication job. For example: DDMi_to_UCMDB
Source Data Store	<user defined>	The name of the source data store in UCMDB that you created in "Add an DDMi Adapter Data Store" on page 50.
Target Data Store	<user defined>	The name of the target data store in UCMDB that you created in "Add an RMI Adapter Data Store" on page 44.

a Select all queries by clicking the **Active** check box. In addition, click the **Permit deletion in target** check box for each query.

b Click **OK**.

Verify the DDMi to UCMDB Replication Job

1 Select the relevant UCMDB feeder to UCMDB replication job name.

To access this button, navigate to **Settings > Federated CMDB** and click the **Replication Jobs** tab.

2 Click the **Ad Hoc Full Replication** button.

3 When the **Confirm synchronizing** window appears, click **Yes**.

4 Click the **Statistics** button to show synchronization progress status.

5 To see the updated synchronization status, click the **Refresh** button.

6 Select **Modeling > Query Manager**.

7 Verify that CI Type Selector has been updated with the new CI types from the integration.

⚑ Set Up Service Manager for Integration with UCMDB

This task lists the steps necessary to configure HP Service Manager, in order to perform the integration with HP Universal CMDB.

This task includes the following steps:

➤ "Prerequisites" on page 54

➤ "Add the UCMDB Connection Information to the System Information Record" on page 54

➤ "Enable Federated Data to be Viewed in UCMDB" on page 55

➤ "Verify UCMDB-SM Ticket Data Federation" on page 56

➤ "Verify UCMDB Integration with Service Manager" on page 56

Prerequisites

See "Hardware and Software Requirements" on page 16.

Log on to your UCMDB system as an administrator. Verify that all UCMDB services are running.

Add the UCMDB Connection Information to the System Information Record

The integration process requires the UCMDB connection information to obtain CI attribute information from UCMDB.

1 Log on to your Service Manager system as an administrator.

2 Click **Menu Navigation** > **System Administration** > **Base System Configuration** > **Miscellaneous** > **System Information Record**.

3 Click the **Active Integrations** tab.

4 Select the HP Universal CMDB option. The form displays the UCMDB web service URL field.

5 In the UCMDB web service URL field, type the URL to the HP Universal CMDB web service API. The URL has the following format: **http://<UCMDB server name>:<port>/axis2/services/ucmdbSMService**.

Replace <UCMDB server name> with the host name of your UCMDB server, and replace <port> with the communications port that your UCMDB server uses.

6 Enter your UCMDB user name and password, and save your configuration.

7 Replicated CIs may appear in Service Manager as changes and not as new CIs. If you want to view the replicated CIs as new CIs in Service Manager, do the following:

   a Click **Menu Navigation** > **Tailoring** > **Web Services** > **Discover Event Manager Rules**.

   b Click **Search**. The list of replicated CIs is displayed.

   c Select the items for which you want to display the CIs in Service Manager.

   d In the **Rules** tab, click the **Add the record** radio button.

   e Click **Save**.

   f Rerun the replication job in UCMDB. The CIs will now appear in Service Manager as new items.

Enable Federated Data to be Viewed in UCMDB

1 In the UCMDB server file system, navigate to **c:\hp\UCMDB\ UCMDBServer\j2f\fcmdb\CodeBase\ServiceDeskAdapter**.

2 Depending on the version of Service Manager that you have installed, copy either the **ucmdbIntegration7_1x.unl** or **ucmdbIntegration7_0x.unl** file to any location on your Service Manager server.

3 In Service Manager, type **db** in the command box and click ▶ to execute the command.

4 Right-click in the right-hand pane and select **Import/Load** from the menu.

5 Click the **Browse** button next to the **File Name** field to locate the ***.unl** file that you downloaded in step 2.

6 After you have selected the correct file, click **Load FG**. Be sure to acknowledge any message that appears.

Verify UCMDB-SM Ticket Data Federation

1 Log on to Service Manager.

2 Create the following items and assign each one to a CI in UCMDB:

➤ Change

➤ Incident

➤ Problem

3 Log on to UCMDB.

4 Select **Modeling** > **View Manager**.

5 Create a new view and drag the following CI types into the view:

➤ Planned Change

➤ IT Incident

➤ IT Problem

6 Click **Save**.

7 Click the **Calculate TQL Result Count** button and verify that each CI Type has at least one instance.

Verify UCMDB Integration with Service Manager

1 Log on to the Service Manager system as an administrator. After you perform a replication job to populate the Service Manager system with CIs from UCMDB, the **Actual State** tab will be visible in CI records.

2 Ensure that CIs for the following items are visible in Service Manager.

➤ business services

➤ applications

➤ hosts

3 Verify that relationships exist between the following:

➤ business services and applications

➤ applications and hosts

5

HP Asset Manager – HP Service Manager Integration Configuration

This chapter includes:

Concepts

➤ Overview on page 57

Tasks

➤ Set Up Asset Manager for Integration with Service Manager on page 58

Concepts

🔹 Overview

Note: You must configure Service Manager to integrate with UCMDB before you configure Asset Manager-Service Manager integration.

This section describes the necessary steps to configure and verify the integration between Asset Manager and Service Manager.

Tasks

🖈 Set Up Asset Manager for Integration with Service Manager

This task lists the steps necessary to configure HP Asset Manager in order to perform integration with HP Service Manager.

This task includes the following steps:

➤ "Prerequisites" on page 58

➤ "Set Up Asset Manager for Integration with Service Manager" on page 58

Prerequisites

See "Hardware and Software Requirements" on page 16.

Log on to your UCMDB system as an administrator. Verify that all UCMDB services are running.

Configure Asset Manager

1 Copy the **SACMintegration.unl** file from the **c:\Program Files\HP\ Connect-It 4.10 en\datakit\sc\sm71** directory on the Connect-It server to the root directory (**c:**) on the Service Manager server.

2 In Service Manager, type **db** in the command box and click ▶ to execute the command.

3 Right-click in the right-hand pane and select **Import/Load** from the menu.

4 Click the **Browse** button next to the **File Name** field to locate the ***.unl** file that you downloaded in step 1.

5 After you have selected the correct file, click **Load FG**. Be sure to acknowledge any message that appears.

6 Click **Menu Navigation** > **Tailoring** > **Web Services** > **WSDL Configuration**.

7 In the **Service Name** field, enter **SACMIntegration** and click **Search**.

A list of entries with the prefix SACM is displayed.

8 Start the Connect-It Scenario Builder by clicking **Start > Programs > Connect-It 4.10en > Connect-It Scenario Builder**.

9 Click the **Open** icon.

10 Browse to **C:\Program Files\HP\Connect-It 4.10 en\scenario\ac\ac51\ sacm\sm71am51** and select **amsm-ppt.scn**.

11 On the Menu bar, select **Tools > Advanced Configuration.**

12 Right-click **Asset Management** and select **Configure connector**.

13 On the Define the connection parameters dialog box, enter the Asset Manager Server name, user login, password, and click **Next**.

14 On the Advanced Configuration window, click the **Browse** button and browse to **c:\Program Files\HP\Asset Manager 5.xx en\bin**.

15 Select **aamapi5x.dll** and click **Finish**.

16 In the HP Connect-It scenario builder dialog box, click **Update the favorite**.

17 In the scenario diagram, right-click Service Manager Web Service and select **Configure Connector**.

18 On the **Name and describe the connector** page of the **Configure the Connector** wizard, click **Next**.

19 On the **Define the connection parameters** page, enter the Service Manager server followed by the port number (for example, **vmbto76.devlab.ad:13080**), context path, and service name. Click **Test**.

A confirmation message is displayed indicating whether the test was successful or not.

20 Run the scenario by selecting Asset Manager in the scenario diagram and clicking ▶ .

21 Click **Yes** when you are asked to save changes.

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