HP Service Manager Exchange with SAP Solution Manager

Software Version: 1.10 patch 1
For the supported Windows® and Linux® operating systems

User Guide

Document Release Date: December 2014
Software Release Date: December 2014
Legal Notices

Warranty
The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend
Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor’s standard commercial license.

Copyright Notice
© 1994-2014 Hewlett-Packard Development Company, L.P.

Trademark Notices
Adobe™ is a trademark of Adobe Systems Incorporated.
Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Documentation Updates
The title page of this document contains the following identifying information:
- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: https://softwaresupport.hp.com

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: http://h20229.www2.hp.com/passport-registration.html

Or click the New users - please register link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support
Visit the HP Software Support Online website at: https://softwaresupport.hp.com

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

HP Software online 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 support customer, you can benefit by using the support website to:
- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

To find more information about access levels, go to:

http://h20301.www2.hp.com/new_access_levels.jsp

HP Software Solutions Now accesses the HPSW Solution and Integration Portal website. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this website is http://h20230.www2.hp.com/sc/solutions/index.jsp
Contents

Chapter 1: Background .................................................................................................................. 5

Introduction ................................................................................................................................. 5
Audience ...................................................................................................................................... 6
Prerequisites ................................................................................................................................. 6
Architecture ................................................................................................................................. 6

Chapter 2: User Scenarios ............................................................................................................ 8

Set up SAP Instance CI in Service Manager ............................................................................... 8

SM 7.11 to SAP Solution Manager 7.1 ....................................................................................... 10
Create an incident in Service Manager .................................................................................... 10
Open a new incident to send to SAP ......................................................................................... 11
Open the incident in Solution Manager .................................................................................... 12
Check updates in Service Manager ........................................................................................... 16
Synchronize new information with Solution Manager .............................................................. 17
Check updates from Service Manager .................................................................................... 18
Update the incident status in Solution Manager ....................................................................... 18
Close the incident in Service Manager ..................................................................................... 19
Check the incident’s status in Solution Manager ....................................................................... 20

SM 9.x to SAP Solution Manager 7.1 ......................................................................................... 20
Create an incident in Service Manager .................................................................................... 21
Open a new incident to send to SAP ......................................................................................... 22
Open the incident in Solution Manager .................................................................................... 24
Check updates in Service Manager ........................................................................................... 27
Synchronize new information with Solution Manager .............................................................. 28
Check updates from Service Manager .................................................................................... 28
Update the incident status in Solution Manager ....................................................................... 29
Close the incident in Service Manager ..................................................................................... 30
Check the incident’s status in Solution Manager ....................................................................... 31

SM 9.x with Process Designer (PD) 9.30.3 to SAP Solution Manager 7.1 ............................. 32
Create an incident in Service Manager .................................................................................... 32
Open a new incident to send to SAP ......................................................................................... 34
Open the incident in Solution Manager .................................................. 35
Check updates in Service Manager .......................................................... 39
Synchronize new information with Solution Manager .............................. 40
Check updates from Service Manager ...................................................... 40
Update the incident status in Solution Manager ...................................... 40
Close the incident in Service Manager .................................................... 41
Check the incident’s status in Solution Manager ....................................... 42

SAP Solution Manager 7.1 to SM 7.11 .................................................... 42
Create incident in Solution Manager ....................................................... 43
Send solution in Service Manager .......................................................... 46
Check the solution from Service Manager ................................................. 49
Send the incident back to Service Manager .............................................. 49
Send the incident back to Solution Manager again .................................... 50
Close the incident in Solution Manager ................................................... 51
Check the incident’s status in Service Manager ........................................ 52

SAP Solution Manager 7.1 to SM 9.x ....................................................... 53
Create incident in Solution Manager ....................................................... 53
Open new incident in Service Manager .................................................... 56
Check the solution from Service Manager ................................................. 59
Send the incident back to Service Manager .............................................. 59
Send the incident back to Solution Manager again .................................... 60
Close the incident in Solution Manager ................................................... 61
Check the incident’s status in Service Manager ........................................ 61

SAP Solution Manager 7.1 to SM 9.x with Process Designer Content Pack 9.30.3 (PDCP 4) .............. 62
Create incident in Solution Manager ....................................................... 63
Send Solution in Service Manager .......................................................... 66
Check the solution from Service Manager ................................................. 69
Send the incident back to Service Manager .............................................. 70
Send the incident back to Solution Manager again .................................... 70
Close the incident in Solution Manager ................................................... 71
Check the incident’s status in Service Manager ........................................ 72

Send Documentation Feedback ............................................................. 74
Chapter 1: Background

Introduction .......................................................... 5

Audience ............................................................. 6

Prerequisites ......................................................... 6

Architecture ......................................................... 6

Introduction

This HP integration product implements HP Service Manager Exchange with SAP Solution Manager. This version only implements Service Manager Incident Exchange with SAP Solution Manager. Therefore, this document focuses on the HP Incident Exchange.

Businesses today increasingly rely on their mission-critical SAP applications. Disruptions in the SAP environment have a severe business impact. Keeping the system continuously available has never been more vital for success. In any SAP landscape, business process disruptions caused by an application or infrastructure incident must be proactively prevented. If disruptions do occur, they need to be quickly and efficiently resolved. HP and SAP have teamed up to solve this issue.

Incident management in enterprises today consists of disconnected incident management systems that often implement divergent processes. This situation diminishes collaboration within IT operations, lowers quality of service and productivity.

The integration of SAP Solution Manager Service Desk with HP Service Manager provides a cohesive Incident and Service Request Management solution for the entire enterprise, resulting in higher enterprise availability, improved service quality and reduced IT costs.

HP Incident Exchange builds a dynamic link between HP Service Manager Software and SAP Solution Manager Service Desk and improves the Incident and Service Request Management Process throughout the entire enterprise. HP Incident Exchange offers dynamic integration between HP Service Manager and SAP Solution Manager Service Desk for improved incident workflow.

The interface to exchange support messages between HP Service Manager and SAP Solution Manager Service Desk was designed and developed jointly by HP and SAP and is certified by SAP.
Audience

This document is intended for the following audiences:

- Incident Analysts (and others involved in Incident Management, such as operators)
- Solution Manager User
- System Administrators (for installation and initial configuration)

Prerequisites

Refer to the *HP Service Manager Exchange with SAP Solution Manager Installation and Administration Guide* for the supported component versions.

Architecture

SMSSMEX integrates a single Service Manager server with multiple external helpdesk systems.

- HP Service Manager Server is the HP service desk system.
- Service Manager DB provides persistent storage for HP Service Manager.
- SMSSMEX Client Code consists of RAD and Java scripts, table definitions and GUI formats. The SMSSMEX webservice are called from this client code.

- WebServer is a Tomcat Web Application Server or WebLogic Application Server that hosts the SMSSMEX WebService (deployed as a .war file).

- SMSSMEX WebService exposes the incident webservice of HP Service Manager in the SAP format and transfers client requests to SAP Solution Manager webservice.

- SMSSMEX Database provides persistent storage for the SMSSMEX WebService.

- SAP Solution Manager is the Service Desk.
Chapter 2: User Scenarios

Set up SAP Instance CI in Service Manager ................................................................. 8
SM 7.11 to SAP Solution Manager 7.1 ........................................................................ 10
SM 9.x to SAP Solution Manager 7.1 ......................................................................... 20
SM 9.x with Process Designer (PD) 9.30.3 to SAP Solution Manager 7.1 ............ 32
SAP Solution Manager 7.1 to SM 7.11 ...................................................................... 42
SAP Solution Manager 7.1 to SM 9.x ......................................................................... 53
SAP Solution Manager 7.1 to SM 9.x with Process Designer Content Pack 9.30.3 (PDCP 4) ............... 62

Set up SAP Instance CI in Service Manager

1. Log on to Service Manager as Config.Manager.

2. Click Configuration Management > Search CIs.

3. Set SAPInstance for the Type field.

4. Click New.
5. Create a SAPInstance CI, and provide SAP Instance Info.

To get System ID, Installation Number and Client information from SAP:

1. Log on to Service Manager as Config.Admin.

2. Click Configuration Management > Configuration Item Relationships.

3. Select MyDevices as the Upstream CI.

4. Select the sapinstance ci as the Downstream CI.

5. Fill in other fields.

6. Click Add.
7. Click **OK**.

---

**SM 7.11 to SAP Solution Manager 7.1**

- Create an incident in Service Manager ................................................................. 10
- Open a new incident to send to SAP ................................................................. 11
- Open the incident in Solution Manager ............................................................. 12
- Check updates in Service Manager ................................................................. 16
- Synchronize new information with Solution Manager ......................................... 17
- Check updates from Service Manager ............................................................... 18
- Update the incident status in Solution Manager ................................................. 18
- Close the incident in Service Manager ............................................................. 19
- Check the incident’s status in Solution Manager .................................................. 20

---

**Create an incident in Service Manager**

1. Log on to Service Manager as a user with the open incident permission.

2. **Click Incident Management > Open New Incident.** The incident ticket quick add form opens.
3. Fill in required fields for the new incident as necessary:
   - Set MyDevices for the Service field.
   - Select a CI of the SAPInstance type for the Affected CI field. The SAPInstance CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

   **Caution:** You should first select Affected Service and then select Affected CI. Please follow the sequence.

4. Complete the other required fields.

5. Click **Submit** and then click **Open New Incident** to create an incident.

**Open a new incident to send to SAP**

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

3. Click the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP Solution Manager** drop-down list.
4. Click **Send Incident** to send the incident to SAP.

5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.

   - Incident IM10236 triggers external helpdesk 'exthd1' with response "<Request accepted".

6. After a few minutes, re-open the incident to check whether it is sent to SAP. If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.

7. Click **OK** to close the incident window.

**Open the incident in Solution Manager**

1. Log on to Solution Manager.

2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.
3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.
4. Click **Search > Incidents** to open the search window.

5. Type the incident ID in Search Criteria and then click **Search**. The incident is displayed in the Result List.

6. Click the incident ID link to open the incident.

7. Fill the required fields (Reporter) and change the Status to **In Process**.
8. Click **Add Text** in Text drop-down section to add description for the incident.

   ![Incident: 8000000145, incident from Service Manager](image)

   **Description**

   description from SAP

9. Click **Save**. The incident information synchronizes with Service Manager automatically.

   **Note:** Solution Manager autosaves the text field periodically. The auto-saved text field is not synchronized with Service Manager.

10. Click **Display** to switch the incident to view mode.
Check updates in Service Manager

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click Search. The incident opens.

3. Click the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.
   - **Requester**: Indicates the incident is sent by Service Manager. Solution Manager is the provider.
   - **ProviderProcessing**: Indicates the incident is being processed by Solution Manager.

4. Click **Activities** tab > **Journal Updates** tab to view the message from Solution Manager. As shown in the following screenshot, Service Manager receives the message "description from SAP" from Solution Manager. The read-only textbox displays messages from Solution Manager every time the incident is updated.
5. Click **Activities** tab > **Historic Activities** tab to view updated log from Solution Manager.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Type</th>
<th>Operator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/16/12 02:20:36</td>
<td>External Update</td>
<td>ovitex</td>
<td>Additional information received from Ex...</td>
</tr>
<tr>
<td>08/16/12 02:14:04</td>
<td>External Update</td>
<td>ovitex</td>
<td>Additional information received from Ex...</td>
</tr>
<tr>
<td>08/16/12 01:40:19</td>
<td>Update From Customer</td>
<td>ovitex</td>
<td>8000000145</td>
</tr>
<tr>
<td>08/16/12 01:23:18</td>
<td>operator update</td>
<td>zhulin</td>
<td>Incident has been sent to SAP Solution...</td>
</tr>
<tr>
<td>00/16/12 01:15:47</td>
<td>Open</td>
<td>zhulin</td>
<td>test incident exchange</td>
</tr>
</tbody>
</table>

**Synchronize new information with Solution Manager**

1. Click **Activities** tab > **Update** tab and type information in the Update textbox.

2. Click **Add Info** to synchronize with Solution Manager and then Service Manager receives the message "Request Accepted".

3. Click **OK** to close the incident window.
Check updates from Service Manager

1. Search the incident and then open it.

2. As shown in the following screenshot, Solution Manager receives update from Service Manager.

![Text Log]

Update the incident status in Solution Manager

1. Search the incident and open it.

2. Click **Edit** to switch to the edit mode.

3. Change the status to **Customer Action** and then save it.

   The incident’s status must be changed to **Customer Action** or **Proposed Solution** in Solution Manager if the incident is closed in Service Manager.

4. Click **Add Text** to add a **Reply** type of Text. This is the solution provided by SAP.

5. Add a **Send Solution to External Service Desk** scheduled action.

6. Click **Save**.
7. Click **Display** or **Cancel** to release the incident in Solution Manager.

---

### Close the incident in Service Manager

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

3. Click **Close Incident** to close the incident in Service Manager.

**Caution:** The incident status in SAP Solution Manager MUST be **Customer Action** or **Proposed Solution**, then the incident can be closed in HP Service Manager side.

**Note:** Wait for a few minutes after you clicked the **Close Incident** button. The Close Incident action is unsynchronized between HP Service Manager and SAP Solution Manager.
Check the incident’s status in Solution Manager

1. Search the incident and then open it.

2. Solution Manager displays the message “The message is already closed”.

3. The incident’s status is changed to Confirmed.

---

SM 9.x to SAP Solution Manager 7.1

Create an incident in Service Manager ................................................................. 21
Open a new incident to send to SAP ................................................................. 22
Open the incident in Solution Manager ............................................................ 24
Check updates in Service Manager ................................................................. 27
Create an incident in Service Manager

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Open New Incident**. The incident ticket quick form opens.

3. Fill in required fields for the new incident as necessary:
   a. Click **Fill** to select an Assignment Group.
   b. Click **Fill** to select the applicable **Affected Service, “MyDevices”**.
   c. Click **Fill** to select the **Affected CI**. The CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

   **Caution:** You should first select **Affected Service** and then select **Affected CI**. Please follow the sequence.
d. **Type a Title** for the incident.

**Note:** The Default Impact and Priority values of the affected CI are automatically populated to the Impact and Urgency fields of the incident record. You can manually change these auto-populated values if needed.

**Caution:** If you specify the Impact and Urgency values first and then specify an Affected CI with an empty Default Impact or Priority value, the Impact or Urgency value you selected for the incident record will be cleared.

e. **Type a Description** for the incident.

f. Click **Search Knowledge** icon to see if the issue is already logged in the knowledgebase.

g. Complete the required fields in the Incident Details section.

h. Complete the form with any other relevant information.

4. Click **Save&Exit** and then click **Open New Incident** to create an incident.

**Open a new incident to send to SAP**

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
3. Extend the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP Solution Manager** drop-down list.

4. Click **Send Incident** to send the incident to SAP.

5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.
6. After a few minutes, re-open the incident to check whether it is sent to SAP.

   If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.

7. Click **Cancel** to close the incident window.

**Open the incident in Solution Manager**

1. Log on to Solution Manager.

2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.
3. **Click Common Tasks > IT Service Management.** The SAP Solution Manager IT Service Management page opens in Explorer.
4. Click **Search > Incidents** to open the search window.

5. Type the incident ID in Search Criteria and then click **Search**. The incident is displayed in the Result List.

6. Click the incident ID link to open the incident.

7. Fill the required fields (Reporter) and change the Status to **In Process**.
8. Click Add Text in Text drop-down section to add description for the incident.

9. Click Save. The incident information synchronizes with Service Manager automatically.

   **Note:** Solution Manager autosaves the text field periodically. The auto-saved text field is not synchronized with Service Manager.

10. Click Display to switch the incident to view mode.

### Check updates in Service Manager

1. Click Incident Management > Search Incidents. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click Search. The incident opens.

3. Extend the Sap Solution Manager tab to view the incident’s status from Hidden Metadata.
   - **Requester:** Indicates the incident is sent by Service Manager. Solution Manager is the provider.
   - **ProviderProcessing:** Indicates the incident is being processed by Solution Manager.

4. Extend Activities tab to view the message of Journal Updates. As shown in the following
screenshot, Service Manager receives the message “Desc from Solution Manager” from Solution Manager. The read-only textbox displays messages from Solution Manager every time the incident is updated.

Synchronize new information with Solution Manager

1. Extend Activities tab to input “Update from Service Manager” message into New Update textbox.

2. Click Add Info to synchronize with Solution Manager and then Service Manager receives the message “Request Accepted”.

3. Click Cancel to close the incident window.

Check updates from Service Manager

1. Search the incident and then open it.

2. As shown in the following screenshot, Solution Manager receives update from Service Manager.
Update the incident status in Solution Manager

1. Search the incident and open it.

2. Click **Edit** to switch to the edit mode.

3. Change the status to **Customer Action** and then save it.

   The incident’s status must be changed to **Customer Action** or **Proposed Solution** in Solution Manager if the incident is closed in Service Manager.
4. Click **Display** to switch to the view mode.

**General Data**

- **ID:** 0000000233
- **Description:** Incident from SM39
- **Customer:** HPSAUR&D-SH
- **Reporter:** zhuzhIn
- **Processor:** zhuv we
- **Service Team:**

**Processing Data**

- **Status:** Customer Action
- **Impact:**
- **Urgency:**
- **Recommended Priority:**

**Dates**

- **Created:** 26.09.2012 08:24
- **Changed:** 26.09.2012 06:50
- **First Response by:**
- **IRT Status:**

---

**Close the incident in Service Manager**

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

3. Click **Close SAP Incident** to close the incident in Service Manager.

**Caution:** The incident status in SAP Solution Manager MUST be **Customer Action** or **Proposed Solution**, then the incident can be closed in HP Service Manager side.

**Note:** Wait for a few minutes after you clicked the **Close SAP Incident** button. The Close Incident action is unsynchronized between HP Service Manager and SAP Solution Manager.
Check the incident’s status in Solution Manager

1. Search the incident and then open it.

2. Solution Manager displays the message “The message is already closed”.

3. The incident’s status is changed to Confirmed.
SM 9.x with Process Designer (PD) 9.30.3 to SAP Solution Manager 7.1

Create an incident in Service Manager .......................................................... 32
Open a new incident to send to SAP .............................................................. 34
Open the incident in Solution Manager ........................................................ 35
Check updates in Service Manager ............................................................... 39
Synchronize new information with Solution Manager .................................... 40
Check updates from Service Manager .......................................................... 40
Update the incident status in Solution Manager .......................................... 40
Close the incident in Service Manager ......................................................... 41
Check the incident’s status in Solution Manager .......................................... 42

Create an incident in Service Manager

1. Log on to Service Manager as Incident.Manager.

2. Click Incident Management > Open New Incident. Click the Incident category. The incident ticket quick form opens.
3. Fill in required fields for the new incident as necessary:

   a. Click **Fill** to select a Subcategory, and then select an Area.

   b. Click **Fill** to select the applicable *Affected Service, “MyDevices”*. 

   c. Click **Fill** to select the *Affected CI*. The CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

      **Caution:** You should first select *Affected Service* and then select *Affected CI*. Please follow the sequence.

   d. Type a **Title** for the incident.

      **Note:** The Default Impact and Priority values of the affected CI are automatically populated to the Impact and Urgency fields of the incident record. You can manually change these auto-populated values if needed.

      **Caution:** If you specify the Impact and Urgency values first and then specify an Affected CI with an empty Default Impact or Priority value, the Impact or Urgency value you selected for the incident record will be cleared.

   e. Type a **Description** for the incident.
f. Click **Search Knowledge** icon to see if the issue is already logged in the knowledgebase.

g. Complete the required fields in the Incident Details section.

h. Complete the form with any other relevant information.

4. Click **Save&Exit** and then click **Open New Incident** to create an incident.

### Open a new incident to send to SAP

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

3. Extend the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP Solution Manager** drop-down list.

4. Update the Status field to **Work In Progress**, fill in other fields, and then click **Save**.

5. Click **Send Incident** to send the incident to SAP.
6. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **Save & Exit** to close the incident window.

7. After a few minutes, re-open the incident to check whether it is sent to SAP.

   If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.

8. Click **Cancel** to close the incident window.

**Open the incident in Solution Manager**

1. Log on to Solution Manager.

2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.
3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.
4. Click **Search > Incidents** to open the search window.

5. Type the incident ID in Search Criteria and then click **Search**. The incident is displayed in the Result List.
6. Click the incident ID link to open the incident.

7. Fill the required fields (Reporter) and change the Status to In Process.

8. Click Add Text in Text drop-down section to add description for the incident.

10. Click **Save**. The incident information synchronizes with Service Manager automatically.

   **Note:** Solution Manager autosaves the text field periodically. The auto-saved text field is not synchronized with Service Manager.

11. Click **Display** to switch the incident to view mode.

### Check updates in Service Manager

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

3. Extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.
   - **Requester:** Indicates the incident is sent by Service Manager. Solution Manager is the provider.
   - **ProviderProcessing:** Indicates the incident is being processed by Solution Manager.

4. Extend **Activities** tab to view the message of Journal Updates. As shown in the following screenshot, Service Manager receives the message “Desc from Solution Manager” from Solution Manager. The read-only textbox displays messages from Solution Manager every time the incident is updated.
Synchronize new information with Solution Manager

1. Extend Activities tab to input “Update from Service Manager” message into New Update textbox.

2. Click Add Info to synchronize with Solution Manager and then Service Manager receives the message “being processed”.

3. Click Cancel to close the incident window.

Check updates from Service Manager

1. Search the incident and then open it.

2. As shown in the following screenshot, Solution Manager receives update from Service Manager.

Update the incident status in Solution Manager

1. Search the incident and open it.

2. Click Edit to switch to the edit mode.

3. Change the status to Customer Action and then save it.
The incident’s status must be changed to Customer Action or Proposed Solution in Solution Manager if the incident is closed in Service Manager.

4. Click **Display** to switch to the view mode.

<table>
<thead>
<tr>
<th>Details</th>
<th>Edit</th>
</tr>
</thead>
</table>

**General Data**

- **ID:** 888888877777
- **Description:** SM Incident 2
- **Customer:** HP23156520
- **Reporter:** zhu 21
- **Processor:** zhu web
- **Service Team:**

**Processing Data**

- **Status:** Customer Action
- **Impact:**
- **Recommended Priority:**
- **Urgency:**
- **Priority:** 4: Low

**Dates**

- **Created:** 28/11/2013 11:13
- **Changed:** 02/12/2013 03:21
- **First Response by:**
- **RT Status:** 0 %

---

**Close the incident in Service Manager**

1. Click **Incident Management > Search Incidents.** The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search.** The incident opens.

3. Update Status to Resolved, and provide solution.

4. Click **Save.**

5. Click **Close SAP Incident** to close the incident in Service Manager.

---

**Caution:** The incident status in SAP Solution Manager MUST be Customer Action or Proposed Solution, then the incident can be closed in HP Service Manager side.

**Note:** Wait for a few minutes after you clicked the Close SAP Incident button. The Close Incident action is unsynchronized between HP Service Manager and SAP Solution Manager.
Check the incident’s status in Solution Manager

1. Search the incident and then open it.

2. Solution Manager displays the message “The message is already closed”.

3. The incident’s status is changed to Confirmed.

---

**Incident: 800000709, SM Incident 2**

- **ID**: 800000709
- **Description**: SM Incident 2
- **Customer**: HP SW R&D SH
- **Reporter**: zhu zhi
- **Processor**: zhu wei
- **Service Team**: 

---

**SAP Solution Manager 7.1 to SM 7.11**

Create incident in Solution Manager ................................................................. 43
Send solution in Service Manager ................................................................. 46
Check the solution from Service Manager .................................................. 49
Send the incident back to Service Manager ............................................. 49
Send the incident back to Solution Manager again ................................... 50
Close the incident in Solution Manager .................................................... 51
Check the incident’s status in Service Manager ......................................... 52
Create incident in Solution Manager

1. Log on to Solution Manager.

2. Click Work Center > SAP Solution Manager: Work Center (SAP GUI) to open Solution Manager Work Center.
3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.

4. Click **Create > Incident**. The Incident: New page opens.

5. Fill in the required fields for the new incident as necessary:
   - Type a Description and a Reporter for the incident.
   - Select a Priority in the drop-down list.
Click **Fill** to select the Installed Base Component. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

Complete the form with any other relevant information.

6. Click **Schedule new Action** in Schedule Actions drop-down section and select Send to External Service Desk from the list in the new window opened.

7. As shown in the following screenshot, the new action is waiting to be executed in the action list.
8. Click **Save** to send the incident to Service Manager.

9. Click **Display** to switch the incident to view mode.

### Send solution in Service Manager

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

4. Click the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

   - **Provider**: Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.
5. Click **Activities** tab > **Journal Updates** tab to view the message from Solution Manager. As shown in the following screenshot, Service Manager receives the message that displays incident ID of Solution Manager.

6. Click **Incident Detail** tab to add solution to the Solution field.
7. Click **Send Solution** to send solution provided by Service Manager to Solution Manager.

8. After a few minutes, click the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

   - **SolutionProvided**: Indicates the incident has been sent with solution by Service Manager.

   And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the **Add Info** button is active.
Send Solution: Service Manager provides a solution to Solution Manager. The action is unidirectional. After the action, the incident in Service Manager cannot send a second solution. Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.

Add Info: Service Manager can synchronize with Solution Manager continually. The action is bidirectional.

Send Back: Service Manager rejects the solution from Solution Manager. The action is unidirectional. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.

9. Click OK to close the incident window.

Check the solution from Service Manager

Search the incident and open it. As shown in the following screenshot, Solution Manager receives the message “solution from Service Manager” from Service Manager.

<table>
<thead>
<tr>
<th>Text Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
</tr>
<tr>
<td>16.08.2012 11:35:25  zhu wei / D-</td>
</tr>
<tr>
<td>16.08.2012 11:35:31 08/16/12 03:35:21 US/Mountain (zhulin); solution from Service Manager</td>
</tr>
</tbody>
</table>

Send the incident back to Service Manager

1. Log on to Solution Manager.

2. Search the incident and open it.

3. Click Edit to switch the incident to edit mode.
4. Change the status to In Process.

5. Add a scheduled action Send to External Service Desk.

6. Click Save to send the incident back to Service Manager.

7. Click Display or Cancel to release the incident in Solution Manager.

Send the incident back to Solution Manager again

1. Log on to Service Manager as an Administrator.

2. Click Incident Management > Incident Queue. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

4. Click the Sap Solution Manager tab to view the incident’s status from Hidden Metadata.

The Hidden Metadata field displays “Provider: ProviderProcessing”, which means Solution Manager is waiting for the solution provided by Service manager.

<table>
<thead>
<tr>
<th>Date</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/16/12 03:35:27</td>
<td>&gt; &lt;Solution is provided to External Helpdesk: SAP Solution Manager</td>
</tr>
<tr>
<td>08/19/12 20:58:44</td>
<td>&gt; &lt;Ownership transferred to External Helpdesk: SAP Solution Manager</td>
</tr>
</tbody>
</table>

5. Click Activities tab > Update tab and then type the send back reason in the Update textbox.

6. Click Send Back to send the incident back to Solution Manager.

7. After a few minutes, re-open the incident and click the Sap Solution Manager tab to view the incident’s status from Hidden Metadata.
The Hidden Metadata field displays “Provider: RequesterProcessing”, which means Solution Manager is processing the incident. The incident’s ownership is transferred to Solution Manager.

<table>
<thead>
<tr>
<th>Incident Detail</th>
<th>Sap Solution Manager</th>
<th>Activities</th>
<th>Affected Services</th>
<th>SLA</th>
<th>Related Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP Solution Manager</td>
<td>Sap SolMan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hidden Metadata</td>
<td>Provider:RequesterProcessing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. Click **OK** to close the incident window.

### Close the incident in Solution Manager

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.

3. Change the status to **Proposed Solution**.

   The incident’s status must be change to **Proposed Solution** or **Customer Action** firstly if the incident is changed to **Confirmed**.

4. Change the status to **Confirmed** again.

5. Click **Save** to close the incident.
6. Click **Display** to switch the incident to view mode.

Check the incident’s status in Service Manager

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

The **Status field** is **Closed** and all buttons about SAP are not available.
SAP Solution Manager 7.1 to SM 9.x

Create incident in Solution Manager ................................................................. 53
Open new incident in Service Manager ............................................................. 56
Check the solution from Service Manager ....................................................... 59
Send the incident back to Service Manager ...................................................... 59
Send the incident back to Solution Manager again ........................................... 60
Close the incident in Solution Manager ........................................................... 61
Check the incident’s status in Service Manager ............................................... 61

Create incident in Solution Manager

1. Log on to Solution Manager.

2. Click Work Center > SAP Solution Manager: Work Center (SAP GUI) to open Solution Manager Work Center.

[SAP Easy Access - User menu for zhu wei]

- Favorites
  - Solution Manager: Work Centers URL
- User menu for zhu wei
  - Business Partner
  - BW - Recording: Administrator
  - BW - Recording: Display User
  - Service Desk - Administrator
  - Work Center
    - SAP Solution Manager: Work Center (SAP GUI)
    - SAP Solution Manager: Work Center (URL)
- Support Desk
- Service Desk Interface
- Work Center
- Support Desk
- CCMS Monitoring
- (SAP Solution Manager: Architecture: Configuration)
3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.

4. Click **Create > Incident**. The Incident: New page opens.
5. Fill in the required fields for the new incident as necessary:

- Type a Description and a Reporter for the incident.

- Select a Priority in the drop-down list.

- Click Fill to select the Installed Base Component. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

- Complete the form with any other relevant information.

6. Click Schedule new Action in Schedule Actions drop-down section and select Send to External Service Desk from the list in the new window opened.
7. As shown in the following screenshot, the new action is waiting to be executed in the action list.

8. Click **Save** to send the incident to Service Manager.

9. Click **Display** to switch the incident to view mode.

---

**Open new incident in Service Manager**

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the
Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

4. Extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.
   - **Provider**: Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.
   - **ProviderProcessing**: Indicates the incident is being processed by Service Manager.

5. Extend **Activities** tab to view the message of Journal Updates. As shown in the following screenshot, Service Manager receives the message that displays incident ID of Solution Manager.
6. Input “Solution from Service Manager” message into the Solution textbox in the Incident Detail tab.

7. Click Send Solution to send solution provided by Service Manager to Solution Manager.

8. After a few minutes, click the Sap Solution Manager tab to view the incident’s status from Hidden Metadata.

- **SolutionProvided**: Indicates the incident has been sent with solution by Service Manager.

   ![Sap Solution Manager](image)

   And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the Add Info button is active.

- **Send Solution**: Service Manager provides a solution to Solution Manager. The action is unidirectional. After the action, the incident in Service Manager cannot send a second solution. Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.

- **Add Info**: Service Manager can synchronize with Solution Manager continually. The action is bidirectional.
Send Back: Service Manager rejects the solution from Solution Manager. The action is unidirectional. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.

9. Click **OK** to close the incident window.

Check the solution from Service Manager

Search the incident and open it. As shown in the following screenshot, Solution Manager receives the message “solution from Service Manager” from Service Manager.

| Text Log |
|---|---|---|
| **Description** |
| 26.09.2012 09:24:37  zhuwei / D- |
| 26.09.2012 09:24:35 |
| Solution from Service Manager |

Send the incident back to Service Manager

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.

3. Change the status to **In Process**.

4. Create New Scheduled Action “**Send to External Service Desk**” to send the incident back to Service Manager.

5. Click **Display** to switch the incident to view mode.
Send the incident back to Solution Manager again

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

4. Extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

   The Hidden Metadata field displays “Provider: ProviderProcessing”, which means Solution Manager is waiting for the solution provided by Service manager.

5. Extend **Activities** tab to input send back reason in the **New Update** textbox.

6. Click **Send Back** to send the incident back to Solution Manager.

7. After a few minutes, re-open the incident and extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

   The Hidden Metadata field displays “Provider: RequesterProcessing”, which means Solution Manager is processing the incident. The incident's ownership is transferred to Solution Manager.

8. Click **Cancel** to close the incident window.
Close the incident in Solution Manager

1. Search the incident and open it.
2. Click **Edit** to switch the incident to edit mode.
3. Change the status to **Proposed Solution**.
   The incident’s status must be change to **Proposed Solution** or **Customer Action** firstly if the incident is changed to **Confirmed**.
4. Change the status to **Confirmed** again.
5. Click **Save** to close the incident.
6. Click **Display** to switch the incident to view mode.

Check the incident’s status in Service Manager

1. Log on to Service Manager as an Administrator.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.
The Status field is **Closed** and all buttons about SAP are not available.

**SAP Solution Manager 7.1 to SM 9.x with Process Designer Content Pack 9.30.3 (PDCP 4)**

Create incident in Solution Manager ............................................................... 63
Send Solution in Service Manager ................................................................. 66
Check the solution from Service Manager .................................................... 69
Send the incident back to Service Manager ................................................... 70
Send the incident back to Solution Manager again ......................................... 70
Close the incident in Solution Manager ......................................................... 71
Check the incident’s status in Service Manager .............................................. 72
Create incident in Solution Manager

1. Log on to Solution Manager.

2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.

![SAP Easy Access - User menu for zhu wei](image)
3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.

4. Click **Create > Incident**. The Incident: New page opens.

5. Fill in the required fields for the new incident as necessary:
   - Type a Description and a Reporter for the incident.
   - Select a Priority in the drop-down list.
- Click **Fill** to select the Installed Base Component. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

- Complete the form with any other relevant information.

6. Click **Schedule new Action** in Schedule Actions drop-down section and select Send to External Service Desk from the list in the new window opened.

7. As shown in the following screenshot, the new action is waiting to be executed in the action list.
8. Click **Save** to send the incident to Service Manager.

9. Click **Display** to switch the incident to view mode.

10. After a few minutes, re-open the incident to check whether it is sent to Service Manager.

    If the incident is sent successfully, SAP receives the Incident ID message from Service Manager.

### Send Solution in Service Manager

1. Log on to Service Manager as Incident.Manager.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.

4. Extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

   - **Provider**: Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.

   - **Provider Processing**: Indicates the incident is being processed by Service Manager.

5. Extend **Activities** tab to view the message of Journal Updates. As shown in the following screenshot, Service Manager receives the message that displays incident ID of Solution Manager.
6. Update the status to Work In Progress and fill other fields.

7. Click **Save**.

8. Type solution in the **Solution** text box in the Proposed Solution tab.

9. Click **Save**.

10. Click **Send Solution** to send solution provided by Service Manager to Solution Manager.
11. Click **Cancel** to release the incident.

12. After a few minutes, click the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

- **SolutionProvided**: Indicates the incident has been sent with solution by Service Manager.

And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the Add Info button is active.

- **Send Solution**: Service Manager provides a solution to Solution Manager. The action is unidirectional. After the action, the incident in Service Manager cannot send a second solution. Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.

- **Add Info**: Service Manager can synchronize with Solution Manager continually. The action is bidirectional.

- **Send Back**: Service Manager rejects the incident from Solution Manager. The action is unidirectional. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.

13. Click **Cancel** to close the incident window.

**Check the solution from Service Manager**

Search the incident and open it. As shown in the following screenshot, Solution Manager receives the message “solution from Service Manager” from Service Manager.
Send the incident back to Service Manager

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.

3. Change the status to **In Process**.

4. Create New Scheduled Action “**Send to External Service Desk**” to send the incident back to Service Manager.

5. Click **Display** to switch the incident to view mode.

Send the incident back to Solution Manager again

1. Log on to Service Manager as Incident.Manager.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

4. Extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

   The Hidden Metadata field displays “Provider: ProviderProcessing”, which means Solution Manager is waiting for the solution provided by Service manager.
5. Extend **Activities** tab to view the comments when SAP rejects the solution.

6. Click **Send Back** to send the incident back to Solution Manager.

7. Click **Cancel** to release the incident in Service Manager.

8. After a few minutes, re-open the incident and extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

   The Hidden Metadata field displays “Provider: RequesterProcessing”, which means Solution Manager is processing the incident. The incident’s ownership is transferred to Solution Manager.

9. Click **Cancel** to close the incident window.

**Close the incident in Solution Manager**

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.
3. **Change the status to Proposed Solution.**

The incident’s status must be changed to **Proposed Solution** or **Customer Action** before the incident is changed to **Confirmed**.

4. **Change the status to Confirmed.**

5. **Click Save to close the incident.**

---

**Check the incident’s status in Service Manager**

1. **Log on to Service Manager as Incident.Manager.**

2. **Click Incident Management > Incident Queue.** Find the incident from Solution Manager in the Incident Queue form.

3. **Open the incident and check the updated information from Solution Manager.**
The Status field is **Closed** and all buttons about SAP are not available.
Send Documentation Feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on User Guide (Service Manager Exchange with SAP Solution Manager 1.10 patch 1)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to ovdoc-itsm@hp.com.

We appreciate your feedback!