HP Service Manager Integration Suite (SMIS)
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For the supported Windows® and Linux® operating systems

Developer Guide

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Chapter 1: Overview

Service Manager Integration Suite (SMIS) is a platform that provides centralized management of integration instances, which fall into two categories:

- **Schedule-based**: runs as a schedule in the background.
- **UI-based**: Can be only invoked in the user interface (UI).

SMIS is also a plug-in-based development platform that enables you to complete the following tasks:

- Reuse common functions and resolves conflicts across integrations
- Customize a default controller to suit the workflow of your integrations
- Use JavaScript to develop integration templates

An integration must be registered as a template so that it can be added to SMIS. To register an integration as a template, the integration must be developed by following the Service Provider Interface (SPI) provided by SMIS.

The functional block diagram of SMIS and a sample integration are shown in the following figure.
SMIS SPI

SMIS provides the following SPI components.

Manager SPI

The following table describes the functions used to develop a manager.

<table>
<thead>
<tr>
<th>Manager SPI</th>
<th>Parameter</th>
<th>Return</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>appendTasks</td>
<td></td>
<td></td>
<td>Directs the source adapter to retrieve records, converts these records into</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>tasks, and calls the task manager to push these tasks into the task queue.</td>
</tr>
<tr>
<td>preProcess</td>
<td>task</td>
<td>Boolean</td>
<td>Prepares the destObj and actions. If it returns false, the task will be</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ignored and removed.</td>
</tr>
</tbody>
</table>
Manager SPI, continued

<table>
<thead>
<tr>
<th>Function</th>
<th>Parameter</th>
<th>Return</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>process</td>
<td>task</td>
<td>Boolean</td>
<td>Returns true or false when the task is or is not processed successfully.</td>
</tr>
<tr>
<td>postProcess</td>
<td>task</td>
<td></td>
<td>Performs postprocessing after the task is processed.</td>
</tr>
<tr>
<td>getDestObj</td>
<td>Object</td>
<td></td>
<td>SCFile or Object.</td>
</tr>
<tr>
<td>getAction</td>
<td>String</td>
<td></td>
<td>Returns a customized action defined by the manager. Can be any value (for example: Insert/Update/Delete).</td>
</tr>
<tr>
<td>isScheduleBased</td>
<td>Boolean</td>
<td></td>
<td>Indicates whether the integration is schedule-based or not.</td>
</tr>
<tr>
<td>finalize</td>
<td></td>
<td></td>
<td>Performs finalization actions.</td>
</tr>
<tr>
<td>initParams</td>
<td></td>
<td></td>
<td>Initializes parameters when the instance is first added. Use this.configItem.setConfigParameterValue (&lt;parameter_name&gt;, &lt;value&gt;) to set parameter values.</td>
</tr>
</tbody>
</table>

AdapterManager SPI

The following table describes the functions used to develop source and destination adapters.

Adapter SPI

<table>
<thead>
<tr>
<th>Function</th>
<th>Parameter</th>
<th>Return</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>getRecords</td>
<td></td>
<td>Array</td>
<td>Retrieves records from external sources, and returns them to the manager.</td>
</tr>
</tbody>
</table>
### Adapter SPI, continued

<table>
<thead>
<tr>
<th>Function</th>
<th>Parameter</th>
<th>Return</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>sendRecord</td>
<td></td>
<td></td>
<td>Sends out the record according to the action. For example, <code>sendRecord(data, &quot;delete&quot;)</code>.</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Object</td>
<td>JavaScript object that contains the result data to send.</td>
</tr>
<tr>
<td></td>
<td>Action</td>
<td>String</td>
<td>Customized action. For example, &quot;insert&quot;, &quot;update&quot;, or &quot;delete&quot;.</td>
</tr>
<tr>
<td>getFields</td>
<td></td>
<td>Array</td>
<td>Returns an array of field names, types, and descriptions. The field information will be used for mapping.</td>
</tr>
</tbody>
</table>

### Mapping SPI

The following table describes the functions provided by the mapping function in SMIS.

<table>
<thead>
<tr>
<th>Function</th>
<th>Parameter</th>
<th>Return</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>validate</td>
<td>boolean</td>
<td></td>
<td>Validates the input values.</td>
</tr>
<tr>
<td></td>
<td>inRecord</td>
<td>Object</td>
<td>Input field values.</td>
</tr>
<tr>
<td></td>
<td>direction</td>
<td>String</td>
<td>Mapping direction.</td>
</tr>
<tr>
<td>getOutRecord</td>
<td>Object</td>
<td></td>
<td>Gets <code>outRecord</code> by <code>inRecord</code> according to field mapping and value mapping (not including callback).</td>
</tr>
<tr>
<td></td>
<td>inRecord</td>
<td>Object</td>
<td>Input field values.</td>
</tr>
<tr>
<td></td>
<td>direction</td>
<td>String</td>
<td>Mapping direction.</td>
</tr>
</tbody>
</table>
### Mapping SPI, continued

<table>
<thead>
<tr>
<th>Function</th>
<th>Parameter</th>
<th>Return</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>setFieldValues</td>
<td>inRecord</td>
<td>Object</td>
<td>Input field values.</td>
</tr>
<tr>
<td></td>
<td>outRecord</td>
<td>Object</td>
<td>The object of getOutRecord.</td>
</tr>
<tr>
<td></td>
<td>destObject</td>
<td>Object</td>
<td>The final object of the mapping result.</td>
</tr>
<tr>
<td></td>
<td>smisContext</td>
<td>Object</td>
<td>The container that contains context values.</td>
</tr>
<tr>
<td></td>
<td>direction</td>
<td>String</td>
<td>Mapping direction.</td>
</tr>
</tbody>
</table>

### TaskManager SPI

The following table describes the functions provided by the task manager in SMIS.

<table>
<thead>
<tr>
<th>Function</th>
<th>Parameter</th>
<th>Return</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>readTasks</td>
<td>intld</td>
<td>Array</td>
<td>Reads tasks by instance ID.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>String</td>
<td>Instance ID.</td>
</tr>
<tr>
<td>removeTask+</td>
<td>task</td>
<td>Object</td>
<td>Removes the task if it is processed successfully.</td>
</tr>
<tr>
<td>setFieldValues</td>
<td></td>
<td></td>
<td>The final processing step of mapping, which sets the mapped value to destObject.</td>
</tr>
<tr>
<td>updateTask</td>
<td>task</td>
<td>Object</td>
<td>Updates the task if it is processed unsuccessfully.</td>
</tr>
</tbody>
</table>
Development procedure

Developing integrations with the SMIS SPI involves different steps for schedule-based and UI-based integrations.

Schedule-based integrations

To develop a schedule-based integration, perform the following tasks:

1. Initialize global variables. See "Initialize global variables" on page 12.
2. Develop an endpoint adapter and a Service Manager adapter. See "Develope a source adapter and a destination adapter" on page 12.
3. Develop a manager. See "Develope a manager" on page 12.
4. Develop a custom controller. See "Develope a custom controller" on page 14.
5. SMIS provides a default controller. Determine if the default workflow suits the integration. If not, develop a custom controller.
6. Register the integration as a template. See "Register an integration template" on page 18.
7. Export the integration template into an unload file. See "Export an integration template into an unload file" on page 22.

UI-based integrations

To develop a UI-based integration, perform the following tasks:

1. Initialize global variables. See "Initialize global variables" on page 12.
2. Develop a manager. See "Develope a manager" on page 12.
3. Implement UI controls. See "Implement UI controls" on page 16.
4. Register the integration as a template. See "Register an integration template" on page 18.
5. Export the integration template into an unload file. See "Export an integration template into an unload file" on page 22.
Chapter 2: Developing an Integration Template

This chapter describes the tasks to develop an integration template.

Initialize global variables

Each integration has global variables, which you must initialize. To initialize the global variables of an integration:

1. Add a field to the info table, using the integration template name as its name.

   **Note:** If the integration has global parameters, the field must be a structure field.

2. If the integration has global parameters, add all these global parameter names as fields to the newly added structure.

   For example, an integration template named SMBSM has two global parameters: PI and BIR. You need to add a structure named SMBSM under the SMIS structure, and then add two fields, PI and BIR, to the SMBSM structure. If the template SMBSM has no global parameters, you only need to add one field named SMBSM to the SMIS structure.

Develope a source adapter and a destination adapter

To develop a source adapter, use readRecords to return records to the manager.

To develop a destination adapter, use sendRecord to process records from the manager.

   **Note:** The getFields function defines the fields used in an integration. See smis_TestSrcAdapter and smis_TestDestAdapter in the Service Manager script library for examples.

Develope a manager

A manager is required for both schedule-based and UI-based integrations.

To develop a manager, perform the following steps:
1. **Develop** `appendTasks` to prepare tasks in the task queue.

2. Put the logic in either the `preprocess` or `process` method.

3. Do cleaning in the `postProcess` or `finalize` method.

4. Prepare the destination object in the `getDestObj` method for the mapping function to set mapped values.

5. Prepare the action in the `getAction` method to use in the mapping callback(s).

6. Implement `isScheduleBased` to indicate whether the integration is schedule-based or not.

**Tip:** See `smis_TestManager` in the Service Manager script library for an example.

**Note:** For a UI-based integration, the manager only needs to implement `isScheduleBased` and add the integration specific methods to it. See the following script for an example.

### An example manager for a UI-based integration

```javascript
var Class = lib.smis_Prototype.getClass();
var PIManagerClass = Class.create(lib.smis_Manager.getClass(),
{
    getUrl: function(vFile) {
        var baseUrl = this.configItem.getConfigParameterValue("baseurl");
        var url = baseUrl + "&IsmEntityId="+vFile["number"];  
        url += "&IsmSubject=";
        var device = new SCFile("device");
        var RC = device.doSelect("logical.name="+vFile["logical.name"] + "\"");
        if ( RC == RC_SUCCESS && device["ucmdb.id"] != null){
            url += device["ucmdb.id"];  
        } else {
            url += vFile["logical.name"];  
        }
    }
```

Develope a custom controller

A controller controls interactions between the manager, source and destination adapters, mapping function, and task manager of a schedule-based integration.

**Note:** UI-based integrations do not need a controller.

SMIS provides a default controller. The following figure shows the workflow of the default controller. If this default workflow does not suit your integration, develop a custom controller.

**Workflow of the Default Controller**
When developing a custom controller, you can refer to `smis_Controller` in the Service Manager script library.

The typical workflow of a controller is as follows:

1. Call the manager to do the following to prepare tasks:
   a. Delegate its source adapter to retrieve data from the endpoint;
   b. Wrap the data as tasks;
   c. Pass the tasks to the taskManager to save to the failover queue.

2. Read all the tasks from the failover queue.

3. Pass the data in the task to the mapping function for validation.

4. If the data passes validation, get the destRecord (which is the result of value mapping) from the mapping function.
5. Call the manager to preprocess and prepare the following:
   - The destObject (which is the target to save or update);
   - The action (for example, add/save/delete) that the manager should perform to process the destObject.

6. Call the mapping function to process the destObject. All the final mapped values by the final mapping are set to the destObject.

7. Call the manager to process the final destObject, and to return the result (success or failure).

8. If the result is success, remove the task from the failover queue; If the result is failure, increase the retry count and update it to the failover queue.

9. Call the manager’s postprocess and finalize functions to do cleaning.

Normally, you do not need to create a custom controller. You can leave some processes empty if you do nothing in them. In some cases, you may not need a mapping function and failover queue, so you can create a simple controller.

**Implement UI controls**

An integration normally comes with new UI controls, such as new menu options or buttons. To control the behavior of these UI controls, the integration needs to interact with SMIS. The following are examples:

- Getting parameter values specified in SMIS;
- Calling some business logic in the integration's manager (for example, to prepare a URL);
- Deciding if a UI element should be visible/enabled by checking the integration's global variables specified in SMIS.

To illustrate new UI controls, consider the Service Manager to Business Availability Center (BAC) Problem Isolation integration. This integration includes a new menu option to the Incident form: Launch Problem Isolation. When you select this menu option, a new browser window opens. The URL of this window is based on two things: the value of "baseurl" specified in SMIS and the affected CI field of the incident.

To implement this feature, you can use the Display Options tailoring tool to create a display option record, in which the script on the Pre Javascript tab controls the above described behavior. See the following figure.
The following examples show you some of the values you can retrieve or set. This is not an exhaustive list:

- To get the enabled instance of the integration:

  ```javascript
  var configItem = lib.smis_ConfigurationManager.getEnabledConfigItem(<templateName>);
  ```

  For example: `var configItem = lib.smis_ConfigurationManager.getEnabledConfigItem(SMPI)`

- To get a URL from the manager:

  ```javascript
  vars.$L_url = configItem.getManager().getUrl(vars.$L_file);
  ```

- To get a parameter value:
var paramValue = configItem.getConfParameterValue(paramName)

- To set the property of a UI element:

Each integration has global variables, which can be used in RAD expressions like `SMBSM` in `vars.$G.system.info`. If an integration has global parameters, they can be used the same way, for example: `PI` in `vars.$G.system.info`. You can use these global variables to set the property of a UI element (for example, to set a menu item to be visible/invisible, or to set a button to be enabled/disabled).

### Register an integration template in SMIS

You need to register an integration as a template in SMIS before it is available in the template list in SMIS. You can view or edit an integration template after it is registered in SMIS.

### Register an integration template

To register an integration as a template, perform the following steps:

1. Register the general information of the integration template.
   a. Log on to Service Manager as a system administrator.
   b. From **Database Manager**, open the **SMISRegistry.g** form.
   c. On the **General** tab, enter the following information of the integration:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Name of the integration template.</td>
</tr>
<tr>
<td><strong>Version</strong></td>
<td>Version of the integration template.</td>
</tr>
<tr>
<td><strong>Manager Class Name</strong></td>
<td>Script name of the manager of the integration.</td>
</tr>
<tr>
<td><strong>Controller Class Name</strong></td>
<td>Script name of the controller of the integration. If this field is left blank, a default controller is used.</td>
</tr>
<tr>
<td><strong>SM Adapter</strong></td>
<td>Name of the Service Manager adapter.</td>
</tr>
</tbody>
</table>
## Field Description

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Endpoint Adapter</td>
<td>Name of the endpoint adapter.</td>
</tr>
<tr>
<td>Instance Count</td>
<td>Maximum allowed number of instances of the integration.</td>
</tr>
<tr>
<td>Category</td>
<td>Category of the integration (Schedule-based or UI-based).</td>
</tr>
</tbody>
</table>

See the following screenshot for an example.

2. Enter parameters required for the integration.
   a. Select the **Parameters** tab.

   b. If necessary, enter parameter categories for the integration.

   c. On the **General Parameters** and **Secure Parameters** tabs, enter parameters of the integration.
Note: Newly added parameter categories are not available in the Category list until the form is saved and then reopened.

There is a default Global category. SMIS will initialize all parameters of this category to global variables, which can be used in Service Manager. These parameters can only be set to true or false.

3. Edit the out-of-box mappings.
   a. On the General tab, click the Go to Configure Field Mapping link. The Registry Field Mapping page opens.
   b. On the Field Mapping tab, add or edit field mappings.
   c. On the Field Mapping tab, click Edit Callback to edit callbacks, or click Clear Callback to delete callbacks.
   d. On the Value Mapping tab, add or edit value mappings.
   e. Click Finish.

Note: The default fields in the drop-down list are defined in the getFields method of the Service Manager adapter and endpoint adapter. Each mapping value can be calculated by combining the direct mapping value, default value, value mapping table, and callback value. For information about the processing logic of mapping, see "Processing Logic of the Mapping Functionality" on page 23.
View or edit a registered integration template

Once you have registered an integration template in SMIS, a record is created in the SMISRegistry.g form. You can view or edit the integration template.

To view or edit a registered integration template, perform the following steps:

1. Log on to Service Manager as a system administrator.

2. From Database Manager, open the SMISRegistry.g form.

3. Select the Parameters tab, and remove the Global category from the Parameter Category Definition pane.


5. Select a record to view or edit the details. See “Register an integration template” on page 18.

Note: The Global category is a default category, which displays on the Parameters tab by default. If you do not clear it before performing a search, the search returns only those records with global parameters.
Export an integration template into an unload file

After you have registered an integration template in SMIS, you need to export it into an unload file, which you can then import into a testing system or production system.

To export an integration template into an unload file, perform the following steps:

1. Create an unload script for the integration template. This unload script must include all the changes you made to the system when developing the integration template.

2. Go to Tailoring > Unload Script Utility. Select the unload script you created and export it into an unload file.

For more information, see the Service Manager help.
Appendix A: Processing Logic of the Mapping Functionality

The following diagram illustrates the processing logic of the mapping functionality.
Integration Instance A: S->T; Mapped field: F
Define: sourceValue, and targetValue
sourceValue stores the field(F) value of Source(S)
targetValue stores the field(F) value of Target(T)

Initialization
( Define TargetValue
  SourceValue
  sourceValue=$S.F$)

Mapping the sourceValue to a specific value for which “Value mapping group” is defined. Then give it to targetValue

Value mapping group is empty?

Give sourceValue to targetValue

targetValue is empty?

Give the default value of target(B) to targetValue

SM callback is configured?

SM callback has returned value?

SM callback return value is empty?

Give return value to targetValue

Set targetValue to the field of target (B, field F)
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