HP Service Manager

Software Version: Service Manager 9.41; Universal CMDB Content Pack 17.00 (CP17)

For the supported Windows® and UNIX® operating systems

Universal CMDB Integration Guide (Using ServiceManagerAdapter9-41)

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Contents

Chapter 1: Introduction

This chapter provides an overview of the HP Universal CMDB (UCMDB) - HP Service Manager (SM) integration (also referred to as the Universal CMDB (UCMDB) integration or UCMDB-SM integration throughout this document).

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 UCMDB and Service Manager systems. This guide assumes that you have administrative access to both systems. The procedures in this guide may duplicate information available in your UCMDB and Service Manager help systems, but is provided here for convenience.

Note: This document replaces *UCMDB-SM Integration Standards and Best Practices Guide* (dated 31 May 2010).

Supported Adapters

HP Service Manager 9.41 can integrate with UCMDB through the following adapters:

- An XSLT-based adapter (ServiceManagerAdapter9-41)

> **Note:** This adapter is supported for UCMDB 10.01 or later.

- An enhanced generic adapter (ServiceManagerEnhancedAdapter9-41)

> **Note:** This adapter is based on the generic adapter framework introduced in UCMDB 10.20, and is therefore supported for UCMDB 10.20 or later only.

This document describes how to implement the integration by using the XSLT-based adapter (ServiceManagerAdapter9-41).

For information about using the enhanced generic adapter (ServiceManagerEnhancedAdapter9-41), see the Service Manager 9.41 *Universal CMDB Integration Guide (Using ServiceManagerEnhancedAdapter9-41)*.

> **Tip:** You can find the latest Service Manager documentation (including the documents for the two adapters) from the following HP Software Support Online (SSO) website:
>
> https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561

Purpose of the Integration

An integration between HP Universal CMDB (UCMDB) and HP Service Manager enables you to share information about the actual state of a configuration item (CI) between your UCMDB system and a Service Manager system. CIs commonly include IT services, hardware and software. Any organization that wants to implement the best practices Configuration Management and Change Management ITIL processes can use this integration to verify that CIs actually have the attribute values the organization has agreed to support.

You can use this integration to automate the creation of Service Manager change or incident records to update or roll back CIs that have unexpected attribute values. Service Manager allows you to programmatically define what actions you want to take whenever a CI's actual state does not match the expected state as defined in the CI record.

The integration offers several different ways for users to view CI actual state information:

- By default, the integration automatically updates the managed fields of Service Manager CI records as part of the regular UCMDB synchronization schedule. You can choose the option to configure the integration to automatically create change or incident records instead.

- A Service Manager user can view the current actual state of a CI by looking at the Actual State section in the CI record. When you open the Actual State section, Service Manager makes a web services request to UCMDB and displays all CI attributes the request returns. Service Manager only makes the web service call when you open this section.

- A Service Manager user can use the **View in UCMDB** option to log in to the UCMDB system and view the current CI attributes from UCMDB. The Service Manager user must have a valid UCMDB user name and password to log in to the UCMDB system.

Supported Use Cases

This section describes use cases that are supported by the UCMDB-SM integration. The supported use cases provide the core business processes that are enabled by the UCMDB-SM integration.

The following main business use cases are supported by the UCMDB-SM integration:

- Planned Change: A change created in Service Manager (SM) through the formal SM change process.

- Unplanned Change: A change or incident that occurred in SM and does not conform to the formal SM change process.

- Retrieving SM Incident, Change, and Problem record information: The ability to view SM Incident, Change and Problem record information in UCMDB.

- Actual State: The ability for SM users to view the UCMDB CI information in SM.

- View CIs in UCMDB: The ability for SM users to view SM CI information in UCMDB or in the UCMDB Browser.

- Primary CI History in UCMDB: The ability for SM users to view the UCMDB change history of the primary CI of a Problem record in SM for root cause investigation.

- Support of Automated Service Modeling (ASM) in the UCMDB Browser: The ability that enables the integration to push consumer-provider relationships that are automatically discovered by ASM to SM, and enables SM users to access the ASM functionality of the UCMDB Browser.

All of the use cases provide important functionalities that enable the user to perform ITIL (IT Infrastructure Library) processes. The ITIL processes refer to a set of best practices that define and outline how organizations should manage their IT.

Enabling ITIL Processes

By activating CI push from UCMDB to SM the user facilitates ITIL processes such as Incident, Problem and Change Management in SM.

SM utilizes the data pushed from UCMDB in the following modules:

- Incident Management: the Service Desk operator (SD Agent) selects the "Service" and the "Affected CI" for the specific Incident record.

- Problem Management: the SD agent selects the "Service" and the "Primary CI" for the specific Problem record.

- Change Management: the SD agent selects the "Service" and the "Affected CI(s)" for the specific Change record.

In each of the previously mentioned ITIL processes, SM utilizes CI information for Service, Affected CIs and Primary CIs that all originate in UCMDB.

Managing Planned Changes

The purpose of the "Planned Change" use case is to provide IT organizations a formal process by which changes to the IT infrastructure are introduced after thorough review and analysis. This is performed according to the "Change Management" process defined in ITIL v3.

A "Planned Change" is initiated by the SM user through the formal "Change Management" process module in SM. This is followed by the actual change implementation.

The actual changes are discovered by a discovery tool such as HP DDMA, and then updated in UCMDB and the relevant modifications are pushed to SM. Once the user has validated the change, the user closes the relevant planned change in SM.

Managing Unplanned Changes

The purpose of the "Unplanned Change" use case is to provide IT organizations a formal process by which all changes that occur to the IT infrastructure are both logged and conventionalized through the organizations formal approval process.

An "Unplanned Change" is a change that is recognized by a Discovery tool such as DDMA. The change is first updated and visible in UCMDB and then the data is pushed to SM. SM recognizes the change and as a result an "Incident" or "Change" record is generated.

These Changes are seen also in the SM "Pending Changes" section in the Configuration Item form, once approved they are moved to the SM "Historic Changes" section.

Retrieving Service Manager Record Information

Retrieving record information from within UCMDB provides all HP Software applications users with access to this information by using UCMDB's federation capabilities and supporting APIs. These applications include Business Service Management (BSM), Asset Manager (AM), Operations Orchestration (OO), and so on.

SM record data is accessed from within UCMDB using UCMDB federation capabilities. SM record data includes Incident, Problem and Change records as well as a key set of their attributes.

UCMDB enables users to create reports/views that combine the federated record data from SM with CI information from UCMDB.

Retrieving Actual State of UCMDB CIs

The purpose of "Actual State" is to enable SM users insight into CIs' current state as detected by "Discovery Tools" and populated in UCMDB. This state provides up-to-date information that may vary from the information displayed in SM both in content and in scope.

The "Actual State" of the CI is displayed in SM in order to enable the user to validate the current state of the CI that resides in UCMDB or in another data repository.

SM users retrieve the Actual State of CIs from UCMDB or additional data sources by viewing the CI's Actual State section in the SM Configuration Item form.

Accessing SM CI information in UCMDB

When integrated with UCMDB and the UCMDB Browser, Service Manager (SM) enables SM users to view CI information in UCMDB or the UCMDB Browser.

When integrated with UCMDB, Service Manager displays a **View in UCMDB** button in a CI record that also exists in UCMDB. If Service Manager is also integrated with the UCMDB Browser, a **View in UCMDB Browser** button is displayed instead.

If you click either button, you are prompted to enter a UCMDB user name and password to open UCMDB or the UCMDB Browser in the context of the current CI.

Retrieving UCMDB Primary CI Change History in SM

When integrated with UCMDB, Service Manager has the Change History widget from UCMDB embedded in the **Primary CI Change History** tab of Problem records.

Service Manager users can view the UCMDB change history of the primary CI of a Problem record in SM for root cause investigation.

Support of Automated Service Modeling (ASM)

Service Discovery in the UCMDB Browser enables you to configure and run activities to discover your business services and applications. The discovery process starts from a CI that represents the URL of a specified service, and continues only with other CIs that can potentially be related to the service. This functionality is also referred to as Automated Service Modeling (ASM).

Note: ASM is supported only for UCMDB 10.20 or later.

Starting with Service Manager version 9.41, the Service Manager adapters support data push of consumer-provider relationships that are discovered by ASM. The adapters provide an ASM TQL query for push.

Note: Only consumer-provider relationships directly pointing from a Business Element CI to a Running Software CI can be pushed, and consumer-provider relationships between a Business Element CI and a Cluster CI cannot be pushed.

Additionally, Service Manager can integrate with ASM so that SM users can access ASM in the context of an affected service in SM. This ability enables SM users to see the tree structure of a service CI and facilitates service modeling in SM. Also, Service Manager can integrate with the Risk Simulation widget of the UCMDB Browser so that SM users can simulate the impact of an affected CI in SM for different severity levels of failure.

Note: To enable ASM and Risk Simulation support, you still need to manually tailor related forms (for example, the Incident and Change forms) in Service Manager. For more information, see the *Integration Tailoring Options* section.

Core Features

This section explains the rudimentary concepts behind the Federation, Push, and Population features as they pertain to the integration.

This section includes:

- "Push" below

- "Federation" below

- " Population" below

Push

UCMDB can automatically discover most types of CIs available in Service Manager. This integration enables you to push these types of CIs from UCMDB to Service Manager.

The following figure shows how data is pushed from UCMDB to Service Manager (SM). The data is physically pushed (copied) from UCMDB to SM. Once the data is physically located in SM, the data is utilized by the SM user that consumes this information in various SM processes.
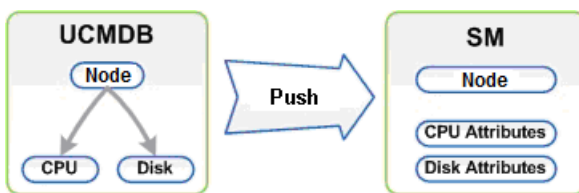
Note: CI Type and Attribute Push

Only information that is physically present in UCMDB can be pushed to SM.

Federation

With the federation feature, UCMDB pulls various ticket information (for example, Incident, Problem, and Change ticket information) from SM. This enables users to see Ticket information in UCMDB as Ticket CIs that are connected to the relevant Nodes.

When data is federated (reflected or mirrored) from SM to UCMDB, the data is not physically present in UCMDB, instead it is passed over to UCMDB through Web Services.

Population

You can also use this integration to populate those types of CIs that UCMDB cannot automatically discover or CIs that have been created in Service Manager before you have a UCMDB system deployed.

Population is the reverse of Push. The following figure shows how data is populated from SM to UCMDB. One SM CI record with multiple attributes is transferred to UCMDB as multiple CI records.

How CI information is Synchronized Between UCMDB and Service Manager

This section explains how CI information is transferred between the UCMDB and Service Manager systems.

This section includes:

- "CI Information Usage" on the next page

- "High-Level Components of the Integration" on page 19

- "Relationships Between Integration Components" on page 19

- "What Information is Stored in UCMDB" on page 20

- "What Information is Stored in Service Manager" on page 20

CI Display Name Field in Service Manager

Prior to version 9.41, Service Manager used the CI Identifier field (logical.name field in the device table) to store Configuration Item (CI) names, and used the CI Name field (id field in the device table) to store CI identification numbers. When CIs were pushed from UCMDB to Service Manager, their names in UCMDB were synchronized to the logical.name field in Service Manager, and duplicate CI names were renamed because logical.name values must be unique in Service Manager.

Starting with version 9.41, Service Manager uses the logical.name field to store CI identification numbers, and a new field named Display Name (display.name in the device table) to store CI names. The original CI Name field (id field in the device table) is removed from the CI form (but still kept in the dbdict). CI display names must follow these rules:

- Duplicate Display Names are always allowed for CIs that are created from UCMDB.

- Duplicate Display Names are not allowed for CIs that are created from Service Manager, unless they belong to different CI types.

Note: Because Service Manager 9.41 or later allows duplicate CI names (as long as the CIs belong to different CI types), the automatic CI renaming mechanism is removed in Service Manager 9.41. After upgrading to Service Manager 9.41 or later, if you still need to push CI data to the CI Identifier (logical.name) field in Service Manager, you need to enable logical.name support first and make sure that each value to be pushed is unique. Otherwise, Service Manager cannot create the CIs.

CI Information Usage

When referring to the concept of CI information it is important to make the distinction between a UCMDB CI and a Service Manager (SM) CI. The UCMDB model represents a topology that contains a number of CI types and relationships.

The UCMDB topology can be represented in Service Manager as a single entity. Multiple CIs from UCMDB and their attributes are merged into a single record in SM and the relevant UCMDB attributes are mapped to their appropriate counterparts in the SM record.
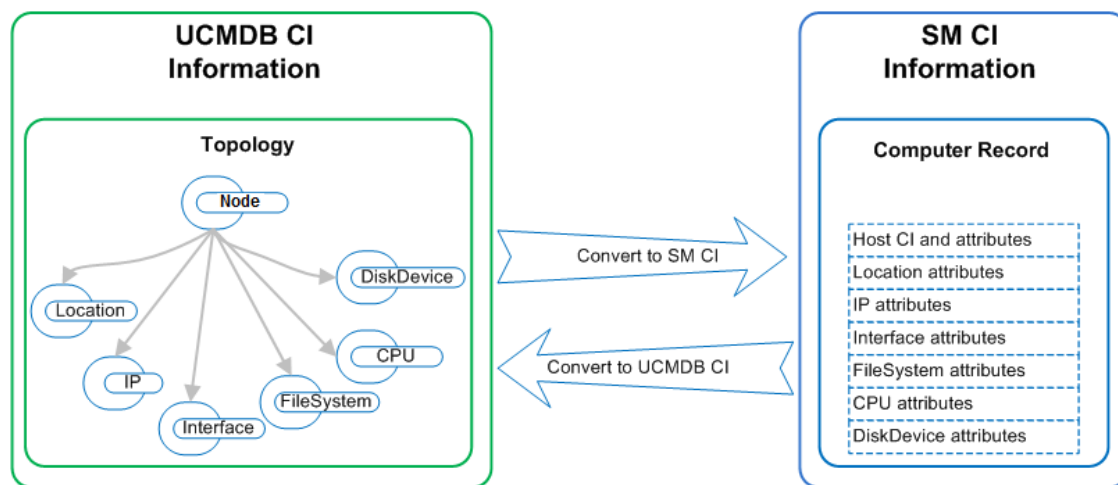
The above figure shows the correlation between the UCMDB topological model and its representation of the Computer Instance together with its parallel representation in SM. The SM computer CI contains all of the UCMDB information that is passed through the integration.

In the push flow, in the UCMDB topological view several CIs such as Node, IP, Interface, Location, File System, CPU, Disk Device and their Relationships are converted into a single SM computer record with the IP, MAC Address and Location, File System, CPU and Disk Device attributes.

In the population flow, the conversion is reversed.

High-Level Components of the Integration

The following diagram shows the high-level components of the UCMDB integration, and illustrates the interactions between UCMDB and Service Manager.
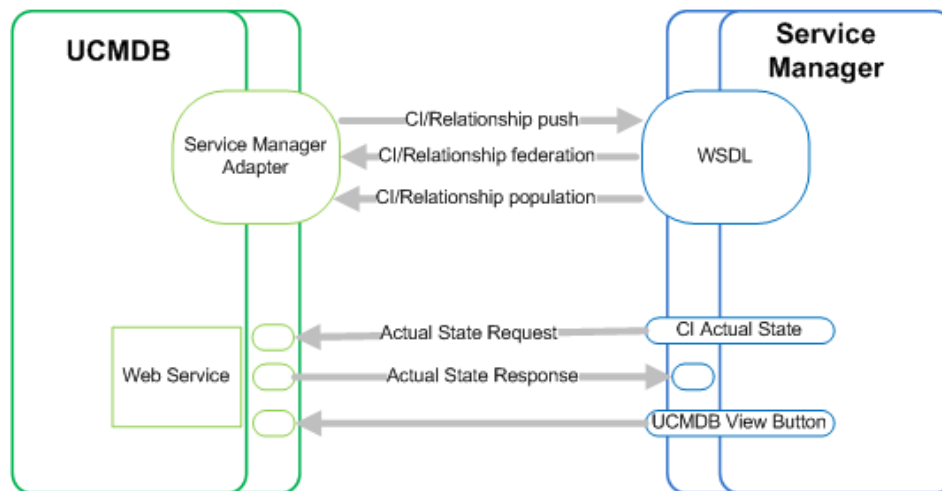
Relationships Between Integration Components

The following figure illustrates the relationships between the Service Manager Adapter components in UCMDB and the associated components in Service Manager.

The Service Manager Adapter includes configuration files, which are used to map UCMDB entities to their counterparts in Service Manager during data push, as well as map Service Manager CIs to UCMDB entities during population.

The configuration files utilize UCMDB queries that define a superset of data relevant for the integration.
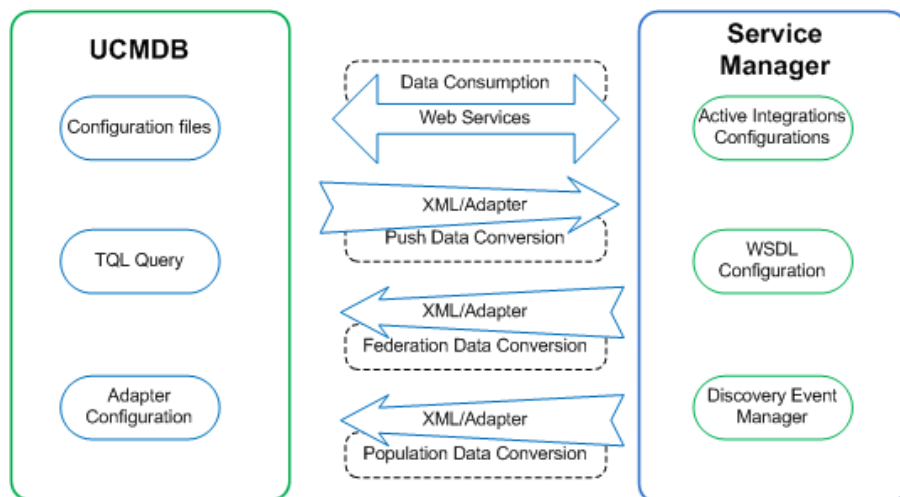
What Information is Stored in UCMDB

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

What Information is Stored in Service Manager

Your Service Manager system 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.

Chapter 2: How to Upgrade Your Integration

The logical name solution contains significant CI related code changes. For example, prior to version 9.41, Service Manager used the **logical.name** field in the **device** table to store CI names. The logical.name field must be unique in the Service Manager system, but UCMDB allows duplicate CI names. As a result, CIs may have to be renamed when they are pushed from UCMDB to Service Manager. Starting with version 9.41, Service Manager stores CI names in the **display.name** field in the **device** table, and stores unique CI identification numbers in the **logical.name** field. The **display.name** field allows duplicate values if they are pushed from UCMDB, and requires unique values for CIs that are created from Service Manager (unless they are not of the same CI type).

Before you proceed to the upgrade steps described in this chapter, make sure you have a good understanding of the logical name solution and its impact on the SM-UCMDB integration. For details, see the *Service Manger Logical Name Solution* white paper.

Perform the following steps to upgrade your integration to use the ServiceManagerAdapter9-41 adapter.

Task 1. Close All SM Unplanned Changes and Incidents Created for CI Modifications

Before you upgrade to Service Manager (SM) 9.41, close all unplanned change and incident records that were created due to CI modifications. After upgrading to version 9.41, you will run a full data push to resynchronize CI names from UCMDB to the **display.name** field in the Service Manager **device** table.

Task 2. Upgrade Service Manager

If you want to use the ServiceManagerAdapter9-41 adapter for the integration, you must upgrade Service Manager to version 9.41, which uses display.name instead of logical.name for field mapping between UCMDB and Service Manager.

> **Note:** The upgrade includes the SM server, Windows and web clients, applications, Service Request Catalog (SRC), and Mobility client. If you upgrade only the server and clients and your applications version is still earlier than 9.41, you can only use an old adapter rather than any of the Service Manager 9.41 adapters.

For information about how to upgrade Service Manager to version 9.41, see the *Service Manager 9.41 Installation and Upgrade Documentation Center*.

(Optional) Task 3. Copy Data to the joinnode Table

Starting with version 9.32, Service Manager uses the **joinnode** table to replace the **mainframe**, **networkcomponents**, **storage**, and **computer** tables. If you are upgrading from Service Manager 9.31 or earlier and want to migrate to the joinnode-based data mappings, you need to copy data to the **joinnode** table.

> **Note:** If you want to use the original tables instead of joinnode, this task is not needed. Instead, you need to modify the data mappings of your Service Manager adapter in UCMDB.

To copy your data to the joinnode table, follow these steps:

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

2. Open Database Manager

3. Enter `cidatacopy` in the Table field, and then click **Search**. The Copy CI Type Data form opens.

4. Click **Search**. A list of records is displayed: **joincomputer**, **joinmainframe**, **joinnetworkcomponents**, and **joinstorage**.

5. Select each record from the list, update or add source/target fields as needed, and click the **Copy Data** button. One of the following messages is displayed:
   - A message that resembles "<XXX> records were successfully copied, and <YYY> records were ignored within xxx ms", where XXX and YYY represent the numbers of records copied and

ignored, respectively.

- ○ "Configuration validation failed, and no records were copied. Please check your Source Fields/Target Fields settings and run Copy Data again."

6. If the error message is displayed, correct your Source Fields/Target Fields settings, and click **Copy Data** again until all of your records have been successfully processed.

Task 4. Update the DEM Rules in Service Manager

Service Manager 9.41 uses an updated CI form, so you may want to correct the CI names in the logical.name field that have been renamed, and update the CI Display Name (display.name) field values in Service Manager by using the new field mapping.

To do this, you need to run a full data push to resynchronize the CIs to Service Manager. Before doing so, you must update the DEM rules to prevent unwanted Change or Incident records from being created due to the CI name changes.

1. Log in to Service Manager as a System Administrator.

2. Navigate to **Tailoring** > **Web Services** > **Discovered Event Manager Rules**.

3. Click **Search**.

4. For each DEM rule record, select **Log Results and update record** for **Action if record exists but unexpected data discovered**.

Task 5. Upgrade UCMDB

Service Manager 9.41 can work with the following XSLT-based adapters and generic adapters specifically designed for Service Manager 9.41:

- ServiceManagerAdapter9-41 for UCMDB 10.01, 10.11, 10.20, or 10.21

> **Note:** These are four XSLT-based adapters, one for each of the UCMDB versions.

- ServiceManagerEnhancedAdapter9-41 for UCMDB 10.20 or 10.21

> **Note:** These are two generic adapters based on the UCMDB generic framework, one for each of UCMDB 10.20 and 10.21.

For more information, see "Integration Requirements" on page 29.

Task 6. Upgrade Field Mapping

The out-of-box mapping files in the Service Manager 9.41 adapters are already updated to align with the logical name solution. You need to make similar updates to your own field mapping.

> - In Service Manager 9.41 or later, the original CI Name field (id in the device table) is removed from the Configuration Item detail form in Service Manager.
>
> - No updates are need for CI Relationship push mapping files or federation mapping files.

Perform the following steps to upgrade your own field mapping.

Step 1. Upgrade your data push field mapping

To update your CI push mapping files, follow these steps:

1. Switch the mapping field from CIIdentifier to DisplayName.

   For example, update `<CIIdentifier><xsl:value-of select="."/></CIIdentifier>` to:

   `<DisplayName><xsl:value-of select="."/></DisplayName>`

2. (Optional) Simplify the business logic for DisplayName.

   If you have customized the original CIIdentifier value to append more fields so that it is unique and not renamed by Service Manager, you can remove such business logic. This is because the DisplayName field in Service Manager now supports duplicate values.

   The following is an example mapping for the out-of-box Cluster CI Push.

   ```
   <CIIdentifier>
       <xsl:choose>
       <xsl:when test="ip_addresss/ip_address/@authoritative_dns_name">
       <xsl:for-each select="ip_addresss">
       <xsl:for-each select="ip_address">
       <xsl:sort select="@authoritative_dns_name"/><xsl:value-of
   ```

```
            select="@authoritative_dns_
                                            name"/>_</xsl:for-each>
     </xsl:for-each>
     </xsl:when>
     <xsl:otherwise>
     <xsl:for-each select="ip_addresss">
     <xsl:for-each select="ip_address">
     <xsl:sort select="@name"/><xsl:value-of select="@name"/>_</xsl:for-each>
     </xsl:for-each>
     </xsl:otherwise>
     </xsl:choose>
     </xsl:variable>
     <xsl:value-of select="$combinIP"/><xsl:value-of select="@display_label"/>
     </xsl:when>
     <xsl:otherwise><xsl:value-of select="@display_label"/></xsl:otherwise>
     </xsl:choose>
     </CIIdentifier>
```

You can simplify the example above as shown in the following:

```
<DisplayName>
    <xsl:choose>
    <xsl:when test="clusters/cluster/@display_label">
    <xsl:value-of select="clusters/cluster/@display_label"/>
    </xsl:when>
    <xsl:otherwise><xsl:value-of select="@display_label"/></xsl:otherwise>
    </xsl:choose>

</DisplayName>
```

Step 2. Upgrade your population field mapping

For population, in the field mapping files you need to make the following changes:

1. Map the "name" attribute to "DisplayName" :

   ```
   <attribute name="name" type="String"><xsl:value-of
   select="DisplayName"/></attribute>
   ```

2. Map the "sm_id" attribute to "CIIdentifier":

   ```
   <attribute name="sm_id" type="String"><xsl:value-of
   select="CIIdentifier"/></attribute>
   ```

3. Add the following line to map the "global.id" attribute to "UCMDBId":

   ```
   <attribute name="global_id" type="String"><xsl:value-of
   select="UCMDBId"/></attribute>
   ```

Step 3. Configure the UCMDB JMX console, as described in the following steps.

> **Note:** This feature enables the UCMDB global ID solution for Service Manager. It is available only in UCMDB 10.21 or later. For this reason, a known issue (QCCR1E122493) exists in UCMDB versions earlier than 10.21: If two CIs with the same display name are pushed to Service Manager and then updated in Service Manager with a new display name, when you run a population job to synchronize the CIs back to UCMDB, the two CIs are merged in UCMDB and therefore have the same ucmdb.id value in Service Manager.

1. Go to the JMX Console: http://<UCMDB server name>:<port>/jmx-console/.

2. Enter **UCMDB:service=Settings Services** in the search box, and then press Enter.

3. Click **setSettingValue** to go to this section.

4. In the **customerID** field, enter your customer ID.

5. In the **name** field, enter **reconciliation.match.attributes**.

6. In the **value** field, enter **global_id**.

7. Click **Invoke**.

   If the configuration is successfully completed, the following message is displayed:

   ```
   Setting [reconciliation.match.attributes] value changed successfully to
   [global_id]
   ```

Task 7. Reconfigure an Integration Point

You need to set up an integration point to use the ServiceManagerAdapter9-41 adapter, and activate the integration point. For details, see "How to Create an Integration Point in UCMDB" on page 35.

Task 8. Run a Full Push to Resynchronize CI Names

Due to the logical name solution that is introduced in Service Manager 9.41, once you have upgraded to Service Manager 9.41, you must run a full data push to resynchronize CI names to the CI display name field in Service Manager. When performing this step, you need to use the new integration point that you reconfigured.

To resynchronize CIs, follow these steps:

1. Run a Full Push in UCMDB.

2. Check the CI data in Service Manager.
   a. Perform a search to find the CIs.

   b. Verify that the Display Name field values of the CIs have been updated correctly.

   > **Note:** The display names of Retired CIs are not updated, because they are already removed from UCMDB.

Task 9. Restore the DEM Rules in Service Manager

After you have run a full data push to resynchronize CI names to Service Manager, you must restore the DEM rules to their original state so that they can function as usual.

To restore the DEM rules, follow these steps:

1. Log in to Service Manager as a System Administrator.

2. Navigate to **Tailoring** > **Web Services** > **Discovered Event Manager Rules**.

3. Click **Search**.

4. In each DEM rule, for **Action if record exists but unexpected data discovered**, restore the setting to the original value (for example, **Open a Change** or **Open an Incident**).

Chapter 3: Integration Setup

Before implementing the integration in your production environment, you can set up the integration in a test environment using the out-of-the-box integration configurations. This chapter describes the basic integration setup tasks without any tailoring or multi-tenancy configurations.

Tip: Before you proceed to implementing the integration in your production environment, you can refer to the following chapters for further information:

- "Multi-Tenancy (Multi-Company) Setup" on page 66, which describes how you set up the integration in multi-tenancy mode.

- "Standards and Best Practices" on page 87, which describes best practices for implementing the integration and also provides Frequently-Asked-Questions information.

- "Tailoring the Integration" on page 113, which describes how you can tailor the integration to better suit your business needs.

- "Troubleshooting" on page 222, which provides information on troubleshooting data push and population issues.

Integration Requirements

The supported product versions of this integration using an XSLT-based Service Manager 9.41 adapter are listed in the following table.

Supported Product Versions

Service Manager	UCMDB
9.41	10.01 or later **Note:** UCMDB Content Pack (CP) 17 supports only UCMDB 10.11 and 10.21.

Setting up Required Components

You must set up the following required components to establish an integration between UCMDB and Service Manager.

- HP Universal CMDB installation
  Add a UCMDB Probe for the population feature if you do not already have one.

- HP Service Manager installation
  Add the UCMDB URL to the System Information Record. See "How to Add the UCMDB Connection Information" on page 33.

- Network connection between the HP Universal CMDB and HP Service Manager systems.

For instructions on installing and configuring your systems, see the UCMDB and Service Manager documentation.

Deploying an Appropriate Adapter

To use a Service Manager 9.41 adapter, all of your Service Manager server, clients, and applications must be version 9.41. To verify your Service Manager applications version, follow these steps:

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

2. Enter `db` in the command line, and press Enter.

3. Enter `scversion` in the Table field, and then click **Search**.

4. Click **Search** again.

5. Check the Application Version value that is displayed.

- If your applications version is earlier than 9.41, use an old adapter appropriate for your Service Manager applications version. For details, see the Service Manager *Universal CMDB Integration Guide*

for your specific Service Manager applications version.

- If you are running Service Manager applications 9.41, your UCMDB system must have an appropriate Service Manager 9.41 adapter deployed. You can do this by applying an appropriate content pack (CP) on top of the UCMDB server or deploying an appropriate adapter from the HP Live Network website.

  For UCMDB 10.01 or 10.20: Download the supported adapters for Service Manager 9.41 from the HP Live Network website:

  a. Visit the following URL: https://hpln.hp.com/node/11331/contentfiles/?dir=26314.

  b. Click **SM Adapter for SM 9.41** to download the **adapter_for_SM9.41_0.zip** file.

  c. Extract the compressed files to your local drive. The adapters for different UCMDB versions are located in different folders, as listed in the following table.

UCMDB Version	Folder Name	Adapter(s)	Note
10.01	CP12	• ServiceManagerAdapter9-41.zip	• XSLT-based adapter
10.20	CP15	• ServiceManagerAdapter9-41.zip • ServiceManagerEnhancedAdapter9-41.zip	• XSLT-based adapter • Generic adapter

  For UCMDB 10.11 or 10.21: Apply UCMDB CP 17 on top of the UCMDB server. Note that although the adapters for UCMDB 10.11 and 10.21 are also available from the HP Live Network website, CP 17 is recommended.

Integration Setup Overview

The integration requires setup on both the UCMDB and Service Manager systems.

This task includes the following steps:

1. Set up the Service Manager system.
   See .

2. Set up the UCMDB system.
   See "HP Universal CMDB Setup" on page 34.

3. Run the UCMDB population jobs to synchronize CIs to UCMDB.
   See "Populating UCMDB with Service Manager CI Data" on page 39.

4. Run the UCMDB data push jobs to transfer CIs to Service Manager.
   See "Populating UCMDB with Service Manager CI Data" on page 39.

HP Service Manager Setup

You must complete the following tasks from your Service Manager system to support the integration.

1. Create a dedicated integration user account in Service Manager.
   See "How to Create an Integration User Account" below.

2. Add the UCMDB connection information to the system information record.
   See "How to Add the UCMDB Connection Information" on the next page.

How to Create an Integration User Account

This integration requires an administrator user account for UCMDB to connect to Service Manager. This user account must already exist in both UCMDB and Service Manager.

To create a dedicated integration user account in Service Manager:

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

2. Type `contacts` in the Service Manager command line, and press ENTER.

3. Create a new contact record for the integration user account.
   a. In the Full Name field, type a full name. For example, `UCMDBIntUser`.

   b. In the Contact Name field, type a name. For example, `UCMDBIntUser`.

   c. Click **Add**, and then **OK**.

4. Type `operator` in the Service Manager command line, and press ENTER.

5. In the Login Name field, type the username of an existing system administrator account, and click **Search**.

The system administrator account is displayed.

6. Create a new user account based on the existing one.
   a. Change the Login Name to the integration account name you want (for example, **ucmdb**).

   b. Type a Full Name. For example, `UCMDB`.

   c. In the Contact ID field, click the **Fill** button and select the contact record you have just created.

   d. Click **Add**.

   e. Select the **Security** tab, and change the password.

   f. Click **OK**.

The integration user account is created. Later you will need to add this user account (username/password) in UCMDB, and then specify this user account in the Credentials ID field when creating an integration point in UCMDB. See "How to Create an Integration Point in UCMDB" on page 35.

How to Add the UCMDB Connection Information

The integration requires the UCMDB connection information to obtain CI attribute information from the UCMDB system, and display it in the Actual State section in the Service Manager configuration item form.

> **Caution:** If you do not specify the correct connection information, an error, instead of UCMDB CI information, is displayed in the Actual State section.

This task includes the following steps:

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

2. Click **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 webservice 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 your UCMDB server uses.

6. In UserId and Password, type the user credentials required to manage CIs on the UCMDB system. For example, the out-of-the-box administrator credentials are **admin/admin**.

7. Optionally, if you want to enable an integration to the UCMDB Browser, in the UCMDB Browser URL field, type your UCMDB Browser URL in the following format:
   http://*<UCMDB browser server name>*:*<port>*/ucmdb-browser

   For example: http://myucmdbbrowserserver:8081/ucmdb-browser

   > **Note:** If you specify the UCMDB Browser URL here, the **View in UCMDB Browser** button will replace the **View in UCMDB** button in CI records synchronized from UCMDB; only when you leave this field empty, the **View in UCMDB** button will appear.

8. Click **Save**. Service Manager displays the message: Information record updated.

9. Log out of the Service Manager system.

10. Log back into the Service Manager system with an administrator account.

The Actual State section and the **View in UCMDB Browser** or **View in UCMDB** button will be available in CI records pushed from UCMDB**.**

HP Universal CMDB Setup

You must complete the following tasks from your UCMDB system to support the integration.

1. Create an integration point between UCMDB and Service Manager.
   See "How to Create an Integration Point in UCMDB" on the next page.

2. Update the configuration files of the adapter.
   See "How to Update the Time Zone and Date Format for the Integration Adapter" on page 38.

How to Create an Integration Point in UCMDB

A default UCMDB installation already includes the ServiceManagerAdapter9-41 package. To use the integration package, you must create an integration point listing the connection properties for the integration.

> **Caution:** For data population, this integration supports the use of only one probe for your Service Manager system. Do not run population jobs on different probes by setting up multiple integration points with different probes for your Service Manager system. Only one probe is allowed for one Service Manager system.

To create an integration point:

1. Log in to UCMDB as an administrator.

2. Add the integration user account that you created in Service Manager.
   a. Click **Administration** > **Users and Roles**.

   b. Click the **Add New User** button ![*].

   c. For User Name and Password, type the user name and password you created in Service Manager. See "How to Create an Integration User Account" on page 32.

   d. Click **Next**, and then in the Role List select **Admin**.

   e. Click **Finish**. The integration user account is added.

3. Navigate to **Data Flow Management > Integration Studio**. UCMDB displays a list of existing integration points.

4. Click the **New Integration Point** button ![*].
   UCMDB displays a New Integration Point properties window.

5. Complete the integration and adapter property fields as described in the following table.
   Integration and adapter properties

Field name	Is required?	Description
Integration Name	Yes	Type the name (unique key) of the integration point. For example, **sm_integration**.

Integration and adapter properties, continued

Field name	Is required?	Description
Integration Description	No	Type a description of current integration point.
Adapter	Yes	Select **HP Software Products** > **Service Manager** > **ServiceManagerAdapter9-41**.
Is Integration Activated	Yes	Enable this option to indicate the integration point is active.
Hostname/IP	Yes	Type the hostname or IP address of the Service Manager server. For example, `localhost`.
Port	Yes	Type the communications port of the Service Manager server. For example, `13080`.
URL Override	No	This field value (if any) supersedes the Hostname/IP and Port settings described above. Use this field If you want UCMDB to connect to Service Manager in any combinations of the following ways: ○ Connect to Service Manager over HTTPS or over both HTTP and HTTPS ○ Connect to multiple Service Manager server nodes (vertically scaled environment) ○ Connect to one single Service Manager server node through multiple ports (horizontally scaled environment) For more information, see "Push in Clustered Environments" on page 90. Type one or more Service Manager web services URLs (separated by a semicolon) in this field. Each URL must use this format: `http(s)://<hostname>:<port>/sc62server/ws`

Integration and adapter properties, continued

Field name	Is required?	Description
		The following are two example values of this field:
		◦ `https://localhost:13443/sc62server/ws`

		◦ `http://localhost:13080/sc62server/ws;`
		`https://localhost:13443/sc62server/ws;`
		`http://smfpe04:13080/sc62server/ws`

Credentials ID	Yes	Click **Generic Protocol**, click the **Add** button to add the integration user account you created, and then select it. This account must exist in both Service Manager and UCMDB. See "How to Create an Integration User Account" on page 32.
Data Flow Probe	Yes	Select the name of the Data Flow Probe used to run population jobs. You should have already added the data flow probe for the integration after installing UCMDB. See "Integration Requirements" on page 29.

6. Click **Test Connection** to make sure that a successful connection is created.

7. Click **OK**.
   The integration point is created and its details are displayed.

8. Click the **Federation** tab, and complete the following configuration.
   a. In Supported and Selected CI Types, select the following CI types as needed from **Managed Object > ItProcessRecord**:
      i. Incident

      ii. Problem

      iii. Request for Change
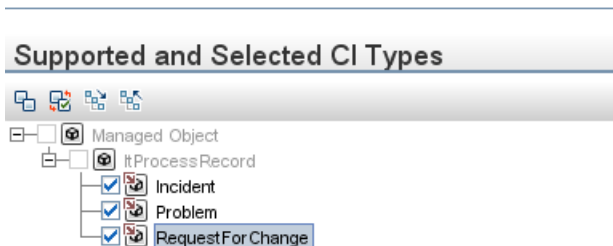
b. For each CI type you selected (Incident, Problem, or Request for Change), in CI Type Retrieval Mode select **Retrieve CIs of selected CI Type**.

9. Click the **Population** and **Data Push** tabs, to view the default integration job details.

> **Note:** UCMDB creates several default population and data push jobs when creating an integration point. If needed, you can create a new job for the integration point. For information about creating integration jobs, see "How to Define Data Push Jobs in UCMDB" on page 44 and "How to Define Population Jobs in UCMDB" on page 40.

10. Click the **Save Integration Point** icon .

How to Update the Time Zone and Date Format for the Integration Adapter

The integration uses an integration user account to connect UCMDB to Service Manager. You specified this user account in the Credentials ID setting when creating an integration point. See "How to Create an Integration Point in UCMDB" on page 35. You must make sure that this integration user account uses the same time zone and date format in both Service Manager and UCMDB. To do so, you define the same time zone and date format in the integration adapter configuration file and in the integration user's operator record in Service Manager.

To update the time zone and date format for the integration adapter:

1. Check or change the time zone and date format of the integration user in Service Manager.
   a. Log in to Service Manager as a system administrator.

   b. Navigate to **System Administration** > **Ongoing Maintenance** > **Operators**. The Operators form opens.

   c. For Login Name, type the integration user name (for example, **ucmdb**) you set in the integration point (the Credentials ID field).

   d. Click **Search**. Service Manager displays the record of the operator.

   e. Click the **Login Profiles** tab.

f. View or change the operator's Time Zone and Data Format field values.

2. Set the time zone and date format for the adapter in UCMDB.
    a. Log in to UCMDB as an administrator.

    b. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files** > **serviceDeskConfiguration.xml**.

    c. At the bottom of the file, locate the elements "<date_pattern>" and "<time_zone>", and update the values according to the integration user's time zone/date format setting in Service Manager.

> The date pattern and time zone are in java format pattern used by java.text.SimpleDateFormat. Out-of-the-box, the date format and time zone values in `serviceDeskConfiguration.xml` are: MM/dd/yy HH:mm:ss, and US/Mountain.

Populating UCMDB with Service Manager CI Data

In addition to pushing CI data from UCMDB to Service Manager, this integration also supports the population of CI data (including CIs and CI relationships) from Service Manager to UCMDB. The integration can then update the list of CIs in UCMDB if new CIs or new attribute values are found in Service Manager. The population of data from Service Manager to UCMDB is defined in the Integration Studio in UCMDB. You can manually run the population jobs, however 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 CI/CI Relationship population jobs in UCMDB.
   See "How to Define Population Jobs in UCMDB" below.

2. View the transferred CI/CI Relationship data in UCMDB.
   See "View Service Manager CI Data in UCMDB" on page 42.

3. Schedule CI population jobs to keep CIs and CI attributes up to date.
   See "How to Schedule CI Population Jobs" on page 42.

How to Define Population Jobs in UCMDB

A CI/CI relationship population job copies certain types of CIs/CI relationships from Service Manager to UCMDB.

To define a CI or CI relationship population job:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**. UCMDB displays a list of existing integration points.

3. Open an integration point.

4. Click the **Population** tab, and add a new job as follows.

   > **Note:** UCMDB creates several default population and data push jobs when creating an integration point. The following table lists the default population jobs and their queries. If needed, you can create, update or remove queries for each job. For information about tailoring population queries, see "Create a Query to Populate the CI Type" on page 192.

   Queries for CI / CI relationship population

Integration Job	Queries for CI / CI relationship population
SM Configuration Item Population job	Out-of-the-box, the following queries are available for this job, which populates CI records from Service Manager to UCMDB: ○ **SM Business Service Population**: Populates CIs of the bizservice type. ○ **SM RunningSoftware Population**: Populates CIs of the

Queries for CI / CI relationship population, continued

Integration Job	Queries for CI / CI relationship population
	RunningSoftware type. ○ **SM Computer Population**: Populates CIs of the computer type.
SM Relations Population job	Out-of-the-box, the following queries are defined for this job, which populates CI Relationship records from Service Manager to UCMDB: ○ **SM Biz To Biz With Containment**: Populates CI relationships in which a bizservice CI contains another. ○ **SM Biz To Biz With Usage**: Populates CI relationships in which a bizservice CI uses another. ○ **SM Biz To Computer With Containment**: Populates CI relationships in which a bizservice CI contains a computer CI. ○ **SM Biz To Computer With Usage**: Populates CI relationships in which a bizservice CI uses a computer CI. ○ **SM Computer To Computer With Connects**: Populates CI relationships in which a computer CI connects to another.

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

b. Type a Name for the integration job. For example, **CI_Population_Job1**.

c. Click the **Add Query** button to add existing queries to the job (see the above table).

d. Select the **Allow Integration Job to delete removed data** check box for the query.

e. Click **OK** to save the job.

5. Run the job manually to see if the integration job works properly.

a. To populate all relevant data for the job, click the button.

b. To populate only CI data changes since the job last ran, click the button.

6. Wait for the job to complete, and click the **Refresh** button multiple times as needed until the job is completed.

> **Note:** When the job is completed, the job status becomes one of the following: Succeeded, Passed with failures, or Failed.

7. Click the **Statistics** tab to view the results, and if the job failed, click the **Query Status** tab and **Job Errors** tab for more information. For details, see "Troubleshooting Population Issues" on page 248.

8. Click **OK**.

If the job is completed successfully, you can view the transferred CI data in UCMDB and schedule the job so that it can run automatically.

View Service Manager CI Data in UCMDB

After a population job is successfully completed, you can search for the Service Manager CI records in UCMDB, and verify that their attributes are correctly populated.

The Service Manager **Display Name** field is populated to the **Name** field on the Configuration Item Properties pane in UCMDB.

> **Note:** To see the entire attribute mappings of a CI type, you can open the CI type's population XSLT file (for example, business_service_population.xslt) and the root population xslt file (cmdb_root_ attributes_population.xslt), where the UCMDB attribute field names and the mapped Service Manager web service field caption names are defined. For more information, see "Tailoring the Integration" on page 113
> .

How to Schedule CI Population Jobs

You can schedule CI population jobs to match the discovery/maintenance schedule of your Service Manager feeders. For example, if your Service Manager feeders send CI data updates on a daily schedule, then the population jobs should also run on a daily schedule. By using a matching schedule you can ensure that your UCMDB system always has the most current CI data.

This task includes the following steps:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**. UCMDB displays a list of integration points.

3. Open an integration point.

4. Click the **Population** tab, and select a population job from the list.

5. Click the **Edit Integration Job** button.

6. Select the **Scheduler enabled** option.

7. Select the scheduling options you want to use. For example, select Repeat every: **Day** and Ends: **Never**.

8. Select a Time Zone.

9. Click **OK**.

Pushing UCMDB CI Data 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 will then update the list of CIs in Service Manager when UCMDB discovers new CIs or new attribute values. The integration accomplishes the push of CI data using data push 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 CI/CI Relationship data push jobs.
   See "How to Define Data Push Jobs in UCMDB" on the next page.

2. View the CI/CI Relationship data pushed from UCMDB.
   See "How to View UCMDB CI Data in Service Manager" on page 46.

3. Schedule data push jobs to keep CI/CI Relationship data up to date.
   See "How to Schedule Data Push Jobs" on page 48.

How to Define Data Push Jobs in UCMDB

Data push jobs copy CI or CI Relationship records from your UCMDB system to your Service Manager system.

To define a CI or CI relationship push job:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management > Integration Studio**. UCMDB displays a list of existing integration points.

3. Select the Integration Point you created for Service Manager. For example, **sm_integration**.

4. Click the **Data Push** tab.

5. Follow these steps to add a new data push job:

   a. Click the **New Integration Job** button ✳.

   > **Note:** UCMDB creates a default data push job when creating an integration point. The following table lists the default data push job and its queries. If needed, you can create, update or remove queries for the push job. To access these out-of-the-box queries for push, go to **Modeling** > **Modeling Studio** > **Resources**, select **Queries** for Resource Type, and then navigate to **Root** > **Integration** > **SM Sync** > **9.xx**. For information about tailoring data push queries, see "How to Create a Query to Synchronize the CI Type" on page 158.

   Queries for CI / CI relationship push

Integration job	Queries
SM Push job	Out-of-the-box, the following queries are available for this job, which pushes CI/CI Relationship records from UCMDB to Service Manager: ○ **SM Mainframe Push**: pushes CIs of the mainframe type. ○ **SM Network Component Push**: pushes CIs of the network component type. ○ **SM Running Software Push**: pushes CIs of the running software type. ○ **SM Business Service Push**: pushes CIs of the business service type.

Queries for CI / CI relationship push , continued

Integration job	Queries
	○ **SM Computer Push**: pushes CIs of the computer type.
	○ **SM Storage Push**: pushes CIs of the storage type.
	○ **SM Switch Push**: pushes CIs of the switch type.
	○ **SM Net Printer Push**: pushes CIs of the net printer type.
	○ **SM Cluster Push**: pushes CIs of the cluster type.
	○ **SM Mobile Device Push**: pushes CIs of the mobile device type.
	○ **SM Local Printer Push**: pushes CIs of the local printer type.
	Out-of-the-box, the following queries are available for this job, which pushes CI Relationship records from UCMDB to Service Manager:
	○ **SM Layer2 Topology Relations Push**: pushes compound CI relationships between nodes.
	○ **SM Business Service Relations Push**: pushes CI relationships whose upstream CI type is business service.
	○ **SM CRG Relations Push**: pushes CI relationships whose upstream CI type is cluster.
	○ **SM Node Relations Push**: pushes direct CI relationships whose upstream CI type is node.

b. In the **Name** field, type a unique name for the job. For example, **CI_Push_Job1**.

c. Click the **Add Query** button ✚ to add existing queries to the job.

d. Select the **Allow Integration Job to delete removed data** option for each query.

e. Click **OK** to save the job.

6. Run the job manually to verify that the integration job works properly.

> **Caution:** If you have a huge amount of CI data in your UCMDB system, and this is your first

> time to push CI /CI Relationship data to Service Manager, it is recommended to select the "Add the record" option instead of "Open a change" or "Open an incident" for "Action if matching record does not exist" in each Discovery Event Manager Rules definition. Otherwise unnecessary performance problems might occur. For details, see "Add Discovery Event Manager Rules" on page 136.

   a. To push all relevant data for the job, click the [icon] button.

   b. To push only data that was changed since the job last ran, click the [icon] button.

   > **Tip:** You can stop a running push job by pressing the **Stops the selected job** button [icon].

7. Wait for the job to complete, and click the **Refresh** button multiple times as needed until the job is completed.

   > **Note:** When the job is completed, the job status becomes one of the following depending on the results: `Succeeded`, `Passed with failures`, or `Failed`.

8. Click the **Statistics** tab to view the results; if any errors occur click the **Query Status** tab and **Job Errors** tab for more information. For details, see "Troubleshooting Data Push Issues" on page 222.

9. Click **OK**.

If the job is completed successfully, you can view the UCMDB CI data in Service Manager, and schedule the job so that it can run automatically.

How to View UCMDB CI Data in Service Manager

After a push job is successfully completed, you can search for and verify the pushed CI/CI relationship data in Service Manager.

CI records pushed from UCMDB contains a **View in UCMDB** or **View in UCMDB Browser** button, which enables you to access UCMDB or UCMDB Browser to view the CI information.

> **Note:**
> - If you specified the UCMDB Browser URL in the System Information Record in SM, the **View in UCMDB Browser** button is displayed; otherwise the **View in UCMDB** button is displayed.

- The UCMDB Browser is a lightweight UI designed for simple access to UCMDB configuration information. This is a tool for searching, locating and consuming configuration related data. It is an optional add-on to UCMDB. For more information, refer to the UCMDB Browser documentation.

To view UCMDB CI data in Service Manager:

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

2. Navigate to **Configuration Management** > **Search CIs**.

3. Open a CI record pushed from UCMDB.

4. If the **View in UCMDB** button is available, view the CI record in UCMDB.
   a. Click the **View in UCMDB** button. The UCMDB login screen opens.

   b. Type a UCMDB username and password to log in.

   The CI record opens in UCMDB. You can view its properties.

   Note: You can enable Lightweight Single Sign-On (LW-SSO) for the integration so that Service Manager web client users can bypass the UCMDB login screen. For details, see "How to Enable Lightweight Single Sign-On (LW-SSO) Configuration" on page 98.

5. If the **View in UCMDB Browser** button is available, view the CI record in the UCMDB Browser.
   a. Click the **View in UCMDB Browser** button. The UCMDB Browser login screen opens.

   b. Type a UCMDB Browser username and password to log in. The CI record opens in the UCMDB Browser. You can view its properties and other information.

6. Open the **Actual State** section.
   Service Manager makes a web services request to UCMDB and displays all CI attributes the request returns.

   Note: The web services request uses the UCMDB webservice URL and account (for example, admin/admin) defined in the System Information Record in Service Manager. See "How to Add the UCMDB Connection Information" on page 33.

How to Schedule Data Push Jobs

It is a best practice to schedule the data push jobs to match the discovery schedule of your Service Manager feeders. For example, if your Service Manager feeders send CI data updates on a daily schedule, the data push jobs should also run on a daily schedule. By using a matching schedule you can ensure that your Service Manager system always has the most current CI data.

UCMDB allows you to schedule updates directly from a data push job. This task includes the following steps:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**. UCMDB displays a list of integration points.

3. Select the integration point you created for the UCMDB-SM integration. For example, **SM Integration**.

4. Click the **Data Push** tab.

5. Select a push job. For example, **SM Configuration Item Push Job**.

6. Click the **Edit Integration Job** button .

   > **Tip:** UCMDB allows you to define two different schedules for two types of data push: Changes Sync, and All Data Sync. For recommendations on push scheduling, see "Push Scheduling Recommendations" on page 89.

7. Define a schedule for Changes Sync.
   a. Click the **Changes Sync** tab.

   b. Select the **Scheduler enabled** option.

   c. Select the scheduling options you want to use.
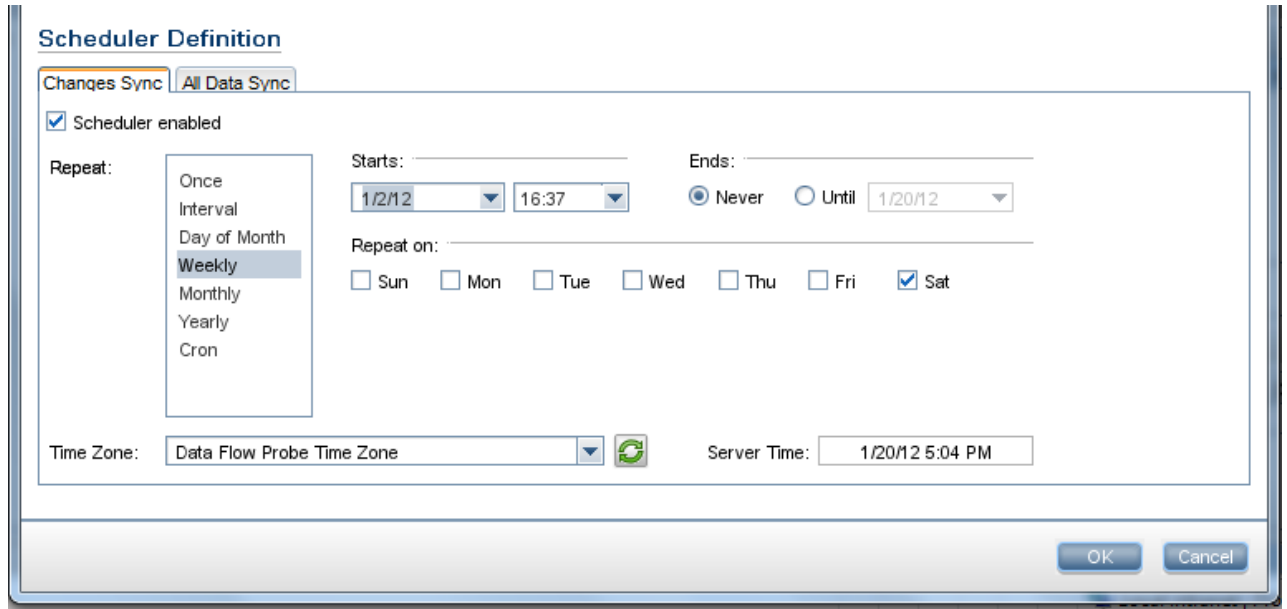
8. Click **All Data Sync** tab, and select the scheduling options you want to use.

9. Click **OK** to save the data push job.

10. Repeat step 6 to step 9 for the rest of data push jobs of the integration point.

11. Save the integration point.

Federating Service Manager Ticket Data to UCMDB

Federation does not physically copy data from Service Manager (SM) to UCMDB; it only retrieves SM data for displaying in UCMDB. Out-of-the-box, the UCMDB-SM integration supports federation for the Incident, Problem, and RequestForChange external CI types in UCMDB. If you have enabled these CI types for federation when creating your integration point, you can retrieve Incident, Problem, and Change record data from SM.

Out-of-the-box, each of the CI types (Incident, Problem, or Change) supports federation of a subset of their attributes in Service Manager; however, the integration can federate more attributes if you have tailored it as such.

This section includes:

- "Federation queries" on the next page

- "Examples of Using Federation" on the next page

- "How to Add an Attribute of a Supported CI Type for Federation" on page 214

Federation queries

Federation uses queries to determine what data to retrieve from Service Manager. To retrieve specific ticket data from Service Manager, you need to create a query first. Out-of-the-box, sample federation queries are available from UCMDB: **Modeling** > **Modeling Studio** > **Resources** > **View** > **Service Desk**.

Examples of Using Federation

You can use the federation feature in many different ways. The following are only examples of using the feature.

This section includes:

- "Example 1: Federate All SM Incident Tickets" below

- "Example 2: Federate SM Incident Tickets that Affect a UCMDB Business Service CI" on page 55

- "Example 3: Federate SM Incident, Change and Problem Ticket Data of UCMDB CIs" on page 60

- "Example 4: Get Related SM Ticket Data of a UCMDB CI" on page 63

Example 1: Federate All SM Incident Tickets

This example illustrates how you retrieve information of all Incident records that exist in Service Manager.

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **Modeling Studio** > **Resources**.

3. For Resource Type, select **Queries** from the list.

4. Click **New** > **Query.**

5. On the CI Types tab, go to **ItProcessRecord** > **Incident**, and drag it to the query pane on the right side.
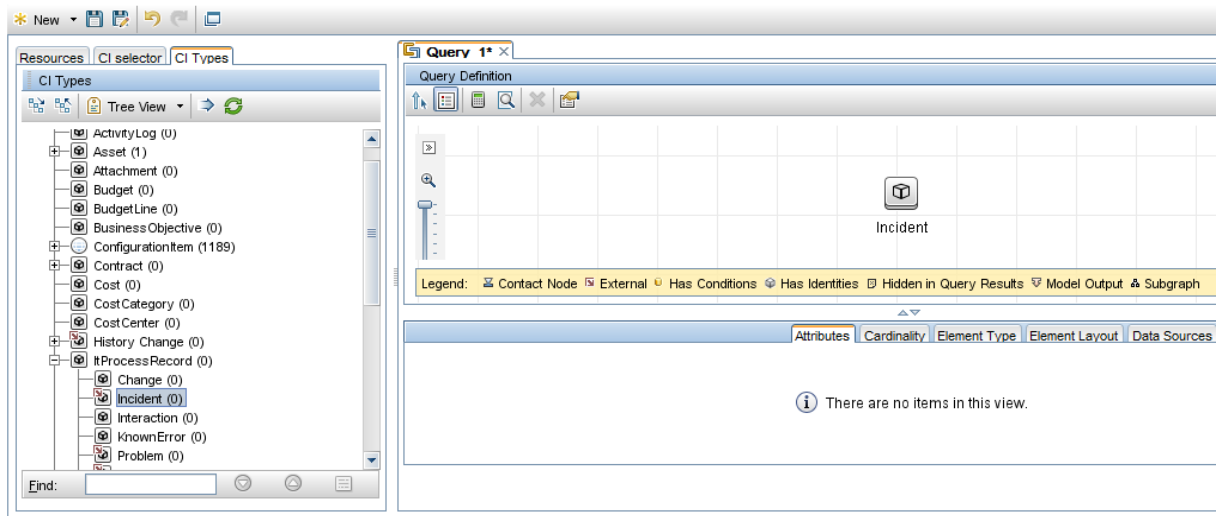
6. Specify Service Manager as the data source for the Incident query node.

   a. Select the Incident query node, click the **Data Sources** tab on the lower right pane, and then click **Edit**.

   b. Select the **Select integration points** option, and then select your integration point name (for example, **sm_integration**). Click **OK**.
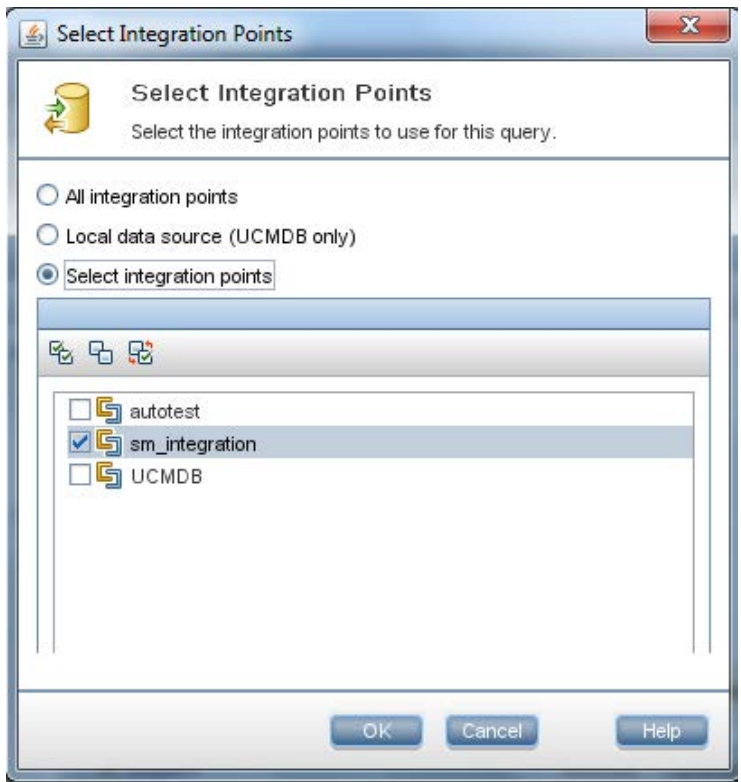
7. Click the **Save** button , and then type a query name and select a location in which to save the query (for example, select the **Root** > **Integration** > **SM Query** folder).

8. Select the Incident query node, and then click the **Calculate Query Result Count** button .
UCMDB returns the query result count. For example, the following figure shows that there are a
total of 131 Incident records in Service Manager.
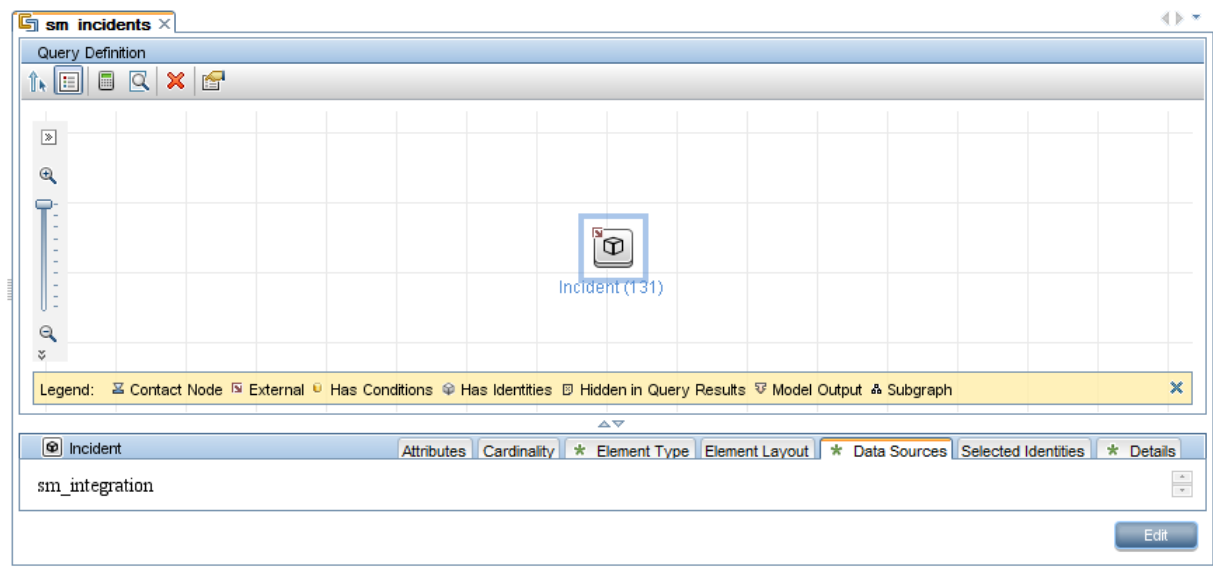
9. Right-click the Incident query node, and select **Show Element Instances**. UCMDB displays a list of all Incident records that exist in Service Manager.
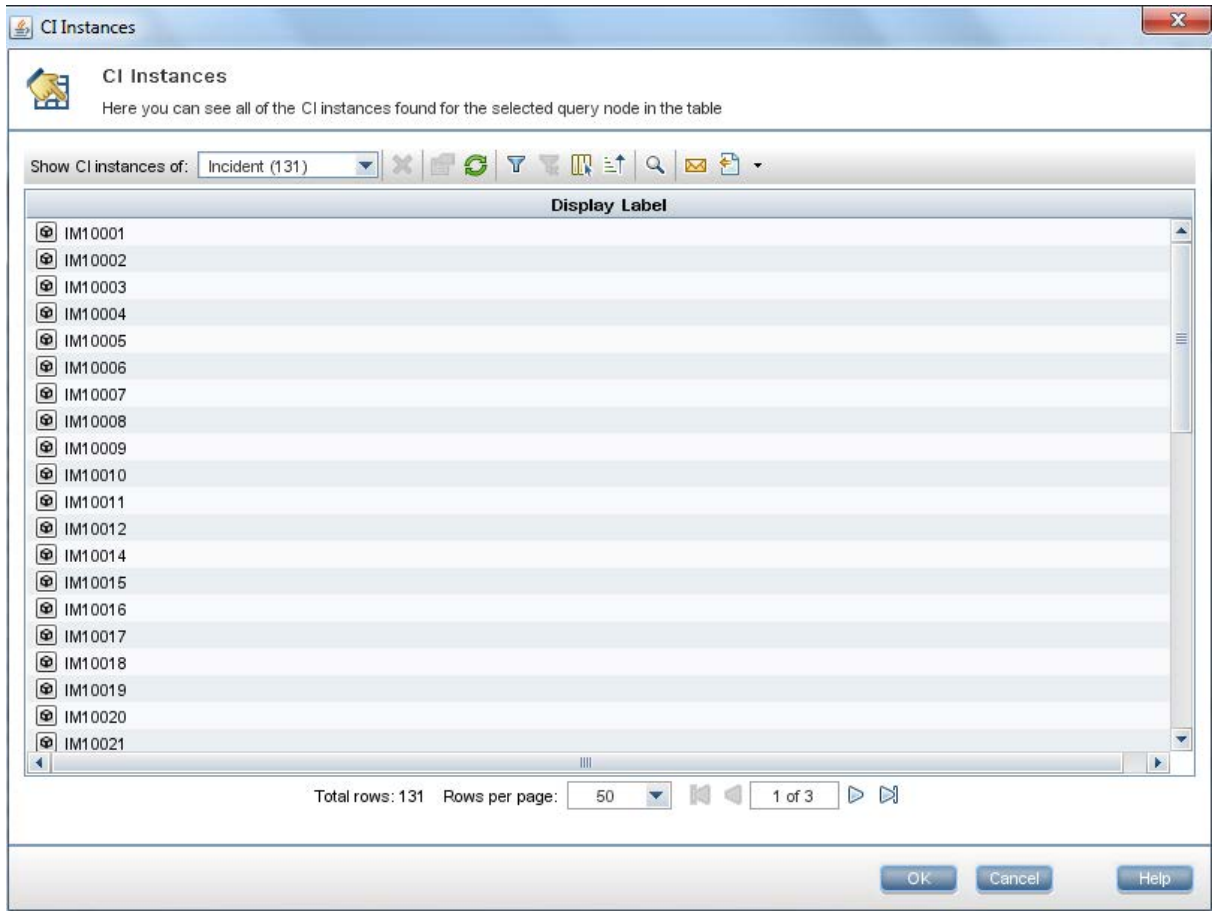
10. Select an Incident ticket from the list, and click the **Properties** button to view its details.
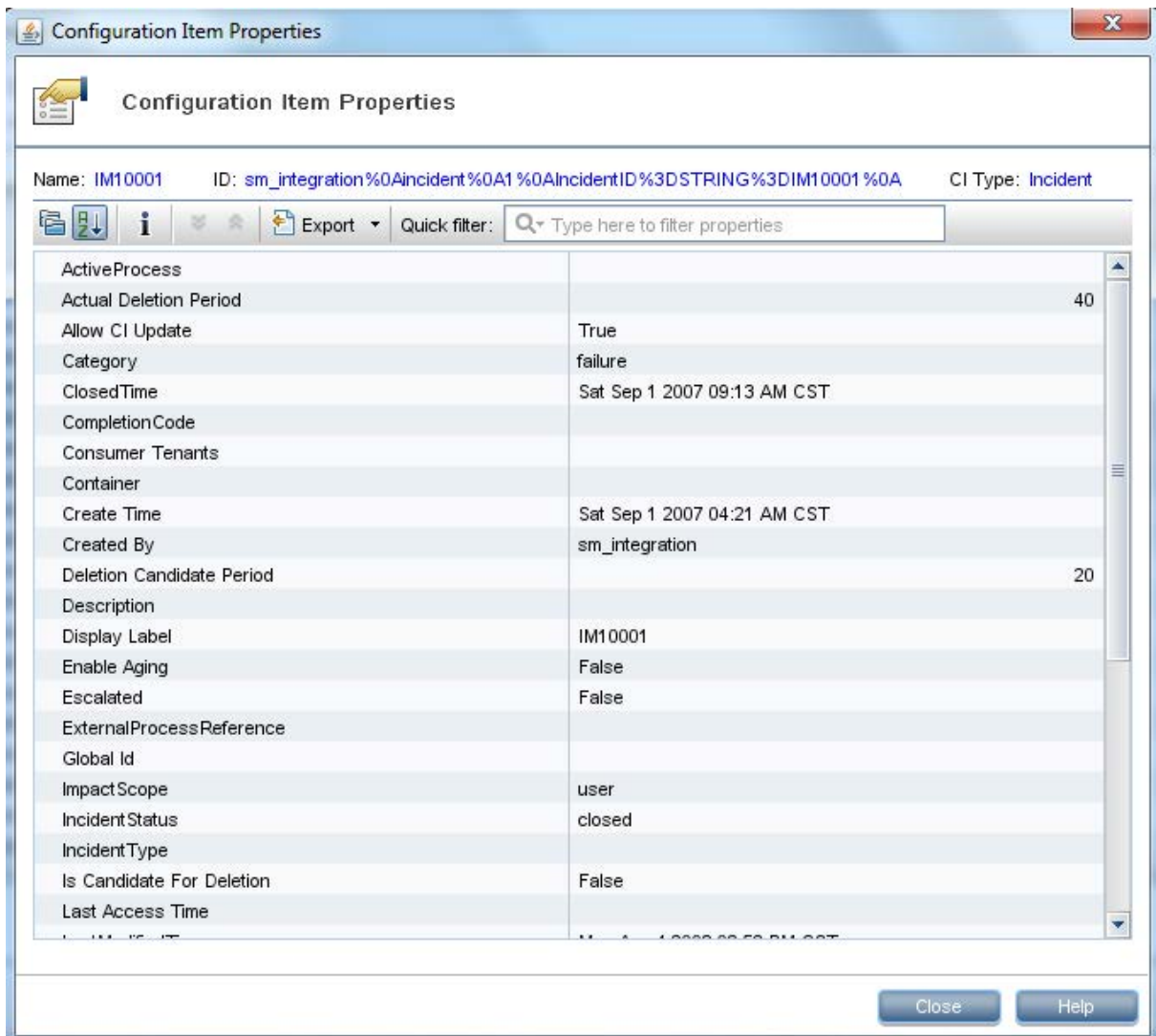
Example 2: Federate SM Incident Tickets that Affect a UCMDB Business Service CI

The following example illustrates how to federate a list of Service Manager Incident records whose Affected Service or Affected CI field contains a UCMDB Business Service CI.

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **Modeling Studio** > **Resources**.

3. For Resource Type, select **Queries** from the list.

4. Click **New** > **Query.**

5. On the CI Type tab, go to **ConfigurationItem** > **BusinessElement** > **Service** > **BusinessService**, and drag it to the query pane on the right side.
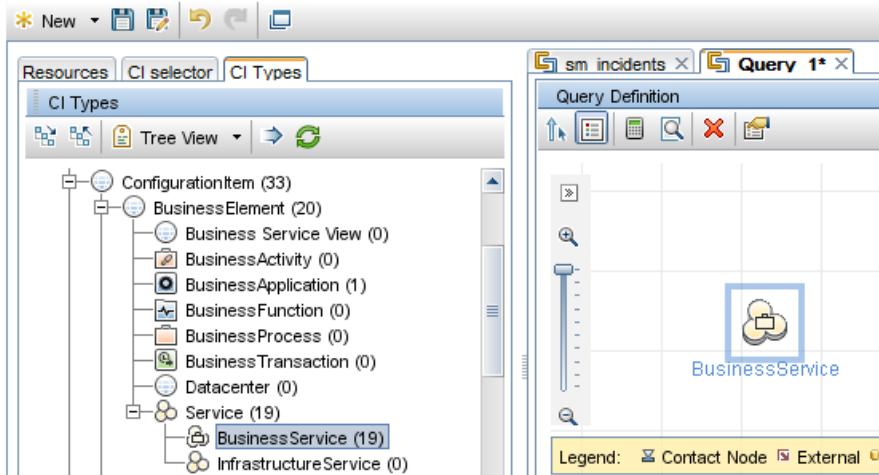
6. Go to **ItProcessRecord** > **Incident**, and drag the icon to the query pane.
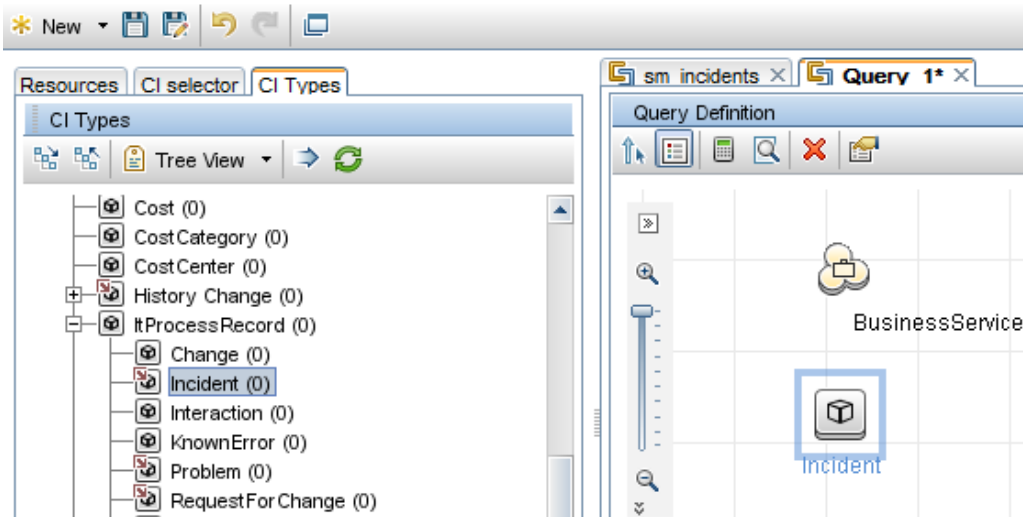
7. Click the **Create Relationship** button .

8. Select the Incident query node, and drag the arrow from this node to the BusinessService node to create a regular relationship between the nodes.

   a. Select **Regular Relationship**, and click **OK**.

   b. Select **Membership**, and optionally enter a relationship name (for example, **Membership_1**).

Click **OK**.
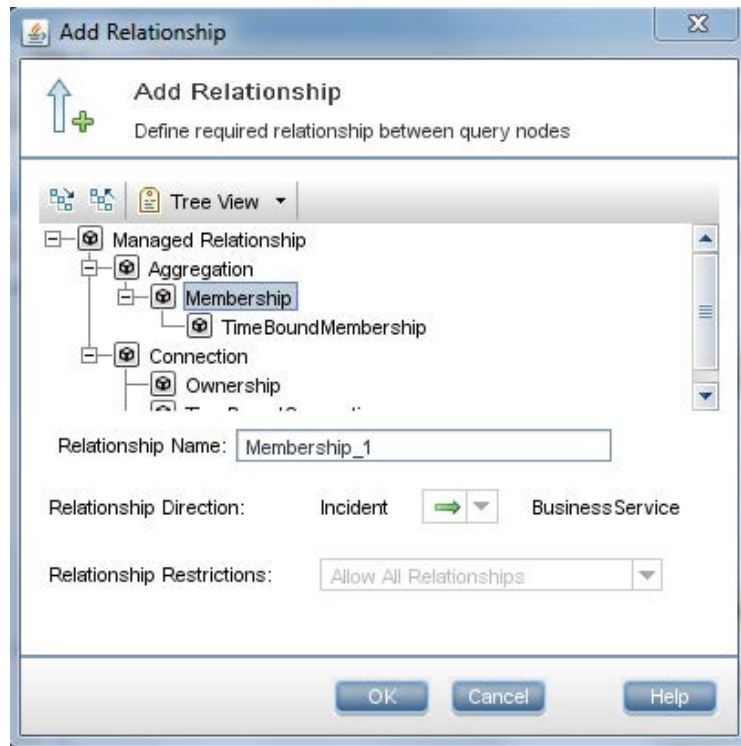
9. Specify UCMDB as the data source for the BusinessService query node.

   a. Select the BusinessService query node.

   b. On the lower right pane, click the **Data Sources** tab and then click **Edit**.

   c. Make sure that the **Local data source (UCMDB only)** option is selected.

d. Click **OK**.
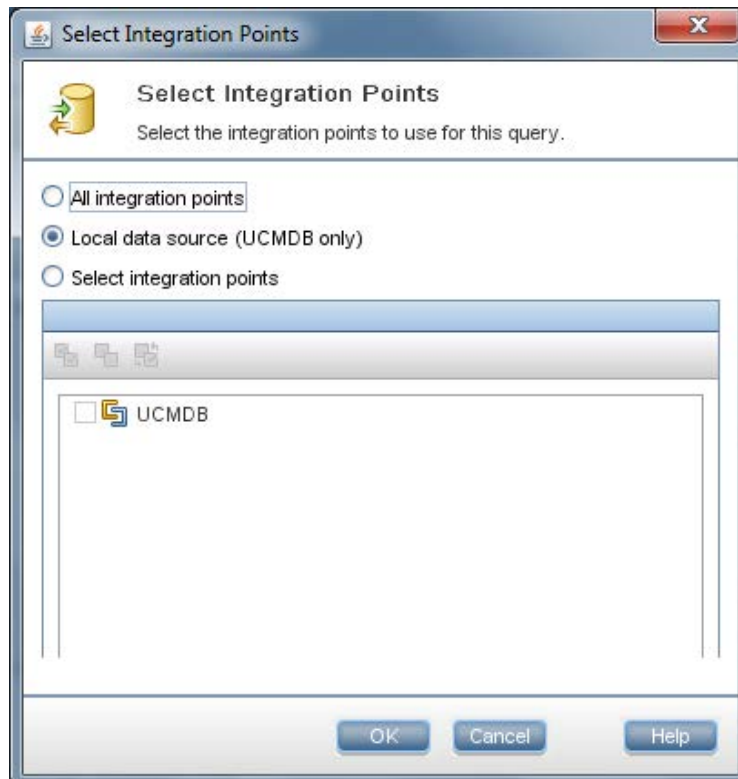
10. Similarly, specify your integration point as the data source for the Incident query node (for example, **sm_integration**).
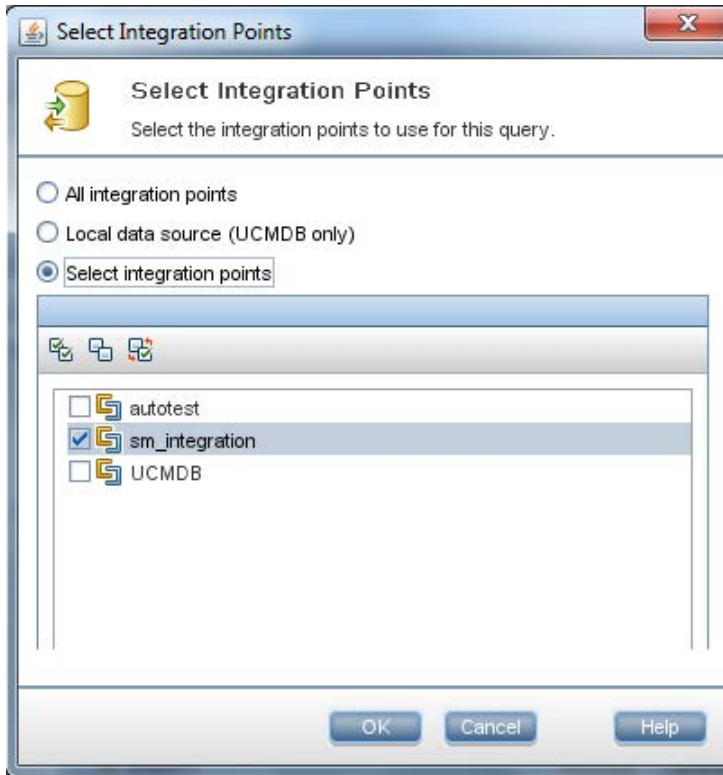
11. Click the **Calculate Query Result Count** button . The number of SM Incidents and the number of their affected UCMDB Business Service CIs are displayed.
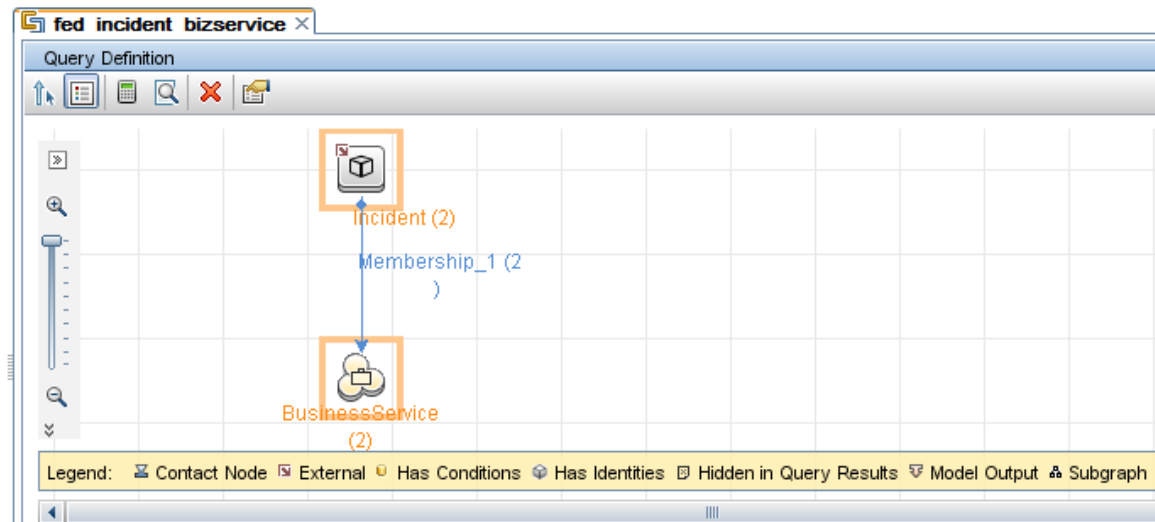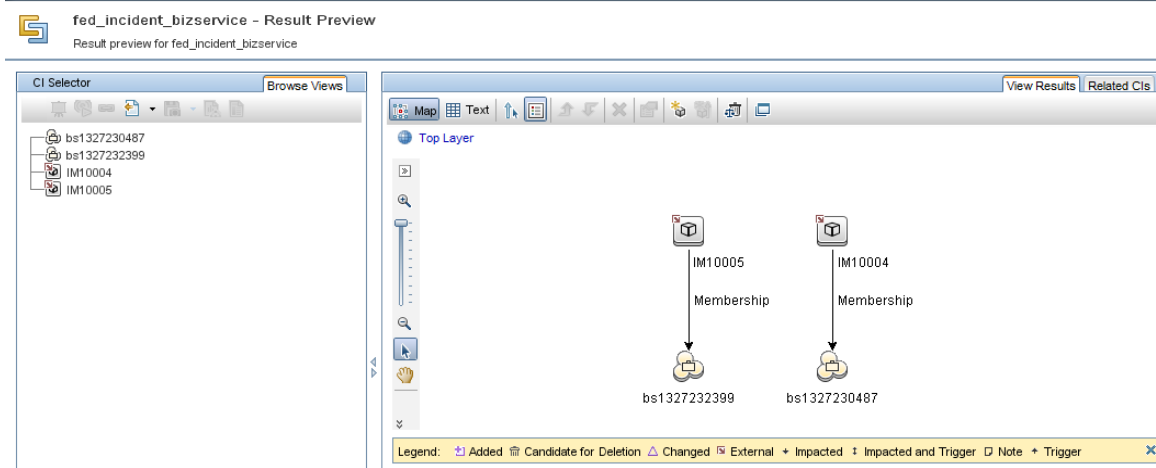
12. Click the **Preview** button to view the query result .

13. Select each SM Incident record from either the CI Selector pane or the query pane, and click the

    Properties button to view its details .

14. Select each UCMDB CI record from either the CI Selector pane or the query pane, and on the
    Related CIs tab click **Show Related CIs**.
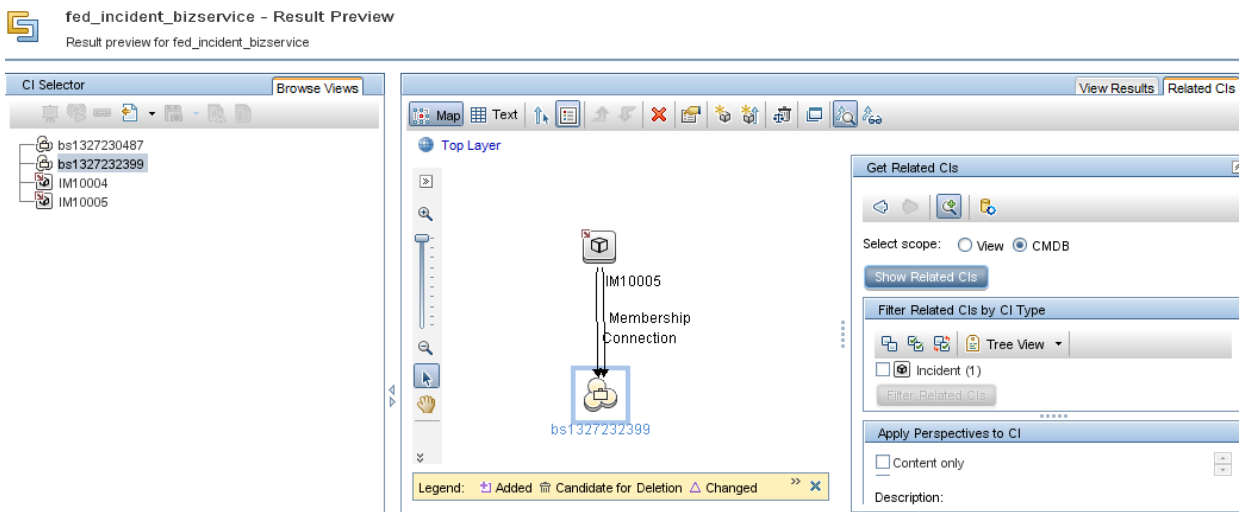
Example 3: Federate SM Incident, Change and Problem Ticket Data of UCMDB CIs

The following example illustrates how you retrieve information of SM Incident, Change and Problem tickets that affect a UCMDB Business Service CI.

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **Modeling Studio** > **Resources**.

3. For Resource Type, select **Queries** from the list.

4. Click **New** > **Query.**

5. On the CI Type tab, go to **ConfigurationItem** > **BusinessElement** > **Service** > **BusinessService**, and
   drag it to the query pane on the right side.

6. Go to **ItProcessRecord**, and drag **Incident**, **Problem**, and **RequestForChange** to the query pane.

7. Click the **Create Relationship** button ⇑ to create regular relationships between the
   BusinessService node and the other nodes as shown in the following figure.
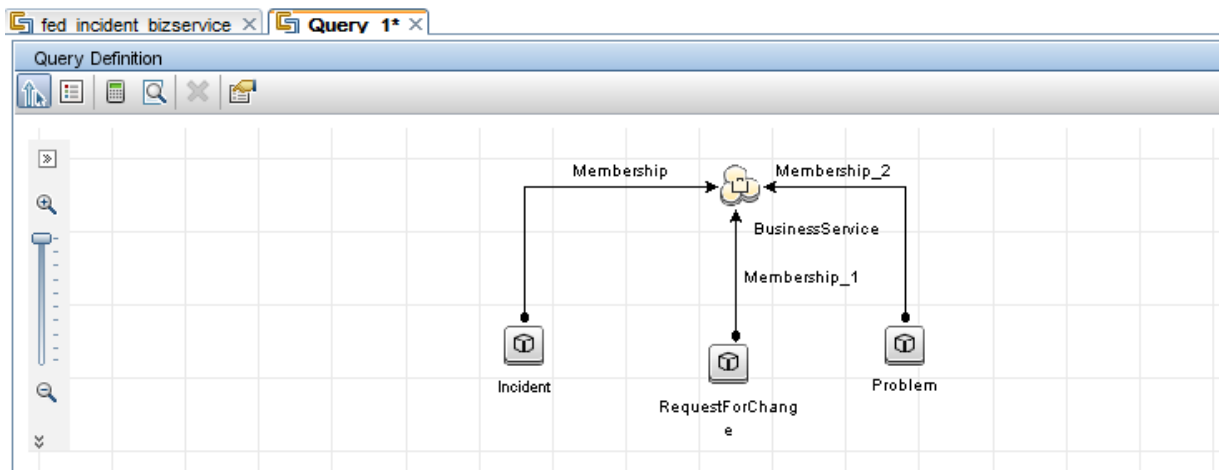
8. For the BusinessService node, specify UCMDB as the data source.

9. For the Incident, Problem, and RequestForChange nodes, specify your integration point as the data
   source.

10. Save the query.

11. Optionally, edit the BusinessService node properties as needed.

    a. Select the BusinessServic node, and click **Edit** on the lower right pane.

    b. Click the **Cardinality** tab. The default Cardinality setting is displayed.
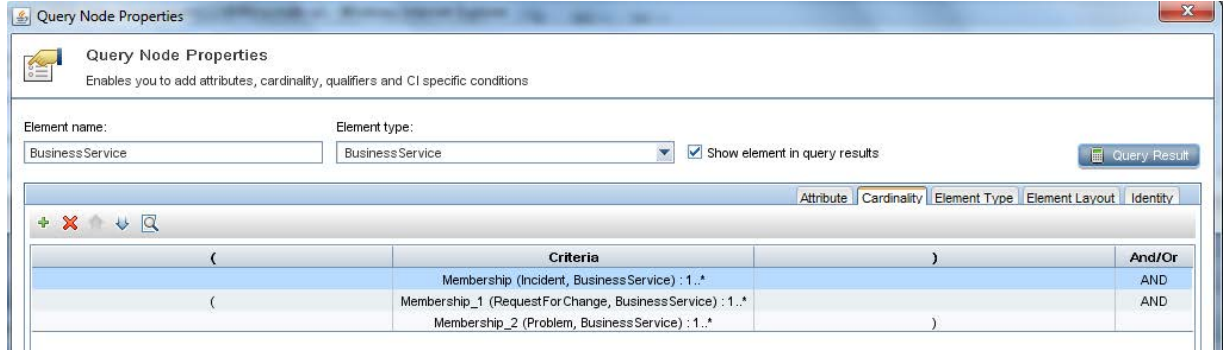
    c. If you wish, change either or both of the **AND** operators to **OR**.

    d. This will change the filter criteria and therefore the query result.
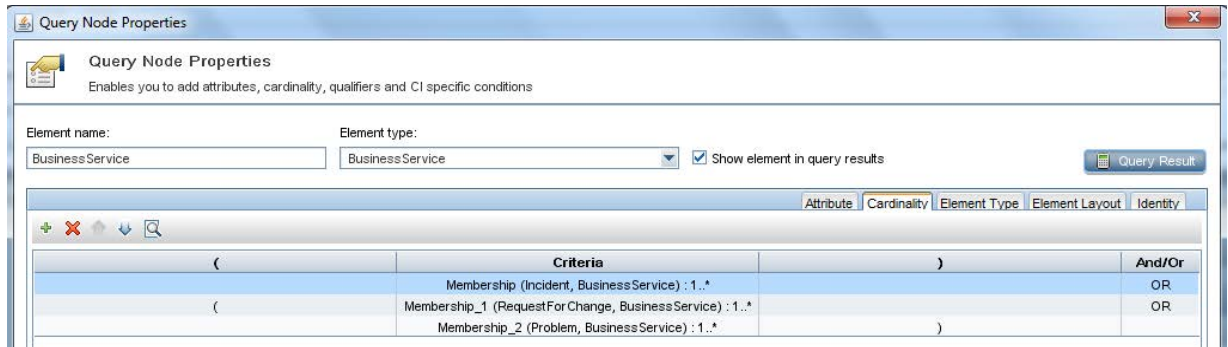
12. Click the **Preview** button to view the query result.
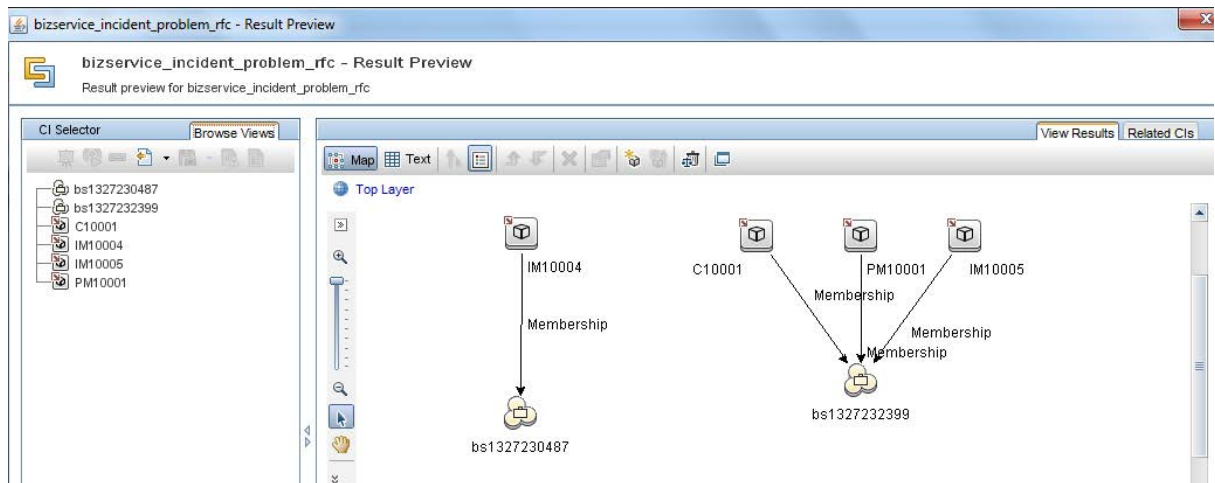
13. Select each SM Incident record from either the CI Selector pane or the query pane, and click the
    Properties button to view its details.

14. Select each UCMDB CI record from either the CI Selector pane or the query pane, and on the
    Related CIs tab click **Show Related CIs** to view its related CIs in both SM and UCMDB.

Example 4: Get Related SM Ticket Data of a UCMDB CI

The following example illustrates how you retrieve SM ticket data related to a UCMDB CI by using the
Get Related CIs functionality.

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **IT Universe Manager**.

3. On the **Search CIs** tab, search for a UCMDB CI that has associated ticket(s) in Service Manager. For
   example, enter `bs1327232399` in the CI Name field, click **Search**, and double-click the CI to open
   it.
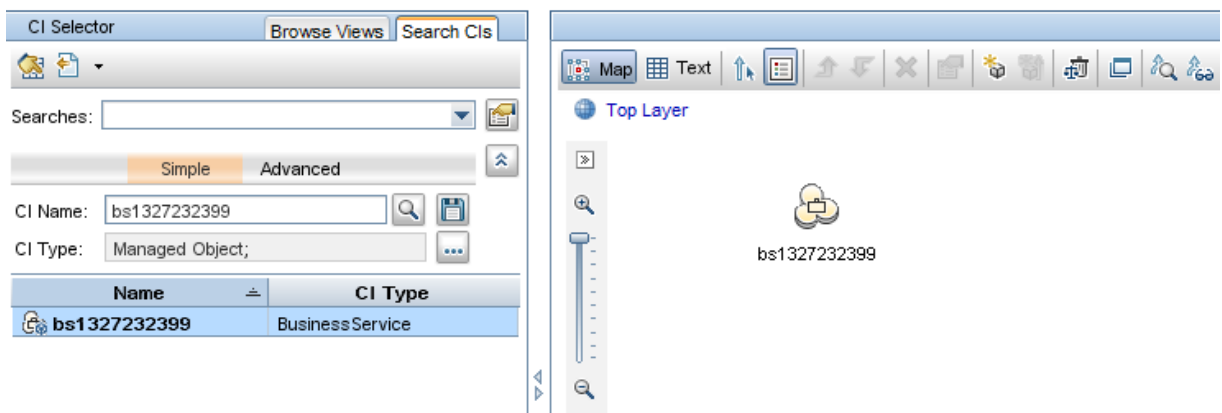
4. Click the **Show Get Related CIs** pane button .
   The Get Related CIs pane is displayed.
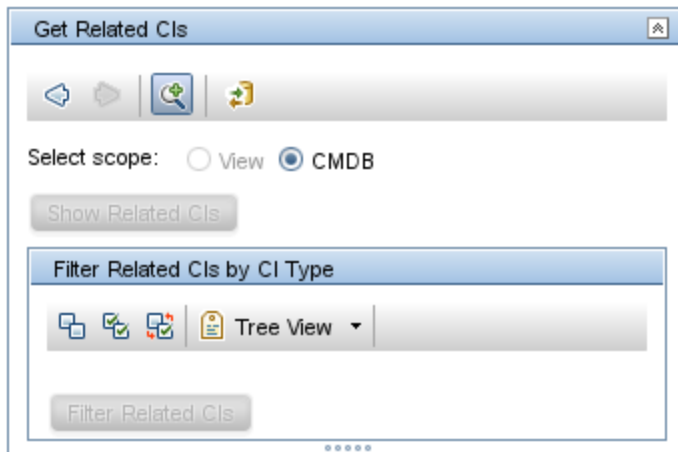
5. Click the **Select target Integration Points for related CIs** button .

6. Select the **Select integration points** option, and then select both **UCMDB** and your integration
    point. Click **OK**.
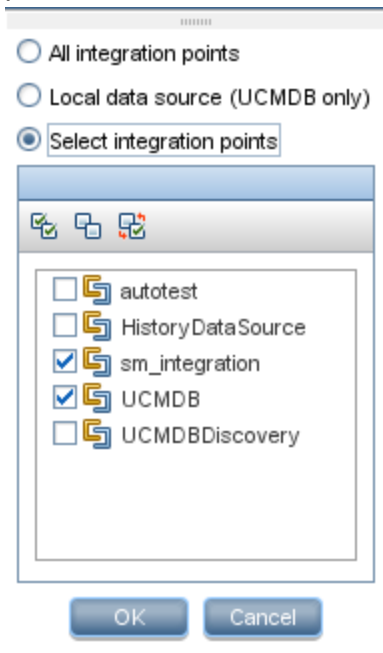
7. Click **Show Related CIs**. The CI's related SM tickets and UCMDB CIs are displayed.
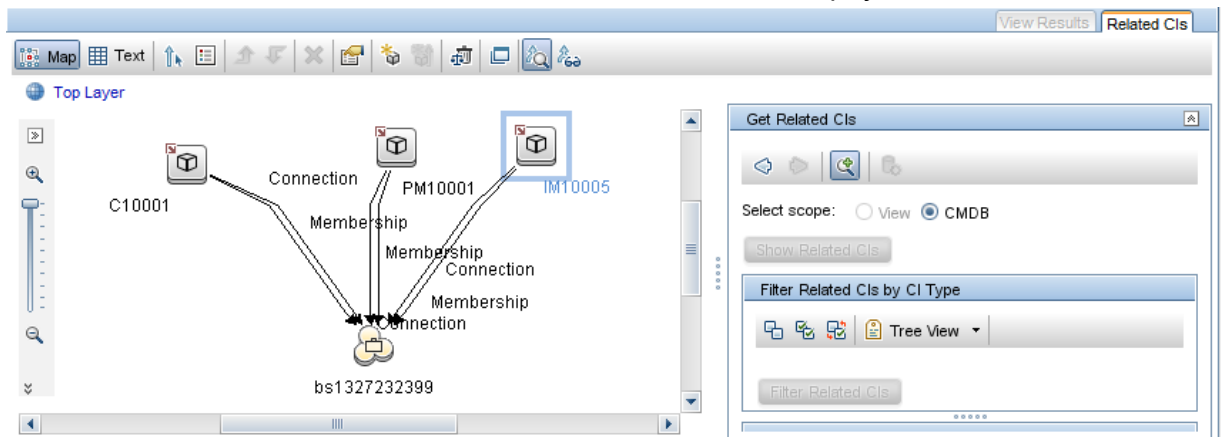
8. Select each SM ticket record from the query pane, and click the **Properties** button to view its details.

Chapter 4: Multi-Tenancy (Multi-Company) Setup

The UCMDB-SM Integration supports a multi-tenancy configuration in which both the Service Manager and UCMDB systems track Configuration Items (CIs) and Configuration Item Relationships (CIRs) by company ID. In a multi-tenancy configuration, you can tailor the integration so that each tenant only sees and works with the CIs and CIRs that match their company ID. Multi-tenancy is intended for managed service providers (MSPs) who wish to offer Configuration Management as a service to multiple tenants.

Multi-Tenancy (Multi-Company) Support

Multi-tenancy is when a single instance of software runs on a server, serving multiple client organizations (also referred to as tenants).

Multi-tenancy contrasted with a multi-instance architecture where separate software instances or hardware systems are set up for different client organizations.

When implementing a multi-tenant architecture, a software application is designed to virtually partition its data and configuration so that each client organization works with a customized virtual application instance. The following figure illustrates an example multi-tenant integration deployment.
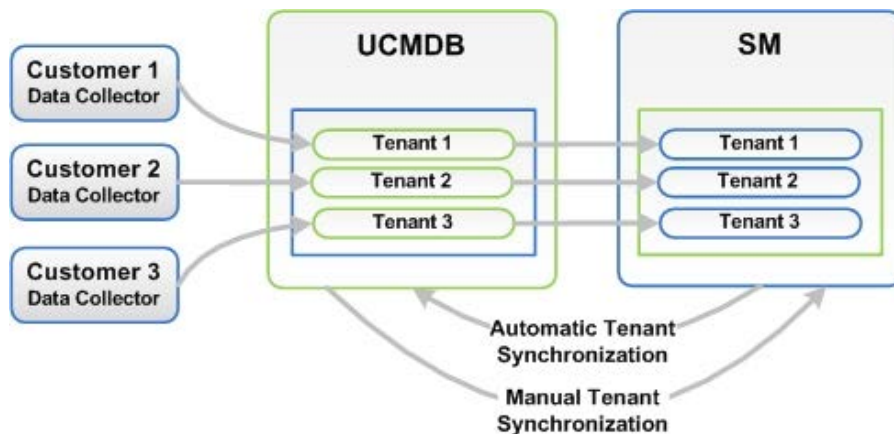
Explanation

Every tenant configured in UCMDB works with the relevant tenant in SM. If UCMDB did not configure tenants, the tenant configuration must be activated in order to transfer the configuration from SM to UCMDB automatically. This function is performed once only by the system administrator.

In the event that UCMDB tenant configuration already exists and the SM configuration does not exist, SM tenant must be manually configured according to the UCMDB configuration.

Implementing Multi-Tenancy in the UCMDB-SM Integration

SM stores the company records that describe each tenant in the multi-tenant configuration. The Service Manager system is the definitive source for company records and pushes all new company IDs to the UCMDB system creating the equivalent entity in UCMDB.

SM tracks the company ID of each CI and relationship in a multi-tenant configuration. CI records inherit the company ID of the UCMDB feeder that discovered them. Relationship records inherit the company ID of the parent CI in the relationship.

Mandanten SM Security Layer

Mandanten is an SM software layer that is used to filter the customer ID from the CI information. SM uses the Mandanten to ensure that operators only see CI and relationship records where the CI's company ID matches the operator's company ID. If the view is restricted with Mandanten, then Service Manager also restricts the view to all other related records such as change requests and incidents.

What Multi-Tenant Information is Stored in UCMDB

Your UCMDB system stores a company ID attribute for each CI and CIR. The company ID determines what adapter and synchronization schedule your UCMDB system uses to update CI data. Each CI and relationship record can only have one company ID. The UCMDB system obtains a company ID from the Service Manager system.

If more than one tenant (company) shares the same CI, each tenant has their own unique CI record describing the CI. In effect, the UCMDB system creates multiple CI records to track one managed asset. Each tenant's CI record is unique to that tenant and lists the company's unique company ID.

What Multi-Tenant Information is Stored in Service Manager

Your Service Manager stores the company records that describe each tenant in the multi-tenant configuration. The Service Manager system is the definitive source of company IDs and pushes new and updated information to your UCMDB system.

Service Manager tracks the company ID of each CI and relationship in a multi-tenant configuration. CI records inherit the company ID of the UCMDB feeder that discovered them. Relationship records inherit the company ID of the parent CI in the relationship.

In a best practices implementation, Service Manager uses Mandanten to ensure that operators only see CI and relationship records where the CI's company ID matches the operator's company ID. If you restrict the view with Mandanten, then Service Manager also restricts the view to all other related records such as change requests and incidents.

Synchronization of Company Records

If your system meets all the conditions for multi-tenancy support, Service Manager creates a schedule record to push the company ID of the company record to your UCMDB system. Service Manager uses the following rules to determine whether to push the company ID to your UCMDB system.

Conditions where Service Manager synchronizes company ID with UCMDB

Conditions	Tenant information synchronized?	Schedule record created and action taken in UCMDB
• UCMDB-SM integration **enabled** • Multi-company mode **enabled** in Service Manager • You create a new company record in Service Manager	Yes	Synch Company with UCMDB - *<UCMDB Company ID>* • Add new company ID
• UCMDB-SM integration **enabled** • You update an existing company record that has not been synchronized with UCMDB • Multi-company mode **enabled** in Service Manager	Yes	Synch Company with UCMDB - *<UCMDB Company ID>* • Add new company ID
• UCMDB-SM integration **enabled**	Yes	Inactivate Company with UCMDB - *<UCMDB Company*

Conditions where Service Manager synchronizes company ID with UCMDB, continued

Conditions	Tenant information synchronized?	Schedule record created and action taken in UCMDB
• Multi-company mode **enabled** in Service Manager • You disable the option to show a company in multi-company lists on a company synchronized with UCMDB		*ID>* • Inactivate existing company ID
• UCMDB-SM integration **enabled** • Multi-company mode **enabled** in Service Manager • You select the option to resynchronize with UCMDB on an existing company record	Yes	Synch Company with UCMDB - *<UCMDB Company ID>* • Add new company ID
• UCMDB-SM integration **enabled** • Multi-company mode **enabled** in Service Manager • You enable the option to show a company in multi-company lists for an inactivated company	Yes	Synch Company with UCMDB - *<UCMDB Company ID>* • Reactivate company ID
• UCMDB-SM integration **disabled** • Multi-company mode **enabled** in Service Manager • You update an existing company record that has already been synchronized with UCMDB	No	None
• UCMDB-SM integration **disabled** • Multi-company mode **enabled** in Service Manager • You create a new company record in Service Manager	No	None
• UCMDB-SM integration **enabled** • Multi-company mode **enabled** in Service Manager • You disable the option to show a company in multi-company lists on a company not synchronized with UCMDB	No	None
• UCMDB-SM integration **enabled**	No	None

Conditions where Service Manager synchronizes company ID with UCMDB, continued

Conditions	Tenant information synchronized?	Schedule record created and action taken in UCMDB
• Multi-company mode **disabled** in Service Manager • You create a new company record in Service Manager		

UCMDB Customer ID

When you enable the multi-tenancy integration, Service Manager displays a new field in each company record called UCMDB Customer ID. In order to synchronize a company record with UCMDB, you must first provide a value for this field. After you provide a UCMDB Customer ID value this field becomes read-only. You cannot change a company's UCMDB Customer ID after you set it.

This field only accepts numeric data up to ten characters long. Service Manager requires the field value to be a unique positive whole number. You cannot enter duplicate values or use decimals, negative numbers, or zero.

Your UCMDB system automatically uses the UCMDB customer ID of 1 when running in single tenant mode. You can reuse this default value in your multi-tenant implementation by assigning a Service Manager company to have this UCMDB customer ID value. Out-of-the-box, no Service Manager company has the UCMDB customer ID of 1.

UCMDB User ID and Password

When you enable the multi-tenancy integration, Service Manager displays two new fields in each company record called UCMDB UserId and UCMDB Password. These fields allow you to specify the connection information you want Service Manager to use when requesting information for the Actual State section. Any user name and password you enter in these fields must be valid for your UCMDB system.

The user name and password you provide in the Company Information record takes precedence over the user name and password you provide in the System Information record. This allows managed service providers to control access to the UCMDB system on a tenant-by-tenant basis. If you do not provide a company-specific UCMDB user name and password, Service Manager uses the credentials you provided in the System Information record.

Company Code

The multi-tenancy integration requires that each company record has a unique Company Code (company field) value. Since Company Code is a required field, your existing company records should already have Company Code values. However you should ensure that each company record has a unique Company Code value.

> **Caution:** You should not change the Company Code value after you have enabled the multi-tenancy integration because this will cause your Service Manager data to become out of synch.

CI Reconciliation Rules

CIs that are pushed from UCMDB are identified only by their global.id value in UCMDB. By default, only the ucmdb.id field in the **device** table is used in CI reconciliation (the company.id field is not used).

You can add reconciliation rules manually through **Tailoring** > **Web Services** > **DEM Reconciliation Rules**. For details, see "How to Add DEM Reconciliation Rules" on page 134.

Company Information Pushed to CI and CI Relationship Records

When you enable the multi-tenancy integration, Service Manager inserts the SM Company Code value in CI and relationship records during data push. Service Manager uses the UCMDB Customer ID to look up the matching SM Company Code value.

Company Information Replicated to Incident Records

When you enable the multi-tenancy integration and select the option to create incidents when UCMDB discovers new, updated, or deleted CIs, Service Manager inserts the SM Company Code value in the incident record during replication. Service Manager uses the UCMDB Customer ID to look up the matching SM Company Code value.

Schedule Records

Service Manager uses the problem schedule processor to manage the synchronization of company IDs to your UCMDB system. You can manually enable the problem schedule processor from the System Status form.

When the synchronization criteria are met as described in Table *"Conditions where Service Manager synchronizes company ID with UCMDB" on page 68*, Service Manager creates a "Synch Company with UCMDB - *<UCMDB Company ID>*" schedule record (for example, "Synch Company with UCMDB -

1234567890"). If you inactivate a company, Service Manager creates a "Inactivate Company with UCMDB - *<UCMDB Company ID>*" schedule record (for example, "Inactivate Company with UCMDB - 1234567890"). The problem schedule processor processes the new schedule record on the next background process iteration.

If your Service Manager system cannot connect to your UCMDB system for some reason, it will reschedule the company synchronization at the next scheduled interval (the out-box interval is 5 minutes). The problem schedule processor updates the schedule record with the status rescheduled. If the Service Manager system receives any other error message while connecting to the UCMDB system, it updates the schedule record with the status "application failed due to error - check msglog for possible messages."

Tenant-Specific Discovery Event Manager (DEM) Rules

You can implement the condition field function in order to create SM DEM rules that are specific to a particular tenant in a multi-tenancy UCMDB-SM integration.

Tenant rules vary according to SM tenant configuration requirements, for each record information type pushed from UCMDB to SM different tenants can configure different DEM tenant rules.

Each tenant can have its own set of unique requirements and therefore may implement different processes through the integration.

One tenant may require the addition of CIs directly to SM while another tenant may require opening changes for each CI.

The following table shows a sample set of DEM rules that illustrate how to accomplish this.

Tenant-specific DEM rules

DEM rule ID	Action on new CI	Condition
ucmdbNode_advantage	Add CI	company in $L.file="advantage"
ucmdbNode_hp	Create change	company in $L.file="HP"

Note: DEM Rules

When creating DEM rules make sure to create separate DEM rules for each tenant.

Multi-Tenancy Functional Use Cases

The following table describes the necessary actions to perform in various deployment situations to address multi-tenancy issues.

Multi-tenancy use cases

Deployment Integration Type	Description
UCMDB with multi-tenancy rules SM without multi-tenancy rules	When implementing a UCMDB-SM deployment that has existing multi-tenancy rules in UCMDB and does not have multi-tenancy rules configured in SM, the user creates multi-tenancy rules in SM manually and according to the rules in UCMDB.
SM with multi-tenancy rules UCMDB without multi-tenancy rules	When implementing a UCMDB-SM deployment that has existing multi-tenancy rules in configured SM and does not have multi-tenancy rules configured in UCMDB, the user creates multi-tenancy rules in UCMDB manually as well as according to the rules previously configured in SM.
UCMDB without multi-tenancy rules SM without multi-tenancy rules	When implementing a UCMDB-SM deployment that does not have multi-tenancy rules configured in UCMDB or in SM, the user configures the rules in SM. During the configuration process using the SM multi-tenancy wizard the user can create corresponding tenancy configuration in UCMDB. By creating corresponding tenancy configurations in SM the user also creates a corresponding tenant in UCMDB.

Multi-Tenancy Requirements

Your system must meet the following requirements in order for the integration to support multi-tenancy.

- Integration enabled between UCMDB and Service Manager

- Multi-company mode enabled on the Service Manager system

- Problem schedule process running on the Service Manager system

For additional information about the multi-tenancy integration, you can visit the HP Software Support Online web site or refer to the Service Manager help.

Setting up the Multi-Tenancy Integration in UCMDB

You need to perform the following tasks in UCMDB to set up the multi-tenancy integration.

1. Install a separate data flow probe for each tenant the integration will support.
   See "How to Install Separate Data Flow Probes for Each Tenant" below.

2. Start tenant-specific data flow probes.
   See "How to Start Tenant-Specific Data Flow Probes" on page 76.

3. Configure IP address ranges for tenant-specific data flow probes.
   See "How to Configure IP Ranges for Tenant-Specific Data Flow Probes" on page 76.

4. Configure multi-tenancy for population.
   See "How to Configure Multi-Tenancy for Population" on page 77.

How to Install Separate Data Flow Probes for Each Tenant

If you plan to support a multi-tenant configuration, you must install a separate data probe for each tenant. Out-of-the-box, the UCMDB installer only installs one data flow probe and service.

To install additional data flow probes and start them from your operating system command prompt:

1. Log in to the host of your UCMDB system as an administrator.

2. Insert the HP Universal CMDB Setup Windows DVD into the system disc drive.

3. Start the Data Flow Probe installer (HPUCMDB_DataFlowProbe_x.xx.exe).

4. Follow the on-screen instructions to complete the wizard, but use the following values for each data flow probe you wish to install.

    a. Type a unique path for each installation folder.

    b. Use the same UCMDB application server address for each data flow probe.

    c. Type a valid data flow probe address.

    d. Type a unique name for each data flow probe identifier.

    e. Create a unique customer Data Flow Probe domain for each probe (Clear the Use Default CMDB Domain option).

    f. Use the same probe gateway and probe manager settings for each probe (for example, use combined or separate processes).

See the *HP Universal CMDB Deployment Guide* for complete installation instructions.

5. Repeat step 3 and step 4 for each data flow probe you wish to install.

6. Open the probe's `DiscoveryProbe.properties` file in a text editor. By default, this file is located in the following folder:

   `<UCMDB installation folder>\<data flow probe installation folder>\conf`

   For example, `C:\hp\UCMDB\DataFlowProbe\conf`.

   > **Note:** The <data flow probe installation folder> must be unique for each tenant.

7. Edit the following properties in the configuration file.
   Discovery Probe properties set for each tenant

Property	Value
serverName	Verify the name of the UCMDB server
customerId	Type the customer ID for the tenant this data flow probe supports
appilog.collectors.probe.name	Verify the probe name is unique such as server + tenant ID
applilog.collectors.domain	Verify the domain name of the data flow probe
appilog.collectors.local.ip	Verify the data flow probe gateway name
appilog.collectors.probe.ip	Verify the data flow probe manager name

Discovery Probe properties set for each tenant , continued

Property	Value
appilog.collectors.rmi.port	Type a unique port for each probe
appilog.collectors.rmi.gw.port	Type a unique port for each probe
appilog.collectors.probe.html.port	Type a unique port for each probe
appilog.collectors.local.html.port	Type a unique port for each probe
appilog.collectors.ProbeUseSpecific RMIPortFrom	Type a unique port for each probe or type 0 to have the system automatically select it
appilog.collectors.bigBrother.port	Type a unique port for each probe

8. Save the configuration file.

9. Repeat step 6 to step 8 for each tenant's data flow probe.

How to Start Tenant-Specific Data Flow Probes

To start tenant-specific data flow probes:

1. Open the OS command prompt and navigate to the probe's bin folder. For example, `C:\hp\UCMDB\DataFlowProbe1\bin`.

2. Type `gateway console`.

3. Repeat step 1 to step 2 for each data flow probe you want to start.

How to Configure IP Ranges for Tenant-Specific Data Flow Probes

To configure IP ranges for tenant-specific data flow probes:

1. Log in to UCMDB as an administrator using the company ID of the tenant whose data flow probe you want to configure.

2. Navigate to **Data Flow Management** > **Data Flow Probe Setup**.

3. Expand the data flow probe domain containing the probe you want to start. For example, **Customer2**.

4. Expand the Probe node and select the data flow probe you want to start. For example, **Probe2Customer2**.
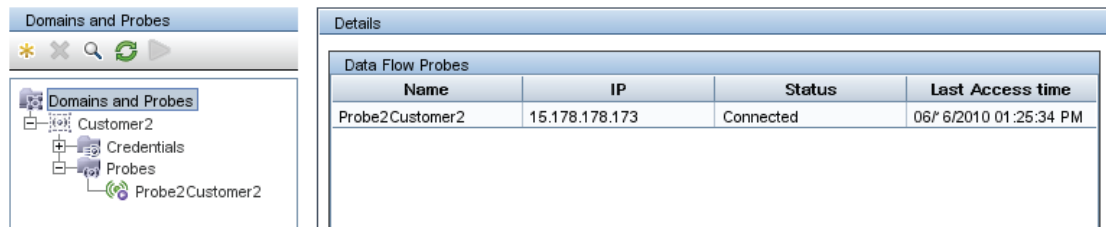
5. Click the **Add IP range** button.

6. Type an IP range you want the Data Flow Probe to scan. Optionally, add any IP ranges you want to exclude.

7. Click **OK** to save the IP range.

8. Repeat step 1 to step 7 for each data flow probe you want to configure.

How to Configure Multi-Tenancy for Population

To support multi-tenancy for population, you need to configure the basicQueryCondition setting for each query defined in the population configuration file (`smPopConfFile.xml`).

To configure multi-tenancy for population:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

3. Click the `smPopConfFile.xml` file.

4. For each query defined in this file, update the basicQueryCondition setting by adding the following:

   `and company= "{customerId}"`

   For example:

   `basicQueryCondition="type="bizservice"and company= "{customerId}""`

5. Save the configuration file.

> **Note:** When you create or edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

Setting up the Multi-Tenancy Integration in Service Manager

You need to perform the following tasks in Service Manager to set up the multi-tenancy integration.

Multi-tenancy support is an optional feature of the integration intended for Managed Service Providers (MSPs) who want to offer Configuration Management as a service to their tenants. In a multi-tenancy configuration, each CI and CIR record has a corresponding company ID. Out-of-the-box, Service Manager allows all operators to view CI data regardless of the company ID. If you wish to restrict access to CI data by company ID, you must enable Mandanten and use the company ID field as a restricting query. See the Service Manager help for more information about multi-company mode and Mandanten.

You must complete the following tasks from your Service Manager system to enable multi-tenancy support for the integration.

1. Start the process schedule.
   See "How to Start the Process Schedule" on the next page.

2. Configure the Service Manager System Information Record.
   See "How to Configure the Service Manager System Information Record" on the next page.

3. Add tenant-specific UCMDB ID and password values to company records (optional).
   See "How to Add Tenant-Specific UCMDB User ID and Password Values" on page 81.

4. Add UCMDB Customer ID values to existing company records.
   See "How to Add UCMDB Customer ID values to Existing Companies" on page 81.

5. Synchronize existing company records with UCMDB.
   See "How to Synchronize Existing Companies from Service Manager to UCMDB" on page 82.

6. Verify that Service Manager synchronized company records with UCMDB (optional).
   See "How to View Whether Company Information is in UCMDB" on page 83.

7. Resynchronize existing company records with UCMDB (as needed).
   See "How to Resynchronize an Existing Company with UCMDB" on page 84.

8. Inactivate company records you do not want to be part of the integration (as needed).
   See "How to Inactivate a Synchronized Company" on page 84.

9. Reactivate inactive company records you want to be part of the integration (as needed).
   See "How to Reactivate an Inactive Company" on page 85

10. Add tenant-specific DEM rules.
    See "How to Add Tenant-Specific DEM Rules" on page 86.

How to Start the Process Schedule

This integration needs the process schedule in order to synchronize company records from Service Manager to UCMDB. Make sure the process is started before you synchronize company records.

To start the process schedule:

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

2. From the System Navigator, click **System Status**.
   A list of the currently started schedules is displayed.

3. Click the **Refresh Display** button to refresh the list.

4. If the problem schedule is not in the list, do the following:
   a. Click the **Start Scheduler** button.

   b. Double-click the **process** schedule.

   A message displays that indicates the **process** schedule is started.

How to Configure the Service Manager System Information Record

To enable the integration to support multi-tenancy, you must provide additional information in the Service Manager System Information Record.

Caution: In order to enable multi-tenancy support, you must use HP Universal CMDB version 8.02 or greater. Earlier versions of HP Universal CMDB will produce an error message if you attempt to run them in multi-tenancy mode.

To provide additional information in the Service Manager System Information Record:

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

2. Navigate to **System Administration** > **Base System Configuration** > **Miscellaneous** > **System Information Record**.

3. Click the **General** tab.

4. Enable the **Run in Multi-Company Mode** option.

5. Click the **Active Integrations** tab.

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

7. In the UCMDB web service URL field, type the URL to the synchronize CIs 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 your UCMDB server uses.

8. In UserId and Password, type the user credentials required to manage CIs on the UCMDB system. For example, the out-of-the-box administrator credentials are **admin/admin**.

9. In the Multi-tenant web service URL field, type the URL to the synchronize company IDs web service API. The URL has the following format:
   `http://<UCMDB server name>:<port>/axis2/services/UcmdbManagementService`

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

10. Type the user name and password required to synchronize company IDs on the UCMDB system. For example, the out-of-the-box system administrator credentials for UCMDB 9.x are **sysadmin/sysadmin**.

11. Click **Save**. Service Manager displays the message: Information record updated.

12. Log out of the Service Manager system, and log in again with an administrator account.

13. Click **System Status** > **Display Options** > **All Tasks**.

14. Type `k` in the Command field next to the problem schedule process and click **Execute Commands**. Wait a few minutes for the problem schedule process to close.

15. Click **Start Scheduler**.

16. Double-click the **problem** schedule process. The system now supports multi-tenancy for UCMDB.

How to Add Tenant-Specific UCMDB User ID and Password Values

You can provide a tenant-specific UCMDB user name and password for Service Manager to use when requesting information for the Actual State section. If you provide no credentials, Service Manager uses the credentials in the System Information Record for all tenants.

> **Note:** Any credentials you provide in the company record take precedence over credentials you provide in the System Information Record. The UCMDB UserId and UCMDB Password fields are available only when you have enabled the multi-tenancy integration.

To add tenant-specific UCMDB user name and password:

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

2. Navigate to **System Administration** > **Base System Configuration** > **Companies**.

3. Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.

4. Click **Search**.

5. Type the user name you want this company to use to connect to UCMDB in the UCMDB UserId field.

6. Type the password for the UCMDB user name in the UCMDB Password field.

7. Click **Save**.

8. Repeat step 3 through step 7 for each company you want to provide credentials for.

How to Add UCMDB Customer ID values to Existing Companies

You can use the following steps to add a UCMDB Customer ID value to your existing Service Manager company records.

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

2. Navigate to **System Administration** > **Base System Configuration** > **Companies**.

3. Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.

4. Click **Search**.

5. Type a numeric value in the UCMDB Customer ID field for this company.

6. Click **Save**.

7. Service Manager prompts to confirm that you want to synchronize the record with UCMDB. Click **Yes** if you want to synchronize the company now, or click **No** if you want synchronize the company later.

8. Click **Next** to go to the next company in the record list.

9. Repeat step 5 through step 8 for each company in the record list.

How to Synchronize Existing Companies from Service Manager to UCMDB

Your Service Manager system may already contain company records that you want to use with the multi-tenancy integration.

If you update any field in a company record that has not yet been synchronized to UCMDB, Service Manager prompts whether you want to synchronize the company to UCMDB.

> **Note:** Service Manager will not prompt you to synchronize the company record if you have disabled the option to show the company in multi-company lists, or if there is a pending schedule record associated with the company. See "How to Inactivate a Synchronized Company" on page 84 for more information.

This task includes the following steps:

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

2. Navigate to **System Administration** > **Base System Configuration** > **Companies**.

3. Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.

4. Click **Search**.

5. Select a company record to update.

6. Update the company record.

7. Click **Save**. Service Manager prompts to confirm that you want to synchronize the record with UCMDB.

> **Note:** Service Manager saves the company record regardless of your synchronization choice.

How to View Whether Company Information is in UCMDB

When you enable the multi-tenancy integration, Service Manager displays a read-only field in each company record that lists whether the UCMDB Customer ID has been synchronized with your UCMDB system.

> **Note:** The UCMDB Customer ID field is visible only when you enable the multi-tenant UCMDB integration.

To view whether company information is in UCMDB:

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

2. Navigate to **System Administration** > **Base System Configuration** > **Companies**.

3. Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.

4. Click **Search**.

5. Review the status of the Synched with UCMDB field.
   If the check box is checked, then Service Manager has already synchronized the company ID with your UCMDB system. If the check box is unchecked, then Service Manager has yet to add this company to your UCMDB system.

> **Note:** For more information about synchronization failures, see "Schedule Records" on page 71.

How to Resynchronize an Existing Company with UCMDB

Service Manager provides you a means to resynchronize company records with your UCMDB system in case you lose UCMDB data for some reason. For example, you might intentionally remove UCMDB data during integration testing, or you might need to recover data after a disaster. You can force Service Manager to synchronize companies with your UCMDB system with the Re-synch with UCMDB option.

To resynchronize an existing company with UCMDB:

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

2. Navigate to **System Administration** > **Base System Configuration** > **Companies**.

3. Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.

4. Click **Search**.

5. Select a company record to synchronize.

6. Click the **Re-synch** button next to the Synched with UCMDB? check box.

> **Note:**
> The **Re-synch** button is available only from company records that have already been synchronized with UCMDB and have the **Synched with UCMDB** check box checked.
> If your UCMDB system already has a company with this ID value, it will ignore the resynchronization request. Service Manager will also ignore a resynchronization request if there is an existing schedule record to resynchronize the company with UCMDB. In this case, it displays the message "`A schedule record has already been added to re-synch this company with UCMDB`".

How to Inactivate a Synchronized Company

After you have synchronized a company record with UCMDB you can no longer delete the record. Instead, you can inactivate a company record, which causes the UCMDB system to cease all further CI updates for the company. Any existing CI data for the company remains in the UCMDB system associated with the inactive UCMDB Customer ID, but both the company and any associated CIs will no longer be visible from the UCMDB system.

To inactivate a synchronized company:

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

2. Navigate to **System Administration** > **Base System Configuration** > **Companies**.

3. Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.

4. Click **Search**.

5. Select a company record to inactivate.

6. Select **No** from Show Company in Multi-Company Lists.

7. Click **Save**.

8. If this company was previously synchronized with UCMDB, Service Manager prompts you to confirm the inactivation.

9. Click **Yes** to confirm the inactivation or **No** to cancel your changes.

How to Reactivate an Inactive Company

You can reactivate any inactive companies on your Service Manager system to include them in the multi-tenancy integration. You must also synchronize the company with UCMDB for UCMDB to process any CI updates for this company.

To reactivate an inactive company:

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

2. Navigate to **System Administration** > **Base System Configuration** > **Companies**.

3. Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.

4. Click **Search**.

5. Select a company record to reactivate.

6. Select **Yes** from Show Company in Multi-Company Lists.

7. Click **Save**. Service Manager prompts you to reactivate the company with UCMDB.

8. Click **Yes**. Service Manager creates a schedule record to reactivate the company.

How to Add Tenant-Specific DEM Rules

You can use the condition field to create DEM rules that are specific to a particular tenant in a multi-tenancy UCMDB-SM integration. For example, one tenant may want to add CIs directly to Service Manager while another tenant may want to open changes for each CI. The following sample DEM rules illustrate how to accomplish this.

Tenant-specific DEM rules

DEM rule Id	Action on new CI	Condition
ucmdbNode_advantage	Add CI	`company in $L.file="advantage"`
ucmdbNode_hp	Create change	`company in $L.file="HP"`

Tip: It is a best practice to create a separate DEM rule for each tenant.

Chapter 5: Standards and Best Practices

This chapter provides best practices for using the integration.

UCMDB-SM Configuration Best Practices

This section provides best practices and recommendations for successfully implementing this integration in various environments. This section provides you with valuable understandings and techniques that will enhance the UCMDB-SM integration as well as solve common problems by providing solutions and workarounds to these issues. These practices and recommendations may vary slightly according to each implementation, as the specific system requirements and settings alter per system environment.

This section includes:

- "Bi-Directional Data Synchronization Recommendations" below

- "Push Scheduling Recommendations" on page 89

- "Push in Clustered Environments" on page 90

- "Initial Load Configurations" on page 92

- "How to Configure Differential/Delta Load DEM Rules" on page 97

- "Fault Detection and Recovery for Push" on page 98

- "How to Enable Lightweight Single Sign-On (LW-SSO) Configuration" on page 98

Bi-Directional Data Synchronization Recommendations

The UCMDB-SM integration supports bi-directional data synchronization between UCMDB and Service Manager (SM). HP recommends that you follow the following best practices to avoid unnecessary

problems due to improper use of the data push and population features:

- For CIs/CI Relationships that UCMDB can automatically discover, use UCMDB as the data source. Do not make changes to them in Service Manager, and always let UCMDB discover their changes and push the changes to SM.

- For CIs/CI Relationships that UCMDB cannot automatically discover, use SM as the data source. Do not make changes to them in UCMDB, and always make changes to them in SM and populate UCMDB with the changes.

- For CIs/CI Relationships that are already created in SM and UCMDB can automatically discover, run a one-time population to synchronize them to UCMDB, and then use UCMDB as their data source.

Caution: Problems like the following may occur if you do not follow these best practices.

Problem 1:

[Population Adapter] After CIs/CI Relationships are pushed from UCMDB, if you directly make changes in SM to these records without ever populating them back to UCMDB first, the changes may not be populated to UCMDB.

Workaround:

Changing these UCMDB records in SM is not recommended; however if you need to do so you can do the following to solve this issue: After the records are pushed to SM, populate them back to UCMDB first before making any changes to them in SM. This way the changes can then be populated to UCMDB.

Problem 2:

[Population Adapter] After a Composition relationship between a Node CI (node 1) and Running Software CI is pushed to SM, if you change the upstream CI of the relationship from node 1 to node 2 in SM and then run a change population to populate this change, the Running Software CI will be removed in UCMDB.

Workaround:

It is recommended that you remove the running software in UCMDB and create a new one instead of directly replacing the container of the running software in SM. If you cannot avoid doing so, do the following:

After you change the upstream CI of the relationship from node 1 to node 2, do not directly run the change population. Follow these steps to avoid this issue:

1. Update the Running Software CI in SM (or simply save it to mark it as updated).

2. Run a Running Software CI change population. This will create a new Composition relationship between node 2 and this Running Software CI.

3. Run a change population to synchronize the relationship change to UCMDB. The relationship between node 1 and the Running Software CI will be removed, and the new relationship created in step 2 will remain.

If you have run the change population after changing the upstream CI of the relationship from node 1 to node 2, and as a result the Running Software CI has been removed in UCMDB, follow these steps to solve this issue:

1. Update the Running Software CI in SM (or simply save it to mark it as updated).

2. Run a Running Software CI change population. This will create the Running Software CI, and a new Composition relationship between node 2 and this Running Software CI.

Push Scheduling Recommendations

Push jobs are run using two main methods, the first method is by manually executing the push job and the second is by scheduling the push job.

All push jobs can potentially produce a strain on the UCMDB and SM systems therefore; HP recommends that you adhere to the following guidelines:

Scheduler time frames

It is important for you to understand the function of the Scheduler "time frame" concept. Running push jobs creates an increase in system activity and may affect application responsiveness. In order to enable users to effectively interact with applications HP recommends the following guidelines:

In order to reduce system strain, schedule the UCMDB to SM push to run at non-peak usage hours, preferably when system usage is at a minimum.

Scheduler frequency

It is important to be aware of the business requirements when configuring the schedule frequency. The scheduler frequency depends on infrastructure environment changes that must be synchronized between UCMDB and SM.

Define the scheduling frequency based on the business requirements for consuming up-to-date CI information. Most implementations require a daily update. When scheduling small IT systems that are prone to frequent changes, the scheduling frequency may need to be increased.

Push Job dependencies

UCMDB Push Jobs do not support dependencies between each other. Each "Push Job" is considered a separate task and users cannot define job dependencies. For example, that one job is dependent on another or upon completion before the next job is run.

It is important that both CI queries and their dependent Relationship queries exist in the same Job in order to avoid relationships not being pushed to Service Manager. UCMDB always pushes the CI queries before their dependent Relationship queries.

Note: Suffix usage

The out-of-the-box job for CI push uses queries that end with the "Push" suffix, for example, "SM Computer Push".

Queries that create relationships between the CIs uses an extra "Relations" suffix, for example, "SM Node Relations Push".

Push in Clustered Environments

A clustered SM environment is comprised of multiple servlets running in parallel with a load balancer that dispatches user requests to any available servlet. You must configure the UCMDB-SM integration to point to a specific servlet and not to the SM loadBalancer. In order to perform this, you must first create a dedicated web service listener.

This section includes:

- "Dedicated Web Services" below

- "Step-by-Step Cluster Configuration Process" on the next page

- "Connecting to Multiple SM Processes" on page 92

Dedicated Web Services

A Service Manager system configured for vertical or horizontal scaling uses a load balancer to redirect client connection requests to an available SM process. However, most Web Services clients cannot handle a redirect request and will fail if they use the SM load balancer as the endpoint URL.

HP recommends creating one or more SM processes dedicated to Web Services requests. The user must configure the relevant external web service clients to connect directly to the dedicated Service Manager processes.

Step-by-Step Cluster Configuration Process

How to Configure Web Clients

To configure the relevant external web clients:

1. Stop the Service Manager service.

2. Open the `sm.cfg` file, and create a dedicated SM process to listen for Web Services requests using the `-debugnode` parameter.
    The following entries create a dedicated process listening on ports 13085 and 13445.

```
01 sm -httpPort:13080 -loadbalancer
02 sm -httpPort:13081 -httpsPort:13443
03 sm -httpPort:13083 -httpsPort:13444
04 sm -httpPort:13085 -httpsPort:13445 -debugnode
```

Explanation

The code excerpt illustrates the various settings for each of the SM process listeners (web services) that enable SM clients to connect to the SM service.

Line 01 defines the load balancer port (13080).

Lines 02 and 03 define the SM ports to which non-dedicated SM clients are redirected by the SM load balancer.

Line 04 defines the debugnode port that is utilized by the dedicated SM clients.

Note: Debugnode parameter

The debugnode parameter tells the SM load balancer not to forward any client connection requests to this Service Manager process. Only clients that directly connect to the process can access this port.

How to Configure the Debugnode

To configure the debugnode:

1. Start the SM service.

2. Configure any external web service clients to connect directly to the SM processes running in debugnode. When performing an integration using UCMDB, the UCMDBService Manager Adapter for SM should be configured to connect to the debugnode port.
   For example, for normal connections set the endpoint URL to:

   `http://<fully qualified host name>:13085/SM/7/<Service Name>`

   and for SSL-encrypted connections set the URL to:

   `https://<fully qualified host name>:13445/SM/7/<Service Name>.`

   These clients may include UCMDB (for push purposes), Connect-It and additional applications.

Connecting to Multiple SM Processes

If you want to have better performance, you can connect to multiple Service Manager processes. The integration supports in both Service Manager vertical or horizontal load balancer environment.

You can create more than one SM processes dedicated to Web Services requests, and configure the field URL Override of integration point with the dedicated SM processes. This field value (if any) overrides the Hostname/IP and Port settings.

The following is an example value of this field, which connects two SM processes:

`http://<fully qualified host name1>:13080/SM/7/ws;http://<fully qualified host name2>:13082/SM/7/ws`

Initial Load Configurations

Before the configuration process can begin, you must first assess the amount of CI and relationships data is to be transferred from UCMDB to SM and ascertain the iteration process that is required based on the volume.

You must first assess whether all of the data can be pushed in a single iteration. This is ascertained by the amount of data that is included in the push queries and the amount of time you have to push this data.

This section includes:

- "Push Performance in a Single-Threaded Environment" below

- "Implementing Multi-Threading" on the next page

- "Push Performance in Multi-Threaded Environments" on page 95

- "Push Performance in Multiple SM Processes Environments" on page 95

- "How to set up SM DEM Rules for Initial Loads" on page 96

Note: The performance data presented in this document is based on tests that were performed at HP and is provided for reference only. The integration performance may significantly differ in your environment depending on your hardware configuration.

Push Performance in a Single-Threaded Environment

The Push of 22,500 UCMDB root CIs (roots in queries) and/or Relationships in a single-threaded environment takes about an hour and is performed in a linear fashion. See the following table:

Performance data in a single-threaded environment

Number of root CIs/CI Relationships pushed per hour	Multi-threading settings in sm.properties

22,500	`number.of.concurent.sending.threads=1`
	`min.objects.for.concurent.sending=50`
	`number.of.chunks.per.thread=3`

To view or edit the sm.properties file in UCMDB, navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files** > **sm.properties**.

Number of Root CIs and Relationships/22,500

The push time (in hours) in any given environment is calculated as follows:

If the push of a single planned query has the potential of breaching the permitted time frame the data must be divided into several queries. Each query must be pushed individually.

This query division is performed by creating several queries, each with different node conditions that enable data filtering. Once all queries are pushed for the first time, the Initial Load process is complete.

Note: Applying node conditions

> When applying node conditions to the various SM Sync Queries, you must make sure that all of the information is included in the queries, so that all relevant data is copied to SM.

Implementing Multi-Threading

In order to improve performance, the Service Manager Adapter utilizes multiple threads for the push of CI and Relationship data to SM. The following section explains these settings and how to configure them for maximum performance.

The multi-threading configuration is defined in the sm.properties file on the UCMDB server. To view or edit the file in UCMDB, navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files** > **sm.properties**.

The following are example multi-threading definitions in the sm.properties file:

```
01 number.of.concurent.sending.threads=6
02 min.objects.for.concurent.sending=50
03 number.of.chunks.per.thread=3
```

Explanation

The code excerpt illustrates the relevant multi threading settings on the UCMDB server.

- Line 01 defines the number of parallel threads UCMDB will open to SM for CI push. Setting this parameter to 1 disables multi-threading, while a values of 2 or higher enables multi-threading.

- Line 02 defines the minimum number of SM objects needed to use multiple threads as opposed to a single thread.

- Line 03 defines the number of chunks per thread. This number multiplied by the number of threads gives you the total number of CI data chunks.

- The total number of chunks = number.of.chunks.per.thread * number.of.concurent.sending.threads

The integration implements a queue mechanism as follows:

The data passed from UCMDB to SM is divided into equal chunks, and these chunks are placed in a queue.

Each available thread pulls the next chunk from the queue until all threads are available. Once this process has completed, the push is complete.

The mechanism is designed to minimize idle time of each thread. As each thread processes its chunk in parallel, some threads may finish before others and it is inefficient for them to wait for each other.

> **Caution: Defining too many threads**
>
> It is ineffective to over-increase the number of threads as this causes the SM server to overload. In enterprise environments where the SM server processing the push data is very robust the number of threads can be increased to 10 and in some cases even 20; however, you must take into account that increasing the number of threads raises CPU usage on the SM server during push, which may reduce the application performance.

Push Performance in Multi-Threaded Environments

The push of 60,000 UCMDB root CIs (roots in queries) and/or Relationships in an out-of-the-box multi-threaded environment takes about an hour and is performed in a linear fashion. See the following table:

Performance data in an out-of-the-box multi-threaded environment

Number of root CIs/Relationships pushed per hour	Multi-threading settings in sm.properties (default)

60,000	`number.of.concurent.sending.threads=6`
	
	`min.objects.for.concurent.sending=50`
	
	`number.of.chunks.per.thread=3`

The push time (in hours) in any given environment is calculated as follows:

Number of Root CIs and Relationships/60,000

Push Performance in Multiple SM Processes Environments

The Push of 190,000 UCMDB root CIs (roots in queries) and/or Relationships in a multi-threaded environment with multiple SM processes takes about an hour and is performed in a linear fashion. See the following table:

Performance data in a multiple SM processes environment

Number of root CIs/Relationships pushed per hour	SM processes	Multi-threading settings in sm.properties (default)

190,000	2 server hosts, with each host running 3 processes	`number.of.concurent.sending.threads=90`
		
		`min.objects.for.concurent.sending=50`
		
		`number.of.chunks.per.thread=3`

For more information about defining multiple SM processes for the integration, see "How to Create an Integration Point in UCMDB" on page 35.

The push time (in hours) in any given environment is calculated as follows:

Number of Root CIs and Relationships/190,000

How to set up SM DEM Rules for Initial Loads

SM Discovered Event Manager Rules (DEM Rules) enable the user to define the appropriate action to take for each event type that is reported to SM.

Each CI and relationship record pushed from UCMDB to SM is analyzed against the existing SM records and open Change requests. SM rules define the appropriate action to be taken for each type of CI data update sent to SM.

To view or update the SM Discovered Event Manager Rules:

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

2. Navigate to **Tailoring** > **Web Services** > **Discovered Event Manager Rules**.

3. Press **ENTER** or click the **Search** button.
   A list of all the Discovered Event Manager Rules is displayed. Each rule is usually linked to a CI Type or a subset of CIs of the same type.

4. Click on the individual CI Discovered Event Manager Rule to view its details.

To set up DEM Rules for initial loads:

> **Tip:** When performing "Initial Loads", HP recommends setting the SM Discovered Event Manager Rules to add newly reported CIs as described below. This minimizes the "noise" of an Initial Load, that could potentially create tens of thousands of Changes/Incidents.

For each of the Discovered Event Manager Rules, perform the following steps:

1. Select the relevant Discovered Event Manager Rule.

2. Go to the "Action if matching record does not exist" section, select the **Add the record** option.

3. In the "Action if record does not exist but unexpected data discovered" section, select the **Log Results and Update Record** option.

4. In the "Action if record is to be deleted" section, select the **Delete Record** option.

5. Save the Discovered Event Manager Rule record.

How to Configure Differential/Delta Load DEM Rules

Tip: Once the "Initial Load" or "Data Load" of the CI data is completed, HP recommends applying Differential/Delta Load settings. These settings apply to all data loaded from UCMDB to SM.

These loads send only updates regarding modifications discovered in the IT infrastructure from UCMDB to SM.

To set up the SM DEM Rules for Differential/Delta Loads:

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

2. Navigate to **Tailoring** > **Web Services** > **Discovered Event Manager Rules**.

3. Press Enter or click the **Search** button.
    A list of all the Discovered Event Manager Rules in SM is displayed.

4. For each of the Discovered Event Manager Rules, perform the following steps:
    a. Select the relevant Discovered Event Manager Rule.

    b. In the "Action if matching record does not exist" section, select the appropriate action required for each newly detected CI. If uncertain, select the **Add the record** option.

    c. In the "Action if record does exist but unexpected data discovered" section, select the appropriate action for each CI that was modified, resulting in an unexpected or incorrect result. The recommended best practice is to select the **Open a Change** option.

    d. In the "Action if record is to be deleted" section, select the appropriate action required for each CI that was removed/deleted. The recommended best practice is to select the **Delete Record** option for CI Relationship, and select the **Update record to the selected status** option for CI.

    e. Save the Discovered Event Manager Rule record.

Fault Detection and Recovery for Push

Universal CMDB provides a fault detection and recovery mechanism since version 9.05: individual CI failures no longer cause the entire push to fail, and you can review all failed CIs in the Universal CMDB studio and then re-push them.

How to Enable Lightweight Single Sign-On (LW-SSO) Configuration

You can enable LW-SSO for the integration so that users can directly view UCMDB CI records from the Service Manager web client by clicking the **View in UCMDB** button, without providing a UCMDB username and password.

> **Note:** LW-SSO is not supported for the Service Manager Windows client.

To enable LW-SSO for the integration:

1. For each Service Manager user account that needs LW-SSO, create a user account in UCMDB with the same username. The passwords in the two systems can be different.

2. Enable LW-SSO in the Service Manager Web tier. For details, see the *Configure LW-SSO in the Service Manager Web tier* topic in the Service Manager help.

3. Enable LW-SSO in UCMDB. For details, see the *HP Universal CMDB Deployment Guide*.

Frequently Asked Questions

This section provides answers to frequently asked questions about the UCMDB-SM integration.

This section includes:

- "When is a New CI Created in HP Service Manager " on the next page

- "Can I Analyze the Reason for a CI Deletion in SM" on the next page

- "How do I Monitor Relationship Changes Between UCMDB and SM" on page 100

- "What Kinds of Relationships are Pushed from UCMDB to SM" on page 100

- "What is a Root CI Node" on page 101

When is a New CI Created in HP Service Manager

CIs are created in SM under the following circumstances:

- A CI is manually added to SM through the Configuration Management module or the Request
  module.

- UCMDB reports a newly discovered CI according to the following:
  - When a new CI is reported and the "Discovered Event Manager Rules" are set to "Add the
    Record".

  - When a new CI is reported, the "Discovered Event Manager Rules" are set to "Open an Incident"
    and the Incident has been closed.

  - When a new CI is reported, the "Discovered Event Manager Rules" are set to "Open a Change" and
    the Change has been verified.

Can I Analyze the Reason for a CI Deletion in SM

No.

SM opens a change request on the deleted CI and includes the following information:

"Delete event for CI "CI Name" triggered by discovery".

Workaround

An SM change request does not contain a description of the reason for deletion, however it is possible to extract specific information about CI deletions from the UCMDB "History Database". UCMDB data provides information about the user or the discovery pattern that initiated the CI deletion.

How do I Monitor Relationship Changes Between UCMDB and SM

To understand the relationship change in SM, a distinction must be made between the various types of Relationship Changes:

- The second endpoint of the relationship has Changed, so instead of CI X being linked to CI Y through a relationship, now CI X is related to CI Z.

- An attribute of a relationship has changed.

The first type of Relationship change is supported by the UCMDB-SM integration, therefore, such "Relationship Changes" can either invoke CI relationship updates, or perform the creation of Incidents or Changes, which are then reviewed and monitored.

The second is also supported, but it is not covered out-of-the-box; you can configure the Universal CMDB query to expose such attributes of the relationship, and configure the Service Manager WSDL to expose the mapped field, and then configure the adapter mapping configuration in the XSLT. However such "Relationship Attribute Changes" cannot perform the creation of Incidents or Changes, and only supports invoking CI relationship updates directly.

What Kinds of Relationships are Pushed from UCMDB to SM

Any kinds of "Relationships" are pushed from UCMDB to SM under the following conditions:

- The relationship appears in a "Push Query" located in the "SM Sync" folder in the UCMDB Query Manager.

- The relationship is named "Root" in the Push Query.

- The relationship is mapped to an appropriate target in SM in the UCMDB configuration files (XML and XSLT files).

The out-of-the-box relationships that are pushed from UCMDB to SM are relationships between two CIs such as:

- Between Business Services and Applications;

- Between Business Service and Host;

- Between an Application and a Network Component; or

- Between Host, Network Components and Printers.

What is a Root CI Node

A "Root" Node is a TQL Node that represents the CI type that is created through push to SM from the TQL structure. The rest of the TQL structure contains information that can be incorporated within the "Root" CI type and is used to enrich the record in SM with additional information and or attributes.

What is a Root Relationship

A "Root" Relationship is a Relationship within a query and created in SM through push. It represents a Relationship between two Root CIs. Only the relationships marked with "Root" are pushed to SM.

What is the "friendlyType" Specified in an XSLT File

friendlyType is another name for the UCMDB "CI Type". These "friendly-types" are usually pushed into the SM Device subtype field/attribute.

What is the "Virtual-Compound" Relationship Type Used in a UCMDB-SM Integration Query

When more than two UCMDB CI entities are connected in series, the "Virtual-Compound" represents the relationship between the first and last entities. This is a virtual relationship, as no physical representation exists.

The "Virtual-Compound" relationship type is a relationship that links two CI type entities that have a logical relationship. See the following figure:

Explanation

The illustration shows an example of a Virtual-Compound relationship. The relationship in SM is created directly between the "Host" and the "Business Service".

When do I Need the Population Feature?

You need the population feature under any of the following circumstances:

- You have done modeling in SM, especially when you are in the planning and design phases, and you want your models to be reflected in UCMDB;

- You want to implement the UCMDB-SM integration, however you have already invested in your SM CMDB and do not want to lose that investment;

- You want to continue to maintain some parts of the SM CMDB while maturing your UCMDB/Discovery implementation.

Can I Populate Physically Deleted CIs from SM to UCMDB

No.

Physical deletions of CIs are allowed in SM, but SM cannot get such "deletion changes" and the population feature will not synchronize such changes to UCMDB.

Physical deletions of CIs can be considered as exceptions, which only occur after you create CIs by mistake. Normally, you delete a CI by setting its status to something like "Retired/Consumed". If such CIs have been populated to UCMDB, it is your responsibility to remove them manually from UCMDB.

How do I Keep the Outage Dependency Setting of a CI Relationship in SM

Out-of-the-box, CI relationships that are pushed from UCMDB to SM do not have outage dependency information by default. If you need such information, you can set the DEM rule of the CI Relationship WSDL as follows:

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

2. Navigate to **Tailoring** > **Web Services** > **Discovered Event Manager Rules**.

3. Open the ucmdbRelationship record.

4. On the Rules tab, select **Add the record, and set dependency as true**.

This will set the Outage Dependency of each CI Relationship to true, and set the number of dependent downstream CIs to 1 (because UCMDB only supports one-to-one relationships).

If you want to set outage dependency only for some relationships, for example, if you want to configure outage dependency for relationships that starts from Business Service, you can configure the adapter configuration file (XSLT) and WSDL definition; you can also configure outage dependency per relationship type (UCMDB query).

1. In the WSDL definition, expose fields outage.dependency and outage.threshold.

2. In the XSLT file, set the exposed outage fields. For example, if you want to set the outage
   dependency to true and threshold to 1 for Business Service relationships, you simply need to
   change the mapping of query and XSLT in the `smSyncConfFile.xml` file:

```
<tql name="applicationRelationsData" xslFile="bizservice_relations.xslt">

        <request type="Create" name="CreateRelationship"/>

        <request type="Update" name="UpdateRelationship"/>

        <request type="Delete" name="DeleteRelationship"/>

</tql>
```

3. In the `bizservice_relations.xslt` file, use the following OutageDependency and
   OutageThreadhold settings:

```
<xsl:stylesheet version='1.0' xmlns:xsl='http://www.w3.org/1999/XSL/Transform'>

    <xsl:template match="/relation">

        <model>

            <keys/>

                <instance>

                    <ParentCI><xsl:value-of select="@parentID"/></ParentCI>

                        <ChildCIs>

                            <ChildCIs><xsl:value-of select="@childID"/></ChildCIs>

                        </ChildCIs>
```

```
                        <RelationshipType>Logical</RelationshipType>

                        <RelationshipSubtype><xsl:value-of
        select="@friendlyType"/></RelationshipSubtype>

                            <OutageDependency>true</OutageDependency>

                            <OutageThreadhold>1</OutageThreadhold>

                </instance>

            </model>

        </xsl:template>

    </xsl:stylesheet>
```

How do I Create an XSL Transformation File

You create an XSL transformation file in Adapter Management. You can copy the content of an existing XSL transformation file to the new file and then make necessary edits.

To create an XSL transformation file:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management**. **ServiceManagerAdapter9-41** > **Configuration Files**.

3. Click the **Create new resource** button ✳.

4. Select **New Configuration File**.

5. Enter a name for the file. The file name should use this format: <AdapterID>/<filename>. For example: **ServiceManagerAdapter9-41/test_relation_population.xslt**.

6. In the Package field, select the adapter name. For example, **ServiceManagerAdapter9-41**.

7. Click **OK**. A file extension warning dialog is displayed.

8. Click **Yes** to continue.
    UCMDB creates the new XSL transformation file in the Configuration Files folder of the adapter. For example, **ServiceManagerAdapter9-41 > Configuration Files > ServiceManagerAdapter9-41/test_relation_population.xslt**.

9. Copy the content of an existing XSL transformation file to the new file. For example, for population you can copy the content of an out-of-the-box population XSL transformation file.

10. Make necessary edits to the new file.

> **Caution: Invalid XML**
>
> When removing XSL elements from an XSLT file, keep in mind that the remaining XML should be a valid XML file, which will be used to translate the UCMDB Query Definition.

Sample usages of XSLT

For your reference, the following are some samples of using XSLT functionalities in this integration.

Using choose to set CI subtypes:

```
<Type>switch</Type>

<xsl:variable name="prefix" select="'Value&gt;'"/>

<xsl:variable name="suffix" select="'&lt;/Value'"/>

<Subtype>

  <xsl:choose>

    <xsl:when test="contains(@node_role,concat($prefix,'atm_switch',$suffix))">ATM
Switch</xsl:when>

    <xsl:when test="contains(@node_role,concat($prefix,'frame_relay_
switch',$suffix))">Frame Relay Switch</xsl:when>

    <xsl:when test="contains(@node_role,concat($prefix,'lan_switch',$suffix))">Lan
Switch</xsl:when>

    <xsl:otherwise><xsl:value-of select="@friendlyType"/></xsl:otherwise>

  </xsl:choose>

</Subtype>
```

Getting the substrings from a string:

```
<xsl:variable name="calculatedLocation" select="@calculated_location"/>

<Building>

  <xsl:value-of select="substring-after($calculatedLocation,' Building:')"/>

</Building>

<Floor>
```

```
   <xsl:value-of select="substring-before(substring-after
($calculatedLocation,'Floor:'),' Building:')"/>
```

`</Floor>`

`<Room>`

```
   <xsl:value-of select="substring-before(substring-after
($calculatedLocation,'Room:'),' Floor:')"/>
```

`</Room>`

Reading the value mappings from an XML file:

The `SM_CIT_Subtype_list.xml` file defines the value mappings for subtypes:

`<lists>`

  `<list name="CIType_bizservice">`

    `<entry ucmdb="BusinessApplication" sm="Application Service"/>`

    `<entry ucmdb="BusinessService" sm="Business Service"/>`

    `<entry ucmdb="InfrastructureService" sm="Infrastructure Service"/>`

  `</list>`

`</lists>`

The `business_service_push.xslt` file uses this mapping definition XML file:

`<xsl:variable name="CIlists" select="document('SM_CIT_Subtype_list.xml')/lists"/>`

`<xsl:variable name="CIT" select="@bdmType"/>`

`<xsl:for-each select="$CIlists/list[@name='CIType_bizservice']">`

  `<Subtype><xsl:value-of select="entry[@ucmdb=$CIT]/@sm"/></Subtype>`

`</xsl:for-each>`

> **Tip:** For more information about XSL transformations, visit the following site:
> http://www.w3schools.com/xsl/

How do I Use the Load Fields Button to Add Multiple Managed Fields

Service Manager stores the list of managed fields in the **ucmdbIntegration** web service, which consists of a number of web services objects. You can add more managed fields to DEM Rules so that Service

Manager can monitor changes in more CI attributes in UCMDB and trigger the actions defined in relevant DEM Rules.

You can manually add managed fields that are exposed in associated WSDL definitions to DEM Rules; however, you can use the **Load Fields** button to automatically (and therefore correctly) add managed fields to DEM Rules.

1. Click the **Managed Fields** tab of the DEM Rule.

2. Click the **Load Fields** button.

3. If the table (in the Table Name field) of the DEM rule record has only one WSDL definition associated to it, all fields exposed in the WSDL definition are immediately added to the Managed Fields list.
   A message displays: `<XX> new fields loaded.`

4. If the table has more than one WSDL definition associated to it, the Managed Fields Importing wizard opens, and a list of WSDL definitions (ucmdbIntegration web service objects) is displayed.
   a. Select one or more objects, and click **Next**.

   b. All new fields that can be added from the selected web service objects are displayed.

   c. If you want to add all of the fields, click **Finish**; if you want to ignore some of them, change their Action value from **Add** to **Ignore**, and then click **Finish**.
   A message displays: `<XX> new fields loaded.`

5. Save the DEM Rule record.

What is the Purpose of the <container> Element in a Population XSLT File

Out-of-the-box, in the `runningsoftware_population.xslt` file, there is a container element:

```
<link direction="incomming" linkType="composition">

    <ci class="node">

        <container tql="SM Computer Population" keyFields="CIIdentifier">

            <linkTql>SM Computer To Software With Composition</linkTql>

            <linkRetrieveCondition>downstreamci.logical.name=&quot;<xsl:value-of
select="CIIdentifier"/>
&quot;</linkRetrieveCondition>

             <linkValueFields>upstreamci.logical.name</linkValueFields>
```

```
        </container>

    </ci>

</link>
```

- In UCMDB, RunningSoftware CIs must exist together with a Root Container (Node), however Service Manager allows RunningSoftware CIs without a Node.

- The current integration adapter synchronizes CIs and Relationships separately; when populating a RunningSoftware CI, the integration has no chance to check if a relationship exists between the CI and a Node.

With the <container> element, the integration populates RunningSoftware CIs together with a container.

Can I Populate Sub-Item Deletions

Yes.

Service Manager and UCMDB store CI information in different data structures, and therefore one SM CI may be synchronized to UCMDB as several CIs. For example, during population, an SM computer CI record is synchronized to a Node CI in UCMDB, and the computer CI's attributes to CIs such as IP, Interface, Location, etc (which are referred to as sub-items of the Node CI.). In this case, the Node CI is the root CI.

The integration allows you to populate sub-item deletions to UCMDB (for example, if you delete the IP Address attribute value of a computer, the corresponding IP CI record in UCMDB will be deleted too). To do so, you need to specify a root in the CI type's population xslt file, using parameter isRoot="true". For example, for Computer CIs, the "node" should be specifed as the root.

Out-of-the-box, only the computer_population.xslt file requires the "node" CI be specified as the root, as shown below:

```
<ci class="node" isRoot="true">
```

What will Happen if a Population Job Fails or Succeeds with Warnings

When a population job fails:

The failure prevents the remaining population tasks from running. The next job run will start from the last Success time. If pagination occurs (that is, the tasks are divided into multiple pages), the tasks will

run again and again within the first page from the last "Success" time (once the end of the first page is reached, no new tasks will be executed).

When a population job succeeds with warnings:

A warning does not prevent the remaining population tasks from running. The next job run will run all tasks again starting from the last Success time. If pagination occurs (the tasks are divided into multiple pages), the tasks on all pages will be re-run (including those that were successfully completed last time).

Known Issues and Limitations

The following table lists the known issues and limitations of this integration.

Known Issues and Limitations

Global ID	Known Issue/Limitation	Workaround
QCCR1E72246	[Population Adapter] Cannot populate deleted CIs in a full population. While you run a full population, if there are CIs that have been deleted since the last job run in Service Manager, the deleted CIs in Service Manager will not be populated to UCMDB. However, the data push feature first pushes deleted CIs while running a full push.	In UCMDB, manually delete all CIs that were populated from SM by using appropriate filter criteria and then run a full population. **Warning**: You must be very careful when using this workaround.
QCCR1E72222	NodeRole is case-sensitive when mapping Node's NodeRole in UCMDB to Node's Subtype in SM. Steps to reproduce this issue: 1. Create a Node in UCMDB. 2. Set the Node's NodeRole property to "Printer". 3. Run a data push in UCMDB to push Node CIs. 4. Check the CI's attributes in SM.	Use lower-case names for NodeRole (printer).

Known Issues and Limitations, continued

Global ID	Known Issue/Limitation	Workaround
	Result: The CI's subtype is "Node", which should be "Net Printer". When the NodeRole is "printer", the result is correct.	
QCCR1E72327	When you run a full population for the first time to synchronize a large amount of CIs, if some of the CIs have an invalid attribute value (for example, IP address), the population job will ignore such CIs and run to completion with a Failed status and with errors logged on the Job Errors tab; In addition, the last job execution time will not be logged because the job is run for the first time but fails. As a result, after fixing the invalid attribute values in Service Manager, you will not have a chance to re-populate the failed CIs through a change (delta) population. This is because when you run a change population, a full population will be executed instead (because the last job execution time is null).	Not available at this time.
QCCR1E84364	When "Run in Multi-Company Mode" is enabled in the System Information Record in Service Manager (SM), the UCMDB integration fails to create changes or incidents in SM because the configuration item data modification event fails. The following error occurs: `ERROR TypeError: lib.uCMDBConfiguration.isEnable is not a function at char 1`	To solve this issue, manually update a JavaScript: 1. Log in to Service Manager as a system administrator. 2. Go to **Tailoring** > **Script Library**, and open the `discoveryEvent` script. 3. In this file, replace all instances of string `lib.uCMDBConfiguration.isEnable` with `lib.uCMDBConfiguration.isEnabled`. **Note:** You can find the string in lines

Known Issues and Limitations, continued

Global ID	Known Issue/Limitation	Workaround
		43, 86 and 405.
		4. Click **Compile** to make sure the code is correct, and then click **Save**.
		5. Log off and log back in.
QCCR1E72511	If you set the `use.global.id` `parameter` in the adapter's `sm.properties` file to True, the federation feature does not work.	Set the parameter to False to solve this issue. • When you deploy the adapter on the UCMDB standalone server (which is defined as a global-id generator by default), globalId and ucmdbId are the same thing. For this reason, setting this parameter to false can meet all of your needs satisfied by setting the parameter to true. • When you deploy the adapter on a non-standalone UCMDB (for example, BSM's RTSM), setting this parameter to true is not supported. In addition, HP does not recommend integrating the non-standalone CMDB (for example, BSM's RTSM) with Service Manager.
QCCR1E72578	The data length of CI relationship name in Service Manager is 40 characters, which is not sufficient for the integration. Installing this content pack does not automatically increase this data length in Service Manager. If a CI relationship name exceeds the data length, either the relationship name is truncated after push or the relationship cannot be pushed to Service Manager due to a duplicate key error.	Manually increase the data length in Service Manager: Open the cirelationship table in Database Dictionary, and increase the data length of the relationship.name field from 40 to an appropriate value (recommended value: 300).
QCCR1E73004	Double quotes in UCMDB CI names (for example: "laptop - 003") are removed when the CIs are synchronized to SM.	Not available at this time.

Chapter 6: Tailoring the Integration

You can tailor the HP Universal CMDB integration to meet your business needs by adding or removing managed CI types, attributes, and relationship types. This chapter describes the integration architecture and tailoring options for data push, population, and federation.

Integration Architecture

Before you tailor the integration, you should understand how the following components of the out-of-the-box integration work.

- "Integration Class Model" below

- "Integration queries" below

- "Service Manager Web Services" on page 119

- "Service Manager Reconciliation Rules" on page 123

- "Service Manager Discovery Event Manager Rules" on page 125

Integration Class Model

UCMDB 9.x or later no longer uses a private class model of CI types to manage integration CIs, as was required in prior versions. Instead, the integration uses the standard UCMDB managed objects and maps them to Service Manager CI types and attributes with queries and transformation files.

Integration queries

This section describes out-of-the-box queries used for data push, Actual State, and population.

This section includes:

Queries for Push

For the push feature, the integration uses a collection of queries to gather CI attribute information from Universal CMDB and send it to the Service Manager system.

To access the out-of-the-box data push queries, navigate to **Modeling** > **Modeling Studio**, select **Queries** for Resource Type, and then navigate to the **Root** > **Integration** > **SM Sync** > **9.xx** folder.

If you want to change what CI/Relationship types or attributes are part of the integration, you must also edit the integration queries to support your updated CI/CI Relationship types and attributes.

Out-of-the-box queries for data push

Query name	Description
SM Running Software Push	This query gathers CI attributes from Running Software CIs.
SM Business Service Push	This query gathers CI attributes from business service CIs.
SM Business Service Relations Push	This query gathers relationships between the following components: - Business service and Running Software CIs - Business service and node CIs - Two or more business services The query includes compound relationships because the relationships can extend through a group.
SM Computer Push	This query gathers CI attributes from the node CI type with NodeRole containing "desktop", "server", "virtualized_system" or not set. It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, and Location.
SM Switch	This query gathers CI attributes from the node CI type with NodeRole containing

Out-of-the-box queries for data push, continued

Query name	Description
Push	"atm_switch", "frame_relay_switch", or "lan_switch". It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, and Location.
SM Storage Push	This query gathers CI attributes from the node CI type with NodeRole containing "san_switch", "san_gateway", "san_router" or exact CI type equal to "storage Array". It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, and Location.
SM Net Printer Push	This query gathers CI attributes from the node CI type with NodeRole containing "printer". It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, and Location.
SM Mainframe Push	This query gathers CI attributes from the node CI type with exact CI type equal to "Mainframe Logical Partition", or "Mainframe CPC". It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, and Location.
SM Mobile Device Push	This query gathers CI attributes from the node CI type with NodeRole containing "pda_handheld". It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, and Location.
SM Network Component Push	This query gathers CI attributes from the node CI type with NodeRole containing "router", "adsl_modem", "appletalk_gateway", "bandwith_manager", "cable_model", "csu_dsu", "ethernet", "fddi", "firewall", "hub", "kvm_switch", "load_balancer", "multicast_enabled_router", "nat_router", "token_ring", "undefined_network_component", "voice_gateway", "voice_switch", or "vpn_gateway". It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, and Location.
SM Cluster Push	This query gathers CI attributes from the node CI type with exact CI type equal to "ClusterResourceGroup". It also gathers related CI attributes from the following CI types through containers and links: IPAddress, Interface, CPU, FileSystem, DiskDevice, Location, and Cluster.
SM Node Relations Push	This query gathers relationships between the following components: • Node and Printer CIs

Out-of-the-box queries for data push, continued

Query name	Description
	• Node and RunningSoftware CIs The root class of the relationship is composition.
SM CRG Relations Push	This query gathers relationships between the following components: Node and Cluster Resource Group CIs. The query includes compound relationships because the relationships can extend through a group.
SM Layer2 Topology Relations Push	This query gathers relationships between the following components: Two or more nodes. The query includes compound relationships because the relationships can extend through a group.
SM Local Printer Push	This query gathers CI attributes from printer CIs. It also gathers related CI attributes from the Node CI type.
SM ASM Relations Push	This query gathers ASM discovered consumer-provider relationships that point from a Business Element CI to a Running Software CI. **Note:** This query does not support consumer-provider relationships between a Business Element CI and a Cluster CI. **Note:** To work correctly, this query requires the ASM Enhanced package to be deployed in UCMDB. This package is already included in UCMDB Content Pack (CP) 17.

Queries for Actual State

Out-of-the-box, the following queries (see the table below) are used for retrieving CI information from UCMDB to the Actual State section of the Service Manager Configuration Item (CI) form. Service Manager retrieves CI Actual State information by calling a UCMDB web service that retrieves CI data according to these queries.

The queries are located in the **Integration** > **SM Query** folder in the UCMDB Modeling Studio.

Out-of-the-box queries for Actual State

Query name	Description
localPrinterExtendedData	This query gathers real-time extended information from Printer CIs in UCMDB.
applicationExtendedData	This query gathers real-time extended information from RunningSoftware CIs in UCMDB.
businessServiceExtendedData	This query gathers real-time extended information from business service CIs in UCMDB.
hostExtendedData	This query gathers real-time extended information (such as Asset, Party, Location, LogicalVolume, WindowsService, Printer, InstalledSoftware, FileSystem, IPAddress, Interface, DiskDevice, and Cpu) from the node CI type in UCMDB.

Queries for Population

For CI/CI Relationship population, the integration does not need queries to save CI/CI Relationship attribute information to Universal CMDB; however in the population configuration file the following query names are mapped to relevant population XSL transformation files (see the following table).

Queries for population

Query name	Description
SM Business Service Population	This query defines the CI store structure of business service CIs.
SM Computer To Computer With ConnectM Running Software Population	This query defines the CI store structure of running software CIs.
SM Computer Population	This query defines the CI store structure of computer CIs.
SM Biz To Biz With Containment	This query defines the CI store structure of CI relationships in which a bizservice CI contains another.
SM Biz To Biz With Usage	This query defines the CI store structure of CI relationships in which a bizservice CI uses another.
SM Biz To Computer With Containment	This query defines the CI store structure of CI relationships in which a bizservice CI contains a computer CI.
SM Biz To Computer With Usage	This query defines the CI store structure of CI relationships in which a bizservice CI uses a computer CI.

Queries for population, continued

Query name	Description
SM Biz To Software With Containment	This query defines CI store structure of CI relationships in which a bizservice CI contains a RunningSoftware CI.
SM Biz To Software With Usage	This query defines CI store structure of CI relationships in which a bizservice CI uses a RunningSoftware CI.
SM Computer To Computer With Connects	This query defines the CI store structure of CI relationships in which a computer CI connects to another.
SM Computer To Software With Composition	This query defines the CI store structure of CI relationships in which a RunningSoftware CI is contained within a computer CI and the RunningSoftware CI cannot exist without the container.
CLIP Down Time Population	This query defines the CI store structure of ScheduledDowntime CIs.
CI To Down Time CI With Connection	This query defines the CI store structure of CI relationships in which a ScheduledDowntime CI connects to an affected CI.

Query Requirements

The integration requires that any custom queries you create meet certain formatting conditions. Any queries that you want to include in the integration must meet these conditions:

- To query CIs, a query must contain one CI type labeled **Root**. The Root node is the main CI that the UCMDB synchronizes. All other CIs are contained CIs of the Root CI.

- To query relationships, a query must contain one or more relationships labeled **Root**.

- A query must contain only the Root CI and CIs that are directly connected to it. The Root CI is always the top node of the TQL hierarchy.

- A TQL graph cannot have cycles.

- If a query synchronizing relationships has cardinality, it must be cardinality **1...***. Additional cardinality entries must have an OR condition between them.

- If you only want the integration to synchronize specific CIs, you must configure the condition on the query to filter such CIs.

Service Manager Web Services

Service Manager uses web services messages to get and receive CI information from your UCMDB system. Out-of-the-box, UCMDB sends more CI attribute information than the Service Manager system actually manages. Service Manager users can view all of the CI attribute information the UCMDB system sends from the Actual State section of the CI record.

Service Manager publishes several web services for use by the UCMDB-SM integration. The UCMDB system uses the web services to map UCMDB CI types and CI attributes to web services objects the Service Manager system recognizes. If you add UCMDB CI types or CI attributes that you want Service Manager to manage, then you must update one or more of these web services to define them as web services objects. See the *Service Manager Web Services Guide* for more information about publishing web services.

Managed Fields

Note: Managed fields are used only for the data push feature.

A Service Manager managed field is a field where the system compares the CI attribute value in the incoming UCMDB web services message to the value in a Service Manager CI record. If the values in the web services message do not match those in the CI record, Service Manager runs a Discovery Event Manager (DEM) rule to determine what action to take. The DEM rule determines which of the fields that are published as web services objects are fields managed by the integration. Only value changes in managed fields trigger the DEM rule.

The **ucmdbIntegration** web service consists of a set of web services objects, each of which defines a list of web service fields. Out-of-the-box, the integration uses only part of them (see the Mappings between Service Manager web service objects, tables, and DEM rules table), some of them (along with their relevant DEM Rules) are deprecated and removed from Service Manager (see the Deprecated ucmdbIntegration web service objects for data push table), and some are used for population or federation (see the ucmdbIntegration web service objects used for population or federation table).

Mappings between Service Manager web service objects, tables, and DEM rules

This web service object	Publishes fields from this table	And uses this DEM rule ID
Relationship	cirelationship	ucmdbRelationship
ucmdbRunningSoftware	device	ucmdbRunningSoftware
ucmdbBusinessService	joinbizservice	ucmdbBusinessService
ucmdbNode	joinnode	ucmdbNode

Deprecated ucmdbIntegration web service objects for data push

This web service object	Publishes fields from this table	Replaced with (object)
ucmdbApplication	device	ucmdbRunningSoftware
ucmdbComputer	ucmdbComputer	ucmdbNode
ucmdbNetwork	joinnetworkcomponents	ucmdbNode
ucmdbPrinter	joinofficeelectronics	ucmdbNode

ucmdbIntegration web service objects used for population or federation

This web service object	Publishes fields from this table	And is used for	Requires a DEM Rule?
cirelationship1to1	cirelationship1to1	Population	No
ucmdbIDPushBack	device	Population	No
UcmdbChange	cm3r	Federation	No
UcmdbChangeTask	cm3t	Federation	No
UcmdbIncident	probsummary	Federation	No
UcmdbProblem	rootcause	Federation	No

The following sections list the fields published as web services objects used for data push (see the Mappings between Service Manager web service objects, tables, and DEM rules table) and indicate whether they are managed fields in an out-of-the-box Service Manager system. You can use this reference to determine if you need to publish a field as a web service object, and also if you need to create a DEM rule for the object.

Object Name: Relationship

Service Manager publishes the following fields from the cirelationship table:

Web service and managed fields of the Relationship object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
relationship.name	RelationshipName	
logical.name	ParentCI	
related.cis	ChildCIs	Yes
relationship.subtype	RelationshipType	

Object Name: ucmdbRunningSoftware

Service Manager publishes the following fields from the device table:

Web service and managed fields of the ucmdbRunningSoftware object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucmdb.id	UCMDBId	
ci.name	ApplicationName	
type	Type	
subtype	Subtype	
company	CompanyId	
logical.name	CIIdentifier	Yes
product.version	ProductVersion	
vendor	Vendor	
version	Version	
ci.name	ServiceName	Yes
sm.device.display.name	DisplayName	

Object Name: ucmdbBusinessService

Service Manager publishes the following fields from the joinbizservice table:

Web service and managed fields of the ucmdbBusinessService object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucmdb.id	UCMDBId	
ci.name	ServiceName	Yes
type	Type	
subtype	Subtype	
company	CustomerId	
logical.name	CIIdentifier	

Web service and managed fields of the ucmdbBusinessService object, continued

Field published as web service object	Caption used in web service messages	Is the field a managed field?
vendor	ServiceProvider	Yes
sm.device.display.name	DisplayName	Yes

Object Name: ucmdbNode

Service Manager publishes the following fields from the joinnode table:

Web service and managed fields of the ucmdbNode object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucmdb.id	UCMDBId	
type	Type	
subtype	Subtype	
company	CustomerId	
logical.name	CIIdentifier	
default.gateway	DefaultGateway	Yes
network.name	DNSName	Yes
building	Building	Yes
room	Room	Yes
floor	Floor	Yes
location	Location	
addlIPAddr[addlIPAddress]	AddlIPAddress	Yes
addlIPAddr[addlSubnet]	AddlSubnet	Yes
addlMacAddress	AddlMacAddress	Yes
bios.id	BIOSId	Yes
operating.system	OS	Yes
os.version	OSVersion	Yes
physical.mem.total	PhysicalMemory	Yes

Web service and managed fields of the ucmdbNode object, continued

Field published as web service object	Caption used in web service messages	Is the field a managed field?
serial.no.	SerialNo	
vendor	Vendor	
cpu[cpu.id]	CpuID	
cpu[cpu.name]	CpuName	
cpu[cpu.clock.speed]	CpuClockSpeed	
file.system[mount.point]	MountPoint	
file.system[disk.type]	DiskType	
file.system[file.system.type]	FilesystemType	
file.system[disk.size]	DiskSize	
asset.tag	AssetTag	
machine.name	HostName	Yes
disk.device[model.name]	ModelName	
disk.device[disk.vendor]	DiskVendor	
disk.device[disk.name]	DiskName	
sm.device.display.name	DisplayName	Yes
isVisualization	IsVisualization	
istatus	AssetStatus	

Service Manager Reconciliation Rules

Service Manager reconciliation rules allow the integration to identify CI records in your Service Manager system that match CIs in your UCMDB system. Service Manager attempts to reconcile CI records with every push of CI attributes from your UCMDB system. The integration uses the following workflow to match UCMDB CIs with Service Manager CIs.

1. The UCMDB system sends a web service message containing the latest CI attribute data to Service Manager.

2. Service Manager scans the web service message for the CI ucmdb.id value.

> **Note:** The ucmdb.id field is displayed in the Actual State Section of the CI form, with a label of
> **Ucmdb ID**.

3. Service Manager searches for an existing CI record that has the same ucmdb.id value.

4. If Service Manager finds a CI that has the ucmdb.id value, no reconciliation is needed. Service Manager compares the UCMDB CI attributes to the Service Manager managed fields and runs the appropriate Discovery Event Manager (DEM) rules as needed to update the CI record in Service Manager.

5. If Service Manager cannot find a CI that has the ucmdb.id value, it searches for a DEM reconciliation rule record that is defined for the CI type.

6. If no DEM reconciliation rule record is found, Service Manager creates the CI record according to the appropriate DEM rules.

7. If a DEM reconciliation rule record is found, Service Manager evaluates the rules and appends (ucmdb.id=NULL or ucmdb.id~=NULL and istatus="XXXXXX") to the reconciliation rules in the backend, where the istatus value is retrieved from the DEM rule for deletion (for example, **Retired/Consumed**). If no istatus value is found in the DEM rule, Service Manager only appends ucmdb.id=NULL to the reconciliation rules in the backend.

8. If no matching CI record is found by the reconciliation rules, Service Manager creates the CI record according to the appropriate DEM rules.

9. If a matching CI record is found by the reconciliation rules, Service Manager updates the CI record according to the appropriate DEM rules.

Performance Implications

Because Service Manager attempts to reconcile CIs with every push, the number of reconciliation fields you have will affect the integration's performance. The more reconciliation rules you have, the more searches Service Manager must perform to match CIs. To improve the performance of reconciliation searches, you should choose reconciliation fields that are unique keys of the underlying Service Manager table. For example, if you want to reconcile CI records in the device table, use the logical.name field as a reconciliation field because it is a unique key. See "How to Add DEM Reconciliation Rules" on page 134 to create a reconciliation rule.

Dependence on DEM Rules

Service Manager uses the "Action if matching record does not exist" DEM rule whenever it cannot reconcile CIs. You should review the DEM settings and decide if they meet your business standards prior to the initial push of CIs from UCMDB to Service Manager. For example, you can have Service Manager create a change request for every CI in the initial CI push by selecting the "Open a change" option.

Service Manager Discovery Event Manager Rules

You only need to create Discovery Event Manager (DEM) rules if you want to accomplish any of the following custom actions:

- "Change the Conditions Under Which a DEM Rule Runs" below

- "Change the Action the DEM Rule Takes" on the next page

- "Update the List of Managed Fields for a CI Type" on the next page

- "Create Custom JavaScript to Open Change or Incident Records" on the next page

Change the Conditions Under Which a DEM Rule Runs

Service Manager will run a DEM rule only if the condition field evaluates to true. Out-of-the-box, no DEM rule has a condition statement that restricts when the rule runs, and all the integration DEM rules will always run by default.

You can update a DEM rule's condition statements if you want to restrict when Service Manager runs your DEM rules. For example, adding the following condition to the ucmdbNode DEM rule restricts the rule to desktop CIs.

```
subtype in $L.file="Desktop"
```

You can also use the condition field to create multiple DEM rules that apply to the same table name. For example, the following DEM rules both apply to the joinnode table.

DEM rules using different conditions to affect the same table

DEM rule Id	Table Name	Condition
ucmdbNode	joinnode	`subtype in $L.file~="Desktop"`
ucmdbDesktop	joinnode	`subtype in $L.file="Desktop"`

Typically, you will only need to add conditions if your business processes require the integration to take different actions with certain CI types or SLAs.

Change the Action the DEM Rule Takes

Out-of-the-box, the integration DEM rules take the following actions:

- Add a CI record when the UCMDB data does not match an existing Service Manager CI record

- Open a Change or log results and update a CI record when the UCMDB CI attribute data does not match the CI attribute data in the Service Manager CI record

- Delete a CI record when the UCMDB data specifies that the CI has been deleted

You can change the integration DEM rules to meet your business processes. For example, you could use the ucmdbNode DEM rule to open a change when the integration finds a non-desktop CI with unexpected data, and use the ucmdbDesktop DEM rule to log results and update the record when the integration finds a desktop CI with unexpected data.

> **Caution:** If you want to use the Change Management verification and Change Management validation features of the integration, your DEM rules must use the Open a Change option for the "Action if record exists but unexpected data discovered" event.

Update the List of Managed Fields for a CI Type

If you add CI attributes to your UCMDB system that you want to include in the integration, you must also create matching managed fields in Service Manager. Each managed field must have a corresponding web services object definition in order to receive CI attribute updates from your UCMDB system. See "How to Add a CI Attribute to the Integration for Data Push" on page 140 and "How to Add a CI Type to the Integration for Data Push" on page 154 for information on how to add managed fields.

Create Custom JavaScript to Open Change or Incident Records

Service Manager uses the **discoveryEvent** JavaScript to create CI names and to set the values of required fields when opening change or incident records. Out-of-the-box, the script uses the following default values.

Default values to create a new CI

You can update the createCIName and populateNewCI functions to set the following CI values.

Default values used to create a new CI

CI attribute	Default value defined in discoveryEvent
record.logical_name	System generated ID number
record.assignment	AUTO
record.istatus	Installed
record.os_name	Value in record.operating_system

Default values to create a new change

You can update the populateChange function to set the following change values.

Default values used to create a new change

CI attribute	Default value defined in discoveryEvent
change.category	Unplanned Change
change.reason	Value in reason
change.initial_impact	3
change.severity	3
change.coordinator	Change.Coordinator
change.requested_by	discovery
change.status	initial

Default values to create a new incident

You can update the populateIncident function to set the following incident values.

Default values used to create a new incident

CI attribute	Default value defined in discoveryEvent
incident.category	incident
incident.subcategory	hardware
incident.product_type	missing or stolen
incident.assignment	Hardware

Default values used to create a new incident, continued

CI attribute	Default value defined in discoveryEvent
incident.initial_impact	3
incident.severity	3
incident.logical_name	Value of id
incident.site_cateogry	C
incident.contact_name	ANALYST, INCIDENT
incident.affected_item	MyDevices

Integration Tailoring Options

The integration offers the following tailoring options.

How to Enable ASM Support

As of version 9.41, Service Manager supports the Automated Service Modeling (ASM) functionality in the UCMDB Browser.

ASM can automatically discover Service CIs and the consumer-provider relationships between the components of services. The Service Discovery process builds dependency graphs from the consumer-provider components that make up a service.

> **Note:** ASM is supported only for UCMDB 10.20 or later. To use ASM, the ASM Enhanced package must be deployed in UCMDB.

You can tailor Service Manager to integrate with Automated Service Modeling (ASM) and Risk Simulation of the UCMDB Browser. See the following instructions.

How to integrate with ASM

ASM enables Service Manager users to view the accurate service trees that are discovered by ASM and facilitates service modeling in Service Manager.

For example, to integrate the Service Manager Change Management module with ASM, you can add a control that calls the **us.launch.external** RAD application by passing the following URL:

```
http://[UCMDB browser server name]:[port]/ucmdb_
browser.jsp?username=<username>&password=<password>&server=Default%20Client&locale=
en#view=[Service Name];tab=service-modeling
```

Where:

- [UCMDB browser server name], [port], [username] and [password] are the UCMDB server host name, communications port, integration account user name and password, respectively. These parameters are configured in the UCMDB integration section in the System Information Record.

- [Service Name] is the display name of current service CI.

How to integrate with Impact Simulation

The Impact Simulation widget in the UCMDB Browser presents a graphic view of the impact analysis of a selected CI (that is, which CIs are impacted by it, according to a selected impact severity level).

To integrate with Impact Simulation, you can add a control that calls the us.launch.external RAD application by passing the following URL:

```
http://[UCMDB browser server name]:[port]/ucmdb-browser/ucmdb_browser.jsp?
username=[username]&password=[password]
&server=Default%20Client&locale=en#search=node;tab=search;refocus-selection=[global
id];widget=IMPACT
```

Where:

The [global id] parameter is the ucmdb.id value of the current CI. The other parameters are the same as those in the URL for ASM.

How to Update the Integration Adapter Configuration File (sm.properties)

The integration uses a properties file (sm.properties) as a configuration file of the adapter. Out-of-the-box, this file has been set up based on best practices, so usually you can keep the default parameter values. Optionally, you can update the parameter values to better suit your needs.

To update the `sm.properties` file:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

3. Click the properties configuration file: `sm.properties`.

4. Update the parameter values as needed. For a list of the parameters, see the following table.
   Parameters in the sm.properties file

Parameter	Default value	Comment
timeout.minutes	10	The integration connection timeout value (in minutes).
number.of.concurent.sending.threads	6	The number of concurrent threads used for the data push feature. ○ 1: Disabled ○ 2 or higher: Enabled **Note:** If you are connecting to

Parameters in the sm.properties file, continued

Parameter	Default value	Comment
		multiple Service Manager instances to improve the CI data push performance (see the URL Override configuration in "How to Create an Integration Point in UCMDB" on page 35), you are recommended to increase this value for optimized performance. For example, set it to 12 if you are connecting to two Service Manager instances.
min.objects.for.concurent.sending	50	The minimum number of Service Manager objects that is required to use concurrent sending instead of single thread sending. **Note:** It is used for the push feature.
number.of.chunks.per.thread	3	The number of chunks per thread used for the push feature.
number.of.cis.per.request	1000	The maximum number of objects retrieved from Service Manager by ID. **Note:** It is used for the population and federation features. **Do not set it to a number greater than 1000 in case the request has a 64K limit.**
use.global.id	true	If set to true, globalId is used in the integration.

Parameters in the sm.properties file, continued

Parameter	Default value	Comment
		If set to false, ucmdbId is used in the integration. For more information about the differences between UcmdbID and GlobalID, see the UCMDB documentation.
type.of.expand.enum	2	It configures the value mapping rule for the UCMDB enum type. ○ 0: The feature will be disabled ○ 1: The enum type will expand to "{value}" ○ 2: The enum type will expand to "{index}-{value}" **Note:** It is used for the push feature.
use.type.label	true	It configures whether the generated source XML uses the real CI/Relationship type directly or uses the label that is defined in the query. If set to false, the real type is used directly instead of the label.
op.pagination.switch	on	It indicates if pagination (client driven) is enabled. ○ on: Enabled. ○ off: Disabled. **Note:** It is used for the population feature.

Parameters in the sm.properties file, continued

Parameter	Default value	Comment
pop.pagination.recordcount	1000	The maximum number of records displayed on each page when pagination is enabled. **Note:** It is used for the population feature.
pop.createci.key	sm_id	The UCMDB field of a CI record that stores the Service Manager CI ID. **Note:** It is used for the population feature.
ucmdbid.pushback.request	UpdateucmdbID PushBackRequest	The web service request for pushing the UCMDB ID back to Service Manager. **Note:** It is used for the population feature.
ucmdbid.pushback.xslt	ucmdbid_ pushback.xslt	The xslt configuration file for pushing the UCMDB ID back to Service Manager. **Note:** It is used for the population feature.
check.sm.connections	false	It indicates whehter to check the SOAP connections to Service Manager instances before running a job. You can enable it under any of the following circumstances: ○ Your Service Manager is running in High Availability mode (with

Parameters in the sm.properties file, continued

Parameter	Default value	Comment
		load balancing), and you want to connect UCMDB to multiple Service Manager instances. ○ You want UCMDB to not run a job when no integration connections are available, rather than run the job and then report a failure.

How to Add DEM Reconciliation Rules

It is possible that your Service Manager system already contains CI records that match CIs in your UCMDB system. Rather than add duplicate CI records to your Service Manager system, you can configure Service Manager to reconcile CI records between the two systems based on specified Discovery Event Manager (DEM) reconciliation rules.

A DEM reconciliation rule record enables you to specify what Service Manager queries you want to use to determine whether an existing CI record matches a CI in a UCMDB system. An administrator typically specifies reconciliation rules prior to starting the integration to the UCMDB system so that Service Manager will not create duplicate CI records.

When performing CI reconciliation between Service Manager and UCMDB, Service Manager uses the **ucmdb.id** field to query the device table or a join table to determine whether an Update or Create operation is needed. The reconciliation process is as follows:

1. The UCMDB system sends a web service message containing the latest CI attribute data to Service Manager.

2. Service Manager scans the web service message for the CI ucmdb.id value.

   Note: The ucmdb.id field is displayed in the Actual State Section of the CI form, with a label of **Ucmdb ID**.

3. Service Manager searches for an existing CI record that has the same ucmdb.id value.

4. If Service Manager finds a CI that has the ucmdb.id value, no reconciliation is needed. Service Manager compares the UCMDB CI attributes to the Service Manager managed fields and runs the

appropriate Discovery Event Manager (DEM) rules as needed to update the CI record in Service Manager.

5. If Service Manager cannot find a CI that has the ucmdb.id value, it searches for a DEM reconciliation rule record that is defined for the CI type.

6. If no DEM reconciliation rule record is found, Service Manager creates the CI record according to the appropriate DEM rules.

7. If a DEM reconciliation rule record is found, Service Manager evaluates the rules and appends (ucmdb.id=NULL or ucmdb.id~=NULL and istatus="XXXXXX") to the reconciliation rules in the backend. The istatus value is retrieved from the DEM rule for deletion (for example, **Retired/Consumed**). If no istatus value is found in the DEM rule, Service Manager only appends ucmdb.id=NULL to the reconciliation rules in the backend.

8. If no matching CI record is found by the reconciliation rules, Service Manager creates the CI record according to the appropriate DEM rules.

9. If a matching CI record is found by the reconciliation rules, Service Manager updates the CI record according to the appropriate DEM rules

Multi-company mode

By default, Service Manager uses only the ucmdb.id field for CI reconciliation and the company.id field is not used. You can manually add DEM reconciliation rules.

Using join tables for reconciliation

When setting reconciliation rules, if the CI type you are reconciling has a joindef definition (as defined in the devtype table), use the join table name instead of the device table. For example, if you want to reconcile computer CIs, use the joinnode table instead of the device table.

Sequence of reconciliation

By default, Service Manager executes the reconciliation rules in their listed order. To change the order in which Service Manager reconciles CIs, you can add a numeric value to the **Sequence** field.

Steps to add a DEM reconciliation rule record

To create a DEM reconciliation rule record, follow these steps:

1. Click **Tailoring** > **Web Services** > **DEM Reconciliation Rules**.

   Service Manager displays the DEM Reconcile Record form.

2. In the **Table** field, select a Service Manager table against which you want to run reconciliation queries.

   > **Note:** Only tables that are specified in CI type records are displayed in the drop-down list. You can create only one DEM reconciliation record for one table.

3. Click **New**.

4. Enter expressions in the **Expression** column, and then enter a sequence number for each expression in the **Sequence** column. For example, you can add the following expressions for the **device** table. In this example, Service Manager looks for a matching record first based on the logical.name field, and then based on the sm.device.display.name field.

Expression	Sequence	Notes
logical.name=logical.name in $L.file	1	Checks to see if the CI Identifier matches the logical.name value of an existing CI in Service Manager. If no matching record is found, go to the next expression.
sm.device.display.name=sm.device.display.name in $L.file	2	Checks to see if the CI Display Name matches the display.name value of an existing CI in Service Manager.

5. Click **Add**.

   Service Manager creates the DEM reconciliation rule record.

Add Discovery Event Manager Rules

Service Manager uses the Discovery Event Manager (DEM) to define which actions the system should perform when the actual state of an incoming configuration item (CI) record differs from the managed state of a CI record in HP Service Manager. The DEM rules allow you to define whether the Service Manager system adds, updates, or deletes CI records based on incoming UCMDB data.

For CI records only, the DEM rules also allow you to define how Service Manager should handle duplicated logical names.

This section includes:

- "DEM Rules" below

- "CI Attributes Displayed in Change and Incident Records" on page 140

- "Searching for Change and Incident Records Opened by the Integration" on page 140

DEM Rules

Service Manager offers the following rules options:

Action if matching record does not exist

This is the action you want Service Manager to take if it cannot find a matching CI record.

- **Add the record:**(Default) Service Manager will add a CI record when it cannot find a matching record. See "How to Add DEM Reconciliation Rules" on page 134 to define what fields Service Manager uses to match CI records.

- **Add the record, and set dependency as true**: This option is available only for synchronization of CI relationship data. Service Manager adds the CI relationship record and enables outage dependency for the record by doing the following:
  - Checks the Outage Dependency check box;

  - Sets the number of dependent downstream CIs to 1. This is because UCMDB only supports one-

to-one CI relationships.

- **Open an Incident:**Service Manager opens an incident for someone to review the new CI record. The incident enables someone to investigate whether the new CI record is compliant with your business practices.

- **Open a Change:**Service Manager opens an unplanned change for someone to review the new CI record. The change allows you to investigate whether the new CI record is compliant with your business practices. If the CI record is compliant, the change can be approved. If the CI record is not compliant, then the change can be denied and the CI record removed. The change record lists both the current and proposed attribute values.

Action if record exists but unexpected data discovered

This is the action you want Service Manager to perform if it does not find a matching CI attribute value.

- **Open a Change:** (Default) Service Manager opens an unplanned change to review the actual state of the CI record. The change allows someone to investigate whether the new attribute value is compliant with your business practices. If the value is compliant, the change can be approved. If the value is not compliant, then the change can be denied and the CI attribute value reverted to its managed state.

- **Log Results and update record:**Service Manager logs the results of the actual state of the CI record, and then updates the CI record.

- **Open an Incident:**Service Manager opens an Incident to investigate the actual state of a CI record and determines what actions must be performed or initiated to bring the record into compliance with Service Manager.

Action if record is to be deleted

This is the action you want Service Manager to perform if an external event specifies that the record needs to be deleted.

- **Delete record:** (Default for CI Relationship records) This option is available for synchronization of both CI and CI Relationship records. Service Manager automatically deletes the CI/CI Relationship record.

- **Open an Incident:** This option is available only for synchronization of CI Relationship records. Service Manager opens an incident to investigate the deleted record and determines which actions must be performed or initiated to bring the record into compliance with Service Manager.

- **Open a Change:** This option is available only for synchronization of CI Relationship records. Service Manager opens an unplanned change to review the deleted record. The change allows someone to investigate whether the deleted record is compliant with your business practices. If the record is compliant, the change can be approved. If the record is not compliant, then the change can be denied and the record added back to the system.

- **Update record to the selected status:** (Default for CI records) This option is available only for synchronization of CI records. Service Manager updates the status of the CI record to a value selected from the drop-down list (for example, **Retired/Consumed**), rather than deletes the record permanently.

  > **Note:** Values available from the drop-down list are defined in the **ICM Status** global list.

- **Open a Change to update record to the selected status:** This option is available only for synchronization of CI records. Service Manager opens an unplanned change to update the CI record's status to a value selected from the drop-down list (for example, **Retired/Consumed**). The change allows someone to investigate whether the requested status change is compliant with your business practices. Once the change has been approved and closed, Service Manager automatically changes the CI record to the selected status. If the change has been denied, Service Manager makes no changes to the CI record.

- **Open an Incident to update record to the selected status:** This option is available only for synchronization of CI records. Service Manager opens an incident to update the record's status to a value selected from the drop-down list (for example, **Retired/Consumed**). Once the incident has been closed, Service Manager automatically updates the CI record to the selected status.

CI Attributes Displayed in Change and Incident Records

Service Manager displays a Change Details section on the corresponding change or a CMDB Changes section on the corresponding incident when you configure DEM to open either change records or incident records when it discovers CI attribute changes through the UCMDB-SM integration. Service Manager only displays a tab for CI attributes when the UCMDB-SM integration is enabled and you have defined a rule in the Discovery Event Manager to create a change or incident record when a CI is added, updated, or deleted.

Both the Change Details and CMDB Changes sections display the current CI attribute values alongside the actual attribute values discovered by UCMDB. You can use this information to approve or deny a change or escalate an incident to the proper assignment group.

Searching for Change and Incident Records Opened by the Integration

You can use the following search criteria to find change and incident records opened by the UCMDB-SM integration.

Search options available for change and incident records

Record type	Search option available
Change	Search for records with the category **unplanned change**.
Incident	Search for records using the **generated by the UCMDB integration** option.

How to Add a CI Attribute to the Integration for Data Push

You can use the following steps to add a CI attribute to the integration.

1. Does the CI attribute already exist in the UCMDB class model?
   Yes. Go to Step 3.

   No. Go to Step 2.

2. Add the CI attribute to the UCMDB class model.
   See "How to Add the CI Attribute to the UCMDB Class Model" below.

3. Add the CI attribute to the query layout.
   See "How to Add a CI Attribute to the Query Layout" on page 143.

4. Add the CI attribute to the Service Manager table.
   See "How to Add the CI Attribute to the Service Manager Table" on page 144.

5. Create a web service field to support the CI attribute.
   See "How to Create a Web Service Field to Support the CI Attribute" on page 146.

6. Add a managed field to monitor changes in the CI attribute.
   See "How to Add a Managed Field to Support the CI Attribute" on page 148.

7. Map the CI attribute to a web service field.
   See "How to Map the CI Attribute to a Web Service Field" on page 149.

How to Add the CI Attribute to the UCMDB Class Model

The integration only uses a subset of the CI attributes available from your UCMDB system. Out-of-the-box, the integration consists of CI attributes that are typically managed from a Service Manager system such as host name and host DNS name. Before creating a new UCMDB CI attribute, you should determine if there are any existing CI attributes in your UCMDB system that provide the data you want. In most cases, there is an existing attribute tracking the data you want to add to the integration. For example, if you review the attributes of the Node CI type, you see that there are many attributes available to be added to the integration.

The following steps illustrate how to add a new CI attribute to an existing CI type. This scenario is not the expected typical case. Typically, you would add an existing CI attribute to the integration.

> **Note:** The integration does not require any special steps to add a CI attribute to the UCMDB class model. You can use the standard CI attribute creation procedures to add a CI attribute. For more information on CI attribute creation, see the *HP Universal CMDB CI Attribute Customization Guide*.

To add a CI attribute to the UCMDB class model:

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **CI Type Manager**.

3. Select the CI type to which you want to add a new CI attribute from the CI Types navigation tree. For example, **ConfigurationItem** > **InfrastructureElement** > **RunningSoftware** > **Database**.

4. Click the **Attributes** tab.

5. Click the **Add** button.
   The Add Attribute window opens.

6. In Attribute Name, type the unique name you want to use for the new CI attribute. For example, `database_owner`.

   > **Caution:** The name cannot include any of the following characters: ` / \ [ ] : | < > + = ; , ? *`.

7. In Display Name, type the name you want UCMDB to display in the interface. For example, `Database Owner`.

8. In Description, type a description of the new CI attribute. This is an optional field. For example, `System user who owns the database`.

9. In Attribute Type, select either Primitive or Enumeration/List. For example, select **Primitive** and select **string**.

10. In Value Size, type the maximum character length the attribute can have. For example, `300`.

11. In Default Value, type the value to be used when no other value is available. For example, leave the default value blank.

12. Click **OK** to save the attribute.

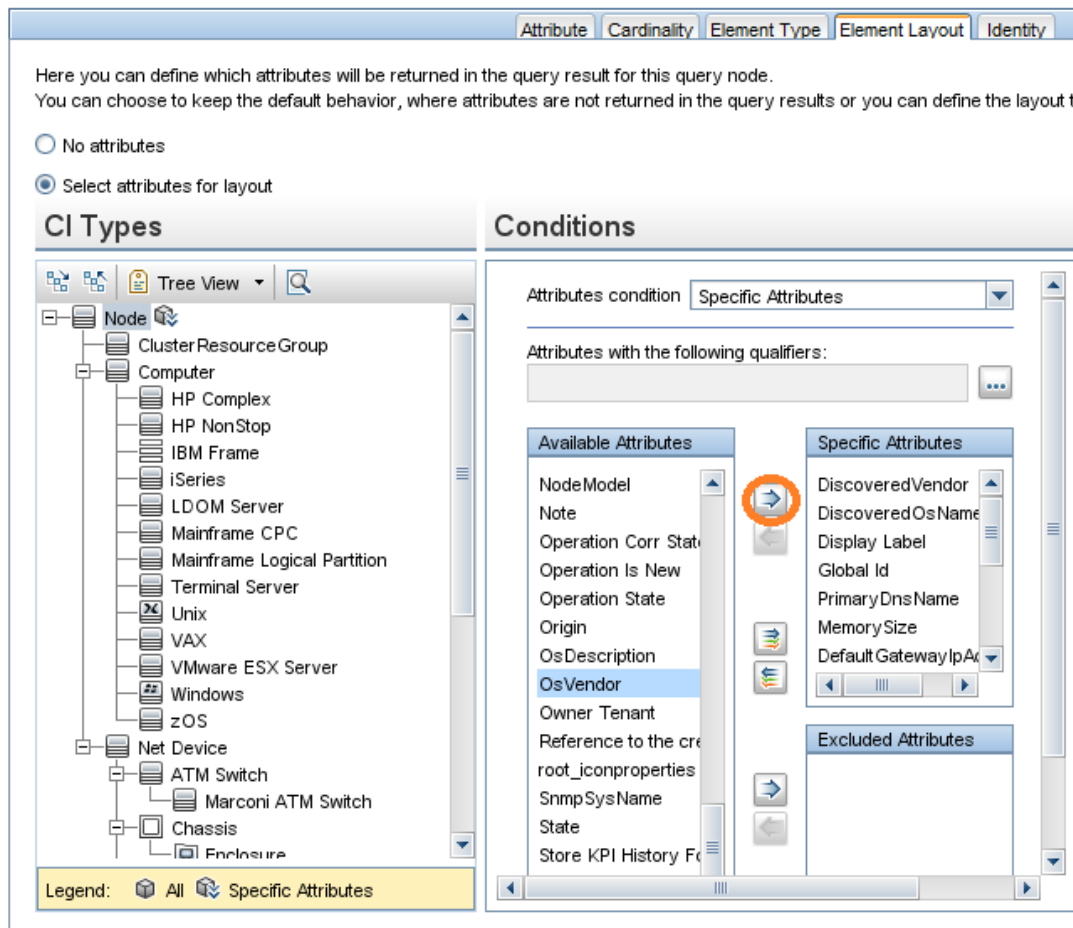13. Click the **Save** button 💾 to save attribute changes to the CI type.

How to Add a CI Attribute to the Query Layout

To add a CI attribute to the integration, you must add this attribute to the layout setting from the query that synchronizes the CI type. You must know what CI type contains the CI attributes you want to add to the integration.

Keep a list of the attributes that you enable, because you will need to create a matching XSL transformation for each attribute you enable.

To add a CI attribute to the query layout:

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **Modeling Studio**.

3. For Resource Type, select **Queries**.

4. From the Queries navigation tree, click **Integration** > **SM Sync** > **9.xx**.

5. Select the query that manages the CI type whose attributes you want to add to the integration. For example, **SM Computer Push**. UCMDB displays the TQL graph for the integration query.

6. Select the node from the query layout that contains the CI attribute you want to add to the integration. For example, **Root**.

7. Right-click the node and select **Query Node Properties**. The Query Node Properties window opens.

8. Click **Element layout tab**. The Layout Settings tab opens.

9. Select the CI attribute you want to include in the integration from the **Available Attributes** list, and click the **Add** button to add it to **Specific Attributes** list. For example, **OsVendor**.

10. Click **OK** to save the node properties.

11. Click the **Save** button 💾 to save the query.

How to Add the CI Attribute to the Service Manager Table

The integration uses only a subset of the CI attributes available from your Service Manager system. Before creating a new Service Manager CI attribute, you should determine if there are any existing CI attributes in your Service Manager system that provide the data you want. In most cases, there is an existing attribute tracking the data you want to add to the integration. For example, if you review the attributes of the Computer CI type, you see that there are many attributes available to be added to the integration.

The following steps illustrate how to add a new CI attribute to an existing CI type.

The integration does not require any special steps to add a CI attribute to the Service Manager table. You can use the standard table attribute creation procedures to add a CI attribute. For more information on table attribute creation, see the Service Manager help and *Service Manager Tailoring Best Practices Guide*.

To add a CI attribute to the Service Manager table:

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

2. Navigate to **Tailoring** > **Database Dictionary**.

3. In File Name, type the name of the table where you want to add the new CI attribute. For example, `node`.

4. Click the **Search** button .
   The node dbdict record opens.

5. Click the **Fields** tab.

6. Click the **New Field/Key** button.
   The Add Attribute window opens.

7. In Name, type the name you want to use for the new CI attribute. For example,
   `os.manufacturer`.

   > **Caution:** The name cannot include any of the following characters: `'  /  \  [  ]  :  |  <  >  + = ;  ,  ?  *`.

8. In Type, select a type from the list. For example, select **character**.

9. Click the **Add Field** button to save the attribute.

10. Click the **OK** button to save attribute changes to the table.

How to Create a Web Service Field to Support the CI Attribute

UCMDB uses the Service Manager ucmdbIntegration web service to send CI data. This web service publishes the objects that match the out-of-the-box CI types and CI attributes provided by the UCMDB-SM integration. For a list of the out-of-the-box web service fields and their mappings to Service Manager tables, see "Managed Fields" on page 119.

If you add a CI attribute to the integration on your UCMDB system, you must create a corresponding web service field on your Service Manager system to receive the incoming CI data from UCMDB. Each web service field must map to a valid Service Manager table and column.

To create a web service field for the OSVendor attribute described in previous sections:

1. Log in to Service Manager with an administrator account.

2. Navigate to **Tailoring** > **Web Services** > **WSDL Configuration**. The External Access Definition form opens.

3. For Service Name, type **ucmdbIntegratio**n.

4. Click **Search**. Service Manager displays a record list of the objects that make up the ucmdbIntegration web service.

5. Select an existing web service object to which you want to add the CI attribute. For example, select
   ucmdbNode.

6. Click the **Fields** tab. Service Manager displays the fields published as web service fields.

7. Select an empty row in the Fields list.

8. For Field, select the Service Manager column name where you want to store the incoming CI
   attribute values. For example, **os.manufacturer**.

   Note: Service Manager displays the fields from all join tables associated with the table listed
   in the Name field. For example, for joinnode Service Manager displays the fields from the
   device and node tables.

9. For Caption, type the name you want Service Manager to use when publishing the field as a web
   service field. For example, **OSVendor**.

   Caution: The Caption name must match the object name you listed in the XSL transformation
   file in Universal CMDB, or Service Manager will not receive any CI updates from your Universal
   CMDB system.

10. Click **Save**.
    The new web service field is available immediately; you do not need to restart the Service Manager
    system.

How to Add a Managed Field to Support the CI Attribute

In order for a CI attribute you add to the integration to trigger the automated Change Management validation and verification processes, you must add a managed field for the CI attribute. Service Manager managed fields are part of the Discovery Event Manager Rules. For a list of fields that trigger Change Management validation and verification, see "Service Manager Discovery Event Manager Rules" on page 125.

To add a managed field to the integration:

1. Log in to Service Manager with an administrator account.

2. Navigate to **Tailoring** > **Web Services** > **Discovered Event Manager Rules**. Service Manager displays a record search/creation form.

3. Click **Search** to display a list of all Discovery Event Manager rules.

4. **Select the rule ID that matches the web services object where you mapped the incoming CI attribute**. For example, **ucmdbNode**. See "How to Create a Web Service Field to Support the CI Attribute" on page 146.
Service Manager displays the rules for this web service object.

5. Click the **Managed Fields** tab. Service Manager displays the list of fields that trigger Change Management validation and verification.

6. Select an empty row in the Managed Fields list.

7. For Field Name, select the caption name of the Service Manager column that you previously selected to store the incoming CI attribute values. For example, **Os Manufacturer**.

> **Note:** Service Manager displays the fields from all join tables associated with the table listed in the Table Name field. For example, joinnode displays fields from the **device** and **computer** tables.

> **Tip:** If you want to add all fields that are exposed in the WSDL definition, you can click the **Load Fields** button. For more information, see "How do I Use the Load Fields Button to Add Multiple Managed Fields" on page 107.

8. If the field you use to store the incoming CI attribute is an array of structure, use the Structure field to select the name of the array of structure where the column can be found. For example, **Os Manufacturer** is a primitive character field and therefore does not need to identify an array of structure name.

9. If the field you use to store the incoming CI attribute is an array of structure, use the Index field to select the index number that identifies the column in the array of structure. For example, **Os Manufacturer** is a primitive character field and therefore does not need to identify an array of structure index.

10. Click **Save**.

How to Map the CI Attribute to a Web Service Field

The integration uses an adapter to transform UCMDB CI attributes to web services objects recognized by Service Manager. The adapter in turn specifies what XSL transformation files the integration should use to convert UCMDB queries into properly formatted Service Manager web services messages.

Out-of-the-box, each integration query has a corresponding XSL transformation file that maps to a particular CI type in UCMDB. In addition, each attribute for which you enabled calculation requires its

own entry in the XSL transformation file. Without an XSL transformation entry, Service Manager cannot receive any CI attribute updates from your UCMDB system.

If you want to add a new attribute to the integration, you must edit the XSL transformation file for the parent CI type and add an entry for the CI attribute. For information about which CI types each query manages, see "Queries for Push" on page 114. In order to create a proper XSL mapping, you must be familiar with the service and object names Service Manager publishes as web services. For information on publishing tables and columns as web service objects, see the *Service Manager Web Services Guide* available from the Service Manager help.

The following steps illustrate how to map a UCMDB CI attribute called host_vendor to a Service Manager web service object called OSVendor.

To map a CI attribute to a web service field:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

3. Double-click the XSL transformation file that manages the parent CI type of your CI attribute. For example, open `computer_push.xslt` to add an attribute to the **SM Computer Push** query.

4. Find the element that defines the Service Manager table name where the integration will store CI attribute values. For example, the element `<file.device>` will store CI attributes in the Service Manager device table.

5. Within the table naming element (<file.device>), you will see an element of the following format that defines how to transform each UCMDB CI attribute into a web service object:
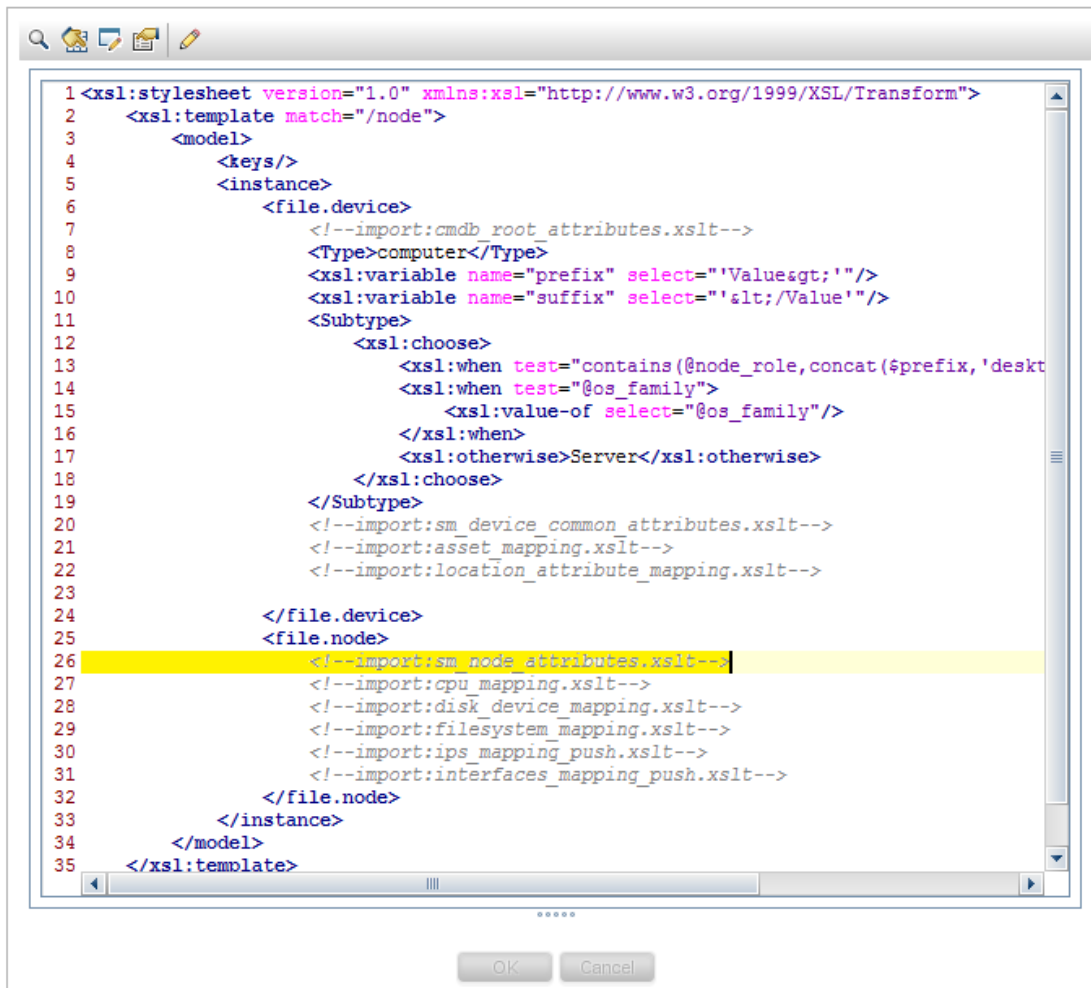
   <xsl:for-each select="@CI_attribute_name">

       <SMAttributeName><xsl:value-of select="."/></SMAttributeName>

   </xsl:for-each>

   @CI_attribute_name is the name of attribute in the UCMDB system.

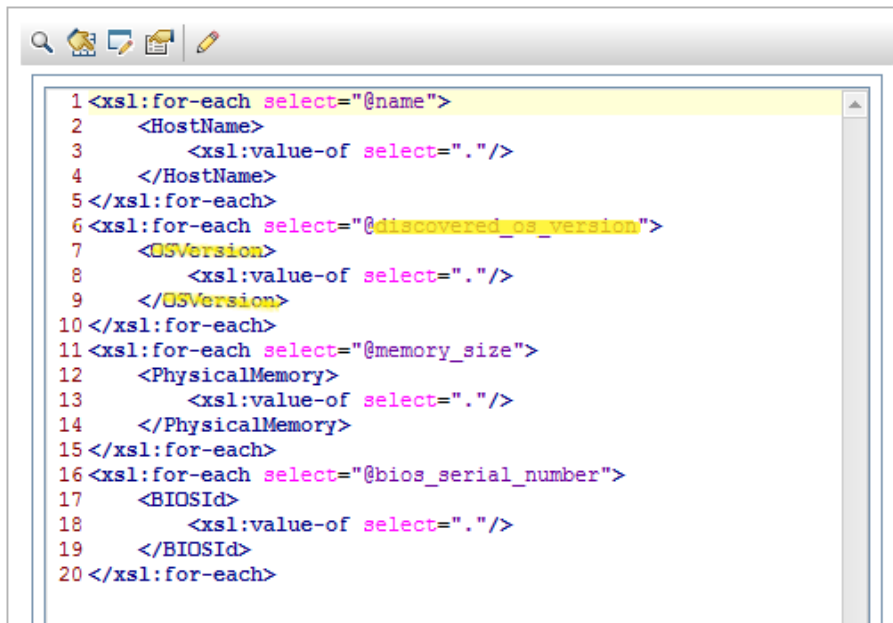   SMAttributeName is the name of a web service attribute published by the Service Manager system.

   Caution: The web service attribute name is case-sensitive.

CI attributes in the `computer_push.xslt` XSL transformation file are illustrated in the following screenshot:

```
 1 <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
 2   <xsl:template match="/node">
 3     <model>
 4       <keys/>
 5       <instance>
 6         <file.device>
 7           <!--import:cmdb_root_attributes.xslt-->
 8           <Type>computer</Type>
 9           <xsl:variable name="prefix" select="'Value&gt;'"/>
10           <xsl:variable name="suffix" select="'&lt;/Value'"/>
11           <Subtype>
12             <xsl:choose>
13               <xsl:when test="contains(@node_role,concat($prefix,'deskt
14               <xsl:when test="@os_family">
15                 <xsl:value-of select="@os_family"/>
16               </xsl:when>
17               <xsl:otherwise>Server</xsl:otherwise>
18             </xsl:choose>
19           </Subtype>
20           <!--import:sm_device_common_attributes.xslt-->
21           <!--import:asset_mapping.xslt-->
22           <!--import:location_attribute_mapping.xslt-->
23
24         </file.device>
25         <file.node>
26           <!--import:sm_node_attributes.xslt-->
27           <!--import:cpu_mapping.xslt-->
28           <!--import:disk_device_mapping.xslt-->
29           <!--import:filesystem_mapping.xslt-->
30           <!--import:ips_mapping_push.xslt-->
31           <!--import:interfaces_mapping_push.xslt-->
32         </file.node>
33       </instance>
34     </model>
35   </xsl:template>
```

CI attributes in the `sm_node_attributes.xslt` XSL transformation file are illustrated in the following screenshot:

Matching CI attributes in the ucmdbNode web service are illustrated in the following screenshot:

6. Copy an existing XSL transformation element to use it as a template to create a new transformation entry.

7. Paste the new XSL transformation element within the proper table naming element. For example, `<file.node>`.

8. Update the CI attribute name and web service object name within the new element to match the attribute you want to add to the integration. For example, create the following XSL transformation element to add an attribute to the integration.

```
<xsl:for-each select="@os_vendor">
<OSVendor><xsl:value-of select="."/></OSVendor>
</xsl:for-each>
```

New attribute in the `computer_push.xslt` XSL transformation file is illustrated in the following screenshot:
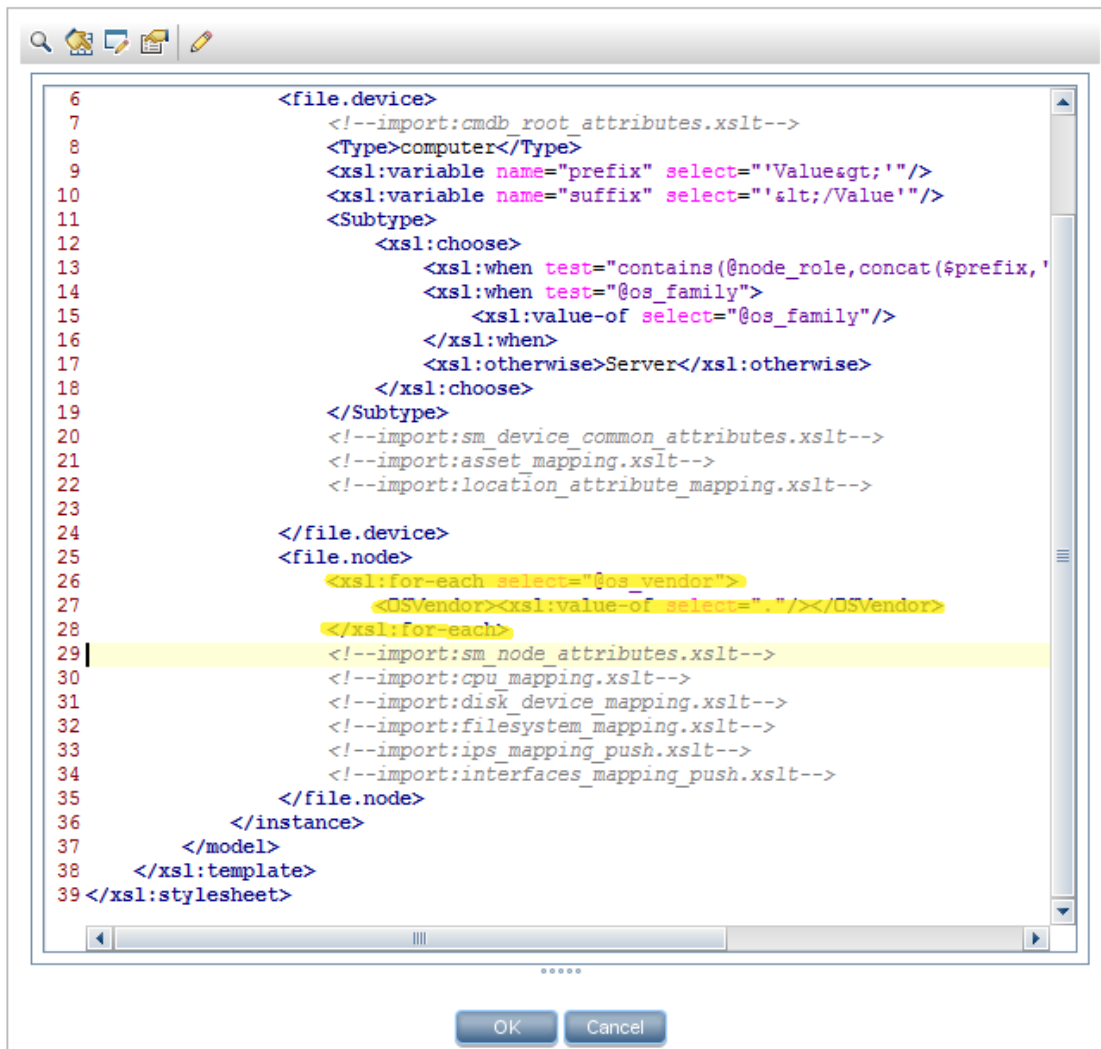
9. Save the XSL transformation file.

> **Note:** When you create/edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

How to Add a CI Type to the Integration for Data Push

You can use the following steps to add a CI type to the integration.

1. Does the CI type already exist in the UCMDB class model?
   Yes. Go to Step 3.

   No. Go to Step 2.

2. Add the CI type to the UCMDB class model.
   See "How to Add the CI Type to the UCMDB Class Model" below.

3. Add CI attributes to the CI type as needed.
   See "How to Add a CI Attribute to the Integration for Data Push" on page 140.

4. Create a query to synchronize the CI type.
   See "How to Create a Query to Synchronize the CI Type" on page 158.

5. Add the CI type's attributes to the query layout.
   See "How to Add the CI Type's Attributes to the Query Layout" on page 162.

6. Add the CI type to Service ManagerService Manager.
   See "How to Add the CI Type in Service Manager" on page 165.

7. Create web service fields to support the CI type.
   See "How to Create Web Service Fields to Support the CI Type" on page 168.

8. Add managed fields to support the CI type.
   See "How to Add Managed Fields to Support the CI Type" on page 170.

9. Map the CI type's query to an XSL transformation file.
   See "How to Map the CI Type's Query to an XSL Transformation File" on page 172.

10. Map the CI type's attributes to web service fields.
    See "How to Map the CI Type's Attributes to Web Service Fields" on page 174.

11. Add custom queries to integration data push jobs.
    See "How to Add Custom queries to Data Push Jobs" on page 187.

How to Add the CI Type to the UCMDB Class Model

Before creating a new UCMDB CI type, you should determine if there are any existing CI types in your UCMDB system that provide the CI attributes you want. In most cases, you can create links to one or more existing CI types to create a new logical CI type for use by the integration.

The following steps illustrate how to create a new CI type called SM RDBMS based on an existing CI type called database.

> **Note:** The integration does not require any special steps to add a CI type to the UCMDB class model. You can use the standard CI type creation procedures to add a CI type. For more information on CI type creation, see the *HP Universal CMDB CI Attribute Customization Guide*.

To add a CI type to the UCMDB class model:

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **CI Type Manager**.

3. Select the base CI type you want to use for your new CI type from the CI Types navigation tree:
   Managed Object > **ConfigurationItem** > **Infrastructure Element** > **Running Software** > **Database**.

4. Click the **New** button .
   The Create Configuration Item Type window opens.

5. In Name, type the unique name you want to use for the new CI type. For example, `sm_rdbms`.

   > **Caution:** The name cannot include any of the following characters: ` / \ [ ] : | < > + = ; , ? *`.

6. In Display Name, type the name you want UCMDB to display in the interface. For example, `SM RDBMS`.

7. In Description, type a description of the new CI type. This is an optional field. For example, `Hosts running relational databases`.

8. In Base CI Type, verify that the proper base CI type is selected. Your new CI type will inherit the attributes of the base CI type you select here. For example, **Database**.

9. Click **Next**. The wizard displays a list of CI attributes from the base CI type.

10. Add, edit, or remove CI attributes as needed for the new CI type. For example, accept the default attributes inherited from Database.

11. Click **Next**. The wizard displays a list of qualifiers from the base CI type.

12. Add or remove qualifiers as needed for the new CI type. For example, accept the default qualifiers.

13. Click **Next**. The wizard displays a list of icons associated with the CI type.

14. Select the icons associated with this CI type. For example, accept the default abstract class icon.

15. Click **Next** to add any menu item properties or label definitions as needed. For example, accept the default settings from the base CI type.

16. Click **Finish** to create the CI type.
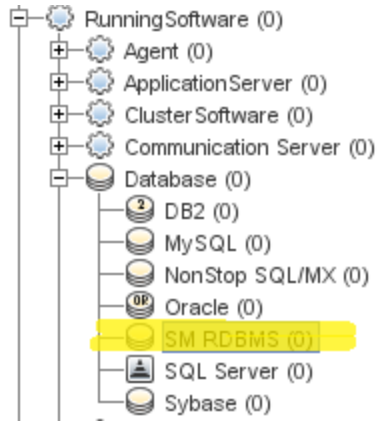
17. Select your new CI type from the tree. For example, **SM RDBMS**.

18. Browse to an existing CI type you want to link to, and control-click it to add it to your selection. For example, **Node**.

    Note: Choose an existing CI type that has the attributes that you want to be part of your new logical CI type.

19. Right-click one of the selected CI types, and click **Add/Remove Relationship**. The Relationships window opens.

20. Create an SM Link relationship from the existing CI type to the new CI type. For example, from **Node** to **SM RDBMS**.

    Note: You need to create a new SM Link relationship if it does not exist.
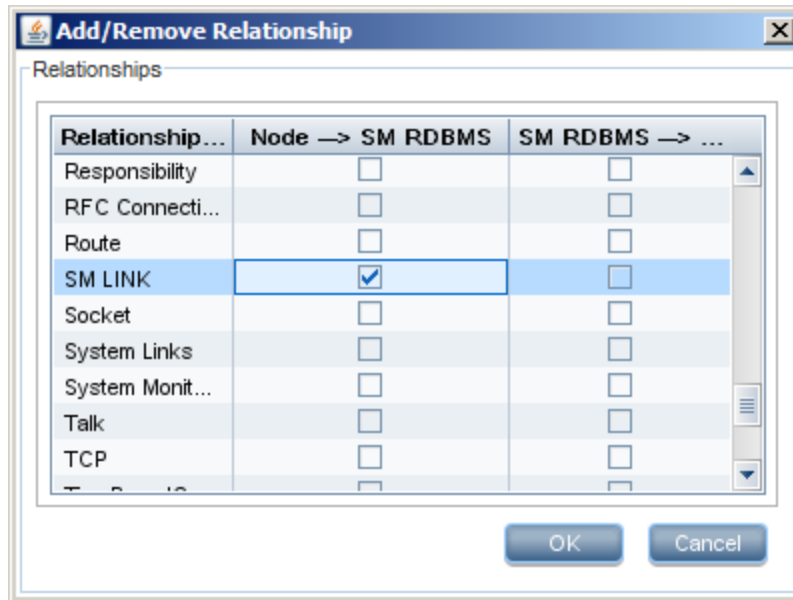
21. Click **OK** to create the relationship.

22. Click the **Save** button to save the CI type.

How to Create a Query to Synchronize the CI Type

The integration uses queries to gather CI attribute values and pass them to your Service Manager system. You must create a query for any CI type you add to the integration. Any query you create must conform to the "Query Requirements" on page 118.

The following steps illustrate how to create a new query called rdbmsData for the SM RDBMS CI type described in previous sections.

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **Modeling Studio**.

3. From the Queries navigation tree, click **Integration** > **SM Sync**.

4. Right-click **SM Sync**, and select the **New** > **Query**.
   The Query Definition window opens.

5. Find the CI type that will be the root node of your query from the CI Type Selector. This CI type is typically the one that provides the most attributes for the CI. For example, **Managed Object** > **ConfigurationItem** > **InfrastructureElement** > **RunningSoftware** > **Database** > **SM RDBMS.**

6. Drag the root CI type from the CI Type Selector and drop it into the empty Editing pane. UCMDB displays the icon of the CI type.
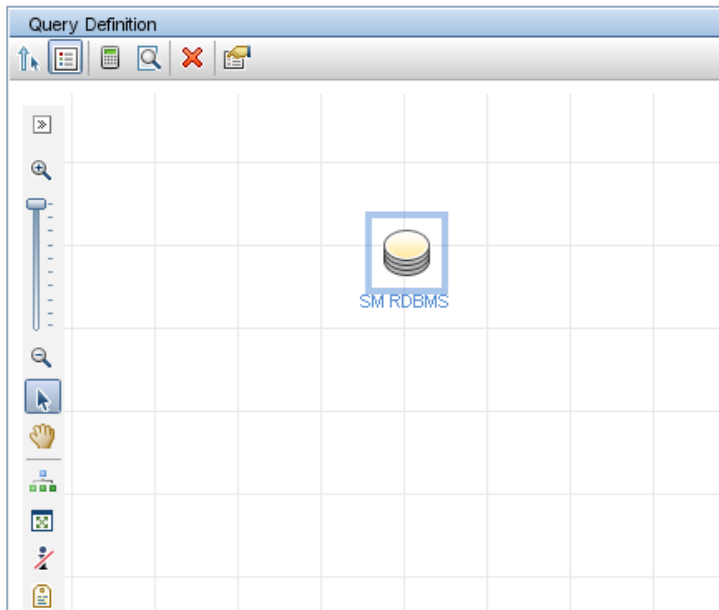
7. Select the CI type, and click **Edit** from the Information Pane. The Node properties window opens.

8. Change the Element name to **Root**.

9. Click **OK** to save the node properties.
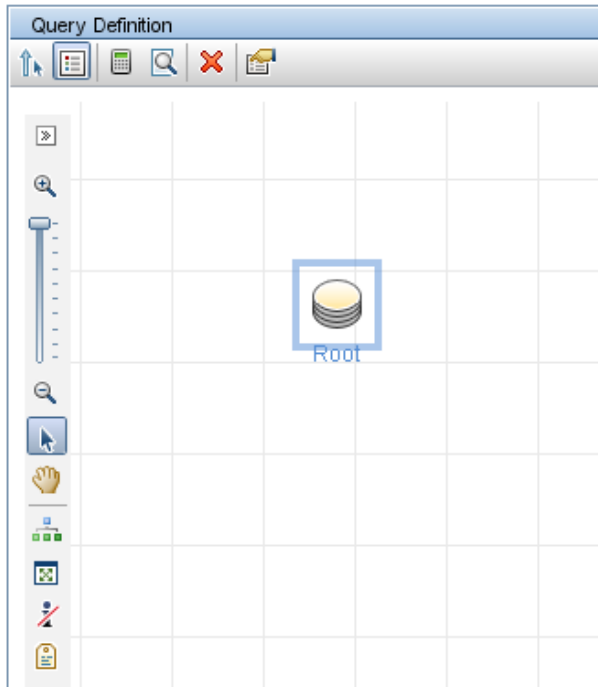
10. Find any additional CI types you want to add to the query from the CI Type Selector. These CI types typically provide additional CI attributes. For example, **Managed Object** > **ConfigurationItem** > **Infrastructure Element** > **Node**.

11. Drag the additional CI type from the CI Type Selector and drop it into the empty Editing pane. UCMDB displays the icon of the additional CI type.
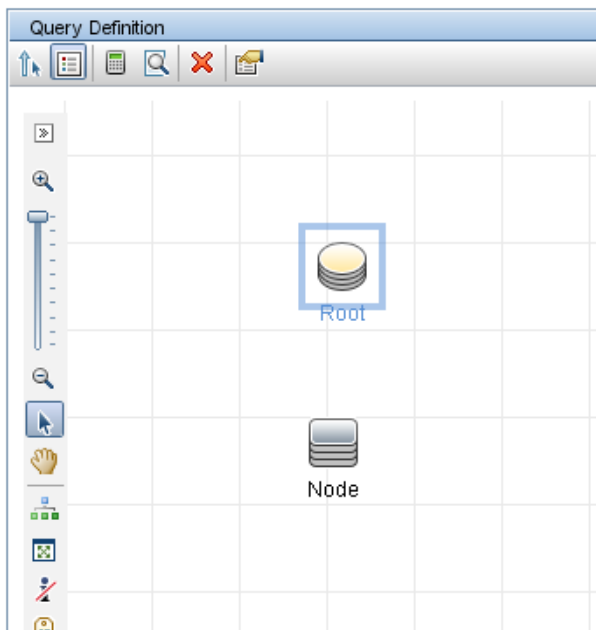
12. Create relationships between the Root CI type and the additional CI types as needed. For example, create an SM Link between **Root** and **Node**.

   a. Select **Root** and control-click the additional CI type. For example, **Node**.

   b. Right-click one of the selected items, and click **Add Relationship**. The Add Relationship window opens.

   c. Select **SM Link**.

   d. Type a Relationship Name. For example `SM Link`.

   e. Click **OK** to add the relationship.

13. Repeat step 10 to step 12 for each additional CI type you want to add to the query. For example, SM RDBMS does not need any additional CI types.
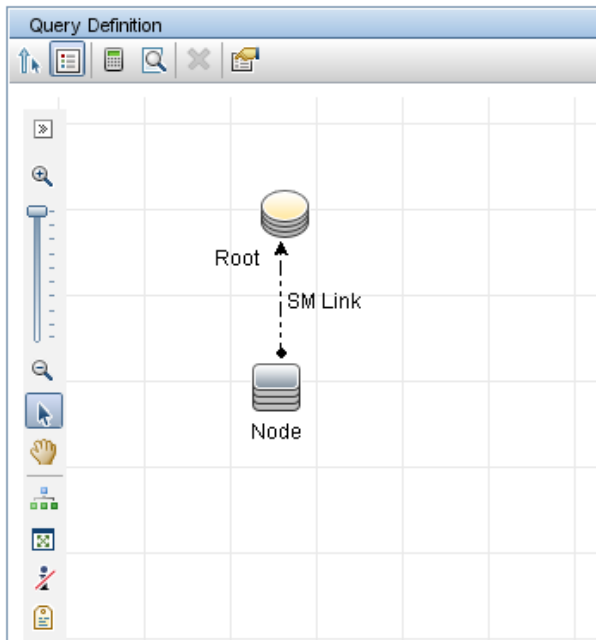
14. Click the **Save** button ⬚ to save the query.

15. In Query Name, type the unique name you want to use for the new query. For example,
    `rdbmsData`.

16. In Description, type a description of the new query. This is an optional field. For example, `Query
    for hosts running relational databases`.

17. In the folder tree, select the folder in which you want to save the query. For example, **Root** >
    Integration > **SM Sync**.

18. Click **OK**. UCMDB adds your new query to the Queries list.

How to Add the CI Type's Attributes to the Query Layout

To add a CI attribute to the integration, you must enable the calculation layout setting from the query
that synchronizes the CI type. Because you must enable calculation for each attribute you want to add
to the integration, you should be familiar with the integration CI types and the CI attributes that they
contain.

Tip: Keep a list of the attributes that you enable, because you will need to create a matching XSL
transformation for each one.

The following steps illustrate how to enable calculation for attributes of the SM RDBMS CI type described in previous sections.

To add a CI type's attributes to the query layout:

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **Modeling Studio**.

3. From the Queries navigation tree, click **Integration > SM Sync**.

4. Select the query that manages the CI type whose attributes you want to add to the integration. For example, **rdbmsData**. UCMDB displays the query for the integration.

5. Select the **Root** node from the query layout, and then click the **Edit** button from the Information Pane. The Node properties window opens.

   Caution: Your integration query must contain a node called Root. See "Query Requirements" on page 118 for more information.

6. Click the **Element Layout** tab, and select the option **Select attributes for layout**.

7. Select **Specific Attributes** from the **Attributes condition** list, and from the Available Attributes list select each CI attribute you want to add to the Specific Attributes list. For example, select the Product Name, Application Version Description, Vendor, Version, Description, The Database Instance Name, and Port attributes.
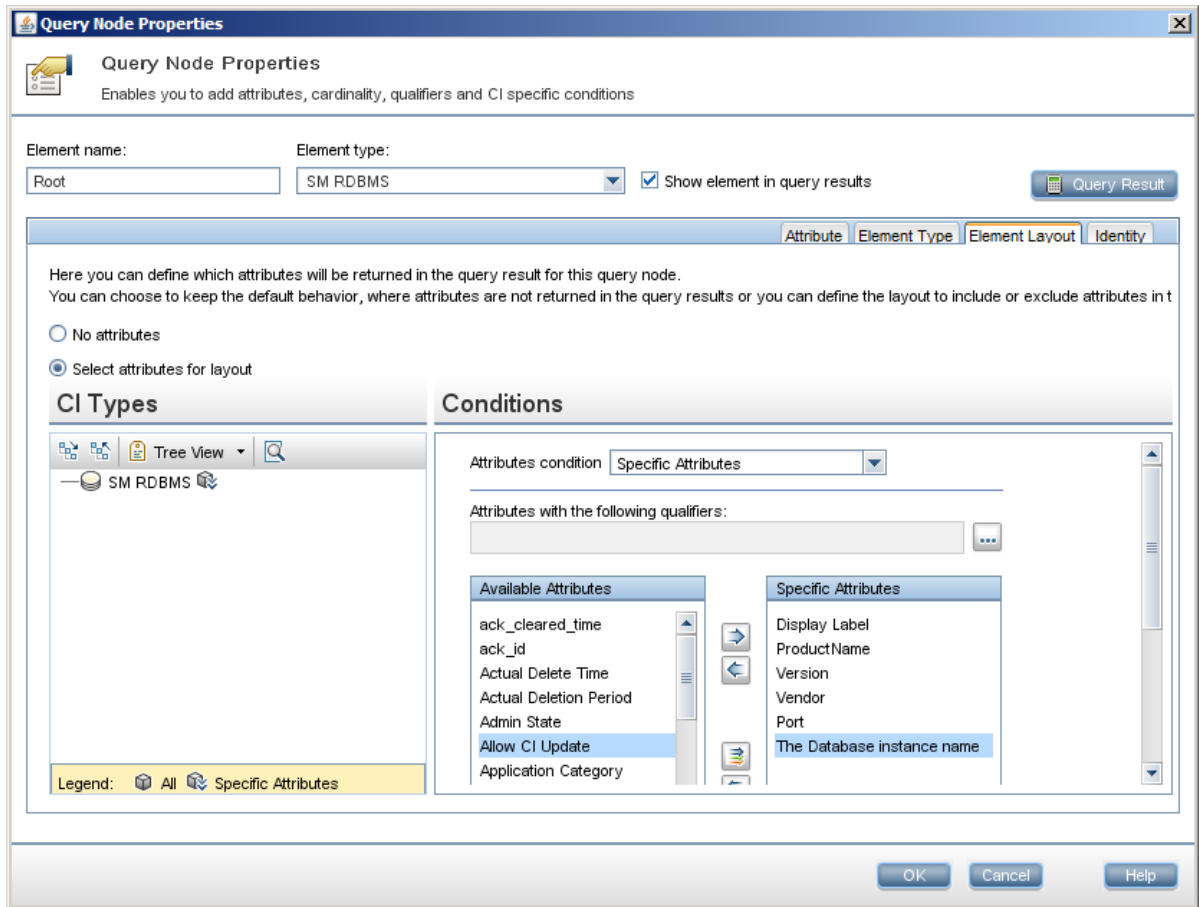
8. Click **OK** to save the query node properties.

9. Select any additional nodes that contain CI attributes you want to add to the integration. For example, **Node**.

10. Click the **Edit** button from the Information Pane. The Node properties window opens.

11. Click **Element Layout** tab, and select the option **Select attributes for layout**.

12. Select **Specific Attributes** in Attributes condition, and from the Available Attributes list select each CI attribute you want to add to the Specific Attributes list. For example, select attributes for the OS Vendor, and name attributes.

13. Click **OK** to save the query node properties.

14. Repeat step 9 to step 13 for each additional node that contains CI attributes that you want to add to the integration.

15. Click the **Save** button to save the query .

How to Add the CI Type in Service Manager

Before creating a new Service Manager CI type, you should determine if there are any existing CI types in your Service Manager system that provide the CI attributes you want. In most cases, you can reuse the existing CI types for the integration.

The integration does not require any special steps to add a CI type to Service Manager. You can use the standard CI type creation procedures to add a CI type. For more information on CI type creation, see the HP Service Manager online help.

To add a new CI type in Service Manager:

1. Create a table for storing the specific attributes of this new CI type.

2. Create a join definition to join the device table.

3. Create an erddef definition that defines a relationship between the two tables.

4. Create a view form and a bulk update form for the new CI type.

5. Add the CI type.

The following steps illustrate how to create a new CI type called **RDBMS**.

> **Note:** This example is provided only as an illustration of the steps. The best practice is to reuse the existing Service Manager CI type **RunningSoftware** to map with UCMDB CI type **SM RDBMS**.

To create a table in Service Manager:

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

2. Navigate to **Tailoring** > **Database Dictionary**.

3. In File Name, type the table name you want to add. For example, `rdbms`.

4. Click the **New** button .

5. Click the **Fields** tab.

6. Click the **New Field/Key** button. The Add Field window opens.

7. In Name, type a field name you want to add. For example, `logical.name`, which is mandatory for joining the **device** table.

    > **Caution:** The name cannot include any of the following characters: ' / \ [ ] : | < > + = ; , ? *.

8. In Type, select a type from the list. For example, select **character**.

9. Click the **Add Field** button to save the attribute.

10. Repeat step 7 to step 9 for each attribute you wish to add. For example, `dbinstance` and `port`.

11. Click the **Keys** tab.

12. Place the cursor on the first line of the structure, and click the **New Field/Key** button. The Add Key window opens.

13. In Type, select **unique** from the list.

14. In Fields list, type the name of a field that you want to use as the unique key. For example, `logical.name`.

15. Click **Add Key** button to save the key.

16. Click the **OK** button to save attribute changes to the table.

To create a join definition in Service Manager:

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

2. Navigate to **Tailoring** > **Database Manager**.

3. In Table, type the table name joindefs.

4. Click the **Search** button .

5. In Join Table Name, type a name for the join definition. For example, `joinRDBMS`.

6. In File Names, select the names of the tables to join. For example, **device** and **rdbms**.

7. Click **Add** to save the join definition.

To create an ERD definition in Service Manager:

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

2. Navigate to **Tailoring** > **Database Manager**.

3. In Table, type the table name `erddef`.

4. Click the **Search** button .

5. In First Filename, type the name of the first table of the join definition. For example, `device`.

6. In Second Filename, type the name of the second table of the join definition. For example, `rdbms`.

7. In Relationship type, select a value from the list. For example, `One to One`.

8. In Field Names from First Filename, add the unique field name of first table. For example,
   `logical.name`.

9. In Field Names from Second Filename, add the unique field name of the second table. For example,
   `logical.name`.

10. Click the **Add** button to save the ERD definition.

To create forms for view and bulk update in Service Manager:

Create a view form named **configurationItemRDBMS**, and a bulk update form named
device.rdbms.bulkupdate.

You can create them in Forms Designer based on existing view forms and bulk update forms. To view
the form names of an existing CI type in Service Manager, click **Configuration Management** > **Resources**
> **CI Types** > **Search**, and then open the CI type record.

To access Forms Designer in Service Manager, type `fd` in the command line or go to **Tailoring** > **Forms
Designer**.

For more information about creating forms in Service Manager, see the Service Manager online help
and the *Tailoring Best Practices Guide*.

To add a CI type to Service Manager:

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

2. Navigate to **Configuration Management** > **Administration** > **Add New CI Type**, and click **Next**.

3. In the CI Type Name field, type a descriptive name for the new CI type. For example, `RDBMS`.

4. In the CI Type field, type a name for the new CI type. For example, `rdbms`.

5. Click **Next**.

6. In View Form, type the name of the view form you created for the new CI type. For example,
   `configurationItemRDBMS`.

7. In Bulk Update Form, type the name of the bulk update form you created for the new CI type. For
   example, `device.rdbms.bulkupdate`.

8. Click **Next**.

9. In Attribute File, select the table you created for the CI type. For example, **rdbms**.

10. Click **Next**.

11. Click **Next** to keep the default setting for Fields Specific to the Attribute File.

12. In the Join Def Record field, select the join definition you created for this CI type. For example,
    joinRDBMS.

13. Click **Next**.

14. In the Subtypes field, add necessary subtypes for the CI type. For example, `Oracle` and `SQL
    Server`.

15. Click **Next**.

16. Check the **Activate CI Type** check box.

17. Click **Next** to save the new CI type.

How to Create Web Service Fields to Support the CI Type

In order to add a CI type to the integration, you must create a Service Manager web service object for
each CI attribute for which you created an XSL transformation on the UCMDB system. Service Manager
uses the web service object to determine which Service Manager table and column to store the
incoming CI attribute values.

The following steps illustrate how to create a web service object necessary to support the SM RDBMS CI
type described in previous sections.

> **Note:** This example of creating a new web service object (`ucmdbRDBMS`) is provided only as an
> illustration of the steps. The best practice is to reuse the existing Service Manager web service
> object `ucmdbRunningSoftware` to map with Universal CMDB CI type `SM RDBMS`.

To create web service fields to support your new CI type:

1. Log in to Service Manager with an administrator account.

2. Navigate to **Tailoring** > **Web Services** > **WSDL Configuration**.

3. In Service Name, type `ucmdbIntegration`.

4. In Name, select the name of the join file you have created for the new CI type. For example,
   joinRDBMS.

5. In Object Name, type a name. For example, `ucmdbRDBMS`.

6. Click the **Allowed Actions** tab, and specify the actions as shown in the following figure.

> **Caution:** For UCMDB integration WSDL configurations, be sure to use the "Create only" action
> type for the "add" and "save" actions, and "Application Pass Through" for the "delete" action.
> For more information about the action types, see the *Service Manager Web Services Guide*.

7. Click **Add** to create the WSDL configuration.

8. Click the **Fields** tab, select fields from the list and type a caption for each of them, as shown in the
   following table.

Field	Caption
ucmdb.id	UCMDBId
ci.name	ApplicationName

Field	Caption
type	Type
subtype	SubType
company	CustomerId
sm.device.display.name	DisplayName
description	Description

9. Click **Save** to save WSDL configuration changes.

   The new web service fields are now available to the integration.

How to Add Managed Fields to Support the CI Type

In order for your custom CI type to trigger the automated Change Management validation and verification processes, you must add a managed field for each CI attribute within your CI type. Service Manager managed fields are part of the Discovery Event Manager Rules. For a list of fields that trigger Change Management validation and verification, see "Service Manager Discovery Event Manager Rules" on page 125.

The following steps illustrate how to add the managed fields for the SM RDBMS CI type described in the previous sections.

To add managed field to support your CI type:

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

2. Navigate to **Tailoring** > **Web Services** > **Discovered Event Manager Rules**.

3. In ID, type the ID you want to create for the new Discovered Event Manager Rule. For example, `ucmdbRDBMS`.

4. In Table Name, select the table or join definition you want to associate to the new Discovered Event Manager Rule. For example, **joinRDBMS**.

5. Click **New**.

6. Click **Next**.

7. Click the **Managed Fields** tab.

> **Note:** The list of fields you will add here will trigger Change Management validation and verification.

8. Select an empty row in the Managed Fields list.

9. For Field Name, select the caption names of the Service Manager fields that you previously selected to store the incoming CI attribute values. See "How to Create Web Service Fields to Support the CI Type" on page 168.

> **Note:** Service Manager displays the fields from all join tables associated with the table specified in the Table Name field. For example, for the **joinRDBMS** table, the fields from the **device** and **rdbms** tables are available from the Field Name list.

> **Tip:** If you want to add all fields that are exposed in the WSDL definition, you can click the **Load Fields** button. For more information, see "How do I Use the Load Fields Button to Add Multiple Managed Fields" on page 107.

10. If the field you use to store the incoming CI attribute is an array of structure, use the Structure field to select the name of the array of structure where the column can be found. For example, Vendor is a primitive character field and therefore does not need to identify an array of structure name.

11. If the field you use to store the incoming CI attribute is an array of structure, use the Index field to select the index number that identifies the column in the array of structure. For example, Vendor is a primitive character field and therefore does not need to identify an array of structure index.

12. Click **Save**.

How to Map the CI Type's Query to an XSL Transformation File

The integration uses a configuration file called `smSyncConfFile.xml` to map each Universal CMDB query to an XSL transformation file. In order for custom queries to be part of the integration, you must add a mapping entry for each query in the configuration file.

The following steps illustrate mapping the query `rdbmsData` described in previous sections to the Service Manager `ucmdbRDBMS` web service.

> **Tip: Wildcard support for query names in** `smSyncConfFile.xml`
>
> When adding a query name in the `smSyncConfFile.xml` file, you can use a wildcard (an asterisk) in the query name. This is helpful in the debugging phase when you may have updated an out-of-the-box query and saved it as several query names. For example, if you have saved the <Query_name> query to <Query_name>_1, and <Query_name>_2, you can specify the query name as `<Query_name>*` in the configuration file, and the integration will automatically use this mapping entry on all of the three queries.

> **Note:** Out-of-the-box, all query names in the `smSyncConfFile.xml` file are suffixed with a wildcard (an asterisk).

To map a query to an XSL transformation file:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

3. Click the smSyncConfFile.xml file.

4. Add a query mapping element to the file by copying an existing one. A query mapping element uses the following format:

   ```
   <tql name="Query" xslFile="XSL_File">
   <!-- Description of mapping -->
   <request type="Create" name="Create_web_service"/>
   <request type="Update" name="Update_web_service"/>
   <request type="Delete" name="Delete_web_service"/>
   </tql>
   ```
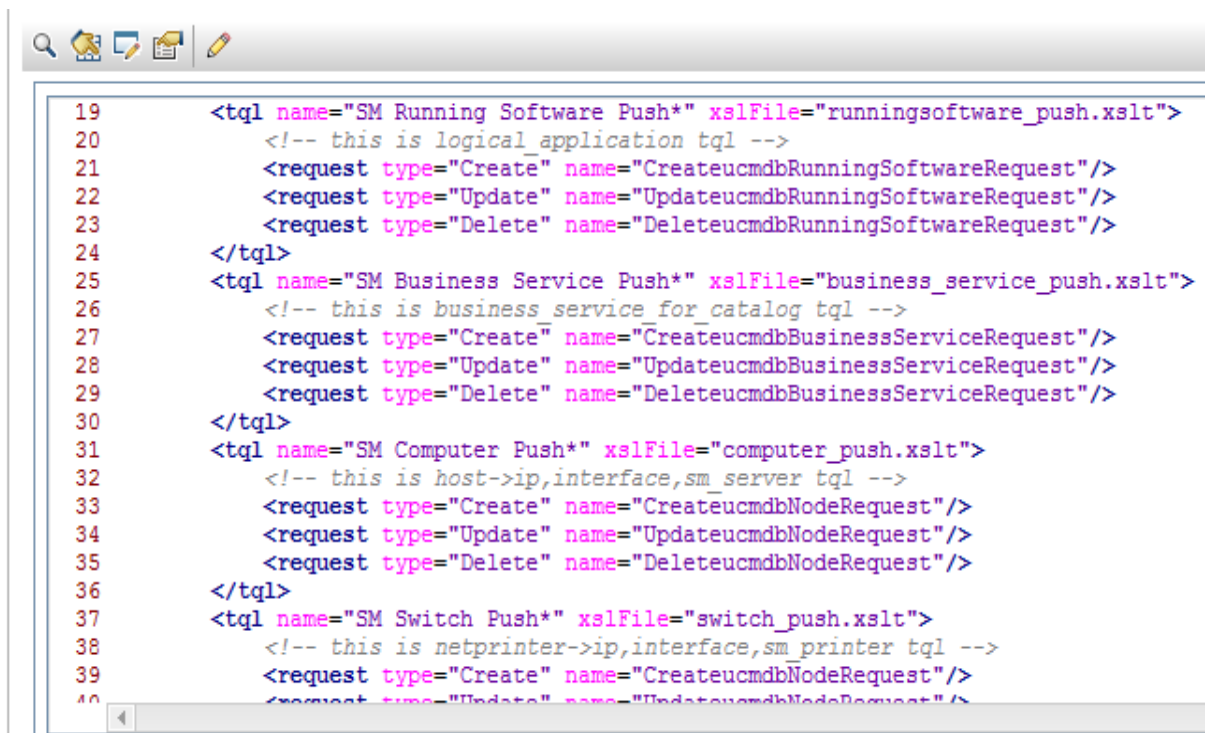
   Query is the name of the UCMDB query you created.

   XSL_File is the name of the XSL transformation file the integration will use to map Universal CMDB attributes to Service Manager web service fields.

   Create_web_service is the name of the Service Manager web service you want to the integration to use to create CIs from this query.

   Update_web_service is the name of the Service Manager web service you want to the integration to use to update CIs in this query.

   Delete_web_service is the name of the Service Manager web service you want to the integration to use to delete CIs from this query.

   See the following screenshot for an excerpt of smSynchConfFile.xml:

5. Add or update query mapping elements for each query you want to add to the integration. For example, the following query creates a mapping between the `rdbmsData` query and the `rdbms_push.xslt` file.

```
<tql name="rdbmsData" xslFile="rdbms_push.xslt">

<!-- this is database tql -->

<request type="Create" name="CreateucmdbRDBMSRequest"/>

<request type="Update" name="UpdateucmdbRDBMSRequest"/>

<request type="Delete" name="DeleteucmdbRDBMSRequest"/>

</tql>
```

6. Save the configuration file.

> **Note:** When you create/edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

How to Map the CI Type's Attributes to Web Service Fields

The integration uses the Service Manager Adapter to transform UCMDB CI attributes to web services objects recognized by Service Manager. The Service Manager Adapter Service Manager Adapter uses XSL transformation files to convert UCMDB queries into a properly formatted Service Manager web

services messages. Out-of-the-box, each integration query has a corresponding XSL transformation file. In addition, each attribute you enable for synchronization from Advanced layout settings requires its own entry in the XSL transformation file.

If you want to add a CI type to the integration, you must create a matching XSL transformation file that defines how the Service Manager Adapter transforms each CI type into a Service Manager web service object. See "Integration queries" on page 113 for information about which CI types each query manages. In order to create a proper XSL mapping, you must be familiar with the service and object names Service Manager publishes as Web services. See the Service Manager help for information on publishing tables and columns as Web service objects.

The following steps illustrate creating an XSL transformation file for the rdbmsData query described in previous sections.

To map a CI type's attributes to web service fields:

1. Log in to UCMDB with an administrator account.

2. Navigate to **Data Flow Management** > **Adapter Management**.

3. Click the **Create New Resource** button ✳.

4. Select **New Configuration File**.

5. Select the ServiceManagerAdapter9-41 package.

6. Enter the full file name: <AdapterID>/<filename>. For example, `ServiceManagerAdapter9-41/rdbms_push.xslt`.

7. Copy the content of an existing XSL transformation file (for example, `runningsoftware_push.xslt`) to the new XSL transformation file.

8. Find the CI type definition element in the new file. The CI type definition element uses the following format:

   `<xsl:template match="/CI_type_name">`

   CI_type_name is the name of CI type in the UCMDB system.

   The following is an example from the `runningsoftware_push.xslt` file:

   `<xsl:template match="/running_software">`

9. Update the CI type name to match the CI type you want to add to the integration. For example, create the following CI type definition element to add the database CI type to the integration.

```
<xsl:template match="/sm_rdbms">
```

10. Add or update table naming elements as needed. By default, UCMDB sends CI attribute data to the Service Manager device table. If you want to send CI attributes to one of the join tables of device, you must add an element to specify the table name using the format <file.table_name>. For example, you do not need to specify an additional jointable to define a database CI type since Service Manager does not use a separate jointable to manage database CI types.

11. Find the elements that transform UCMDB CI attributes into Service Manager web service fields. The CI attribute transformation elements use the following format:

<xsl:for-each select="@CI_attribute_name">

<WSFieldName><xsl:value-of select="."/></WSFieldName>

</xsl:for-each>

@CI_attribute_name is the name of attribute in the UCMDB system.

WSFieldName is the name of a web service field published by the Service Manager system.

The following figures show an example. CI attributes in runningsoftware_push.xslt shows one CI attribute named product_name is mapped to a web service field with a caption of ApplicationName; Mapping CI attributes in the ucmdbRunningSoftware web service object shows the web service field name and caption defined in the ucmdbRunningSoftware web service object; Mapping CI attributes in the UCMDB RunningSoftware CI type shows how the product_name attribute is mapped in the RunningSoftware CI type in UCMDB.

See the following screenshot for CI attributes in `runningsoftware_push.xslt`:

```
            <!--import:cmdb_root_attributes.xslt-->
            <Type>running_software</Type>
            <xsl:variable name="CIT" select="@bdmType"/>
            <Subtype><xsl:value-of select="$CIT"/></Subtype>
            <xsl:for-each select="$CIlists/list[@name='CIType_runningsoftware']">
                <Subtype><xsl:value-of select="entry[@ucmdb=$CIT]/@sm"/></Subtype>
            </xsl:for-each>
            <xsl:variable name="fullDNSName" select="nodes/node/@primary_dns_name"/>
            <xsl:for-each select="@display_label">
                <CIIdentifier><xsl:value-of select="$fullDNSName"/>_<xsl:value-of sele
ct="."/></CIIdentifier>
            </xsl:for-each>
            <xsl:for-each select="@product_name">
                <ApplicationName><xsl:value-of select="."/></ApplicationName>
            </xsl:for-each>
            <xsl:for-each select="@application_version">
                <ProductVersion><xsl:value-of select="."/></ProductVersion>
            </xsl:for-each>
            <xsl:for-each select="@vendor">
                <Vendor><xsl:value-of select="."/></Vendor>
            </xsl:for-each>
            <xsl:for-each select="@version">
                <Version><xsl:value-of select="."/></Version>
            </xsl:for-each>
        </instance>
    </model>
</xsl:template>
```

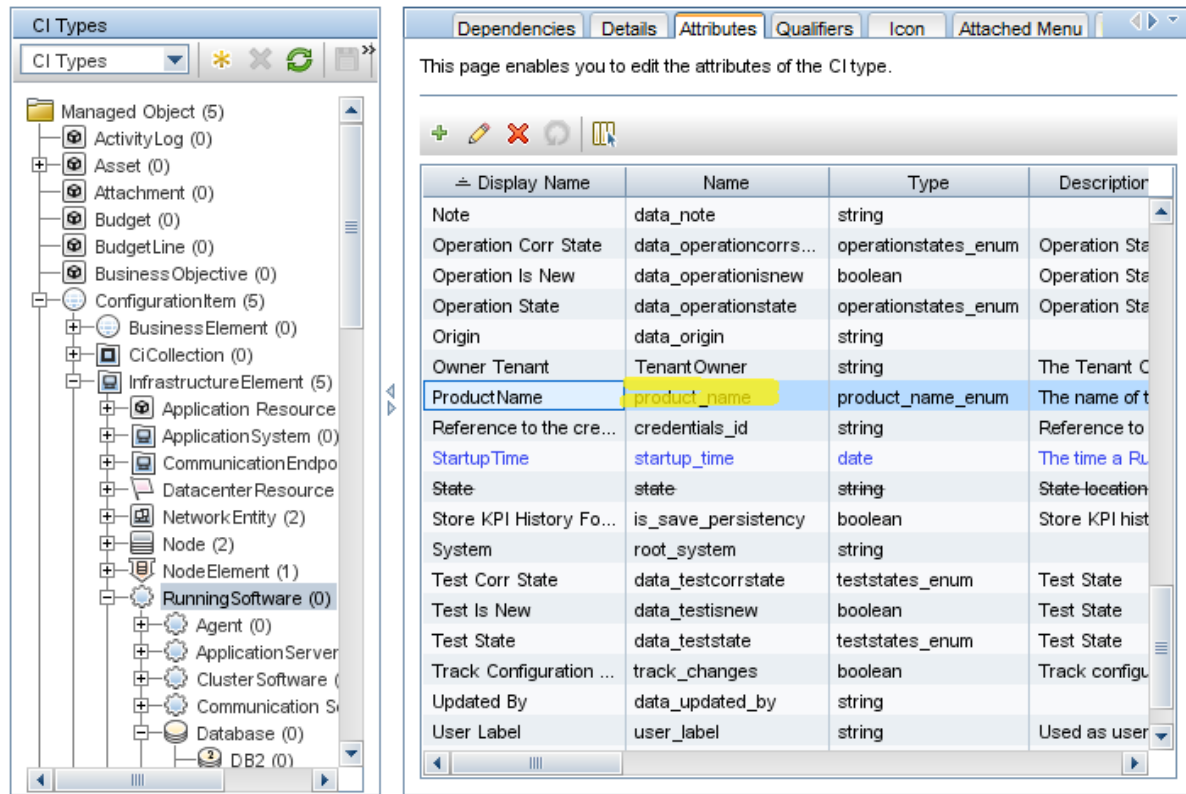Refer to the following screenshot to map CI attributes in the ucmdbRunningSoftware web service
object:

Refer to the following screenshot to map CI attributes in the UCMDBRunningSoftware CI type:

12. Add or update CI attribute transformation elements for each CI attribute you want to add to the integration. For example, create the following XSL transformation elements for the database CI type.

Sample XSL transformation elements for database CIs

UCMDBattribute	Sample transformation elements

port	`<xsl:for-each select="@port">`
	
	`        <Port><xsl:value-of select="."/></Port>`
	
	`</xsl:for-each>`

database_dbsid	`<xsl:for-each select="@database_dbsid">`
	
	`        <DBInstance><xsl:value-of select="."/></DBInstance>`
	
	`</xsl:for-each>`

description	`<xsl:for-each select="@description">`
	
	`        <Description><xsl:value-of select="."/>`
	`</Description>`
	
	`</xsl:for-each>`

New attribute mappings in `rdbms_push.xslt` are illustrated in the following screenshot:

```
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
    <xsl:template match="/sm_rdbms">
        <model>
            <keys/>
            <instance>
                <!--import:cmdb_root_attributes.xslt-->
                <Type>rdbms</Type>
                <xsl:variable name="CIT" select="@bdmType"/>
                <xsl:for-each select="@bdmType">
                    <Subtype><xsl:value-of select="."/></Subtype>
                </xsl:for-each>
                <xsl:for-each select="@display_label">
                    <CIIdentifier><xsl:value-of select="."/></CIIdentifier>
                </xsl:for-each>
                <xsl:for-each select="@product_name">
                    <ApplicationName><xsl:value-of select="."/></ApplicationName>
                </xsl:for-each>
                <xsl:for-each select="@application_version">
                    <ProductVersion><xsl:value-of select="."/></ProductVersion>
                </xsl:for-each>
                <xsl:for-each select="@vendor">
                    <Vendor><xsl:value-of select="."/></Vendor>
                </xsl:for-each>
                <xsl:for-each select="@version">
                    <Version><xsl:value-of select="."/></Version>
                </xsl:for-each>
                <xsl:for-each select="@port">
                    <Port><xsl:value-of select="."/></Port>
                </xsl:for-each>
                <xsl:for-each select="@database_dbsid">
                    <DBInstance><xsl:value-of select="."/></DBInstance>
                </xsl:for-each>
                <xsl:for-each select="@description">
                    <Description><xsl:value-of select="."/></Description>
                </xsl:for-each>
            </instance>
        </model>
    </xsl:template>
</xsl:stylesheet>
-- SELECT --                                              9        35,32
```

13. Save the new XSL transformation file.

> **Note:** When you create/edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

How to Add a CI Type's Relationship Types to the Integration for Data Push

Once you have added a new CI type to the integration and have created relationships between it and other CI types in UCMDB, for each of these relationship types you need to perform the following tasks so that UCMDB can push the relationships to Service Manager.

As an example, the following steps illustrate how you add a relationship type named Ownership (between the Cost and CostCategory CI types) to the integration for data push. These steps assume that you have already added the Cost and CostCategory CI types to the integration and have created an Ownership relationship between them in UCMDB.

1. Add a mapping entry for each relationship type in the push relationship mapping definition file.
   See "How to Add a Push Mapping Entry for Each Relationship Type of the CI Type" below.

2. Create a query to push relationships of the CI type.
   See "How to Create a Query to Push Each Relationship Type of the CI Type" on the next page.

3. Map the relationship query to an XSL transformation file in the push configuration file.
   See "How to Map Each Relationship Type Query to an XSL Transformation File" on page 185.

How to Add a Push Mapping Entry for Each Relationship Type of the CI Type

For data push, the `SM_CIT_Subtype_list.xml` file defines how UCMDB relationship types are mapped to SM ones.

> **Note:** This XML file can be found from **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

If this file does not contain a mapping entry for a new relationship type, you need to add an entry for it.

To add a push mapping entry for the Ownership relationship type:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

3. Double-click the `SM_CIT_Subtype_list.xml` file.

4. Go to the RelationshipType list section, and add a mapping entry for Ownership.

```
<list name="RelationshipType">

<!--ucmdb is link display lable, ucmdbType is link type, sm is the relationship
type.
compound link will use root_* as the lable -->

    <entry ucmdb="Aggregation" ucmdbType="aggregation" sm="Aggregation"  />

    ...

<entry ucmdb="Ownership"  ucmdbType="ownership"  sm="Ownership" />

    ...

</list>
```
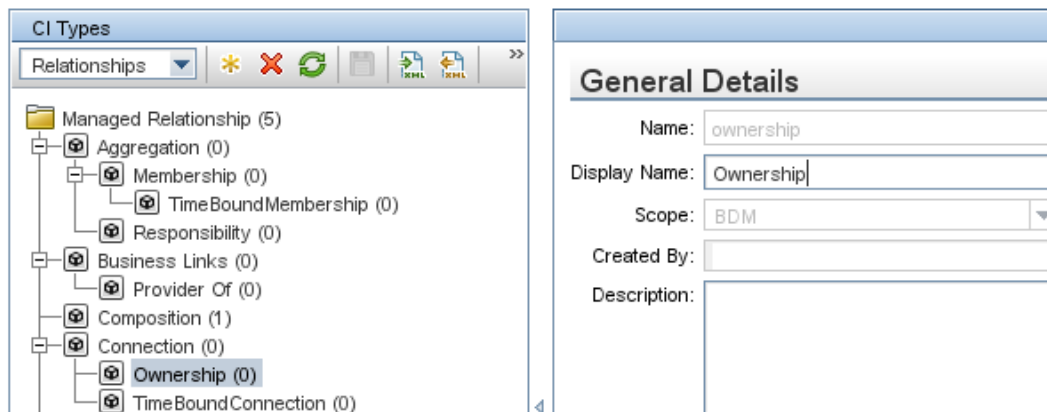
Where:

ucmdb: the display name of the UCMDB relationship type (see Name and Display Name of Ownership).

ucmdbType: the name of the UCMDB relationship type (see Name and Display Name of Ownership).

sm: the name of the relationship type in Service Manager.

Name and Display Name of Ownership are illustrated in the following screenshot:

5. Click **OK** to save the file.

How to Create a Query to Push Each Relationship Type of the CI Type

Once you have created CI Relationship types for the new CI type, you must create a query for each relationship type to push it to Service Manager.

> **Note:** Any query you create must conform to the "Query Requirements" on page 118.

To create a new query called cost_costcategory_ownership_relation_push for Ownership relationships between the Cost and CostCategory CI types:

1. Log in to UCMDB as an administrator.

2. Navigate to **Modeling** > **Modeling Studio**.

3. Click **New** > **Query**. The Query Definition pane displays.

4. From the CI Type Selector, drag the Cost and CostCategory CI types to the query pane.
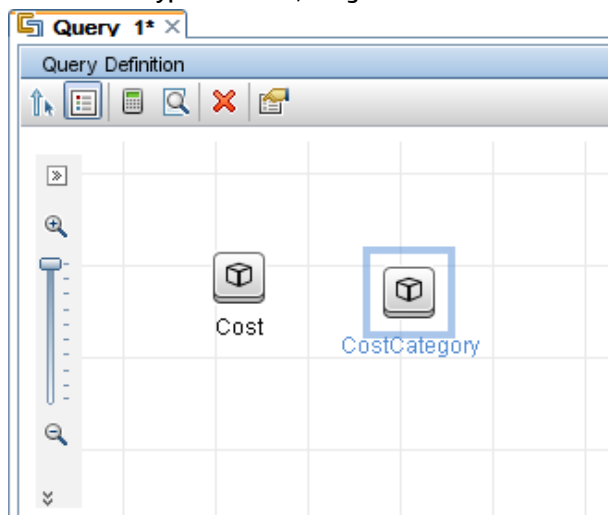

5. Create an Ownership relationship from Cost to CostCategory.
   a. Click the **Create Relationship** button.

   b. Click the **Cost** node, and drag the arrow from it to the CostCategory node.

   c. Select **Regular Relationship**, and click **OK**.

   d. Select **Connection** > **Ownership**, and click **OK**. An Ownership relationship is created between

the CI types.
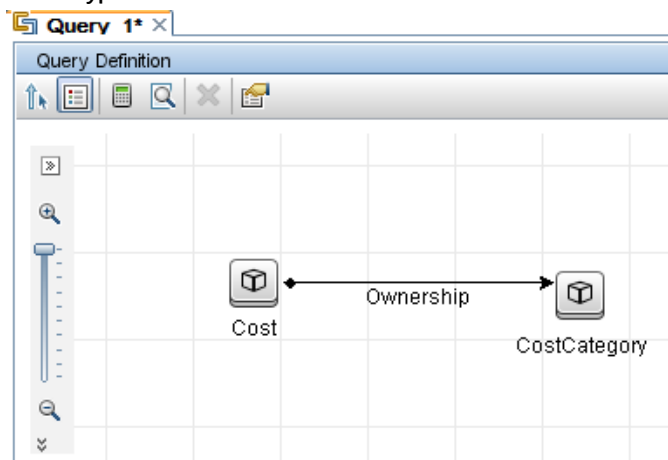
6. Right-click the relationship arrow, and select **Relationship Properties**.

7. Change the element name from **Ownership** to **Root** (or a name starting with "Root_"), and then
    click **OK**.
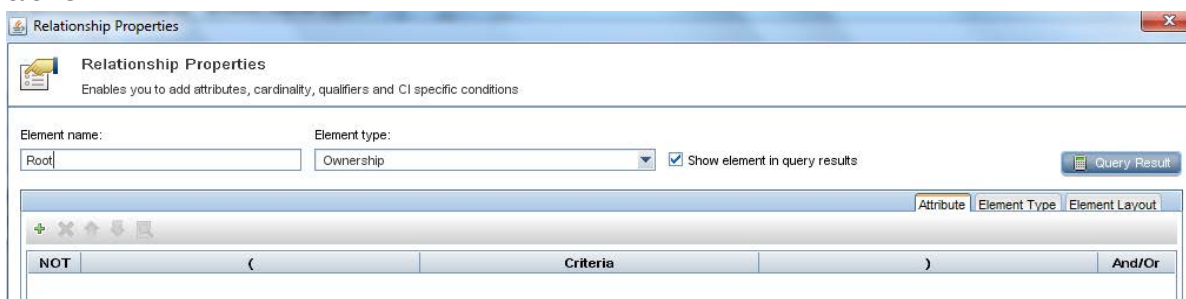
8. Click the **Save** button, and save the query as described in the following.
    a. Enter a query name. For example, `cost_costcategory_ownership_relation_push`.

    b. Select the **Integration** > **SM Sync** > **9.xx** folder.

c. Click **OK**.
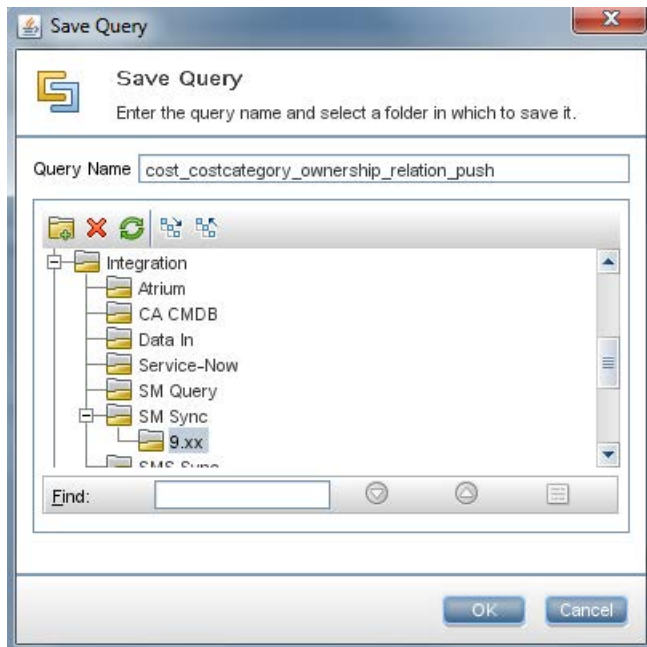
The query is now created. You are ready to map this query to an XSL transformation file.

How to Map Each Relationship Type Query to an XSL Transformation File

Once you have created a query for a relationship type, you need to map the query to an XSL transformation file as described in the following steps.

> **Tip:** Out-of-the-box, there is a common XSL transformation file (`common_relations.xslt`), which is used for pushing all types of CI relationships. For this reason, you do not need to create a new XSL transformation file; instead, you only need to map the new relationship query to this existing XSLT file.

1. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

2. Click the `smSyncConfFile.xml` file.

3. Add a query mapping entry by copying an existing one for relationship push. For example, copy the following query mapping entry.

   ```
   <tql name="SM Layer2 Topology Relations Push*" xslFile="common_relations.xslt">
   ```

```
                          <request type="Create" name="CreateRelationship"/>

                          <request type="Update" name="UpdateRelationship"/>

                          <request type="Delete" name="DeleteRelationship"/>

      </tql>
```

4. Change the query name to the name of the query you created for the relationship type. For example, cost_costcategory_ownership_relation_push.

```
<tql name="cost_costcategory_ownership_relation_push" xslFile="common_
relations.xslt">

                          <request type="Create" name="CreateRelationship"/>

                          <request type="Update" name="UpdateRelationship"/>

                          <request type="Delete" name="DeleteRelationship"/>

      </tql>
```

5. Click **OK** to save the configuration file.

Now, you have added the new relationship type to the integration. Next, you need to add the new relationship query to a data push job (see the following figure and "How to Add Custom queries to Data Push Jobs" on the next page).

Refer to the following screenshot to add a new relationship query to a data push job.
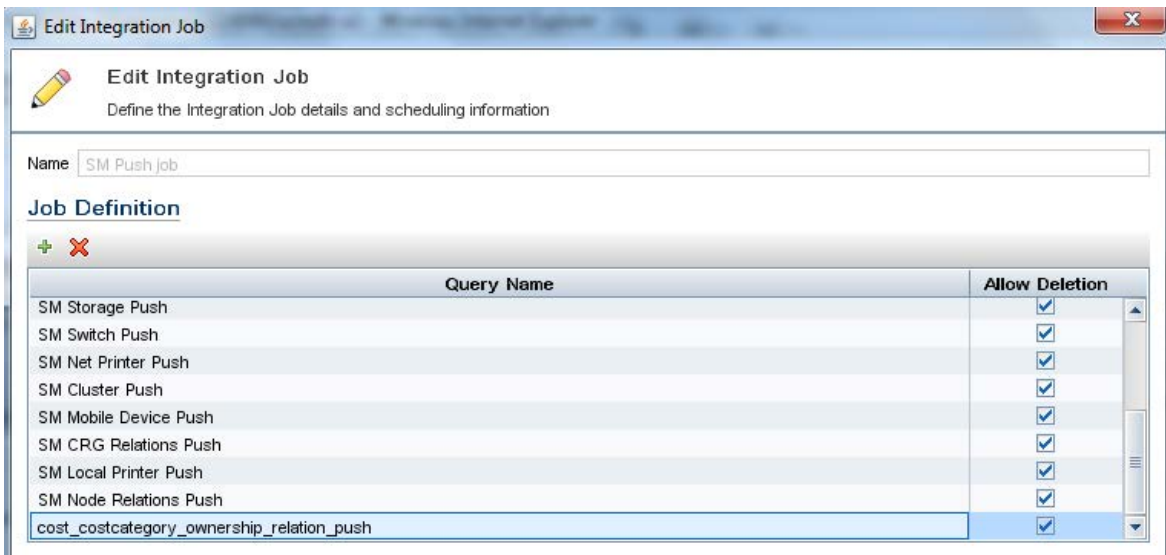
How to Add Custom queries to Data Push Jobs

In order for the integration to send your custom CI types and attributes to your Service Manager system, you must add your custom queries to the data push job between your Changes data store and your Service Manager data store. The following steps illustrate how to add an custom query named rdbmsData, which is described in the previous sections.

To add custom queries to a data push job:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**.

3. Click the name of your Service Manager integration point. For example, **SM Integration**.

4. Click the **Data Push** tab.

5. Click the name of your data push job. For example, **SM Configuration Item Push job**.

6. Click the **Edit** button .

7. Click the **Add** button.

8. Click **Integration** > **SM Sync** > **rdbmsData**.

9. Click **OK** to add the custom query.

10. Enable the **Allow Integration Job to delete removed data** option for the query.

11. Click **OK** to close the Update Job Definition window.

How to Add a CI Attribute to the Integration for Population

To add a CI attribute to the integration for population, perform the following tasks:

1. Create a web service field to support the CI attribute.
    See "Create a Web Service Field to Support the CI Attribute" on the next page.

2. Map the CI attribute to the web service field.
    See "How to Map the CI Attribute to the Web Service Field" on the next page.

Create a Web Service Field to Support the CI Attribute

UCMDB uses the Service Manager ucmdbIntegration web service to retrieve CI data from Service Manager. This web service publishes the objects that match the out-of-the-box CI types and CI attributes provided by the UCMDB integration.

If you want to populate an additional CI attribute from Service Manager to your Universal CMDB system, you must create a corresponding web service field on your Service Manager system to provide the CI data from Service Manager. Each web service field must map to a valid Service Manager table and column.

For the steps of creating a web service field, see "How to Create a Web Service Field to Support the CI Attribute" on page 146.

How to Map the CI Attribute to the Web Service Field

The integration uses an adapter to transform Service Manager web service fields to Universal CMDB CI attributes. The adapter in turn specifies what XSL transformation files the integration should use to convert Service Manager web services messages into a properly formatted Universal CMDB CI and/or relationship.

Out-of-the-box, each integration query has a corresponding XSL transformation file that maps to a particular CI type in Universal CMDB. Without an XSL transformation entry, Universal CMDB cannot receive any CI attribute updates from your Service Manager system.

Unlike for the Push feature, you do not need to create real queries for Population on the UCMDB server.

If you want to add a new attribute to the integration, you must edit the XSL transformation file for the parent CI type and add an entry for the CI attribute. For information about which CI types each population query manages, see "Integration queries" on page 113. In order to create a proper XSL mapping, you must be familiar with the service and object names that Service Manager publishes as Web services. For information on publishing tables and columns as Web service fields, see the Service Manager help.

The following steps illustrate how to map a UCMDB CI attribute called host_vendor to a Service Manager web service field called OSVendor.

To map a CI attribute to a web service field:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management**.

3. Navigate to the Service Manager Adapter configuration files path: `ServiceManagerAdapter9-41`
   `> Configuration Files`.

4. Click the XSL transformation file that manages the parent CI type of your CI attribute. For example, open computer_population.xslt to add an attribute to the **SM Computer Population** query.

5. Find the element that defines the name of the Universal CMDB CI Type where the integration will store CI attribute values. For example, the element `<ci class="node">` will store CI attributes in the Universal CMDB Node CI Type.

6. Within the ci naming element (`<ci class="node">`), you will see an element of the following format that defines how to transform each web service field into an Universal CMDB CI attribute:

```
<attribute name="UCMDB_CI_attribute_name" type="UCMDB_CI_attribute_type"
ignoreCIIfEmpty="true">
<xsl:value-of select="SMAttributeName "/></attribute>
```

`UCMDB_CI_attribute_name` is the name of attribute in the Universal CMDB system.

`UCMDB_CI_attribute_type` is the type of attribute of the Universal CMDB system which this integration supports. Currently the following types are supported: String, StringList, Integer, Long, Double, Boolean, IPAddress, Date, Float, and IntList.

`ignoreCIIfEmpty` is a parameter that specifies whether or not to ignore the CI during population if this attribute has an empty value (true: ignore; false: not ignore).

> **Note:**
> ○ A StringList is a list of strings separated by a semicolon (;). For example, str1;str2;str3. An IntList is a list of integers separated by a semicolon (;). For example, 1;2;3.
>
> ○ For information about time zone and date format configuration of the Date type, see "How to Update the Time Zone and Date Format for the Integration Adapter" on page 38.

`SMAttributeName` is the name of a web service attribute published by the Service Manager system.

CI attributes in the `computer_population.xslt` file are illustrated in the following screenshot:

```
 1 <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
 2     <xsl:template match="/RetrieveucmdbNodeListResponse">
 3         <topology>
 4             <xsl:for-each select="instance">
 5                 <xsl:variable name="building" select="file.device/Building"/>
 6                 <xsl:variable name="floor" select="file.device/Floor"/>
 7                 <xsl:variable name="room" select="file.device/Room"/>
 8
 9                 <ci class="node">
10                     <!--import:cmdb_root_attributes_population.xslt-->
11                     <attribute name="primary_dns_name" type="String"><xsl:value-of select="file.device/DNSName"/></attribute>
12                     <attribute name="calculated_location" type="String"><xsl:value-of select="concat('Building:', $building, '
13                     <attribute name="discovered_os_name" type="String"><xsl:value-of select="file.device/OS"/></attribute>
14                     <attribute name="default_gateway_ip_address" type="String"><xsl:value-of select="file.device/DefaultGatewa
15                     <attribute name="discovered_os_version" type="String"><xsl:value-of select="file.node/OSVersion"/></attri
16                     <attribute name="memory_size" type="Integer"><xsl:value-of select="file.node/PhysicalMemory"/></attribute>
17                     <!--import:ips_mapping_population.xslt-->
18                     <!--import:interfaces_mapping_population.xslt-->
19                 </ci>
20             </xsl:for-each>
21         </topology>
22     </xsl:template>
23 </xsl:stylesheet>
24
```

Refer to the following screenshot to match CI attributes in the ucmdbNode web service object:

External Access Definition

Service Name: ucmdbIntegration   ☐ Released
Name: joinnode   ☐ Deprecated
Object Name: ucmdbNode

◇ Allowed Actions   ◇ Expressions   ◇ Fields

Field	Caption	Type
location	Location	
addlIPAddr[addlIPAddress]	AddlIPAddress	
addlIPAddr[addlSubnet]	AddlSubnet	
addlMacAddress	AddlMacAddress	
bios.id	BIOSId	
operating.system	OS	
os.version	OSVersion	
physical.mem.total	PhysicalMemory	
serial.no.	SerialNo	
vendor	Vendor	
cpu[cpu.id]	CpuID	
cpu[cpu.name]	CpuName	
cpu[cpu.clock.speed]	CpuClockSpeed	
file.system[mount.point]	MountPoint	
file.system[disk.type]	DiskType	
file.system[file.system.type]	FilesystemType	
file.system[disk.size]	DiskSize	
asset.tag	AssetTag	

7. Copy an existing XSL transformation element to use it as a template to create a new transformation entry.

8. Paste the new XSL transformation element within the proper table naming element. For example, `<ci class="node">`.

9. Update the CI attribute name and web service field name within the new element to match the attribute you want to add to the integration. For example, create the following XSL transformation element to add the `os_vendor` attribute to the integration.

   ```
   <attribute name="os_vendor" type="String"><xsl:value-of
   select="file.node/OSVendor"/></attribute>
   ```

   New attribute in the `computer_population.xslt` file is illustrated in the following screenshot:

   ```
   1 <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
   2     <xsl:template match="/RetrieveucmdbNodeListResponse">
   3         <topology>
   4             <xsl:for-each select="instance">
   5                 <xsl:variable name="building" select="file.device/Building"/>
   6                 <xsl:variable name="floor" select="file.device/Floor"/>
   7                 <xsl:variable name="room" select="file.device/Room"/>
   8
   9                 <ci class="node">
   10                     <!--import:cmdb_root_attributes_population.xslt-->
   11                     <attribute name="primary_dns_name" type="String"><xsl:value-of select="file.device/DNSName"/></attribute>
   12                     <attribute name="calculated_location" type="String"><xsl:value-of select="concat('Building:', $building, '
   13                     <attribute name="discovered_os_name" type="String"><xsl:value-of select="file.device/OS"/></attribute>
   14                     <attribute name="default_gateway_ip_address" type="String"><xsl:value-of select="file.device/DefaultGatewa
   15                     <attribute name="discovered_os_version" type="String"><xsl:value-of select="file.node/OSVersion"/></attri
   16                     <attribute name="memory_size" type="Integer"><xsl:value-of select="file.node/PhysicalMemory"/></attribute>
   17                     <attribute name="os_vendor" type="String"><xsl:value-of select="file.node/OSVendor"/></attribute>
   18                     <!--import:ips_mapping_population.xslt-->
   19                     <!--import:interfaces_mapping_population.xslt-->
   20                 </ci>
   21             </xsl:for-each>
   22         </topology>
   23     </xsl:template>
   24 </xsl:stylesheet>
   25
   ```

10. Save the XSL transformation file.

When you create/edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

How to Add a CI Type to the Integration for Population

You can use the following steps to add a CI type to the integration for population.

1. Create a query to populate the CI type.
   See "Create a Query to Populate the CI Type" on the next page.

2. Map the CI type's query to an XSL transformation file.
   See "How to Map the CI type's Query to an XSL Transformation File" on the next page.

3. Map the CI type's attributes to web service fields.
   See "How to Map the CI Type's Attributes to Web Service Fields" on page 197.

Create a Query to Populate the CI Type

Unlike for push, for population the integration does not require you to create custom queries in Universal CMDB to save CI attribute values.

The population feature only needs the smPopConfFile.xml file and population XSL transformation files to synchronize CI/CI Relationship types and attributes; however for each CI/CI Relationship type you still need to define a query mapping in the smPopConfFile.xml file, and the query does not necessarily have to exist in UCMDB. It is simply a query name, which will appear in the query list when you add queries to a population job.

HP still recommends you to create queries to help you better understand what CI types or attributes are part of population. For information on how to create a query in UCMDB, see "How to Create a Query to Synchronize the CI Type" on page 158.

How to Map the CI type's Query to an XSL Transformation File

The integration uses a configuration file called **smPopConfFile.xml** to map each Universal CMDB query to an XSL transformation file. In order for custom queries to be part of the integration, you must add a mapping entry for each query in the configuration file.

To map the query rdbmsData described in previous sections to the Service ManagerucmdbRDBMS web service:

To map a query to an XSL transformation file:

1. Log in to UCMDB with an administrator account.

2. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files** > **smPopConfFile.xml**.

3. Add a query mapping element by copying an existing one. A query mapping element uses the following format:

```
<tql name="Query" xslFile="XSL_File">
          <request type="Retrieve"
    dataType="Data_Type"
        retrieveFileList="Retrieve_SM_Tables"
        retrieveKeysQueryName="Retrieve_keys_web_service"
        retrieveListQueryName="Retrieve_Objects_web_service"
```

```
        ballQueryCondition="Full_Query_Condition"

        changedUpdateQueryCondition="Changed_Update_Condition"

        changedDeletionQueryCondition="Changed_Deletion_Condition"/>
```

`</tql>`

`Query` is a query name. The query does not have to exist in UCMDB.

`XSL_File` is the name of the XSL transformation file that the integration will use to map Service Manager web service fields to Universal CMDB attributes.

`Data_Type` is the type of the object retrieved from Service Manager. The possible values are "ci" and "relationship".

`Retrieve_SM_Tables` is the table name list in the Service Manager web service configuration; if you define the WSDL on a join definition, you need to list all the table names of the join definition to which the fields of XSLT mapping belongs; if you define the WSDL on a simple table, simply leave Retrieve_SM_Tables empty. You can also check this by opening the WSDL URL: `http://<SM server>:<port>/SM/7/<object name>.wsdl`. For example, out-of-the-box, the instance type of ucmdbNode is as shown in the following figure, so the Retrieve_SM_Tables value is `file.device, file.node`.

SM tables of the _ucmdbNode_ instance type in the _ucmdbNode_ WSDL are illustrated in the following screenshot:

```
– <xs:complexType name="ucmdbNodeInstanceType">
  – <xs:sequence>
    – <xs:element name="file.device">
      – <xs:complexType>
        – <xs:complexContent>
          – <xs:extension base="cmn:StructureType">
            – <xs:sequence>
                <xs:element minOccurs="0" name="CIIdentifier" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="Vendor" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="DNSName" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="SerialNo" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="Location" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="Type" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="CIName" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="Subtype" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="Building" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="Floor" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="Room" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="AssetTag" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="OS" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="CustomerId" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="DefaultGateway" nillable="true" type="cmn:StringType" />
                <xs:element minOccurs="0" name="UCMDBId" nillable="true" type="cmn:StringType" />
            </xs:sequence>
          </xs:extension>
        </xs:complexContent>
      </xs:complexType>
    </xs:element>
    – <xs:element name="file.node">
      – <xs:complexType>
        – <xs:complexContent>
          – <xs:extension base="cmn:StructureType">
            – <xs:sequence>
              – <xs:element minOccurs="0" name="addlIPAddr">
                – <xs:complexType>
                  – <xs:complexContent>
                    – <xs:extension base="cmn:ArrayType">
```

`Retrieve_keys_web_service` is the name of the Service Manager web service that you want the integration to use to retrieve a CI Key list from Service Manager.

`Retrieve_Objects_web_service` is the name of the Service Manager web service that you want the integration to use to retrieve a CI Object list from Service Manager.

`Basic_Query_Condition` is an internal Query Condition of Service Manager that you want the integration to use to retrieve a CI list from Service Manager for a CI type; it is used as the basic condition for a full or changes population.

Full_Query_Condition is an additional internal Query Condition of Service Manager. Along with the Basic_Query_Condition, it is used to retrieve a list of all CIs from Service Manager for a full population.

Changed_Update_Condition is an additional internal Query Condition of Service Manager; along with the Basic_Query_Condition, it is used to retrieve a list of updated CIs from Service Manager since the last job execution; it includes both updated CIs and newly created CIs. It is used for a changes population.

Changed_Deletion_Condition is an additional internal Query Condition of Service Manager; along with the Basic_Query_Condition, it is used to retrieve a list of deleted CIs from Service Manager since the last job execution. It is used for a changes population.

The following figure shows an excerpt of the smPopConfFile.xml:
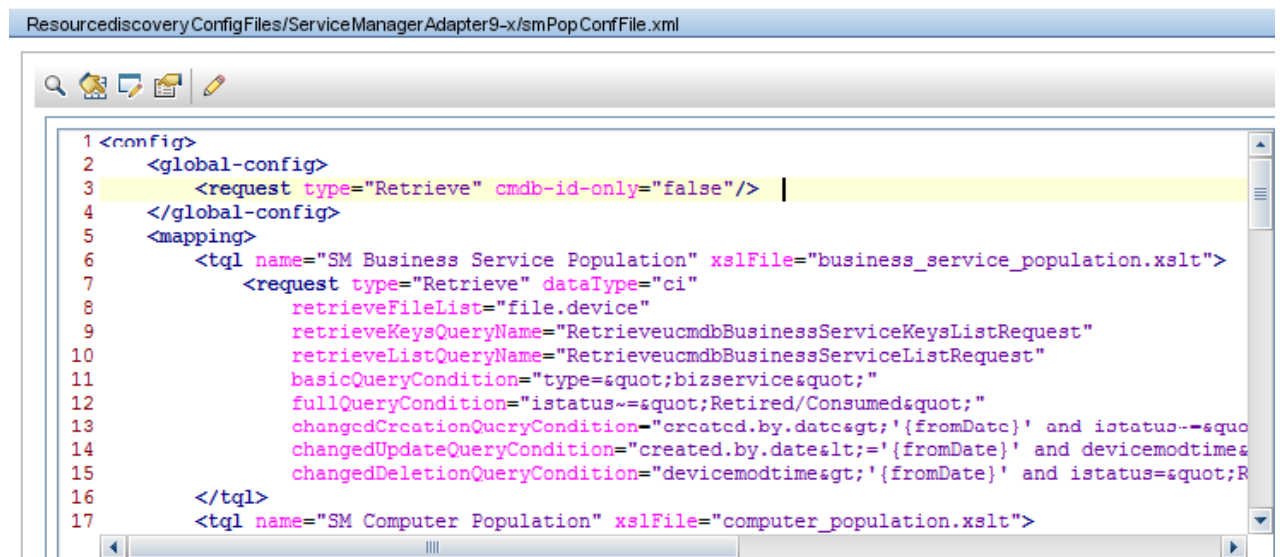
4. Add or update query mapping elements for each query you want to add to the integration.
   For example, the following query creates a mapping between the rdbmsData query and the rdbms_population.xslt file.

```
<tql name="rdbmsData" xslFile="rdbms_population.xslt">

    <request type="Retrieve" dataType="ci"

        retrieveFileList="file.device,file.rdbms"

        retrieveKeysQueryName="RetrieveucmdbRDBMSKeysListRequest"

        retrieveListQueryName="RetrieveucmdbRDBMSListRequest"
```

```
        basicQueryCondition="type#&quot;rdbms&quot;"

        fullQueryCondition="istatus~=&quot;Disposed/Retired&quot;"

        changedUpdateQueryCondition="(devicemodtime>'{fromDate}' or
(devicemodtime=NULL and created.by.date>'{fromDate}')) and
istatus~=&quot;Disposed/Retired&quot;"

        changedDeletionQueryCondition="devicemodtime>'{fromDate}' and
istatus=&quot;Disposed/Retired&quot;"/>

</tql>
```

The following figure shows the above-mentioned query mapping elements in the smPopConfFile.xml file:

```
<tql name="rdbmsData" xslFile="rdbms_population.xslt">
    <request type="Retrieve" dataType="ci"
        retrieveFileList="file.device,file.rdbms"
        retrieveKeysQueryName="RetrieveucmdbRDBMSKeysListRequest"
        retrieveListQueryName="RetrieveucmdbRDBMSListRequest"
        basicQueryCondition="type#&quot;rdbms&quot;"
        fullQueryCondition="istatus~=&quot;Disposed/Retired&quot;"
        changedUpdateQueryCondition="(devicemodtime>'{fromDate}' or (devicemodtime=NULL
        changedDeletionQueryCondition="devicemodtime>'{fromDate}' and istatus=&quot;Dis
    </tql>
</mapping>
```

The following figure shows an excerpt of the ucmdbRDBMS WSDL for your reference:

```
-  <xs:complexType name="ucmdbRDBMSKeysType">
   -  <xs:sequence>
         <xs:element minOccurs="0" name="CIIdentifier" nillable="true" type="cmn:StringType" />
      </xs:sequence>
      <xs:attribute name="query" type="xs:string" use="optional" />
      <xs:attribute name="updatecounter" type="xs:long" use="optional" />
   </xs:complexType>
-  <xs:complexType name="ucmdbRDBMSInstanceType">
   -  <xs:sequence>
      -  <xs:element name="file.device">
         -  <xs:complexType>
            -  <xs:complexContent>
               -  <xs:extension base="cmn:StructureType">
                  -  <xs:sequence>
                        <xs:element minOccurs="0" name="CIIdentifier" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="Vendor" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="Type" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="CIName" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="Description" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="Version" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="SubType" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="CustomerId" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="ApplicationName" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="UCMDBId" nillable="true" type="cmn:StringType" />
                        <xs:element minOccurs="0" name="ProductVersion" nillable="true" type="cmn:StringType" />
                     </xs:sequence>
                  </xs:extension>
               </xs:complexContent>
            </xs:complexType>
         </xs:element>
      -  <xs:element name="file.rdbms">
         -  <xs:complexType>
            -  <xs:complexContent>
               -  <xs:extension base="cmn:StructureType">
                  -  <xs:sequence>
                        <xs:element minOccurs="0" name="DBInstance" nillable="true" type="cmn:StringType" />
```

5. Save the configuration file.

> **Note:** When you create/edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

How to Map the CI Type's Attributes to Web Service Fields

The integration uses the Service Manager Adapter to transform Service Manager web services objects to Universal CMDB CI attributes. The Service Manager Adapter uses XSL transformation files to convert a properly formatted Service Manager web services messages into Universal CMDB CI. Out-of-the-box, each integration query has a corresponding XSL transformation file. In addition, each attribute you want to populate to Universal CMDB requires its own entry in the XSL transformation file.

If you want to add a CI type to the integration, you must create a matching XSL transformation file that defines how the Service Manager Adapter transforms each Service Manager web service field into a CI type. In order to create a proper XSL mapping, you must be familiar with the service and object names that Service Manager publishes as Web services. For information on publishing tables and columns as Web service fields, see the *Service Manager Web Services Guide*.

To create an XSL transformation file for the SM RDBMS CI type, which is described in previous sections:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management**.

3. Click the **Create new resource** button ⚹ .

4. Select **New Configuration File**.

5. Select the ServiceManagerAdapter9-41 package.

6. Enter the full file name using this format: <AdapterID>/<filename>. For example,
   `ServiceManagerAdapter9-41/rdbms_population.xslt`.

7. Copy the content of an existing XSL transformation file to use it as a template to create the new transformation file. For example, copy the content of `business_service_population.xslt` to the new file.

8. Find the web service response name definition element, which uses the following format:

   `<xsl:template match="/SM_WEBSERVICE_RESPONSE_NAME">`

   `SM_WEBSERVICE_RESPONSE_NAME` is the name of web service response in the Service Manager system.

   The following figure shows an example of Web Service response definition in `business_service_` `population.xslt`:

```
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transf
orm">
    <xsl:template match="/RetrieveucmdbBusinessServiceListResponse">
        <topology>
            <xsl:for-each select="instance">
                <ci class="business_service">
                    <!--import:cmdb_root_attributes_population.xslt-->
                    <attribute name="provider" type="String"><xsl:value-of
 select="file.device/ServiceProvider"/></attribute>
                </ci>
            </xsl:for-each>
        </topology>
    </xsl:template>
</xsl:stylesheet>
                                              11,16-19        All
```

9. Update the web service response name to match the response name that you want to add to the integration. For example, you can create the following CI type definition element to add the database response of retrieve object list to the integration.

   `<xsl:template match="/RetrieveucmdbRDBMSListResponse">`

10. Find the Universal CMDB CI type definition element, which uses the following format:

    `<ci class="UCMDB_CI_TYPE_NAME">`

    `UCMDB_CI_TYPE_NAME` is the CI type name in the Universal CMDB System.

    The following figure shows an example CI type definition in `business_service_ population.xslt`:

```
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transfor
m">
    <xsl:template match="/RetrieveucmdbBusinessServiceListResponse">
        <topology>
            <xsl:for-each select="instance">
                <ci class="business_service">
                    <!--import:cmdb_root_attributes_population.xslt-->
                    <attribute name="provider" type="String"><xsl:value-of s
elect="file.device/ServiceProvider"/></attribute>
                </ci>
            </xsl:for-each>
        </topology>
    </xsl:template>
</xsl:stylesheet>
                                              12,17        All
```

11. Update the Universal CMDB CI type definition name to match the name you want to add to the integration. For example, create the following CI type definition element to add the database response of retrieve object list to the integration.

```
<ci class="sm_rdbms">
```

> **Note:** Do not use any variables in the CI type definition name. The CI type definition name must be a fixed value.

12. Find the elements that transform Service Manager web service fields into Universal CMDB CI attributes. The CI attribute transformation elements use the following format:

```
<attribute name="UCMDB_CI_attribute_name" type="UCMDB_CI_attribute_type"
ignoreCIIfEmpty="true">
<xsl:value-of select="SMAttributeName "/></attribute>
```

`UCMDB_CI_attribute_name` is the name of the CI attribute in the Universal CMDB system.

`UCMDB_CI_attribute_type` is the type of the CI attribute in the Universal CMDB system that this integration supports. Currently the following types are supported: String, StringList, Integer, Long, Double, Boolean, IPAddress, Date, Float, and IntList.

`ignoreCIIfEmpty` is a parameter that specifies whether or not to ignore the CI during population if this attribute has an empty value (true: ignore; false: not ignore).

> **Note:**
> - A StringList is a list of strings separated by a semicolon (;). For example, str1;str2;str3. An IntList is a list of integers separated by a semicolon (;). For example, 1;2;3.
>
> - For information about setting a time zone and date format for the Date type, see "How to Update the Time Zone and Date Format for the Integration Adapter" on page 38.

`SMAttributeName` is the name of a web service attribute published by the Service Manager system.

See the following figure for an example of CI attributes in `business_service_population.xslt`:

Refer to the following screenshot to match CI attributes in the Universal CMDB BusinessService
CI type:

Refer to the following screenshot to match CI attributes in the Service Manager
ucmdbBusinessService web service:

13. In the SM RDBMS population example, there are no sub items of a CI. If you want to populate the sub items of a CI, for example, to populate the IP addresses of a computer together with the computer CI, you need to add a "link" element under the "ci" element. A link transformation element uses the following format:

```
<link direction="Link_Direction" linkType="UCMDB_Link_Type">

    <ci class="UCMDB_SUB_CI_TYPE_NAME">

        <attribute name="UCMDB_CI_attribute_name" type="UCMDB_CI_attribute_type">
<xsl:value-of select="SMAttributeName "/></attribute>

        <attribute name="UCMDB_CI_attribute_name2" type="UCMDB_CI_attribute_
type2">
<xsl:value-of select="SMAttributeName 2"/></attribute>

    </ci>

    </xsl:for-each>

</link>
```

`Link_Direction` is the direction between a parent CI and sub CI. The supported directions are:

○ outgoing: The link direction is from an upstream CI to the current downstream CI (for example, from node to ip_address).

○ incoming: The link direction is from a downstream CI to the current upstream CI.

`UCMDB_Link_type` is the relationship type in the Universal CMDB system.

The following figures show the out-of-the-box configurations for populating the Computer CI together with its IP addresses:
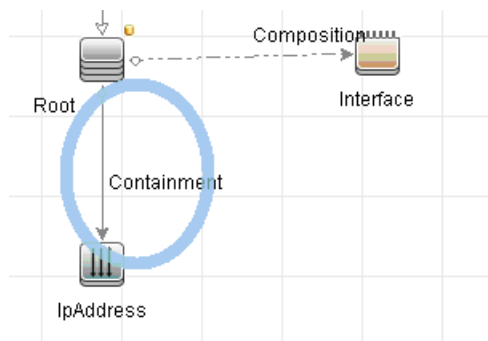
```
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
    <xsl:template match="/RetrieveucmdbNodeListResponse">
        <topology>
            <xsl:for-each select="instance">
                <xsl:variable name="building" select="file.device/Building"/>
                <xsl:variable name="floor" select="file.device/Floor"/>
                <xsl:variable name="room" select="file.device/Room"/>

                <ci class="node">
                    <!--import:cmdb_root_attributes_population.xslt-->
                    <attribute name="primary_dns_name" type="String"><xsl:value-
of select="file.device/DNSName"/></attribute>
                    <attribute name="calculated_location" type="String"><xsl:val
ue-of select="concat('Building:', $building, 'Floor:', $floor, 'Room:', $room)"/
></attribute>
                    <attribute name="discovered_os_name" type="String"><xsl:valu
e-of select="file.device/OS"/></attribute>
                    <attribute name="default_gateway_ip_address" type="String"><
xsl:value-of select="file.device/DefaultGateway"/></attribute>
                    <attribute name="discovered_os_version" type="String"><xsl:v
alue-of select="file.node/OSVersion"/></attribute>
                    <attribute name="memory_size" type="Integer"><xsl:value-of s
elect="file.node/PhysicalMemory"/></attribute>
                    <!--import:cpu_mapping_population.xslt-->
                    <!--import:disk_device_mapping_population.xslt-->
                    <!--import:filesystem_mapping_population.xslt-->
                    <!--import:ips_mapping_population.xslt-->
                    <!--import:interfaces_mapping_population.xslt-->
                </ci>
            </xsl:for-each>
        </topology>
    </xsl:template>
</xsl:stylesheet>
                                                            16,52            All
```

Link definition in the import xslt file (ips_mapping_population.xslt) is illustrated in the following screenshot:

```
<link direction="outgoing" linkType="containment">
    <xsl:for-each select="file.node/addlIPAddr/addlIPAddr">
        <ci class="ip_address">
            <attribute name="name" type="String"><xsl:value-of select
="AddlIPAddress"/></attribute>
            <attribute name="data_externalid" type="String"><xsl:valu
e-of select="AddlIPAddress"/></attribute>
            <attribute name="ip_netmask" type="String"><xsl:value-of
select="AddlSubnet"/></attribute>
        </ci>
    </xsl:for-each>
</link>
                                                        9,7            All
```

Refer to the following screenshot to match CI attributes and links in the Service Manager WSDL (http://<SM server>:<port>/SM/7/ucmdbNode.wsdl):

Refer to the following screenshot to match CI links in UCMDB at the TQL level:

Note: The figure above is provided only to give you a graphic view of how relevant CIs are stored in UCMDB. You do not need to create the query, since the population feature does not require it.

Refer to the following screenshot to match CI type and attributes in the UCMDB CI Type
(`IpAddress`):
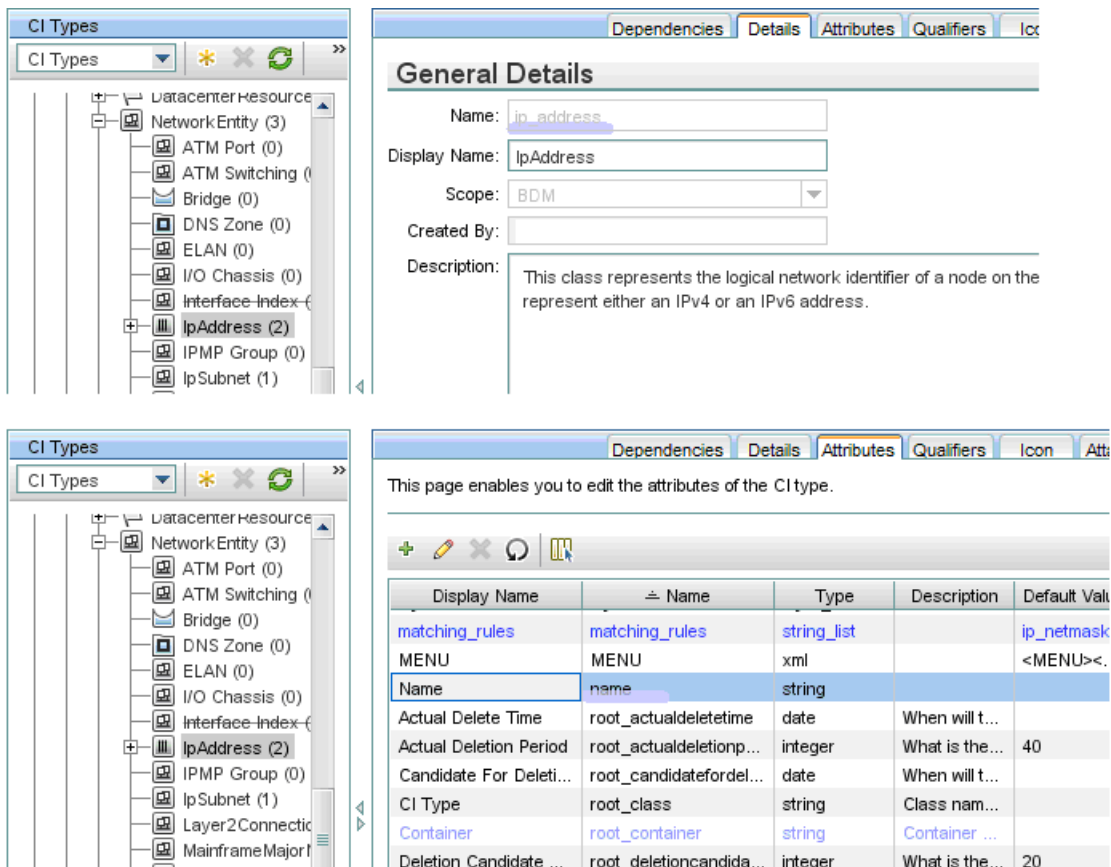
14. Add or update the CI attribute transformation elements for each CI attribute you want to add to
    the integration. For example, you can use the following XSL transformation elements for the
    database CI type.
    Sample XSL transformation elements for database CIs

UCMDB attribute	Sample transformation elements
discovered_product_name	`<attribute name="discovered_product_name" type="String">` `<xsl:value-of select="file.device/CIIdentifier"/></attribute>`
product_name	`<attribute name="product_name" type="String">` `<xsl:value-of select="file.device/ApplicationName"/></attribute>`
application_version	`<attribute name="application_version" type="String">` `<xsl:value-of select="file.device/ProductVersion"/></attribute>`

Sample XSL transformation elements for database CIs, continued

UCMDB attribute	Sample transformation elements
vendor	`<attribute name="vendor" type="String">` `<xsl:value-of select="file.device/Vendor"/></attribute>`
version	`<attribute name="version" type="String">` `<xsl:value-of select="file.device/Version"/></attribute>`
dbinstance	`<attribute name="dbinstance" type="String">` `<xsl:value-of select="file.rdbms/DBInstance"/></attribute>`
port	`<attribute name="port" type="String">` `<xsl:value-of select="file.rdbms/Port"/></attribute>`
description	`<attribute name="description" type="String">` `<xsl:value-of select="file.rdbms/Description"/></attribute>`

Attribute mappings in `rdbms_population.xslt` are illustrated in the following screenshot:

15. Save the XSL transformation file.

> **Note:** When you create/edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

How to Add a CI Type's Relationship Types to the Integration for Population

Once you have added a new CI type to the integration for population, you need to add the new CI type's relationship types to the integration. For each relationship type, perform the following tasks.

As an example, the following steps describe how to add the Ownership relationship type to the integration; these steps assume that you have already added the Cost and CostCategory CI types to the integration for population.

1. Create an XSL transformation file to map each relationship type's attributes to web service objects.
   See "How to Map Each Relationship Type's Attributes to Web Service Objects" below.

2. Add a query mapping for each relationship type to the population configuration file.
   See "How to Define a Query Mapping for Each Relationship Type" on page 209.

How to Map Each Relationship Type's Attributes to Web Service Objects

This example illustrates how to create an XSL transformation file to map the attributes of the Ownership relationship type to web service objects.

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management**.

3. Click the **Create new resource** button .

4. Select **New Configuration File**.

5. Select the ServiceManagerAdapter9-41 package.

6. Enter the full file name using this format: <AdapterID>/<filename>. For example,
   `ServiceManagerAdapter9-41/cost_to_costcategory_population.xslt`.

7. Click **Yes** to ignore the file extension warning. The file is added to the Configuration Files folder.

8. Copy the content of an existing relationship population XSLT file (for example, `computer_to_computer_connects_population.xslt`) to the new XSLT file.

   > **Note:** In the next step, you will update the <ci class> names and linkType value.

```
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">

    <xsl:template match="/Retrievecirelationship1to1ListResponse">

        <topology>

            <xsl:for-each select="instance">

                <ci class="node">

                    <attribute name="name" type="String"><xsl:value-of select=
"upstreamci.logical.name"/></attribute>

                    <attribute name="sm_id" type="String"><xsl:value-of select=
"upstreamci.id"/></attribute>

                    <link direction="outgoing" linkType="tcp">

                        <ci class="node">

                            <attribute name="name" type="String"><xsl:value-of
select=
"downstreamci.logical.name"/></attribute>

                            <attribute name="sm_id" type="String"><xsl:value-of
select=
"downstreamci.id"/></attribute>

                        </ci>

                    </link>

                </ci>

            </xsl:for-each>

        </topology>

    </xsl:template>

</xsl:stylesheet>
```

9. Change the <ci class> names to `cost` and `cost_category`, and linkType to `ownership`.

   ```
   ...
   <ci class="cost">
   ```

```
                                <attribute name="name" type="String"><xsl:value-of select=
"upstreamci.logical.name"/></attribute>

                                <attribute name="sm_id" type="String"><xsl:value-of select=
"upstreamci.id"/></attribute>

                                <link direction="outgoing" linkType="ownership">

                                   <ci class="cost_category">

...
```

`ci class`: the name (not display name) of the each CI type involved in the relationship. It should be the Name field value on the General Details tab of the CI type definition.

`linkType`: the name of the relationship type. It should be the Name field value on the General Details tab of the relationship type definition.

> **Note:** In this example, you do not need to change the link direction (outgoing). This is because the relationship (Ownership) direction is from cost to cost_category, that is, from a <ci class> outside of the <link> element to a <ci class> inside it).

10. Save the XSL transformation file.

How to Define a Query Mapping for Each Relationship Type

For each relationship type of the new CI type, you need to define a query mapping in the `smPopConfFile.xml` file.

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files** > **smPopConfFile.xml**.

3. In the `smPopConfFile.xml` file, add a query mapping for the relationship type, by copying an existing query mapping element.

   > **Note:** In the next step, you will update the highlighted values with values of the new relationship type.

```
<tql name="SM Biz To Biz With Usage"
xslFile="businessservice_to_businessservice_usage_population.xslt">

   <request type="Retrieve" dataType="relationship"
```

```
                retrieveKeysQueryName="Retrievecirelationship1to1KeysListRequest"

                retrieveListQueryName="Retrievecirelationship1to1ListRequest"

                basicQueryCondition="upstreamci.type=&quot;bizservice&quot; and
downstreamci.type=&quot;bizservice&quot; and
relationship.subtype=&quot;Usage&quot;"

                fullQueryCondition="status~=&quot;Removed&quot;"

                changedCreationQueryCondition="create.datetime&gt;'{fromDate}' and
status~=&quot;Removed&quot;"

                 changedUpdateQueryCondition="created.datetime&lt;='{fromDate}' and
update.datetime&gt;'{fromDate}' and status~=&quot;Removed&quot;"

                 changedDeletionQueryCondition="update.datetime&gt;'{fromDate}' and
status=&quot;Removed&quot;"/>

    </tql>
```

4. Update the TQP mapping element with the values of the new relationship type.

> **Note:** For the query name, you can enter any descriptive name as you like (for example, `SM Cost to CostCategory with Ownership`). This query does not really exist, since population does not require it.
>
> The upstreamci.type, downstreamci.type, and relationship.subtype values are defined in the cirelationship1to1 table in Service Manager.

```
<tql name="SM Cost to CostCategory with Ownership"
xslFile="cost_to_costcategory_population.xslt">

    <request type="Retrieve" dataType="relationship"

                retrieveKeysQueryName="Retrievecirelationship1to1KeysListRequest"

                retrieveListQueryName="Retrievecirelationship1to1ListRequest"

                basicQueryCondition="upstreamci.type=&quot;cost&quot; and
downstreamci.type=&quot;costcategory&quot; and
relationship.subtype=&quot;Ownership&quot;"

                fullQueryCondition="status~=&quot;Removed&quot;"

                changedCreationQueryCondition="create.datetime&gt;'{fromDate}' and
status~=&quot;Removed&quot;"

                 changedUpdateQueryCondition="created.datetime&lt;='{fromDate}' and
update.datetime&gt;'{fromDate}' and status~=&quot;Removed&quot;"
```

```
            changedDeletionQueryCondition="update.datetime&gt;'{fromDate}' and
    status=&quot;Removed&quot;"/>

    </tql>
```

5. Save the population configuration file.

> **Note:** When you create/edit and then save a configuration file in Adapter Management, UCMDB automatically restarts the adapter with the new configuration file.

Now the relationship type is added to the integration for population. Next, you need to add the relationship query name you specified in the population configuration file (in this example, SM Cost to CostCategory with Ownership) to a relationship population job, so that the integration can populate this type of relationships to UCMDB. See the following figure and also "How to Add Custom queries to Integration Population Jobs" on page 213.

Refer to the following screenshot to add a new relationship query name to a relationship population job:
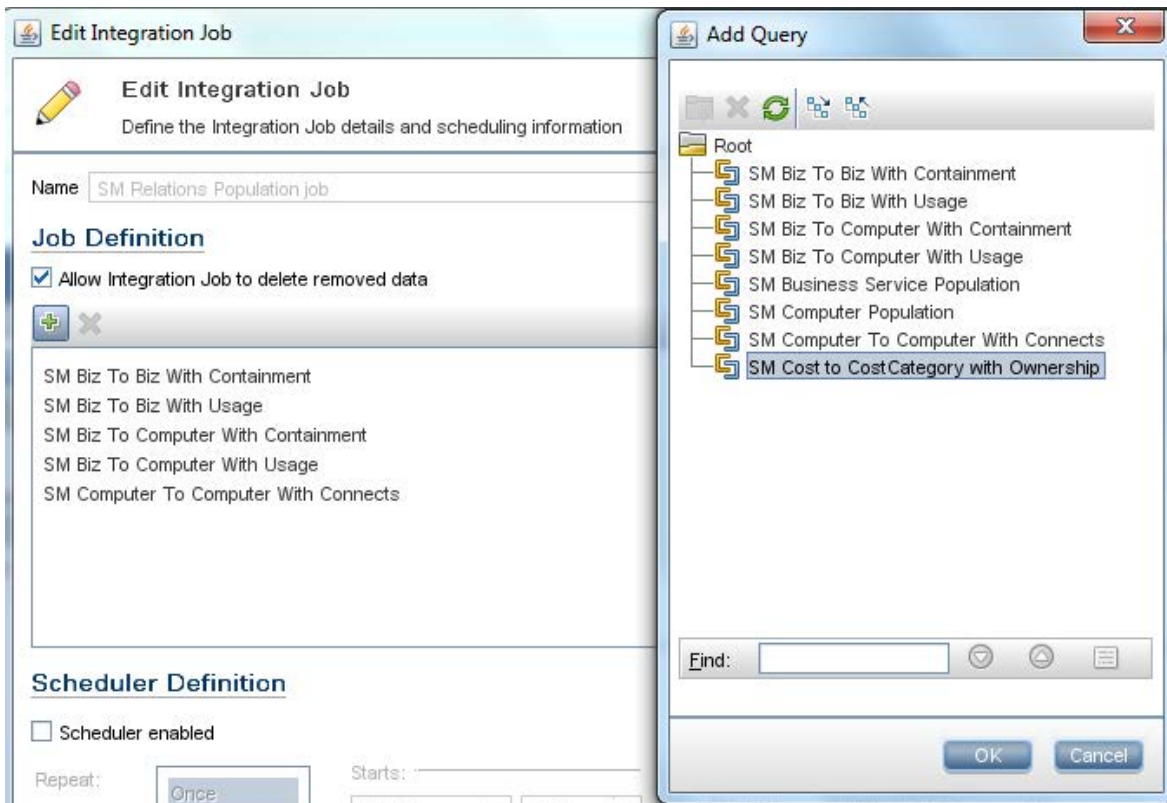
How to Customize UCMDB ID Pushback for a CI Type

Out-of-the-box, UCMDB pushes the UCMDB ID of each CI type back to Service Manager during population, by calling a Service Manager web service (`ucmdbIDPushBack`) based on the `ucmdbid.pushback.request` and `ucmdbid.pushback.xslt` settings in the `sm.properties` file in UCMDB (see "How to Update the Integration Adapter Configuration File (sm.properties)" on page 130).

To better suit your business needs, you can make the following tailorings to the ucmdb id pushback feature, using the <idPushbackConfigurations> element in the `ServiceDeskConfiguration.xml` file:

- "How to Disable the UCMDB ID Pushback Feature for a Specific CI Type" below

- "How to Define a Custom Pushback Web Service and xslt File for a Specific CI Type" on the next page

> **Note:** For a specific UCMDB class (CI type), its definitions in the `ServiceDeskConfiguration.xml` file supercede the following global settings in the `sm.properties` file:
>
> - idPushbackEnable: In the `sm.properties` file, this setting is not present; however, out-of-the-box, it is set to true for all CI types.
>
> - idPushbackRequest: In the `sm.properties` file, its out-of-the-box value is UpdateucmdbIDPushBackRequest.
>
> - idPushbackXSLT: In the `sm.properties` file, the out-of-the-box value is ucmdbid_pushback.xslt.

How to Disable the UCMDB ID Pushback Feature for a Specific CI Type

You may want to disable the pushback feature for certain UCMDB CI types, for example, UCMDB classes that are mapped to a sub-item type (IP Address, CPU, etc.) in Service Manager. Doing so can aviod unnecessary system overload.

To disable the pushback feature for a UCMDB CI type (class), use this format:

```
<idPushbackConfiguration ucmdbClassName="<ucmdbClassName>"
idPushbackEnable="false"/>
```

Where, `<ucmdbClassName>` is the name of the UCMDB CI type.

Here are the out-of-the-box settings in the `ServiceDeskConfiguration.xml` file:

```
<idPushbackConfigurations>

        <idPushbackConfiguration ucmdbClassName="interface" idPushbackEnable="false"/>
```

```
        <idPushbackConfiguration ucmdbClassName="cpu" idPushbackEnable="false"/>

        <idPushbackConfiguration ucmdbClassName="disk_device" idPushbackEnable="false"/>

        <idPushbackConfiguration ucmdbClassName="file_system" idPushbackEnable="false"/>

        <idPushbackConfiguration ucmdbClassName="ip_address" idPushbackEnable="false"/>

</idPushbackConfigurations>
```

To enable the pushback feature for a CI type, set `idPushbackEnable="`**`true`**`"` for it.

How to Define a Custom Pushback Web Service and xslt File for a Specific CI Type

There are occasions when you need to define a custom pushback web service and XSLT for a specific CI type (class), for example, when a CI type you want to populate is not stored in the device table in Service Manager. This is because the out-of-the-box ucmdbIDPushBack web service is based on the device table.

For example, you have tailored the integration in order to populate the Functional Group from Service Manager to UCMDB. If the Functional Group in Service Manager is not stored in the device table, you can define a custom web service and XSLT like the following:

```
<idPushbackConfigurations>

        <idPushbackConfiguration ucmdbClassName="functional_group"
idPushbackEnable="true"
idPushbackRequest="UpdateucmdbIDPushBackForFunctionalGroupRequest"
idPushbackXSLT="ucmdbid_pushback_functionalgroup.xslt"/>

......

</idPushbackConfigurations>
```

> **Note:** To support your pushback customizations, you need to create the specified custom web service record in Service Manager and XSLT file in UCMDB.

How to Add Custom queries to Integration Population Jobs

In order for the integration to **send** your custom Service Manager web service object and fields to your UCMDB system, you must add your custom queries to the population job between your Service Manager data store and your UCMDB data store. The following steps illustrate how to add the custom rdbmsData query described in previous sections.

To add custom queries to population job definitions:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**.

3. Double-click the name of your Service Manager integration point. For example, **SM Integration**.

4. Click the **Population** tab.

5. Select a population job. For example, **SM Configuration Item Population job**.

6. Click the **Edit Integration Job** button [pencil icon].

7. Click the **Add** button [plus icon].
   The query names configured in the smPopConfFile.xml file are listed.

8. Click **Root** > **rdbmsData**.

9. Click **OK** to add a custom query.

10. Click **OK** to close the Update Job Definition window.

How to Add an Attribute of a Supported CI Type for Federation

Out-of-the-box, the integration supports federation for three external CI types in UCMDB: Incident, Problem, and RequestForChange.

For each of the supported CI types, there is a list of attributes in UCMDB that you can map to Service Manager web service objects for federation. The following figure shows the out-of-the-box UCMDB CI attributes available for the Incident CI type.

Incident CI attributes supported for federation are illustrated in the following screenshot:
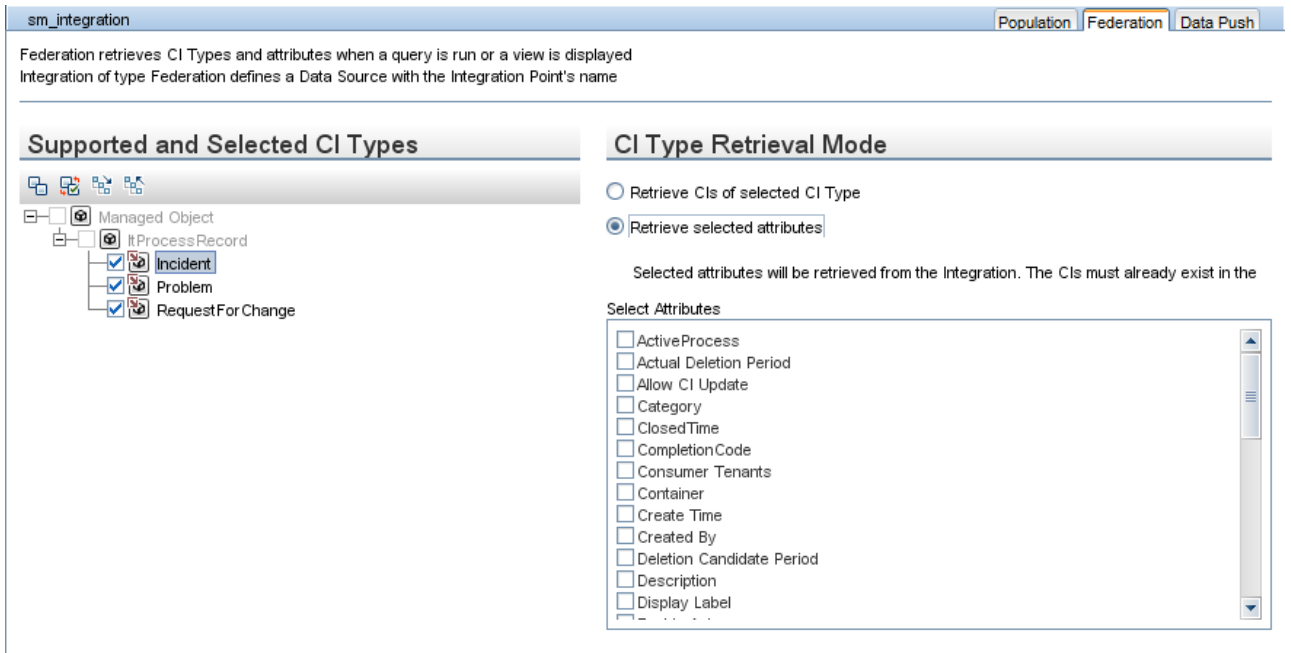
For example, to add an SM Incident attribute for federation, you need to expose the field in the SM UcmdbIncident web service object and then map it to an appropriate UCMDB attribute (if one does not already exist, you need to create it in UCMDB first).

The following figure shows the fields that are exposed in the `UcmdbIncident` web service object in Service Manager:

You can expose more fields so that more Incident attributes can be federated to UCMDB. As an example, the following describes how to add the "action" field in the Service Manager probsummary (Incident) file for federation, by mapping it to a new UCMDB attribute named "details".

> **Note:** On the Incident form in Service Manager, the "action" field is labeled "Description", which describes the incident ticket in more detail. See the following figure.
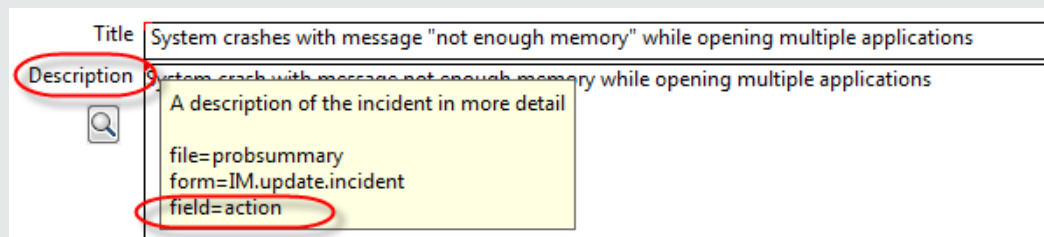
To add an attribute of a supported CI type for federation:

1. **Add the SM attribute to its web service object.**
   The following example describes how to expose the SM "action" field of Incident in the UcmdbIncident web service object.

a. Log in to Service Manager as a system administrator.

b. Navigate to **Tailoring** > **Web Services** > **WSDL Configuration**.

c. Enter the following field values, and then click **Search**.
- Service Name: `ucmdbIntegration`

- Name: `probsummary`

The UcmdbIncident web service object is displayed.

d. On the Fields tab, add the following row:
- Field: action.

- Caption: Description

External Access Definition

Service Name:	ucmdbIntegration	☐ Released
Name:	probsummary	☐ Deprecated
Object Name:	UcmdbIncident	

◇ Allowed Actions   ◇ Expressions   ◇ Fields

Field	Caption	Type
logical.name	ConfigurationItem	
number	IncidentID	
brief.description	BriefDescription	
subcategory	Category	
severity	Urgency	
open.time	OpenTime	DateTimeType
update.time	UpdatedTime	DateTimeType
close.time	ClosedTime	DateTimeType
problem.status	IMTicketStatus	
affected.item	Service	
priority.code	PriorityCode	
initial.impact	ImpactScope	
action	Description	

e. Save the web service object.

2. **Map the SM attribute to a UCMDB attribute.**
The following example describes how to map the SM "action" attribute to a new UCMDB attribute named "details".

a. Log in to UCMDB as an administrator.

b. Navigate to **Modeling** > **CI Type Manager**.

c. Browse to **ItProcessRecord** > **Incident**, and open its properties pane.

d. Click the **Add** button to add a new attribute named "details" to the Incident CI type.
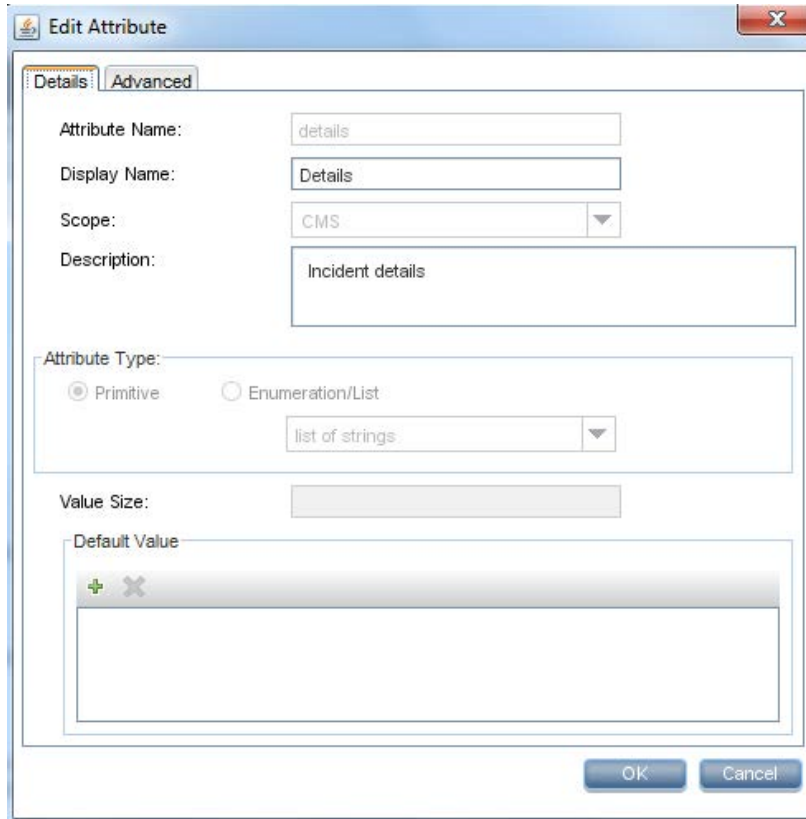
- name: details

- Display Name: Details

- Description: Incident details

- Attribute Type: Primitive > List of strings (this is because the "action" field in SM is an array)

e. Save the Incident CI type record.

f. Navigate to **Data Flow Management** > **Adapter Management** > **ServiceManagerAdapter9-41** > **Configuration Files**.

g. Click the ServiceDeskConfiguration.xml file.

h. Add a mapping entry for the "details" attribute in the Incident attributeMappings section, as shown in the following.

```
<ucmdbClassConfiguration ucmdbClassName="incident">

    <attributeMappings>

        <attributeMapping ucmdbAttributeName="reference_number"
serviceDeskAttributeName="IncidentID"/>

        <attributeMapping ucmdbAttributeName="name"
serviceDeskAttributeName="BriefDescription"/>

         ...

        <attributeMapping ucmdbAttributeName="incident_status"
serviceDeskAttributeName="IMTicketStatus"
converterClassName="com.mercury.topaz.fcmdb.adapters.
serviceDeskAdapter.converter.PropertyValueConverterFirstLetter
ToUpperAndReplaceUnderscoreWithSpace"
reversedConverterClassName="com.mercury.topaz.fcmdb.adapters.
serviceDeskAdapter.converter.PropertyValueConverterFirstLetter
ToLowerAndReplaceSpaceWithUnderscore"/>

         ...

        <attributeMapping ucmdbAttributeName="urgency"
serviceDeskAttributeName="Urgency"/>

<attributeMapping ucmdbAttributeName="details"
serviceDeskAttributeName="Description"/>

    </attributeMappings>
```

> **Tip:** The attribute mapping entry uses the following format:
>
> ```
> <attributeMapping ucmdbAttributeName="details"
> serviceDeskAttributeName="Description"/>
> ```
>
> Where:
>
> ucmdbAttributeName is the UCMDB attribute name in the Incident CI type definition to which you want to map the SM attribute;
>
> serviceDeskAttributeName is the field caption you defined in the SM web service object.
>
> For an SM attribute (for example, problem.status) that is a drop-down list, the attribute mapping uses the following format (you only need to change the attribute names):

```
<attributeMapping ucmdbAttributeName="incident_status"
serviceDeskAttributeName="IMTicketStatus"
converterClassName="com.mercury.topaz.fcmdb.adapters.
serviceDeskAdapter.converter.PropertyValueConverterFirstLetter
ToUpperAndReplaceUnderscoreWithSpace"
reversedConverterClassName="com.mercury.topaz.fcmdb.adapters.
serviceDeskAdapter.converter.PropertyValueConverterFirstLetter
ToLowerAndReplaceSpaceWithUnderscore"/>
```

i. Click **OK** to save the file.

Now the Description (field name: action) attribute of SM Incident has been added to the integration for federation. You can run an Incident federation query in the UCMDB Modeling Studio to see if the SM Description data is properly federated. For details, see "Examples of Using Federation" on page 50.

The following figure shows an example where the Description of an SM incident ticket has been federated to UCMDB as Details:
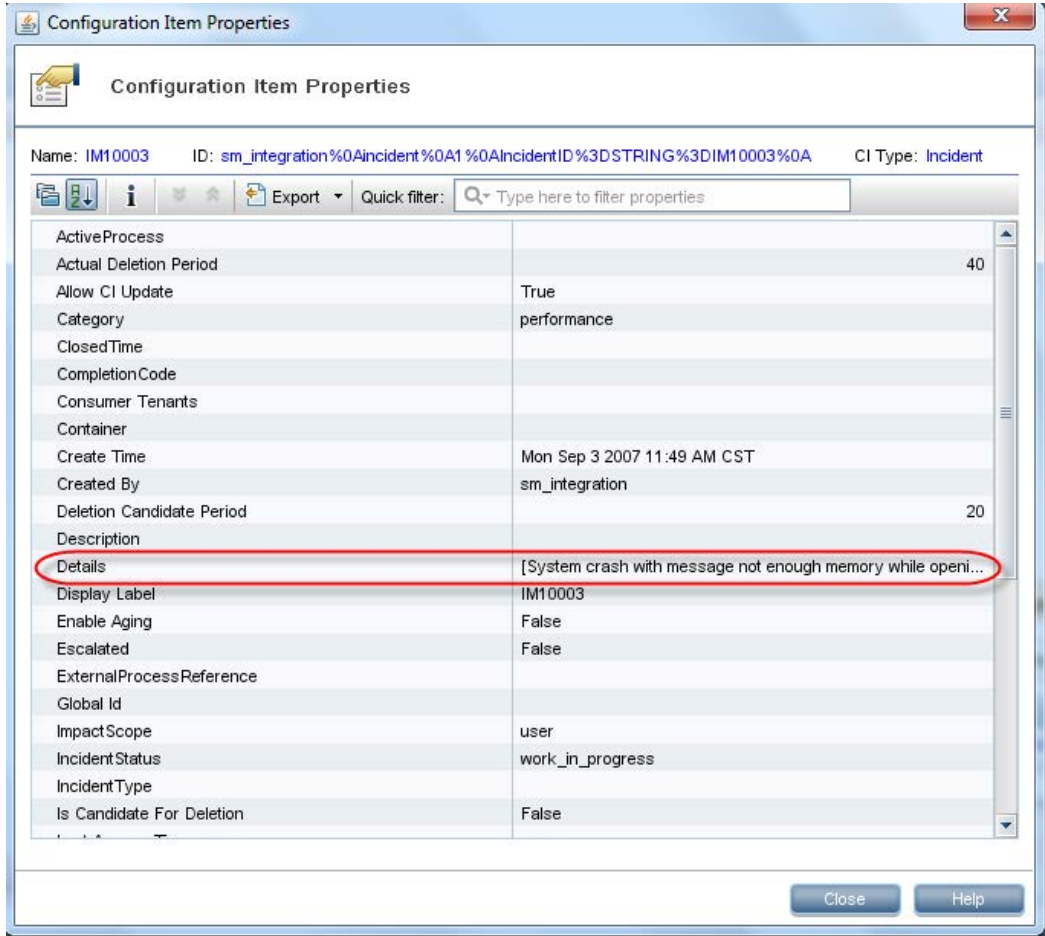
Chapter 7: Troubleshooting

When data push and population errors occur, you can check the error messages and the integration log files to identify the root causes and fix the errors. This chapter describes the general troubleshooting steps, as well as typical errors and solutions.

Troubleshooting Data Push Issues

When data push errors or problems occur, you can check the error messages and the log file to figure out the root causes and then fix the errors.

This integration uses the following error codes for data push.

Data push error codes

Error code	Description
-1	Unspecified error.
0	Success.
3	Resource unavailable.
28	Not authorized.
51	Record modified since last retrieved.
70	Invalid SOAP action / unrecognized application action.
71	Validation failed.
881	CI does not exist in Service Manager.
882	Unable to remove the relationship because at least one of CIs involved in the relationship does not exist in Service Manager.

When a data push job has failed, the job status becomes **Failed**. Troubleshoot the failed job as follows:

- Check the error messages of the failed job in the Universal CMDB studio.
  See "How to Check the Error Message of a Failed Push Job" below.

- Check the log file for more details.
  See "How to Check the Push Log File" on page 228.

When a data push job was completed, but with partial records failed, the job status becomes **Passed with failures**. Troubleshoot the failed records as follows:

- Check the error messages of failed CIs in the Universal CMDB studio.
  See "How to Check the Error Messages of Failed CIs/CI Relationships in a Push Job" on the next page.

- Check the log file for more details.
  See "How to Check the Push Log File" on page 228.

Once you have fixed the issues with the failed records, you can re-push them one by one or in batches. For details, see "How to Re-push Failed CI/CI Relationship Records" on page 233.

How to Check the Error Message of a Failed Push Job

To check the error message of a failed job:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**.

3. Select the integration point for this integration from Integration Point list.

4. Click the **Data Push** tab.

5. Select the job from Integration Jobs.

6. Click the **Job Errors** sub-tab, and double-click the Severity of a message from the list.
   A popup window displays the detailed error message of this failed job. Following is an excerpt of a sample error message indicating that an XSLT file was not found.
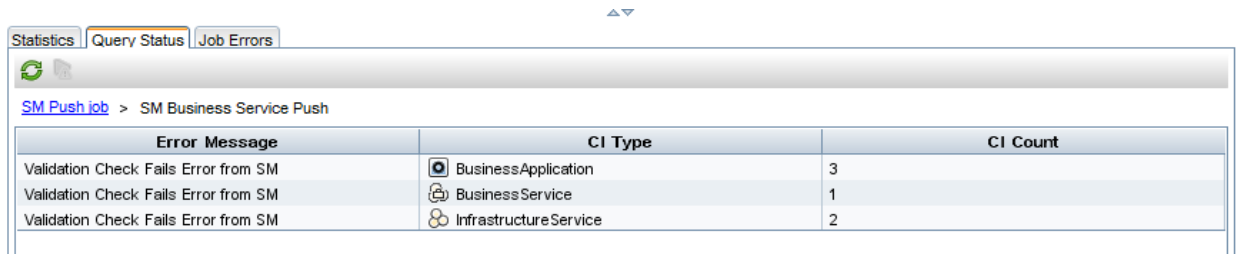
```
java.io.FileNotFoundException: Resource:
business_service_push_file_not_exist.xslt, was not found
at
com.mercury.topaz.cmdb.server.fcmdb.adapterstate.AdapterStateResourceServerFacade
.openResourceForReading(AdapterStateResourceServerFacade.java:51)
at
com.mercury.topaz.cmdb.server.fcmdb.spi.adapter.environment.DataAdapterEnvironmen
tImpl.openResourceForReading(DataAdapterEnvironmentImpl.java:119)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.TransformUtils.readFromFile(T
ransformUtils.java:113)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.push.XsltTransformer.createTe
mplates(XsltTransformer.java:93)
... 36 more
& &
```

How to Check the Error Messages of Failed CIs/CI Relationships in a Push Job

When a data push job is completed with partial records failed, in the Universal CMDB studio, you can check the source CI XML of Universal CMDB, the XSLT-transformed XML and the response XML from Service Manager to see if the failure is caused by data issues.

To check the error messages of failed records in a data push job:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**.

3. Select the integration point for this integration from Integration Point list.

4. Click the **Data Push** tab.

5. Select the job from Integration Jobs.

6. Click the **Query Status** sub-tab.

7. Double-click a query with failures. The Error Message and CI Count for each failed CI Type are displayed.

8. Double-click an error message. A list of failed records is displayed.

9. Double-click a failed record.
   The detailed error message of the record is displayed.
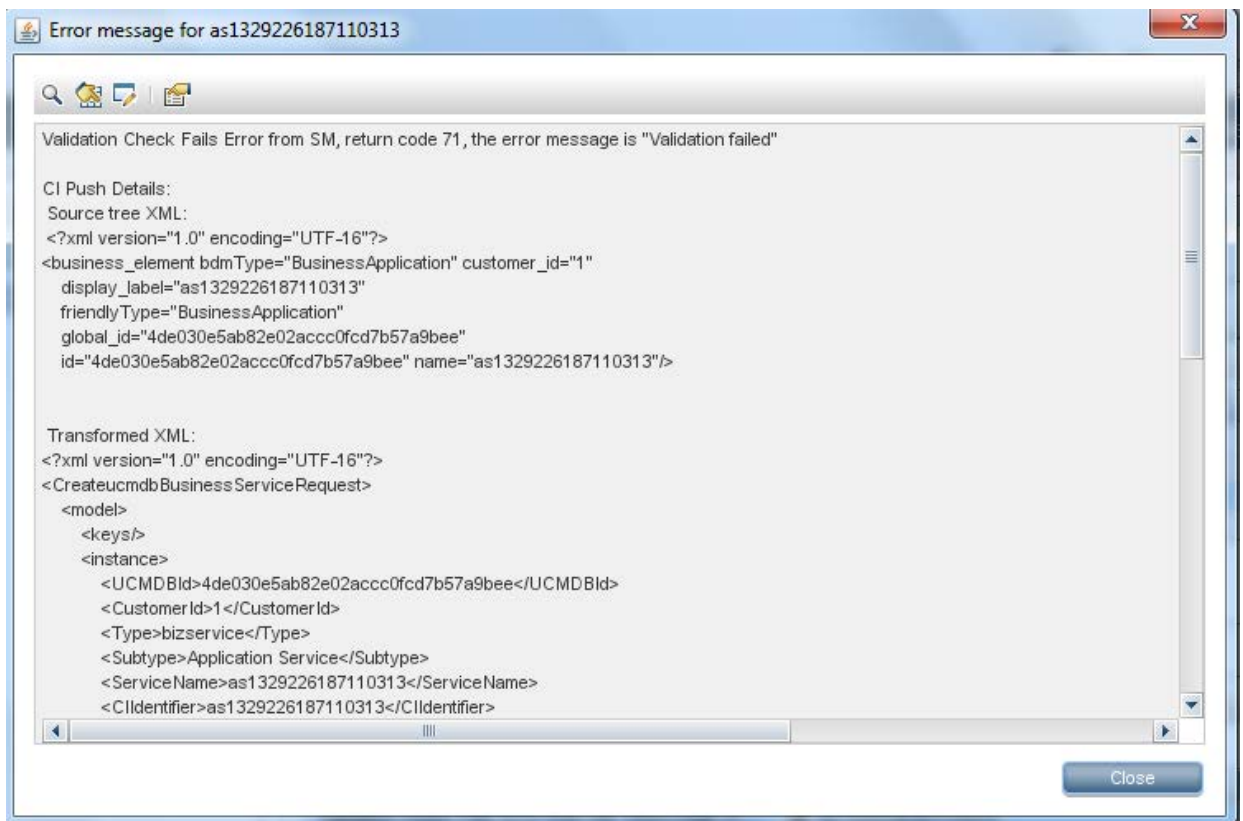
The following is a sample error message that indicates a validation failure, and the root cause is that a not-null key (key definition #18 of the device table) contains an empty value.

```
Validation Check Fails Error from SM, return code 71, the error message is
"Validation failed",


CI Push Details:


Source tree XML:

<node bdmType="Node" customer_id="1"
display_label="XMA16.asiapacific.hpqcorp.net" friendly-Type="Windows"
global_id="fd21b94ddf26dc9ee054e21adca3d4c0"
id="fd21b94ddf26dc9ee054e21adca3d4c0" os_vendor="Microsoft"
primary_dns_name="XMA16.asiapacific.hpqcorp.net">

     <ip_addresss direction="outgoing" linkLabel="Containment" linkName="32"
linkType="Containment">

        <ip_address bdmType="IpAddress" customer_id="1"
friendlyType="IpAddress" id="bd03e34189c713898712dcac500730ba"
name="16.158.154.152" realRelationType="Containment"/>

     </ip_addresss>

     <interfaces direction="outgoing" linkLabel="Composition" linkName="33"
linkType="Composition">

        <interface bdmType="Interface" customer_id="1" friendlyType="Interface"
id="5897567531c55a7bd196b42d5a6aa485" mac_address="B499BAE9AC7A"
realRelationType="Composition"
root_container="UCMDB%0Ant%0A1%0Ainternal_id%3DSTRING%3Dfd21b94ddf26dc9ee054e2
1adca3d4c0%0A"/>

     </interfaces>
</node>


Transformed XML:

<CreateucmdbNodeRequest>

   <model>

     <keys/>

     <instance>

       <file.device>

          <UCMDBId>fd21b94ddf26dc9ee054e21adca3d4c0</UCMDBId>

          <CustomerId>1</CustomerId>

          <Type>computer</Type>

          <Subtype>Server</Subtype>


            <addlIPAddr>

               <AddlIPAddress>16.158.154.152</AddlIPAddress>

               <AddlSubnet/>

            </addlIPAddr>

        </addlIPAddr>
```

```
        <CIIdentifier>XMA16.asiapacific.hpqcorp.net</CIIdentifier>

            <DNSName>XMA16.asiapacific.hpqcorp.net</DNSName>

        </file.device>

        <file.node>

            <OSVendor>Microsoft</OSVendor>

        <addlIPAddr>

<AddlMacAddress>

            <AddlMacAddress>B499BAE9AC7A</AddlMacAddress>

        </AddlMacAddress>

        </file.node>

    </instance>

  </model>

</CreateucmdbNodeRequest>
```

Response message from SM:

```
  <CreateucmdbNodeResponse message="Validation failed" returnCode="71"
schemaRevision-Date="2011-09-18" schemaRevisionLevel="5" status="FAILURE"
xmlns="http://servicecenter.peregrine.com/PWS"
xmlns:cmn="http://servicecenter.peregrine.com/PWS/Common"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://servicecenter.peregrine.com/PWS
http://XMA16.asiapacific.hpqcorp.net:13080/sc62server/ucmdbNode.xsd">

        <model>

          <keys>

            <CIIdentifier
type="String">XMA16.asiapacific.hpqcorp.net</CIIdentifier>

          </keys>

          <instance
uniquequery="file.device,logical.name=&quot;XMA16.asiapacific.hpqcorp.net&quot
;">

            <file.device type="Structure">

              <CIIdentifier
type="String">XMA16.asiapacific.hpqcorp.net</CIIdentifier>

                <DNSName type="String">XMA16.asiapacific.hpqcorp.net</DNSName>

                <Type type="String">computer</Type>

                <CIName type="String">CI10869</CIName>

                <Subtype type="String">Server</Subtype>

                <UCMDBId type="String">fd21b94ddf26dc9ee054e21adca3d4c0</UCMDBId>

            </file.device>

            <file.node type="Structure">

              <addlIPAddr type="Array">

                <addlIPAddr type="StructureType">
```

```
        </addlIPAddr>
                    </addlIPAddr>
                    <AddlMacAddress type="Array">
                       <AddlMacAddress type="String">B499BAE9AC7A</AddlMacAddress>
                    </AddlMacAddress>
                  </file.node>
              </instance>
          </model>
          <messages>
             <cmn:message type="String">7=====add</cmn:message>
             <cmn:message type="String">Key #18 is empty.
(se.base.method,add.record.radd)</cmn:message>
             <cmn:message type="String">file:(device)
key:(logical.name=XMA16.asiapacific.hpqcorp.net)
(se.base.method,add.record.radd)</cmn:message>
             <cmn:message type="String">The record being added contains a NULL key
(se.base.method,add.record.radd)</cmn:message>
             <cmn:message type="String">file:(joinnode)
key:(file.device,logical.name=XMA16.asiapacific.hpqcorp.net)
(se.base.method,add.record.radd)</cmn:message>
             <cmn:message type="String">The record being added contains a NULL key
(se.base.method,add.record.radd)</cmn:message>
             <cmn:message type="String">This record contains an invalid null
key.</cmn:message>
          </messages>
       </CreateucmdbNodeResponse>
```

How to Check the Push Log File

You need to set the Development adapter log level to DEBUG so that you can check the source tree XML file of UCMDB, the XSLT-transformed XML file, and the response XML file from Service Manager.

> **Tip:** You are recommended to enable the Development Mode for the integration point so that the above-mentioned three XML files are in a good format. See the following for the steps.

To set the Development adapter log level to DEBUG:

1. Log in to the UCMDB server host as an administrator.

2. Navigate to the `<UCMDB installation folder>\UCMDBServer\conf\log\fcmdb.properties` file. For example: `C:\HP\UCMDB\UCMDBServer\conf\log\fcmdb.properties`.

3. Open the `fcmdb.properties` file in a text editor.

4. Update the `log4j.category.fcmdb.adapters` log level to **DEBUG**.

```
log4j.category.com.mercury.topaz.cmdb.server.fcmdb.dataAccess=${loglevel},fcmdb.
dataAccess.appender
log4j.category.com.mercury.topaz.cmdb.shared.fcmdb.dataAccess=${loglevel},fcmdb.
dataAccess.appender
log4j.category.fcmdb.ftql.calc=${loglevel},fcmdb.ftql.calc.appender
log4j.category.fcmdb.config.audit=info,fcmdb.config.audit.appender
log4j.category.fcmdb.lifecycle=info,fcmdb.lifecycle.appender
log4j.category.fcmdb.mapping.engine=${loglevel},fcmdb.mapping.engine.appender

#every change in fcmdb.adapters will affect fcmdb.adapters.<integration_point_na
me>.log
log4j.category.fcmdb.adapters=DEBUG,fcmdb.adapters
log4j.category.fcmdb.statistics=${loglevel},fcmdb.statistics.appender
log4j.category.com.hp.ucmdb.dataacquisition=${loglevel},dataAcquisition.appender
,daWithApi.appender
log4j.category.com.hp.ucmdb.api.server.datastoremgmt=${loglevel},daWithApi.appen
der
log4j.category.population=${loglevel},population.appender
```

5. Save the file.

To enable the Development Mode for the integration point:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**.

3. Select the integration point for this integration.

4. Click the **Edit Integration Point** button.

5. For Development Mode, select **True** from the list.

6. Click the **OK** button to save the integration point.

To check the push log file:

1. Log in to the UCMDB server host as an administrator.

2. Navigate to the `<UCMDB installation folder>\UCMDBServer\runtime\log\fcmdb.adapters.<integration_point_name>.log` file.
   For example: `C:\HP\UCMDB\UCMDBServer\runtime\log\fcmdb.adapters.SM Integration.log`

3. Open the log file in a text editor.

4. Search for text strings `Source tree XML:`, `Transformed XML:`, and `Response message from SM:`.
   The following is a sample log file.

```
2011-11-30 14:22:03,325 [1751920131@Default-7] DEBUG - SM Integration >> Source
tree XML:

<node bdmType="Node" customer_id="1"
display_label="XMA16.asiapacific.hpqcorp.net" friendlyType="Windows"
global_id="fd21b94ddf26dc9ee054e21adca3d4c0"
id="fd21b94ddf26dc9ee054e21adca3d4c0" os_vendor="Microsoft"
primary_dns_name="XMA16.asiapacific.hpqcorp.net">

    <ip_addresss direction="outgoing" linkLabel="Containment" linkName="32"
linkType="Containment">

        <ip_address bdmType="IpAddress" customer_id="1"
friendlyType="IpAddress" id="bd03e34189c713898712dcac500730ba"
name="16.158.154.152" realRelationType="Containment"/>

    </ip_addresss>

    <interfaces direction="outgoing" linkLabel="Composition" linkName="33"
linkType="Composition">

        <interface bdmType="Interface" customer_id="1" friendlyType="Interface"
id="5897567531c55a7bd196b42d5a6aa485" mac_address="B499BAE9AC7A"
realRelationType="Composition"
root_container="UCMDB%0Ant%0A1%0Ainternal_id%3DSTRING%3Dfd21b94ddf26dc9ee054e2
1adca3d4c0%0A"/>

    </interfaces>
</node>
```

```
2011-11-30 14:22:03,423 [1751920131@Default-7] DEBUG - SM Integration >>
Transformed XML:
<CreateucmdbNodeRequest>
  <model>
    <keys/>
    <instance>
      <file.device>
        <UCMDBId>fd21b94ddf26dc9ee054e21adca3d4c0</UCMDBId>
        <CustomerId>1</CustomerId>
        <Type>computer</Type>
        <Subtype>Server</Subtype>
        <CIIdentifier>XMA16.asiapacific.hpqcorp.net</CIIdentifier>
        <DNSName>XMA16.asiapacific.hpqcorp.net</DNSName>
      </file.device>
      <file.node>
        <OSVendor>Microsoft</OSVendor>
        <addlIPAddr>
          <addlIPAddr>
            <AddlIPAddress>16.158.154.152</AddlIPAddress>
            <AddlSubnet/>
          </addlIPAddr>
        </addlIPAddr>
        <AddlMacAddress>
          <AddlMacAddress>B499BAE9AC7A</AddlMacAddress>
        </AddlMacAddress>
      </file.node>
    </instance>
  </model>
</CreateucmdbNodeRequest>
```

```
2011-11-30 14:22:07,615 [1751920131@Default-7] DEBUG - SM Integration >>
Response message from SM:

    <CreateucmdbNodeResponse message="Success" returnCode="0"
schemaRevisionDate="2011-09-18" schemaRevisionLevel="5" status="SUCCESS"
xmlns="http://servicecenter.peregrine.com/PWS"
xmlns:cmn="http://servicecenter.peregrine.com/PWS/Common"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://servicecenter.peregrine.com/PWS
http://XMA16.asiapacific.hpqcorp.net:13080/sc62server/ucmdbNode.xsd">

      <model>

        <keys>

          <CIIdentifier
type="String">XMA16.asiapacific.hpqcorp.net</CIIdentifier>

        </keys>

        <instance
unique-query="file.device,logical.name=&quot;XMA16.asiapacific.hpqcorp.net&quo
t;">

          <file.device type="Structure">

            <CIIdentifier
type="String">XMA16.asiapacific.hpqcorp.net</CIIdentifier>

            <DNSName type="String">XMA16.asiapacific.hpqcorp.net</DNSName>

            <Type type="String">computer</Type>

            <Subtype type="String">Server</Subtype>

        <UCMDBId type="String">fd21b94ddf26dc9ee054e21adca3d4c0</UCMDBId>
</file.device>

          <file.node type="Structure">

            <addlIPAddr type="Array">

              <addlIPAddr type="StructureType">

                <AddlIPAddress type="String">16.158.154.152</AddlIPAddress>

              </addlIPAddr>

            </addlIPAddr>

            <AddlMacAddress type="Array">

              <AddlMacAddress type="String">B499BAE9AC7A</AddlMacAddress>

            </AddlMacAddress>

          </file.node>

        </instance>

      </model>

      <messages>

        <cmn:message type="String">0=====update</cmn:message>

      </messages>
```

How to Re-push Failed CI/CI Relationship Records

The push error handling mechanism allows you to re-push failed CI/CI Relationship records either one by one or in batches.

To re-push failed data in a query of a data push job:

1. Select the data push job.

2. On the Query Status tab, double-click the failed query.

   The query failure details (Error Message, CI Type, and CI Count) are displayed.

3. Double-click the Error Message, to see more details of the failed records.

4. Double-click each failed record to see the detailed error message of the record.

5. Fix the issues with each failed record according to the error information.

6. Select a failed record, and then click the **Push selected failed data** button to re-synchronize the record.
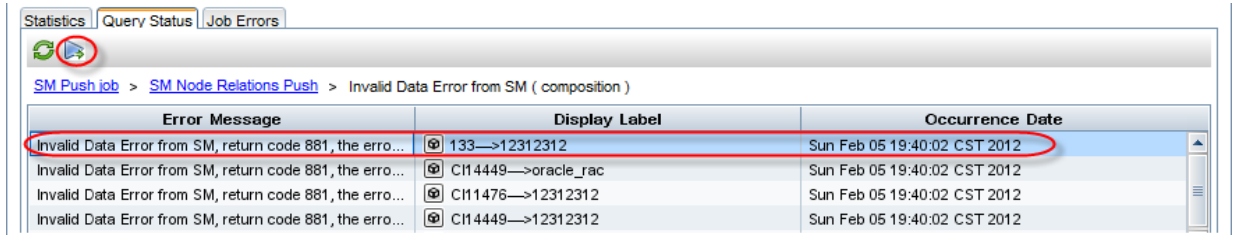
Alternatively, click the query name link (in this example, "SM Node Relations Push"), select the error message of the query, and then click the **Push selected failed data** button to re-push all failed records in the query.
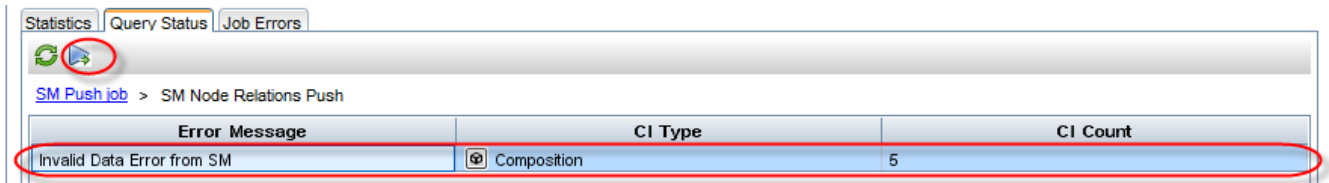
Typical Push Errors and Solutions

This section describes typical error messages that may occur during data push, as well as their solutions.

Query not Configured in smSyncConfFile.xml

Sample configuration

The query used for populating business service CIs is named `SM Business Service Push`, however you have not configured it (or have commented it out) in the `smSyncConfFile.xml` file:

Error message

The push job fails with a "Failed" status. From both the log file and the detail error message of the failed job in the Universal CMDB studio (see "How to Check the Error Message of a Failed Push Job" on page 223), you receive an error like the following:

```
java.lang.RuntimeException: No mapping is found for TQL: "SM Business Service Push",
please configure in smSyncConfFile.xml

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.push.SmPusher.pushObjects(SmPush
er.java:273)

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.push.SmPusher.push(SmPusher.java
:93)

    ... 31 more
```

Solution

Search for text `No mapping is found for TQL` to find the query name that is not yet configured, and then configure the query name in the `smSyncConfFile.xml` file.

For instructions on how to add a mapping for a query, see "How to Map the CI Type's Query to an XSL Transformation File" on page 172.

Nonexistent XSLT File Name Defined for a Query in smSyncConfFile.xml

Sample configuration

The XSLT file for populating business service CIs is named `business_service_push.xslt`, however you have configured a wrong name `business_service_push_wrong_name.xslt` in `smSyncConfFile.xml`.

Error message

The data push job fails with a "Failed" status. From both the log file and the detail error message of the failed job in the Universal CMDB studio (see "How to Check the Error Message of a Failed Push Job" on page 223), you receive an error like the following:

```
java.io.FileNotFoundException: Resource: business_service_push_wrong_name.xslt, was
not found
at
com.mercury.topaz.cmdb.server.fcmdb.adapterstate.AdapterStateResourceServerFacade.op
enResourceForReading(AdapterStateResourceServerFacade.java:51)
at
com.mercury.topaz.cmdb.server.fcmdb.spi.adapter.environment.DataAdapterEnvironmentIm
pl.openResourceForReading(DataAdapterEnvironmentImpl.java:119)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.TransformUtils.readFromFile(Tran
sformUtils.java:113)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.push.XsltTransformer.createTempl
ates(XsltTransformer.java:93)
... 36 more
```

Solution

Search for text `java.io.FileNotFoundException: Resource:` to find the wrong XSLT file name, and then correct the XSLT file name in the `smSyncConfFile.xml` file.

For instructions on how to configure an XSLT file name for a query, see "How to Map the CI Type's Query to an XSL Transformation File" on page 172.

Request Name not Found for a Query in smSyncConfFile.xml

Sample configuration

The Service Manager web service request of the Create type is named `CreateucmdbBusinessServiceRequest`, however you have not configured it (or have commented it out) in the `smSyncConfFile.xml` file.

Error message

The data push job fails with a "Failed" status. From both the log file and the detail error message of the failed job in the Universal CMDB studio (see "How to Check the Error Message of a Failed Push Job" on page 223), you receive an error like the following:

Solution

In the error message find the query name for which a request name was not found, and then in the smSyncConfFile.xml file add the request name for the query name.

For instructions on how to configure a request for a query, see "How to Map the CI Type's Query to an XSL Transformation File" on page 172.

Wrong Service Manager WS Request Name Defined in smSyncConfFile.xml

Sample configuration

The Service Manager web service request of the Create type is named
`CreateucmdbBusinessServiceRequest`, however you have configured a wrong request name
`CreateucmdbBusinessServiceRequest_wrongname` in the `smSyncConfFile.xml` file.

Error message

The data push job is completed with a "Passed with failures" status. From both the log file and the
detailed error messages of the failed CIs in the Universal CMDB studio (see "How to Check the Error
Messages of Failed CIs/CI Relationships in a Push Job" on page 224), you receive an error like the
following:

```
Other exception while sending message to SM, the exception message is "SOAP fault
received: A CXmlApiException was raised in native code : error 16 : scxmlapi(16) -
Invalid or missing file name in XML request"


& &
 Source tree XML:
 <?xml version="1.0" encoding="UTF-16"?>
<business_element bdmType="BusinessService" customer_id="1"
    display_label="test_bizservice_push_1"
    friendlyType="BusinessService" id="dc57d623182d759df82c7bccd2448630"
    name="test_bizservice_push_1" provider="provider1"/>


 Transformed XML:
<?xml version="1.0" encoding="UTF-16"?>
<CreateucmdbBusinessServiceRequest_wrongname>
    <model>
        <keys/>
        <instance>
            <UCMDBId>dc57d623182d759df82c7bccd2448630</UCMDBId>
            <CustomerId>1</CustomerId>
            <Type>bizservice</Type>
            <Subtype>Business Service</Subtype>
            <ServiceProvider>provider1</ServiceProvider>
            <ServiceName>test_bizservice_push_1</ServiceName>
            <CIIdentifier>test_bizservice_push_1</CIIdentifier>
        </instance>
    </model>
</CreateucmdbBusinessServiceRequest_wrongname>
```

Solution

In the `Transformed XML` section of the error message, check the Request name (which is configured as
CreateucmdbBusinessServiceRequest_wrongname in this sample), and make sure that the request
name specified in `smSyncConfFile.xml` is the exact name defined in the WSDL.

For instructions on how to configure a Service Manager web service request for a query, see "How to
Map the CI type's Query to an XSL Transformation File" on page 192.

XSLT file not Well Formed

Sample configuration

The end tag of "instance" should be `</instance>`, however you have configured a wrong end tag `</instance_wrong_end_tag>`.

```
Resource discovery ConfigFiles/ServiceManagerAdapter9-x/business_service_push.xslt

 1 <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
 2     <xsl:variable name="CIlists" select="document('SM_CIT_Subtype_list.xml')/lists"/>
 3     <xsl:template match="/business_element">
 4         <model>
 5             <keys/>
 6             <instance>
 7                 <!--import:cmdb_root_attributes.xslt-->
 8                 <Type>bizservice</Type>
 9                 <xsl:variable name="CIT" select="@bdmType"/>
10                 <Subtype><xsl:value-of select="$CIT"/></Subtype>
11                 <xsl:for-each select="$CIlists/list[@name='CIType_bizservice']">
12                     <Subtype><xsl:value-of select="entry[@ucmdb=$CIT]/@sm"/></Subtype>
13                 </xsl:for-each>
14                 <xsl:for-each select="@provider">
15                     <ServiceProvider><xsl:value-of select="."/></ServiceProvider>
16                 </xsl:for-each>
17                 <xsl:for-each select="@display_label">
18                     <ServiceName><xsl:value-of select="."/></ServiceName>
19                     <CIIdentifier><xsl:value-of select="."/></CIIdentifier>
20                 </xsl:for-each>
21             </instance_wrong_end_tag>
22         </model>
23     </xsl:template>
24 </xsl:stylesheet>
```

Error message

The data push job fails with a "Failed" status. From both the log file and the detailed error message of the failed job in the Universal CMDB studio (see "How to Check the Error Message of a Failed Push Job" on page 223), you receive an error like the following:

```
javax.xml.transform.TransformerConfigurationException: Failed to compile stylesheet

at

com.sun.org.apache.xalan.internal.xsltc.trax.TransformerFactoryImpl.newTemplates(Unk
nown Source)

at

com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.push.XsltTransformer.createTempl
ates(XsltTransformer.java:100)

... 36 more
```

In addition, you can find more detailed error message in the log file to see which XSLT file is not well formed. You should see something like following:

```
2011-12-12 14:54:58,108 [170025072@Default-10] ERROR - SM Integration >> Got
DataAccessException while updateData

com.hp.ucmdb.federationspi.exception.DataAccessGeneralException: Not valid XSLT file
"busi-ness_service_push.xslt", please check this XSLT file

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.push.XsltTransformer.createTempl
ates(XsltTransformer.java:103)

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.push.Mapping.parseConfig(Mapping
.java:54)
```

Solution

Search for text `Not valid XSLT file` to find the XSLT file name, and then validate the XSLT file in an
XML editor (for example, XMLSpy). You can easily find and fix any validation issues.
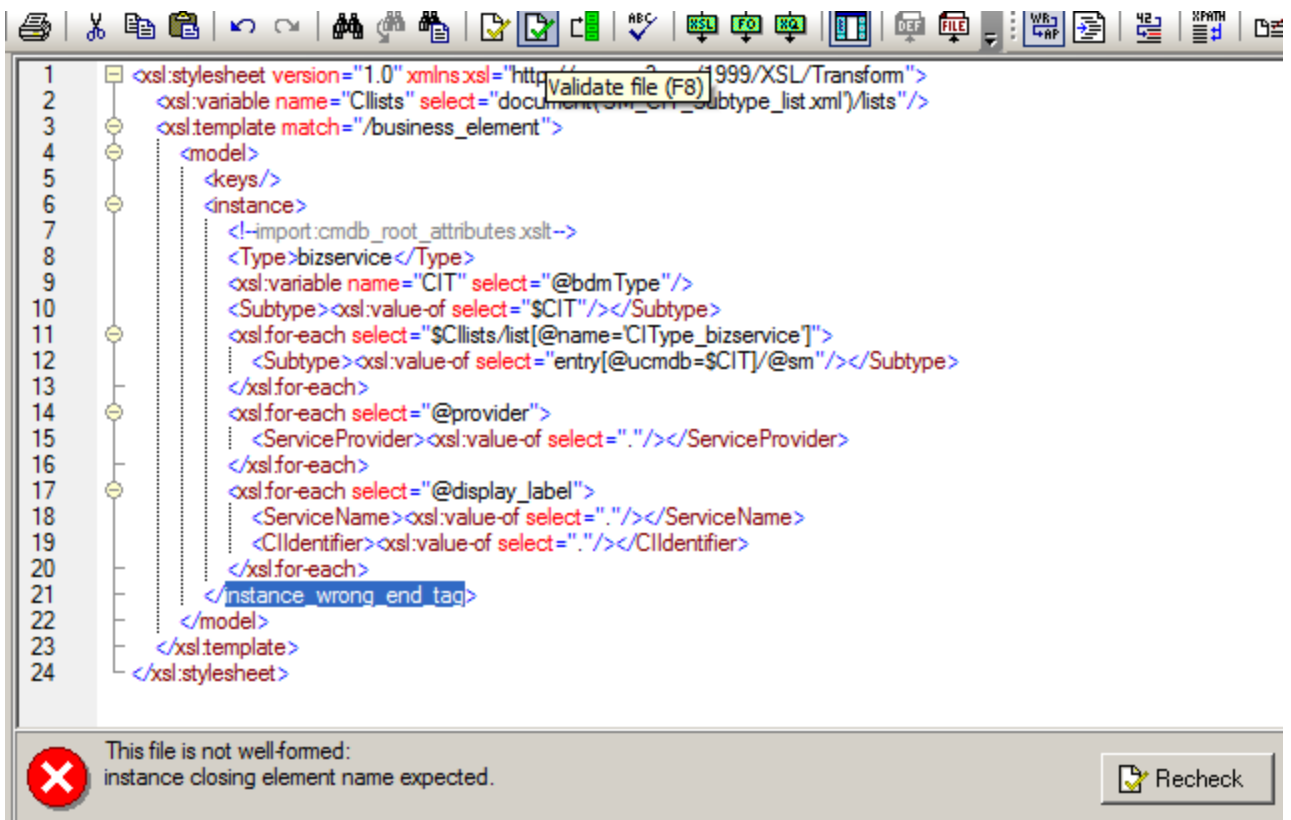
Wrong UCMDB Attribute Name in XSLT File

Sample configuration

The Universal CMCB attribute name is `provider`, however you have configured a wrong attribute named
`provider_wrong`.
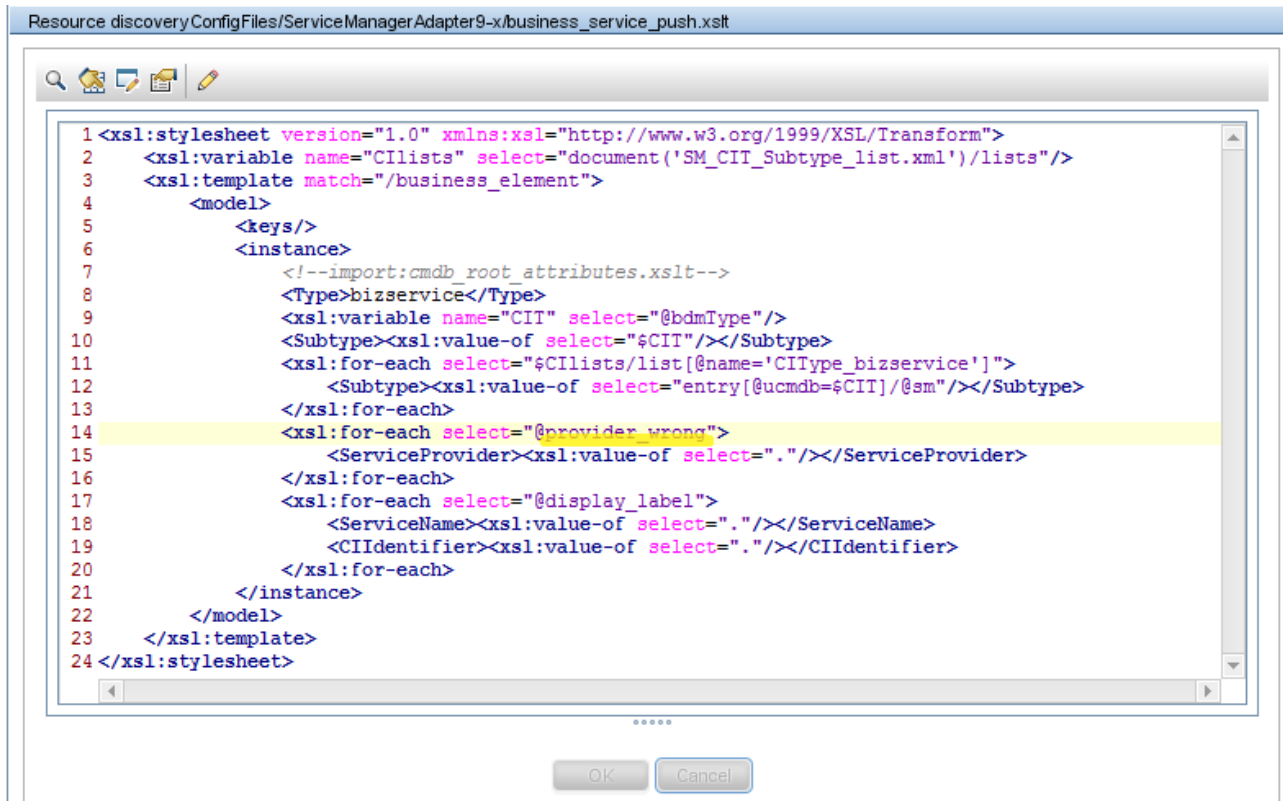
Error message

You will NOT get any error messages either in the log file or in the Universal CMDB studio, however the Universal CMDB attribute value will not be pushed to Service Manager.

Solution

If you find a UCMDB attribute value that cannot be pushed to Service Manager, double-check the UCDMB attribute name and Service Manager field name of the mapping in the XSLT file.

For instructions on how to configure an attribute mapping, see "How to Map the CI Attribute to a Web Service Field" on page 149.

Wrong Service Manager Field Name in XSLT File

Sample configuration

The Service Manager field name is ServiceProvider, however you have configured a wrong attribute named ServiceProvider_wrong in the XSLT file. This error also commonly occurs since the attribute is case-sensitive.

Error message

You will NOT get any error messages either in the log file or in the Universal CMDB studio, however, the Universal CMDB attribute value will not be pushed to Service Manager.

Solution

If you find a Universal CMDB attribute value that cannot be pushed to Service Manager, check both the Universal CDMB attribute name and Service Manager field name of the mapping in the XSLT file.

For instructions on how to configure an attribute mapping, see "How to Map the CI Attribute to a Web Service Field" on page 149.

Empty Value for No Nulls Key in Service Manager

Sample configuration

In Service Manager you have configured a No Nulls key for field "testnotnullfield" of the device table, however you have not mapped this field in the XSLT file.

Error message

The data push job is completed with a "Passed with failures" status. From both the log file and the detailed error messages of the failed CIs in the Universal CMDB studio (see "How to Check the Error Messages of Failed CIs/CI Relationships in a Push Job" on page 224), you receive an error like the following.

```
Validation Check Fails Error from SM, return code 71, the error message is "Validation
failed"


CI Push Details:
 Source tree XML:
 &


 Transformed XML:
&


 Response message from SM:
<?xml version="1.0" encoding="UTF-16"?>
<CreateucmdbBusinessServiceResponse message="Validation failed"
    returnCode="71" schemaRevisionDate="2011-09-18"
    schemaRevisionLevel="5" status="FAILURE"
    xmlns="http://servicecenter.peregrine.com/PWS"
    xmlns:cmn="http://servicecenter.peregrine.com/PWS/Common"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://servicecenter.peregrine.com/PWS
http://XMA16.asiapacific.hpqcorp.net:13080/sc62server/ucmdbBusinessService.xsd">
    <model>
        <keys>
            <CIIdentifier type="String">test_bizservice_push_1</CIIdentifier>
        </keys>
<instance uniquequery="file.device,logical.name=&quot;test_bizservice_push_1&quot;">
            <file.device type="Structure">
                <CIIdentifier type="String">test_bizservice_push_1</CIIdentifier>
                <ServiceProvider type="String">provider1</ServiceProvider>
                <Type type="String">bizservice</Type>
                <CIName type="String">CI10894</CIName>
                <Subtype type="String">Business Service</Subtype>
                <ServiceName type="String">test_bizservice_push_1</ServiceName>
                <UCMDBId type="String">dc57d623182d759df82c7bccd2448630</UCMDBId>
            </file.device>
</instance>
```

```
</model>
    <messages>
        <cmn:message type="String">6======add</cmn:message>
        <cmn:message type="String">Key #1 is empty.
(se.base.method,add.record.radd)</cmn:message>
        <cmn:message type="String">file:(device)
key:(logical.name=test_bizservice_push_1)
(se.base.method,add.record.radd)</cmn:message>
        <cmn:message type="String">The record being added contains a NULL key
(se.base.method,add.record.radd)</cmn:message>
        &
    </messages>
</CreateucmdbBusinessServiceResponse>
```

Solution

Find the key number in the `<messages>` section to see which No Nulls key has a NULL value. For example, if you find a message "Key #1 is empty", check the first key definition of the device table to see which field(s) this key is for, and then make sure that a non-NULL value has been mapped to the field(s) in the XSLT file.

For instructions on how to configure an attribute mapping, see "How to Map the CI Attribute to a Web Service Field" on page 149.

CI Display Name Truncated

Sample configuration

The length of a UCMDB CI name exceeds 200 characters, which is the maximum allowed field length for `display.name` (Display Name) in Service Manager. When this CI is pushed to Service Manager, the CI name is truncated.

Error message

You receive no error message.

Solution

Update the CI type's XSL transformation file so that, before running a push, the integration can make sure that all CI names are much less than 200 characters in length.

Global ID and Customer ID Missing in XSLT

Sample configuration

You create an XSL transformation file for push without the following element:

```
<!--import:cmdb_root_attributes.xslt-->
```

The `cmdb_root_attributes.xslt` file contains Global ID and Customer ID, which are required for data push:

```
<UCMDBId><xsl:value-of select="@id"/></UCMDBId>
```

```
<CustomerId><xsl:value-of select="@customer_id"/></CustomerId>
```

Error message

No error message occurs, however when you update or delete a CI record in UCMDB, the update or deletion will not be pushed to Service Manager.

Solution

In the XSL transformation file, include the missing element:

```
<!--import:cmdb_root_attributes.xslt-->
```

Troubleshooting Population Issues

When population errors or problems occur, you can check the error messages and the population log file to identify the root causes and then solve the problems.

When a population job has failed, the job status becomes **Failed**. Troubleshoot the failed job as follows:

- Check the error message of the failed job in the Universal CMDB studio.
  See "How to Check the Error Message of a Failed Population Job" below and "Typical Error Messages and Solutions" on page 255.

- Check the log file for more details.
  See "How to Check the Population Log File" on page 250.

How to Check the Error Message of a Failed Population Job

While a population job fails, you can check the detailed error messages in the Universal CMDB studio.

To check the error message of a failed population job:

1. Log in to UCMDB as an administrator.

2. Navigate to **Data Flow Management** > **Integration Studio**.

3. Select the integration point for this integration.

4. Click the **Population** tab.

5. Select the failed job from Integration Jobs, and click the **Job Errors** sub-tab.

6. Double-click an error message from the list.
A pop-up window opens to display the error details. The following is a sample error message about a non-existing XSLT file:

```
Failed initializing the datastore. adapterID:ServiceManagerAdapter9-x destID:SM
Integration
ER-ROR:com.mercury.topaz.cmdb.shared.fcmdb.dataAccess.exception.AdapterAccessFaile
dToStartAdapterException: [ErrorCode [850] Integration Point cannot start{SM
Integration}]

Failed to start adapter [SM Integration].java.lang.RuntimeException: No XSLT file
is found "busi-ness_service_population_wrong.xslt", please configure the right XSLT
file in smPopConfFile.xml

com.hp.ucmdb.federationspi.exception.DataAccessCommunicationException:
java.lang.RuntimeException: No XSLT file is found
"business_service_population_wrong.xslt", please configure the right XSLT file in
smPopConf-File.xml

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.start(Servi
ceDeskAdapter.java:841)

at
com.mercury.topaz.cmdb.server.fcmdb.dataAccess.manager.impl.AbstractDataAccessCont
ainerManagerImpl.startAdapter(AbstractDataAccessContainerManagerImpl.java:244)

at
com.mercury.topaz.cmdb.server.fcmdb.dataAccess.manager.impl.AbstractDataAccessCont
ainerManagerImpl.addStartAndReturnBasicDataAdapterWrapper(AbstractDataAccessContai
nerManagerImpl.java:162)

at
com.mercury.topaz.cmdb.server.fcmdb.dataAccess.manager.impl.AbstractDataAccessCont
ainerManagerImpl.getStartedBasicDataAdapterWrapper(AbstractDataAccessContainerMana
gerImpl.java:187)

at
com.hp.ucmdb.discovery.probe.agents.probemgr.adapters.DataAccessAdaptersFacade.get
StartedBasicDataAdapterWrapper(DataAccessAdaptersFacade.java:139)

at
com.hp.ucmdb.discovery.probe.services.dynamic.core.AdapterService.runDiscovery(Ada
pterService.java:172)

    at
com.hp.ucmdb.discovery.probe.services.dynamic.core.AdapterService.discover(Adapter
Service.java:140)& &
```
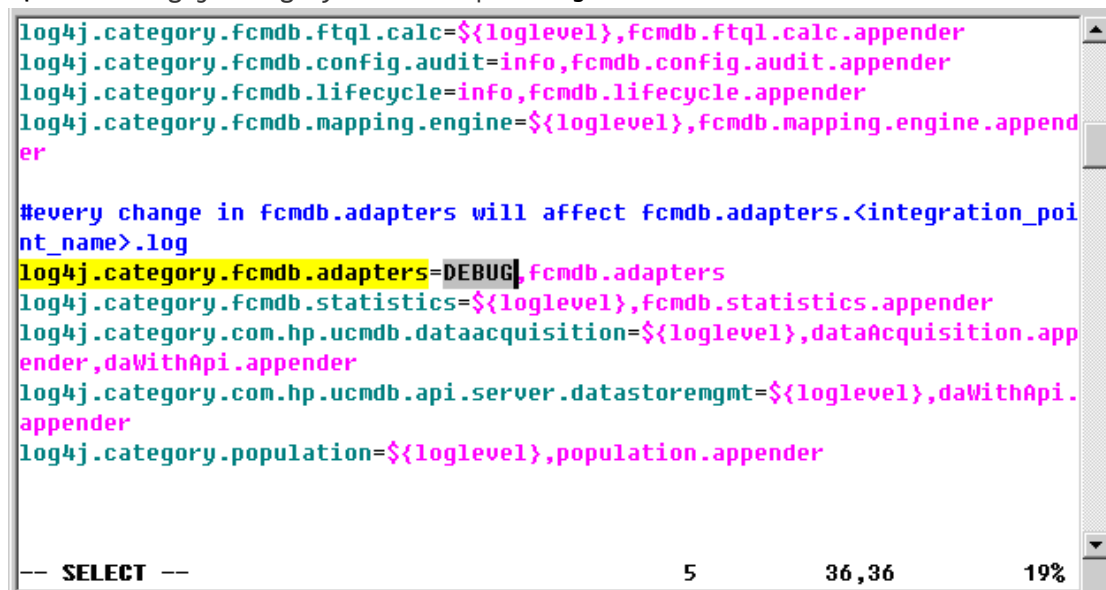
How to Check the Population Log File

You can set the Development adapter log level to DEBUG to check the incoming CI XML file of Service Manager, and the XSLT-transformed XML file.

> **Tip:** You are recommended to enable the Development Mode for the integration point so that the above-mentioned two XML files are in a good format.

To set the adapter log level to DEBUG:

1. Log in to the UCMDB server host as an administrator.

2. Navigate to the `<UCMDB installation folder>\DataFlowProbe\conf\log \fcmdb.properties` file. For example:
   `C:\HP\UCMDB\DataFlowProbe\conf\log\fcmdb.properties`

3. Open the `fcmdb.properties` configuration file in a text editor.

4. Update the `log4j.category.fcmdb.adapters` log level to **DEBUG**:

```
log4j.category.fcmdb.ftql.calc=${loglevel},fcmdb.ftql.calc.appender
log4j.category.fcmdb.config.audit=info,fcmdb.config.audit.appender
log4j.category.fcmdb.lifecycle=info,fcmdb.lifecycle.appender
log4j.category.fcmdb.mapping.engine=${loglevel},fcmdb.mapping.engine.append
er

#every change in fcmdb.adapters will affect fcmdb.adapters.<integration_poi
nt_name>.log
log4j.category.fcmdb.adapters=DEBUG,fcmdb.adapters
log4j.category.fcmdb.statistics=${loglevel},fcmdb.statistics.appender
log4j.category.com.hp.ucmdb.dataacquisition=${loglevel},dataAcquisition.app
ender,daWithApi.appender
log4j.category.com.hp.ucmdb.api.server.datastoremgmt=${loglevel},daWithApi.
appender
log4j.category.population=${loglevel},population.appender


-- SELECT --                              5        36,36        19%
```

5. Save the file.

6. Wait a while for the change to take effect.

To enable the Development Mode of the integration point:

For detailed steps, see "How to Check the Push Log File" on page 228.

To check the population log file:

1. Log in to the UCMDB server host as an administrator.

2. Navigate to the `<UCMDB installation folder>\DataFlowProbe\runtime\log\fcmdb.adapters.<integration_point_name>.log` file. For example: `C:\HP\UCMDB\DataFlowProbe\runtime\log\fcmdb.adapters.SM Integration.log`

3. Open the log file in a text editor.

4. Search for text strings `Source SM CI XML`, `Transformed XML`, `Source tree XML for ID Pushback`, `Transformed XML for ID Pushback` and `Response message from SM For ID Pushback`. The log looks like the following:

```
2011-12-13 11:01:18,063 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] DEBUG - SM Integra-tion >> Source SM CI XML:
<?xml version="1.0" encoding="UTF-16"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/">
    <SOAP-ENV:Body>
        <RetrieveucmdbBusinessServiceListResponse
            xmlns="http://servicecenter.peregrine.com/PWS"
            message="Success" returnCode="0"
            schemaRevisionDate="2011-09-18" schemaRevisionLevel="5"
            status="SUCCESS"
            xmlns:cmn="http://servicecenter.peregrine.com/PWS/Common"
            xmlns:xsd="http://www.w3.org/2001/XMLSchema"
            xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://servicecenter.peregrine.com/PWS
http://XMA16.asiapacific.hpqcorp.net:13080/sc62server/ucmdbBusinessService.xsd">
            <instance query=""
uniquequery="file.device,logical.name=&quot;test_biz_servcie_1&quot;">
                <file.device type="Structure">
                    <CIIdentifier type="String">test_biz_servcie_1</CIIdentifier>
                    <ServiceProvider type="String">VENDOR1</ServiceProvider>
                    <Type type="String">bizservice</Type>
                    <CIName type="String">CI10873</CIName>
                    <Subtype type="String">Business Service</Subtype>
                </file.device>
            </instance>
            <instance query=""
uniquequery="file.device,logical.name=&quot;test_biz_servcie_2&quot;">
                <file.device type="Structure">
                    <CIIdentifier type="String">test_biz_servcie_2</CIIdentifier>
                    <ServiceProvider type="String">VENDOR2</ServiceProvider>
                    <Type type="String">bizservice</Type>
                    <CIName type="String">CI10872</CIName>
                    <Subtype type="String">Business Service</Subtype>
                </file.device>
            </instance>
        </RetrieveucmdbBusinessServiceListResponse>
    </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

```
2011-12-13 11:01:18,414 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] DEBUG - SM Integra-tion >> Transformed XML:
<?xml version="1.0" encoding="UTF-16"?>
<topology>
    <ci class="business_service">
        <attribute name="name" type="String">test_biz_servcie_1</attribute>
        <attribute name="sm_id" type="String">CI10873</attribute>
        <attribute name="global_id" type="String"/>
        <attribute name="provider" type="String">VENDOR1</attribute>
    </ci>
    <ci class="business_service">
        <attribute name="name" type="String">test_biz_servcie_2</attribute>
        <attribute name="sm_id" type="String">CI10872</attribute>
        <attribute name="global_id" type="String"/>
        <attribute name="provider" type="String">VENDOR2</attribute>
    </ci>
</topology>
& &
2011-12-13 11:01:32,061 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] DEBUG - SM Integra-tion >> Source tree XML for ID Pushback to update SM
CI "CI10873" with uCMDB ID "50fccdeaec49b1d81a1f54ca99942b27":
<?xml version="1.0" encoding="UTF-16"?>
<ucmdbIDPushBack>
    <ci id="CI10873" ucmdbid="50fccdeaec49b1d81a1f54ca99942b27"/>
</ucmdbIDPushBack>


2011-12-13 11:01:32,084 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] DEBUG - SM Integra-tion >> Transformed XML for ID Pushback:
<?xml version="1.0" encoding="UTF-16"?>
<UpdateucmdbIDPushBackRequest>
    <model xmlns:ns="http://schemas.hp.com/SM/7">
        <keys/>
        <instance>
            <ConfigurationItem>CI10873</ConfigurationItem>
            <UcmdbID>50fccdeaec49b1d81a1f54ca99942b27</UcmdbID>
        </instance>
    </model>
</UpdateucmdbIDPushBackRequest>
```

```
& &

2011-12-13 11:01:32,240 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] DEBUG - SM Integra-tion >> Response message from SM For ID Pushback:

<?xml version="1.0" encoding="UTF-16"?>

<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/">

    <SOAP-ENV:Body>

        <UpdateucmdbIDPushBackResponse

            xmlns="http://servicecenter.peregrine.com/PWS"

            message="Success" returnCode="0"

            schemaRevisionDate="2011-09-18" schemaRevisionLevel="5"

            status="SUCCESS"

            xmlns:cmn="http://servicecenter.peregrine.com/PWS/Common"

            xmlns:xsd="http://www.w3.org/2001/XMLSchema"

            xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://servicecenter.peregrine.com/PWS
http://XMA16.asiapacific.hpqcorp.net:13080/sc62server/ucmdbIDPushBack.xsd">

            <model>

                <keys>

                    <ConfigurationItem type="String">CI10873</ConfigurationItem>

                </keys>

                <instance recordid="CI10873 -  - "
uniquequery="logical.name=&quot;CI10873&quot;">

                    <ConfigurationItem type="String">CI10873</ConfigurationItem>

                    <UcmdbID
type="String">50fccdeaec49b1d81a1f54ca99942b27</UcmdbID>

                </instance>

            </model>

            <messages>

                <cmn:message type="String">==Foundabcdefg</cmn:message>

                <cmn:message type="String">Found</cmn:message>

                <cmn:message type="String">going to update ucmdb_id to
abcdefg</cmn:message>

                <cmn:message type="String">Update done!</cmn:message>

                <cmn:message type="String">Foundabcdefg</cmn:message>

            </messages>

        </UpdateucmdbIDPushBackResponse>

    </SOAP-ENV:Body>

</SOAP-ENV:Envelope>
```

Typical Error Messages and Solutions

The following describes typical error messages that may occur during population, and their solutions.

This section includes:

- "No Query Configured in smPopConfFile.xml " below

- "Nonexistent XSLT File Name Defined for a Query in smPopConfFile.xml" on the next page

- "No "Retrieve" Type Request Defined for a Query in smPopConfFile.xml" on page 257

- "Wrong Request Name of retrieveKeysQueryName Configured for a Query in smPopConfFile.xml" on page 258

- "Wrong Request Name of retrieveListQueryName Configured for a Query in smPopConfFile.xml" on page 259

- "XSLT File not Well Formed" on page 261

- "Wrong UCMDB Attribute Name in XSLT File" on page 263

- "Wrong Service Manager Field Name in XSLT File" on page 263

- "Wrong Universal CMDB Attribute Data Type in XSLT File" on page 264

- "UCMDB CI Attribute sm_id not Mapped to the Right Service Manager Field in XSLT" on page 266

No Query Configured in smPopConfFile.xml

Error message

If you have not yet added a query to your job, you cannot select this query from the list while you create or update your job.

If you have already added this query to your job before removing it from `smPopConfFile.xml`, you will get a "Failed" status while you run this population job. In addition, in the Universal CMDB studio, you will get an error message like the following (see "How to Check the Error Message of a Failed Population Job" on page 248):

```
Failed running population. destID:SM Integration, Failed during query: , all
queries:[SM Business Service Popula-tion],  finished queries:[]
ERROR:com.hp.ucmdb.federationspi.exception.DataAccessGeneralException: Query [SM
Business Service Population] is not supported by this adapter.

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.getQueryByN
ame(ServiceDeskAdapter.java:990)

at
com.hp.ucmdb.discovery.probe.services.dynamic.core.AdapterService.retrieveQueryDef
initionByRootType(AdapterService.java:247)

at
com.hp.ucmdb.discovery.probe.services.dynamic.core.AdapterService.runDiscovery(Ada
pterService.java:183)

at
com.hp.ucmdb.discovery.probe.services.dynamic.core.AdapterService.discover(Adapter
Service.java:140)

at
com.hp.ucmdb.discovery.probe.agents.probemgr.taskexecuter.JobExecuter.launchTask(J
obExecuter.java:1194)

at
com.hp.ucmdb.discovery.probe.agents.probemgr.taskexecuter.JobExecuter$JobExecuterW
orker.launch(JobExecuter.java:963)

at
com.hp.ucmdb.discovery.probe.agents.probemgr.taskexecuter.JobExecuter$JobExecuterW
orker.executeTask(JobExecuter.java:908)

at
com.hp.ucmdb.discovery.probe.agents.probemgr.taskexecuter.JobExecuter$JobExecuterW
orker.run(JobExecuter.java:813)
```

Solution

Search for text `is not supported by this adapter` to find the query name that has not yet been configured, and then configure it in the `smPopConfFile.xml` file.

For instructions on how to add a mapping to a query, see "How to Map the CI type's Query to an XSL Transformation File" on page 192.

Nonexistent XSLT File Name Defined for a Query in smPopConfFile.xml

Error message

You will get a "Failed" status while you run the population job. In addition, from both the population log file (see "How to Check the Population Log File" on page 250) and the Universal CMDB studio (see "How to Check the Error Message of a Failed Population Job" on page 248), you will get an error message like the following:

```
java.lang.RuntimeException: No XSLT file is found
"business_service_population_wrong.xslt", please configure the right XSLT file in
smPopConfFile.xml

com.hp.ucmdb.federationspi.exception.DataAccessCommunicationException:
java.lang.RuntimeException: No XSLT file is found
"business_service_population_wrong.xslt", please configure the right XSLT file in
smPopConf-File.xml

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.start(Servi
ceDeskAdapter.java:841)

at
com.mercury.topaz.cmdb.server.fcmdb.dataAccess.manager.impl.AbstractDataAccessCont
ainerManagerImpl.startAdapter(AbstractDataAccessContainerManagerImpl.java:244) & &
```

Solution

Search for text `No XSLT file is found` to find the wrong XSLT file name, and then correct the name in the `smPopConfFile.xml` file.

For instructions on how to configure an XSLT file name for a query, see "How to Map the CI type's Query to an XSL Transformation File" on page 192.

No "Retrieve" Type Request Defined for a Query in smPopConfFile.xml

Error message

You will get a "Failed" status while you run the population job. In addition, from both the population log file (see "How to Check the Population Log File" on page 250) and the Universal CMDB studio (see "How to Check the Error Message of a Failed Population Job" on page 248), you will get an error message like the following:

```
java.lang.RuntimeException: No request was configured for operation "Retrieve" of
TQL name "SM Business Ser-vice Population", please check in smPopConfFile.xml file.
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.init(
PopChunkGetter.java:134)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.<init
>(PopChunkGetter.java:104)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.getChanges(S
erviceDeskAdapter.java:1108)
at
com.mercury.topaz.cmdb.server.fcmdb.dataAccess.operation.query.impl.DataAccessAdapt
erQueryRetrieveChanges.getChangesResult(DataAccessAdapterQueryRetrieveChanges.java:
48)
```

Solution

Search for text `No request was configured for operation` to find the query name for which a retrieve type request is missing, and then add the missing request name in the `smPopConfFile.xml` file.

For instructions on how to configure a request for a query, see "How to Map the CI type's Query to an XSL Transformation File" on page 192.

Wrong Request Name of retrieveKeysQueryName Configured for a Query in smPopConfFile.xml

Error message

You will get a "Failed" status while you run the population job. In addition, from both the population log file (see "How to Check the Population Log File" on page 250) and the Universal CMDB studio (see "How to Check the Error Message of a Failed Population Job" on page 248), you will get an error message like the following:

```
2011-12-13 17:18:04,394 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] ERROR - SM Integra-tion >> Populate ci data failed for element

com.hp.ucmdb.federationspi.exception.DataAccessGeneralException: SOAP fault received
for retrieving SM CI Keys: A CXmlApiException was raised in native code : error 16 :
scxmlapi(16) - Invalid or missing file name in XML request

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.SmPopulater.response
ExceptionHandle(SmPopulater.java:322)

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.SmPopulater.queryKey
List(SmPopulater.java:116)

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.init(
PopChunkGetter.java:139)

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.<init
>(PopChunkGetter.java:104)

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.getChanges(S
erviceDeskAdapter.java:1111)

& &
```

Further more, you can find more detailed error message in the log file that indicates which request of retrieving CI keys is wrong. The following is an example:

```
2011-12-13 17:18:02,832 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] DEBUG - SM Integra-tion >> Web Service Request XMl For getting SM CI
keys:
<?xml version="1.0" encoding="UTF-16"?>
<soapenv:Envelope xmlns:enc="http://schemas.xmlsoap.org/soap/encoding/"
    xmlns:env="http://schemas.xmlsoap.org/soap/envelop/"
    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <soapenv:Body>
        <axis2ns1:RetrieveucmdbBusinessServiceKeysListRequest_wrong>
            <axis2ns2:model>
                <axis2ns3:keys query="type#&quot;bizservice&quot;"/>
                <axis2ns4:instance>
                    <axis2ns5:file.device/>
                </axis2ns4:instance>
                <axis2ns6:messages/>
            </axis2ns2:model>
        </axis2ns1:RetrieveucmdbBusinessServiceKeysListRequest_wrong>
    </soapenv:Body>
</soapenv:Envelope>
```

Solution

Search for text `Web Service Request XMl For getting SM CI keys` to find the wrong request name, and then specify the right request name in the `smPopConfFile.xml` file for the query name.

For instructions on how to configure a request for a query, see "How to Map the CI type's Query to an XSL Transformation File" on page 192.

Wrong Request Name of retrieveListQueryName Configured for a Query in smPopConfFile.xml

Error message

You will get a "Failed" status while you run the population job. In addition, from both the population log file (see "How to Check the Population Log File" on page 250) and the Universal CMDB studio (see "How to Check the Error Message of a Failed Population Job" on page 248), you will get an error message like the following:

```
com.hp.ucmdb.federationspi.exception.DataAccessGeneralException: SOAP fault received
for retrieving SM CI List: A CXmlApiException was raised in native code : error 16 :
scxmlapi(16) - Invalid or missing file name in XML request
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.SmPopulater.response
ExceptionHandle(SmPopulater.java:324)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.SmPopulater.queryRec
ordList(SmPopulater.java:188)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.addOr
DelCIsToTopology(PopChunkGetter.java:177)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.getNe
xtResultChunk(PopChunkGetter.java:164)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.getChanges(S
erviceDeskAdapter.java:1149)
& &
```

Further more, you can find more detailed error message in the log file that indicates which request of retrieving a CI list is wrong. The following is an example.

```
2011-12-13 17:30:23,424 [JobExecuterWorker-0:DS_SM Integration_bizservice
population] DEBUG - SM Integra-tion >> Web Service Request XMl For getting SM CI
List:
<?xml version="1.0" encoding="UTF-16"?>
<soapenv:Envelope xmlns:enc="http://schemas.xmlsoap.org/soap/encoding/"
    xmlns:env="http://schemas.xmlsoap.org/soap/envelop/"
    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <soapenv:Body>
        <axis2ns13:RetrieveucmdbBusinessServiceListRequest_wrong>
            <axis2ns14:keys>
                <axis2ns15:CIIdentifier>test_biz_servcie_1</axis2ns15:CIIdentifier>
            </axis2ns14:keys>
            <axis2ns16:keys>
                <axis2ns17:CIIdentifier>test_biz_servcie_2</axis2ns17:CIIdentifier>
            </axis2ns16:keys>
        </axis2ns13:RetrieveucmdbBusinessServiceListRequest_wrong>
    </soapenv:Body>
</soapenv:Envelope>
```
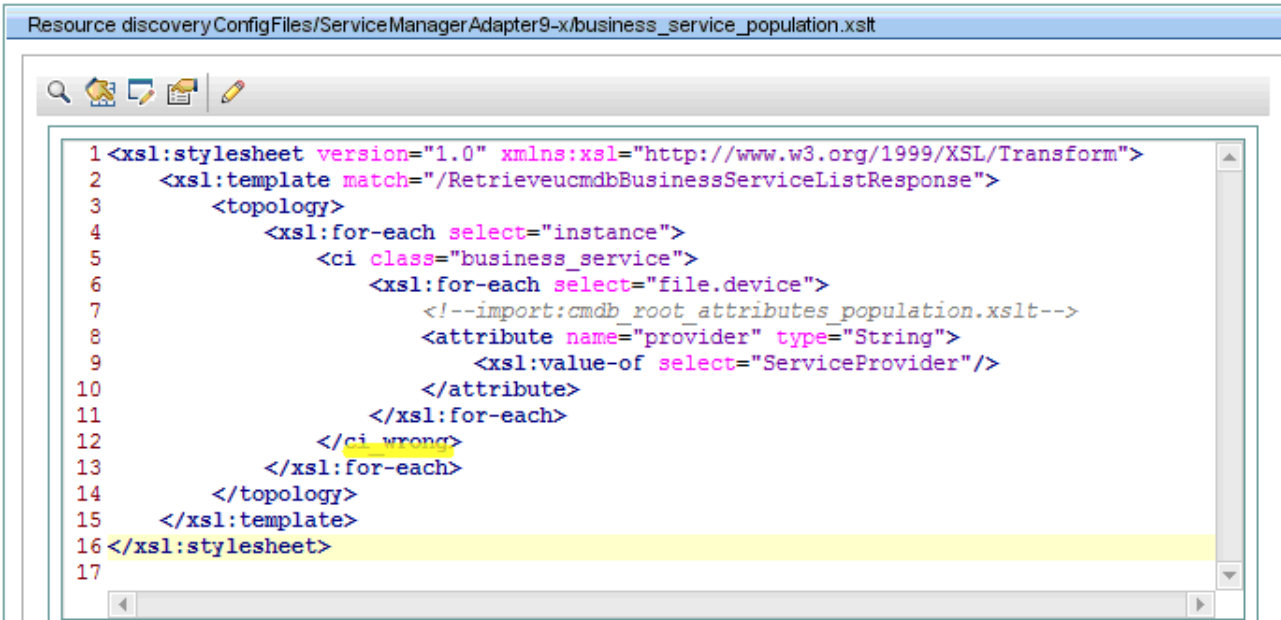
Solution

Search for text `Web Service Request XMl For getting SM CI List` to find the wrong request name, and then specify the right request name in the `smPopConfFile.xml` file for the query name.

For instructions on how to configure a request for a query, see "How to Map the CI type's Query to an XSL Transformation File" on page 192.

XSLT File not Well Formed

Sample configuration

The end tag of "ci" should be `</ci>`, however you configured a wrong end tag `</ci_wrong>`.

```
Resource discovery ConfigFiles/ServiceManagerAdapter9-x/business_service_population.xslt

 1  <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
 2      <xsl:template match="/RetrieveucmdbBusinessServiceListResponse">
 3          <topology>
 4              <xsl:for-each select="instance">
 5                  <ci class="business_service">
 6                      <xsl:for-each select="file.device">
 7                          <!--import:cmdb_root_attributes_population.xslt-->
 8                          <attribute name="provider" type="String">
 9                              <xsl:value-of select="ServiceProvider"/>
10                          </attribute>
11                      </xsl:for-each>
12                  </ci_wrong>
13              </xsl:for-each>
14          </topology>
15      </xsl:template>
16  </xsl:stylesheet>
17
```

Error message

If you have not yet created your integration point, when you create it an error message similar to the following example will occur in the Universal CMDB studio or the log file, causing the creation to fail.

If you have already created your integration point, but not yet activated it, you can no longer activate it, because when you attempt to activate it you will get a detailed error message in the probe error log file (`probe-error.log`), similar to the following example.

If you have created and activated your integration point, you will get a "Failed" status when you run the population job. In addition, from both the population log file (see "How to Check the Population Log File" on page 250) and the Universal CMDB studio (see "How to Check the Error Message of a Failed Population Job" on page 248), you will get an error message similar to the following example.

```
java.lang.RuntimeException: Got SAXException while parsing the XSLT file
"business_service_population.xslt"!

com.hp.ucmdb.federationspi.exception.DataAccessCommunicationException:
java.lang.RuntimeException: Got SAXException while parsing the XSLT file
"business_service_population.xslt"!

at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.start(Servic
eDeskAdapter.java:841)

at
com.mercury.topaz.cmdb.server.fcmdb.dataAccess.manager.impl.AbstractDataAccessConta
inerManagerImpl.startAdapter(AbstractDataAccessContainerManagerImpl.java:244)

at
com.mercury.topaz.cmdb.server.fcmdb.dataAccess.manager.impl.AbstractDataAccessConta
inerManagerImpl.addStartAndReturnBasicDataAdapterWrapper(AbstractDataAccessContaine
rManagerImpl.java:162)

& &

Caused by: org.xml.sax.SAXParseException: The end-tag for element type "ci" must end
with a '>' delimiter.

at org.apache.xerces.parsers.DOMParser.parse(Unknown Source)

at org.apache.xerces.jaxp.DocumentBuilderImpl.parse(Unknown Source) & &
```
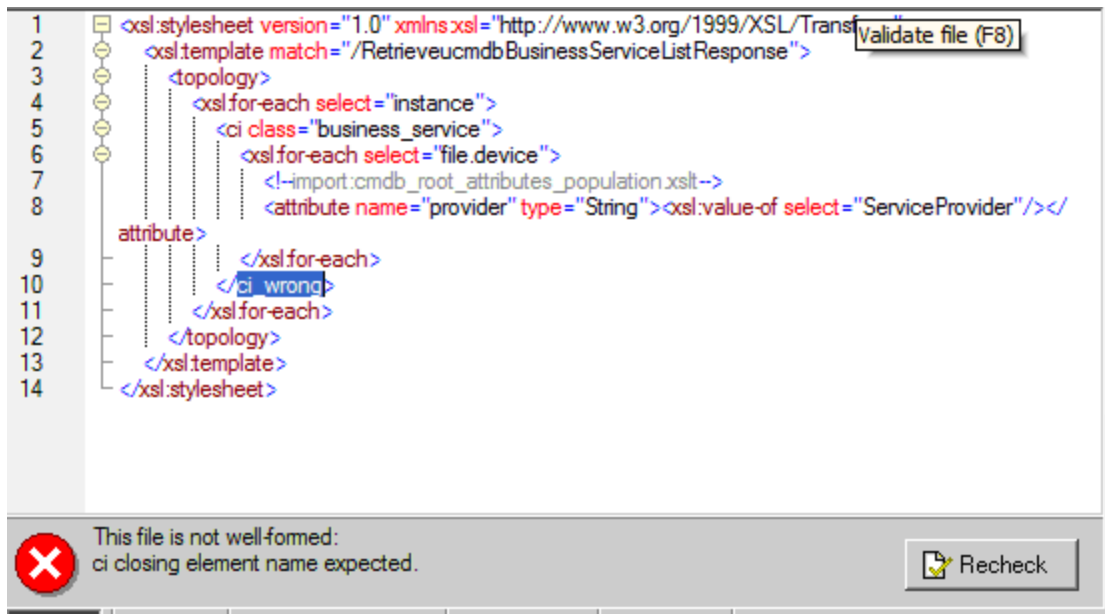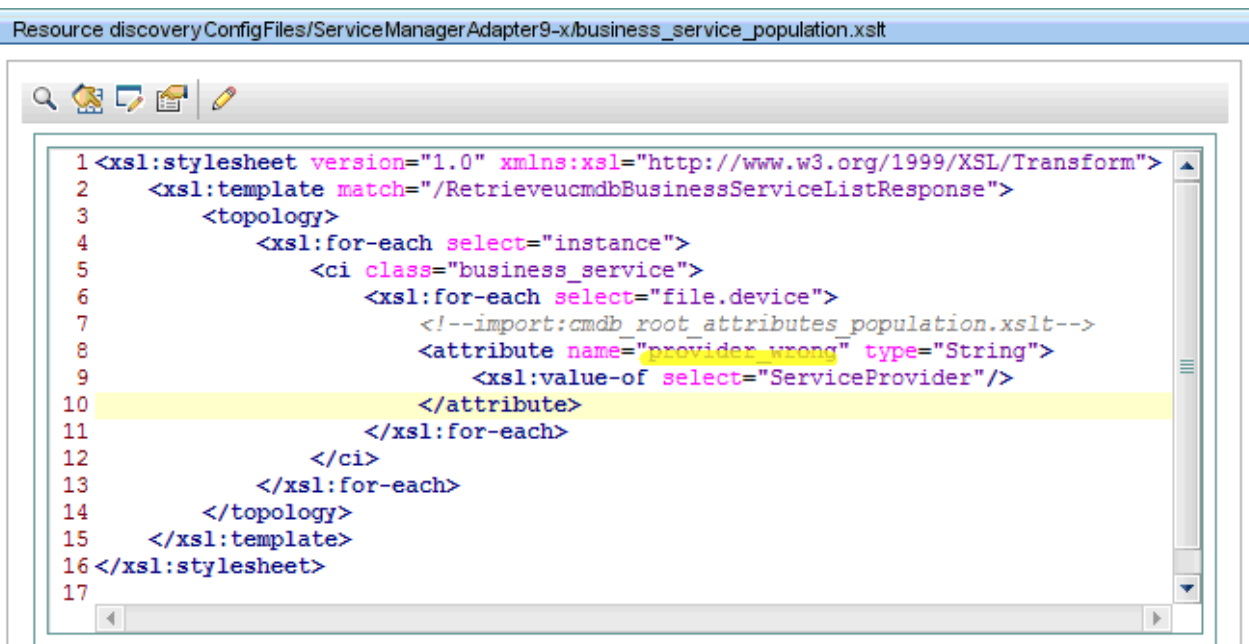
Solution

Search for text `Got SAXException while parsing the XSLT file` to find the name of the problematic XSLT file, and then validate the file in an XML editor (for example, XMLSpy). You can easily find and fix any validation issues.

Wrong UCMDB Attribute Name in XSLT File

Sample configuration

The UCMDB attribute name is `provider`, however you configured a wrong attribute `provider_wrong`. This error also occurs if you configure an attribute name in the wrong case because attribute names are case-sensitive.

Error message

You will NOT get any error messages either in the log file or the Universal CMDB studio, however the Service Manager field value will not be populated to Universal CMDB.

Solution

If you find that a Service Manager field value cannot be populated to Universal CMDB, check both the UCDMB attribute name and the Service Manager field name of the mapping in the XSLT file.

For instructions on how to configure an attribute mapping, see "How to Map the CI Attribute to the Web Service Field" on page 188.

Wrong Service Manager Field Name in XSLT File

Sample configuration

The Service Manager field name is `ServiceProvider`, however you configured a wrong attribute `ServiceProvider_wrong`:

```
Resource discovery ConfigFiles/ServiceManagerAdapter9-x/business_service_population.xslt

🔍 🗂 📝 📰   ✏

 1 <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
 2     <xsl:template match="/RetrieveucmdbBusinessServiceListResponse">
 3         <topology>
 4             <xsl:for-each select="instance">
 5                 <ci class="business_service">
 6                     <xsl:for-each select="file.device">
 7                         <!--import:cmdb_root_attributes_population.xslt-->
 8                         <attribute name="provider" type="String">
 9                             <xsl:value-of select="ServiceProvider_wrong"/>
10                         </attribute>
11                     </xsl:for-each>
12                 </ci>
13             </xsl:for-each>
14         </topology>
15     </xsl:template>
16 </xsl:stylesheet>
17
```

Error message

You will NOT get any error messages either in the log file or the Universal CMDB studio, however the Service Manager field value will not be populated to Universal CMDB.
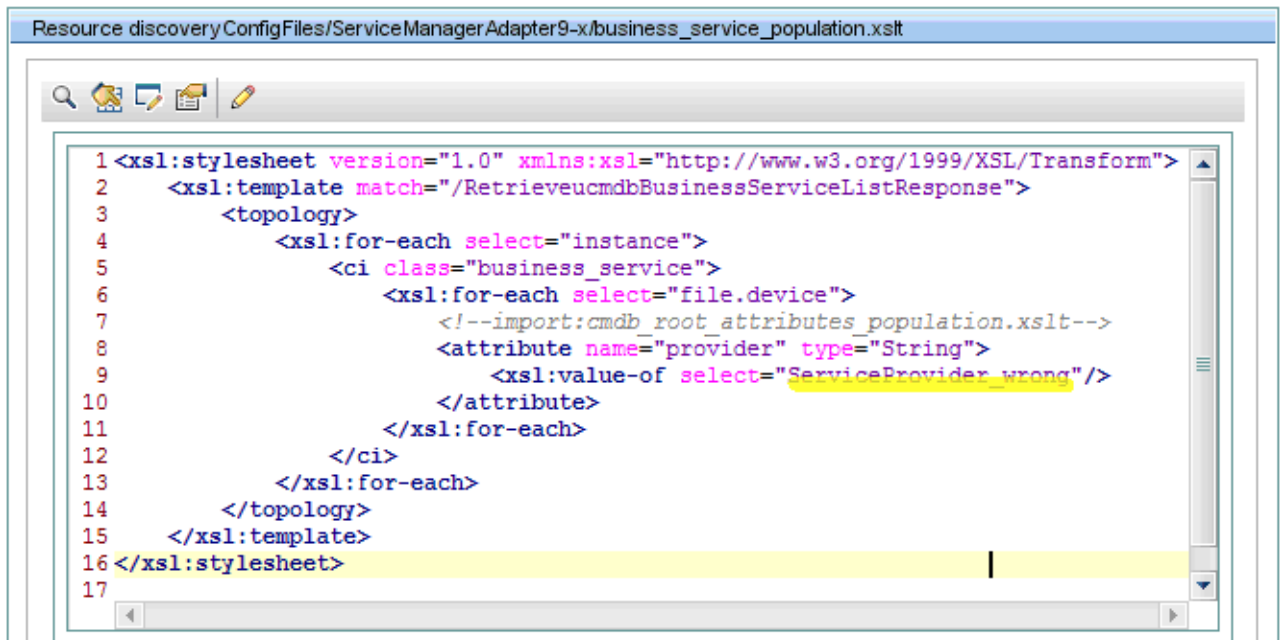
Solution

If you find that a Service Manager field value cannot be populated to Universal CMDB, check both the UCDMB attribute name and the Service Manager field name of the mapping in the XSLT file.

For instructions on how to configure an attribute mapping, see "How to Map the CI Attribute to the Web Service Field" on page 188.

Wrong Universal CMDB Attribute Data Type in XSLT File

Sample configuration

The data type of Universal CMCB attribute "provider" is `String`, however you configured a wrong type `Integer`:
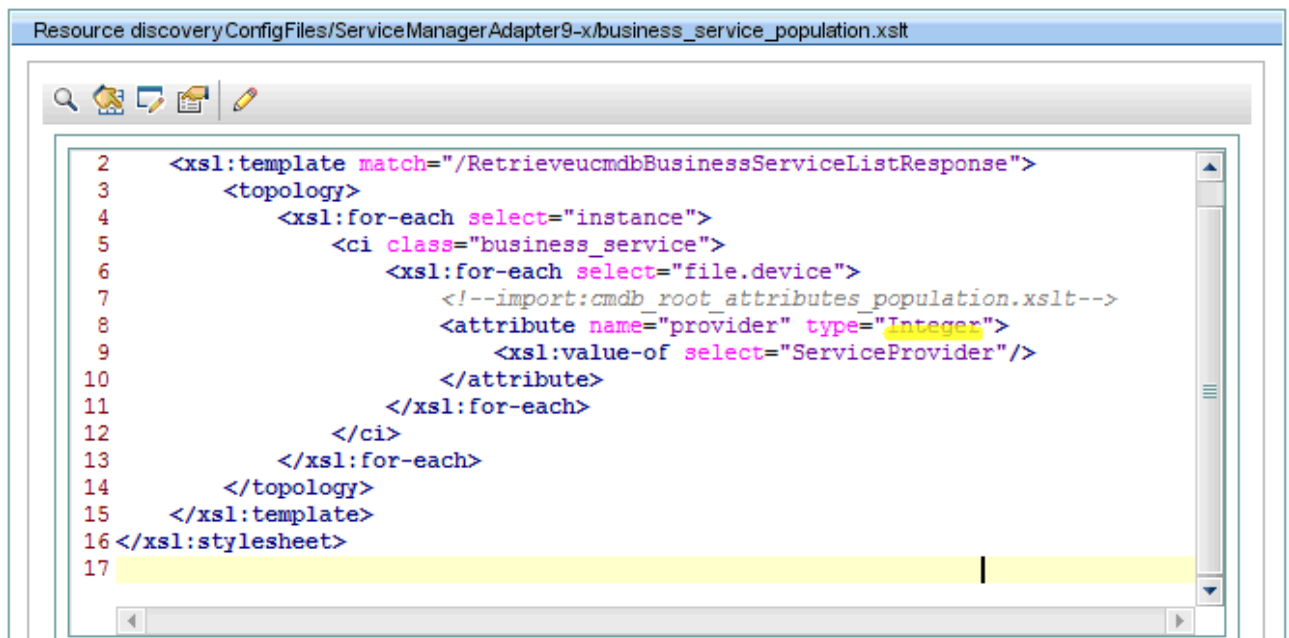
Error message

The CIs will be populated to Universal CMDB, but the field value with a wrong data type configuration will not be populated to Universal CMDB.

When you run the population job, you will get a "Failed" status. In addition, from both the population log file (see "How to Check the Population Log File" on page 250) and the Universal CMDB studio (see "How to Check the Error Message of a Failed Population Job" on page 248), you will get an error message similar to the following:

```
General datastore error: SM Integration >> The value "VENDOR1" of field "provider"
is not a integer number, ig-nore this field value!

 java.lang.NumberFormatException: For input string: "VENDOR1"

at java.lang.NumberFormatException.forInputString(NumberFormatException.java:48)

at java.lang.Integer.parseInt(Integer.java:449)
```

Solution

Search for text `The value "xxx" of field "yyy" is not` to find the name of the attribute with a wrong data type, and then specify the right data type in the XSLT file.

For instructions on how to configure an attribute data type, see "How to Map the CI Attribute to the Web Service Field" on page 188.

UCMDB CI Attribute sm_id not Mapped to the Right Service Manager Field in XSLT

The Service Manager CI ID must be mapped to Universal CMDB CI attribute `sm_id`, because it is used to push the Universal CMDB CI ID back to Service Manager.

Out-of-the-box, this attribute mapping is configured in XSLT file `cmdb_root_attributes_population.xslt`, which is imported by the other XSLT files as a common field mapping, and the Service Manager CI ID field is exposed as the caption `CIName`.

Sample configuration

If you configured the mapping for `sm_id` in one of the following ways:

- You did not configure the mapping for `sm_id`;

- You did not expose the Service Manager CI ID field in the Service Manager web service;

- You exposed the Service Manager CI ID field with a caption other than `CIName`;

- The Service Manager CI ID field was exposed in the web service as the caption `CIName`, but you configured a wrong name (for example, `CIName_wrong`) in the XSLT file.

Error message

When you run the population job, you will get a "Failed" status. In addition, from both the population log file (see "How to Check the Population Log File" on page 250) and the Universal CMDB studio (see "How to Check the Error Message of a Failed Population Job" on page 248), you will get an error message similar to the following:

```
java.lang.RuntimeException: The Universal CMDB attribute "sm_id" of CI type
"business_service" is mapped to an empty value, please check this mapping in XSLT
file.
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.addOr
DelCIToTopology(PopChunkGetter.java:198)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.addOr
DelCIsToTopology(PopChunkGetter.java:184)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.population.PopChunkGetter.getNe
xtResultChunk(PopChunkGetter.java:164)
at
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.ServiceDeskAdapter.getChanges(S
erviceDeskAdapter.java:1149)
at
& &
```

Solution

Search for text `The Universal CMDB attribute "sm_id" of CI type` to find the CI type, and then configure the attribute mapping for this CI Type in the XSLT file.

For instructions on how to configure an attribute mapping, see "How to Map the CI Attribute to the Web Service Field" on page 188.

Send Documentation Feedback

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Feedback on Universal CMDB Integration Guide (Using ServiceManagerAdapter9-41) (Service Manager Service Manager 9.41; Universal CMDB Content Pack 17.00 (CP17))

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!