Interfaces

Inbound Interface

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Change Nr.	Date Changed	Changed by	Description
V1.1	27.6.2012	Tobias Losert	Correction of parameter Reported by and Aff./Req. User
V1.2	28.6.2012	Heiko Kloss	Enhancement by parameter “Old Component” Updated description of parameter Reported by and Aff./Req. User
V1.3	11.7.2012	Thorsten Bruegel	Documentation SOAP Interface ZITSM_IT_TICKET_IF_INBOUND

V1.4	18.07.2012	Thorsten Bruegel	WSDL Document URL and Content changed. XML Example Request updated
V1.5	22.10.2012	Thorsten Bruegel	Added Field “SISM_ID” to structure ZITSM_IT_TICKET_IF_INBOUND_STR
V1.6	06.11.2012	Tobias Losert	Added Chapter 5
V1.61	13.11.2012	Tobias Losert	User length max. 10 chars
V1.7	14.11.2012	Thorsten Bruegel	Tutorial for creating an end point.
V1.8	19.11.2012	Djamshid Tanhaei, Thorsten Bruegel	Two new fields in IMPORT-Parameter IS_HEAD (EQUIPMENT and SYSTEM_ID) Update of WSDL Endpoint URLs
V1.9	20.11.2012	Thorsten Bruegel	Updated Chapter 2.7
V1.10	21.11.2012	Thorsten Bruegel	Update of example SOAP request XML
V1.11	21.11.2012	Thorsten Bruegel	Test cases, Examples, Several Updates
V1.12	11.02.2013	Tobias Losert	Correction of URL’s
V1.13	21.02.2013	Tobias Losert	Exporting Parameter EV_HEADER_GUID added
V1.14	07.03.2013	Tobias Losert	Correction WSDL Endpoint URL STP
V1.15			
V1.16	24.03.2013	Thorsten Bruegel	Update WSDL and Endpoint URLs

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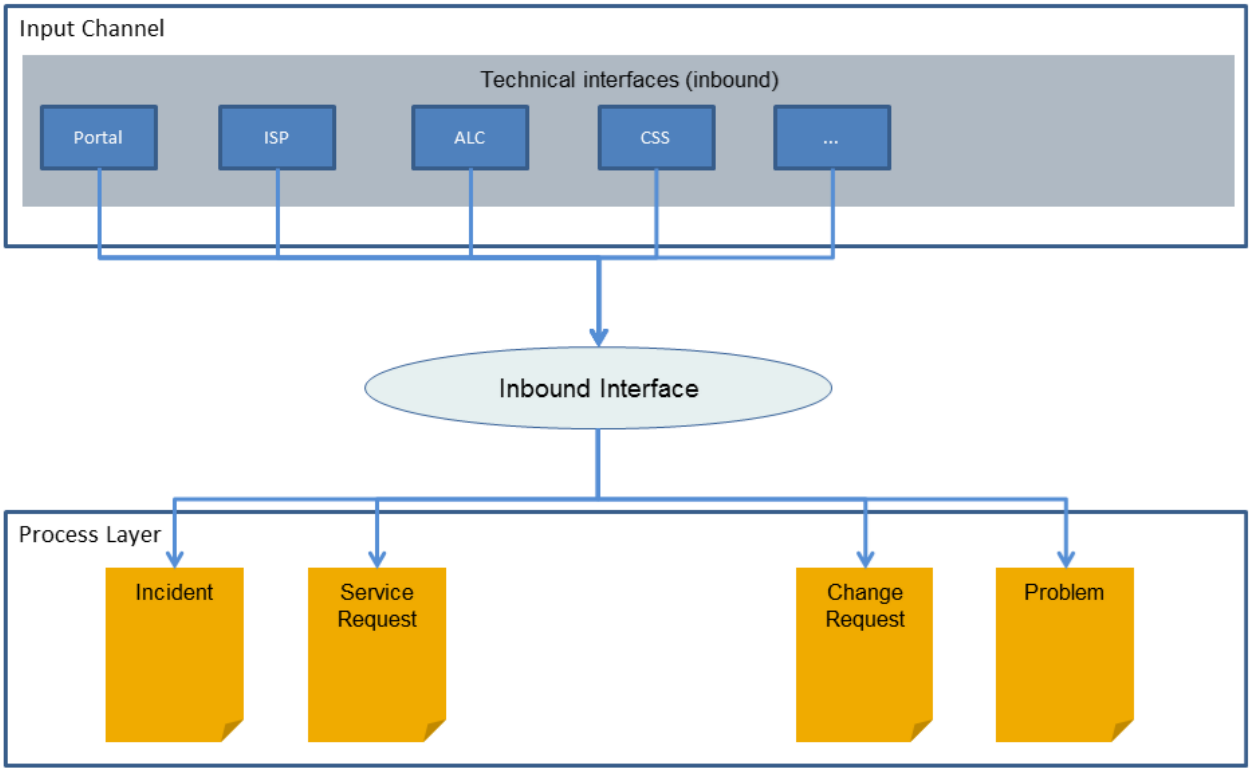
1. Business Scenario

An inbound-interface is requested to enable IT-systems to create tickets (CRM-transactions) on the Solution Manager remotely for the following IT-Service Management Processes

- Incident
- Service Request
- Change Request
- Problem

For this a generic RFC-based functional module is provided, which creates tickets selectively in an asynchronous or synchronous manner.

“Synchronous” means that the number of the created ticket will be returned in one transactional step. An “asynchronous” creation is to be used when if a returned ticket number is not needed, which may be the preferred way if possible waiting time has to be avoided.



To ensure that the universality concerning the ticket types is granted a unique overall list of input- and output-parameters is provided. Depending on the ticket type of the ticket to be created some of those parameters are mandatory (as the “User Priority” in Incident), others are ignored (as the “Start date” in Incident because it is only valid for the Service Request but still optional though). The ticket type (Incident, Problem etc.) is controlled by the category which is assigned to a ticket type distinctly.

Data	Details/ Examples	Constraints	Mandatory /Optional
Input Data			
Category	Category (new structure)	Legacy component can be mapped to new category (if maintained). Category controls the ticket type (Transaction Type) implicitly.	Mandatory
Old Component	Flag for converting the entered value of Category to value of new structure	This flag is to be set in cases a CSS-component (old structure) is entered for Category. The interface convert it to a new category according to a central mapping table	Optional
Start date	Start date	Only valid for Service Request	Optional
Desired due date	Desired due date	Only valid for Incident and Service Request	Optional
Title	Short description of ticket	max. 40 characters	Mandatory
Text	Long text will be copied to „details“ text type	Passed in table IT_TEXT type COMT_TEXT_LINES_T. The text has to be split into the line field TDLINE	Optional
User Priority	User Priority	Only valid for Incident and Service Request. If Impact is transferred too, then a Priority is calculated (incl. SLA)	Mandatory for IM/SR
Impact	Impact	Only valid for Incident and Service Request If User Priority is transferred too, then a Priority is calculated (incl. SLA)	Optional
Priority	Priority	Only valid for Problem (=Criticality) and Change Request	Optional
Alert ID	ID of the monitoring event in the ALC	Max. 40 characters	Optional
Aff./Req. User	User ID	UserID required, Validation by ticket type and PFCG-Role If a UserID cannot be determined as in ALC-monitoring events this parameter has to be kept empty, so a dummy partner is used instead in the target ticket. If a non valid UserId is entered the creation of a ticket fails (according to the general error handling)	Mandatory
Reported by	User ID	See Aff./Req. User	Mandatory
SISM ID	Example STP: 00201212140001121933	ID of object from SISM database (CMP system);	Optional

EQUIPMENT	Equipment Number	Identification number of SAP equipment	Depending on Category
SYSTEM-ID	System ID	Description of one or several systems	Depending on Category
Creation type	Synchronous or Asynchronous	Synchronous: Waiting for return of a ticket number Asynchronous: No waiting for return on a ticket number	Mandatory
Output Data			
Ticket number	Ticket number	Number of the created ticket	Depends on creation type
Ticket GUID	Ticket GUID	GUID of the created ticket; necessary to create a link to the created ticket	optional

2. Technical Specification of RFC-Module

2.1. Function Module

ZITSM_IT_TICKET_IF_INBOUND

2.2. Importing Parameters

```
IS_HEAD                TYPE  ZITSM_IT_TICKET_IF_INBOUND_STR
                             ITSM Interface Inbound Structure IT Ticket
IT_TEXT                TYPE  COMT_TEXT_LINES_T
                             Text lines
IV_WAIT_FOR_RESPONSE   TYPE  BOOLEAN
                             Creation type - Boolean Variable
                             (X = True; SPACE = False)
IV_OLD_COMPONENT_USED TYPE  BOOLEAN
                             Old Component has to be mapped
```

Boolean Variable (X = True; SPACE = False)

2.3. Exporting Parameters

RETURN	TYPE	BAPIRET2_TAB	
		Error Messages	
EV_OBJECT_ID	TYPE	CRMT_OBJECT_ID	CHAR 10
		Transaction ID	
EV_HEADER_GUID	TYPE	ZITSM_GUID_C	CHAR32
		Object GUID	

2.4. Structures

ZITSM_IT_TICKET_IF_INBOUND_STR

CATEGORY	Types	CRM_ERMS_CAT_CA_ID	CHAR 40
		Coherent Cat - Category ID	
START_DATE	Types	DATS	DATS 8
		Start Date	
DESIRED_DUE_DATE	Types	DATS	DATS 8
		Desired Due Date	
TITLE	Types	CRMT_PROCESS_DESCRIPTION	CHAR 40
		Title	
USER_PRIORITY	Types	CRMT_SRQM_URGENCY	NUMC 2
		User Priority	
IMPACT	Types	CRMT_SRQM_IMPACT	NUMC 2
		Impact	
PRIORITY	Types	CRMT_PRIORITY	NUMC 1

		Priority	
ALERT_ID	Types	ZITSM_ALC_ALERTID	CHAR 12
		Alert-ID	
REQUESTER	Types	XUBNAME	CHAR 12
		User Name of Affected User/Requester	
REPORTER	Types	XUBNAME	CHAR 12
		User Name of Reported by	
SISM_ID	Types	ZITSM_SISM_OBJECT_KEY	CHAR 20
		ID of the SISM Object	
EQUIPMENT	Types	ZITSM_EQUIPMENT_NR	NUM18
		Equipment Number	
SYSTEM_ID	Types	ZITSM_SYSTEM_ID	CHAR40
		System ID	

COMT_TEXT_LINES_T	- Text lines (Table Type)		
TLINE	- SAP Script Text Line		
TDFORMAT	Types	TDFORMAT	CHAR 2
		Tag column	
TDLINE	Types	TDLINE	CHAR 132
		Text Line	

BAPIRET_TAB	- Error Messages (Table Type)		
BAPIRET2	- Return Parameter		
TYPE	Types	BAPI_MTYPE	CHAR 1
		Message type: S Success, E Error,	
		W Warning, I Info, A Abort	
ID	Types	SYMSGID	CHAR 20
		Message Class	

NUMBER	Types	SYMSGNO	NUMC 3
		Message Number	
MESSAGE	Types	BAPI_MSG	CHAR 220
		Message Text	
LOG_NO	Types	BALOGNR	CHAR 20
		Application log: log number	
LOG_MSG_NO	Types	BALMNR	NUMC 6
		Application log: Internal message serial number	
MESSAGE_V1	Types	SYMSGV	CHAR 50
		Message Variable	
MESSAGE_V2	Types	SYMSGV	CHAR 50
		Message Variable	
MESSAGE_V3	Types	SYMSGV	CHAR 50
		Message Variable	
MESSAGE_V4	Types	SYMSGV	CHAR 50
		Message Variable	
PARAMETER	Types	BAPI_PARAM	CHAR 32
		Parameter Name	
ROW	Types	BAPI_LINE	INT4 10
		Lines in parameter	
FIELD	Types	BAPI_FLD	CHAR 30
		Field in parameter	
SYSTEM	Types	BAPILOGSYS	CHAR 10
		Logical system from which message originates	

2.5. Expected values

User Priority:

Value	Description
1	Very High
2	High
3	Medium
4	Low

Impact:

Value	Description
1	Business Critical
2	Business Process limited
3	Single User limited
4	Low impact
5	No impact

Priority:

Value	Description
4	4: Low
3	3: Medium
2	2: High
1	1: Very High

Category:

Mapping table Component to Category has to be provided later.

TDFORMAT:

‘*’

Please do not use other values.

TDLINE:

Contains the entire text split into the table lines. Max. length 132 characters per line

ALERT_ID:
Valid ID of the monitoring event (e.g. ALC Alert ID)

REQUESTER:
Valid User ID

REPORTER:
Valid User ID

SISM ID: Valid ID of a SISM Object

2.6. Error Handling

If table RETURN contains any lines of TYPE ‘E’ or ‘A’ the processing ended with errors.
It has to be considered that no error handling will be possible if the parameter `IV_WAIT_FOR_RESPONSE` is not set. Only the specific log-tables in Solution Manager contain information about the processing status.

2.7. Access

The RFC User and the related password have to be defined system wise in order to identify the source system for monitoring reasons.

3. Development and Test

ITdirect Development System Solution Manager: STX
ITdirect Quality Assurance System: STQ
ITdirect Production: STP

To set up and to test the interface two separate users are required:

- A system user (referred to as RFC User) which credentials must be used to perform the SOAP request.
- A WebUI user, to check ticket creation.

Prerequisites: RFC User to Solution Manager System. Please inform Borvitz, Roman roman.borvitz@sap.com about your request and provide the following information:

- Interfacing application
- Contact
- Expected go live date
- Name of the received RFC Users or CSS request ticket number.

He tracks all the incoming connections for further support.

The RFC-User has to be requested via IT/IBC Message Component SA-AUTH. If you like to use the RFC-User also as creating business partner (e.g. Reporter or Requester) ensure that the length of the username is max. 10 characters.

Needed authorization role for RFC-User:
0000_SM_INBOUND_ITSM Role for ITSM Inbound Interface for external Ticket creation.

If you want to see the resulting ticket in the ITdirect Web Interface you will need a WebUI User too.
Needed authorization for WebUI-User:
0000_SM_ITSM_AGENT – Generated Agent Role
0000_SM_ITSM_BASIC – Role for all SAP Employee

You will likely be asked to request the RFC User according to the **SAP Note 971605**. If so, please provide the following information in the request ticket:

1. Requestor: [**Your SAP ID**]
2. Application Area: [**Your Application Area**]
3. Application name for which the RFC is needed for: [**Your Application Name**]
4. Data which will be transferred over this connection and data classification (public, customer, internal, confidential, strictly confidential): **Ticket Data;** [**Choose classification from list**]
5. Connection type: **HTTP** or **RFC**
6. Source System: [**Your system**]
7. Target: **STX** or **STQ** or **STP**
8. Roles to be assigned to the system user in target system (besides 0000_BC_INTERFACE_USER_BASE): **0000_SM_INBOUND_ITSM**
9. Additional information for systems which are NOT supported by Global IT User Administration:
    a. Is an authorization concept in place? **YES**
    b. Is SAP_ALL or SAP_NEW assigned to any user in one of the systems? **NO**
    c. Type of system (development, test, sandbox, production): [**Depends on 7. Target**]
    d. Technical contact / system responsible: [**Technical contact of your system**]
    e. If system is a TARGET of the connection:
    User Name (user type must be "System"): [**Desired Username, less than 10 characters**]

4. SOAP Interface

“SOAP, originally defined as Simple Object Access Protocol, is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks. It relies on Extensible Markup Language (XML) for its message format, and usually relies on other

Application Layer protocols, most notably Hypertext Transfer Protocol (HTTP) and Simple Mail Transfer Protocol (SMTP), for message negotiation and transmission."[1]

"The SOAP adapter enables you to exchange SOAP messages between remote clients or Web service servers and the Integration Server or the PCK."[2]

SOAP Web Services offer an easy, standardizes and well documented way to connect to a SAP Server from other systems. Most programming languages offer ready to use libraries to create a SOAP client.

4.1. Service Provider ZITSM_IT_TICKET_IF_INBOUND

Endpoint Type: Function Module
Referenced Object: ZITSM_IT_TICKET_IF_INBOUND
Package: ZITSM_IF

4.1.1. WSDL Document Path STX System

URL Design-time WSDL document:
https://stxdci.wdf.sap.corp/sap/bc/srt/wsdl/sdef_ZITSM_IT_TICKET_IF_INBOUND/wsdl11/ws_policy/document?sap-client=001

URL WSDL for Binding ZITSM_IT_TICKET_IF_INBOUND::IF_INBOUND:
http://stxdci.wdf.sap.corp:1080/sap/bc/srt/wsdl/srvc_0050569B03091ED1B499A7477883927A/wsdl11/allinone/ws_policy/document?sap-client=001
(The path of this URL will be different on test and productive system!)

SOAP endpoint URL:
https://stxdci.wdf.sap.corp/sap/bc/srt/rfc/sap/zitsm_it_ticket_if_inbound/001/zitsm_it_ticket_if_inbound/if_inbound

[1] Source: http://en.wikipedia.org/wiki/SOAP on 6th Dez 2012
[2] Source: http://help.sap.com/saphelp_nw04/helpdata/en/69/a6fb3fea9df028e10000000a1550b0/content.htm on 6th Dez 2012

4.1.2. Request Header

Media Type must be set to “text/xml”

Charset should be “utf-8”

Basic Authentication must be send without waiting for authentication challenge (Preemptive)

Transport-Type: HTTPS (SSL)

Here is a HTTP Header from a successful request:

```
POST
https://stxdci.wdf.sap.corp/sap/bc/srt/rfc/sap/zitsm_it_ticket_if_inbound/001/zitsm_it_ticket
_if_inbound/if_inbound HTTP/1.1
Accept-Encoding: gzip,deflate
Content-Type: text/xml;charset=UTF-8
SOAPAction: "urn:sap-com:document:sap:soap:functions:mc-
style:ZITSM_IT_TICKET_IF_INBOUND:ZitsmItTicketIfInboundRequest"
Authorization: Basic QzUxMzU4EEQ6SE6pdGlhbDS=
Content-Length: 840
Host: stxdci.wdf.sap.corp
Connection: Keep-Alive
User-Agent: Apache-HttpClient/4.1.1 (java 1.5)
```

A documentation on how to build up the value for the header-field “Authorization”
can be found in chapter “2 Basic Authentication Scheme” in the RFC “HTTP Authentication: Basic and Digest Access Authentication” http://www.ietf.org/rfc/rfc2617.txt

4.1.3. Request Envelope

```
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
xmlns:urn="urn:sap-com:document:sap:soap:functions:mc-style">
  <soap:Header/>
  <soap:Body>
    <urn:ZitsmItTicketIfInbound>
      <!--Optional:-->
      <IsHead>
```

```
        <Category>IMAS_BI</Category>
        <StartDate />
        <DesiredDueDate />
        <Title>test Alert SOAP1</Title>
        <UserPriority>04</UserPriority>
        <Impact>03</Impact>
        <Priority>3</Priority>
        <AlertId>alert 1</AlertId>
        <Requester>C5169224</Requester>
        <Reporter>C5173315</Reporter>
        <SismId />
        <Equipment>12345</Equipment>
        <SystemId>STQ</SystemId>
      </IsHead>
      <!--Optional:-->
      <ItText>
        <!--Zero or more repetitions:-->
        <item>
          <Tdformat>*</Tdformat>
          <Tdline>Line 1</Tdline>
        </item>
      </ItText>
      <!--Optional:-->
      <IvOldComponentUsed />
      <!--Optional:-->
      <IvWaitForResponse>X</IvWaitForResponse>
    </urn:ZitsmItTicketIfInbound>
  </soap:Body>
</soap:Envelope>
```

4.1.4. RESPONSE-Header:

On successful communication the Server will return an HTTP/1.1 200 OK header with content-type: text/xml and charset=utf-8.

4.1.5. RESPONSE-Envelope

```
<soap-env:Envelope xmlns:soap-env="http://schemas.xmlsoap.org/soap/envelope/">
    <soap-env:Header />
    <soap-env:Body>
      <n0:ZitsmItTicketIfInboundResponse xmlns:n0="urn:sap-
    com:document:sap:soap:functions:mc-style">
          <EvHeaderGuid>0050569B03091ED2A0A13301174F4BFD</EvHeaderGuid>
          <EvObjectId>8000000725</EvObjectId>
          <Return />
      </n0:ZitsmItTicketIfInboundResponse>
    </soap-env:Body>
</soap-env:Envelope>
```

4.1.6. SoapUI Test Suite

The SoapUI Test Suite can be used to test the connectivity to the SOAP server and to process specific SOAP Envelopes. The SoapUI can be obtained from the Website http://www.soapui.org/. The standard free version is sufficient for testing purposes. To set up the test environment a valid user is required to download the endpoint WSDL document (See URL's "WSDL for endpoint"). Follow these steps:

1) Create new soapUI Project
2) Choose a project name and enter the "WSDL for endpoint" URL for the desired system
3) Open and modify example request
4) Set request auth data to "Preemtive" and enter username and password of RFC user
5) Execute request.

The following screenshots contain an example request in SoapUI test suite

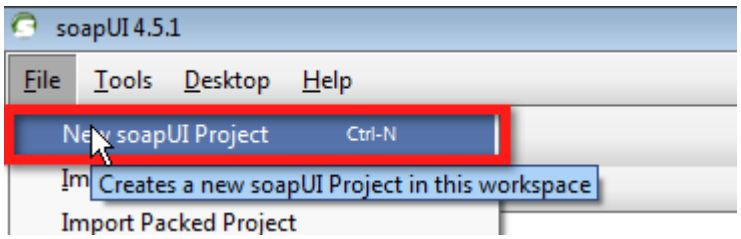


Figure 1: Create new soapUI Project

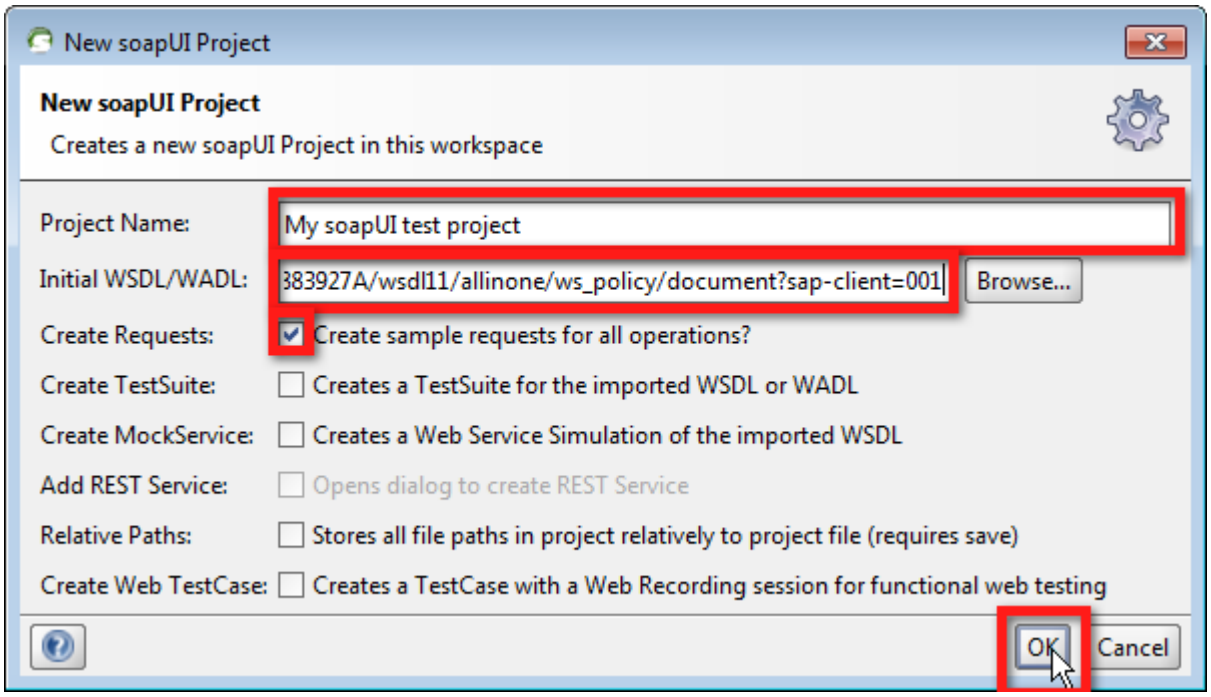


Figure 2: Choose project name and enter WSDL endpoint URL

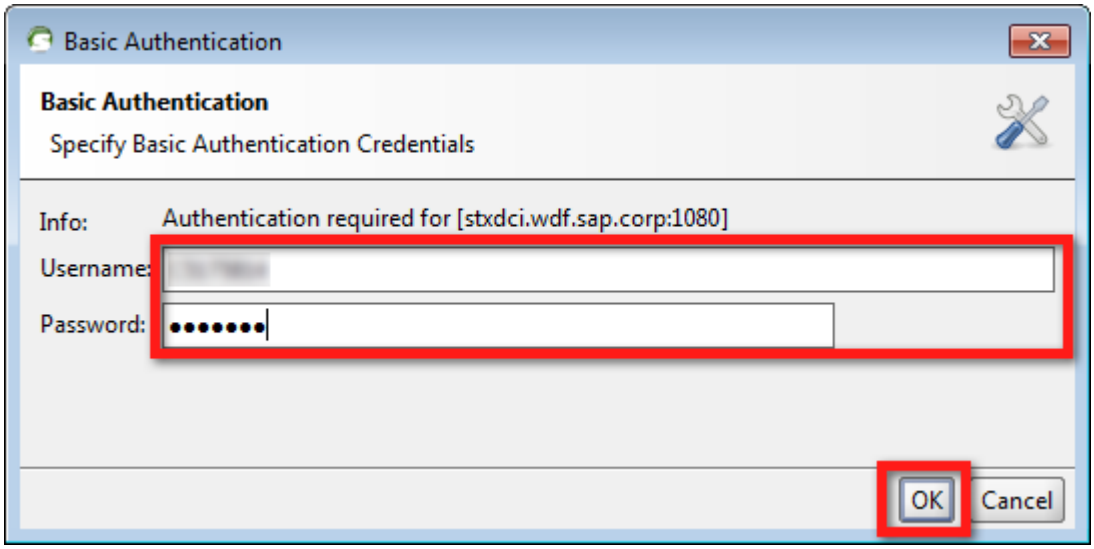


Figure 3: Enter valid userid and password.

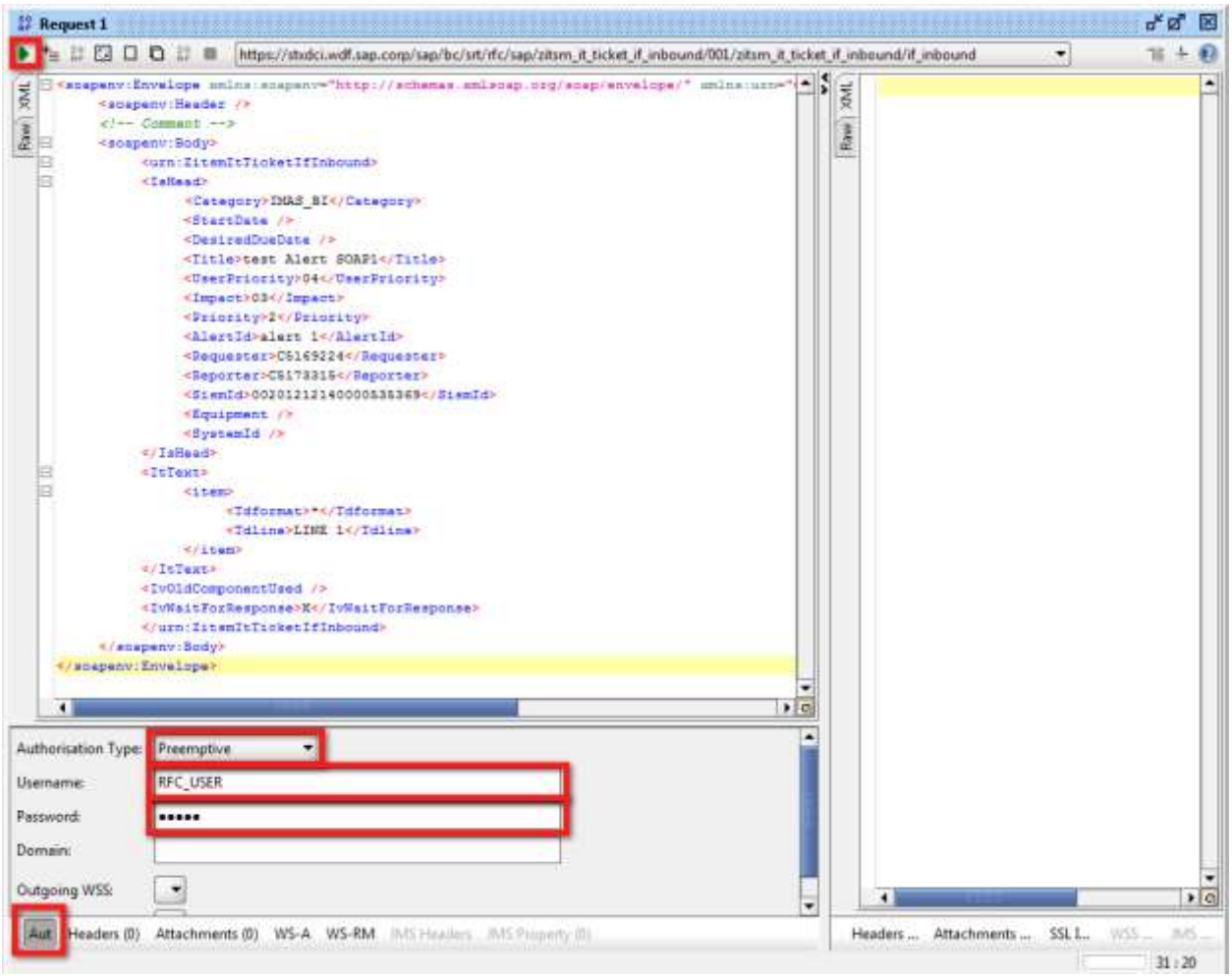


Figure 4: Open, modify and execute request.

```
<env:Envelope xmlns:env="http://www.w3.org/2003/05/soap-envelope">
   <env:Header/>
   <env:Body>
      <n0:ZitsmItTicketIfInboundResponse xmlns:n0="urn:sap-com:document:sap:soap:functions:mc-style">
         <EvHeaderGuid>0050569B03091ED2A0A13301174F4BFD</EvHeaderGuid>
         <EvObjectId>8000011779</EvObjectId>
         <Return/>
      </n0:ZitsmItTicketIfInboundResponse>
   </env:Body>
</env:Envelope>
```

Figure 5: Successful SOAP response.

4.2. WSDL and Endpoint URL

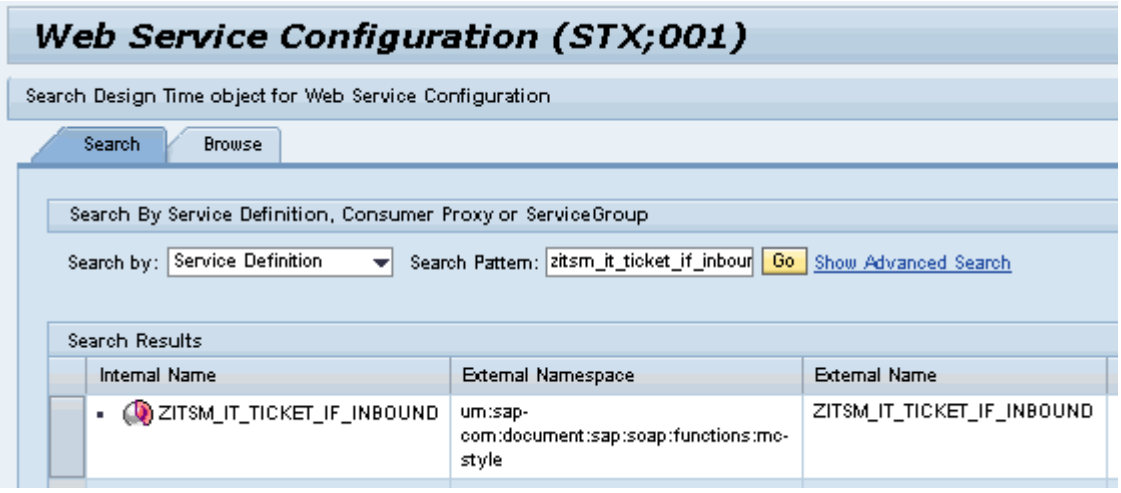
This chapter contains all URL types for all involved systems.

System	Description	URL
STX	WSDL for end point	https://STXDCI.WDF.SAP.CORP/sap/bc/srt/wsdl/srvc_00505 69B03091ED1B499A7477883927A/wsdl11/allinone/ws_polic y/document?sap-client=001
STX	End point URL	https://stxdci.wdf.sap.corp/sap/bc/srt/rfc/sap/zitsm_it_tic ket_if_inbound/001/zitsm_it_ticket_if_inbound/if_inbound
STV	WSDL for end point	(Use transaction SOAMANAGER in STV)
STV	End point URL	https://stvdci.wdf.sap.corp/sap/bc/srt/rfc/sap/zitsm_it_tic ket_if_inbound/001/zitsm_it_ticket_if_inbound/if_inbound
STE	WSDL for end point	https://ste.wdf.sap.corp/sap/bc/srt/wsdl/srvc_001999C57AF21EE2 8CC59B600F41CB72/wsdl11/allinone/ws_policy/document?sap-client=001
STE	End point URL	https://ste.wdf.sap.corp/sap/bc/srt/rfc/sap/zitsm_it_ticket _if_inbound/001/zitsm_it_ticket_if_inbound/if_inbound
STQ	WSDL for end point	https://STQ.WDF.SAP.CORP/sap/bc/srt/wsdl/srvc_001999C 57AA01EE28C9A6262A2D969E3/wsdl11/allinone/ws_policy/ document?sap-client=001
STQ	End point URL	https://stq.wdf.sap.corp/sap/bc/srt/rfc/sap/zitsm_it_ticket _if_inbound/001/zitsm_it_ticket_if_inbound/if_inbound
STP	WSDL for end point	https://itdirect.wdf.sap.corp/sap/bc/srt/wsdl/srvc_001999EDCEA 21ED2A4FA110535D682EC/wsdl11/allinone/ws_policy/document ?sap-client=001
STP	End point URL	https://itdirect.wdf.sap.corp/sap/bc/srt/rfc/sap/zitsm_it_tic ket_if_inbound/001/zitsm_it_ticket_if_inbound/if_inbound

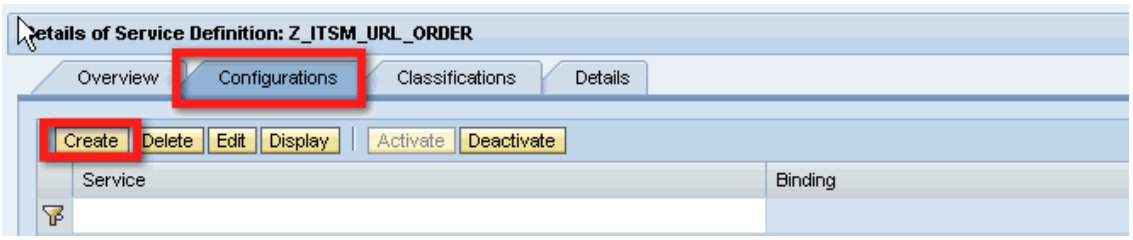
4.3. Setting up an end point

End point has to be set up for every system where the SOAP interface should be used. End points are set up using the SOA MANAGER. To start, use the transaction SOAMANAGER. That will open up an internet explorer window:

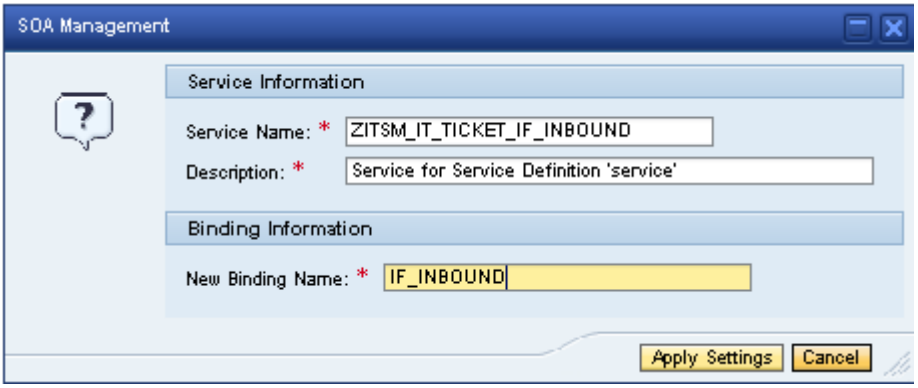
In the tab “Service Administration” click on the link “Web Service Configuration”.



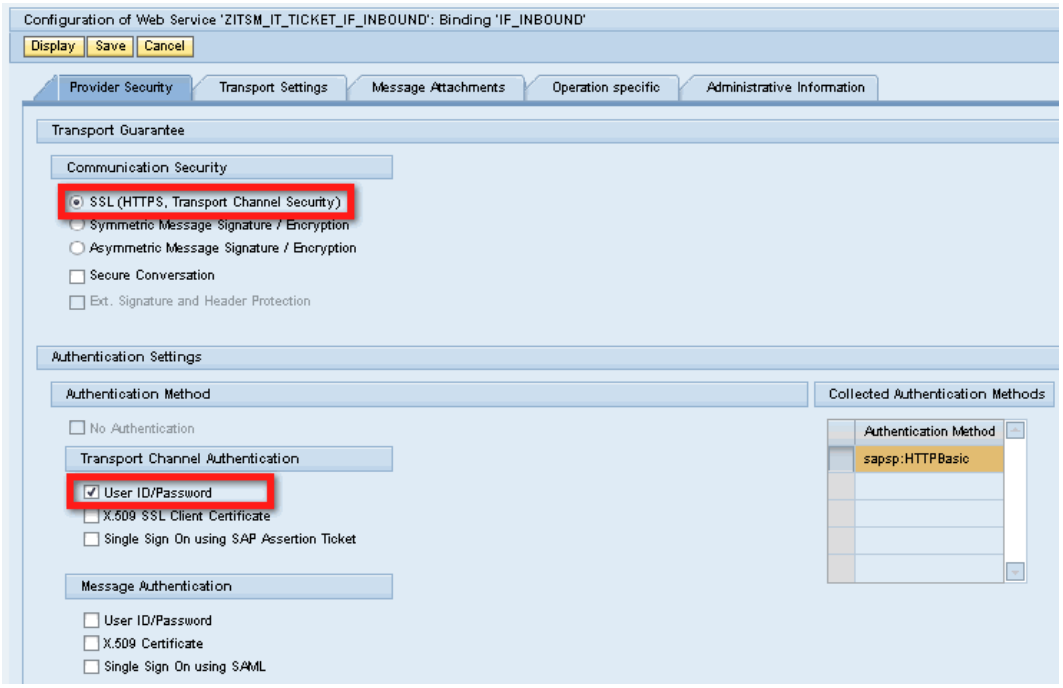
Search for service definition “zitsm_it_ticket_if_inbound”, mark the result-line and click on “Apply Selection”



Switch to tab “Configurations” and click on “Create”.



Enter “Service Name”, “Description” and “New Binding Name”. Click on button “Apply Settings”.



Apply the settings as shown in the screen above and save the configuration.

4.4. Test values and results

4.4.1. Test case 1

Input Parameters

Structure	Field	Value
IsHead	Category	IMAS_BI[3]
IsHead	StartDate	
IsHead	DesiredDueDate	
IsHead	Title	Test Alert SOAP 1
IsHead	UserPriority	04
IsHead	Impact	03
IsHead	Priority	2
IsHead	AlertId	Alert 1
IsHead	Requester	C5169224[4]
IsHead	Reporter	C5173315[5]
IsHead	SismId	00201212140000535369
IsHead	Equipment	
IsHead	SystemId	
ItText[1]	TdFormat	*
ItText[1]	TdLine	Line 1
-	IvOldComponentUsed	
-	IvWaitForResponse	X

[3] The Category must exist within the target system and has to be marked as “Selectable”
[4] The User ID must exist within the target system
[5] The User ID must exist within the target system

Expected Output Parameters

Structure	Field	Value
-	EvHeaderGuid	0050569B03091ED2A0A13301174F4BFD (32 Character)
-	EvObjectId	8XXXXXXXXX (10 Digit Number starting with 8)
RETURN[]		(Empty table)

Validate Results

The result can be verified in the Web User Interface. Open the Web User Interface using one of the following Links:

STX:

https://stxdci.wdf.sap.corp/sap/bc/bsp/sap/crm_ui_start/default.htm

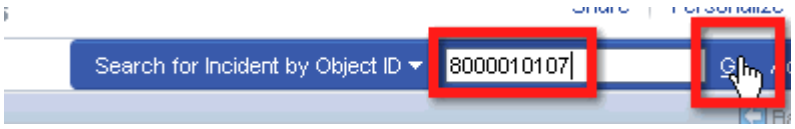
STQ:

https://stqdci.wdf.sap.corp/sap/bc/bsp/sap/crm_ui_start/default.htm

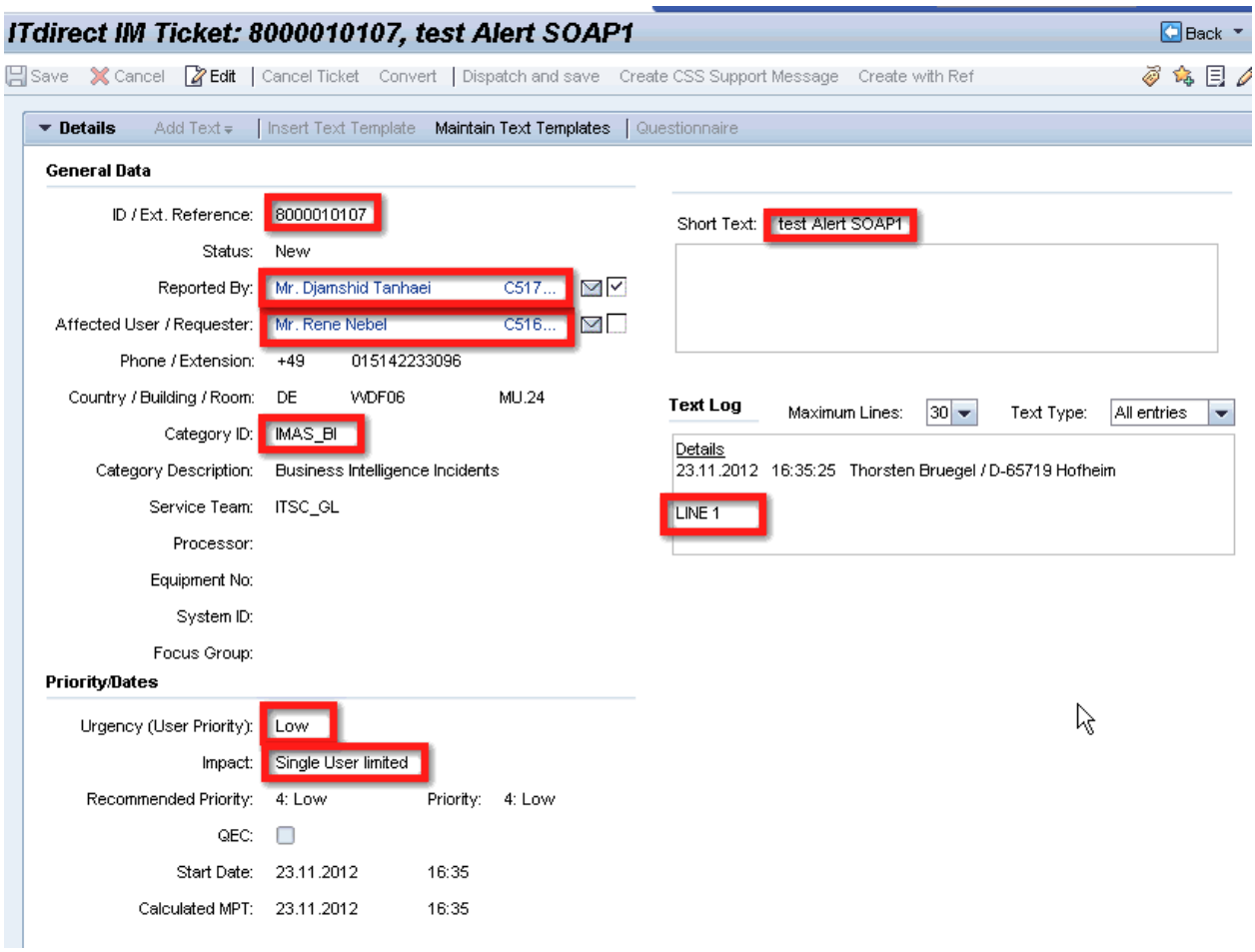
Choose Role **ZITSM_SOLMAN_PRO**.

Select the saved Search **Incident → Object ID**.

Enter the Object ID, that has been returned in the SOAP response and klick on “GO”.



The Ticket Detail View will open. In this View the passed parameters can be verified.



4.4.2. Test Case 2

Input Parameters

Structure	Field	Value
IsHead	Category	BA-BIRUN[6]
IsHead	StartDate	
IsHead	DesiredDueDate	
IsHead	Title	Test SOAP IF_INBOUND 2

[6] The parameter “IvOldComponentUsed” is set. That indicates that “BA-BIRUN” is a CSS Component, not an ITdirect Category.

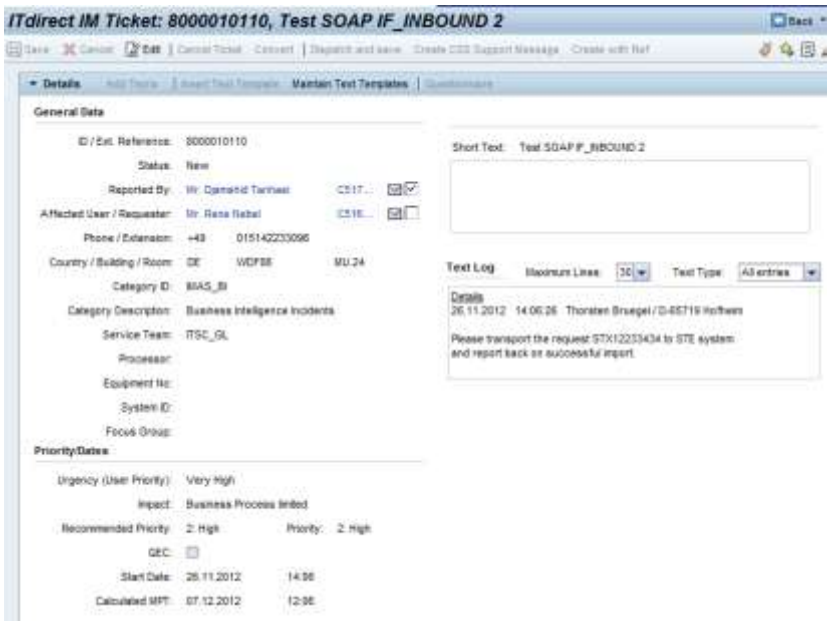
IsHead	UserPriority	01
IsHead	Impact	02
IsHead	Priority	3
IsHead	AlertId	
IsHead	Requester	C5169224[7]
IsHead	Reporter	C5173315[8]
IsHead	SismId	00201212140000535369
IsHead	Equipment	
IsHead	SystemId	
ItText[1]	TdFormat	*
ItText[1]	TdLine	Please transport the request STX12233434 to STE system
ItText[2]	TdFormat	*
ItText[2]	TdLine	and report back on successful import.
-	IvOldComponentUsed	X
-	IvWaitForResponse	X

Expected Output Parameters

Structure	Field	Value
-	EvHeaderGuid	0050569B03091ED2A0A13301174F4BFD
-	EvObjectId	8XXXXXXXXX (10 Digit Number starting with 8)
RETURN[]		(Empty table)

[7] The User ID must exist within the target system
[8] The User ID must exist within the target system

Created Ticket



4.5. HTTP response headers

The server returns an HTTP response on most HTTP requests. The request consists of the HTTP header and the response body respectively the SOAP envelope. The HTTP header – if sent – contains the HTTP Status-Code, which indicates whether the call was successful. The HTTP status code only indicates whether the call could be forwarded to the processing function module. So the SOAP envelope itself could also contain errors that occurred during the processing of the request.

A complete list of HTTP status codes can be found here:
http://www.w3.org/Protocols/rfc2616/rfc2616-sec10.html

The following status codes are the most likely to be returned:

4.5.1. HTTP 200 OK

The call could be successfully forwarded to the RFC (Remote Function Module). The HTTP-response header could look like this:

```
HTTP/1.1 200 OK
content-type: text/xml; charset=utf-8
content-length: 322
accept: text/xml
sap-srt_id: 20121123/091624/v1.00_final_6.40/0050569B03091EE28DA8C1D0C97EF52B
sap-srt_server_info: STX_001,4942 ,urn:sap-com:document:sap:soap:functions:mc-
style,ZITSM_IT_TICKET_IF_INBOUND,ZitsmItTicketIfInbound,4842
server: SAP NetWeaver Application Server / ABAP 702
```

The SOAP envelope of the response could look like:

```
<soap-env:Envelope xmlns:soap-env="http://schemas.xmlsoap.org/soap/envelope/">
	<soap-env:Header />
	<soap-env:Body>
		<n0:ZitsmItTicketIfInboundResponse
			xmlns:n0="urn:sap-com:document:sap:soap:functions:mc-style">
	<EvHeaderGuid>0050569B03091ED2A0A13301174F4BFD</EvHeaderGuid>
	<EvObjectId>8000010107</EvObjectId>
	<Return />
		</n0:ZitsmItTicketIfInboundResponse>
	</soap-env:Body>
</soap-env:Envelope>
```

4.5.2. HTTP 401 Unauthorized

This status is returned, if no authorization credentials were sent within the HTTP request.

Example:

```
HTTP/1.1 401 Unauthorized
```

```
content-type: text/html; charset=utf-8
content-length: 2136
sap-system: STX
www-authenticate: Basic realm="SAP NetWeaver Application Server [STX/001]"
server: SAP NetWeaver Application Server / ABAP 702
```

4.5.3. HTTP 500 Internal Server Error (Error in XML)

A HTTP 500 status indicates problems that occurred within the subsequent processing of the call. As stated in the SOAP response, more details on the error description can be found within the Web Service Error Log, by calling the transaction SRT_UTIL in SAP GUI. Possible error causes are: Invalid XML in the SOAP call.

The following HTTP header has been returned on sending an invalid XML document:

```
HTTP/1.1 500 Internal Server Error
content-type: text/xml; charset=utf-8
content-length: 385
accept: text/xml
sap-srt_id: 20121123/092841/v1.00_final_6.40/0050569B03091EE28DA8F91759E3F52B
server: SAP NetWeaver Application Server / ABAP 702
```

The HTTP body containing the following SOAP envelope:

```
<soap-env:Envelope xmlns:soap-env="http://schemas.xmlsoap.org/soap/envelope/">
    <soap-env:Header />
    <soap-env:Body>
        <soap-env:Fault>
            <faultcode>soap-env:Server</faultcode>
            <faultstring xml:lang="en">Processing Error. More details in
            WS Error Log (transaction SRT_UTIL) by selection with UTC
            timestamp 20121123082841</faultstring>
            <detail />
        </soap-env:Fault>
    </soap-env:Body>
```

```
</soap-env:Envelope>
```

4.5.4. HTTP 500 Internal Server Error (Short dump in RFC)

A HTTP 500 error is also returned, if a short dump occurs within the function module serving the SOAP call.

The following HTTP header has been returned when forcing a short dump within the FM:

```
HTTP/1.1 500 Internal Server Error
content-type: text/xml; charset=utf-8
content-length: 444
connection: close
```

The HTTP body contained the following SOAP envelope:

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
	<soap:Body>
		<soap:Fault>
			<faultcode>soap:Server</faultcode>
			<faultstring xml:lang="en">RABAX occurred on server side</faultstring>
			<detail>
				<sap:Rabax xmlns:sap=
				"http://www.sap.com/webas/710/soap/runtime/abap/fault/generic">
				<SYDATUM>20121123</SYDATUM>
				<SYUZEIT>095540</SYUZEIT>
				<ERRORCODE>MESSAGE_TYPE_X</ERRORCODE>
			</sap:Rabax>
			</detail>
		</soap:Fault>
	</soap:Body>
</soap:Envelope>
```

4.5.5. No HTTP response (response is empty)

In case credentials were provided, but invalid or not sent preemptive, no HTTP 401 Unauthorized response will be returned as expected, but a complete empty response.

4.6. SOAP Frameworks and implementation examples

4.6.1. .NET4 - Store Interface “CreateSupportTicket”

The CreateSupportTicket interface is a .NET Library to access the Inbound Interface SOAP Service. The interface is written in C#. Microsoft .NET 4.0 has to be installed in order to use the Library. The Interface allows creating tickets synchronously on the Solution Manager (STORE) for the following IT-Service Management Processes

- Incident
- Service Request
- Change Request
- Problem

The Library is currently under development. Instructions on how to obtain the library and documentation will be included in this document when available.