



STORE Development

Interfaces

Inbound Interface

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		Losert	
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1. Business Scenario

User should be able to create tickets from external systems without the necessity to login into the Solution Manager. With the click on a “Report a Bug” button or link he should navigate directly to the self-service desk where he can enter the necessary data. Some data should be filled automatically like description and category. The navigation to the self service application should be realized as an URL. Therefore an interface must be implemented to provide this functionality. The interface should be accessible as a RFC function module and as a web service.

2. Interface signature

The following parameters are function module parameters, no URL parameters!

Data	Details/ Examples	Constraints	Mandatory /Optional
Input Data			
CATEGORY	IM_AS	Either a category or component value must be provided.	Optional* ¹
COMPONENT	Application area	Either a category or component value must be provided. Legacy component can be mapped to new category (if maintained).	Optional
DESCRIPTION	Short description	Max. 40 Characters.	Mandatory
PROCESS_TYPE	ZINE	Use only available process types. Value is not checked for existence.	Optional
UI_PROFILE	ZITSERVREQU'	Use only existing business role. Value is not checked for existence. Default Value is ZITSERVREQU	Optional
OBJECT_TYPE	AIC_OB_INCIDENT	Use only existing object types. Value is not checked for existence. Default Value is AIC_OB_INCIDENT	Optional
UI_ACTIONS	D	Key for create action must be provided. Default Value is 'D'	Optional

¹ Optional means optional in Interface not in URL. For URL Parameter specification please refer to Chapter “5. Manual creation of the URL”!

I_URL	https://portal.wdf.sap.corp/irj/portal?NavigationTarget=ROLES%3A/portal_content/...	The URL of the calling page e.g. URL sent by the report a bug link in the portal.	Optional
I_URL_NAME	Portal Link	Description of the URL in parameter I_URL	(Optional)/mandatory if I_URL is supplied
Output Data			
URL	https://stxdci[...]	Direct link URL	

3. Technical Specification of RFC-Module

3.1. Function Module

Z_ITSM_URL_ORDER

3.2. Importing Parameters

CATEGORY	TYPE CRMT_BSP_ERMS_CAT_CA_ID OPTIONAL ERMS - Category ID
COMPONENT	TYPE ZITSM_BCSTHEM OPTIONAL Service system: application area
DESCRIPTION	TYPE CRMT_PROCESS_DESCRIPTION OPTIONAL Transaction Description
PROCESS_TYPE	TYPE CRMT_PROCESS_TYPE OPTIONAL Business Transaction Type
UI_PROFILE	TYPE CRMT_UI_PROFILE DEFAULT 'ZITSERVREQU' Business Role
OBJECT_TYPE	TYPE CRM_OBJECT_TYPE DEFAULT ,AIC_OB_INCIDENT' Object Type ID
UI_ACTIONS	TYPE CRMT_UI_ACTIONS DEFAULT 'D' UI_ACTION

[Type text]

I_URL	TYPE	STRING
I_URL_NAME	TYPE	SKWF_URLP

3.3. Exporting Parameters

URL	TYPE	STRING
-----	------	--------








3.4. Structures

- NONE -

3.5. Expected values

3.5.1. Category:

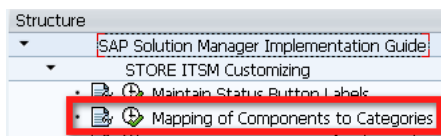
Category values are maintained via categorization schemas in the master data:

Category Hierarchy					
<div>  New       More </div>					
ID	Name	Type	S...	Selectable	
▼ ZITSM_INC_CS	ITSM Incident CS	Schema	A...		
▼ IM_AS	Application Ser...	Category			
▼ IM_AS_BI	Business Intelli...	Category			
IM_AS_BI_CO	Controlling	Category			
▶ IM_AS_BI_FI	Finance	Category			
IM_AS_BI_SALE	Sales	Category			
▶ IM_AS_CO	Controlling Inci...	Category			

3.5.2. Component:

Allowed component values are maintained in “Mapping of Components to Categories” in the SAP Image. This values must be maintained by the customer first.

[Type text]

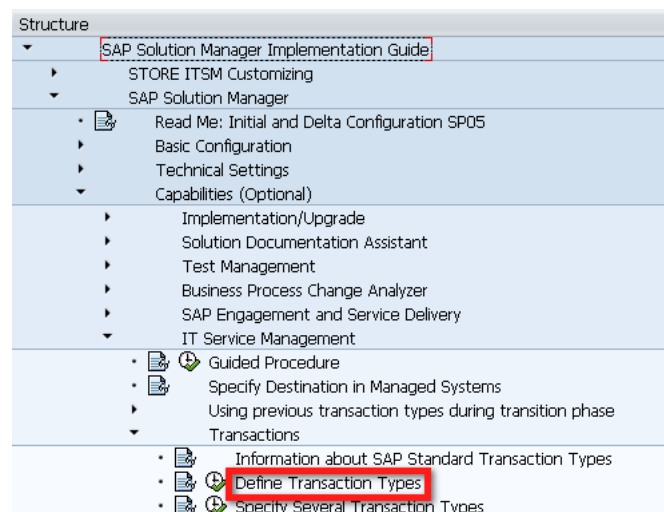


3.5.3. Description:

Description can be any text up to 40 character length and should give a brief description of the ticket.

3.5.4. Process Type:

The Process Type defines the transaction type. It can be maintained in the SAP Image.
The path in the SAP image structure is:
SAP Solution Manager Implementation Guide
→ SAP Solution Manager → Capabilities
(Optional) → IT Service Management →
Transactions → Define Transaction Types.



Possible Values can be:

Value	Description
ZINC	Category incident
ZINE	Category SAP Employee self service
ZINI	Category Global IT Service Desk ticket
ZSER	Category service request
ZCHA	Category change request

[Type text]

Note that the values ZINI, ZINC, ZSER, ZCHA are only possible in combination with UI_PROFILE ZSOLMANPRO.

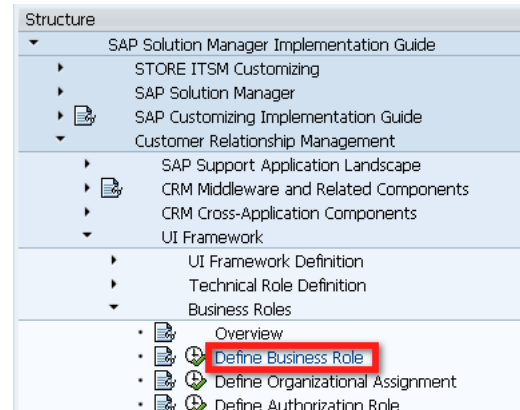
Recommended value dependent on UI_PROFILE:

ZITSERVREQU:

Value	Description
ZINE	Category SAP Employee self service

ZSOLMANPRO:

Value	Description
ZINI	Category Global IT Service Desk ticket



3.5.5. UI_PROFILE

The user interface profile describes the business role which is used to display the screen for ticket creation. The input screen mask does depend on the user interface profile provided. User interface profiles are maintained in SAP image. The path is:

SAP Solution Manager Implementation Guide → SAP Customizing Implementation Guide → Customer Relationship Management → UI Framework → Business Roles → Define Business Role.

Possible values:

Value	Description
ZITSERVREQU	Profile for user SAP employee; Accessible for all user
ZSOLMANPRO	Profile for Global IT Employees; Only

[Type text]

	Global IT Users are allowed to access the role. Special authorization role is needed.
--	---

3.5.6. UI Action

Value	Description
A	Search
B	Display
C	Edit
D	Create
F	Execute
H	Simple Search

4. 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 also Borvitz, Roman roman.borvitz@sap.com about your request and provide the following information:

[Type text]

- 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 ensure that the length of the username is max. 10 characters.

Needed authorization role for RFC-User:

0000_SM_INBOUND_URL Role for ITSM Inbound URL for external Ticket creation.

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**

[Type text]

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]**

5. Manual creation of the URL

5.1. Ticket Creation

It is also possible to create the link manually using the following method:

Replace the <<Parameter>> sections by the values displayed above in the parameter descriptions.

Note that the mapping of the old components to the Solution Manager Category has to be done manually as well. There is no way to pass CSS components directly.

The encoding of the text has to be UTF-8 and additionally URL Encoded.

URL Web Dispatcher/Application Server:

Value	Description
https://itdirect.wdf.sap.corp	Productive System STP
https://stq.wdf.sap.corp	QA System STQ
https://ste.wdf.sap.corp	Development System STE
https://stxdci.wdf.sap.corp/	Project Development System STX

[Type text]

https://stvdci.wdf.sap.corp/ Project Test System STV

<<URL Web Dispatcher>>/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=001&sap-sessioncmd=open&saprole=<< UI_PROFILE >>&crm-object-type=<<OBJECT_TYPE>> &crm-object-action=<<UI_ACTION>>&PROCESS_TYPE=<<PROCESS_TYPE>>&CAT_ID=<<CATEGORY>>&DESCRIPTION=<<DESCRIPTION>>&I_URL=<<I_URL>>&I_URL_NAME=<<I_URL_NAME>>

https://stxdci.wdf.sap.corp:443/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=001&sap-sessioncmd=open&saprole=ZITSERVREQU&crm-object-type=AIC_OB_INCIDENT&crm-object-action=D&PROCESS_TYPE=ZINE&CAT_ID=IMAS&DESCRIPTION=Problem%20with%20Portal%20Page&I_URL=HTTPS%3a%2f%2fPORTAL.WDF.SAP.CORP%2fIRJ%2fPORTAL%3fNAVIGATIONTARGET%3dROLES%253A%2f%2fPORTAL_CONTENT%2fCP%2fROLES%2fEU_ROLE%2fHOME%2fOVERVIEW_2%2fOVERVIEW%26REGION%3d0000%26LANGUAGE%3d00&I_URL_NAME=Portal%20Page%20Link

The following Parameters do exist:

Parameter	Example Value	Mandatory
sap-sessioncmd	Open	X
saprole	ZITSERVREQU	X
crm-object-type	AIC_OB_INCIDENT	X
crm-object-action	D	X
PROCESS_TYPE	ZINE	X
CAT_ID	IMAS	
DESCRIPTION	Some description	
I_URL	http://www.google.de (must be UTF8 encoded)	
I_URL_NAME	Title of URL	

[Type text]

5.2. Open Ticket

To jump into an existing ticket create the link as follows:

Replace the <<Parameter>> sections by the values displayed above in the parameter descriptions.

URL Web Dispatcher/Application Server:

Value	Description
https://itdirect.wdf.sap.corp	Productive System STP
https://stq.wdf.sap.corp	QA System STQ
https://ste.wdf.sap.corp	Development System STE
https://stxdci.wdf.sap.corp/	Project Development System STX
https://stvdci.wdf.sap.corp/	Project Test System STV

<<URL Web Dispatcher>>/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=001&sap-sessioncmd=open&saprole=<< UI_PROFILE >>&crm-object-type=<<OBJECT_TYPE>> & crm-object-action=<<UI_ACTION B or C>>&crm-object-keyname=OBJECT_ID&crm-object-value=<<OBJECT_GUID>>

Example for system STX:

https://stxdci.wdf.sap.corp:443/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=001&sap-sessioncmd=open&saprole=ZITSERVREQU&crm-object-type=AIC_OB_INCIDENT&crm-object-action=B&crm-object-keyname=OBJECT_ID&crm-object-value=0050569B03091ED1AD9620D8ABBE327A

[Type text]

6. SOAP Interface

6.1. Service Provider Z_ITSM_URL_ORDER

Endpoint Type: Function Module

Referenced Object: Z_ITSM_URL_ORDER

Package: ZITSM_UI

6.1.1. WSDL Document Path STX System

URL Design-time WSDL document:

https://stxdci.wdf.sap.corp/sap/bc/srt/wSDL/sdef_Z_ITSM_URL_ORDER/wSDL11/ws_policy/document?sap-client=001

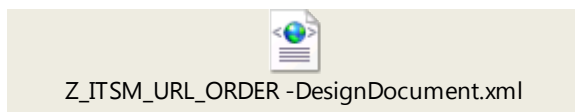


Figure 1: Design Time WSDL Document

URL WSDL for Binding ZITSM_URL_ORDER::GET_URL:

http://stxdci.wdf.sap.corp:1080/sap/bc/srt/wSDL/srvc_0050569B03091ED1B384163F1B9A127A/wSDL11/allinone/ws_policy/document?sap-client=001

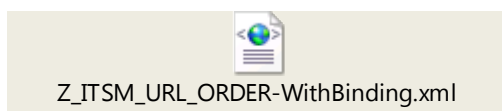


Figure 2: WSDL Document with Binding ZITSM_URL_ORDER::GET_URL

SOAP endpoint URL:

https://stxdci.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url

6.1.2. Request Header

Media Type must be set to "text/xml"

Charset should be "utf-8"

[Type text]

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

Transport-Type: HTTPS (SSL)

6.1.3. Request Envelope

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:urn="urn:sap-com:document:sap:soap:functions:mc-style">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:ZItsmUrlOrder>
      <Category>IM_AS</Category>
      <Description>Ein weiteres Testticket</Description>
      <ProcessType>ZINE</ProcessType>
    </urn:ZItsmUrlOrder>
  </soapenv:Body>
</soapenv:Envelope>
```

6.1.4. 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.

6.1.5. RESPONSE-Envelope

```
<soap-env:Envelope xmlns:soap-env="http://schemas.xmlsoap.org/soap/envelope/">
  <soap-env:Header/>
  <soap-env:Body>
    <n0:ZItsmUrlOrderResponse xmlns:n0="urn:sap-com:document:sap:soap:functions:mc-style">
      <Url>
        <![CDATA[
          https://stxdci.wdf.sap.corp:443/sap/bc/bsp/sap/crm\_ui\_start/default.htm?sap-client=001&sap-sessioncmd=open&saprole=ZITSERVREQ&crm-object-type=AIC\_OB\_INCIDENT&crm-object-action=D&PROCESS\_TYPE=ZINE&CAT\_ID=IM\_AS&DESCRIPTION=Ein%20weiteres%20Testticket
        ]]>
      </Url>
    </n0:ZItsmUrlOrderResponse>
  </soap-env:Body>
</soap-env:Envelope>
```

6.1.6. SoapUI Test Suite

Example test request in SoapUI test suite

[Type text]

GET_URL

Overview Service Endpoints WSDL Content WS-I Compliance

WSDL Definition

WSDL URL: http://stbdc1.wdf.sap.corp:1080/sap/bc/srt/wdf/svc_0050569803891ED1B384163F189A127A/wid11/allinone/ws_policy/document?sap-client=001

Namespace: urn:sap-com:document:sap:soap:functions:mc-style

Binding: GET_URL

SOAP Version: SOAP 1.1

Style: Document

W3-A version: NONE

Definition Parts

document?sap-client=001: http://stbdc1.wdf.sap.corp:1080/sap/bc/srt/wdf/svc_0050569803891ED1B384163F189A127A/wid11/allinone/ws_policy/document?sap-client=001

Operations

Name	Use	One-Way	Action
ZitsmUrlOrder	Literal	false	

GET_URL

Overview Service Endpoints WSDL Content WS-I Compliance

Endpoint

https://stbdc1.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url

Username... Password... Domain... WSS-T... WSS-T... Outgoi... IncomL... Mode... COMPL...

Request 1

https://stbdc1.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url

Raw XML

```

<?xml version='1.0' encoding='UTF-8'>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:ZitsmUrlOrder>
      <Category>IM_AS</Category>
      <Description>Ein weiteres Testticket</Description>
      <ProcessType>ZIME</ProcessType>
    </urn:ZitsmUrlOrder>
  </soapenv:Body>
</soapenv:Envelope>
  
```

Raw XML

```

<?xml version='1.0' encoding='UTF-8'>
<soap-env:Envelope xmlns:soap-env="http://schemas.xmlsoap.org/soap/">
  <soap-env:Header/>
  <soap-env:Body>
    <n0:ZitsmUrlOrderResponse xmlns:n0="urn:sap-com:document:sap:">
      <Url><![CDATA[https://stbdc1.wdf.sap.corp:443/sap/bc/bsp/s...]]></Url>
    </n0:ZitsmUrlOrderResponse>
  </soap-env:Body>
</soap-env:Envelope>
  
```

Headers (7) Attachments (0) SSL Info WSS (0) WS-M (0)

1:1

6.2. WSDL and Endpoint URLs

This chapter contains all URLs types for all involved systems. Please note, that the End point URL will differ from the URL provided within the WSDL document of the end point. The end point url within the WSDL document should not be used!

System	Description	URL
STX	Design Time WSDL	https://stxdci.wdf.sap.corp/sap/bc/srt/wsd/sdef_Z_ITSM_URL_ORDER/wsd11/ws_policy/document?sap-client=001
STX	WSDL for end point	http://stxdci.wdf.sap.corp:1080/sap/bc/srt/wsd/srvc_0050569B03091ED1B384163F1B9A127A/wsd11/allinone/ws_policy/document?sap-client=001
STX	End point URL	https://stxdci.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url
STV	Design Time WSDL	https://stvdci.wdf.sap.corp/sap/bc/srt/wsd/sdef_Z_ITSM_URL_ORDER/wsd11/ws_policy/document?sap-client=001
STV	WSDL for end point	(Look up with transaction SOAMANAGER in STV)
STV	End point URL	https://stvdci.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url
STE	Design Time WSDL	https://ste.wdf.sap.corp/sap/bc/srt/wsd/sdef_Z_ITSM_URL_ORDER/wsd11/ws_policy/document?sap-client=001
STE	WSDL for end point	https://ste.wdf.sap.corp/sap/bc/srt/wsd/srvc_001999C57AF21EE28CC5A6BCC9420B72/wsd11/allinone/ws_policy/document?sap-client=001
STE	End point URL	https://ste.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url
STQ	Design Time WSDL	https://stq.wdf.sap.corp/sap/bc/srt/wsd/sdef_Z_ITSM_URL_ORDER/wsd11/ws_policy/document?sap-client=001
STQ	WSDL for end point	https://stq.wdf.sap.corp/sap/bc/srt/wsd/srvc_001999C57AA01EE28C9A81AAF024C9E3/wsd11/allinone/ws_policy/document?sap-client=001

[Type text]

STQ	End point URL	https://stq.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url
STP	Design Time WSDL	https://itdirect.wdf.sap.corp/sap/bc/srt/wsdl/sdef_Z_ITSM_URL_ORDER/wsdl11/ws_policy/document?sap-client=001
STP	WSDL for end point	https://itdirect.wdf.sap.corp/sap/bc/srt/wsdl/srvc_001999C580741ED29D8C49DA62DA96FF/wsdl11/allinone/ws_policy/document?sap-client=001
STP	End point URL	https://itdirect.wdf.sap.corp/sap/bc/srt/rfc/sap/z_itsm_url_order/001/zitsm_url_order/get_url

6.3. General usage information

The result of the SOAP or RFC Call should be cached client-side to prevent producing too much load on the system hosting the service. Do not update the value more often than once a day.

6.4. 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:

[Type text]

SOA Management (STX;001)

Service Administration Technical Administration Logs and Traces Management Connections

Web Service Configuration
Configure Service Definitions, Consumer Proxies and Service Groups

[Simplified Web Service Configuration](#)
Configure Service Definitions for Web Service Consumers with limited capabilities

[Business Scenario Configuration](#)
Configure multiple Service Definitions and Service Groups supporting Change Management

[Logon Data Management](#)
Maintain logon data used by Business Scenario Configuration

[Pending Tasks](#)
Process Pending Tasks generated by Business Scenario Configuration

[Logical Receiver Determination](#)
Maintain rules for finding Business Applications at runtime based on the business context

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

Web Service Configuration (STX;001)


Search Design Time object for Web Service Configuration

Search Browse

Search By Service Definition, Consumer Proxy or ServiceGroup

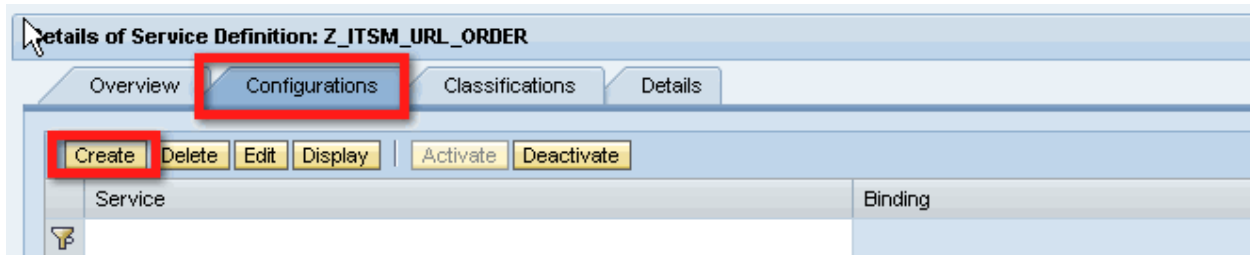
Search by: Search Pattern: [Show Advanced Search](#)

Search Results

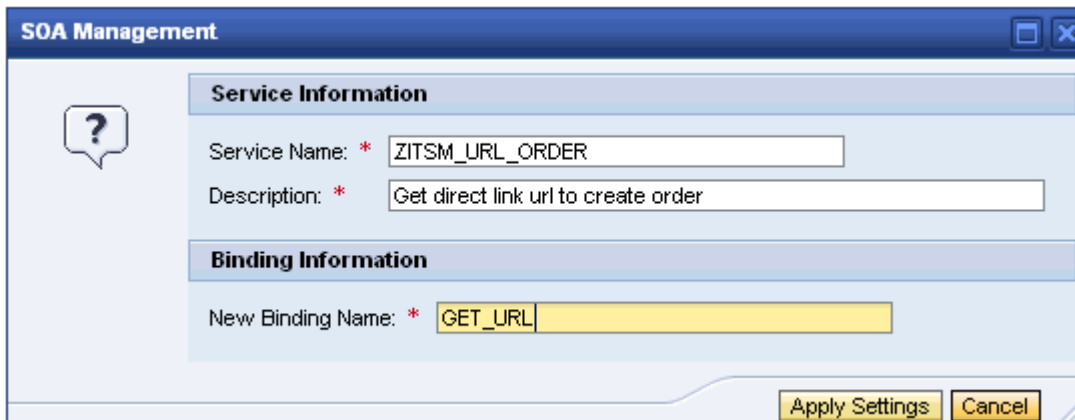
Internal Name	External Namespace
▪  Z_ITSM_URL_ORDER	urn:sap-com:document:sap:soap:functions:mc-style

Search for Service Definition “z_itsm_url_order”, Mark the result-line and click on “Apply Selection”

[Type text]



Switch to tab "Configurations" and click on "Create".



The screenshot shows the 'SOA Management' dialog box. It contains two sections: 'Service Information' and 'Binding Information'. In the 'Service Information' section, the 'Service Name' field is filled with 'ZITSM_URL_ORDER' and the 'Description' field is filled with 'Get direct link url to create order'. In the 'Binding Information' section, the 'New Binding Name' field is filled with 'GET_URL'. The 'Apply Settings' and 'Cancel' buttons are at the bottom right.

Enter Service Name, Description and New Binding Name. Click on "Apply Settings".

[Type text]

Configuration of Web Service 'ZITSM_URL_ORDER': Binding 'GET_URL'

Display Save Cancel

Provider Security Transport Settings Message Attachments Operation specific Administrative Information

Transport Guarantee

Communication Security

☒ SSL (HTTPS, Transport Channel Security)

☐ Symmetric Message Signature / Encryption

☐ Asymmetric Message Signature / Encryption

☐ Secure Conversation

☐ Ext. Signature and Header Protection

Authentication Settings

Authentication Method

☐ No Authentication

Transport Channel Authentication

☒ User ID/Password

☐ X.509 SSL Client Certificate

☐ Single Sign On using SAP Assertion Ticket

Message Authentication

☐ User ID/Password

☐ X.509 Certificate

☐ Single Sign On using SAML

Collected Authentication Methods

Authentication Method
sapsp:HTTPBasic

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

6.5. 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>

[Type text]



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For more detailed Information on HTTP response headers please read chapter 4.5 HTTP response headers in document “STORE Inbound Interface Specification V1.11”.