

Partner Test Management - Adapter Setup & Configurations

Applies to:

SAP Solution Manager 7.2 – Test Suite – Partner Test Management – Adapter

Summary

To Integrate the SAP Solution Manager & HP ALM (formerly HP QC), we need to perform setup activities. This document would explain you the required configurations for SAP Solution Manager as well as in the Partner.

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Author Bio



Detail-oriented Senior Development Expert with over 9 years' of experience in SAP HANA, SAPUI5, Fiori, ABAP (including the new features of 740/ 750), ABAP on HANA, ABAP Objects, ABAP – Webdynpro, Gateway Services, FPM, HR-ABAP, Interfacing, ABAP XML Processing (XSLT, Simple Transformations, ODATA and JSON), Solution Manager 7.1/ 7.2 and upgrade. Skilled in both the "object" and the "classical" sides of ABAP stream, focusing on technical arena involved dynamic programming, design, optimization, and performance tuning.

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1. Overview

The Partner Test Management (PTM) – Adapter would enable the customer to integrate the Solution Manager and Partner Test Management Tools such as HP ALM (formerly HP QC). Beforehand using the functionalities of an adapter, the set of manual and automatic activities needs to be performed in SOLMAN_SETUP transaction.

The configuration of the PTM can be accessed in the below path,

SOLMAN_SETUP >> Test Suite >> SAP Quality Center/ SAP TAO >> Partner Test Management.

2. Prerequisites

To use an adapter the following activities needs to be performed,

- Install the Software Component ST-QCA
- Activate the Business Function SM_QC_AD in the transaction SFW5

Once you are done with the aforementioned mandatory activities, the below step would be in green state,

Technical System: FBT-ABAP-200 User Name: MARIANTONY

Create Incident | Help

You do not have all required authorizations and may encounter issues - [Display Help](#)

Not all migration tasks are completed yet - [Display Help](#)

1 Overview 2 Create Technical Users 3 Setup of SAML Authentication 4 Prepare System 5 Define Partner Connections 6 Setup Service Desk Relevant Configur... 7 Integrate BPCA

Edit < Previous Next > Save Reset

Help

Mandatory Configurations

Status	Action	Type	Documentation
■	Add-On Installation "ST-QCA"	Mandatory	Display
■	Business Function Activation	Mandatory	Display

3. Create Technical Users

In this activity, the following technical users has to be created & the roles has to be assigned,

- SAML configuration user (SM_HPCOM)
- Access the WSDL (TMT_ALIAS)

To create the user, click on the button "Create/ update all users" & click on "Execute" to assign the roles.

1 Overview 2 Create Technical Users 3 Setup of SAML Authentication 4 Prepare System 5 Define Partner Connections 6 Setup Service Desk Relevant Configur... 7 Integrate BPCA

Read-Only < Previous Next > Save Reset

Help

Users

Create/Update all Users Advanced Mode Refresh

Status	Update Nee...	User Name	Use Case ID	User Type	System	Last Refreshed On	Document
Yellow Triangle	<input checked="" type="checkbox"/>	SM_HPCOM	SM_HPCOM	System	FBT-200	18.09.2016 04:22:21	Displa
Green Circle	<input type="checkbox"/>	TMT_ALIAS	TMT_ALIAS	System	FBT-200	18.09.2016 04:22:21	Displa

SM_HPCOM Technical User (in SAP Solution Manager System)

User SM_HPCOM: roles need to be updated

Action: Update User Roles

☐ Accept Manually Created User Without Checking Role Assignments

User: SM_HPCOM Display User

Password:

Repeat Password:

Required Roles

Manual Role Adjustment

Automatic Action	Target Role	Role S...	...	Start Transa...	Role Des...	Delivered SAP Source Role
Create new target from source	SP3_SUPPDESK_ADMIN	ABAP	<input type="checkbox"/>	Display	Display	SAP_SUPPDESK_ADMIN
Do nothing	SP3_SUPPDESK_INTERFACE	ABAP	<input type="checkbox"/>	Display	Display	SAP_SUPPDESK_INTERFACE
Do nothing	SP3_TMT_INTERFACE	ABAP	<input type="checkbox"/>	Display	Display	SAP_TMT_INTERFACE

Execute

4. SAML Configurations

The authentication has to be enabled with SAML protocol in Solution Manager as well as in the HP QC. Please refer the below blog for End to End SAML setup

<http://scn.sap.com/docs/DOC-75247>

1 Overview 2 Create Technical Users 3 Setup of SAML Authentication 3.1 Export SAP Solution Manager Certificates 3.2 Enable SAML in Partner System 3.3 Enable SAML in SAP Solution Manager 4 Prepare System

Read-Only < Previous Next > Save Reset

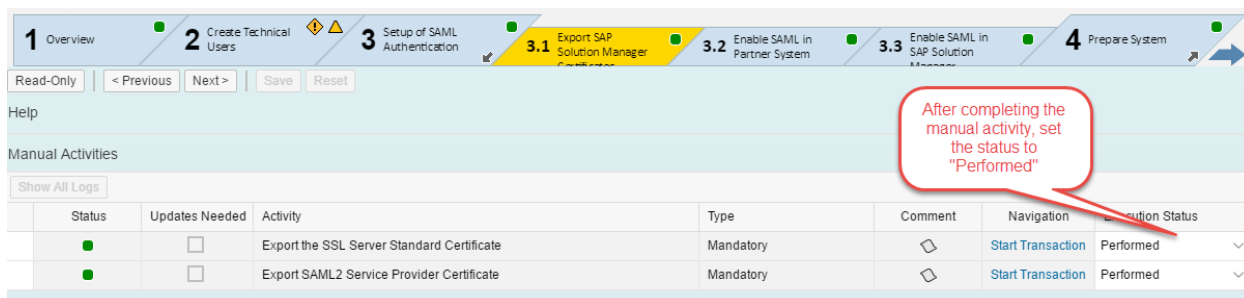
Help

Steps

Status	Update Needed	Description	Type	Last Changed On	Last Changed by
Green Circle	<input type="checkbox"/>	Export SAP Solution Manager Certificates	Mandatory	25.05.2016 07:51:11	PTM_CONF_SP3
Green Circle	<input type="checkbox"/>	Enable SAML in Partner System	Mandatory	22.08.2016 12:26:05	MARIANTONY
Green Circle	<input type="checkbox"/>	Enable SAML in SAP Solution Manager	Mandatory	22.08.2016 12:33:18	MARIANTONY

Details of Step: All

As this step has manual activities, once you are done with the SAML configurations make each steps "Performed".



5. Prepare System

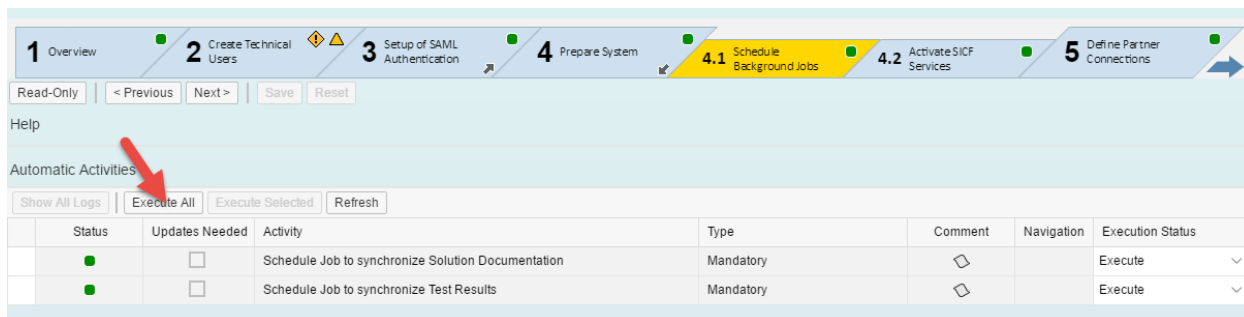
In this step, you need to schedule the background jobs & activate the services

5.1. Schedule the background jobs and activate the WSDL

In this automatic activity, you need to perform the following,

Schedule the background Jobs for following operations in the step 4.1 (Schedule background jobs),

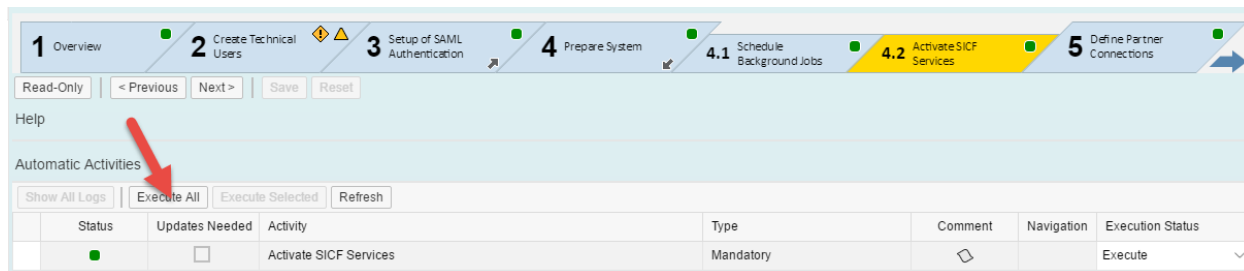
- Solution Documentation Sync
- Test Results Sync



5.2. Activate the SICF services

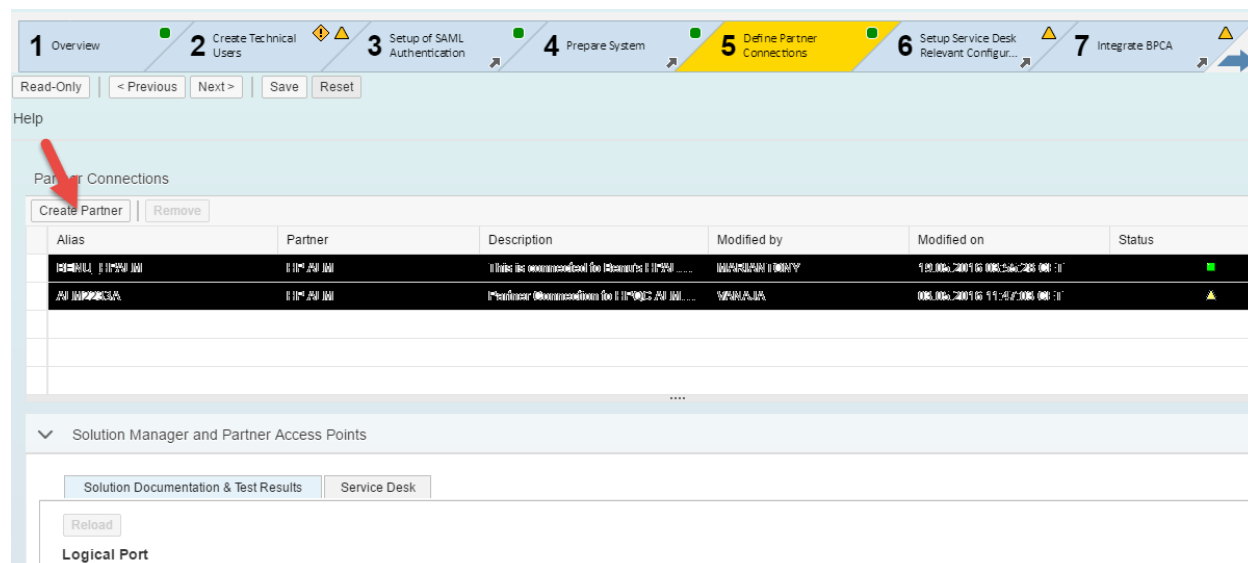
This automatic activity is to access the following in the step 4.2 (Activate SICF Services)

- WSDL
- Solution Manager Documents



6. Create Partner Connections

In the step – 5 (Define Partner Connection) you need to create the connections the HP ALM system. In case you need to integrate the Solution Manager system to multiple HP ALM systems, create multiple partners.



Click on the button “Create Partner”

Fill the details & click on “Create Connection”. The connection will be created.

After creating the connection, lead select the connection in order to create the logical ports and service binding.

6.1. Solution Documentation & Test Results

6.1.1. CO_EXTTOOL_SM_BLUEPRINT_API

The creation of the logical port serves the following purposes

- Retrieves the HP domain, Project and User Defined Attributes
- Enables to associate the Solution Documentation branch and HP Project
- Push the Solution Documentation from the SAP Solution Manager System to HP projects
- Merge the Solution Documentation
- To perform the Content Activation
- Map the SAP Attribute to HPE User Defines Attributes

Step 1: Click on the link “launch logical port”. This launches the popup that lets you to create the logical port.

The screenshot displays the SAP Solution Manager interface. At the top, the 'Partner Connections' table is visible, showing columns for Alias, Partner, Description, Modified by, Modified on, and Status. Below this, the 'Solution Manager and Partner Access Points' section is expanded, showing tabs for 'Solution Documentation & Test Results' and 'Service Desk'. The 'Solution Documentation & Test Results' tab is active, showing a 'Logical Port' configuration area. A red arrow points to the 'launch Logical Port' link, which is located next to the 'Consumer Proxy' field set to 'CO_EXTTOOL_SM_BLUEPRINT_API'.

Alias	Partner	Description	Modified by	Modified on	Status
CO_EXTTOOL_SM_BLUEPRINT_API	CO_EXTTOOL_SM_BLUEPRINT_API	Link to external tool for Reports (HP) ...	WAPALAN	19.06.2016 08:54:28 AM -1	■
CO_EXTTOOL_SM_BLUEPRINT_API	CO_EXTTOOL_SM_BLUEPRINT_API	Provider (external tool for Reports (HP) ...	WAPALAN	08.06.2016 11:47:08 AM -1	▲

▼ Solution Manager and Partner Access Points

Solution Documentation & Test Results | Service Desk

Reload

Logical Port

Consumer Proxy: CO_EXTTOOL_SM_BLUEPRINT_API

*Solution Documentation: [dropdown] [launch Logical Port](#)

Authentication Method:

Logical Port URL:

Service Definition

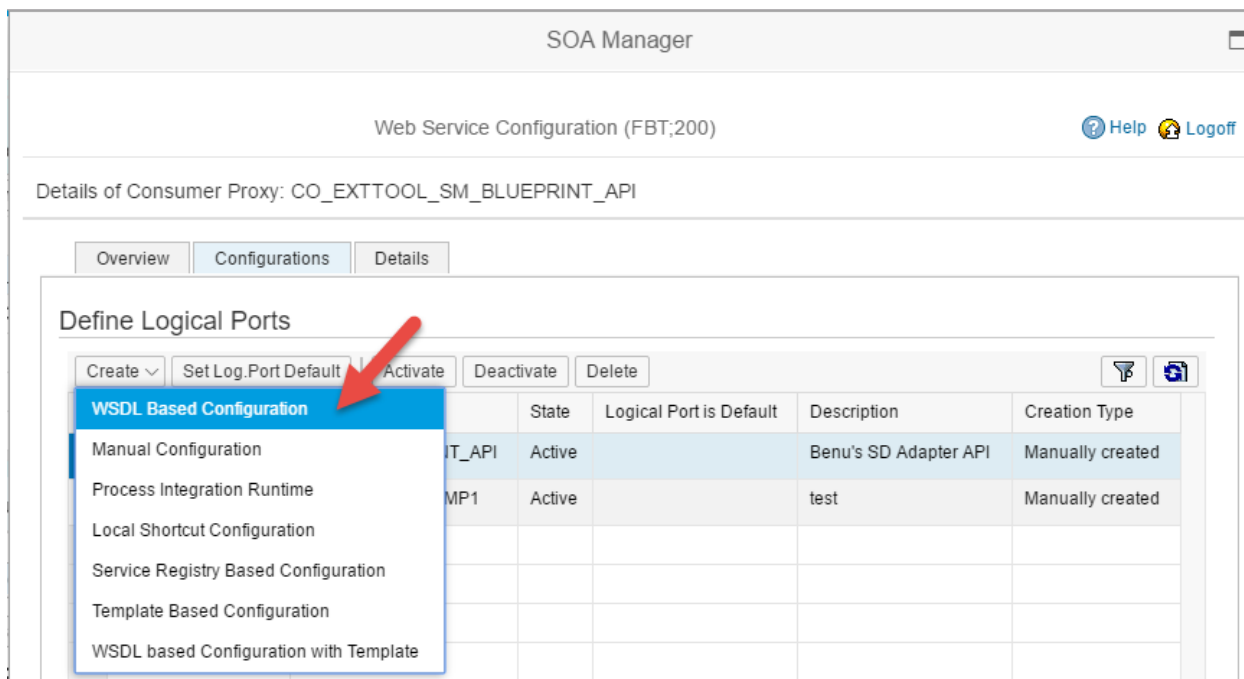
Service Definition: SM_BP_TESTRESULT_API

*Test Result: [dropdown] [launch Binding](#)

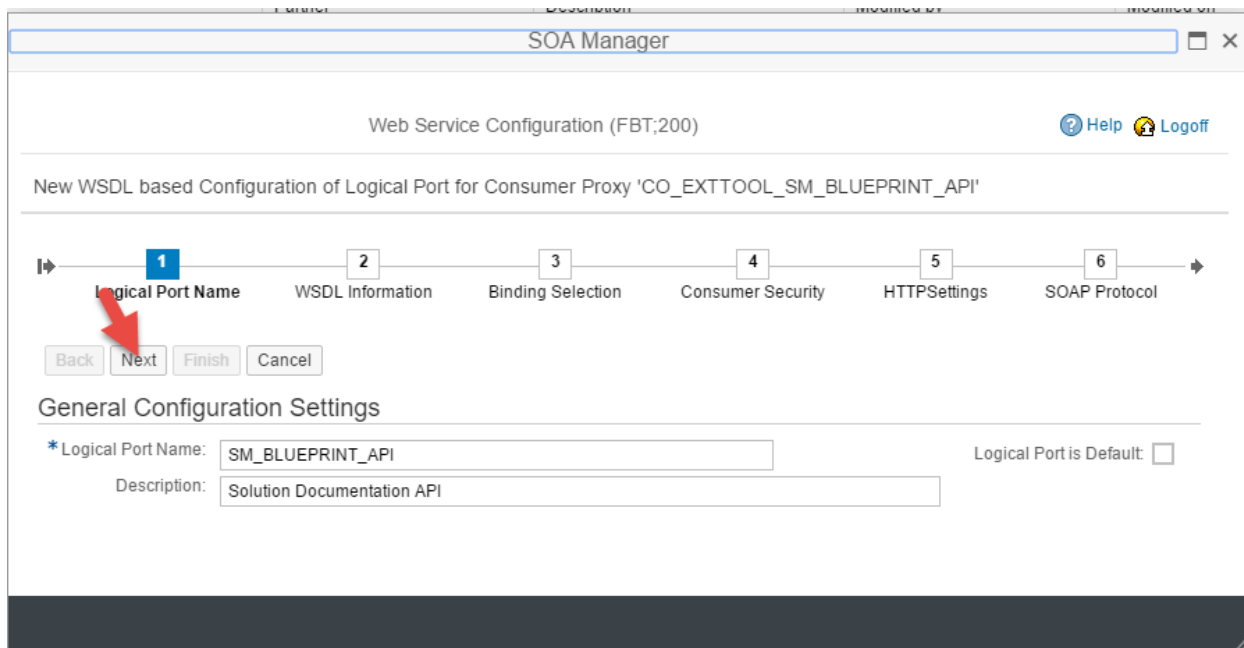
Authentication Method:

Binding URL:

Step 2: Choose “WSDL based configuration” in the SOA Manager popup,



Step 3: Provide the Logical Port name & the description



Step 4: Provide the HP ALM WSDL URL for AGS_SM_BLUEPRINT_API. The URL would be like the following

URL: http(s)://HostName or IP Address:8080/qcbin/EIServer/services/AGS_SM_BLUEPRINT_API?wsdl

Note: As much as possible try to provide the IP Address instead of the fully qualified host name.

SOA Manager

Web Service Configuration (FBT;200)

Help Logoff

New WSDL based Configuration of Logical Port for Consumer Proxy 'CO_EXTTOOL_SM_BLUEPRINT_API'

1 Logical Port Name 2 WSDL Information 3 Binding Selection 4 Consumer Security 5 HTTPSettings 6 SOAP Protocol 7 Identifiable Business Context 8 Operation Settings

Back Next Finish Cancel

WSDL Access Settings

WSDL Base: ☒ Via HTTP Access
☐ Via File
☐ WSDL from Upload

WSDL Location

URL for WSDL Access:

WSDL Access User:

WSDL Access User Password:

Show/Hide Proxy Settings

Step 5: Choose “Next” in the rest of the steps with the default setting (DO NOT CHANGE any DEFAULT SETTING) & finish the wizard.

SOA Manager

Web Service Configuration (FBT;200)

Help Logoff

New WSDL based Configuration of Logical Port for Consumer Proxy 'CO_EXTTOOL_SM_BLUEPRINT_API'

6 SOAP Protocol 7 Identifiable Business Context 8 Operation Settings

Back Next Finish Cancel

Transport Binding

☒ Use non-default value for SOAP Action
 SOAP Action:

WS Addressing

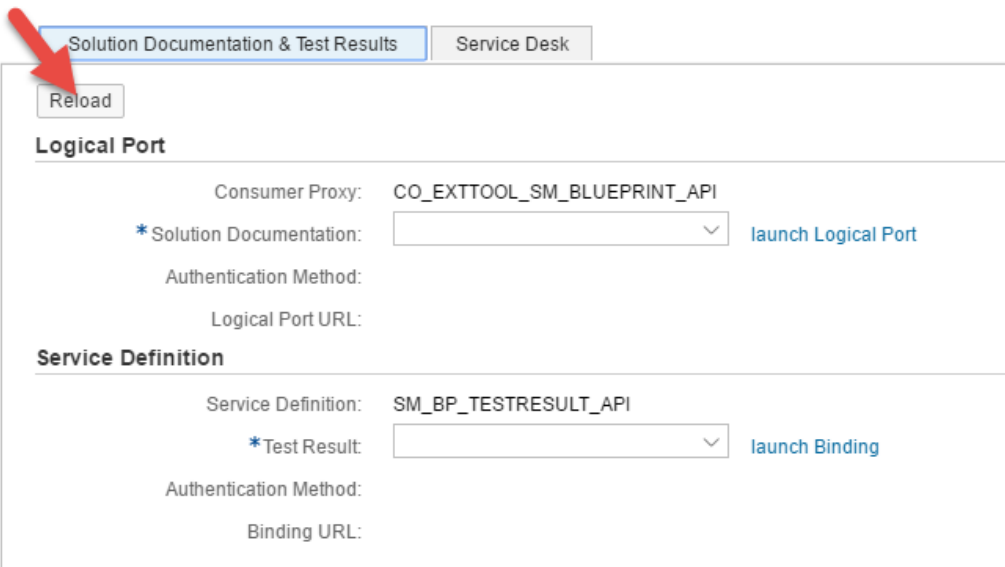
☐ Use non-default value for Inbound Message Action
 Inbound Message Action:

Operation

- AgSsmGetavailableCustfields
- AgSsmGetExtToolProjects
- AgSsmPushAppComponent
- AgSsmDeassociateProjects
- AgSsmAssociateProjects

Close the popup after the successful creation of the logical port.

Step 6: Click on the “Reload button” to reload the created logical ports.



Solution Documentation & Test Results | Service Desk

Reload

Logical Port

Consumer Proxy: CO_EXTTOOL_SM_BLUEPRINT_API

*Solution Documentation: launch Logical Port

Authentication Method:

Logical Port URL:

Service Definition

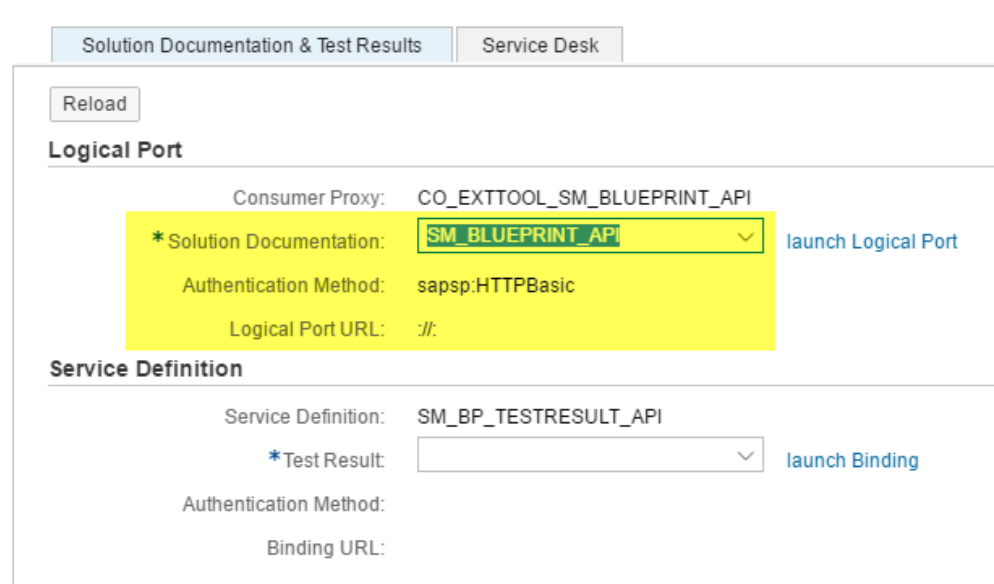
Service Definition: SM_BP_TESTRESULT_API

*Test Result: launch Binding

Authentication Method:

Binding URL:

Step 7: Choose the created Logical Port



Solution Documentation & Test Results | Service Desk

Reload

Logical Port

Consumer Proxy: CO_EXTTOOL_SM_BLUEPRINT_API

*Solution Documentation: SM_BLUEPRINT_API launch Logical Port

Authentication Method: saps:HTTPBasic

Logical Port URL: ://

Service Definition

Service Definition: SM_BP_TESTRESULT_API

*Test Result: launch Binding

Authentication Method:

Binding URL:

6.1.2. SM_BP_TESTRESULT_API

The creation of the Service Binding serves the following purposes,

- To Update the Test Results from the HP ALM to Solution Manager
- To notify the status of the asynchronous process
- To Import the Solution Documentation in HP ALM

Step 1: Click on the link “Launch Binding”

Solution Documentation & Test Results
Service Desk

Reload

Logical Port

Consumer Proxy: CO_EXTTOOL_SM_BLUEPRINT_API
* Solution Documentation: SM_BLUEPRINT_API launch Logical Port
Authentication Method: sapsp:HTTPBasic
Logical Port URL: ://:

Service Definition

Service Definition: SM_BP_TESTRESULT_API
* Test Result: launch Binding
Authentication Method:
Binding URL:

Step 2: The SOA Manager popup would be launched. Click on the button “Create Service”

SOA Manager

Web Service Configuration (FBT;200)
Help
Logoff

Details of Service Definition: SM_BP_TESTRESULT_API

Overview
Configurations
Classifications
Details

Define Services and Bindings

Create Service
Activate
Deactivate
Delete
Republish
Display as List

Service/Binding	Actions	State	Description	Creation Type
SM_BP_TESTRESULT_API		Active	Test Result	
SM_BP_TESTRESULT_API				Manually created
SM_BP_TESTRESULT_API		Active	Benu's Test Result API	
SM_BP_TESTRESULT_API				Manually created

Step 3: Provide the Service Name & the Binding Name (Preferably the SID of the Solution Manager system)

SOA Manager

Web Service Configuration (FBT;200) [Help](#) [Logoff](#)

Configuration of New Binding for Service Definition 'SM_BP_TESTRESULT_API'

1 Service and Binding Name 2 Provider Security 3 SOAP Protocol

Back Next Finish Cancel

Service Information

* Service Name: SM_TESTRESULT_API

Service Description Text: Test Result API for Incoming Calls

Binding Information

* New Binding Name: [REDACTED]

Step 4: In the “Provider Security” tab fill in the following details,

Transport Level Security	SSL
Message Security Level	None
Message Authentication	Single Sign-On using SAML

Note: In Solution Manager 7.2 SP03, the adapter expects SAML to be configured. This is Mandatory otherwise the incoming calls are prohibited.

Configuration of New Binding for Service Definition 'SM_BP_TESTRESULT_API'



[Back](#) [Next](#) [Finish](#) [Cancel](#)

Transport Guarantee

Transport Level: None

Transport Level Security

☐ None (http)

☒ SSL (https)

Message Level Security

☒ None

☐ Symmetric Message Signature and Encryption

☐ Asymmetric Message Signature

☐ Asymmetric Message Signature and Encryption

☐ Secure Conversation

☐ Extended Signature and Header Protection

Authentication Settings

Authentication Level: Basic

Authentication Method

☐ No Authentication

Transport Channel Authentication

☐ User ID/Password

☐ X.509 SSL Client Certificate

☐ Single Sign On using SAP Assertion Ticket

☐ Single Sign On using SPNEgo

Message Authentication

☐ User ID/Password

☐ X.509 Certificate

☒ Single Sign On using SAML

Secure Token Service Settings

☒ Sender-vouches

☐ Holder-of-Key

☐ Holder-of-Key with specified external Token Issuer

SAML Version: 1.1

SAML Keytype: Asymmetric Key

SAML1.1 Trust: Use SAML Trust

[SAML2 Configuration](#)

Step 5: In the Step – 3 (SOAP Protocol) and Step – 4 (Operation Settings) please use the default configurations. (Do not change anything in this step). Finish the configurations.

Configuration of New Binding for Service Definition 'SM_BP_TESTRESULT_API'



[Back](#) [Next](#) [Finish](#) [Cancel](#)

Operation
AGS_SM_TRIGGER_PUSH_BLUEPRINT
AGS_SM_SET_TEST_RESULTS
AGS_SM_NOTIFY

Step 6: After the “Service Binding” creation, close the popup & reload the configurations to select the created Service Binding.

▼ Solution Manager and Partner Access Points

Solution Documentation & Test Results | Service Desk

Reload

Logical Port

Consumer Proxy: CO_EXTTOOL_SM_BLUEPRINT_API

* Solution Documentation: BENU_BLUEPRINT_API [Launch Logical Port](#)

Authentication Method: sasp:HTTPBasic

Logical Port URL: :/:

Service Definition

Service Definition: SM_BP_TESTRESULT_API

* Test Result: SM_TESTRESULT_API [Launch Binding](#)

Authentication Method: wsse:SAMLAssertion

Binding URL: https://ldcifbt.wdf.sap.corp:44300/sap/bc/srt/rfc/sap/sm_bp_testresult_api/200/sm_testresult_api/fa7

Once you are done with this, save the configurations.

Technical System FBT-ABAP-200 User Name MARIANTONY [Create Inci](#)

1 Overview 2 **Create Technical Users** 3 Setup of SAML Authentication 4 Prepare System 5 Define Partner Connections 6 Setup Service Desk Relevant Configur... 7 Integrate BPCA

Read-Only < Previous Next > Save Reset

Help

Partner Connections

Create Partner Remove

Alias	Partner	Description	Modified by	Modified on	Status
BENU_HPALM	HP ALM	This is connected to Benu's HPAL...	MARIANTONY	19.05.2016 03:55:28 CET	■
ALM2233A	HP ALM	Partner Connection to HPQC ALM...	VANAJA	03.05.2016 11:47:03 CET	⚠

6.2. Service Desk

Note: The configuration of the Service Desk is required only if you are going to have defect exchange between Solution Manager & HP ALM.

Before creating the logical port & service binding for Service Desk, make sure the following notes are implemented. (It is not possible to create the logical port unless you implement the following notes)

OSS Notes:

- 2316667
- 2297419

6.2.1. CO_AGS_SD_ADAPTER_API

This logical port serves the following purpose,

- To register the HP ALM system in the Solution Manager (in the transaction ICTCONF which would be covered later)
- Closing the defect
- To propose the Solution from Solution Manager

Step 1: Launch the SOAMANAGER popup by clicking on the link “Launch Logical Port”.

Solution Manager and Partner Access Points

Solution Documentation & Test Results | Service Desk

Reload

Logical Ports

The creation of the service definition enables you to do the following:

- Registering the partner test management system in the SAP Solution Manager service desk.
- Requesting responsibility for the incident.
- Synchronizing the defect.
- Proposing a solution for the incidents.

Consumer Proxy: CO_AGS_SD_ADAPTER_API
 Service Desk: [Launch Logical Port](#)

Authentication Method:
 Logical Port URL:

Consumer Proxy: CO_PCICT_SERVICE_DESK_API
 Service Desk Extension: [Launch Logical Port](#)

Authentication Method:

Step 2: Choose the “WSDL based configuration”

SOA Manager

Web Service Configuration (FBT;200) [Help](#) [Logoff](#)

Details of Consumer Proxy: CO_PCICT_SERVICE_DESK_API

Overview | Configurations | Details

Define Logical Ports

Create ▾ Set Log.Port Default Activate Deactivate Delete

WSDL Based Configuration

State	Logical Port is Default	Description	Creation Type
Active		Benu's ICT Service Desk API	Manually created
Active		Test	Manually created
Active		Test	Manually created
Active		Test	Manually created
Active		TEST	Manually created

Step 3: Fill in the Logical Port Name

SOA Manager

Web Service Configuration (FBT;200)

New WSDL based Configuration of Logical Port for Consumer Proxy 'CO_PCICT_SERVICE_DESK_API'

1 Logical Port Name 2 WSDL Information 3 Binding Selection 4 Consumer Security 5 HTTPSettings 6 SOAP Protocol

Back Next Finish Cancel

General Configuration Settings

* Logical Port Name: Logical Port is Default: ☐

Description:

Step 4: provide the following details

URL	http://10.53.149.79:8080/qcbin/EIServer/services/ICT_SERVICE_DESK_API?wsdl
User	HP ALM User Name
Password	<<Password>>

SOA Manager

Web Service Configuration (FBT;200)

New WSDL based Configuration of Logical Port for Consumer Proxy 'CO_PCICT_SERVICE_DESK_API'

1 Logical Port Name 2 WSDL Information 3 Binding Selection 4 Consumer Security 5 HTTPSettings 6 SOAP Protocol 7 Identifiable Business Context 8 Operation Settings

Back Next Finish Cancel

WSDL Access Settings

WSDL Base: ☒ Via HTTP Access ☐ Via File ☐ WSDL from Upload

WSDL Location

URL for WSDL Access:

WSDL Access User:

WSDL Access User Password:

Show/Hide Proxy Settings

Step 5: Provide the default setting for the rest of the steps in SOAMANAGER wizard. Do not change the default setting.

Choose “Finish” to create the logical port

SOA Manager

Web Service Configuration (FBT;200) [Help](#) [Logoff](#)

New WSDL based Configuration of Logical Port for Consumer Proxy 'CO_PCICT_SERVICE_DESK_API'

6 SOAP Protocol 7 Identifiable Business Context 8 Operation Settings

Back Next Finish Cancel

Operation

- VerifyIncidentSolution
- RequestSystemGuid
- RequestGuid
- ReplicateIncident
- RejectIncidentSolution

Transport Binding

☒ Use non-default value for SOAP Action

SOAP Action:

WS Addressing

☒ Use non-default value for Inbound Message Action

Inbound Message Action:

6.2.2. CO_PCICT_SERVICE_DESK_API

Creating a logical port of this Consumer Proxy is required for following purposes to assign the Responsibility of the defect to HP ALM

Step 1: Launch the SOAMANAGER popup by clicking on the below link,

Solution Documentation & Test Results Service Desk

Reload

Logical Ports

The creation of the service definition enables you to do the following:

- Registering the partner test management system in the SAP Solution Manager service desk.
- Requesting responsibility for the incident.
- Synchronizing the defect.
- Proposing a solution for the incidents.

Consumer Proxy: CO_AGS_SD_ADAPTER_API

Service Desk: [launch Logical Port](#)

Authentication Method:

Logical Port URL:

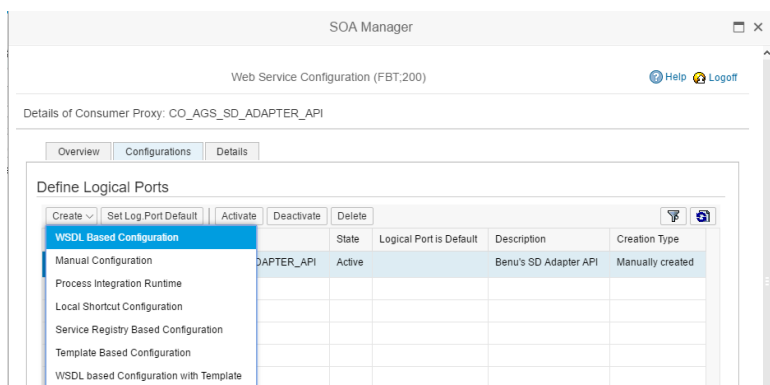
Consumer Proxy: CO_PCICT_SERVICE_DESK_API

Service Desk Extension: [launch Logical Port](#)

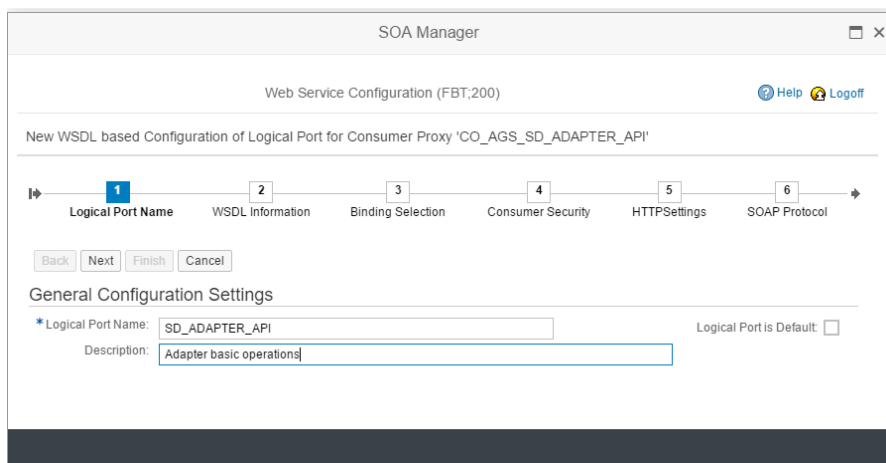
Authentication Method:

Logical Port URL:

Step 2: Choose the “WSDL Based Configuration”

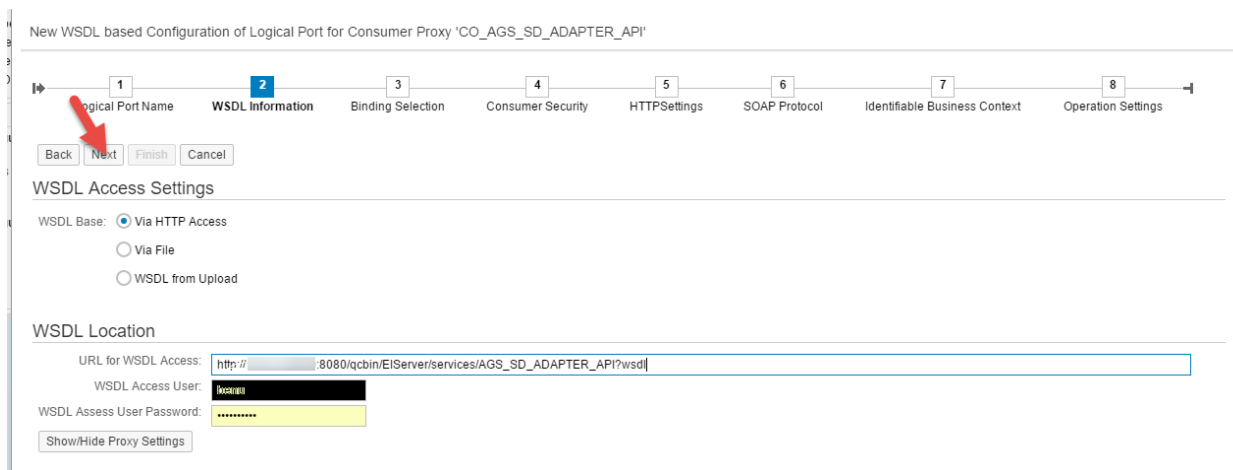


Step 3: Fill in the logical Port Name and description



Step 4: Fill in the URL of the WSDL & the login credentials of the HP ALM system,

[http:// IP Address:8080/qcbin/EIServer/services/AGS_SD_ADAPTER_API?wsdl](http://IP Address:8080/qcbin/EIServer/services/AGS_SD_ADAPTER_API?wsdl)



Step 5: Proceed the rest of the steps with the default values & Finish the wizard to create the logical ports.

6.2.3. ICT_SERVICE_DESK_API

The Service Binding service the following purpose,

- Assign the Responsibility of Defect to Solution Manager
- Request the Responsibility of HP ALM Defect from Solution Manager

Step 1: Open the SOAMANAGER popup by clicking on the link “launch Binding”

Step 2: Click on “Create Service” to create the service binding

Service/Binding	Actions	State	Description	Creation Type
BEN_ICT_SERVICE_DESK_API	[Icons]	Active	BEN_ICT_SERVICE_DESK_API	Manually created
EXTSD	[Icons]	Active	External Service Desk	Manually created

Step 3: Provide the following details,

Service Name	ICT_SERVICE_DESK_API
Description	Service Desk API
New Binding Name	SID of the Solution Manager system

Web Service Configuration (FBT;200) [Help](#) [Logoff](#)

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1 Service and Binding Name 2 Provider Security 3 SOAP Protocol

Back Next Finish Cancel

Service Information

* Service Name: ICT_SERVICE_DESK_API

Service Description Text: Service Desk API

Binding Information

* New Binding Name: [Redacted]

Step 4: Fill in the following details in the “Provider Security”

Transport Level Security	SSL
Message Security Level	None
Message Authentication	Single Sign-On using SAML

Note: In Solution Manager 7.2 SP03, the adapter expects SAML to be configured. This is Mandatory otherwise the incoming calls are prohibited.

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1 Service and Binding Name 2 Provider Security 3 SOAP Protocol 3 Operation Settings

Back Next Finish Cancel

Transport Guarantee

Transport Level: None

Transport Level Security

☐ None (http)

☒ SSL (https)

Message Level Security

☐ None

☒ Symmetric Message Signature and Encryption

☐ Asymmetric Message Signature

☐ Asymmetric Message Signature and Encryption

☐ Secure Conversation

☐ Extended Signature and Header Protection

Authentication Settings

Authentication Level: None

Authentication Method

☐ No Authentication

Transport Channel Authentication

☐ User ID/Password
☐ X.509 SSL Client Certificate
☐ Single Sign On using SAP Assertion Ticket
☐ Single Sign On using SPNEgo

Secure Token Service Settings

☐ Sender-vouches
☒ Holder-of-Key
☐ Holder-of-Key with specified external Token Issuer

SAML Version: 1.1
 SAML Keytype: Symmetric Key
 SAML1.1 Trust: Use SAML Trust

[SAML2 Configuration](#)

Message Authentication

☐ User ID/Password
☐ X.509 Certificate
☒ Single Sign On using SAML

Step 5: Proceed with the default values for the rest of the steps & click in “Finish”

Configuration of New Binding for Service Definition 'ICT_SERVICE_DESK_API'

1

2

3

3

Service and Binding Name

Provider Security

SOAP Protocol

Operation Settings

Back

Next

Finish

Cancel

Operation
VerifyIncidentSolution
RequestSystemGuid
RequestGuid
ReplicateIncident
RejectIncidentSolution

6.2.4. AGS_SD_ADAPTER_API

The Service Binding service the following purpose,

- Syncs the defect in Solution Manager system
- Get the Fields from the Solution Manager system for “Field Mapping”
- Close the defect
- Send an attachment along with the defect

Step 1: Open the SOAMANAGER popup by clicking on the link “launch Binding”

Service Providers

The creation of the service definitions enables you to do the following:

- Synchronizing the detected defects in the partner test management system with SAP Solution Manager
- Assigning the incident to SAP Service Desk
- Confirming the incident
- Calling back the incident from the SAP Service Desk, if required

Service Definition: ICT_SERVICE_DESK_API

Service Desk:

Authentication Method:

Binding URL:

Service Definition: AGS_SD_ADAPTER_API

Service Desk Extension:

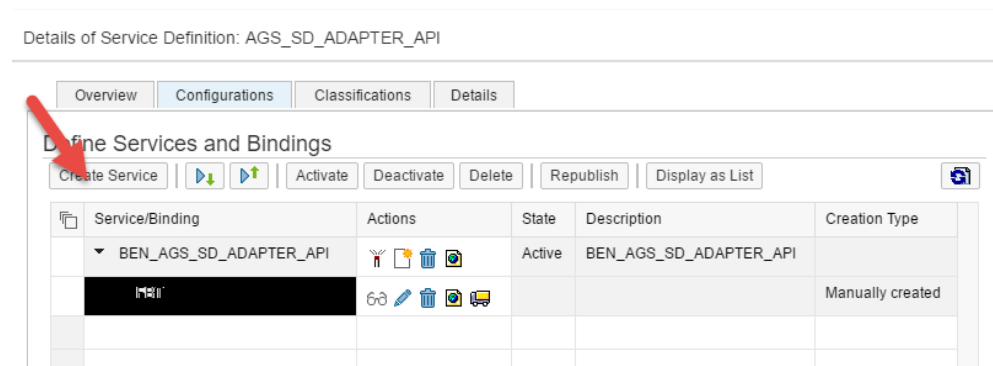
Authentication Method:

Binding URL:

launch Binding

launch Binding

Step 2: Click on “Create Service” to create the service binding



Step 3: Provide the following details,

Service Name	AGS_SD_ADAPTER_API
Description	Service Desk API
New Binding Name	SID of the Solution Manager system

Web Service Configuration (FBT;200) [Help](#) [Logoff](#)

Configuration of New Binding for Service Definition 'AGS_SD_ADAPTER_API'

1 2 3
Service and Binding Name Provider Security SOAP Protocol

[Back](#) [Next](#) [Finish](#) [Cancel](#)

Service Information

* Service Name: AGS_SD_ADAPTER_API

Service Description Text: SD Adapter API

Binding Information

* New Binding Name: [Redacted]

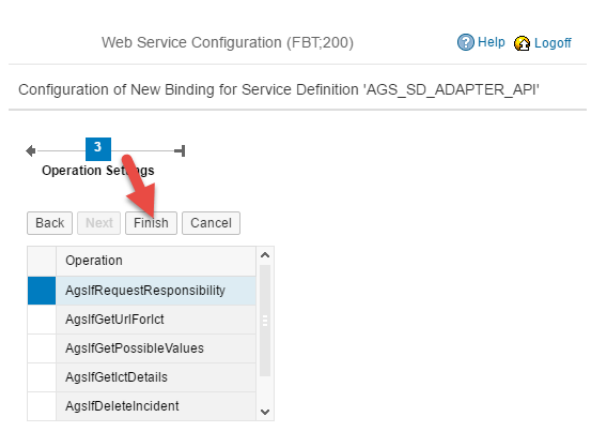
Step 4: Fill in the following details in the “Provider Security”

Transport Level Security	SSL
Message Security Level	None
Message Authentication	Single Sign-On using SAML

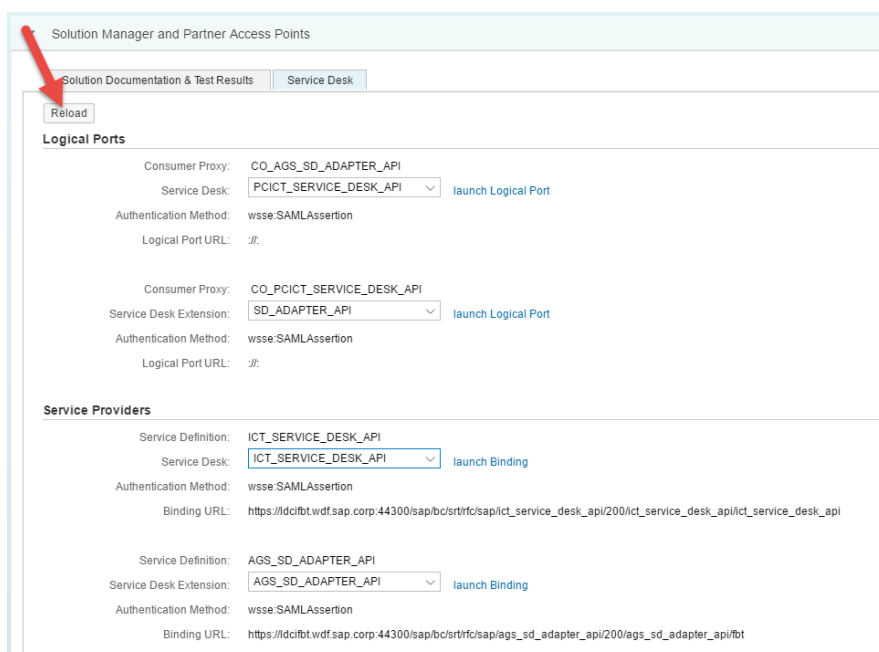
For more information, please refer Step – 4 in the section 6.2.3

Note: In Solution Manager 7.2 SP03, the adapter expects SAML to be configured. This is mandatory otherwise, the incoming calls are prohibited.

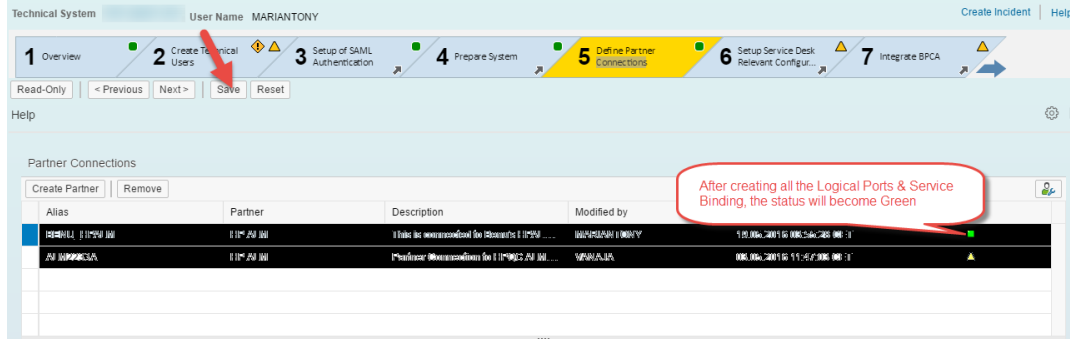
Step 5: Proceed with the next steps with the default values & Finish the wizard



Once you are done with the creation of the Logical Ports and Service Binding, click on the “Reload” to load the created SOAMANAGER artifacts & choose the created logical port and service Binding.



After selecting the Logical Port & the Service Binding, save the step in order to save the configurations.



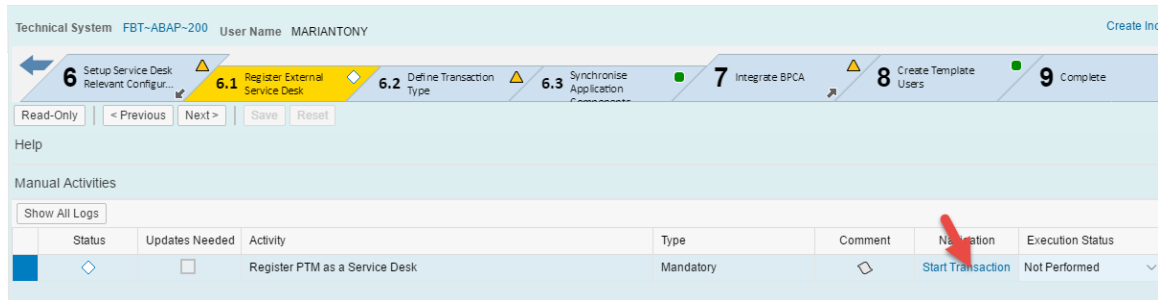
7. Setup Service Desk Relevant Configurations

In this, you need to do the following activities for the Service Desk operations.

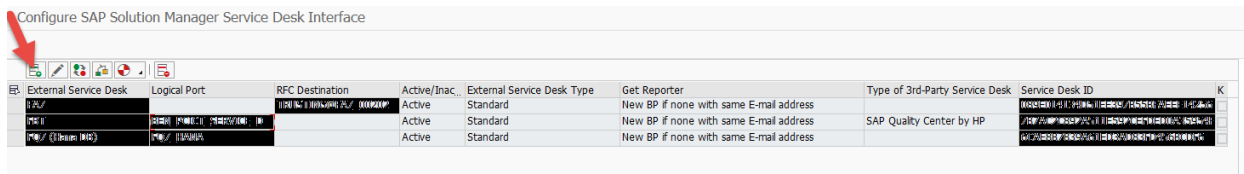
6.1	Register the HP QC in the Service Desk	Mandatory
6.2	Define CRM Transaction Type	Optional
6.3	Synchronize Application Components	Mandatory

7.1. Register External Service Desk (HP QC)

Step 1: Click on the “Start Transaction” link,



In case you face any difficulties launching the transaction, use the transaction ICTCONF for the Service Desk registration



Step 2: Click the “Add” button in order to create the Service Desk registration & fill in the following details,

External Service Desk System	System ID of the Solution Manager System
Logical Port	Choose the Logical Port which had been created in the step 6.2.1
RFC Destination	Not Applicable

External Service Desk Type	Standard
Method to get Reporter	New BP if none with same E-mail address
Automatically Synchronize	yes

Step 3: Generate the External Service Desk & Save the Entries

External Service Desk	Logical Port	RFC Destination	Active/Inac	External Service Desk Type	Get Reporter	Type of 3rd-Party Service Desk	Service Desk ID
PCICT	PCICT_SERVICE_DESK_API	PCICT_HANA/PCICT_HANA	Active	Standard	New BP if none with same E-mail address	SAP Quality Center by HP	089E014134D51EE397B558FAI
PCICT (Business SIG)	PCICT_SERVICE_DESK_API	PCICT_HANA/PCICT_HANA	Inactive	Standard	New BP if none with same E-mail address	SAP Quality Center by HP	7B7AC2C892A511E592CEFD45
PCICT (Business SIG)	PCICT_SERVICE_DESK_API	PCICT_HANA/PCICT_HANA	Active	Standard	New BP if none with same E-mail address	SAP Quality Center by HP	6CAE8B7839A61ED3AD83FD45

Step 4: Activate the External Service Desk

External Service Desk	Logical Port	RFC Destination	Active/Inac	External Service Desk Type	Get Reporter	Type of 3rd-Party Service Desk	Service Desk ID
PCICT	PCICT_SERVICE_DESK_API	PCICT_HANA/PCICT_HANA	Active	Standard	New BP if none with same E-mail address	SAP Quality Center by HP	089E014134D51EE397B558FAI
PCICT (Business SIG)	PCICT_SERVICE_DESK_API	PCICT_HANA/PCICT_HANA	Inactive	Standard	New BP if none with same E-mail address	SAP Quality Center by HP	7B7AC2C892A511E592CEFD45
PCICT (Business SIG)	PCICT_SERVICE_DESK_API	PCICT_HANA/PCICT_HANA	Active	Standard	New BP if none with same E-mail address	SAP Quality Center by HP	6CAE8B7839A61ED3AD83FD45

Step 5: Once the Service Desk is registered, set the Execution Status to “Performed”

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
Green dot	Empty box	Register PTM as a Service Desk	Mandatory		Start Transaction	Performed	Display

7.2. Define Transaction Type

The default CRM Transaction type that we use for adapter operations is SMIN. In case you would like to customize the status profile, you need to create a new Transaction Type “ZMIN” or “YMIN” by copying the SMIN.

How to create a ZMIN or YMIN from SMIN?

The new Transaction Type can be created by executing any one of the following,

Transaction	AI_CRM_CPY_PTYPE_WEB
Report Program	AI_CRM_CPY_PROCTYPE

Provide the following parameters & execute (F8) the report program

Source Transaction Type	SMIN
Target Transaction Type	YMIN

Transaction Type Copy Tool

Select mode

☒ Copy Transaction Type

Source Transaction Type Target Transaction Type

☐ Update Transaction Type

Transaction Type

☐ Display Transaction Type

Transaction Type

Option

☒ Display Preview

and copy the setting,

Copying Business Transaction Type

Source Parameters

Transaction Type	SMIN	Description	Incident
Action Profile	SMIN_STD	Description	Incident Management Message
Partner Determ. Proc.	SMIN0001	Description	Incident Partner Header
Text Det. Procedure	SMIN0001	Description	Incident Text Header
Date Profile	SMIN_HEADER	Description	Incident Deadlines Header
Status Profile	SMIN0001	Description	Incident Status for Standard

Target Parameters

Transaction Type	YMIN	Description	Incident
Action Profile	YMIN_STD	Description	Incident Management Message
Partner Determ. Proc.	YMIN0001	Description	Incident Partner Header
Text Det. Procedure	YMIN0001	Description	Incident Text Header
Date Profile	YMIN_HEADER	Description	Incident Deadlines Header
Status Profile	YMIN0001	Description	Incident Status for Standard

☒ ☐ ☐

Specify Several Transaction Types

1. Note to refer & Implement:

Follow **SAP Note 1567793** "HP Quality Center: Multiple transaction types to enable field mapping for multiple transaction types"

2. Mention the customized Transaction Type

Specify a custom transaction type which can be used with the SAP Solution Manager ITSM. This transaction type has to be defined as PROCESS_TYPE in transaction DNO_CUST04.

Transaction	DNO_CUST04
Field	PROCESS_TYPE

Change View "Service Desk Customizing": Overview

Service Desk Customizing

Name	Field Name	Se...	Field val.
	PROCESS_TYPE	5	YMIN
	PROCESS_TYPE_ADD 1		SMFG
	PROCESS_TYPE_ADD 2		SMIN
	PROCESS_TYPE_TE...	1	SMIT
	REGISTER_STANDA...	0	
	SDK_MSG_PROC_AU...	1	APPL_MONITORING
	SDK_MSG_PROC_AU...	2	JOB_MONITORING

7.2.1. Define Target Transaction Type

As you use several transaction types for Incidents and receive messages from external service desks, you can use this implementation (BAdI: BADI_DECT_PROC_TYPE_FOR_EXT_SD) to specify what target transaction type the message is created in.

If you have never implemented a BAdI before, you should read the blog [How to implement a BAdI And How to Use a Filter - Part 4 of the Series on the New Enhancement Framework](#), ignoring the part about filters that is not required here.

Click on the link below to implement the BAdI “BADI_DECT_PROC_TYPE_FOR_EXT_SD”

Technical System: FBT-ABAP-200 User Name: MARIANTONY

Create Incident Help

6 Setup Service Desk Relevant Configuration 6.1 Register External Service Desk 6.2 Define Transaction Type 6.3 Synchronise Application 7 Integrate BPCA 8 Create Template Users 9 Complete

Read-Only Previous Next Save Reset

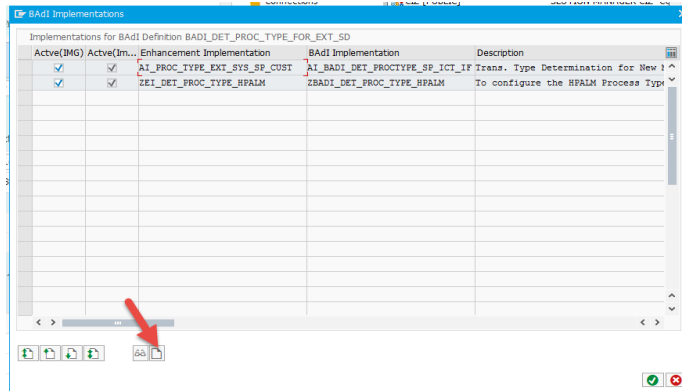
Help

Manual Activities

Show All Logs

Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
●	<input type="checkbox"/>	Define Target Transaction Type	Mandatory		Start Transaction	Performed	Display
●	<input type="checkbox"/>	Adjust Status Schema for Transaction Type	Mandatory		Start Transaction	Performed	Display
◇	<input type="checkbox"/>	Define Extended Interface Mapping	Mandatory		Start Transaction	Not Performed	Display

This would launch the below popup with the list of existing BAdI implementations. To create a new BAdI Implementation, click on “Create” button.

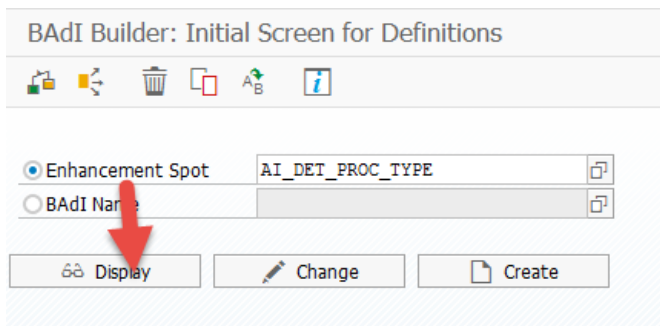


and follow the instructions from Step – 5.

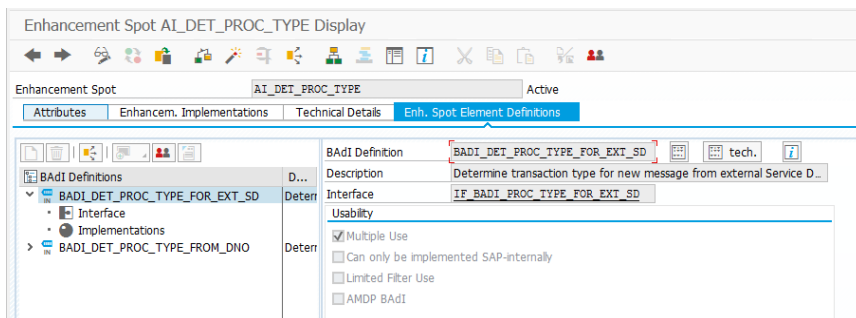
In case the aforementioned link does not work please follow the below instructions,

Step 1: please use the transaction SE18 to implement the BAdI,

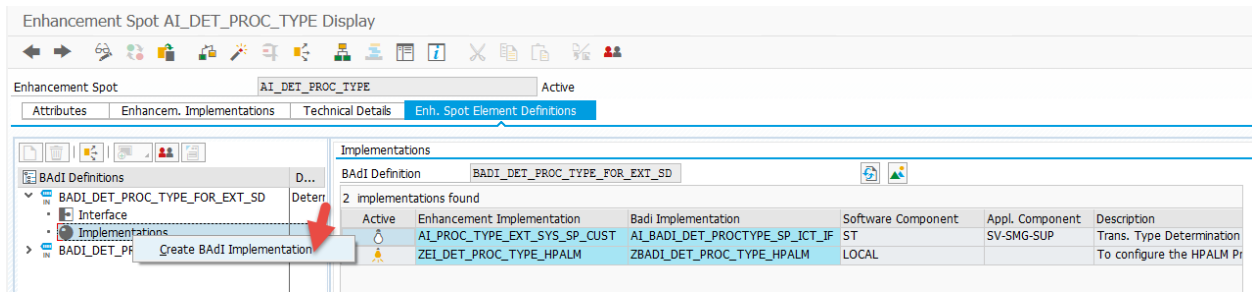
Transaction Code	SE18
Enhancement Spot	AI_DET_PROC_TYPE (or)
BAdI Definition Name	BADI_DET_PROC_TYPE_FOR_EXT_SD



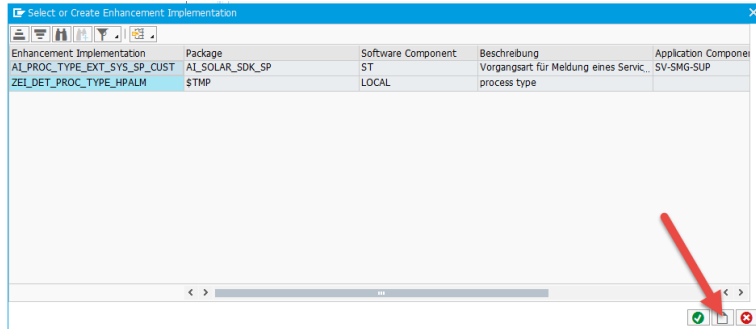
Step 2: The enhancement spot with existing BAdI definitions will be displayed:



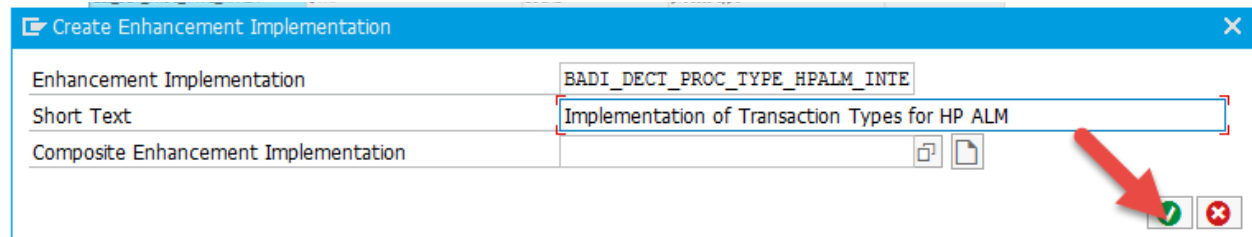
Step 3: To create an enhancement implementation for the BAdI BADI_DET_PROC_TYPE_FOR_EXT_SD, expand the tree under the BAdI BADI_DET_PROC_TYPE_FOR_EXT_SD, select 'Implementations' and with right mouse click choose 'Create BAdI Implementation'



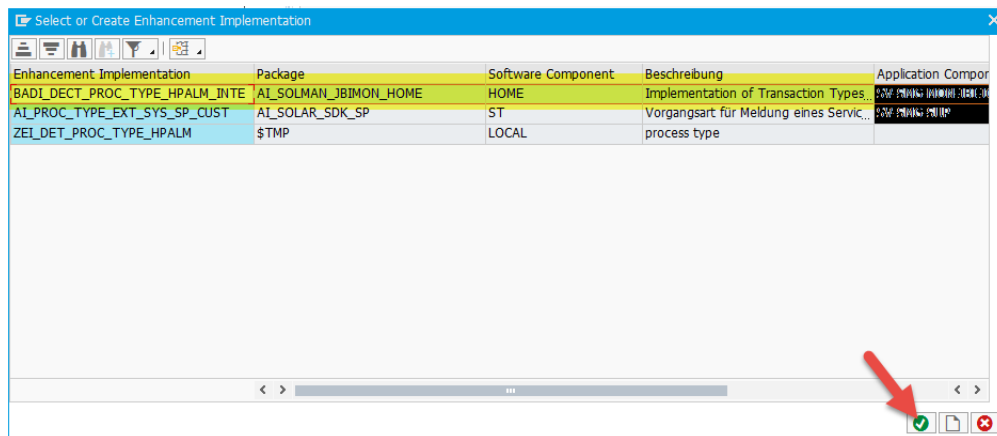
Step 4: In the below popup choose “Create” to implement the BAdI,



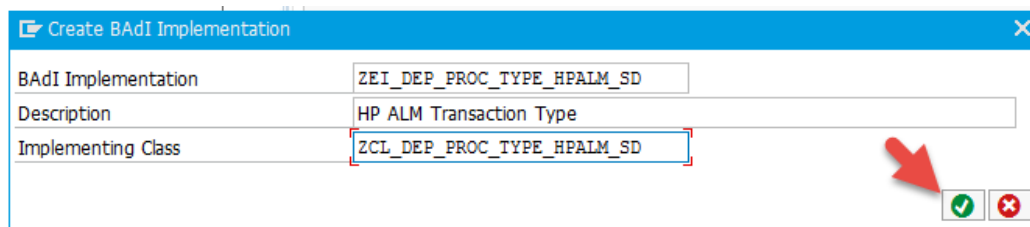
Step 5: Create an Enhancement Implementation



Step 6: Assign the object under the package “AGS_ADAPTER_TSTM” & store it in the Transport Request. The new Enhancement Implementation would be displayed in the popup below,



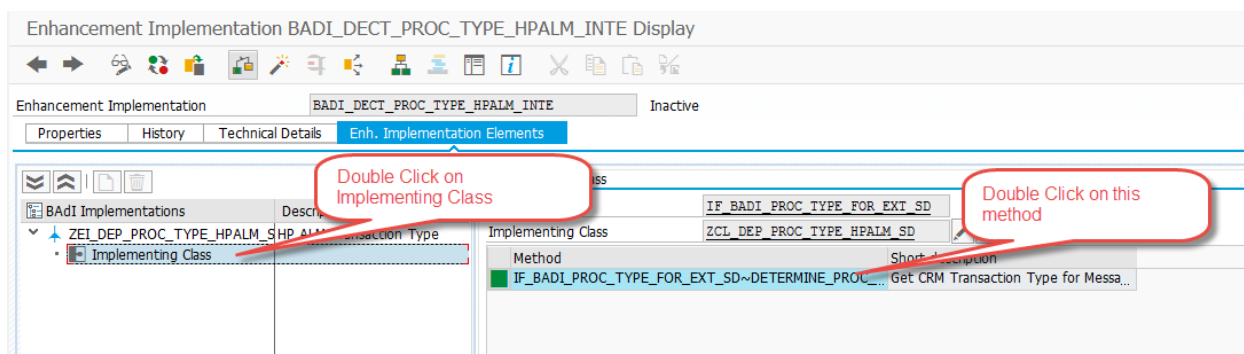
Step 7: Fill in the new BAdI Implementation & class Name



BAdI Implementation: ZEI_DEP_PROC_TYPE_HPALM_SD
 Description: HP ALM Transaction Type
 Implementing Class: ZCL_DEP_PROC_TYPE_HPALM_SD

Buttons: [OK] [Cancel]

Assign the objects to the package “AGS_ADAPTER_TSTM” & store it on the Transport Request.



Enhancement Implementation: BADI_DECT_PROC_TYPE_HPALM_INTE Inactive

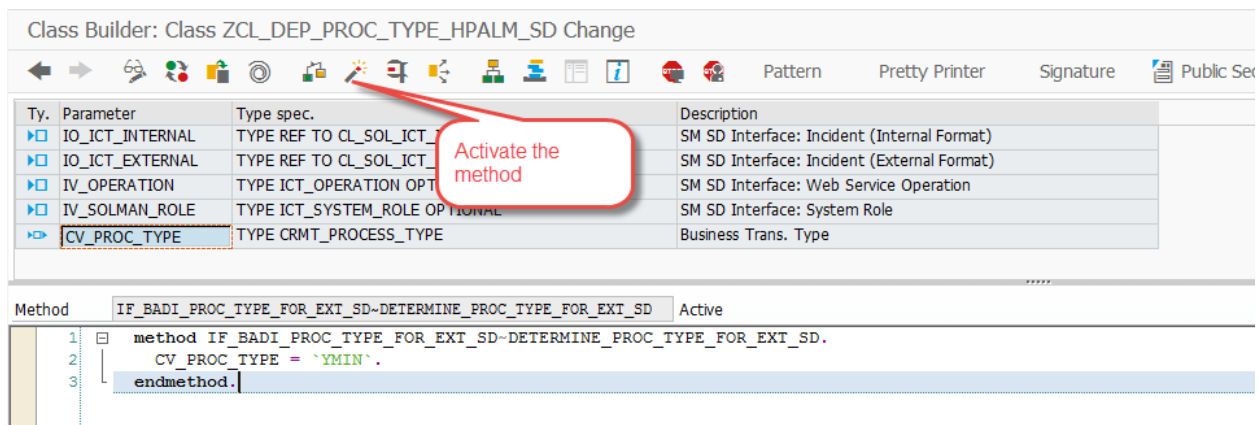
Properties | History | Technical Details | **Enh. Implementation Elements**

BAdI Implementations: ZEI_DEP_PROC_TYPE_HPALM_SD HP ALM Transaction Type
 Implementing Class: ZCL_DEP_PROC_TYPE_HPALM_SD

Method: IF_BADI_PROC_TYPE_FOR_EXT_SD~DETERMINE_PROC_TYPE_FOR_EXT_SD
 Short Description: Get CRM Transaction Type for Messa...

Annotations: Double Click on Implementing Class, Double Click on this method

Step 8: Double click on the method shown above & assign the new Transaction Type “YMIN”



Class Builder: Class ZCL_DEP_PROC_TYPE_HPALM_SD Change

Ty. | Parameter | Type spec. | Description
 IO_ICT_INTERNAL | TYPE REF TO CL_SOL_ICT_... | SM SD Interface: Incident (Internal Format)
 IO_ICT_EXTERNAL | TYPE REF TO CL_SOL_ICT_... | SM SD Interface: Incident (External Format)
 IV_OPERATION | TYPE ICT_OPERATION OPT... | SM SD Interface: Web Service Operation
 IV_SOLMAN_ROLE | TYPE ICT_SYSTEM_ROLE OPT... | SM SD Interface: System Role
 CV_PROC_TYPE | TYPE CRMT_PROCESS_TYPE | Business Trans. Type

Method: IF_BADI_PROC_TYPE_FOR_EXT_SD~DETERMINE_PROC_TYPE_FOR_EXT_SD Active

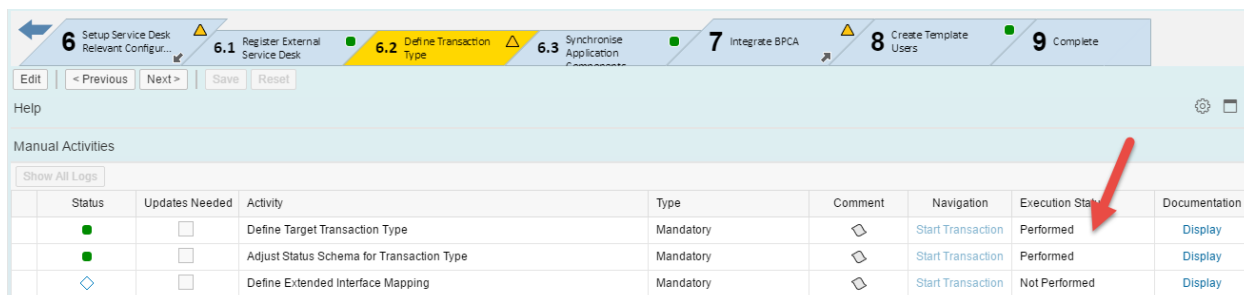
```

1 method IF_BADI_PROC_TYPE_FOR_EXT_SD~DETERMINE_PROC_TYPE_FOR_EXT_SD.
2   CV_PROC_TYPE = 'YMIN'.
3 endmethod.
  
```

Annotation: Activate the method

Step 9: Save & activate the method.

Once you are done with 7.2.1, set an execution status to “Performed”



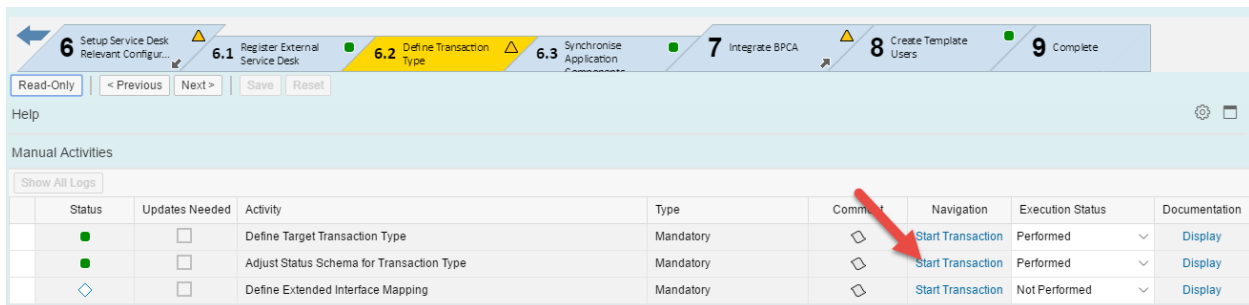
Status	Updates Needed	Activity	Type	Comment	Navigation	Execution Status	Documentation
●	<input type="checkbox"/>	Define Target Transaction Type	Mandatory		Start Transaction	Performed	Display
●	<input type="checkbox"/>	Adjust Status Schema for Transaction Type	Mandatory		Start Transaction	Performed	Display
◇	<input type="checkbox"/>	Define Extended Interface Mapping	Mandatory		Start Transaction	Not Performed	Display

Annotation: Red arrow pointing to 'Performed' status in the first row.

7.2.2. Adjust Status Schema for Transaction Type

The Status Profile for Transaction Type SMIN (default) or YMIN (if modified using the step 7.2.1) needs to be adjusted for the integration of SAP Solution Manager Service Desk messages and Defect Management.

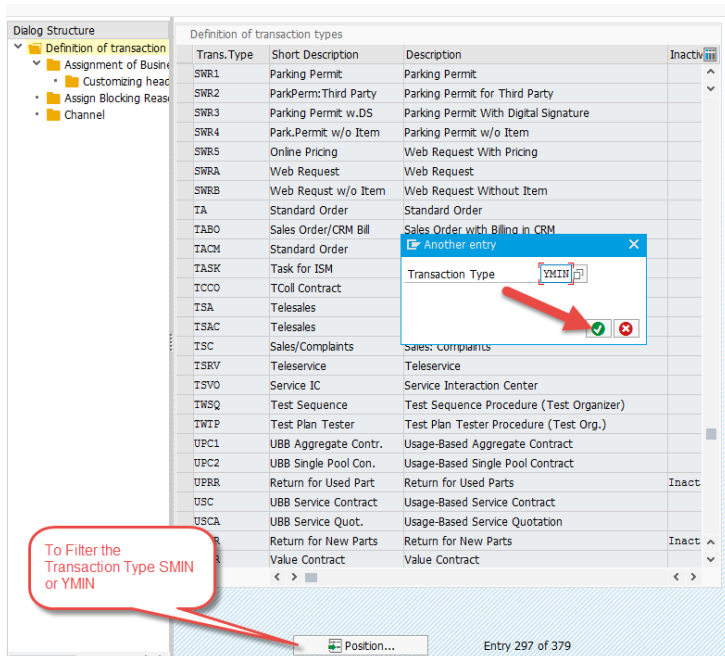
Click on the link below,



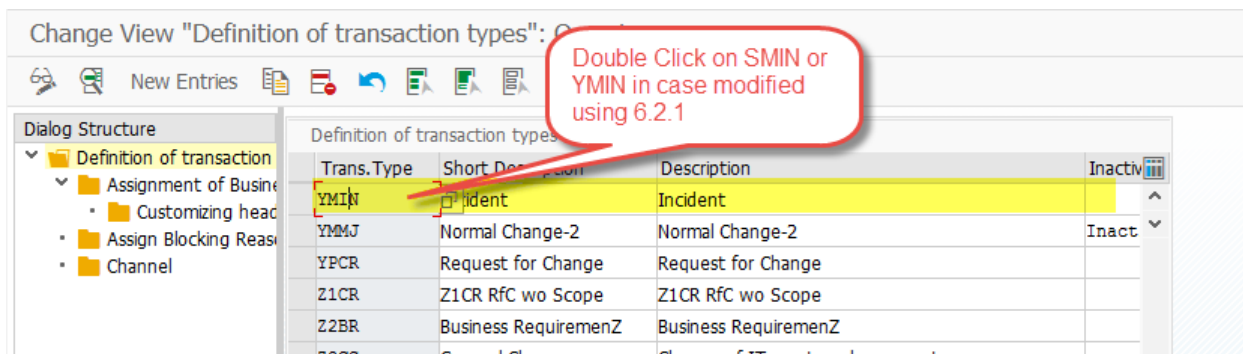
In case the transaction does not launch, use the transaction SM34 with the following details,

Transaction	SM34
View Cluster	CRMV_PROCESS_MA

Click on Maintain to adjust the status profile,



Double click on the Transaction Type “SMIN” or “YMIN” (in case adjusted using the step 7.2.1)



Change the Status Profile to “SMINHPQC” & save the transaction.

Transaction Type: YMIN Incident

General

Description: Incident

Leading Transaction Category: CRM Service Request

Status Object Type:

Contract Determination:

Inactive:

☐ No Change Documents ☐ Postprocess. from Part. Process Permitted

Template Type:

Product Determination

☐ Product Description/ID Search

Profiles

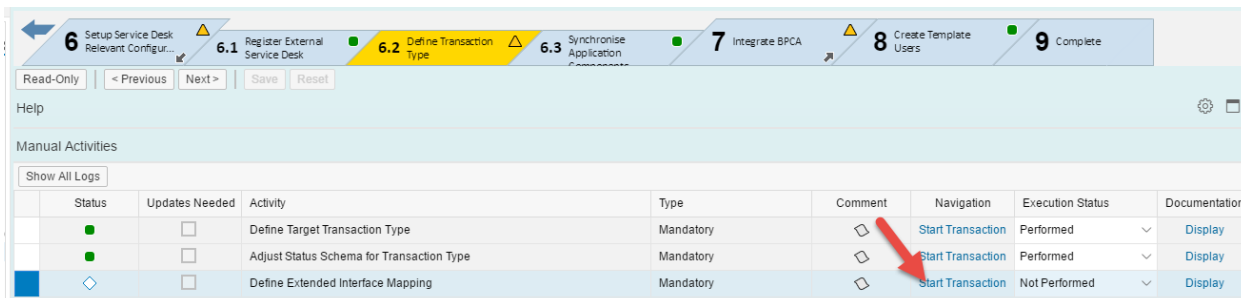
Text Det. Procedure	YMIN0001	Incident Text Header
Partner Determin. Proc.	YMIN0001	Incident Partner Header
Status Profile	SMINHPQC	
Org. Data Prof.		
Partner Function ORG	Sold-To Party	
Date Profile	YMIN_HEADER	
Action Profile	YMIN_STD	
AP Procedure		
Obj. Ref. Prof.		

Once you are done with 7.2.2, set an execution status to “Performed”

7.2.3. Define Extended Interface Mapping

This step is required in order to adjust the status mapping in table ICT_CUSTOM to fulfill your requirements of Status Profile.

Click on the link below,

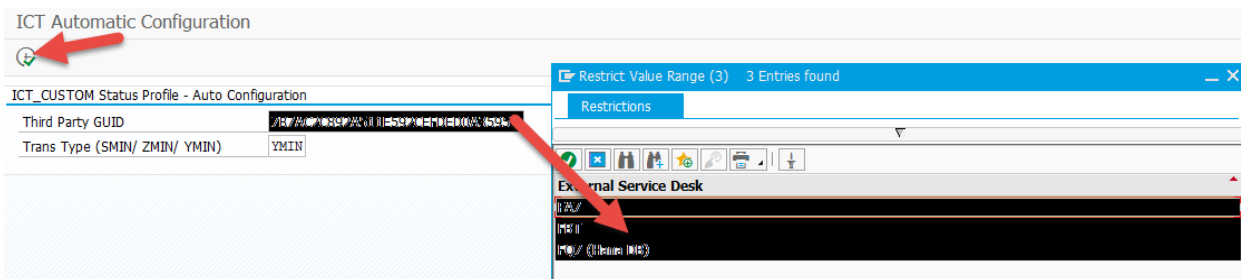


In case the transaction does not launch, use the transaction SE38 with the following details,

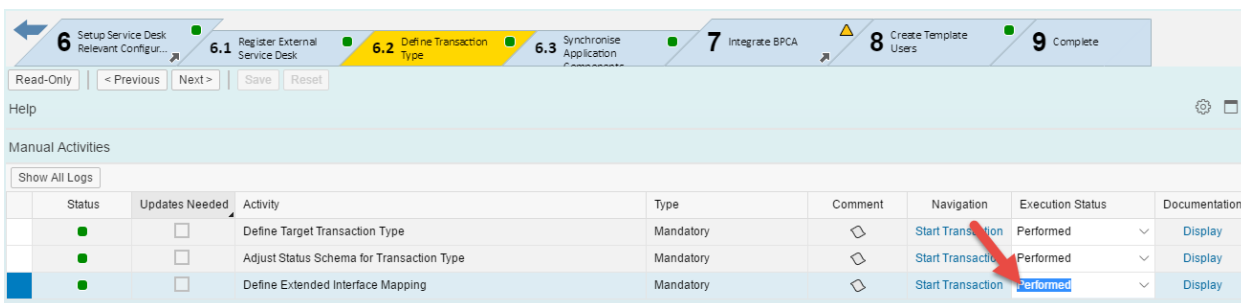
Transaction	SE38
Report Program	AGS_ADAPTER_ICTCUSTOM_AUTOCONF

- Choose the Third Party GUID by choosing the Service Registration created in “Step – 2” of 7.1.
- Choose the Transaction Type “SMIN” or “YMIN” (if modified by following the step 7.2.1)
- Execute the Report Program (or) hit F8

Refer the below screenshot for more information



Once you are done with 7.2.3, set an execution status to “Performed”



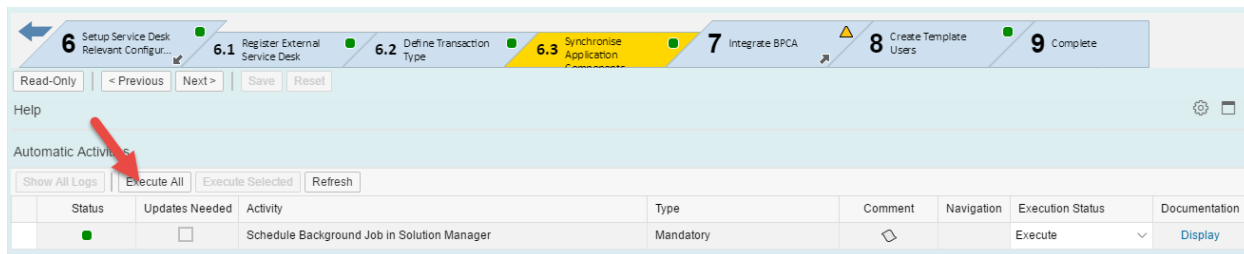
7.3. Synchronize Application Components, System and Client

To create a “HP ALM – SAP Related Defect”, it is mandatory to mention the Application Component, System and the Client as it is mandatory in Solution Manager. This automatic step is to schedule the Job to synchronize the following,

- Application Components (for example, SV-SMG-QC, SV-SMG-INS and etc)

- System Details (the system from the Logical Component Group would be consolidated & synced with HP ALM)
- Clients

“Execute All” in the below step,



8. Integrate BPCA

For the setup of the BPCA, refer the section 6.3 of the [BPCA How to Guide](#)

9. Create Template Users

Once the setup is completed, we need to let the end users (consultants/ business process experts/ functional experts/ testers/ Solution Owners) to use the Partner Test Management by creating the users for them with corresponding roles. The user creation shall be automatically created in this Step – 8 (Create Template Users)

