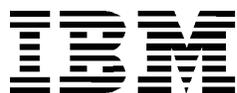


IBM® Tivoli® Software

***IBM Tivoli Unified
Service Center for
Open Services for
Lifecycle Collaboration
for Change
Management 2.0***

Document version 1.2

*Mauro M. Silva
Trevor Livingston
Michael Weisskopf*





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CONTENTS

Contents.....	iv
Revision History.....	v
1 Introduction.....	1
2 Limitations.....	1
3 Package Description.....	1
4 Installation.....	1
5 Configuration.....	1
6 Using the Integration.....	2
7 Known issues.....	9

REVISION HISTORY

Date	Version	Revised By	Comments
03/25/2011	1	M.S	Initial Revision
06/24/2011	1.1	T.L	Accounting for CM specifications
09/20/2011	1.2	T.L	Changes to OAuth

1 Introduction

This package provides an integration between Tivoli® Service Request Manager and Open Services For Lifecycle Collaboration (OSLC) Change Management specification 2.0.

This integration provides a loose coupling between Service Request Manager and OSLC Providers such as Rational Team Concert® or Rational Clearquest® for operations teams to work with development teams through Service Request Manager problem management

2 Limitations

For this release, integration is not bidirectional. Linkage is provided only from Service Request Manager problems to the OSLC Provider.

In additional, only one OSLC Provider may be used at a time.

3 Package Description

The integration package consists of a zip package: *OSLC-CM-<date>.zip* which contains the following deployment zip packages:

oauth_pmp_deployment.zip

oslc_pmp_deployemnt.zip

4 Installation

1. Shut down the MXServer.
2. Extract both pmp deployment zips into the source directory for Service Request Manager.
3. Run updatedb
4. Restart the MXServer.

5 Configuration

To configure Service Request Manager to communicate with an OSLC CM provider, the OAuth security must be configured between the two systems. For OAuth to work properly, both systems must have the correct time. However, they need not be the same timezone.

1. Log into Service Request Manager.
2. Click Go To → Integration → End Points.
3. Filter by OSLC_DEFAULT_OAUTH.
4. Fill in the required information. Refer to the OSLC Service Provider configuration for consumer key and secret. Below are some examples for the OAuth endpoint URLs in Jazz Team Server:

OAuth Version: 1.0

Authorization URL: <https://host:port/ccm/oauth-authorize>

Request Token URL: <https://host:port/ccm/oauth-request-token>

Access Token URL: <https://host:port/ccm/oauth-access-token>

5. Save.

Note: The first time a user interacts with the integration (e.g. creating a defect), or after an access token expires, he will be prompted to authorize TSRM to interact with the OSLC provider.

If a user need to revoke rights from an access token:

1. Click Go To → Security → OAuth Client Configuration.
2. Filter by OSLC_DEFAULT_OAUTH.
3. Click the trash icon.
4. Save.

If the user would like to re-authorize:

1. Click Go To → Security → OAuth Client Configuration.
2. Filter by OSLC_DEFAULT_OAUTH.
3. Expand details.
4. Click the authorize button.
5. Save after completing the authorization.

Now that OAuth is configured, the OSLC end point can be configured.

1. Click Go To → Integration → End Points.
2. Filter by OSLC_SERV_DISCOVERY.

3. Edit the end point's fields as appropriate. For example:

OAUTH_ENDPOINT: <as configured in OAuth configuration step>

OSLC_SERVICE_PROVIDER_CATALOG_URL:

<https://host:port/ccm/oslc/workitems/catalog>

4. Save.

6 Using the Integration

The integration provides three basic operations:

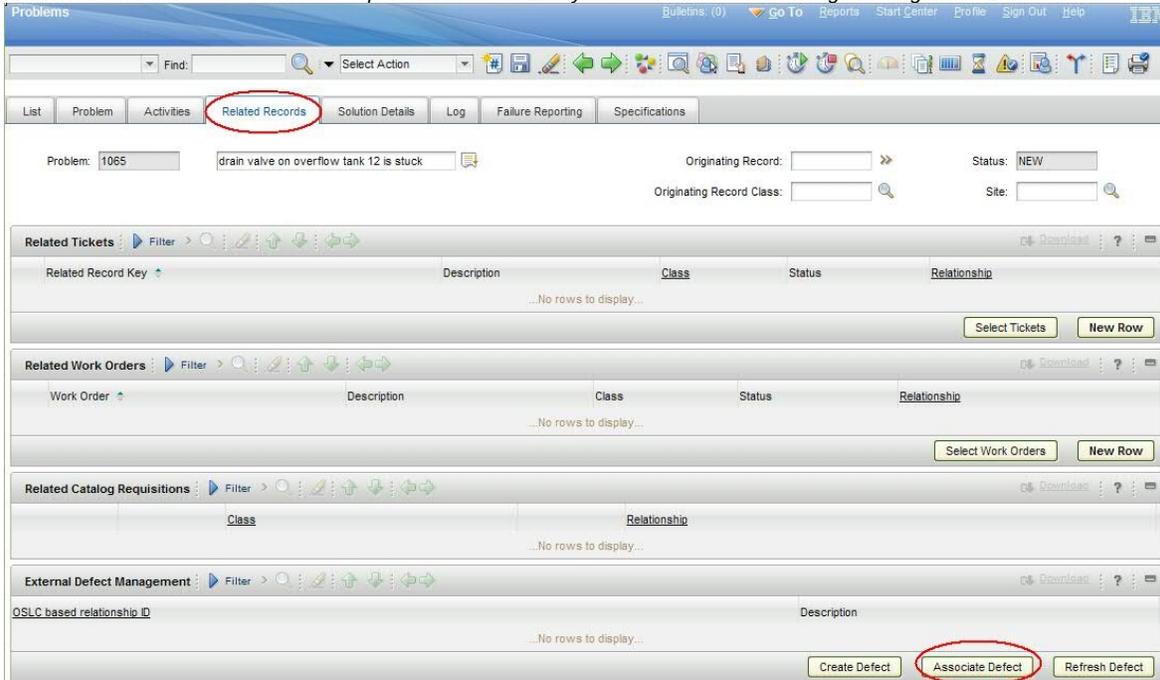
1. Associating a Service Request Manager problem with one or more existing defects.
2. Creating a new defect and associating it with a Service Request Manager problem.
3. Viewing the summary data for any RTC defect(s) and associating it with a Service Request Manager problem.

6.1 Associating a Service Request Manager problem with one or more defects

Follow these steps to associate an existing Service Request Manager problem with an existing defect.

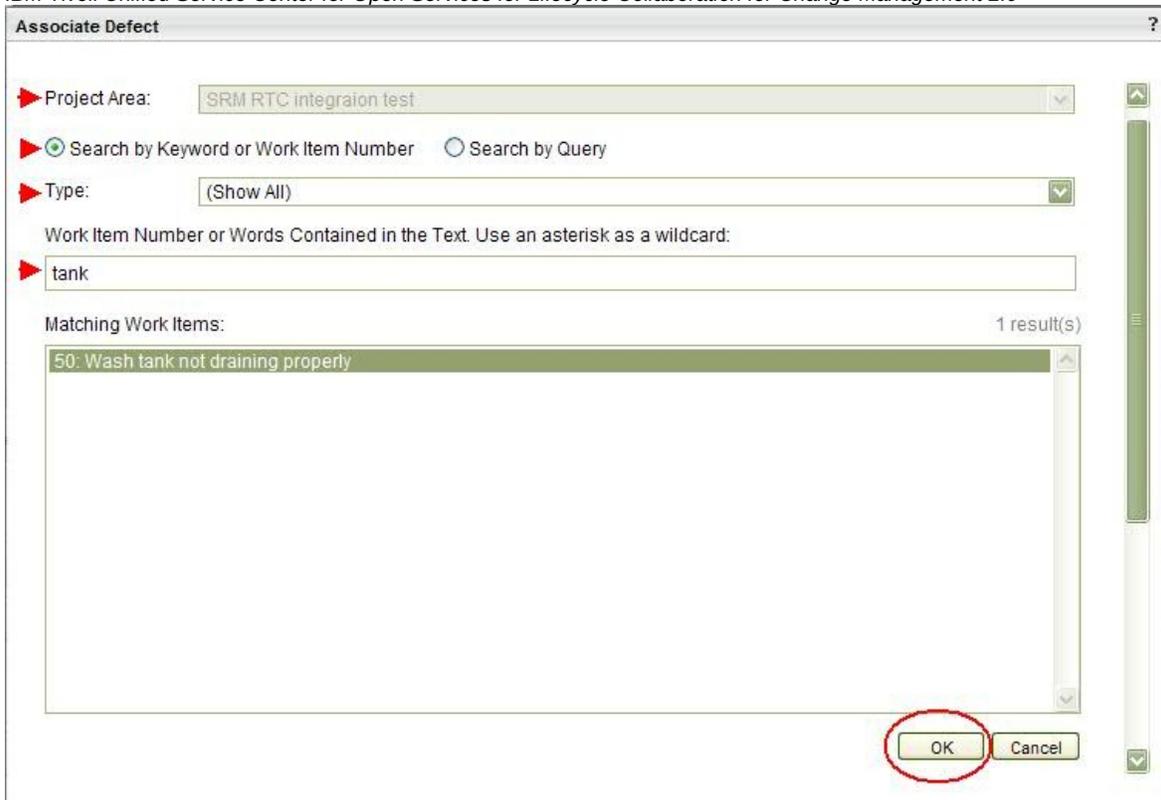
Note: For purposes of this tutorial, the example is an integration with Rational Team Concert (RTC).

1. Open the Service Request Manager problem ticket in the Problems application.
2. Select the Related Records tab.
3. Click the Associate Defect button in the External Defect Management table.



4. A pop-up window should open containing delegated UI content from RTC. If you do not have a current browser session with your RTC server you will be prompted to log in.

Important: RTC and Service Request Manager have separate logins. As a result, users logged into RTC will remain logged in even if their Service Request Manager session is complete, and subsequent logins to Service Request Manager with a different user will result in defects being created by the previously logged in RTC user. Recommended procedure is to log out of both RTC and Service Request Manager.



5. Make the necessary selections in the pop-up window, select the desired RTC defect and click OK.
6. The selected RTC defect now appears in the External Defect Management table.

The screenshot displays the 'Problems' application interface. At the top, there is a navigation bar with 'Problems' and a search bar. Below this is a toolbar with various icons. The main content area is divided into several sections:

- Problem Details:** Shows 'Problem: 1065' and 'drain valve on overflow tank 12 is stuck'. It also includes fields for 'Originating Record', 'Status: NEW', 'Originating Record Class', and 'Site'.
- Related Tickets:** A table with columns 'Related Record Key', 'Description', 'Class', 'Status', and 'Relationship'. It currently shows no rows.
- Related Work Orders:** A table with columns 'Work Order', 'Description', 'Class', 'Status', and 'Relationship'. It also shows no rows.
- Related Catalog Requisitions:** A table with columns 'Class' and 'Relationship'. It shows no rows.
- External Defect Management:** A table with columns 'OSLC based relationship ID' and 'Description'. One row is visible with ID '50' and description 'Wash tank not draining properly'. This row is highlighted with a red border. Below the table are buttons for 'Create Defect', 'Associate Defect', and 'Refresh Defect'.

6.2 Creating a new defect and associating it with a Service Request Manager problem

Follow these steps to create a new RTC defect from within a Service Request Manager problem.

Note: For purposes of this tutorial, the example is Rational Team Concert (RTC).

1. Open the Service Request Manager problem ticket in the Problems application.
2. Select the Related Records tab.
3. Click the Create Defect button in the External Defect Management table.

The screenshot shows the 'Problems' page in the IBM Tivoli Unified Service Center. The 'Related Records' tab is active. The main problem is identified as '1085 drain valve on overflow tank 12 is stuck'. Below this, there are four sections for related records: 'Related Tickets', 'Related Work Orders', 'Related Catalog Requisitions', and 'External Defect Management'. The 'External Defect Management' section shows a table with one entry: ID '50', Description 'Wash tank not draining properly'. The 'Create Defect' button is circled in red.

4. A pop-up window should open containing delegated UI content from RTC. If you do not have a current browser session with your RTC server you will be prompted to log in.
5. Make the necessary selections in the pop-up window and click OK when you are finished. The summary and description fields are filled in automatically for you with data from the Service Request Manager problem.

The 'Create Defect' pop-up window is shown. It contains the following fields and values:

- Summary: * drain valve on overflow tank 12 is stuck
- Filed Against: * Unassigned
- Severity: Normal
- Found In: Unassigned
- Owned By: SRM Admin
- Priority: Medium
- Planned For: Unassigned
- Description: The valve is stuck in the closed position and needs repair.

The 'OK' button is circled in red.

6. The new RTC defect now appears in the External Defect Management table

The screenshot displays the IBM Tivoli Unified Service Center interface. At the top, the title bar reads "Problems" and includes navigation links like "Go To", "Reports", "Start Center", "Profile", "Sign Out", and "Help". Below the title bar is a search and action bar with a "Find:" field and a "Select Action" dropdown. The main content area shows a problem record for ID "1065" with the description "drain valve on overflow tank 12 is stuck". The status is "NEW". Below this are sections for "Related Tickets", "Related Work Orders", and "Related Catalog Requisitions", all of which are currently empty. The "External Defect Management" section shows a table with two rows:

OSLC based relationship ID	Description
50	Wash tank not draining properly
Defect 52	drain valve on overflow tank 12 is stuck

Buttons for "Create Defect", "Associate Defect", and "Refresh Defect" are located at the bottom right of the External Defect Management section.

6.3 Viewing the summary data for any RTC defect(s) and associating it with a Service Request Manager problem

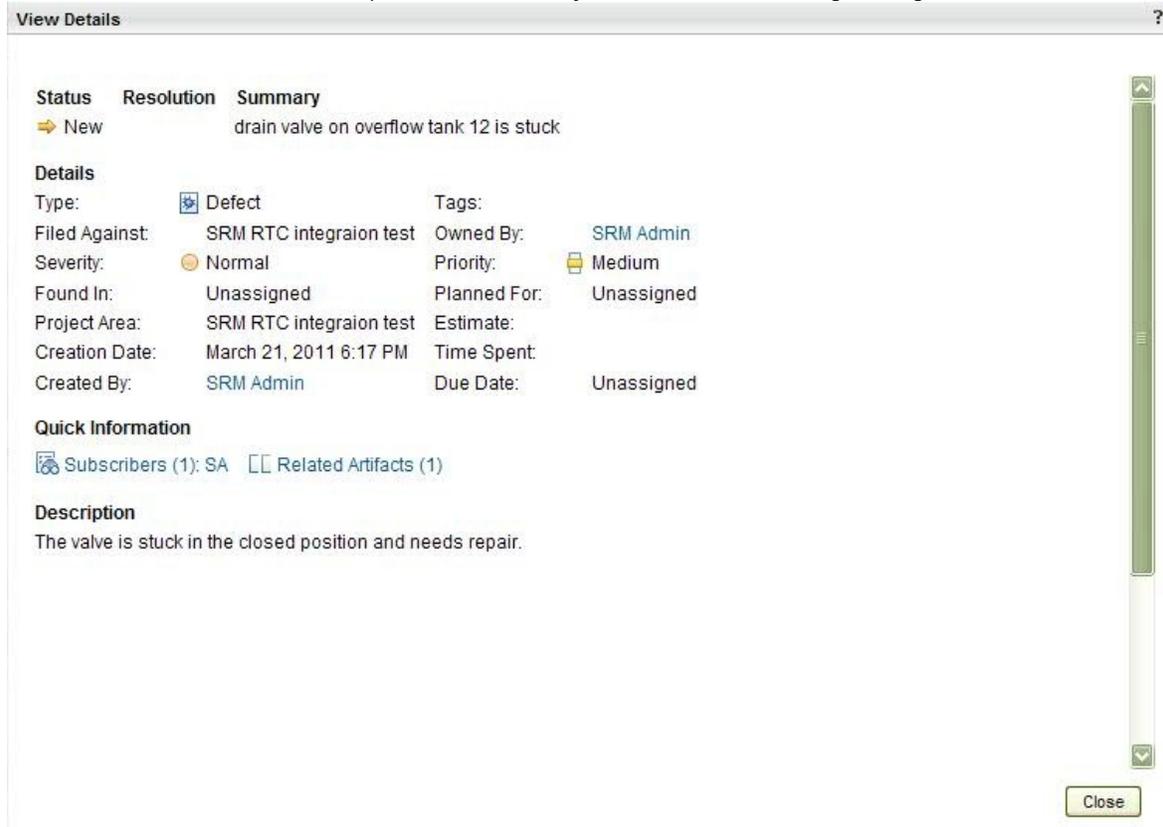
Follow these steps to view the summary data for a defect from within a Service Request Manager problem.

Note: For purposes of this tutorial, the example is Rational Team Concert (RTC).

1. Open the Service Request Manager problem ticket in the Problems application.
2. Select the Related Records tab
3. Click the Detail Menu icon () next to the RTC defect in the External Defect Management table.

The screenshot displays the IBM Tivoli Unified Service Center interface. At the top, there is a navigation bar with options like 'Problems', 'gqueues: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this is a search bar with 'Find:' and a 'Select Action' dropdown. A secondary navigation bar includes 'List', 'Problem', 'Activities', 'Related Records', 'Solution Details', 'Log', 'Failure Reporting', and 'Specifications'. The main content area shows a problem record for ID '1085' with the description 'drain valve on overflow tank 12 is stuck'. To the right, there are fields for 'Originating Record', 'Status: NEW', 'Originating Record Class', and 'Site'. Below the problem record are four sections: 'Related Tickets', 'Related Work Orders', 'Related Catalog Requisitions', and 'External Defect Management'. Each of these sections is currently empty, displaying '..No rows to display...'. The 'External Defect Management' section contains two rows: one for 'OSLC based relationship ID' 50 with description 'Wash tank not draining property', and another for 'Defect 52' with description 'drain valve on overflow tank 12 is stuck'. A red circle highlights the double arrow icon in the 'Defect 52' row, with a red arrow pointing to it from the left.

4. A pop-up window should open containing delegated UI content from RTC. If you do not have a current browser session with your RTC server you will be prompted to log in.
5. View the RTC defect summary and click Close when you are finished.



View Details ?

Status	Resolution	Summary
New		drain valve on overflow tank 12 is stuck

Details

Type:	Defect	Tags:	
Filed Against:	SRM RTC integraion test	Owned By:	SRM Admin
Severity:	Normal	Priority:	Medium
Found In:	Unassigned	Planned For:	Unassigned
Project Area:	SRM RTC integraion test	Estimate:	
Creation Date:	March 21, 2011 6:17 PM	Time Spent:	
Created By:	SRM Admin	Due Date:	Unassigned

Quick Information

Subscribers (1): SA Related Artifacts (1)

Description

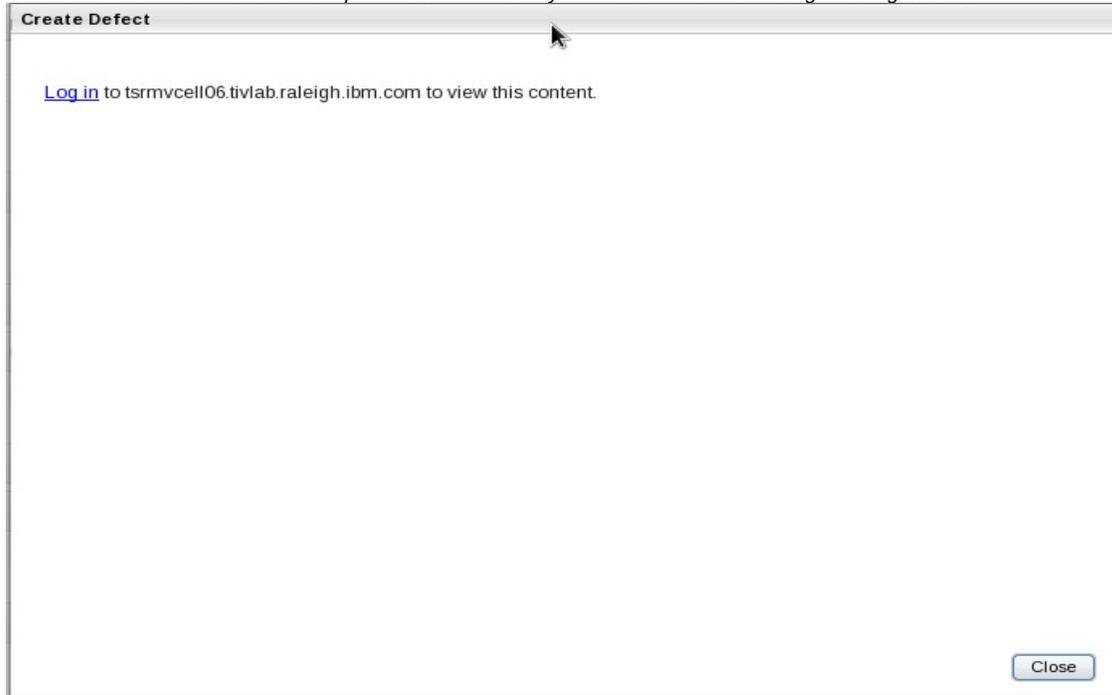
The valve is stuck in the closed position and needs repair.

Close

7 Known issues

7.1 Accessing RTC integration dialogs without being logged in

There is an issue in accessing RTC integration dialogs without being logged in. For example, if there is a problem ticket with the summary like "Finance Application is Down" and the end user wants to create a defect in RTC side, after clicking the Create defect button and selecting the project area the following screen will appear:



As can be seen, there is a link that allows the end user to log in to RTC. Clicking on this link a welcome page appears where it is possible to log in to RTC by entering a username and password. As soon as the end user logs in to RTC, the creation dialog will appear. Next is the Create Defect dialog. Please note the content of the summary and description fields.

Create Defect

Summary: * Finance+Application+is+Down

Filed Against: * Unassigned

Severity: Normal

Found In: Unassigned

Owned By: Unassigned

Priority: Unassigned

Planned For: Unassigned

Description: Finance+Application+is+Down

OK Cancel

Close

As can be seen, the dialog shows the character '+' instead of showing a space. The workaround for this issue is to cancel the current operation and to try again. At this time, as the end user had logged into RTC this issue will not happen. Next is the Create Defect dialog as it should appear.

Create Defect

Summary: * Finance Application is Down

Filed Against: * Unassigned

Severity: Normal

Found In: Unassigned

Owned By: Unassigned

Priority: Unassigned

Planned For: Unassigned

Description:
Finance Application is Down

OK Cancel

Close

7.2 Rich Text

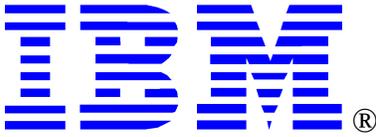
Please note that rich text is not supported in fields. As a result, some additional tags may appear in fields depending on whether rich text is present in the originating problem ticket.

7.3 Blank dialogs in Internet Explorer 7 and Internet Explorer 8

ClearQuest has some rendering issues that result in dialogs being displayed incorrectly.

To address this issue, please perform the following steps:

1. Close all internet browser windows.
2. Open Internet Explorer 7 or Internet Explorer 8.
3. Open Developer Tools and select F12.
4. Choose browser mode Internet Explorer 7.
5. Choose document mode Internet Explorer 7 Standards.



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