



Integrations (Direct)

ChaRM — Last update: 31 October 2022

Basis Technologies

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1. Introduction

ActiveControl include an Integration Framework to allow easy bi-directional communication with other ITSM tools. This Integration Framework can be utilised to manage outbound interactions with external systems (including queuing, re-sends, error processing and reporting) and inbound integration scenarios – those initiated by a system external to ActiveControl – by exposing several fully documented API's and web-services that allow manipulation of ActiveControl objects by these systems.

Out-of-the-box Integrations are already available for a multitude of tools such as ServiceNow, JIRA, GitLab, Microsoft TFS and HP ALM.

This Integration Guide is intended to give the reader an overview of the capabilities of the out of the box (OOTB) integration available between ActiveControl and ChaRM (Change Request Management) available as part of SAP Solution Manager.

Document Audience

The intended audience for this document are ActiveControl Administrators and other technical teams looking to integrate ActiveControl and ChaRM. The document assumes an existing working knowledge of ActiveControl and the customer's existing SAP ChaRM installation.

2. Architecture of ActiveControl

The architecture of ActiveControl can be broken down into several core components:

- 1) a Domain Controller
- 2) other participating satellite SAP systems.
- 3) Access methods – consisting of a Windows GUI client software, Web UI and SAPGUI screens.
- 4) Integration Framework

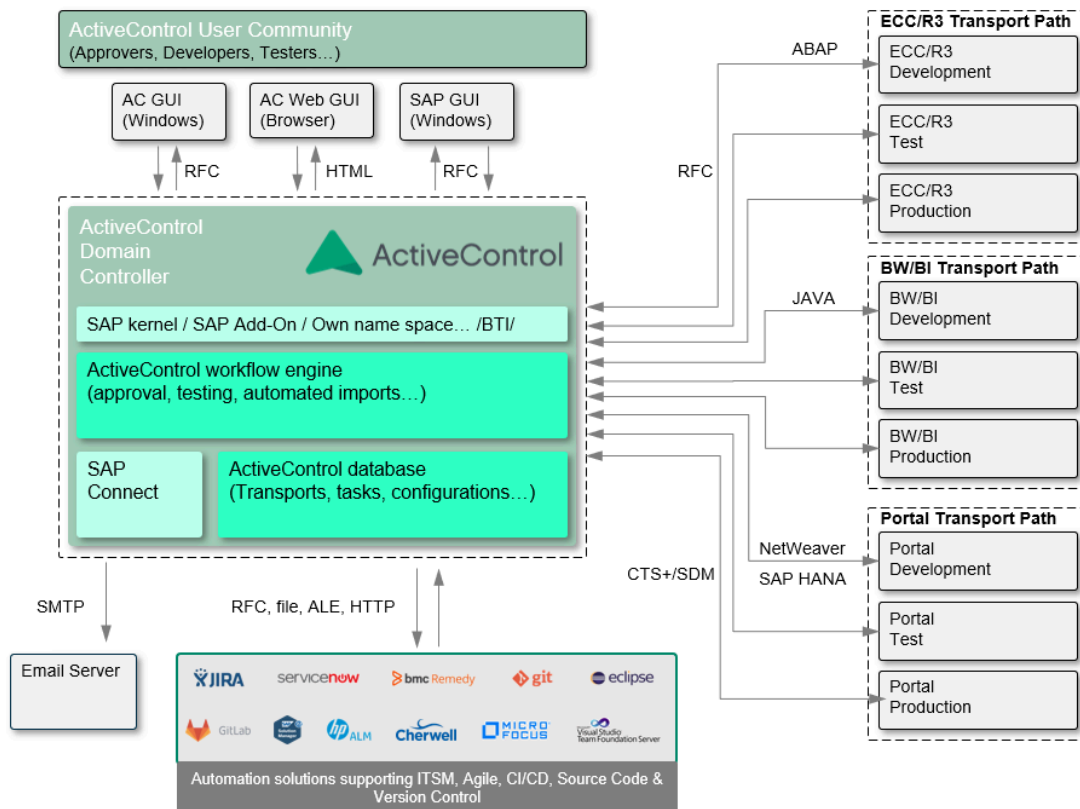


Figure: The ActiveControl architecture

Like the Transport Management System, ActiveControl has the concept of a **Domain Controller**. The Domain Controller does not need to be configured in any special way, it is simply the SAP system that the ActiveControl client software connects to and is where ActiveControl configuration and application data is stored.

The server software runs mostly within the ActiveControl domain controller. When necessary, the domain controller connects to the other SAP systems to gather change request information and to perform transports. These connections are made using SAP's remote function call (RFC) protocol. The Integration Engine is part of the Domain Controller and manages communication with external products and systems.



The ActiveControl Domain Controller must be the same system in which ChaRM is

installed. At present time, it is not possible for ChaRM installed in a separate system to the ActiveControl Domain Controller to be integrated.

3. CHaRM Integration Requirements

The ActiveControl ChaRM integration is fairly unique in its setup, in that the integration is primarily based at a transport level and not a ticket/business task level as is the case of most other ActiveControl integrations with 3rd-Party ITSM systems.

The following were the customer requirements against which the ChaRM integration was initially built. This information is included in this Administration Guide as a way of illustrating what is possible with the current ActiveControl/ChaRM integration:

Requirement	Details
1.	ActiveControl should automatically create a Business Task at the point a ChaRM Change Request reaches a specific (configurable) status.
2.	ActiveControl should automatically create a Transport Form for every new SAP transport created in ChaRM.
3.	The Transport Form should be created as soon as SAP transport first created by ChaRM.
4.	Only Workbench and Customising transports should have a Transport Form created for them. All Transport of Copies created by ChaRM, and all Merge TOCs created by ActiveControl should NOT have a Transport Form created for them as part of the Integration.
5.	The Transport Form should be automatically linked to the appropriate Business Task.
6.	If decoupling happens on ChaRM side because decision taken not to move to Production, then the corresponding Transport Form(s) should be automatically re-assigned to a different {configurable} Business Task.

3.1. Why use both ActiveControl and ChaRM?

The customer for whom the ActiveControl / ChaRM integration was originally developed had a few contributing reasons for wanting to run both tools in parallel:

- 1) They had previously had some ChaRM Retrofit overwriting Project change resulting in a loss of work. This was their main reason for wanting to implement ActiveControl, so that the Merge functionality could be used instead of Retrofit to keep their BAU and Project landscapes in sync.
- 2) They wanted to benefit from ShiftLeft analysis checks to improve their existing process and reduce the number of issue during delivery of SAP change.
- 3) They are a highly-regulated pharmaceutical company; as such, they did not want to completely replace ChaRM with ActiveControl as it would have meant a lot of process rework, internal GXP re-validation and user re-training.

As a result of the ActiveControl / ChaRM Integration, the customer now deploys transports through BAU track via ChaRM, and use ActiveControl to manage and deploy transports in their N+1 and N+2 tracks (and for Merging between tracks).

* There are currently no bi-directional updates in the Integration. The integration purely creates the Business Task and Transport Form. No updates are sent back to ChaRM as the Transports move through the landscape via ActiveControl.

* There is currently no Project automation in the Integration . A new project created in ChaRM will not automatically create a corresponding AC Project. (this is true of all ActiveControl integrations, not just ChaRM).

4. Core Configuration

This section details the core configuration steps that are required to setup the ActiveControl/ChaRM integration. The Integration configuration is maintained through the SAP standard SM30/31 transactions where table entries can be created and updated.

Configuration Summary

1.	Summary	Technical Details	Notes
1.	BADI Implementation	ZBTI_TE_BADI_TSK_CRT	The BADI is what creates the Business Tasks.
2.	Configuration Tables	/BTI/TE_CONTROL /BTI/TE_INT_SYST /BTI/TE_TVARV /BTI/TE_INT_FMAP /BTI/TE_INT_MAPP /BTI/TE_INT_CONV /BTI/TE_FORM_CON	
3.	Programs	/BTI/TE_INTEG_POLL_CHARM	This Program is what creates the Transport Forms.
4.	Jobs		Regular background job running above Program
5.	User Exit		Optional – not part of standard solution)

The rest of this section of the Integration Administration Guide describes each topic in more detail.

✿ No new Remote Function Calls (RFCs) are required specifically for the ActiveControl / ChaRM integration, since the same system is being used for both the ActiveControl Domain Controller and the ChaRM installation.

✿ No new Users are required for the ActiveControl / ChaRM integration – however an existing ChaRM user will be utilised.

4.1. Table: /BTI/TE_CONTROL

An entry must be maintained in standard /BTI/TE_CONTROL table in the ActiveControl Domain Controller for the system user that moves the CR from one status to another status in ChaRM.

Data Browser: Table /BTI/TE_CONTROL: 3 of 3 Hits

MANDT	UNAME	ACTIVE	RFCDST
200	T_CM_CHLOW_1	X	TRANSPORT EXPRESS MD1

* Note that this is not a requirement for a standard ActiveControl. implementation, unless the Domain Controller happens to be a Development system being managed through ActiveControl.

4.2. Table: /BTI/TE_INT_SYST

/BTI/TE_INT_SYST is a standard configuration table as part of the Integration Framework, and is required for the ChaRM integration.

Field	Explanation
EXTSYS_NO	Integration System Number, this is a unique numerical identifier of the system to integrate with (as it is possible to integrate with multiple systems) An example of this could be: 1 – HPSM 2 – ChaRM
EXTSYS_ID	External System ID
EXTSYS_NAME	Name of External System
RFC_DEST	Not required for ChaRM Integration.
DDCINT	Not required for ChaRM Integration.
TASKFIELD_LINK	Not required for ChaRM Integration.
A FORMFIELD_LINK	Not required for ChaRM Integration.
INT_USER	Not required for ChaRM Integration.
INT_PASSWORD	Not required for ChaRM Integration.

Example Customer Configuration

Field	Value
External System Number	01
External System Identification	CHARM
External System Name	CHARM
Description	AC <> ChaRM Integration

4.3. Table: /BTI/TE_TVARN

/BTI/TE_TVARN is a standard configuration table used for storing various configuration variables and parameters for other functionalities within ActiveControl.

Field	Explanation of Field
Variable Name	This is where the variable/parameter name is stored. The ones used in ChaRM integration are detailed underneath.
Number	Sequential Number (1,2,3 etc.) – used if you have more than one entry for the same Variable name.
INCL / EXCL	Include or Exclude. Will always be INCL for the ChaRM integration.
Option	Typically EQ (Equals)
Selection Value	Values for the Parameter. Some parameters require only one value, others require two.

The following Variables are required to support the ChaRM integration.

- TE_CHARM_ACTIVE_SYT: This is needed to define each of the Development systems where Transport Forms are to be created.
- TE_CHARM_DECOUPLEBT: In order to assign decoupled transports to a business meant for decoupled one, configure that particular Business Task's Reference against this variable.
- TE_CHARM_PROC_TYPE: This is needed for the process of updating the Transport Form if a Change document is updated, it is required to configure the CD' process types.
- TE_CHARM_SYSTEM: Create an entry with variable TE_CHARM_SYSTEM and set a 3 digit number in the field 'LOW' for the External System Number set earlier in table /BTI/TE_INT_SYST.
- TE_CHARM_CU_GROUPS / TE_CHARM_WB_GROUPS: This was required for a specific customer requirement whereby they had different Groups configured within ActiveControl, for Customising and Workbench. The Selection Values for these are the long GUIDs from /BTI/TE_GROUP table. Please see later Section for details on this User Exit that was required to fulfil this requirement.

Example Customer Configuration

The below illustrates some example configuration of /BTI/TE_TVARN table at a customer implementation of the ActiveControl ChaRM integration.

Variable Name	Number	INCL/EXCL	Option	Selection value	Selection value
TE_CHARM_ACTIVE_SYT	1	I	EQ	ES1	
TE_CHARM_CU_GROUPS	1	I	EQ	001	20017073000000000006
TE_CHARM_CU_GROUPS	2	I	EQ	002	20017080600000000260
TE_CHARM_CU_GROUPS	3	I	EQ	003	20017080600000000261
TE_CHARM_CU_GROUPS	4	I	EQ	004	20017080600000000262
TE_CHARM_CU_GROUPS	5	I	EQ	005	20017080600000000263
TE_CHARM_CU_GROUPS	6	I	EQ	006	20017080600000000264
TE_CHARM_CU_GROUPS	7	I	EQ	007	20017080600000000265
TE_CHARM_CU_GROUPS	8	I	EQ	008	20017080600000000266
TE_CHARM_CU_GROUPS	9	I	EQ	009	20017080600000000267
TE_CHARM_CU_GROUPS	10	I	EQ	010	20017080600000000268
TE_CHARM_CU_GROUPS	11	I	EQ	011	20017080600000000269
TE_CHARM_CU_GROUPS	12	I	EQ	012	20017080600000000270
TE_CHARM_CU_GROUPS	13	I	EQ	014	20017080600000000271
TE_CHARM_CU_GROUPS	14	I	EQ	013	20017080600000000477
TE_CHARM_CU_GROUPS	15	I	EQ		20018043000000006076
TE_CHARM_DECOUPLEBT	1	I	EQ	BT_DECOUPLED	
TE_CHARM_PROC_TYPE	1	I	EQ	ZMMJ	
TE_CHARM_PROC_TYPE	2	I	EQ	ZMMS	
TE_CHARM_SYSTEM	1	I	EQ	001	
TE_CHARM_WB_GROUPS	15	I	EQ	002	20017073000000000008
TE_CHARM_WB_GROUPS	16	I	EQ	003	20017073000000000010
TE_CHARM_WB_GROUPS	17	I	EQ	004	20017080100000000045
TE_CHARM_WB_GROUPS	18	I	EQ	005	20017080100000000046

Figure: Example customer configuration of /BTI/TE_TVAVR

4.4. Table: /BTI/TE_INT_FMAP

/BTI/TE_INT_FMAP is a standard configuration table as part of the Integration Framework.

This table is used in the ChaRM integration to map ChaRM custom fields to ActiveControl standard / custom fields.

Field	Explanation of Field
EXTSYS_NO	Syst. No configured in table /BTI/TE_TVARV against variable TE_CHARM_SYSTEM
SEQUENCE_NO	Normal sequence number
CLASS	Either TASK or REQUEST
EXT_FIELDNAME	Only AC fields (ZZTRACK – Group ID)
EXT_FIELDVALUE	Possible ChaRM values
BTI_TE_FIELDVALUE	Possible AC values equivalent to ChaRM values



ChaRM fields are saved in table CRMD_CUSTOMER_H.

Example Customer Configuration

The below illustrates some example configuration of /BTI/TE_INT_FMAP table at a customer implementation of the ActiveControl ChaRM integration.

External System Number	Sequence	Class	External Reference	TE Field Reference	
1	1	REQUEST	ZZTRACK	GROUPID	
1	1	TASK	ZZTRACK	GROUPID	
1	2	REQUEST	ORIGINATOR_KEY	CF_503	
1	2	TASK	CAT_LABL	CF_504	
1	3	REQUEST	CD_STATUS	CF_507	

Figure: Example customer configuration of /BTI/TE_INT_FMAP

4.5. Table: /BTI/TE_INT_MAPP

/BTI/TE_INT_MAP is a standard configuration table as part of the Integration Framework. It is used to define the mapping between ActiveControl fields values and their equivalent in the 3rd Party System – at a Business Task level.

Field	Explanation of Field
EXTSYS_NO	Integration system number [from /BTI/TE_INT_SYST]
EXTSYS_NAME	External System Name [from /BTI/TE_INT_SYST]
DIRECTION	Not required for ChaRM Integration.
SEQUENCE_NO	Numerical sequence of the fields.
TEFIELDREF	This is the source field of the mapping. This table name is required in the field as well. eg. /BTI/TE_TASK-PRIORITY
EXTERNAL_REF	This is the same field as above. (it is just the way the Integration works)
KEY_FIELD	Not required for ChaRM Integration.
TECUSTFLD_REF	Not required for ChaRM Integration.
DEFAULT_VALUE	Not required for ChaRM Integration.

Example Customer Configuration

The below illustrates some example configuration of /BTI/TE_INT_MAPP table at a customer implementation of the ActiveControl ChaRM integration.

External System Number	External System Name	Direction	Sequence	TE Field Reference	External Reference	Key Field	Text ID	External Reference
1	CHARM		1	/BTI/TE_TASK-GROUPID	/BTI/TE_TASK-GROUPID			
1	CHARM		2	/BTI/TE_TASK-TYPEID	/BTI/TE_TASK-TYPEID			
1	CHARM		3	/BTI/TE_TASK-PRIORITY	/BTI/TE_TASK-PRIORITY			
1	CHARM		4	/BTI/TE_TASK-PROJECTID	/BTI/TE_TASK-PROJECTID			

Figure: Example customer configuration of /BTI/TE_INT_MAPP

4.6. Table: /BTI/TE_INT_CONV

The integration framework can also take into account value conversions. For instance where a value in ActiveControl could equal one thing maybe its corresponding value in an external system could be different although they both mean the same thing. **BTI/TE_INT_CONV** is used to map the two values together and address these issues; the conversion can happen either way, which means that the fields can contain either ActiveControl or the 3rd Party ITSM value.

Field	Explanation of Field
EXTSYS_NO	Integration system number [from /BTI/TE_INT_SYST]
EXTSYS_NAME	External System Name [from /BTI/TE_INT_SYST]
EXTERNAL_REF	Field Reference
EXTFLD_ID	External System Field ID. This is the External System field value that the conversion needs to take place on.
EXTFLD_VAL	<p>External System Field Value. This is the converted value that needs to be fed into the integrated system (or AC)</p> <p>Groups: GUIDs from /BTI/TE_GROUPS Types: GUIDs from /BTI/TE_TYPE Priority: Low = 1, Normal =2, High = 3, Emergency=4 Project: GUID from /BTI/TE_PROJ</p>

Example Customer Configuration

The below illustrates some example configuration of /BTI/TE_INT_CONV table at a customer implementation of the ActiveControl ChaRM integration.

External System Number	External System Name	Direction	External Reference	External Field Identification	External Field Value
1	CHARM		/BTI/TE_TASK-GROUPID	003	20017073000000000011
1	CHARM		/BTI/TE_TASK-GROUPID	1	20017073000000000007
1	CHARM		/BTI/TE_TASK-GROUPID	10	20017080100000000057
1	CHARM		/BTI/TE_TASK-GROUPID	11	20017080100000000059
1	CHARM		/BTI/TE_TASK-GROUPID	12	20017080100000000061
1	CHARM		/BTI/TE_TASK-GROUPID	13	200170806000000000475
1	CHARM		/BTI/TE_TASK-GROUPID	2	20017073000000000009
1	CHARM		/BTI/TE_TASK-GROUPID	3	20017073000000000011
1	CHARM		/BTI/TE_TASK-GROUPID	4	20017080100000000044
1	CHARM		/BTI/TE_TASK-GROUPID	5	20017080100000000047
1	CHARM		/BTI/TE_TASK-GROUPID	6	20017080100000000049
1	CHARM		/BTI/TE_TASK-GROUPID	7	20017080100000000051
1	CHARM		/BTI/TE_TASK-GROUPID	8	20017080100000000053
1	CHARM		/BTI/TE_TASK-GROUPID	9	20017080100000000055
1	CHARM		/BTI/TE_TASK-PRIORITY	1	4
1	CHARM		/BTI/TE_TASK-PRIORITY	2	3
1	CHARM		/BTI/TE_TASK-PRIORITY	3	2
1	CHARM		/BTI/TE_TASK-PRIORITY	4	1
1	CHARM		/BTI/TE_TASK-PROJECTID	ZMSOL101	20017080100000000071
1	CHARM		/BTI/TE_TASK-TYPEID	00505693113A1EE799F46F7E9C90BA04	20017073000000000012
1	CHARM		/BTI/TE_TASK-TYPEID	00505693113A1EE799F46F7E9C915A04	20017073000000000013
1	CHARM		/BTI/TE_TASK-TYPEID	00505693113A1EE799F46F7E9C923A04	20017073000000000014

Figure: Example customer configuration of /BTI/TE_INT_CONV

4.7. Table: /BTI/TE_FORM_CON

/BTI/TE_FORM_CON is a new configuration table as part of the Integration Framework, that is used to map the relevant ActiveControl and ChaRM fields at Transport Level.

Field	Explanation of Field
EXTSYS_NO	Integration system number [from /BTI/TE_INT_SYST]
CLASS	
SEQUENCE	
EXTERNAL_REF	GROUPID or TYPEID
EXTERNAL_FIELD_IDENT	For Group, this is the Charm field value For Type, this is either K (Customising) or W (Workbench)
EXTERNAL_FIELD_IDENT	This is the TE field value (ie the long GUID from appropriate TE table (/BTI/TE_GROUP or /BTI/TE_TYPES)

* For Transport Type, only Customising and Workbench can be entered. (as the information on ChaRM side is pulled from E070 and not from a field on the Charm Document.

Example Customer Configuration

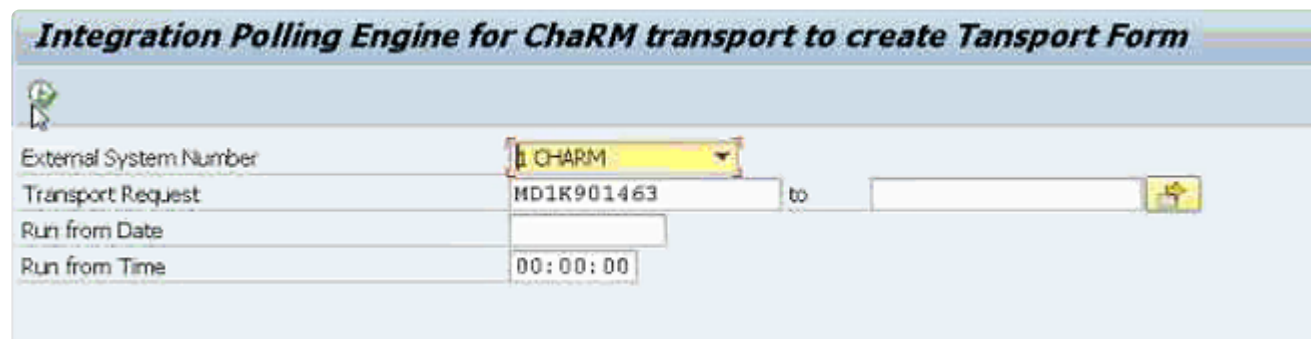
The below illustrates some example configuration of /BTI/TE_FORM_CON table at a customer implementation of the ActiveControl ChaRM integration.

External System Number	Class	Sequence	External Reference	External Field Identification	External Field Identification
1		14	TYPEID	W	200170730000000000015
1		15	TYPEID	K	200170730000000000016
1	TASK	1	CF_504	Development	DEVELOPMEN

Figure: Example customer configuration of /BTI/TE_FORM_CON

4.8. Program: /BTI/TE_INTEG_POLL_CHARM

/BTI/TE_INTEG_POLL_CHARM is what polls ChaRM to see what new Change Documents created (or updates made to any field), and creates the Transport Forms for any new Transports against those CDs. The program needs to be scheduled to run every 5-10 minutes in the ActiveControl Domain Controller.



The screenshot shows a window titled "Integration Polling Engine for ChaRM transport to create Tansport Form". The window contains a form with the following fields:

External System Number	CHARM
Transport Request	MD1K901463 to
Run from Date	
Run from Time	00:00:00

5. Optional Configuration

5.1. User Exit (Transport Form [Group] Mismatching)

An optional User Exit was created for a Basis Technologies customer where their Transport Form Groups did not match the corresponding field values in ChaRM. The reason for the Group mismatch was that this customer had subdivided their Transport Form groups out per module, one for customising and one for workbench to facilitate more granular approvals within ActiveControl.

Eg FI – Customising, FI – Workbench

To overcome such mismatching, the following steps can be undertaken:

1) Switch on user exit 0960 in table /BTI/TE_EXITC table in the Domain Controller

2) Populate the matching values in /BTI/TE_TVARV, using variable TE_CHARM_CU_GROUPS and TE_CHARM_WB_GROUPS

[Variable Name] = TE_CHARM_CU_GROUPS

[Number] = Sequential number: 1,2,3, etc

[Selection Value Low] = 1,2,3,4,5 (the numerical value from CRMD_CUSTOMER_H)

[INCL/EXCL] = I

[Option] = EQ

[Selection Value High] = GUID value from /BTI/TE_GROUPS

[Variable Name] = TE_CHARM_WB_GROUPS

[Number] = Sequential number: 1,2,3, etc

[Selection Value Low] = 1,2,3,4,5 (the numerical value from CRMD_CUSTOMER_H)

[INCL/EXCL] = I

[Option] = EQ

[Selection Value High] = GUID value from /BTI/TE_GROUPS

Example Customer Configuration

The below illustrates some example configuration of /BTI/TE_TVARV table at a customer implementation of the ActiveControl ChaRM integration.

TE_CHARM_CU_GROUPS	1	I	EQ	1	20017073000000000006	05-TECH CUST
TE_CHARM_CU_GROUPS	2	I	EQ	2	20017080600000000260	00-HR CUST
TE_CHARM_CU_GROUPS	3	I	EQ	3	20017080600000000261	00-PROC CUST
TE_CHARM_CU_GROUPS	4	I	EQ	4	20017080600000000262	00-MFG CUST
TE_CHARM_CU_GROUPS	5	I	EQ	5	20017080600000000263	00-SCP CUST
TE_CHARM_CU_GROUPS	6	I	EQ	6	20017080600000000264	00-QM CUST
TE_CHARM_CU_GROUPS	7	I	EQ	7	20017080600000000265	00-LOG CUST
TE_CHARM_CU_GROUPS	8	I	EQ	8	20017080600000000266	00-COMM CUST
TE_CHARM_CU_GROUPS	9	I	EQ	9	20017080600000000267	00-FIN CUST
TE_CHARM_CU_GROUPS	10	I	EQ	10	20017080600000000268	05-CO CUST
TE_CHARM_CU_GROUPS	11	I	EQ	11	20017080600000000269	00-MDM CUST
TE_CHARM_CU_GROUPS	12	I	EQ	12	20017080600000000270	05-BI CUST
TE_CHARM_CU_GROUPS	13	I	EQ	14	20017080600000000271	07-NFR CUST
TE_CHARM_CU_GROUPS	14	I	EQ	13	20017080600000000477	09-GENERAL CUST
TE_CHARM_WB_GROUPS	15	I	EQ	2	20017073000000000008	00-HR WB
TE_CHARM_WB_GROUPS	16	I	EQ	3	20017073000000000010	00-PROC WB
TE_CHARM_WB_GROUPS	17	I	EQ	4	20017080100000000045	00-MFG WB
TE_CHARM_WB_GROUPS	18	I	EQ	5	20017080100000000046	00-SCP WB
TE_CHARM_WB_GROUPS	19	I	EQ	6	20017080100000000048	00-QM WB
TE_CHARM_WB_GROUPS	20	I	EQ	7	20017080100000000050	00-LOG WB
TE_CHARM_WB_GROUPS	21	I	EQ	8	20017080100000000052	00-COMM W
TE_CHARM_WB_GROUPS	22	I	EQ	9	20017080100000000054	00-FIN WB
TE_CHARM_WB_GROUPS	23	I	EQ	10	20017080100000000056	05-CO WB
TE_CHARM_WB_GROUPS	24	I	EQ	11	20017080100000000058	00-MDM WB
TE_CHARM_WB_GROUPS	25	I	EQ	12	20017080100000000060	05-BI WB
TE_CHARM_WB_GROUPS	26	I	EQ	14	20017080100000000062	07-NFR WB
TE_CHARM_WB_GROUPS	27	I	EQ	1	20017080600000000259	05-TECH WB
TE_CHARM_WB_GROUPS	28	I	EQ	13	20017080600000000476	09-GENERAL WB

Figure: Example customer configuration of /BTI/TE_TVAREV

6. Other Information

6.1. New Project Creation

Whenever a new ChaRM projects gets created for which you want Business Tasks to be created against the CRs, then this needs to be added to project mapping /BTI/TE_INT_CONV.

If the project does not exist in this Conversation table, then it will NOT be picked up by the Integration.

6.2. Domain Controller downtime

If the ActiveControl Domain Controller is unavailable due to Solution Manager being unavailable, the ChaRM is also unavailable. This means there is no risk of Business Tasks not getting created, and it is simply a case of running the `/BTI/TE_INTEF_POLL_CHARM` program once the system is back.