

HP Operations Orchestration Software

Software Version: 9.00.04

Release Notes

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On the Web: Finding OO support and documentation

There are two Web sites where you can find support and documentation, including updates to OO Help systems, guides, and tutorials:

- The OO Support site
- HP Live Network

Support

Documentation enhancements are a continual project at Hewlett-Packard Software. You can obtain or update the HP OO documentation set and tutorials at any time from the HP Software Product Manuals Web site. You will need an HP Passport to log in to the Web site.

To obtain HP OO documentation and tutorials

1. Go to the HP Software Product Manuals Web site (<http://support.openview.hp.com/selfsolve/manuals>).
2. Log in with your HP Passport user name and password.
OR

If you do not have an HP Passport, click **New users – please register** to create an HP Passport, then return to this page and log in.

If you need help getting an HP Passport, see your HP OO contact.

3. In the **Product** list box, scroll down to and select **Operations Orchestration**.
4. In the **Product Version** list, click the version of the manuals that you're interested in.
5. In the **Operating System** list, click the relevant operating system.
6. Click the **Search** button.
7. In the **Results** list, click the link for the file that you want.

HP Live Network

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit the following site: <https://www.www2.hp.com/>.

This is the **HP Live Network** Web page. To sign in:

1. Click **Login**.
2. On the **HP Passport sign-in** page, enter your HP Passport user ID and password and then click **Sign-in**.
3. If you do not already have an HP Passport account, do the following:
 - a. On the **HP Passport sign-in** page, click **New user registration**.
 - b. On the **HP Passport new user registration** page, *enter the required information and then click **Continue***.
 - c. On the confirmation page that opens, check your information and then click **Register**.
 - d. On the **Terms of Service** page, read the Terms of use and legal restrictions, select the **Agree** button, and then click **Submit**.
4. On the **HP Live Network** page, click **Operations Orchestration Community**.
The Operations Orchestration Community page contains links to announcements, discussions, downloads, documentation, help, and support.

Note: Contact your OO contact if you have any difficulties with this process.

In OO: How to find Help, PDFs, and tutorials

The HP Operations Orchestration software (HP OO) documentation set is made up of the following:

- Help for Central

Central Help provides information to the following:

- Finding and running flows
- For HP OO administrators, configuring the functioning of HP OO
- Generating and viewing the information available from the outcomes of flow runs

The Central Help system is also available as a PDF document in the HP OO home directory, in the \Central\docs subdirectory.

- Help for Studio

Studio Help instructs flow authors at varying levels of programming ability.

The Studio Help system is also available as a PDF document in the HP OO home directory, in the \Studio\docs subdirectory.

- Animated tutorials for Central and Studio

HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:

- In Central, finding, running, and viewing information from flows
- In Studio, modifying flows

The tutorials are available in the Central and Studio subdirectories of the HP OO home directory.

- Self-documentation for operations and flows in the Accelerator Packs and ITIL folders

Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Installing OO 9.00.04

IMPORTANT:

- You must install OO 9.00.04 on an existing installation of OO 9.00.03.
- If you apply OO 9.00.04 on top of an existing version of OO 9.00.03, then uninstall and reinstall OO 9.00.03, you must also re-install OO 9.00.04.
- On Windows 2008 and Windows 2008 R2 servers, you must have administrative privileges to install OO 9.00.04. To get administrative privileges, follow these steps:
 - a. On the **Start** menu select **All Programs**, and then **Accessories**.
 - b. Right-click **Command Prompt** and then select the **Run as administrator** option.
From the new command prompt, you now have administrative (elevated) privileges and can successfully install OO 9.00.04.

Although you can install OO 9.00.04 manually, it is recommended that you install OO 9.00.04 using the Live Network Connector.

Note: If you encounter a RAS update error during the following procedure, please try again.

To install OO 9.00.04 using the Live Network Connector

1. Configure the Live Network Connector, triggering a download for the OO_updates stream.
For more information see the *Live Network Connector User Guide* (HPLN_LNc_Users_Guide.pdf), located in the Operations Orchestration home directory in the \Central\tools\LNC\ folder.
2. At the location from which you install the Live Network Connector, type the following, and then press ENTER:
`live-network-connector download`
3. At the same location, type the following, and then press ENTER:
`live-network-connector import`
4. Restart the RSJRAS service on all RASes in your OO deployment.

Installing OO 9.00.04 manually

Note: In the following procedure, when you run OO-9_00_04-ContentInstaller.jar, you will see errors about being unable to update the RAS. The installer will retry, and the install will continue. As long as you complete the procedure, you can ignore these messages.

To install OO 9.00.04 on a Central server

1. Close Studio and make sure that Central and your RAS are running.
2. From <https://www.www2.hp.com>, click **Operations Orchestration Community** and log in.
3. Navigate to and click **Important Downloads**.
4. Navigate to and copy the 9.00.04 version of OO-9_00_04-ContentInstaller.jar to the OO home directory, in the \jre1.6\bin\ folder.
5. Click the **Start** menu, and then click **Run**.
6. In the **Run** dialog box, type `cmd` and then click **OK**.
7. In the command window, change to the \jre1.6\bin\ folder in the OO home directory, and then type:
`java -jar OO-9_00_04-ContentInstaller.jar -centralPassword <your Central password>`
8. Restart the RSJRAS service on all RASes in your OO deployment.

Notes:

- If you are using a Central username other than the default `admin`, use the `-centralUsername` parameter in the command shown in step 7 of the previous procedure as follows:

```
java -jar OO-9_00_04-ContentInstaller.jar -centralUsername <non-default Central username> -centralPassword <your Central password>
```

For example:

```
java -jar OO-9_00_04-ContentInstaller.jar -centralUsername sysadmin -centralPassword iconclude
```

- If you are installing OO 9.00.04 on a non-default port instead of the default port `https://localhost:8443`, use the `-centralURL` parameter in the command shown in step 7 of the previous procedure as follows:

```
java -jar OO-9_00_04-ContentInstaller.jar -centralURL <non-default Central URL> -centralPassword <your Central password>
```

For example:

```
java -jar OO-9_00_04-ContentInstaller.jar -centralURL https://central_server1:8080 -centralPassword iconclude
```

Installing OO 9.00.04 manually on a remote Central server

Important:

- You must install OO 9.00.04 on your local Central servers before you run the content installer remotely. The content installer must be able to find the OO home directory and use the OO libraries.
- The local version of OO must be compatible with the remote OO that the installer is attempting to install. For instance, you cannot use the OO 9.00.04 content installer on a remote version of OO 9.00.03 if you have a local version of OO 9.0. The 9.00.04 installer will not run because it extracts libraries from the local version of OO with its OO 9.0 libraries. The installer fails with a version problem.

To install OO 9.00.04 on a remote Central server

1. Make sure that Central and your RAS are running.
2. From <https://www.www2.hp.com>, click **Operations Orchestration Community** and log in.
3. Navigate to and click **Important Downloads**.
4. Navigate to and copy the 9.00.04 version of `OO-9_00_04-ContentInstaller.jar` to a temporary directory.
5. Click the **Start** menu, and then click **Run**.
6. In the **Run** dialog box, type `cmd` and then click **OK**.
7. In the command window, change to the `<temporary directory>`, and then type:

```
java -jar OO-9_00_04-ContentInstaller.jar -centralURL <remote Central URL> -centralPassword <your Central password>
```
8. Restart the RSJRAS service on all RASes in your OO deployment.

What's new

New Microsoft Opalis integration

This is a new integration that supports the Microsoft Opalis version 6.2.2 automation platform. The Opalis operations (located in the Library/Integrations/Microsoft/Opalis/ folder) are:

- **Get All Policies** retrieves basic information about all policies defined in the Opalis management server.
- **Get Policy Details** retrieves detailed information about a specific policy in the Opalis management server.
- **Get Policy Request Details** retrieves information about a specific policy request (a policy that has been requested to start).
- **Get Policy Requests** retrieves information about all of the policy requests that are available for a given policy.
- **Start Policy** triggers a policy to start on the Opalis management server.
- **Stop All Policy Requests** triggers the Opalis management server to stop all active policy requests for all policies.
- **Stop All Policy Requests For Policy** triggers all policy requests for a particular policy to stop on the Opalis management server.
- **Stop Policy Request** triggers a policy request to stop on the Opalis management server.

Known issues

The OO integration with Microsoft Opalis uses the Opalis Web service which has performance limitations that Microsoft is working to resolve in future releases of Opalis.