

HP Change Calendar

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 2.1/1 October 2007

This document provides an overview of the changes made to HP ServiceCenter for this release. It contains important information not included in the manuals or in online help.

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In This Version

This version provides improved support for using the Change Calendar for localized languages.

For a complete list of the SCR fixes included in this release, see [Enhancements and Fixes](#).

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent documentation updates or to verify that you are using the most recent edition, go to the following web site:

http://ovweb.external.hp.com/lpe/doc_serv/

NOTE: To view files in PDF format (*.PDF), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

<http://www.adobe.com/>

Enhancements and Fixes

The following items (identified by Software Change Request (SCR) number) are fixed in the current software release:

<u>SCR 39939</u>	The data in the backout.duration field in the cmcalendar record now displays correctly when viewed from the Change Calendar.
<u>SCR 40393</u>	PDF generation in Change Calendar now supports UTF-8 encoding.
<u>SCR 40279</u>	European date format is now properly honored by the Change Calendar application.
<u>SCR 39423</u>	Searching now works properly in the Change Calendar even when a main filter is not set.
<u>SCR 40061</u>	Change Calendar dates are now carried over into the Microsoft Outlook calendar correctly.
<u>SCR 40083</u>	Month is now properly displayed in the calendar inset in localized versions.
<u>SCR 40084</u>	Localized versions of the Change Calendar now display the month properly in the calendar inset.
<u>SCR 40000</u>	Export to PDF from Change Calendar now displays events in the expected time position.
<u>SCR 40005</u>	Links to Change Management Tasks are accessible again in the Change Calendar.

Known Problems, Limitations, and Workarounds

This software release has the following known issue:

[SCR 40558](#)

PROBLEM	Change Calendar sometimes has the following error when trying to retrieve cm3t records: "scxmlapi(41) - The data in the 'estimate.delivery' field of record T10 - plan.1/2.task - approved - of file cm3t contains data that does not conform to the SOA datatype in datadict".
CAUSE	This error happens because the middle,estimate.delivery field in the cm3t dbdict is declared as the data type "character", but it is exposed as "DateTime" in the extaccess record. Note: This field has been removed from exposing field list in Service Manager 7.
WORK AROUND	Use these steps to remove this field from an existing ServiceCenter system. Login as a user with admin privileges. Using Database Dictionary, open WSDL configuration (extaccess record).Search for name=cm3t. Click the "Data Policy" tab.Find the field: middle,estimate.delivery.On that field, clear the text on "API Data Type" and change "Exclude" from "false" to "true".Save and restart your ServiceCenter server.

Installation

Prior to running the Change Calendar application with HP Service Manager, you must deploy the Change Calendar application to the Web application server, configure HP Service Manager, and configure the operator records. Further customization and filtering steps are optional.

Deploying to the Web application server

The following steps describe how to deploy the Change Calendar application onto a Tomcat Web application server. If you use a different Web application server, adjust the steps to work with your application server. The Web application server must be supported for ServiceCenter 6.2.x or Service Manager 7.00. Refer to the Compatibility Matrix for supported servers.

Follow these steps to deploy the Change Calendar on Tomcat.

- 1 Make sure that the Web application server is not running.
- 2 Copy the `calendar.war` file to the following directory:
`C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps`
- 3 Restart the Tomcat application server.
The `calendar.war` file will then be expanded into a new `calendar` directory located at:
`C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps`
- 4 Using a text editor, open the `calendar.properties` file in the following directory:
`C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\calendar\WEB-INF\classes`
- 5 Locate the `com.peregrine.calendar.model.event.eventServiceLocation` property and set it to the URL of the HP Service Manager server to which the Change Calendar will connect.
 - ServiceCenter 6.2.x:
`com.peregrine.calendar.model.event.eventServiceLocation=
http://webapp_servername:12345`
 - Service Manager 7.00:
`com.peregrine.calendar.model.event.eventServiceLocation=
http://webapp_servername:12345/sc62server/PWS`
- 6 Save and close the file.
- 7 Restart the Web application server.
- 8 Open a browser and enter the following URL:
`http://<webapp_servername>:<webapp_port>/calendar/`
If the Change Calendar is correctly deployed, the browser displays the Change Calendar login window.
- 9 Login as the administrator to begin to use or configure operators.

Refer to the HP Service Manager online help for instruction on how to run and configure the Change Calendar.

Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP OpenView products, and other compatibility and support information.

To access the Compatibility Matrix

- 1 Use a browser to navigate to the Support Software Online (SSO) web page:
http://support.openview.hp.com/sc/support_matrices.jsp.
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.2.2 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Support

Please go to the HP Support web site:

<http://support.openview.hp.com/support.jsp>

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by being able to do the following:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels and HP Passport, go to the following URL:

http://support.openview.hp.com/new_access_levels.jsp

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