

# HP OpenView Service Desk 4.5 Client 2008

For the Windows® Operating System

Software Version: Major Release

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## Installation and Configuration Guide

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# 1 Introduction

This guide describes the installation of HP OpenView Service Desk 4.5 Client 2008 (Client 2008). With the procedures in this guide you can prepare for installation, install, configure, upgrade, and remove Client 2008. There is also a troubleshooting section.

This guide was tested for accuracy primarily against an installation on Windows® XP, Windows 2000, Windows 2003, and Windows Vista platforms. Client 2008 installation procedures use platform native installers wherever possible.

Only a basic knowledge of computers is sufficient to complete the installation of Client 2008. Knowledge of IT Service Management is not required.

Please read through the relevant sections before you install Client 2008.

This guide is organized as follows:

- [Chapter 2, Preparing for Installation](#) describes the installation programs of Client 2008, and provides a list of files and their version numbers that will be installed when you install Client 2008. It also includes information about the system requirements.
- [Chapter 3, Installing Client 2008](#) describes the tasks you must perform to install and connect Client 2008.
- [Chapter 4, Configuring Client 2008](#) provides detailed configuration information.
- [Chapter 5, Upgrading Client 2008](#) provides detailed information about how to upgrade to future Client 2008 service packs.
- [Chapter 6, Removing Client 2008](#) contains a list of files that will not be removed because they may also be used by other applications installed on your system.
- [Appendix A](#) describes how to deal with some of the errors that may, under certain circumstances, occur during installation. It also contains troubleshooting information about configuration and log information.

## Related Publications

### Client 2008 Documentation

- The *HP OpenView Service Desk 4.5 Client 2008: Release Notes* gives an overview of Client 2008 and information that helps you solve known problems. See [SD45\\_Client\\_2008\\_Release\\_Notes.pdf](#).
- The *HP OpenView Service Desk 4.5 Client 2008: Supported Platforms List* helps you determine software requirements and the software versions supported by HP for Client 2008. See [SD45\\_Client\\_2008\\_Supported\\_Platforms\\_List.pdf](#).
- The *HP OpenView Service Desk 4.5 Client 2008: Differences between the Previous Client and Client 2008* describes the differences between the two clients. See [SD45\\_Client\\_2008\\_Difference\\_Guide.pdf](#).



This guide is for Client 2008 only. For detailed information about Service Desk 4.5, see Service Desk documents available on your Service Desk CD-ROM, or available from <http://support.openview.hp.com/selfsolve/manuals>.

## Service Desk 4.5 Documentation

You may also need to refer to the Service Desk 4.5 documentation, for example, for more information about Service Desk server. The following section lists some of the publications provided with Service Desk 4.5. Updates of the publications and additional publications may be provided in later service packs. For an overview of the documentation provided in service packs, see the readme file of the latest service pack. The service packs and the latest versions of publications are available on the Internet, at

[http://support.openview.hp.com/patches/patch\\_index.jsp](http://support.openview.hp.com/patches/patch_index.jsp) and <http://support.openview.hp.com/selfsolve/manuals> respectively.

- The *HP OpenView Service Desk: Installation Guide* covers all aspects of installing Service Desk. See `Installation_Guide.pdf`.
- The `Readme.htm` file for Service Desk 4.5 contains information that will help you get started with Service Desk. It also contains any last-minute information that became available after the other documentation went to manufacturing.
- The *HP OpenView Service Desk: Release Notes* describes the features that Service Desk provides, compare the current software's features with those available in previous versions of the software, and helps you solve known problems. See `Release_Notes.pdf`.
- The *HP OpenView Service Desk: User's Guide* introduces the key concepts behind Service Desk. It gives an overview of what you can do with Service Desk and explains typical tasks of different types of Service Desk users. Scenario descriptions are provided as examples of how the described features could be implemented. See `User's_Guide.pdf`.
- The *HP OpenView Service Desk: Supported Platforms List* contains information that helps you determine software requirements. It lists the software versions supported by Hewlett-Packard for Service Desk 4.5. See `Supported_Platforms_List.pdf`.
- The *HP OpenView Service Desk: Administrator's Guide* provides information that helps application administrators to set up and maintain the Service Desk application server for client usability. See `Administrator's_Guide.pdf`.
- The *HP OpenView Operations Integration Administrator's Guide* explains the integration between Service Desk and HP OpenView Operations for Windows and UNIX®. This guide covers the installation and configuration of the integration and explains how to perform the various tasks available with the integration. See `OVO_Integration_AG.pdf`.
- The *HP OpenView Service Desk: Migration Guide* provides a detailed overview of the migration from ITSM to Service Desk, to include an analysis of the differences in the two applications. Detailed instructions in this guide lead through the installation, configuration and other tasks required for a successful migration. See `Migration_Guide.pdf`.
- The *HP OpenView Service Desk: Web API Programmer's Guide* contains information that will help you create customized integrations with Service Desk using the Service Desk Web API. This API is particularly suited for developing Web applications. See `Web_API_pg.pdf`.
- The *HP OpenView Service Desk: Data Dictionary* contains helpful information about the structure of the application. See `Data_Dictionary.htm`.



- The *HP OpenView Service Desk 4.5 Computer Based Training* (CBT) CD-ROM is intended to assist you in learning about the functionality of HP OpenView Service Desk 4.5 from both a user and a system administrator perspective. The CD-ROM contains demonstration videos and accompanying texts that explain and show how to perform a wide variety of tasks within the application. The CBT also explains the basic concepts of the Service Desk application.

The *HP OpenView Service Desk 4.5 Computer Based Training* (CBT) CD-ROM was shipped automatically with the regular Service Desk software.

## Typographic Conventions

The table below illustrates the typographic conventions used in this guide.

**Table 1** Typographic conventions

Font	What the Font Represents	Example
<i>Italic</i>	References to book titles	See also the <i>HP OpenView Service Desk: Installation Guide</i> .
	Emphasized text	<i>Do not delete</i> the System user.
<b>Bold</b>	First-time use of a term	The <b>service call</b> is the basis for incident registration.
Courier	File names	To start the installation, double-click <code>setup.htm</code> .
	Computer-generated output, such as command lines and program listings	If the system displays the following text <pre>C:\&gt;dir a: The device is not ready check if the disk is placed in the disk drive.</pre>
<b>Courier bold</b>	User input: text that you must enter in a box or after a command line	If the service call must be solved within 30 minutes, enter <b>30</b> .
<i>Courier italic</i>	Replaceable text: text that you must replace by the text that is appropriate for your situation	Go to the folder <code>X:\Setup</code> , where <i>X</i> is your CD-ROM drive.

**Table 1**    **Typographic conventions (cont'd)**

<b>Font</b>	<b>What the Font Represents</b>	<b>Example</b>
<b>Helvetica bold</b>	Menu names	You can adjust the data view with the commands in the <b>View</b> menu.
	Menu commands	Choose <b>Save</b> from the menu.
	Button names	Click <b>Add</b> to open the Add Service Call dialog box.
	Keyboard keys A plus sign (+) means you must press the first key ( <b>Ctrl</b> in the example), hold it, and then press the second key ( <b>F1</b> in the example).	Press <b>Ctrl+F1</b> .

## 2 Preparing for Installation

This chapter describes the installation programs of HP OpenView Service Desk 4.5 Client 2008, and lists the files and their version numbers that will be installed when you install Client 2008.

This chapter suggests how to plan an installation, and provides information about the system requirements. It also describes the third-party product that is installed automatically during the installation of Client 2008.

### The Installation Program

Client 2008 uses platform native installers. The client software is supplied in the product release package. The client installation program installs the software onto a client machine. This allows Service Desk to be used on the client machine via a network.

### Files That Will Be Installed

The following files are installed when you run Client 2008 installation program. This list does not show all the files that are installed, but only those whose version number is important. Some of these files may already be installed on your computer before you installed Client 2008. If these files are already installed, they will not be overwritten. If they are not present on your computer, they will be installed.

- Files installed in the %Windir%\system32 folder:
  - Client 2008 installs two files into the the Windows system directory if they do not exist:  
GdiPlus.dll version 5.1.3102.2180  
msvcr80.dll version 8.0.50727.762

### System Requirements

The latest information about supported software versions is included in the Supported Platforms List, which is located in the Docs folder of the release package.

#### Client 2008 on Windows 2000 and Windows XP Professional

- Processor: Intel® Pentium® PIV, 1.6 GHz
- Memory: 512 MB RAM

- Disk space: 300 MB
- Display: 800 x 600 resolution, 16-bit color (1024 x 768 resolution, high color, or higher recommended)
- Network connection: TCP/IP, 56 KB (higher recommended)

## Client 2008 on Windows 2003 R2

- Processor: Intel® Pentium® PIV, 1.6 GHz
- Memory: 512 MB RAM
- Disk space: 300 MB
- Display: 800 x 600 resolution, 16-bit color (1024 x 768 resolution, high color, or higher recommended)
- Network connection: TCP/IP, 56 KB (higher recommended)

## Client 2008 on Windows 2003 R2 Terminal Services

Client 2008 is supported for use with Windows Terminal Service. For information on sizing see the white paper created by Microsoft, which is located on the following Web site:  
**<http://www.microsoft.com/windowsserver2003/techinfo/overview/termservlic.mspx>**.

- Network connection: TCP/IP, 56 KB

## Client 2008 on Windows Vista Enterprise 32-bit Edition

- Processor: Intel® Pentium® PIV, 1.6 GHz
- Memory: 512 MB RAM
- Disk space: 300 MB
- Display: 800 x 600 resolution, 16-bit color (1024 x 768 resolution, high color, or higher recommended)
- Network connection: TCP/IP, 56 KB (higher recommended)

## Third-Party Software

Client 2008 uses Sun Java Virtual Machine version 1.5.0\_14, which is shipped together with Client 2008 and is installed automatically during the client installation. You do not need to take any steps to install it manually.

No other third-party software is required to be installed before the client installation.

## 3 Installing Client 2008

This chapter describes the tasks you must perform to install Client 2008 and connect to the application server.

### Preparing for Installation

Whoever performs the installation must have administrator rights on the machine where Client 2008 is being installed.

To prepare for Client 2008 installation, perform the following steps to remove the previous client:

- 1 Go to **Start** → **Control Panel** → **Add or Remove Programs**.
- 2 In the Add or Remove Programs window, select **hp OpenView service desk 4.5 client**, and click **Remove**, and then click **Yes**.



It is recommended to backup the following file:

*<Previous Client Data folder>\Views.DAT*

For example, C:\Documents and Settings\*<user account>*\Application Data\Hewlett-Packard\OpenView\Service Desk\Views.DAT

Customized view settings are stored in this file. You can re-use this file to restore the settings after installing Client 2008. See [Restore Customized View Settings from the Previous Client](#) on page 46 for more information.

### Installing Client 2008

Use this procedure to install the client software on a client PC that can communicate with the application server.

To install software on a Windows computer, you must be logged onto an account with system administrator rights to make changes in the Windows registry. If you do not have sufficient rights, the installation of the software will not succeed.

You can double-click the executable file (SDSK\_00191.exe) to start Client 2008 installation.

Client 2008 can also be installed silently. See [Silent Installation](#) on page 19.

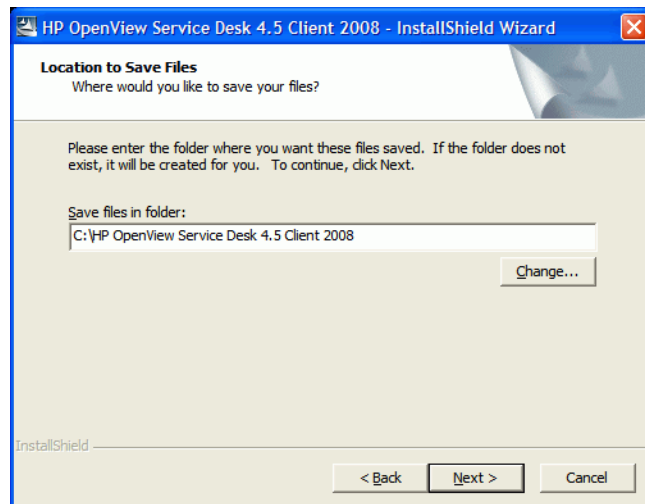
To install Client 2008, perform the following tasks:

Task 1: Unpack the Client 2008 Software

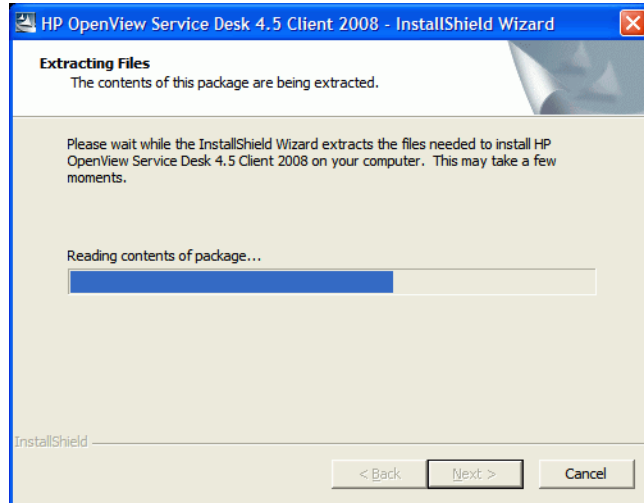
- 1 Double-click `SDSK_00191.exe`. When the Welcome to the InstallShield Wizard screen appears, click **Next**:



- 2 The Location to Save Files dialogue box appears. This is the folder where the Service Desk Client software installation files will be extracted. If you do not want the software to be extracted to the default folder shown, click **Change** to enter another installation folder. Click **Next** to extract the software.



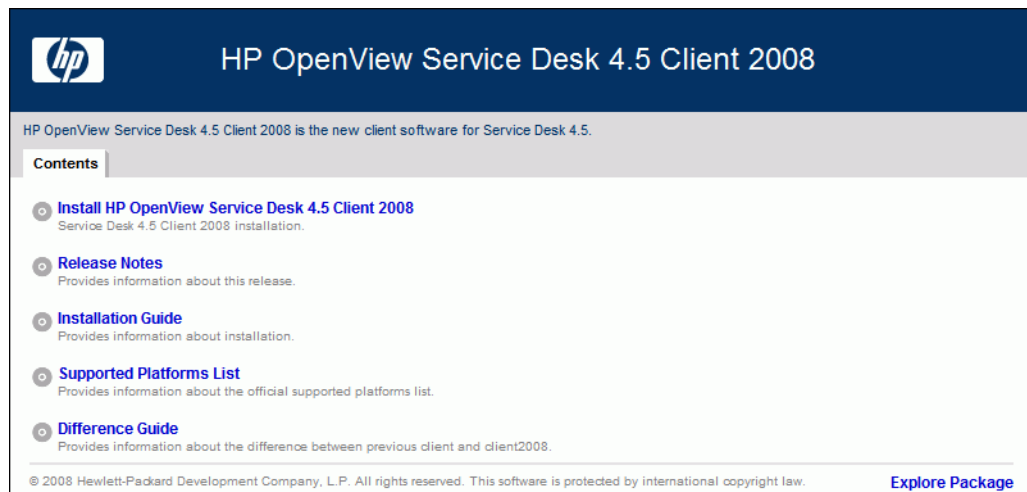
- 3 While the installation program is unpacking and reading files, your screen shows a progress monitor. You can abort the extraction by clicking **Cancel** at any time.



## Task 2: Install Client 2008

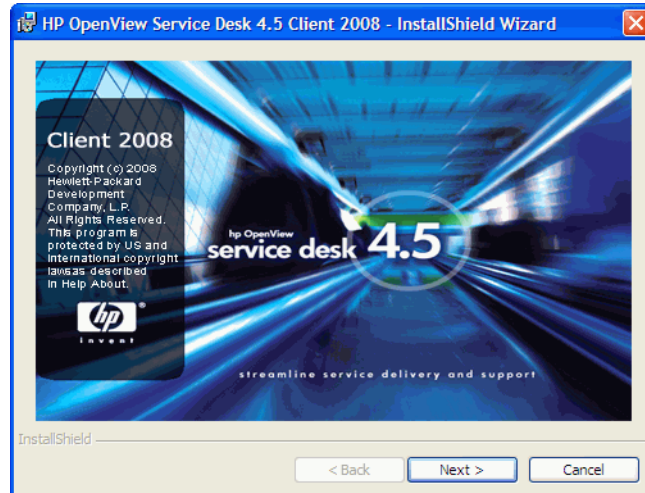
- 4 The following web page pops up on completion of the extraction. You can click **Release Notes**, **Installation Guide**, **Supported Platforms List**, or **Difference Guide** to get relevant document for Client 2008. You can also explore the content of the installation package by clicking **Explore Package**.

To install Client 2008, click **Install HP OpenView Service Desk 4.5 Client 2008**.

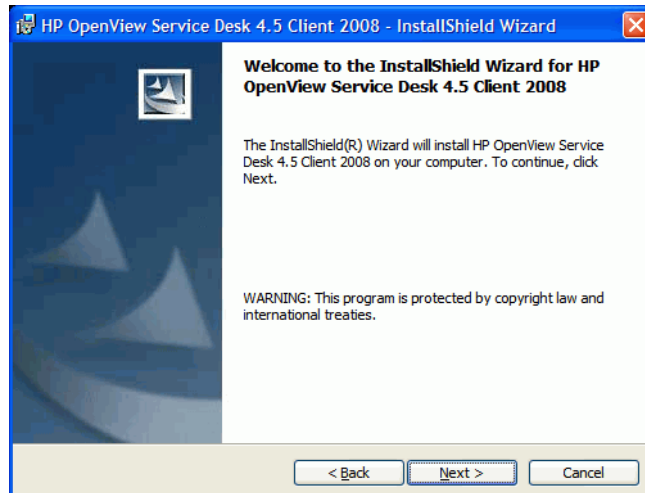


- 5 The File Download - Security Warning dialogue box appears. Click **Run**.
- 6 The Internet Explorer - Security Warning dialogue box appears. Click **Run**.

- 7 The start screen for the installation appears. Click **Next**.



- 8 The Welcome screen for the Client InstallShield Wizard appears. Click **Next** to continue.

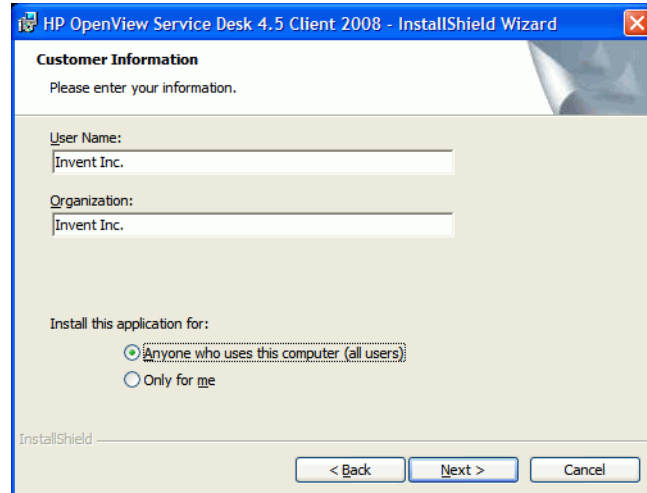


- 9 The License Agreement dialog box appears. To proceed, read the agreement, select the **I accept the terms in the license agreement** check box, and then click **Next**.

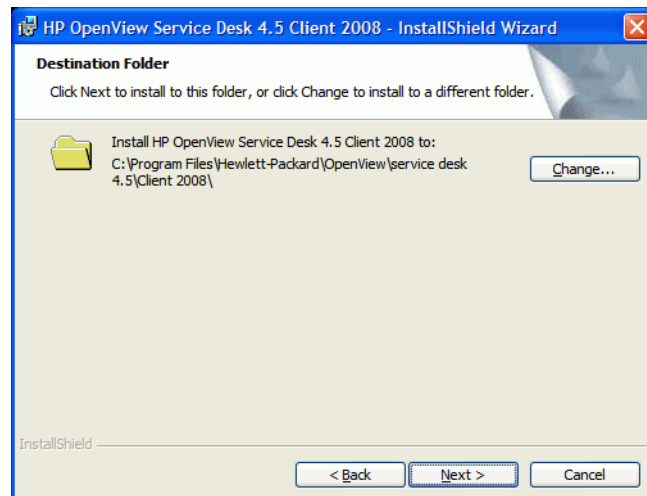




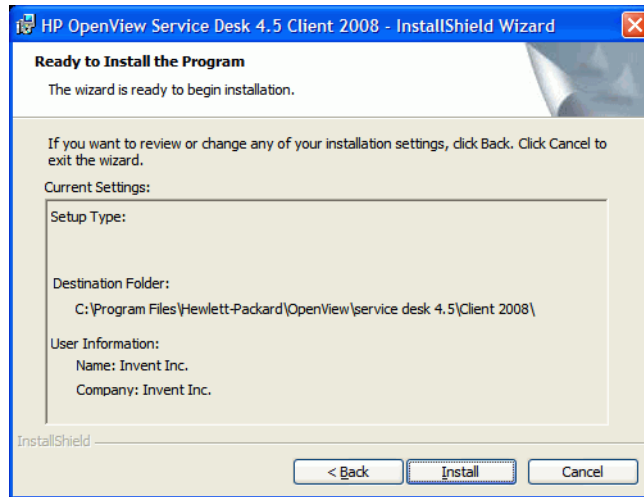
- 10 The Customer Information dialog box is displayed. Enter your **User Name** and **Organization** name. Select either the **Anyone who uses this computer** or **Only for me** option button. If you select **Anyone who uses this computer** you make Service Desk Client available for everyone who might use this computer. The selection **Only for me** ensures that only you can see the Client 2008 shortcut in the **Start** menu, although Client 2008 can still be run by other users. Click **Next** to continue.



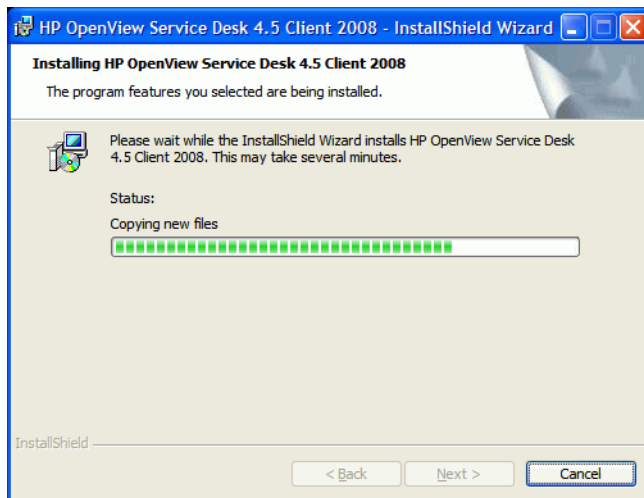
- 11 The Destination Folder dialog box appears. This is the folder where the Service Desk Client software is placed. If you do not want the software to be placed in the default folder shown, click **Change** to enter another installation folder. Click **Next** to continue the installation.



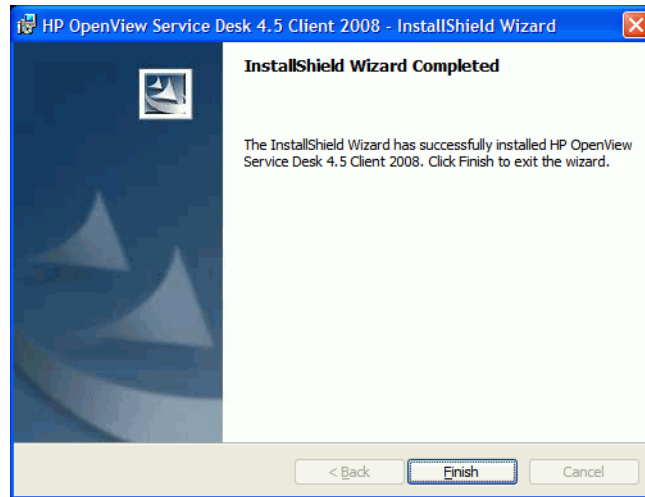
- 12 The Ready to Install the Program dialog box shows a list of items to be installed. Click **Install** to install the files or **Back** to make changes in the previous dialog boxes.



- 13 While the installation program is installing the files, your screen shows a progress monitor. You can abort the installation by clicking **Cancel** at any time.



- 14 When the installation is finished, the InstallShield Wizard Completed dialog box appears. Click **Finish** to quit the installation program. The installation is now complete.



## Silent Installation

To install Client 2008 silently, follow these steps:

- 1 Double-click `SDSK_00191.exe` and unpack it. See [Unpack the Client 2008 Software](#) on page 14.
- 2 Close the web page that pops up on completion of the extraction, go to the folder where you unpacked the Client 2008 software, and run `setup.exe /S /v/qn` from the Command Prompt, where:
  - `/S` means silent
  - `/v` passes the following options to the MSI (installer) package
  - `/qn` means no user interface.



The `/S` switch is in uppercase and has a space before and after it. See the Microsoft Installer documentation (this is available in the Windows online help) for more information on command line switches.

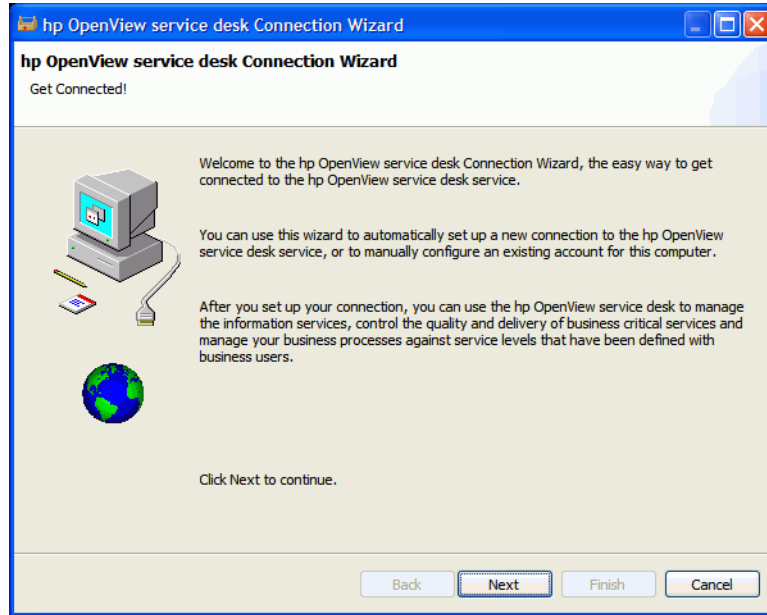
## The Connection Wizard

After you install Client 2008, go to **Start** → **All Programs** → **HP OpenView Service Desk 4.5 Client 2008** → **Client 2008**. The Service Desk Connection Wizard starts. The Connection Wizard enables you to enter the information required to set up your account, such as the name of the Service Desk server you connect to, your account name, password, and your “friendly name”.

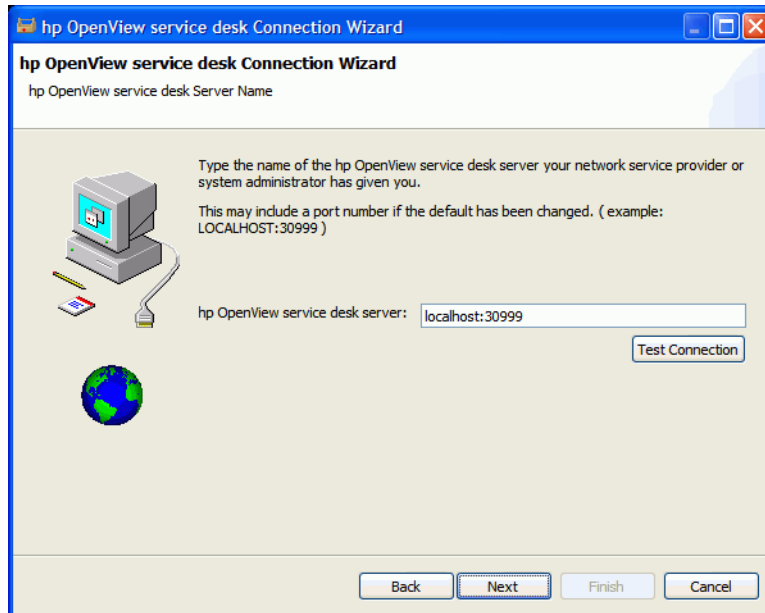
Click **Cancel** at any time to quit the Connection Wizard. Click **Back** at any time to return to the previous screen.

To use Connection Wizard, follow these steps:

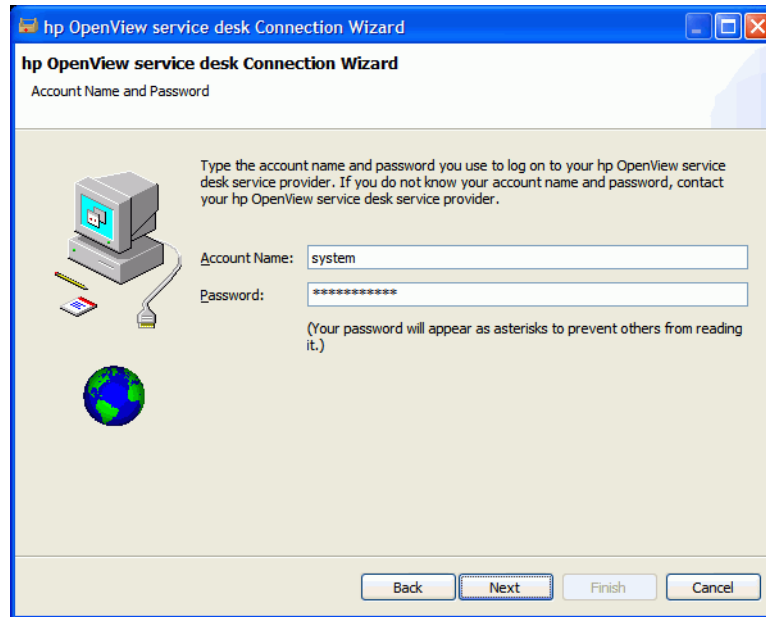
- 1 The Service Desk Connection Wizard opens with the Get Connected dialog box. Read the welcome text and click **Next** to continue.



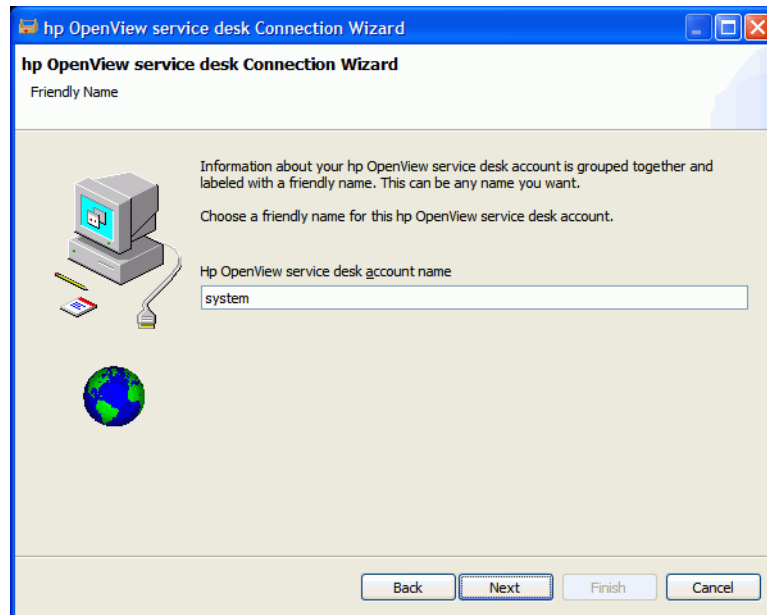
- 2 In the Service Desk Server dialog box, fill in the name of the Service Desk server. If the server's port configuration is not the default (30999), add the new port number after the server name, for example **myappserver:12345**. See *Chapter 5: Configuring the Application Server* in the *HP OpenView Service Desk: Installation Guide* for more information. Click **Next** to continue.



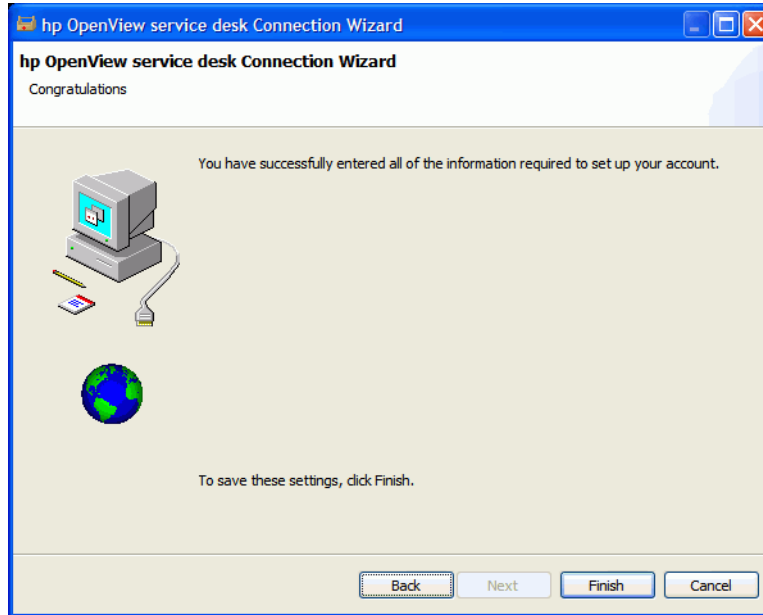
- 3 In the Account Name and Password dialog box, enter the account name and password you use to log on to your Service Desk service provider. Contact your Service Desk service provider if you do not know the name and password. Click **Next** to continue.



- 4 Fill in your Friendly Name. The only place where this name is subsequently displayed is in the Accounts dialog box available from **Start** → **All Programs** → **HP Service Desk 4.5 Client 2008** → **Client Settings Editor**:



- 5 Click **Finish** to set up your account. The Service Desk Connection Wizard closes, and HP Service Desk starts.



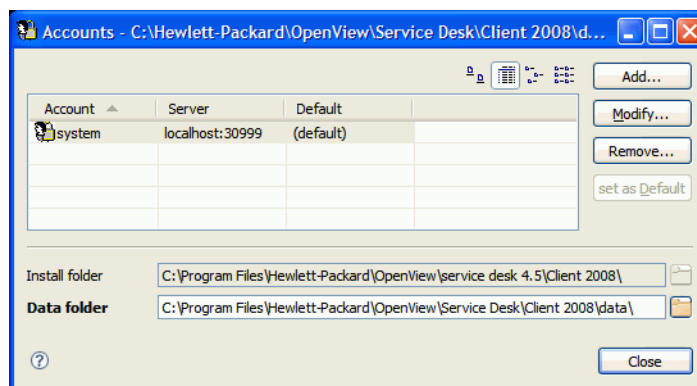
## Client Account Settings

To add, modify, remove, or set the default client account settings, follow these steps:

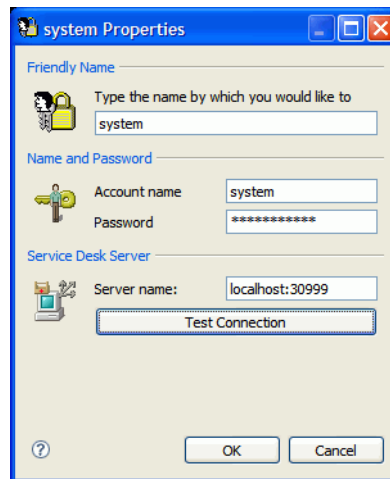
- 1 Go to **Start** → **All Programs** → **HP OpenView Service Desk 4.5 Client 2008** → **Client Settings Editor**. The Accounts dialog box opens.
  - To add a client account, click the **Add** button. The **Properties** dialog box is displayed.
  - To remove an existing account, select the account, click **Remove**, and then click **Yes**. The account is removed.
  - To edit an existing account, select the account and click **Modify**. The **Properties** dialog box is displayed.
  - To set an existing account as the default, select the account and click **Set As Default**. If there is only one account entered, it is automatically selected as the default.

The **Install Folder** is the product folder where the fixed settings for Client 2008 are stored.

The **Data Folder** is the folder containing Client 2008's variable data (user settings, cache, etc.).



- 2 If you chose to add a new account or modify an existing account the **Properties** dialog box is displayed. When the details are complete, click **OK**.
  - In the **Friendly Name** field enter a name for the account. This is the name that will be shown in the Accounts dialog box.
  - In the **Account Name** enter the Service Desk account name, and the password in the **Password** field.
  - In the **Server Name** field, enter the name of the Service Desk server. If the server's port configuration was changed from the default of 30999, add the new port number after the server name, for example **myappserver:12345**. See *Chapter 5: Configuring the Application Server* in the *HP OpenView Service Desk: Installation Guide* for more information.
  - Click **Test Connection** to ensure that the account can connect to the server:







## 4 Configuring Client 2008

Normally you can just work with the default settings of Client 2008. You do not need to configure it.

This chapter provides detailed information to advanced users about the Client 2008 configuration.

Client 2008 needs a workspace and a configuration folder to store the Client 2008 window position information, system level log and errors, system startup settings and information.

- **Workspace**

The instance data location for the current session during the running of Client 2008. All packages that Client 2008 used need this location to store their data, such as their own or system level logs, window position, and so forth.

- **Configuration**

The configuration location for the current run of Client 2008. The configuration determines what packages in Client 2008 will run as well as various other system settings.



Client 2008 requires writable workspace and configuration folders.

### Configuring Workspace and Configuration Folders

You can configure the Client 2008 workspace location and configuration folders using the following methods.

#### Command Line Parameters or Shortcut

The workspace can be configured by using command line parameters or shortcuts.



This configuration applies to the current Windows user only.

Only the following three applications need workspaces, and the default workspace configuration of Client 2008 is located at the following directories:

- `servicedesk.exe: <user_home>\Application Data\Hewlett-Packard\OpenView\Service Desk\Client 2008\workspace`
- `clientsettings.exe: <user_home>\Application Data\Hewlett-Packard\OpenView\Service Desk\Client 2008\clientsettings`
- `updatetool.exe: <user_home>\Application Data\Hewlett-Packard\OpenView\Service Desk\Client 2008\updatetool`

The default configuration folder is under the following directory:

```
<user_home>\Application Data\Hewlett-Packard\OpenView\Service Desk\Client  
2008\configuration
```

You can change these default settings for a user. To run the applications with the customized workspace location, execute the following command:

```
"<Client_HOME_DIR>\servicedesk.exe" -data <workspace folder>
```

For example,

```
"C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\Client  
2008\servicedesk.exe" -data "C:\Documents and  
Settings\<username>\Application Data\Hewlett-Packard\OpenView\Service  
Desk\Client 2008\workspace"
```



If the paths include directory names with spaces, make sure to wrap the paths with double quotation marks as shown in the above example.



Normally you do not need to configure the configuration folder. If you DO need to adjust the configuration in the command line, follow the sample below:

```
"<Client_HOME_DIR>\servicedesk.exe" -configuration <location>
```

## Configure Workspace in Application Configuration Files

The workspace can also be configured in the following application launcher .ini files:

```
clientsettings.ini  
servicedesk.ini  
updatetool.ini
```

They are located at the same directory as applications `clientsettings.exe`, `servicedesk.exe`, and `updatetool.exe`. The default location is `<Client_HOME_DIR>`, for example, `C:/Program Files/Hewlett-Packard/OpenView/service desk 4.5/Client 2008`.

The default content of the `servicedesk.ini` configuration file is:

```
-data  
  
@user.home/Application Data/Hewlett-Packard/OpenView/Service Desk/Client  
2008/workspace
```

To change workspace location, you can modify `@user.home/Application Data/Hewlett-Packard/OpenView/Service Desk/Client 2008/workspace` to match your custom settings.

For example, after customization the `servicedesk.ini` configuration file can look like:

```
-data  
  
C:/myfolder/myworkspace
```

# Configuring Memory

The default maximum memory size for Client 2008 is 256 MB. It is enough for normal usage. However, many entries in the Table view and many fields in the forms can consume a lot of memory. Therefore, you must adjust the memory size.

- ▶ Only `servicedesk.exe` application needs memory adjustment.

## Command Line Parameters or Shortcut

The Java heap memory can be configured by using the command line parameters or shortcut.

- ▶ This configuration applies to the current Windows user only.

To configure the Java heap memory in the command line, run the application with the following parameters:

```
# servicedesk.exe -vmargs -Xms64m -Xmx512m
```

- ▶ If `servicedesk.exe` application is already configured to run with other parameters, add the parameter `-vmargs -Xms64m -Xmx512m` to the end of those parameters.

## Modify Memory Settings in Application Config Files

The Java heap memory can be also configured in the following application configuration file:

```
servicedesk.ini
```

The default location for this config file is `<Client_HOME_DIR>`, for example, `C:/Program Files/Hewlett-Packard/OpenView/service desk 4.5/Client 2008`.

The default content of the `servicedesk.ini` configuration file is:

```
-vmargs  
-Xms64m  
-Xmx256m
```

To change the Java heap memory, you can modify `-Xms64m -Xmx256m` parameters. For example, the following configuration sets the default memory to 128 MB and the maximum memory to 1024 MB:


```
-vmargs  
-Xms128m  
-Xmx1024m
```

- ▶ The parameters should be in separate lines.

# Environment Variables

- SD\_CLIENT2008HOME

After the installation, this environment variable is added into the system. It points to *<Client\_HOME\_DIR>*. Many .bat files of Client 2008 use this environment variable.

 DO NOT change this environment variable.

- SD\_CLIENTHOME

This environment variable was added into the system by the previous client. It is used by some applications defined in the Service Desk Administration Console settings.

To make sure that those applications in the Service Desk can still work properly after you remove the previous client and install Client 2008, you must add this environment variable again. Configure it in such way that it points to the same location as SD\_CLIENT2008HOME does.

# 5 Upgrading Client 2008

This chapter describes the mechanism for upgrading the Client 2008 major release to future Client 2008 service packs.

Client 2008 is upgraded through service packs. The Client 2008 service packs will be included in the Service Desk 4.5 official service packs.

The previous client cannot be upgraded to Client 2008 with this mechanism. You must remove the previous client, and then install Client 2008.

There are two approaches available to upgrade Client 2008:

- Client 2008 Remote Updater
- Client 2008 Service Pack installation package

## Upgrading Client 2008 Using Remote Updater

You can configure the Remote Updater on a Windows system and create an update site on either a Windows or a UNIX system.



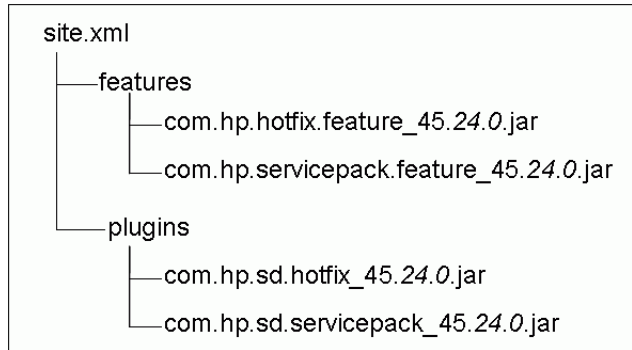
Client 2008 can check for software updates on startup automatically, or you can start the upgrade manually. Whoever performs the upgrade must have write rights to the `<Client_HOME_DIR>\plugins` and `<Client_HOME_DIR>\features` directories on the machine where Client 2008 is being upgraded.

## Overview of the Remote Updater

The Remote Updater is the upgrade mechanism for Client 2008. It is an optional component containing an update site where Service Desk 4.5 Windows clients can check for software updates, an update tool, and remote updater settings in the Administrator console.

### The Update Site

An update site contains features and plugins available for upgrading Client 2008. The following is a sample directory structure for the update site:



- `site.xml` - The configuration xml file for the update site, defines available features supported by the update site.
- `features` directory - Contains available features.

Feature is the update unit for the update site. The update site only supports installation by features. A feature can include multiple plug-ins. Currently, the update site supports two features:

**Table 2 Features Supported by the Update Site**

Feature Name	Feature ID
Service Pack	com.hp.servicepack.feature
Hotfix	com.hp.hotfix.feature

As shown in the above figure, the package names contain feature ID and version information. The version information includes Service Desk version, Service Desk service pack version, and minor versions of service pack. The Service Desk version is not replaceable. Service packs version information vary with future service packs releases.

- `plugins` directory - Contains plugins included in the available features.

## The Update Tool

Client 2008 provides a convenient update tool for users who have write permission to the `<Client_HOME_DIR>\plugins` and `<Client_HOME_DIR>\features` directories, so that local users can upgrade Client 2008 without having to log into the Service Desk or having the account in the Service Desk.

The update tool is in the `<Client_HOME_DIR>\updatetool.exe` directory. It supports updating hotfix and the service pack via the command line mode.

You can also access the update tool function through the client Help menu by clicking **Help** → **Update**.

You can find more information about the update tool in the following sections.

## The Remote Updater Settings

The settings for the remote updater include two parts in the General Settings window (accessible from **View** → **Administrator console** → **hp OpenView service desk** → **System panel** → **General Settings**):

- URL of Latest Software Version setting in the General tab. You can define the update site URL here.
- The settings in the Remote Updater tab. You can choose to upgrade Client 2008 automatically or manually.

## Preparing the Remote Updater

On startup, Client 2008 connects to the update site to get the latest software updates. Before Client 2008 can use the Remote Updater, you must configure the update site on a web server. The recommended web servers include:


- Apache
- Microsoft Internet Information Services (IIS)

To prepare the Remote Updater, you need to create an update site using Apache or IIS server.

### Install the Update Site

- Download the latest Apache http server from website <http://httpd.apache.org/>. Follow the Apache installation guide to install the Apache software.
- Install the Microsoft IIS Server. You can get the latest Windows Internet Information Services (IIS) information and documents from <http://www.microsoft.com/WindowsServer2003/iis/default.mspx>.

Check related documents for IIS information, for example, *IIS 6.0 Deployment Guide* and *IIS 6.0 Operations Guide*.

 Lower versions of IIS can also be used.

### Configure the Update Site

Task 1: Create a virtual root (web shared folder)

*On Apache*

- 1 Modify `httpd.conf` file to configure Apache Server.


Modify the `httpd.conf` file to add a virtual directory for the update site on Apache Server:

```
Alias /updatesite "C:/servicedesk/updatesite"
```

```
<Directory " C:/servicedesk/updatesite ">
Options Indexes FollowSymLinks MultiViews
AllowOverride None
Order allow,deny
Allow from all
```

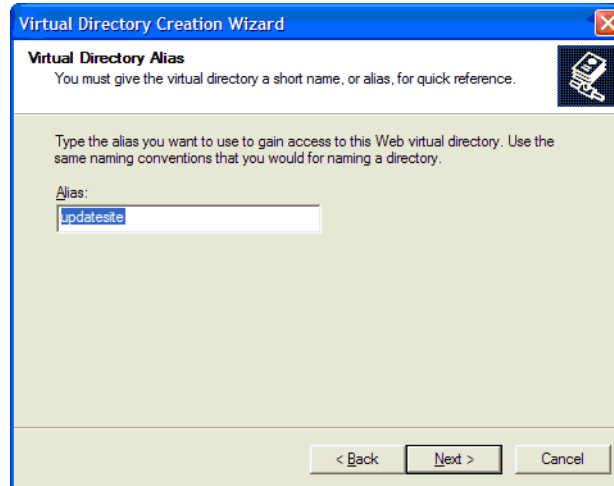
```
</Directory>
```

- 2 Verify and ensure the update site URL is working on Apache Server, for example, <http://localhost/updatesite>.

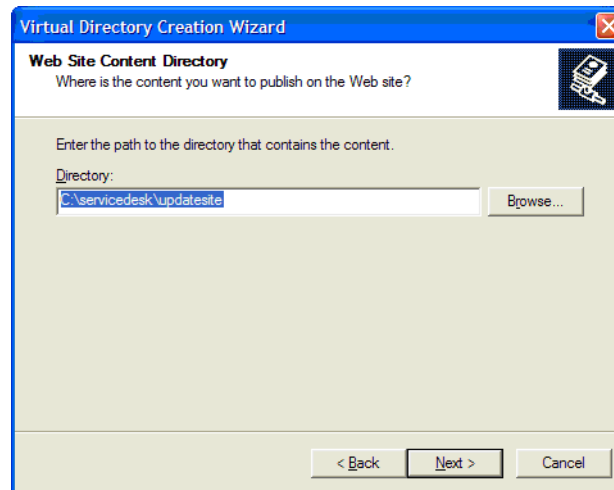
 Apache HTTP Server also works on HP-UX and Solaris. The above configuration method also applies to these systems.

*On Window IIS Server*

- 1 Add a virtual directory in the IIS Server.
  - a Go to **Start** → **Control Panel** → **Administrative Tools** → **Internet Information Services**, in the Internet Information Services window that appears, expand the node for local computer → **Web Sites** → **Default Web Site**.
  - b Right-click **Default Web Site**. In the pop-up menu, click **New** → **Virtual Directory**. The Virtual Directory Creation Wizard displays. Click **Next**.
  - c In the Virtual Directory Alias page of the Wizard, enter **updatesite** in the Alias field. Click **Next**.

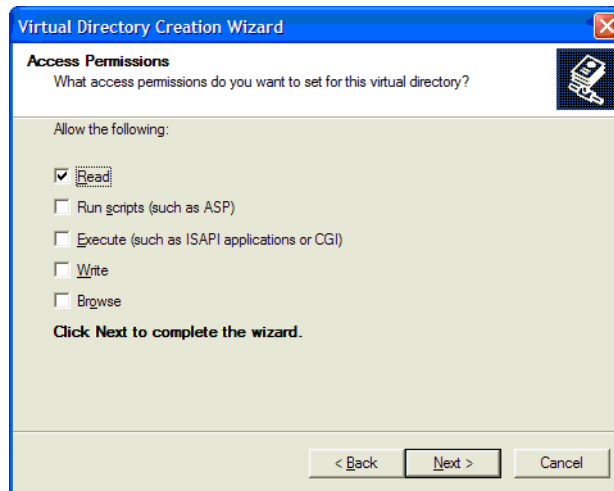


- d In the Web Site Content Directory page of the Wizard, enter **C:\servicedesk\updatesite** in the Directory field. click **Next**.





- e In the Access Permissions page of the Wizard, select the **Read** check box, and then click **Next**.



- f Click **Finish**.

- 2 Verify that the update site URL is working on the IIS server. For example, **http://localhost/updatesite**.

➤ When using IIS Server as the update site, sometimes the Remote Updater throws a `NullPointerException` when updating through **Help** → **Update**. It may be caused by the connection limitation in the IIS Server.

It is recommended to disable HTTP Keep-Alives Enabled setting in the IIS Server: go to **Start** → **Control Panel** → **Administrative Tools** → **Internet Information Services**, in the Internet Information Services window that appears, expand the node for local computer → **Web Sites** → **Default Web Site**, right click the node and choose **Properties**, uncheck the **HTTP Keep-Alives Enabled** option.

➤ If you encounter any issue, see related IIS documents for troubleshooting information, for example, *IIS 6.0 Deployment Guide* and *IIS 6.0 Operations Guide*.

#### Task 2: Copy the upgrade package to the virtual root

The upgrade service JAR package is provided in the Service Desk 4.5 Service Packs (SP24 or later). Copy the update site directory in the Client 2008 service package to the directory shared for the virtual directory for your update site.

#### Task 3: Configure the Remote Updater configuration file

The configuration file `site.xml` for the update site is present in the virtual directory. It defines available features supported by the update site.

Normally you do not need to configure the update site xml file. But if you do need to modify the xml file for a specific hotfix version, read the following information:

The `site.xml` file is used to configure the update site JAR packages. The following is a sample:

```
<?xml version="1.0" encoding="UTF-8"?>
<site>
  <feature url="features/com.hp.hotfix.feature_45.24.0.jar"
    id="com.hp.hotfix.feature" version="45.24.0">
```

```

        <category name="Service Desk Product"/>
    </feature>
    <feature url="features/com.hp.servicepack.feature_45.24.0.jar"
id="com.hp.servicepack.feature" version="45.24.0">
        <category name="Service Desk Product"/>
    </feature>
    <category-def name="Service Desk Product" label="Service Desk Product
Updates"/>
</site>

```



If you want to modify `com.hp.hotfix.feature` section to deploy a hotfix, please refer to the ReadMe file delivered with the hotfix.



Do NOT modify the `com.hp.servicepack.feature` section of the xml file.

#### Task 4: Validate the URL

You can try to access the `site.xml` file directly through an IE browser. For example, enter an address similar to the following one, in the IE browser:

`http://localhost/site.xml.`

## Upgrade Client 2008 Using the Remote Updater

There are three methods for downloading the software upgrade packages using the remote updater:

- Automatic Upgrading During Client 2008 Startup
- Manual Upgrading Using the Remote Updater
- Upgrading Using the Update Tool

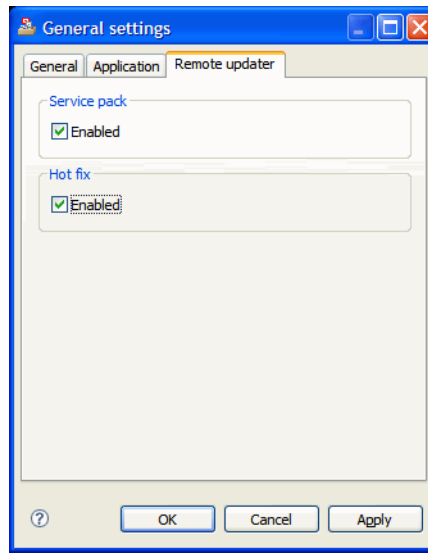
### Automatic Upgrading During Client 2008 Startup

If you have write permission to the `<Client_HOME_DIR>\plugins` and `<Client_HOME_DIR>\features` directories, Client 2008 can upgrade the service pack and hotfix automatically:

- 1 Enable the Remote Updater in Client 2008 settings.
  - a Start Client 2008.
  - b Enable the service pack and hotfix.

Go to **View** → **Administrator console** → **hp OpenView service desk** → **System panel** → **General Settings**. The General Settings window appears.

Click **Remote updater** tab, select the **Enabled** checkbox for both Service pack and Hot fix, and then click **Apply**.

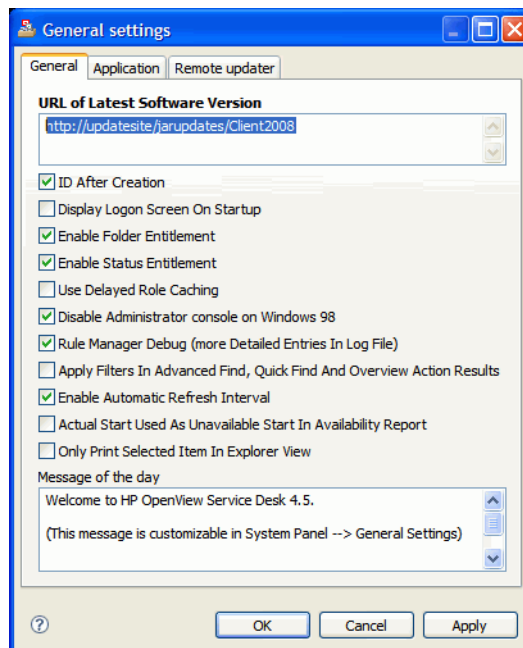


In the **Remote updater** tab, activate or deactivate the remote updater functionality for service pack and/or hot fix.

► If the Enabled checkbox for service pack or Hot fix is not selected, Client 2008 will not be upgraded automatically during the startup. You can still upgrade the Client manually using the Remote Updater available from **Help** → **Update** in Client 2008.

c Provide the URL to the update site.

Click **General** tab in the General Settings window. In the **URL of Latest Software Version** field, provide the update site URL for a service pack or a hot fix. The URL must be the exact Update Site URL without any extra information.



- 2 Stop Client 2008, and then restart it.

The service pack and hotfix are downloaded and installed automatically when Client 2008 starts up.



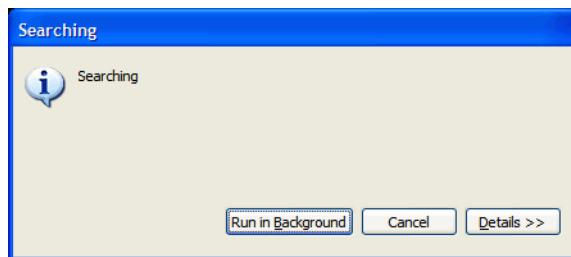
If you selected the Enable checkbox for service pack and hot fix in the **General Settings** → **Remote updater**, Client 2008 can check the Update Site when it starts up. However, this impacts the Client login time. You can add a parameter in the Client shortcut to ignore this upgrade during the logon time.

**Servicedesk /DISABLEUPGRADE**

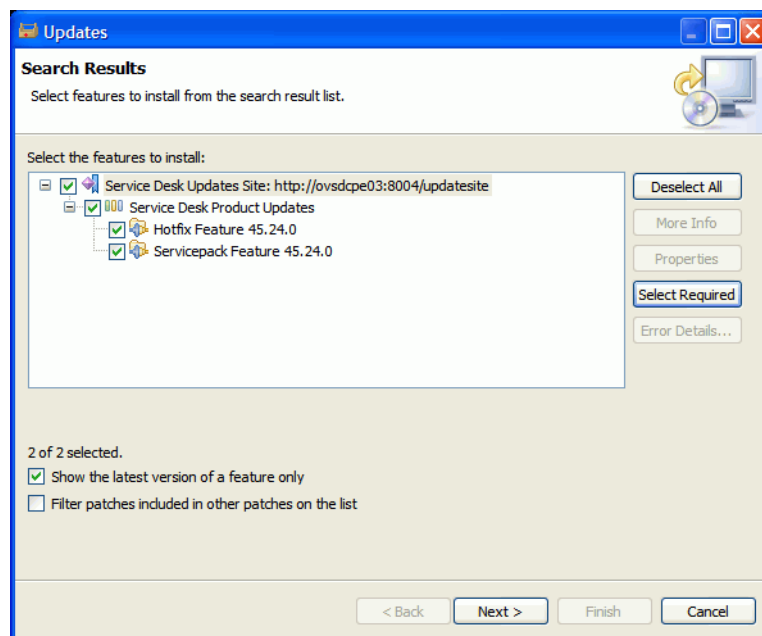
## Manual Upgrading Using the Remote Updater

If you do not want the hot fix or service packs to be installed automatically, you can use the Remote Updater in the **Help** menu to upgrade the client manually. Below is an example of upgrading to Client 2008 service pack 24.

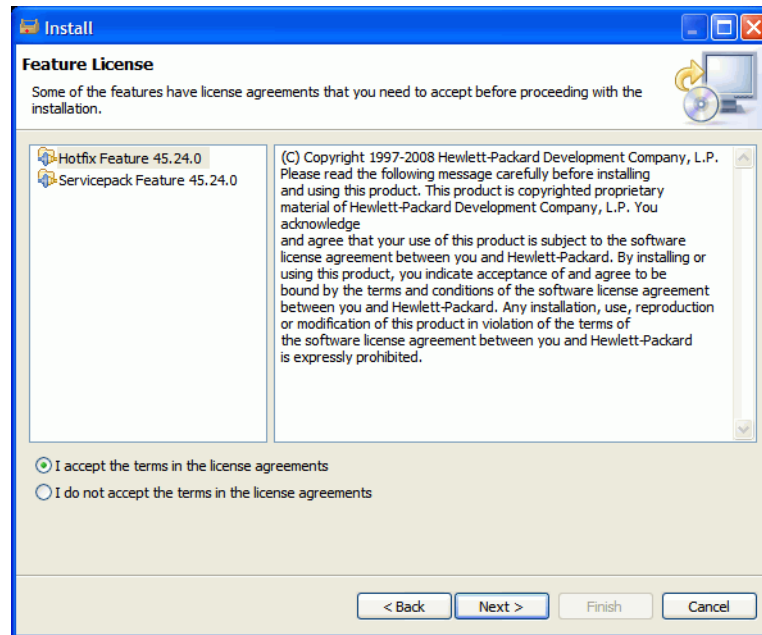
- 1 Start Client 2008.
- 2 Go to **Help** → **Update**. The Remote Updater checks the update site for the latest software updates.



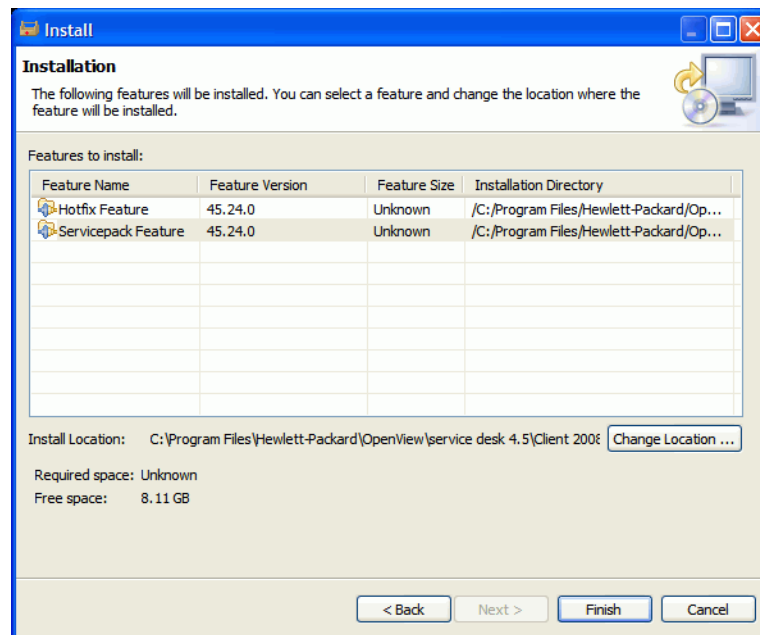
- 3 If the update site configuration is correct, the Install - Search Result window opens. Make sure to always select the **Show the latest version of a feature only** checkbox and select all checkboxes under the Service Desk updates site. Click **Next**.



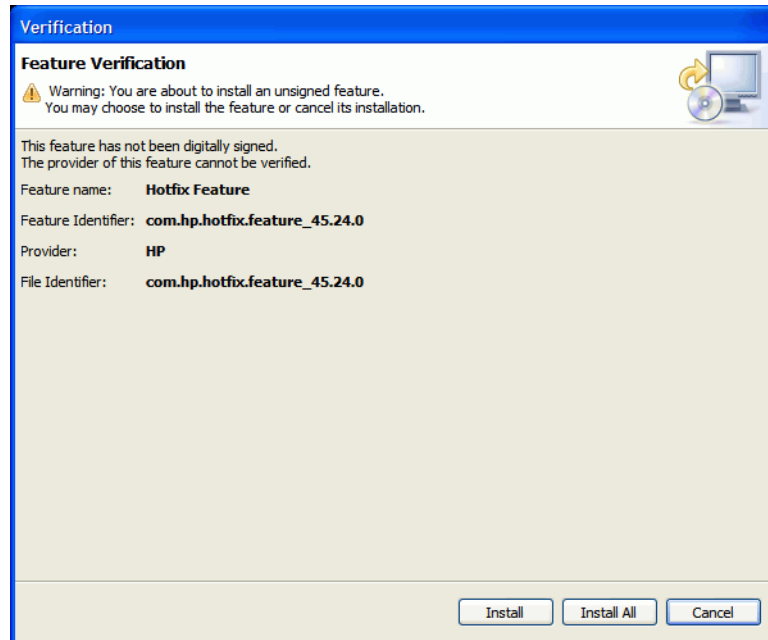
- 4 In the Install - Feature License window, select **I accept the terms in the license agreement** and click **Next**.



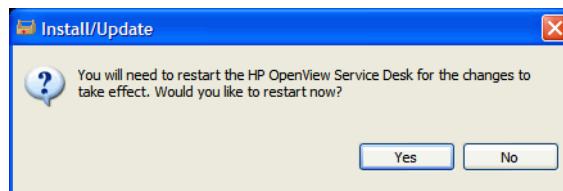
- 5 In the Install - Installation window, click **Finish**.



- 6 In the Feature Verification window, click **Install All**.



- 7 After the installation, the Install/Update window pops up. Click **Yes**.



## Upgrading Using the Update Tool

The update tool is present in `<Client_HOME_DIR>\updatetool.exe` directory. It supports updating hotfix and service pack via the command line mode. You can run the update tool with the following command:

```
UpdateTool [options]
```

For example:

```
UpdateTool -SDSERVER=localhost -LOGFILE=UpdateTool.log -INSTALL
```

```
UpdateTool -URL=http://localhost -LOGFILE=UpdateTool.log -INSTALL
```

Options available for the update tool are listed in [Table 3](#).

**Table 3 UpdateTool Options**

Option Parameter	Sample Value	Description
[-HELP]	-HELP	Displays help information.
[-SDSERVER=<servername>]	-SDSERVER=localhost	Service Desk server name. The update tool gets the update site URL ( <b>URL of Latest Software Version</b> ) through the Service Desk application server specified by this parameter.
[-FEATUREID=<featureid>{,<featureid>,...}]		If this parameter is not specified, all available features are searched and installed by the update tool.
[-URL=<url>]	-URL=http://localhost	URL for the update site. If both <code>SDSERVER</code> and <code>URL</code> are specified, the <code>SDSERVER</code> parameter is ignored.
[-LOGFILE=<filename>]	-LOGFILE=UpdateTool.log	Log file name. If this parameter is not specified, the output information is shown in the current command line window.
[-INSTALL]	-INSTALL	Installs available plug-in(s). If this parameter is not specified, by default the update tool queries all available features or packages that can be updated. All information of update packages is logged into the log file you specified through the <code>-LOGFILE</code> parameter.

For detailed information about the update tool log, see [Update Tool Log Information](#) on page 50.

# Upgrade Using Service Pack Installation Package

## Preparing for Client 2008 Upgrade

- You should have the local system right to install and upgrade the Client 2008 Service Pack.
- ▶ The Client 2008 Service Pack is distributed with the SDSK file released on the HP Patch Portal.

You can upgrade Service Desk clients from the following sources:

- Shared folder installation

If you upgrade the Client 2008 Service Pack from a shared folder, you start the client installation program from each Service Desk client computer by accessing a shared folder on either the Service Desk application server machine or elsewhere on the network.

- Hyperlink installation

If a Web server is available, you can place the client installation program on the Web server. Alternatively, you can place the client upgrade program in a shared folder. By making the URL available in Service Desk, users can upgrade the client using the intranet.

## Preparing for Shared Folder Upgrade

You can upgrade each client directly from a shared folder on the network.

To upgrade Service Desk clients from a shared location, copy the complete contents of the Client 2008 Service Pack to the shared folder you want to use to upgrade the clients. The client must have access rights to the folder.

## Preparing for Hyperlink Upgrades

If Client 2008 is connected to an upgraded database, Client 2008 displays an error message with a hyperlink when a mismatch is found between the server and client version numbers. If the users click the hyperlink, the Service Desk client is upgraded. To make the hyperlink work, you have to make the following preparations.

To install the Service Desk client from a hyperlink, copy the contents of the html page folder to a folder in a Web server or to a shared folder. Also copy the complete contents of the Client 2008 Service Pack to the Web server or to the shared folder you want to use.

You must upgrade at least one client using a shared folder. This client is needed for the Service Desk administrator to set the hyperlink.

- ▶ If you want to use hyperlink installation with a shared folder, you must make sure that all Service Desk users have access to the folder.

To make the location of the Service Desk client upgrade installation program available in the error message, follow these steps:

- 1 Using an administrator account, start a client that was upgraded using a shared folder.



- 2 Start the client by going to **Start → All Programs → HP OpenView Service Desk 4.5 Client 2008 → Client 2008**.
- 3 In the Client 2008 interface, click **View → Administrator console → Hp OpenView service desk → System Panel → General Settings**. The General Settings window displays.

- 4 In the URL Of The Latest Software Version text box, type the path and file name of the .exe file.
  - If you use a Web server to make the file available, type a URL for the http protocol, for example:

**http:\\mywebserver\client\Client2008.msp**

In this example `mywebserver\client` is the name of your Web server and location where you copied the client upgrade file.

- If you use a shared folder to make the file available, type a URL for the file transfer protocol, for example:

**file:\\myfileserver\myshare\Client2008.msp**

In this example `myfileserver\myshare` specifies your file server and shared folder where you copied the client upgrade files.

When a user starts Client 2008 after the Service Desk application server is upgraded, a message is shown supplying a hyperlink to the client upgrade installation program.

## Upgrading Service Desk Clients

You can upgrade Client 2008 either directly from a shared folder, or via a hyperlink that points to a Web server.



The Service Desk client can be installed silently by running **setup.exe /S /v/qn** from the Command Prompt in the client folder. This command works for Windows 2000, Window XP and Window Vista.

To upgrade Client 2008 from the share folder, follow these steps:

- 1 Remove the old client installation using **Start → Control Panel → Add or Remove Programs**.
- 2 Install the client as normal application.



---

## 6 Removing Client 2008

This chapter describes the tasks to remove the Client 2008 software completely from your system, including the removal of files and components residing in local systems. It also lists the files that will not be removed.

### Removing Client 2008

To remove Client 2008, go to **Start** → **All Programs** → **HP OpenView Service Desk 4.5 Client 2008** → **Uninstall Client 2008**, then click **Yes**.

You can also go to **Start** → **Control Panel** → **Add or Remove Programs**, from the list of currently installed programs, select **HP OpenView Service Desk 4.5 Client 2008**, then click **Remove**.

### Files That Will Not Be Removed During Uninstallation

The uninstallation program can only uninstall files that were included in the original installation. See the following sections for information on specific files that we recommend you do not manually.

#### Files Not Removed During Uninstallation of Client 2008

Variable settings files for the server, such as cache, configuration settings, log files, and service packs are not removed by the uninstallation program. These can be removed manually.

The following folders in the Client 2008 installation directory (`<user_home>\Application Data\Hewlett-Packard\OpenView\Service Desk\Client 2008\`) are not removed:

```
clientsettings
configuration
data
updatetool
workspace
```

They can be removed manually after Client 2008 is removed.



---

# A Troubleshooting

This section discusses problems that could occur and prevent you from running Client 2008 or connecting to the server. When you start the Service Desk Client GUI/console, you can consult the Online Help to troubleshoot problems that occur while using Service Desk Client.

## Troubleshooting the Installation

Ideally, we would hope that your installation of Client 2008 is completed without complications. However, Client 2008 is a finely tuned product and sometimes minor variations of hardware or software configuration can cause unexpected results. This section contains a number of possible problem scenarios and suggestions for their resolution.

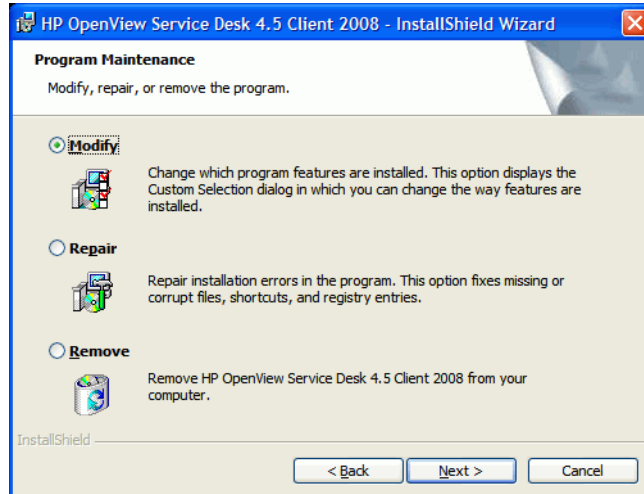
The list of issues discussed here is by no means comprehensive. If you have a problem not addressed in this section, or a problem that persists even when the solutions given here have been tried, go to the HP Software Support Web site at <http://www.hp.com/go/hpsoftwaresupport> and follow the link for how to get software support in your region.

### Reinstalling after Cancelling an Installation

If you cancel the installation process on Windows the installation program removes the components already installed before clicking **Cancel**. A dialog box is displayed showing the progress of the uninstallation. Data is retained by Windows and it remembers you have once attempted to install Client 2008.

When you then reinstall Client 2008 a screen is displayed enabling you to choose how the installation should continue, select an option:

- **Modify** will display the custom installation screen, enabling you to select components to install.
- **Repair** will continue with a typical installation, replacing all missing and corrupted files with clean files from the installation package.
- **Remove** will completely remove the Client from the computer:



## Unable to Connect to Server on a Windows Platform

If, when you start Service Desk, you are unable to connect to the server, check that the installation is complete. For instance, after you have installed the application server, you should run the database configuration wizard to set up the database. Without an Oracle or SQL Server database installed and configured, Service Desk will not work.

If you are confident that all the steps of the installation process were done, try to find out if the installation was error-free. To do this, check the `logserver.txt` file located in the Service Desk home folder and `logclient.txt` file located in the user's Windows profile. These files may give information about the cause of the problem. For example, there might be a message about different versions of the database and server.

## Restore Customized View Settings from the Previous Client

In Client 2008, you can restore and reuse the customized view settings stored in the previous client.

To restore the settings, perform the following steps:

- 1 Stop Client 2008 if it is running.
- 2 Locate the `Views.DAT` file, and copy it into the *<Client 2008 data folder>*.

The `Views.DAT` file can be found at the following location:

*<Previous Client Data folder>*\Views.DAT

For example, `C:\Documents and Settings\<user name>\Application Data\Hewlett-Packard\OpenView\Service Desk\Views.DAT`

- 3 Restart Client 2008.

# Troubleshooting the Configuration

## Support Tools

- `sd_clientsupporttool.bat`

This support tool is present in `<Client_HOME_DIR>\bin` directory.

The functionality of this tool is the same as that in the previous client. It creates `<Client_HOME_DIR>\support` folder with a zip file which contains the logs and cache file.

▶ The `sd_clientsupporttool.bat` support tool only packages the `<Client 2008 Data Folder>` which is specified in the `user_settings.xml`. It does not contain the following directories:

```
clientsettings
configuration
updatetool
workspace
```

- Debug Client startup parameter

**`servicedesk.exe /Debug`**

This parameter enables more debug information to be stored into the `<User Data folder>\log\logclient.txt` file.

## Optimizing Performance

### Limitation on Numbers of Opened Forms

Client 2008 uses the Eclipse technology. Compared to the previous client, Client 2008 consumes more resources such as user objects and GDI objects. For example, let's assume that you can open 15 forms at the same time for normal use on the Service Desk demo database. Then with the previous client, you can open 20 forms at the same time if the form cache is enabled.

Therefore, it is recommended to remove some unnecessary fields in the forms to save resources.

### Optimize Login Time

#### Ignore Update Site Checking

If you enabled the Hot fix checkbox in **Administrator console** → **hp OpenView service desk** → **System panel** → **General Settings** → **Remote updater**, Client 2008 checks the update site during client startup time.

Run the following command line to ignore checking update site:

**`servicedesk.exe /DISABLEUPGRADE`**

## Optimize Table View Performance

The Table view in Client 2008 is slower than in the previous client. Client 2008 is implemented using Eclipse technology. The Table view component in Eclipse differs from the previous client, if there are many entries in the Table view. The Table view in the previous client was implemented using ActiveX technology, which is more efficient.

Use the following approaches to optimize the Table view performance:

- Query Restriction

This is a very important method to improve performance. The entries in the Table view should not exceed 2000. Client 2008 demonstrates a similar Table view performance to the one in the previous client.

- Reduce the Sort Columns

Sorting takes a lot of time. If there are two or more columns sorted in the Table view, it takes much more time for the Table view to refresh. It is recommended to reduce the number of sorted columns.

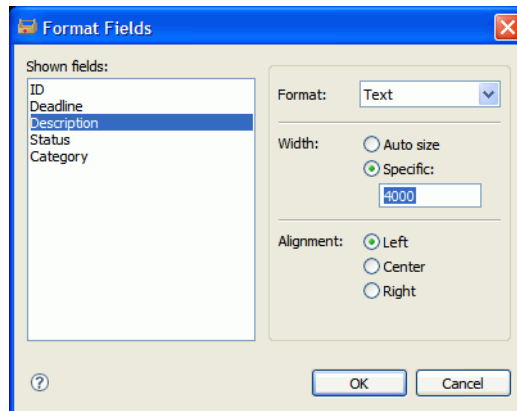
- Set the **Group by** to collapse all as the default style

Performing the **Group by** operation takes more time to refresh the Table view. It is recommended to set the **Group by** to collapse all as the default style. Then you will be able to select the entries of your choice by expanding a specific category.

- Reduce the number of columns

Remove unnecessary columns from the Table view. It will save time to construct the cells in the Table view.

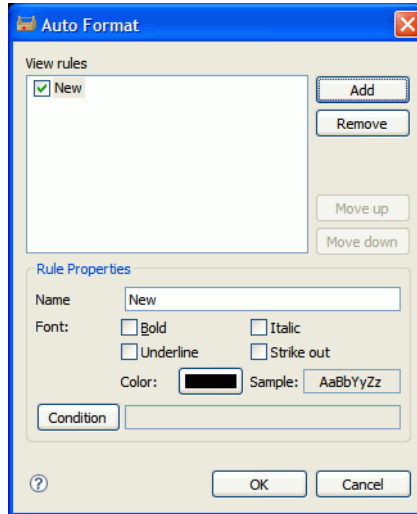
- Set a specific width for Fields



Set specific widths for the fields (accessible from **View Summary** → **Fields** → **Format** → **Format Fields**). This will reduce the column width calculation during refreshing the Table view.



- Reduce Auto Format rules and conditions



It is recommended to reduce the Auto Format rules and conditions (accessible from **View Summary** → **Auto Format** → **Auto Format**) to improve the performance.

## Log Information

### Client Log Files

Client 2008 uses Eclipse technology. It provides two types of log files that you can use to check for errors:

- *<User Data folder>*\log\logclient.txt

This is the formal Service Desk Client log file. Usage of this log file is the same as in the previous client.

- *<User workspace folder>*\.metadata\.log

This type of log file is used by the Eclipse environment. It stores Eclipse Framework information, such as application startup parameter and exception in the Eclipse Framework.

.....

```
java.version=1.5.0_14
```

```
java.vendor=Sun Microsystems Inc.
```

```
BootLoader constants: OS=win32, ARCH=x86, WS=win32, NL=zh_CN
```

```
Framework arguments: -application com.hp.sd.eclipse.application -product com.hp.sd.eclipse.servicedesk
```

```
Command-line arguments: -os win32 -ws win32 -arch x86 -application com.hp.sd.eclipse.application -clean -product com.hp.sd.eclipse.servicedesk
```

.....

Some major exceptions can be redirected into `logclient.txt` using the following command:

## Update Tool Log Information

- No Available Features

This log entry means there is no available features to install based on the currently installed plug-ins of the client.

- Available Feature: "Hotfix Feature" Version:  
"com.hp.hotfix.feature\_45.24.0"  
Available Feature: "Service Pack Feature" Version:  
"com.hp.servicepack.feature\_45.24.0"

These logged messages show the available features that can be installed on the current client.

- Network connection problems encountered during search.

This log entry means that the update site URL is not available or incorrect.

- Unable to connect to host:..

This log entry means the Service Desk server on the host specified by the `-SDSERVER` parameter is not accessible.

- `java.net.UnknownHostException:...`

The log entry means the host name specified by the `-SDSERVER` parameter is not accessible.

- Installed Feature: "Hotfix Feature" Version:  
"com.hp.hotfix.feature\_45.24.0"  
Installed Feature: "Service Pack Feature" Version:  
"com.hp.servicepack.feature\_45.24.0"

These logged messages show the features that have been successfully installed on Client 2008 by the update tool.