HP OpenView Service Desk 4.5 Client 2008

For the Windows® Operating System

Release Notes

Software version: Major Release

This document provides an overview of HP OpenView Service Desk 4.5 Client 2008 major release. It contains important information not included in the manuals or in online help.

In This Version
Installation Notes
Known Problems, Limitations, and Workarounds
Support
Legal Notices

In This Version

The main purpose of HP OpenView Service Desk 4.5 Client 2008 major release is to provide a new Client UI for Service Desk 4.5. The previous Service Desk 4.5 Client runs on the Microsoft JVM which reached its end of life on December 31, 2007. For more information about Microsoft JVM, refer to Microsoft Java Virtual Machine Support (**http://www.microsoft.com/mscorp/java/default.mspx**).

Client 2008 major release requires the Service Desk server to be on Service Pack 23. Client 2008 requires Sun's JRE version 1.5.0_14 which is automatically installed during the installation. No manual installation for this JRE version is required.

Client 2008 is very similar to the previous client in terms of feature set, look-and-feel, and deployment; however, UI look-and-feel has some minor changes, and some features are not available.

The following are the main changes in Client 2008:

- Uses the Sun JVM instead of the Microsoft JVM.

- Was developed using Eclipse technology.

- Uses a different service pack upgrade and hotfix mechanism.

- The Administrator Console is a workspace and not a separate window.

- The chart view has many changes (it was implemented using different technology).

- Uses a new icon and image set which comes from Service Desk 5.0. Does not support customizing icons or adding new icons.

Refer to *HP OpenView Service Desk 4.5 Client 2008: Differences between the Previous Client and Client 2008* for more information about the differences.

Installation Notes

Installation requirements, as well as instructions, are documented in the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide* provided in Adobe Acrobat (.pdf) format. The document file is included in the product's release package as:

<Client_2008_home>/Docs

Installation Problems

Currently there are no known installation problems.

Known Problems, Limitations, and Workarounds

This section describes known problems, limitations, and related workarounds in Service Desk 4.5 Client 2008.

Known Problems

ITSM009463:
Service Event Relation is not saved automatically

Problem

Service Event Relation is not automatically saved when Service Event Relation Dialog is closed.

Solution

This issue is planned to be fixed in future Client 2008 service pack.

Workaround

The Service Event Relation is saved when its parent item (such as Service Call, Problem etc.) is saved, so you can save its parent item to save the child relation.

ITSM009464:
Service Event Relation can not be saved in a certain situation

Problem

When function "Notification alert upon editing the same record"(ITSM008741) is enabled, Service Event Relation can not be saved if you open an existing entry, and modify the entry by adding a Service Event Relation without accessing the Relation tab in the form.

Solution

This issue is planned to be fixed in future Client 2008 service pack.

Workaround

Switch to the Relations tab in the form for the existing entry, then add a Service Event Relation and save it.

Known Limitations

ITSM009458:
Table view performance is slower than that in the previous client

Problem

In Client 2008, Table view performance is a little slower than in the previous client if it contains more than 10,000 entries. It is a limitation caused by the Eclipse technology.

Workaround

Refer to the *Troubleshooting* chapter of the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide.*

ITSM009433:
No form cache

Problem

In Client 2008, forms are not cached.

Note: No problem is expected since hardware requirements for Client 2008 are higher than for the previous client, therefore performance should not be affected by lack of cache.

ITSM009434:
Icons cannot be imported from a file.

Problem

In Client 2008 user cannot load an icon from a file. Only icons shipped with Client 2008 package are available on the icons' list. Icons imported from a file in previous client are not visible in Client 2008.

ITSM009435:
Chart view color issue in Windows 2000 Terminal Service

Problem

Chart view colors are not displayed properly in Windows 2000 Terminal Services because Windows 2000 Terminal Services supports only 256 (8 bits) colors.

Note: This issue does not exist on Windows 2003. Users are encouraged to use Windows 2003 Terminal Services.

Support

You can visit the HP Software support web site at:

http://www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- 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

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, go to the following URL:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

http://h20229.www2.hp.com/passport-registration.html

Legal Notices

©Copyright 2002-2008 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java™ and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Microsoft®, Windows®, and Windows® XP are U.S. registered trademarks of Microsoft Corporation.

Windows Vista® is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.