

HP OpenView ServiceCenter

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 6.2.2/29 June 2007

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

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In This Version

Enhancements provided in this version include the following items.

- Web tier memory usage improvements.
- Added support for integration between Knowledge Management and Service Desk.
- Improvements to the support of legacy Forms Designer properties.

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 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 number) are fixed in the current software release.

SCR	Task Release Note
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35891	The web tier can now handle attachments to Change Management tickets properly.
37212	Opening a dbdict in the system definition tree no longer starts an automatic record count. This prevents a performance hit when opening tables containing a very high number of records.
37222	Fill and Find now honor the ReadOnly DVD condition on table cells.
37458	The web client now honors the foreground color setting of a wrap label.
38133	All notebook tabs are now visible in the web client when a notebook contains more than 2 rows of tabs.
38353	The JavaScript function substring now works correctly with multi-byte characters.
38458	Attempting to consume external web services from ServiceCenter using HTTP when SSL certificates are not configured properly now results in the correct SOAP error message.
38546	Using Fill on an array field in the web client now returns the proper value.
38565	Unique primary keys are now calculated correctly for systems converted to Oracle.
39058	When trying to store a non-existent attachment, the ServiceCenter server now generates an error message instead of having a GP fault, and the web client no longer terminates.
39111	Pressing Enter on a search screen now executes the expected query.
39316	The JavaScript functions <code>charAt()</code> and <code>charCodeAt()</code> now work correctly with multi-byte characters.
39367	The <code>strclpl()</code> function now works properly when the number of characters to be removed equals the length of the string.
39379	The Windows client now handles invalid links properly. Updates are retained if you enter “://” into a text area. The Windows client accurately recognizes valid links and prevents invalid links from becoming clickable (highlighted).
39391	The web client date picker now properly recognizes years between 2000 and 2010.
39450	ServiceCenter can now save the string “NULL” or “null” as a contact name on systems converted to DB2.
39462	The sync task now properly cleans up the shared memory in a threaded environment.
39523	Reduced the number of messages in the web tier logged when using web sphere by removing a cause for <code>NotSerializableException</code> to get logged in the log file. Note: The ServiceCenter web application does not support serialization. Do not configure the web application server to serialize the application.
39531	Charts and dashboards now always reflect the individual user's Mandanten restrictions.
39631	The web client now renders bitmap images on buttons correctly.
39632	Service Catalog items that do not have images no longer display images from the previous page.
39690	Tabbing through select-only combo boxes no longer clears out the selected values.

SCR Task Release Note

- 39692 `Event.send` now triggers display events properly.
- 39732 Bitmaps in the Table Column widget now display properly in both the Windows and web clients regardless of the column's position in the table.
Note: The Windows client does not support printing images. This is a known limitation of the Windows client. The web client does support printing images.
- 39750 Updating column names in Forms Designer now works properly.
- 39761 Bitmaps for link labels now display properly when you use caption conditions in the web client.
- 39762 The JavaScript `base64` function now processes special characters correctly.
- 39812 For the web client on Internet Explorer, balloon help on link labels in ESS mode now honors the balloon help text set up for them in Forms Designer.
- 39818 Old style charts are now properly refreshed on the Windows client.
Note: Automatic refresh of old style charts is not supported on the web client.
- 39900 The language analyzer is now supported on Solaris for Chinese and Korean.
- 39951 Caption conditions for labels of composite buttons now work in classic and non-classic menu modes.
- 39952 Caption conditions for notebook tabs now work properly in the web client in non-classic menu mode.
- 39954 The Bold, Italic, Bold condition, and Italic condition properties applied to a group widget no longer affect labels inside that group.
- 39955 The attach panel now executes the called item when the panel is running on the server.
- 39959 Bold and Italic conditions are now enabled for rows in a table.
- 39968 The password encryption mechanism no longer locks users out of the system with an invalid login name/password message when their login name/password combination should be valid.
- 39974 The `us.launch.external` application can now run programs that have spaces in their path or file names.
- 39975 Caption conditions for table columns now work properly on both search lists and tables used to display array fields.
- 39991 LDAP referrals with Active Directory now work properly when you use the `ldapbinddn` and `ldapbindpass` parameters.
- 40009 Fixed a GP fault that occurred when using the "m" command in the RAD debugger.
- 40017 CI-Visualization can now use ServiceCenter WebServices to communicate with ServiceCenter server when it is launched from the Windows client. Added a new parameter, `sc.wsurl`, to `web.xml`.
To use CI-Visualization in the Windows client, set `sc.wsurl` to the ServiceCenter WebServices service endpoint.
To setup CI-Visualization for the ServiceCenter Windows client:
- 1 Replace the `sc.wsurl` in `web.xml` value with the ServiceCenter WebService endpoint, for example, "**http://localhost:13080/sc62server/ws**".
 - 2 Load the attached unload file: `CIVisualization_winclient_support.unl`
 - 3 Set the web server URL in the System Wide Company record to the ServiceCenter web tier URL, for example: "**http://localhost:8080/sc**".
- After you launch CI-Visualization from Windows client, CI-Visualization prompts you for a login and password. Enter your ServiceCenter credential. CI-Visualization applet then launches properly.
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SCR Task Release Note

40036	Issuing a LIKE query against an RDBMS converted file now results in the correct escape character sequence.
40056	The Export to File function now works in non-English versions of the web client.
40057	ServiceCenter servlets can now connect to load balanced environments on WebLogic 8.1.
40092	Fields defined under a structure are now correctly accessed by WebService requests.
40105	ODBC users are no longer able to connect to ServiceCenter after cancelling out of the ServiceCenter ODBC login screen.
40106	The Windows client now releases stored data references when a thread tab gets closed. This helps reduce the memory usage of the client.
40108	The ServiceCenter server now gets the case sensitivity setting of MS SQL Server converted systems, and returns records correctly.
40117	Deleting favorites through the System Navigator now works properly on RDBMS converted systems.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	Known Issue	Work Around
2076840	CI-Visualization on the Windows client doesn't work in an SSL and trusted-signon environment.	Use the web client for CI Visualization in an SSL and trusted-signon environment.
1983128	After Simplified Chinese SQL conversion, U-30FB (KATAKANA MIDDLE DOT) displays as question mark. U-30FB is part of GB2312 but SQL Server does not use GB2312, it uses the Microsoft code page 936, which does not contain that character.	Microsoft code page 936 has MIDDLE DOT at 0xA1A4 (U-00B7), which is similar. Use U-00B7 instead of U-30FB.
2076887	JavaScript objects are erroneously cleared out when doing WebServices consumption with attachments. This only happens in servlet mode, not in classic mode. ServiceCenter 6.2 JavaScript for WebServices consumption supports attachments only in DIME. Responses of ServiceCenter JavaScript WebServices request with MIME attachments will be ignored.	To use ServiceCenter JavaScript to consume ServiceCenter WebServices with attachments, go through the "/sc61server" servlet. For example, to run WSDL2JS to consume Incident Management, use "http://<schost>:<port>/sc61server /PWS/IncidentManagement?wsdl" .

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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