

HP OpenView Service Desk and OpenView Asset Center Integration

Software Version: 1.0

Release Notes

Manufacturing Part Number: DCIT-360IP1-EN27

Mar 2006



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1 Overview

Introduction

This documentation provides a complete history of different versions of SDAC Integration product, listing main features of each version as their enhancements compared to the previous one, the fixed problem or the known issues

Audience

This guide and all the associated documents were originally written for internal use at hp Systems, in particular for the Research and Development Marketing departments to improve production extension and integration.

Chapters Summary

- **Chapter 1, Overview** introduces this document
- **Chapter 2, Enhancements** lists all main enhancements of each solution version regarding the previous version.
- **Chapter 3, Problem fixed** details all fixed problems for each version of SDAC Integration product.
- **Chapter 4, Known issues** gives all known issues existing in each version.

Related Documents

SDAC Integration documentation:

- SDAC Integration – User's Guide

2 Enhancements

Version 1.0

This is the initial version of HP OpenView Service Desk and AssetCenter Integration solution. Its detailed features are available in the User's Guide, that also explains its mechanisms, its installation and configuration and all other details to know how to use the Integration.

Service Desk Service Pack 16 to Service Pack 18 migration

This SDAC Integration version was designed, tested and validated with HP OpenView Service Desk 4.5.0588 Service Pack 16.

Nonetheless, it is also compatible with the Service Pack 18 of Service Desk 4.5. In this case, if the ACES files (see the chapter 3, installation and configuration of the User's Guide) must be imported into Service Desk, they must be updated before proceeding.

In the ACES original provided files, the header is :

```
<?xml version="1.0" encoding="UTF-8"?>
<!--Copyright (c) 2004 Hewlett-Packard Development Company, L.P. All Rights Reserved.-->
<ACES Count="12" GenerationDate="mars 15, 2006 18:53" SysVersion="4.5.0588.1605 (SP16)">
```

To make this ACES file compatible with Service Desk 4.5 Service Pack 18, just update the version of the Service Desk in the last line (value of tag "SysVersion") as following :

```
<?xml version="1.0" encoding="UTF-8"?>
<!--Copyright (c) 2004 Hewlett-Packard Development Company, L.P. All Rights Reserved.-->
<ACES Count="12" GenerationDate="mars 15, 2006 18:53" SysVersion="4.5.0588.1805 (SP18)">
```



The screenshots are examples, the update depends on the version of Service Desk installed on the host. To know the precise installed version, open the Service Desk client, and click on menu Help→About

3 Problem fixed

Version 1.0

This is the initial version of Service Desk and AssetCenter Integration solution.

4 Known issues

Version 1.0

None.

5 Contact details for further assistance

Please visit the HP OpenView and Peregrine web sites at:

<http://www.managementsoftware.hp.com/>

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

These web sites provide contact information and details about the products, services, and support that HP OpenView and Peregrine offer.

You can also go directly to the support web sites at:

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

<http://www.peregrine.com/support/index.aspx>

HP OpenView 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 valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter 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 log in. Many also require a support contract.

To find more information about access levels, go to:

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

To register for an HP Passport ID, go to:

<https://passport2.hp.com/hpp/newuser.do>