

HP OpenView Service Desk 4.5 Mathilde 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 Mathilde Client 2008 major release. It contains important information not included in the manuals or in online help.

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In This Version

The main purpose of HP OpenView Service Desk 4.5 Mathilde Client 2008 major release is to provide a new Client UI for Service Desk 4.5 Mathilde. The previous Service Desk 4.5 Mathilde 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>).

Mathilde Client 2008 major release requires the Service Desk server to be on Mathilde 10 R2. Mathilde Client 2008 requires Sun's JRE version 1.5.0_14, make sure it is installed before the installation.

Mathilde 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 Mathilde 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 Mathilde Client 2008: Differences between the Previous Client and Mathilde 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 Mathilde Client 2008: Installation and Configuration Guide* provided in Adobe Acrobat (.pdf) format. The document file is included in the product's release package.

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 Mathilde Client 2008.

Known Problems

Currently there are no known problems.

Known Limitations

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.

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- 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

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

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

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