

HP OpenView Service Desk 4.5

Release Notes

First Edition



i n v e n t

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1 **Announcement**

Introducing HP OpenView Service Desk 4.5

With the ongoing evolution of the Internet as a core element of interaction between businesses, customers, and end users of IT, there has never been a more clear need to manage the services delivered to these groups from a customer experience perspective. The IT Infrastructure and its components need to be managed in light of the relationship to the users of that infrastructure, not only from an end-to-end perspective but also from a top-down and bottom-up perspective.

This paradigm, acknowledged by industry consultants as well, is Service Management. In recent years it has become clear that many IT organizations are preparing for or are already transitioning from a focus on infrastructure elements and technology, to a focus on service level management — or a focus on the “internal vendor of services” model. The purpose of this transition is to align IT with functional responsibilities, instead of technology domains, and to facilitate the marketing of relevant services to lines of business. As part of this transition, there is an increased reliance on service level agreements (SLAs), which are used to negotiate the specific services offered and the associated budgets.

Effectively, this represents a need for an integrated service management solution that does not focus solely on operational management of the IT infrastructure or customer management, but that brings these two seamlessly together. In the end this will enable enterprise organizations and service providers to successfully differentiate service levels and actually manage the customer experience by using integrated service management provided by Service Desk.

HP OpenView is an industry-leading vendor, that provides a world-class service management solution set, enabling organizations to successfully structure and manage their core business and processes that depend on IT services.

With HP OpenView Service Desk, organizations are empowered to streamline their critical service delivery and support processes into a single workflow that seamlessly integrates with OpenView and third-party network and systems management tools.

This results in unparalleled manageability of SLAs and services based on industry best practices and the industry-leading ITIL standards.

Key Benefits

Service Level Management

HP OpenView Service Desk is a Service Management solution that is not only focused on managing individual IT components but also on the IT processes used to deliver the IT service. Within these processes the following capabilities position Service Desk as the closest link to the customer:

- Detailed business service definition:
 - Which IT elements is the service depending on
 - Which customers are receiving the service
 - At what level of support
 - At which agreed times
 - At which cost
 - Who is managing the service internally
 - Who is supporting the service
- Central Repository to store all relations between:
 - Customers
 - Business services
 - Service Level Agreements
 - Support Level Objectives

Moreover, Service Desk provides a hierarchical service structure with multi-tiered SLA capabilities to clearly describe the relationship between a higher-level business service and the supporting operation management service (like a database management service).

The Next Step in Service Level Management

HP OpenView Service Desk is taking the next step in Service Level Management by providing a new set of OpenView integrations that will allow organizations to manage their service management capabilities

better than ever before. No other vendor in the industry offers this capability today, showing that OpenView is committed to providing innovative, practical solutions that reduce the complexity of Service Level Management to our customers.

Service Desk Integration with OpenView Internet Services

- Download Service Desk Service data to OpenView Internet Services
 - Customer data
 - Service data
- Facilitate Service Level Objective definition for OpenView Internet Services

Service Desk Integration with OpenView Service Navigator

- Real time Service state indication in Service Desk
 - View service state in the context of the concerned Service Desk business or operations service. As an e-mail service or desktop service, for example.
 - Enabling immediate assessment of the state of the infrastructure components of a service as managed and propagated by Service Navigator.

Meeting Enterprise and Service Provider Platform & Scalability Needs

With the introduction of Service Desk 4.5, a new realm of platforms will become available. Providing a pure-Java® application server, Service Desk 4.5 can be run on HP-UX and Solaris next to the already supported Windows® 2000 and Windows NT® platforms. This breadth of operating systems makes it possible for the large enterprise and Service Provider community to deploy Service Desk on their standard platforms.

Quick Time to Value

Service Desk provides a standard Consolidated Service Desk solution based on industry best practices. This will enable a fast roll out with the ability to modify the application when changes occur in the support environment.

Ease of use and flexibility are core elements of the Service Desk architecture. The user interface is modelled on the intuitive Microsoft Outlook interface, providing information in a recognizable format and reducing the need for extensive end user training.

Online deployment, online upgrades and ease of configuration of the application (consultants out-of-the-box) provide additional value to reduce administration cost and time to roll out Service Desk.

Ultimate Flexibility

Tailorable best practice templates

The setup and configuration capability of Service Desk continues to be a valuable asset. OpenView experience in IT Service Management is leveraged to capture best practices and processes in templates within Service Desk, providing a wealth of data that can be used to quickly deploy Service Desk. The capability to customize forms, views and fields 'on the fly' without the need to bring the application server down, provides organizations with the ability to constantly stay on top of changing business requirements and consequently the changing IT Management requirements.

Export & import Service Desk configuration

An extremely valuable addition to the Service Desk application is the capability to export and import views, forms, business rules and actions from a test or development environment to a production environment (for a complete overview please see the Data Exchange Administrator's Guide). This will increase the "time-to-release" of new forms, fields and business logic, contributing to a reduction of administrative efforts when designing and modifying the application.

Use of variables in rules

Service Desk 4.5 expands on the functions available with the User Interface (UI) rules introduced in HP OpenView Service Desk 4.0, further increasing the power of Service Desk.

Specifically the ability to define variables in the rule definition will allow for dynamic rule processing based on the fields that are used in the database or UI rules. For example, you can populate a field in an item (service call, incident etc.) with the value of another field.

Workflow

Service Desk 4.5 further expands the workflow capabilities to meet requirements to automate support management and service level management processes. With these capabilities, Service Desk 4.5 contributes effectively to ensure that service levels are being met, and that tasks are being executed correctly. Additionally it will prevent unwanted errors and increase efficiency of the overall IT organization. Key features include:

- Multiple calendars for workgroups
- Dependency enforcement for work orders
- Prevent items from being closed when work orders are not closed

Empowering the Helpdesk Analyst

An important factor that in general any helpdesk analyst appreciates in any analytical application like Service Desk is usability and speed of navigation. Service Desk 4.5 further enhances its previous strong usability features by providing quick drill-down capabilities through 'Explorer' (or so called tree-type) navigation that further improves the analysts' time to get to results. This type of navigation will be enabled for:

- Classification
- Organization
- Service
- Configuration Item

2**What is New in This Version**

Receiving the Latest Updates

To receive information about the latest changes, announcements, and beta test programs, you can subscribe to the HP OpenView Service Desk newsletter.

To subscribe to the newsletter, send an e-mail message to `servicedesk_news@hp.com`. In the message body of the subscription e-mail message, type: `subscribe servicedesk_news`

You can cancel your subscription at any time, by sending an e-mail message to `servicedesk_news@hp.com`. In the message body of the cancellation e-mail message, type: `unsubscribe servicedesk_news`.

NOTE

These e-mails must be sent in a plain text format.

Installation

The installation program and procedures are improved as follows:

- The Service Desk 4.5 application server is platform-independent.
Service Desk 4.5 is programmed in Java and is therefore platform-independent. The application server, Service Desk agent, Service Pages, and integrations are installed by copying the files using installers native to each platform.
- New configuration editor.
Once the file copying is complete, the server must be configured using the new configuration editing feature, the server settings editor, before the server can be started.
- Possibility of performing a silent installation.
Silent installation is possible as an option. Silent installation means that there is no user interaction and no interface, not even a splash screen. The installation still has to be configured afterwards using the server settings editor.
- Fully automatic client installation is possible as an option.
Some customers do not allow users to install their own software because of the risk of viruses being introduced into the network environment. In these companies, the system administrators must install all software. Currently that would mean that an administrator must visit each workstation and install Service Desk. Fully automatic installation allows installation from a central location where root permissions of all target workstations are available.
- A special software tool is available for copying configuration settings when upgrading existing Service Desk installations.
Upgrades, as with Service Desk 4.0, are like new installations, but the configuration can be copied from the existing installation using a special software tool that converts the configuration file `sd.conf` to XML. This tool can also be used to upgrade across platforms, as the Service Desk 4.5 server is platform-independent and some customers may wish to upgrade from Service Desk 3.0 or 4.0 (on Windows NT4) to Service Desk 4.5 on a UNIX® platform.

Technical Improvements and Additions

The following technical improvements were made:

- Pure Java Application Server

The Service Desk 4.5 application server was reprogrammed in Pure Java and is therefore platform-independent. The 4.5 server is supported on HP-UX and Sun Solaris, and other platforms will be added with later versions.

- Application Server GUI

A monitor GUI is available for the application server. This enables customers to view the current status of the server, including the log file, the number of clients connected, how many servers are running in the Service Desk environment, what services are running, and other useful information.

- Daylight saving time is taken into account without having to restart the application.

Service Desk looks at the time/date settings of the system and changes the Service Desk time/date accordingly. However, as different time zones change to and from Daylight Saving Time (DST) on different dates, DST must be linked to time zones. Durations also take DST into account when an action must be performed within a certain time limit: if a duration spans the DST/Summer Time change, the duration will be +/- 1 hour.

- Attachments

In Service Desk 4.0 the attachment technology relied upon Windows functionality and the Windows file system. Comparable functionality is not available on other operating systems, therefore attachments are stored and distributed using a third-party FTP server.

- An expanded selection of fields are available through the Web API.

In Service Desk 4.0 only a fixed set of fields were available through the Web API. This was due to the fact that the Web API used a fixed query, and this fixed query was optimized for Service Pages. Other integrations that can make use of the Web API could not choose the fields they wanted to use. It is now possible to configure the query

from the administrator console. Each integration is able to define field selections for each entity that can be accessed through the Web API.

Service Desk Console, Views and Fields

Service Desk 4.5 includes the following new features:

- Relate search results to the currently open item.
After performing a search, using the Advanced Find or Quick Find, you can drag and drop the results to the `Relate` field. A dialog box is available for defining the type of relation.
- Create and relate an item via a currently open item.
A system action is available to copy information from an open item to a new item, and create a relation. From a service call you can create an incident, problem or change. From an incident you can create a problem or a change. From a problem you can create a change. A dialog box is available for defining the type of relation.
- Additional custom fields are available.
An additional 50 short text fields are now available for the CI item. A new Boolean type check box field is added, and five are available for service calls, incidents, changes, problems, services, SLAs, work orders, projects and CIs. Five long text fields, allowing 4,000 characters, are also added for these items.
- A `View` field was added to the Quick Find and Advanced Find dialog box.
The new field makes it possible to select the view you want to apply to the current search query. You can select a table, tree, or explorer view to display your query results.
- A `Spent Time` field is available for history lines, making it possible to enter the amount of time spent working on an item.
- Closure codes are arranged in a hierarchical list format.
- A new field, `Entered by person`, is available for all items.
- The Forms designer in the Administrator Console is enhanced so that you can create separators in a form. You can also group and label fields in a form.
- The Online Help was improved to be consistent with the look and feel of the HP OpenView suite of products.

Workflow

The following workflow related features were added to Service Desk 4.5:

- Maintain and control status transition.
An end user can only modify an item if it has the correct status code, and only enter status codes from an authorized range. System administrators can specify a State for each closure code. The states available are: Active, Accountable, Not-accountable, or Closed.
- Strict order of execution of sequential time-related work orders.
The order in which work orders and changes are organized in the project module can be strictly enforced so that work cannot be started on a work order until the predecessor work order is done. This feature will include options for adjusting the time sequence of the planned work. For example, when one work order is started late the user will be able to shift all work orders in the plan to compensate.
- Item may not be closed if work orders are not closed.
This feature is being implemented to prevent users from inadvertently closing items when related work orders are open. You can set the `Wait for work order completion` option when relating work orders to an item.
- Calendars for workgroups (Multiple calendars).
Workgroup managers will be able to maintain a calendar containing the working hours and national holidays of each workgroup. This feature can be used to calculate the planned finish time for a workgroup, for a specific task. The `Planned Finish Time` does not impact the `Actual Duration` calculation. The following information will be used for calculating the planned finish:
 - the current date and time;
 - opening hours set for the workgroup;
 - holidays set for the workgroup.

Service Level Management

Service Desk 4.5 enhances Service Level Management by enabling you to measure the performance of services against target values.

The SLA evaluation report gives an overview of the performance of the service covered by an SLA over a period of time. The following evaluation factors can be included in the report:

- Service availability
 - The percentage amount of time (during or regardless of support hours) that the service was free from failure. The target percentage availability can be registered in the SLA.
 - The average period of uninterrupted service availability; that is, mean time between failure (MTBF). The target MTBF can be registered in the SLA.
 - The total number of service calls raised against the service.
 - The number of service calls with an impact high enough to indicate service failure.
- Fault analysis
 - The average amount of time taken for work to commence on resolving a service call after it is registered.
 - The average time required by the support organization to resolve an issue.
- Resolution planning
 - The number of service calls that were not resolved within the planned duration.
 - The number of service calls that were not resolved by the resolution deadline.

Service failure (that is, service unavailability) is defined as occurring whenever service calls of a sufficiently high impact are open against a service. The SLA evaluation report enables service level managers to specify which impact level constitutes service failure. By selecting a lower impact, service level managers can produce reports that evaluate service disruption as opposed to service failure.

SLA evaluation reports can be used for the following purposes:

- To evaluate the performance of a business service delivered to customers.

This type of report would usually be generated exclusively for each particular customer, and would usually be based on service calls raised by the customer but not on incidents raised against the service.

- To evaluate the performance of an operations management service that you depend on for the delivery of business services to customers (for example, if you supply an e-mail service to customers, the e-mail servers may be managed by an operations management service that specializes in server management).

This type of report would usually be consolidated for all customers, and would usually be based on service calls and incidents raised against the service.

SLA evaluation reports can be scheduled to run at predetermined regular intervals for a finite period or indefinitely.

Evaluation pre-run reports can also be generated. This enables service level managers to anticipate the result of the next final report to be submitted to customers. The pre-run report identifies service calls and incidents that may jeopardize the outcome of the final report, enabling additional attention to be given to resolving issues before target performance levels are violated.

Archiving

The amount of information Service Desk accumulates increases the longer Service Desk is used. As the quantity of information builds up, it occupies more and more space on the production database, and in extreme cases can cause Service Desk performance to diminish. Deleting rarely used information reclaims storage space and performance, but the information is permanently lost.

Service Desk 4.5 provides archiving as an alternative to deletion. Archiving is particularly useful for information that is too useful to discard, but is not accessed frequently enough to justify the space it occupies and the impact it has on performance.

When information is archived, it is copied to a predetermined archive folder, and then deleted from the production database. Information is archived in XML format.

Archiving can be scheduled to take place regularly via any third-party scheduler. A DTD can be generated to simplify the development of XSLT (extensible style language transformation).

Administrators can control the following:

- The types of item to be archived. Work orders, changes, projects, problems, service calls, and incidents can be archived.
- The criteria used to determine what information is archived. You can use any combination of conditions that can be set up in a Service Desk data view, such as items that are blocked, items with a particular status, items that were created more than six months ago, and so on.
- The time zone used for archived date-time information.

Users can view archived information using any third-party XML browser.

Rule Manager

Business logic is combined with the Rule Manager in Service Desk, making it possible to create rules to automate many of your business processes. Two types of rules are available: database rules that are triggered by changes in the Service Desk database, and UI rules that are triggered by changes in the graphical user interface.

Service Desk 4.5 has the following new features associated with the Rule Manager.

- **Dynamic Linking**

Dynamic linking allows the user to update a field attribute dynamically with the value of another field within the Update Data functionality. This supplements the ability (that allows the user) to set an item's attribute with a selected static value.

- **Improved Reporting Capabilities**

To ensure better and more detailed reports the views used in Database Rules and UI Rules show more columns (or attributes). A report, directly based on the contents of these views shows all the necessary information.

- **Improved Debug Capabilities**

It is possible to monitor actions performed by the rule manager for Database rule information and UI rule information.

A setting in the general settings dialog box was added to enable/disable extra debug capabilities that allow the logging of more information.

The information that can be monitored includes the following:

- an object of a particular entity is changed and verified
- a condition is fulfilled
- a scheduled action has been executed
- an action has been scheduled (DB rules)

- **Overview of Scheduled Rule Actions**

Scheduled rule actions associated with a database or UI rule are executed when the required conditions are met. An overview of all the scheduled tasks is available to the system administrator from within the Administrator console.

The view shows all the scheduled tasks, whether they are for a database rule action or an SLA report.

- **Rescheduling of Scheduled Tasks**

All scheduled tasks are assigned to a particular server and if, for any reason, this server is not connected or working at the time the task is scheduled the task will not be executed and therefore become overdue.

To avoid tasks becoming overdue, it is possible to reschedule the task to another server from the Scheduled Tasks view.

Integration Possibilities

Numerous integration possibilities exist with Service Desk. The new integrations and improvements within Service Desk 4.5 involve Service Navigator and Internet Services.

HP OpenView Service Navigator

The Service Navigator integration is a key solution for Integrated Service Management. The integration is capable of combining business service management information (in Service Desk) with operations service management (in Service Navigator and Operations).

Service Navigators integration with Service Desk is used to:

- provide current service status information with incident and problem management.
- synchronize service hierarchy information between business service management (Service Desk) and operational service management (Service Navigator).
- report on services in the context of SLAs agreed upon with the customer

Service Desk uses information on the current status of services to give an accurate response to the customer's requirements. For example, as soon as the help desk employee relates a service to a service call they are able to see the status of the service and communicate this to the caller.

With a quick root cause analysis the help desk employee can estimate the time it will take to resolve the problem. With a more thorough root cause analysis, the help desk employee can relate the service call to the right problem and assign the service call most accurately to the right support group.

HP OpenView Internet Services

The integration of Internet Services (IS) in Service Desk makes an important contribution to Integrated Service Management.

The integration allows the user to download customer, service and service level information, that is entered in a Service Level Agreement, from Service Desk to Internet Services.

Internet Services provides tools for fault, configuration, and performance management, you can use the integration to:

- provide current service status information with incident and problem management;
- synchronize service hierarchy information between business service management (Service Desk) and operational service management (Internet Services);
- report on services in the context of SLAs agreed upon with the customer.

To display the performance information gathered by internet services it is possible to create and invoke a smart action. This can then be used from a service call to open a Web browser at the URL specified in the action.

Export-Import SD Configuration

In Service Desk 4.5 it is possible to exchange configuration settings between instances of the same Service Desk version using XML file export/import. This is done using Administrator Console Export Settings (ACES) which comprises five items: Views, Groups, Settings and the Export and Import wizards.

- ACES Views are used to capture (part of the) Administrator Console information. They can be inserted into a collective called an ACES Group.
- ACES Groups is the collective for sets of related views. For example, an ACES Group called 'Change suite' could contain the export views 'Change forms', 'Change templates' and all 'Change codes'. ACES groups are the selection criteria for the next stage, the ACES export wizard.
- The ACES Settings dialog box is where the administrator can define the default locations where the export and import XML files and their associated log files are to be stored when using either the export or import wizards.

To complete an export of the required configuration information a wizard is invoked that monitors the progress of the export and allows you access to a log file if you wish to view any information regarding the export.

The import of the configuration is also by means of a wizard which also monitors the progress of the import and allows you to view the log file.

Migration from ITSM to Service Desk 4.5

Migration tools are available for IT Service Management (ITSM) users to migrate their ITSM data to Service Desk 4.5. For details on migrating to Service Desk from ITSM contact your Service Desk sales representative or Service Desk consultant.

If you want to read about the migration, a migration guide is available on the HP OpenView Service Desk 4.5 CD-ROM and contains details about the migration process. The file name is `Migration_Guide.pdf`.

3 **Known Errors**

This chapter provides detailed information on errors that are known to exist in the Service Desk 4.5 application at the time this document was published. When possible, a workaround is included describing how you can perform the desired function without incurring the error.

Known Errors and Workarounds

The Beta testing of Service Desk resulted in a large number of service calls generated by the Beta test sites. The majority of those service calls have been solved since that period, and Service Desk is a much better product as a result. A small percentage of service calls are not yet solved. At this time every effort is being made to implement your suggestions and correct errors as quickly as possible.

Except for the listed Known errors, a number of Medium priority errors have been identified. These have been registered, and can be monitored, on the [hp eCare website](#). Issues that are encountered after the release will also be registered on the eCare site.

This site is also accessible from the Help menu in Service Desk by clicking the eCare support option.

Table 3-1

Known Problems

Problem ID	Description	Workarounds
4864	Integration 'sd_eventins.pl' doesn't work with OVO in 2-byte environment.	For Japan: Use JPERL.
4865	'Page tabs' are always displayed in English, despite localization.	Import L10N files and then adjust the page names using the option provided on the Administrator's console through the Localized texts menu.

Table 3-1 Known Problems (Continued)

Problem ID	Description	Workarounds
4866	'Kanji numeric' is not consistently used for medium and long date formats. Service Desk depends for formatting of the dates on the functionality provided by Java. The use of this functionality enables users to change the date formats. This functionality cannot be changed by HP.	Use the Date format option to choose the preferred format given the restrictions imposed by Java.
4867	ARM does not work. Error messages are displayed when the option Enable ARM is selected.	No workaround offered.
	OVO 7 for Windows integration is not included in the initial Service Desk 4.5 release.	

4 Compatibility Information and Installation Requirements

Requirements

This section lists the minimum hardware requirements for each of the components of Service Desk 4.5. For software requirements, please refer to the *HP OpenView Service Desk: Supported Platforms List*. You can find this document on the HP OpenView Service Desk 4.5 CD-ROM, under the file name `\Doc\Supported_Platforms_List.htm`.

Service Desk Client on Windows 2000 or XP Professional

- Processor: Intel® Pentium® PII, 300 MHz
- Memory: 128 MB RAM
- Disk space: 55 MB
- Display: 800 x 600 resolution, 256 colors (1024 x 768 resolution, high color or higher recommended)
- Network connection: TCP/IP, 28.8 K (56 kBor higher recommended)

Service Desk Client on Windows NT4 Workstation and 98 SE

- Processor: Intel® Pentium® Pro, 200 MHz
- Memory: 128 MB RAM
- Disk space: 55 MB
- Display: 800 x 600 resolution, 256 colors (1024 x 768 resolution, high color or higher recommended).
- Network connection: TCP/IP, 28.8 K (56 kB or higher recommended)

Service Desk Client on Windows 2000 Terminal Services

The Service Desk client is supported for use with Windows Terminal Service. For information regarding on sizing please refer to the white paper created by Microsoft, located on the following Web site:
<http://www.microsoft.com/windows2000/techinfo/administration/terminal/tscaling.asp>

Service Desk Application Server on Windows 2000 Advanced Server or NT4 Server

- Processor: Intel Pentium PIII Xeon, 550 MHz
- Memory: 512 MB RAM
- Disk space: 80 MB
- Network connection: TCP/IP, 10 MB/s

Service Desk Application Server on HP-UX

- HP PA-RISC machine
- Disk space: 80 MB

Service Desk Application Server on Sun Solaris

- Sun Ultra SPARC machine
- Disk space: 80 MB

Service Desk Database Server

- Network connection: TCP/IP, 10 MB/s

Service Desk Service Pages Client

- Processor: Intel Pentium 90 MHz (166 MHz or higher recommended)
- Memory: 32 MB RAM
- Display: 800 x 600 resolution, 256-colors (1024 x 768 resolution, high color or higher recommended)

- Network connection: TCP/IP, 28.8 K (56 kB or higher recommended)

Service Desk Service Pages Web Server

- Memory: 128 MB RAM (256 MB or higher recommended)
- Disk space: 50 MB
- Network connection: TCP/IP, 10 MB/s

Service Desk Event Communicator

Service Desk Agent

- Disk space: 5 MB
- Network connection: TCP/IP, 28.8 kB

Service Desk Service Event

- Disk space: 5 MB
- Network connection: TCP/IP, 28.8 kB

5 Patches and Fixes in Service Desk 4.5

Patches and Fixes

The following changes are a result of registered problems solved since the release of Service Desk 4.0. The changes are grouped by the Service Pack that corrected the problem:

Table 5-1 **Service Pack 1**

Problems	Description
ITSM003507	The complete help index is listed when help is invoked by pressing the F1 button.
ITSM003964	Online help for Open Duration is adjusted.
ITSM004078	The beta release version is not displayed in sd_export.
ITSM004087	The Configuration Item button works in the service call form when no Service field exists in the service call form.
ITSM004089	When sending an e-mail message to the Service Desk application server it does not matter how the e-mail address is entered. The e-mail address is not case-sensitive.
ITSM004092	The application server will not hang when CPU usage is at 100%, caused by a deadlock in the hash table software.
ITSM004093	Clients with only a concurrent license key, will not get a license expired message after 60 days.
ITSM004103	When changing the language, the view and action names are translated. For page and form titles a new problem was submitted (ITSM004164).
ITSM004109	Custom fields are still available when only view rights have been assigned to the user. The user can view these fields with a double-click.
ITSM004110	When creating a service call, the Service Level Agreement entered is based on the caller.

Table 5-1 Service Pack 1 (Continued)

Problems	Description
ITSM004120	The custom field Service for Problems and Changes will have What's This text available.
ITSM004124	When multiple UI rules are triggered on one field, all UI rules will fire.
ITSM004129	When a status range authorization has been created in a role for work orders, the user will have access to work orders.
ITSM004130	If you press the Enter key on your keyboard when using the Advanced Find, the search will not automatically stop. This prevents the problem with entering a non-unique search code in a lookup field. This solves other issues as well.
ITSM004134	When updating multiple CIs, planned Periodic Outages will not be displayed.
ITSM004158	When using a filter with the fields Category and Folder in a view, the fields will be visible.
ITSM004163	Name, search code, and initials are automatically filled when entering Full Name.
ITSM004168	A person with a Service Pages account can use e-mail to log a service call.
ITSM004170	An addendum is supplied for the Data Exchange Guide describing reconciliation from the command line.
ITSM004189	Creating a configuration item using a template with Periodic Outage (yearly/weekly) entered, will result in a pop-up message that Periodic time must be entered.
ITSM004210	Update All works correctly for entities with required fields. Updating the status or category on Update All can have an effect on required fields.

Table 5-1 Service Pack 1 (Continued)

Problems	Description
ITSM004220	The Agent will use 1 thread to communicate with the Application Server.
ITSM004226	A limit of 1 minute is added to allow the execution of an event generated by the Rule Manager using a Database Rule. When an event takes longer than 1 minute, it will be stopped and a message will be added to the logserver.txt file.
ITSM004283	When an application server “hangs” it cannot cause another application server to hang.
ITSM004286	The Rule Manager performance is improved because the data is only queried once for all rules instead of sending one query for each rule.
ITSM004288	It is now possible to open a specific concurrent user as often as there are concurrent users.
ITSM004300	No NullPointerException error occurs when adding a Service Call relation to a problems using the APIs.
ITSM004322	The Service Desk application server now cleans up unused sessions with asynchronously running processes. Previously the Service Desk application server would stop responding at 0% CPU usage, when it was waiting for other processes to finish.

Table 5-2 Service Pack 2

Problems	Description
ITSM003340	The new not equal to or null operator was added to the Advanced Find. This operator is identical to the not equal to operator but also returns the selected NULL values.

Table 5-2 Service Pack 2

Problems	Description
ITSM003796	When printing an entity such as a Service Call or Problem, the History Lines are displayed in the sequence they were added. The order of the History Lines is no longer mixed.
ITSM003888	Message "Records have been updated by another user" doesn't occur anymore when custom fields are modified.
ITSM003949	Blocked code attribute values will not be shown in Service Pages.
ITSM004057	The option to modify the field 'Category (Service Today)' on the form is blocked.
ITSM004094	Now the toolbar will always be visible after customizations are made. Customizations to the toolbar will always remain.
ITSM004105	A directory separator at the end of a given report output folder does not cause a "Cannot find file" error anymore when printing an open record.
ITSM004111	Assigned Configuration Items are shown in the CI Admin/User tab of a Person record.
ITSM004153	When copying codes from one Service Desk item to another, the new ordering number will become the maximum ordering number + 10 instead of the fixed number 10000. A database upgrade corrects existing codes with the ordering number 10000.
ITSM004164	When a new language is used, the text of all pages and the text of all form titles will be translated.

Table 5-2 **Service Pack 2**

Problems	Description
ITSM004180	Now, the first line of an e-mail message sent by a Database Rule is also sent. In some cases the first line was missing.
ITSM004209	Only one User License is used when the "Display Logon Screen on Startup" option in the General Settings window is enabled.
ITSM004214	The time zone offsets, used by the Reporting Views functionality, are now all correct.
ITSM004217	The character set of the subject field of inbound e-mail messages is now taken into account. In the past the subject field contained corrupted characters.
ITSM004225	The Message Transfer Agent named qmail now also accepts outbound e-mail from Service Desk, since no bare line feeds (LF) will be included in e-mails (conform RFC822).
ITSM004228	All work orders created by a change template are displayed in the work order tab of the change. This includes the work orders created indirectly via the work order predecessor template.
ITSM004260	Copying an entity while using a folder authorization no longer displays the copied entity as read-only.

Table 5-2 Service Pack 2

Problems	Description
ITSM004264	The 'deny' and 'accept' parameters to specifically accept or deny certain IP addresses for the ITP, HTTP and SMTP service functions again. An entry will be made in the logServer.txt file when a denied IP address tries to access the service of the Service Desk Application Server.
ITSM004292	A XML file created via Data Exchange now stores dates in the hard coded "dd/MM/yyyy hh:mm:ss" instead of the "yyyy/mm/dd hh:mm:ss" format. This way failures are prevented when importing this XML file via Data Exchange into Service Desk.
ITSM004321	By setting the LANGUAGE attribute in sd_event.ini or sd_export.ini to a language delivered in the localization pack you will now see any error messages or warnings in the localized language.
ITSM004338	New and modified roles are available immediately.
ITSM004350	Modifications in the definition of extended lookup fields are now saved.
ITSM004356	This issue is caused by the fact that the query adjustment for folder entitlement is added after every refresh. Which results in very large queries that are sent to the database.
ITSM004358	For the most recent service pack installation, the log file is always SDSK_SP_install.log. Older log files will be renamed to SDSK_SP_install_.log. The service pack installation manual is not changed.
ITSM004360	It is now possible to use the 'Back' button in the 'Ready to Install' Dialog box and then to continue installation.

Table 5-2 **Service Pack 2**

Problems	Description
ITSM004385	An ADO error which occurred when upgrading a localized SQL Server database to Service Desk 4.0 Service Pack 1 has been solved.
ITSM004386	The maximum number of concurrent users is displayed again in its warning message.
ITSM004393	All outbound e-mails sent by Service Desk include the full body message again.
ITSM004394	A lock error occurs when two processes simultaneously try to update the queue status file. This is caused by the improper implementation of native file locking on various platforms. The event queue tools have been rewritten using PERL to increase maintainability and portability of the program as well as to eliminate the race conditions that could ensue. This also helps to standardize integration components to one language, for which Perl is the best candidate, since it is fast, relatively platform independent, and available on most platforms.
ITSM004395	The Service Level Management module is not required when creating a Service Call via Service Pages.
ITSM004404	If a change is made to an import mapping, this change is also recognized by sd_event. The caching mechanism was changed to correct this problem.
ITSM004405	When the option for sending attachments for outbound email is enabled, the messages remains readable.

Table 5-2 **Service Pack 2**

Problems	Description
ITSM004414	The new <code>smtp.outbound.encodeMessages</code> parameter can be added to the <code>SD.CONF</code> file. If this parameter is set to false, the outbound messages will be sent as plain text. Default messages will be sent with BASE64 encoding.
ITSM004415	Now an outbound e-mail contains the non-truncated text as is defined in a template when triggered by an e-mail command. The truncation happened because of a check for certain characters in the messages body before sending the message.
ITSM004416	The inbound e-mail functionality also handles the slightly different e-mail layout of messages with attachments sent by Lotus Notes clients. The text in the e-mail body is put in the information field.
ITSM004418	The installation program was changed to correct the error that zip files could not be verified due to uppercase filenames.
ITSM004421	The WEB-API has been extended to support the <code>getTemplate()</code> method.
ITSM004428	The price field will display its value with two decimals again.
ITSM004430	Now it is possible to link work orders and changes to a predecessor using the WEB-API.
ITSM004432	The send date of messages sent by Outbound email is now correctly filled.
ITSM004523	The Outbound e-mail program does not add unwanted blank lines in the e-mail message body anymore.

Table 5-2 **Service Pack 2**

Problems	Description
ITSM004594	When using the Web API, you will no longer receive an "com/hp/ifc/types/AppOID" error message.
ITSM004595	Text fields of which the data resides in a SQL-Server database are exported correctly (and not as NULL-values) to an XML file via a Data Exchange task.
ITSM004622	No errors are shown when an organization is selected to be used as a receiver organization for a SLA and the field "receiving persons" is not included in the form. The organization is related as it should.

6 Service Desk 4.5 Documentation

The Service Desk Documentation

Service Desk provides a selection of books and online help to assist you in using Service Desk and improve your understanding of the underlying concepts. This section illustrates what information is available and where you can find it.

NOTE

This section lists the publications provided with Service Desk 4.5. Updates of publications and additional publications may be provided in later service packs. For an overview of the documentation provided in service packs, please refer to the readme file of the latest service pack. The service packs and the latest versions of publications are available on the Internet.

- The `Readme.htm` files on the Service Desk CD-ROMs contain information that will help you get started with Service Desk. The Readme files also contain any last-minute information that became available after the other documentation went to manufacturing.

The Service Desk 4.5 server is coded in Pure Java and is platform independent. The installation software for each platform varies. Service Desk is therefore distributed on three CD-ROMs, one each for Microsoft Windows (2000 and NT4), HP-UX, and Sun Solaris. A different readme file is available on each CD-ROM.

- The *HP OpenView Service Desk: Release Notes* give a description of the features that Service Desk provides. In addition, they give information that helps you:
 - compare the current software's features with those available in previous versions of the software;
 - solve known problems.

The Release Notes are available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Release_Notes.pdf`.

- The *HP OpenView Service Desk: User's Guide* introduces you to 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.

The User's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `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.

The Supported Platforms List is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Supported_Platforms_List.pdf`.

- The *HP OpenView Service Desk: Installation Guide* covers all aspects of installing Service Desk.

The Installation Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Installation_Guide.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.

The Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Administrator's_Guide.pdf`.

- The *HP OpenView Service Desk: Data Exchange Administrator's Guide* explains the underlying concepts of the data exchange process and gives instructions on exporting data from external applications and importing it into Service Desk. The data exchange process includes importing single service events and batches of data.

The Data Exchange Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Data_Exchange.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.

The OpenView Operations Integration Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `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.

The Migration Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `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.

The Web API Programmer's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Web_API_pg.pdf`.

- The *HP OpenView Service Desk: Data Dictionary* contains helpful information about the structure of the application.

The Data Dictionary is available as an HTML file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `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 will be shipped automatically with the regular Service Desk software. The CBT will be available for shipment shortly after the release of the Service Desk software.

- The online help is an extensive information system providing:
 - procedural information to help you perform tasks, whether you are a novice or an experienced user;
 - background and overview information to help you improve your understanding of the underlying concepts and structure of Service Desk;
 - information about error messages that may appear when working with Service Desk, together with information on solving these errors;
 - help on help to learn more about the online help.

The online help is automatically installed as part of the Service Desk application and can be invoked from within Service Desk. See the following section entitled “Using the Online Help” for more information.

Reading PDF Files



You can view and print the PDF files with Adobe® Acrobat® Reader. This software is included on the HP OpenView Service Desk 4.5 CD-ROM. For installation instructions, see the `readme.htm` file on the CD-ROM.

The latest version of Adobe Acrobat Reader is also freely available from Adobe’s Internet site at <http://www.adobe.com>.

Using the Online Help

You can invoke help from within Service Desk in the following ways:

- To get help for the window or dialog box you are working in, do one of the following:
 - Press F1.

- Click the help toolbar button .
- Choose Help from the Help menu.
- Click the help command button  in a dialog box.
- To search for help on a specific subject using the table of contents or the index of the help system: choose Help Contents & Index from the Help menu.



When you are in the help viewer, you can find help on how to use the help system itself by clicking the Help toolbar button:




Service Desk also provides tooltips and “What’s This?” help for screen items like buttons, boxes, and menus.

A *tooltip* is a short description of a screen item. To view a tooltip, rest the mouse pointer on the screen item. The tooltip will appear at the position of the mouse pointer.

“*What’s This?*” help is a brief explanation of how to use a screen item. “What’s This?” help generally gives more information than tooltips. To view “What’s This?” help:

1. First activate the “What’s This?” mouse pointer in one of the following ways:
 - Press **Shift+F1**.
 - Click the “What’s This?” toolbar button .
 - Choose What ‘s This? from the Help menu.
 - In dialog boxes, click the question mark button  in the title bar.

The mouse pointer changes to a “What’s This?” mouse pointer .

2. Then click the screen item for which you want information. The “What’s This?” help information appears in a pop-up window.

To close the pop-up window, click anywhere on the screen or press any key on your keyboard.

7

Software Availability in Native Languages

Available Languages

- Service Desk will be available in US English, German, French, Spanish, Japanese, Korean, Traditional Chinese, and Simplified Chinese. Service Desk 4.5 is released with US English as its standard language. Approximately two months after release, translations of initial codes, labels, messages, “What’s This?” help, and the online help to German, French, Spanish, Japanese, Korean, and Simplified Chinese will be available from the HP OpenView software patches web site:
<http://support.openview.hp.com/cpe/patches>
- The *HP OpenView Service Desk: Installation Guide*, *HP OpenView Service Desk: User’s Guide*, *HP OpenView Service Desk: Release Notes*, and readme files will also be available in German, French, Spanish, Japanese, Korean, and Simplified Chinese approximately two months after the Service Desk 4.5 release.
- HP OpenView Service Desk 4.5 supports two-byte character sets.
- HP OpenView Service Desk can be localized from within the application. Service Desk is developed using US English as a basis. You can translate or modify labels, messages, “What’s this?” help text and codes from within the application. Contact your supplier for localization support.
- The HTML Help viewer supports 28 languages. The language selected is set by the Windows operating system.

8 **Unsupported Components**

Service Desk Support

In order to provide the highest possible level of support for Service Desk, support for the following software components is not available.

JSP Files

Since Tomcat version 4.0.3 requires that JSP files be non-binary, it is possible to customize Service Pages by modifying the JSP files delivered with Service Desk; however, any changes to this code are unsupported. Hewlett-Packard will continue to accept requests for support for customized versions of Service Pages; if we are unable to reproduce your problem in the standard Service Pages configuration, you may be required to undo your customizations to eliminate your problem.

Discontinuance of Service Desk API

The Service Desk API and the API Programmer's Guide provided with previous versions of Service Desk are no longer provided or supported as of this release. The discontinuance of the old API was announced with the release of Service Desk 4.0. We encourage you to migrate to Service Desk's Web based API and to make use of the Web API Programmer's Guide.

Integrations

Support for Service Desk integrations with OpenView Network Node Manager (NNM) version 6.1, and OpenView Desktop Administrator (DTA) is discontinued with the introduction of Service Desk 4.5. The integration with Novadigm Radia has replaced the DTA integration. Please see the Supported Platforms list for an overview of supported integrations for these products.

The Service Desk 4.5 integration with ManageX 4.23 will be supported for current ManageX 4.23 customers, but will be discontinued when Service Desk 5.0 is released.

Microsoft Products

HP will discontinue support for Windows 98 and Windows NT 4.0 with the next major release of Service Desk, which will be release 5.0. This is a result of Microsoft's announcement that it will end support for Windows 98 and Windows NT 4.0 as of June 30th, 2003. Currently, Service Desk 5.0 is planned for release in the 2nd half of 2003.

We advise transitioning to a supported client and application server operating system as soon as possible in order to receive the full benefits of HP support.

A Supported Platforms List is available on the Service Desk 4.5 CD-ROM, and on the HP eCare Website. Similarly, if you upgrade to Service Desk 4.5 after Service Desk 5.0 is released, your upgraded Service Desk 4.5 product will only be supported if your environment complies with the Supported Platforms List.

HP will support Service Desk 4.5 and Service Desk 5.0 simultaneously. For this reason the desktop operating systems of your client machines need to be at least Windows 2000 by the time Service Desk 5.0 is released.

The dates mentioned are estimates and not commitments from HP. Updates to these estimated dates will be provided when available.

Oracle Products

Support for Oracle 8.1.6 is discontinued with the introduction of Service Desk 4.5. Please see the Supported Platforms List for an overview of supported Oracle platforms for Service Desk 4.5 integrations.

