HP OpenView Service Desk 4.0

Release Notes

First Edition

Manufacturing Part Number: N/A
August 2001

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Contents

Contents

1 Announcement

Introducing HP OpenView Service Desk 4.0

The HP OpenView Service Desk solution is a complete, comprehensive solution that enables Service Providers and Enterprise organizations to implement world-class support processes and align IT processes with business needs. Support processes are critical in the ever-changing IT environment. Speed of support becomes increasingly important while at the same time, the speed of change is increasing. HP OpenView Service Desk is a unique application that supports an integrated set of support processes such as call management, incident management and problem management with quality processes such as configuration, change, work and service level management. The integrated approach will enable support and IT organizations to share information and work together to ensure critical business services are well executed today and in the future.

HP OpenView Service Desk 4.0 further expands on the potential already presented with the introduction of the previous releases of HP OpenView Service Desk.

Apart from several general enhancements, e.g. in Service Level Management, Change Management and Reporting functionality, this new version also offers completely new functionality such as Service Pages for specialists, Inventory Reconciliation and the addition of concurrent users.

Key Benefits

Service Desk 4.0 Provides Business Driven Service Level Management

Service Level Management enables IT organizations to run IT as a business. By focusing on the core "products" that IT provides to the business and providing those IT "services" based upon the requirements of the business, IT makes a significant contribution to the overall business. Key customer benefits of Service Level Management include:

- Balancing IT benefits against IT costs
- Improvement in business performance and in customer perception of the delivered IT services
- Reducing the impact of poor service on the business

- A structured IT organization with processes in place so the IT staff always knows what is expected from them: this results in improved planning, scheduling and budgeting
- A decrease in the cost of missed business opportunities
- Reduction in time needed to restore IT services
- Improvement in the profile and image of the IT organization

Quick Time to Value

The newly introduced Service Pages functionality of Service Desk 4.0 provides the IT specialist with the ability to access the Service Desk application via a standard web browser (Microsoft® Explorer or Netscape®).
For remote specialists working on location or on off site projects, the Service Pages functionality offers an intuitive User Interface that provides maximum flexibility and value to access the Service Desk application without the need of carrying a laptop or copying the performed activities on paper, risking loss of data.
Specialists can access the Service Desk application, and based on their authorization status have access to Service Calls, Incidents, Changes and work orders. The ability to add history lines is also available.
However, it is important to understand that the Service Pages are not a replica of the full client: for certain functionality (for example, graphical views, creating new CIs, creating Service Level Agreements, and others) the full client will be required. For further information on the Service Pages functionality, refer to “Service Pages” on page 32.

Ultimate Flexibility

What has proven to be a valuable asset of Service Desk is the set up and configuration capability of Service Desk.
Based on the OpenView experience in IT Service Management, capturing best practices and processes in templates within Service Desk provides a wealth of data that can be used to quickly deploy Service Desk. Together with the capability to customize forms, views and fields ‘on the fly’ without the need of bringing the application server down, this provides organizations with the ability to constantly stay on top of changing business requirements and therefore changing IT Management requirements.

Service Desk 4.0 also introduces additional custom fields. By providing more custom fields, Service Desk can be further tailored to specific organizations needs when tailoring forms to reflect unique environmental IT infrastructure requirements.

The introduction of User Interface rules offers a wealth of capabilities: based on the status or value of a defined field in an open form (e.g. a Service Call form), the Service Desk Rule Manager will execute actions without saving the form. The UI Rules can execute the following:

- Smart actions
- Overview actions
- System actions
- Command line executable
- Field value update

The Checklist Wizard functionality can be extremely valuable in this respect. The Checklist Wizard can be defined to pop up, for instance, in the context of the classification of a Service Call.

In case a helpdesk analyst for instance selects the classification ‘Printer’, the specific Printer checklist will pop up for the helpdesk analyst to assist the helpdesk analyst in asking the required questions to solve the caller’s problem.

Scalability & Performance

HP OpenView Service Desk is built on an extremely scalable three-tier architecture based on industry standards, such as XML and TCP/IP. HP OpenView Service Desk is an object-oriented Java® based application. The presentation layer is written in Java as well as the application server. This architecture makes the Service Desk application very scalable. By partnering with HP, organizations can implement the required level of support processes, take tighter control of their IT environment and expand the management domain, ensuring the organization can consistently map onto business dynamics and meet customer service satisfaction levels. The flexible application layout allows organizations to optimize the functionality of the Service Desk application for their specific needs.
Organizations can design and create custom fields, multiple forms, overview actions, templates and create a graphical user interface (GUI) integration with a third-party tool. All this is done without the need to know a particular programming language; to design and create the layout of the application you use the "what-you-see-is-what-you-get" layout editor. This editor makes the layout of Service Desk truly unique in the industry.

End-to-End Solution

HP OpenView Service Desk is a complete service management application that will allow support organizations to implement configuration, help desk, incident, problem, change and service level management processes. The application is built on a truly integrated approach making the application unique in the support industry. Service Desk forms a seamless link between all service management processes. Via the work management functionality, organizations can implement their entire workflow process. The application provides support for notification procedures, and extensive reporting capabilities.

HP OpenView Service Desk provides a number of open interfaces that will allow organizations to tie their support processes to existing ERP and Network and System Management applications. Version 4.0 of Service Desk comes with out-of-the-box integrations with other OpenView products such as VantagePoint Operations and VantagePoint for Windows, Network Node Manager and ManageX to create a true end-to-end perspective, with a tight linkage of IT infrastructure to the business SLAs that are in place.

Reporting

Reporting is a key element in providing management information with regards to the performance, availability and support capacity of the delivered services.
Service Desk 4.0 provides out of the box reporting capacities for general reporting requirements. Printable table views, graph views, Explorer type views and list views are available to create organized views on all the stored information in the Service Desk database.

Additionally, database views are available to facilitate the integration with external reporting tools. The creation of these database views is an automated process that occurs when installing the Service Desk application. The database views allow for a fast integration to set up the custom reports that organizations require to report on e.g. SLAs, helpdesk performance and change management.

Using the Best of Microsoft

The user interface of HP OpenView Service Desk is based on a Microsoft look and feel, minimizing the end-user training normally required when rolling out enterprise applications. This provides for extreme flexibility and user friendliness, which will increase the return on investment by a high efficiency and effectiveness of support personnel from day one. The application as a whole is based on Java technology and HP OpenView Service Desk 4.0 supports both Windows® 2000 and the Microsoft IIS Web server, which further aligns the product with Microsoft standards.

Interoperability of HP OpenView Service Desk

HP OpenView has the strongest partnership program in the industry, resulting in over 300 integrated applications into the HP OpenView product suite. This level of partnership support offers our customers the highest degree of flexibility to create a comprehensive, customized end-to-end IT service management solution.

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 subject line of the subscription e-mail message, type (in capitals): **SUBSCRIBE**
You can cancel your subscription at any time, by sending an e-mail message to servicedesk_news@hp.com. In the subject line of the cancellation e-mail message, type (in capitals): **UNSUBSCRIBE**

Installation

The installation program and procedures have been improved for Service Desk 4.0:

- Oracle® users:

  Oracle can be configured to use just one database account. With Service Desk on an Oracle database you have the option to create an Oracle user account and a repository account, or just a single user account. However, having two accounts (user and repository) will increase data transfer speed on large systems.

- Separate database upgrade:

  Upgrades of Service Desk and your database can be done separately. This feature may be useful if, for example, you have a separate database to which you sometimes connect for test purposes.

- Multiple application server environment:

  Multiple instances of the Service Desk application server can be installed on separate machines or on a single multi-processor machine. In either case the multiple servers communicate with each other and balance the load of clients connected to them to achieve optimum performance.

- SQL Server 2000® database:

  Service Desk can run with SQL Server 2000 databases. These can be configured using the same techniques as the older version, SQL Server 7.0.

- Technical improvements:

  There has been much streamlining in the technical aspects of the installation. The latest version of the Service Desk installation program is much quicker, and more refined than the Service Desk 3.0 version.

Licenses

Three types of licenses are supported with Service Desk 4.0:

- Named user licenses:

  A named user license allows you to create the specified number of Service Desk user accounts that will have access to the Service Desk graphical user interface (GUI) no matter how many other users are connected (as long as the maximum number of named users specified in the license is not exceeded). Such an account is especially suited for system administrators and key users that need to be able to access the application at all times. A named user can access up to three sessions at the same time.

- Concurrent user licenses:

  A concurrent user license allows the specified number of Service Desk user accounts access to Service Desk simultaneously (not counting the named users that are connected). You can create as many concurrent user accounts as you wish, but no more than the licensed number of concurrent user accounts can access Service Desk at the same time. Concurrent users can access multiple sessions at the same time, but each session counts as a concurrent user.

NOTE The Service Desk 3.0 application does not support concurrent users. You will have to upgrade to Service Desk 4.0 to be able to purchase and use concurrent user licenses.

- Module licenses:

  A module license gives all your named and concurrent users access to the module or modules specified in the module license.

You always need one or more module licenses as well as one or more named user licenses or concurrent user licenses, or both.

In Service Desk 4.0, blocked accounts (user accounts that are turned off rather than removed) do not count for the licenses.

In addition to named user accounts and concurrent user accounts, Service Desk 4.0 lets you create an unlimited number of integration accounts and Service Pages accounts for users. These accounts give access to integrations and provide access to Service Pages; they do not give access to the Service Desk GUI. Specialists can use their normal Service Desk account to use Service Pages.

The License dialog box in the Administrator Console of Service Desk 4.0 gives more information than in previous versions of Service Desk. For each license it shows the following information:

- License type: named users, concurrent users, or module
- License key
- Number of users
- Expiration date
- Status: active or inactive (expired)

The License dialog box also displays the total number of available named and concurrent users, and the names of all the licensed modules. These totals are also displayed in the About dialog box in the Help menu.

NOTE

Customers who are upgrading from Service Desk 3.0 to Service Desk 4.0 should take note that, although the modules existed in Service Desk 3.0, module-based licensing was not enforced. All areas of all modules were available without restriction. Service Desk 4.0, however, rigidly enforces module-based licensing. There is therefore, a danger that if you are upgrading and do not obtain licenses for all modules you may lose access to data input or data viewed through fields that are only applicable to the unlicensed modules. This data is not lost or deleted, and is still stored on your database. It will become accessible again once you obtain a suitable license.

Entitlement

Service Desk allows easy maintenance of authorizations, but still you can set authorizations with detail reflecting your company's specific rules and procedures:

- History line entitlements:

  Authorization can be granted to a user to alter his own, his work group's, or anyone's history lines. History-line entitlements are set up and maintained by the Service Desk administrator. History line entitlements can be set so that the users can only modify items in their own workgroups, or items they have created themselves. These restrictions can also be applied to delete rights. System-generated history lines cannot be changed.

- Folder access entitlements:

  Folder access entitlements are set up and maintained by the Service Desk administrator and can be switched on or off globally by selecting a single check box. Folder access entitlements can be set so that users can only modify items in their own workgroup, or items they have created themselves. These same restrictions can be applied to view rights. However, folders can only be deleted by a user with system administrator rights. Folder access entitlements set on a folder at a higher level are cascaded down to all its subfolders.

- Status authorization:

  A user may be granted authorization to edit an item only while it is within a limited range of specified status codes. Status-based entitlement will allow the customer to limit the working scope of a user to within this specified range, and the user will not be able to select status codes outside the range.

- Assignment-based authorization:

  Assignment-based entitlement enables you to limit a user's access to only items that are assigned to the user, or the user's workgroup. For example, the settings will give the user permission to view or modify only those service calls that are assigned to him. This functionality is useful where employees need to view information in all service calls, but only need to modify the information in service calls assigned to them.

- Customization rights:

  The permission to change menu, tool bar, and shortcut settings can be denied to a role. The right to modify views can also be disallowed. As can the right to use Update All, if this is not denied a user can select a number of items and update them all with a single specified value in a particular field. Users can be blocked from using an internet browser in the Service Desk interface.

- Entitlement supports module-based licensing:

  Field access entitlements were already available in Service Desk 3.0 (Account Role, Advanced Item Access), but in Service Desk 4.0 field access may be further impacted by module-based licensing restrictions. See the note on page 17.

Technical Improvements and Additions

The following technical improvements have been made:

- Time zone display:

  When switching to a different time zone using the Time Zone button on the Service Desk tool bar, dates and times are displayed in the new time zone with immediate effect. It is not necessary to exit and start a new Service Desk session, as was the case with Service Desk 3.0.

- Time zone deadline:

  Based on the maximum resolution time, support hours defined in the Service Level Agreement (SLA), and time zone, Service Desk will calculate the deadline date and time for service calls and incidents. When no SLA is entered, the support hours of the default service level are used, and are applied to the primary time zone.

- Multiple client sessions:

  Multiple client sessions can be run on a single machine. You can use multiple sessions when you want to have multiple client installations of the same version of Service Desk connecting to different application servers with different databases. This need could arise when you have different application servers (and databases) for testing, development, and production (live system), or multiple production environments.

- Multiple application servers:

  Multiple instances of the Service Desk application server can be installed on separate machines or on a single multi-processor machine. In either case, the multiple servers communicate with each other and balance the load of clients connected to them to achieve optimum performance.

Fields

The following field features have been added to Service Desk 4.0:

- Copy field values:

  Search the database for matching records and copy the values of (selected) attributes of a matching record to a new record.

- Unique search codes for CIs and preformatted search codes:

  When generating multiple configuration items (CIs), users can define the format of the search codes of these CIs. The possibility exists to make unique search codes mandatory for CIs.

- Missing required fields warning message:

  When saving an item with one or more blank required fields, one message will appear showing all required fields that are blank, instead of a message for each blank field as was the case with Service Desk 3.0.

- Permanent display of Quick View information for lookup fields:

  Lookup fields can be extended to display Quick View information for that field item in an additional show field. This feature can be turned on or off by the system administrator.

- Improved search views:

  In the Quick Find view you can search for hierarchical codes by typing search text in the `Look for` field. In the Advanced Find you can search the sub-items of hierarchical attributes.

- Checklist wizard available for service calls:

  When creating or updating a service call, you can select a checklist from the `Action` menu. Three types of checklists are available: a general checklist, one for a specific service, and another type for a specific classification. The checklist wizard will present the user with questions in a series of dialog boxes. After the questions are answered, the information can be entered in the service call. This tool can be helpful for inexperienced helpdesk personnel.

  The checklist wizard is a system action for service calls, and can be configured from the Administrator Console.

- Customizable fields:

  A total of over 700 customizable fields are available in Service Desk 4.0.

- Customizable currency field:

  You can define two currencies (the primary and secondary currency) and specify an exchange rate. This feature enables currency values entered in the primary currency to be shown in the secondary currency. For example, values entered in dollars can be displayed in Euros. The secondary currency value is displayed in a custom calculated field.

  The Euro calculation in Service Desk 4.0 conforms to the following conditions laid down by the European Community's regulation concerning the calculation and rounding of Euro conversions:

  — Every national EMU (Economic and Monetary Union) currency is a representation of the Euro between January 1st 1999 and January 1st 2002.

  — For reasons of accuracy, any calculation should use an exchange rate with six significant figures, for example: EUR 1 = NLG 2.20371.

  — A calculated currency amount is rounded to the nearest cent. The second decimal figure - the cent - is rounded up or down depending on the third decimal figure: if the third decimal is 5 or higher, the amount is rounded up; if the third decimal is 4 or lower, the amount is rounded down. For example, 0.21499 is rounded down to 0.21; 0.21500 is rounded up to 0.22.

  — To avoid rounding differences, it is prohibited to use inverse rates in conversions. For example, the official rate for Netherlands Guilders is EUR 1 = NLG 2.20371; the inverse rate is NLG 1 = EUR 0.453780. When converting Netherlands Guilders to Euros, the amount in Netherlands Guilders must be divided by 2.20371 (the official rate) and may not be multiplied by 0.453780 (the inverse rate).

  — Because all EMU currencies are representations of the Euro, a conversion of one EMU currency to another EMU currency should always involve the Euro. To convert EMU currency A to EMU currency B, currency A is first converted to Euros, then the value in Euros is converted to currency B. This is called triangulation.

— Eventually, all actual EMU currency information must be converted to Euros, by January 1st 2002 at the latest.

Service Desk is not a financial application nor does it have a financial module. The five currency fields available in Service Desk have a registration purpose only. No payments are made based on the information in Service Desk. Service Desk is a so-called mono-currency information system and the introduction of calculated currency fields does not change that: values of calculated fields are not stored in the database, so there is no duplication of data.

Service Desk 4.0 also has a function that enables you to update all prices in the Service Desk database in one go. This function can be used for example for a ‘big bang’ conversion to Euros. It can also be used for triangulation conversions from one EMU currency to another EMU currency. Instead of updating all prices, you can also choose to apply the updates only to selected item types, for example only to maintenance contracts and service level agreements but not to other items such as configuration items.

- Custom calculated fields:

  Custom calculated fields are an addition to the standard item fields and custom fields. A custom calculated field obtains its value from the values of other fields and cannot be manually changed. Custom calculated fields can be generated from currency, date and time, duration, and integer fields. Custom calculated fields can be defined for each item in the Administrator Console.

- Time zone field:

  Time zones for users and organizations can be specified using the time zone field. Service Desk uses this information to determine the time zone of service support hours if, for example, the person is a service receiver and the applicable service level agreement applies the time zone of the service receiver.

  Time zones can be added to the following Service Desk entities:

  — Person
  — Account
  — Organization

Change Management

This section lists the improvements and additions made to the Change Management module:

- Outage planning:

  By using Outage Planning, you can specify planned downtime of CIs.

  If you have installed the VPO integration, the planned and occasional outages can be downloaded to VPO to suppress messages generated when a CI becomes unavailable because of a planned outage.

- Window of opportunity:

  This feature enables your IT organization to indicate when an outage can be planned. By indicating the availability of a CI and when it must be operational, you can plan outages for routine maintenance.

  The Window of opportunity for a particular CI will be calculated by Service Desk and automatically displayed. Benefits of this feature includes the planning maintenance services outside of support hours or within the allowable outage hours.

- Automatic CMDB updates from work orders:

  When your specialists complete work orders, the changes they make to the affected CIs will automatically be updated in the CMDB. These changes include:

  — CI Relocations
  — CI ownership updates
  — CI administrative responsibility updates
  — Updates for all variable fields

- Change manager specification field:

  Within a change request, the change manager initiating the request can be specified.

- Requestor specification field:

  Within a change or project request, the person requesting the change can be specified.

- CI check in other work orders:

When you relate a CI to a work order, Service Desk will check if the CI is already related to any other work orders. If that is the case, a message will be displayed.

Service Level Management

An effective service level management process is based on a clear understanding of the dependency relationships between the various services involved in the IT infrastructure. Service Desk 4.0 includes enhancements that help the service level manager develop this understanding by:

- enabling services to be registered according to their type;
- enabling services to be assembled in hierarchies that accurately describe their interdependencies.

Each new feature is described below:

- Service types:

  When registering services, you can now distinguish between the following service types:

  — Business services are the services delivered to customers in accordance with an agreed level of service and for an agreed cost.

  — Operations management services provide administration and fault handling of the hardware and software resources used by business services.

  — Underpinning services provide certain responsibilities outsourced by operations management services, such as the repair and replacement of particular hardware components.

- Relating services:

  In addition to registering services and specifying the configuration items used by each service, users can now arrange services in hierarchies that reflect the way the services relate to each other.

  The following types of hierarchical relationship are supported:

  — Parent-child relationships can be used to identify business or operations management services (parents) that are made up of a number of component (child) services of the same type.

  — User-used relationships between business services indicate the dependency of delivery of one service on the availability of another service. Typically, this type of relationship indicates that the higher-level service uses the lower-level service as one of its resources. At the bottom of this hierarchy are the used configuration items.

— Manager-managed relationships between operations management services and configuration items indicate relationships where a service provides administration and fault handling on a configuration item.

— Underpinning-underpinned relationships between services indicate relationships where an operations management service has outsourced certain maintenance responsibilities to an underpinning service.

— Supporting-supported relationships between services and configuration items indicate relationships where an underpinning service is responsible for certain outsourced maintenance responsibilities on a configuration item.

- Creating subcontract service calls:

  When analysis of incidents and service calls reveals that the associated service provider needs to apply to another service provider to resolve the root cause of an event, Service Desk users can now create a subcontract service call. The subcontract service call contains information copied from the master event, to which a relation is established.

  Separating the life cycles of the initial event from the root cause acknowledges the presence of two separate service level agreements, and simplifies the task of monitoring and reporting the performance of each service provider. If, for example, the creator of the subcontract service call instigates a temporary workaround, the initial event can be set to ‘handled’ but not closed. When the other service provider has notified that the root cause is fixed, the temporary workaround can be cancelled, and the event can be closed.

- Referencing services, service level agreements, and configuration items in incidents:

  It is now possible to specify which service is affected by an incident, or to have that determined automatically based on the CI. When the impact is limited to a single service having only one SLA, this SLA and its service level are applied to the incident. When multiple services and SLAs are impacted, Service Desk automatically applies the most stringent service level (that is, the one that generates the most imminent deadline for resolution).

Reporting

Additions and improvements have been made in the following areas of reporting:

- Improved chart views:
  - It is now possible to define date ranges. You can display the number of records logged for a given day or week, for example.
  - An added Series function allows you to split the x-axis and y-axis definitions.
  - You can define a secondary y-axis field. This allows you to compare values in two fields, such as `Planned duration` and `Actual duration` in one view.
  - You can restrict fields that can be used for functions other than Count to numeric field entries. This prevents the creation of definitions that are not logical, such as average category.
  - `Group by` no longer needs to be defined. It is deduced from the x-axis definition.
  - Drill functions are extended: you can now drill down to all types of views not just table views.
- Analyzed data (can be used for performance improvements):
  Sudden changes or peaks can be taken from reports and analyzed.
  Reasons for trends can be analyzed.
  Analyzed data can be used by problem management to improve performance.
- Generate database views:
  Using database views, you can create a professional report using a third-party reporting tool.
  The database views are generated from the administrator console.
  The contents of the database views can be localized. You can choose to use localized names for view names and column headings.

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 graphical user. The following features have been added:

- Update related items:

  This action was expanded to include related items for database rules. In the Update Data action dialog box you can now select the related item you want to update and specify which fields in that item you want to update. *One to many*, and *many to many* updates on related items are possible.

- E-mail groups of people:

  Database rules can be written to send e-mail messages to a group of people. For example, when a service call is assigned to a work group, all members of the work group are notified individually. Send to Group of Persons, enables you to send an e-mail to a single e-mail address, a named person, an organization, or a work group.

- Sort and group rules:

  The `Category` field is added as an optional attribute for a rule. You can create category codes and then apply them to the rules you create. The new `Rules by Category` view displays the rules grouped by their assigned category.

- UI Rules (new in Service Desk 4.0.)

  UI Rules are applied to the graphical user interface. When a Service Desk form is modified, configurable actions can be carried out by the system. These actions are immediately shown (content of another field or the current field is changed) or effective in the current form. The following actions are available with UI Rules:

  — Command Exec action
  — Limit Field Value Range action
  — Overview action
  — Smart action

- System action
- Update Data action
- Limit Field Value Range action: This action is new and can be used to limit the value range of one or more fields based on the input from another field in the same form.

Service Pages

A new version of Service Pages has been delivered with Service Desk 4.0. This new version allows you to use part of the Service Desk functionality through an intranet or Internet.

Service Pages supports two types of users: support engineers who already have access to Service Desk, and end users. Support engineers can use their existing Service Desk account to log on to Service Pages. End users can create an account online or the system administrator can create one for them within Service Desk.

When you log on to Service Pages you will be able to select your time zone and a language. After that the main menu is shown. The available features available have been expanded to include:

- Create service calls
- Create incidents (Support engineers only)
- Overview service calls
- Overview incidents
- Overview problems
- Overview changes
- Overview work orders

You will have the option of modifying or viewing records when using one of the available overview options. The system administrator can define the layout of the overviews as well as which templates will be used to create records. When setting up the overviews the system administrator specifies views for a restricted list and a full list.

Approval via the Web

In order to change the status of an item, for example the status of a service call or a change, approval is sometimes required by one or more people. With Service Desk 4.0 a Web page will be available for approval purposes. The Approval Web page is not part of Service Pages and can only be reached through a specific URL that is sent to approvers by e-mail. The approvers will be able to approve or disapprove the requested action in that Web page.

NOTE The Approval feature was added to Service Desk in version 3.0, Service Pack 3.

Integration Possibilities

Numerous integration possibilities exist with Service Desk. The following sections explain new integrations and improvements within Service Desk 4.0:

New Integrations

- The Lightweight Directory Access Protocol (LDAP) integration has been added. This integration provides the tools for importing LDAP directory data into Service Desk. This integration uses the Data Exchange feature.
- The Radia integration has been added. This integration provides tools for importing Radia inventory data into Service Desk. This integration uses Data Exchange features.
- The VantagePoint integration is a comprehensive integration between VantagePoint for Windows and UNIX, and Service Desk 4.0. The following features are available with the integration:
  - — Import VantagePoint nodes and services into Service Desk.
  - — Send events from VantagePoint to Service Desk.
  - — Reflect VantagePoint updates in Service Desk.
  - — Manually forward events to Service Desk.
  - — Send acknowledgment messages and message annotations from Service Desk to VantagePoint.
  - — Call the Service Desk user interface from VantagePoint in the context of a configuration item.
  - — View VantagePoint service statuses from a browser.
  - — Generate a VantagePoint message from Service Desk.
  - — Monitor Service Desk processes and error log files.
  - — Suppress node down messages in VantagePoint when an outage is planned for a CI in Service Desk.

Data Exchange

The Data Exchange tools have been improved in the following way:

- Reconciliation and delta processing features have been added to minimize the amount of data to be imported. Additionally, a change log will be created listing new, changed, and obsolete items and relations.

- An Extraction Configuration Wizard has been added to make configuring your export initialization files easier. The wizard will take you through the process of configuring the initialization file from start to finish.
- It is now possible to perform scalable data loading. With this new feature you will be able to use multiple servers and clients to balance the load when importing data.
- You will be able to create a Data Exchange task group. The task group can be used to relate a group of data exchange tasks and execute them in order, with one command.
- The viewer used for looking at XML files is improved, making the XML view simpler by removing the clutter of unnecessary tags.
- A progress indicator is added to provide you with immediate feedback on the progress of your Data Exchange processes.
- An additional error log file is created when you run Data Exchange. The new error log file will only list errors and not additional process information.

E-mail Integration

The e-mail integration was improved and expanded for Service Desk 4.0. A number of configuration options are now available and can be performed from the Administrator Console and not the `sd.conf` file as was the case in Service Desk 3.0.

Commands can be sent to Service Desk in an e-mail message to perform the following actions:

- Create a new service call.
- Add progress lines to a service call.
- Update fields in an existing service call.
- Request a list of open service calls initiated by the caller.
- Request a list of open service calls that are assigned to the requesting specialist.
- Request details on a service call.

Service Events

With the service event command line you can send single events from another management application to Service Desk. For example, you can send an incident detected by Network Node Manager to Service Desk where it will then be entered as a new service call.

In Service Desk 4.0, the addition of a Fail-over option for sd_event makes it possible to identify alternate servers. If a service event cannot make it to the primary application server it will be forwarded to one of the alternate servers listed in the configuration file.

Web API

A new, easy-to-use Web API is available with Service Desk 4.0. The Web API consists of pure-Java interfaces to the entities in the Service Desk object model. Each entity has its own get and set methods for each of its fields.

The Web API is intended for Web applications that manipulate Service Desk data from the HTTP Web server that the Web clients connect to. The Web API ensures data integrity and conformity to business rules.

The Service Desk 4.0 Web API provides the following functionality:

- Initializing and shutting down the API
- Creating Service Pages accounts
- Starting and stopping Service Desk API sessions
- Finding entities
- Retrieving entity information
- Creating entities
- Updating entity information
- Getting meta information
  Meta information is information about the ITSM information stored in Service Desk, for example information about access rights or field names. This enables you for example to have a Web client find out what its access rights are for an entity and its attributes.
- Logging the usage of the API and the actions performed by the API

NOTE The Web API will replace the Service Desk API provided with previous versions of Service Desk. The Service Desk API will not be maintained anymore and it will be discontinued at the same time as Service Desk 3.0. With Service Desk 4.0., the obsolete API and documentation are still supplied as a courtesy to assist you in migrating to the new Web API. We strongly recommend that you migrate to the Web API as soon as possible and we discourage any new developments with the obsolete API.

NOTE The `Web Service` button that was available in Service Desk 3.0, is discontinued with Service Desk 4.0. In Service Desk 4.0, you can use the Web API to achieve the same functionality: retrieving data out of third-party knowledge base solutions or intranet knowledge base solutions.

Migration from ITSM to Service Desk 4.0

Migration tools are available for IT Service Management (ITSM) users to migrate their ITSM data to Service Desk 4.0. 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 4.0 CD-ROM and contains details about the migration process. The file name is `Migration_Guide.pdf`.

Documentation

The *HP OpenView Service Desk: User's Guide* is added to the Service Desk 4.0 documentation set. This manual is available as a PDF file on the Service Desk 4.0 CD-ROM. It provides an introduction 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 *HP OpenView Service Desk: Web API Programmer's Guide* is added to the Service Desk 4.0 documentation set. This 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.

Localization

The following localization options will be added with Service Desk 4.0:

- Service Desk 4.0 will also be available in Simplified Chinese.
- The *HP OpenView Service Desk: User's Guide* will be available in the same languages as the Service Desk 4.0 software.

For a complete overview of language versions and localization features available with Service Desk 4.0, refer to Chapter 7 “Software Availability in Native Languages”.

3 Known Errors

This chapter provides detailed information on errors that are known to exist in the Service Desk 4.0 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 following table shows the errors known to exist at the time the Service Desk 4.0 application was first released. The table also includes any available workarounds.

Actions are initiated to solve the problems and to have a definitive solution available in short time. Fixes will be made available in service packs. For the latest service pack, please visit the HP OpenView Software Patches Web site at http://ovweb.external.hp.com/cpe/patches.

In the table you will find the problem number for each error. With this number you can track the status of the error on the HP OpenView Support Web site at http://support.openview.hp.com. On the Web site, choose `track support call` under `problem reporting`. This allows you to see if the error is solved in a service pack.

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
3886, 4043	Inbound and outbound e-mail integration cannot be used with e-mail messages using multibyte character sets.	Under investigation.
3983	When customizing a view, the `Filter` button is occasionally greyed out.	Under investigation.
4029	Logging in to the server running Tomcat and logging out will cause the Tomcat service to stop. (Windows 2000 and NT only.)	Either reboot the system or lock the server console (**CTRL+ALT+Delete** then **Return**). Under investigation.
4033	Drag and drop to Microsoft Excel 2000 tools is not possible.	Copy and paste functions can be used as an alternative.
4034	An error may occur when you attempt to unzip the file `work-localhost_8080%2Fsd-sp4.tar.gz`	Use the following file instead: `work-localhost_8080%2Fsd-sp4.zip`

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
4035	If a scheduled rule cannot be executed because the machine where the agent is installed is switched off when the rule should be executed, the rule might not be executed when the machine is switched on again.	Under investigation.
4038	Service Desk does not use the active oracle home but always uses the default oracle home.	Under investigation.
4039	It is not possible to create a new database when the regional settings are set to a different locale than the default locale.	Use the default regional settings.
4040	The `Actions` menu is empty when the view is empty. As a result, the Generate CI wizard - which can only be reached through the `Actions` menu - is not available if no CIs have been created yet.	Create one CI manually to make the wizard available.
4041	Using the Generate CI wizard, it is possible to create more child relations with non-unique CIs than the maximum number of installations allowed. No check is performed on the maximum number of installations allowed for child CIs in the Generate CI wizard.	Under investigation.

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
4042	Importing XML files with a byte order mark in the first line causes errors. Some text editors automatically create hexadecimal characters in the first line of the XML file. These characters are not recognized by the XML parser used by sd_import and will cause the import to fail. You can see the marks when you open the file with a hexadecimal editor and see coding such as: `EF BB BF`.	Remove the byte order marks from the first line of the XML file and save the file in UTF-8 encoding format when possible. The first line should resemble: `<xml version=”1.0”encoding= UTF-8>`
4044	When canceling a second Service Pages installation on a machine where Service Pages was already installed, the existing installation will be uninstalled, leaving no installation at all.	In cases where a second installation has been started and cancelled, the Service Pages software must be re-installed. Under investigation.
4045	It is not possible to create accounts through Data Exchange, because it is not possible to set the password. This does not affect the migration from ITSM to Service Desk.	Under investigation.
4046	Generating large amounts of CIs through the Generate CI Wizard can cause serious performance problems. This occurs when using search code settings that have also been used during a previous generation of CIs.	Under investigation.

Table 3-1 Known Errors List

<table>
<tr><th>Problem Number</th><th>Description of Error</th><th>Workaround</th></tr>
<tr><td>4047</td><td>When a text field is queried in a SQL Server 7 database through an ODBC driver, NULL is returned instead of the text. This may cause problems when running <code>sd_export.exe</code>.</td><td>This is caused by a problem in MS ODBC Driver. See article ID Q238774 in the Microsoft Knowledge Base at http://www.support.microsoft.com.

This article mentions three workarounds, two of which have been tested:
Register the application to a previous SQL version with the command: <code>odbccmpt sd_export.exe v/:6</code> This utility can be found in the SQL client installation directory.

This is the most practical workaround if you do not want to adjust the INI file and simply want to use the graphical user interface.
Add convert statements to the query.
The third workaround is only applicable for cpp programs.</td></tr>
<tr><td>4048</td><td>No Service Desk shortcuts are created on Windows 98 when installing in a different folder than the default installation folder.</td><td>Use the default installation path or create the shortcuts manually.</td></tr>
</table>

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
4049	The flashing tray icon does not work when you are connected to an application server with the `sd.conf` setting `joinmultipleservers` set to FALSE.	Under investigation.
4050	It is not possible to centrally translate shortcut bar headers in the same manner that you can translate labels.	To centrally translate shortcut bar headers, create a new shortcut bar on the application server and remove `shortcutbar.dat` files from your client machines. The clients will download the updated shortcut bar when connecting to the application server.
4052	When you create a new CI with a child CI from a template and you view the newly created child CI before saving, you will get the message “No changes to save” and will then no longer be able to save the main CI.	Under investigation.
4053	Restarting Windows 98 after installation of Microsoft Data Access Components (MDAC) can cause the system to stop responding.	If this occurs, it will be necessary to restart the system an additional time.

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
4054	Performing a global price update for which more than 200 fields are involved will result in an error message being generated after approximately 30 minutes of processing and no prices will have been updated. The error text is: “[ERROR] Failed communicating with the server. Nested exception is: com.hp.ifc.util.AppStreamException: Unexpected EOF.”	Under investigation.
4055	Errors occur when using the Extraction Configuration wizard to edit INI files that have been created manually.	Edit the INI files manually.
4056	Running an sddataform command line command on Windows 98 results in a Com.ms.com.ComError error.	First start Service Desk and then run the command line command.
4057	`<Attribute> (Service Today)` attributes are available in the list of attributes that can be placed on a form. However, these attributes should not be used. If you do use them, an ADO error will be returned when you try to save the record.	Do not put `<Attribute> (Service Today)` attributes on forms.
4058	It is not possible to add a work order to a new CI.	First save the newly created CI, and then add the work order.

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
4060	It is not possible to migrate records from ITSM to Service Desk if the value of the primary key in ITSM is higher than approximately 2.1 billion.	Under investigation.
4061	Under Windows 98, Service Desk clients sometimes stop responding after being used intensively for an extended period of time.	Due to the limited memory management capabilities of Windows 98, it is highly recommended to use Windows NT or Windows 2000 in environments where the client is used intensively for extended periods of time. Also, we discourage the use of the Service Desk administration facilities on a Windows 98 client system. To prevent the use of the Administrator console on Windows 98, a General setting has been added: `Disable Administrator Console On Windows 98`. By default, the Administrator Console is disabled for Windows 98 Clients. If you choose to run on Windows 98, we suggest that you limit the number of fields on a form to those that you really use and secondly that you minimize the number of open forms.
4068	When upgrading a VPO/VPW integration, the mappings are not correctly upgraded.	Create the mappings manually, as documented in the *HP OpenView Service Desk: Web API Programmer's Guide*.

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
4069	Database rules that fill in fields if they are empty do not work.	Under investigation.
4070	Error messages are displayed when a service call is created through a template with related work orders, then the `History` tab is clicked in a work order, and then the service call is saved.	Save the service call before clicking the `History` tab.
4071	In a chart view grouped by a custom field, an error is displayed when you drill down to a table view that does not contain a column for the custom field.	Include the custom field in the table view.
4072	An exception error may occur when upgrading a SQL Server database.	Under investigation.
4073	Under certain conditions, database rules may not be upgraded correctly. In some cases, conditions that are checked in the original will not be checked after the upgrade.	Under investigation.
4074	After an upgrade installation, database rules actions that were scheduled to be performed during the upgrade, are lost.	Under investigation.

Table 3-1 Known Errors List

Problem Number	Description of Error	Workaround
4075	Uninstallation of Service Pages with Tomcat IIS configuration requires a manual removal of some items first. If Service Pages is uninstalled without this step, the `SP\SSP` and `SP\Tomcat` directories are not removed because of a sharing conflict.	First remove the ISAPI_Redirect.dll ISAPI filter from the `Default Web Site` and remove the Sd-sp4 and Jakarta virtual directories, before using the Add/Remove Service Pages option from your Windows settings.

4 Compatibility Information and Installation Requirements

Requirements

This section lists the minimum hardware requirements for each of the components of Service Desk 4.0. 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 4.0 CD-ROM, under the file name `\Doc\Supported_Platforms_List.htm`.

Service Desk Client

- Processor: Intel® Pentium® 166 MHz (200 MHz or higher recommended)
- Memory: 64 MB RAM (128 MB or higher recommended)
- 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 K or higher recommended)

Service Desk Application Server

- Processor: Intel Pentium 350 MHz (700 MHz or higher recommended)
- Memory: 256 MB RAM
- Disk space: 80 MB
- Network connection: TCP/IP, 10 Mb/s

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 K or higher recommended)

Service Desk Service Pages Web Server

- Memory: 128 MB RAM (256 MB or higher recommended)
- Disk space: 2 MB
- Network connection: TCP/IP, 10 Mb/s

Service Desk Event Communicator

Service Desk Agent

- Disk space: 200 KB on Windows® platforms or 20 MB on UNIX® platforms
- Network connection: TCP/IP, 28.8 K

Service Desk Service Event

- Disk space: 2 MB on Windows platforms or 200 KB on UNIX platforms
- Network connection: TCP/IP, 28.8 K

5 Patches and Fixes in Service Desk 4.0

Patches and Fixes

The following changes are a result of registered problems solved since the release of Service Desk 3.0 and incorporated in Service Desk 4.0. The changes are grouped by the Service Pack that corrected the problem:

Table 5-1 New Functionality - Service Desk 4.0

Problem Number	Description	Change Number
3834	Command line interface now supports the Windows 2000 platform.	4716

Table 5-2 Solved Bugs - Service Pack 6

Problem Number	Description	Change Number
2924	Due to a cache update, a newly created Import Mapping is immediately available for an sd_event task.	4618
3726	The preview button is now localized, but cannot be left-aligned.	2984
3776	Value mappings are not lost after clicking OK. You can re-open the Value Mapping screen without loss of data.	4251
3836	Increase or decrease of number of fields now works when used in Rule Manager database rules update data option.	4856
3844	Entering 12:00 will no longer result in 12:00 PM for a time field.	4790
3880	The action menu will only be visible when working with explorer and table views.	4762
3886	For the non-English language, the description field is filled correctly.	4769

Table 5-2 Solved Bugs - Service Pack 6

Problem Number	Description	Change Number
3887	Now the retrieving calls are correct according to the date operator chosen. Also in combination with a time zone other than GMT.	4770
3891	No more “missing end tag” errors when certain imports exceed 1500 lines.	4772
3907	Messages will always be shown in front of the application.	4785
3910	The license key can only be used once for adding a certain amount of users.	4786
3912	Actual start date is now available in templates.	4789
3920	Ordering the database rules is now working as designed.	4798
3924	The “to deadline”field now shows the correct data if used within a view.	4801
3930	The view will be updated after the status of an entity has been updated.	4803
3947	Inbound e-mail with a body larger than 4k will be handled. However, the text in the body will be truncated to fit in the Information field.	4825
3984	The date time fields are now stored correctly in the database. In a few rare cases, the date time minus one second was saved.	4866
3989	An e-mail notification is sent when the “assign to” fields are modified for one or more sub-entities.	4875
3991	No unwanted drag and drops anymore in the tree-view.	4876
3993	It is possible to enter the first word of a sorted field in a view to jump to that record.	4877

Table 5-3 Solved Bugs - Service Pack 5

Problem Number	Description	Change Number
2924	Due to a cache update a newly created Import Mapping is immediately available for an sd_event task.	4618
3577	When scrolling through a combo box consisting of items with icons, the system won’t hang anymore.	4728
3633	The maintenance screen for import mapping is changed to a more useful format.	2883
3678, 3838	It is now possible to set a filter in the views on Actual Duration.	4725
3762	No ! in the body text when sending and e-mail message thru the Rule Manager.	4237
3772	The dropdown list for templates will be immediately updated after making a new template.	4247
3773	It is possible to relate a CI to a work order when the user has modify rights for the work order and only view rights for the CI.	4248
3778	SLA and Service Level field are modifiable in Service Call and incident screens. Rules can be set to remove old events and replace them with the new events. Changing impact will always result in a recalculation of priority when an SLA/Service Level is known.	4731
3801	Pressing ALT-S (New Search) or ALT-N (find now) is the advanced find will now result in the corresponding action.	4607
3802	It is now possible to make a print preview of hierarchical code tables (e.g. category in service call form).	4608

Table 5-3 Solved Bugs - Service Pack 5

Problem Number	Description	Change Number
3804	It’s impossible to make identical users with the same login name. Now there is a check that prevents this.	4610
3805	Advanced Find won’t crash anymore when selecting fields in “More Criteria”.	4611
3806	The option “Send me email when items are assigned to me” also works when you have no modify rights on the “Person” entity.	4612
3810	The randomly appearing message “system” will not pop up anymore.	4733
3817	Two templates cannot have the same name. A message appears that the name has to be unique.	4620
3818	Now every change made to an Import Mapping or Data Exchange task will be visualized in the Adminstrator Console.	4621
3819	When a scheduled event is activated all conditions for the Rule are checked, no only the condition of the scheduled event.	4624
3820	The order in which a view is sorted or grouped by is now correctly reflected in the view.	4622
3821	The Import Mapping dialog UI-layout has been changed to allow for more information to be visible.	4623
3824	The reversed relationship between “is part of” and “contains” in the demo database is now set.	4705
3825	A correct file is used for the Data Exchange Task language exchange.	4706

Table 5-3 Solved Bugs - Service Pack 5

Problem Number	Description	Change Number
3827	The “Update all” function can now be used to make CI’s unique.	4709
3830	It is now possible to use a self-defined directory for the log file while using sd_import exe.	4710
3832	CI Warranty Date cannot be earlier or equal to the CI Purchase Date.	4712
3835	If you add new URL-shortcuts sow the right URL.	4719
3837	While starting the application server the list with the available servers in the database is updated.	4720
3839	Attachments will not reduce the screen size anymore.	4723
3840	The size of the Data Exchange Task dialog box is now fixed.	4726
3841	The Rule Manager now uses the authorization of the system user to execute rules.	4727
3848	The import mapping dialog box will not be closed when an import mapping is entered without a primary key field.	4734
3849	Now no error message is generated when changin a view filter on a date field. This occurred when an “in between” filter is changed to another filter (on”).	4735
3853	The SMTP Debug messages are written again to the logserver.txt file when configuration parameter smtpdebug is set to true in the configuration file.	4746

Table 5-3 Solved Bugs - Service Pack 5

Problem Number	Description	Change Number
3854	In the Import Mapping no error occurs when one modifies the “COLUMN3” Field Mapping for the VantagePoint Operations integration.	4736
3863, 3870	Inbound E-mail function can hanlde multiple e-mail messages with the same attachment file name. Also performance for reading attachments is improved.	4748
3864	When entering full name data for a new Person item, you won’t get a Null Point exception when the searchcode field is empty.	4749
3867	It is not possible anymore to create any looped relation between CI’s.	4753
3868	No error messages will be generated when creating a CI in a CI Structure view.	4754
3872	When adding an Admin person to a CI, who is not part of a workgroup, an error message will be generated.	4755
3874	Calculation of “To Deadline” is stopped as soon as the Actual Finish data has been filled.	4758
3882	The application server service should always start, or in the event of a problem log clear error messages.	4804
3885	The error message “could not start client” won’t unnecessarily appear when starting Service Desk in 2-Tier mode.	4768
3890	Status and priority values are shown correctly when view is exported to HTML file format.	4771
3896	It is now possible to delete templates which are related to other templates.	4775

Table 5-4 **New Functionality - Service Pack 4**

Problem Number	Description	Change Number
NA	Multiple Service Desk sessions possible on one client machine.	2968
NA	Reconciliation added to Data Exchange.	4250
NA	Command Line Interface tool.	4236
NA	Multiple reporting views possible.	4234
NA	VantagePoint Operation integration.	4259
NA	The original Data Exchange log file has been split into a general log file and an error log file.	4707

Table 5-5 **Solved Bugs - Service Pack 4**

Problem Number	Description	Change Number
3626	Existing rules won't get lost after the application server has been shutdown/ restarted.	2848
3629	The label 'All Incidents' is changed to 'Incidents' for the English language.	2879
3660	Changing the assigned group to a group where the assigned person does not belong to, results in emptying the person field instead of an ADO error.	2908
3664	New persons can be imported with Data Exchange when the combination of first and last name exceeds 50 characters.	2910
3666	Changes to the assignment field by an API can now be saved.	2914

Table 5-5 Solved Bugs - Service Pack 4

Problem Number	Description	Change Number
3672	Condition constants are no longer set to uppercase with a Data Exchange export action.	2922
3674	A Boolean condition (Yes/No value) doesn't produce a ClassCastException anymore.	2924
3675	For the time zones EAT, ART and MET the offset has been set to +3 hours.	2925
3680	A user doesn't need to login twice after the first login failed.	2928
3685	The application server does not need to be restarted after adding a custom field to a form and modifying the authorization for this field.	2945
3687	A parent-child relation of a configuration item is not longer shown as an infinite loop within the configuration items structure view.	2931
3690	After a refresh (F5) in the Service Today explorer view an assigned service call will be shown.	2933
3692	Value mapping of non-code items is now possible and the value mapping can be saved without the “Cannot find this code” message.	2938
3693	Within the same session it's now possible to re-create a view with the same name.	2939
3695	The preview field now shows all attributes chosen for the Quick View (via tools-system-presentation-search).	2941

Table 5-5 Solved Bugs - Service Pack 4

Problem Number	Description	Change Number
3699	It is not possible anymore to create looped Configuration Items.	2962
3704	After relating two work orders to a change is now possible to make a work order a predecessor.	2964
3706	The modify button in the relations tab of a service call now displays the correct localized ToolTip.	2965
3707	The accounts can still be modified when the maximum number of users has been reached.	4238
3709	Configuration Items short text 5 is now available as custom field.	2967
3710	The first text custom field of a change now has a correct label and a “what’s this” label.	2969
3712	The role “system designer” has been removed.	2970
3714	Deleting an import mapping will now also clear the field-mapping table of this import mapping.	2972
3716	The view XML button in the Data Exchange Task window is disabled when the file is not available.	2974
3717	To open a screen by using the pop-up that is started with a right mouse click the CPU won’t be use for a hundred percent.	4616
3718	Minor localization bugs are solved.	2975

Table 5-5 Solved Bugs - Service Pack 4

Problem Number	Description	Change Number
3719	You can now put the same amount of information in a template as you can when using the form (except for custom 64k field, only 4k can be saved).	2976
3723	The “ALL ACCESS” role default has access to the new approval forms.	2983
3726	The preview button is now localized, but cannot be left aligned.	2984
3728	The “diamond-icons” are now shown when opening an existing role.	2987
3729	The automatic refresh option does not cause Internet Explorer within Service Desk to refresh too.	2988
3730	Localizable code text items now have the right description and icon and can be edited without moving them to a new group.	2989
3733	The registration field of a service call is now updated when adding information (a history line) via Self-Service Pages.	2992
3734	The down key now selects the card beneath the currently selected card.	2993
3735	The solution transferred via Web Service button into the solution field will be possible until the maximum characters for this solution field has been reached.	2994
3737	When creating a new form you won’t get the “You must fill in id from form.” error-message.	2996

Table 5-5 Solved Bugs - Service Pack 4

Problem Number	Description	Change Number
3738	The update-all function has been disabled for the templates.	2997
3742	Self-Service Pages creates no entries in the application log of the Windows NT/2000 event anymore.	2999
3744	In Windows 9x the Administrator Console can only be opened once	3001
3746	Primary and (optional) additional time zones are now displayed in Self-Service Pages.	3003
3748	Decreasing of the refresh counter by holding the down button down, won’t result in an increase of the counter after a few seconds.	3005
3749	After changing the assignment group, the filled in person field will be emptied when this person does not belong to the new group.	3006
3753	For Self-Service Pages the PSPServiceCall template cannot be deleted or renamed anymore	3010
3757	The unrelated button is now enabled in the template list accessed from a template.	3011
3760	The Rule Manager now removes the “carriage returns” in the fields for the Agent.	3014
3765	Blocked accounts are excluded when counting the current number of accounts.	4240

Table 5-5 Solved Bugs - Service Pack 4

Problem Number	Description	Change Number
3766	History lines for a work order are now also created when a work order has been created within a change.	4241
3767	After adding or deleting of an Import Mapping within a Data Exchange Task, the drop-down list will be updated.	4242
3769	Show the Yes/No value of a Database Rule for entity Service call.	4245
3781	It is again possible to import read only fields with a data exchange task. For SP3 those fields were no longer selectable when entering Import mappings.	4256
3783	The Project View now correctly displays 2-byte characters.	2979
3785	Data Exchange now imports the codes and relations correctly.	4235
3792	A non-administrator can log into Service Desk again.	4597
3823	Deleting Item Mappings from the Data Exchange Task Dialog has been disabled.	4704

Table 5-6 New Functionality - Service Pack 3

Problem Number	Description	Change Number
NA	Approval functionality added.	2739
NA	Extraction Configuration Wizard (ECW) added for configuring extraction files in Data Exchange.	2779

Table 5-6 **New Functionality - Service Pack 3**

Problem Number	Description	Change Number
NA	The event queue can handle commands with spaces.	2909

Table 5-7 **Solved Bugs - Service Pack 3**

Problem Number	Description	Change Number
NA	An improved version of the Data Exchange Administrator's Guide (enhanced) has been added.	2854
3644	When exporting view information to a file, the dates are exported in the same format as defined in the windows regional settings for short data. The dates are also recalculated to the user time set in the Service Desk client.	2889
3624	In a rule with a scheduled action the field that is monitored can be modified and saved to the database.	2874
3471	Explorer view gives no error messages after deleting a table view, which was also used in the explorer view.	2794
2960, 2961	Added custom fields for workgroups.	2465
3088	No "Custom fields are read only" error occurs anymore when creating new records with Data Exchange import (only works when customer fields are enabled for all categories).	2621
3417	Now you can set a custom field as view only in work order, if specified so in the role of the user that logged in.	2664

Table 5-7 Solved Bugs - Service Pack 3

Problem Number	Description	Change Number
3425	Now changes to the toolbar in a form get saved for the next session.	2671
3432	Improved performance of combobox field creation.	2676
3436, 3410	An improved version of the Online Help has been added.	2905
3455	The NOT operator now works in the advanced find window.	2675
3482	The display of internationalized characters is corrected for the relation and the child CI views in respectively the service call and configuration item screen.	2770
3486	It's now possible to delete views (with relations) when working with a SQL Server database.	2776
3502	E-mails sent by the Rule Manager do not contain extra spaces in subject and body anymore.	2825
3518	Advanced search on localize items has been removed since one can search via application text option.	2807
3519	Actual duration for a problem is being stored in the database now.	2808
3520	When a computer with an application server is turned off and a client is connected to that Application Server the Client is being redirected to another application server when available.	2817

Table 5-7 Solved Bugs - Service Pack 3

Problem Number	Description	Change Number
3529	It's not possible anymore to enter more than 480 characters in the parameter field of a smart action.	2815
3533	The database configuration wizard gives no "wrong data format" error for non-English Windows NT and SQL Server.	2818
3536	Deletion of CI's related to other CI's is now possible without encountering the relation grid where the relation is shown.	2820
3538	Rules with a scheduled condition now do fire with multiple statuses or when the client has been closed / timed out.	2821
3550	The user will be warned when a loop has been detected in the relations of the entity he is working with. NOTE: Looped parent child relations can exist by importing data using Data Exchange.	2826
3563	It's now possible to change and store the password via Tools > Options > Change password in SQL Server, without having account view rights and with the "display logon on startup" -option active.	2828
3567	The template value for a field will be copied to the new record when a user has view authorization for that field.	2830
3574	The client automatically reconnects without notifying the user after the session with the server has timed-out.	2832

Table 5-7 Solved Bugs - Service Pack 3

Problem Number	Description	Change Number
3575	When a user made a relation in the CI relation view of a CI tab, the ID was shown instead of the CI name in the view. Now the name of the CI will be shown correctly.	2833
3578	Texts on buttons are left aligned and have a ToolTip with the full normal text it.	2835
3579	A currency value of up till 999.999.999,99 can now be entered in a cost field and saved.	2836
3584	Clicking on OK in the Import Mapping dialog will now save all changes and close the dialog	2838
3589	Changing a relation type between CI’s is now possible.	2841
3591	When altering the display of a date field, the format “day hour minute” displays the hours correctly.	2844
3593	A new language will now have as many WhatsThis items as the default English language.	2845
3596	No errors occur when the field “A reference to item” in Data Exchange Import is part of the unique key.	2850
3597	Check marks in Time Zone combo box, in View / Current View, and in View / Tool bars in the menu bar are refreshed.	2851
3598	An improved version of the Installation Guide has been added	2855

Table 5-7 Solved Bugs - Service Pack 3

Problem Number	Description	Change Number
3607	The explorer view works as expected now and doesn't perform drag and drop in situations where this is not intended.	2861
3608	The window size for Import Mapping is fixed because the fields are not auto-sized	2862
3611	The NullPointerException does not occur anymore when enabling certain categories for a custom field.	2878
3613	Only editable fields are shown in the Import Mapping screen.	2867
3618	Formatting will always take place when you enter the same value in a currency field more than once.	2871
3621	Now fields will be emptied by the Rule Manager if this has been declared as an action in a rule.	2872
3627	The 'OR' condition in the API's is now working.	2876
3628	The card now opens when it is double-clicked in the view window.	2877
3630	Rule Manager action fires even when one of the computers for the Agent Action is turned off.	2881
3631	In Tools > System > Security > Prevention > Required fields you are able to make use of the required fields functionality.	2882

Table 5-7 Solved Bugs - Service Pack 3

Problem Number	Description	Change Number
3643	If the status of a Service Call is set to closed, the view updates and excludes the closed Service call.	2888
3647	When deleting a work order with a predecessor a window opens displaying that the work order has a predecessor.	2892
3669	When exporting data with sd_export, child-records are now exported correctly.	2917
3784	An improved version of the Data Dictionary has been added.	2898
NA	Added a Data Exchange demo to explain some of the features in detail.	2896

Table 5-8 New Functionality - Service Pack 2

Problem Number	Description	Change Number
NA	The API Javadoc now mentions for each attribute which type of objects it refers to. Also the source code examples are accessible via the API Javadoc.	2787

Table 5-9 Solved Bugs - Service Pack 2

Problem Number	Description	Change Number
NA	An improved version of the installation guide has been added.	2791
2670	Changing the status in a Maintenance Contract form works fine now. 2676Improved performance of combo box field creation.	2670

Table 5-9 Solved Bugs - Service Pack 2

Problem Number	Description	Change Number
2780	Improved resource handling by solving some Windows 9x-memory leaks.	2797
2871	Duration was not calculated correctly when start date equals the start service time. Also a problem is solved that dates on Monday morning resulting in GMT on Sunday causes wrong results for duration and deadline calculations.	2597
3419	Fields aren’t grayed out anymore after you undo a relationship between entities and then want to create a new relationship.	2667
3422	An user can now page up and down views and see all records and not just the two last pages when there is a filter applied to the view.	2669
3435	The window sizing is stored as a user preference and will be used next sessions.	2679
3439	Unsatisfied link error solved when you try to delete an entity one or more related entities.	2740
3442	Regardless the file location you can now listen to sound files in the options menu.	2741
3448	All forms are not emptied anymore after removing one or more fields from a single form.	2743
3451	The standard report title does not garble two byte characters anymore.	2747
3458	A non-NT-administrator can now also use the system/options.	2752
3463	Restarting Service Desk is not necessary after modifying the custom fields.	2757

Table 5-9 Solved Bugs - Service Pack 2

Problem Number	Description	Change Number
3464	The correct product id is displayed in the startup screen.	2758
3474	Service calls with an empty priority field are now displayed when clicking on priority in the explorer view.	2763
3476	Now you can right click in the view and choose the dd:hh:mm format that will sort the duration in the right order.	2765
3477	The title bar refreshes when opening a new service call from within a service call that past the deadline. characters anymore	2766
3480	The define views window does not garble two byte	2767
3483	It is possible now to use a search code as a reference item in the Import Mapping to import relations between CI's.	2772
3489	The ITO 5.3 integration does not break the command line anymore when it contains a new line command "\n" on position 69.	2781
3490	The currency is now displayed in Windows format settings.	2789
3491	The ITO 5.3 integration scripts sd_eventins.sh and sd_event.sh assume to run in a Kornshell (ksh). However this is not always the case (mostly it is "sh"). In the latter case, the ulimit command in the oraenv script fails. This has been solved.	2806

Table 5-9 Solved Bugs - Service Pack 2

Problem Number	Description	Change Number
3494	After you relate a person to a configuration item the advanced find works again.	2784
3495	Combo boxes in the Data Exchange Import Mapping now displays an empty value, which allows you to remove the previous data selection.	2785
3499	In an explorer view by status, it is not possible anymore to add records with a blocked status.	2628
3511	Addendum for the Data Exchange Administrator’s Guide has been added.	2792
3517	Records used by just one user won’t be locked anymore because of active database or audit rules.	2805
3562	SD Agent did not run properly because of missing class files (com.hp.ifc.rep.AppAbstractInfo and com.hp.ifc.rep.IAppInfo). These files are now included in the depot file.	2810
NA	Updated Supported Platform List has been added.	2780

Table 5-10 Solved Bugs - Service Pack 1

Problem Number	Description	Change Number
	When the software version of the application server is more recent than the client, the upgrade dialog presenting a link (URL) to automatic upgrade the client is not working.	2756

Table 5-10 Solved Bugs - Service Pack 1

Problem Number	Description	Change Number
3378	Fixed nullpointer exception when one character is entered in the field that contains the data that is to be mapped.	2642
3379	Incorrect version of sd_export.exe was delivered with SD 3.0 production environment. With SP1 on SD30 the correct version is installed	2639
3380	When pressing the view button in the data exchange screen to view the XML file a null pointer exception error occurred.	2640
3385	Fixed a bug that not all files were copied for the integration tools when installing ITO integration software. PERL was not found while installing ITO integration software. Now an error message is generated when PERL is not found.	2643
3390	Expired license keys are now removed from Service Desk.	2634
3398	The display of Internationalized characters was incorrect for the views: Service Event Relation and Template.	2655
3399	Now you can’t fill in more than 255 characters in the information field when making a new template	2656
3405	The information to receiver-field on the assignment form is now being saved in the information to sender-field, regardless whether or not any assignor information like person or workgroup is changed.	2657

Table 5-10 Solved Bugs - Service Pack 1

Problem Number	Description	Change Number
3406	The Data Exchange task demo_excel now points to demo_excel instead of the dt5_import import mapping.	2658
3407	Now the new history appears immediately after changing an audited field of one of the records in the Service Today view and gets saved.	2659
3415	A syntax error in the 'hpovsdagent' startup script prevented the SD agent from starting on UNIX. This has been fixed.	2662
3416	During swremove of hpovsd.depot errors will be in the log file: exit 2 from postremove. When you re-install there will be errors as well, and the startup/shutdown files for the agent are NOT removed from /sbin/rc1.d and /sbin/rc3.d. This has been fixed.	2663
3456	Log on to Service Desk is possible even when there is no account view right in the user role.	2749

6 Service Desk 4.0 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 4.0. 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, at http://support.openview.hp.com/cpe/patches and http://ovweb.external.hp.com/lpe/doc_serv respectively. See the section “We Welcome Your Comments!” in this preface for the URLs.

- The `Readme.htm` file on the Service Desk CD-ROM contains information that will help you get started with Service Desk. It also contains any last-minute information that became available after the other documentation went to manufacturing.
- 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 4.0 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 4.0 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 4.0.

  The Supported Platforms List is available as a PDF file on the HP OpenView Service Desk 4.0 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 4.0 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 4.0 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 4.0 CD-ROM. The file name is `Data_Exchange.pdf`.

- The *HP OpenView Service Desk: VantagePoint Operation Integration Administrator's Guide* explains the integration between Service Desk and VantagePoint 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 VantagePoint Operation Integration Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `VPO_Integration_AG.pdf`.

- The *HP OpenView Service Desk: Migration Guide* provides a detailed overview of the migration from ITSM 5.7 to Service Desk 4.0, 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 4.0 CD-ROM. The file name is `Migration_Guide.pdf.`

- The *HP OpenView Service Desk: API Programmer's Guide* contains information that will help you create customized integrations with Service Desk. This guide depicts the API structure, and explains some of the basic functions with examples for using the Application Programming Interface (API) provided with Service Desk. The API extends the HP OpenView Service Desk environment by providing independent programmatic access to data-centered functionality in the Service Desk application server environment.

  The API Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `API_pg.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 4.0 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 4.0 CD-ROM. The file name is `Data_Dictionary.htm`.

- The *HP OpenView Service Desk 4.0 Computer Based Training* (CBT) CD-ROM is intended to assist you in learning about the functionality of HP OpenView Service Desk 4.0 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 4.0 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 4.0 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

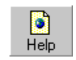
You can invoke help from within Service Desk in the following ways:

- 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, and Simplified Chinese. Service Desk 4.0 is released with US English as its standard language. Approximately three 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 at: 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 one month after the Service Desk 4.0 release.
- HP OpenView Service Desk 4.0 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.
- Adobe Acrobat Reader will be supplied on the Service Desk 4.0 CD-ROM in the following languages: Simplified Chinese, Dutch, US English, French, German, Italian, Japanese, Korean, Portuguese, Spanish, and Swedish.

8 Discontinuance of Earlier Versions

Discontinuance of Service Desk 2.0

With the release of Service Desk 4.0, support for Service Desk version 2.0 is discontinued. To secure Service Desk support, Service Desk 2.0 users will have to upgrade to Service Desk 3.0 or 4.0.