

HP OpenView ServiceCenter

for supported Windows® and UNIX operating systems

Software Version: 6.1.3.0

Release Notes

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HP OpenView ServiceCenter 6.1.3.0

Release Notes

These Release Notes describe known issues with this release and provide instructions to access information from other sources, such as the Hewlett-Packard Customer Support Web site. Before you begin installation, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contain a complete installation of the product and documentation. See the packing list included with your shipment for a complete description of the media provided.

This release addresses issues reported internally and externally against various previous releases.

Key features of HP OpenView ServiceCenter

ServiceCenter is a suite of service management applications that enables an organization to automate and optimize service support and delivery processes through a single point of contact, improving the availability and productivity of the infrastructure and reducing costs.

ServiceCenter enables IT organizations to manage Calls, Incidents, Change Requests, Problems, and Service Level Agreements. ServiceCenter makes it possible to improve delivery of services and availability of technology and infrastructure assets with predefined processes for managing configuration items.

ServiceCenter supports the ITIL best practice standards and can be tailored to meet your organization's specific needs. With support for Web Services, as well as an extensive set of prebuilt integrations, ServiceCenter can be integrated to virtually any third-party enterprise application.

Compatibility Matrix

The Compatibility Matrix lists supported versions of operating systems, browsers, Hewlett-Packard products, and other compatibility and support information.

To access the Compatibility Matrix

- 1 Use a browser to navigate to the Hewlett-Packard Customer Support Web site at **<http://support.peregrine.com>**.
- 2 Log on with your Customer ID and password.
- 3 From the left navigation pane, click **Product Information > Product Family > HP OpenView ServiceCenter > Compatibility matrices > Product Version**.

Software Change Requests

In addition to the ServiceCenter 6.1 features, ServiceCenter 6.1.3.0 includes resolutions for many Software Change Requests (SCRs).

To view the SCRs included in this release

- 1 Use a browser to navigate to the Hewlett-Packard Customer Support Web site at **<http://support.peregrine.com>**.
- 2 Log on with your Customer ID and password.
- 3 From the left navigation pane, click **Product Information > Product Family > HP OpenView ServiceCenter > View SCRs**.
- 4 Filter the query by selecting the version, category, or subcategory for SCRs as search criteria.

The Web site displays a report that matches your criteria. You can view the report or click **Create Excel Report** to download a spreadsheet with the contents matching your search criteria.

KnowledgeBase

The KnowledgeBase contains articles with related information, tips, and workarounds for this release.

To search the KnowledgeBase

- 1 Use a browser to navigate to the Hewlett-Packard Customer Support Web site at **<http://support.peregrine.com>**.
- 2 Log on with your Customer ID and password.
- 3 From the left navigation pane, click **Advanced Search**.
- 4 Type one or more keywords to filter the search, then choose a product from the drop-down list.
- 5 Click **Go**.

Known issues

The following table describes a known issue with this release. To search the KnowledgeBase for more information on this known issue, type the Known Issue Document ID (enclosed in quotation marks) as the search criteria.

Document ID	Known issue	Workaround
1282965	In Fire Fox browsers, typing does not work as expected for select-only combo boxes when there is more than one selection that starts with the same letter.	Use the drop-down list to make your selection.
1262798	ServiceCenter does not support the SetFocus DDE command.	Set the focus in the form or through the application.
1272602	<p>The ServiceCenter log shows error messages like these during connection to SQL Server.</p> <pre> 8624 06/22/2006 11:12:17 SQL State: 01000 Native Error: 5701 Message: [Microsoft][ODBC SQL Server Driver][SQL Server]Changed database context to 'servicecenter'. 8624 06/22/2006 11:12:17 SQL State: 01000 Native Error: 5703 Message: [Microsoft][ODBC SQL Server Driver][SQL Server]Changed language setting to us_english.</pre>	You can safely ignore these messages if they appear in the ServiceCenter log files.
1272899	The Advanced Debugger does not go to the next line/panel when you add a breakpoint on a RAD panel and click "Step Into".	In another session, open the panel in the RAD Editor in and test the values there.

Documentation

ServiceCenter Help is the primary documentation. Field Help is also available. Administrators can change Field Help and ServiceCenterHelp by following the customization instructions in the Help system.

To access Field Help

- 1 Place your cursor in the text box for a specific field.
- 2 Click **Help > Help on Field**, or
 - For the Windows client, press **Ctrl + H**.
 - For the Web client, press **F1**.

To access Help from the client

- 1 Launch the HP OpenView ServiceCenter client.
- 2 Click **Help > Contents**.



You do not need to connect to the server to view ServiceCenter Help.

To access ServiceCenter Help from a server

- 1 Install a Help server by following the instructions in the *ServiceCenter 6.1 Installation Guide*.
- 2 Start any supported Web browser.
- 3 Type the connection address of the Help server.

Related documentation

Hewlett-Packard provides electronic versions of related documents in your installation package.

Hewlett-Packard also supplies electronic versions of all documents on the Customer Support Web site.

Upgrade information

A complete upgrade to ServiceCenter 6.1.3.0 requires the installation of the client and server and the SC61 applications. For more information, view ServiceCenter Upgrade Center on the Customer Support Web site, and refer to the ServiceCenter upgrade documentation.

The *ServiceCenter Server Upgrade Guide* contains information about upgrading the ServiceCenter server, including:

- Running the 6.1.3.0 client and server with SC61 applications
- Converting existing data to UTF-8 (for pre-ServiceCenter 6 customers)
- Combining favorites and inboxes
- Converting existing attachments to a new format

The *ServiceCenter Application Upgrade Guide* contains information about upgrading SC4 and later applications to SC61.

Unicode (UTF-8) support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.1.3.0 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Third-party products

Hewlett-Packard products often integrate third-party products that use open source standards. The Hewlett-Packard Customer Support Web site contains specific statements about the support of third-party products and open source standards.

Need more information?

The Hewlett-Packard Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information.

Start your browser and navigate to **<http://support.peregrine.com>**. You need your Customer ID and password to log on.

Education services

For a complete listing of training courses, see the Hewlett-Packard Education Service Web site, **<http://www.peregrine.com/customers/value-path/education/>**.