



HP OpenView Service Desk

for the Windows and UNIX operating systems

Hotfix Management Guide

Software version: 5.10 Patch 9 / April 18, 2008

Edition 1

This document shows HP OpenView Service Desk 5.10 administrators how to use a hotfix management tool to deploy and manage hotfixes for Service Desk servers and clients in an integrated manner.

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Introduction

The hotfix manager is an enhancement to HP OpenView Service Desk 5.10 that improves the efficiency of deploying hotfixes. It provides a command-line tool to help Service Desk administrators manage hotfixes in an integrated manner. The automatic deployment functionality of the hotfix manager significantly reduces the effort to deploy hotfixes for Service Desk clients.

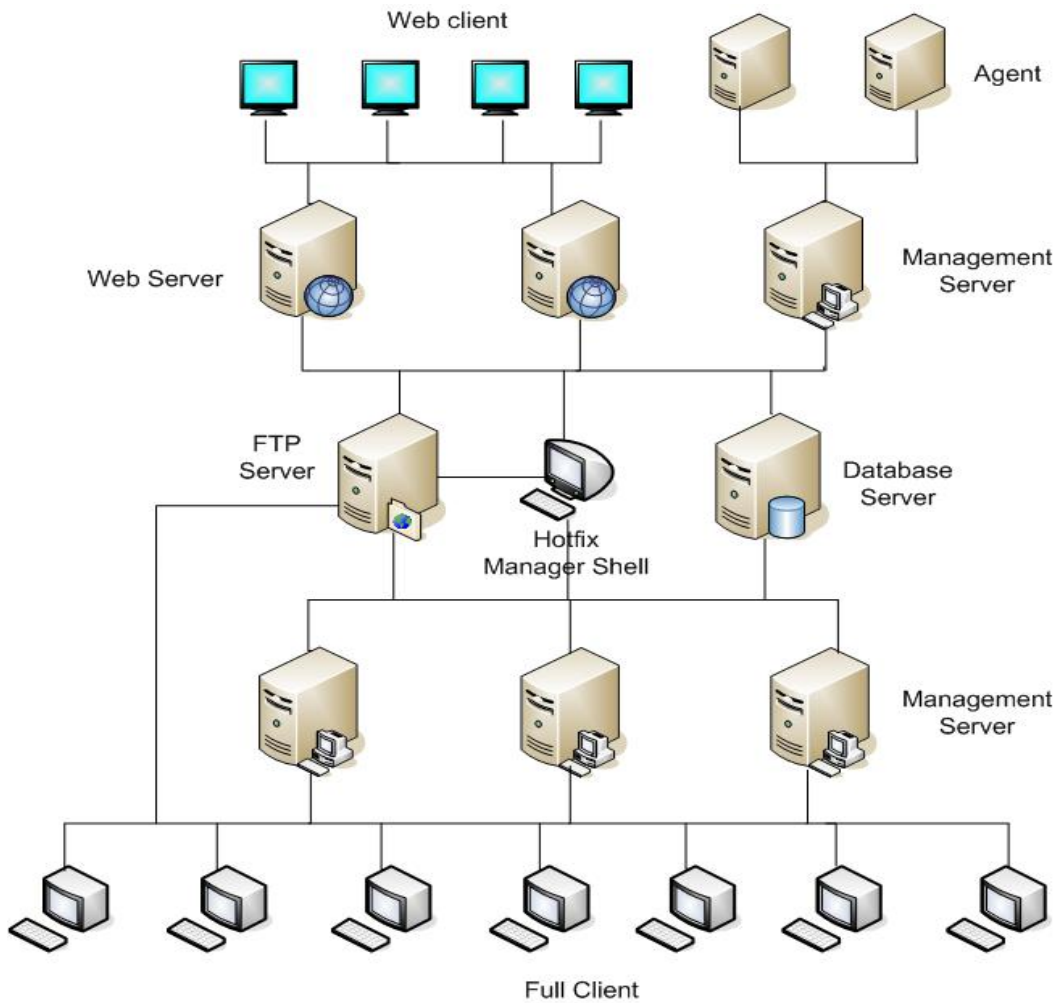
Supported Operating Systems

All operating systems supported by the Service Desk 5.10 management server are also supported by the hotfix manager. For detailed information about the supported operating systems for Service Desk 5.10, see the *HP OpenView Service Desk 5.10 Installation Guide*.

Architecture

Figure shows an overview of Service Desk 5.10 architecture with the hotfix manager.

Figure 1 Service Desk 5.10 Architecture



Supported Applications

Service Desk ships with many applications and tools.

This first edition of the hotfix enhancement supports the following applications:

- Service Desk management server
- HP OpenView console (also known as the “full client”)
- Web Start console

These applications can update hotfixes automatically.

Installation

As of Service Desk 5.10 Patch 9, the hotfix manager is shipped with the Service Desk client. The Hotfix Manager Shell is available after you install the Service Desk management server or client.

Configuration

The hotfix manager uses an FTP server to store the information and files associated with hotfixes. The hotfix manager stores hotfixes on the same FTP server already used by Service Desk for preserving attachments.

Configuring an FTP Server

When new hotfixes become available, the HP OpenView console is used to download hotfix-related files from the FTP server. As a result, it takes up a session on the FTP server. If a large number of users try to download hotfixes at the same time, the FTP server might exceed its limit for concurrent requests. To prevent this kind of failure, you can make some configuration changes on the FTP server. In particular, you can increase the maximum number of users. Doing so enables the FTP server to handle more concurrent FTP requests.

Specifying an FTP Server

To specify a FTP server on which to preserve hotfixes and attachments, follow these steps:

- 1 Log on to the HP OpenView console as system administrator.
- 2 Click **OV Configuration**→**System Settings**, and then double-click the **Attachment Settings** icon.

The Attachment Settings dialog box appears.



- 3 In the Attachment Settings dialog box, input all required fields:
 - Click **Test Connection** to find out whether the FTP server is available.
 - Click **OK** to save the settings.

For details about setting up the FTP server for attachments, see the *HP OpenView Service Desk 5.10 Administrator's Guide*.

NOTE: After you make changes in the Attachment Settings dialog box, you must restart the Hotfix Manager Shell for the changes to take effect.

Hotfix Manager Shell

The Hotfix Manager Shell is a command-line tool. It provides a user interface from which to manage hotfixes.

Using Hotfix Manager Shell, you can perform the following tasks:

- Apply new hotfixes.
- Enable and disable the deployment of hotfixes.
- Verify the validity of hotfixes.
- List all applied hotfixes.
- Remove hotfixes.

You can perform the management tasks by executing the corresponding commands in the Hotfix Manager Shell. Table 1 describes the commands provided by the Hotfix Manager Shell.

Table 1 Hotfix Manager Shell Commands

Command	Parameter	Description
apply	<hotfix file>	Apply a new hotfix.
apply-batch	<hotfix folder>	Apply hotfixes in batch mode.
apply-webstart	<host[:port]>	Apply hotfixes for the Web Start console on the web server.
remove	<defect ID>	Remove the hotfixes according to the specified defect ID.
disable	—	Disable the deployment of hotfixes.
enable	—	Enable the deployment of hotfixes.
list	—	Show a list of applied hotfixes.
clean	—	Clean out hotfixes.
validate	—	Verify the validity of hotfixes.

NOTE: The commands and parameters are case-sensitive.

Launching the Shell

To launch the Hotfix Manager Shell, run the following command:

- **Windows**

```
%OvInstallDir%bin\HotfixShell.bat <options>
```

OvInstallDir is the directory in which the Service Desk management server is installed.

- **UNIX**

```
/opt/OV/bin/hotfixShell.sh <options>
```

Example:

```
C:\Program Files\HP OpenView\bin\HotfixShell.bat localhost system password
```

Command Options

Table 2 lists the command options accepted by the Hotfix Manager Shell. All three are mandatory.

Table 2 Hotfix Command Options

Parameter	Description
server	Name of the management server to which the Hotfix Manager Shell logs on
username	Account name of the system administrator
password	Password associated with <username>

Commands

This section describes the syntax and usage of each command built into the Hotfix Manager Shell.

apply

Command Syntax

```
apply <hotfix file>
```

Description

The command applies the specified hotfix. Before uploading new hotfixes to the FTP server, the command checks the format of the hotfix property file, checks the signature of the JAR files, and checks for conflicts.

If a check fails, the command stops and displays an error message. After passing the checks, the command performs a series of operations on the FTP server to remove duplicated jar files, if needed, and to upload new hotfix files. If any of the operations fails, it removes all hotfixes from the FTP server, and locks the deployment of hotfixes.

The parameter <hotfix file> should be a file name with an absolute path.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

```
> apply c:\hotfix\QXCR1000000001.jar
```

```
Operation completed
```

apply-batch

Command Syntax

```
apply-batch <hotfix folder>
```

Description

The command applies hotfixes in batch mode. The command applies all of the hotfixes under <hotfix folder>. It checks each hotfix for the validity.

If applying one of the hotfixes fails, subsequent actions are determined by the severity of the failure. If the failure is caused by the validity check for the hotfix, the process does not upload the failed hotfix, but continues applying the rest of hotfixes. If the failure occurs during the upload phase (for example, the command fails to upload a JAR file to an FTP server), the process stops, removes all hotfixes from the FTP server, and locks the deployment of hotfixes.

The parameter <hotfix folder> is an absolute path.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

```
> apply-batch c:\hotfix
```

```
Operation completed
```

apply-webstart

Command Syntax

```
apply-webstart <host[:port]>
```

Description

The command installs hotfixes associated with the Web Start console onto the Service Desk web server. The command must connect to the web server. For this reason, the web server must be running.

The parameter <host[:port]> contains the connection information. It indicates the hostname of the Service Desk web server, as well as the port number on which the Service Desk web server is listening. If no port number is specified, the default port number 80 is used.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

```
> apply-webstart localhost
```

```
Hotfix applied to Webstart successfully. Webstart clients will use the latest hotfix.  
Operation completed
```

remove

Command Syntax

```
remove <defect ID>
```

Description

The command removes hotfixes according to the specified defect ID. If there is no hotfix for the specified defect, the command does nothing but show a warning message. If operations such as remove and upload to the FTP server fail, the command removes all of the hotfixes from the FTP server, and locks the deployment of hotfixes.

The <defect ID> is the identifier of a QXCR record.

For a bundle hotfix, users must enter all contained defect IDs, concatenated by hyphens as parameters.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

```
> remove QXCR1000000001
```

```
Operation completed
```

```
> remove QXCR1000000001- QXCR1000000002
```

```
Operation completed
```


disable

Command Syntax

```
disable
```

Description

The command disables the deployment of hotfixes. When the deployment of hotfixes is locked, all Service Desk applications stop the auto-update of hotfixes. You can resume the deployment of hotfixes by running the `enable` command. This command does *not* lock the operations executing in the Hotfix Manager Shell.

To prevent Service Desk applications from downloading hotfixes while applying the new hotfixes from the Hotfix Manager Shell, you can lock the deployment of hotfixes by running the `disable` command. Normally, you run the `enable` command to resume the auto-update function after all hotfixes are completely applied.

NOTE: The execution of the `disable` command does not take effect on an HP OpenView console launched by using Web Start.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

```
> disable
```

```
Operation completed
```

enable

Command Syntax

```
enable
```

Description

The command enables the deployment of hotfixes. You use the command to resume the auto-update function of Service Desk applications.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

```
> enable
```

```
Operation completed
```

list

Command Syntax

list

Description

The command lists all hotfixes applied in the system. It shows a table with the columns listed in Table 3.

Table 3 list Command Columns

Column	Explanation	Example
Defect	Identifier of the QXCR record.	QXCR1000000001
Version	Service Desk versions to which the defect applies. The format is <Minimum version-Maximum version>.	Patch4-Patch7
Component	Components in which the defect is found. Components are represented by numbers: 0: Service Desk management server 1: HP OpenView console 2: Web Start console 3: Service Desk agent	1-2
JarFile	Name of the JAR file that contains the hotfix for the defect.	QXCR1000000001.jar

Output

The command generates a table that contains the information for all hotfixes stored on the FTP server. If the operation fails, the command returns an error message.

Example

```
> list
--| Defect |-----| Version |-----|Component|-----| JarFile |-----
<QXCR1000000001>
<QXCR1000000002>      <Patch4->           <1>      <QXCR1000000001-QXCR1000000002.jar>
-----
<QXCR1000000003>      <Patch7->           <1-2>    <QXCR1000000003.jar>
-----
<QXCR1000000050>      <Patch6->           <0-1-2>  <QXCR1000000050.jar>
-----
total      3      hotfixes
-----
Operation completed
```

clean

Command Syntax

```
clean
```

Description

The command removes all hotfixes from the system.

Output

The command generates a message indicating whether the operation is successful. If the operation fails to remove all of the hotfixes from the FTP server, the command lists the file names of the hotfixes that are not removed. For other failures, the command returns an error message.

Example

```
> clean
```

```
Operation completed
```

validate

Command Syntax

```
validate
```

Description

For each hotfix applied in the system, the command makes the following checks:

- Structure of the hotfix properties file is correct.
- All required fields are present and not empty.
- JAR files are signed by valid signatures.
- JAR files can be loaded successfully.

If it detects invalid hotfixes, the command simply displays a warning.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

```
> validate
```

```
Hotfixes are valid
```

```
Operation completed
```

exit

Command Syntax

exit

Description

The command quits the Hotfix Manager Shell. Before exiting the shell, the command disconnects from the Service Desk server.

Output

The command generates a message indicating whether the operation is successful. If the operation fails, the command returns an error message.

Example

> **exit**

HP OpenView Console

If hotfixes in the HP OpenView console are not up to date, the console updates its hotfixes, and then restarts automatically. If the console is configured to authenticate users in explicit mode, the log-on dialog box appears again to request credentials.

References

For further information about Service Desk, see the following documents:

- *HP OpenView Service Desk 5.10 Administrators Guide*
- *HP OpenView Service Desk 5.10 Installation Guide*
- *HP OpenView Service Desk 5.10 Support Guide*

Support

Please visit the HP OpenView support web site at:

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

This web site provides contact information and details about the products, services, and support that HP OpenView offers.

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

http://www.hp.com/managementsoftware/access_level

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

<http://www.managementsoftware.hp.com/passport-registration.html>

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