

HP OpenView Service Desk 5.0

Installation Guide

Software Version: 5.0

For the Windows and UNIX Operating Systems



i n v e n t

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Documentation Updates

This manual's title page contains the following identifying information:

- Version number, which indicates the software version.
- Document release date, which changes each time the document is updated.
- Software release date, which indicates the release date of this version of the software.

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http://ovweb.external.hp.com/lpe/doc_serv/

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Table 1

Changes from previous version

Chapter	Modification
Chapter 2, "Preparing to Install HP OpenView Service Desk 5.0," on page 27	Added Sun Solaris and HP-UX 11.23 operating system support for SD 5.0 SP1. Updated changes to HP OpenView installer for SD 5.0 SP1.
Chapter 3, "Installing a Service Desk Management Server," on page 71	Updated installation screen changes.
Chapter 6, "Installing Service Desk Report Packs," on page 129	Clarified installation procedure.

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 using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- 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

Most of the support areas require that you register as an HP Passport user and log in. Many also require a support contract.

To find more information about access levels, go to:

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

To register for an HP Passport ID, go to:

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

Preface

Who Should Read This Guide?

This guide is intended for:

- System Administrators, who will install and maintain HP OpenView Service Desk 5.0 components and install and configure a supporting database.
- Users, who will install HP OpenView Service Desk 5.0 components, or access the HP OpenView console using Service Pages or the Web Console.

What You Should Know Before Reading This Guide

You should be familiar with databases, servers and networking, and have a good knowledge of the operating system on which you will install the HP OpenView Service Desk 5.0 components. A knowledge of IT Service Management is not required. You should have access to, and permissions to use the resources on the computer and network where HP OpenView Service Desk 5.0 will be installed.

Where to Find Information in This Guide

The table below shows where to find information in this guide.

Table 2

To...	Refer To...
Get a summary overview of the HP OpenView Service Desk 5.0 architecture.	Chapter 1, “Overview of HP OpenView Service Desk 5.0 Components,” on page 21
Find information on operating system, hardware, software, and database server requirements.	Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0”
Learn about the prerequisites for installing HP OpenView Service Desk Management Server.	“Install Prerequisites” on page 78
Plan your HP OpenView Service Desk 5.0 installation.	Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0”
Get familiar with the HP OpenView installer.	“The HP OpenView Installer – Overview” on page 48
Install the HP OpenView Service Desk Management Server.	Chapter 3, “Installing a Service Desk Management Server,” on page 71
Install a service desk client using the HP OpenView installer. Install a service desk client using Java Web Start. Access the service desk console using the Web Console.	Chapter 4, “Installing a Service Desk Client,” on page 105
Install Service Pages.	Chapter 5, “Installing Service Pages,” on page 119

Table 2 (Continued)

To...	Refer To...
Get an overview of Service Desk Reporting. Install Service Desk Reporting.	Chapter 6, “Installing Service Desk Report Packs,” on page 129
Install Metric Adapters.	Chapter 7 “Installing and Configuring Metric Adapters” on page 147
Install a Service Desk Agent.	Chapter 8 “Installing a Service Desk Agent”
Install a Service Desk Object Loader.	Chapter 9 “Installing a Service Desk Object Loader”
Find information on licensing aspects of HP OpenView Service Desk 5.0.	“Licensing HP OpenView Service Desk” on page 182
Configure HP OpenView Service Desk 5.0 for attachments.	“Setting up Service Desk for Attachments” on page 187
Read instructions on uninstalling HP OpenView Service Desk 5.0.	Chapter 11 “Uninstalling HP OpenView Service Desk”
Optimize the Java environment in HP OpenView Service Desk 5.0.	Appendix A “Optimizing the Java Environment”
Troubleshoot an HP OpenView Service Desk 5.0 installation.	Appendix B “Troubleshooting an Installation”
Find information on database sizing.	Appendix C “Database Sizing”

Key Terms Used In This Guide

The following list is intended as a general guide and is not presumed to be exhaustive.

UNIX-based platform: covers both HP-UX and Sun Solaris platforms.

GUI client: a client installation performed using the install DVD or a client installation performed from a network drive.

The term *HP OpenView Service Desk 5.0* is used interchangeably with the term *Service Desk 5.0*

Architecture

A deployed HP OpenView Service Desk 5.0 installation typically contains the components shown in the table below. A visual overview of the architecture is presented in Figure 1-1, “HP OpenView Service Desk 5.0 Architecture – Overview” on page 25.

Table 1-1

Component	Description
Database Server	The computer(s) on which the database server (the database management software and the service desk database) are installed. The service desk database stores data attributes for the objects managed by Service Desk 5.0.
Service Desk Management Server	The computers on which the Service Desk Management Server components are installed.
Service Desk Client	The computers on which full GUI Clients are installed.
Web Console	A web based application that provides access through a web GUI to the service desk application, and provides much of the functionality of the service desk client.

Table 1-1 (Continued)

Component	Description
Java Web Start	<p>A technology that allows users to install a full service desk client from a web browser. To install the client in this way, the Java Web Start technology must be present on your computer. If the application is not present, Java Web Start is downloaded and cached on your computer the first time you perform the installation.</p> <p>This technology ensures that you are always presented with the most current version of Service Desk 5.0.</p> <p>You launch the application from an icon on your desktop, or by clicking a browser link.</p>
Service Pages	<p>A web-based application that provides a simplified interface to your Service Desk environment. Service Pages provide access to a limited set of object types and views, and allows users to log service calls and view the status of calls.</p>
Service Desk Agent	<p>A component that implements commands received from the Service Desk Management Server. The agent uses the ITP protocol to communicate with the Service Desk Management Servers.</p>
Service Desk Object Loader	<p>A command line tool that allows you to create a single object of any type in Service Desk 5.0. For example, you can use the object loader to insert an incident, a configuration item, or a service call into the Service Desk 5.0 environment.</p>

Table 1-1 (Continued)

Component	Description
Service Pages	A web-based application that provides a simplified interface to your Service Desk environment. Service Pages provide access to a limited set of object types and views, allowing your customers to log service calls and view the status of calls.
Service Level Management Reporting	A collection of features that allow organizations to adopt service level management processes in which the services offered to customers at agreed levels can be evaluated for compliance. The evaluation is based on metric data values collected from HP OpenView service monitoring applications.
Service Desk Reporting (Help Desk, Change Management)	These modules allow you to produce reports on help desk topics such as incident reports, for example the average duration of an incident, or on change management topics, for example a report on the changes closed by the deadline.
Metric Adapters	The Service Level Management component of Service Desk provides adapters that manage the process of gathering metric data values from supported monitoring applications. The adapters are installed on the same server as the monitoring software. For example, if you use the HP OpenView Internet Services (OVIS) adapter, you install it on the same server as HP OpenView Internet Services.

Schematic Overview of HP OpenView Service Desk 5.0

Figure 1-1 HP OpenView Service Desk 5.0 Architecture – Overview

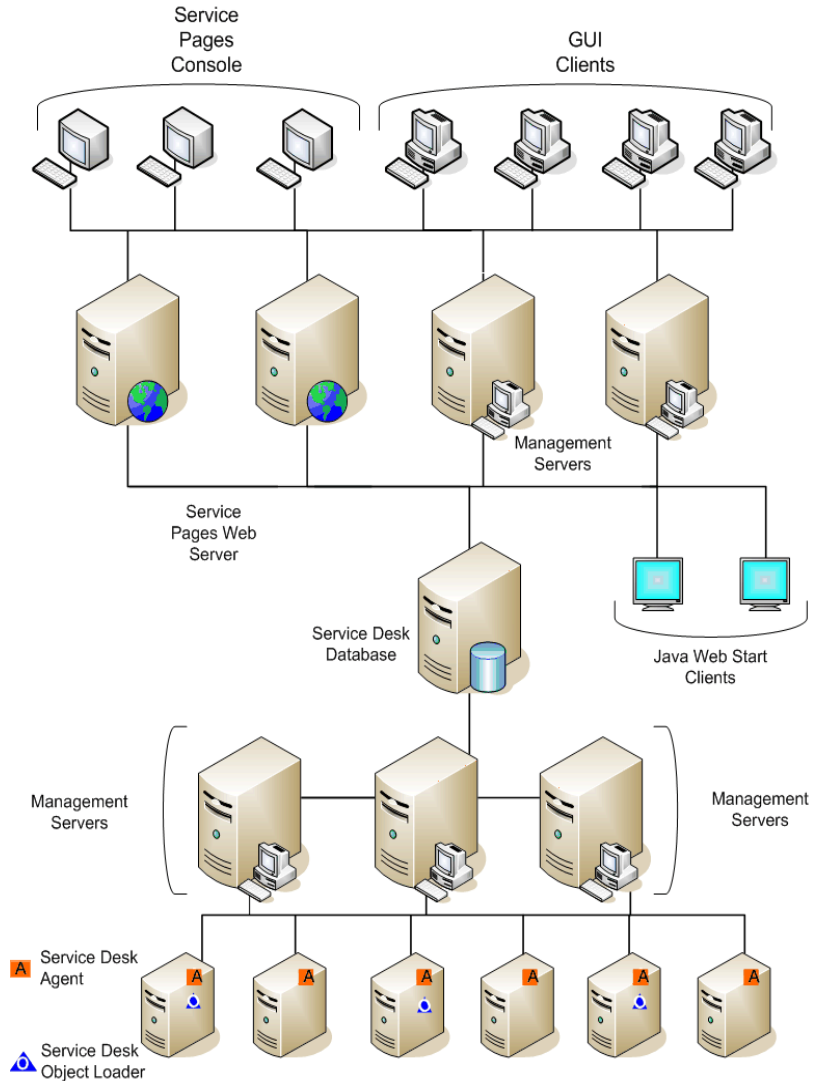


Figure 1-1 shows a schematic overview of the HP OpenView Service Desk 5.0 architecture.

In This Chapter

This chapter discusses planning, configuration, and resource issues related to an HP OpenView Service Desk 5.0 installation.

The chapter contains information on:

- Infrastructure requirements
- Planning an installation
- Supported software, including operating systems and database server systems
- Supported hardware
- The installation DVD
- The HP OpenView Installer. This application is used to install Service Desk components. The sequence of screens and the contents of each screen are broadly similar for each component you install, irrespective of the operating system on which the installation takes place.
- A suggested order of installation
- Required third-party software

NOTE

Service Desk components that do not use the HP OpenView installer:

- The **Java Webstart** client installation does not use the HP OpenView installer.

See “Install a GUI Client using Java Web Start” on page 114.

- The **Web Console** is accessed by entering a URL in a web browser.

See “Using the OpenView Web Console to access a Client” on page 112.

Note also that a **Service Desk Management Server** install procedure will display several screens not present in the install procedures for other service desk components. The screens displayed depend on the options

you choose during the install procedure.

See “Installing a Service Desk Management Server” on page 71.

Issues to Consider Before Installation

Ideally you should plan your installation with the help of an implementation consultant. Try to resolve planning issues before you start the install procedure.

The following list of topics can help you plan your installation.

Infrastructure Planning Issues

Try to estimate the number of client installations you will require. You will also need to anticipate the number of installed servers required to provide optimum performance. In addition to running client connections, you may also require specific servers to handle email, including email attachments (see “Service Desk Management Server and Inbound Email” on page 31 below).

Scaling and Service Desk Management Servers

In addition to deciding on the number of servers you will require, you must also decide where they will be placed in the network in order to optimize network traffic. For more information on connectivity, see the *HP OpenView Service Desk 5.0 Administrator’s Guide*.

Database Sizing

This is discussed in Appendix C, “Database Sizing,” on page 203.

Ratio of Service Desk Management Servers to Clients

In addition to the number and position of Service Desk Management Servers, you must consider client weighting. This may be affected by the positioning of the servers in the network, and whether the servers are also used for other tasks. You determine client weighting with the Configuration Editor. For more information, see the *HP OpenView Service Desk 5.0 Administrator’s Guide*.

Service Desk Management Server and Inbound Email

HP OpenView Service Desk 5.0 can send and receive email messages to process service calls and send reports. When setting up email messaging, you identify the Service Desk Management Server to use as the inbound email server. This can be a dedicated server, or any one of the servers in the network, although port numbers and firewall issues may also affect the decision. For information on configuring a server for inbound email, see the *HP OpenView Service Desk Data Exchange Administrator's Guide*. For information on email settings, see the *HP OpenView Service Desk 5.0 Administrator's Guide*. For information on setting up HP OpenView Service Desk 5.0 for email attachments, see Chapter 10, "Post-Installation Tasks," on page 181.

Users and Access Rights

The table below details the required permissions for installing a client or launching a GUI Console:

Table 2-1

	Required Permissions	
	Install	Use
GUI Client	Administrator	User
Service Pages	Administrator	User
Java Web Start	User	User

In addition to installing a GUI Client from the installation DVD or from a network location, you can also use Java Web Start, a technology that allows you to install a client from a web browser. You can also access a console with limited client functionality using a Service Pages installation. For information on these topics, see Chapter 4 "Installing a Service Desk Client" and Chapter 5 "Installing Service Pages".

Users must also have appropriate access to the files, directories, and Service Desk objects relevant to their workload. The *HP OpenView Service Desk Administrator's Guide* contains a chapter on administering accounts, with information on setting up user accounts, authorizations, and roles.

Service Desk Management Servers and Data Integration

HP OpenView Service Desk 5.0 has a generic data exchange interface that facilitates open integration with third party applications. For information on data exchange issues, see the *HP OpenView Service Desk Data Exchange Administrator's Guide* and the *HP OpenView Service Desk Operations Integration Administrator's Guide*.

System Specifications and Requirements

IMPORTANT

For the most recent information on supported operating systems, refer to the supported platforms list for Service Desk 5.0, at:

<http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN018535>

Before you start any install procedures, ensure that you install the latest service packs (Windows operating systems) or patches (UNIX-based operating systems) on the operating systems listed below.

Supported Operating Systems

The supported operating systems for each HP OpenView Service Desk 5.0 component are listed below.

Table 2-2 Service Desk Management Server

Windows 2000 (Server versions only, SP4 or higher)
Windows 2003
HP-UX PA 11.11
HP-UX 11.23 (PA-RISC and Itanium)
Sun Solaris 9 and 10 (Sparc)

Table 2-3 Service Desk 5.0 GUI Client

Windows XP Professional
Windows 2000 (SP4 or higher)
Windows 2003

Table 2-3 Service Desk 5.0 GUI Client (Continued)

HP-UX PA 11.11
HP-UX 11.23 (PA-RISC and Itanium)
Sun Solaris 9 and 10 (Sparc)

Table 2-4 Service Desk Agent and Service Desk Object Loader

Windows XP Professional
Windows 2000 (SP4 or higher)
Windows 2003
HP-UX PA 11.11
HP-UX 11.23 (PA-RISC and Itanium)
Sun Solaris 9 and 10 (Sparc)

Table 2-5 Service Desk Metric Adapter

Windows XP Professional
Windows 2000 (SP4 or higher)
Windows 2003
HP-UX 11.11
HP-UX 11.23 (PA-RISC and Itanium)
Sun Solaris 9 and 10 (Sparc)

Web Browser Support

NOTE

You use a web browser for the following tasks:

- Install a GUI Client using Java Webstart
- Access a OV Console using the Web Console (Web UI)
- Access an OV Console using Service Pages.

All the browsers listed below must support the following web standards:

- XHTML 1.0 (HTML 4.01)
- CSS 1 / CSS 2
- I-Frames
- JavaScript 1.5 (ECMAScript 1.5)
- DOM1 / DOM2

Java Web Start Client

Table 2-6

Supported Browsers for Java Web Start Client

Browser	Platform
You can install a client using Java Web Start on any browser running on a platform on which a GUI Client can be installed. For more information on supported operating systems for GUI clients, see Table 2-3.	

See also “Java Web Start” on page 44.

Web Console (Web UI) and Service Pages

Table 2-7 Supported Browsers for Web Console and Service Pages

Browser	Platform
Mozilla, versions 1.4 to 1.7.12	The Web Console and Service Pages can be used on any of the browsers listed here, as long as the browser is supported by the operating system on which you are planning to use the Web Console or Service Pages.
Firefox, versions 1.0 to 1.5	
Internet Explorer, versions 5.0 to 7.0 beta	
Opera, version 8.5	
Safari, version 1.1	
Camino, version 1.0	

Hardware Requirements

The minimum hardware specifications for Service Desk 5.0 components are listed below.

IMPORTANT

The actual hardware requirements will depend on usage patterns.

Service Desk GUI Client

Table 2-8 Windows Operating Systems

Processor:	Intel Pentium, 2.0 GHz or higher
Internal memory:	512 MB RAM
Disk space:	2 GB
Display:	800 x 600 resolution, 256 colors (1024 x 768 resolution high color, or higher)
Network connection:	TCP/IP, 100 MB/s or higher recommended

Note the following:

- When you install the Service Desk Management Server, a Service Desk client is also installed on the machine on which you installed the server.
- For information on hardware requirements for installing a client using Java Web Start, see “Third-party Software” on page 44.

Service Desk Management Server

Table 2-9

Windows Advanced Server

Processor:	Intel Xeon 2.8 GHz or higher
Internal Memory:	2 GB RAM
Disk space:	2 GB
Network connection:	TCP/IP, 100 MB/s or higher recommended

Table 2-10

HP-UX

Processor:	HP PA-RISC 900 MHz or HP Itanium 2 1.6 GHz
Internal Memory:	2 GB RAM
Disk space, per folder:	<ul style="list-style-type: none"> • /opt: 2 GB (required at runtime) • /var: 1 GB (required at runtime) • /tmp: 1 GB (required for installation only) • /var/tmp: 1 GB (required for installation only)
Network connection:	TCP/IP, 100 MB/s or higher recommended

Table 2-11

Sun Solaris (Sparc)

Processor	Sparc Iii 650 MHz
-----------	-------------------

Table 2-11 Sun Solaris (Sparc) (Continued)

Internal Memory:	2 GB RAM
Disk space, per folder:	<ul style="list-style-type: none">• /opt: 2 GB (required at runtime)• /var: 1 GB (required at runtime)• /tmp: 1 GB (required for installation only)• /var/tmp: 1 GB (required for installation only)
Network connection:	TCP/IP, 100 MB/s or higher recommended

Database Server

IMPORTANT

The actual database requirements will depend on usage patterns. See Appendix C, “Database Sizing,” on page 203.

- Network connection: TCP/IP, 1 GB/s
- 2 x CPU Xeon 2.8 GHz (or dual CPU for HP-UX)
- 2 GB Memory
- Approximately 1000 MB disk space available for Tablespaces

Service Desk Object Loader

- Disk space: 2 GB
- Network connection: 56 KB/s

Service Desk 5.0 Agent

- Disk space: 2 GB
- Network connection: 56 KB/s

Metric Adapters

For the Service Desk Metric Adapter, running on the Service Desk Management Server, the hardware constraints are implicitly those of the Service Desk Management Server. The adapters for OV Internet Services (OVIS), OV Performance Manager (OVPM), OV Service Navigator (OVSN), and the Open adapter for building custom adapters can be installed on any system, for example on the system where the Service Desk Management Server, including the SLM server, is installed, or on a monitoring application.

NOTE

For each of the adapters listed below, note that only 1 MB is required if another Metric Adapter or the SLM server is installed on the same machine.

Table 2-12 Metric Adapters – Disk Space Requirements

Adapter	Disk Space
OVIS MA	User Directory: 86 MB Data directory: 100 MB
OVPM MA	User Directory: 86 MB Data directory: 100 MB
OVSN MA	User Directory: 86 MB Data directory: 100 MB
Open MA	User Directory: 111 MB Data directory: 100 MB

Service Desk Report Packs

Service Desk Reporting covers the Helpdesk Manager, Change Manager and Service Level Manager reporting tools.

OVPI Server: for information on the hardware and operating system requirements for the server running OVPI, see the *HP OpenView Performance Insight Installation Guide*. Refer also to the latest version of the release notes for this product.

NOTE

For Service Desk Reporting, the currently supported database server software is Oracle 9.2.0.5. For the latest information, refer to the OVPI release notes.

Supported Database Server Software

The following databases are supported:

- Oracle 9i, Release 2 or higher subreleases
- Oracle 10g, Release 1 or higher subreleases
- MS SQL Server 2000, Service Pack 3a or higher Service Packs

Note that Service Desk Reporting is supported on Oracle 9i Release 2 only. For the most recent information, refer to the release notes for the HP OpenView Performance Insight product.

Oracle Database Settings

Refer to your Oracle documentation set for information on installing the Oracle database server on your system. Set the character set to Unicode AL32UTF8. See also Appendix C “Database Sizing”.

To ensure that you have the most recent patches installed, visit the relevant Oracle site, for example:

http://support.oracle.co.uk/metalink/plsql/ml2_gui.startup

(Registration and a support contract are required to access this site.)

The following table lists the recommended minimum requirements:

Table 2-13 Minimum Requirements for Oracle Database

Requirement	Setting
db_block_size	16 KB
shared_pool_size	25% of internal memory, with a minimum of 500 MB
db_file_multiblock_read_count	16
processes	150

Table 2-13 Minimum Requirements for Oracle Database

Requirement	Setting
dml_locks	200
log_buffer	32768
db_cache_size	Approximately 40 MB
Backwards Compatibility	9.2.0.0.0

Tablespaces and User Settings

During the Service Desk Management Server install procedure, you are prompted to create a new database user account or use an existing user account. If you decide to use an existing account, the following guidelines apply:

- Verify that the available space in the tablespaces is at least 500 MB for medium-sized organizations.

For larger organizations, at least 1 GB is recommended.

- Create one database user.
- Grant the following privileges to the user you created:

CREATE PROCEDURE

CREATE SESSION

CREATE TABLE

CREATE TRIGGER

CREATE VIEW

- Redirect sufficient internal memory to the database. You should redirect at least 25% of available internal memory. Keep in mind that more memory is better for performance.
- By default, database extensions are relatively small. An excess of small extensions will impede database operations. While installing the Service Desk Management Server, create extensions that are at least 10% of the initial tablespace size.

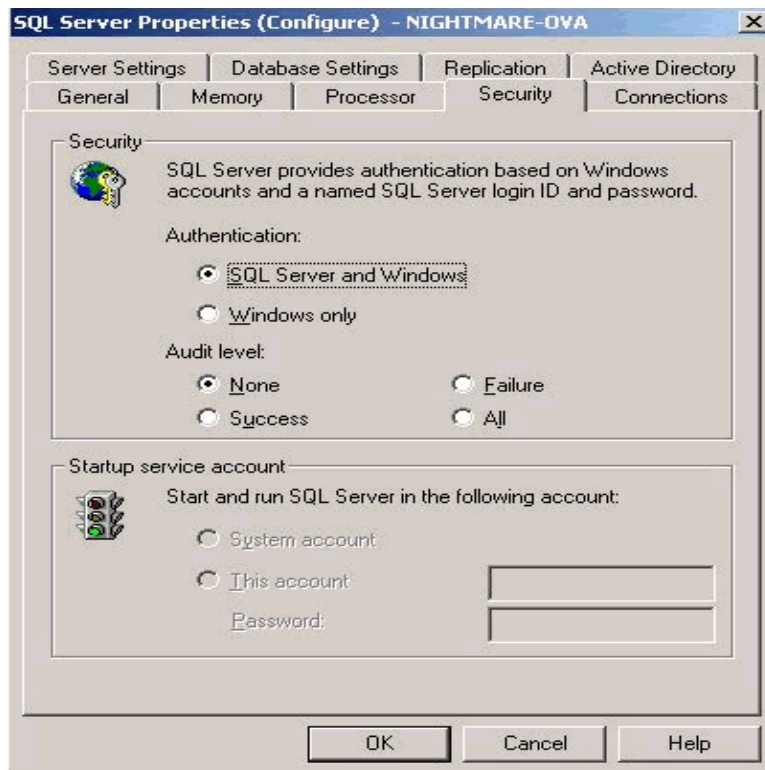
MS SQL Server Database Settings

To install MS SQL Server, refer to your MS SQL Server documentation.

NOTE

Configure MS SQL Server to accept non-Windows user names and passwords. To do this, display the SQL Server Properties configuration screen, and click the **Authentication to SQL Server and Windows** checkbox *on*.

Figure 2-1 **Setting MS SQL Server Authentication**



After you have installed MS SQL Server, you configure the database during the Service Desk Management Server install procedure – you are prompted to create a new database user account or use an existing user account.

In addition, note the following:

- When the database is created using the installer, MS SQL Server is set up with `nvarchar` data type, which supports non-western character sets.
- If you choose to manually create an SQL Server database, you will require at least 500 MB free space in the file system where the SQL Server is located.
- For Euro sign support in SQL Server Engine, select one of the following code pages:
`1252/iso (default); cp1250; cp1251; cp1253; cp1254; cp1255; cp1256; cp1257`

NOTE

Not all versions of MS SQL Server have sort order definitions that include the Euro symbol; for more information refer to your MS SQL Server documentation.

Other Specifications

Domain Name System Environment (Management Servers)

The system on which you install the Service Desk Management Servers must be in a Domain Name System (DNS) environment.

Terminal Server or Remote Desktop Connection

On Windows operating systems, you cannot install the software from a network drive or from detachable media, for example a CD-ROM drive when the installation is in a terminal server session or is from a remote desktop connection. To install a component using Windows Terminal Services, do not install from a mapped drive, instead copy the installation software to the local hard drive.

Service Desk 5.0 Client on Windows Terminal Services

A Service Desk client is supported for use with Windows Terminal Services. For information on sizing please refer to the white paper published by Microsoft at:

<http://www.microsoft.com/windows2000/techinfo/administration/terminal/tscaling.asp>

UNIX-based operating systems in a NIS controlled environment

For all UNIX systems in a NIS-controlled environment, the `OvApacheA` package, installed during the Service Desk Management Server installation, does not create the user `ovwebusr` and the group `ovwebgrp`. To solve this, manually create the user `ovwebusr` and the group `ovwebgrp` on the Network Information Service (NIS) server after installing the `OvApacheA` product and before starting the `OvApacheA` `WebServer` service.

The procedures are as follows:

1. Add a group:

```
groupadd ovwebgrp
```

2. Add the `ovwebusr`:

```
useradd -G ovwebgrp ovwebusr
```

3. Restart the Apache process:

```
/ovc -start ovapacheA
```

Third-party Software

The following third-party software is used with Service Desk 5.0:

Java Web Start

This technology allows you to install a full GUI client using a web browser. Java Web Start must be first installed on the client machine.

Note the following:

- Java Web Start is included with the Java Runtime Environment (JRE) versions 1.4.2 and higher, and the JRE should be present on the host machine. JRE version 1.4.2_08 is included in an HP OpenView Service Desk Management Server installation (Default, Typical). *Due to compatibility issues, do not install JRE version 1.5.*
- For information on installing Java Web Start, see “Install a GUI Client using Java Web Start” on page 114.

IMPORTANT

If you are using a Java Web Start client and want to perform actions in Service Desk 5.0 that require administrator privileges, you should do this using the HP OpenView Console on the Service Desk Management Server host computer.

Adobe Acrobat® Reader (English)

You need this reader to view Service Desk 5.0 documentation. For information on downloading Adobe Acrobat Reader see:

<http://www.adobe.com>

Windows Script

On a Windows operating system, Windows Script version 5.6 or higher is required for the install process. To check which version, if any, is on your system, enter the following from the command line:

```
cscript
```

If Windows Scripting is installed on your system, information on usage and options is displayed. This information starts with the following line:

```
Microsoft (R) Windows Script Host Version 5.6
```

To download Windows Script, 5.6, access the following site:

<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa>

Installation Files

The executable installation files are located in the media root directory. The files are named as follows:

<AppName>_<revision>_setup.bin (UNIX-based operating systems)

or

<AppName>_<revision>_setup.exe (Windows operating systems)

where <AppName> refers to the executable (Client, Server, Agent, and so on), and revision refers to the build identifier, for example 5.00.722. So a client installation file for Windows operating systems would be identified as client_5.00.720_setup.exe.

The installers for all the executables are located in a packages directory.

Windows Installation

To start the installation process for a component, locate and then click the relevant execution file, for example client_5.00.722_setup.exe.

HP-UX or Sun Solaris Installation

To start the installation process for a component, navigate to the installation file and type its name from the command line, for example server_5.00.722_setup.bin.

Installation Executables - All Platforms

The table below lists the name of each installation executable.

Table 2-14

Service Desk Installer Directories

Directory	HP OpenView Component
adapters	HP OpenView Metric Adapters for Service Level Management Reporting and Service Desk Reporting
agent	HP OpenView Service Desk Agent
client	HP OpenView Service Desk Client
loadobject	HP OpenView Service Object Loader

Table 2-14 Service Desk Installer Directories (Continued)

integrations	HP OpenView Integration software Each integration component has its own installer. These are: <ul style="list-style-type: none">• OVOW Integration• OVOU Integration• NNM Integration
server	HP OpenView Service Desk Management Server
servicepages	HP OpenView Service Desk Service Pages
reporting	HP OpenView Service Desk Reporting

NOTE

If you change the location of the `packages` directory relative to the root directory, Service Desk cannot find the installers. In this case the HP OpenView installer displays a dialog prompting you to navigate to the installer packages.

The HP OpenView Installer – Overview

You install the HP OpenView Service Desk 5.0 components using the HP OpenView Installer package. The install procedure is platform-neutral. The sequence of screens presented, and the contents of each screen, are almost identical for each component you install. This section describes the common features of the install procedure. Install features that are specific to a component are described in the relevant chapter for the component.

The Install Wizard

The HP OpenView Installer uses a wizard to install components in Service Desk 5.0. During installation, the wizard will prompt you to type information from your keyboard, select an item from a dropdown list, or click a radio button or a checkbox. To display the next screen during the installation process, click the **Next** button. To display a previous screen, click the **Previous** button one or more times. If the details you entered on a previous window cannot be changed, the **Previous** button is grayed. Click **Cancel** to quit the installation.

Pre-Install Procedures

IMPORTANT

The following applies to the install procedure for all Service Desk 5.0 components.

Before you start the install procedure for any Service Desk 5.0 component, you should stop all the Service Desk processes on your system. The relevant command for each supported operating system is listed below.

Windows operating systems

```
<InstallDir>\bin\ovc -kill
```

where <InstallDir> refers to the application's install directory, for example Program Files\HP OpenView.

UNIX-based operating systems


```
/opt/OV/bin/ovc -kill
```

Starting an Install Procedure

Start the install procedure for a Service Desk 5.0 component using one of the following methods:

- *From the DVD:* insert the disc into the CD-ROM drive of the target installation machine or use a CD-ROM drive elsewhere on your network. Locate and click the relevant application executable (Windows operating systems) or type the name of the file from the command line (UNIX-based operating systems). See “Installation Files” on page 46.
- *Use a shared install folder:* copy the contents of the installation DVD to a shared folder on the Service Desk Management Server machine, or to a location elsewhere on your network. Locate and click the relevant application executable (Windows operating systems) or type the name of the file from the command line (UNIX-based operating systems). See “Installation Files” on page 46.

NOTE

For information on the install procedure for Java Web Start, see “Install a GUI Client using Java Web Start” on page 114.

HP OpenView Installer – Overview of Install Procedure

Each HP OpenView Service Desk 5.0 component is installed using the HP OpenView Installer. The install phases are shown in the table below. While you are installing, the arrow on the left side of the screen (see the figure below), indicates the current install phase.

NOTE

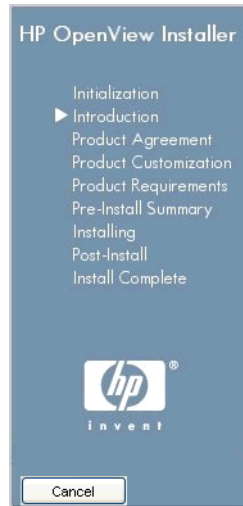
If you are installing a component on a UNIX-based operating system, you cannot select the location of the application and data folders.

On a Windows operating system, if you are installing a Service Desk component for the first time on a machine that does not contain any Service Desk components, the installer prompts you to select target locations for the component and the database. This dialog will not appear for subsequent component installations on the same machine.

Table 2-15 Install Procedure Overview

Install Phase	Install Action
Initialization	Extracts the setup procedure. Prompts you to use a configuration file. This prompt appears only if you have already installed one or more Service Desk components at the current install location.
Introduction	Displays the location of the install source files and install log file.
Product Agreement	Prompts you to accept or decline the product license agreement.
Product Customization	Prompts you to select a default installation or select separate packages.
Product Requirements	Performs a check for required disk space.
Pre-Install Summary	Displays a tree view of items that will be installed or that are required but already installed.
Installing	Displays the progress of the installation. The installer displays the name of each package as it is installed. Click the Details tab to display a tree view of the install packages.
Post-Install	The installer creates an uninstall mechanism for the package you have just installed.
Install Complete	Informs you that installation has been successful. Prompts you to view the installation log file (HTML format).

Figure 2-2 **Indicating the Install Phase**



The arrow shows the current phase of installation.

Non-Graphical Installation on UNIX-based Operating Systems

On a UNIX-based operating system, you can install any component in non-graphic mode. To do this use the `-i console` option with the install command.

For example, to install the Service Desk Management Server in non-graphic mode, type the following from the command line:

```
server_5.00.722_setup.bin -i console
```

The interactive interface will be displayed in a non-graphical mode. This option applies to all installable components.

The command line option `-DDEFAULT_FAILURE_ACTION=abort` allows you to retain successfully installed packages on your system if the installation aborts. If you plan to use this option, the command line syntax is as follows:

```
server_5.00.722_setup.bin -i console DDEFAULT_FAILURE_ACTION=abort
```

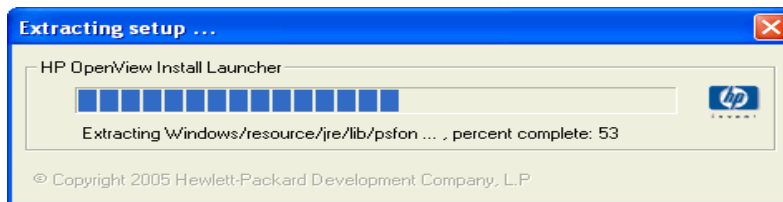
Install Screen Overview

This section illustrates the screen shots that accompany each phase of the install procedure described in Table 2-15.

Initialization

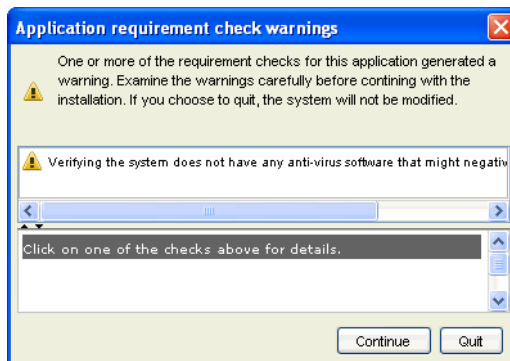
When you start the installation process for a component, the setup procedure is extracted:

Figure 2-3 **Extracting the Setup**



The install wizard checks for applications currently active on your system, for example, antivirus software, that may obstruct or at least hinder the install process. A warning screen similar to Figure 2-4 is displayed. On this screen, click the warning to view more information on the obstructing application. If you quit the install process at this stage, your system is not modified.

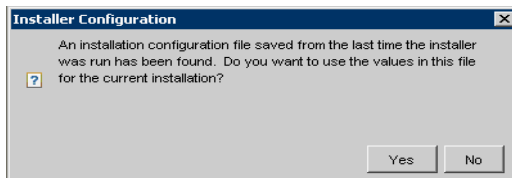
Figure 2-4 **Application Check Warnings**



If you previously installed a Service Desk component, the install wizard displays the following prompt concerning the OV configuration file:

Figure 2-5

Configuration File Prompt



About the Configuration File

The `ovinstallparams.ini` file is generated by the OV Installer the first time you install a Service Desk component on a specific machine. It is also installed if you progress through part of a first installation and subsequently cancel the installation. The configuration file contains details of the selections you made during the previous install session.

If you click **Yes** in response to the prompt, the installer will display your previous choices during the current install session. You can select another option at any stage of the install process. If you click the **No** button in response to the prompt, the default 'factory' preferences are displayed.

File Location: on a Windows operating system the configuration file is *initially* stored in the directory indicated by the `<%TEMP%>` variable. On a UNIX-based operating system the corresponding variable is `$tmp`.

Once an installation has successfully completed, the file is moved to:

`%TEMP%\HPOvInstaller\ (Windows operating systems)`

or `$tmp/HPOvInstaller/<appName>_<revision>/ovinstallparams_<date>.ini` (UNIX-based operating systems)

Initializing: the installer checks your system for components that are already installed, and for components that must be installed. These processes are displayed briefly on screen.

Figure 2-6 **Initializing – Checking for Installed Components**

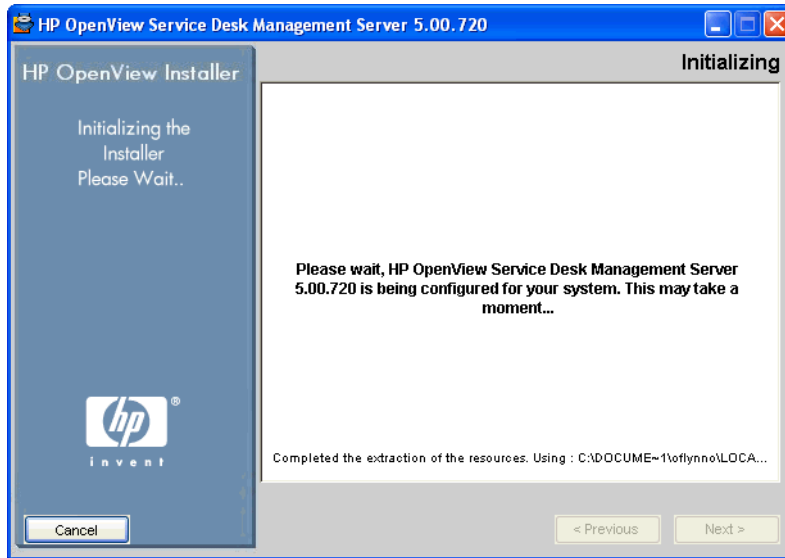
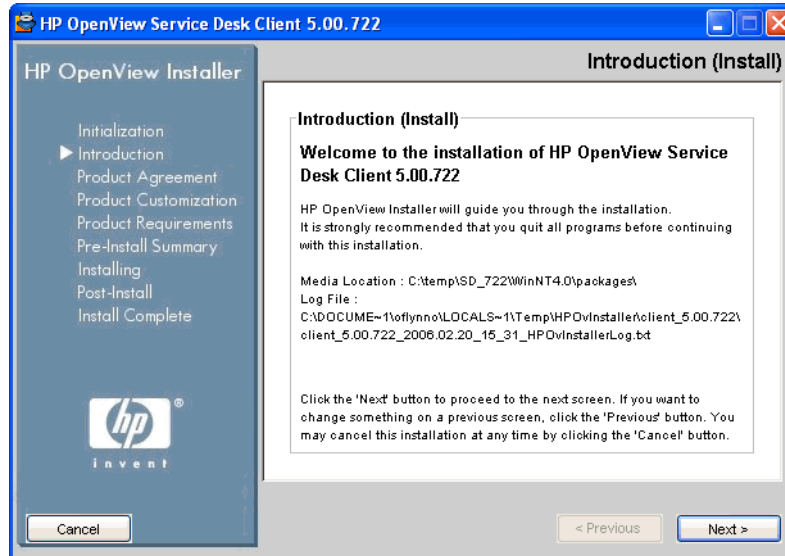


Figure 2-7 Introduction



Introduction (Install): the installer displays the source folder path for the component to be installed, and the location of the installation log file.

The log file is formatted in both html and as plain text.

Log file location

The log file is located at:

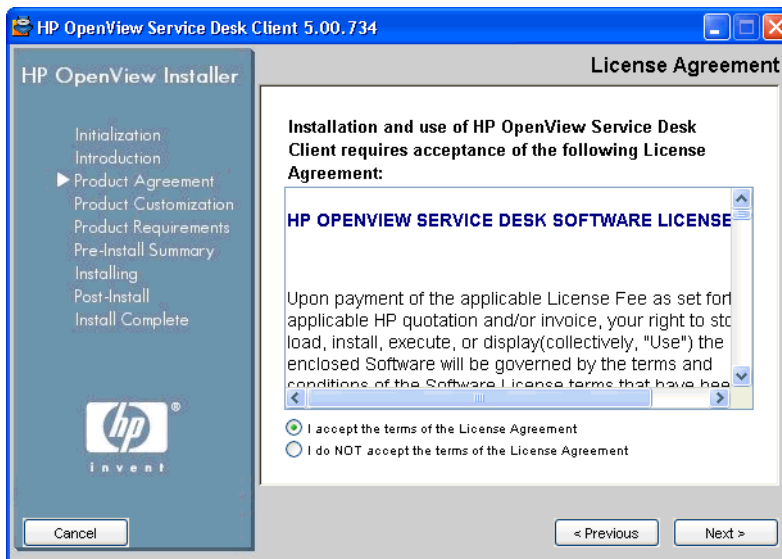
```
<tempDir>/HPOvInstaller/<appName>_<version>/<appName>_<date>_HPOvInstallerLog.html
```

For example, for a client installation on a Windows operating system, the log file:

C:\<%Temp%>\HPOvinstaller\client_2005.722\client_2005.722_2006.02_11_26_HPOvInstallerLog.html

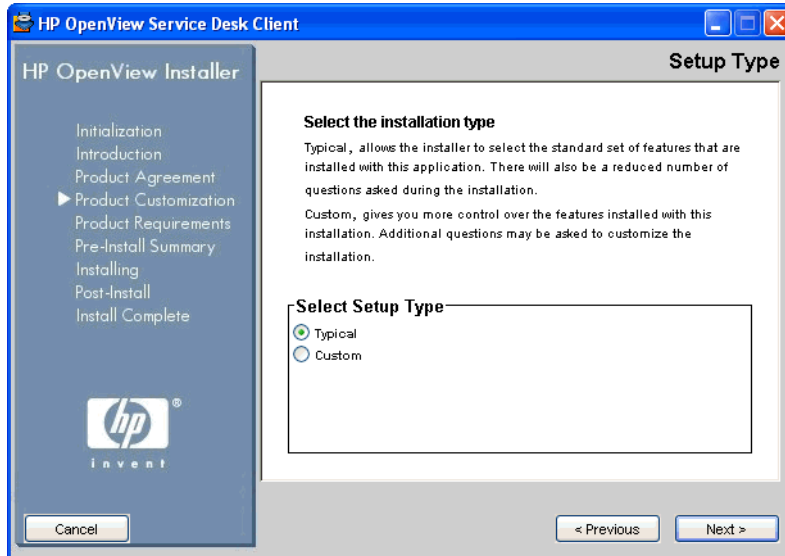
contains information on your system configuration, on the installer application, and stores information on the progress of the installation.

Figure 2-8 License Agreement



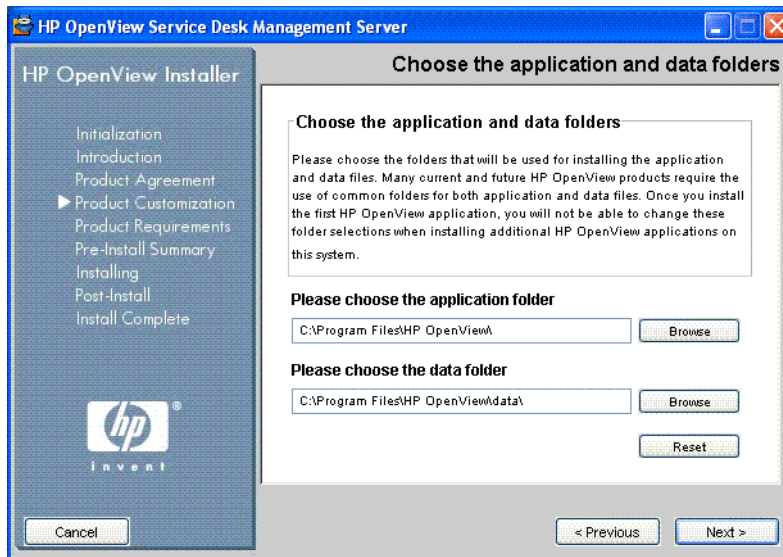
License Agreement: the installer prompts you to accept or decline the License Agreement.

Figure 2-9 **Product Customization – Setup Type**



Setup Type: for the Service Desk Management Server installation, you can select a **Typical** or a **Custom** installation. If you click the **Custom** radio button, Service Desk displays the available install options in a Select Features screen.

Figure 2-10 Product Customization – Select Install Location



Install Location: For Windows operating systems, this screen appears only if you are installing a Service Desk component on a machine that does not contain any previously installed Service Desk components. In this case, the installer displays a screen similar to Figure 2-10 that prompts you to select a target location for the application and data. This screen will not appear on any subsequent component installations on the same machine.

The screen is not displayed on UNIX-based operating systems.

Select Features: Figure 2-11 shows the Select Features screen for a Service Desk Management Server installation. Note that mandatory components are grayed. Click a checkbox to select a component you want to install.

Figure 2-11 Product Customization – Select Features

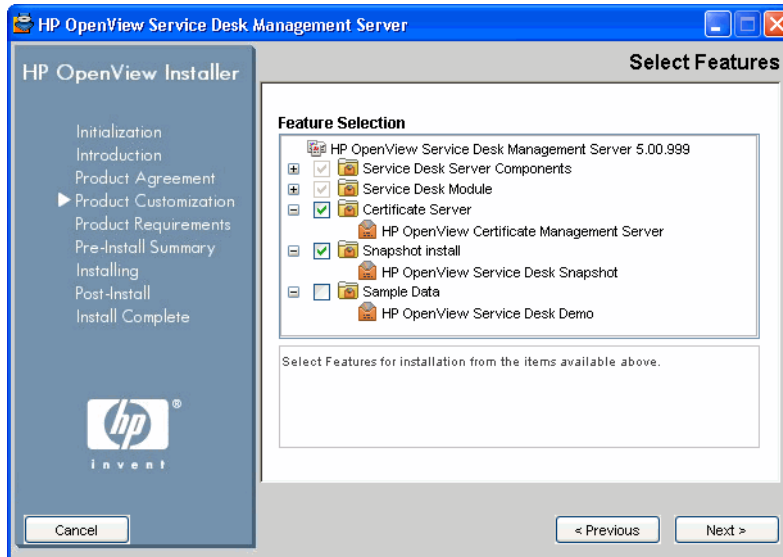
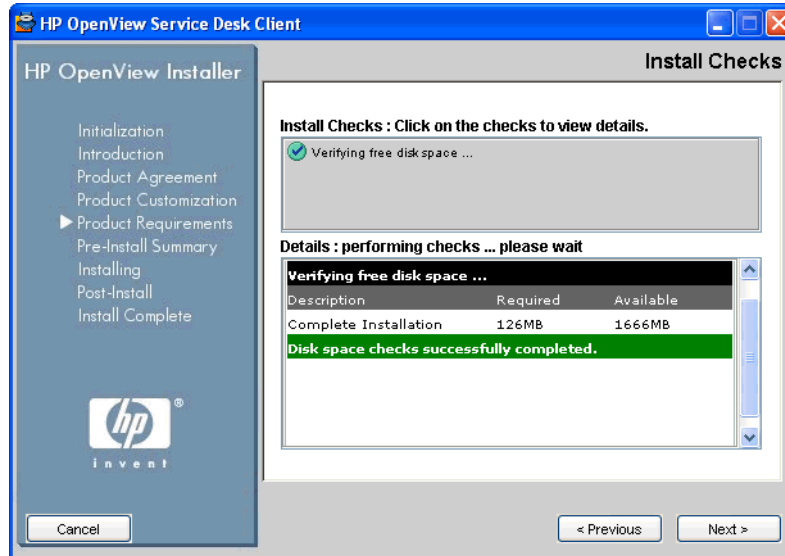


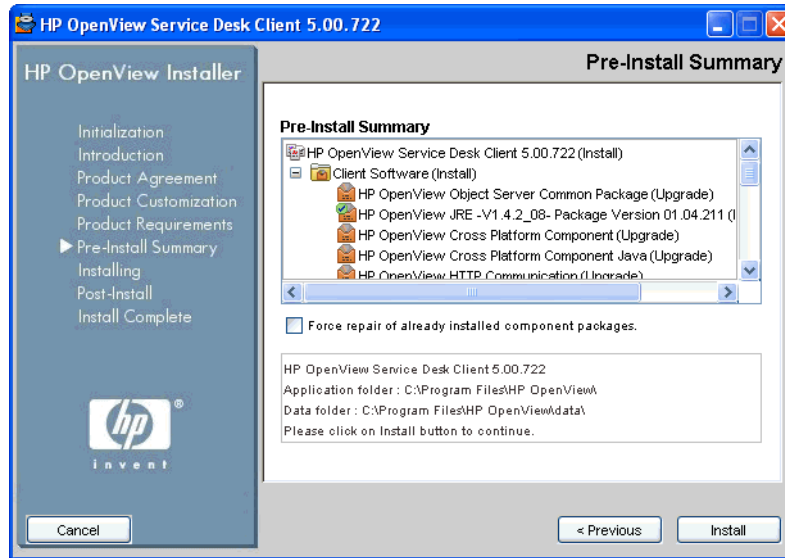
Figure 2-12 Product Agreement – Install Checks



Install Checks: based on the configuration you have selected, Service Desk checks the available disk space at the install location. If there is insufficient space, the **Next** button is grayed and the install procedure cannot continue. In this case, click the **Previous** button, create additional

disk space and click the **Next** button. Clicking the **Next** button will run the disk check again. You can also click **Cancel** to quit the install process, create additional disk space and restart the installation.

Figure 2-13 Pre-Install Summary



Pre-install summary: prior to starting the installation, the installer displays a Pre-Install Summary window that shows a tree view of the packages that are scheduled for installation, or packages that are required but already installed. Figure 2-13 shows the Pre-install summary for a Client installation.

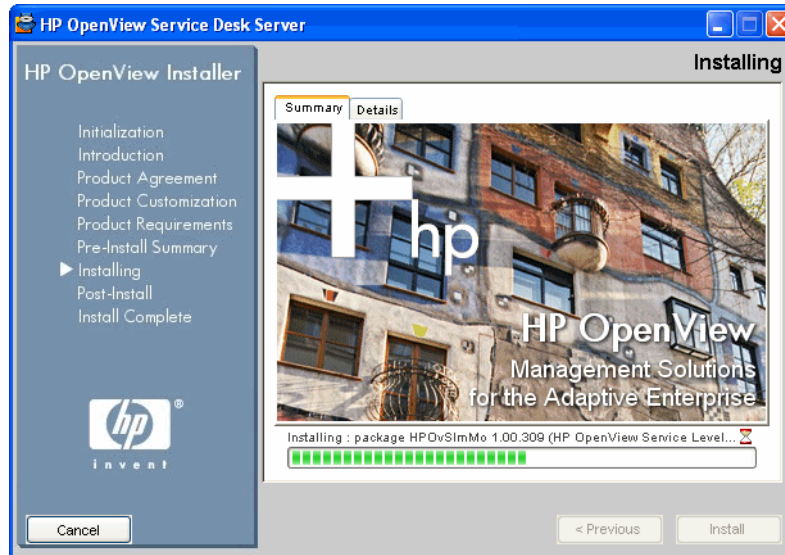
To reinstall previously installed packages, click the **Force repair of already installed component packages** checkbox on.

Figure 2-14 shows the Pre-install icons. An icon with a green check indicates that the action that needs to be performed has already been performed.

Figure 2-14 Pre-Install Summary (Icons)

-  HP OpenView Core Data Model Common (Upgrade)
-  HP OpenView Security Core (Upgrade)
-  HP OpenView Scheduler (Install)
-  HP OpenView Scheduler (Install)
-  HP OpenView Service Level Management Common (Upgrade)
-  HP OpenView Service Level Management Util (Upgrade)

Figure 2-15 Installing (Summary)



Installing: when you click the **Install** button shown in Figure 2-13, the Installing screen appears. Click the **Details** screen (see Figure 2-16) to view the package currently being installed.

Figure 2-16 Installing (Details)

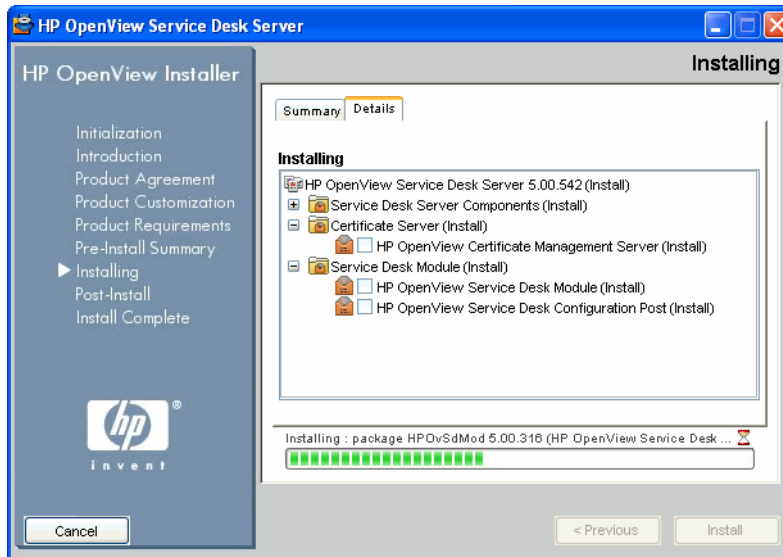
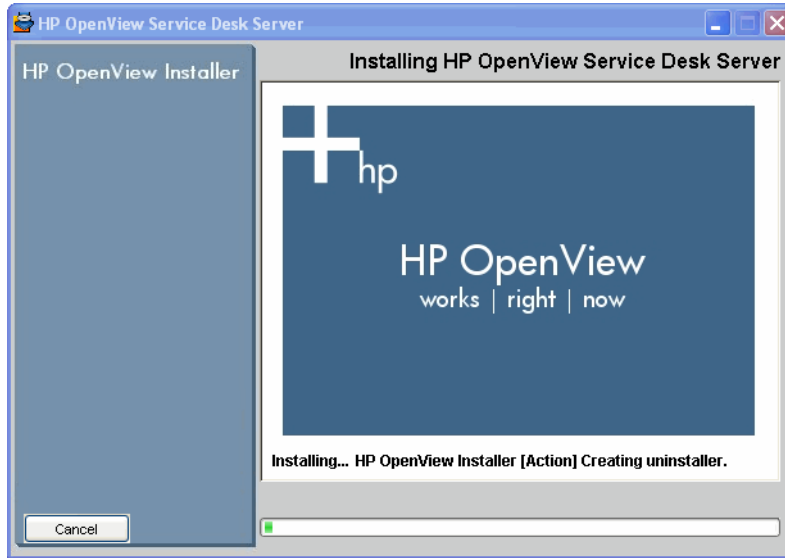
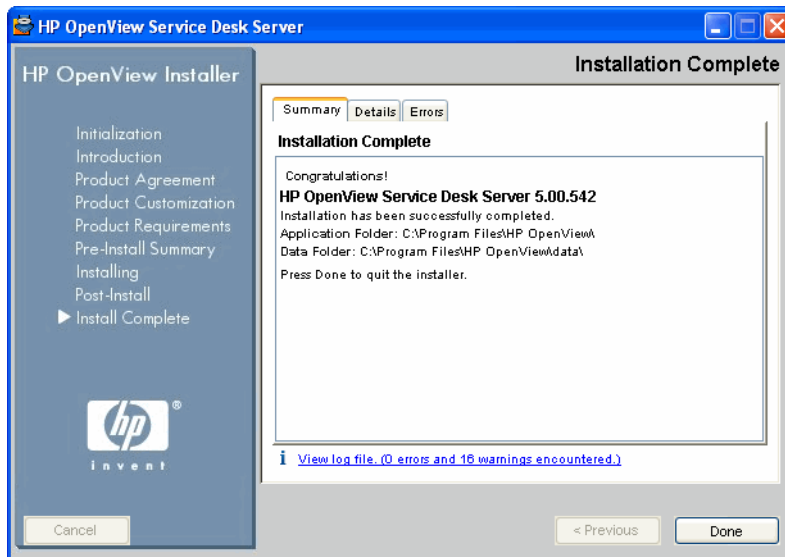


Figure 2-17 Post-Install



Post-Install: the installer creates an uninstall mechanism for the application.

Figure 2-18 Installation Complete



Installation complete: the installer informs you that installation has been successful. Click the tab to view a list of packages that are now installed on your system. Click the **View log file** hyperlink to display the installation log file in HTML format on your browser.

Snapshot Installation

This option is displayed in the Select Features screen (Database Content) during a Custom installation.

A Snapshot Installation relates to how a database is loaded and configured during a Service Desk Management Server installation. In a Snapshot Installation, the installer is configured to initially deliver an empty database during the install process. As a result, prior to finalizing the installation, the database is empty. An xml file (`snapshot.xml`) is included in the installer. This file, which is packed inside the `setup.exe` file or the `setup.bin` file, contains the required database structure. As a final install task, the xml file is inserted into the database, resulting in a loaded database when installation is complete.

The major advantage of a snapshot installation is the time factor: the install time decreases by about 60 percent.

A Snapshot Installation is always used during a Default Typical installation. The same applies to a Default Custom installation, unless you deselect this option.

Order of Installation

The section below is a suggested order of installation for Service Desk 5.0 components. Once you have installed the Service Desk Management Server and configured the database server (see below), you install the remaining components you want to install. For these components, you do not need to follow the order in which they are listed below. Note the following:

- A database server must be up and running before you install Service Desk 5.0.
- Remember to backup databases before attempting an upgrade.

Windows Operating Systems

Prepare for Installation

1. Make a plan for the Service Desk environment, based on the supported operating system list.
2. Verify that operating system and hardware specifications meet the minimum requirements, as described in “Hardware Requirements” on page 36 and “System Specifications and Requirements” on page 33.
3. Install database server software (Oracle or MS SQL) on a separate computer.
4. Configure the database server. See the *HP OpenView Service Desk Administrator’s Guide*.

Install the HP OpenView Service Desk Management Server

1. Install the server software on the Service Desk Management Server machines. See Chapter 3, “Installing a Service Desk Management Server,” on page 71.
2. Run the server settings editor on the Service Desk Management Servers to define database accounts and select other settings.

Install Other Service Desk 5.0 Components

Client

1. Install the client software on the client machines. See Chapter 4, “Installing a Service Desk Client,” on page 105.

Service Desk Object Loader

1. Install the Service Desk Object Loader software at the desired location. See “Installing a Service Desk Object Loader” on page 175.
2. The object loader is invoked by another OpenView product, for example Network Node Manager (NNM) or OpenView Operations (OVO), or by a non-HP product, for example Microsoft Operations Manager (MOM). To configure the loader, consult the relevant product documentation.

Service Desk Agent

1. Install the Service Desk Agent software on the client machines. See Chapter 8, “Installing a Service Desk Agent,” on page 169.
2. To start the agent, type the following from the command line:

```
ovc -start ovobsag
```

To stop the agent, type the following from the command line:

```
ovc -stop ovobsag
```

UNIX-based Operating Systems

Prepare for Installation

1. Plan the Service Desk environment based on the supported operating system list.
2. Verify that operating system and hardware specifications meet the minimum requirements, as described in “Hardware Requirements” on page 36 and “System Specifications and Requirements” on page 33.
3. Install a database server (Oracle or MS SQL Server).
4. Configure the database server. See the *HP OpenView Service Desk Administrator’s Guide*.

Install the HP OpenView Service Desk Management Server

1. Install the Service Desk Management Server software on the Service Desk Management Server machines. See Chapter 3, “Installing a Service Desk Management Server,” on page 71.
2. Run the server settings editor on the Service Desk Management Servers to define database accounts and select other settings.

Install Other Service Desk 5.0 Components

Client

1. Install the client software on the client machines.

Service Desk Object Loader

1. Install the Service Desk Object Loader software on the Service Desk Management Servers.

Service Desk Agent

1. Install the Service Desk Agent software on the agent machines. See Chapter 8, “Installing a Service Desk Agent,” on page 169.

3 **Installing a Service Desk Management Server**

This chapter describes the procedures for installing an HP OpenView Management Server on Windows and UNIX-based platforms.

Before You Start – Install Scenarios and Install Flow

NOTE

In the install procedures below, if you select the option **Use Existing Database User** for an Oracle database in combination with the option **Primary Server Installation**, the user account for ServiceDesk and the associated tablespace(s) should already exist;

Similarly, if you select the option **Use Existing Database User** for a MS SQL Server database in combination with the option **Primary Server Installation**, the database for use with ServiceDesk and the associated user(s) should already exist.

Install Scenarios

The HP OpenView Installer for the HP OpenView Management Server offers you a number of groups (“install scenarios”) for installation. Each group defines a software installation and the database you will install. The table below lists the install groups offered by the installer.

Table 3-1 Management Server Install Scenarios

Install Group	Installation	Process
Default	Fresh Primary Server	You create a database. You install the full set of software components, including the Certificate Server.
Upgrade	Primary Server Upgrade	You upgrade an existing database, based on the current settings. You upgrade the existing software or add new software components.

Table 3-1 Management Server Install Scenarios (Continued)

Install Group	Installation	Process
Secondary Server (Without Certificate Server)	Fresh Secondary Server	<p>You install the software only, excluding the Certificate Server.</p> <p>You do not update the database.</p> <p>You create new database settings.</p>

Within each install group, you select a **Typical** or **Custom** installation. If you select a Typical installation, you install a pre-defined set of components. For a Custom installation, some components are mandatory, and you select the remaining components you want to install. For both options, the components that are installed are shown in Table 3-2 (Typical Installation) and Table 3-3 (Custom Installation).

In these tables, mandatory components are shown by '✓✓', components that are available as an install option are shown by '✓', and components that are not available for the install option are shown by '-'.

Table 3-2 Installed Components – Typical Installation

Component	Default	Upgrade	Secondary Server
Service Desk Server Components	✓✓	✓✓	✓✓
Service Desk Modules	✓✓	✓✓	✓✓
Certificate Server	✓✓	✓✓	-
Snapshot Install	✓✓	-	-
Demo Database	-	-	-
Java Web Start	-	-	-

Table 3-3 Installed Components and Component Options – Custom Installation

Component	Default	Upgrade	Secondary Server
Service Desk Server Components	✓✓	✓✓	✓✓
Service Desk Modules	✓✓	✓✓	✓✓
Certificate Server	✓	✓	–
Snapshot Install	✓	–	–
Demo Database	✓	✓	–
Java Web Start	✓	✓	✓

Enable Java Web Startable UI clients

This checkbox is displayed during a Custom installation in the Select Features screen. If this checkbox is set *on*, the Apache Web Server starts immediately after installing the Service Desk Management Server, thus allowing users to immediately access the server. This is also the default behavior for a Typical installation.

You can deselect this checkbox if required for a Custom installation.

Install Flow for Default Installations

Figure 3-1 and Figure 3-2 show the install options for a *default* Typical and Custom installation using Oracle and MS-SQL Server databases.

Figure 3-1 Management Server Default Installer Flow (MS SQL Server)

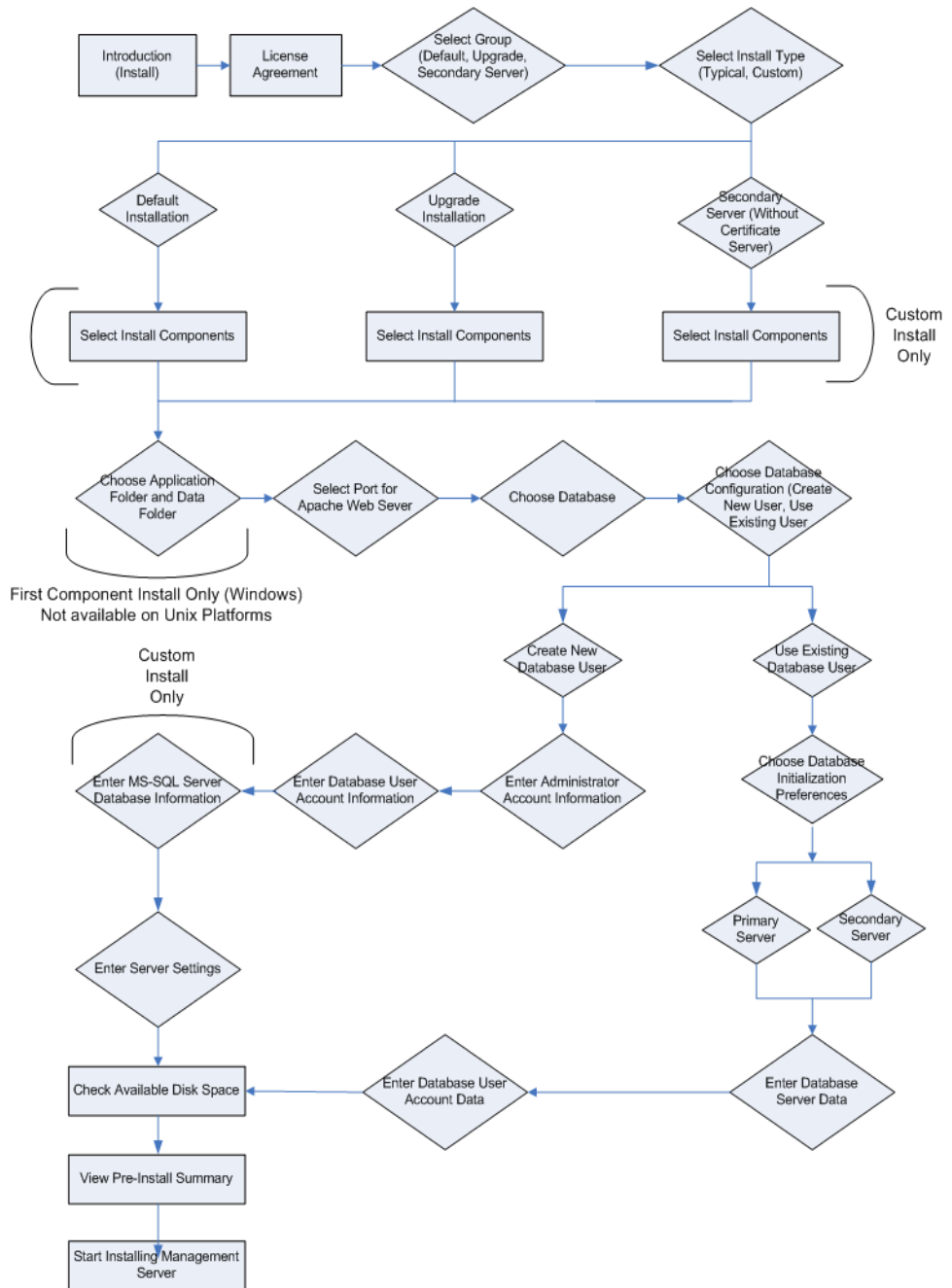
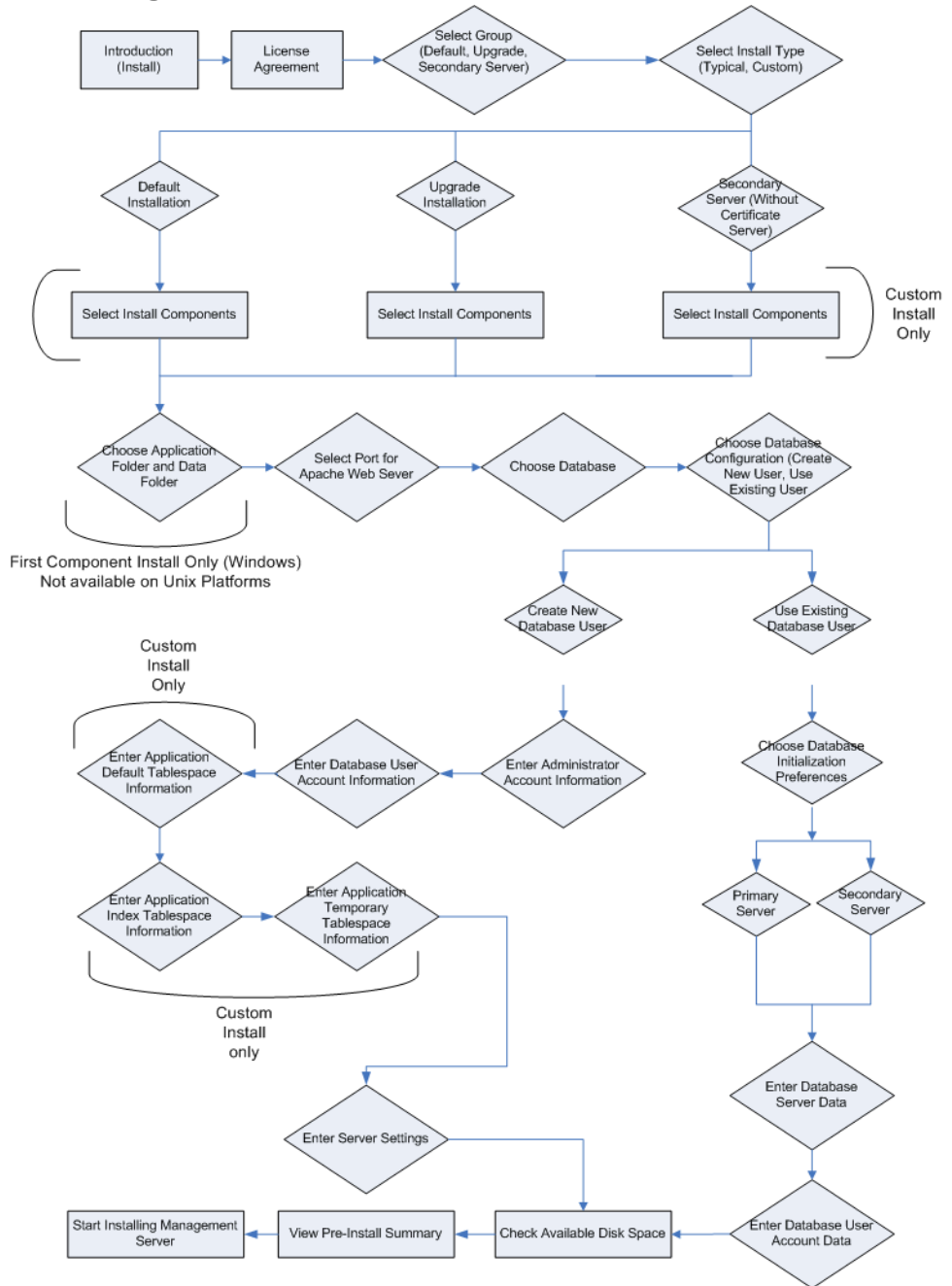


Figure 3-2 Management Server Default Installer Flow (Oracle)



Install Prerequisites

For All Platforms

NOTE

See also “System Specifications and Requirements” on page 33 for general information on install prerequisites for HP OpenView Service Desk components.

The prerequisites for an installation on all platforms are as follows:

Database Software

One of the following:

- An established and running Oracle instance.
- An established and running MS SQL Server instance.
- If you install an Oracle database, you also require SQLPLUS to execute SQL scripts.

During installation, you can create a new database account and storage space, or use an existing database account. If you choose to use an existing database account, the installer prompts you to specify whether the Service Desk Management Server is for use as a primary or secondary server. If the Service Desk Management Server is for use as a primary server, the install process creates the required database objects. If the Service Desk Management Server is for use as a secondary server, the installation program connects to an existing database initialized by a primary server installation. In this case, the data structure remains unchanged.

If you choose the option “**Use existing database user**” in combination with “**Primary Server Installation**”, you should first create a user account and storage space in your selected database before you start the install process. This action creates the tables which are required prior to installation.

Port Access

The ports used by Service Desk 5.0 components are listed in the table below.

NOTE

A **Server Monitor**, installed with the Service Desk Management Server, allows you to inspect data on services related to the server, and on server connections. For more information on using the monitor, see the *HP OpenView Service Desk Administrator's Guide*

Table 3-4 Allocated Port Numbers for Service Desk Components

From (Client)	To (Server)	Port Number	Notes
Service Desk GUI Client	Service Desk Management Server	30999	You can change this setting if required using the Server Configuration editor. For more information, see the <i>HP OpenView Service Desk Administrator's Guide</i> .
Service Desk Management Server	Service Desk GUI Client	40999 - 41019	One of the numbers in this range is allocated dynamically to a GUI Client. You can also assign a static port number. For more information, see the <i>Service Desk 5.0 Online Help</i>
Service Desk Management Server	Service Desk Agent	50998	This port number cannot be changed. Note that the Service Desk Agent broadcasts its presence to Service Desk Management Server(s) on a network using a UDP-based multicast. The broadcast IP address used by the agent and server is 234.98.227.65.

Table 3-4 Allocated Port Numbers for Service Desk Components (Continued)

From (Client)	To (Server)	Port Number	Notes
Java Web Start Client Web Console (Web UI) Service Pages	Apache Web Server	80	This is the default value displayed during both typical and custom Service Desk Management Server installations. You can change this port number during both a typical or a custom installation, but this is not recommended.
Service Desk Load Object	Service Desk Management Server	30980	Uses the server's HTTP POST service. You can change this setting if required using the Server Configuration editor. For more information, see the <i>HP OpenView Service Desk Administrator's Guide</i> .
Email Client	Service Desk Management Server	25	The Service Desk Management Server SMTP service for inbound email. You can change this setting if required using the Server Configuration editor. If ISS services are configured for a specific machine, do not configure the Service Desk 5.0 email interface on the same machine. For more information, see the the <i>HP OpenView Service Desk Administrator's Guide</i>
Service Desk Management Server	SMTP Server	25	Remote SMTP service for outbound email.

Table 3-4 Allocated Port Numbers for Service Desk Components (Continued)

From (Client)	To (Server)	Port Number	Notes
Server Monitor	Service Desk Management Server	34199	
File Transfer (Email Attachments)	FTP Server	21	Ensure that the FTP server, Service Desk Management Servers, and client machines are set up for communication through this port.
Service Desk Service Pages;	Tomcat Servlet Container Service	8080	
Web API	Service Desk Management Server	30999	
Service Desk Management Server	Oracle Database Server	1520	Oracle Names Server
		1521	Oracle SQL*Net
Service Desk Management Server	SQL Server	1433	MS SQL Server 2000

NOTE

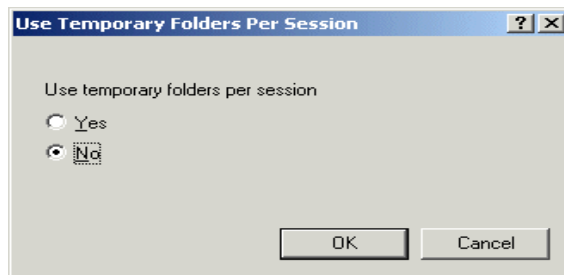
Database port numbers: if you wish to enter a value other than the default port number for the database you are using, you must specify this during a custom installation. *Only a custom installation allows you to specify a port number for a database server.*

For a Windows Installation

The prerequisites for an installation on a Windows platform are as follows:

If you are installing the Service Desk Management Server on a Windows 2000 Advanced Server or a Windows 2003 Advanced Server, you must disable the **Use Temporary Folders** checkbox in the Terminal Services Configuration screen. To access this screen, select **Start**→**Settings**→**Control Panel**→**Administrative Tools**→**Terminal Services**.

Figure 3-3 Disabling *Per Session* Use of the Temporary Folder for Windows Advanced Server



For an HP-UX Installation

The prerequisites for an installation on an HP-UX platform are as follows:

Hardware and Operating Systems

Before installing Service Desk 5.0 on an HP-UX 11.11 or HP-UX 11.23 platform, ensure that the appropriate patches are in place. These are available from the HP Resource Center, at:

<http://www.itrc.hp.com>

Registration is required to download patches from this site. You can run a patch assessment from this site.

Java Patches

Retrieve the HP-UX patches required for Java 1.4, including the quality pack, if one is installed on your system. The specific patches required depend on the HP-UX release used. Retrieve these from:

<http://www.hp.com/java>

IMPORTANT

Ensure you install the relevant patches for Java 1.4 only. Note that the Java Runtime Environment (JRE) version 1.4.2_08 is included in a Service Desk Management Server installation (Default, Typical), or a GUI Client installation. *Due to compatibility issues, do not install JRE version 1.5.*

Kernel Parameters

It is essential to tune your HP-UX system before running Service Desk. Use the System Administrator's Menu (SAM) to configure the kernel parameters.

For general information on configuring the kernel parameters for an Oracle database, refer to:

http://download-west.oracle.com/docs/html/A96167_01/pre.htm#i1076781

For information on configuring the kernel parameters for HP-UX platforms with an Oracle database, refer to:

http://download-west.oracle.com/docs/html/A96167_01/pre.htm#CHDCJDHI

(Registration and a support contract are required to access these sites.)

The parameters below are those recommended for a user running a typical single database instance on HP-UX. You may need to change the values per your application needs and the type of system you are working on. Refer to the following table to determine if your system shared memory and semaphore kernel parameters are set correctly. Use the `ipcs` command to obtain a list of the system's current shared memory and semaphore segments, and their identification numbers and owner.

The following kernel parameters have been used successfully in test situations on an HP-UX platform:

Table 3-5 HP-UX Kernel Parameters

Parameter	Value	Parameter	Value
max_thread_proc	3000	maxdsiz	2063835136
maxfiles	2048	maxfiles_lim	2048
maxusers	512	ncallout	6000
nfile	30000	nkthread	6000
nproc	2068	STRMSGSZ	65535
dbc_max_pct	25	maxfiles	8000
maxssiz	8388608	maxswapchunks	8192
max_thread_proc	3000	nproc	4116
maxuprc	512	msgctl	2046
msgmap	2048	msgssz	32
msgseg	32767	msgmnb	65535
msgmax	65535	msgmax	131070
msgmni	50	nflocks	3000
ninode	60000	npty	2024
nstrpty	1024	nstrtel	60
sema	1	semaem	16384
semmns	16384	semmni	2048
semmap	514	semmnu	1024
semume	200	semvmx	32767
shmем	1	shmmax	2147483647
shmmni	1024	shmseg	1024

Installing the Service Desk Management Server

This section covers installation of the HP OpenView Management Server on Windows and UNIX-based operating systems.

NOTE

For information on supported operating systems, supported databases, and hardware specifications, refer to “System Specifications and Requirements” on page 33.

For the latest information on supported operating systems, refer to the Service Desk 5.0 5.0 Supported Platforms list, at:

<http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN018535>

Install Procedure

A client is installed with the Service Desk Management Server

The install process for the Service Desk Management Server includes a GUI client installation, which is installed on the server machine. There is therefore no need for a separate installation of a GUI client on the management server machine.

Initial Steps

This section describes the install procedure up to the point where you select an installation type (**Default**, **Upgrade**, or **Secondary Server**) and within each of these, a **Typical** or **Custom** setup type. The remaining installations are described separately (see Step 6 below).

1. Locate the execution file. The execution file is named

`server_<revision>_setup.exe` (Windows platforms)

or

`server_<revision>_setup.bin` (UNIX-based platforms)

where `revision` refers to the build identifier, for example `5.00.722`. The file is located in the root directory of the install medium (DVD)

2. To start the install process, double-click the execution file (Windows platforms) or type `server_<revision>_setup.bin` from the command line (UNIX-based platforms).

NOTE

At this stage, the installer may display a dialog concerning antivirus applications currently active on your system. For more information, see “The HP OpenView Installer – Overview” on page 48.

The HP OpenView Installer Introduction Window is displayed. The installer prompts you to use the install configuration file or decline to use it. For information on the install configuration file, see “Install Screen Overview” on page 52. Service Desk displays the name of the source folder that contains the components that will be installed, and the location of the installation log file.

3. The **License Agreement** window is displayed. Click **I accept the terms of this License Agreement**.
4. From the **Select Group** window, you select an installation type. The options are **Default**, **Upgrade** and **Secondary Server**. Within each of these options, you can select a **Typical** or a **Custom** installation. Note that with a custom installation some components are mandatory – see “Before You Start – Install Scenarios and Install Flow” on page 72 and the overview in Table 3-2 on page 73.
 - **Default Installation:** select this option to install the Service Desk Management Server and client components, and create a database. This option also installs the HP OpenView Certificate Server, which is used to authenticate users. You should install one Certificate Server on a network configuration. For the remaining installations on the same network, select the Secondary Server option.

- **Secondary Server (without Certificate Server):** select this option to install the Service Desk Management Server and client components on the remaining network instances after you have performed a default installation. This option does not install the HP OpenView Certificate Server.
 - **Upgrade:** select this option if you want to upgrade the current software components and upgrade the database.
5. For each installation option, a **Setup Type** window allows you to select a **Typical** or a **Custom** installation type. Select one of these options.
 6. Based on the choice you made above, select one of the items in the list below.
 - “Default Typical Installation” on page 87.
 - “Default Custom Installation” on page 89.
 - “Upgrade Typical Installation” on page 93
 - “Upgrade Custom Installation” on page 95
 - “Secondary Server Typical Installation” on page 97
 - “Secondary Server Custom Installation” on page 98

Default Typical Installation

The starting point for a Default Typical installation is the **Setup Type** screen where you have selected this type of installation.

1. The installer prompts you to select the location of the application and data folders. In each case, click the **Browse** button and navigate to the target folder. *This screen is displayed only for the first Service Desk component you install on the target computer, and is not available on UNIX-based platforms.*
2. From the **Apache Web Server Configuration** window, Service Desk suggests the default port (80) for the Apache Web Server. Use this value or select another port. Note the instructions regarding this topic displayed on screen.
3. From the **Server Configuration** window, choose the database you want to use. The current options are **Oracle** or **Microsoft MS SQL Server**.

4. A second **Server Configuration** window allows you to select an existing user or create a new user.

Select **Create New Database User** to create a new user account for a new database. If you select **Use Existing Database User** for an Oracle database, the user account for ServiceDesk and the associated tablespace(s) should already exist; for an MS SQL Server database, the database for use with Service Desk, and the associated user(s) should already exist.

If you select **Create New Database User**, go to the next step. If you selected **Use Existing Database User** go to Step 6.

5. The next two screens allow you to enter information on the administrator account and the database user:
 - In the **Server Configuration** window (**Enter your administrator account information**), enter your administrator account details (Username, Password, Host, and Instance). These are required to log onto the database and create a user (Oracle).
 - In the **Server Configuration** window (**Enter the database user account information**), enter the new user's details (Username, Password).

Enter the required information in each window and then go to Step 8.

6. You chose to use an existing database user. You now specify the database initialization preferences in a **Server Configuration (Choose Database Initialization Preferences)** window. The options are **Primary Server Installation** or **Secondary Server Installation**. As you are performing a default installation, select **Primary Server Installation**.
7. You now enter database server and database user account information.

In the **Server Configuration** window (**enter your database server information**), enter your database server details (Host, Instance).

In the **Server Configuration** window (**Enter the database user account information**) enter the user account information for the database user (Username, Password).
8. Service Desk checks to see if sufficient disk space is available on your installation drive. If there is insufficient disk space, the **Next** button is grayed and the install procedure cannot continue. In this case click

the **Previous** button, create additional disk space and click the **Next** button to run the disk check again. You can also cancel the installation, create additional disk space and then run the installation again. The **Install Checks** window displays information on the required and available disk space.

9. A **Pre-Install Summary** window displays a list of packages that are scheduled for installation or that are already installed. For information on the fields on this screen, see “Install Screen Overview” on page 52.
10. Click **Install** to continue the installation. The **Install Progress** window is displayed. The installation can take several hours to complete. If the installation fails, you can roll back all installed packages.

Default Custom Installation

The starting point for a Default Custom installation is the **Setup Type** window, where you selected this installation type.

1. The installer prompts you to select the location of the application and data folders. In each case, click the **Browse** button and navigate to the target folder. *This screen is displayed only for the first Service Desk component you install on the target computer, and is not available on UNIX-based platforms.*
2. Click **Next** to display a **Select Features** screen that displays the items you can install. For an overview of the available options, see Table 3-2.

Click the checkboxes to select the features you want to install.

3. From the **Apache Web Server Configuration** window, Service Desk suggests the default port (80) for the Apache Web Server. Use this value or select another port as specified in the screen instructions.
4. From the **Server Configuration** window, choose the database you want to use. The current options are **Oracle** or **Microsoft MS SQL Server**.
5. A second **Server Configuration** window allows you to select an existing user or create a new user.

Select **Create New Database User** to create a new user account for a new database. If you select **Use Existing Database User** for an Oracle database, the user account for ServiceDesk and the associated

tablespace(s) should already exist; for an MS SQL Server database, the database for use with ServiceDesk, and the associated user(s) should already exist.

If you selected **Create New Database User**, now go to the next step. If you selected **Use Existing Database User**, go to Step 11.

6. The following two screens allow you to enter information on the administrator account and the database user:
 - In the **Server Configuration** window (**Enter your administrator account information**), enter your administrator account details (Username, Password, Host, and Instance). These are required to log onto the database.
 - In the **Server Configuration** window (**Enter the database user account information**), enter the new user's details (Username, Password).

NOTE

Step 7 refers to a Service Desk Management Server installation for a new user on an MS SQL Server Database. If you are using an Oracle database for the installation go to Step 8.

7. In the **Server Configuration** window (**Microsoft SQL Server database information**) you specify parameters for the MS SQL Server database.
 - **Database** and **Filename**: based on the user name, the installer suggests a name for the database and a name for the database file. For each field, accept the defaults or modify the name.
 - **Size**: the suggested size of the database file. If you are installing a demo (sample) database, the value you enter should be greater than the default 50 Mb.

Enter a value and specify the size in KB (default), MB, or GB.
 - **File growth**: refers to the autogrow increment of the database file. Enter a value and specify the size in KB (default), MB, or GB.
 - **Log filename**: the installer suggests a name for the database log file. Accept the default or modify the name.

- **Log size** the suggested size of the logfile.
- **Log file growth** refers to the autogrow increment of the log file. Enter a value and specify the size in KB (default), MB, or GB.

Now go to Step 13.

8. In the **Server Configuration** window (**Application default tablespace information**), specify information required to create the tablespace for the default application user. You can create a new tablespace or use an existing tablespace.

If you select **Create New Database Tablespace**, enter the following values:

- **Tablespace:** do not use spaces or periods
 - **Data File:** do not use spaces or periods
 - **Size:** specify the size in KB (default), MB, or GB
 - **Next Extent:** specify the extent in KB (the default), MB, or GB
9. In the **Server Configuration** window (**Application index tablespace information**), you specify information required to create the tablespace for the index application user. You can create a new tablespace or use an existing tablespace.

If you select **Create New Database Tablespace**, enter the following values:

- **Tablespace:** do not use spaces or periods
- **Data File:** do not use spaces or periods
- **Size:** specify the size in KB (default), MB, or GB
- **Next Extent:** specify the extent in KB (default), MB, or GB

If you select **Use Existing Database Tablespace**, click the radio button for this option and select a value from the drop-down list.

10. In the **Server Configuration** window (**Application temporary tablespace information**), specify the information required to create the tablespace for the temporary application user. You can create a new tablespace or use an existing tablespace.

If you select **Create New Database Tablespace**, enter the following values:

- **Tablespace:** do not use spaces or periods
- **Data File:** do not use spaces or periods
- **Size:** specify the size in KB (default), MB, or GB
- **Next Extent:** specify the extent in KB (default), MB, or GB

If you select **Use Existing Database Tablespace**, click the radio button for this option and select a value from the drop-down list.

11. You chose to use an existing database user, so you now specify your database initialization preference in a **Server Configuration window (choose database initialization preferences)**. The options are **Primary Server Installation** or **Secondary Server Installation**. As you are performing a default installation, select **Primary Server Installation**.
12. For both a Primary or Secondary Server Installation, the following two screens allow you to enter database server and database user account information.
 - In the **Server Configuration window (Enter your database server information)**, specify your database server details (Host, Port, Instance) .
 - In the **Server Configuration window (Enter the database user account information)** enter a username and password details for the database user.
13. In addition to the ITP server for communication with the client, the Service Desk Management Server includes an HTTP server (for communication with the Service Desk Load Object component) and an SMTP server (for handling incoming email from the client). The **Server Configuration window (Enter the Server settings)** allows you to activate these built-in servers and specify the port values.
 - **ITP port:** The default value is 30999.
 - **Enable HTTP protocol:** Click this check box on and enter a value in the **HTTP port** field. The default value is 30980.
 - **Enable SMTP protocol:** To enable this server, click the check box on and enter a value in the **SMTP** field. The default is 25.

- **Enable multiple server environment:** click this check box on to enable client load balancing.
 - **Accept console clients:** this option is selected by default. If you want to cancel this option, for example in the case of a dedicated Service Desk Management Server installation, click this checkbox off.
14. Service Desk checks to see if sufficient disk space is available on your installation drive. If there is insufficient disk space, the **Next** button is grayed and the install cannot continue. In this case click the **Previous** button, create additional disk space and click the **Next** button to run the disk check again. You can also cancel the installation, create additional disk space and then run the installation again.

The **Install Checks** window displays information on the required and available disk space.

15. A **Pre-Install Summary** window displays a list packages that will be installed, and the location of the application and data directories. For information on the fields on this screen, see “Install Screen Overview” on page 52.
16. Click **Install** to continue the installation. The **Install Progress** window is displayed. The installation can take several hours to complete. If the installation fails, you can roll back all installed packages.

Upgrade Typical Installation

The starting point for an Upgrade Typical installation is the **Setup Type** screen where you have selected this type of installation.

NOTE

You are upgrading from an existing installation, so you cannot select the location of the application and data folders.

1. From the **Apache Web Server Configuration** window, Service Desk suggests the default port (80) for the Apache Web Server. Use this value or select another port. Note the instructions regarding this topic displayed on screen.

2. From the **Server Configuration** window, choose the database you want to use. Select **Oracle** or **Microsoft MS SQL Server**.
3. A second **Server Configuration** window allows you to select an existing user or create a new user.

Select **Use Existing Database User** to use an existing account. If you select **Use Existing Database User** for an Oracle database, the user account for ServiceDesk and the associated tablespace(s) should already exist. If you select **Use Existing Database User** for a SQL Server database, the database for use with ServiceDesk, and the associated user(s) should already exist.

4. You now specify the database initialization preference in a **Server Configuration (Choose Database Initialization Preferences)** window. The options are: **Primary Server Installation** or **Secondary Server Installation**.

Select **Primary Server Installation** if you also want to upgrade the database; otherwise select **Secondary Server Installation**

5. You now enter database server and database user account information. The screens are identical for the Primary and Secondary Server installations.

In the **Server Configuration window (enter your database server information)**, enter your database server details (Host, Instance).

In the **Server Configuration window (Enter the database user account information)** enter the user account information for the database user (Username, Password).

6. Service Desk now checks to see if sufficient disk space is available on your installation drive. If there is insufficient disk space, the **Next** button is grayed and the install procedure cannot continue. In this case click the **Previous** button, create additional disk space and click the **Next** button to run the disk check again. You can also cancel the installation, create additional disk space and then run the installation again.

The **Install Checks** window displays information on the required and available disk space.

7. A **Pre-Install Summary** window now displays a list of packages that are scheduled for installation or that are already installed. For information on the fields on this screen, see “Install Screen Overview” on page 52.

8. Click **Install** to continue the installation. The **Install Progress** window is displayed. The installation can take several hours to complete. If the installation fails, you can roll back all installed packages.

Upgrade Custom Installation

The starting point for a Upgrade Custom installation is the **Setup Type** window, where you selected this installation type.

NOTE

You are upgrading from an existing installation, so you cannot select the location of the application and data folders.

1. Click **Next** to display a **Select Features** screen that displays the items you can install. For an overview of the available options, see Table 3-2.

Click the checkboxes to select the features you want to install.

2. From the **Apache Web Server Configuration** window, Service Desk suggests the default port (80) for the Apache Web Server. Use this value or select another port as specified in the screen instructions.
3. From the **Server Configuration** window, choose the database you use. Select **Oracle** or **Microsoft MS SQL Server**.
4. A second **Server Configuration** window allows you to select an existing user or create a new user.

Select **Use Existing Database User**. If you select **Use Existing Database User** for an Oracle database, the user account for ServiceDesk and the associated tablespace(s) should already exist. If you select **Use Existing Database User** for a SQL Server database, the database for use with ServiceDesk, and the associated user(s) should already exist.

5. You now specify your database initialization preference in a **Server Configuration window (choose database initialization preferences)**. The options are **Primary Server Installation** or **Secondary Server Installation**.

Select **Primary Server Installation** if you also want to upgrade the database; otherwise select **Secondary Server Installation**

6. For both a Primary or Secondary Server Installation, the following two screens allow you to enter database server and database user account information.
 - In the **Server Configuration window (Enter your database server information)**, specify your database server details (Host, Port, Instance) .
 - In the **Server Configuration window (Enter the database user account information)** enter a username and password details for the database user.
7. In addition to the ITP server for communication with the client, the Service Desk Management Server includes an HTTP server (for communication with the Service Desk Load Object component) and an SMTP server (for handling incoming email from the client). The **Server Configuration window (Enter the Server settings)** allows you to activate these built-in servers and specify port values.
 - **ITP port:** The default value is 30999.
 - **Enable HTTP protocol:** Click this check box on and enter a value in the **HTTP port** field. The default value is 30980.
 - **Enable SMTP protocol:** To enable this server, click the check box on and enter a value in the **SMTP** field. The default is 25.
 - **Enable multiple server environment:** click this check box on to enable client load balancing.
 - **Accept console clients:** this option is selected by default. If you want to cancel this option, for example in the case of a dedicated Service Desk Server installation, click this checkbox off.
8. Service Desk now checks to see if sufficient disk space is available on your installation drive. If there is insufficient disk space, the **Next** button is grayed and the install cannot continue. In this case click the **Previous** button, create additional disk space and click the **Next** button to run the disk check again. You can also cancel the installation, create additional disk space and then run the installation again.

The **Install Checks** window displays information on the required and available disk space.

9. A **Pre-Install Summary** window displays a list packages that will be installed, and the location of the application and data directories. For information on the fields on this screen, see “Install Screen Overview” on page 52.
10. Click **Install** to continue the installation. The **Install Progress** window is displayed. The installation can take several hours to complete. If the installation fails, you can roll back all installed packages.

Secondary Server Typical Installation

The starting point for a Secondary Server Typical installation is the **Setup Type** screen where you have selected this option.

1. The installer prompts you to select the location of the application and data folders. In each case, click the **Browse** button and navigate to the target folder. *This screen is displayed only for the first Service Desk component you install on a specific computer, and is not available on UNIX-based platforms.*
2. From the **Apache Web Server Configuration** window, Service Desk suggests the default port (80) for the Apache Web Server. Use this value or select another port as specified in the screen instructions.
3. From the **Server Configuration** window, choose the database you want to use. Select **Oracle** or **Microsoft MS SQL Server**.
4. A second **Server Configuration** window allows you to select an existing user or create a new user.

Select **Use Existing Database User**. If you select **Use Existing Database User** for an Oracle database, the user account for ServiceDesk and the associated tablespace(s) should already exist. If you select **Use Existing Database User** for a SQL Server database, the database for use with ServiceDesk, and the associated user(s) should already exist.

5. Specify the database initialization preference in a **Server Configuration (Choose Database Initialization Preferences)** window. Choose **Secondary Server Installation**. In this case the installation program connects to an existing database that has been initialized by a primary server installation. The user, tablespace, and tables already exist, so you do not need to create tables.

6. You now enter database server and database user account information.

In the **Server Configuration window (enter your database server information)**, enter your database server details (Host, Instance).

In the **Server Configuration window (Enter the database user account information)** enter the user account information for the database user (Username, Password).

7. Service Desk now checks to see if sufficient disk space is available on your installation drive. If there is insufficient disk space, the **Next** button is grayed and the install procedure cannot continue. In this case click the **Previous** button, create additional disk space and click the **Next** button to run the disk check again. You can also cancel the installation, create additional disk space and then run the installation again.

The **Install Checks** window displays information on the required and available disk space.

8. A **Pre-Install Summary** window displays a list of packages that are scheduled for installation or that are already installed. For information on the fields on this screen, see “Install Screen Overview” on page 52.
9. Click **Install** to continue the installation. The **Install Progress** window is displayed. The installation can take several hours to complete. If the installation fails, you can roll back all installed packages.

Secondary Server Custom Installation

The starting point for a Secondary Server Custom installation is the **Setup Type** window, where you selected this installation type.

1. The installer prompts you to select the location of the application and data folders. In each case, click the **Browse** button and navigate to the target folder. *This screen is displayed only for the first Service Desk component you install on a specific computer, and is not available on UNIX-based platforms.*
2. Click **Next** to display a **Select Features** screen that displays the items you can install. For an overview of the available options, see Table 3-2.

Click the checkboxes to select the features you want to install.

3. From the **Apache Web Server Configuration** window, Service Desk suggests the default port (80) for the Apache Web Server. Use this value or select another port as specified in the screen instructions.
4. From the **Server Configuration** window, choose the database you want to use. Select **Oracle** or **Microsoft MS SQL Server**.
5. A second **Server Configuration** window allows you to select an existing user or create a new user.

Select **Use Existing Database User**. If you select **Use Existing Database User** for an Oracle database, the user account for ServiceDesk and the associated tablespace(s) should already exist. If you select **Use Existing Database User** for a SQL Server database, the database for use with ServiceDesk, and the associated user(s) should already exist.

6. Specify the database initialization preference in a **Server Configuration window (choose database initialization preferences)**. Choose **Secondary Server Installation**. In this case the installation program connects to an existing database that has been initialized by a primary server installation. In the case of an Oracle database, the user, tablespace, and tables already exist, so you do not create tables; for MS SQL Server, you do not need to enter the database settings.
7. You now enter database server and database user account information.
 - In the **Server Configuration window (Enter your database server information)**, specify your database server details (Host, Port, Instance).
 - In the **Server Configuration window (Enter the database user account information)** enter a username and password details for the database user.
8. In addition to the ITP server for communication with the client, the Service Desk Management Server includes an HTTP server (for communication with the Service Desk Load Object component) and an SMTP server (for handling incoming email from the client). The **Server Configuration window (Enter the Server settings)** allows you to activate these built-in servers and specify the port values.
 - **ITP port:** The default value is 30999.

Installing the Service Desk Management Server

- **Enable HTTP protocol:** Click this check box on and enter a value in the **HTTP port** field. The default value is 30980.
 - **Enable SMTP protocol:** To enable this server, click the check box on and enter a value in the **SMTP** field. The default is 25.
 - **Enable multiple server environment:** click this check box on to enable client load balancing.
 - **Accept console clients:** this option is selected by default. If you want to cancel this option, for example in the case of a dedicated Service Desk Server installation, click this checkbox off.
9. Service Desk now checks to see if sufficient disk space is available on your installation drive. If there is insufficient disk space, the **Next** button is grayed and the install cannot continue. In this case click the **Previous** button, create additional disk space and click the **Next** button to run the disk check again. You can also cancel the installation, create additional disk space and then run the installation again.

The **Install Checks** window displays information on the required and available disk space.

10. A **Pre-Install Summary** window displays a list packages that will be installed, and the location of the application and data directories. For information on the fields on this screen, see “Install Screen Overview” on page 52.
11. Click **Install** to continue the installation. The **Install Progress** window is displayed. The installation can take several hours to complete. If the installation fails, you can roll back all installed packages.

Post-Installation

The installer automatically creates the following account:

Table 3-6

Name	system
Password	openview
ServerName	localhost

Starting and Stopping the Service Desk Management Server

The install process automatically starts the Service Desk Management Server. To check the status of the server, type the following from the command line:

```
ovc -status
```

Figure 3-4

Currently Running Components

```

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\WINDOWS\system32>ovc -status
ovcd          OU Control                CORE          <1684>    Running
ouloginsv    OU Login Server                   JAVA          <1784>    Running
ovobs        OU Object Server                   OBS           <1784>    Running
ousdna       OU SLM OUSD Metric Adapter         SLM           <3676>    Running
ovcs         OU Certificate Server              SERVUER       <296>    Running
ovapacheft  OU Apache(A) WebServer Service     WEB           <2868>    Running
oubhcbch    OU Communication Broker            CORE          <1912>    Running
ovsdreport  OU Service Desk Reporting           SDREPORT     <3152>    Running
ovsdslm     OU Service Level Management         SLM           <3176>    Running
outoncatA  OU Tomcat(A) Servlet Container Service WEB <3428>    Running

C:\WINDOWS\system32>_

```

This command will give you a view of all components registered with the OpenView Control service, similar to the list shown in Figure 3-4, “Currently Running Components.”

The commands for starting and stopping the Service Desk Management Server are as follows:

```
ovc -start
```

```
ovc -stop
```

For more information on the `ovc` command, see the *Service Desk Online Help*.

NOTE

In a multiple-server installation of the Service Desk Management Server, only one server is required for processes such as Service Desk Reporting. For information on registering and unregistering components installed by the Service Desk Management Server, see the chapter on Multiple Service Desk Management Servers in the *HP OpenView Service Desk Administrator's Guide*.

Editing the Management Server Settings

To view or modify the server settings:

1. Locate and run the following file:

- UNIX-based operating systems

```
/opt/OV/bin/OvObsServerSettingsEditor
```

- Windows operating systems

```
C:\Program Files\HP OpenView\  
bin\OvObsServerSettingsEditor
```

Alternatively, click the following option in the Start menu:

Start→Programs→HP OpenView→Edit Server Settings

For more information on configuring the server settings, see the *HP OpenView Service Desk Administrator's Guide*.

Accessing the Server Monitor

The Server Monitor program is a tool that allows you to view the status and performance of the Service Desk Management Server.

To access the Server Monitor,

1. Locate and run the following file:

- UNIX-based operating systems:

`/opt/OV/bin/OvObsServerMonitor`

- MS Windows Operating Systems:

`C:\Program Files\HP OpenView\bin\OvObsServerMonitor`

2. Select the management-server instance you want to monitor from the list of host names displayed in the **Address** drop-down menu.

For more information on using the Server Monitor, see the *Information for Administrator* section of the *HP OpenView Service Desk Online Help*.

4 **Installing a Service Desk Client**

In This Chapter

This chapter discusses the following topics:

- How to perform a GUI Client installation using the installation DVD or installing from a network location.
- How to perform a client installation using Java Web Start.
- How to access the OpenView Service Desk console from a browser, using the Web Console.
- An overview of the client settings editor. This information is covered in detail in the *HP OpenView Service Desk Online Help*.

Accessing the OpenView Service Desk console

In Service Desk, the following options are available for accessing the OpenView Service Desk console:

- Install a **GUI Client** using the installation DVD, or install from a network location.

See “Installing a GUI Client” on page 108.

- Install a GUI client using **Java Web Start**. This technology allows users to install a client by clicking a link on a web browser. Java Web Start is installed, during which the components required for a client installation are downloaded and cached. A user launches the OpenView Service Desk console by clicking a browser link or a desktop icon.

See “Install a GUI Client using Java Web Start” on page 114’.

- Use the **Web Console** (Web UI) option to access the OpenView Service Desk console. In this case the user logs onto the console by entering a URL in a browser.

See “Using the OpenView Web Console to access a Client” on page 112.

- Install **Service Pages**, which provides web-based access to the OpenView Service Desk console for limited client functionality.

See Chapter 5, “Installing Service Pages,” on page 119.

Before You Install a Client

Before you start the install procedure:

- Read Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0” and especially the section “The HP OpenView Installer – Overview” on page 48 – this contains a description of the HP OpenView Installer, which is used to install the GUI Client.
- See “System Specifications and Requirements” on page 33 for general information on install prerequisites for HP OpenView Service Desk components.

Installing a GUI Client

1. Locate the executable installation file. The execution file is located in the media root directory. The files are named as follows:

`client_<revision>_setup.bin` (UNIX-based operating systems)

or

`client_<revision>_setup.exe` (Windows operating systems)

where `revision` refers to the build identifier, for example `5.00.722`.

2. To start the install process, double-click the execution file (Windows platforms) or type `client_<revision>_setup.bin` from the command line (UNIX-based platforms).
3. The **Introduction window** of HP OpenView Installer is displayed. If you previously installed Service Desk components on the target machine, the install wizard prompts you to use the install configuration file or decline its use. For information on this file, see “Install Screen Overview” on page 52.
4. The HP OpenView Installer now starts and guides you through the install process. The process follows the standard HP OpenView install process. The table below outlines the install phases. For a full description of the standard install procedure for Service Desk components, see “Install Screen Overview” on page 52.

Overview of the Component Install Procedure

The HP OpenView Installer is used to install service desk components, with the exception of the Java Web Start client installation, and the Web Console client interface.

The phases of the install procedure are shown in the table below. While you are installing, the arrow on the left side of the screen (see the figure below) indicates the current install phase.

NOTE

If you are installing a component on a UNIX-based operating system, you cannot select the location of the application and data folders.

On a Windows platform, if you are installing a Service Desk component for the first time on a machine that does not contain any Service Desk components, the installer prompts you to navigate to target locations for component and data. This dialog will not appear for subsequent installations on the same machine.

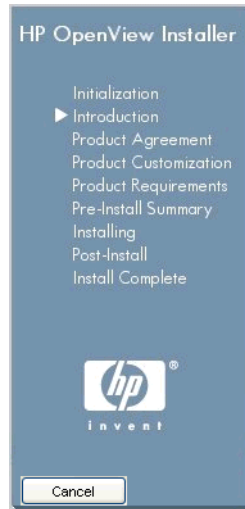
Table 4-1 Install Procedure Overview

Install Phase	Install Action
Initialization	Extracts the setup procedure. Prompts you to use a configuration file. This prompt appears only if you have already installed one or more Service Desk components at the current install location.
Introduction	Displays the location of the source files for installation and the location of the install log file.
Product Agreement	Prompts you to accept or decline the product license agreement.
Product Customization	Prompts you to select a default installation or select separate packages.
Product Requirements	Performs a check for required disk space.
Pre-Install Summary	Displays a tree view of items that will be installed or that are required but already installed.
Installing	Displays the progress of the installation. The installer displays the name of each package as it is installed. Click the <code>Details</code> tab to display a tree view of the install packages.

Table 4-1 **Install Procedure Overview (Continued)**

Install Phase	Install Action
Post-Install	The installer creates an uninstall mechanism for the package you have just installed.
Install Complete	Informs you that installation has been successful. Prompts you to view the installation log file (HTML format).

Figure 4-1 **Indicating the Install Phase**



The arrow shows the current phase of installation.

Editing Client Settings

Edit the client settings using the client settings editor. The client settings editor allows you to:

- View information on installation folders, user folder, and data folders
- Modify, create, and remove accounts, if you have the appropriate permissions.

To open the client settings editor:

1. Locate and run the following file:

- UNIX-based operating systems

`/opt/OV/bin/OvObsClientSettingsEditor`

- Windows Operating Systems

`C:\Program Files\HP OpenView\
bin\OvObsClientSettingsEditor`

Alternatively, click the following option in the Start menu:

Start→**Programs**→**HP OpenView**→**Edit Client Settings**

For more information on using the client setting editor, see the *Information for Administrator* section of the *HP OpenView Service Desk Online Help*.

Using the OpenView Web Console to access a Client

This section provides information on the following topics:

- Prerequisites for using the OpenView Web Console
- How to access a client using the OpenView Web Console.
- A summary overview of the OpenView Web Console's main features.

Where to find more information: The *HP OpenView Service Desk Administrator's Guide* contains information on web console architecture, routine administration tasks, and configuration tasks. The *HP OpenView Service Desk Online Help* contains information on using the Web Console.

Prerequisites for using the OpenView Web Console

The components required to use the web console are installed when you install the HP OpenView Service Desk Management Server. A separate installation is not required.

For information on supported browsers, see “Web Browser Support” on page 34.

Accessing the Service Desk Client Using the Web Console

To access the SD Client through the web console:

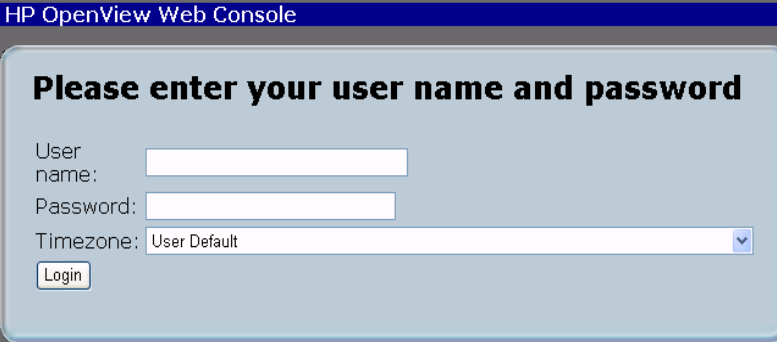
1. Ensure that the Service Desk Management Server is running.
2. Start your browser and enter the following URL:

```
http://<localhost>/ovportal
```

where <localhost> is the hostname of your Service Desk Management Server.

3. On the web console login page, enter a username and password and click the **Login** button as shown in Figure 4-2.

Figure 4-2 Web Console Login



HP OpenView Web Console

Please enter your user name and password

User name:

Password:

Timezone: User Default

About the Web Console

The web console provides access through a web GUI to the Service Desk application. It offers users a personalized, remote view of the managed environment.

A brief overview of the Web Console's features is provided below. For a full description of features, see the *HP OpenView Service Desk Administrator's Guide*.

The following features are available:

- Much of the functionality available in the full GUI client
- Remote access to data from a web browser
- Minimal configuration and administration
- Provides a personalized view - a variety of portal skins are available, based on cascading stylesheets
Data filtering, and access to actions based on the user's role as defined in the Java version of the HP OpenView console is available.

Install a GUI Client using Java Web Start

Benefits of Using Java Web Start

The key benefits of Java Web Start are:

- A separate installation of a GUI Client is not required. This offers you considerable flexibility, for example, you can email users the URL of the site from which they can start the Java Web Start install procedure.
- User receive instant and transparent roll outs and deployment of new versions or updates, so the most current version of the application is always presented to the user.

IMPORTANT

The `ovconsolecmd` utility is only available from the command line when the HP OpenView console is installed locally. If you are running the console using Java Web Start and want to execute `ovconsolecmd` utility from the command line, you should launch a GUI client on the Service Desk Management Server host computer.

NOTE

For general information on Java Web Start, see:

<http://java.sun.com/products/javawebstart/index.jsp>

Prerequisites for Accessing a Console with Java Web Start

- The Java Web Start Application
Java Web Start is automatically installed with the Java Runtime Environment, version 1.4.2 and higher. Ensure that version **1.4.2_08** of the JRE is present on the client machine. *Due to compatibility issues, do not install JRE version 1.5.*

For information on downloading the JRE, see:

<http://www.java.com/en/download/manual.jsp>.

To test which version of JRE is on a client machine, see:

<http://www.java.com/en/download/installed.jsp>

Install Java Web Start

1. Ensure that the HP OpenView Service Desk Management Server you want to use is running and accessible.
2. Ensure that JRE version 1.4.2_08 is installed on your client machine.
3. If you are using a UNIX-based client, set the environment variable for the JRE before starting the browser; for example:

```
NPX_JRE_PATH=/usr/java1.4.2_08
```

4. From the client machine, start a browser and open the OpenView Web Start page on the Management Server. The URL is:

<http://<UI server>/ovconsole>

where *<UI server>* is the hostname of your Management Server.

5. Click the **Start HP OpenView Console** link. This directs you to **<http://<UI server>/jnlp/ovconsole.jnlp>**.

6. The install procedure starts, during which a the following security dialogs appear:

Figure 4-3 **Java Web Start – Access Prompt**



Figure 4-4 **Java Web Start – Integration Prompt**

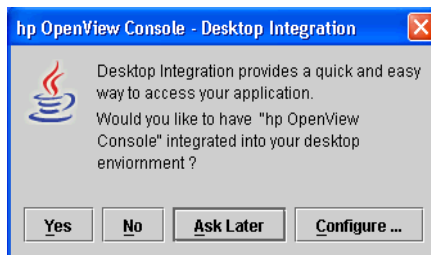


Figure 4-5

Java Web Start – Trusted Site Verification Prompt

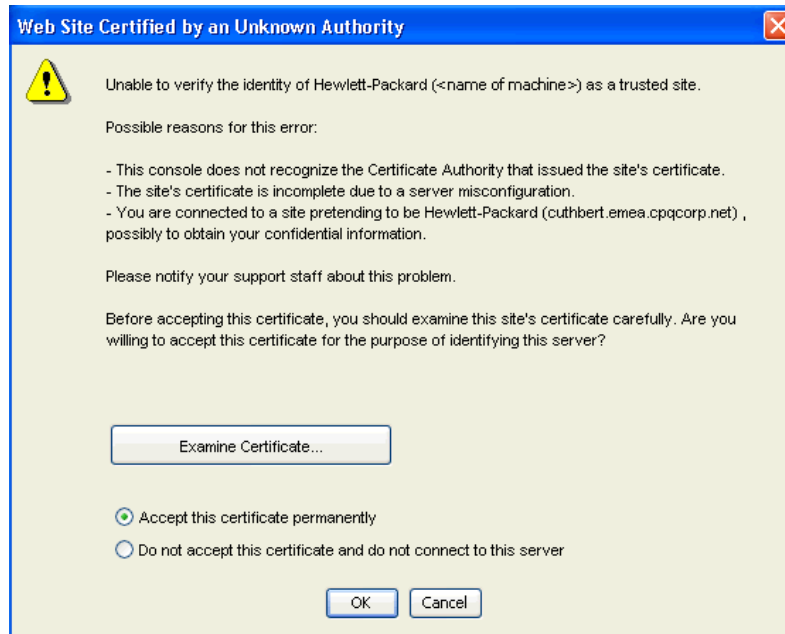
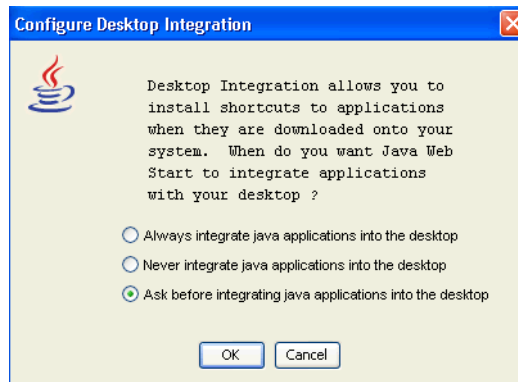


Figure 4-6



Notes on using Java Web Start with the OpenView Console:

- *jnlp file association*: at installation, Web Start configures the client's browser to associate the MIME type extension `jnlp` with the Web Start Application Manager.

Install a GUI Client using Java Web Start

- *File caching*: at installation, the relevant component files are downloaded from the server to the Web Start cache on the client machine. Each time the user starts the OpenView Console using Web Start, the cached files are checked and updated as required from the Management Server.
- *Configuring Web Start (version 1.4.x)*: you can view and adjust the Web Start settings in the Web Start Application Manager. To start version 1.4.x of the Application Manager, choose **Start**→**Programs**→**Java Web Start** from the Programs menu. The settings you can change from the Application Manager Main Menu are listed below.

Table 4-2 **Configuring Web Start for versions 1.4.x**

To do this..	Choose this menu option
View Web Start version details	Help → About Java Web Start
Create a desktop link to the OpenView Console.	File → Preferences → Shortcuts . Select an option for integrating the application with your desktop.
View the JRE version used by Web Start. Enable/disable JRE versions.	File → Preferences → Java
Change proxy settings	File → Preferences → General

5 **Installing Service Pages**

In This Chapter

This chapter discusses how to install Service Pages from the installation DVD or from a network location.

Service Pages is a web-based application that provides a simplified front end to the Service Desk Management Server, with limited Service Desk functionality. To access Service Pages, the user clicks a link on a web browser. Typically, this is done from a client machine with access to the Service Desk Management Server.

Using Service Pages you can:

- Create, view and edit service calls
- Create, view and edit incidents
- View and edit problems
- View and edit changes
- View and edit work orders
- Create new accounts and modify passwords

Before You Install Service Pages

Before you start the install procedure:

- Read Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0” and especially the section “The HP OpenView Installer – Overview” on page 48 – this contains a description of the HP OpenView Installer, which is used to install the GUI Client.
- See “System Specifications and Requirements” on page 33 for general information on install prerequisites for HP OpenView Service Desk components.

Install Service Pages

You can install Service Pages on a machine with access to the Service Desk Management Server, or on the machine on which the Service Desk Management Server is installed.

1. The executable installation files are located in the media root directory. The files are named as follows:

`servicepages_<revision>__setup.bin` (UNIX-based operating systems)

or

`servicepages_<revision>__setup.exe` (Windows operating systems)

where `revision` refers to the build identifier, for example 5.00.722.

2. The **Introduction window** of the HP OpenView Installer is displayed. If you previously installed any Service Desk component, the install wizard prompts you to use the install configuration file or decline to use it. For information on this file, see “Install Screen Overview” on page 52.
3. The HP OpenView Installer now starts and guides you through the install process. The table below outlines the install phases. For a full description of the standard install procedure for Service Desk components, see “Install Screen Overview” on page 52.

NOTE

Service Pages installed with Service Desk 4.0 and earlier releases are not compatible with HP OpenView Service Desk 5.0 – you must install Service Pages for Service Desk 5.0. First uninstall the previous version and then install Service Pages for Service Desk 5.0. HTML pages that you have modified in previous versions can be used with Service Desk 5.0.

Overview of the Component Install Procedure

The HP OpenView Installer is used to install service desk components, with the exception of the Java Web Start client installation, and the Web Console client interface.

The phases of the install procedure are shown in the table below. While you are installing, the arrow on the left side of the screen (see the figure below) indicates the current install phase.

NOTE

If you are installing a component on a UNIX-based operating system, you cannot select the location of the application and data folders.

On a Windows platform, if you are installing a Service Desk component for the first time on a machine that does not contain any Service Desk components, the installer prompts you to navigate to target locations for component and data. This dialog will not appear for subsequent installations on the same machine.

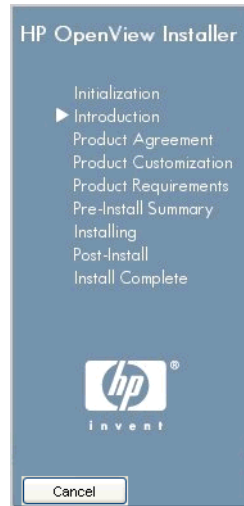
Table 5-1 **Install Procedure Overview**

Install Phase	Install Action
Initialization	Extracts the setup procedure. Prompts you to use a configuration file. This prompt appears only if you have already installed one or more Service Desk components at the current install location.
Introduction	Displays the location of the source files for installation and the location of the install log file.
Product Agreement	Prompts you to accept or decline the product license agreement.
Product Customization	Prompts you to select a default installation or select separate packages.

Table 5-1 **Install Procedure Overview (Continued)**

Install Phase	Install Action
Product Requirements	Performs a check for required disk space.
Pre-Install Summary	Displays a tree view of items that will be installed or that are required but already installed.
Installing	Displays the progress of the installation. The installer displays the name of each package as it is installed. Click the <code>Details</code> tab to display a tree view of the install packages.
Post-Install	The installer creates an uninstall mechanism for the package you have just installed.
Install Complete	Informs you that installation has been successful. Prompts you to view the installation log file (HTML format).

Figure 5-1 **Indicating the Install Phase**



The arrow shows the current phase of installation.

Accessing an OpenView Console with Service Pages

- The Tomcat Servlet Container Service (ovtomcatA) and the Apache Web Server (ovapacheA) are installed during the service pages install procedure, and start automatically when the service pages installation is complete.

To check the status of the above components, type the following from the command line:

```
ovc -status
```

- To start the Service Pages application, start your web browser and enter the following address:

```
http://<hostname>/ServicePages
```

You must enter `ServicePages` in initial capitals as shown above.

Here `<hostname>` refers to the address of the machine on which you

installed Service Pages. If your web browser is installed on another machine, that is, if you access Service Pages from another machine, enter the address of the machine on which Service Pages is installed.

IMPORTANT

If you did not install Service Pages on the same machine as the Service Desk Management Server, you must enter the hostname of the Service Desk Management Server in the `web.xml` file. This file, which is created when you install Service Pages, contains initialization settings for the application. The `web.xml` file is located on the machine on which you installed Service Pages, at:

```
C:\Program Files\HP OpenView\www\webapps\Service  
Pages\WEB-INF\
```

(Windows operating systems)

or

```
/opt/OV/www/webapps/ServicePages/WEB-INF/
```

(UNIX-based operating systems)

The relevant section of the `web.xml` file is shown below. Open the `web.xml` file in a text editor. In the `param-value` (`localhost`) tag, enter the name of the machine on which the Service Desk Management Server is installed.

```
<context-param>  
<param-name>sd_application_server</param-name>  
<param-value>localhost</param-value>  
<description>  
The name of the application server this web application  
connects to.  
</description>  
</context-param>
```

NOTE

Although Service Pages has been developed with Internet Explorer, it uses standard technology, and should operate with any standards-compatible web browser.

Service Pages Documentation

For more information on configuring and using Service Pages, see the *HP OpenView Service Desk Administrator's Guide*.

Installing Service Pages

Install Service Pages

6 **Installing Service Desk Report Packs**

In This Chapter

This chapter discusses the following topics:

- The types of report available in HP OpenView Service Desk
- Extracting Service Desk Reports
- Installing Service Desk Reports
- Viewing Service Desk Reports
- A list of documentation related to Service Desk Reporting

About Service Desk Reports

Service Desk Reports allow you to assess the status of the IT infrastructure and IT services in your service desk or helpdesk. A report can show the current status, and indicate if it is improving or deteriorating. You can add value to customer reports by including information from a number of objects, which will give you a more complete overview of the situation.

To produce reports that provide a customized overview of information suitable for analysis, it may be necessary to use third-party reporting tools.

The table below shows the types of report you can generate in HP OpenView Service Desk.

Table 6-1 Service Desk Report Overview

Report Type	Description
Console	Define table, chart, card, and explorer views in order to create online printable data overviews.
Database	Contains reporting views for use with third-party reporting tools.
Analyzed Data	Track changes to selected Service Desk objects.
Service Desk Reports	Three reports types are available: Helpdesk Manager and Change Manager reports provide information on the Helpdesk Manager and Change Manager entities. Service Level Manager reports are a set of pre-configured reports customized for specific roles associated with the Service Level Manager process.

About Service Desk Reports

The Console, Database, and Analyzed Data report types are covered in the *HP OpenView Service Desk Administrator's Guide*.

The following sections consider **Service Desk Reports** only.

Service Desk Reporting

Service Desk Reporting consists of the following elements:

- An **HP OpenView Service Desk Management Server** installation. When you install the HP OpenView Service Desk Management Server, the Service Level Manager and Service Desk Report servers are also installed. These servers form an integral part of the Service Desk Report process.
- An **HP OpenView Performance Insight** core data warehouse installation (**MR 5.1** and **Service Pack 2**). This tool provides the basic reporting infrastructure for Service Desk Reporting. Using the Service Desk Report Packs, described below, the OpenView Performance Insight (OVPI) warehouse supports on-the-fly queries and out-of-the-box reports related to Service Level Manager, Helpdesk Manager and Change Manager.
- **Service Desk Report Packs**; these are available for Service Level Manager, Helpdesk Manager and Change Manager. These are extracted and installed on the OVPI server.
 - The **Service Level Manager Report Pack** contains out-of-the-box Service Level Manager (SLM) report templates that support various roles and responsibilities in the service delivery chain.
 - The **Helpdesk Manager Report Pack** contains out-of-the-box reports for incidents, problems, and service calls.
 - The **Change Manager Report Pack** contains out-of-the-box reports for Change Manager.

Installing Service Desk Reports

This section describes the install prerequisites and the sequence of install and configuration tasks required to set up Service Desk Reports in Service Desk.

Prerequisites

These are as follows:

- A full installation of the **HP OpenView Service Desk Management Server**. For information on installing the Management Server, see Chapter 3 “Installing a Service Desk Management Server”.
- A full installation of the **HP OpenView Performance Insight (OVPI)** core data warehouse (**MR 5.1** and **Service Pack 2**). This tool provides the basic reporting infrastructure for OVPI Service Desk Reporting. The OVPI supports on-the-fly queries and out-of-the-box reports using the Service Desk Report Packs.

For information on installing OVPI, see the *HP OpenView Performance Insight Installation Guide*.

NOTE

For Service Desk Reporting, the currently supported database server software for HP OVPI is Oracle 9.2.0.5. For the latest information, refer to the OVPI release notes.

-
- A set of **Report Packs** for Service Level Manager, Helpdesk Manager and Change Manager. These monitor the performance of the Helpdesk Manager, Change Manager, and Service Level Manager processes, and form part of the report generation process. You extract these to the OVPI Server and install them using the OVPI Package Manager.

Overview of Install Procedure

The list below is an overview of the steps involved in installing Service Desk Report Packs. The installation is described in detail in “Install Procedure” on page 136.

1. *Install the OVPI Data Warehouse*

Install the OVPI core data warehouse. See the *HP OpenView Performance Insight Installation Guide*.

2. *Extract Report Packs to the OVPI Server*

Extract the report packs to the OVPI Server. These are extracted from the installation DVD or from the OVPI network drive.

See “Install the Service Desk Report Packs” on page 136.

3. *Install Report Packs on the OVPI Server*

Using the Package Manager, install the report packs on the OVPI Server.

See “Install Service Desk Report Packs” on page 137.

4. *Configure the Service Desk Client for Service Desk Reporting*

This consists of the following steps:

(i) In the Service Desk Console, create a Report Connection Object that specifies your OVPI server parameters.

(ii) In the Service Desk Console, add the address of the DataFeeder server to the SLM Administration object.

See “Create an OVPI Report Connection in the Service Desk Client” on page 138 and “Configure the Data Feeder Hostname” on page 140.

5. *Set up Report Administration on the Service Desk Client*

Enable the Report Administration Workspace in Service Desk.

See “Enable the Report Administration Workspace” on page 140.

6. *Check the Reporting Servers (Management Server)*

Check the status of the SLM and Service Desk servers on the Management Server.

See “Check the Status of Reporting Daemons” on page 141.

7. *Export Helpdesk Manager and Change Manager Data to the OVPI Server*

Export Helpdesk Manager and Change Manager entities from the Management Server database to the OVPI database.

See the *HP OpenView Service Desk Administrator's Guide*.

8. *Export SLM Data to the OVPI Server*

Export the SLM entities from the Management Server database to the OVPI database.

See “Export the SLM Reporting Entities” on page 142.

9. *Set Up an Export Process for HelpdeskManager and Change Manager Reports*

Set up a process to periodically export Helpdesk Manager and Change Manager data from the Management Server database to the OVPI database.

See the *HP OpenView Service Desk Administrator's Guide*.

Install Procedure

The following sections describe the procedures for extracting, installing and configuring Service Desk Reports.

Install the OVPI Data Warehouse

1. Install the **HP OpenView Performance Insight (OVPI)** core data warehouse (**MR 5.1** and **SP2**).

The install procedure is described in detail in the *HP OpenView Performance Insight Installation Guide*.

2. If you are installing on an HP-UX server, run the `setup` command as a root user. Also check that the appropriate HP-UX patches are on your system. To check the patch status of your server, see:

```
http://www4.itrc.hp.com/service/patch/assessSystemsPage.do?BC=patch.breadcrumb.main
```

Install the Service Desk Report Packs

This consists of two steps:

- Install the software required to use the report packs on the OVPI server.
- Install Helpdesk Manager, Change Manager, and Service Level Manager report packs on the OVPI server

Install Software Required for Report Packs

The install process is as follows:

1. Insert the Service Desk installation DVD into a drive on the OVPI server machine and navigate to the reporting directory;

or

From the installation DVD, copy the reporting and packages folders to a directory on the OVPI server. Navigate to the reporting directory.

2. In the reporting directory, click the setup.exe file (Windows operating systems) or type setup.bin from the command line (UNIX-based operating systems).

Extract the Helpdesk Manager, Change Manager, and Service Level Management Report Packs to the OVPI Server

The extraction process is as follows:

1. Locate the setup.bat file on the **Reporting Solutions Dec 05** DVD.
2. Execute this file. This tool will copy the report packs to the OVPI \$PI_INSTALL_DIR/package folder.

NOTE

After extracting the report packs, remove some sections of the reporting XPL configuration file local_settings.ini. This file is located in the \$OvDataDir/conf/xpl/config/ folder.

Edit this file and delete the sections denoted by [dw.dataFeeder.xxx] and [dw.configSrv.xxx].

Install Service Desk Report Packs

1. If previous versions of the report pack are installed, uninstall these with the OVPI Package Manager.

IMPORTANT

The uninstall process will remove all existing Service Desk Reporting data and tables.

2. Launch the **OVPI Package Manager** and select **Install Package**.
3. Check the **Deploy Reports** box **on**.
4. For each report you want to install, check the appropriate Service Desk Reports pack check boxes *on*.
5. Uncheck the **Run OVPI Type Discovery** box.

For each report you have selected, the Package Manager copies the report files from the `packages` directory to the `reports` directory of your OVPI installation, and creates the tables required for the reporting processes.

Configure the Service Desk Client for Service Desk Reporting

This consists of the following procedures on the Service Desk Client:

- Creating a Report Connection
- Configuring the Data Feeder Hostname
- Enabling the Report Administration workspace

Create an OVPI Report Connection in the Service Desk Client

In order to export the entities, you must create a Report Connection Object in Service Desk. Service Desk reporting reads the OVPI Report Connection object to determine the destination server for the Service Desk data that will be exported.

To update or create a new OVPI Report Connection:

1. In the HP OpenView Configuration workspace group, select the **OVPI Report Connection** workspace.

NOTE

If the workspace is not visible, add it to the workspace group by right-clicking in the HP OpenView Configuration workspace group and selecting **OVPI Report Connection** from the Add Workspace menu.

2. In the **OVPI Report Connection** view, right-click and select **New OVPI Report Connection** from the pop-up menu. Alternatively, right-click on the current object and select **Edit** from the pop-up menu.

The **OVPI Report Connection** form is displayed.

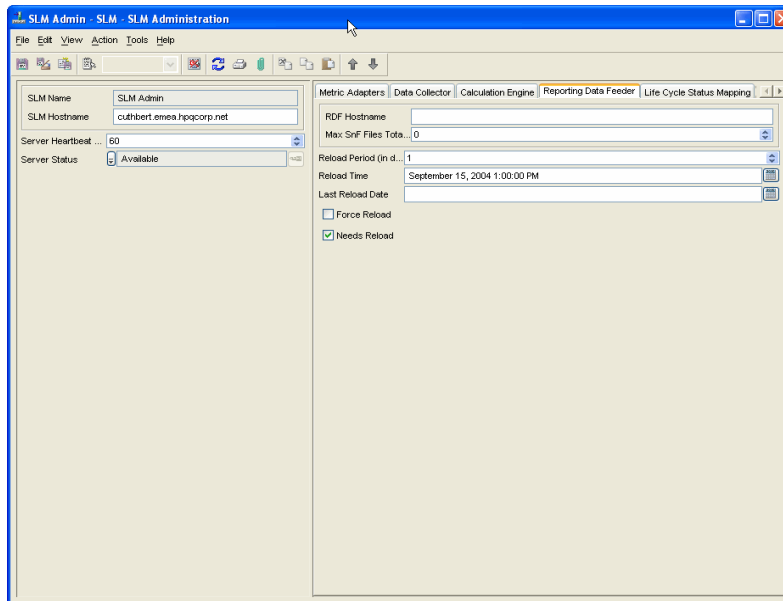
Person Role, Text	OVPI Role, Text
Customer Business Manager	Customer Business Manager
Customer Relationship Manager	Customer Relationship Manager
Service Manager	Service Manager
Service Administrator	Service Administrator

3. Enter the following values for the OVPI server: Hostname, Username, Password, and Web Server Port value. Do not modify the values in the Role Mapping fields.
4. Save and close the **OVPI Report Connection** form.
5. Reboot the Management Server to load the updated parameters.
6. When you enable the **Reporting Administration** workspace (see below), the report packages you installed on the OVPI server should be visible in this view.

Configure the Data Feeder Hostname

This involves adding the address of the DataFeeder server to the SLM Administration object. To do this:

1. Start the HP OpenView Console.
2. In the SLM Administrators group, select the **SLM Administration** workspace object. The SLM Administration form is displayed:



If the **SLM Administration** object is not visible, right click a group, select **Add Workspace** and select **SLM Administration** from the Add Workspace screen.

3. Click the **Reporting Data Feeder** tab in the SLM Administration form.
4. In the RDF Hostname field, enter the hostname of the OVPI server.

Enable the Report Administration Workspace

If the Reporting Administration workspace is not visible, you need to add it to the HP OpenView Configuration group. To do this:

1. Right-click in the HP OpenView Configuration workspace group and select **Add Workspace** from the pop-up menu. The **Add Workspace** dialog box appears.
2. Select the **Object** radio button, and then select **Reporting Administration** from the list.
3. Click **OK**. The **Reporting Administration** workspace appears in the HP OpenView Configuration workspace group.

Check the Status of Reporting Daemons

After you have installed and configured the reporting components on the Service Desk client and the OVPI server, check that the daemons installed with the Management Server are running. Use the `ovc -status` command to view the status of all components on the Management Server on which you intend to produce the Service Desk OVPI reports. The daemons (services) `ovsdreport` and `ovsdslm` are installed by default when you install the Management Server.

To start the Service Desk Reporting server and the SLM server, type the following from the command line:

```
ovc -start ovsdreport
```

```
ovc -start ovsdslm
```

NOTE

In a multiple Management Server environment, ensure that the SLM server process is only started on one Management Server. You should disable or unregister the SLM server process on the remaining Management Servers. For instructions and further information about multiple Management Server environments, see the chapter on Multiple Management Servers in the *HP OpenView Service Administrator's Guide*.

Export the Helpdesk Manager and Change Manager Reporting Entities

Before you can produce reports on the OVPI server, you must do the following:

- Perform a full export of the Service Desk Helpdesk Manager and Change Manager entity data to the OVPI database.
- Set up an incremental export process for the Helpdesk Manager and Change Manager entities in order to update the OVPI database periodically.

These procedures are described in the *HP OpenView Service Desk Administrator's Guide*.

Export the SLM Reporting Entities

Before you export metric data periodically and automatically from Service Level Manager, you must first create a service model using Monitored Services and Managed Service Level Agreements.

For information on these procedures, see the *Service Desk Online Help*.

To export the service model into the OVPI Dimension tables, replacing an existing model where applicable, run the following batch file:

```
$OvInstallDir/bin/ReportingConfigTool.bat
```

To check the export process, note the set of csv files that appear in the `$DPIPE_HOME/packages/SLM_Integration/SLM_Integration.ap/csv/dims` directory.

These files should disappear after 5 minutes, which represents the period required by OVPI to import the files.

Configure the OVPI Server

NOTE

Check that the port defined in the `slmreporting.ini` file on the Windows client matches the port defined in the corresponding files (`slmreporting.ini` and `slmreportingservers.ini`) on the UNIX host (OVPI). The port value is usually 1085. If you change this value, you must execute the `ovconfchg` registration tool again.

View Service Desk Reports

You can view reports from the OVPI web site: the address corresponds to the OVPI machine address. The port number is configured during OVPI installation (the default value is 80, which is the standard http port).

Login using the default username `trendadm`, using the password that is configured for the `trendadm` user. Click **Catalog** and choose **System->SLM_Reporting**.

Starting the OpenView Communication Broker

Service Level Manager communications are under the control of the OpenView BBC Communication Broker. The Communication Broker must be in operation for SLM to operate correctly.

To view a list of currently running services, type the following from the command line:

```
ovc -status
```

This will display a list of servers and services currently running, similar to the list shown in Figure 6-1.

Figure 6-1

Currently-Running Servers and Services



```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\WINDOWS\system32>ovc -status
ovcd      OU Control                CORE          <1684>   Running
ovloginsv OU Login Server              JAVA          <1784>   Running
ovohs     OU Object Server             OBS           <1784>   Running
ovsdma   OU SLM OUSD Metric Adapter   SLM           <3676>   Running
ovcs      OU Certificate Server        SERVER        <296>    Running
ovapachef OU Apache(A) WebServer Service WEB           <2068>   Running
ovbbccb  OU Communication Broker      CORE          <1712>   Running
ovsdreport OU Service Desk Reporting   SDREPORT     <3152>   Running
ovsdslm  OU Service Level Management  SLM          <3176>   Running
ovtomcat OU Tomcat(A) Servlet Container Service WEB          <3428>   Running

C:\WINDOWS\system32>_
```

If the OV Communication Broker is not running, start it by typing the following from the command line:

```
ovc -start ovbbccb
```

To start the SLM server type the following from the command line:

```
ovc -start ovsdslm
```


Overview of OVPI Reporting Documentation

In addition to the information provided in this chapter, the table below provides an overview of additional documentation on Service Desk Reporting.

Table 6-2 Documentation on Service Desk Reporting

Topic	For more information, see...
Console Report	<i>The HP OpenView Service Desk Administrator's Guide</i>
Database Report	
Analyzed Data Report	
Administer OVPI Reports for Helpdesk Manager and Change Manager	<i>The HP OpenView Service Desk Administrator's Guide</i>
View OVPI Reports for Helpdesk Manager & Change Manager	<i>The HP OpenView Service Desk Administrator's Guide</i>
Designing and Creating a Service Model	<i>The HP OpenView Service Level Manager Guide</i>
Install the OVPI Core Data Warehouse	<i>The HP OpenView Performance Insight Installation Guide</i>

7 **Installing and Configuring Metric Adapters**

This chapter provides instructions on installing and configuring metric adapters.

About Metric Adapters

Metric Adapters build the link to the OpenView products that provide the metrics used to calculate service availability and compliance. You should install Metric Adapters on the same server as the monitoring application with which the adapter is designed to work. The table below shows a list of Metric Adapters and the associated monitoring applications.

Before you Start the Install Procedure:

- Ensure that you are familiar with the contents of Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0”, including the section “The HP OpenView Installer – Overview” on page 48 – this contains a description of the HP OpenView Installer and associated screens.
- See “System Specifications and Requirements” on page 33 for general information on install prerequisites for HP OpenView Service Desk components.

Table 7-1 Metric Adapters and Monitoring Applications

Metric Adapter	HP Monitoring Application
HP OpenView Internet Services (OVIS) Metric Adapter	HP OpenView Internet Services (OVIS) 6.0
HP OpenView Performance Manager (OVPM) Metric Adapter	HP OpenView Performance Manager (OVPM) C05.00.00
HP OpenView Performance Agent (OVPA) Metric Adapter	HP OpenView Performance Agent (OVPA) (MWA) 4.5
HP OpenView Service Navigator (OVSN) Metric Adapter	HP OpenView Operations/Service Navigator (OVO/SN) 8.1.
HP OpenView Service Desk (OVSD) Metric Adapter	HP OpenView Service Desk 5.0

Table 7-1 Metric Adapters and Monitoring Applications (Continued)

Metric Adapter	HP Monitoring Application
<p>HP OpenView Open (OVO) Metric Adapter.</p> <p>This is a toolkit used to implement a metric adapter that can connect to a monitoring application selected by the user. The toolkit is based on the OpenAdaptor™ technology.</p>	<p>A monitoring application selected by the user.</p>
<p>In addition, an HP OpenView Common Adapter is required for all the adapters listed above. This adapter is included in the installation of any metric adapter.</p>	

Installing Metric Adapters

NOTE

Install metric adapters on the same server as the associated monitoring application.

Before you start the install procedure:

- Read Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0” and especially the section “The HP OpenView Installer – Overview” on page 48 – this contains a description of the HP OpenView Installer, which is used to install the GUI Client.
- See “System Specifications and Requirements” on page 33 for general information on install prerequisites for HP OpenView Service Desk components.

The installation process for metric adapters is identical for all supported platforms and follows the standard OpenView Installer process. This procedure is described in the section “The HP OpenView Installer – Overview” on page 48.

To install the Service Desk metric adapters:

1. The executable installation files are located in the media root directory. The files are named as follows:

`adapters_<revision>_setup.bin` (UNIX-based operating systems)

or

`adapters_<revision>_setup.exe` (Windows operating systems)

where `revision` refers to the build identifier, for example 5.00.722.

2. The **Introduction window** of HP OpenView Installer is displayed. If you previously installed a Service Desk component, the install wizard prompts you to use the install configuration file or decline to use it. For information on this file, see “Install Screen Overview” on page 52.

3. The HP OpenView Installer starts and guides you through the install process. The table below outlines the install phases. For a full description of the install procedure for Service Desk components, see “Install Screen Overview” on page 52.

Overview of the Component Install Procedure

The HP OpenView Installer is used to install service desk components, with the exception of the Java Web Start client installation, and the Web Console client interface.

The phases of the install procedure are shown in the table below. While you are installing, the arrow on the left side of the screen (see the figure below) indicates the current install phase.

NOTE

If you are installing a component on a UNIX-based operating system, you cannot select the location of the application and data folders.

On a Windows platform, if you are installing a Service Desk component for the first time on a machine that does not contain any Service Desk components, the installer prompts you to navigate to target locations for component and data. This dialog will not appear for subsequent installations on the same machine.

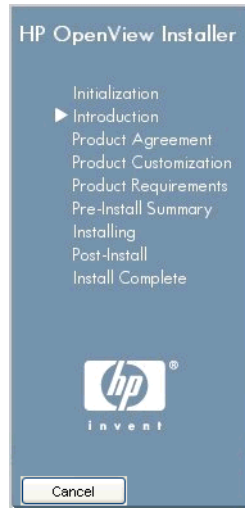
Table 7-2 **Install Procedure Overview**

Install Phase	Install Action
Initialization	Extracts the setup procedure. Prompts you to use a configuration file. This prompt appears only if you have already installed one or more Service Desk components at the current install location.
Introduction	Displays the location of the source files for installation and the location of the install log file.

Table 7-2 **Install Procedure Overview (Continued)**

Install Phase	Install Action
Product Agreement	Prompts you to accept or decline the product license agreement.
Product Customization	Prompts you to select a default installation or select separate packages.
Product Requirements	Performs a check for required disk space.
Pre-Install Summary	Displays a tree view of items that will be installed or that are required but already installed.
Installing	Displays the progress of the installation. The installer displays the name of each package as it is installed. Click the <code>Details</code> tab to display a tree view of the install packages.
Post-Install	The installer creates an uninstall mechanism for the package you have just installed.
Install Complete	Informs you that installation has been successful. Prompts you to view the installation log file (HTML format).

Figure 7-1 **Indicating the Install Phase**



The arrow shows the current phase of installation.

MaConfig GUI – A Tool For Configuring Metric Adapters

MaConfigGui is a tool for configuring Metric Adapters, and is installed when you install any Metric Adapter on your system. MaConfigGui is used to initiate Metric Adapters after installation, and can initiate one Metric Adapter at a time, such as Ovis MA, or all Metric Adapters simultaneously. MaConfigGui searches for all available Metric Adapters in your system (the search pattern for this is `<OV_dir>/conf/slm/*MA.xml`), and opens these automatically when started.

Starting and Stopping MaConfigGui

Starting MaConfigGui

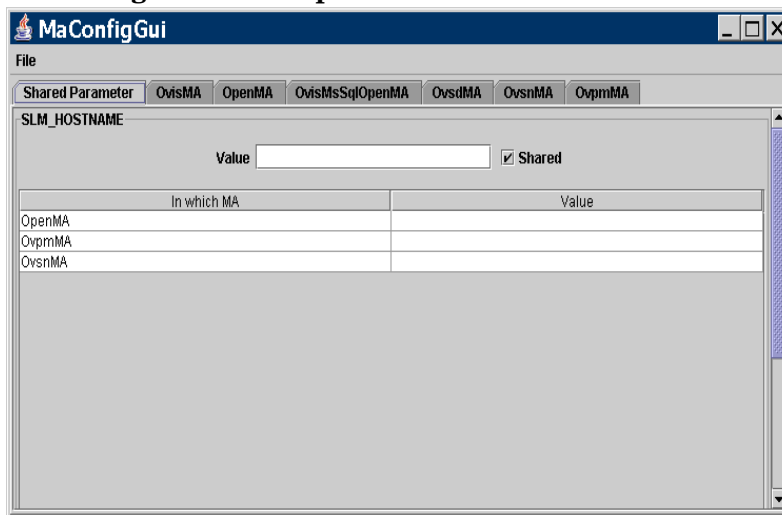
On a Windows operating system, run the `<OV_dir>\bin\startMAConfigGui.bat` file.

On a UNIX-based operating system, type `<OV_dir>/bin/startMAConfigGui.sh` from the command line.

The MaConfigGui screen is displayed:

Figure 7-2

MaConfigGui – Startup Screen

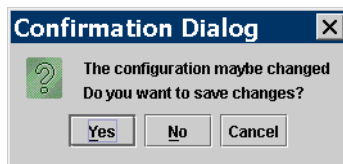


When you invoke the tool, all the installed Metric Adapter configurations are loaded automatically and displayed in the window.

Stopping MaConfigGui

To exit MaConfigGui, click **File**→**Exit**, or type **Ctrl+E** from your keyboard, or close the window using the standard Window close icon at the top right side of the screen. A confirmation dialog prompts you to confirm your action. Click **Yes** to save your change. Click **No** to discard your changes. Click **Cancel** to cancel your exit action.

Figure 7-3



Overview of Panels

Shared Parameter Panel

This panel is where you edit parameters that can be shared among all Metric Adapters installed on your system.

Other Panels

In addition to the Shared Parameter panel, each Metric Adapter has a separate panel where you edit the parameters related to that adapter.

To save modifications to all adapters, click **File**→**Save all**, or type **Ctrl+S** from the keyboard, or click the **Save all** button. If the changes to a Metric Adapter are valid, its modifications are saved, and its Metric Adapter panel is closed. Otherwise, the panel remains visible for your future correction.

To save the modification(s) made to one Metric Adapter only, click the **Save** button in the Metric Adapter Panel for that Metric Adapter.

To close the Panel for a Metric Adapter, click the **Close** button in the appropriate Panel.

To reload the configurations for all opened Metric Adapters, click **File**→**ReOpen** or type **Ctrl+O** from your keyboard. A confirmation dialog prompts you to save current modifications if any Metric Adapters are currently opened.

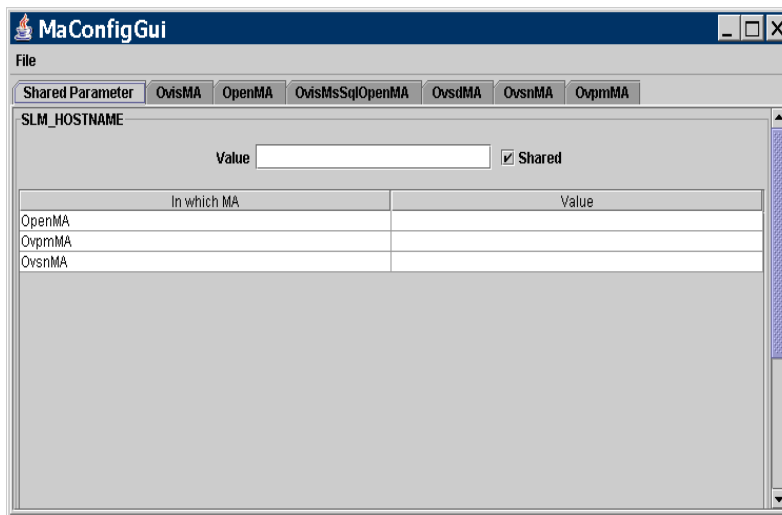
NOTE

To enter values you have modified or entered on MaConfigGui panels, click the **Enter** key on your keyboard. This is especially important if you enter a value in a field or on a table and your (mouse) cursor is not currently positioned in the field or table. If you do not press **Enter**, your modifications will not be submitted.

Shared Parameter Panel

Figure 7-4

Shared Parameter Panel



The Shared Parameter Panel is used for updating several Metric Adapters simultaneously. You enter a single parameter value and share it among all the Metric Adapters that are listed in the table by clicking the Shared check box *on* for the parameter.

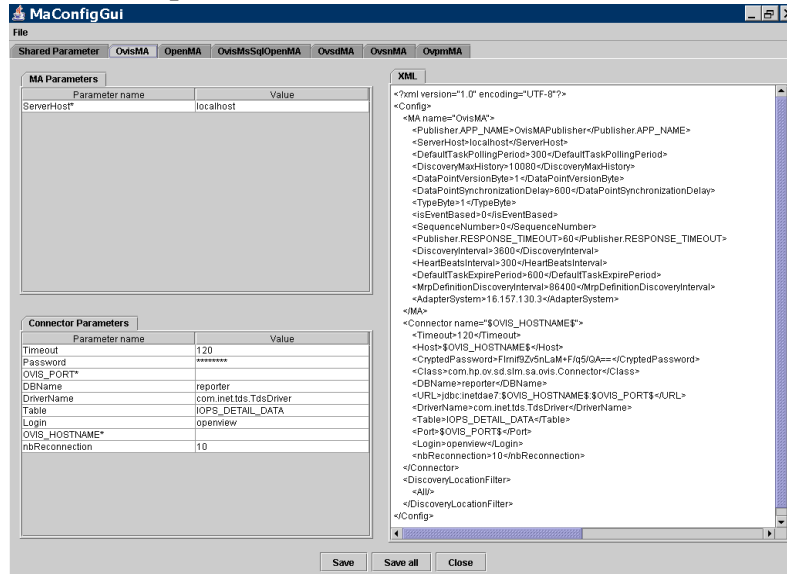
To manually modify the value for one Metric Adapter listed in the table in the Shared Parameter Panel, click the Shared check box *off* and enter the modification. You can also individually modify the value of the parameter in the adapter's Metric Adapter Panel. The modification is then reflected in the Shared Parameter Panel.

Metric Adapter Panels

Each Metric Adapter Panel displays detailed configuration information for the adapter. The figure below shows the Metric Adapter Panel for OvisMA.

Figure 7-5

Metric Adapter Panel for OvisMA



The Metric Adapter Panel is divided into three sections: MA Parameters, Connector Parameters, and XML.

In the MA Parameters section you update the ServerHost parameter, that is, the host name where SLM is running for that Metric Adapter.

In the Connector Parameters section you update the information on the connector between the Metric Adapter and corresponding monitoring application.

The XML section contains the Metric Adapter configuration in XML format. If you edit fields in the MA Parameters or Connector Parameters sections, the contents of this section changes immediately to reflect this.

NOTE

Parameter Names marked with an asterisk are mandatory – you must enter a valid value for the parameter in these fields.

Configure the OVIS Metric Adapter

OVIS Metric Adapter

The OVIS Metric Adapter feeds the SLM server with metric values collected from the OVIS (OpenView Internet Services) product.

Configure the OVIS MA with the MaConfigGui Tool

You can customize the Metric Adapter basic configuration using the MaConfigGui tool. For general information on using this tool, see “MaConfig GUI – A Tool For Configuring Metric Adapters” on page 154.

Start the MaConfigGui tool and access the Metric Adapter Panel for OvisMA (the panel named OvisMA).

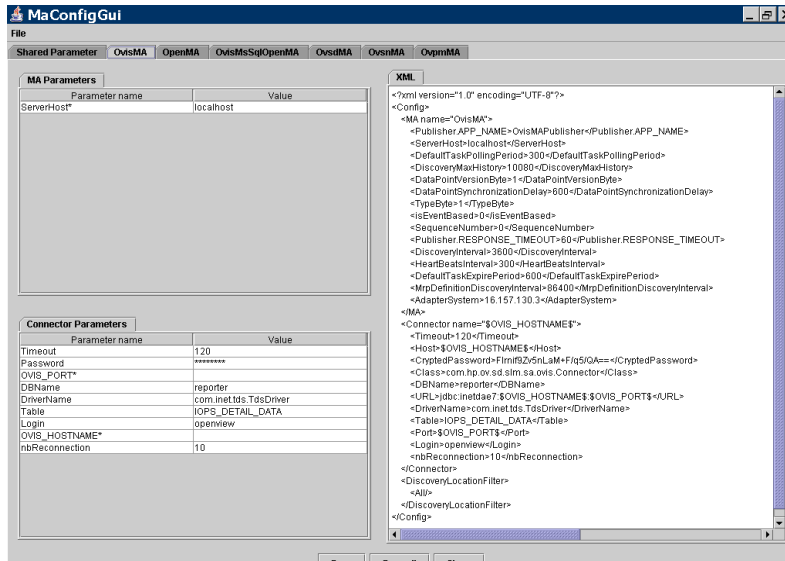
Do the following in the OvisMA panel:

1. In the MA Parameters tab, enter the host name of the SLM server in the ServerHost* field.
2. In the Connector Parameters tab, enter the host name of the database used by the OVIS product in the OVIS_HOSTNAME* field.
3. In the Connector Parameters tab, enter the port number used by the OVIS product database in the OVIS_PORT* field. To determine the port number, use the tool located at C:\Program Files\Microsoft MS SQL Server\80\Tools\Binn\SVRNETCN.exe.
4. If the login and password differ from the default values, change the Login and Password values in the Connector Parameters tab. The password will be encrypted. The default password is `openview`.
5. Click the **Save** button and then the **Close** button to close the OvisMA panel.

6. Exit MaConfigGui by choosing **No** in response to the Confirmation Dialog prompt.

Figure 7-6

Metric Adapter Panel for OvisMA



Operation

Create and activate your OVIS probes. We recommend ICMP probe, as it is the easiest one for tests.

Start the SLM server and the OVIS MA by typing the following from the command line:

```
ovc -start ovdsldm ovisma.
```

The OVIS MA will automatically send its configuration to the Configuration Server. It will also automatically start a discovery, as it does not have any MRP (such as Metric Details) in its configuration file (OvisMA.xml).

Use the Object Server console to check that some instances have been created:

- In the Metric Adapter workspace, you have OVISMA
- In OVIS Metrics workspace, you have the discovered metrics

Configure the OVIS Metric Adapter

Use the Object Server console to create Service Level Objectives, OVIS metrics, and so on, for an ICMP AVAILABILITY OVIS Metric.

The Objective Condition of the Configuration Item Metric could be: **greater than 0** (that is, available).

Restart the SLM server to effect the changes you have made (dynamic changes are not managed yet).

Plug and unplug the network cable of the system you want to test. The status will be updated every 5 minutes in the OpenView console. You can also see the value of the metric being 0 or 1.

Configure the OVPM Metric Adapter

OVPM Metric Adapter

The OVPM Metric Adapter feeds the SLM server with metric values collected from the OVPM (OpenView Performance Manager) product.

Configure the OVPM MA with the MaConfigGui Tool

You can customize the Metric Adapter basic configuration using the MaConfigGui tool. For general information on using this tool, see “MaConfig GUI – A Tool For Configuring Metric Adapters” on page 154.

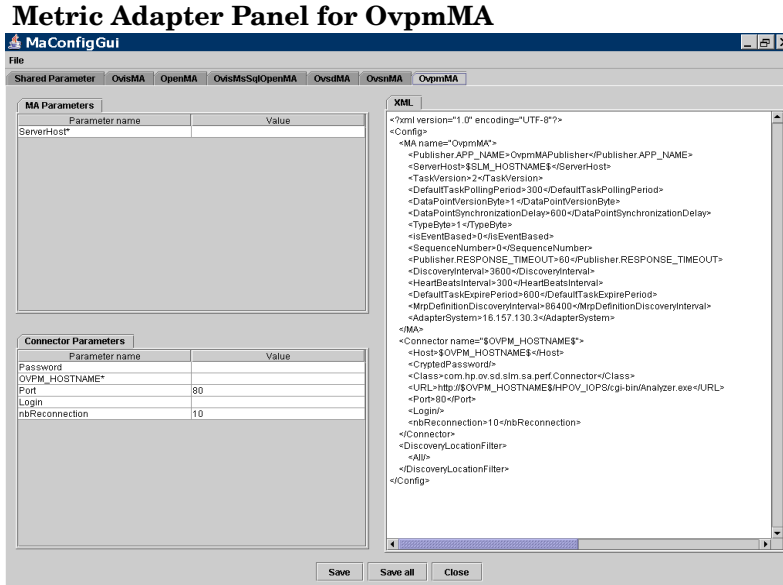
Start the MaConfigGui tool and access the Metric Adapter Panel for OvpmmA (the panel named OvpmmA).

Do the following in the OvpmmA panel:

- In the MA Parameters tab, enter the host name of the SLM server in the ServerHost* field.
- In the Connector Parameters tab, enter the host name of the OVPM product in the OVPM_HOSTNAME* field.
- The default Login and Password values are empty. Change these values in the Connector Parameters tab. The password is encrypted.
- Click the **Save** button and then the **Close** button to close the OvpmmA panel.

- Exit MaConfigGui by choosing **No** in response to the Confirmation Dialog prompt.

Figure 7-7



Operation

If the OVPM Adapter is installed on the same machine as the OVPM product, the `VPI_Form10.txt` file is automatically copied to the `newconfig` directory (OVPM version 4) or the `OVPM` directory (OVPM version 5) on the host where the OVPM product is installed.

The locations are as follows:

OVPM version 4: `<OV dir>\newconfig\`

OVPM version 5: `<OV dir>\newconfig\OVPM\`

However, if you install the OVPM MA on another system, you must manually copy the file from the OVPM MA install directory to the install directory of the OVPM product.

The content of the `VPI_Form10.txt` file is as follows:

```
<html>
<body>
@@BEGIN_DATASOURCE
    ***DATASOURCES
        @@LISTOF_DATASOURCES2
@@END_DATASOURCE
@@BEGIN_METRIC
    ***CLASSES
        @@LISTOF_CLASS
    ***METRICS
        @@LISTOF_METRIC
@@END_METRIC
***END
@@BEGIN_TABLE
@@END_TABLE
</body>
</html>
```

1. Define systems to be monitored by OVPA (MWA) in `<OV data dir>\systemsMWA.txt`.
2. Reinitialize the Performance Manager (Start | All Programs | HP OpenView | performance manager | Re-Initialize).
3. Check you can draw some graphics, thanks to collected values, with the OVPM java console.
4. Once SLM started, run `ovc -start ovpmma`.

OVPM MA will automatically send its configuration to the Configuration Server. It will automatically start a discovery, too, because it does not have any MRP (such as Metric Details) in its configuration file (`OvpmMA.xml`).

Check that instances have been created as follows:

Configure the OVPM Metric Adapter

- In Metric Adapter, you have OVPM MA.
- In OVPA metric details, you have the discovered metrics.

Create Service Level Objectives, OVPA metrics, and so on, for GLOBAL_GBL_FS_SPACE_UTIL_PEAK OVIS metric detail, with the console.

The Objective Condition of the Configuration Item Metric could be: "less than XX" (where XX is a bit greater than the percentage of disk used).

Restart the SLM server to effect the changes you have made (dynamic changes are not managed yet).

Duplicate a big file on your disk, and remove it, later. The status will be updated in the console every five minutes. You can also see the value of the metric, containing the percentage of disk used.

Configure the OVSN Metric Adapter

OVSN Metric Adapter

The OVSN Metric Adapter feeds the SLM server with metric values collected from the OVO/OVSN (OpenView Operation / Service Navigator) product.

Configure the OVSN MA with the MaConfigGui Tool

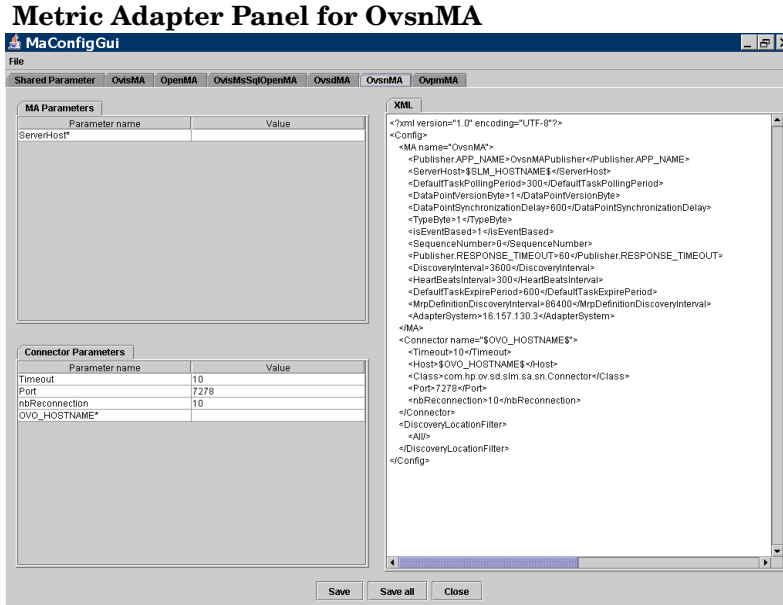
You can customize the Metric Adapter basic configuration using the MaConfigGui tool. For general information on using this tool, see “MaConfig GUI – A Tool For Configuring Metric Adapters” on page 154. Start the MaConfigGui tool and access the Metric Adapter Panel for OvsnMA (the panel named OvsnMA).

Do the following in the Ovsn MA panel:

1. In the MA Parameters tab, enter the host name of the SLM server in the ServerHost* field.
2. In the Connector Parameters tab, enter the host name of the OVO/OVSN product in the OVO_HOSTNAME* field.
3. Click the **Save** button and then the **Close** button to close the OvsnMA panel.

4. Exit MaConfigGui by choosing **No** in response to the Confirmation Dialog prompt.

Figure 7-8



Operation

Create some services. Use `opcservice -add` and `opcservice -assign`.

Once SLM started, run `<OV_dir>\bin\startOvsnMA.bat`.

OVSN MA will automatically send its configuration to the Configuration Server. It will also automatically start a discovery, as it does not have any MRP (e.g. Metric Details) in its configuration file (`OvsnMA.xml`).

Use the console, to check:

- In Metric Adapter – OVSNMA.
- In OVSN Metric Details – discovered metrics.

Create Service Level Objectives, OVSN metrics, and so on, for an OVSN Metric Detail, with the console.

The Objective Condition of the Configuration Item Metric could be "less than 8" (that is, severity less than minor).

Restart the SLM server to effect the changes you have made (dynamic changes are not managed yet).

Send an alarm to the corresponding service node:

```
opcmsg -id severity=minor application=toto object=/  
msg_text="bla bla bla" msg_grp=hp_ux node=HOSTNAME  
service_id=YOUR_NODE_ID
```

The status will be updated quickly in the console (10 seconds approx.).
You can also view the value of the metric containing the severity:
(**1**:unknown, **2**:normal, **4**:warning, **8**:minor, **16**:major, **32**: critical)

You can also acknowledge the alarms to return the status of the service back to compliant.

8 **Installing a Service Desk Agent**

This chapter describes how to install, start, and stop the HP OpenView Service Desk Agent on Windows and UNIX-based operating systems.

About the Service Desk Agent

The Service Desk agent accepts commands from the HP OpenView Management Server. A command is received when an event in the Management Server triggers a rule that contains a command to be executed on the host where the agent resides.

The agent is often used in integrations with OpenView products, for example Network Node Manager (NNM), OpenView Operations for UNIX (OVO/U) or OpenView Operations for Windows (OVO/W). An agent is also often used in integrations with third-party products.

For information on starting and stopping the agent, see “Starting and Stopping the Service Desk Agent” on page 174.

Install the Service Desk Agent

Before you Start the Install Procedure

- Ensure you are familiar with the contents of Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0”, including the section “The HP OpenView Installer – Overview” on page 48 – this contains a description of the HP OpenView Installer and its associated screens.
- See “System Specifications and Requirements” on page 33 for general information on install prerequisites for HP OpenView Service Desk components.

Install Procedure

1. The executable installation files are located in the media root directory. The files are named as follows:

agent_<revision>_setup.bin (UNIX-based operating systems)

or

agent_<revision>_setup.exe (Windows operating systems)

where `revision` refers to the build identifier, for example 5.00.722.

2. The **Introduction window** of HP OpenView Installer is displayed. If you previously installed any Service Desk component, the install wizard prompts you to use the install configuration file or decline to use it. For information on this file, see “Install Screen Overview” on page 52.
3. The HP OpenView Installer starts and guides you through the install process. The table below outlines the install phases. For a full description of the standard install procedure for Service Desk components, see “Install Screen Overview” on page 52.

Overview of the Component Install Procedure

The HP OpenView Installer is used to install service desk components, with the exception of the Java Web Start client installation, and the Web Console client interface.

The phases of the install procedure are shown in the table below. While you are installing, the arrow on the left side of the screen (see the figure below) indicates the current install phase.

NOTE

If you are installing a component on a UNIX-based operating system, you cannot select the location of the application and data folders.

On a Windows platform, if you are installing a Service Desk component for the first time on a machine that does not contain any Service Desk components, the installer prompts you to navigate to target locations for component and data. This dialog will not appear for subsequent installations on the same machine.

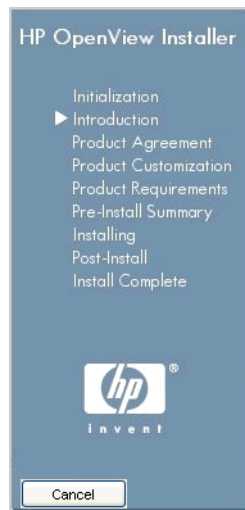
Table 8-1 **Install Procedure Overview**

Install Phase	Install Action
Initialization	Extracts the setup procedure. Prompts you to use a configuration file. This prompt appears only if you have already installed one or more Service Desk components at the current install location.
Introduction	Displays the location of the source files for installation and the location of the install log file.
Product Agreement	Prompts you to accept or decline the product license agreement.
Product Customization	Prompts you to select a default installation or select separate packages.
Product Requirements	Performs a check for required disk space.
Pre-Install Summary	Displays a tree view of items that will be installed or that are required but already installed.

Table 8-1 **Install Procedure Overview (Continued)**

Install Phase	Install Action
Installing	Displays the progress of the installation. The installer displays the name of each package as it is installed. Click the <code>Details</code> tab to display a tree view of the install packages.
Post-Install	The installer creates an uninstall mechanism for the package you have just installed.
Install Complete	Informs you that installation has been successful. Prompts you to view the installation log file (HTML format).

Figure 8-1 **Indicating the Install Phase**



The arrow shows the current phase of installation.

Starting and Stopping the Service Desk Agent

To start the Service Desk agent, type the following from the command line:

```
ovc -start ovobsag
```

To stop the Service Desk agent, type the following from the command line:

```
ovc -stop ovobsag
```

For more information on the `ovc` command, see the *HP OpenView online help* (Reference pages).

9

Installing a Service Desk Object Loader

This chapter describes how to install the Service Desk Object Loader.

About the Service Desk Object Loader

The Service Desk Object Loader is a command line tool that allows you to create a single object of any type in Service Desk. For example, you can use it to insert an incident, a configuration item or a service call in Service Desk. If you need to insert multiple objects in one operation, use the Data Exchange utility.

NOTE

In previous versions of Service Desk, the Service Object Loader was called “Service Event”.

Install the Service Desk Object Loader

Before you Start the Install Procedure

- Ensure you are familiar with the contents of Chapter 2 “Preparing to Install HP OpenView Service Desk 5.0”, including the section “The HP OpenView Installer – Overview” on page 48 – this contains a description of the HP OpenView Installer and its associated screens.
- See “System Specifications and Requirements” on page 33 for general information on install prerequisites for HP OpenView Service Desk components.

Install Procedure

1. The executable installation files are located in the media root directory. The files are named as follows:

loadobject_<revision>_setup.bin (UNIX-based operating systems)

or

loadobject_<revision>_setup.exe (Windows operating systems)

where `revision` refers to the build identifier, for example 5.00.722.

2. The **Introduction window** of HP OpenView Installer is displayed. If you previously installed any Service Desk component, the install wizard prompts you to use the install configuration file or decline to use it. For information on this file, see “Install Screen Overview” on page 52.
3. The HP OpenView Installer now starts and guides you through the install process. The table below outlines the install phases. For a full description of the standard install procedure for Service Desk components, see “Install Screen Overview” on page 52.

Overview of the Component Install Procedure

The HP OpenView Installer is used to install service desk components, with the exception of the Java Web Start client installation, and the Web Console client interface.

The phases of the install procedure are shown in the table below. While you are installing, the arrow on the left side of the screen (see the figure below) indicates the current install phase.

NOTE

If you are installing a component on a UNIX-based operating system, you cannot select the location of the application and data folders.

On a Windows platform, if you are installing a Service Desk component for the first time on a machine that does not contain any Service Desk components, the installer prompts you to navigate to target locations for component and data. This dialog will not appear for subsequent installations on the same machine.

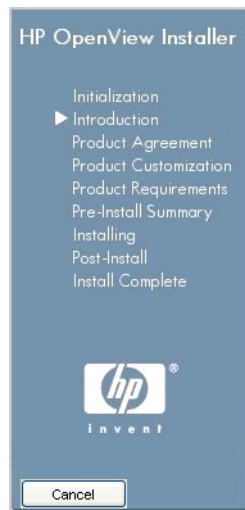
Table 9-1 **Install Procedure Overview**

Install Phase	Install Action
Initialization	Extracts the setup procedure. Prompts you to use a configuration file. This prompt appears only if you have already installed one or more Service Desk components at the current install location.
Introduction	Displays the location of the source files for installation and the location of the install log file.
Product Agreement	Prompts you to accept or decline the product license agreement.
Product Customization	Prompts you to select a default installation or select separate packages.
Product Requirements	Performs a check for required disk space.
Pre-Install Summary	Displays a tree view of items that will be installed or that are required but already installed.

Table 9-1 **Install Procedure Overview (Continued)**

Install Phase	Install Action
Installing	Displays the progress of the installation. The installer displays the name of each package as it is installed. Click the <code>Details</code> tab to display a tree view of the install packages.
Post-Install	The installer creates an uninstall mechanism for the package you have just installed.
Install Complete	Informs you that installation has been successful. Prompts you to view the installation log file (HTML format).

Figure 9-1 **Indicating the Install Phase**



The arrow shows the current phase of installation.

Installing a Service Desk Object Loader
Install the Service Desk Object Loader

10 **Post-Installation Tasks**

This chapter contains information on the following topics:

- How to obtain and insert your license key
- How to set up Service Desk to work with an FTP server for attachments
- Information on advanced Service Level Management Configuration on Windows operating system

Licensing HP OpenView Service Desk

HP OpenView Service Desk uses the licensing component **HP AutoPass** to manage licensing. This component is installed when you install HP OpenView Service Desk.

When you first install HP OpenView Service Desk you automatically receive a 60-day “Instant On” license which allows you to use the product for 60 days without entering a license key.

NOTE

You may only extend a 60-day trial license for a further 60 days, to provide a trial license valid for a maximum of 120 days.

The **HP AutoPass** component includes a help file that contains information on product licensing, retrieving and entering license keys, and importing a license key.

Viewing License Details

IMPORTANT

For HP-UX 11.11 and HP-UX 11.23 platforms, a user must have default administrator privileges in order to access the HP Autopass License Management interface. A user account who has been allocated a system administrator role cannot access the licensing interface.

You can view license details only on the machine on which the HP OpenView Management Server is installed. To view license details on a Windows operating system, click the following in the Start menu:

Start→Programs→HP OpenView→HP OpenView Service Desk Licensing

On a UNIX-based operating system, execute the file `OvSdLic`. This file is located in the `/opt/OV/bin` directory.

Licenses Types

Three types of license are supported by Service Desk:

- **Named user licenses:**

A named user license allows you to create a specified number of Service Desk **named user accounts**, up to the maximum number of named users specified in the license. Each named user account is uniquely linked to a named user. Named user licenses are designed for system administrators and key users that need to access the application at all times. A named user can access up to three sessions simultaneously. The number of named users is independent of the number of other license type users that are connected. For example, if the maximum number of permitted concurrent user licenses is reached, a named user can still access the application.

- **Concurrent user licenses:**

A concurrent user license provides simultaneous access to a specified number of Service Desk user accounts, not including connected named users. You can create as many concurrent user accounts as you wish, but the number of users simultaneously accessing Service Desk cannot exceed the maximum number of user accounts. Concurrent users can access multiple sessions at the same time, but each session counts as one concurrent user.

- **Module licenses:**

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

You always require one or more module licenses, in addition to (one or more) named user licenses or concurrent user licenses.

Integration Accounts

In addition to named user accounts and concurrent user accounts, you can create an unlimited number of integration accounts. These accounts give access to the Service Desk integration tools only; they do not provide access to the Service Desk GUI.

License Validity

A permanent Service Desk license is valid indefinitely, and does not expire.

There are two exceptions to the above:

- **Evaluation** license - for demonstration and evaluation purposes; valid for 60 days.

- **Partner** license - for partners only; valid for one year.

For evaluation, partner and installation purposes, an installation initially works for 60 days with:

- All modules
- 15 concurrent users
- 20 named users
- 20 service instances

NOTE

You can extend a 60-day trial license once only for a further 60 days, to provide a trial license valid for a maximum of 120 days.

Ensure that the information in your **Entitlement Certificate** is available, as you require it to retrieve permanent license keys.

If a license expires while the Management Server is running, the application will not abort, but if this happens only the system-user can log onto the server in order to update licenses.

In Service Desk 5.0, a blocked account (a user account that is switched off rather than removed) does not count as a license.

Service Level Manager Licensing

About Service Level Manager Licensing

Service Level Manager is a licensed module of Service Desk. When you install the HP OpenView Management Server, an instant-on evaluation license is automatically enabled for a period of 60 days. With the instant-on license, SLM personnel can do the following during the evaluation period:

- Create an unlimited number of SLM objects (services, service level agreements, hierarchy filters, and so on)
- Place up to 35 managed services under SLM management
- Monitor the compliance status of managed services
- View SLM reports

Services monitored by the OVSD metric adapter alone are disregarded, and a service is only counted once even if it is subject to more than one service level agreement.

To continue to use Service Level Manager beyond the 60-day evaluation period and to extend the number of licensed managed services, you need to install permanent SLM licenses.

Permanent SLM Licenses

Permanent SLM licenses enable the use of Service Level Manager indefinitely. The following types of license are available:

- **SLM Module**
This license enables SLM personnel to create, modify, and delete SLM objects in the OpenView Console. The license enables up to 10 monitored services to be placed under SLM management.
- **Services Pack**
This license extends the number of managed services that can be placed under SLM management in increments of 25, up to a maximum number of 10 packs.

You must install the SLM module license. You can also install up to 10 Services Pack licenses. When 10 packs are installed (that is, $10 + 10 \times 25$ services), an unlimited number of monitored services can be placed under SLM management.

Services are only counted if they match the following criteria:

- Associated to at least one managed service level agreement
- Hierarchy status set to the value Configured
- Monitored by non-OVSD metrics (that is, monitored using at least one metric from an OVIS, OVPM, OVSN, or OPEN metric adapter)

SLM License Checks in the OpenView Console

If the SLM module license is not installed, SLM personnel can log on to the OpenView console but access rights to SLM object types are filtered out of the role.

SLM License Checks in Service Level Manager

At startup and every day after the end of the evaluation period, Service Level Manager checks for permanent SLM licenses. If no SLM module license is found, the SLM server process (ovsdslm) cannot be started.

Service Level Manager also counts the number of monitored services that are licensed to be managed. If the maximum number is exceeded, Service Level Manager refuses to manage all the associated service level agreements. A severe message is displayed in the SLM log, and the activity statuses of service level agreements with unlicensed services is set to the value Not Managed.

Licenses for Third-party Software

The HP OpenView Service Desk also installs various third-party software packages. After installing HP OpenView Service Desk, you can find license agreements for these packages in the following directory:

```
<install-dir>/License-Agreements
```

Setting up Service Desk for Attachments

HP OpenView Service Desk can include attachments with Service Desk items. Attachments are handled by an FTP server. This can be any third-party server, so long as Service Desk is configured to communicate with the server. Before configuring Service Desk for attachments, create a user account and folder for Service Desk on the FTP server.

NOTE

To protect your system from virus attacks, install a virus scanner on your FTP server and schedule it to regularly check the attachments.

Configuring the Attachments Server

To configure Service Desk for the Attachment server:

1. Log onto a Service Desk client as an Administrator.
2. From the OV Configuration workspace, choose **System Settings** and then choose **Attachment Settings**. The Attachments Setting dialog box is displayed. In this dialog enter the following values:
 - The **Hostname** of the attachments server, the **User name** (account) and **Password** that Service Desk will use to connect to the server.
 - The path of the **Target folder**, this is the folder on the attachments server where the attachments are stored. Create the folder before you configure these settings.
 - Click the **Use passive FTP** box *on* if you do not want to use active FTP. With Passive FTP you can set up firewalls between the Service Desk Server and file server that opens specific ports for transfer and control.
 - Test the connection by clicking **Test connection**. Test connection creates a test directory on the file server, named `test-<random number>`. This directory is used for troubleshooting.
 - Click the **Save attachments in background** box *on* to continue working while you save an attachment. This can be useful if your network connection is slow, resulting in delays during the save

Setting up Service Desk for Attachments

process. Use this feature for slow connections only. The system assumes the attachment will be saved successfully – no notification is provided in the case of unsuccessful saves. If the save action fails, the attachment is lost and this remains unnoticed until you attempt to retrieve the file.

Advanced Service Level Management Configuration for Windows

The configuration of operational Service Level Management (SLM) is made through:

- The values taken from the SLM Administration object.
- The XPL configuration file.

The XPL configuration file handles the configuration attributes that cannot be part of the SLM Administration data (for example, the host name) or the configuration attributes that would represent pure application tuning or attributes that are candidates to become part of the SLM Administration data.

The Default XPL configuration file, C:\Program Files\HP OpenView\misc\xpl\config\defaults\slm.ini, contains the following information:

```
; SLM Object Server Namespace  
; -----  
[slm.obs]  
; ObjectServer Hostname  
string ObsServerName=localhost  
; XPL Configuration  
; -----  
[xpl.log.OvLogFileHandler]  
; The sequence number part of the log file name will go from  
0 to 'filecount'  
filecount=10
```

These default values can be overwritten by setting the new value in the C:\Program Files\HP Openview\data\conf\xpl\config\local_settings.ini file and running the ovconfchg executable.

Post-Installation Tasks

Advanced Service Level Management Configuration for Windows

11

Uninstalling HP OpenView Service Desk

This chapter contains information on the following topics:

- How to uninstall the HP OpenView Service Desk software completely from your system, including the files and components residing on local systems.
- A list of files that are not removed by the uninstall process, and that must be removed manually.

Uninstalling from a Windows operating system

Use the standard windows functionality to remove any component of Service Desk from a Windows operating system.

If the component you are uninstalling has been installed as a Windows service, first remove the service before removing the component.

Remove HP OpenView Service Desk using the Control Panel:

1. Choose **Start**→**Settings**→**Control Panel**→**Add or Remove Programs**.
2. In the list that appears, select the HP OpenView Service Desk component you want to uninstall, for instance the Server, Client, Agent, etc. and click **Remove**. You can only remove one component at a time, this procedure must be repeated for each component.
3. A dialog box prompts you to confirm uninstallation. Click **OK** to remove the HP OpenView Service Desk component you selected.
4. A dialog box displays the progress of the uninstall procedure. When progress reaches 100% a pop-up informs you that uninstallation is complete. Click **OK** to complete the process.

Files Not Removed By the Uninstall Process

The uninstall program can only remove files that were included in the original installation. The following section details files that you should remove manually.

Management Server

Variable settings files for the server, such as cache, configuration settings, log files, and service packs will not be removed by the uninstallation program. You should remove these manually.

Uninstalling on a UNIX-based operating system

The uninstall process is as follows:

1. Run an uninstall command for each installed component. For each component, the executable file is located at:

```
/opt/OV/Uninstall/<component>/setup.bin
```

where <component> refers to the component (for example, agent, client, server) you want to uninstall. For each component, a dialog prompts you to confirm your choice.

2. When the process is complete, check to see if the component has been uninstalled by typing the following from the command line:

```
#swlist -l patch | grep HPO
```

This command should return zero results. If this is not the case, use the following alternative method to uninstall the component.

Execute the following command:

```
#swremove <component>
```

where <component> refers to the component you want to remove.

3. The following step is optional, and allows you to remove the folder of a component that has been uninstalled. You can remove the folder of an uninstalled component *only if no other HP OpenView products are present on your system*. To remove the contents of a folder, execute the following commands:

```
#rm -rf /opt/OV/*
```

and

```
#rm -rf /var/opt/OV/*
```

Files Not Removed by the Uninstall Process

The uninstall program can only remove files that were included in the original installation.

Management Server

Variable settings files for the server, such as cache, configuration settings, log files, and service packs will not be removed by the uninstallation program. Remove these files manually.

Introduction

This appendix presents detailed information on how to optimize the Java Virtual Machine (JVM). The JVM is used by Service Desk to support large numbers of users on a single HP OpenView Service Desk Management Server.

NOTE

To fully understand the sections below, you should have a good working knowledge of Java.

The JVM used by the Service Desk Management Server is not optimized for running large applications. Consequently, some adjustments are required when running more than approximately 50 users on a single Service Desk Management Server.

The two most important areas to adjust when running large numbers of users are memory reservation, and settings for garbage collection. Both of these are discussed in the following sections.

Memory Reservation

The memory reserved for JVM use is specified by using the following two non-standard options. Note that non-standard options are subject to change in future releases.

- *Xms*: (initial size of the heap.)

If the size of the heap is too small, the heap must be repeatedly resized during startup of the Service Desk Management Server.

Each resize is accompanied by a garbage collection operation, with a corresponding performance penalty.

- *Xmx*: (maximum size of the heap.)

If this setting is too low, there will be insufficient space for all objects in the application. This leads to repeated garbage collection operations as the JVM tries repeatedly to find the required space.

Garbage Collection

In the Hotspot JVM delivered with Service Desk, garbage collection works in generations: collections of objects that are created at about the same time. Most objects do not survive their generation, which makes for different types of garbage collection being applied to the youngest generation and older generations. The size of the youngest generation, on which the most efficient garbage collection can be done, is controlled by two non-standard options:

- `NewSize`: initial size of the new generation.
- `MaxNewSize`: maximum size of the new generation.

As the new generation becomes larger, minor garbage collection will become less frequent.

For more information on garbage collection, consult the Java documentation website at:

<http://java.sun.com/docs/hotspot/gc/>

Command Line Example

During performance tests, the following Java option command line was used, running up to 700 simulated users on a single Service Desk Management Server. This is just an example, as the actual settings will be dependent on both the hardware available (especially memory), and the projected workload.

```
-XX:MaxNewSize=64M -XX:NewSize=64M -Xms200M -Xmx1000M
```

The two options preceded by `'-XX: '` ensure that every new generation to be garbage collected will be exactly 64 MB in size.

The `-Xms` option assures that the JVM will reserve 200 MB of memory at startup, whereas the `-Xmx` option assures that it will never reserve more than 1000 MB of memory. When this upper limit is reached, a major garbage collection operation is started.

In general, an increase in the values of these parameters will cause the number of garbage collections to decrease, and (perceived) performance to improve.

NOTE

Some rules of thumb:

- Ensure that the sum of `Xms` (initial heap size) for all Service Desk Management Servers running on a single physical machine remains well below the available memory (preferably, below 50% of available memory).
- To ensure that there will never be a shortage of memory, the sum of `Xmx` (maximum heap size) for all Service Desk Management Servers running on a single physical machine should not exceed the available memory.
- Ensure that `NewSize` is less than `Xms`, and `MaxNewSize` is less than `Xmx`.
- Setting `NewSize` to the same value as `MaxNewSize` ensures that the JVM does not resize its youngest generation, and should therefore result in a better performance.

B Troubleshooting an Installation

This section discusses problems that may prevent you from running Service Desk or connecting to the server. Once you have started the Service Desk GUI Client, consult the online help to for assistance with problems related to Service Desk.

Troubleshooting the Installation

Ideally, we would hope that your installation of Service Desk is completed without complications. However, Service Desk is a finely tuned product and sometimes minor variations of hardware or software configuration can cause unexpected results. This section contains a number of possible problem scenarios and suggestions for their resolution.

The list of issues discussed here is by no means comprehensive. If you have a problem not addressed in this section, or a problem that persists even when the solutions given here have been tried, see the HP OpenView Support Web site at:

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

Follow the link on accessing OpenView support in your region.

Installation Failure

If an installation fails, the following log files may help you to find the cause of failure.

- Configuration Log Files:

On a Windows operating system configuration files are stored in the folder specified by the %TEMP% environment variable. On a UNIX-based operating system the corresponding variable is \$tmp.

The naming syntax for an installer log file is:

```
<component>_HPOvInstaller.txt
```

where <component> refers to the installed component. For example, for an HP OpenView Management Server installation, the logfile is named `server_HPOvInstaller.txt`. For a Service Desk Metric Agent installation, the equivalent file is:

```
agent_HPOvInstaller.txt.
```

Inspect the configuration files for any indication that may explain the install failure.

- **Component Log Files**

On all operating systems, the component log files are located in the %OVDATADIR%/HPOvInstall folder, where %OVDATADIR% refers to the location specified by the %OVDATADIR% variable.

The syntax for naming a configuration log file on a Windows operating system is:

```
Ovapp_msi_<component>_install.log
```

For UNIX-based operating systems, the syntax is:

```
Ovapp_depot_<component>_install.log.
```

Component files contain information on the native installation of the component. On a Windows operating system, search the logfile for the string Return Value 3, which indicates an error.

- **Object Server Log**

Inspect the object server logfile, located in the %OVDATADIR%/log directory. The file is named system0.0_enUS. It contains information on the Management Server and its tools. Search the end of the file for exception messages or other error messages that may explain the failure.

On a UNIX-based operating system, search through the swagent.log file located in /var/adm/sw/ folder. Search for the error string.

Reinstalling over an Existing Installation

You cannot reinstall over a working installation. Attempts to do so may damage your existing installation. Always uninstall completely and then reinstall the software.

To reinstall:

1. Flush the cache.
2. Uninstall Service Desk from your system.
3. Remove all Service Desk directories (if not successfully removed by the installer). On Windows, remove the folder Document and Settings\[current user]\Application Data\HP OpenView (if

not visible, click the **Tools** menu, click **Folder Options**, click the **View** tab, and select **Show Hidden files and folders.**); remove the installation folder in C:\Program Files\HP OpenView\

On a UNIX operating system, remove the installation folder:
/opt/OV

4. Install Service Desk.

Reinstalling after Cancelling an Installation

If you cancel the installation process on Windows the installation program removes the components already installed before clicking **Cancel**. A dialog box is displayed showing the progress of the uninstallation. Data is retained by Windows and it remembers you have once attempted to install Service Desk.

When you then reinstall Service Desk a screen is displayed enabling you to choose how the installation should continue, select an option:

- **Modify** will display the custom installation screen, enabling you to select components to install.
- **Repair** will continue with a typical installation, replacing all missing and corrupted files with clean files from the installation package.
- **Remove** will completely remove the remaining Service Desk components from the computer.

Console Visibility on a Windows 2000 platform

If you install the HP OpenView Management Server on a Windows 2000 platform, under certain circumstances it may appear to the user that the console has not started, that is, the console may appear to be invisible. The recommended solution is to install DirectX 9.0c. Download the DirectX technology from:

<http://www.microsoft.com/windows/directx/default.aspx>

C Database Sizing

This section discusses the results of several test sessions performed with the aim of producing guidelines on database sizing for DBA administrators.

Test Description

Several test sessions were performed, during which a Service Desk database was installed and filled with realistic data, both live and generated. The data resulting from these tests, shown below, provides a good sizing estimate. Deviation from these results will not exceed 5%.

Whilst sizing the database, keep in mind that the following elements were not present during the test session:

- Languages: you can install several languages with the database. The extra storage needed for an installed language is limited. Per language not more than 1.5 MB is required, including indexes.
- Action and Rules: these are specific to customer requirements. The test-sessions were executed on an out-of-the-box ServiceDesk 5.0 installation. Per set of 1000 Actions and Rules, the estimated extra storage required is 6 MB.
- Attachments: add an estimated 2 KB per attached A4 with default text.

NOTE

The tests were performed on an Oracle database.

Test Data

The database was filled with the following data items.

Table C-1

Sizing Test Data

Item	Number
Closed Servicecalls	55000
Open Service Calls	300
Open Changes	1300
Closed Changes	200
Open Problems	150
Customers	20000

Table C-1 Sizing Test Data (Continued)

Item	Number
Configuration Items	75000
Support ServiceDesk (1st line)	50
Support 2nd line	300
Support 3rd line	50
Accounts	150
Business Locations	250
Organizations	250
Person Records	20000
Workgroups	13

Test Results

The ServiceDesk 5.0 installation required 175 MB of memory for database items such as views, form, rules, and so on.

After storing the data listed in Table C-1, the database size increased to 330 MB. After subtraction of the value for the ServiceDesk 5.0 installation, it can be concluded that 155 MB is required to store the data.

Recommendations

Database Settings

To ensure a smooth operation of ServiceDesk 5.0 with an Oracle database, use the following settings:

- Create a tablespace large enough to host the initial data and additional (projected) data. If a database is initially filled with 330 MB of data, as in the test described above, create a tablespace of at least 512 MB.
- Redirect sufficient internal memory to the database. You should redirect at least 25% of available internal memory. Keep in mind that more memory is better for performance.
- By default, database extensions are relatively small. Too many small extensions will impede database operations. While installing the Management Server, create extensions that are at least 10% of the initial tablespace size.

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