HP OpenView Service Desk

for the Windows and UNIX operating systems

Release Notes

Software version: 5.0 Service Pack 1 / 27 June 2006

Edition 3

This document provides an overview of the changes made in HP OpenView Service Desk 5.0 Service Pack 1, and relates to the contents of the Service Pack 1 DVD and the integration software released separately afterwards. This document contains important information not included in the manuals or the online help.

In This Version

For information about the differences between HP OpenView Service Desk 4.5 and HP OpenView Service Desk 5.0, refer to *HP OpenView Service Desk 5.0 Differences Between 4.5 and 5.0*.

The Extraction Configuration Wizard (ECW) was included by mistake in Service Desk 5.0. ECW is not supported in service Desk 5.0, so it is not included in Service Desk 5.0 Service Pack 1.

Service Pack 1 and the integration software released separately include the following new features:

- Web Console.

- The ability to integrate with HP OpenView Self-Healing Services.

- The ability to integrate with the following products:

    — HP OpenView Internet Services (OVIS)

    — HP OpenView operations (OVO)

    — Microsoft Operations Manager (MOM)

NOTE: The integrations for **Microsoft Systems Management Server (SMS)** and **HP OpenView Network Node Manager (NNM)** will be released with Bundled Component Ugrade 2 (BCU2).

For information about the versions of the integrated products Service Desk can integrate with, refer to the Supported Platforms list at this URL: http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN018535. For information about OVO, refer to the *HP OpenView Service Desk OpenView Operations Integration Administrator's Guide*. For information about the other integrations, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*.

Documentation Updates

The first page of this document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates, or to verify that you are using the most recent edition, visit the following URL:

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

1   In the **Product** list, click the product name.

2   In the **Version** list, click the version number.

3   In the **OS** list, click the OS type.

4   In the document list, click the document title.

5   To retrieve the document, click **Open** or **Download**.

NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following URL:

http://www.adobe.com

In Service Desk 5.0 Service Pack 1, the *HP OpenView Service Desk Concepts Guide* will be available.

The *HP OpenView service Desk OpenView Operations Integration Administrator's Guide* will be available with the release of the OVO integration, and an updated *HP OpenView Service Desk Data Exchange Administrator's Guide* will also be available when the other integration software is released.

Documentation Errata

This section describes the following:

- Any errors in the published documentation
- Latest information that could not be included in the published manuals or online help

Errors in Online Help

Command Line Utility

Topic ID: UiCaCommandLine

Title: Command Line Utility

Location: **Information for Administrators>Command Line Utility**

This help topic contains an error.

Incorrect Text: "In a help desk environment, for example, you might have a tool that pulls a caller's phone number from the phone system. Using the console command line utility, you could write a script that would display a view containing all calls in the HP OpenView database that originated from this caller's phone number."

Problem: The command line utility, `ovconsolecmd`, cannot parse variables passed to it. This functionality is not available for Service Desk 5.0 Service Pack 1.

Active Directory User Authentication

Topic IDs: SecLoginAdssologinModule, SecLoginAdssoTokenValidation

Location: **Information for Administrators>Users & Security>User Authentication>Active Directory User Authentication**

Defect number: QXCR1000328248

Problem: Information is out of date. **NOTE**: Active Directory Token Validation is supported only on Windows and HP-UX operating systems.

The following information supplements the section entitled **Active Directory User Authentication**.

In the topic **Configure the Active Directory Log-in Module** (topic id: **SecLoginAdssoLoginModule**), step 5 is expanded with the following additional options: **validateServer**, **servicePrincipal**, and **keyTab**. (the existing option, **debug**, remains unchanged):

- **validateServer** - Whether to validate the token that the management server receives from the console. Set this to "true" or "false". (Default is "false".) If you set this to "false", the management server assumes that the token is valid, and security decreases. Therefore, you are recommended to set this to "true".

- **servicePrincipal** - The name of the service principal that the management server uses when it validates tokens. Use the format "<service principal name>@<ACTIVE DIRECTORY DOMAIN>". (Default is "OVLOGIN/<management server hostname>@<realm>".)

- **keyTab** - The full path to a keytab file, using forward slashes (/) as path delimiters. The keytab file contains credentials of a user that the management server uses when it connects to the Active Directory server to validate tokens. By default, this option has the following value:

  — Windows operating systems: `<data_dir>/conf/sec/login/ovlogin.keytab`

  — UNIX operating systems: `/var/opt/OV/conf/sec/login/ovlogin.keytab`

- **debug** - Whether to output debug information. Set this to "true" or "false". (Default is "false".)

The following additional topic explains how to set up token validation.

Configure Active Directory Token Validation

If you configure a management server to authenticate users with Active Directory, the management server requests the users' existing log-in context from the console when the user attempts to log in. The console then returns a token.

To enable the management server to validate this token, you must complete the following tasks:

- Configure a user and service principal on your Active Directory server.

- Copy a keytab file for this service principal onto your management server.

- Configure client systems to send session keys.

NOTE: The configuration steps in this topic involve software provided by Microsoft Corporation: Active Directory, the command ktpass, and Registry Editor. Attempt to complete these steps only if you have appropriate expertise and permissions. If you are unable to complete these steps, it is still possible to configure Active Directory user authentication by not setting the validateServer option to "true" when you configure the Active Directory log-in module. However, doing this decreases security.

To configure a user and service principal:

1   On the Active Directory server, create a user account with a logon name that corresponds to the host name of your management server. For example, if the management server's fully qualified domain name is management1.example.com, create a user with logon name management1.

2   Check the account properties to ensure the account meets the following requirements:

- A password change at the next logon is not required.

- Kerberos preauthentication is required.

3   Use `ktpass` to map a service principal name to the new user and create a keytab file. By default, the Active Directory log-in module expects the service principal name in the following format:

`OVLOGIN/<management server hostname>@<ACTIVE DIRECTORY DOMAIN>`

The following example maps a service principal name to a user called `management1` where the management server hostname is also `management1` and the Active Directory domain is `EMEA.EXAMPLE.COM`. The example creates a keytab file called `ovlogin.config`.

`ktpass -mapuser management1 -princ`

`OVLOGIN/management1@EMEA.EXAMPLE.COM -pass secret -out`

`ovlogin.keytab`

If you need to use a different service principal name, set the servicePrincipal option when you configure the Active Directory log-in module.

To copy a keytab file for your service principal:

Securely copy the generated keytab file from your Active Directory server to your management server. Save the keytab file in the following location on the management server:

- Windows operating systems:

  `<data_dir>\conf\sec\login\ovlogin.keytab`

- UNIX operating systems:

  `/var/opt/OV/conf/sec/login/ovlogin.keytab`

If you need to use a different file name or location for the keytab file, set the keyTab option when you configure the Active Directory log-in module.

To configure client systems to send sessions keys:

NOTE: To use Active Directory user authentication, each client system must be able to send to the management server a ticket-granting ticket (TGT) that contains a valid session key. If the client runs the Windows XP SP2, Windows Server 2000 SP4, or Windows Server 2003 operating system, the TGT does not contain the required session key by default. To change this behavior, you must create a registry key.

1   On the client system, use Registry Editor to locate the following key:

- Windows XP SP2 operating system:

  HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Lsa\Kerberos\

- Windows Server 2000 SP4 and Windows Server 2003 operating systems:

  HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Lsa\Kerberos\Parameters

2   Create a new value with the following attributes:

- Name: allowtgtsessionkey

- Type: REG_DWORD

- Value: 1 (decimal)

HP OpenView Performance Insight

To use HP OpenView Performance Insight with Service Desk 5.0, you need to purchase the following components:

- HP OpenView Performance Insight 5.1
- HP OpenView Performance Insight Database Connector (one for each Service Desk server you want to report from)
- Your choice of the following:
  — HP OpenView Performance Insight Report Pack for Helpdesk Manager
  — HP OpenView Performance Insight Report Pack for Change Management
  — HP OpenView Performance Insight Report Pack for Service Level Management
- Media and Manuals for HP OpenView Performance Insight are purchased separately. The manuals are available in PDF format on the CDs.

There is a starter bundle, HP OpenView Performance Insight Starter Bundle for Service Desk 5.1. This includes: HP OpenView Performance Insight 5.1, HP OpenView Performance Insight Database Connector, and the HP OpenView Performance Insight Report Pack for Helpdesk Manager.

Prerequisites

Database

OVPI 5.1 supports only Oracle 9.2.0.5 with the "partitioning feature" configured.

Note: Windows XP is not supported.

Installation Notes

The following install scenarios are supported:

- Fresh
- Upgrade
- Secondary server

For more details, refer to the *HP OpenView Service Desk 5.0 Installation Guide*.

Note the following potential problem regarding HP-UX.

A Problem Arises When the Software DVD-Rom Is Mounted on HP-UX

Problem

A problem arises when the software DVD-Rom is mounted on HP-UX.

Workaround

To mount the DVD-Rom on an HP-UX system, use the following commands:

```
nohup pfs_mountd&
nohup pfsd&
pfs_mount -o soft <DVD-Rom ID> /cdrom
```

DVD-Rom ID is the ID of your actual DVD-Rom.

You can find this ID by using the following command:

```
ioscan -funC disk
```

Software and Hardware Requirements

Before installing HP OpenView Service Desk 5.0, make sure that your system meets the following minimum requirements:

- OS platform and compatibility
  - Supported operating systems
  - For information about the supported operating systems, and corresponding system requirements, refer to the *HP OpenView Service Desk 5.0 Installation Guide*.
  - Operating system patches required for Sun Java

    The operating system of the machine on which Service Desk will be installed must be upgraded with the most recent operating system patches related to the Java Runtime Environment (JRE). Failure to install these patches may result in one or more subsequent components failing to install. This problem is especially critical on HP-UX 11.

    Patches should be installed before you install the Java software. Some patches are absolutely necessary to run Java; others are recommended for optimum performance. HP recommends that you install all patches needed for your system configuration.

- Software
  - Database server

For information about supported databases, refer to the *HP OpenView Service Desk 5.0 Installation Guide*.

The use of the Unicode character set AL32UTF8 is recommended on Oracle. If you want to use the Unicode character set as your default character set, you must create the Oracle instance for supporting Unicode.

For an Oracle Database, you should possess the appropriate rights (DBA account and password) for creating new Oracle Database users.

— Microsoft SQL Server configuration

Configure Microsoft SQL Server to accept non-Windows user name and password logons. You can configure this acceptance in the properties window of the SQL Server instance. Set the Authentication to "SQL Server and Windows."

NOTE: If you have installed a previous version of HP OpenView Service Desk, remove the `OVXPL_DATA_DIR`, `OvDataDir` and `OvInstallDir` environment variables before reinstalling.

Installation Problems

This section provides workarounds to known installation problems.

Installation Problems on Solaris 9 and 10

Problem

On Solaris, a "Finalize action warning" error is displayed at the end of the installation. The application installer tries to start all the processes and the `ovobs` process fails.

The error message states the following:

```
Finalize action for HP OpenView Service Desk Management

Server (Starting the server.) was not successful.
```

The following shows the status after the installation:

```
Ovcd         OV Control                    CORE        (2434)    Running

ovbbccb      OV Communication Broker    CORE        (2435)    Running

ovloginsv    OV Login Server            JAVA                  Stopped

ovapacheA    OV Apache(A) WebServer Service    WEB           Aborted

ovsdma       OV SLM OVSD Metric Adapter SLM        (2757)    Running

ovtomcatA    OV Tomcat(A) Servlet Container    WEB   (2625)    Running

ovsdslm      OV Service Level Management SLM       (2762)    Running

ovobs        OV Object Server           OBS                   Aborted

ovcs         OV Certificate Server      SERVER      (2763)    Running

ovsdreport   OV Service Desk Reporting    SDREPORT            Aborted
```

This problem is linked to the value of the timeout of the OV Control process, which is too small for Solaris systems.

Workaround:

Enter the following commands:

1 **ovc –kill**

2 **ovconfchg -ns ctrl.ovcd -set ACTION_TIMEOUT 120**

3 **ovc -start**

QXCR1000315787:
Apache Startup

Problem

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.

Workaround

1   Add a group:

    groupadd ovwebgrp

2   Add the ovwebusr group:

    useradd -G ovwebgrp ovwebusr

3   Restart the Apache process:

    ovc -start ovapacheA

Installation Freezes

Problem

If the installation screen remains static for a very long time, your machine may have frozen.

Workaround

To prevent the installation from freezing, follow these steps:

1   Download `scripten.exe` from the Microsoft web site:

    www.microsoft.com.

2   Run the `scripten.exe` file.

3   Restart your computer.

4   Run the `setup.exe` file again.

Error Messages in the Log Files

Problem

You encounter error messages in the following log file:

```
C:\Program Files\HP OpenView\data\log\system0.0.en_US
```

Example:

```
Oct 18, 2005 9:01:48 AM;5;10;com.hp.ov.obs;SEVERE;SQL Exception: JDBC error 942: ORA-00942:
table or view does not exist, SQL state: 42000 for query: select 1 from
itsm_personsjava.sql.SQLException: ORA-00942: table or view does not exist
```

Workaround

None. Do not be alarmed. These messages do not impact the behaviour of the application.

QXCR1000312290:
Unable to Depersist an Object

Problem

The following message appears in the `system0.0.en_US` log file:

```
Jan 19, 2006 4:20:52 PM;99;19;com.hp.ov.obs;SEVERE;Unexpected error
deserializing a JavaObject. Exception: {0}
java.io.StreamCorruptedException: Unable to depersist an object
(com.hp.ov.ui.ext.core.view.chart.ChartViewInfo).
null
        at com.hp.ov.obs.util.Streamer.readObject(Streamer.java:365)
        at com.hp.ov.obs.util.Streamer.readObject(Streamer.java:100)
        at com.hp.ov.obs.util.ObsUtils.deserialize(ObsUtils.java:901)
        at com.hp.ov.obs.util.RsObjectValue.getObjectValue
```

Workaround

You can safely ignore this message. It does not indicate a severe problem with the software.

QXCR1000320074:
JVM Memory Consumption

Problem

When using Service Desk 5.0, you might see some unusual traces in the log file, as shown in the following example:

```
Feb 28, 2006 10:31:49 AM;142;18;com.hp.ov.obs;SEVERE;JVM uses
518,979,584/518,979,584= 100% of maximum memory (total/max) of which
322,468,824/518,979,584= 62% is free (free/total).
Feb 28, 2006 10:33:49 AM;143;18;com.hp.ov.obs;SEVERE;JVM uses
518,979,584/518,979,584= 100% of maximum memory (total/max) of which
296,562,824/518,979,584= 57% is free (free/total).
```

Workaround

Change the maximum memory used by the Object Server process:

1 Edit the file called `OvObs.xml`.

   Location on Windows: `C:\Program Files\HP OpenView\data\conf\obs`

   Location on UNIX: `/var/opt/OV/conf/obs`

2 Change `-Xmx512m` to **`-Xmx1024m`**, and save the changes.

3 Unregister Object Server by using the following command: **`ovcreg -del ovobs`**

4 Register Object Server again by using the following command:

   Windows: **`ovcreg -add C:\Program Files\HP OpenView\data\conf\obs\OvObs.xml`**

   UNIX: **`ovcreg -add /var/opt/OV/conf/obs/OvObs.xml`**

5 Start Object Server by using the following command: **`ovc -start`**

Uninstall Steps (Windows Only)

This section describes how to uninstall HP OpenView Service Desk 5.0, and remove its files, on Windows systems.

Uninstall Service Desk

To remove a Service Desk component from your Windows system, do the following:

- In the Windows Control Panel, select **Add/Remove Programs**.

After you have uninstalled the software, remove the Service Desk files and the Self-Healing Services registry key.

Remove Service Desk Files

Warning: Perform the following cleanup operation only if Service Desk 5.0 has been previously installed on your system, and only if you do *not* have other HP OpenView products (for example, HP OpenView Internet Services) installed.

To remove Service Desk 5.0 files, follow these steps:

1   Delete the location where you installed the software.

The default install location is as follows:

`C:\Program Files\HP OpenView`

2   Delete the HP OpenView registry key:

`HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\HP OpenView`

3   Remove the following services:

— HP OpenView Shared Trace Service

— HP OpenView Apache(A) WebServer Service

— HP OpenView Ctrl Service

— HP OpenView Tomcat(A) Servlet Container Service

— HP OpenView Communication Broker

4   Delete the following folder:

`C:\Documents and Settings\%USERNAME%\Application Data\HP OpenView`

5   Delete the following environment variables:

— OvDataDir

— OvInstallDir

— OvXpl_data_dir

— WAPP_HOME

6   In the `%PATH%` environment variable, remove the following reference:

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

7   In the `%TEMP%` folder, delete the `ovinstallparams.ini` file.

8   Reboot the system.

Remove Self-healing Services Registry Key

For information, refer to QXCR1000329577 in this document.

Enhancements and Fixes

This section describes any major new features in this release, and the fixes for defects raised by customers.

Enhancements

HP OpenView Service Desk Service Pack 1 contains a new feature: the Web Console. For documentation about the Web Console, refer to the *HP OpenView Service Desk Administrator's Guide*.

It is also now possible for Service Desk 5.0 to integrate with HP OpenView Self-Healing Services.

Self-Healing Services software can be used to gather and submit data necessary to streamline the resolution of problems found in Service Desk 5.0. HP recommends the use of Self-Healing Services, and it is included in every support contract. Documentation and downloads are available at http://support.openview.hp.com/self_healing.jsp.

Fixes

This service pack contains the following fixes:

Defect Number	Short Description
QXCR1000284568	Authentication should be case-insensitive.
QXCR1000297062	'To deadline' not available in Format rules of Views.
QXCR1000301842	Calendar controls do not work.
QXCR1000302073	The 'Match case' option is not available in Advanced Find yet.
QXCR1000305153	Cancel form does not cancel changes.
QXCR1000306115	UI Rule blocks DB Rule.
QXCR1000306288	Question over ovconsolecmd.
QXCR1000306291	Missing Relations when using system action "Create Work Order"
QXCR1000306771	In DB and UI rules criterion's on classification doesn't show values.
QXCR1000306785	Chart view by month causes classcastexception.
QXCR1000306815	Cannot save record. The attribute OID must be unique.
QXCR1000309086	Entities with view access only generate query builder errors on history.
QXCR1000309175	The Quick Find window cannot open again, in click close icon in the Quick Find.
QXCR1000309636	Problem when using offsets for dates in templates.
QXCR1000310151	"Your installer for this operating system is not enabled".

QXCR1000313147	Configuration item map shows all related CIs.
QXCR1000315387	Problem with import mappings on the custom fields.
QXCR1000317617	Database Export/Import possible using OvObsConfig. Is this supported?
QXCR1000317950	Cannot use %line.separator% in Database rules.
QXCR1000321016	OVConsoleCmd in Smart Action cannot use quotes in Smart Action parameters.
QXCR1000302856	Modified role only propagated when server cache is cleared.
QXCR1000304295	Query manager gives error: Query Builder cannot join tables.

Known Problems, Limitations, and Workarounds

This section describes known problems, limitations, and related workarounds for Service Desk.

General Problems

This section describes how to work around general problems you may encounter with Service Desk.

Incorrect Messages in the Log Files during Installation

Problem

In the `system0.0.en_US` log file, the following message appears twice consecutively:

`"com.hp.ov.obs.security;SEVERE;441No Passwords in License File error code: 5997"`

Workaround

You can safely ignore this message. It does not indicate a severe problem with the software.

Problem

During the installation of Service Desk 5.0 on Solaris, in the `system0.0.en_US` log file, the following message appears:

```
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/ovsdma.xml'.
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/OvsdMA.xml'.
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/OvSdSlm.xml'.
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/ovsdslm.xml'.
```

Workaround

You can safely ignore this message. It does not indicate a severe problem with the software.

Log-on Exceptions

Problem

After you install Service Desk, you encounter a log-on exception.

Workaround

Before using the Secure Socket Layer logon, execute the `OvObsClientSettingsEditor.bat` file.

Failure to execute this file results in the following error message:

```
Javax.security.auth.LoginException: Failed to login due to RpcException: unexpected HTTP
status: 503 Service Unavailable.
```

For information on the user authentication mechanisms available, including the use of the Lightweight Directory Access Protocol (LDAP) and Active Directory, refer to the Service Desk online help (in the **Contents** tab of the Help Navigator window, see the section **Information for Administrators**>**Users & Security**, and see the topics in the sections on **User Authentication**, **Principal Mappings**, and **Accounts**). **Note**: for some of the latest information about Active Directory user authentication, refer to Active Directory User Authentication in this document.

QXCR1000329577
Self-Healing Registry Key Remains after Service Pack 1 is Installed

Problem

A registry key remains after Service Desk is uninstalled.

Workaround

Manually remove the following registry key:

`HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\SH Services\Supportability Adapter\dc`

The value is `SDESK`.

QXCR1000289191:
Help Only Available When Using the Default Port

Problem

The online help is not available when Apache is installed on a non-default port. Because the application installer offers you the option to set another port for Apache, this problem could affect you.

Workaround

None.

QXCR1000244984:
Incidents Generated by the Alarm Engine are Not Correctly Filled

Problem

For all incidents created by the alarm engine, the associated service level is not correct. It is always the same service level for all the incidents.

Workaround

You can modify the configuration item (CI) linked to the incident. Because the incident is created automatically for the specific CI, the user should not be able to modify the CI.

Expected behavior:

- Service level must be set with the right service level name.
- User cannot modify the value of the incident's CI field.

QXCR1000283641:
Searching for Text from "Localized Text" Does Not Work

Problem

By default, it is not possible to search for text in Localized Text or its subfolders.

Note: If you select one of the subfolders of Localized Text, and run Advanced Find, this subfolder becomes available to the search engine, and is added as a searchable folder in Advanced Find, added to the bottom of the list. These changes are lost again after restarting the console.

To reproduce the problem:

1   Click **OV Configuration→Presentation→Localized Text**, and select the **Localized Text** folder.
2   Open the Advanced Find form by pressing **F2** or clicking **Advanced Find** in the menu bar.
3   Search for localized text in **Localized Text** and in one of its subfolders.

Expected Results

The Advanced Find form opens. The **Show** field contains **Localized Text**, and you can select one of its subfolders (for example, **Label Text**). You can run a search in **Localized Text** and in one of its subfolders.

Actual Results

Pressing **F2** does not open the Advanced Find form. Clicking the **Advanced Find** button in the menu bar opens Advanced Find, but **Localized Text** and its subfolders are not available to the search. They cannot be selected in the **Show** field.

Workaround

None.

QXCR1000289979:
No Data is Presented on a Java Web Start Client after an Object Server Failover

Problem

No data is presented on a Java Web Start client after an Object Server failover.

Prerequisites:

Two management servers installed refer to one database.

To reproduce the problem, follow these steps:

1   Start two Java Web Start clients on two different machines, referring to different management servers.

2   Stop one of the management servers.

Expected Results

After the failover, the Java Web Start client that referred to the stopped management server is connected automatically to the running management server. All data is still accessible.

Actual Results

After the failover, the Java Web Start client that referred to the stopped management server is connected automatically to the running management server. Data is *not* accessible anymore. Data creation is no longer possible.

Solution

Download the Java Web Start client again by using the URL connecting the second application server.

Service Pages Installation Hangs If Apache and Tomcat are Already Running

Problem

When trying to install Service Pages, the installer hangs and does nothing.

Prerequisites

A system for Service Pages, with the Apache web server and Tomcat Servlet container already running.

To reproduce the problem, attempt to install the Service Pages installer.

Expected Results

The installer runs, and the installer splash screen appears.

Actual Results

Nothing happens. The installer interface does not appear.

Workaround

Stop Apache and Tomcat before running the installer.

QXCR1000294601:
Service Level Created from Java Web Start is Not Visible on OvConsole

Problem

The service levels created on the Java Web Start console are not visible from OvConsole.

To reproduce the problem, follow these steps:

1   Start Java Web Start.

2   Create one service level.

3   Start the HP OpenView console.

4   Open the list of the service levels.

    You cannot see the service level created with the Java Web Start console.

Workaround

It is recommended that you reconnect to see other entities. The problem may be fixed after service levels are not cached any more. If a client updates a cached entity, other connected clients do not automatically update their cache. This design decision was made for performance reasons. Cached entities should be fairly static. At the time, the functional impact was considered to be low.

QXCR1000242246:
{I18N} Apache Service is Not Registered in the OS When Installed in a Non-ASCII Path

Problem

When a Service Desk installation includes an Apache server (such as the Service Desk 5.0 Server installation), and is installed in a path that contains non-ASCII characters (for example Chinese, Japanese, or Russian), the Apache server is not installed properly.

As a result, all functionality that relies on the Apache server does not work:

- Java Web Start client

- Web UI

- Service Pages

- Attachments

- Online help

Workaround

None.

QXCR1000244548:
Traces Using Java Web Start

Problem

When a client is deployed using Java Web Start, some logs are not recorded.

Some of the graphical user interface log messages are logged in the Object Server log file.

Workaround

None.

Service Level Management

This section describes known problems, limitations, and workarounds related to Service Level Management (SLM) in Service Desk.

Metric Adapters: Tuning the Query Limitations

Problem

The query restriction in the HP OpenView console can be set to display a maximum of 500 metric definitions and 1000 metrics. The query restriction is required to use OVPA metrics or any other metrics with big volumes.

Workaround

To disable the query restriction, follow these steps:

1 In the **OV Configuration** workspace, select **Presentation**.

2 In the panel, select **Search**.

3 Double-click and select **No restriction** (instead of **Restricted to**) for each of the following objects:

   — Metric Definition

   — OV*xx* Metric

   — OV*xx* Metric Definition

QXCR1000244984:
Incidents Generated by the Alarm Engine Are Not Correctly Filled

Problem

When an incident is generated by the SLM Alarm Engine, its service level attribute is not related to the generation of the incident.

Instead, the service level determination works as follows:

*   If the related configuration item has a service level, that service level is taken.

*   If not, the default service level is used.

Workaround

None.

QXCR1000316864:
Severe Errors in Join Tables Operation

Problem

Severe errors are logged in the Object Server log file. All the errors are related to a Join Table Operation. The severe errors associated with the query builder error on join tables are generated when you try to remove a service definition that has an associated service.

The following traces will be created in the log files:

```
Feb 10, 2006 3:24:39 PM;99;11;com.hp.ov.obs;SEVERE;Error

com.hp.ov.obs.impl.util.DeveloperException: Query Builder can not join tables cdm_services
[281478426132597] and cdm_services_x [272934308553576458].

Check relations between cdm_services on one hand, and cdm_services_x and cdm_services_x on
the other. in method createReferencedTable

      at
com.hp.ov.obs.impl.da.AppQueryBuilder.createReferencedTable(AppQueryBuilder.java:1392)
```

```
        at com.hp.ov.obs.impl.da.AppQueryBuilder.makeJoin(AppQueryBuilder.java:2025)

        at com.hp.ov.obs.impl.da.AppQueryBuilder.listWhereParts(AppQueryBuilder.java:2595)

        at com.hp.ov.obs.impl.da.AppQueryBuilder.listWhereParts(AppQueryBuilder.java:2610)

        at com.hp.ov.obs.impl.da.AppQueryBuilder.createConcreteQuery(AppQueryBuilder.java:335)

        at com.hp.ov.obs.impl.da.AppQueryBuilder.createQueryBuilder(AppQueryBuilder.java:223)
```

You can safely ignore these traces because they do not indicate any severe problem with the software.

Workaround

None.

QXCR1000299666:
SLM Licensing: No Messages Sent to the Client Console

Problem

When an SLM licensing problem occurs, no message is sent to the client console, but all licence events are logged in the SLM log file. For example, if the number of services authorized by licenses is reached, you can create a new service, but the SLA Activity Status remains `not managed`.

SLM manages only the number of services licensed. If a greater number of services are ready in the CMDB for SLM management, only a licensed number of services are managed. The other services are not managed. The non-managed services are listed only in the log file, and the SLM management status may be inaccurate.

Workaround

None.

Web Start

This section describes known problems related to Web Start deployment.

QXCR1000305148:
Starting SD 5 Client Deployment using Web Start

Problem

If you deploy the Service Desk 5.0 Client from a UNIX to Windows system by Web Start, the names' resolution must be consistent.

Workaround

Make sure that you do not have any inconsistency between the full internet name and the alias name. For example, if you use http://myhostname.domain.org/ovconsole (full internet name) as a command for downloading the Service Desk 5.0 Client on Windows, the deployment will fail if, on UNIX, the result of "hostname" is myhostname (alias name).

Smart Actions

This section describes known problems related to Smart Actions.

QXCR1000309377:
Smart Action Create Work Order in Service Call Generates Error Message

Problem

Open a Service Call form and start the Action Create Work Order. This generates the following error message:

```
Windows cannot find 'Files/HP'. Make sure you typed the name correctly, and then try again.
To search for a file, click the Start button, and then click Search.
```

Every time the UI rule condition is met, an error occurs.

Workaround

In the **OV Configuration** workspace group, click **Actions and Rules >Applications.**

Select **Service Desk Form** and change the command line. The default value of the **Command line** field is `call "$PRODUCTFOLDER$\bin\ovconsolecmd.bat"`. Remove the call command from the command line.

QXCR1000324443:
Smart Actions Pass ID Parameters in Wrong Format

Problem

Create a smart action that passes an ID as a parameter to an external command.

Use the external command **echo %*** on Windows, or **echo $*** on UNIX.

Make sure the ID is greater than 1000.

When the ID is greater than 1000, the GUI shows commas between the thousands (or a period, depending on the locale), for readability. The smart action passes the ID as a parameter in the same format, that is, with commas. This is wrong.

An example where this results in errors is when the smart action invokes a script that sends the results back to Service Desk by using LoadObject. LoadObject uses the ID to identify the entity to modify. However, LoadObject expects an ID without commas.

Expected Results

The ID parameter must be passed without formatting, that is, without characters that improve readability.

External interfaces like smart actions and LoadObject must use the same formatting of parameters.

Workaround

The script called by the smart action should remove the formatting of the ID before further processing.

This workaround is only applicable for smart actions that call a script that can be modified.

If you call a 3rd party executable, this workaround will not work.

OVO Integrations

This section describes known problems, limitations, and workarounds in the HP OpenView Operations for Windows (OVO/W) and HP OpenView Operations for UNIX (OVO/U) integration packages of Service Desk.

QXCR1000330226: OVO/W-SD Integration:
Service Desk Database Rule Not Triggered

Problem

When an incident is set to `state=closed`, the database rule that sends an acknowledgement to the OVO/W management server is not triggered.

Workaround

Create a new dummy rule, save it and delete it.

QXCR1000323681: OVO/W-SD Integration:
Integration Account in OvObsLoadObject.conf Cannot Create Incidents

Problem

Integration account does not allow OVOW messages to create incident records in Service Desk.

Workaround

Manually modify the `OvObsLoadObject.conf` file. Move the line with the entry SERVER to the line just below `[OVOBSLOADOBJECT]`.

The delivered configuration file `OvObsLoadObject.conf` contains the following lines:

```
[OVOBSLOADOBJECT]
LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log
ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log
ACCOUNT=OVOW_server1/Password4OpenV!ew
SERVER=sdmanagementserverhostname
PORT=30980
MAPPING=ovowindows
CLASSNAME=incident
MODUS=insert
```

Change the contents of the file to the following:

```
[OVOBSLOADOBJECT]
SERVER=sdmanagementserverhostname
LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log
ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log
ACCOUNT=OVOW_server1/Password4OpenV!ew
PORT=30980
MAPPING=ovowindows
CLASSNAME=incident
MODUS=insert
```

QXCR1000314392: OVO/W-SD Integration:
Monitor Service Desk Log File Policy' does not Work

Problem

This policy does not work. There are two issues.

1   `%OvDataDir%` is not the correct syntax. Therefore, this variable is not replaced and the file cannot be found.

2   The policy assumes there is only one Service Desk log file, but there are several. You could use HP OpenView Operations' log file preprocessing to get a list of all the log files and to monitor all the log files.

Workaround

1   You should use <$OvDataDir>\log*servicedesklogfile* in the policy, where *servicedesklogfile* is the name of a log file.

2   To monitor multiple log files, create in OVO/W a log file monitoring policy for each log file.

QXCR1000314396: OVO/W-SD integration:
'Monitor sd_event Log File Policy' does not Work

Problem

This policy does not work. There are three issues:

1   %OvDataDir% is not the correct syntax. Therefore, this variable is not replaced and the log file cannot be found.

2   Error messages are not logged in the `OvObsLoadObject.log` log file mentioned in the policy.

3   The policy uses **Read from beginning (always)**.

Workaround

1   To search for server errors, in the "Monitor sd_event Log File" policy, use `<$OvDataDir>`.

2   Change the file name `<$OvDataDir>\log\OvObsLoadObject.log` to `<$OvDataDir>\log\OvObsLoadObject_error.log`.

   To search for server errors, use the following pattern:

   `SERVER RESPONSE=<*.ServerError>`

   To search for client errors, use the following pattern:

   `CLIENT_ERROR=<*.ServerError>`

3   Change the policy by selecting **Read from beginning (first time).**

QXCR1000333600: OVO/U-SD Integration:
Database Rules Cannot be Modified Straight after Import

Problem

Modifying the database rules that are uploaded into Service Desk during the configuration of the integration might result in the following error:

```
Could not show dialog(com.hp.ov.obs.admin.rules.db.form.DBRuleWizard).
java.lang.NullPointerException
```

Workaround

Restart the Service Desk server processes with the commands: `ovc -stop` and `ovc -start`.

QXCR1000337260: OVO/U-SD Integration: Scheduled Outage with Monthly Recurrence Not Supported

Limitation

Scheduled outages (also known as planned outages) are defined by using schedule elements. Although you can define daily, weekly, and monthly recurrence patterns for a schedule element in Service Desk, only daily and weekly recurrence patterns are supported for outage used by the OVO for UNIX Integration.

Workaround

None.

QXCR1000338573: OVO/U-SD Integration: Outage Schedules and Schedule Elements Cannot Contain Spaces

Limitation

The names of schedules and schedule elements used for defining outages (also known as planned outages) for the OVO for UNIX Integration cannot contain spaces. If the name of a schedule or a schedule element contains one or more spaces, the outage file will not be updated.

The log file will show the error message: `No data found for parameter Simple schedule:` *`<Schedule Element name until first space>`* `to be written to the outage-template file` or `No data found for parameter Compound schedule:` *`<Schedule name until first space>`* `to be written to the outage-template file.`

Workaround

When you define schedule and schedule elements for use with OVO/U outage, use names that do not contain spaces.

QXCR1000346943: OVO/U-SD Integration: Obsolete Downtime Schedule is Not Removed from OVO Outage File

Limitation

After deleting an obsolete Planned Downtime schedule from the Downtime tab of a configuration item, the schedule is not deleted from the outage file on the OVO Management Server. The same problem also occurs for Occasional Outage.

Workaround

Obsolete outage information must be manually deleted from the outage file on the OVO Management Server.

QXCR1000346947: OVO/U-SD Integration: Recurrence Pattern with Multiple Days Incorrectly Handled in OVO Outage File

Limitation

If a weekly recurrence pattern of a schedule element spans multiple days that are subsequent (for example, Sunday and Monday or Tuesday and Wednesday), only the schedule information of the first day is inserted in the outage file on the OVO Management Server. The outage for the remaining days is not inserted.

Workaround

None.

QXCR1000346948: OVO/U-SD Integration: Message Forwarded from Incident is Not Acknowledged when Incident is Closed

Limitation

When an Incident record in Service Desk has been manually forwarded to OVO via a smart action and created a message in OVO, this message is not acknowledged when the incident is closed in Service Desk.

Workaround

Acknowledge the OVO Message manually.

MOM Integration

This section describes known problems, limitations, and workarounds in the Microsoft Operations Manager (MOM) integration package of Service Desk.

QXCR1000323681: MOM-SD Integration: Integration Account in OvObsLoadObject.conf Cannot Create Incidents

Problem

Integration account does not allow MOM messages to create incident records in Service Desk.

Workaround

Manually modify the `OvObsLoadObject.conf` file. Move the line with the entry SERVER to the line just below `[OVOBSLOADOBJECT]`.

The delivered configuration file `OvObsLoadObject.conf` contains the following lines:

```
[OVOBSLOADOBJECT]

LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log

ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log

ACCOUNT=MOM_server1/Password4OpenV!ew

SERVER=sdmanagementserverhostname

PORT=30980

MAPPING=ovowindows

CLASSNAME=incident

MODUS=insert
```

Change the contents of the file to the following:

```
[OVOBSLOADOBJECT]

SERVER=sdmanagementserverhostname

LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log

ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log

ACCOUNT=MOM_server1/Password4OpenV!ew

PORT=30980

MAPPING=ovowindows

CLASSNAME=incident

MODUS=insert
```

The line that contains the server tag is now at the top. This ensures that the SERVER tag is interpreted correctly.

QXCR1000330226: MOM-SD Integration
Service Desk Database Rule Not Triggered

Problem

When an incident is set to `state=closed`, the database rule that sends an acknowledgement to the MOM consolidation server is not triggered.

Workaround

Create a dummy rule, save it and delete it.

QXCR1000338961: MOM-SD Integration

MOM: Hostname not mapped on search code in Incident.

Problem

The nodes that are monitored by MOM exist as Configuration Items in Service desk, but when MOM generates a new Incident record in Service Desk, the Configuration Item is not inserted in the Incident.

Workaround

Manually create the correct mapping as follows:

1   Open the MOM import mapping under Data Exchange.

2   Edit the Incident entity mapping.

3   Select and open the Configuration Item attribute for mapping.

4   Select **Search Code** in the **Reference To** field.

5   Click **OK** to accept the new attribute mapping.

6   Click **OK** to accept the Incident entity mapping.

7   Save and close the MOM import mapping.

Usability

This section describes known usability problems, limitations, and workarounds in Service Desk.

QXCR1000304079: OV Control

Problem

`ovapacheA` and `ovobs` processes abort after a reboot.

Workaround

After rebooting your system, restart the processes manually:

`ovc -start`

QXCR1000296194: Compound Schedule Entities

Problem

Schedule entities that include Compound Schedule entities are not supported as Service Hours or Planned Downtime. Only Schedules that include Schedule elements are supported. Compound Schedule entities including Compound Schedule entities are not correctly handled by SLM.

Workaround

None.

QXCR1000303777:
Service Today

Problem

Automatic refresh does not work in the Service Today view. In the default filter pattern, a newly created Service Today view does not show any items.

Workaround

Use the **Refresh** button in the **View** menu to see the latest calls.

QXCR1000290261:
SQL Server Specific Errors: Cannot Create a Row of Size 14072

Problem

When you fill completely all the fields in a form when using SQL Server, you might get an error message when you try to save the form.

Workaround

Remove some information from the form.

QXCR1000324111:
In Web Console in Service Call SLA and Location Information are not Retrieved from Adding Caller

Problem

In the Web Console, in some cases a service and an SLA are not retrieved. The steps below describe the situation in which this problem can occur.

To reproduce the problem, follow these steps:

1   In the **OV Configuration** workspace, click **System Settings**.

2   Double-click **Service and SLA retrieval Settings for Service Call**. The **Service and SLA retrieval Settings for Service Call** dialog box appears.

3   In **Automatic Service and SLA retrieval in Service Call**, select from **Caller, Caller Organization, and Service field**.

4   Add all the search criteria in the following order: **Caller Organization hierarchy**, **Locations of Organization hierarchy**, **Caller**, and **Caller's location**.

5   Select **Stop the search if Services and SLA's are found for a particular criterion**.

6   Select **Enable Search and SLA retrieval from Caller Location field**.

7   Find the service level impact-priority mappings (click **Data>Codes>Service Level>Impact Priority Configuration**).

8   Create a new default impact-priority mapping named **DIPM**, so that, for example, a low impact maps to a low priority. All impacts must be mapped to priorities.

9   Click **Data>Codes>Service call>Service call priority duration setting**.

10 Set the priority-duration settings from **Top** to **Low** priority: 1 hour, 2 hours, 4 hours, 6 hours, 8 hours, and so on.

11 Click **System Settings>General settings**, and select the **Application** tab.

12 Deselect **Search Caller Person in Organization** tree.

13 By using the **Default Support Hours** field, do the following:

— Create and relate a support hours schedule named **SHDefault**, with Sunday 00:00 to 08:00 as support hours

— Create a support hours schedule named **SHA**, with Sunday 12:00 to 00:00 as support hours

— Create a support hours schedule named **SHB, with Saturday 12:00 to 00:00 as support hours.**

14 Add a Service Level workspace to a workspace group.

15 Create a new service level named **SLDefault**, in which you relate the **DIPM** impact-priority mapping, and select **Default**.

16 Create a service level named **SL1** related to **DIPM**.

17 Create a service level named **SLB** related to **DIPM**.

18 Create two persons, and name them **Caller1** and **Caller2**.

19 Create an organization named **Org**.

20 Make **Caller1** and **Caller2** members of **Org**.

21 Create an organization named **POrg**, and set the child organization to **Org**.

22 Create a business location named **LoCaller**, and relate persons **Caller1** and **Caller2** to this location (by using the **Works at** field).

23 Create a business location named **LocPOrg**, and relate it to **POrg** (by using **Hosted at**).

24 Create a service named **SLocCaller**, with receiver **LocCaller**.

25 Create an SLA named **SLALocCaller**, relate it to **SLocCaller**, with receiver **LocCaller**, and relate service level **SLB** and support hours **SHB** (by using the **Schedules** field).

26 Log in to the Web Console by using the system account.

27 Create a service call, setting **Caller** to **Caller1**.

Actual Results

Service is not set.

SLA is not set.

Caller Location is not set.

In the HP OpenView Console, everything works as expected.

Expected Results

Service set to SLocCaller, SLA set to SLALocCaller.

Caller Location set to LocCaller.

Workaround

If the caller location is entered in a service call, the service and SLA values are retrieved immediately.

This error occurs only when the service receiver is a location. If the service receiver is an organization, the function works according to expectations.

Known Limitations

This section describes the known limitations of this Service Desk release.

1 You cannot include a schedule element in a schedule element. If you want to include a schedule element B in a schedule element A, you can achieve this by including (or excluding) the schedule elements in schedule element B.

2   Restriction because of defect QXCR1000306550. Users must set the **Actual Start** field to 00:00:00 when they create or update an SLA to prevent problems in the reporting. There are two problems: the first day is not displayed, or incorrect values are displayed (the values displayed are the values from the previous evaluation period).

3   The installer on HP-UX does not use the argument **-x mount_all_filesystems=false** to install the SD-SLM packages. This means that if there are file systems declared in /etc/fstab, the installation fails with the following error: One or more filesystems that appear in the filesystem table are not mounted and cannot be mounted. You must modify the file /etc/fstab to be able to install SLM (remove one or more file systems).

   By design, the Software Distributor uses **mount_all_filesystems=true** as a default value. Part of the reason for this is that filesystems may be mounted in the /opt/OV or /var/opt/OV rooted directory structure. Additionally, the /opt/OV or /var/opt/OV directory structure may contain symbolic links that reference other mounted file systems.

4   Restriction because of defect QXCR1000241122. The LoadObject functionality in Service desk 5.0 currently uses Perl version 5.6. Unfortunately, Perl 5.6 does not support Unicode, as a result of which all Service Desk functionality that uses LoadObject will not be able to handle Unicode dataflow properly. This issue impacts all integrations that use LoadObject, such as OVO for Windows and OVO for Unix.

Product Co-existence

This section describes known product co-existence problems, limitations, and workarounds.

OpenView products may share the same component on specific systems. When you install an OpenView product on a system where another OpenView product is already installed, the installer first checks to see if the latest version of the shared component is installed. An older version of a component will be replaced by the latest version during the install process. Because of this, in some cases the component process scheduled for replacement, and other dependent components, will be stopped before installation. As a result, you may need to restart these stopped component processes after installation. For more information on restarting these component processes, refer to the relevant product documentation.

The following examples illustrate the issue.

OVO/W 7.21 and 7.5

Problem

When you install the Service Desk 5.0 client on a system where HP OpenView Operations for Windows (OVO/W) 7.21 or 7.5 Client is already installed, the OVO/W HP ITO Agent Windows Service stops.

Workaround

Restart the HP ITO Agent manually.

OVO/U 7.1

Problem

When you install the Service Desk 5.0 client on a system where HP OpenView Operations for UNIX (OVO/U) 7.1 HP-UX Client is already installed, the OVO/U llbserver process stops.

Workaround

Restart the llbserver process manually.

OVO/U 8.1

Problem

When you install or uninstall the Service Desk 5.0 client, agent or OVO/U integration on a system where HP OpenView Operations for UNIX (OVO/U) 8.1 is already installed, the OVO/U `ovcd` process and the OVO/U agent stop.

Workaround

Restart the `ovcd` process and the OVO/U agent manually.

The order in which you start the SD agent and the OVO/U agent is important. Start the SD agent first, and then start the OVO agent.

If you try to start the SD agent when the OVO agent is already running, the SD agent might fail to start. In the log files, you will then repeatedly see these error messages:

`com.hp.ov.obs;WARNING;Unexpected null requester received` and `INFO;Obs Agent stopped.`

`INFO;Stopped: Object Server Agent.`

Problem

When you install or uninstall the OVO/U agent on a system where the Service Desk 5.0 Management Server is installed, the Service Desk processes stop.

Workaround

Restart the Service Desk processes manually with the command `ovc -start`.

QXCR1000323328: OVO/W-SD and OVO/U-SD Integrations: Bbc Service Missing from 'opcagt' after Installing SD 5.0 Client

Problem

When the Service Desk 5.0 standalone client is installed on a machine where the OVO Agent is installed, running the `opcagt -status` command no longer displays the BBC Local Location Broker service. Do not be alarmed. The omission of this service from the list does not impact the behavior of the OVO Agent.

Workaround

None.

Accessibility Support

HP is working to ensure that new HP OpenView management software releases comply with the latest international accessibility standards. HP OpenView Service Desk 5.0 accessibility includes an improved user interface interaction model that allows screen readers to support users with visual impairments, and enhanced keyboard navigation as an alternative to mouse control.

Product characteristics based on accessibility standards include:

- No animations in the user interface
- No requirement for user speech
- Operability within a limited reach and strength
- No requirements for simultaneous actions except as provided by the operating system
- Consistent meanings of images
- No flashing at a frequency where photosensitive epilepsy is a risk
- Redundant coding of all audio signals as provided by the operating system
- No requirements for timed responses
- Consistent and well-defined focus and selection indicators
- Alternative text for images
- Redundant coding for use of color
- Online help optimized for screen readers

HP OpenView Service Desk 5.0 supports accessibility on Microsoft Windows operating systems using JAWS for Windows 4.5. For a more detailed report of product compliance with Section 508 of the American Rehabilitation Act, go to the Check Product Accessibility web page at **http://vgwh3pro.cce.hp.com/508/**. From the Select Product Category drop-down menu, select Software and Operating Systems, then click Go. On the next screen, select product family HP OpenView Service Desk, then click Go.

Accessible electronic manuals for this product can be requested from the HP OpenView Product Manuals web site at **http://ovweb.external.hp.com/lpe/doc_serv/** by clicking the **Send Feedback** link near the bottom of the page, and specifying the product name, product version, operating system, and document names that you would like to obtain in fully accessible form.

To activate accessibility support for Service Desk:

1 After product installation, look in the following directory

    `%INSTALLDIR%\nonOV\jre\1.4\lib\ext`

   On Windows, the `INSTALLDIR` is the following:

   `C:\Program Files\HP OpenView`

   Make sure the Sun Java 2 platform edition 1.4.x files are located in the following directory:

   — `jaccess-1_4.jar`
   — `access-bridge.jar`

   If the files are not in the correct directory, copy them from the following directory:

   `%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles.`

2 Add the `AccessBridge` directory to your path:

   PATH=%INSTALLDIR%\nonOV\jre\1.4\AccessBridge;%PATH%

   This step ensures that the DLLs are part of the Java Access Bridge, and can be found and instantiated.

3   Make sure the `accessibility.properties` file is located in the following directory:

    `%INSTALLDIR%\nonOV\jre\1.4\lib` directory.

    If needed, you can copy the file from the following directory:

    `%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles`

    The Java Virtual Machine (JVM) reads a number of property files as it starts up.

4   Use each line in the accessibility properties file to enable different accessibility features.

    For example, to enable assistive technologies to use the Java Access Bridge, use a file editor to include the following line in the file:

    `assistive_technologies=com.sun.java.accessibility.AccessBridge`

    For additional properties examples and explanations (for example, how to set up screen magnifiers), refer to the Java Accessibility Utilities documentation:

    http://java.sun.com/products/jfc/jaccess-1.2/doc/examples.html

For more about configuring accessibility with Sun Java applications, refer to the following web site:

http://java.sun.com/products/accessbridge/docs/setup.html.

Integration with Other HP OpenView Solutions

For information on the integrations in Service Pack 1, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*.

Troubleshooting

This section describes how to troubleshoot some problems in Service Desk.

Installation Fails

Problem

The installation fails.

Workaround

If you installed the management server, examine the log file, `server_HPOvInstaller.txt`.

The component log files are located in %OVDATADIR%, in the `HPOvInstaller` directory. The paths and file names are as follows:

Windows

`%TEMP%\HPOvInstaller\server_<build number>`, where *`<build number>`* is the version and build number, such as 5.00.742

`package_msi_<component>_install.log`, where *`<component>`* is the name of the component

UNIX

`/var/tmp/HPOvInstaller/server_<build number>`, where *`<build number>`* is the version and build number, such as 5.00.742

package_depot_*<component>*_install.log, where *<component>* is the name of the component.

These log files hold information about the native installation of the component. On a Windows platform, search in the log file for the word "Return Value 3", which usually indicates there was an error.

On HPUX, examine the swagent.log file located in /var/adm/sw/swagent.log.

Examine the Object Server log file for information about why the installation failed.

The Object Server log file is located in the following directory:

%OVDATADIR%/log/system0.0_enUS

This file contains the information from the Object Server and its tools. Look at the bottom of the file for any exception or other error message that might explain the failure.

XPL Logging

Problem

You would like to change the way information is logged.

Solution

XPL logging uses the default Java logging.properties file.

By default, this file is located in the following directory:

C:\Program Files\HP OpenView\nonOV\jre\1.4\lib\logging.properties.

For this file to work, you must execute the following once:

ovconfchg -ns xpl.log -set logparent true

For example, if you want all the logs to be written to the console, add the following lines to your logging.properties file:

handlers=java.util.logging.ConsoleHandler

java.util.logging.ConsoleHandler.level=INFO

java.util.logging.ConsoleHandler.formatter=java.util.logging.SimpleFormatter

In the logging.properties file, you can specify the logging level:

- **SEVERE**
- **WARNING**
- **INFO**
- **CONFIG**
- **FINE**
- **FINER**
- **FINEST**

Example:

To specify finer logging for the Object Server, add the following to your logging.properties file:

java.util.logging.ConsoleHandler.level=FINER

com.hp.ov.obs.level=FINER

Object Server Cache

Problem

The Object Server cache can cause problems.

Solution

If you encounter a problem when you start the Object Server using `ovc -start,` try to delete the Object Server cache files by deleting all of the files in the following folder:

`C:\Program Files\HP OpenView\data\datafiles\obs`

Control Service Pid Files

Problem

You are unable to start the control service.

Solution

Execute the following command:

del C:\Program Files\HP OpenView\data\tmp*.*

Console Does Not Show Any Workspaces

Problem

Your console screen does not display any workspaces.

Solution

Clear your user settings by executing the following command:

del C:\Documents and Settings\%USERNAME%\Application Data\HP OpenView*.* /s /q

Support

Please visit the HP OpenView support web site at:

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

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

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

- Search for knowledge documents of interest

- Submit and track progress on support cases

- Submit enhancement requests online

- Download software patches

- Manage a support contract

- Look up HP support contacts

- Review information about available services

- Enter discussions with other software customers

- Research and register for software training

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

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

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

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

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

Legal Notices