HP Connect-It

Software version: HP Service Desk and HP Asset Manager Integration 9.51

Release Notes

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1 Overview

Introduction

This documentation provides a complete history of different versions of SDAC Integration product, listing main features of each version as their enhancements compared to the previous one, the fixed problem or the known issues.

Audience

This guide and all the associated documents were originally written for internal use at hp Systems, in particular for the Research and Development Marketing departments to improve production extension and integration.

Chapter Summary

- Chapter 1, Overview introduces this document.
- Chapter 2, Enhancements lists all main enhancements of each solution version regarding the previous version.
- Chapter 3, Problem fixed details all fixed problems for each version of SDAC Integration product.

- Chapter 4, Known issues gives all known issues existing in each version.

Related Documents

SDAC Integration documentation:

- SDAC Integration - User's Guide

2 Enhancements

SD4.5/AC4.4 Integration

Version 1.0

This is the initial version of HP HP Service Desk and Asset Manager Integration solution. Its detailed features are available in the User's Guide, that also explains its mechanisms, its installation and configuration and all other details to know how to use the Integration.

Service Desk Service Pack 16 to Service Pack 18 migration

This SDAC Integration version was designed, tested and validated with HP HP Service Desk 4.5.0588 Service Pack 16.

Nonetheless, it is also compatible with the Service Pack 18 of Service Desk 4.5. In this case, if the ACES files (see the chapter 3, installation and configuration of the User's Guide) must be imported into Service Desk, they must be updated before proceeding.

In the ACES original provided files, the header is :

```
<?xml version="1.0" encoding="UTF-8"?>
<!--Copyright (c) 2004 Hewlett-Packard Development Company, L.P. All Right
s Reserved.-->
<ACES Count="12" GenerationDate="mars 15, 2006 18:53" SysVersion="4.5.0588
.1706 (SP17)">
```

To make this ACES file compatible with Service Desk 4.5 Service Pack 18, just update the version of the Service Desk in the last line (value of tag SysVersion) as following :

```
<?xml version="1.0" encoding="UTF-8"?>
<!--Copyright (c) 2004 Hewlett-Packard Development Company, L.P. All Right
s Reserved.-->
<ACES Count="12" GenerationDate="mars 15, 2006 18:53" SysVersion="4.5.0588
.1805 (SP18)">
```

✎ Note:

The screenshots are examples, the update depends on the version of Service Desk installed on the host. To know the precise installed version, open the Service Desk client, and click on menu **Help/ About**

SD5.0/AC4.4 Integration

Version 1.0

Regarding the Integration between Service Desk 4.5 and Asset Manager 4.4, this integration includes new features.

Synchronization of Locations

With Service Desk 5.0 the locations are considered as real entities and fully described (they are composed of a searchcode, a name, a complete address, etc.) so that their model corresponds to the one of the Asset Manager Locations. Consequently, their fully synchronization are now possible (creation , update and deletion).

Synchronization of Countries

As the address of a Location can have a reference to the object Country in both applications, this information is now initially imported from SD to AC, and then synchronized from AC to SD during runtime. In both sides a country is just composed of a name and a code.

SD4.5/AC5.0 Integration

Version 1.0

Synchronization of Users

Regarding the Integration between Service Desk 4.5 and Asset Manager 5.0, this integration includes new features.

Synchronization of CI Relations

Assets in Asset Manager 5.0 are allowed to have more than one user. The scenarios of this Integration were modified in order to take into consideration this change between Asset Manager 4.4 and Asset Manager 5.0.

Synchronization of CI Category

The scenarios of this Integration were modified in order to consider the correspondence between Service Desk Categories and Asset Manager models. This was done by adding a third column to the maptable CICategory of the scenarios used to synchronize the data from Service Desk to Asset Manager.

SD5.0/AC5.0 Integration

Version 1.0

Synchronization of Locations

Regarding the Integration between Service Desk 5.0 and Asset Manager 5.0, this integration includes new features.

Synchronization of Countries

As the address of a Location can have a reference to the object Country in both applications, this information is now initially imported from SD to AC, and then synchronized from AC to SD during runtime. In both sides a country is just composed of a name and a code.

Synchronization of CI Category

The scenarios of this Integration were modified in order to consider the correspondence between Service Desk Categories and Asset Manager models.

This was done by adding a third column to the maptable CICategory of the scenarios used to synchronize the data from Service Desk to Asset Manager.

SD5.1/AC5.0 Integration

Version 1.0

Synchronization of Locations

This mapping has the same function with Locations Synchronization of SD5.0/AC5.0 Integration.

Synchronization of Countries

This mapping has the same function with Countries Synchronization of SD5.0/AC5.0 Integration.

Synchronization of CI Category

The scenarios of this Integration were modified in order to consider data structure of Asset Manager models. This was done by removing ignore operation when nature code is existed in Asset Manager, and modifying key set when update with reconciliation.

SD5.1/AM5.1 Integration

Version 1.0

Synchronization of Locations

This mapping has the same function with Locations Synchronization of SD5.0/AC5.0 Integration.

Synchronization of Countries

This mapping has the same function with Countries Synchronization of SD5.0/AC5.0 Integration.

Synchronization of CI Category

The scenarios is the same as SD5.1/AC5.0 Integration.

3   Problems fixed

SD4.5/AC4.4 Integration

Version 1.0

This is the initial version of Service Desk and Asset Manager Integration solution.

SD5.0/AC4.4 Integration

Version 1.0

This is the initial version of Service Desk and Asset Manager Integration solution.

SD4.5/AC5.0 Integration

Version 1.0

This is the initial version of Service Desk and Asset Manager Integration solution.

SD5.0/AC5.0 Integration

Version 1.0

This is the initial version of Service Desk and Asset Manager Integration solution.

SD5.1/AC5.0 Integration

Version 1.0

This is the initial version of Service Desk and Asset Manager Integration solution.

SD5.1/AM5.1 Integration

Version 1.0

This is the initial version of Service Desk and Asset Manager Integration solution.

4 Known issues

SD4.5/AC4.4 Integration

Version 1.0
None.

SD5.0/AC4.4 Integration

Version 1.0
None.

SD4.5/AC5.0 Integration

Version 1.0
None.

SD5.0/AC5.0 Integration

Version 1.0
None.

SD5.1/AC5.0 Integration

Version 1.0
None.

SD5.1/AM5.1 Integration

Version 1.0
None.

5   Support

Please visit the HP and HP web sites at:

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

www.hp.com/go/hpsoftwaresuppor

These web sites provide contact information and details about the products, services, and support that HP offers.

http://support.openview.hp.com/

HP 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 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://support.openview.hp.com/access_level.jsp

To register for an HP Passport ID, go to:

https://passport2.hp.com/hpp/newuser.do