

HP Business Service Management

For the Windows® and Linux operating systems

Software Version: 9.22

User Engagement for HP Operations Manager i Release Notes

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Acknowledgements

This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the JDOM Project (www.jdom.org).

This product includes software developed by the MX4J project (mx4j.sourceforge.net).

Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
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Note: This document was last updated on 07 June, 2013.

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User Engagement Release Notes

for the Windows ® and Linux operating systems.

Software version: 9.22

Publication date: June 2013

This document contains important information that is not included in books or Help of User Engagement. You can find information about the following in this document:

"What's in this Release" below

"Installation " on page 7

"Notes and Limitations" on page 8

What's in this Release

User Engagement applies game dynamics to add extra stimulation to Operations Management users by providing business-enhancing challenges, accelerating operations bridge efficiency and user know-how. Successful progress through the various achievements is rewarded with achievements and real-time notifications of great performance, helping to provide extra motivation to better engage with Operations Management which improves users' performance in their daily work. Timelines are available to record each user's progress and collection of achievements. Almost everyone is motivated by at least one of the types of challenges that game dynamics includes, for example, achievement, competition, status, and closure, and this makes User Engagement such a powerful feature.

By setting business-orientated achievements that Operations Management users work towards, and rewarding them for accomplishing the desired tasks, the most appropriate skills are being learned and the most important tasks are being completed while a level of engagement and excitement is being added to daily tasks. Users can watch as their efforts fill their achievement progress bars, and map their progress through their tasks and challenges in their dashboard. Completion of every new achievement can be accompanied with a popup notification providing immediate feedback of good performance.

User Engagement employs motivations to help drive Operations Management users to achieve their set goals without the need to provide external benefits, which are generally accepted to only provide transient value. People naturally want to be successful and be seen to be successful. User Engagement provides the framework to help users learn how to use Operations Management and perform their daily tasks to a higher standard, being noticed for their achievements, so increasing the enjoyment and involvement in their work .

User Engagement administrators can select, configure, and enable built-in achievements tailored to the needs of their various Operations Management users. Users can work their way through their first-level achievements and once these have been successfully completed, they are invited to attempt the next level of achievements, increasing their perception of achievement and progress.

For more information about User Engagement, see the User Engagement for HP Operations Manager i User Guide or the User Engagement section in the BSM online help (**Help > Application Administration > Operations Management > Additional Configuration > User Engagement Overview**).

Installation

You can find steps to install User Engagement, in the User Engagement for HP Operations Manager i Installation Guide on the product installation media at this location:

```
/UserEngagement/User_Engagement_Install_Guide.pdf
```

After installation, the User Engagement for HP Operations Manager i User Guide is available at this location:

```
<BSM Installation Directory>/AppServer/webapps/site.war/amdocs/  
eng/pdfs/1_Administering_BSM/3_Application_Administration/  
User_Engagement_User_Guide.pdf
```

HP recommends one of the following Internet browsers as the preferred platform to run User Engagement components:

- Internet Explorer 9
- Firefox ESR 17

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](http://www.hp.com/go/hpsupport) web site (<http://www.hp.com/go/hpsupport>), or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, new limitations published after version release, or generally to view a list of known problems for a specific product and/or version, on the [HP Software Support](http://www.hp.com/go/hpsupport) web site click the Self-solve tab, select Include related areas, select product, version, and operating system, select only Known Problems in the Document types area, and click Search. You can also search for a specific CR using the keyword box at the top of the Self-solve page.

Title: The number of times a tool is executed is not counted correctly in a secure distributed BSM installation (QCCR1K4152)

Description: In a secure environment, a BSM deployment server blocks attempts to access web services on port 8080 from outside. In a distributed BSM installation, however, servers use port 8080 to send a notification after executing a tool, and in a secure environment the notification does not arrive. This results in the number of times a tool is executed on remote servers to be omitted from the total count.

Title: Stream Correlator achievements are not awarded. (QCCR1K4194)

Description: Even when enabled, user achievements using the `omi.sbec.triggered` trigger are not awarded. This means that achievements are neither updated in the dashboard, nor logged in any log files.

The following achievements are affected:

- Cool Stream Correlator
- Distinguished Stream Correlator
- Star Stream Correlator

Workaround: Do not enable these achievements.

Title: TBEC Rule Designer achievements are not awarded. (QCCR1K4214)

Description: Even when enabled, user achievements using the `omi.tbec.triggered` trigger are not awarded. This means that achievements are neither updated in the dashboard, nor logged in any log files.

The following achievements are affected:

- Cool TBEC Rule Designer
- Distinguished TBEC Rule Designer
- Star TBEC Rule Designer

Workaround: Do not enable these achievements.

Title: Uninstallation of User Engagement components is not propagated to the Component Gallery. (QCCR1K4219)

Description: After uninstalling User Engagement from BSM, placeholders for its components remain listed in the Component Gallery. The red cross displayed in the placeholder instead of the thumbnail picture indicates that the component was uninstalled and is no longer available.

Workaround: Uninstallation of these components is not supported.

Title: Properties of the Event Stream Correlation Master achievement are not set correctly, and cannot be updated. (QCCR1K4238)

Description: The achievement **Event Stream Correlation Master** has the following issues

- The following properties are not set:
 - Reset Period
 - Condition
 - Counter Description
 - Threshold
- Attempts to update the achievement result in the response `Bad Request (400)`.

Workaround: Do not enable this achievement.


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