

# HP Connect-It

For the Windows®, Linux®, and UNIX® operating systems

Software Version: 9.53

## HP Service Desk and HP Asset Manager Integration Release Notes

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# Overview

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## 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

# Enhancements

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## 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 Rights 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 Rights 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 mappable CI Category 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 mappable CI Category 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.

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## **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.

# Known issues

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## **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.

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