

HP OpenView Service Desk 3.0

Release Notes

First Edition



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1 Announcement

Introducing HP OpenView Service Desk 3.0

The HP OpenView Service Desk solution is a complete, comprehensive solution that enables organizations to implement world-class support processes and align IT processes with business needs. Support processes are critical in the ever changing IT environments. Speed of support becomes increasingly important while at the same time, the speed of change is increasing. HP OpenView Service Desk is a unique application that supports an integrated set of support processes such as call management, incident management and problem management with quality processes such as configuration, change, work and service level management. The integrated approach will enable support and IT organizations to share information and work together to ensure critical business services are well executed today and in the future.

HP OpenView Service Desk 3.0 further expands on the potentials already presented with the introduction of HP OpenView Service Desk 2.0. Apart from several general enhancements, e.g. in Change Management and flexible Reporting functionality, this new version also offers completely new functionality such as Service Level Management, Project Management, Workflow control, and a bi-directional integration with IT/O 5.

Key Benefits

Service Level Management

Service Level Management enables IT organizations to run IT as a business. By focusing on the core "products" that IT provides to the business and providing those IT "services" based upon the requirements of the business, IT makes a significant contribution to the overall business. Key customer benefits of Service Level Management include:

- Balancing IT benefits against IT costs
- Improvement in business performance and in customer perception of the delivered IT services
- Reducing the impact of poor service on the business
- A structured IT organization with processes in place so the IT staff always knows what is expected from them: this results in improved planning, scheduling and budgeting
- A decrease in the cost of missed business opportunities
- Reduction in time needed to restore IT services
- Improvement in the profile and image of the IT organization

Knowledge Within Easy Reach

The Self-Service Pages of Service Desk provide the IT end-user or IT service receiver with the ability to search Frequently Asked Questions via a web-browser. Whenever a generic solution is implemented, the service desk engineer can mark a solution as a frequently asked question (FAQ). Service Desk ensures that all marked solutions are automatically published on the self-service pages. If the IT service recipient does not find the answer to his question or problem, he/she can submit a request via the Self-Service Pages. The end-user also has the ability to track his or her submitted requests, via self-service pages within Service Desk. Within the Service Desk application the user is presented with extended search capabilities through both quick find and advanced find to easily retrieve the required information.

Microsoft Internet Explorer is completely integrated into the Service

Key Benefits

Desk console, allowing support staff to browse the Web directly from the main console. This integration enables support engineers to access vital information from anywhere, without having to launch or switch to another application. However, when needed, Service Desk enables users to launch any application directly from the console saving valuable time and improving efficiency.

To complement the already mentioned unique Service Desk product and features, it is imperative to offer the customer the opportunity to further expand the functionality of Service Desk by offering integration facilities, that truly enable the customer to map a solution onto his/her business situation. Therefore HP OpenView ITSMO has succeeded in joining forces, with the leading vendors representing the major areas of interest to Helpdesk users, among which are two knowledge base providers: ServiceSoft (Knowledge Builder) and ServiceWare (Knowledge Bridge).

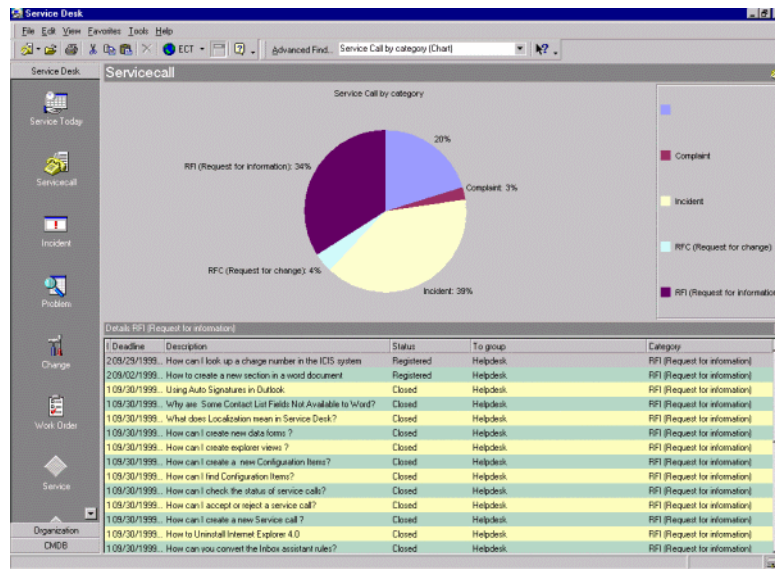
The integrations with ServiceWare and ServiceSoft have been developed to enable helpdesk agents to retrieve solutions to problems quickly. When a service call is opened and a problem description is given, with a mouse click the solution will be searched in the knowledge base of Knowledge Builder or Knowledge Bridge, depending on the chosen integration.

Proven Technology, New Standard

HP OpenView Service Desk is built on years of HP experience in service management, which is the foundation for the product's best practice functionality. This best practice functionality is combined with the flexibility to adapt the processes to fit your organization's need. This flexibility protects the initial investment by allowing the application to grow with the organization as it demands more from its support processes.

Figure 1-1

Graph Views



Graph views can be created on the fly, enabling support personnel and managers with a quick understanding status overview. Within the graph view you can drill down on a specific piece of the chart to get more detailed information.

HP OpenView Service Desk is built on an extremely scalable three-tier architecture based on industry standards, such as XML and TCP/IP. HP OpenView Service Desk is an object-oriented Java™ based application. The presentation layer is written in Java as well as the application server. This architecture makes the Service Desk application very scalable. By partnering with HP, organizations can implement the required level of support processes, take tighter control of their IT environment and expand the management domain, ensuring the organization can consistently map onto business dynamics and meet customer service satisfaction levels.

The flexible application layout allows organizations to optimize the functionality of the Service Desk application for their specific needs. Organizations can design and create custom fields, multiple forms, overview actions, templates and create a GUI integration with a third-party tool. All this is done without the need to know a particular programming language; to design and create the layout of the application you use "what-you-see-is-what-you-get" layout editor. This

Key Benefits

editor makes the layout of Service Desk truly unique in the industry.

End-to-End Solution

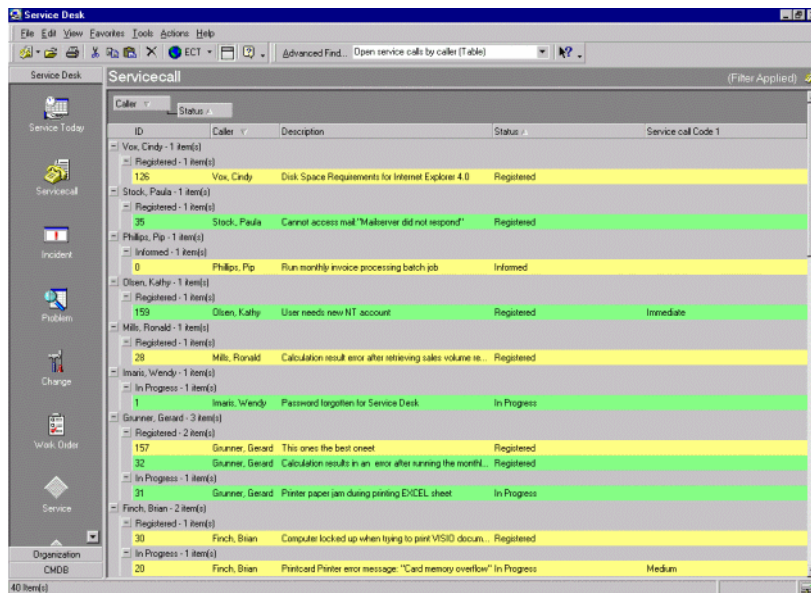
HP OpenView Service Desk is a complete service management application that will allow support organizations to implement configuration, help desk, incident, problem, change and service level management processes. The application is built on a truly integrated approach making the application unique in the support industry. Service Desk forms a seamless link between all service management processes. Via the work management functionality, organizations can implement their entire workflow process. The application provides support for notification procedures, and extensive reporting capabilities.

HP OpenView Service Desk provides a number of open interfaces that will allow organizations to tie their support processes to existing ERP and Network and System Management applications. Version 3.0 of Service Desk comes even with out-of-the-box integrations with other OpenView products such as Network Node Manager, ManageX, and DTA, and has a bi-directional integration with IT/O 5. Apart from this HP OpenView Service Desk is also an extension to the Openview Express bundle, which consists of NNM/NT, ManageX, and OmnibackII/NT.

Using the Best of Microsoft®

The user interface of HP OpenView Service Desk is based on a Microsoft look and feel, minimizing the end-user training normally required when rolling out enterprise applications. This provides for extreme flexibility and user friendliness, which will increase the return on investment by a high efficiency and effectiveness of support personnel from day one. The application as a whole is based on Java technology and HP OpenView Service Desk 3.0 supports both Windows® 2000 and the Microsoft IIS web server, which further aligns the product with Microsoft standards.

Figure 1-2 The Service Desk Console



ID	Caller	Description	Status	Service call Code 1
Vox, Cindy - 1 item(s)				
135	Vox, Cindy	Disk Space Requirements for Internet Explorer 4.0	Registered	
Stack, Paula - 1 item(s)				
35	Stack, Paula	Cannot access mail "Mailserver did not respond"	Registered	
Philips, Pip - 1 item(s)				
0	Philips, Pip	Run monthly invoice processing batch job	Informed	
Olson, Kathy - 1 item(s)				
159	Olson, Kathy	User needs new NT account	Registered	Immediate
Mills, Ronald - 1 item(s)				
28	Mills, Ronald	Calculation result error after retrieving sales volume re...	Registered	
Imaris, Wendy - 1 item(s)				
1	Imaris, Wendy	Password forgotten for Service Desk	In Progress	
Grunner, Gerard - 3 item(s)				
157	Grunner, Gerard	This ones the best oneet	Registered	
32	Grunner, Gerard	Calculation results in an error after running the monthL...	Registered	
31	Grunner, Gerard	Printer paper jam during printing EXCEL sheet	In Progress	
Finch, Brian - 2 item(s)				
30	Finch, Brian	Computer locked up when trying to print VISIO docum...	Registered	
20	Finch, Brian	Printcard Printer error message: "Card memory overflow"	In Progress	Medium

The Service Desk console is completely built on Microsoft standards, minimizing end-user training and increasing return on investment.

Interoperability of HP OpenView Service Desk

HP OpenView has the strongest partnership program in the industry, resulting in over 300 integrated applications into the HP OpenView product suite. This level of partnership support offers our customers the highest degree of flexibility to create a comprehensive, customized end-to-end IT service management solution.

2 What is New in This Version

Installation

This section refers to new or improved installation features, in addition to quality and general features directly related to installing Service Desk 3.0:

- There is one central installation program. From the central installation program you start the configuration of the database server, and the installation of the application server, the client, the Self-Service Pages, the agents, and the integrations. The installation, including the database configuration, is supported with a graphical user interface that is consistent throughout the installation procedure.
- The upgrade procedure for clients is highly automated. During upgrading the application server, you make the client upgrade available on the network for all users. The next time the user logs on to Service Desk, the user will be prompted to upgrade the client. Clicking a hyperlink in the upgrade message will start the upgrade installation program.
- When upgrading from Service Desk 2.0, the installation program creates a new directory for the Service Desk 3.0 software. This allows an easy rollback to Service Desk 2.0 as long as the database is not upgraded.
- Conversion scripts upgrade your database from Service Desk 2.0 to 3.0.
- In Service Desk 3.0 a standard way of installing service packs will be used. Service packs can be rolled back easily if necessary, unless the database is upgraded for a service pack.
- Readme files are provided in HTML format.
- For reading documentation, Acrobat Reader 4.0 will be installed. This version supports multiple languages.
- One version of the HTML Help viewer will be installed that makes the viewer available in 28 languages.

Graphical User Interface

A number of improvements are made to the graphical user interface:

- You can cut, paste, drag and drop information from one form or view to another.
- If a Microsoft Office spelling checker is available on the user's system, this spelling checker can be used in Service Desk, to reduce errors during registration and reporting.
- With a relations tree view, you can display configuration item relations in the explorer view. Use the relations tree view to find the cause and effect of problems through the relations of configuration items.
- The chart view is extended: double-click a chart section to view the items in that section in a table view below the chart.
- You can use chart, card, and table views as the top right view in an explorer view.
- In the new tree view you can define the item's fields shown in the label of each node in the tree. You can use the tree view as any other view or you can use it as part of the explorer view, making the explorer view even more flexible.
- The Microsoft Internet Explorer Favorites menu is integrated in the Service Desk toolbar. The HTML view is no longer restricted to items.
- System administrators can modify and configure Service Desk in the new explorer-style Administrator Console.
- To design forms you will use the WYSIWYG form editor. This makes form design accurate, without trial-and-error.
- The font of required field labels can be set to your wishes. Font face, color, and style can be changed to attract attention to the required field.
- Assigning an item is important in handling the item. To make assigning easy and fast, the most important assignment fields can be put on the assigned item's form. Less used assignment fields can be reached through the assignment button. You choose which assignment fields are placed directly on the item's form and which assignment fields can be reached by clicking the assignment button.

Graphical User Interface

- Time zones are displayed with their full name instead of being listed in the abbreviated form. Time zone maintenance is possible from the Administrator Console.
- In a list, you can relate a number of items at once. For example, to relate five work orders you find and select the work orders with one search action.

General Improvements

This section covers a number of miscellaneous additions and improvements that are available in Service Desk 3.0.

- Templates can be copied, and property sheets are available in the Administrator Console for template maintenance.
- When inserting attachments, local files will be copied to a shared drive. For example, if a MS-Word document is attached to a service call that MS-Word document will be accessible by all Service Desk users.
- You can update relationships in the explorer view, and drag and drop relations.
- You can enter a warranty date for a configuration item.
- Several support engineers can work from the same desktop, either using Windows profiles and find their own settings when they log on, or use the logon screen when starting Service Desk.
- System administrators can set minimum and maximum limits for numeric custom fields.

Authorizations

HP OpenView Service Desk allows easy maintenance of authorizations, but still you can set authorizations with detail reflecting your company's specific rules and procedures.

- Roles and accounts are visible in an explorer view. Accounts and roles are easier to view and easier to modify in this view.
- You can copy roles and use them for creating new roles.
- System administrators can set detailed access rights for a role. You can specify per item what an account owner can view, create, modify or delete for that item. You can set Write, View, and Hide options for item fields. Hidden fields will not be visible in views, forms, and templates or actions.
- A host computer can be set for each account. This is useful if you use the service event integration to create incidents detected by a network management tool. Service Desk is able to send a message back to the host application that initiated the incident.
- Users can access and change their own passwords. Users can also change their password from Self-Service Pages.

Service Level Management

Service level management (SLM) is a new feature in this version. Customers expect a certain amount of service from a support organization. To manage services provided to customers, a service level agreement is made as a contract between a service provider and the user that states what each party can expect from the other in terms of level of support and cost. Service level agreements usually include the availability of services, service response times, and service costs. The following bullets explain the options in more detail:

- The services that your organization provides to users can be registered. In the service item, you can describe the service and specify the configuration items used to supply the service.
- Each service can have multiple service level agreements (SLAs). In the SLA you can specify the organizations or persons receiving the service and the service level that they expect. You can customize an SLA for each organization you provide services to. When a new service call is created, support personnel can relate the service call to an existing SLA or use a default SLA.
- A service level specifies the service's support hours and the relation between priority and impact for service calls or incidents. Multiple service levels can be maintained, with one specified as a default service level. The various service levels can be given an identifying name, for example Gold, Silver, and Bronze.
- The support hours specify the hours the service is supplied, for example 7x24 support or support during regular office hours. You can maintain multiple sets of support hours.
- Through the service level and the SLA, impact is related to priority. If you select an impact code after an SLA is selected, Service Desk automatically selects the priority code.
- With each priority code you can specify the maximum time allowed to solve the service call or incident. For service calls you can specify different maximum duration settings than for incidents. For example, you can specify that all service calls with a high priority have a maximum duration of 24 hours.
- After a service, service level agreement, and impact are selected, Service Desk calculates the deadline for service calls. First, Service

Desk selects the priority code using the impact code and the service level specified in the applicable service level agreement. With this priority code the maximum time allowed to solve the service call is found. Beginning at the moment the service call was created, the deadline is the moment when the time allowed by the maximum duration is used. If, in the calculation of the deadline, time remains at the end of the support hours of one day, the remaining time is transferred to the next day with support hours. Deadline calculations for service calls take into account the service level in the SLA and the support hours.

- After configuration item and impact are selected, Service Desk calculates the deadline for incidents. To calculate the deadline for the incident, the service level that is specified in the configuration item is used. From the service level, the priority is used that is related to the selected impact code. The priority then supplies the maximum time allowed to solve the incident. For example, if a primary server used for key business transactions fails, an incident is created. Because a backup server for this server is available, the impact on the users is low. However, the primary server must be up and running again with the highest priority and in the shortest time possible even if it is ten o'clock at night.

If, in the calculation of the deadline, time remains at the end of the support hours of one day, the remaining time is transferred to the next day with support hours. Deadline calculations for incidents take into account the service level for the configuration item and the support hours.

Project Management

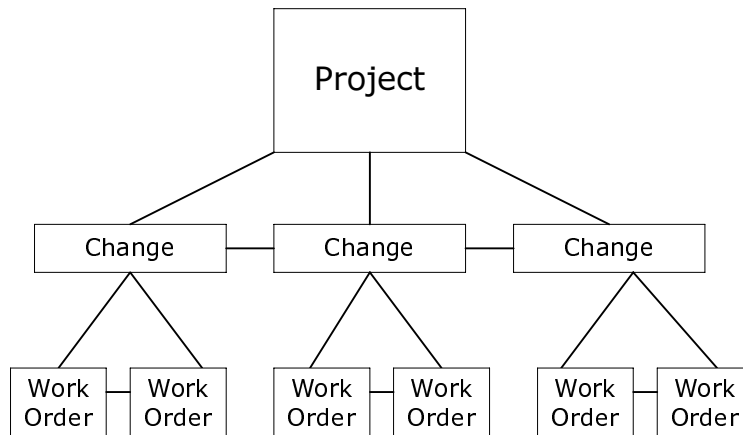
With the project management features you can group all changes and work orders that are related to the same project. Managers will be able to minimize service outages by coordinating all projected work so that it is completed in the most efficient and logical manner.

Work orders can be collected in changes and changes can be collected in projects. You plan the work orders and changes in a PERT diagram or a Gantt chart.

Time dependencies that exist between changes and work orders in a project can be maintained. You can show existing dependencies in your view, for example you can show that work order 33 is the predecessor of work order 41 and work order 33 must be completed before work on 41 can start. Warnings will be displayed if conflicts arise. Figure 2-1 shows the relations possible between different items. The horizontal lines show the time dependency relations you can make.

Figure 2-1

Project Management Relations



Reporting and Searching

Additions and improvements are made in the following areas of reporting and searching:

- **Reporting:**
 - You can create single-record reports with many details. The report's format depends on the type of form you select in Service Desk. You can show a service call with the details of all related work orders, for example.
 - XSL stylesheets are used to create HTML reports from the XML data file supplied by the application. With the reporting style, you choose an XSL stylesheet. After selecting the report style, print the report. From the report preview you can choose to print the report to a printer or to publish the report on your Web site.
- **Searching:**
 - The query restriction limits the number of items retrieved from the database, avoiding time-consuming queries for hundreds of persons or thousands of configuration items. If the number of records retrieved exceeds the query restriction you have set, an alert message will appear giving you the choice of switching to Advanced Find or continuing with Quick Find. An option is available to always show the Advanced Find if a query restriction applies.
 - In Advanced Find you can search for items using:
 - a range of values, for example search all service calls that have an ID between two values;
 - a selection of the code values available for the field, for example search all service calls that have a status code Solved, Informed or Closed;
 - 'exists' or 'does not exist' operators to find items where a field is empty or has any value, for example search all service calls that have a solution.
 - The More Choices tab page in the Advanced Find allows you to further define searches:

- The “Where I am” search function allows you to do a search based on your role in the application. For example, “where I am the assigned person”, or “where I am the caller” in a service call form.
- You can choose between case-sensitive or case in-sensitive search.
- You can save Advanced Find settings. If you frequently use the same settings in Advanced Find, you can save valuable time by not having to re-type the settings each time.

Localization

- Service Desk 3.0 is developed in US English. Approximately one month after release, translations of initial codes, labels, messages, “What’s This?” help and the online help to German, Japanese, Korean, French, and Spanish will be available from our patch Web site.
- The *HP OpenView Service Desk: Installation Guide*, *HP OpenView Service Desk: Release Notes*, readme files and online help will also be available in German, Japanese, Korean, French and Spanish approximately one month after the Service Desk 3.0 release. Contact your supplier for details on localization support.
- HP OpenView Service Desk can be localized from within the application. Service Desk is developed using US English as a basis. You can translate or modify labels, messages, “What’s This?” help text, and codes from within the application.
- When translating the Service Desk graphical user interface, using Service Desk’s localization features, a status will be given to each section of text and a registration line added. Statuses include: New, Read, To be revised, and Accepted. The registration line contains the last user’s name and a date and time so that you can see who is responsible for translating that section.
- HP OpenView Service Desk 3.0 supports two-byte character sets.
- The HTML Help viewer will be available in multiple language versions. It appears in the language set for the Windows operating system.
- Adobe® Acrobat® reader will be supplied on the Service Desk 3.0 CD in the following languages: Chinese, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Spanish, and Swedish. Users can install the version of their choice.

Self-Service Pages

Self-Service Pages provide access to Service Desk via the Internet. The Self-Service Pages were already available for the Apache Web server, now they are also available for the Microsoft Internet Information Server (MS-IIS).

Integration Possibilities

Numerous integration possibilities exist with Service Desk. It is possible to export and import large amounts of data from another management system, import service events, trigger actions to be executed using the Rule Manager, send e-mail messages automatically, or update Service Desk based on incoming e-mail messages. If those options are not enough, experienced Java programmers can develop customized integrations using the Java-based Service Desk API. The following sections explain the integration improvements and additions in Service Desk 3.0.

Data Exchange

Data Exchange focuses on exporting and importing data from other data sources. Information can be exported from any database accessible through ODBC. Open Database Connectivity (ODBC) is a library of standardized data access functions. It's intended to give programmers a way to access and manipulate data in a variety of data sources. If a database has an ODBC driver available, then you can export data from that database to Service Desk using Data Exchange.

- Templates are available for every item in Service Desk. With templates you can conduct import mapping to any item in Service Desk.
- Value mapping is available for attributes with values in the code table. With value mapping, you map external property values with Service Desk field values. For example, the Severity code 'Major' from an external application can be mapped to the Priority code 'High' in Service Desk.
- Data exchange is available from the Administrator Console, with an improved user interface for creating and saving data exchange tasks. For example, the settings needed to export data from HP OpenView Network Node Manager and import it into Service Desk, can be saved as a task.
- Out-of-the-box integrations make it easier to integrate specific external management applications with Service Desk. Integration

components will be installed with Service Desk, such as example configuration files for exporting, and templates for import mapping. You can modify the configuration files and templates to fit your organization's needs:

Configuration Files For:	Import Mapping Template For:
Microsoft System Management Server Software 1.2 and 2.0	Microsoft System Management Server Software 2.0
HP OpenView Desktop Administrator 4.0 and 5.0	HP OpenView Desktop Administrator 5.0
HP OpenView Network Node Manager 6.1	HP OpenView Network Node Manager 6.1

Service Events

Service events are part of the Data Exchange integration and use the same import mapping features. With the service event command line you can send single events from another management application to Service Desk. For example, you can send an incident detected by Network Node Manager to Service Desk where it will then be entered as a new service call. Service Event features are enhanced in the following manner:

- You can execute service events from UNIX® systems, refer to the Supported Platforms List for details.
- Improved error handling makes it possible to save service events that fail to make it to Service Desk and send them again.
- Queuing tools are included to help prevent event storms from overloading your application server.
- Out-of-the-box integrations make it easier to integrate specific external management applications with Service Desk. Import mapping templates, configuration files, and other necessary files and tools are provided, which can be modified to fit your organizational needs:
 - HP OpenView IT/O 5.3 (bi-directional)
 - HP OpenView ManageX 4.21 (bi-directional)

Rule Manager

Rules provide you with the ability to automate actions as a reaction to Service Desk database events. The rules for starting an action are set in Service Desk by your system administrator. An action resulting from a rule can be any valid command line. For example, you can start an application on a local computer or you can start an agent on a remote computer. The Rule Manager is improved in the following manner:

- A Rules Wizard is added to simplify the process of creating and modifying rules.
- Action templates are available for sending e-mail messages and updating Service Desk data.
- You are able to specify timed conditions and set alarms to go off when a timed condition is met. For example, to notify the help desk manager 1 hour before a top-priority service call is overdue.
- You can install Rule Manager agents on UNIX machines, refer to the Supported Platforms List for details.
- Error handling is improved. Actions sent to agents are queued. Even if the agent is off-line all actions are safe. The actions will be executed in order of their creation as soon as the agent is online again.
- The addition of an account host name to all Service Desk accounts makes it possible to send acknowledgment messages to external applications that send service events to Service Desk.

Additional Integration Tools and Improvements

You can select a default template for use with your inbound e-mail service. Templates simplify the process of configuring Service Desk for incoming e-mail messages.

3 Known Errors

Known Errors and Their Workarounds

This chapter lists errors as they were known at the moment we prepared the application for shipping. Actions are initiated to solve the problems and to have a definitive solution available in short time. For the latest patches, please visit our Web site at <http://ovweb.external.hp.com/cpe/patches>.

In the table you will find the problem number. This number is used by us internally to refer to the problem. Since we use our own application to support our clients, this number is the identification number of the problem in our support database. If you contact your supplier, you can use the problem number to refer to the listed known errors.

Table 3-1 Known errors and their workarounds

Problem Number	Description	Workaround
2484	You can give items a blocked code value by dragging & dropping items on the blocked code node within a navigation pane.	None.
2780 and 2853	Under certain circumstances, such as prolonged use of the Service Desk client under Windows 95/98, an error may occur. For example, the message “Your system is running low on virtual memory...” may appear.	Stop and restart the application. To make sure the error will not occur, stop and restart the application periodically, for example for normal work breaks.
2922	The calendar component in Service Desk does not support 2-byte characters.	In date fields, enter the date without using the calendar.
2946	Blocked accounts count for license key. However, accounts might not be deletable due to references.	Re-use accounts. You can re-use accounts by renaming the account and relate the account to another person.
3031	Cannot combine a 2-byte character client with single-byte character application servers.	If you intend to install one or more 2-byte character clients, you must install the application server on a 2-byte character Windows-NT Server computer.

Table 3-1 Known errors and their workarounds

Problem Number	Description	Workaround
3162	Under certain circumstances, for example with large numbers of incoming e-mail messages, e-mail messages may be delivered late and service calls may be logged in an unexpected order.	None. If the sending e-mail server is working properly, no e-mail messages will be lost. You are seeing the result of normal congestion and the retry functionality of the sending e-mail server.
3178	CI-relation list, CI parent list and CI child lists do not properly show 2-byte character fonts.	None.
3254	Shortcuts to Service Desk only installed in the current user's Start menu.	Use Windows Explorer to copy the shortcuts from the default user's user profile to other user profiles.
3256	Installation programs for JRE installation, MDAC installation and Acrobat reader do not support 2-byte characters.	Unfortunately we do not have control over the language used in installation programs from other suppliers, however, the applications do support 2-byte characters. Please refer to the documentation of Acrobat Reader for instruction on 2-byte character support.
3307	In Self-Service Pages, error messages related to field validation cannot be translated.	None.
3312	The project view component in Service Desk does not support 2-byte characters.	None.
3347	Sd_event.exe cannot send long 2-byte character texts, the message "com.ms.wfc.data.AdoException: ORA-01704: string literal too long" is shown.	None.

Known Errors

Known Errors and Their Workarounds

Requirements

Specific requirements apply for server software and for client software. Most often, servers and client computers are separate computers. The server must be a central computer that can be accessed by client computers.

Service Desk 3.0 requires the software products listed in the *Supported Platforms List*. You can find this document on the HP OpenView Service Desk 3.0 CD-ROM, under the file name
`\Doc\Supported_Platforms_List.htm`.

As you can see in the *Supported Platforms List*, Service Desk runs on a software platform and the underlying hardware or operating system is often irrelevant. For example, the Self-Service Pages option of Service Desk will work with the specified Apache Web server regardless of the hardware and operating system used. However, Hewlett-Packard cannot test all the possible combinations of software and platforms, nor can we guarantee the reliability of third-party products. Note that the tested platforms and combinations are listed in the *Supported Platforms List*. Hewlett-Packard will support Service Desk and address any problems associated with our software even if the specific combination of platforms is not one we have tested, but we cannot be held responsible for defects in third-party software.

Hewlett-Packard will continue to test more combinations of platforms after the release of Service Desk 3.0. The Supported Platforms List will be updated each time results from such tests become available. For the latest version of the Supported Platforms List, please contact your Service Desk sales representative.

Patches and Fixes

The following changes are a result of registered problems solved since the release of Service Desk 2.0 up to now.

Table 5-1**Solved bugs**

Problem Number	Description	Change Number
2146	CI-Actions-unhandled exception	2215
2147	Cardview of incidents shows a width of 1 pixel.	2214
2150	Wrong error at validation of currency-fields.	2216
2152	It is possible to enter the same day more times as a free day.	2218
2154	Action menu enabled without options when selected a chartview.	2219
2161	File type changed with email attachment	2224
2175	Nullpointer exception when cancelling Action in Rule Manager	2377
2178	unhandled error when removing user defined view	2378
2188	User Interface define Views	2387
2213	Restricted user being able to gain all access.	2397
2228	Localization. The possibility to make Service Desk translatable.	2417
2229	Messages are missing in the SD20 initial (and demo) database.	2420
2236	caller gender in quick view displayed as number	2426

Table 5-1 Solved bugs

Problem Number	Description	Change Number
2246	Modifying & saving Service Call : "non persistent attribution 157393	"2452
2249	Printing with grouped items resulted in incorrect results.	2438
2266	Installation of Service desk on Windows2000	2450
2272	Date for dealine cannot be earlier that date for registered	2456
2284	Program Error when Trying to create a new CI	2489
2287	Shortcutbuttons overlap 2byte characters	2492
2293	ServiceCall past due message does not stop counting at time of closure	2494
2319	SSP for unix platforms	2506
2327	unhandled exception with details in referenced dialog screen	2500
2345	Message when canceling creation of Support hours	2507
2379	Changing account information results in nullpoiter exception	2523
2401	Flashing tray icon does not work	2565
2405	Field parameter cannot be emptied in Rule Manager actions dialog	2533
2555	Custom field tabels not filled	2561
2871	Automatic Time Calculation for duration doesn't work	2597

The Service Desk Documentation

Service Desk provides a selection of books and online help to assist you in using Service Desk and improve your understanding of the underlying concepts. This section illustrates what information is available and where you can find it.

- The `Readme.htm` file on the Service Desk CD-ROM contains information that will help you get started with Service Desk. It also contains any last-minute information that became available after the other documentation went to manufacturing.
- The *HP OpenView Service Desk: Release Notes* give a description of the features that Service Desk provides. In addition, they give information that helps you:
 - compare the current software's features with those available in previous versions of the software;
 - solve known problems.

The Release Notes are available as a PDF file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Release_Notes.pdf`.

- The *HP OpenView Service Desk: Supported Platforms List* contains information that helps you determine platform and software requirements and compatibility. It lists the combinations of platforms and software Service Desk 3.0 was tested on.

The Supported Platforms List is available as an HTML file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Supported_Platforms_List.htm`.

- The *HP OpenView Service Desk: Installation Guide* covers all aspects of installing Service Desk.

The Installation Guide is available as a PDF file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Installation_Guide.pdf`.

- The *HP OpenView Service Desk: Data Exchange Administrator's Guide* explains how you can use data from other applications in Service Desk. It explains the underlying concepts of the data exchange process and gives step-by-step instructions on exporting data from external applications and importing it into Service Desk.

The data exchange process includes importing single service events and batches of data.

The Data Exchange Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Data_Exchange.pdf`.

- The *HP OpenView Service Desk: API Programmer's Guide* contains information that will help you create customized integrations with Service Desk. This guide depicts the API structure, and explains some of the basic functions with examples for using the Application Programming Interface (API) provided with Service Desk. The API extends the HP OpenView Service Desk environment by providing independent programmatic access to data-centered functionality in the Service Desk application server environment.

The API Guide is available as a PDF file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `API_pg.pdf`.

- The *HP OpenView Service Desk: Data Dictionary* contains helpful information about the structure of the application.

The Data Dictionary is available as an HTML file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Data_Dictionary.htm`.

- The online help is an extensive information system providing:
 - procedural information to help you perform tasks, whether you are a novice or an experienced user;
 - background and overview information to help you improve your understanding of the underlying concepts and structure of Service Desk;
 - information about error messages that may appear when working with Service Desk, together with information on solving these errors;
 - help on help to learn more about the online help.

The online help is automatically installed as part of the Service Desk application and can be invoked from within Service Desk. See the following section entitled "Using the Online Help" for more information.



Reading PDF Files

You can view and print the PDF files with Adobe® Acrobat® Reader. This software is included on the HP OpenView Service Desk 3.0 CD-ROM. For installation instructions, see the `readme.htm` file on the CD-ROM.

The latest version of Adobe Acrobat Reader is also freely available from Adobe's Internet site at <http://www.adobe.com>.

Using the Online Help

You can invoke help from within Service Desk in the following ways:

- To get help for the window or dialog box you are working in, do one of the following:
 - Press **F1**.
 - Click the help toolbar button .
 - Choose Help from the Help menu.
 - Click the help command button  in a dialog box.
- To search for help on a specific subject using the table of contents or the index of the help system: choose Help Contents & Index from the Help menu.

When you are in the help viewer, you can find help on how to use the help system itself by clicking the Help toolbar button:






Service Desk also provides *tooltips* and “What's This?” help for screen items like buttons, boxes, and menus.

A *tooltip* is a short description of a screen item. To view a tooltip, rest the mouse pointer on the screen item. The tooltip will appear at the position of the mouse pointer.

“What's This?” help is a brief explanation of how to use a screen item. “What's this?” help generally gives more information than tooltips. To view “What's This?” help:

1. First activate the “What's This?” mouse pointer in one of the following ways:

- Press **Shift+F1**.
- Click the “What’s this?” toolbar button .
- Choose What ’s This? from the Help menu.
- In dialog boxes, click the question mark button  in the title bar.

The mouse pointer changes to a “What This?” mouse pointer .

2. Then click the screen item for which you want information. The “What’s This?” help information appears in a pop-up window.

To close the “What’s This?” pop-up window, click anywhere on the screen or press any key on your keyboard.

Available Languages

- Service Desk 3.0 is developed in US English. Approximately one month after release it will be possible to change the language of initial codes, labels, messages, “What’s this?” help and the online help to German, Japanese, Korean, French, or Spanish by importing a file from our patch Web site: <http://ovweb.external.hp.com/cpe/patches>.
- The *HP OpenView Service Desk: Data Exchange Administrator's Guide* and the *HP OpenView Service Desk: Installation Guide* will also be available in the languages mentioned above. Contact your supplier for details on localization support.
- HP OpenView Service Desk 3.0 will support two-byte character sets.
- HP OpenView Service Desk can be localized from within the application. Service Desk is developed using US English as a basis. You can translate or modify labels, messages, “What’s this?” help text and codes from within the application. Contact your supplier for localization support.
- The HTML Help viewer supports 28 languages. The language selected is set by the Windows operating system.
- Adobe Acrobat Reader will be supplied on the Service Desk 3.0 CD in the following languages: Chinese, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Spanish, and Swedish.