



# HP OpenView Service Desk

for the Windows and UNIX operating systems

## Release Notes

Software version: 5.10 Patch 16 / June 2011

Edition 1

This document provides an overview of the changes made in HP OpenView Service Desk 5.10. This document contains important information not included in the manuals or the online help.

[In This Version](#)

[Documentation Updates](#)

[Installation Notes](#)

[Enhancements and Fixes](#)

[Known Problems, Limitations, and Workarounds](#)

[Documentation Errata](#)

[Accessibility Support](#)

[Integration with Other HP OpenView Solutions](#)

[Troubleshooting](#)

[Support](#)

[Legal Notices](#)

---

## In This Version

This release contains improvements that have been implemented since Service Desk 5.0, including the following:

Addition of the HP OpenView web console.

Ability to log approval votes in history lines.

List of approvers maintained during the life of an object.

Blocking of services, service levels, and service-level agreements.

Additional custom fields.

Email templates for outgoing notification emails for approvals and assignments (for service calls, incidents, problems, projects, changes, and work orders).

Enhanced metric data collection.

Ability to configure Service Level Manager (SLM) dimension exports from the HP OpenView console.

Enhanced metric heartbeat management (metric states are displayed as available, unavailable, or unreachable in the HP OpenView console).

Command-line utility for the HP OpenView console, `ovconsolecmd`, has been enhanced to accept filter parameters from the command line. This enhancement is useful for integrating other programs with the HP OpenView console. For example, you can now open a view from the command line that displays all calls originating from a particular phone number.

Console administrators can now create relationship types, and console users can specify those types when they create relationships between objects. This enhancement is useful when objects can have multiple kinds of relationships with each other. For example, a Configuration Item can be related to an Incident in the following ways: Emitting CI, Root Cause CI, Emitting Node, or Impacted Node.

Hierarchical grouping of forms, views, and actions. Lists of existing forms, views, and actions are now grouped by object type in the HP OpenView configuration workspaces. This enhancement enables you to find the form, view, or action that you want much more quickly. It also enables you to update certain attribute values for multiple forms, views, or actions at the same time.

Customizable system views for enhanced audit logging. You can now choose the system view used to display enhanced audit logging information.

Reusable classifications and closure codes groups. You can now create reusable classifications and closure code groups that are persisted in the HP OpenView database. This enhancement enables you to define m-to-n relationships between objects. Defining relationships in this way enables you to restrict the values from which a console user can choose for a particular field on a form. You can add this restriction by using the “Limit field value range by relations” action in a UI rule.

Ability to create new objects by using templates with missing required fields. It is now possible to use a template that does not contain values for all required fields as a nested template. When the template is used to populate the values of a form, and such a nested template is used, the console user is prompted to provide the missing required field values.

Ability to audit configuration settings. If you log on to the console by using an account with the Auditor role, you can audit changes — including additions, modifications, or deletions — that take place in the HP OpenView Configuration workspace.

Ability to select certain email attachments for Database rules. This feature enables you to send certain attachments to certain email recipient groups when a database rule that specifies the “Send email message” action is triggered.

Configuration Exchange improvements. The following improvements were made to the Configuration Exchange function: selectively blocking or unblocking objects, including copy fields and audit rules, enhanced log file readability, improved run-time messaging, and including the references audit (list of blocked or deleted objects that are still referenced by other objects).

Secure FTP option for attachments. A configuration option in the administrator console now enables you to send and receive attachments by using Secure FTP (FTPS).

Option to apply a view filter in Advanced Find. If you enable this option in the General Settings dialog box, when console users launch the Advanced Find function, the filter operating on the current view (if any) is also applied to their search results. Users can also select a different view to display the search results.

Condition field prepopulated in Advanced Find. If you open the Advanced Find dialog box by pressing **F2** from a look-up field, the summary filter criteria field is prepopulated, based on the value of that attribute.

Central control of the automatic refresh interval. The HP OpenView console administrator can now exercise central control over the interval at which the console clients refresh the active view with information from the database. If you do not select this option, console users whose roles permit them to do so can set their own refresh intervals.

“Older Than” and “Newer Than” conditions available in Advanced Find. You can now search for objects based on the values of certain date- and time-related attributes. You can specify all objects older or newer than a specified number of days.

Smart action fields can now contain carriage-return and line-feed (CR/LF) characters. You can now embed CR/LF characters in a smart action field. This enhancement enables you to specify more than one command in a smart action.

UI rules can now be triggered by up and down arrows on a form. When you click the up or down arrow buttons on a form, the selection in the current view moves up or down accordingly, and the form for the selected object is opened. You can now trigger a UI rule when the selection changes as a result of clicking up or down.

New Rules log files track Rule Manager debugging messages: INFO, WARN, SEVERE, and FINE. (The system log file continues to hold Rule Manager non-debug messages.)

Automatic three retries if a Data Update or Data Exchange action fails.

Emails initiated by Database rules can include attachments, and can specify a group (category) of attachments.

Emails initiated by Database rules can now go to multiple addresses. Each address is separated by a semicolon (;).

New action choice is available: Limit field range by relations.

The following triggers can now be launched by agents on other systems (for example, a Web API or an email interface), and can launch a database event that can potentially trigger another event:

- When a value has changed
- After an item has been opened
- After a new item has been opened
- After an existing item has been opened
- Before an item is saved

The following actions are now executed in the background:

- Update Data
- Limit field value range
- User Notification message
- Data Exchange with an external system
- Command Exec Action (executed on the server, not the client machine)

**NOTE:** Rules can trigger other rules. As you add rules, make sure you do not create loops, which can lead to problems with system stability and data integrity. History lines have an additional 64KB attribute field named New Value, so more of the history information is visible.

Object relationship management enhancements:

- Relate arbitrary objects. For example, create a UI rule action that, when triggered, restricts the available values a user can choose for a field. Or limit the range of relations between a particular entity and the set of all possible values.
- Auditing of relationships between objects now allows auditing of many-to-many relations.

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 5.0/5.1*.

For information about tracing, logging, and troubleshooting, refer to the new *HP OpenView Service Desk Support Guide*.

For information about the versions of the integrated products with which Service Desk can integrate, refer to the Supported Platforms list at this URL:

**<http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN020917>**

For information about the integration with HP OpenView Operations, refer to the *HP OpenView Service Desk Operations Integration Administrator's Guide*. For information about other integrations, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*. These guides are delivered in the integration release of which they form a part. They are not delivered in Service Desk 5.10.

---

## Documentation Updates

The first page of this release notes 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://h20230.www2.hp.com/selfsolve/manuals>**

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

**<http://h20229.www2.hp.com/passport-registration.html>**

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

**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 web site:

**<http://www.adobe.com/>**

---

# Installation Notes

Installation requirements and instructions for installing Service Desk are documented in the *HP OpenView Service Desk 5.1 Installation Guide*, provided in Adobe Acrobat (.pdf) format.

## 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:

<code>ovcd</code>	OV Control	CORE	(2434)	Running
<code>ovbbccb</code>	OV Communication Broker	CORE	(2435)	Running
<code>ovloginsv</code>	OV Login Server	JAVA		Stopped
<code>ovapacheA</code>	OV Apache(A) WebServer Service	WEB		Aborted
<code>ovsdma</code>	OV SLM OVSD Metric Adapter	SLM	(2757)	Running
<code>ovtomcata</code>	OV Tomcat(A) Servlet Container	WEB	(2625)	Running
<code>ovsdslm</code>	OV Service Level Management	SLM	(2762)	Running
<code>ovobs</code>	OV Object Server	OBS		Aborted
<code>ovcs</code>	OV Certificate Server	SERVER	(2763)	Running
<code>ovsdreport</code>	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 an NIS-controlled environment, the OvApacheA package, installed during the Service Desk management server installation, does not create the user `ovwebusr` and the group `ovwebgrp`.

### Workaround

To solve this problem, create the user `ovwebusr` and the group `ovwebgrp` manually on the Network Information Service (NIS) server after installing the OvApacheA product but before starting the OvApacheA WebServer service.

Follow these steps:

- 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 the `scripten.exe` file from the Microsoft web site:  
`http://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 behavior of the application.



---

## Enhancements and Fixes

This section describes major new features, as well as fixes for defects raised by customers, in Service Desk 5.10 Patch 16 (current release), Service Desk 5.10 Patch 15 (previous release), Service Desk 5.10 Patch 14, Service Desk 5.10 Patch 13, Service Desk 5.10 Patch 12, Service Desk 5.10 Patch 11, Service Desk 5.10 Patch 10, Service Desk 5.10 Patch 9, Service Desk 5.10 Patch 8, Service Desk 5.10 Patch 7, Service Desk 5.10 Patch 6, Service Desk 5.10 Patch 5, Service Desk 5.10 Patch 4, Service Desk 5.10 Patch 3, Service Desk 5.10 Patch 2, Service Desk 5.10 Patch 1, and Service Desk 5.10.

### Enhancements:

#### Service Desk 5.10 Patch 16

This section describes major new features in Service Desk 5.10 Patch 16.

<b>Enhancement</b>	<b>Description</b>
--------------------	--------------------

QXCR1001094574	Support Windows Server 2008 R2 Enterprise Edition (64-bit)
----------------	--

QXCR1001094576	Support Oracle 11gR2
----------------	----------------------

QXCR1001094578	Support Service Desk 5.1 Client on Microsoft Window 7 (64-bit)
----------------	--

#### QXCR1001094574:

##### Support Windows Server 2008 R2 Enterprise Edition (64-bit)

###### Problem

Service Desk 5.10 did not support Windows Server 2008 R2, and a customer requested for this support.

###### Solution

Provide support for Service Desk 5.10 to run on top of Window Server 2008 R2 Enterprise Edition.

#### QXCR1001094576:

##### Support Oracle 11gR2

###### Problem

Oracle 11gR1 Premier Support ends in August 2012. Support for Oracle 11gR2 Edition is needed to address the impact on Service Desk 5.10.

###### Solution

Provide support for Service Desk 5.10 to run on top of Oracle 11gR2 edition.

#### QXCR1001094578:

##### Support Service Desk 5.1 Client on Microsoft Window 7 (64-bit)

###### Problem

Service Desk 5.10 does not support Microsoft Window 7(64-bit).

## Solution

Provide support for Service Desk 5.10 Client to run on top of Microsoft Windows 7 (64-bit), including Professional, Enterprise and Ultimate Editions from this patch.

## Enhancements:

### Service Desk 5.10 Patch 15

This section describes major new features in Service Desk 5.10 Patch 15.

Enhancement	Description
-------------	-------------

QXCR1001023123	Support for SQL Server 2008 Enterprise Edition
----------------	--

QXCR1001051878	Support Service Desk 5.1 Client on Microsoft Window 7
----------------	---

QXCR1000350858	Enable deleting multiple selected CIs even some of them have relations to other CIs
----------------	---

### QXCR1001023123:

#### Support for SQL Server 2008 Enterprise Edition

## Problem

Microsoft SQL Server 2003 Mainstream Support retires on April 12, 2011. Support for SQL Server 2008 Enterprise Edition is needed to address the impact on Service Desk 5.10.

## Solution

Provide support for Service Desk 5.10 to run on top of SQL Server 2008 Enterprise Edition.

### QXCR1001051878:

#### Support Service Desk 5.1 Client on Microsoft Window 7

## Problem

Service Desk 5.10 does not support Microsoft Window 7.

## Solution

Support Service Desk 5.1 client on Microsoft Window 7 starting from Service Desk 5.10 Patch 15. This patch supports Microsoft Windows 7 (32-bit), including Professional, Enterprise and Ultimate Editions.

### QXCR1000350858:

#### Enable deletion of multiple selected CIs even if some of them have relations to other CIs.

## Problem

When deleting multiple Configuration Items at the same time, the deletion process is interrupted by a prompt window if one or more of them have relations to other Configuration Items. In addition, it is inconvenient that the Configuration Items that have relations to other Configuration Items are not shown in the prompt window.

## Solution

Enable deleting multiple Configuration Items without relations at once, and prompt a dialog to show items that are failed to be deleted due to having relations to other Configuration Items.

## Enhancements:

### Service Desk 5.10 Patch 14

This section describes major new features in Service Desk 5.10 Patch 14.

Enhancement	Description
-------------	-------------

QXCR1000991712	Support for Windows Server 2008 Enterprise x86 (32-bit).
----------------	--

#### QXCR1000991712:

#### Support for Windows Server 2008 Enterprise x86 (32-bit).

As Microsoft announced, Windows Server 2003 Mainstream Support retires on July 13, 2010. Service Desk 5.10 uses Windows Server 2003 as its main platform of Window operating system. Therefore, we need to provide support for Windows Server 2008 Enterprise x86(32bit) to avoid the impact.

## Solution

Provide support for Service Desk 5.10 to run on top of Window Server 2008 Enterprise x86 (32-bit) edition normally.

**NOTE:** For Service Desk 5.10 to function properly, make sure to turn off the **UAC** option of Windows 2008.

To turn off the **UAC** option of Windows 2008, do the following:

Make sure that you have the administrator privilege of Windows 2008.

Locate the UAC setting by clicking **Control Panel** → **User Accounts** → **Turn User Account Control on or off**.

Uncheck **Use User Account Control (UAC) to help protect your computer** option.

Restart Windows 2008.

## Enhancements:

### Service Desk 5.10 Patch 13

There is no enhancement implemented in Service Desk 5.10 Patch 13.

## Enhancements:

### Service Desk 5.10 Patch 12

This section describes major new features in Service Desk 5.10 Patch 12.

Enhancement	Description
-------------	-------------

QXCR1000889286	Support JRE 1.6 in Service Desk 5.10.
----------------	---------------------------------------

## QXCR1000889286: Support JRE 1.6 in Service Desk 5.10

### Problem

As Sun announced, Java SE 1.5 will reach its End of Service Life (EOSL) on October 30, 2009. Service Desk 5.10 uses JRE1.5 as its Java run-time environment. So we need to support JRE 1.6 to avoid the affects of Java EOSL.

### Solution

Upgrade OvJREB1.5 in the Service Desk 5.10 installer to OvJREB1.6 and make sure that Service Desk 5.10 can run on top of JRE 1.6 normally.

## Enhancements: Service Desk 5.10 Patch 11

This section describes major new features in Service Desk 5.10 Patch 11.

Enhancement	Description
-------------	-------------

QXCR1000899740	Implement the HPCSS requirement for executable files on the Windows platform.
----------------	---

## QXCR1000899740: Implement the HPCSS Requirement for Executable Files on the Windows Platform

### Problem

Customers need to manage their security risks and expect to use industry-standard methods to validate the authenticity and integrity of code delivered to them by HP. In addition, digital signing of some Windows objects avoids pop-up warnings that require special attention.

### Solution

Sign all .exe, .msi, and .js executables of the Windows installer with the HP Code Signing Service.

## Enhancements: Service Desk 5.10 Patch 10

This section describes major new features in Service Desk 5.10 Patch 10.

Enhancement	Description
-------------	-------------

QXCR1000397335	Not possible to add attachments by using drag and drop if no attachment is present.
----------------	---

## QXCR1000397335: Not Possible to Add Attachments by Using Drag and Drop if No Attachment is Present

## Problem

It is not possible to drag and drop an attachment from the desktop or an explorer window onto a record unless there is already at least one attachment and the attachment panel is visible.

## Solution

Drag and drop files onto the form directly, then add the files as attachments.

## Enhancements:

### Service Desk 5.10 Patch 9

This section describes major new features in Service Desk 5.10 Patch 9.

Enhancement	Description
-------------	-------------

QXCR1000778599	Server Monitor log file.
----------------	--------------------------

QXCR1000778602	Improve hotfix mechanism.
----------------	---------------------------

### QXCR1000778599:

#### Server Monitor log file

## Problem

Server Monitor log file is unable to save captured information for Server Monitor.

## Solution

As of Service Desk 5.10 Patch 9, Server Monitor has an option in the menu to save the current information to the file. The log file can be plain text format or CSV format.

### QXCR1000778602:

#### Improve hotfix mechanism

## Problem

Improve hotfix mechanism.

## Solution

Hotfix manager is an enhancement to HP OpenView Service Desk 5.10 that improves the efficiency of deploying hotfixes. It provides a command-line tool to help Service Desk administrators manage hotfixes in an integrated manner. The automatic deployment functionality of hotfix manager significantly reduces the effort to deploy hotfixes for Service Desk clients.

For detailed information, refer to the *HP OpenView Service Desk 5.10 Patch 9 Hotfix Management Guide*.

## Enhancements:

### Service Desk 5.10 Patch 8

This section describes major new features in Service Desk 5.10 Patch 8.

Enhancement	Description
-------------	-------------

QXCR1000414502	Specify the Oracle service name during Service Desk 5.x installation.
----------------	---

QXCR1000760195	Housekeeping of files created by SDSLM/NETIF.
----------------	---

QXCR1000778596	Support tool collects more log files.
----------------	---------------------------------------

### QXCR1000414502:

## Specify the Oracle Service Name During Service Desk 5.x Installation

### Problem

Service Desk 5.x does not support an Oracle service name during installation.

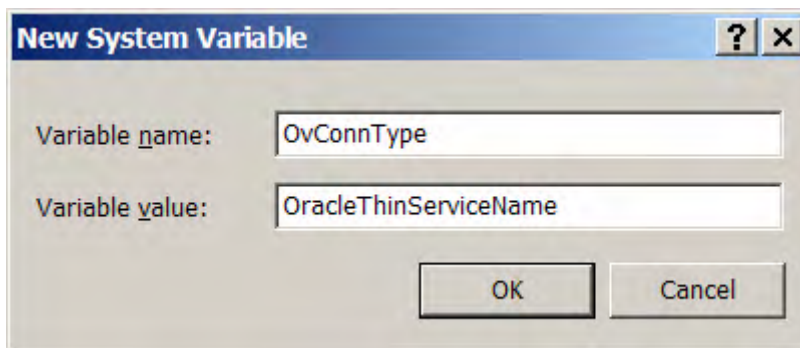
### Solution

As of Service Desk 5.10 Patch 8, Service Desk 5.1 supports an Oracle service name during installation.

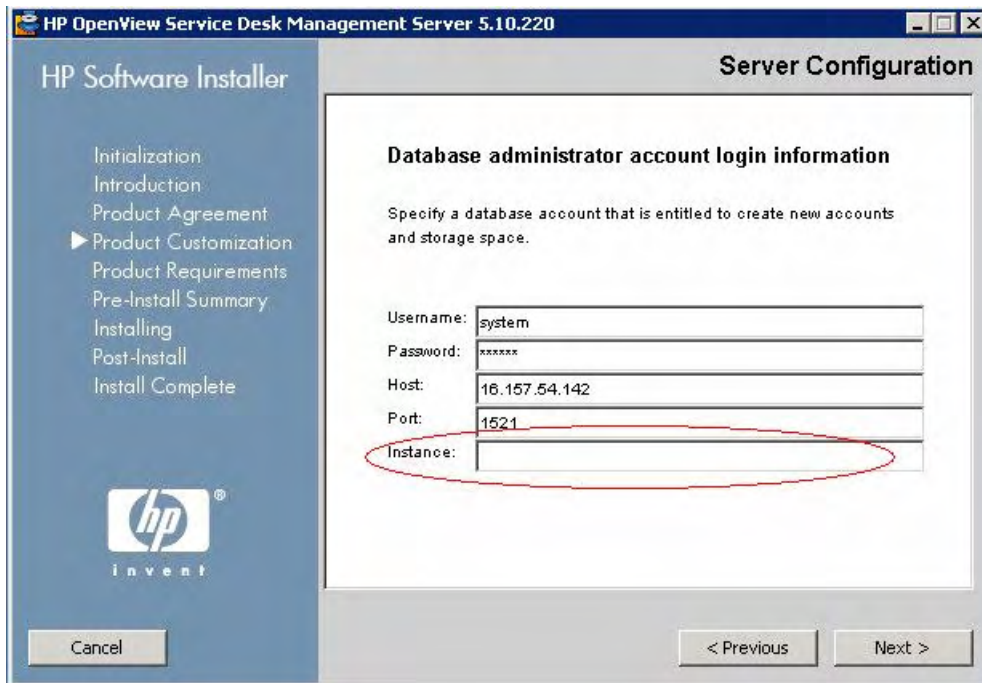
### Specifying the Oracle Service Name on Windows

To specify the Oracle service name during Service Desk 5.x installation on Windows, follow these steps:

- 1 Right-click **My Computer** on your desktop.
- 2 In the shortcut menu, select **Properties**.
- 3 In the System Properties dialog box, select the **Advanced** tab.
- 4 Select **Environment Variables**.
- 5 Make sure there is no `OvConnType` environment variable in System Variables.
- 6 In the New System Variables dialog box, add the following:
  - Variable Name: `OvConnType`
  - Variable Value: `OracleThinServiceName`



- 7 Install a Service Desk 5.1 Patch 8 management server with an Oracle Database.
- 8 In the database configuration page of installation wizard, add a valid Oracle service name in the Instance field.



- 9 Click **Next** and continue the installation until finished.

### Specifying the Oracle Service Name on UNIX

To specify the Oracle service name during Service Desk 5.x installation on UNIX, follow these steps:

- 1 Make sure there is no existing `OvConnType` environment variable on the machine.
- 2 Define a new environment variable, as follows:
  - Variable Name: **OvConnType**
  - Variable Value: **OracleThinServiceName**

You can define the variable by entering following command:

```
#export OvConnType=OracleThinServiceName
```

**NOTE:** The `OvConnType` environment variable is used in the installation phase only. After installation completes, you do not need it any more.

- 3 Install a Service Desk 5.1 Patch 8 management server with an Oracle Database.
- 4 In the database configuration page of the installation wizard, add a valid Oracle service name in the Instance field.

For a graphic of the database configuration page of the installation wizard, see the Windows procedure.
- 5 Click **Next** and continue the installation until finished.

## QXCR1000760195: Housekeeping of Files Created by SDSLM/NETIF

### Problem

When exporting Service Desk changes and problems, temporary files are generated.

Sometimes, these files fill up the following temporary directories:

Windows

```
<OVPI_Installer>\data\netif\tmp\data\arch
```

UNIX

```
<OVPI_Installer>/data/netif/tmp/data/arch
```

### Solution

You can configure your system to keep or remove the temporary files.

To configure temporary files on Windows, follow these steps:

1 Go to the following directory:

— Windows

```
<OvInstallDir>\bin
```

— UNIX

```
<OvInstallDir>/bin
```

2 Check the value of the following:

```
[entityExporter.configSrv.ovpiExporter]\disposition;
```

Enter one of the following commands:

— Windows

```
ovconfget
```

— UNIX

```
ovconfget.sh
```

You see one or both of the following values:

— true

Temporary files that are kept after exporting.

— false

Temporary files that are removed automatically after exporting.

3 Enter the following command:

```
ovconfchg -ns entityExporter.configSrv.ovpiExporter -set disposition %value%
```

In this command, %value% represents true or false.

The command changes the value of the following:

```
[entityExporter.configSrv.ovpiExporter]\disposition
```

4 Enter the following command:

```
ovc -restart ovsdreport
```



QXCR1000778596:

## Support Tool Cannot Collect OvTomcat and OvApache Log Files Automatically

### Problem

The Service Desk 5.x support tool cannot collect OvTomcat and OvApache log files.

### Solution

As of Service Desk 5.10 Patch 8, the Service Desk 5.1 support tool can collect more log file information.

Compared to the previous support tool, the new version can automatically collect OvTomcat and OvApache log files, as well as all files in the following directories:

#### Windows

%OVINSTALLDIR%\bin

#### UNIX

/opt/OV/bin

## Enhancements:

### Service Desk 5.10 Patch 7

This section describes major new features in Service Desk 5.10 Patch 7.

Enhancement	Description
QXCR1000341751	OvSDBanner does not have color parameters like <code>banner.exe</code> .
QXCR1000371528	Map view zoom feature enhancement.
QXCR1000381338	Time zone change required for Australia (Perth).

QXCR1000341751:

### OvSDBanner Does Not Have Color Parameters Like `banner.exe`

#### Problem

Original OvSDBanner does not have color parameters like `banner.exe` in Service Desk 4.5.

#### Solution

As of Service Desk 5.10 Patch 7, OvSDBanner has color parameters. For example, `OvSDBanner.exe /red` pops up a red banner.

[QXCR1000371528:](#)

## Map View Zoom Feature Enhancement

### Problem

The map view zoom feature does not work as required. If there are a large number of objects represented in a map view, they are rendered very small. If the zoom value is increased, it increases the size of the background, objects, and labels. Although the background, objects, and labels become larger, the object labels still overlap (that is, they are still unreadable).

### Solution

The labels no longer overlap when the names are very long. The objects are readable.

[QXCR1000381338:](#)

## Time Zone Change Required for Australia (Perth)

### Problem

Service Desk has a time zone for Australia (Perth) UTC + 8.00 with no Daylight Saving Time. Local state government recently passed legislation to start Daylight Saving Time from December 3, 2006. Daylight Saving Time starts on the last Sunday in October. It ends on the last Sunday in March.

### Solution

As of Service Desk 5.10 Patch 6, you can use the daylight time zone for Australia (Perth) correctly. In Patch 5 and earlier, you can use DST tool supported by Sun Microsystems to update the JRE/JDK manually.

## Enhancements:

### Service Desk 5.10 Patch 6

This section describes major new features in Service Desk 5.10 Patch 6.

Enhancement	Description
QXCR1000383560	Support Service Desk 5.x client on Microsoft Vista.
QXCR1000714629	Remove the SHS component from Service Desk 5.1 since Patch 6.
QXCR1000764553	Support JRE 1.5 since Service Desk 5.10 Patch 6.

[QXCR1000383560:](#)

## Support Service Desk 5.x Client on Microsoft Vista

### Problem

Service Desk 5.10 does not support Microsoft Vista before Service Desk 5.10 Patch 6.

### Solution

Support Service Desk 5.x client on Microsoft Vista since Service Desk 5.10 Patch 6. This patch supports Windows Vista Enterprise Edition only.

[QXCR1000714629:](#)

[Remove the SHS Component from Service Desk 5.1 Since Patch 6](#)

**Problem**

The SHS component is deprecated.

**Solution**

SHS component was removed in Service Desk 5.10 Patch 6.

[QXCR1000764553:](#)

[Support JRE 1.5 Since Service Desk 5.10 Patch 6](#)

**Problem**

Service Desk 5.10 does not support JRE 1.5 before Service Desk 5.10 Patch 6.

**Solution**

JRE 1.5 since Service Desk 5.10 Patch 6.

**Enhancements:**

[Service Desk 5.10 Patch 5](#)

This section describes major new features in Service Desk 5.10 Patch 5.

<b>Enhancement</b>	<b>Description</b>
QXCR1000434898	Use JRE 1.4.2_13 as the default JRE for Service Desk Web Start.
QXCR1000442706	<b>Yes, No, and Cancel</b> buttons are not translated into Portuguese.
QXCR1000455984	Display hotfix information in the logs.
OV-EN023545	Support New Zealand DST change in 2007.

[QXCR1000434898:](#)

[Use JRE 1.4.2\\_13 as the Default JRE for Service Desk Web Start](#)

**Problem**

In the current configuration, JRE 1.4.2\_07 is used as the default JRE for the Service Desk Web Start client when users launch it through Microsoft Internet Explorer.

**Solution**

Use JRE 1.4.2\_13 as the default JRE for the Service Desk Web Start client.

QXCR1000442706:

## Yes, No, and Cancel Buttons are Not Translated into Portuguese

### Problem

After the installation of the Language Pack, the Yes, No, and Cancel dialog boxes are not translated into Portuguese.

### Solution

Now, the Yes, No, and Cancel dialog boxes are translated into Portuguese

QXCR1000455984:

## Display Hotfix Information in the Logs

### Problem

After deploying a sign jar hotfix, support engineers and customers cannot see hotfix information.

### Solution

Now, hotfix information is recorded in a log file when the system starts up.

The hotfix information looks like this:

```
Aug 10, 2007 2:29:39
PM;1;10;com.hp.ov.obs.startup.Launcher;getHotfixInfo;com.hp.ov.obs;INFO;><Hotfix -
QXCR1000419356 installed for module library C:\Program Files\HP
OpenView\java\hotfix\hotfix_OvObsCommon.jar
```

OV-EN023545:

## Support New Zealand DST change in 2007

For details, see the following web site:

**<http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN023545>**

## Enhancements:

### Service Desk 5.10 Patch 4

This section describes major new features in Service Desk 5.10 Patch 4.

QXCR1000420461:

## Entity Changed DB Rule Does Not Trigger UI Rule

### Problem

In some conditions, a UI rule can be triggered by a DB rule. This can cause some unexpected behaviors.

### Solution

UI Rule is not triggered by a DB rule again.

## QXCR1000410151: Unique Field Setting Cannot Be Imported by Configuration Exchange Again

### Problem

The configuration import functionality does not check the unique field restriction when importing. This can cause some duplicate unique fields in the database. The upgrade fails when it checks unique fields.

### Solution

The configuration import functionality checks the unique field restriction when importing data.

## Enhancements: Service Desk 5.10 Patch 3

This section describes major new features in Service Desk 5.10 Patch 3.

## QXCR1000405657: Database Upgrade Fails Because of OutOfMemory Issue

### Problem

If customer database has many configuration settings, the upgrade to Service Desk 5.10 Patch 2 fails, and the log shows an “out of memory” message.

### Solution

Adjust the maximum memory for Java by setting the environment variable OV\_OPTS.

Windows example:

```
OV_OPTS = "-Xms64M -Xmx512M"
```

If the upgrade process encounters an `OutOfMemory` issue, change the `OV_OPTS` environment variable to the proper value.

## Enhancements: Service Desk 5.10 Patch 2

This section describes major new features in Service Desk 5.10 Patch 2.

Enhancement	Description
QXCR1000313889	SHOW fields in Service Desk 5.0.
QXCR1000325476	Fields missing in the DB Rule action to configure an update of related service events.
QXCR1000347192	No way to refresh the Combination view.
QXCR1000348778	Assigning roles or including roles is time-consuming.
QXCR1000382977	Paste functionality with the mouse is not available on objects.
QXCR1000379214	Application running on an older JRE 1.4 reports the incorrect time.

## QXCR1000379214:

### Application Running on an Older JRE 1.4 Reports the Incorrect Time

#### Problem

For Service Desk 5.10 Patch 2, the JDK and JRE were upgraded from 1.4.2\_08 to 1.4.2\_11. The upgrade enables support of 2007 U.S. Daylight Saving Time (DST) and the Energy Policy Act of 2005.

#### Workaround

Most of the time zones in Service Desk work well after updating, but the information of some other time zones is inconsistent. For details, see [Known Problems, Limitations, and Workarounds](#).

## Enhancements:

### Service Desk 5.10 Patch 1

This section describes major new features in Service Desk 5.10 Patch 1.

Enhancement	Description
QXCR1000387427	Would like to have support for Microsoft SQL Server 2005 for Service Desk 5.10.
QXCR1000387443	Would like to have support for Microsoft SQL 2000 Cluster.

## QXCR1000388539:

### Support of 2007 U.S. Daylight Saving Time (DST) and the Energy Policy Act of 2005

#### Problem

Java 1.4.1\_11 is required to make the system compliant with 2007 U.S. Daylight Saving Time (DST) and the Energy Policy Act of 2005.

#### Workaround

For all Service Desk 5.x versions as of January 2007, SDSK\_00107 was submitted to the SSO website, which contains a Sun tool named “tzupdater.” The tzupdater tool enables you to update installed JDK and JRE images with the most recent time zone data to accommodate the 2007 U.S. Daylight Saving Time (DST) changes. These time zone changes were brought into force by the U.S. Energy Policy Act of 2005.

#### Solution

Service Desk 5.10 Patch 2 upgrades to the Java version that contains the correct time zone data.

## Enhancements: Service Desk 5.10

This section describes major new features in Service Desk 5.10.

### Self-Healing Services

Self-Healing Services software is shipped with this release. It is included when you install the Service Desk management server software.

#### To access the Self-Healing Services software:

- 1 Open a web browser, and go to the following location:

**`https://localhost:8443/SAM`**

- 2 Use the default username and password combination:

**`admin/admin`**

Self-Healing Services software can be used to gather and submit data needed to streamline the resolution of problems found in Service Desk 5.10. HP recommends the use of Self-Healing Services, which is included in every support contract.

Documentation and downloads are available at the following location:

**`http://support.openview.hp.com/self_healing.jsp`**.

The automatic submission of troubleshooting data to GP Support requires the installation of the HP Instant Support Enterprise Edition (ISEE) software.

You can get this software from the following location:

**`http://support.openview.hp.com/self_healing_downloads.jsp`**

#### To enable or disable Self-Healing Services software:

To disable the Support Automation Manager (SAM) web application, enter the following command:

- Windows

```
cscript %OVINSTALLDIR%/bin/shsctrl.vbs -disablesam
```

- UNIX

```
/opt/OV/bin/shsctrl -disablesam
```

To enable the SAM web application, enter the following command.

- Windows

```
cscript %OVINSTALLDIR%/bin/shsctrl.vbs -enablesam
```

- UNIX

```
/opt/OV/bin/shsctrl -enablesam
```

The disable option unregisters the SAM web application. The enable option registers it.

If the `ovtomcatA` service is running when you disable or enable the SAM web application by using the above commands, you need to restart the `ovtomcatA` service for the changes to take effect.

## Fixes:

### Service Desk 5.10 Patch 16

This section describes defects fixed by Service Desk 5.10 Patch 16.

<b>Defect</b>	<b>Description</b>
QXCR1000831568	Auditing of <b>CI</b> Un-relating does not work with the SD Web API
QXCR1000827947	Auditing of <b>CI</b> Un-relating not working as expected

## Fixes:

### Service Desk 5.10 Patch 15

This section describes defects fixed by Service Desk 5.10 Patch 15.

<b>Defect</b>	<b>Description</b>
QXCR1000241634	<b>Advanced Find</b> with a string ID causes three error messages
QXCR1000330467	CME3.1 IC1: <b>Advanced Find</b> "Older Than (Days)" value is not editable
QXCR1000343758	Error log file is not stored in the same directory as the default log file
QXCR1000344520	New <b>Smart Action</b> is disabled
QXCR1000350858	Enable deletion of multiple CIs even if some of them have relations to other CIs
QXCR1000357924	<b>Required Fields</b> attribute list and keyboard keys (up/down) do not change focus of it
QXCR1000395400	The required field setting get lost after upgrade
QXCR1000889334	Invalid view can be saved by view action
QXCR1000889727	Invalid view can be saved by explorer view
QXCR1000971578	Format rule condition with date and number field cannot be updated correctly
QXCR1001043868	In the new data import window, error occurs if un-matched entity is provided
QXCR1001046111	Flickering screen when opening drop-down menu in combination with search screen

## Fixes:

### Service Desk 5.10 Patch 14

This section describes defects fixed by Service Desk 5.10 Patch 14.

<b>Defect</b>	<b>Description</b>
QXCR1000306291	Missing Relations when using System Action "Create Workorder ...."
QXCR1000325481	Specialist can't use inbound email to log a Service Call.
QXCR1000328248	Online Help: Active Directory User Authentication is not explained well enough.
QXCR1000427923	When attach a file to a subcontract call, SD attaches it to the initial one.
QXCR1000862871	ovc server can not start if the indicated FTP server does not exist.
QXCR1000866274	<b>Open URL</b> only presents in context menu when selecting from right to left.



QXCR1000889297	The system pops up JDBC Error message when you edit the view with non-sys account.
QXCR1000889753	An email is sent twice if there is no condition in the DB rule.
QXCR1000951219	<b>Quick Find</b> displays incorrect relation for a copied reference.
QXCR1000952652	The UI rule is unable to execute when condition contains operator '>=1 year age.
QXCR1000955572	<b>Copy Field</b> does not work for entities created by actions.
QXCR1000959144	Blocked codes are visible for all users in <b>Update All</b> dialog.
QXCR1000962341	After closing smart action dialog in the UI Rule, a NullPointerException pops up.
QXCR1000963821	After clearing Caller and entering new Caller, SD does not recognize searchcode
QXCR1000972014	Can not copy attachments using drag and drop.
QXCR1000980568	Local view problem.
QXCR1000987921	Drag and drop can create duplicated relation if Reference attribute is audited.
QXCR1000989210	The WebConsole can not display chart view if SD server is on the Unix platform.
QXCR1000994488	Could not create a new Reference for Workorder due to default search view option.
QXCR1000994491	Could not add multiple References to Workorder.

## Fixes:

### Service Desk 5.10 Patch 13

This section describes defects fixed by Service Desk 5.10 Patch 13.

Defect	Description
QXCR1000361838	An error message appears if selecting an existing Service Today record during creation of a new record form.
QXCR1000388128	Java error <code>Assertion Failed</code> appears when relating items on Web console.
QXCR1000468901	After configuration exchange import, you have to clear cache and restart the server to see the change.
QXCR1000806893	Attachment classification codes can not be displayed properly in the entities.
Defect	Description
QXCR1000815984	Changing time manually in <b>Advanced Find</b> is not possible.
QXCR1000829147	Can not change the parent/child relation of CIs in the explorer view.
QXCR1000841761	The <b>Template</b> field is not Read-Only after saving an item.
QXCR1000841810	A <code>java.lang.nullpointerexception</code> exception occurs when using find (F3) after changing views.
QXCR1000844714	Unexpected behavior occurs when manually changing time filters.
QXCR1000889055	Triggering a UI rule with system action opens multiple forms.
QXCR1000889061	When <b>CI Category</b> field is set to <b>view</b> in Roles by the administrator, it is still writable for users.
QXCR1000910013	IDs skipped when records are created via Web API if <b>ID after Creation</b> checkbox is deselected.

QXCR1000914298	A defect occurs when entering numeric values with more than five digits in <b>Advance Find</b> .
QXCR1000924759	Can not save or open SLM-SLO if add a particular custom field to the form.
QXCR1000930578	Existing attachments cannot be opened after upgrading from 5.1 Patch 3 to Patch 10.
QXCR1000931077	Log information of debug hotfix in log file.
QXCR1000939508	Performance Issue: User session hangs when relating service to SLA.
QXCR1000939523	SD / PI reports inconsistency.
QXCR1000949088	PDF attachments are opened twice.
QXCR1000953048	Serialization error while reading <code>ResultSet</code> due to <code>ArrayIndexOutOfBoundsException</code> .
QXCR1000953552	<b>Classification</b> and <b>Category</b> lookup changed behavior to case-sensitive.
QXCR1000968254	Audit history of Service Event Relation only shows relation addition but not relation removal.
QXCR1000968275	An error message appears when referencing workorders.
QXCR1000970168	Many <code>SlmCore</code> user session not found errors in log.
QXCR1000977872	Web console may throw an exception when the label text includes HTML reserved characters.

## Important Behavior Changes: Service Desk 5.10 Patch 13

This section describes important behavior changes since Service Desk 5.10 Patch 13.

QXCR1000829147:  
[Can Not Change the Parent/Child Relation of CIs In the Explorer View](#)

### Behavior change:

In an explorer view, the CI relationships opened from the leaf view are read-only.

QXCR1000841810:  
[A java.lang.nullpointerexception Exception Occurs When Using Find \(F3\) After Changing Views](#)

### Behavior change:

The **Find** dialog closes automatically when user switches to another view or shows the view in a new window.

QXCR1000889055:  
[Triggering A UI Rule With System Action Opens Multiple Forms](#)

### Behavior change:

**Create Change** action is removed from System Action of UI Rule of Change.  
**Create Problem** action is removed from System Action of UI Rule of Problem.  
**Create Incident** action is removed from System Action of UI Rule of Incident.

QXCR1000939523:  
SD / PI Reports Inconsistency

**Behavior change:**

A new switch is added to indicate that if the extra flag should be added to the report. The extra flag indicates whether the corresponding item is created in the reporting cycle or not.

How to add/use the switch:

- 1 Add a new switch `enableNewInCycle` in the configuration file `sdreporting.ini` which is under `<OVInstallDir>\misc\opl\config\defaults` folder, and set to **true** as follows:  
`bool enableNewInCycle=true`
- 2 Run `<OVInstallDir>\bin\ovconfchg` command to save the switch to the control.
- 3 Run `<OVInstallDir>\bin\ovc -restart ovsdreport` command to bring the switch into effect.

The switch is considered false by default if it is not defined.

**Limitation:**

This new feature must work together with OpenView Performance Insight (OVPI) patch RNS14.10.001 or later patches. Although the patch RNS14.10.001 is for OVPI 5.4, the integration between Service Desk 5.10 and OVPI 5.4 is not officially supported yet.

QXCR1000953552:  
Classification And Category Lookup Changed Behavior to Case-Sensitive

**Behavior change:**

Searching code-type items, such as Folder, Classification and Category, in **Quick Find** dialog is not case-sensitive anymore.

Fixes:  
Service Desk 5.10 Patch 12

This section describes defects fixed by Service Desk 5.10 Patch 12.

<b>Defect</b>	<b>Description</b>
QXCR1000320908	TableView: Sticky selection indicator after a sort or group.
QXCR1000335739	On UNIX, problems logging on without <code>OvObsClient.conf</code> .
QXCR1000342486	L10N: Defect in executing the command <code>OVsdarchive</code> .
QXCR1000361817	Open duration does not show in view.
QXCR1000367947	Failed to add a related item like Initiator to the Advanced Find of a change.
QXCR1000381706	Custom field code 1 is activated by default in SD 5.10.
QXCR1000393056	L10N: Error occurs in SD 5.00 SP1 when checking the <code>ignore client setting</code> option.
QXCR1000399255	L10N: On Windows 2000, clicking Help on the menu does not open the online help.
QXCR1000410515	Column Registration;Created By column is not visible in the history lines tab.
QXCR1000415616	Unable to see the list of related Service Events (Table) from Advanced Find.
QXCR1000444382	Unable to delete orphaned Code Fields for a Configuration Item.

<b>Defect</b>	<b>Description</b>
QXCR1000450164	Printing special character causes a Java error.
QXCR1000456409	Separators do not work in the web console.
QXCR1000457935	When opening a hyperlink with CTRL+click, four notepads are shown.
QXCR1000463095	Outbound email To: <email addresses> line can exceed 1,000 characters.
QXCR1000463588	Update All on CIs fails with an error message.
QXCR1000472160	Copy of a person does not correctly reflect attachments.
QXCR1000713002	Creating a change in the web console encounters a Java exception.
QXCR1000740000	Advanced Find for Services fails when using the Advanced tab.
QXCR1000741997	Underpinned Services can relate a service type that is not allowed for a service.
QXCR1000743974	Service call priority duration is one second off.
QXCR1000753029	Smart actions of any type are not available to be assigned to a role.
QXCR1000760583	Filter and Quick Find windows of a view stay in a loop.
QXCR1000772860	Audited relations in a CI save changes that never happened.
QXCR1000779629	Changes to the output folder are not saved.
QXCR1000797100	Unable to open an SC that is edited but not saved by using View Action.
QXCR1000808852	If the action Own is executed on two or more records, the error dialog displays.
QXCR1000808941	Log-on screen is not visible when browsing from within SD 5.10.
QXCR1000813295	Service Pages is not using language settings correctly.
QXCR1000816127	Right-clicking to insert a page does not work.
QXCR1000831578	Cannot save the [View] [Match Case] fields value in the Name Filter form.
QXCR1000831613	Cannot save a table view when adding a special condition in the Format Rules.
QXCR1000841779	Wildcard (*) in the middle of a string is not allowed when using Quick Find.
QXCR1000841794	Print range is unavailable.
QXCR1000851202	History Line Update All permission errors since upgrading to SD 5.10 P7.
QXCR1000860771	Blocked Classification checklist can be used in the Checklist wizard action.
QXCR1000861414	System pop-up null point exception when using a default schedule Gantt view.
QXCR1000863460	CTRL-clicking an URL opens the URL three times.
QXCR1000885440	Compliance SLO tab under Service causes a client hang and a Java heap space.
QXCR1000889295	Need to support Oracle 11g in Service Desk 5.10.
QXCR1000891219	Cannot View/Modify items assigned to the logged on user's workgroup.
QXCR1000899224	Get an error when adding a person to a workgroup (Production System).
QXCR1000899341	Web Start client shows certificate expiration message of OvSecLogin.
QXCR1000899778	Web Start client shows certificate expiration message of iLog-Gantt.
QXCR1000903598	Java error when opening a referenced project from a project.
QXCR1000907304	Text box size changes after attempting a patch upgrade.
QXCR1000909179	Filter in the Advanced Find does not work for Template.
QXCR1000930534	View with a periodic refresh leads the client to hang.

Defect	Description
QXCR1000934099	NullPointerException is thrown when trying to edit related work orders.

## Important Behavior Changes: Service Desk 5.10 Patch 12

This section describes important behavior changes since Service Desk 5.10 Patch 12.

### QXCR1000841779: Wildcard (\*) in the Middle of A String is Not Allowed When Using Quick Find

#### Behavior change:

A new JVM parameter `ov.sd.quickfind.wildcard.allowed` enables you to switch wildcard allowance on and off when using Quick Find.

If the allowance is switched off, the behavior of Quick Find remains unchanged. If the allowance is switched on, the wildcard is allowed in Quick Find.

If the parameter is not added, the switch is considered to be `false` by default.

To add the `ov.sd.quickfind.wildcard.allowed` parameter on Windows, follow these steps:

- 1 Open the `%OvInstallDir%bin/ovconsole.bat` file.
- 2 Append the line starting with 'set JVMARGS=' with a new parameter:

```
Dov.sd.quickfind.wildcard.allowed=true
```

The new statement should look like this:

```
set JVMARGS=-Xms64m -Xmx256m -Dsun.java2d.noddraw=true -Dcom.hp.ov.ui.formOpenMax=10 -
DovAppName=OvConsole %XPL_CLIENT_ARGS% -Dov.sd.quickfind.wildcard.allowed=true
```

To add the `ov.sd.quickfind.wildcard.allowed` parameter on UNIX, follow these steps:

- 1 Open the `/opt/OV/bin/ovconsole` file.
- 2 Append the line starting with 'JVM\_ARGS=' with a new parameter:

```
Dov.sd.quickfind.wildcard.allowed=true
```

The new statement should look like this:

```
JVM_ARGS="-Xms64m -Xmx256m -Dcom.hp.ov.ui.formOpenMax=10 -DovAppName=OvConsole -
Dov.sd.quickfind.wildcard.allowed=true"
```

### QXCR1000889295: Need to Support Oracle 11g in Service Desk 5.10

#### Behavior change:

Rigorous testing indicates that Server Desk 5.10 can work together with Oracle 11g normally.

Limitations:

To use the OCI connection type, you can install Service Desk Server with Oracle 10g client but not with Oracle 11g. Only Oracle10g OCI features are supported in such a connection type.

QXCR1000907304:  
Text Box Size Changes After Attempting a Patch Upgrade

**Behavior change:**

The 4K field can be resized.

**Fixes:**

**Service Desk 5.10 Patch 11**

This section describes defects fixed by Service Desk 5.10 Patch 11.

<b>Defect</b>	<b>Description</b>
QXCR1000304083	Error message is displayed for <code>disableAutoStartSdMa.bat</code> and <code>disableAutoStartSdSIm.bat</code> .
QXCR1000318930	Data is doubled in the DPIPE table for the SD Reporting Full Export.
QXCR1000318931	When starting SD Reporting Incremental for the first time, the export is incorrect.
QXCR1000333375	Folder restricted Roles view all in data in charts.
QXCR1000335920	Mouse cursor is in the last modified field after the “Save and New” (Service Call)..
QXCR1000341146	In Security/Roles in Advanced/Fields, the three radio buttons are not working correctly.
QXCR1000344083	User Notification Messages are sent in the wrong format.
QXCR1000344871	Cannot drag and drop attachments onto a record if none is already there.
QXCR1000348164	Changing a notification message does not take effect.
QXCR1000352686	Relating Service to CI or Service throws exceptions using the service hierarchy.
QXCR1000357945	Inconsistency in (un)relate privileges between OvConsole and WebConsole.
QXCR1000378168	R:Value modification in Service page view settings cannot be triggered.
QXCR1000397066	Users can modify templates without having the rights to do so.
QXCR1000401200	Wrong attachment directory structure.
QXCR1000403970	Difference in processing between standard and custom required fields set read only....
QXCR1000413978	Boolean custom fields show values of True or False in hard copy.
QXCR1000414886	Some CIs cannot be created with the Generate CI Wizard.
QXCR1000415862	Error when adding a condition to the format rules of a view.
QXCR1000419292	System pop-up error when relating an incident in the CI form.
QXCR1000420577	Cannot relate a workgroup with the administrator role in CI.
QXCR1000436141	Button to add or delete a category item disappears from Advanced Find.
QXCR1000440507	Date and Time settings for users are not stored for their accounts.
QXCR1000451043	Corruption of the integer value to the custom field.
QXCR1000459363	Cannot export administrator settings for the Sdc module with the OvObsModex command.
QXCR1000460577	System pop-up error when making settings in the project Gantt view.
QXCR1000468525	Java error when filling out the Assignment with an external organization field..

<b>Defect</b>	<b>Description</b>
QXCR1000741528	Some fields for the Data Source Attribute field On X-Axis tab pop up error....
QXCR1000749216	Relate forms error when creating a role.
QXCR1000763553	Cannot view history lines in service pages.
QXCR1000765856	Some fields do not show completely under complex conditions settings.
QXCR1000766472	Schedule Gantt chart view does not work.
QXCR1000780767	Service Navigator SN status field does not update correctly in the CI form.
QXCR1000797027	Operators are different under new and edit when creating a UI rule.
QXCR1000828533	Two types of code, Classification and Closure code, cannot be used.
QXCR1000829140	Cancel button on the rule window does not prevent an action from being updated.
QXCR1000835403	New hotfix does not overwrite the old one that has the same defect id.
QXCR1000846269	Click Quick/AdvancedFind pops up an IllegalArgumentException in the explorer view.
QXCR1000847430	Query cannot be executed for User Notification Message in Advanced Find.
QXCR1000847449	Deleted User Notification Message is still displayed in Quick Find.
QXCR1000847927	NullPointerException occurs when setting view properties.
QXCR1000850037	Contents on the More Choice tab disappears in the Advanced Find.
QXCR1000851212	History Line view error.
QXCR1000856133	Deleting DB Rules generates an unexpected exception.
QXCR1000860268	No arrow displays on grouped columns to show the sorting mode.
QXCR1000860301	Cannot choose the Application Program to open the attachment file.
QXCR1000860819	Metric Adapter aborts after it is re-registered by the ovcreg tool on HP-UX.
QXCR1000863411	Caller identification number is missing in the confirmation email.
QXCR1000863911	Multiple user sessions are logged after re-activating clients.
QXCR1000866986	OVCConsole local hotfixes are not removed during upgrading.
QXCR1000867469	Mismatch in concurrent licenses accounting.
QXCR1000870710	Error on page trying to update a Service Call in the web console.
QXCR1000880219	Custom fields are still editable after they are de-activated.
QXCR1000880526	Invalid View can be saved.
QXCR1000881656	Read-only of the Template Value form does not take effect.
QXCR1000889194	NullPointerException occur when clicking the clear button in the Service Hierarchy.

## Important Behavior Changes: Service Desk 5.10 Patch 11

This section describes important behavior changes since Service Desk 5.10 Patch 11.

[QXCR1000397066:](#)  
[User Can Modify the Templates Without Having the Rights to Do So](#)

**Behavior change:**

Users are not able to access all templates. They are able to access only the templates for which they have the Maintain Templates right on entities.

[QXCR1000414886:](#)

[Some CIs Cannot Be Created with the Generate CI Wizard](#)

**Behavior change:**

Instead of rolling back the whole transaction, the Configuration Items that are fulfilled with the creation criteria are generated in case there are failures during the generation.

[QXCR1000460577:](#)

[System Pop-Up Errors When Making Settings in the Project Gantt View](#)

**Behavior change:**

If you choose a custom field for the Start Attribute field or for the End Attribute field, the check box Show Change and the check box Show Work Order are set to unchecked and disable.

After you choose a non-custom field for the Start Attribute field and for the End Attribute field, the check box Show Change and the check box Show Work Order is enabled again.

[QXCR1000860268:](#)

[No Arrow Displays on Grouped Columns to Show the Sorting Mode](#)

**Behavior change:**

An arrow icon (without index) shows on the grouped table header. The direction depends on which sorting mode (ascending or descending) the users chose.

**Fixes:****Service Desk 5.10 Patch 10**

This section describes defects fixed by Service Desk 5.10 Patch 10.

<b>Defect</b>	<b>Description</b>
QXCR1000309374	Registration; Created by person: Menu Quick View or Open Person is not enabled.
QXCR1000356202	Not all entities are visible in the template screen.
QXCR1000357907	DB rule to update related records does not offer all fields.
QXCR1000357941	Unable to open an attachment from service calls with a non-alphanumeric file name.
QXCR1000358663	View definitions that refer from the Chart view replace the based view.
QXCR1000360185	Parameters missing in error messages for required fields.
QXCR1000360189	When an invalid new password is entered, the error message is not complete.
QXCR1000360221	Minutes of duration fields in entities become one less that what is entered.
QXCR1000360706	Setting auto format in a view results in a computed error.
QXCR1000361476	Remove the party object and other entities in the web console.



<b>Defect</b>	<b>Description</b>
QXCR1000363505	Checklist functionality: Questions are truncated.
QXCR1000363839	Show additional time zones option does not work properly.
QXCR1000364837	IS Metric condition allows free text values instead of comparison operators.
QXCR1000365371	Y axis function reverts to Average in the chart view.
QXCR1000370657	Advanced Find search on workgroups without members fails.
QXCR1000377220	Quick Find problem for services in a subcontract call.
QXCR1000385276	After Advanced Find is used for awhile, the green arrows are grayed.
QXCR1000389372	No negative indications with the Average pickup time OVSD metric.
QXCR1000389529	In a server call, when you select a caller, then select a CI, an exception occurs.
QXCR1000390401	Web Start Console does not show an error.
QXCR1000395736	The <code>ovconsolecmd -advanceFind -filter</code> expression does not work.
QXCR1000400680	Two popups for read-only service calls.
QXCR1000796648	OVSD 5.1 Accessibility Function.
QXCR1000806382	SLM/OVPI reports reuse old data when newer data is not available.
QXCR1000814363	Read-only field becomes editable after a refresh.
QXCR1000819210	Schedule Gantt Chart View generates a java error.
QXCR1000823035	Unexpected NullPointerException at <code>com.hp.ov.ui.util.TextComparator.compare</code> .
QXCR1000823037	Unexpected NullPointerException at <code>AppTableView.getContext</code> .
QXCR1000823038	Unexpected NullPointerException at <code>AbstractCommandManagerImpl.removePropertyCh...</code>
QXCR1000823040	Unexpected NullPointerException at <code>BaseFormImpl.getEntity</code> .
QXCR1000827319	Too many SLM Core User logons in the Service Desk report service.
QXCR1000853127	Smart Action filter should not contain EntitySet.
QXCR1000853181	Error when creating a new service call.
QXCR1000855882	Full client fails to start after applying hotfixes by <code>hotfixshell</code> .
QXCR1000857701	Hotfix updater does not check enablement of the function before opening the FTP server.
QXCR1000860128	Performance issue: Cache version on the server side does not refresh properly.
QXCR1000873550	CPU spikes on a Java process every two minutes, causing bad performance.

## Important Behavior Changes: Service Desk 5.10 Patch 10

This section describes important behavior changes since Service Desk 5.10 Patch 10.

[QXCR1000364837:](#)  
[IS Metric Condition Allows Free Text Values Instead of Comparison Operators](#)

### Behavior change:

Validation is executed before saving the SLA to avoid invalid operators being saved. If the inputted operator is invalid, an error message box pops up to prompt users.

[QXCR1000853127:](#)

[Smart Action Filter Should Not Contain EntitySet](#)

### Behavior change:

The `Entity Set` type attributes (for example, Roles of Person, Work Orders, and Referenced From) are filtered out from the attribute selection menu in the Smart Action condition panel.

### Fixes:

## Service Desk 5.10 Patch 9

This section describes defects fixed by Service Desk 5.10 Patch 9.

Defect	Description
QXCR1000325490	Sorting over columns in required field configuration is not possible.
QXCR1000325727	Faulty form for Address Domain, Node, etc., in Quick Find...
QXCR1000343752	Unable to sort on <b>Internal Attribute</b> field in Entity Mapping form.
QXCR1000344135	Search criteria are visible after deleting its Advanced Find "named filter".
QXCR1000346280	State in Location displayed as Status if State in Incident renamed to Status.
QXCR1000354215	R: Template value cannot be set to History lines.
QXCR1000354556	Summary field of Schedule entity does not store the value entered.
QXCR1000355138	Navigating records through advanced find using Previous and Next button.
QXCR1000396655	Errors in <code>trend.log</code> and no data in Service Desk report pack.
QXCR1000399183	Inconsistent security settings between services and CI.
QXCR1000430532	Set some fields to be read only, failed to new a CI or relate CI to change.
QXCR1000760179	System popup <code>S NullPointerException</code> error when create new template in the role.
QXCR1000780251	Service Call deadline can be set before registration created date
QXCR1000781491	The entity can't be saved after setting attachment classification
QXCR1000786152	Table <code>REP_HVT_TRANSACTION_ENTITIES</code> in Oracle 10.1 for SD/SLM increases very fast.
QXCR1000790540	Problem to create a Service call in Service pages when Service is required file.
QXCR1000790895	Upgrade process cannot clear existing hotfix(s) automatically.
QXCR1000791780	Audit Work order-CI relation with detailed references information instead of OI.
QXCR1000795119	<b>Update all</b> has no effect when value is 'make empty.'
QXCR1000796180	Bug in pie chart view.
QXCR1000803583	Attributes embedded into email body of DB Rule do not support nested brackets.
QXCR1000804162	Text 64k custom field is decreased/shrunk to unreadable size.
QXCR1000804226	<code>ovslmdimexp</code> service stopped when logging off the terminal service.
QXCR1000813140	Problem with data exchange reconciliation.

Defect	Description
QXCR1000813288	Upgrade failed on HPOvSImMo after updating system role in SLM account.

## Important Behavior Changes: Service Desk 5.10 Patch 9

This section describes important behavior changes since Service Desk 5.10 Patch 9.

QXCR1000325727:  
Faulty Form for Address Domain, Node and others are in Quick Find.

### Behavior change:

User will be unable to click the **select field** button if the menu is empty.

QXCR1000354556:  
Summary field of Schedule entity does not store the value entered.

### Behavior change:

Summary field of Schedule entity will summarize the general information of the Schedule entity automatically and will be **read only** just like Schedule Element.

QXCR1000803583:  
Attributes embedded into email body of DB Rule do not support nested brackets.

### Behavior change:

The embedded attributes in DB Rule Action parameters now support nested brackets.

QXCR1000813288:  
Upgrade failed on HPOvSImMo after updating system role in SLM account

### Behavior change:

The SLM Core account will be **read only** as of Service Desk 5.10 Patch 9.

## Fixes: Service Desk 5.10 Patch 8

This section describes defects fixed by Service Desk 5.10 Patch 8.

Defect	Description
QXCR1000390643	Parent category can be deleted, but its child cannot be deleted.
QXCR1000451548	Deleting Language Pack causes data corruption.
QXCR1000462126	Service Call: Quick Find is affected by Query Restriction.
QXCR1000472174	DataCollector emits TriggerCaculationDatapoint with incorrect timestamps.
QXCR1000748741	Service hours datapoints are discarded in the staging process of DataFeeder.
QXCR1000754114	Typing the wrong user in Approver of a Change freezes the client with a

<b>Defect</b>	<b>Description</b>
	Validation error.
QXCR1000754666	View format Rules are not working.
QXCR1000759155	Chart views based on Boolean attribute generates an error.
QXCR1000761035	ovsdslm process aborts when [Infrastructure Availability] metric is removed.
QXCR1000761070	Wrong SQL of querying datapoints from SQLQueue in DataFeeder.
QXCR1000768805	Web API issue in multiple-server environment. Get data call uses an invalid session.
QXCR1000771700	Destroy timer queue explicitly when time calculation is completed.
QXCR1000782639	SLM emits incorrect order datapoints to OVPI during startup.
QXCR1000782643	Ovsn MA does not close the socket after the discovery task is finished.
QXCR1000782692	ServiceEngineTimeout of OvsnMA connector is hard-coded.
QXCR1000783172	SLAs periods (monthly) do not change after the new period starts.
QXCR1000786787	MA is treated as down when it is not down.
QXCR1000803089	Font size in forms shrunk after update to Patch 6.

## Fixes:

### Service Desk 5.10 Patch 7

This section describes defects fixed by Service Desk 5.10 Patch 7.

<b>Defect</b>	<b>Description</b>
QXCR1000356753	Attachment: All Access cannot use classifications created by the system account.
QXCR1000361801	Query takes an unexpectedly long time.
QXCR1000363477	Classification checklist does not get focus when started in the service call screen.
QXCR1000388428	Performance problem when updating a Child Organization.
QXCR1000429624	Problem creating an Incident from Service Call because of field length mismatch.
QXCR1000439748	Time of running the Service Desk client is not synchronized with the server dynamically.
QXCR1000440223	Cannot add a Database Account with an empty Account Name.
QXCR1000440894	Actual Duration field is not updated when using DB rules with related items.
QXCR1000441191	Actions for Viewing the OVPI Reports are not visible within the full client.
QXCR1000451945	Item in workflow does not open with the following fields are required message.
QXCR1000452453	Multiple read-only notification popups are displayed if multiple roles are assigned.
QXCR1000452498	Active sessions of web console users get multiplicity.
QXCR1000459367	SD: Configuration Exchange - Import exchange file with overwrite option.
QXCR1000461105	Attachment exist flag copied when using action Create Workorder from Incident.
QXCR1000461618	Session are removed, but users cannot log on.
QXCR1000461619	Customizing the current user view does not work.

<b>Defect</b>	<b>Description</b>
QXCR1000462518	OvObsLoadObject generates an Attempt to set value of readonly attribute warning.
QXCR1000463050	Web console Java exception: relating new work order from service call.
QXCR1000463068	Warning message box popup says Error when open service definition from another....
QXCR1000465328	Bad performance when listing services based on location search in a service call.
QXCR1000467019	Service Quick Find in Advanced Find returns NullPointerException.
QXCR1000467023	Change number custom field 123% issue.
QXCR1000468478	Partly implements RFC2183 to make SD work with MS Exchange Server 2007.
QXCR1000471194	Long child code table issue.
QXCR1000471664	Relating Schedules to a Service Level does not work.
QXCR1000472083	Required fields Notification Messages not working as expected.
QXCR1000472593	Exception: Unexpected error when deserializing a JavaObject found in log file.
QXCR1000713024	Columns contents missing when exporting a view.
QXCR1000713541	Approval mail-notifications are not resolved for respective fields.
QXCR1000740874	Cannot copy/paste records Hosted at from an Organization record.
QXCR1000742010	After logging on to Web UI and ovconsole with the same account, the user privileges are different.
QXCR1000748266	The number for maximum installations cannot be lower than....
QXCR1000758909	Old attachment cannot be opened after an upgrade to SD 5.1 Patch 4.
QXCR1000764125	Time Cost calculation fields do not display the correct value.
QXCR1000768834	Service Definition Check Cycle function is not completed.

## Important Behavior Changes: Service Desk 5.10 Patch 7

This section describes important behavior changes since Service Desk 5.10 Patch 7.

[QXCR1000429624:](#)  
[Problem Creating an Incident from a Service Call Because of Field Length Mismatch](#)

### Behavior change:

When creating an incident from a service call, Service Desk truncates the text if it exceeds the maximum length of the target field.

[QXCR1000439748:](#)  
[Time of Running the Service Desk Client is Not Synchronized With the Server Dynamically](#)

### Behavior change:

The Service Desk 5.10 client synchronizes its time with that of the server dynamically.

QXCR1000471664:  
Relating Schedules to a Service Level Does Not Work

**Behavior change:**

In Service Desk 5.10 Patch 6 and earlier, one service level can be related to multiple schedules. As of Service Desk 5.10 Patch 7, only one service level can be related to one schedule.

**Fixes:**

**Service Desk 5.10 Patch 6**

This section describes defects fixed by Service Desk 5.10 Patch 6.

<b>Defect</b>	<b>Description</b>
QXCR1000303808	Assignment loop created when a Person is in two Workgroups.
QXCR1000344769	Index out-of-bounds error when clicking a chart view legend.
QXCR1000348759	Unable to delete a Person who created a new code as admin.
QXCR1000349922	From the Person form, users can see CIs assigned to folders to which they have no access.
QXCR1000354578	Cannot map the gender of a person to the value map "Unspecified."
QXCR1000360138	ON operator is not working in Advanced Find.
QXCR1000361352	Date-time display format set in an account has no effect on custom date fields.
QXCR1000362436	Cannot use IScheduledRuleTask in the Web API.
QXCR1000394183	Better message is needed when running out of licenses.
QXCR1000399198	java.lang.RuntimeException using the Web API for Approval.
QXCR1000418901	Named Filter does not work as expected when relating objects in 5.1.
QXCR1000431401	Audit History Line Deletions does not work.
QXCR1000431406	Configuration Exchange log cannot be opened on the Solaris platform.
QXCR1000432424	Right-clicking the blue bar in the Gantt view pops up an unexpected exception error.
QXCR1000432455	Cannot save the modified format rule name for the table view for the system user.
QXCR1000432872	System popup java.lang.ArrayIndexOutOfBoundsException:2 results when the Y-Axis and Data....
QXCR1000434415	"Hide" rights to "attachments" of a Service Call does not work.
QXCR1000436508	Service field filled by "service supporting the CI" cannot be saved in SC.
QXCR1000447711	Command <code>cd -</code> is not available on the Solaris platform.
QXCR1000451656	ovloginsv status becomes N/A, and users are not able to log on to Service Desk 5.x.
QXCR1000451968	No notification of query restricted if records are filtered after a query is restricted.
QXCR1000452939	Data Update fails for related work orders if the predecessor ID is higher than....
QXCR1000459963	Operations $\geq 1$ years, $\geq 2$ years, and $\geq 6$ months do not work in the Format Rule....
QXCR1000463095	Outbound email To: <email addresses> line may exceed 1,000 characters.

<b>Defect</b>	<b>Description</b>
QXCR1000465774	Launch throws an exception when performing a class load.
QXCR1000468883	Tomcat is out of memory after running for some time.
QXCR1000471649	DB rule external actions fail with a Too many open files error.
QXCR1000716752	Web Start digital signature error when launching Web Start.
QXCR1000739024	When opening a related item from the hosted item, some field content in the related item....
QXCR1000739029	Cannot close the related item form again unless the main window is closed.
QXCR1000739954	When opening a related schedule from a workgroup, the schedule element is lost.
QXCR1000739960	UK DST reverts to GMT at 1 a.m. rather than at 2 a.m.
QXCR1000740910	Customer fields do not take effect immediately.
QXCR1000764580	Java XPL logging of different processes is spread over multiple files.
QXCR1000764605	Default installation data folder changed on the Windows platform.
QXCR1000469010	Object Server hangs in cache updating

## Important Behavior Changes: Service Desk 5.10 Patch 6

This section describes important behavior changes since Service Desk 5.10 Patch 6.

### [QXCR1000764580: Java XPL Logging of Different Processes is Spread Over Multiple Files](#)

#### **Behavior change:**

Before Service Desk 5.10 Patch 6, all processes generated their own log files. Patch 6 changes this behavior. Now, all processes write to the same log file: `system.0.en_US`.

### [QXCR1000764605: Default Installation Data Folder Has Changed on Windows](#)

#### **Behavior change:**

Before Service Desk 5.10 Patch 6, the default installation data directory was the following:

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

Now, the default installation data directory is the following:

```
C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software
```

### [QXCR1000394183: Better Message is Needed When Running Out of Licenses](#)

#### **Behavior change:**

Before Service Desk 5.10 Patch 6, when the number of users exceeded the number of licenses, the following error message popped up:



Login failed. You do not have access permissions. Please contact your system administrator.

Now, the following error message pops up:

```
Maximum X concurrent users can login at one time.
```

Here, x represents the maximum number of users that can be logged on concurrently.

## Fixes:

### Service Desk 5.10 Patch 5

This section describes defects fixed by Service Desk 5.10 Patch 5.

<b>Defect</b>	<b>Description</b>
QXCR1000304724	Running <code>ovobsconfig/modim -import</code> should log a warning.
QXCR1000306778	Groups by a field in views can result in duplicate groups.
QXCR1000340665	Sorting on Columns does not work if some rows have empty data.
QXCR1000342882	Information from the Parent attribute is not resolved in a DB rule.
QXCR1000343653	NullPointerException after creating a form with the same name as an existing form.
QXCR1000344105	Caller location not available for selection in a service call rule.
QXCR1000352382	Auto format Rules do not work for "Deadline."
QXCR1000371685	Assigning the template to an SP user results in a Query Builder error.
QXCR1000377237	Home of Person buttons in the Residential location opens the wrong forms.
QXCR1000382985	Incident history line Edit button is presented when an account does not have Modify...
QXCR1000391562	<b>File → Export → UI</b> rule hangs.
QXCR1000408642	Up/Down buttons clear the information field.
QXCR1000408643	Deadline in the view format rule generates the java error <code>java.lang.ClassCastException....</code>
QXCR1000408690	Web console: Tree view is not displayed.
QXCR1000410956	<code>java.lang.NullPointerException</code> occurs somehow.
QXCR1000411995	Cannot sort rules manually.
QXCR1000413981	Advanced Find label is not consistent.
QXCR1000415850	History lines are not being updated.
QXCR1000418411	Service Desk 5.1 SP1 Attachments sent on notification messages.
QXCR1000418897	<code>OvObsLoadObject.bat</code> problems.
QXCR1000419356	New UI Rules with duplicate ordering number.
QXCR1000424098	Cannot copy UI rules.
QXCR1000427952	Cannot edit the configuration item created by an incident template.
QXCR1000431382	Multiple sessions after the console is reconnected.



<b>Defect</b>	<b>Description</b>
QXCR1000431417	Status indicator shows a red X after the console is reconnected.
QXCR1000432451	Improve the WAN performance issue of QXCR1000359551.
QXCR1000434901	Cannot use Service Desk Web Start after installing JRE 1.6.
QXCR1000436132	Change the content of the security warning dialog.
QXCR1000438951	Recurring java.lang.NullPointerException when logging on to the web console.
QXCR1000439762	New calls are attached with the attachments from old calls.
QXCR1000450560	Object Server hangs because of the deadlock between RepositoryCollection and WeakR....
QXCR1000442684	Receive duplicate email notifications when an Item is assigned.
QXCR1000445643	Unable to open attachments.
QXCR1000448533	FTP failure causes Service Desk client to gray screen no error when opening attachments.

## Important Behavior Changes: Service Desk 5.10 Patch 5

This section describes important behavior changes since Service Desk 5.10 Patch 5.

[QXCR1000371685:  
Assigning the Template to an SP User Results in a Query Builder Error](#)

### **Behavior change:**

When opening a new entity form, you are not allowed to use a different entity's templates, only its super entity's templates (if the super entity template exists). Before Service Desk 5.10 Patch 5, you could use a different entity's templates, but an error resulted.

## Fixes: Service Desk 5.10 Patch 4

This section describes defects fixed by Service Desk 5.10 Patch 4.

<b>Defect</b>	<b>Description</b>
QXCR1000398937	Calls with folder rights do not show in Service Today.
QXCR1000331302	Email notification to all members of a workgroup is not possible.
QXCR1000337260	OVO/U Integration: monthly scheduled outage is not working.
QXCR1000353298	Approved Change is still shown as My Approvals in Service Today.
QXCR1000366497	Sending approval mail does not work in Service Desk 5.1.
QXCR1000369341	Event queue reader thread stops after a Smart Action is created.
QXCR1000369526	Associations check results in errors.
QXCR1000378159	Related CIs cannot be inserted according to the template.
QXCR1000378210	Service call accessing error by servicepage end user when it contains an SLA.

<b>Defect</b>	<b>Description</b>
QXCR1000381729	WebUI: Exception thrown when there is an action email message to this person.
QXCR1000385047	Category search criteria is cleared but still visible.
QXCR1000387708	Field Subject in History Line is not filled in automatically.
QXCR1000388496	Upgrade fails on loginname unique index creation after upgrading to SD 5.1 Patch.
QXCR1000389407	The order of historyline displays incorrectly when registration time is very close.
QXCR1000394861	Incorrect warning message popup when selecting a default form.
QXCR1000396000	Text entered in Zoom field is not saved.
QXCR1000396413	OVSD integration does not work with OVO/U agent core patch 8.16.
QXCR1000397339	Custom fields are not refreshed when using arrows to navigate in forms.
QXCR1000397749	Upgrade:Relation information cannot be displayed when you click the Preview button.
QXCR1000398165	After an upgrade, services in the Service CI map view show OIDs if applying a filter.
QXCR1000398895	Opening the first call of the view that only the view authorizes results in an exception.
QXCR1000398954	SD 5.1 Patch1 scheduled task sends an email even when the condition is not met.
QXCR1000399935	Failure when using scrolling up and down arrows in role editing.
QXCR1000400275	Installing OVIS over OVSD 5.1 fails.
QXCR1000402293	Not possible to sort fields when re-editing the actions of DB (UI) rules.
QXCR1000403120	Service call Quick View is disabled in a related work order.
QXCR1000403151	[Approval;Approval Votes;Approver;Primary E-Mail Address] mail send fails.
QXCR1000403216	Problem exporting a view to a file.
QXCR1000408182	View Format does not take effect with the set field [Open Duration] in Format Rules.
QXCR1000410121	Obs monitor is not workable after opening for one day during endurance testing.
QXCR1000410151	Upgrade installation from SD 5.1 to a new build failed on an HP-UX 23 machine....
QXCR1000411550	Client cache is forced to refresh when the client logon with non-classic approval....
QXCR1000411999	NullPointerException in Object Server causes an error in the web GUI.
QXCR1000413386	Error message pops up when triggering a Smart Action in a UI rule in the web console.
QXCR1000414010	The OvObsModex command does not work with the -q parameter.
QXCR1000414018	The search code is not correct when creating ci with the Generate CI Wizard.
QXCR1000414493	The operating management service can be related to multiple SLAs.
QXCR1000414506	WebUI: When deleting the default service level, the information that pops up is....
QXCR1000415589	Problem with the Service Event Relation View.
QXCR1000418480	Import Person related to Organization is slow (bad performance).
QXCR1000420461	UI and DB rules execution sequence.
QXCR1000421856	OutOfMemoryError occurs after the Object Server is running for some time.
QXCR1000422738	It is possible to create a work order predecessor-successor loop relationship.
QXCR1000426108	SD 5.10 SP1 Service Pages Restricted and Full list takes 10 minutes.
QXCR1000427087	Clients hang, and new clients are unable to connect.

<b>Defect</b>	<b>Description</b>
QXCR1000427903	Too many missed scheduled tasks building up in the queue.
QXCR1000427993	Sometimes, installing SD 5.10p2 fails in combination with SQL Server 2005.
QXCR1000429248	Error message pops up when triggering a system action by using a UI rule in the web GUI.
QXCR1000430536	Service-CI map view pops up one error when it has filter conditions.
QXCR1000430575	Create person pop-up error when setting field <code>title</code> or <code>suffix</code> in a person form....
QXCR1000430967	When adding an attachment in the web console, Tomcat process CPU spikes to 100%.
QXCR1000433209	Unable to update using Planned Values.
QXCR1000434128	Analyzed Data calculateReports defect.
QXCR1000434864	OvObsLoadObject incorrect not a valid classname warning.
QXCR1000434916	Object Server hangs when getting system environment variables.
QXCR1000436521	Database Connection is not released immediately when sending an online message.
QXCR1000441479	Populating Caller in a new Service Call takes too long under certain conditions.

## Fixes:

### Service Desk 5.10 Patch 3

This section describes defects fixed by Service Desk 5.10 Patch 3.

<b>Defect</b>	<b>Description</b>
QXCR1000333036	Secondary server connection is not found.
QXCR1000385889	Primary grayed-out telephone/email fields are not updated after Data Exchange.
QXCR1000375958	Related CI auditing shows OIDs instead of names and type in the history.
QXCR1000361338	Incident Services filter does not work in view
QXCR1000366066	Upgrade process fails for package HPOvObsSv-01.00.564-WinNT4.0-release.msi.
QXCR1000381423	R:Fail to start autopass when checking Ignore client setting.
QXCR1000384927	Search for “caller location” in Service Calls in the web console goes into a loop.
QXCR1000385897	The reset password does not work in Service Desk 5.1.
QXCR1000387392	Module error when opening attachments in the web console.
QXCR1000348546	To Deadline in system view generates a “condition attribute is computed” error.
QXCR1000366078	Generate CI wizard ends with an error.
QXCR1000366889	Advanced Find on 64K text custom field fails when searching for one word.
QXCR1000369834	Advanced Find View Filter does not work with CI. Used by Items is empty.
QXCR1000370631	It is possible to create more than one relation between CIs of the same type.
QXCR1000372770	Error message when adding Status (Service Today) to Service Event Relation.
QXCR1000375636	Default incident status in SD causes errors if the user has no right to status.
QXCR1000376924	Cannot select Business Location if there is no access role on Residential location.
QXCR1000378873	SD 5.0 SP2 variable <code>\$\$HH\$</code> always returns GMT time.

<b>Defect</b>	<b>Description</b>
QXCR1000381351	Blocked checklist is still available in the GUI.
QXCR1000389500	Error when submitting SC in SP if logged on with an SP account.
QXCR1000309062	Wrong content for Role in help about the general user role.
QXCR1000322829	Time duration is not displayed in the web console.
QXCR1000377214	When sizing columns in group views, collapsed rows reopen automatically.
QXCR1000377853	Filter in view from 5.0 to 5.1 no longer has the same attributes.
QXCR1000354857	Licensing reconciliation with AutoPass slows down logons.
QXCR1000331584	HP-UX scripts do not work because of a Ctrl-M at the end of every line.
QXCR1000317617	Database Export/Import is possible using OvObsConfig. Is this supported?
QXCR1000350494	Cannot resolve [Service call;Assignment;To Person;Primary E-Mail Address] in WO.
QXCR1000347979	HTTP server used for UI/DB rules returned with error: 100 Continue.
QXCR1000344803	Persons and roles indices are missing.
QXCR1000344158	During an upgrade, customer settings are reset.
QXCR1000342232	<code>\$ACCOUNTNAME\$</code> system variable refers to the wrong attribute.
QXCR1000341843	Sent Date is incorrect in outbound email.
QXCR1000341262	Setting Caller using a searchcode that starts with a number fails.
QXCR1000333897	Setting Assignment; to Workgroup using data update from an external system action.
QXCR1000330984	Object Server stops/aborts without errors in the log files.
QXCR1000325765	Copy/paste in rules results in records with a duplicate ordering number.
QXCR1000317950	Cannot use <code>%line.separator%</code> in Database rules.
QXCR1000388989	OVSD Metric Values value shows 0.0 when no records are evaluated.
QXCR1000394464	Required fields are missing in Java Web Start.
QXCR1000392163	QXCR1000366385 is not completely fixed.
QXCR1000359551	Unacceptable performance when looking for services.
QXCR1000379598	Removing Organization data results in an error on the template.
QXCR1000362782	OVSD Metric negative indication is shown for a Service Call closed within the deadline.
QXCR1000374159	Copying and pasting roles does not work.
QXCR1000398507	<code>java.lang.nullpointer</code> when using Data Exchange with an external system UI rule.
QXCR1000406017	Sessions are not removed from logged-on users after session timeout.
QXCR1000345923	No way to map the account field in an account - role mapping with Data Exchange.
QXCR1000381335	WebAPI <code>setCreated()</code> method should not be opened in javadocs.
QXCR1000394452	Secondary server is not found in an AD environment.
QXCR1000385900	<code>java.lang.NullPointerException</code> when defining limit field value rule.
QXCR1000344669	Error in Audit relation for items.

<b>Defect</b>	<b>Description</b>
QXCR1000338157	Cannot set assignment to person or workgroup with Data Exchange db rule action.
QXCR1000323433	Sort is not working with refresh in CardView.
QXCR1000376331	The row redirects when <b>Ctrl + Letter</b> shortcut key is clicked.
QXCR1000362503	AppLookupField causes performance problems.
QXCR1000376666	Parent name cannot be updated in the child node if the parent node is modified.
QXCR1000377492	Cannot create a form in a role.
QXCR1000336941	Session disconnect closes the callback port.
QXCR1000341765	Interactive logon failed.
QXCR1000321386	Database Export/Import possible using OvObsConfig, but is not supported.
QXCR1000332081	ACES run-time messaging import problem.
QXCR1000403255	Incorrect transaction handling in sequencer causes database (MS-SQL) deadlocks.
QXCR1000396042	Modify OvSdLic to make it accept command-line arguments.
QXCR1000402679	Roles are not sorted in sub-branches.
QXCR1000389404	Time is incorrect in PST time zone in Service Pages.
QXCR1000286466	UI rules are executed in the background.
QXCR1000405657	Database upgrade fail because of OutOfMemory issue

## Fixes:

### Service Desk 5.10 Patch 2

This section describes defects fixed by Service Desk 5.10 Patch 2.

<b>Defect</b>	<b>Description</b>
QXCR1000028515	ICE browser out-of-memory error displaying a TIP graph.
QXCR1000036589	ICE nullpointer exception if TIPs form is closed before pages load.
QXCR1000291081	Underpinned-Operational Service: Exception in SD business logic.
QXCR1000299650	Error logged when importing ACES file into OVSD.
QXCR1000313676	OvObsModim and OvObsConfig core dump JVM.
QXCR1000313889	SHOW fields in Service Desk 5.0.
QXCR1000321016	OvConsoleCmd in smart action cannot use quotes in smart action parameters.
QXCR1000321127	Obs: Config Exchange UI items are not fully populated.
QXCR1000325476	Fields missing in DB Rule action to configure an update of related service events.
QXCR1000327437	SD 5.0: Custom code fields of Service Level are not functioning correctly.
QXCR1000330161	Relating several items in one action by drag and drop is not possible.
QXCR1000332080	CME 3.1: Problems with Caliber 49052 ACES Runtime Messaging.
QXCR1000332719	GUI 03.00.042: R: NullPointerException when selecting Load Template.
QXCR1000333606	Code fields not sent in Data Exchange with External System Database Rule action.

<b>Defect</b>	<b>Description</b>
QXCR1000337168	Smart actions cannot access Computed Field as an attribute.
QXCR1000341812	StackOverflowError when using Data Exchange with an external system.
QXCR1000347192	No way to refresh the Combination view.
QXCR1000347528	License consumption calculation does not always work correctly.
QXCR1000348467	O:Approval description is not sent in the approval notification email.
QXCR1000348778	Assigning roles or including roles is time-consuming.
QXCR1000350209	Operator in the rule condition shows (OR) even if (AND) is chosen.
QXCR1000359564	Data Exchange Task from the GUI on UNIX fails.
QXCR1000361687	SD 5.1 offers fewer related items to choose from in the dbrule update data action.
QXCR1000362363	Viewing the log file from the GUI after running Configuration Exchange fails.
QXCR1000365040	In Data Exchange, there is an error when opening the config file. File not found.
QXCR1000369304	Times displayed in Service Pages are wrong.
QXCR1000373510	ObjectLoader handles the wrong username/password incorrectly.
QXCR1000374142	Command bar customizer is not translated into Japanese.
QXCR1000376901	Application for ovconsolecmd.bat generates an error.
QXCR1000377285	Upgrade to SD 5.1 Patch 1 sometimes fails with Microsoft SQL Server 2000.
QXCR1000378179	One hour is lost if the duration spans the DST change.
QXCR1000379214	Application running on an older JRE 1.4 reports the incorrect time.
QXCR1000380025	Java NullPointerException creates a subcontract service call.
QXCR1000380416	OvObsLoadObject returns the wrong exit code, and writes in the wrong log file.
QXCR1000380761	Console crashes after setting up a read-only rule that uses a CI category.
QXCR1000380994	O:R:B:004 error message appears when executing OvObsLoadObject.
QXCR1000381089	ovconsolecmd: no list of callers in case the criterion returns multiple values.
QXCR1000381810	Approval vote windows generates nullpointer, and does not close on OK.
QXCR1000382078	R:Error message of LoadObject is not intact.
QXCR1000382977	Paste functionality with the mouse not available on objects.
QXCR1000392344	Chart Views gives ClassCastException.
QXCR1000322216	Smart Actions cannot access computed fields.
QXCR1000315745	Out of Memory: ACES groups.

## Fixes:

### Service Desk 5.10 Patch 1

This section describes defects fixed by Service Desk 5.10 Patch 1.

<b>Defect</b>	<b>Description</b>
QXCR1000312768	Status value in Service Pages is not the template value.

<b>Defect</b>	<b>Description</b>
QXCR1000313114	The <b>AltGr</b> key removes the focus from the text field to the menu.
QXCR1000313147	Configuration Item map shows all related CIs.
QXCR1000315198	No permissions to log on to the module Object ServerModule.
QXCR1000319825	Cannot add more than 49 minutes in a scheduled condition.
QXCR1000320438	Attributes disappear from the list when a two-part attribute is made a required field.
QXCR1000320711	Ovconsolecmd is missing the <code>-ListAlways</code> command.
QXCR1000324506	Boolean field of the type button does not display correctly.
QXCR1000324920	Carriage returns in the “zoom in” window for a UI rule are not recognized by SD 5.0.
QXCR1000327058	Field Approval Group does not work in the db-rule.
QXCR1000327437	SD 5.0: Custom code fields of Service Level do not function correctly.
QXCR1000330128	Item rights are not given when the folder is not defined in the form.
QXCR1000333251	Exception is thrown when defining selection criteria in View Filter/Advanced Find.
QXCR1000333667	OvSdLic.bat does not start.
QXCR1000333950	Not possible to navigate in a view with the keyboard.
QXCR1000335472	Issues with Advanced Find in SD 5.0: Cannot use wildcards in search code.
QXCR1000340644	Boolean field of the button type does not work correctly when defined in a UI rule.
QXCR1000340691	View for UI rules does not show conditions and actions.
QXCR1000341188	UI rule Update Data Current Person Function does not work correctly.
QXCR1000341901	When the Advanced Find dialog is closed, the launched form is also closed.
QXCR1000342517	Custom field names with a period (.) cannot be used as parameters in rules.
QXCR1000343719	New search does not clear the last used criterion in Advanced Find.
QXCR1000344137	Time information on an axis of a chart view is shown as UTC time.
QXCR1000344828	Search definition does not open because of <code>IndexOutOfBoundsException</code> .
QXCR1000346192	Impact Priority mapping does not have an effect if there is no licenses for the SLM module.
QXCR1000347852	<code>O:Database</code> errors returned when generating reporting views.
QXCR1000348127	Password expiration does not work.
QXCR1000348138	Graphic card problem with Service/CI Maps.
QXCR1000348527	In Service Pages approvals, an exception without details is thrown.
QXCR1000348542	Service Pages throws <code>-java.lang.RuntimeException: Modification of attribute.</code>
QXCR1000348782	Roles or include roles view is missing sorting capabilities.
QXCR1000348784	UI rule and template fail to set approval data if the initiator <code>&lt;&gt;</code> is the current person.
QXCR1000348900	Subject field in mail error template is not filled in properly.
QXCR1000349054	Account templates are not available for creation or modification.
QXCR1000349363	Standard Search Field names display incorrectly.
QXCR1000349871	Unable to pass a parameter with spaces using a smart action. Quotes are replaced.
QXCR1000349974	Template Name field in the toolbar is too short to show the full template name.

<b>Defect</b>	<b>Description</b>
QXCR1000350166	View Action returned is not a result.
QXCR1000350170	Users cannot sort Quick Find results by clicking a column header.
QXCR1000350209	Operator-in-rule condition shows (OR) even if (AND) is chosen.
QXCR1000352366	Templates for “role” and “roles per account” are not available for edit.
QXCR1000352370	Format of SD 5.0 Views when printed is totally unacceptable.
QXCR1000352388	Problems with logon and incoming mail to SD 5.x.
QXCR1000353290	Unable to generate Service Calls using inbound emails.
QXCR1000353595	Subentity cannot be added to a standard search.
QXCR1000353928	Cannot resolve a 64K custom field in the body of an Incident email.
QXCR1000353936	The Service Desk caller field is the same for a different (inbound) email sender.
QXCR1000354913	How do you create an SC based on the Person phone number?
QXCR1000354918	Problem with <code>ovconsolecmd.bat</code> when compared to <code>sd_dataform</code> .
QXCR1000355596	Web console in SP1: <code>stdout.log</code> error message.
QXCR1000355819	Automatically generated Email Rejection Notifications do not include the original email.
QXCR1000356123	Attachments from old calls are attached to new calls.
QXCR1000356282	Application Account Template is not visible in the template in SD 5.0 but available in SD.
QXCR1000356305	Result of the action “Relate Impacted Services” is visible only after saving.
QXCR1000357464	Relation Type menu is not populated in the web console.
QXCR1000357855	Performance problem when creating a new Service Call in Service Pages.
QXCR1000358149	License feature “SD Concurrent User” is not released after a session timeout.
QXCR1000358441	Pop-up error message when parent and child CIs are both unique.
QXCR1000360059	Cannot create a Configuration Exchange filter for Codes.
QXCR1000360232	Disconnect of non-interactive session does not release license consumption until....
QXCR1000361295	Unable to get attribute mappings from SD import mapping using <code>webapi</code> .
QXCR1000362032	Error message pops up when setting the Status for an icon attribute in the map view.
QXCR1000362401	Send Email action lost from the db rule record after an upgrade from SD 5.0 + SP.
QXCR1000363557	Error: You are not allowed to view this receiver organization....
QXCR1000363795	Default template for the role is ignored in the web console.
QXCR1000363861	View→Edit→Format conditions: Last Week changes to Last Month.
QXCR1000364119	Exception: Configure configuration item view, set filter in more TAB.
QXCR1000364784	Parallel import does not work.
QXCR1000365061	Drag-and-drop attachment does not work in SD 5.10, even when the attachment exists.
QXCR1000366385	View-only access no longer works in SD 5.0 SP2.
QXCR1000368932	Smart action for Outlook does not work.
QXCR1000370936	One of the Approvers (exclude voted approvals) option in the filter is not available.
QXCR1000372106	Q:Workorder permissions issue: inconsistent behavior.



<b>Defect</b>	<b>Description</b>
QXCR1000373490	Attachments and fields contents invisible when access rights are set to view-only
QXCR1000372795	When closing an item, <code>java.lang.ClassCastException</code> is thrown.

### Fixes:

### Service Desk 5.10

Service Desk 5.10 includes all customer fixes included in patches since Service Desk 5.0.

---

## Known Problems, Limitations, and Workarounds

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch16 (current release), Service Desk 5.10 Patch15 (previous release), Service Desk 5.10 Patch14, Service Desk 5.10 Patch13, Service Desk 5.10 Patch 12, Service Desk 5.10 Patch 11, Service Desk 5.10 Patch 10, Service Desk 5.10 Patch 9, Service Desk 5.10 Patch 8, Service Desk 5.10 Patch 7, Service Desk 5.10 Patch 6, Service Desk 5.10 Patch 5, Service Desk 5.10 Patch 4, Service Desk 5.10 Patch 3, Service Desk 5.10 Patch 2, Service Desk 5.10 Patch 1, and Service Desk 5.10.

### General Problems:

#### Service Desk 5.10 Patch 16

There are no known problems in Service Desk 5.10 Patch 16.

### General Problems:

#### Service Desk 5.10 Patch 15

There are no known problems in Service Desk 5.10 Patch 15.

### General Problems:

#### Service Desk 5.10 Patch 14

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 14.

#### QXCR1000876251:

#### Online Help for OvObsClientSettingsEditor is Not Localized into Korean

##### **Problem**

There are some exceptions printed in the command line window when launching OvObsClientSettingsEditor on an operating system with locale set to Korea and language set to Korean.

How to reproduce:

- 1 Install Service Desk 5.10 management server.
- 2 Install Service Desk 5.10 language pack.
- 3 Set the locale to Korea and the default language to Korean.
- 4 Execute command `OvObsClientSettingsEditor` under `<OvInstallDir>/bin`.

##### **Expected Result**

The Online Help of client settings editor is displayed in Korean.

##### **Actual Result**

The Online Help of client settings editor is not displayed in Korean.

## Solution

None.

## Workaround

1 Go to directory `<OvInstallDir>\help\ko\ov_java\obs\ObsClientSettings`, then open `ObsClientSettings.hs` file in a text editor.

2 Modify the first line for the file.

By default, it should be like following:

```
<?xml version='1.0' encoding='UTF-8' ?>
```

Replace all single quotes with double quotes. After the change is done, the first line of the file should look like the following:

```
<?xml version="1.0" encoding="UTF-8" ?>
```

[QXCR1000876262:](#)

[Online Help for OvObsServerSettingsEditor is Not Localized into Korean](#)

## Problem

There are some exceptions printed in the command line window when launching `OvObsServerSettingsEditor` on an operating system with locale set to Korea and language set to Korean.

How to reproduce:

- 1 Install Service Desk 5.10 management server.
- 2 Install Service Desk 5.10 language pack.
- 3 Set the locale to Korea and the default language to Korean.
- 4 Execute command `OvObsServerSettingsEditor` under `<OvInstallDir>/bin` directory.

## Expected Result

The Online Help of server settings editor is displayed in Korean.

## Actual Result

The Online Help of server settings editor is not displayed in Korean.

## Solution

None.

## Workaround

1 Go to directory `<OvInstallDir>\help\ko\ov_java\obs\ObsServerSettings` and then open file `ObsServerSettings.hs` in a text editor.

2 Modify the first line for the file.

3 By default, it should be like following:

```
<?xml version='1.0' encoding='UTF-8' ?>
```

Replace all single quotes with double quotes. After the change is done, the first line of the file should look like the following:

<?xml version="1.0" encoding="UTF-8" ?>

QXCR1001020530:

The Data and Log Folder path information is not correct.

### Problem

The Data and Log Folder path information is not correct if the default Data and Log Folder path was modified.

How to reproduce:

- 1 On Window 2008 machine, create two folders "HP SD Application" and "HP SD Data" under the C:\ directory.
- 2 Install OVSD5.1 server with Oracle10g, select **HP SD Application** as Application Folder and **HP SD Data** as Data Folder.
- 3 Login OvConsole with system account.
- 4 Click **Help** → **About** to open the "About OpenView Console..." window, and go to the General tab.
- 5 Review Client Log File path information [Result 1].
- 6 Review Client Data Folder path information [Result 2].

### Expected Results:

[Result 1]: The Log Folder: C:\HP SD Data\HP Openview\log\ui-console.log.0

[Result 2]: The Data Folder: C:\ HP SD Data\HP Openview

### Actual Results:

[Result 1]: The Log Folder: C:\Users\Admin\Application Data\HP Openview\log\ui-console.log.0

[Result 2]: The Data Folder: C:\Users\Admin\Application Data\HP OpenView

**NOTE:** This is not a new defect on Windows 2008. It also exists on Windows 2003.

### Solution

None.

### Workaround

None.

QXCR1000968260:

Change name of OVSD Metric is not allowed

### Problem

The information regarding what fields are editable for Service Desk Metrics is incorrect in the online help.

How to reproduce:

- 1 On an OV Console, go to **Service Manager > OVSD Metric**.
- 2 Create a new OVSD Metric. Provide the required information, then save and close the form.
- 3 Open the newly created OVSD Metric item. You can see that the Name field can not be changed.

- 4 Press **F1** to launch the Online Help.
- 5 On the right panel, click on the link **Define Service Desk Metrics**.
- 6 The Define Service Desk Metrics page opens. Scroll down to the bottom of the page. In the last Note section, it states:

After you save a metric, you can change only these fields:

Name  
Active  
Period

When you create a metric, **Active** is automatically selected. The metric becomes active when the reporting period starts.

The description in the Online Help does not correctly reflect the real state of the Name field on an OVSD Metric form.

### **Solution**

None.

### **Workaround**

None.

## General Problems:

### Service Desk 5.10 Patch 13

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 13.

#### QXCR1000399203:

#### (L10N) Error Messages Appear When Executing OvObsServerSettingEditor on Japanese Operating System

### **Problem**

There are some exceptions printed in the command line window when launching OvObsServerSettingsEditor on an operating system with locale set to Japan and language set to Japanese.

How to reproduce:

- 1 Install Service Desk 5.10 management server.
- 2 Install Service Desk 5.10 language pack.
- 3 Set the locale to **Japan** and the default language to **Japanese**.
- 4 Execute command **OvObsServerSettingsEditor** under `<OvInstallDir>/bin`.

### **Expected Result**

ServerSettingsEditor opens without any error message.

## Actual Result

ServerSettingsEditor opens with error message appearing in Windows command line window or terminal window. The error message details are as follows:

```
java.io.EOFException: no more data available
at org.xmlpull.mxp1.MXParser.fillBuf(MXParser.java:2968)
at org.xmlpull.mxp1.MXParser.more(MXParser.java:2975)
at org.xmlpull.mxp1.MXParser.nextImpl(MXParser.java:1407)
at org.xmlpull.mxp1.MXParser.next(MXParser.java:1137)
at oracle.help.common.xml.HelpXmlPullParser._processDocument(Unknown Source)
at oracle.help.common.xml.HelpXmlPullParser.<init>(Unknown Source)
at oracle.help.common.xml.ParserFactory.createParser(Unknown Source)
at oracle.help.library.helpset.XMLLinkParser.parseLinkFile(Unknown Source)
at oracle.help.library.helpset.XMLLinkParser.parseLinkFile(Unknown Source)
at oracle.help.library.helpset.HelpSet.getAssociativeLinks(Unknown Source)
at oracle.help.common.AssociativeLinkRepository.addLinksInBook(Unknown Source)
at oracle.help.library.Library.addBook(Unknown Source)
at oracle.help.Help.addBook(Unknown Source)
at oracle.help.CSHManager.addBook(Unknown Source)
at com.hp.ov.obs.ui.PropertySheet.initializeHelpManager(PropertySheet.java:423)
at com.hp.ov.obs.impl.ui.config.ServerSettingsEditor.initializeHelp(ServerSettingsEditor.java:98)
at com.hp.ov.obs.impl.ui.config.ServerSettingsEditor.<init>(ServerSettingsEditor.java:88)
at com.hp.ov.obs.impl.ui.config.ServerSettingsEditor.main(ServerSettingsEditor.java:1368)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at com.hp.ov.obs.startup.AbstractLauncher.invokeNormal(AbstractLauncher.java:146)
at com.hp.ov.obs.startup.Launcher.invoke(Launcher.java:176)
at com.hp.ov.obs.startup.Launcher.main(Launcher.java:142)
at com.hp.ov.obs.startup.Launcher.main(Launcher.java:61)
```

**NOTE:** The defect exists with Japanese language on all platforms.

## Solution

None.

## Workaround

Edit `<OvInstallDir>\help\ja\ov_java\obs\ObsServerSettings\ObsServerSettingsLINK.xml` by appending `</link>` to the bottom of the file. After modification, the content of the file should look like the following:

```
<?xml version="1.0" encoding="UTF-8"?>
<link version="1.0">
</link>
```

## General Problems:

### Service Desk 5.10 Patch 12

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 12.

## QXCR1000815938: Audit of History Lines Does Not Work

### Problem

When a user modifies an existing history line, the change is not reflected in the relevant message in the History tab, even if an audit of history lines was enabled.

How to reproduce:

- 1 Click **OV Configuration**→**Users & Security**→**Audit**→**Audit Rules**→**Service Calls**.
- 2 Select the **Solution** and **History Lines** attributes for auditing.
- 3 Create a new Service call:
  - a In the Solution field, type **Test**.  
In the History tab, a new string is added indicating that the solution is set to `Test`.
  - b Save the service call.
  - c In the Solution field, add a string (for example, **test 123**).  
The new string is added to the History tab, with the message solution from `Test` to `test 123`.
- 4 Repeat the previous step for history lines.  
Create a new history line, and then try to modify it. You do not have to indicate what has changed in the Subject or Information fields.

### Expected Result

The modifications to history lines are reflected in the History tab.

### Actual Result

The modifications to history lines are *not* reflected in the History tab.

### Solution

None.

### Workaround

None.

## QXCR1000927622: Primary Currency Sign is Not Displayed Correctly on HP-UX 11.23

### Problem

In OvConsole on HP-UX 11.23, a corrupt currency sign displays instead of the predefined primary currency sign for the currency type of field.

How to reproduce:

- 1 Click **OV Configuration**→**System Settings**→**Regional Settings**→**Currency**, and then select **Primary Currency Sign/Name**.

- 2 Click **Workspaces**→**Service Desk**→**Service Call**, and then create new service call or open an existing service call.
- 3 Click the **Time/Cost** tab, type 10000 in the Planned Cost or Actual Cost field, and then click another field.

### Expected Result

The predefined primary currency sign displays.

### Actual Result

A corrupt sign displays.

### Solution

None.

### Workaround

None.

[QXCR1000930511:](#)

[Exception is Thrown When Creating Service Calls by Using Service Pages After an Upgrade](#)

### Problem

An exception is thrown when creating service calls by using Service Pages after an upgrade to Service Desk 5.10 Patch 6.

How to reproduce:

- 1 Click **Workspaces**→**Service Manager**→**Service**, open **ZI-Lab Email Service**, and click the **Compliance Status** tab to make sure that there is a record in the “Status per sla” view.
- 2 Click **Workspaces**→**OV Configuration**→**Templates**, and then navigate to the “Templates Object Type” view.
- 3 Create a new template for the service call, set the value of the Service field to **ZI-Lab Email Service** as an Existing Value, and then save and close the template.
- 4 Click **Workspaces**→**OV Configuration**→**Actions & Rules**, create a new UI Rule for Service Call with the condition **Service;Name contains (AND) "ZI"**, give the rule an action, and save the rule.
- 5 Click **Workspaces**→**OV Configuration**→**Service Pages**→**Template Settings**→**Service Call**, select the template created in the previous step as “Template for insert” for the Support Engineer and SP End User.
- 6 Click **Workspaces**→**OV Configuration**→**Service Pages**→**Access**→**Service Pages Account**, and then create a new service page account.
- 7 Log on to Service Pages with the service page account that you created in the previous step.
- 8 Click the **Create a new Service call** link in the left navigation pane.



## Expected Result

The service call is created successfully.

## Actual Result

Instead of a new service call being created, an error message displays on the web page:

Error - an exception was thrown trying to create the service call.

Exception - You are not allowed to view this service status. Check server log for details.

In addition, the log file contains the following error message:

```
com.hp.ov.obs.impl.apiserver.ApiServerEntity.openNew;com.hp.ov.obs;SEVERE;Error while performing webapi request: {0}
com.hp.ov.obs.ApplicationException: You are not allowed to view this service status
    at com.hp.ov.obs.impl.wf.AppEntityHome.checkViewAllowed(AppEntityHome.java:1637)
    at com.hp.ov.obs.impl.wf.AppEntityHome.open(AppEntityHome.java:580)
    at com.hp.ov.obs.impl.wf.AppAbstractEntitySet._open(AppAbstractEntitySet.java:1199)
    at com.hp.ov.obs.impl.wf.AppAbstractEntitySet.open(AppAbstractEntitySet.java:1133)
    at com.hp.ov.sd.slm.wf.biz.ServiceSlmExt.getLowestCompliance(ServiceSlmExt.java:266)
    at com.hp.ov.sd.slm.wf.biz.ServiceSlmExt.access$2(ServiceSlmExt.java:254)
    at com.hp.ov.sd.slm.wf.biz.ServiceSlmExt$4.get(ServiceSlmExt.java:229)
    at com.hp.ov.obs.impl.wf.AppEntity.callSpecificGet(AppEntity.java:1855)
    at com.hp.ov.obs.impl.wf.AppEntity.getValue(AppEntity.java:1812)
    at com.hp.ov.obs.impl.wf.AppEntity.getValue(AppEntity.java:1771)
    at com.hp.ov.obs.impl.wf.AppEntity.getAllValues(AppEntity.java:5597)
    at com.hp.ov.obs.impl.wf.AppEntity.getAllValues(AppEntity.java:5583)
    at com.hp.ov.obs.impl.apiserver.ApiServerEntity.openNew(ApiServerEntity.java:559)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
    at java.lang.reflect.Method.invoke(Method.java:324)
    at com.hp.ov.obs.impl.net.itp.AppItpRequest.localInvoke(AppItpRequest.java:276)
    at
com.hp.ov.obs.impl.net.itp.AppItpRequestHandler.process(AppItpRequestHandler.java:184)
    at
com.hp.ov.obs.impl.net.tcp.AppTcpConnection.processRequest(AppTcpConnection.java:684)
    at com.hp.ov.obs.impl.net.tcp.AppTcpThread.run(AppTcpThread.java:155).
```

## Solution

None.

## Workaround

Create a new role with view access to the Service Status entity. Do not grant any views, forms, or workspaces to this role. Edit the built-in Service Pages Role to include the new role.

[QXCR1000950839:](#)

[Java WebStart is Unable to Automatically Download JRE1.6\\_07 on Windows Vista](#)

## Problem

Java WebStart cannot automatically download the specified JRE version 1.6\_07 on Microsoft Windows Vista.

How to reproduce:

- 1 Install Service Desk 5.10 Patch 12 on a Windows 2003 server named host1.
- 2 On a Windows Vista machine, open a web browser and type the following location:

`http://host1[:port]/ovconsole`

- 3 Click the **HP OpenView Console** link to launch the WebStart client.

### Expected Result

Java WebStart automatically downloads and installs JRE1.6\_07.

### Actual Result

Java Web Start is unable to automatically download and install the requested JRE version.

### Solution

None.

### Workaround

Install JRE1.6\_07 on Microsoft Vista manually.

## General Problems:

### Service Desk 5.10 Patch 11

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 11.

#### QXCR1000455906:

### Upgrade of the Secondary Server Re-enables the ovds1m Process

#### Problem

- 1 No matter which primary or secondary server is used, when installing or upgrading an OVSD server, the following three services are installed by default:
  - ovds1m
  - ovdsreport
  - ovslmdimexp
- 2 However, these three services can be run only with one OVSD server in a production environment.
- 3 For details, see the online help (**Using Service Desk → Service Level Manager → SLM Administrations → Start and Stop the SLM Server Process**).

#### Expected Result

When installing or upgrading, the three services listed above are *not* installed on servers other than the primary server.

#### Actual Result

When installing or upgrading, the three services listed above *are* installed on servers other than the primary server.

#### Solution

None.

## Workaround

After installing and upgrading, manually delete the three services from the OVSD servers that do not need them by entering the following commands:

```
ovcreg -del ovds1m
```

```
ovcreg -del ovsdreport
```

```
ovcreg -del ovslmdimexp
```

## General Problems: Service Desk 5.10 Patch 10

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 10.

### [QXCR1000866986: Upgrade Does Not Remove the HP OpenView Console Local Hotfixes Automatically](#)

#### Problem

Hotfixes installed on the client side are not cleaned out after an upgrade.

How to reproduce:

- 1 Install a Service Desk 5.10 Patch 9 application server.
- 2 Install a Service Desk 5.10 Patch 9 client on a separate machine, named `host1`.
- 3 Start the hotfix management tool, named `hotfixshell`.
- 4 Apply a client hotfix, and enable the hotfix auto-update feature.
- 5 On `host1`, start the HP OpenView console to install the new hotfix on the client side.
- 6 Disable the hotfix auto-update feature through `hotfixshell`.
- 7 On `host1`, upgrade the Service Desk 5.10 client to Patch 10.

#### Expected Result

Under the service desk user folder, the `java` directory should be removed.

#### Actual Result

Under the service desk user folder, the `java/hotfix` directory still exists with the hotfix file in it.

#### Solution

It is planned to fix this problem in a later patch.

#### Workaround

Disable the hotfix auto-update feature through `hotfixshell`, and then remove the existing client side hotfix manually from the `java/hotfix` directory.

## QXCR1000868097: Pop-up Window Loses Focus

### Problem

The pop-up window loses focus.

How to reproduce:

- 1 Run `ovconsole`.
- 2 Select **Work Spaces**→**Service Desk**→**Service Call**.
- 3 Select **View**→**Show In New Window**.

### Expected Result

A new window pops up and shows on the top of other windows.

### Actual Result

The pop-up window loses focus and is hidden behind the `ovconsole` window.

### Solution

None.

### Workaround

None.

## General Problems: Service Desk 5.10 Patch 9

No known problems or limitations have been identified in this patch.

## General Problems: Service Desk 5.10 Patch 8

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 8.

## QXCR1000443048: Unable to Import a Custom Created Relation

### Problem

Unable to successfully import records for a custom created relation.

How to reproduce:

- 1 Create two person records.
- 2 Select **HP OpenView Configuration**→**Data**→**Relations**.

3 Create a custom relation between two Person entities:

Text: **Person - Consultant**

From: **Person**

To: **Person**

This step enables you to register the relation between person A and person B.

4 Select **HP OpenView Configuration**→**Presentation**→**Forms**.

5 In the Person form, add the following attributes:

— Referenced From

— Referring To

6 Select **HP OpenView Configuration**→**Templates Object Type: Reference**.

7 Create a template:

Name: **Template Reference Person - Consultant**

Template value for Relation: **Person - Consultant**

8 Select **HP OpenView Configuration**→**Data**→**Data Exchange**→**Import Mapping**.

9 Create import mapping:

Name: **PERSONS**

Entity Mappings:

Internal Entity: **Reference**

Template: **Template Reference Person - Consultant**

External Entity: **REFERENCE**

Attribute Mapping:

Internal Attribute: **To**

Reference To: **Entity.Refering To**

External Attribute: **TO**

Used as primary key: (selected)

Internal Attribute: **From**

Reference To: **Entity.Referenced From**

External Attribute: **FROM**

Used as primary key: (selected)

10 Select **HP OpenView Configuration**→**Data**→**Data Exchange**→**Data Exchange Task**.

11 Create a Data Exchange Task:

Exchange file: **reference.xml**

Import: (selected)

Account: **system**

Import Mapping: **PERSONS**

Debug: (selected)

You need to change the values of the person names to the ones that you created in Step 1.

## Expected Result

Able to successfully import records for a custom created relation.

## Actual Result

When running this task, the following error message is shown in the error log and the task fails:

```
Unable to find mapping for TopEntity.Referenced From..
```

## General Problems: Service Desk 5.10 Patch 7

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 7.

### QXCR1000779672: SD5.10 Patch 6 Client and Agent Cannot be Installed on Microsoft Windows Vista

#### Problem

Service Desk 5.10 Patch 6 installation fails on Microsoft Windows Vista if Microsoft Visual C++ 2005 SP1 Redistributable Package is not installed.

How to reproduce:

- 1 Download Service Desk 5.10 Patch 6.
- 2 Start the installation of the Service Desk client or agent on a Microsoft Windows Vista platform that does not have Microsoft Visual C++ 2005 SP1 Redistributable Package installed.  
Installation fails when HPOvXpl component is being installed.
- 3 Select **OS System Event View**→**Windows Log**→**Application Item**.

The following error message can be found:

```
"Activation context generation failed for "C:\Program Files\HP  
OpenView\bin\ovconfchg.exe". Dependent Assembly Microsoft.VC80.CRT,  
processorArchitecture="x86",publicKeyToken="1fc8b3b9a1e18e3b",type="win32",version="8.0.50  
727.762" could not be found. Please use sxstrace.exe for detailed diagnosis"
```

#### Expected Result

Service Desk client and agent can be installed successfully on the Microsoft Windows Vista platform.

#### Actual Result

Service Desk client and agent installation fails when installing the HPOvXpl component.

#### Workaround

Install Microsoft Visual C++ 2005 SP1 Redistributable Package manually before installing Service Desk.

You can download the package from the following Web site:

**<http://www.microsoft.com/downloads/details.aspx?familyid=200B2FD9-AE1A-4A14-984D-389C36F85647&displaylang=en>**

## Solution

Currently, the workaround is the solution for the problem.

[QXCR1000790895:](#)

[Upgrade Process Cannot Clear Existing Hotfixes Automatically](#)

## Problem

Service Desk 5.10 Patch 5 introduced a new hotfix deployment mechanism, performed with a signed jar file in the `<%OvInstallDir%>/java/hotfix` folder. Service Desk 5.10 Patch 6 and higher are supposed to clear existing hotfixes, which were deployed with the new hotfix mechanism.

## Solution

It is planned to fix this problem in a later patch.

## Workaround

As a workaround, follow these steps:

- 1 Enter the following:  
`ovc -stop`
- 2 Enter the following:  
`ovc -kill`
- 3 Remove all files from the hotfix folder:
  - Windows  
`<%OvInstallDir%>\java\hotfix`
  - UNIX  
`<$OvInstallDir>/java/hotfix`

## General Problems: Service Desk 5.10 Patch 6

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 6.

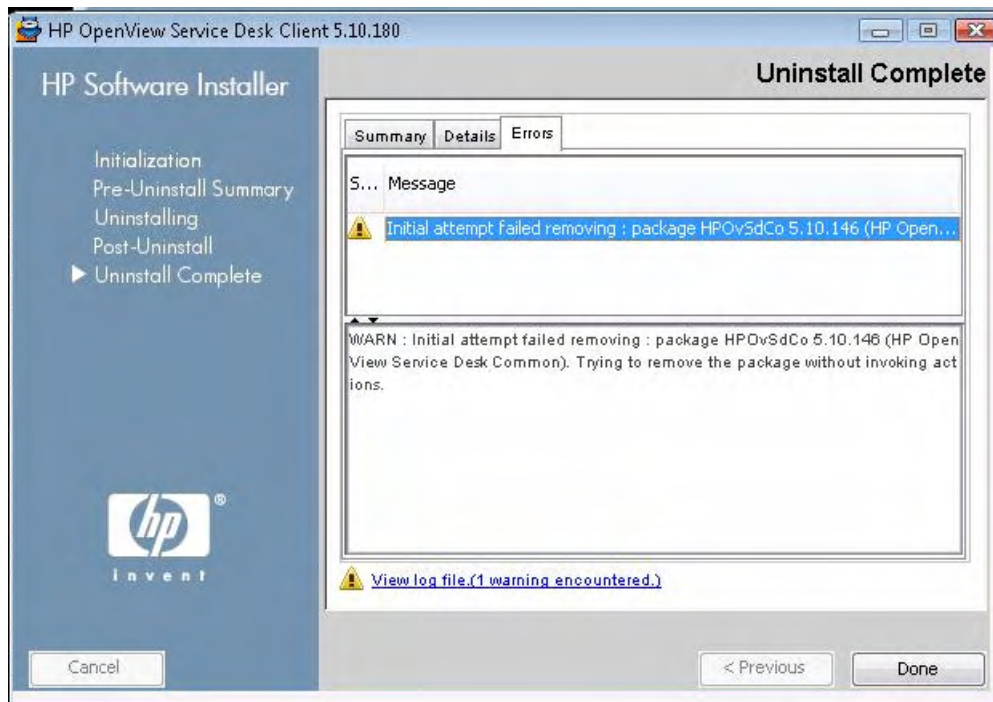
### QXCR1000748552: Uninstalling a Client on Microsoft Windows Vista Fails

#### Problem

Service Desk client cannot be uninstalled successfully on Microsoft Windows Vista.

How to reproduce:

- 1 Install the Service Desk 5.10 Patch 6 client on the Microsoft Windows Vista platform.
- 2 Go to %OvInstallDir %\Uninstall\Client.
- 3 Execute **setup.exe**.
- 4 A warning dialog pops up during uninstallation.



#### Solution

This issue is planned to be fixed in Service Desk 5.10 Patch 7.



QXCR1000763030:

## Compiling ov-webapi-gen.jar Fails When Using the Default Data Folder on Windows

### Problem

ov-webapi-gen.jar compilation fails when Service Desk is installed in the default data folder on Microsoft Windows.

How to reproduce:

- 1 Install Service Desk 5.10 Patch 6 with the Demo database, and use the default data folder.
- 2 Install the Web API package.
- 3 Run **ovc -start** to start all services.
- 4 From %OvInstallDir%\bin, run OvObsWebAPIGenerator.bat.
- 5 From %OvInstallDir%\examples\webapi\generation, copy the file build.xml.
- 6 Go to the following directory:  
C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software\web-api-generated\  
7 Run **ant build**.  
The build fails.

### Solution

This problem is planned to be fixed in Service Desk 5.10 Patch 7.

### Workaround

As a workaround, follow these steps:

- 1 Go to %OvDataDir%\web-api-generated.
- 2 Modify build.xml.

Example:

— *Original build script*

```
<property name="xobs.java.dir" value="../../../java" />
```

— *Modified build script*

```
<property name="xobs.java.dir" value="C:/Program Files/HP OpenView/java" />
```

This example assumes %OvInstallDir% is C:/Program Files/HP OpenView/.

## General Problems: Service Desk 5.10 Patch 5

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 5.

### QXCR1000465774: Log File Shows a Hotfix Error When Starting Up on Windows

#### **Problem**

When starting up the system on the Microsoft Windows platform, the log file shows the following message:

```
An error occurred in the retrieving hotfix information
```

#### **Solution**

This problem will be fixed in Service Desk 5.10 Patch 6.

#### **Workaround**

In the <OvInstallDir>\java folder, create a hotfix folder.

**NOTE:** The problem occurs only if no hotfix is installed. You can safely ignore it. The problem does not cause problems in Service Desk. Hotfix information is retrieved successfully if any hotfix is installed.

## General Problems: Service Desk 5.10 Patch 4

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 4.

### QXCR1000353298: Approved Change is Still Shown as My Approvals in Service Today

#### Problem

When using the Your Approval Tasks view, duplicate rows are shown instead of different items if two or more tasks need approval. Even if you approve one of the tasks, the approval tasks view retains its original rows.

#### Solution

When using the Your Approval Tasks view, items can be shown correctly, but you need to check Your Approval Tasks manually.

**NOTE:** Before Service Desk 5.10 Patch 3, in the Your Approval Tasks filter of Service Today, the option Where I am: one of the approvers and have not yet voted was selected by default. After you upgrade to Service Desk 5.10 Patch 4, the selected option is cleared. You need to select it manually.

The screenshot shows a 'Filter' dialog box with the following settings:

- Show: Service Today
- View: Your Approval Tasks (Table)
- Named Filter: (empty)
- Simple | More Choices | **Advanced**
- Where I am :
  - the assigned person
  - part of the assigned organization
  - part of the assigned workgroup
  - the approval initiator
  - the approval requestor
  - one of the approvers
  - one of the approvers and have not yet voted
- Match Case
- Buttons: OK, Clear All, Cancel, Apply, Help

## General Problems: Service Desk 5.10 Patch 3

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 3.

### QXCR1000424590: Localization Characters Do Not Display Correctly after an Upgrade to SD 5.1 Patch 3

#### **Problem**

Service Desk 5.10 Patch 3 uses a new jar-signing algorithm (DSA) that is not compatible with the algorithm (RSA) used prior to the Service Desk 5.10 Patch 3 L10N package (Build 05.10.032)

#### **Solution**

Do not upgrade to Service Desk 5.10 Patch 3 if a L10N package (lower than Build 05.10.032) is installed until the release of the new localization package (Build 05.10.032).

If you installed the localization package for Service Desk 5.10 Patch 2, wait for the release of the new localization package (Build 05.10.032) for Service Desk 5.10 Patch 3. After the release, install Service Desk 5.10 Patch 3 and the related L10N package (Build 05.10.032).

#### **Workaround**

None.

### QXCR1000394116: Java Web Start Certificate Expiration Issue

#### **Problem**

A message with a “soon expired” and an “expired” certificate pops up when the console is started using Java Web Start.

#### **Solution**

This message can be ignored. It has no impact on any Service Desk functionality.

#### **Workaround**

None.

### QXCR1000414442: Java Web Start JRE Version is Not Consistent With the Normal Client

#### **Problem**

By default, Service Desk Java Web Start uses JRE 1.4.2\_07. This version has a DST issue. OVSD is shipped with JRE1.4.2\_11, but Sun’s automatic-download mechanism does not support versions higher than JRE 1.4.2\_07.

## Solution

None.

## Workaround

Deinstall JRE 1.4.2\_07, and then install JRE 1.4.2\_11 manually.

[QXCR1000396413:](#)

[OVSD Integration Does Not Work With OVO for UNIX Agent Core Patch 8.16](#)

## Problem

HP OpenView Operations for UNIX (OVO for UNIX) cannot be started after the Service Desk integration package is installed.

## Solution

This problem will be fixed in Service Desk 5.10 Patch 4.

## Workaround

To downgrade the XPL and Ctrl components to those used by the OVO agent patch, follow these steps:

1 On the OVO management server, do one of the following:

- HP-UX Itanium

```
# cd /var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/ipf32/hpux1122/A.08.10.160/RPC_BBC
# cp HPOvCtrl.depot.Z /var/tmp
# cp HPOvXpl.depot.Z /var/tmp
# cd /var/tmp
# uncompress HPOvCtrl.depot.Z
# uncompress HPOvXpl.depot.Z
# swinstall -x allow_downdate=true -s /var/tmp/HPOvXpl.depot HPOvLcore
# swinstall -x allow_downdate=true -s /var/tmp/HPOvCtrl.depot HPOvLcore
```

- HP-UX PA-RISC

```
# cd /var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/pa-risc/hpux1100/A.08.10.160/RPC_BBC
# cp HPOvCtrl.depot.Z /var/tmp
# cp HPOvXpl.depot.Z /var/tmp
# cd /var/tmp
# uncompress HPOvCtrl.depot.Z
# uncompress HPOvXpl.depot.Z
# swinstall -x allow_downdate=true -s /var/tmp/HPOvXpl.depot HPOvLcore
# swinstall -x allow_downdate=true -s /var/tmp/HPOvCtrl.depot HPOvLcore
```

- Sun Solaris

```
# cd /var/opt/OV/share/databases/OpC/mgd_node/vendor/sun/sparc/solaris7/A.08.10.160/RPC_BBC
# cp HPOvCtrl.sparc.Z /var/tmp
# cp HPOvXpl.sparc.Z /var/tmp
# cd /var/tmp
# uncompress HPOvCtrl.sparc.Z
# uncompress HPOvXpl.sparc.Z
# pkgrm HPOvXpl
```

Answer all questions with “yes.”

```
# pkgrm HPOvCtrl
```

Answer all questions with “yes.”

```
# pkgadd -d /var/tmp/HPOvXpl.sparc HPOvXpl
```

Answer “Do you want to install conflicting files?” with “no.”

Answer all other questions with “yes.”

```
# pkgadd -d /var/tmp/HPOvCtrl.sparc HPOvCtrl
```

Answer “Do you want to install conflicting files?” with “no.”

Answer all other questions with “yes.”

2 Start the `opcsv` processes, and verify that they are running:

```
# opcsv -start
# opcsv -status
```

3 Start the `ovc` processes, and verify that they are running:

```
# ovc -start
# ovc -status
```

4 Register and start the Object Server agent that is used by the Service Desk integration:

```
# cd /var/opt/OV/conf/obs
# ovcreg -add OvObsAg.xml
# ovc ?start ovobsag
# ovc -status
```

The agent should now appear in the `ovc` processes list (`ovobsag`).

5 Verify that all processes are running.

If all processes are running, the OVO for UNIX management server, OVO for UNIX agent, and the Service Desk integration are available.

## General Problems: Service Desk 5.10 Patch 2

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 2.

### QXCR1000396036: Agent Does Not Work on HP-UX 11.11

#### Problem

When upgrading to Service Desk 5.10 Patch 2 on HP-UX 11.11, the agent does not work well.

#### Solution

This problem will be fixed in Service Desk 5.10 Patch 3.

#### Workaround

Enter the following:

```
#>chmod a+x /opt/OV/nonOV/jre/1.4/bin/HPUXChildWrapper
```

How to verify:

```
#>ls -l /opt/OV/nonOV/jre/1.4/bin/HPUXChildWrapper
```

Expected result:

```
-r-xr-xr-x 1 bin bin 24576 Nov 15 2005 /opt/OV/nonOV/jre/1.4/bin/HPUXChildWrapper
```

### QXCR1000399579: Upgrade to Service Desk 5.1 Patch 2 or Higher if TZUpdater (SDSK\_00107) was Applied

#### Problem

If SDSLK\_00107 was applied to solve the US DST change issue, upgrade to Service Desk 5.10 Patch 2 or higher. The information may be different from that when upgrading without SDSLK\_00107.

#### Solution

None.

#### Workaround

As a workaround, remove all files and subdirectories in the following directories:

##### Windows

```
<OvInstallDir>\nonOV\jre\1.4\lib\zi
```

```
<OvInstallDir>\nonOV\jdk\a\jre\lib\zi
```

##### UNIX

```
/opt/OV/nonOV/jre/1.4/lib/zi
```

```
/opt/OV/nonOV/jdk/a/jre/lib/zi
```

Keep the zi directory.

QXCR1000373449:

## Java Web Start Does Not Work in Some JRE Versions

### Problem

Java Web Start does not start after you install the L10N package. You will encounter this problem if you use JRE 1.4.2\_10.

### Solution

This problem will be fixed in Service Desk 5.10 Patch 3.

### Workaround

As a workaround, do one of the following:

Copy the missing jar file to the Java Web Start JRE.

Select **Control Panel** → **Java** → **Java** → **Java Application Runtime Setting**.

Verify that each user JRE runtime has `localdata.jar` under `<JRE_HOME>/lib/ext`.

If the jar file is missing, copy it to that location.

Define another JRE for the Java Web Start application.

Select **Control Panel** → **Java** → **Java** → **Java Application Runtime Setting**.

Add `<OV_INSTALL>/nonOV/jre/1.4/bin/javaw.exe` to the user JRE run-time list.

Set it as the only JRE used (by selecting it and clearing the others).

## General Problems:

### Service Desk 5.10 Patch 1

This section describes known problems, limitations, and related workarounds in Service Desk 5.10 Patch 1.

QXCR1000377285:

## Upgrade to Service Desk 5.10 Patch 1 Fails Using Solaris with Microsoft SQL Server

### Problem

The upgrade to Service Desk 5.10 Patch 1 from the previous Service Desk version stops when using Solaris 9 or Solaris 10 in combination with Microsoft SQL Server 2000. The upgrade stops during the installation of the `HPOvObsSv` package.

### Solution

This issue is fixed in Service Desk 5.10 Patch 2.

### Workaround

As a workaround, follow these steps:

- 1 Stop the Service Desk applications installed on any Solaris machine from the command line:

```
ovc -stop
```

```
ovc -kill
```

- 2 On a Windows machine, install a primary server with the same Service Desk version as your database.



**CAUTION:** The Install New Primary Server Including Database Upgrade option does not work (see QXCR1000382161).

Installing a new primary server forces you to install a new (temporary) database.

- 3 Redirect the Windows primary server to the existing (production) database.
- 4 Upgrade the Windows primary server and your (production) database.
- 5 Shut down and remove the primary server from the Windows machine.  
Avoid collisions of two primary servers running against one database.
- 6 Upgrade the Service Desk applications installed on all Solaris machines.

QXCR1000382161:

## Upgrade Fails Using the “Install New Primary Server Including Database Upgrade” Option

### Problem

Upgrading to Service Desk 5.10 Patch 1 fails when using the Install New Primary Server Including Database Upgrade option.

### Use Case

- Have a Service Desk 5.0 Patch 2 database environment available (for example, on Oracle 9.2).
- Install Service Desk 5.10 Patch 1 management server on a clean Windows environment, select an upgrade installation, and direct the installer to the existing database user that needs to be upgraded.
- While upgrading from Service Desk 5.0 Patch 2 to Service Desk 5.10 Patch 1, the installation and upgrade aborts with the following message:

```
Component Package installation failed.
```

```
There was a failure with this installation. Component package installation command has returned a non-zero error code. HP OpenView Service Desk Management Server will not be installed. To rollback this installation and remove all the installed packages, click Rollback. To cancel the installation and leave all the packages intact, click Quit.
```

### Workaround

Use an environment that does not include the pre-installed old version of Service Desk. Upgrade the database immediately after installing a new primary server, rather than upgrading the existing primary server. In this case, the problem is present.

As a workaround, install a previous version of Service Desk first before starting the upgrade installation. No error will occur. The primary server and the database will upgrade successfully.

## General Problems: Service Desk 5.10

This section describes how to work around general problems you may encounter with Service Desk 5.10.

## QXCR1000350463, QXCR1000312290, and QXCR1000350190: Starting the Management Server on UNIX Platforms

### Problem

Because of a defect in the GUI Framework component, table views and chart views are not displayed properly on a management server running on a UNIX platform.

If you try to open a view, the following error message is displayed:

```
Cannot open this view. This is probably due to a persistence problem with the view. Check Object Server log file(s) for more information.
```

### Workaround

To overcome this problem, the following workaround must be implemented on the UNIX machine. When the management server is started, an X server must be running and used by the `ovc` process. This can be achieved in different ways. One method is described below.

To make sure an X server is running and used by the `ovc` process, follow these steps:

- 1 Log on to the management server using telnet or another tool.
- 2 If the management server software is not stopped, run the following command:
- 3 Start a dummy X server, which is part of most UNIX distributions, including HP-UX and Solaris:

— *HP-UX*

```
#nohup /usr/bin/X11/Xvfb :9 \  
0</dev/null \  
1>/dev/null \  
2>/dev/null \  
&
```

— *Solaris*

```
#nohup /usr/openwin/bin/Xvfb :9 \  
0</dev/null \  
1>/dev/null \  
2>/dev/null \  
&
```

These commands start the dummy X server on display #9. For more information about this X server, refer to <http://en.wikipedia.org/wiki/Xvfb> or read the man pages.

- 4 Before you start the management server again, set the `DISPLAY` environment variable to point to this X server.

Enter the following commands:

```
# DISPLAY=:9  
# export DISPLAY  
# /opt/OV/bin/ovc -start
```

The views will now be displayed properly.

If you want to implement this workaround when the server is rebooted, you have to edit the script that starts `ovc`.

You will find the script in the following location:

- *HP-UX*  
/sbin/init.d/OVCtrl
- *Solaris*  
/etc/init.d/OVCtrl

**NOTE:** You might need to clean the client cache to reload the views from the server.

To do this, clean out the following folders:

- *UNIX*  
\$HOME/.ov
- *Windows*  
%APPDATA%\HP OpenView

## Incorrect Messages in the Log Files During Installation

### Problem A

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 A

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

### Problem B

During the installation of Service Desk 5.10 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/ovsdsmlm.xml'.
```

### Workaround B

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 about 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, select **Information for Administrators**→**Users & Security**, and then see **User Authentication**, **Principal Mappings**, and **Accounts**).

## 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 to the bottom of the list in Advanced Find. These changes are lost again after restarting the console.

To reproduce the problem, follow these steps:

- 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 the Localized Text folder and in one of its subfolders.

### Expected Results

The Advanced Find form opens. The Show field contains the Localized Text folder. 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 the Localized Text folder and its subfolders are not available to the search. They cannot be selected in the Show field.

### Workaround

None.

## Service Pages Installation Stops Responding If Apache and Tomcat are Already Running

### Problem

When trying to install Service Pages, the installer stops responding and does nothing. To reproduce the problem, attempt to install the Service Pages installer.

### Prerequisites

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

### 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:

{118N} 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 5.10 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.

QXCR1000349637:

Upgrade on Clients Overwrites ovconsole.bat

### **Problem**

When you upgrade to Service Desk 5.10, `ovconsole.bat` is overwritten. Properties, such as `Server` and `JAASApplication`, are lost.

### **Workaround**

Before you upgrade, make a copy of `ovconsole.bat` (for example, copy the file to `ovconsole.old`). After you upgrade, see the copied file to identify the settings you need, and update `ovconsole.bat` with those settings.

## QXCR1000344669: Error When Relation Type is Changed

### Problem

An error occurs when you attempt to change the relation type of a relation associated with an object (for example, if you edit a relation listed on the Relations tab of a service call form, and change the Relation Type on the Service Event Relation form).

### Workaround

Instead of editing the relation, delete the relation, and create it again.

## Service Level Management: Service Desk 5.10

This section describes known problems, limitations, and workarounds related to Service Level Management (SLM) in Service Desk 5.10.

### 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 1,000 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
  - OVxx Metric
  - OVxx Metric Definition

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

### 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.

## Java Web Start: Service Desk 5.10

This section describes known problems related to Java Web Start deployment in Service Desk 5.10.

## QXCR1000305148: Starting Service Desk 5 Client Deployment Using Java Web Start

### Problem

If you deploy the Service Desk 5.10 client from a UNIX to a Windows system using Java Web Start, the resolution of names 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 5.10 client on Windows, the deployment fails if, on UNIX, the result of “hostname” is **myhostname** (alias name).



## Usability: Service Desk 5.10

This section describes known usability problems, limitations, and workarounds in Service Desk 5.10.

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

#### Problem

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

#### Workaround

Remove some information from the form.

### QXCR1000324111: In the Web Console, a Service Call SLA and Location Information are Not Retrieved from the Adding Caller

#### Problem

In the web console, in some cases a service and an SLA are not retrieved.

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 the following fields:
  - Caller
  - Caller Organization
  - Service
- 4 Add the following search criteria in order:
  - Caller Organization hierarchy
  - Locations of Organization hierarchy
  - Caller
  - Caller's location
- 5 Select **Stop the Search if Services and SLAs are Found for a Particular Criterion**.
- 6 Select **Enable Search and SLA Retrieval from Caller Location**.
- 7 Find the service level impact-priority mappings by clicking **Data**→**Codes**→**Service Level**→**Impact Priority Configuration**.

- 8 Create a new default impact-priority mapping named DIPM (for example, so that 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 then select the **Application** tab.
- 12 Deselect the **Search Caller Person in Organization** tree.
- 13 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 **LocCaller**, and relate persons **Caller1** and **Caller2** to this location (using the **Works At** field).
- 23 Create a business location named **LocPOrg**, and relate it to **POrg** (using the **Hosted At** field).
- 24 Create a service named **SLocCaller**, with the receiver **LocCaller**.
- 25 Create an SLA named **SLALocCaller**, relate it to **SLocCaller**, with the receiver **LocCaller**, and relate the service level **SLB** and support hours **SHB** (using the **Schedules** field).
- 26 Log on to the web console using the system account.
- 27 Create a service call, setting **Caller** to **Caller1**.

### Expected Results

- Service set to **SLocCaller**, SLA set to **SLALocCaller**.
- Caller Location set to **LocCaller**.

### Actual Results

- Service is not set.
- SLA is not set.
- Caller Location is not set.
- In the HP OpenView console, everything works as expected.

## 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 as expected.

## Service Pages: Service Desk 5.10

In Service Pages, when you try to save an item that has no changes to be saved, an exception is thrown. You can safely ignore this exception because it does not indicate an error.

## Known Limitations: Service Desk 5.10 Patch 16

There are no known limitations in Service Desk 5.10 Patch 16.

## Known Limitations: Service Desk 5.10 Patch 15

There are no known limitations in Service Desk 5.10 Patch 15.

## Known Limitations: Service Desk 5.10 Patch 14

There are no known limitations in Service Desk 5.10 Patch 14.

## Known Limitations: Service Desk 5.10 Patch 13

There are no known limitations in Service Desk 5.10 Patch 13.

## Known Limitations: Service Desk 5.10 Patch 12

There are no known limitations in Service Desk 5.10 Patch 12.

## Known Limitations: Service Desk 5.10 Patch 11

There are no known limitations in Service Desk 5.10 Patch 11.

Known Limitations:  
Service Desk 5.10 Patch 10

There are no known limitations in Service Desk 5.10 Patch 10.

Known Limitations:  
Service Desk 5.10 Patch 9

There are no known limitations in Service Desk 5.10 Patch 9.

Known Limitations:  
Service Desk 5.10 Patch 8

There are no known limitations in Service Desk 5.10 Patch 8.

Known Limitations:  
Service Desk 5.10 Patch 7

There are no known limitations in Service Desk 5.10 Patch 7.

Known Limitations:  
Service Desk 5.10 Patch 6

There are no known limitations in Service Desk 5.10 Patch 6.

Known Limitations:  
Service Desk 5.10 Patch 5

There are no known limitations in Service Desk 5.10 Patch 5.

Known Limitations:  
Service Desk 5.10 Patch 4

This section describes known limitations of Service Desk 5.10 Patch 4.

QXCR1000433650:  
Cannot Delete a Template Against the SQL Server 2005

**Problem**

The system displays a pop-up error message when you delete a template against the SQL Server 2005 database. SQL Server 2005 does not allow more than 253 foreign keys referenced per table. Service Desk 5.1 uses a table (`rep_templates`) that owns more than 253 foreign keys. As a result, deleting a template fails.

For details, refer to the following web page:

[http://msdn2.microsoft.com/en-us/library/aa933149\(SQL.80\).aspx](http://msdn2.microsoft.com/en-us/library/aa933149(SQL.80).aspx)

## Solution

This problem is a limitation of SQL Server 2005. There is no official solution.

## Workaround

Block the template.

**NOTE:** This problem exists since the Service Desk 5.1 major release.

[QXCR1000359570:  
SQL Server Does Not Support ISO Weeks](#)

## Problem

When defining a graph with a normal client, you can choose an aggregate result over ISO weeks. The process works well on an Oracle Database. However, Microsoft SQL Server does not offer a predefined function to determine ISO weeks.

To reproduce this problem, follow these steps:

- 1 Make sure that the OBS Server is connecting to a Microsoft SQL Server database.
- 2 Start the console.
- 3 Select **Workspaces**→**Service Today**→**Service Call**.
- 4 Create three new service calls.  
Set the Planned Start to **2005-Jan-01**, **2005-Jan-08**, and **2005-Jan-15**, respectively, for the three service calls.
- 5 From the menu bar, select **View**→**Current View**→**Define Views** to create a new Chart view.
- 6 Select any type as Chart Type.  
In the X-Axis tab, select **Planned Start** as the Attribute, and **Week(52)** as the Display format. Save and apply the view.
- 7 Make sure that the Week of the three new service calls displays in the view as 1, 2, and 3 (that is, in the week sequence number of Planned Start).
- 8 From the menu bar, select **View**→**Current View**→**Customize Current View**.
- 9 Edit the view to set the Display Format to **iso Week (53)**.  
Apply the changed view.

The Week of the 3 new service calls still displays in the view as 1, 2 and 3.[Expected Result]

## Expected Result

As the ISO week definitions, 2005-Jan-01 should be week 53. And 2005-Jan-08 and 2005-Jan-15 should be week 1 and week 2. These ISO week definitions display correctly on an Oracle Database.

**Solution**

N/A

**Workaround**

N/A

**NOTE:** It exists since SD5.1 major release.

## Known Limitations: Service Desk 5.10 Patch 3

There are no known limitations in Service Desk 5.10 Patch 3.

## Known Limitations: Service Desk 5.10 Patch 2

This section describes known limitations of Service Desk 5.10 Patch 2.

## Upgrade JDK/JRE to Support 2007 U.S. DST and the Energy Policy Act of 2005

**Problem**

Most time zones in Service Desk work well after the JDK/JRE is upgraded, but the information of some other time zones is inconsistent.

For example, before updating the JDK/JRE, the time zone IET does not use DST, and its name does not include the string “DST.” After updating the JDK/JRE, the time zone IET uses DST, but its name still does not include the string “DST.”

As a result, the information shown is inconsistent:

(UTC-05:00 DST) - (UTC-05:00) - Indiana Eastern Standard Time (Indianapolis) - IET - IET

Aside from this inconsistency, there are no other time zone issues.

The following time zones show inconsistent information.

<b>Search Code</b>	<b>Original Name</b>
IET	(UTC-05:00) - Indiana Eastern Standard Time (Indianapolis) - IET
America/Fort_Wayne	(UTC-05:00) - Eastern Standard Time - America/Fort Wayne
America/Indiana/Indianapolis	(UTC-05:00) - Eastern Standard Time - America/Indiana/Indianapolis
America/Indiana/Knox	(UTC-05:00) - Eastern Standard Time - America/Indiana/Knox
America/Indiana/Marengo	(UTC-05:00) - Eastern Standard Time - America/Indiana/Marengo
America/Indiana/Vevay	(UTC-05:00) - Eastern Standard Time - America/Indiana/Vevay
America/Indianapolis	(UTC-05:00) - Eastern Standard Time - America/Indianapolis
America/Knox_IN	(UTC-05:00) - Eastern Standard Time - America/Knox_IN

<b>Search Code</b>	<b>Original Name</b>
SystemV/EST5	(UTC-05:00) - Eastern Standard Time - SystemV/EST5
US/East-Indiana	(UTC-05:00) - Eastern Standard Time - US/East-Indiana
US/Indiana-Starke	(UTC-05:00) - Eastern Standard Time - US/Indiana-Starke
America/Araguaina	(UTC-03:00 DST) - Brazil Time - America/Araguaina
Asia/Aqtau	(UTC+04:00 DST) - Aqtau Time - Asia/Aqtau
Asia/Oral	(UTC+04:00 DST) - Oral Time - Asia/Oral
Asia/Aqtobe	(UTC+05:00 DST) - Aqtobe Time - Asia/Aqtobe
Asia/Bishkek	(UTC+05:00 DST) - Kirgizstan Time - Asia/Bishkek
Asia/Almaty	(UTC+06:00 DST) - Alma-Ata Time - Asia/Almaty
Asia/Qyzylorda	(UTC+06:00 DST) - Qyzylorda Time - Asia/Qyzylorda
Asia/Hovd	(UTC+07:00) - Hovd Time - Asia/Hovd
Asia/Ulaanbaatar	(UTC+08:00) - Ulaanbaatar Time - Asia/Ulaanbaatar
Asia/Ulan_Bator	(UTC+08:00) - Ulaanbaatar Time - Asia/Ulan_Bator
Asia/Choibalsan	(UTC+09:00) - Choibalsan Time - Asia/Choibalsan

### **Workaround**

Adjust the inconsistent time zones from the original names to new names manually, based on the search codes below.

<b>Search Code</b>	<b>New Name</b>
IET	(UTC-05:00 DST) - Indiana Eastern Standard Time (Indianapolis) - IET
America/Fort_Wayne	(UTC-05:00 DST) - Eastern Standard Time - America/Fort_Wayne
America/Indiana/Indianapolis	(UTC-05:00 DST) - Eastern Standard Time – America/Indiana/Indianapolis
America/Indiana/Knox	(UTC-05:00 DST) - Eastern Standard Time - America/Indiana/Knox
America/Indiana/Marengo	(UTC-05:00 DST) - Eastern Standard Time - America/Indiana/Marengo
America/Indiana/Vevay	(UTC-05:00 DST) - Eastern Standard Time - America/Indiana/Vevay
America/Indianapolis	(UTC-05:00 DST) - Eastern Standard Time - America/Indianapolis
America/Knox_IN	(UTC-05:00 DST) - Eastern Standard Time - America/Knox_IN
SystemV/EST5	(UTC-05:00 DST) - Eastern Standard Time - SystemV/EST5
US/East-Indiana	(UTC-05:00 DST) - Eastern Standard Time - US/East-Indiana
US/Indiana-Starke	(UTC-05:00 DST) - Eastern Standard Time - US/Indiana-Starke
America/Araguaina	(UTC-03:00) - Brazil Time - America/Araguaina
Asia/Aqtau	(UTC+04:00) - Aqtau Time - Asia/Aqtau
Asia/Oral	(UTC+04:00) - Oral Time - Asia/Oral
Asia/Aqtobe	(UTC+05:00) - Aqtobe Time - Asia/Aqtobe
Asia/Bishkek	(UTC+05:00) - Kirgizstan Time - Asia/Bishkek
Asia/Almaty	(UTC+06:00) - Alma-Ata Time - Asia/Almaty
Asia/Qyzylorda	(UTC+06:00) - Qyzylorda Time - Asia/Qyzylorda

Asia/Hovd	(UTC+07:00 DST) - Hovd Time - Asia/Hovd
Asia/Ulaanbaatar	(UTC+08:00 DST) - Ulaanbaatar Time - Asia/Ulaanbaatar
Asia/Ulan_Bator	(UTC+08:00 DST) - Ulaanbaatar Time - Asia/Ulan_Bator
Asia/Choibalsan	(UTC+09:00 DST) - Choibalsan Time - Asia/Choibalsan

## Known Limitations: Service Desk 5.10

This section describes known limitations of Service Desk 5.10.

### Schedule Elements

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 include (or exclude) the schedule elements in schedule element B.

### Actual Start Field

Restriction because of defect QXCR1000306550. To prevent reporting problems, you must set the Actual Start field to 00:00:00 when you create or update an SLA.

This change can cause one of two problems:

- First day is not displayed.
- Incorrect values are displayed (the values displayed are the values from the previous evaluation period).

### Installer on HP-UX

The installer on HP-UX does not use the argument `-x mount_all_filesystems=false` to install the SD-SLM packages.

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 file systems may be mounted in the `/opt/OV` or `/var/opt/OV` rooted directory structure. In addition, the `/opt/OV` or `/var/opt/OV` directory structure may contain symbolic links that reference other mounted file systems.

### LoadObject Functionality

Restriction because of defect QXCR1000241122. The LoadObject functionality in Service Desk 5.10 currently uses Perl version 5.6. Unfortunately, Perl 5.6 does not support Unicode. As a result, all Service Desk functionality that uses LoadObject cannot handle Unicode dataflow properly. This issue impacts all integrations that use LoadObject, such as OVO for Windows and OVO for UNIX.



## Product Co-existence: Service Desk 5.10

This section describes known product co-existence problems, limitations, and workarounds for Service Desk 5.10.

Some HP OpenView products share the same component on a specific system. When you install an HP OpenView product on a system where another HP OpenView product is already installed, the installer first checks to see if the latest version of the shared component is installed. During the install process, an older version of a component is replaced with the latest version. In some cases the component process scheduled for replacement, as well as other dependent components, are stopped prior to installation. As a result, you may need to restart these stopped component processes after installation. For more information about restarting these component processes, refer to the relevant product documentation.

The following examples illustrate the issue.

### OVO for Windows 7.21 and 7.5

#### **Problem**

When you install the Service Desk 5.10 client on a system where the OVO for Windows 7.21 or 7.5 client is already installed, the OVO for Windows HP ITO agent Windows service stops.

#### **Workaround**

Restart the HP ITO agent manually.

### OVO for UNIX 7.1

#### **Problem**

When you install the Service Desk 5.10 client on a system where OVO for UNIX 7.1 HP-UX client is already installed, the OVO for UNIX `llbserver` process stops.

#### **Workaround**

Restart the `llbserver` process manually.

### OVO for UNIX 8.1

#### **Problem A**

When you install or uninstall the Service Desk 5.10 client, agent, or OVO for UNIX integration on a system where OVO for UNIX 8.1 is already installed, the OVO for UNIX `ovcd` process and the OVO for UNIX agent stop.

#### **Workaround A**

Restart the `ovcd` process and the OVO for UNIX agent manually.

**Problem B**

When you install or uninstall the OVO for UNIX agent on a system where the Service Desk 5.10 management server is installed, the Service Desk processes stop.

**Workaround B**

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

---

## 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

The following items are listed incorrectly in the documentation and could not be fixed before the software release.

**LOCATION:** “Enable the detailed List button” online help topic.

**ERROR:** Instructions indicate that you should edit the `ovconsole [bat, sh]` file. This file is overwritten when the software is updated or upgraded, so you should not edit it.

**CORRECTION:** Do not edit the `ovconsole [bat, sh]` file. Instead, set the `OV_JAVA` environment variable in the operating system. The executable file that it should point to is `java.exe`. If `OV_JAVA` points to `javaw.exe` instead, you will not be able to enable the Detailed List button on the memory diagnostic panel.

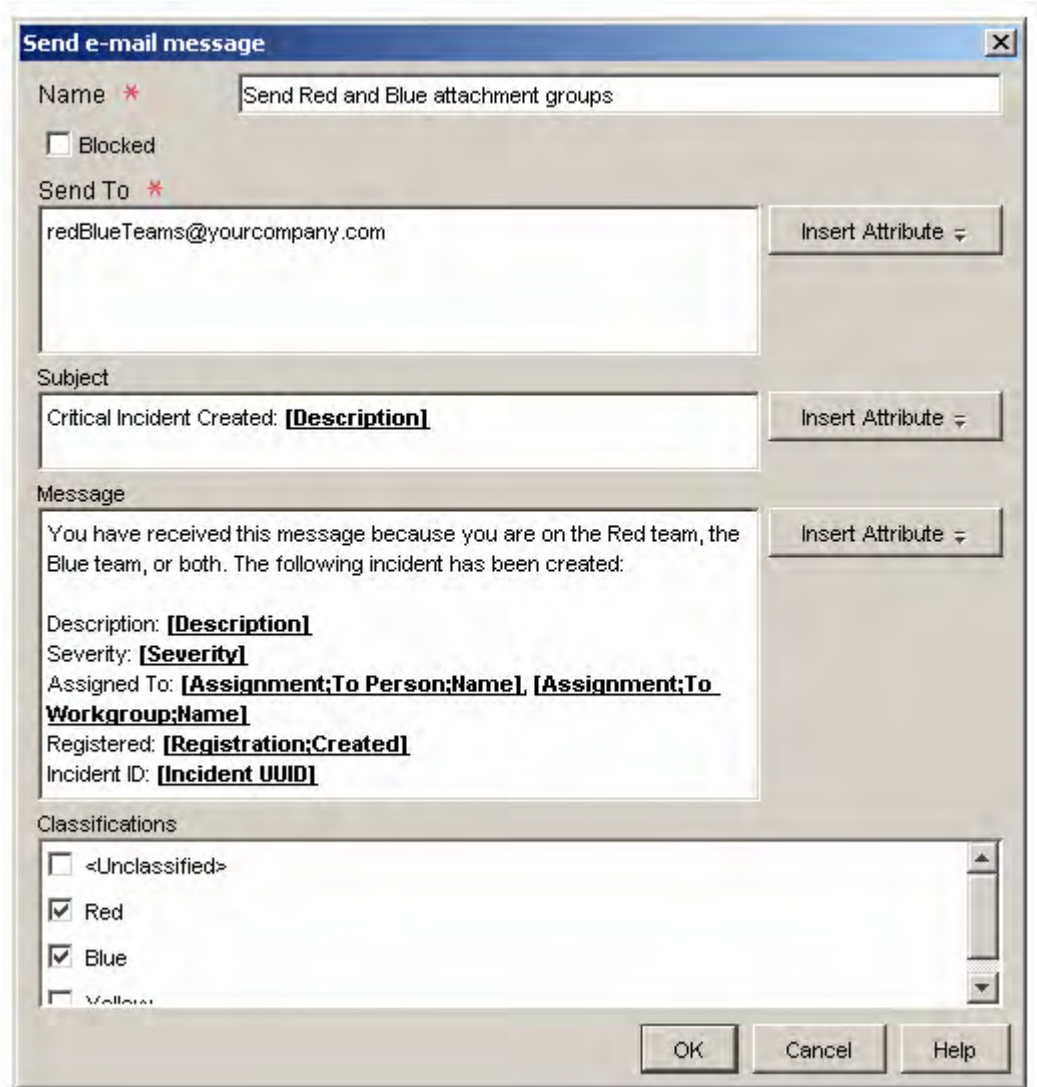
**New Content:** Ability to Select Certain Email Attachments for Database Rules

LOCATION: “Configure a Send Email Message Action” online help topic.

ERROR: You can now send groups of email attachments by using the Send Email Message action in a database rule.

CORRECTION: **Send Email Message Actions**

The Send Email Message action uses the information you provide to send an email message to one or more designated recipients. You can include groups of attachments that share a specific email classification code. In the following example, all attachments classified Red or Blue are included in the email message:



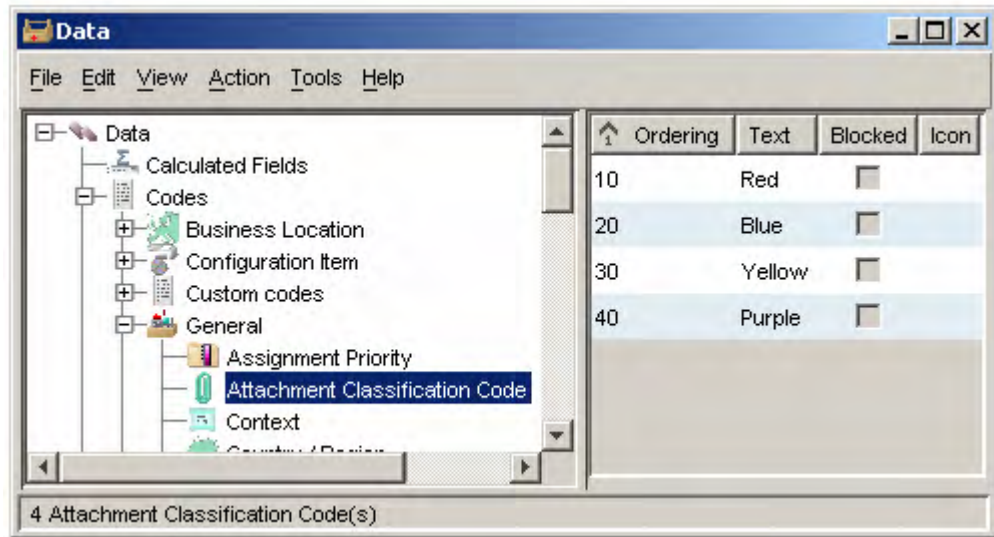
**NOTE:** You can add a Send Email Message action only to a database rule. You cannot add this action to a UI rule.

CORRECTION:  
(continued)

## Define Attachment Classification Codes



Attachment classification codes enable you to group attachments. You can subsequently include one or more attachment groups in email messages generated by Database rules.

The following example shows a console installation with four attachment classification codes defined:



You can create, modify, and delete attachment classification codes if your role permits you to do so.

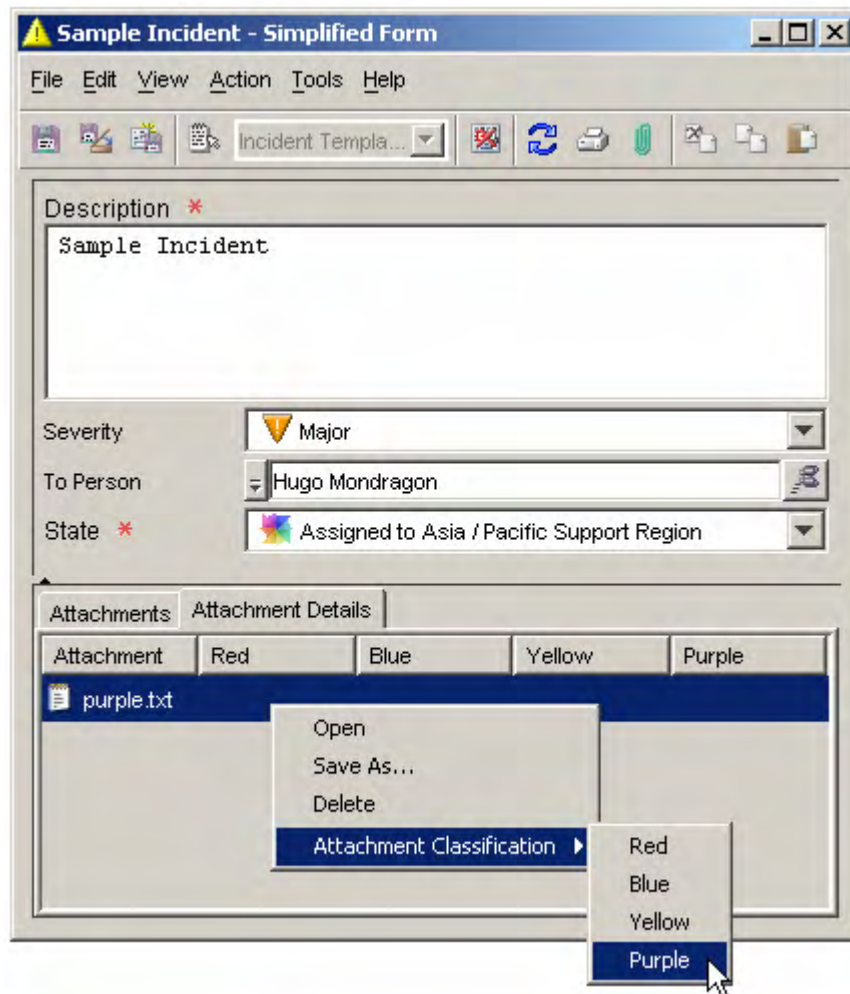
### To define an Attachment Classification Code:

- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, expand the **Codes** branch.
- 3 In the Codes branch, expand **General**.
- 4 In the General branch, click **Attachment Classification Code**.
- 5 If the attachment classification code that you want to work with exists, double-click it. If you want to create a new attachment classification code, right-click in the right panel, and select **New Attachment Classification Code**.
- 6 In the **Text** box, type a name for your attachment classification code.
- 7 If you want to select an **Icon** for this code, click the  (find icons) button to select one.
- 8 If you want to select a **Color** for this code, click the  (choose color) button to select one.
- 9 In the **Ordering** box, enter an integer value that places this code in the proper order with respect to any other existing attachment classification codes.
- 10 Click **File**→**Save and Close** to save your changes.

CORRECTION:  
(continued)

### Assign a Classification to an Attachment

When you attach a file to an object, you can assign an attachment classification to it, as shown here:



In this example, there are four attachment classification codes defined: Red, Blue, Yellow, and Purple. The classification code that will be assigned to the `purple.txt` attachment is Purple.

Attachment classifications are used to send groups of attachments to one or more email recipients when a database rule triggers a Send Email Message action. If you choose not to assign a classification code to an attachment, that attachment will belong to the Unclassified group; this is the default.


You can Define Attachment Classification Codes to suit your environment. Although you can change the classification of an attachment at any time, you cannot delete the classification altogether. To do this, you must delete the attachment and then create it again.

CORRECTION:  
(continued)

### To assign a classification to an attachment:

- 1 Open a form for an object.

If the attachment that you want to classify is already attached to this object, go to step 5.

- 2 Click the  (attachment) button on the toolbar.

If the toolbar is not visible, click **View**→**Toolbars**, and select **Standard**.

- 3 Browse for the file, and click **Open**.
- 4 Click the **Attachment Details** tab.
- 5 Right-click the attachment, and select **Attachment Classification**.
- 6 Select a classification code for the attachment.
- 7 Click **File**→**Save and Close**.

### Configure a Send Email Message Action

Use this action to have a database rule send an email message to one or more recipients. You can attach one or more groups of files (attachments) to this email message.

#### To configure a Send Email Message Action, complete the following steps:

- 1 Open a Send Email Message Action form from the Database rules wizard.  
If you are not in the process of creating a Database Rule, see the help topic titled “Creating Database Rules and UI Rules.”
- 2 Type a name for the action in the **Name** field.
- 3 Select the **Blocked** box if you want to disable this action.
- 4 In the **Send To** field, enter one or more addresses to which the email message should be sent. Use the **Insert Attribute** button to enter predefined email addresses.

**NOTE:** If you specify multiple email addresses, separate them with a semicolon (;)

- 5 In the **Subject** field, enter the text you want to appear in the subject line of the email. Use the **Insert Attribute** button to insert predefined pieces of information, such as a priority or a deadline for response.
- 6 In the **Message** field, compose the text of the email message you want the action to send. You can use the **Insert Attribute** button to insert predefined pieces of information.
- 7 *Optional:* If you want to include one or more groups of attachments in the email message, select the groups that you want in the **Classifications** box.  
If the only classification listed in the box is **Unclassified**, that means that no attachment classifications have yet been defined.
- 8 When you have configured the Action, click **OK**. The new action now displays as an available action for the rule.

**New Content:** Reusable custom codes, UI rule actions that limit value ranges for fields, and a generic association mechanism.

**LOCATION:** “Limit Field Value Range by Relations Actions” online help topic.

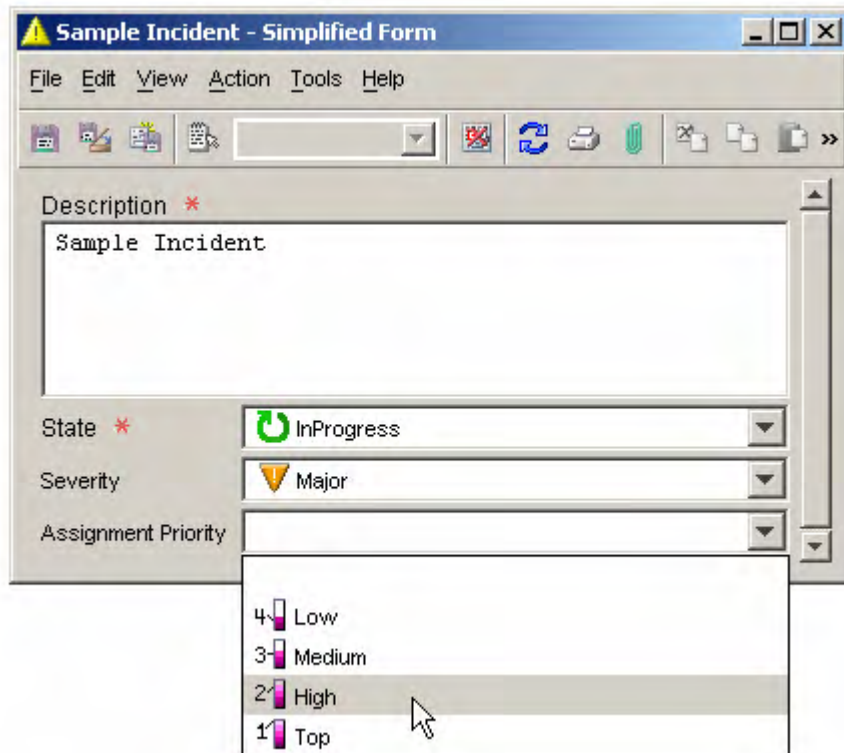
“Configure a Limit Field Value Range by Relations Action” online help topic.

**ERROR:** This content is not included in the Service Desk 5.10 online help. The online help topics listed above are incomplete and incorrect.

**CORRECTION:** **Limit Field Value Range by Relations Actions**

This type of action determines which values for a code type attribute appear in the drop-down list representing that attribute on forms. These values are not stated explicitly but instead depend on the values of one or more other code type attributes.

In the following form, for example, the Assignment Priority choices for the Sample Incident have not been limited in any way:

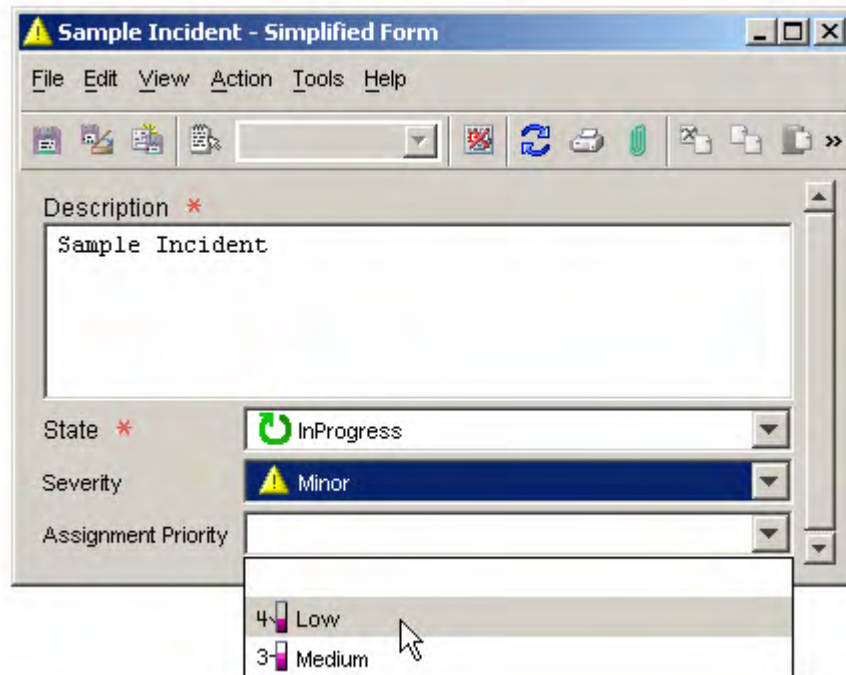


All four of the Assignment Priority code values are available in this form.



CORRECTION:  
(continued)

In this example, however, the values available for the Assignment Priority code are limited to Low and Medium:



This constraint of the Assignment Priority code values was the result of a Limit Value Range by Relations action that was triggered by a UI rule.

There are three steps required to successfully invoke this type of action:

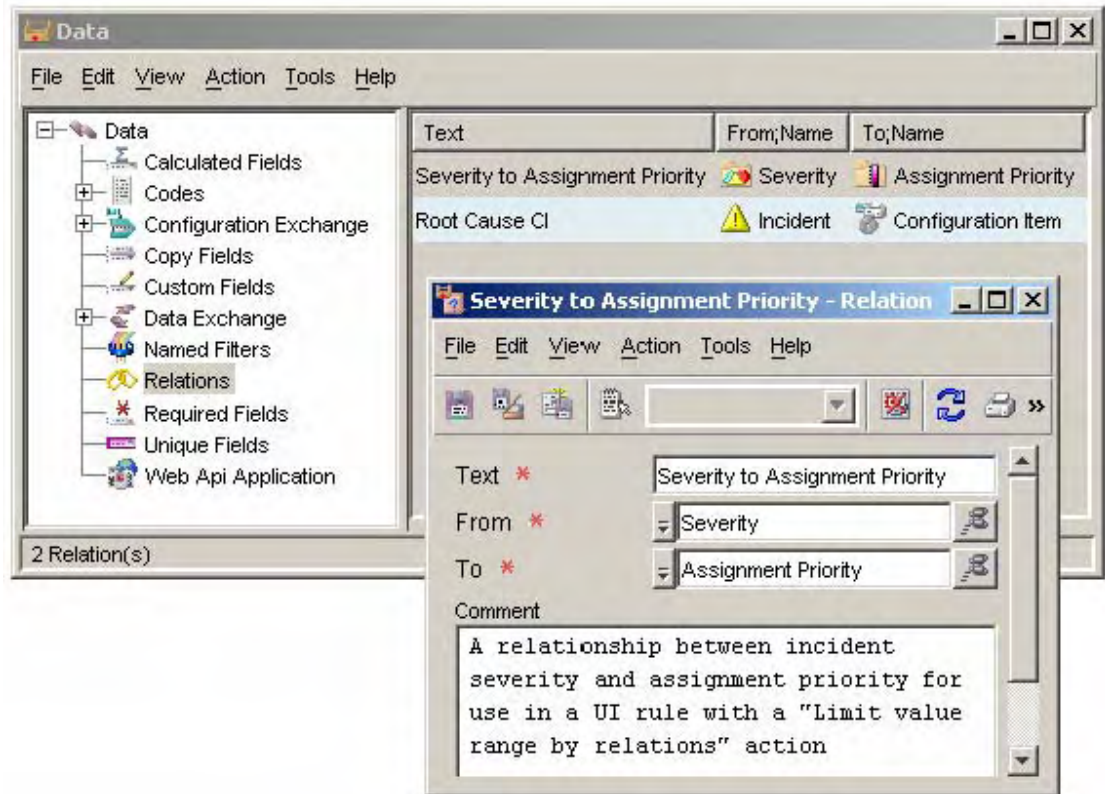
- 1 Create a relationship between two codes.
- 2 Create a value reference mapping that defines how the value of one code should vary with the value of the other.
- 3 Define a UI rule that enforces the value mapping. To do this, you must configure a limit field value range by relations action for this rule.

Here is a simple example of how this process works. In this example, the values of the Assignment Priority code for an Incident are based on the value of the Severity code for that Incident.

CORRECTION:  
(continued)

**Step 1:**

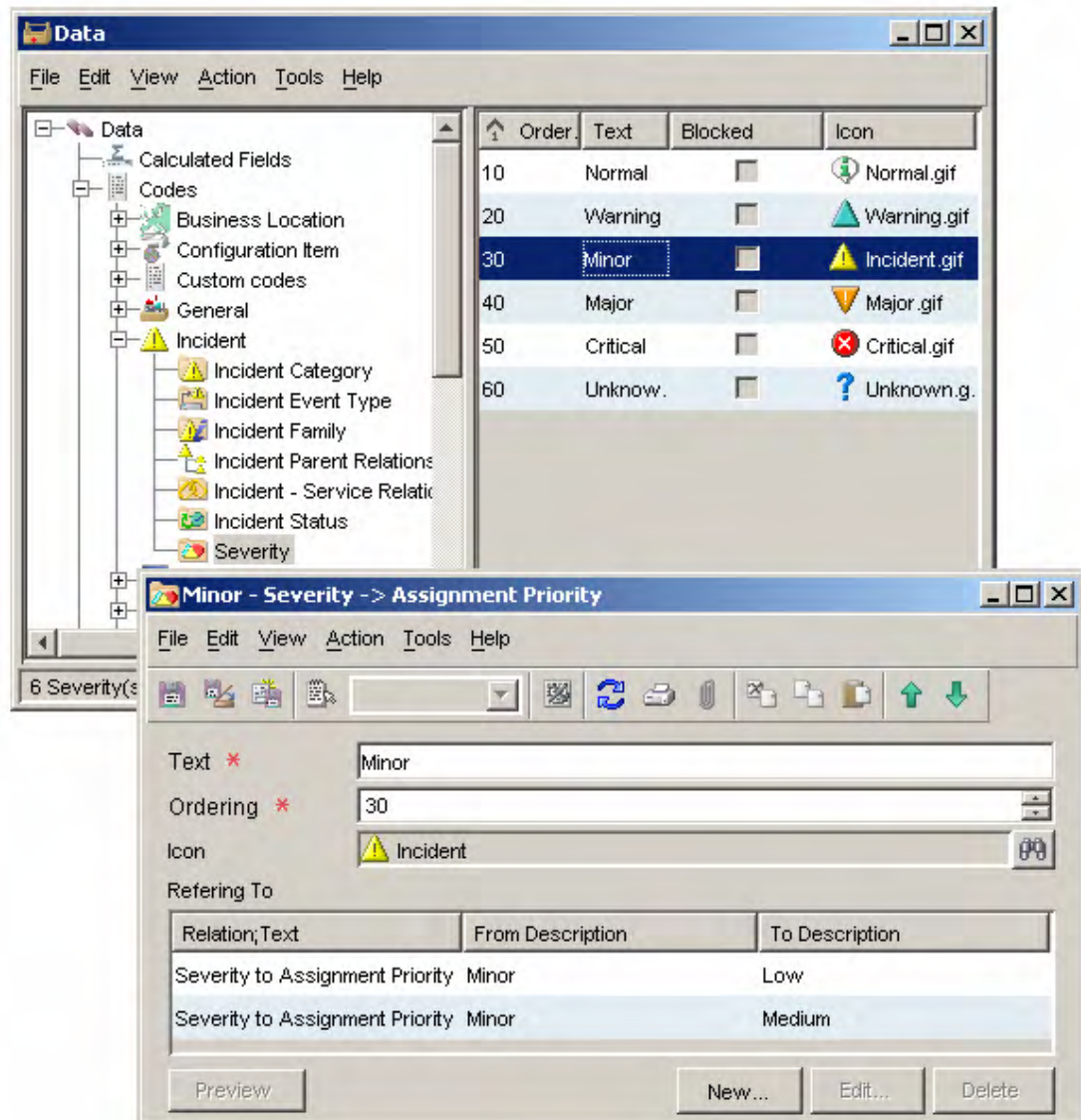
Create a relationship between the Severity code and the Assignment Priority code.



CORRECTION:  
(continued)

**Step 2:**

Create one or more value reference mappings to define how the values of the target code should vary with value of the input code.



CORRECTION: **Step 3:**  
(continued)

Define a UI rule that invokes an action that enforces the mapping.

**Limit Field Value Range by Relations**

Name \*

Blocked

Target Field \*

New Path

Input Field

Relation Type 1

Relation Type 2

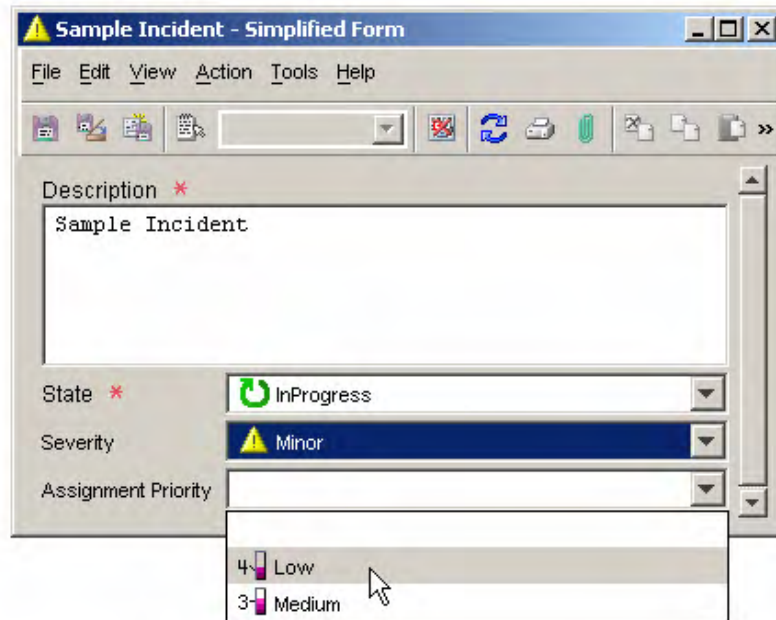
Relation Type 3

Relation Type 4

\* Patterns to try, in order of importance

CORRECTION:  
(continued)

In this example, the database rule limits the value of the Assignment Priority code for an Incident whenever the Severity code for that Incident changes. Here is the result for an Incident where Severity is Minor:



In addition to built-in codes, you can use custom codes to create a Limit Field Value Range by Relations action in a UI rule. See an advanced example for more information about using custom codes.

**NOTE:** A UI rule can trigger a Limit Field Value Range by Relations action in the background as a result of another rule. If this happens, subsequent Update Data actions linked to other rules can only set a value allowed by the most recent Limit Field Value Range by Relations action.

### An Advanced Example

**NOTE:** The explanations and examples shown here only limit the values of code attributes. While it is most common to do this with codes, technically any reference attribute can be limited in this fashion.

This example features a UI rule that uses the Limit Field Value Range by Relations action with custom codes. In this example, a hypothetical company has support offices in two regions:

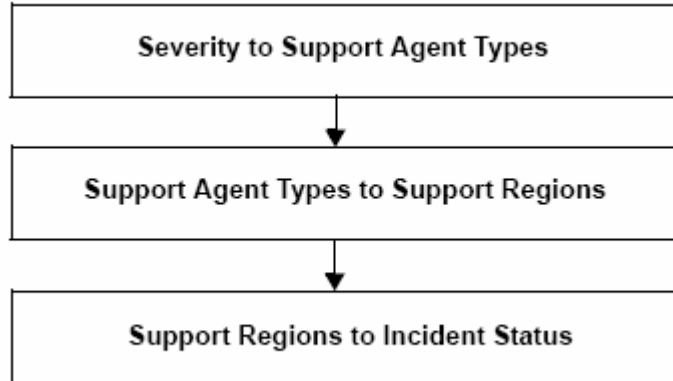
- Asia / Pacific
- Europe / Americas

Lower severity Incidents (Severity = Normal, Warning, or Minor) are routed first to the Asia / Pacific support office; higher severity Incidents (Severity = Major or Critical) are routed to the Europe / Americas office.

**NOTE:** This is a highly contrived example designed to highlight the functionality of this action. The HP OpenView console offers much simpler ways to route Incidents to the proper offices.

**CORRECTION:**  
*(continued)*

A UI rule will be configured to limit the values available for the State field (Incident Status code) whenever an Incident is assigned to a new support agent. The rule will use a Limit Field Value Range by Relations action that traverses the following chain of relationships:



In this example, Severity and Incident Status are built-in codes. Support Agent Types and Support Regions are custom codes.

Three Incident State values were added to indicate that an Incident has been assigned to a particular support region:

Ordering	Text
1	Registered
2	InProgress
3	Completed
4	Closed
5	Assigned to Asia / Pacific Support Region
6	Assigned to Europe / Americas Support Region
7	Assigned to Africa / India Support Region

CORRECTION:  
(continued)

Before the rule is applied, the Incident State choices for the Sample Incident have not been limited in any way:

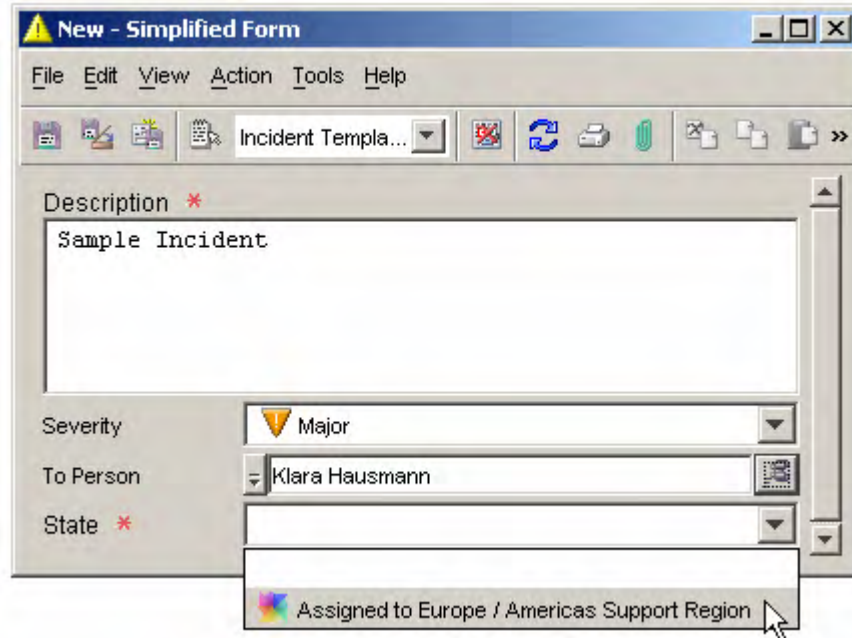
The screenshot shows a software window titled "New - Simplified Form". The menu bar includes "File", "Edit", "View", "Action", "Tools", and "Help". The toolbar contains icons for "Incident Template...", "Cancel", "Refresh", "Print", "Save", "Copy", and "Paste". The main form area has a "Description" field with the text "Sample Incident". Below this are three fields: "Severity" set to "Major", "To Person" (empty), and "State" set to "Registered". The "State" dropdown menu is open, showing the following options: "Registered", "InProgress", "Completed", "Closed", "Assigned to Asia / Pacific Support Region", "Assigned to Europe / Americas Support Region", and "Assigned to Africa / India Support Region".

Note that this Incident has not been assigned to a Person yet, and all seven of the Incident Status code values are available in this form.



CORRECTION:  
(continued)

After the UI rule fires, however, the values available for the Incident State code are limited depending on the Severity of the Incident. In this case, only one State choice is available after the Incident has been assigned to Klara Hausmann:



This has nothing to do with Klara Hausmann's location. The constraint of the values available for State results from the Severity of the Incident.

Here are the steps necessary to create this example:

- Create the custom codes.
- Create forms for each of the custom codes.
- Create the relations in the chain.
- For each of the codes in the chain, create value reference mappings.
- Create a UI rule that triggers when the To Person field changes.
- Create the Limit Value Range by Relations action.

Each of these steps is shown here with screen captures.



CORRECTION:  
(continued)

**Step 1:** Create the custom codes Support Agent Types and Support Regions, and create values for both codes:

The screenshot shows the 'Data' application window with the 'Support Agent Types' code selected in the left-hand tree view. The main pane displays a table with the following data:

Ordering	Text	Blocked
10	Customer Service Representatives	<input type="checkbox"/>
20	Tier 1 Support	<input type="checkbox"/>
30	Tier 2 Support	<input type="checkbox"/>
40	Support Manager	<input type="checkbox"/>

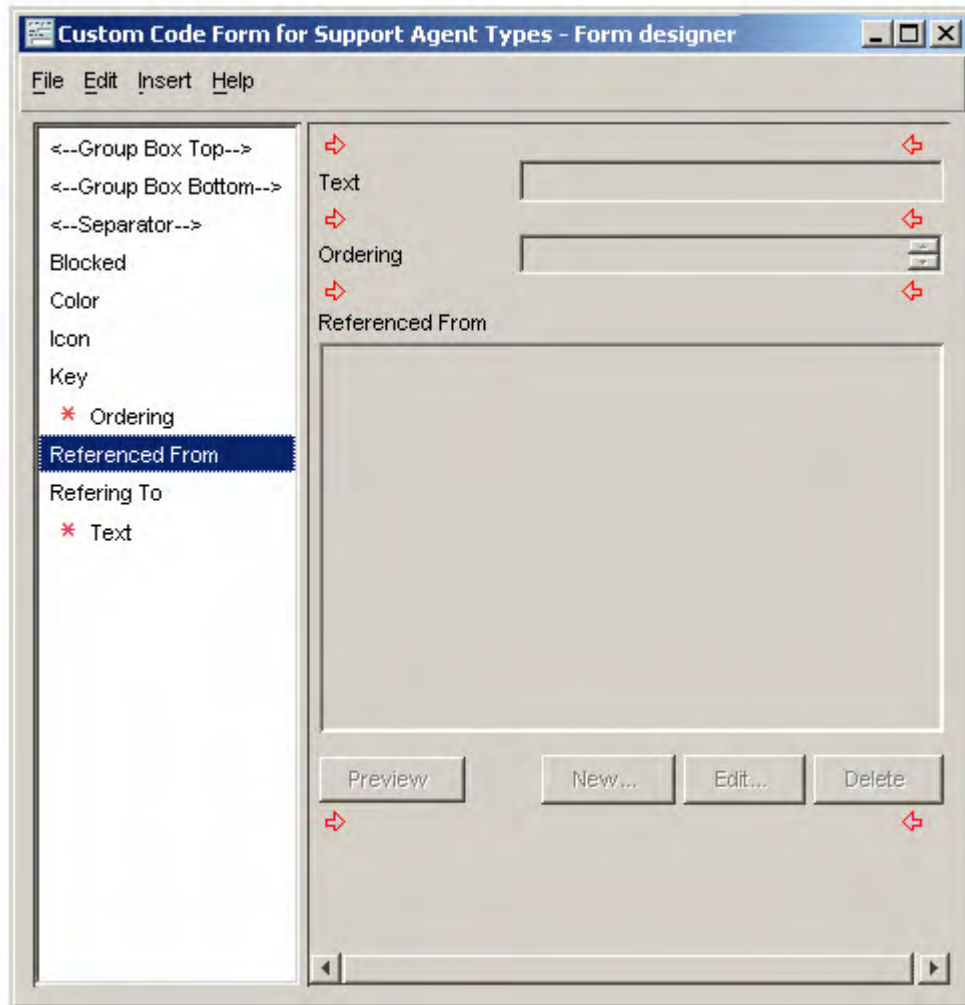
At the bottom of the window, it indicates '4 Support Agent Types(s)'.

The screenshot shows the 'Data' application window with the 'Support Regions' code selected in the left-hand tree view. The main pane displays a table with the following data:

Ordering	Text	Blocked
10	Asia Support Region	<input type="checkbox"/>
30	Americas Support Region	<input type="checkbox"/>
40	Europe Support Region	<input type="checkbox"/>
50	Australia / New Zealand Support R..	<input type="checkbox"/>
60	Africa Support Region	<input type="checkbox"/>
70	India Support Region	<input type="checkbox"/>

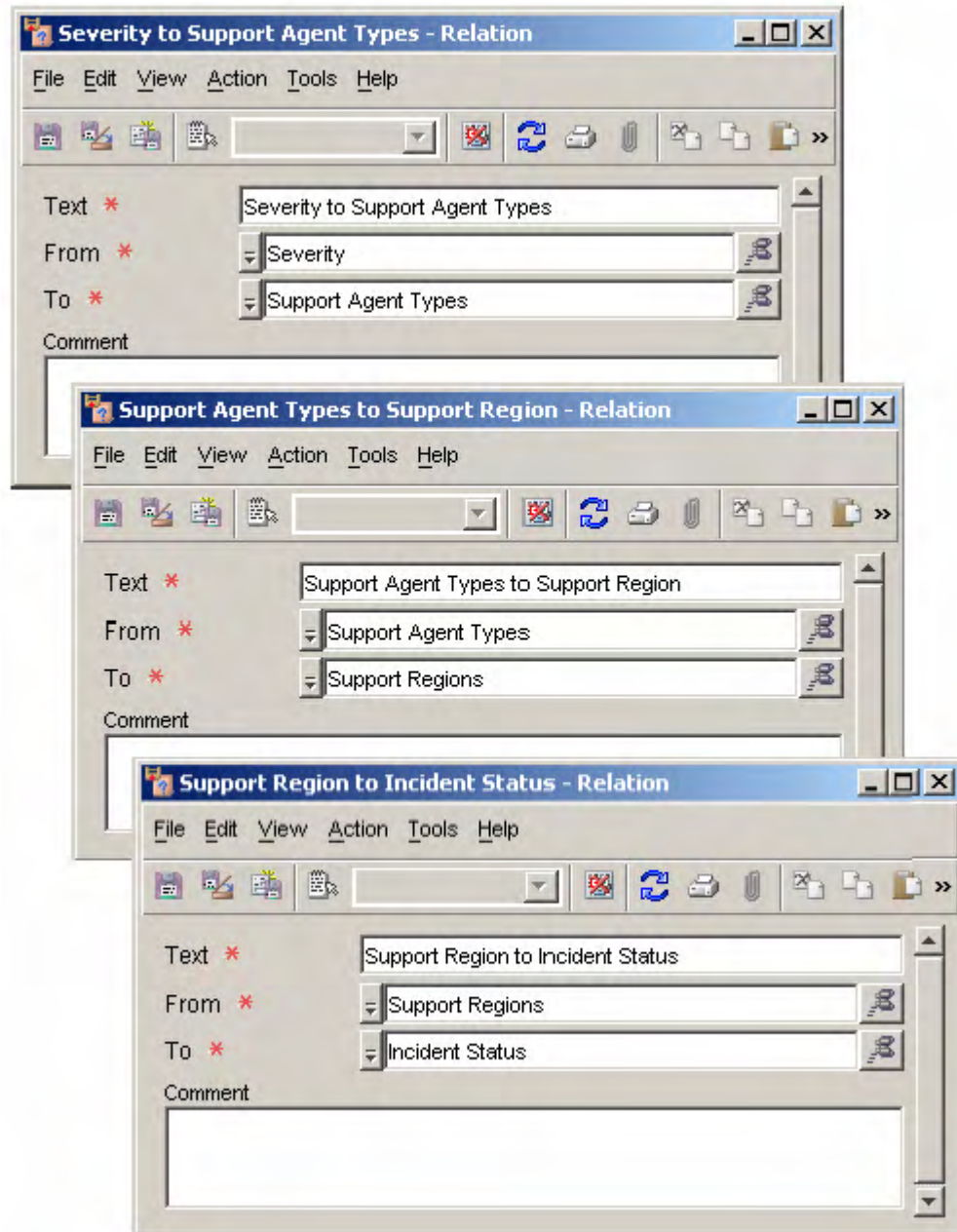
At the bottom of the window, it indicates '4 Support Agent Types(s)'.

CORRECTION: **Step 2:** Create a form for each of the new custom codes:  
(continued)



CORRECTION:  
(continued)

**Step 3:** Create the following relationships:



CORRECTION: **Step 4:** Define a UI rule that invokes an action that enforces all the mappings:  
(continued)

**Limit Field Value Range by Relations**

Name \*

Blocked

Target Field \*

New Path

Input Field

Relation Type 1

Relation Type 2

Relation Type 3

Relation Type 4

\* Patterns to try, in order of importance

CORRECTION:  
(continued)

**Step 5:** Create a UI rule that triggers when an Incident is assigned to a Person.

Here is the result for an Incident where Severity is Minor:

The screenshot shows a software window titled "New - Simplified Form" with a menu bar (File, Edit, View, Action, Tools, Help) and a toolbar. The main area contains a "Description" field with the text "Sample Incident 2". Below this are three fields: "Severity" set to "Minor" (with a yellow triangle icon), "To Person" set to "Alicia Smith", and "State" which is currently empty. The "State" dropdown menu is open, displaying the option "Assigned to Asia / Pacific Support Region" with a mouse cursor pointing at it.

Here is the result for an Incident where Severity is Major:

The screenshot shows a software window titled "New - Simplified Form" with a menu bar (File, Edit, View, Action, Tools, Help) and a toolbar. The main area contains a "Description" field with the text "Sample Incident". Below this are three fields: "Severity" set to "Major" (with an orange triangle icon), "To Person" set to "Klara Hausmann", and "State" which is currently empty. The "State" dropdown menu is open, displaying the option "Assigned to Europe / Americas Support Region" with a mouse cursor pointing at it.

CORRECTION:  
(continued)

### Use Custom Codes

In addition to the built-in code type attributes that came with your HP OpenView application, you can create custom codes. These are useful when you want to create m-to-n relationships between objects that are not otherwise related to each other. The primary purpose of such relationships is to construct Limit Field Value Range by Relations Actions for UI rules.

After you create a custom code, you can use it like any other code in the console. You must, however, first create a new form for your custom code before you can use it to construct an action for a UI rule.

#### To create a custom code:

- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, expand the **Codes** branch.
- 3 In the Codes branch, click **Custom Codes**.
- 4 Right-click your mouse in the right panel, and select **New custom code (ordered)**.
- 5 In the **Name** box, type a name for your custom code.
- 6 In the **Key** box, type a short string of characters that has not previously been used as a Key for another custom code.
- 7 From the **Module** list, select the module where you want to store your custom code.
- 8 Click **OK** to save your custom code.
- 9 In the Presentation workspace of the HP OpenView Configuration workspace group, create a new form for your custom code. Be sure to include the **Referenced From** field on your form.

### Create a Relationship Between Two Codes

Before you can create a Limit Field Value Range by Relations action for a UI rule, you must create a relationship between two codes. This is a mechanism you can use to create m-to-n relationships between objects.

#### To create a relationship between two codes:

- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, click **Relations**.
- 3 Right-click your mouse in the right panel, and select **New Relation**.
- 4 In the **Text** box, type a name for your new relationship.
- 5 In the **From** box, select the code that you want the relationship to originate from.
- 6 In the **To** box, select the code where you want the relationship to terminate.
- 7 *Optional:* In the **Comment** box, type a descriptive comment.
- 8 Click **File**→**Save and Close** to save your new relationship.



CORRECTION:  
(continued)

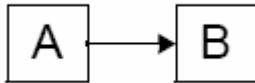
### Create a Value Reference Mapping

Before you can create a Limit Field Value Range by Relations action for a UI rule, you must create a mapping from each possible value for one code to one or more values for the other code. See Limit Field Value Range by Relations Actions for an example.

#### To create a value reference mapping:

- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, expand the **Codes** branch.
- 3 Double-click the specific code type that terminates the relationship.

For example if you have created a relationship from A to B, double-click B.



- 4 For each code B value that you want to map, follow these steps:
  - a. In the right pane, double-click a code B value.

A form specific to code B opens. If you created a custom code, this will be the form that you created.

- b. For each code A value that you want to map to this code B value, follow these steps:

- i. In the **Referenced From** field, click **New**.

The New– Reference dialog box opens.

- ii. In the **Relation** field, use the quick find function to select the relationship that you created for your two codes.

- iii. In the **From** field, use the quick find function to select the code A value that you want to map.

The description for the code A value appears in the **From Description** box. This is a read-only field. The description for the code B value that you double-clicked in step (a) appears in the **To Description** box. This is also a read-only field.

- iv. Click **OK** to save your changes and close the New– Reference dialog box.

- 5 Click **File**→**Save As** to save your mappings for this code B value.

Return to step 4(a) if you want to map additional code B values. After you have mapped all the values that you want to map, you can create Limit Field Value Range by Relations Actions for UI rules based on this relationship.

CORRECTION:  
(continued)

### Configure a Limit Field Value Range by Relations Action

After you create a relationship between two codes, and you create a value reference mapping between them, you can use this relationship to create a Limit Field Value Range by Relations action in a UI rule.

For this procedure, assume again that you have created a relationship from code A to code B and that you want to use this relationship to limit code B's values by using a UI rule:



**To configure a Limit Field Value Range by Relations Action, complete the following steps:**

- 1 In the UI rules wizard, select the Limit field value range by relations action.
- 2 If you are not in the process of creating a UI Rule, see the online help topic titled, "Creating Database Rules and UI Rules."
- 3 In the **Name** box, type a name for the Action that you are creating.
- 4 *Optional:* Select the **Blocked** box if you want to disable this Action.
- 5 In the **Target Field** box, select code B, whose values you want to limit.
- 6 In the **Input Field** box, select code A.
- 7 In the **Relationship Type 1** box, select the relationship you defined between code A and code B.

It is possible to create a chain of up to four relationships between codes. In this case, you would select additional Relationship Type fields to traverse this chain.

- 8 Click the **Add to List** button.

You have just created a pattern that will limit the values for code B based on the value of code A when the UI rule trigger condition occurs. You can create a number of patterns if you want to. The patterns are tested in the order they are listed until a pattern returns a set of values.

If you want to create more patterns, repeat steps 5-7.

- 9 When you have finished configuring the action, click **OK**. The new action now displays as an available action for the UI rule.
- 10 Click **Next** to continue creating the UI rule.
- 11 In the **Name** box, type a name for your new rule.
- 12 *Optional:* Select a **Category** for the rule.
- 13 *Optional:* Select **Block** if you want to prevent this rule from firing.
- 14 *Optional:* Select **Debug** if you want the console to print debug information to the rule log file.
- 15 Click **Finish** to save your new UI rule.



**New Content:** Audit Configuration Information

LOCATION: “Audit Configuration Information” online help topic.

ERROR: You can now audit information in the HP OpenView Configuration workspaces.

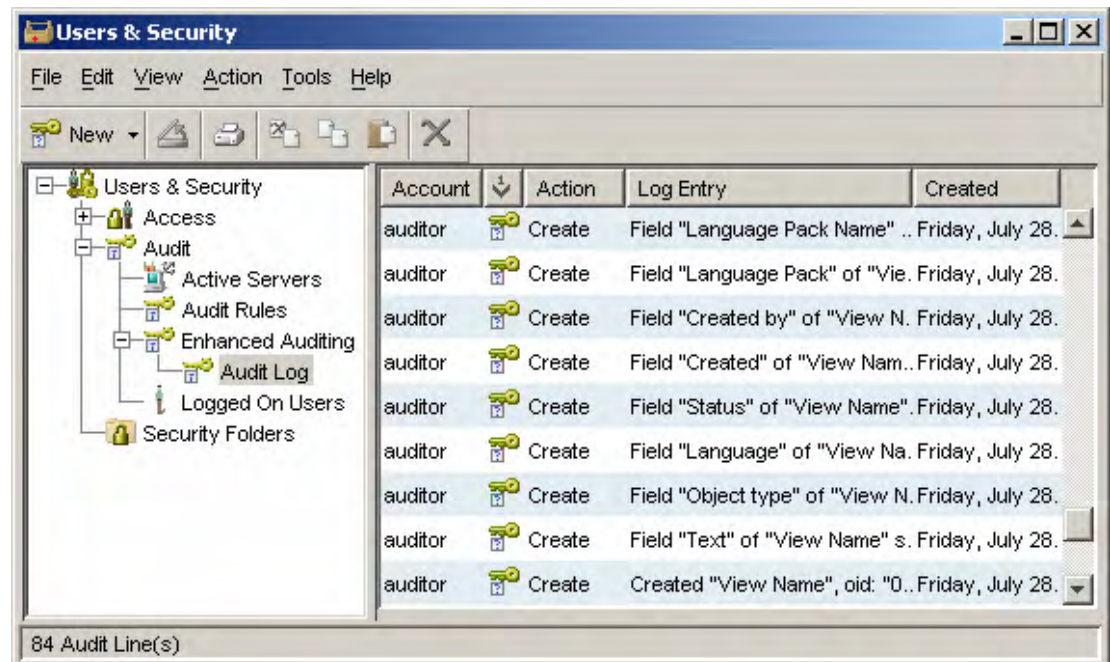
CORRECTION: **Audit Configuration Information**

In addition to auditing objects in the database, you can configure the console to audit changes that occur in the following HP OpenView Configuration workspaces:

- **Actions & Rules**
- **Data**
- **Presentation**
- **System Settings**
- **Templates**
- **Users & Security**

You can also configure the console to audit object deletions and history line deletions.

This enhanced audit information is stored in the HP OpenView database. Here is an example of a list of audit entries:



To manage the amount of audit data in the database, you can archive audit entries that have reached a certain age.

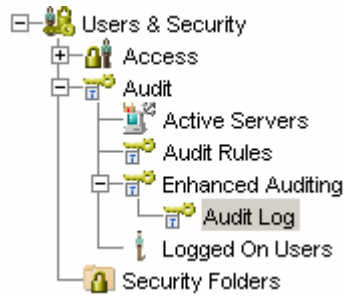
**NOTE:** To view the enhanced audit log or modify the configuration audit settings, you must log on to the console by using an account that includes the Auditor role. The built-in System Administrator account does not include the Auditor role.

**CORRECTION: View the Enhanced Audit Log**  
*(continued)*

You can view a list of all the configuration audit entries that have accrued since the last audit archive operation was performed. Current audit entries are stored in the HP OpenView database.

To view the enhanced audit log:

- 1 Log on to the console by using an account that includes the Auditor role and has permission to view the enhanced audit log.
- 2 In the HP OpenView Configuration workspace group, click **Users & Security**.
- 3 Expand the **Audit** branch.
- 4 Expand **Enhanced Auditing**.
- 5 Click **Audit Log**.



The enhanced audit log entries appear in the right pane.

**CORRECTION:** **Modify the Configuration Audit Settings**  
(continued)

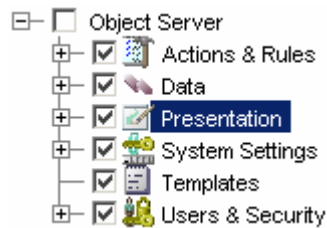
If you are a console auditor, you can instruct the console to create audit entries each time specific items in the HP OpenView Configuration workspace group change. You can also enable auditing for object deletions and history line deletions.

**NOTE:** To modify the configuration audit settings, you must log on to the console by using an account that has the Auditor role. The built-in System Administrator account does not include the Auditor role.

To modify the configuration audit settings:

- 1 Log on to the console by using an account that includes the **Auditor** role and has permission to configure enhanced audit settings.
- 2 In the HP OpenView Configuration workspace group, click **System Settings**.
- 3 Double-click the **Audit Configuration** icon.
- 4 In the Audit Configuration dialog box, click the **Audit Configuration** tab.
- 5 If you want to audit changes that take place in any of the HP OpenView Configuration workspaces, follow these steps:
  - a. Select **Enable Enhanced Auditing**.

b. In the workspace tree on this tab, select all the things you want to audit:



— You can select whole branches of the tree or individual items within each branch.

- 6 If you want the console to create an audit entry whenever an object is deleted from the database, select **Audit Item Deletions**.

An audit entry will only be created if one or more attributes of this object type are already being audited. See the online help topic titled “Configure Audit Rules” for more information about auditing objects.

- 7 If you want the console to create an audit entry whenever a history line is deleted, select **Audit History Line Deletions**.
- 8 Click **OK**.
- 9 Log off the console.

**CORRECTION:**    **Archive Audit Information**  
(continued)

If you are a console auditor, you can initiate an archive process to move old audit entries to an archive file. This controls the size of the audit information in the database. You can specify the location of both the archive file and the log file for the archive process. You can also specify the age at which audit file entries should be archived.

To archive audit information:

**NOTE:** To modify the configuration audit settings, you must log on to the console by using an account that has the Auditor role. The built-in System Administrator account does not include the Auditor role.

- 1 Log on to the console by using an account that includes the Auditor role and has permission to configure enhanced audit settings.
- 2 In the HP OpenView Configuration workspace group, click **System Settings**.
- 3 Double-click the **Audit Configuration** icon.
- 4 In the Audit Configuration dialog box, click the **Archive Configuration** tab.
- 5 In the **Archive file** box, type or browse to the folder (directory) where you want the console to store the archive of audit entries.
- 6 In the **Log file** box, type or browse to the folder (directory) where you want the console to keep the log file for the archive process.
- 7 In the **Days** box, enter the age in days after which an audit entry should be archived.
- 8 Click **Start** to initiate the archive process. The progress bar indicates what fraction of the process is completed.
- 9 When the archive process is finished, click **View Archive** to see the contents of the archive file; click **View Log** to see the details about the archive process.

## HP OpenView Performance Insight

To use HP OpenView Performance Insight with Service Desk 5.10, 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 from which you want to report)
- Your choice of the following:
  - HP OpenView Performance Insight Report Pack for Helpdesk Manager
  - HP OpenView Performance Insight Report Pack for Change Manager
  - HP OpenView Performance Insight Report Pack for Service Level Manager

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 5.10. The starter bundle 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.

---

# 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 5.10 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 5.10 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/>**

- 1 From the Select Product Category list, select **Software and Operating Systems**, and then click **Go**.
- 2 On the next screen, select **HP OpenView Service Desk** from the Product Family list, and then click **Go**.

You can request accessible electronic manuals for this product by visiting the HP OpenView Product Manuals web site at:

**[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)**

- 1 Click **Send Feedback** near the bottom of the page.
- 2 Specify the product name, product version, operating system, and document names, and indicate that you would like to obtain them in fully accessible form.

## Configuring HP OpenView Service Desk 5.10 Accessibility

To activate accessibility support, perform the following:

- 1 After product installation, look in the following directory:

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

On Windows, the default *INSTALLDIR* is the following:

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

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

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

If the files are not in the correct directory, download the Access Bridge 2.0.1 Manual Install (.zip) from the following website:

**<http://java.sun.com/javase/technologies/accessibility/accessbridge/>**

After downloading, unpack the file to the following directory:

```
%INSTALLDIR%\nonOV\jre\b\AccessBridge\
```

Copy the two jar files (listed above) from the following directory:

```
%INSTALLDIR%\nonOV\jre\b\AccessBridge\installerFiles\
```

- 2 Add the AccessBridge directory to your path:

```
PATH=%INSTALLDIR%\nonOV\jre\b\AccessBridge\installerFiles\;%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\b\lib directory.
```

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

```
%INSTALLDIR%\nonOV\jre\b\AccessBridge\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 about the integration with HP OpenView Operations, refer to the *HP OpenView Service Desk Operations Integration Administrator's Guide*. For information about the other integrations, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*. These guides are released with the integration release of which they form a part. They are not delivered in Service Desk 5.10.

---

## 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 `server_<build number>_HPOvInstaller.txt` log file, located in the `%TEMP%\HPOvInstaller\` folder.

The component log files are located in `%TEMP%` 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 (for example, 5.10.742)

`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 (for example, 5.10.742)

`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 words "Return Value 3", which usually indicates there was an error.

On HP-UX, 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:

- *Windows*  
`del C:\Program Files\HP OpenView\data\tmp\*.*`
- *UNIX*  
`rm -f /var/opt/OV/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
```

## Socket Time Out

### Problem

In some cases, the default value for the Socket Time Out management server setting is too low. This problem has been noted on the Sun Solaris operating system.

If the following message appears in the `system0.0.en_US` log file, it might indicate that this setting should be increased:

```
com.hp.ov.obs;SEVERE;Error: Interrupted due to: Read timed out.
```

### Solution

Increase the value of Socket Time Out. Set a value of 5000ms (1000ms is the default).

For more information about how to change Socket Time Out, refer to the *HP OpenView Service Desk Administrator's Guide*.

---

# Support

You can visit the HP Software support web site at:

**[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)**

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

HP Software 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 valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into 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 sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

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

**<http://h20229.www2.hp.com/passport-registration.html>**

---

## Legal Notices

© Copyright 2005-2011 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java™ is a US trademark of Sun Microsystems, Inc.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

OpenView® is a registered U.S. trademark of Hewlett-Packard Company.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.