

# **HP OpenView Service Desk 3.0**

## **Service Desk Administrator's Guide**

**First Edition**



**Manufacturing Part Number: N/A**

**November 2000**

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**1. Accounts Administration**

Accounts .....	16
Types of Accounts .....	16
Licensing .....	17
Creating Accounts .....	18
Modifying Accounts .....	21
Disabling and Removing Accounts .....	21
Adding a Role to an Account .....	23
Roles .....	24
Advanced item access .....	26
Including Roles within Roles .....	27
Linking Roles and Accounts .....	28
Authorization issues .....	30
Security .....	31
Time Outs .....	31
Logon Screen .....	31

**2. Localization**

The Localization Pack .....	34
Localizing sd_event and sd_export .....	39
Implementing the Help Files .....	40

**3. Rule Manager**

Using Rule Manager .....	44
About the Agent .....	46
Resending Failed Actions .....	46
Creating Database Rules .....	47
Creating Command Exec Actions .....	52
Creating Email Actions .....	56
Creating Actions to Update Service Desk Data .....	59

**4. Server/client Settings and Issues and Configuring SSP**

Configuring SSP .....	62
Server/client Settings and Issues .....	63
Server.root .....	63
Session.timeout .....	63
ITP Service .....	64
HTTP Post Service .....	66

---

# Contents

SMTP Service for Inbound E-mail . . . . .	67
SMTP Service for Outbound E-mail . . . . .	68
Log Options . . . . .	70

## 5. Integrating Solution Fields with Web Applications

The Example Web Application . . . . .	73
Programming Instructions . . . . .	77
Parameters . . . . .	78
The WebControlExample.htm File . . . . .	79

## 6. System Maintenance

System backup . . . . .	84
-------------------------	----

Figure 1-1. Administrator console dialog box . . . . .	19
Figure 1-2. Account dialog box . . . . .	20
Figure 1-3. Account - Remove linked items dialog box . . . . .	22
Figure 1-4. Account - Adding a role to an account . . . . .	23
Figure 1-5. Administrator console dialog box . . . . .	24
Figure 1-6. Role dialog box . . . . .	25
Figure 1-7. Roles - Item Access dialog box . . . . .	26
Figure 1-8. Roles - Forms, views, templates, and actions dialog box. . . . .	27
Figure 1-9. Role - include role . . . . .	28
Figure 1-10. Role - Link accounts . . . . .	29
Figure 1-11. General Settings dialog box . . . . .	32
Figure 2-1. The regional settings screen. . . . .	35
Figure 3-1. Rule Manager Concept . . . . .	45
Figure 3-2. Select a Service Desk item . . . . .	47
Figure 3-3. Add Conditions . . . . .	48
Figure 3-4. Configure Conditions . . . . .	49
Figure 3-5. Add Actions . . . . .	50
Figure 3-6. Create a Command Exec Action. . . . .	51
Figure 5-1. The Service Desk Web Integration dialog box. . . . .	74
Figure 5-2. The Web Service button . . . . .	75
Figure 5-3. Clicking the arrow on the Web Service button . . . . .	76
Figure 5-4. Clicking the Web Service button . . . . .	76
Figure 5-5. The HP OpenView Service Desk Enabled logo . . . . .	78



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## Preface

This document describes procedures for configuration and maintenance of HP OpenView Service Desk 3.0. Included in the document are instructions for setting up and maintaining user accounts and roles, localization, database maintenance and backup.

This guide is intended for use by any application administrator who has the responsibility to set up and maintain the Service Desk application server for client usability. This will generally mean ensuring Service Desk meets the procedural requirements of the user organisation. HP OpenView Service Desk 3.0 is an extremely flexible product, and virtually all functionality is customizable. This great flexibility, however, implies that careful consideration must be applied to the set up and maintenance of the product.

This guide is organized as follows:

- Chapter 1, “Accounts Administration,” on page 15 explains how to create and maintain accounts and roles.
- Chapter 2, “Localization,” on page 33 describes how to install a localization pack and what error may occur during the process.
- Chapter 3, “Rule Manager,” on page 43 provides guidance on using database rules, and setting up the rule manager agent using the rule manager wizard.
- Chapter 4, “Server/client Settings and Issues and Configuring SSP,” on page 61 discusses configuration for ITP, HTTP, and SMTP for Self-Service Pages and servers.
- Chapter 5, “Integrating Solution Fields with Web Applications,” on page 71 explains how to build an integration with Service Desk into a Web application. It describes an example Web application provided with Service Desk, and provides programming instructions for the integration.
- Chapter 6, “System Maintenance,” on page 83 suggests procedures for backing up your Service Desk database.

## Revision History

When an edition of a manual is issued with a software release, it has been reviewed and tested and is therefore considered correct at the date of publication. However, errors in the software or documentation that were unknown at the time of release, or important new developments, may necessitate the release of a service pack that includes revised documentation. Revised documentation may also be published on the Internet, see the section We Welcome Your Comments! below, for the URL.

A revised edition will display change bars in the left-hand margin to indicate revised text. These change bars will only mark the text that has been edited or inserted since the previous edition or revised edition.

When a revised edition of this document is published, the latest revised edition nullifies all previous editions.

**Table 1**                      **Revision History**

<b>Edition and Revision Number</b>	<b>Issue Date</b>	<b>Product Release</b>
First Edition	November 2000	Service Desk 3.0, Service Pack 3.



## Related Publications

This section helps you find information that is related to the information in this guide. It gives an overview of the Service Desk documentation and lists other publications you may need to refer to when using this guide.

### The Service Desk Documentation

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

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**NOTE**

This section lists the publications provided with Service Desk 3.0. Updates of publications and additional publications may be provided in later service packs. For an overview of the documentation provided in service packs, please refer to the readme file of the latest service pack. The service packs and the latest versions of publications are available on the Internet. See the section “We Welcome Your Comments!” in this preface for the URLs.

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

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

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

The Supported Platforms List is available as a PDF file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Supported_Platforms_List.pdf`.

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

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

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

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

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

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

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

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

- The *HP OpenView VantagePoint Service Desk 3.0 Computer Based Training (CBT)* CD-ROM is intended to assist you in learning about the functionality of HP OpenView VantagePoint Service Desk 3.0 from both a user and a system administrator perspective. The CD-ROM contains demonstration videos and accompanying texts that

explain and show how to perform a wide variety of tasks within the application. The CBT also explains the basic concepts of the Service Desk application.

The CBT is shipped automatically with the regular Service Desk software on a separate CD-ROM.

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

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


### **Reading PDF Files**


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

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

### **Using the Online Help**

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

- To get help for the window or dialog box you are working in, do one of the following:
  - Press **F1**.
  - Click the help toolbar button .
  - Choose **Help** from the **Help** menu.

— Click the help command button  in a dialog box.

- To search for help on a specific subject using the table of contents or the index of the help system: choose Help Contents & Index from the Help menu.



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




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

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

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

1. First activate the “What’s This?” mouse pointer in one of the following ways:
  - Press **Shift+F1**.
  - Click the “What’s This?” toolbar button .
  - Choose What’s This? from the Help menu.
  - In dialog boxes, click the question mark button  in the title bar.

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

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

To close the pop-up window, click anywhere on the screen or press any key on your keyboard.

## Typographic Conventions

The table below illustrates the typographic conventions used in this guide.

Font	What the Font Represents	Example
<i>Italic</i>	References to book titles  Emphasized text	See also the <i>HP OpenView Service Desk: Installation Guide</i> .  <i>Do not delete</i> the System user.
<b>Bold</b>	First-time use of a term that is explained in the glossary	The <b>service call</b> is the basis for incident registration.
Courier	Menu names  Menu commands  Button names  File names  Computer-generated output, such as command lines and program listings	You can adjust the data view with the commands in the View menu.  Choose Save from the menu.  Click Add to open the Add Service Call dialog box.  To start the installation, double-click setup.htm.  If the system displays the text C:\>dir a: The device is not ready then check if the disk is placed in the disk drive.
<b>Courier bold</b>	User input: text that you must enter in a box or after a command line	If the service call must be solved within 30 minutes, enter <b>30</b> .
<i>Courier italic</i>	Replaceable text: text that you must replace by the text that is appropriate for your situation	Go to the folder X:\Setup, where X is your CD-ROM drive.
<b>Helvetica bold</b>	Keyboard keys  A plus sign (+) means you must press the first key ( <b>Ctrl</b> in the example), hold it, and then press the second key ( <b>F1</b> in the example).	Press <b>Ctrl+F1</b> .

## **We Welcome Your Comments!**

Your comments and suggestions help us understand your needs, and better meet them. We are interested in what you think of this manual and invite you to alert us to problems or suggest improvements. You can submit your comments through the Internet, using the HP OpenView Documentation Comments Web site at the following URL:

[http://ovweb.external.hp.com/lpe/comm\\_serv](http://ovweb.external.hp.com/lpe/comm_serv)

If you encounter *serious errors* that impair your ability to use the product, please contact the HP Response Center or your support representative.

The latest versions of OpenView product manuals, including Service Desk manuals, are available on the HP OpenView Manuals Web site at the following URL:

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

Software patches and documentation updates that occur after a product release, will be available on the HP OpenView Patches Web site at the following URL:

<http://ovweb.external.hp.com/cpe/patches>

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# **1 Accounts Administration**

This chapter discusses the administration and maintenance tasks associated with User and Administrator Accounts, their permitted access rights and other security related issues.

## Accounts

In a typical set-up, Service Desk requires three types of user accounts, a database user, an application administrator, and at least one end user. This set-up, is of course, variable. For instance, if you are using an Oracle database you will be using two database accounts (a database user and a repository user), or if you are only using the client software installed with the application server you will not have any user accounts. Large organisations may be using multiple application servers, as well as a large number of end users, but the increased number of accounts will always retain the same end user account, administrator account, database user account relationship.

When you install the Service Desk application server, you will also have to define a new, or specify an existing, database administrator account. However, once the database is set up and the application server is installed, Service Desk will not use this account again.

### Types of Accounts

As mentioned above, there are three types of accounts:

- Database user accounts.  
The Service Desk application server uses these to communicate with the database. If you are using an SQL Server database there is only one database user needed per AppServer - Database relationship, but if you are using an Oracle database there are two accounts (a database user and a repository user) per AppServer - Database relationship. By AppServer - Database relationship we refer to the communication between a single application server and a single database.
- Service Desk Administrator account.  
Each installation of the Service Desk application server must have at least one Service Desk administrator account. This administrator account has all the Roles and authorization requirements to access every function of the Service Desk application. The Service Desk administrator counts as one of your licensed users.

The Administrator account has the default user name of “System” with the default password of “servicedesk” and is case sensitive.



- **Client accounts.**

The number of end user Client accounts is dictated by the number of licenses purchased, and their access to Service Desk functionality is limited by the Roles assigned to them. Roles are assigned to user accounts by the Service Desk administrator at the time the accounts are created and they can be modified at any time. The Service Desk user account details are stored in the user's Windows profile by the connections wizard. The users will not have to enter their log on name and password each time they start Service Desk as it will be read from the Windows profile, although you specify that clients must log on each time they connect to application server (see "Logon Screen" on page 31). However, each time a user (that does not have to log in) tries to access Service Desk from a client machine that he has not used before, the connection wizard will be started and when the connection is made entries will be added to the Windows profile and registry.

A client account can be used in either two tier or three tier mode. Three tier mode is when the client connects to the database via the application server. The vast majority of user accounts ought to connect in three tier mode. Two tier mode is when a client connects to the database directly, bypassing the application server. Two tier mode will usually only be used for technical reason, for instance when debugging. When two tier mode is used Database rules are not kicked off, as the application server is missing.

There are two more variations of the Client account. These are non-UI accounts for data exchange and Self-Service Pages (SSP) users. These accounts can not log in Service Desk, but they can send data to the application server and database. However, they are not counted among the licensed users.

## **Licensing**

For information about how to get and install your license keys, see Chapter 4 of the *HP OpenView Service Desk 3.0 Installation Guide*.

You must not create more user accounts than your license permits. If you have used a temporary license key to create more users than you have a permanent license for, you must delete the extra users before the temporary license key runs out. If you do not, all access to Service Desk will be denied at the expiry date.

## Accounts

The number of licensed users is the maximum number of users who can be logged into Service Desk at any one time.

When entering your license key in Service Desk, enter it exactly as shown, without quotation marks; it is case-sensitive.

## Creating Accounts

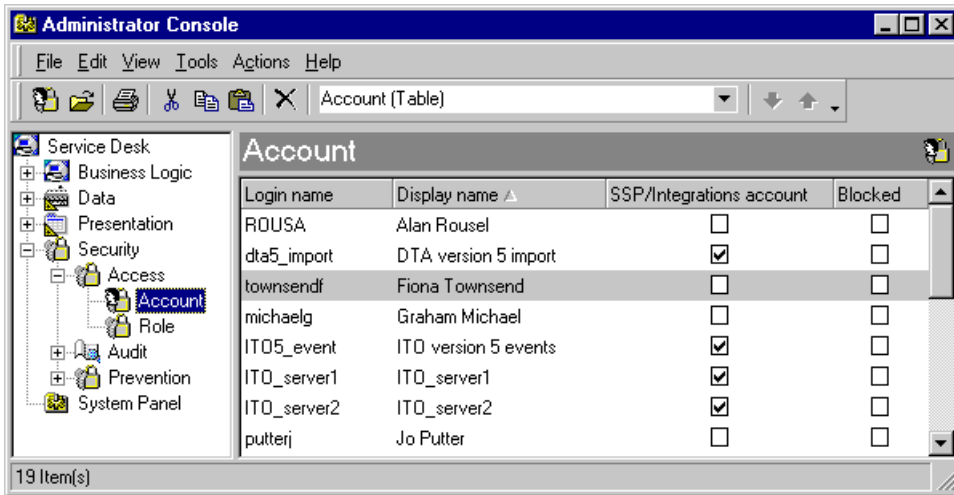
Once you have created their accounts, the users must connect to the Server using the Connections Wizard before they can log into the Service Desk client on their machine. It is worth bearing in mind before creating a user account that the user must enter specific details in the connections wizard and that you must provide this information to them. It may also be worthwhile to prepare some standards in advance. For instance, you may decide that the user's log in name for Service Desk should be the same as that for NT to minimise confusion, or that the Friendly Name (which the user can edit in the wizard) should follow some sort of specific format for consistency. To complete the connections wizard, the user must be informed of the Service Desk application server host name.

Before users can access Service Desk, their accounts must each be assigned a Role. There are two ways to assign a role to an account, one is described at the end of this section below, and the other in described in the following section that discussed Roles.

To create an account, do the following:

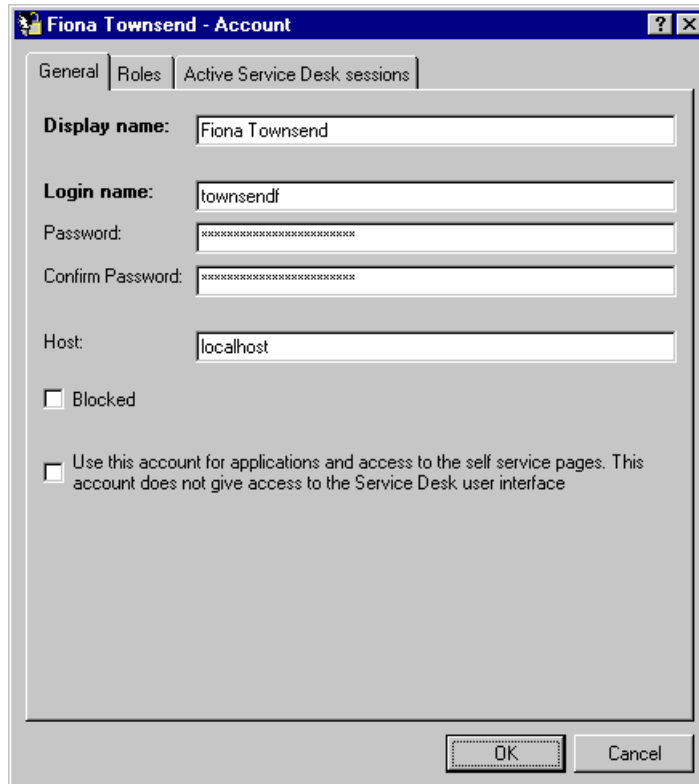
1. Start the Service Desk application server.
2. From the Tools menu, choose System.
3. In the Administrator Console, expand the Security node.
4. In the Access branch, select Account.

**Figure 1-1 Administrator console dialog box**



5. Right-click in the Account view and choose New Account from the popup menu. The Account dialog box is displayed:

**Figure 1-2 Account dialog box**



6. Type the name to be displayed when referring to this account. This is the name that will normally be displayed, for instance, in the Active Service Desk sessions tab page.
7. Enter the login name that the user will use to log in to Service Desk. This may be the same as the user's NT log in, but it is not required.
8. Enter a password, and confirm the entry. This may be the same as the user's NT password. There are no rules for the password, it can even be left blank, but this is not advisable. If you provide the user with a password they can change it by using **Options** from the **Tools** menu and then selecting **Accounts** and then **Change Password**.
9. Enter the name of the users 'home' machine in the **Host** field, this will be used by the Service Desk agent when processing actions. If the user logs onto Service Desk from a different machine, actions processed by the agent will still be routed to the user's home machine

unless this field is changed to the new machine.

10. Use the `Blocked` checkbox to ensure that the account cannot be used. This may be a useful alternative to deleting an old or redundant account.
11. Check the `Use this account for...` checkbox if the account is being created for a user who will not be logging into Service Desk directly but who will be using Integrations or the Self Service Pages. This account is not included as one of the licensed accounts.

## Modifying Accounts

Once created, a user account can be changed at any time.

To modify an account:

1. Start the Service Desk application server.
2. From the `Tools` menu, choose `System`.
3. In the `Administrator Console`, expand the `Security` node.
4. In the `Access` branch, select `Account`.
5. Select the account you want to modify. Right-click in the `Account` view and choose `Open` from the popup menu.
6. In the account dialog change the details as required.

## Disabling and Removing Accounts

User accounts can be fully removed from the system, or disabled (blocked) so that they cannot be used.

When you delete an account you must first remove any associated records in the database, for example, service calls. For this reason it is often preferable to block an account rather than physically delete it. However, if the account is only blocked, it still counts towards the total for licensing purposes.

To block an account:

1. Start the Service Desk application server.
2. From the `Tools` menu, choose `System`.
3. In the `Administrator Console`, expand the `Security` node.

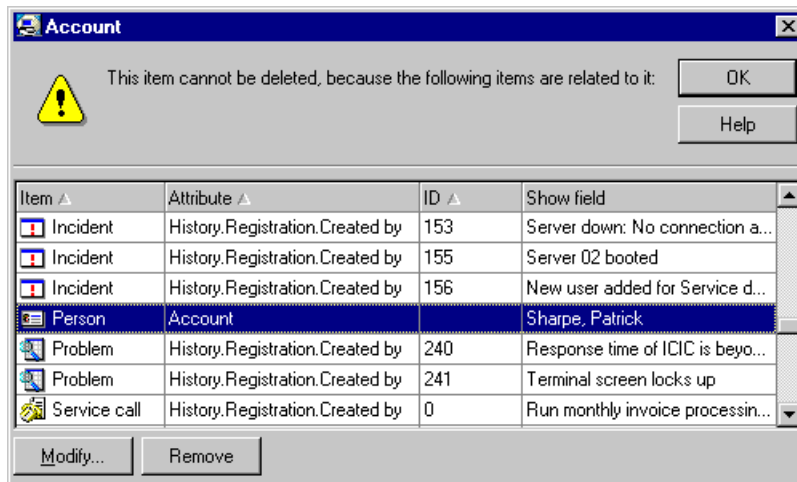
**Accounts**

4. In the **Access** branch, select **Account**.
5. Select the account you want to block. Right-click in the **Account** view and choose **Open** from the popup menu.
6. In the accounts dialog box, use the **Blocked** checkbox to ensure that the account cannot be used.

To remove an account:

1. Start the Service Desk application server.
2. From the **Tools** menu, choose **System**.
3. In the **Administrator Console**, expand the **Security** node.
4. In the **Access** branch, select **Account**.
5. Select the account you want to remove. Right-click in the **Account** view and choose **Delete** from the popup menu. A popup dialog box is displayed.
6. Choose **Yes** to delete the account. If the account has no links to other items, for example, a person record, or work orders, it will be deleted. If the account does have links to other items a dialog box will be displayed listing all the associated items:

**Figure 1-3 Account - Remove linked items dialog box**



7. Select each item individually and click *Remove*. This will physically remove the record from the database. When all linked items have been removed, you can delete the account.

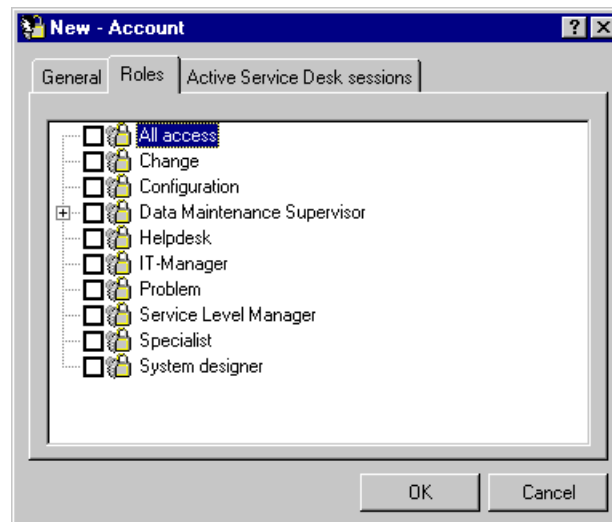
## Adding a Role to an Account

Before an account can be used to access Service Desk, a Role must be assigned to the account.

To assign an existing role to a new account:

1. Start the Service Desk application server.
2. From the *Tools* menu, choose *System*.
3. In the *Administrator Console*, expand the *Security* node.
4. In the *Access* branch, select *Account*.
5. Right-click in the *Account* view and choose *New Account* from the popup menu. The *Account* dialog box is displayed. Create a new account as described above in the section “Creating Accounts” on page 18.
6. Click the *Roles* tab, and select the check boxes for the roles that the user needs. An account can have multiple roles.

**Figure 1-4** Account - Adding a role to an account



## Roles

The access rights that an account has to Service Desk are defined by applying a Role, or multiple roles, to the account.

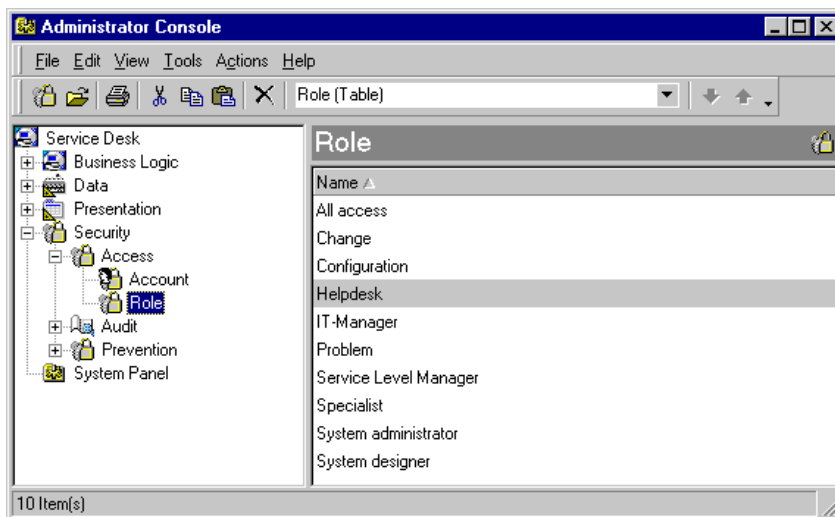
Role gives a user access to items and specific rights to manipulate those items. An item is a specific type of database record, for instance a Service Call, a Work Order, or a Change. There are 11 types of items used in Service Desk. Each item type can be Inserted (created), Modified (edited), Viewed (read), and Removed (deleted). Some item types also have templates that need to be maintained.

A role therefore can be created for each particular job function in an organization that needs access to Service Desk. Roles can be combined to create high level roles, or tailored for single individuals.

To create a Role:

1. Start the Service Desk application server.
2. From the Tools menu, choose System.
3. In the Administrator Console, expand the Security node.
4. In the Access branch, select Role.

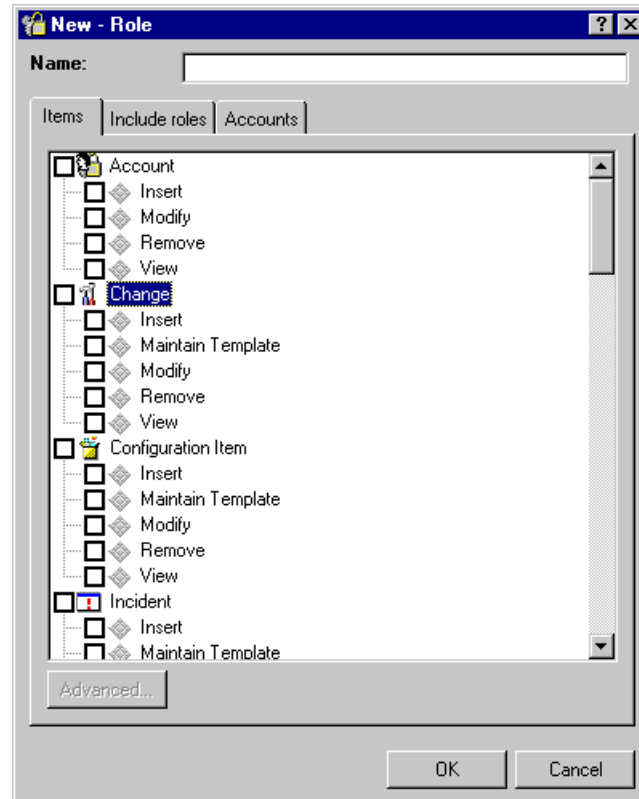
**Figure 1-5 Administrator console dialog box**





5. Right-click in the Role view and choose New Role from the popup menu. The Role dialog box is displayed:

**Figure 1-6** Role dialog box



6. Enter a name for the new Role, this is the name that will be displayed in the Role view of the Administrator Console.
7. Select the check boxes for the access rights you want the role to have. If you select the main check box for each item (to the left of the icon), all the access rights for that item will be selected. If you don't want to give the role the ability to use all access rights for any item, select just the access rights needed.
8. Roles can be fine tuned to allow or deny access to particular fields, forms, view, templates, and actions.

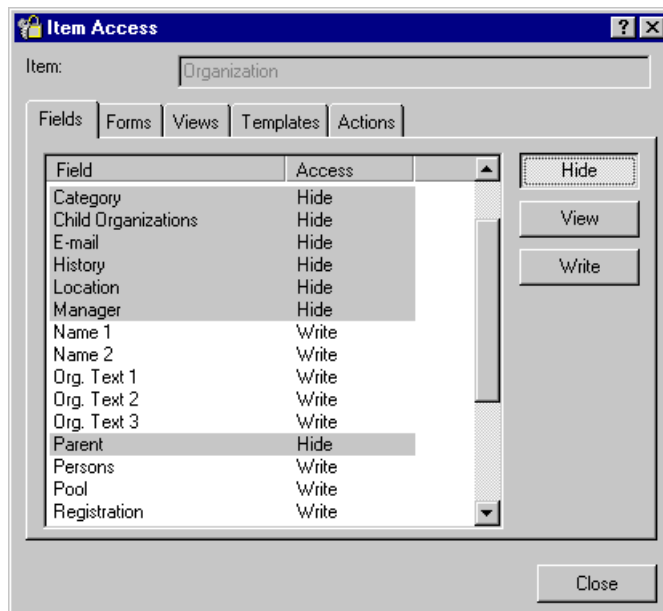
## Advanced item access

For fine tuning access to selected items can be further defined so that specific fields, forms, views, templates, and actions can be hidden from all users with particular roles.

To allow or restrict access to fields, forms, views, templates, and actions:

1. In the role dialog box select the item you wish to further define. Click Advanced. The Item Access dialog box is displayed.
2. Click the tabs to select fields, forms, views, templates, or actions.
3. If you select the Fields tab, and do the following: The list displays all fields available for the item you selected in the Roles dialog box. The default is that all fields are writable. Select the fields that you want to make invisible, or view only, to the user with the previously select role. Click the Write, View, or Hide buttons.

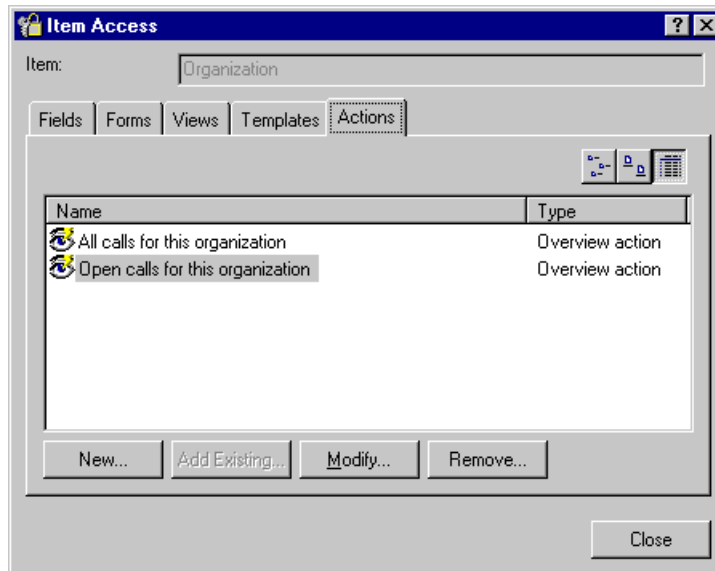
**Figure 1-7 Roles - Item Access dialog box**



4. Select the forms, views, templates, or actions tabs and do the following: The default is that there are no forms, views, templates, or actions assigned to the item, these can be added to the item by either creating new or adding existing ones. To create new forms, views,

templates, or actions click the New button (this procedure is described in the online help). To add existing forms, views, templates, or actions click the Add existing button and select an item from the displayed list.

**Figure 1-8 Roles - Forms, views, templates, and actions dialog box**



5. Once forms, views, templates, or actions have been added they can be modified or removed by clicking on the `Modify` or `Remove` buttons.
6. With forms, views, and templates, you can define one of the available items as a default.

## Including Roles within Roles

On some occasions it may be more efficient to combine two or more existing roles to create a new role, rather than to duplicate the work.

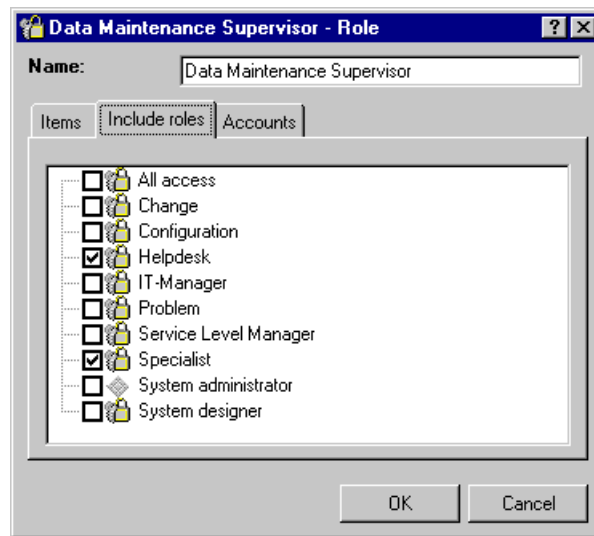
However, it should be remembered that any existing roles you use to create a new role may already have other roles included within them. When a role is created using a combination of existing role, the new role will have the access rights of all the included roles. This could mean that the new role may end up having as much access as the system administrator role.

## Roles

To include a role within a role:

1. Access the `Role` dialog box as described above.
2. In the `Role` dialog box, click the `Include Roles` tab.
3. Select the roles to be included in the new or modified role.

**Figure 1-9** **Role - include role**



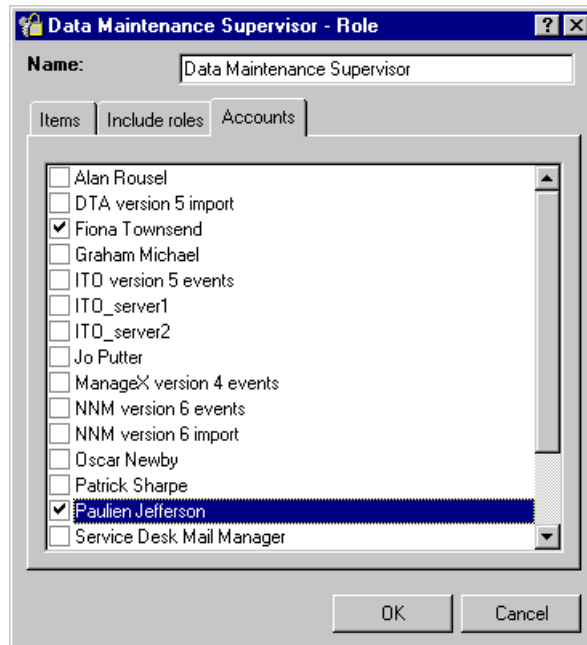
## Linking Roles and Accounts

Roles can be linked to one or more existing user accounts at the time the role is created, or at any time using the method described below. The accounts displayed in the dialog box are all your licensed users.

To link a role to an account:

1. Access the `Role` dialog box as described above.
2. In the `Role` dialog box, click the `Accounts` tab.
3. Select the checkboxes for the accounts that will utilize the new or modified role.

**Figure 1-10**    **Role - Link accounts**



## **Authorization issues**

It is important that the NT account that starts up the HP OpenView Service Desk Service has access rights to all servers, drives, and folders that Service Desk may need to use.

If the NT Service start up account does not have sufficient rights, some of the functionality of Service Desk may be lost. For example, one feature of Service Desk is that it can be set up to automatically create a service call when it receives an e-mail from a customer, this e-mail is then included with the service call as an attachment. However, the e-mails are stored in a specific attachments folder (sometimes on a dedicated file server), and so if the start up account does not have access rights to this folder a service call is not created and the e-mail is not stored.

Ensuring that the start up account has sufficient access right is also relevant when making database dumps to shared drives, the start up account must have access to the shared drive.

## Security

Two simple features help maintain security of Service Desk.

### Time Outs

A session is created on the server whenever a user starts the Service Desk on their client machine. If the client console is inactive for more than the timeout period, the session will be removed. Consequently, the user must log on again to create a new session. The user will not receive any online notifications when the session has been removed from the server.

The timeout is a simple way to ensure that unauthorized persons do not attempt to access the Service Desk database, and is used to make sure that client connections do not remain open indefinitely. Removing unused sessions also frees up system resources. The timeout applies equally to all client accounts, and is set by default to 120 minutes.

To change the timeout period:

1. On the server, locate the configuration file `<service desk root>\server\sd.conf` in the Service Desk application directory structure. This is the main Service Desk application server configuration file.
2. Find the section “Session.timeout” and edit the time (in minutes).
3. Save the file.

### Logon Screen

Service Desk can be set up to display a dialog box whenever a user tries to connect to the application server. The user will be required to enter their user name, password, and the database to which they will connect. This feature applies to all client connections.

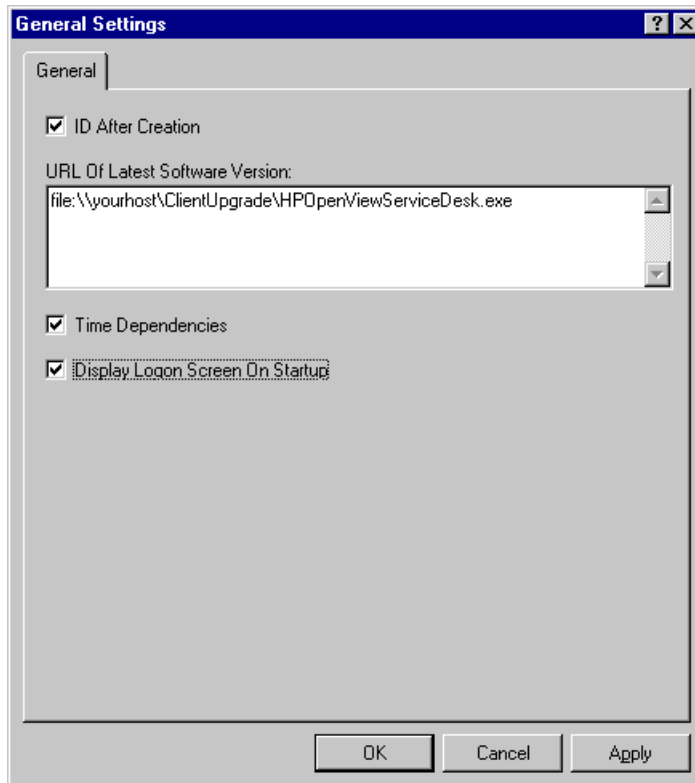
To set Display Logon Screen:

1. Start the Service Desk application server.
2. From the Tools menu, choose System.
3. In the Administrator Console, select System Panel.

Accounts Administration  
**Security**

4. In the System Panel view double-click the General Settings icon.
5. In the General Settings dialog box select the Display Logon Screen On Startup checkbox.

**Figure 1-11** General Settings dialog box





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## **2**      **Localization**

This chapter discusses how to import the XML files provided with the localization pack and how to implement the localized online help.

## The Localization Pack

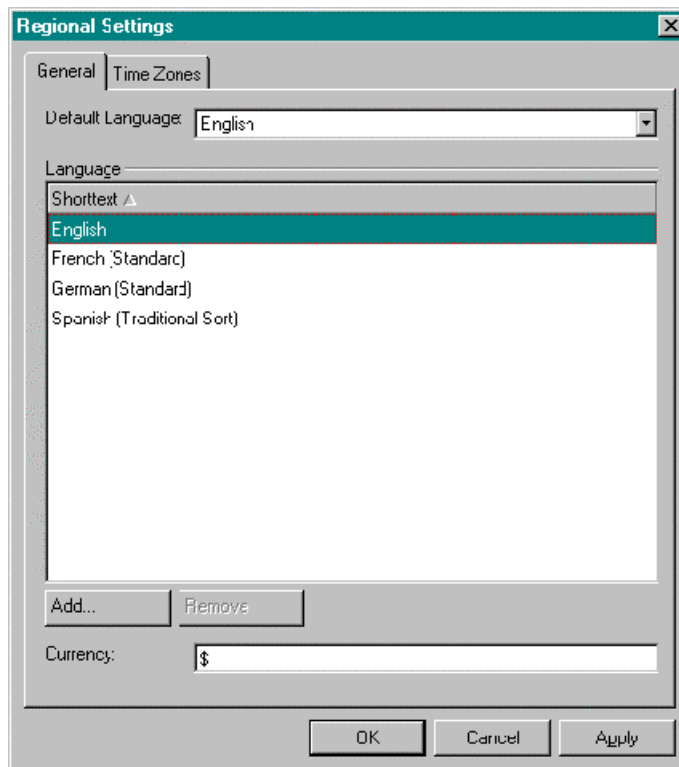
The localization pack consists of:

- `checkloc-oracle.sql` and `checkloc-sqlserver.sql`. These are scripts to check the localization codes in the respective database
- `sd30lang_xx.xml` One or more language XML files (where `xx` is the language code)

To install a new language:

1. Create a new language in Service Desk (always start from the English language). Select `System` from the `Tools` menu to open the Administrator console. Next, in the `System Panel` select `Regional Settings`. The `Regional Settings` screen opens:

**Figure 2-1** The regional settings screen



2. In the Regional Settings screen, click Add. The New Language dialog box appears.
3. In the New Language dialog box, select the new language from the drop-down list, next click Apply and then OK.

---

**NOTE**

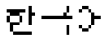
Make sure you choose one of the following languages:

German (Standard)

French (Standard)

Spanish (Traditional sort)

Japanese 日本語

Korean 

If you choose any other language, like for instance Spanish (Modern sort), the localization will not succeed and the language will still be set to English.

---

4. After closing the Regional Settings screen, you return to the Administrator console. Select the `Data` node, then `Data Exchange` and `Data Exchange Tasks`.
  - a. Double-click the import mapping file `sd30lang`
  - b. Clear the export check box.
  - c. Click `Browse` to select the translated XML file name, for example `sd30lang_german.xml`
  - d. Select the import box
  - e. Enter a Service Desk username and password, for example `system/servicedesk`
  - f. Select the import mapping file `sd30lang`
  - g. Select the `Debug` check box if you want additional information in the log file
  - h. Click `OK`. The XML file will be imported into Service Desk. The import mechanism will only perform updates, because it uses the record object ID and language object ID to find the corresponding localizable item.
5. Click the `List log files` button if you want to examine the log file `data_exchange\log\<import mapping>.log` for any errors or warnings.

The following errors and warnings can be ignored:

- Attribute not defined: Comments on entity x (ID=y)
- No changes to save (including stack trace in debug mode)
- Program error: the attribute “Language” of this label text cannot be modified, because the label text record was opened in view mode or because the attribute is read-only while processing attribute Language (text can appear in the imported language)

- Program Error: the attribute “Localizable item” of this label text cannot be modified, because the label text record was opened in view mode or because the attribute is read-only while processing attribute Object ID (text can appear in the imported language)

Common Errors:

- The maximum length of 255 characters has exceeded while processing attribute :Text”. Most texts, like message texts and “What’s this” texts, have a limit of 255 characters.
  - More than one item found while processing attribute Object ID. This only happens in the Labels section and can be ignored for now.
  - com.hp.ifc.ext.ExternalException: you are not allowed to create new items of this type. Sd\_import normally tries to create new items if it cannot find an existing one. This means that there are no object IDs in the XML that do not exist in the repository. This occurs if:
    - the user removes views, actions, forms or tab controls so the object cannot be translated anymore.
    - no language has been created yet. In this case all imported items result in this error message.
6. Run `checkloc-oracle.sql` in SQL\*Plus (for Oracle), or `checkloc-sqlserver.sql` in the Query Analyzer (for SQL server) as the SD repository owner, for example `sd_repo`
  7. Examine the log file `checkloc.log` on:
    - Items that have not been translated: these items do not have a recent modification date. In this case, use the Object ID to find the entry in the XML file to find the internal ID, and use this ID to find out what the message is in the import log file.

---

**NOTE**

This can also be caused by the fact that the translated text is the same as the original English text (No changes to save).

- Items that have a new creation date in English (language code 1033). These items have been added recently by an upgrade or by

the user himself, for example new form titles or tab controls. These items must be translated manually.

---

**NOTE**

This mechanism can be used for an extended or modified localized XML file to fit your specific needs, for example extra form titles can be added or translations can be changed. As long as the XML specific format remains correct, you can alter the file or take portions to do partial imports.

---

## Localizing `sd_event` and `sd_export`

Localization issues for `sd_event` and `sd_export` are solved by providing a message text file in which all localized data is put, for example `sd_event_gb.msgs`.

### [ERROR\_CODES]

1010 No application server specified

1020 Cannot open the log file

1030 Failed to create socket

1040 Could not connect to the application server

1050 The application server is down

1060 Check the `http` flag in `sd.conf`

1070 Invalid path:

1075 Configuration file does not exist

1080 Invalid modus:

1085 No modus specified

1090 No mapping specified

2000 No logon/password specified

2010 Invalid port number

2020 No port number specified

2030 No section found in the configuration file

2040 No class name specified

2050 No sections found in configuration file

2060 Value list may be empty

2070 You may check the `http` flag in `sd.conf`

2080 Possibly no application server specified or the value list is empty

2090 Configuration file must be the first argument [-f configuration file]

Other language files, for example `sd_event_nl.msgs`, can easily be made. The last two characters define the language. The language files normally can be found in the same directory as `sd_event` and `sd_export` (bin directory).

## Implementing the Help Files

This section explains where on the user's system the help files will automatically be placed to make the help available with the application.

When you install Service Desk 3.0, Service Pack 3, all online help .CHM files will automatically be placed in the folder `Service_Desk_installation_folder\repo\locales\locale_identifier` where:

- `Service_Desk_installation_folder` is the folder where Service Desk is installed, by default `Program Files\Hewlett-Packard\OpenView\Service Desk`
- `locale_identifier` is the identifier for the locale, for example 1033 for US English. For a complete list of locales, see below. This folder is automatically created when you create a new language in Service Desk. the new language must be created on each client machine. For instructions on how to create a new language in Service Desk, refer to Service Desk's online help, Step 1 on page 34.

Also, the six header files are placed in the same folder as the CHM files. The header files are required for context-sensitive help: they determine which help topic is invoked when a user presses F1 in a Service Desk screen.

The header files are the same for all languages/locales. The files will be automatically placed in the same folder as the CHM files when you install Service Desk 3.0, Service Pack 3.

- `APPdataforms.h`
- `APPdataviews.h`
- `APPmessages.h`
- `APPothers.h`
- `IFCdataforms.h`
- `IFCdataviews.h`

The identifiers for the locales are as follows:

- 1031 German
- 1033 English (US)



- 1034 Spanish
- 1036 French
- 1041 Japanese
- 1042 Korean

Localization  
**Implementing the Help Files**

---

## **3 Rule Manager**

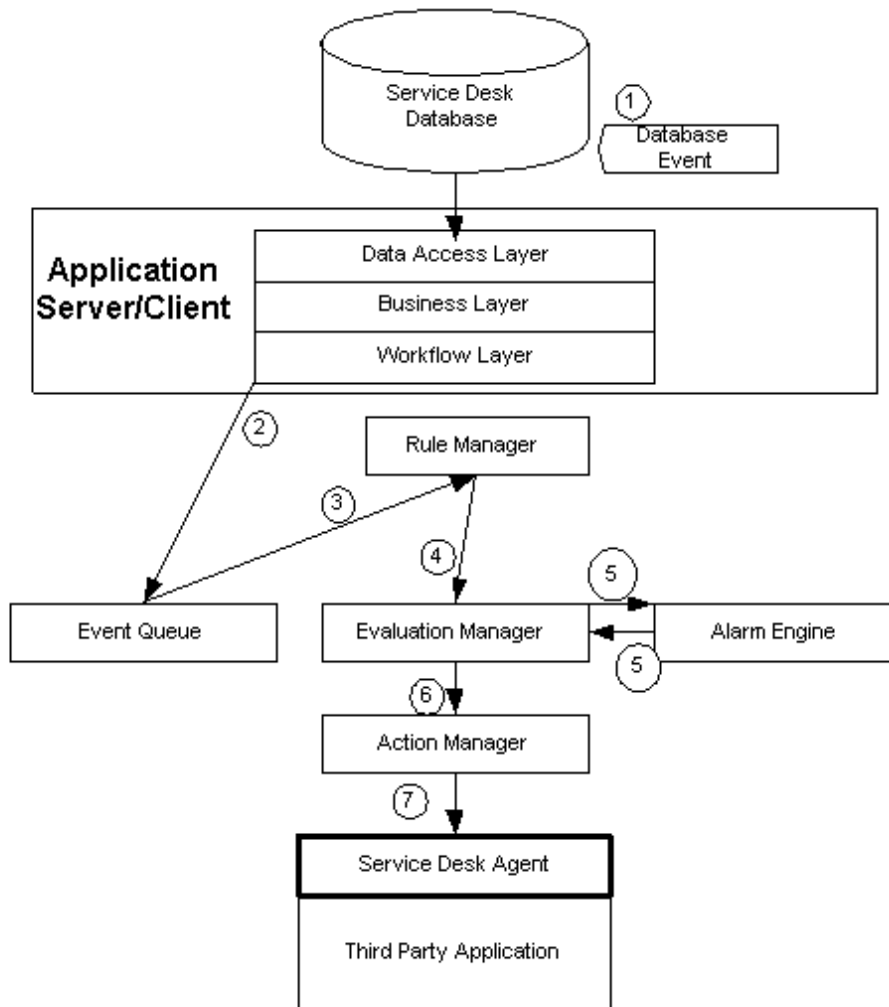
Rules can be created using the Rule Manager to initiate actions in response to events that occur in the Service Desk database. A database event is defined as an insertion, deletion or modification to a database record.

## Using Rule Manager

The Rule Manager can help you optimize your Service Desk processes by using database rules to automatically perform actions. When you create a database rule, Service Desk applies the rule when an item is created, change, or deleted in the database. When the conditions you set for the rule are met, the action you specified for the rule will be executed. The Rule Manager is capable of performing three different type of actions; Command Exec actions, the Send Electronic Mail actions, and actions to Update Data in Service Desk. The steps involved in creating a rule and how you can use the different type of actions are explained in detail in the following sections.

The following diagram shows the overall concept of how the Rule Manager functions. Rules are maintained by the Rule Manager and stored in the Service Desk database. The Rule Manager also performs the vital task of pulling event information from the event queue to determine if the rules apply to the event. A numbered referencing of what occurs at each step in the process, follows the diagram:

**Figure 3-1 Rule Manager Concept**



1. An event occurs in the Service Desk database.
2. The event is sent to the Event Queue by the Service Desk workflow layer.
3. The Rule Manager takes the event from the queue and checks to see if there is an applicable rule for the event. If a rule does not exist for the

- event, the event will be discarded.
4. Events that fit a rule are sent to the Evaluation Manager to check the conditions set for the rule.
  5. If no conditions exist or if all conditions are met the event is sent to the Action Manager and executed.
    - Events with timed conditions are sent to the Alarm Engine.
    - An alarm goes off at the time specified by the timed condition and the timed condition is evaluated by the Evaluation Manager. Non-timed conditions are not re-evaluated, they are only evaluated once.
  6. When the timed condition is met the event is sent to the Action Manager.
  7. The Action Manager can initiate the following three tasks:
    - Command Exec actions are sent to the Rule Manager Agent to be executed.
    - Electronic Mail actions are sent to outbound server to be executed.
    - Update Data actions cause the triggering item to be updated.

---

**NOTE**

---

E-mail actions and Update Service Desk database actions do not use a Rule Manager agent.

## **About the Agent**

The Rule Manager Agent is only used to execute Command Exec actions. It is not used when performing actions to update the Service Desk database. The agent can be installed on Windows NT and UNIX machines. For installation and activation instructions refer to the *HP OpenView Service Desk Installation Guide*.

## **Resending Failed Actions**

When a Rule Manager action cannot reach the agent it is intended for, that action is stored on the Service Desk application server with the agent's name. When the agent is active again it calls the Service Desk application server and gathers the actions assigned to it. The Service

Desk application server is only capable of storing events that failed to reach the agent, not resending them. If the server goes down all of the waiting actions will be lost.

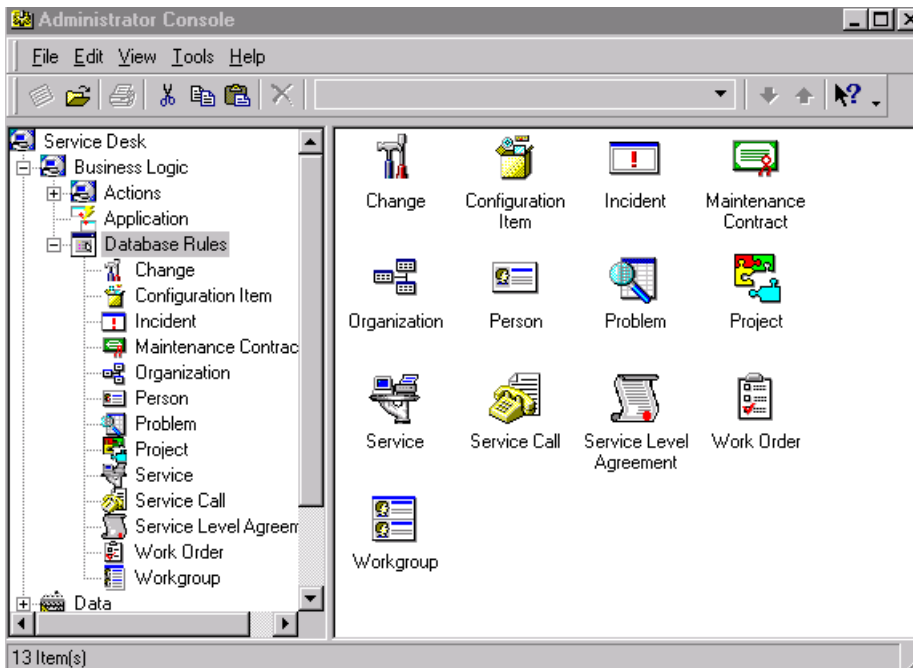
## Creating Database Rules

The procedure below explains how you can use the Rule Manager wizard in Service Desk to create a database rule:

**Step 1.** Select the item in Service Desk that this rule will apply to:

1. From the **Tools** menu select **System**. In the **Administrator Console** double-click **Business Logic** and then **Database Rules**.
2. Select a **Service Desk** item, for example the **Incident** item is used:

**Figure 3-2** Select a Service Desk item

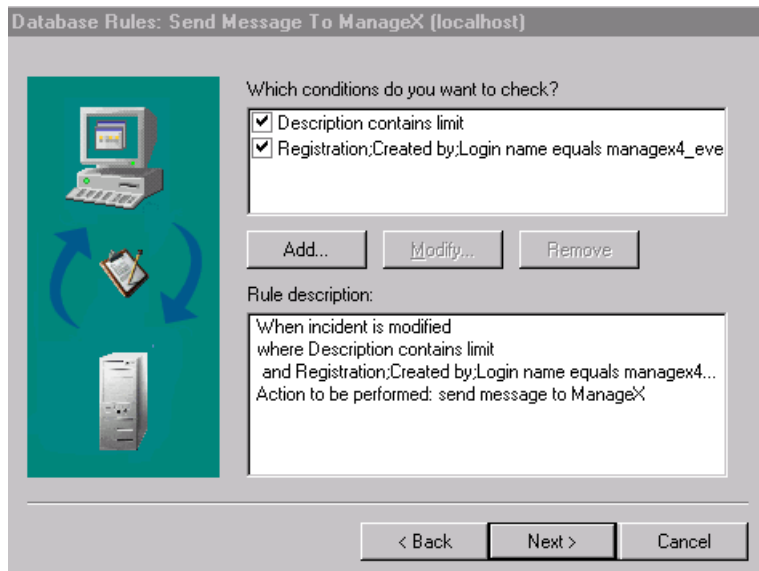


3. Right-click in the Database rule window and select **New Database rule** from the menu that appears.  
As an alternative you can select one of the example rules we provide and modify it to fit your organizational needs.

**Step 2.** Set conditions for the database rule.

1. Specify when you want to apply to the rule. For this example we want to send service event data when an incident is modified, so select “When incident is modified”. Click Next to continue.
2. In the following dialog box, click Add to set conditions for the database rule

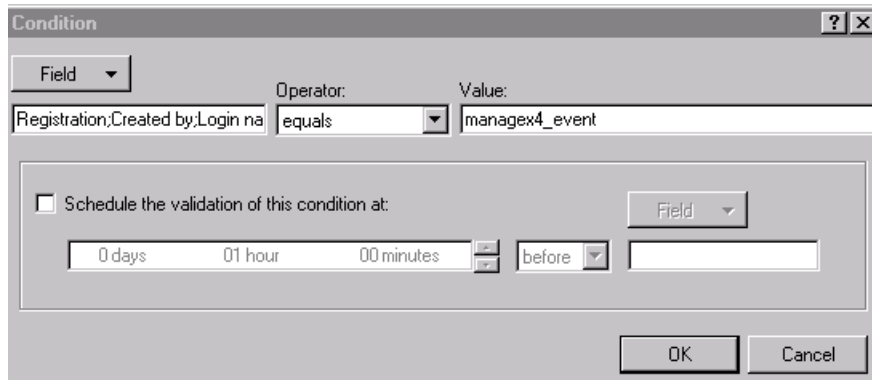
**Figure 3-3** Add Conditions



3. Use the Field button in the Condition dialog box to enter the item fields you want the rule applied to, you must enter at least one field. Two conditions were entered in this example:



**Figure 3-4**      **Configure Conditions**

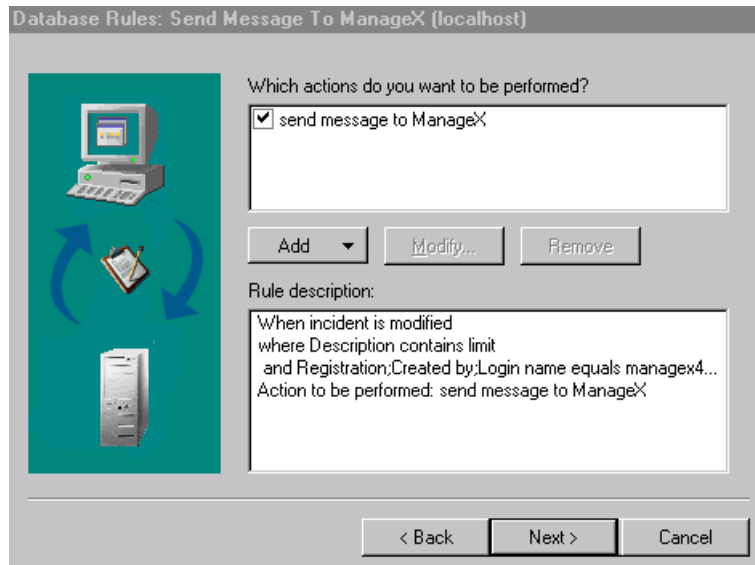


4. Enter an Operator using the drop-down arrow.
5. Put your cursor in Value field and use the Field button to select the value you want the fields selected to be measured by. For example, this rule will be applied when the Incident field Registration contains the value; managex4\_event.
6. Select Schedule the validation of this condition at check box to enter a timed values for this condition. Set a time range, and then a field using the Field button to measure the time value against. This is not a mandatory step.
7. Click OK, then Next to continue.

**Step 3.** Add actions to the database rule.

1. Click Add to add an action. You must specify at least one action for the rule. You can select the Command Exec action, Send E-mail Message action or the Update Data action. For this example the Command Exec action is used to send service event information to a third-party application that is integrated with Service Desk:

**Figure 3-5 Add Actions**



2. Enter an identifying Name for the action:

**Figure 3-6** Create a Command Exec Action

Command Exec Action

Name: send message to ManageX

Description: send message to ManageX

Host: This command will be executed on the following host: host name

Blocked

Command line: sendmessage.exe

Parameters:

Insert at cursor position: Field

OK Cancel

3. In the `Description` field, enter a brief explanation of the action that will be performed.
4. In the `Host` field, enter the name of the computer the action will take place on. In the `Host` field you can use the `Field` button to specify the `[Registration>created by> hostname]`. If the action is in response to a message sent by an external application the host name can automatically be taken from that account and filled in. For example, if a message is being sent to `ManageX`, the host will come from the applicable Service Desk account, for example `ManageX_event`, that originally sent the incident to Service Desk.

## Rule Manager

### Using Rule Manager

5. Clear the `Blocked` check box to activate this action.
6. In the `Command line` field, enter the command you want to execute, for example: `sendmessage.exe`
7. In the `Parameters` field define additional information for the command by inserting parameters using the `Field` button, for example:  
  
`Message number=[ManageX Message]` (The `ManageX` message number will be inserted when the service event is sent)
8. Click `OK` and then `Next` to continue.

#### Step 4. Turn on the action:

1. In the `Name` field enter an identifying name for the rule. This name will appear in the database rule window for that item.
2. Clear the `Block this rule` check box to turn the rule on.
3. Click `Finish` to save the rule and return to the Administrator Console.

### Creating Command Exec Actions

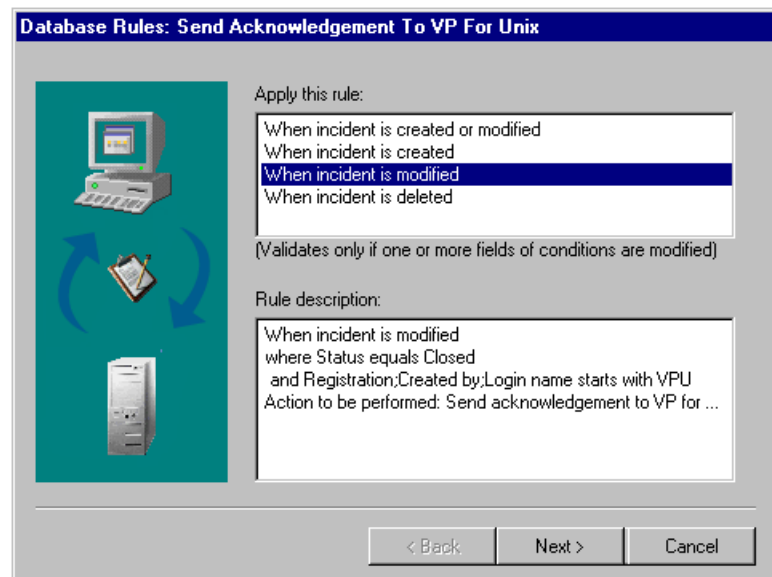
The `Command Exec` action is used to execute a command with a set of parameters specified by you. This action can be used for example to send event information to a third-party application, or to start another application such as a banner program. This section includes a number of examples. A number of examples are also available in the demo database. To configure a `Command Exec` action:

1. Enter a `Name` for the action in the action dialog box.
2. In the `Description` field, enter a brief explanation of the action that will be performed.
3. Enter the name of the `Host` computer the action will take place on. If the action is in response to a message sent by an external application, the host name will automatically be taken from that account and filled in. For example, if an acknowledgment message is being sent to ITO, the host will come from the account that originally sent the incident to Service Desk.
4. Enter the `Command` you want to execute, for example:  
`c:\programfiles\ITO\Bin\ITO_ack.exe`

5. In the `Parameters` field, define additional information for the command by inserting parameters using the `Field` button.
6. Clear the check box labeled `Blocked` to activate the action, then click `OK` to return to the Rules Wizard.

### Example 3-1 Example Rule for Sending a Service Event

The Rule Manager in Service Desk is the starting point for setting up database rules to send outbound service events. The following procedure is used to create a database rule for sending a service event from Service Desk to another application. The following example shows how a database rule is created for sending an acknowledgement message to the VantagePoint Operation application:

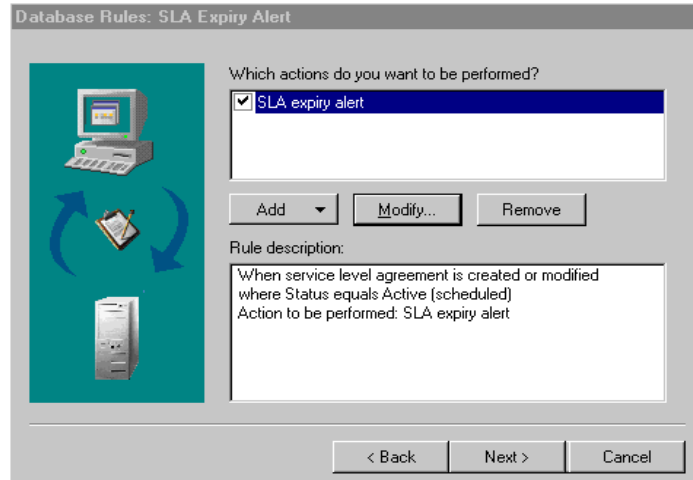


### Example 3-2 SLA Expiration Alert Action

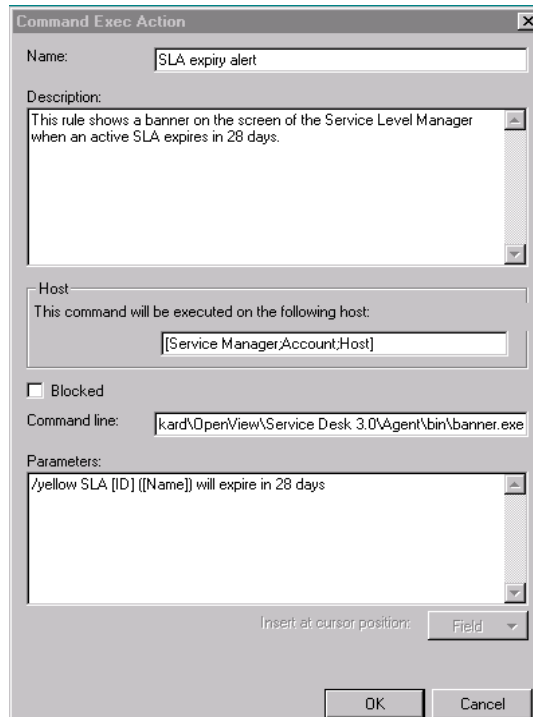
The `Command Exec` action can be used to send a notification showing a banner on the screen of the Service Level Agreement manager when an SLA is going to expire within 28 days. The following dialog boxes show

## Rule Manager Using Rule Manager

the conditions set for the rule:

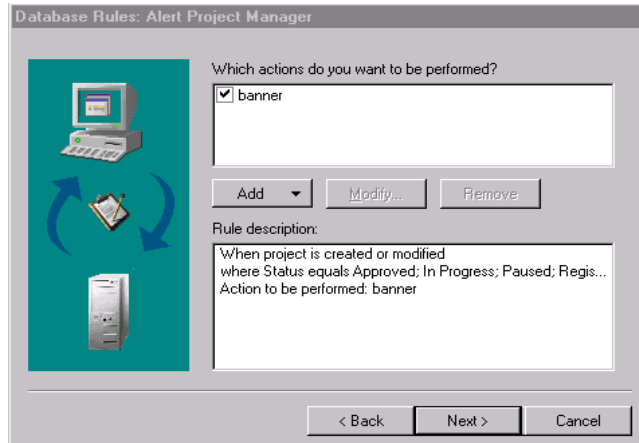


The Command Exec action is used to show a banner when configured as follows:

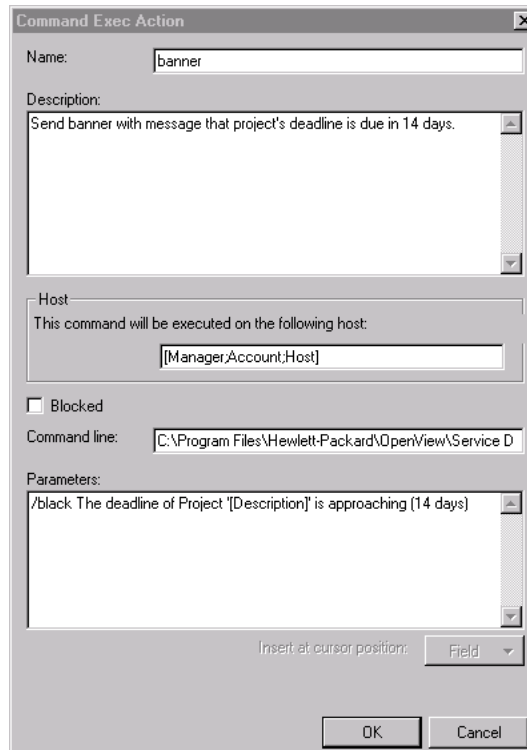


### Example 3-3 Send Banner

Set conditions:



Set action



## Creating Email Actions

The Send Email Message action contains parameters that you enter that will determine the message text used when sending email messages. For example, this action can be used to send email about a Service Call to a Manager when it is approaching the resolution deadline. The parameters entered might include; the Service call number, the specialist assigned the service call, the deadline, status, caller, and the text from the Information field. To configure an Electronic Mail action:

1. Enter a Name for the action.
2. In the Send to field, enter the email addresses where the e-mail messages should be sent. You can also use the Field button to enter field related addresses such as [person:Assignment], this will send the e-mail message to the person assigned the item.
3. Enter the Subject. You can use the Field button to insert the service call number or other information taken from the Service Desk item.
4. In the Message field compose the e-mail message to be sent by inserting parameters in the message shown in brackets, for example:  
Service call [Number] is almost overdue.  
Specialist [Assignment to person].  
Deadline [Deadline].  
Status [Status].  
Caller [Caller].  
Information [Information]. (information from the Service call information field will be inserted)
5. Clear the check box labeled Blocked to activate the action, and click OK to return to the Rules Wizard.

---

**NOTE**

The SMTP server must be configured properly, refer to the *HP OpenView Service Desk: Installation Guide* for additional information.

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**NOTE**

The outbound side of the email interface (`sd.conf:smtp.outbound.server=`) should NOT be sent to an MS Exchange server, since Exchange does not use SMTP. (There are SMTP gateways available for Exchange, but Exchange alone is insufficient.)

---



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**NOTE**

To enable sending an email to a specific machine you may have to add an "MX" record to the DNS tables to explicitly allow that machine to use its SMTP port. (There are two kinds of DNS authorizations: A scheme that allows anything that is not forbidden, and a scheme that needs explicit approval for anything that is possible.)

You can check whether your machine is registered at the DNS tables by running the following from a DOS prompt: `C:\> nslookup -type=mx <hostname>`

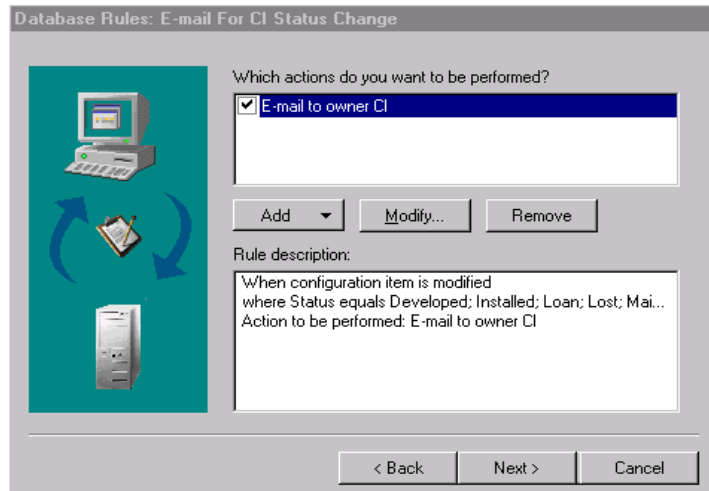
If the DNS tables are set up OK, then the <hostname> machine should appear in the list of MX preferences and one of the mail-exchanger settings points to <hostname>.

---

**Example 3-4**

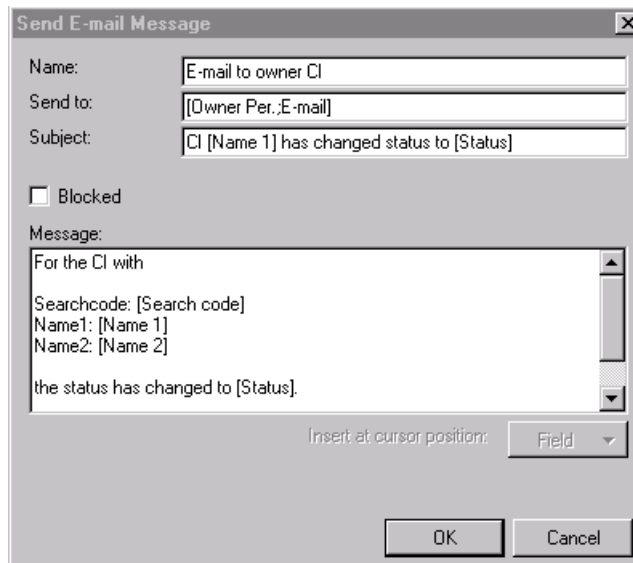
**Example for Sending Email when CI status changes**

Set conditions



Rule Manager  
Using Rule Manager

Configure the Send E-mail action as follows:

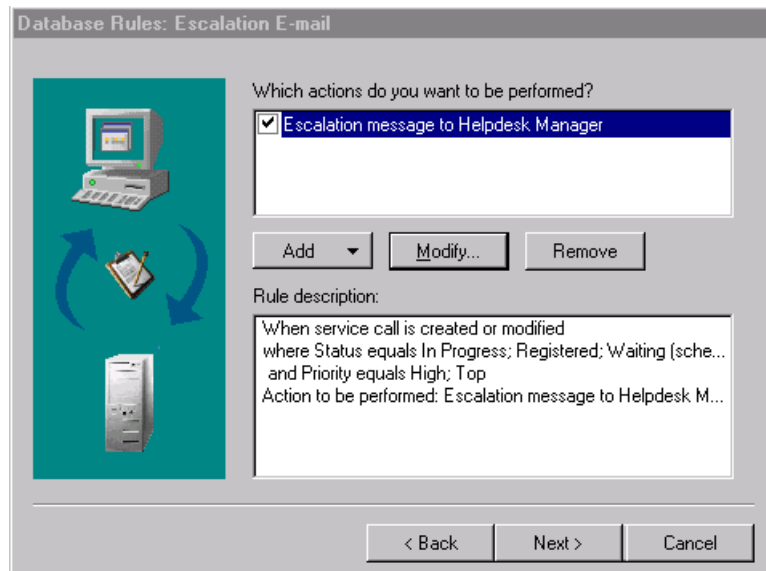


The 'Send E-mail Message' dialog box is shown with the following configuration:

- Name: E-mail to owner CI
- Send to: [Owner Per.;E-mail]
- Subject: CI [Name 1] has changed status to [Status]
- Blocked
- Message:  
For the CI with  
Searchcode: [Search code]  
Name1: [Name 1]  
Name2: [Name 2]  
the status has changed to [Status].
- Insert at cursor position: Field
- Buttons: OK, Cancel

**Example 3-5 Escalation Message**

Set Conditions:



The 'Database Rules: Escalation E-mail' dialog box is shown with the following configuration:

- Which actions do you want to be performed?  
 Escalation message to Helpdesk Manager
- Buttons: Add, Modify..., Remove
- Rule description:  
When service call is created or modified where Status equals In Progress; Registered; Waiting (sche... and Priority equals High; Top  
Action to be performed: Escalation message to Helpdesk M...
- Buttons: < Back, Next >, Cancel

Set the action parameters:

### Creating Actions to Update Service Desk Data

The Update Data action is used to update data in the Service Desk database. For example you could use this action to automatically fill-in the Actual Finish date when a Service Call is put in a Closed status. To fill in the dialog box:

1. Enter a Name for the action.
2. Use the Field button to select what fields you want updated, select an Operator using the list button, and then select a Value to be applied to the field using the list button. The following table explains some of the less obvious parameters:

Parameter	Description
Set to system	The Value field will be blank. The system date and time will be used.
Set to system +	In the Value field enter the time you want to add to the system time.

Rule Manager  
Using Rule Manager

<b>Parameter</b>	<b>Description</b>
Set to system -	In the Value field enter the time you want to subtract from the system time.
Make empty	Value field will be blank. The value that is there is NULL.

3. Use the Add to List button to move the information you selected to the Assign new values to fields window.

---

---

# 4

## **Server/client Settings and Issues and Configuring SSP**

This chapter discusses how to configure SSP and server/client settings and issues.

## Configuring SSP

In the Self Service Pages, you can easily configure the links, fonts and the customer header.

To configure the links and the customer header, you must adjust the HTML page.

To configure the customer header:

1. Go to the file `CustomerHeader.html`
2. Open the file with an HTML editor such as Microsoft FrontPage Editor
3. In FrontPage editor, change “Your company logo” to the text of your choice
4. Save the file in the Multilingual (UTF-8) language

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**NOTE**

When you set the language to Multilingual, make sure you set it to UTF-8 Unicode format, otherwise your text will not be displayed.

---

To configure the links:

1. Go to the file `CustomerLinks.html`
2. Open the file with an HTML editor such as Microsoft FrontPage Editor®
3. Replace the default links by the links of your choice
4. Save the file with the Multilingual (UTF-8) language

---

**NOTE**

In this case, it is equally important to set the language to Unicode format, otherwise the links will not be displayed properly.

---

To configure the font:

1. In the file `hp.ITSM.CSS`, change the default fonts to the fonts of your choice

2. Save the file

## Server/client Settings and Issues

Below, the following settings and issues from the file `sd.conf` are described:

- `server.root`
- `session.timeout`
- ITP service
- `itp.port`
- `itp.joinMultipleServers`
- `itp.weight`
- `itp.acceptConsoleClients`
- HTTP Post Service
- SMTP Service for inbound e-mail
- SMTP Service for outbound e-mail
- Log options

### Server.root

This is the top of the directory tree where the server's configuration, error and log files are being kept: `C:/Program Files/Hewlett-Packard/OpenView/ServiceDesk/`. This path is only used on non-Windows systems.

For Windows systems, the path is set in the registry under: `HKEY_LOCAL_MACHINE/SOFTWARE/Hewlett-Packard/OpenView/Service Desk/` where key "ProductPath" is used.

### Session.timeout

*Session.timeout* is the user's session timeout on the server in minutes. When a user starts the GUI console, a session is created on the server. If the user keeps the GUI console inactive for more than the given amount of minutes, the session on the server will timeout and will be removed. This frees up resources on the server. This also acts as a security measure.

After the session is removed from the server, the user must log on again. This happens automatically when the user starts working with the application again. The user will not notice that the session was terminated apart for the amount of time that is needed to reconnect to the server and log on again.

---

**NOTE**

When the session is removed from the server, the user will not receive any online notifications if an item is assigned to him.

---

Default for *session.timeout* is 120.

## **ITP Service**

ITP is an IT Service Manager proprietary transport protocol built on top of TCP/IP. It is comparable to HTTP, but ITP is in binary format and a lot more efficient. The ITP service is used by all Service Desk clients, Service Desk agents and the Service Desk Self Service Pages (SSP) module.

*itp.port*

The *itp.port* is the IP port that the ITP service should listen to. Default value is 30999.

If the IP port specified is not the default, then all clients must specify the given IP port when they connect to the application server, for example: `mymachine.mydomain.com:12345`.

If you use multiple application servers, make sure all application servers run on the same IP port to run the ITP service.

*itp.joinMultipleServers*

*itp.joinMultipleServers* specifies whether an application server must join other application servers to serve Service Desk clients.

*itp.joinMultipleServers* can be set to:

- “false”, if only one application server is being used to serve all clients
- “true”, if more than one application server is being used to serve all clients.



---

**TIP**

Running multiple servers will give a more fail-save environment. If an application server goes down or the network to the server is slowed down by excessive traffic, all clients connected to that server will automatically reconnect to the other application servers.

---

*itp.weight*

The weight parameter *itp.weight* expresses which servers are better resourced than others. The weight parameter must be an integer value. The higher the value, the more clients the application server will take.

**Example 4-1**

Server A has weight 10 and server B has weight 2. The first 5 clients will connect to server A, the next to server B, the next 5 to server A, the next to server B and so on.

*itp.acceptConsoleClients*

The parameter *itp.acceptConsoleClients*, when set to:

- “true”, indicates that this application server will be used to serve clients that use the GUI console
- “false”, indicates that clients using the GUI console will not be accepted to connect to this application server

This parameter is used for load-balancing purposes, where the application server could be used solely to support web clients, or to support all functionalities related to integration with other products such as NNM, ITO, ManageX, etc.

*accept and deny*

With the accept and deny parameters, you can explicitly exclude and/or include specific IP addresses and/or complete IP subnetworks from accessing the services offered by ITP. If you do not specify anything, ITP will accept connections from any IP address.

**Example 4-2**

The star symbol denotes any number between 0 and 255:

```
itp.accept=127.0.0.1  
itp.accept=12.34.*.*  
itp.deny=123.45.67.88  
itp.deny=123.45.67.89  
itp.deny=123.45.67.90  
itp.deny=123.98.76.*
```

## HTTP Post Service

The application server can run an HTTP Post Service. This service makes it possible to receive events from third party products such as NNM, ITO, ManageX, etc.

HTTP can be set to:

- “false” if the application server does not need to offer the HTTP Post Service
- “true” if the application server should offer the HTTP Post Service

The default setting for *http* is: *http=true*

*http.port*

The parameter *http.port* defines the IP port the HTTP Post Service should listen to.

The default setting for *http.port* is: *http.port=30980*

*accept and deny*

With the *accept* and *deny* parameters you can exclude and/or include specific IP addresses and/or complete IP subnetworks from any IP address. The star symbol is used to denote any number between 0 and 255.

*http.accept=\*. \*.\*.\** (accept all IP addresses)

*http.deny=12.34.56.78* (deny a specific IP address)

---

### NOTE

If you have a webserver serving the Self Service Pages running on a machine that has for example IP address 12.34.56.78, then uncomment the two lines above. This ensures that only that webserver accesses the

HTTP Post Service offered by this application server.

---

## SMTP Service for Inbound E-mail

The application server can run an SMTP service, which can be used to receive e-mail messages that will be converted to a service call in Service Desk. The SMTP service conforms to the Internet RFC 821 and RFCs 2045 to 2049.

The parameter *smtp* can be set to:

- “false” if the application server does not need to offer the SMTP service
- “true” if the application server must offer the SMTP service

*smtp.debug*

The parameter *smtp.debug* can be set to:

- “true” when for all e-mail messages debug information must be written to the log file
- “false” when for all e-mail messages debug information must not be written to the log file

The default setting for *smtpdebug* is: *smtdebug=true*

*smtp.port*

The parameter *smtp.port* defines the IP port the SMTP Service must listen to. The default setting for *smtp.port* is: *smtp.port=25*

*smtp.user*

The parameter *smtp.user* defines the username that you can send an e-mail message to.

### Example 4-3

If *smtp.user* equals “servicedesk” and this application server has the hostname “mycomputer.mydomain.com”, then people can send e-mail to

`servicedesk@mycomputer.mydomain.com`.

With the `accept` and `deny` parameters you can exclude and/or include specific IP addresses and/or complete IP subnetworks from accessing the services offered by the SMTP service. When you do not specify anything, the SMTP service will accept connections from any IP address. The star symbol is used to denote any number between 0 and 255.

```
smtp.accept=*. *.*.*
smtp.accept=12.34.56.78
smtp.deny=12.34.56.*
```

## SMTP Service for Outbound E-mail

When an item in Service Desk is assigned to a person or to a workgroup, an e-mail message can be sent to the person or persons in the workgroup.

---

### NOTE

You can specify that you do not want to receive e-mail messages by unmarking the checkbox in the Tools options dialog box in the GUI console on the Advanced tab.

---

```
smtp.outbound.server
```

The parameter `smtp.outbound.server` defines the name of the SMTP server that relays e-mail messages to the rest of your organization and the outside world.

```
smtp.outbound.server=mail.mydomain.com
```

```
smtp.outbound.port
```

The parameter `smtp.outbound.port` defines the SMTP server IP port.

The default setting for `smtp.outbound.port` is:

```
smtp.outbound.port=25
```

```
smtp.outbound.from
```

The parameter `smtp.outbound.from` specifies what will appear as the e-mail address in the From field of the outgoing message.

*smtp.outbound.from=mailmaster@mydomain.com*

*smtp.outbound.replyto*

The parameter *smtp.outbound.replyto* specifies what will appear in the Reply-to field of the outgoing message.

*smtp.outbound.displayName*

The parameter *smtp.outbound.displayName* specifies what will appear as the “friendly name” in the From field of the outgoing e-mail message.

*smtp.outbound.displayName=HP Service Desk*

## Log Options

The parameter `log.filename` specifies the location of the application server log file. If you do not specify this option, the log file will be called “*serverlog.txt*” and it will be placed in the root directory where Service Desk has been installed.

```
log.filename=c:\temp\logserver.txt
```

---

---

# 5

## **Integrating Solution Fields with Web Applications**

This chapter explains how you can build an integration with Service Desk Solution fields into your Web applications.

Service Desk allows you to build an integration with Service Desk into your Web applications that enables users to copy information from the Web application into the `Solution` field of Service Desk items.

For example, if you implement this integration in a knowledge base, help desk personnel can search the knowledge base for solutions to reported incidents and questions, and then copy the found solution directly into the `Solution` field of the service call in Service Desk. This integration works with any Service Desk item that has a `Solution` field: service calls, incidents, and problems.

This integration allows users to copy the information into the `Solution` field of multiple Service Desk items in one go, which makes it an efficient feature for problem resolution. Once the solution is found, it can be entered in all relevant service calls, incidents, and problems in one single action.

To implement this integration, you must include certain Javascript instructions into your Web application. This requires knowledge of Javascript programming and HTML.

---

**NOTE**

The integration works with ActiveX controls; therefore, the user's Internet Explorer, Internet Options must be set to allow ActiveX controls. In IE4, go to View menu, select Internet Options, and then Security. In IE5, Internet Options can be found in the Control Panel, or in the Tools menu. In the the Security tab Initialize and script ActiveX controls not marked as safe and Run ActiveX controls and plug-ins to Enable or Prompt.

---

Service Desk comes with an example of a Web application that demonstrates the integration. You can use the source code of this example to develop or customize your own application.

The following section describes how the example works. Section "Programming Instructions" on page 77 explains the Javascript code of the example and gives programming instructions.



## The Example Web Application

The example Web application demonstrates how users can copy information from a Web application into the Solution field of Service Desk items. You can find the example in `\examples\WebIntegration\WebControlExample.htm`, in the folder where the `SDSK_XXXXX.EXE` file is extracted; by default this is the folder `C:\temp`. (In the file name `SDSK_XXXXX.EXE`, `XXXXX` stands for a five digit number that varies per service pack. For example, for Service Desk 3.0 Service Pack 3, this number is 00008.)

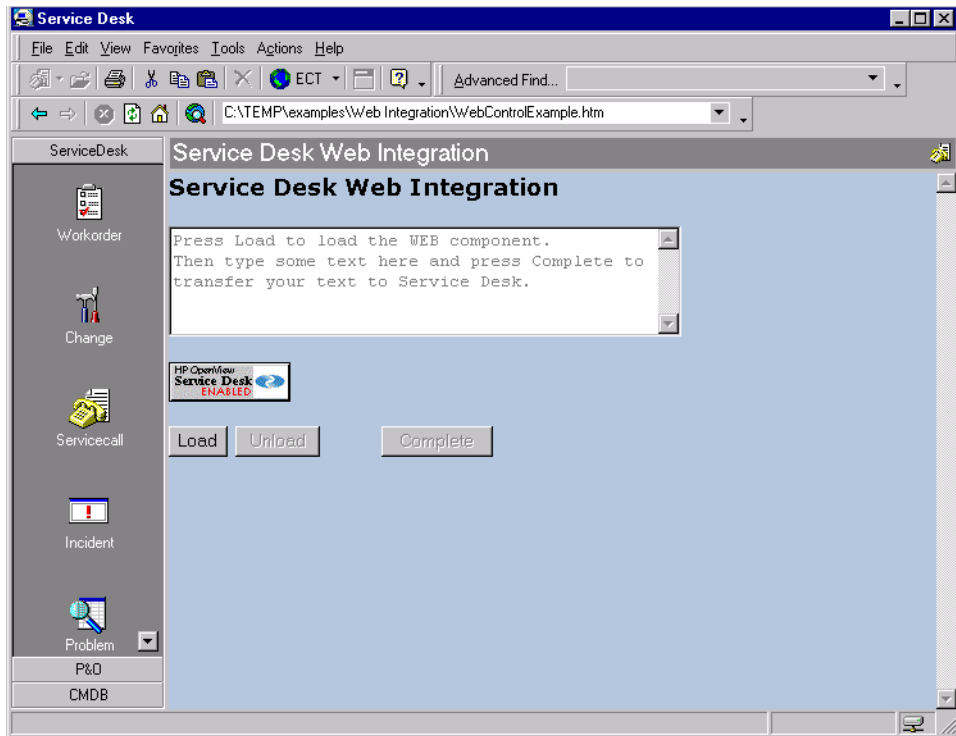
To copy information from this Web application into Service Desk Solution fields:

1. In the URL box in the Service Desk toolbar, enter the URL of the Web application. By default this is `C:\temp\examples\WebIntegration\WebControlExample.htm`.

The Service Desk Web Integration dialog box appears.

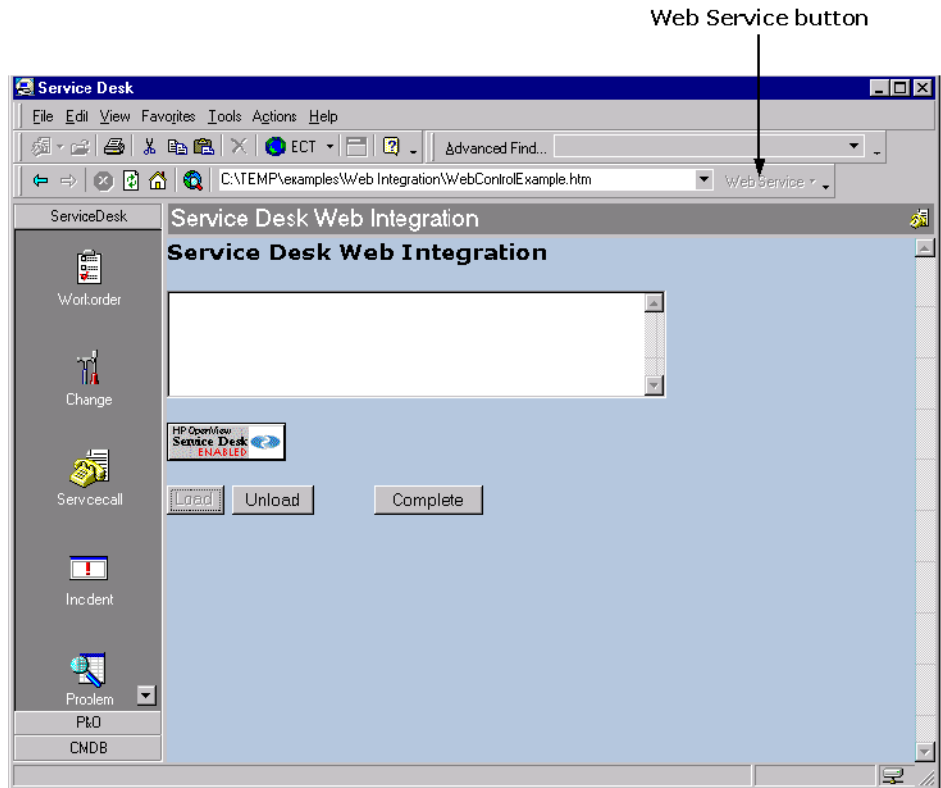
## Integrating Solution Fields with Web Applications The Example Web Application

**Figure 5-1 The Service Desk Web Integration dialog box**



2. Click Load. This connects the Web application with Service Desk.  
The Web Service button appears in the toolbar (disabled).

**Figure 5-2 The Web Service button**



3. In the text box, enter the text you want to copy to one or more Solution fields.

4. Click Complete.

The Web Service button is now enabled, indicating that there is text available that can be copied into Solution fields.

5. Make sure all the items you want to copy the text to, are open.

6. You can now copy the text to all or one of the open items that have a Solution field. To see a list of all open items that have a Solution field, click the arrow on the Web Service button.

**Figure 5-3 Clicking the arrow on the Web Service button**



- To copy the text to the Solution field of all open items:
  - a. Click the Web Service button.

**Figure 5-4 Clicking the Web Service button**



- b. The following message appears: The solution fields of open items will now be modified. Do you want to continue? Click OK to copy the text from the Web application into the Solution field of all open items.
- To copy the text to the Solution field of only one of the open items:
    - a. Click the arrow on the Web Service button. A list appears of all open items that have a Solution field.
    - b. In the list, select the item you want to copy the text to, then press **Enter**.

The text is added to the Solution field, preceded by the text "Added from" followed by the name of the service provider specified in the Web application. If the Solution field already contained text, the copied text is appended to the existing text, with an empty line between the existing text and the copied text.

7. Save the changed items.
8. After you have copied all the information you want, click **Unload** to disconnect the Web application from Service Desk and to disable the copy functionality.

## Programming Instructions

The Web application integration is enabled by an ActiveX object that is available in Service Desk. To build the integration into your Web application, you must include Javascript calls to this ActiveX object in your HTML program file.

---

### TIP

You can use the source code of the `WebControlExample.htm` file as a reference to see how the Javascript calls described below are implemented in the example. See “The `WebControlExample.htm` File” on page 79 for a listing of the source code.

---

Your program must do the following:

1. Include the ActiveX object, with the following code:

```
<OBJECT
classid=java:com.hp.ifc.ui.web.AppWebControl.class
  ID=SDWebControl
  WIDTH="95"
  HEIGHT="31"
  ALIGN=ABSMIDDLE
  STYLE="BACKGROUND-COLOR: gray;">
</OBJECT>
```

2. Call the function `SDWebControl.connect()` to connect to Service Desk and to load the Web integration component.
3. Get the text to be copied and define this text as the value of the `SDWebControl.text` variable.

In the example, the contents of the text box (`TEXTAREA`) are defined as the value of the `solutionText.value` variable. When the user indicates he has completed entering the text - by clicking the **Complete** button - the value of `solutionText.value` is passed on to the `SDWebControl.text` variable.

When the `SDWebControl.text` variable has a value that is not null, the **Web Service** button in Service Desk is enabled.

Service Desk handles the pasting action: when the user clicks the **Service Web** button, the text is copied into the `Solution` field of the

## Programming Instructions

selected open items.

4. Call the function `SDWebControl.disconnect()` to disconnect your application from Service Desk.

## Parameters

The ActiveX control has the following parameters:

- **Parameter:** `SDWebControl.autoShow="value"`  
where *value* stands for one of the possible values mentioned below.
- Explanation:** Determines when the HP OpenView Service Desk Enabled logo is displayed on the Web application page.

**Figure 5-5 The HP OpenView Service Desk Enabled logo**



Possible values:

Value	Meaning
0	Never
1	Only if opened from within Service Desk. This is the default.
2	Always

- **Parameter:** `SDWebControl.serviceProvider="value"`  
where *value* stands for one of a value a described below.
- Explanation:** Determines the name of the service provider mentioned in the tooltip of the Web Service button and inserted in the Solution field before the copied text.
- Possible values:** Any string, for example HP OpenView Service Desk.  
The default is the value of the `WebServiceProvider`

label. The value of this and other labels can be changed in Service Desk's Administrator Console. The default value of the WebServiceProvider label is HP OpenView Service Desk.

## **The WebControlExample.htm File**

The following is the source code of the WebControlExample.htm file.

```
<HTML>
<HEAD>
<TITLE>Service Desk Web Integration</TITLE>
<SCRIPT ID=clientEventHandlersJS LANGUAGE=javascript>
<!--

function loadButton_onclick() {
    // load the WEB component, this connects this HTML page to Service Desk (if
    opened in Service Desk)
    SDWebControl.connect();
    if (SDWebControl.isConnected()) {
        unloadButton.disabled=false;
        solutionText.disabled=false;
        solutionText.value="";
        completeButton.disabled=false;
        loadButton.disabled=true;
        SDWebControl.text="";
    } else {
        solutionText.value="No Connection";
    }
}

function unloadButton_onclick() {
    // unload the WEB component, disconnects from Service Desk
    SDWebControl.text="";
    unloadButton.disabled=true;
    solutionText.disabled=true;
    solutionText.value="Press Load to load the WEB component.\nThen type some
text here and press Complete to transfer your text to Service Desk.";
    completeButton.disabled=true;
    loadButton.disabled=false;
    SDWebControl.disconnect();
}

function passOnText() {
    //is enabled after pressing load, and enables in its turn the "Web Service"
    button in Service Desk.
```

## Integrating Solution Fields with Web Applications

### Programming Instructions

```
//pass the text in TEXTAREA solutionText on to Service Desk. This will be
the text, that is put into the solution fields, after clicking the "Web Service"
button in Service Desk.
```

```
    SDWebControl.text=solutionText.value;
}

function window_onload() {
    // possible values for autoShow:
    // 2 - Always
    // 1 - Only in ServiceDesk
    // 0 - Never
    SDWebControl.autoShow="2";
    // Add your name or some other identification in service provider,
    // this name is visible in tooltip of "Web Service" button and added before
text in solution field
    SDWebControl.serviceProvider="HP OpenView Service Desk";
}

//-->
</SCRIPT>
</HEAD>
<BODY bgColor=#b0c4de LANGUAGE=javascript onload="return window_onload()">

<P><FONT size=4><STRONG>Service Desk Web Integration</STRONG></FONT>
</P>
<P><TEXTAREA ID=solutionText NAME=solutionText STYLE="HEIGHT: 86px; WIDTH:
400px" DISABLED>
Press Load to load the WEB component.
Then type some text here and press Complete to transfer your text to Service
Desk.
</TEXTAREA>
</P>
<P>
<OBJECT classid=java:com.hp.ifc.ui.web.AppWebControl.class
    ID=SDWebControl
    WIDTH="95"
    HEIGHT="31"
    ALIGN=ABSMIDDLE
    STYLE="BACKGROUND-COLOR: gray;">
</OBJECT>
</P>
<P>
<INPUT ID=loadButton LANGUAGE=javascript NAME=loadButton
ONCLICK="return loadButton_onclick()" TYPE=button VALUE=Load>
```





Integrating Solution Fields with Web Applications  
**Programming Instructions**

---

# **6** **System Maintenance**

This chapter discusses issues related to Service Desk and its relationship to your chosen database.

## System backup

The data that should be saved or restored resides in the database that the user selects. The choices are limited to Oracle and SQL Server. Any backup that includes the database files - for example the .dbf files for Oracle, rollback segments etc - or an export of the data itself, is sufficient.

There are no specific configuration files other than preferences on the client machines which must be saved individually. In fact, since specific files can be replaced, renamed or moved from release to release, there is a danger that this information may not be relayed to the system administrator. Therefore, it is better not to save files individually.

The system administrator, using the backup tools of his choice, can backup the system in the following ways:

- **Application server:**  
A full NT backup including the registry suffices. There are no specific configuration files that must be saved individually.
- **Web server (for SSP):**  
Depends upon the platform and directory structure. An NT backup can be performed as with the application server. You can also reinstall and copy any customized .html files to the desired directory.
- **Database server:**  
A backup of the database files is sufficient. The database administrator should be able to identify these files. Some administrators find it easier to reinstall the system and database software from scratch and then import the data.

---

# Index

---

## A

### Accounts

- application administrator, 16
  - associated items, 22
  - Client account, 17
  - database administrator, 16
  - Database user, 16
  - end user, 16, 17
  - multiple roles, 23, 24
  - NT start up account, 30
  - repo user, 16
  - Self Service Pages, 21
- ### ActiveX controls
- Internet Explorer options, 72
- ### attachments, 30

## B

### buttons

- Web Service, 74

## C

- configuration file, 31
- Connections wizard, 17
- copying solutions from Web applications, 71
- programming instructions, 77

## D

- database dump, 30
- Database server, 84
- Display name, 20
- DNS, 57

## E

### e-mail

- attachments, 30

## F

- file server, 30
- files

- WebControlExample.htm, 73, 79

- Friendly name, 18

## H

- HP OpenView Enabled logo, 78
- HTML, 62
- HTTP, 63

## I

- integrating Web applications with Solution fields, 71
  - example Web application, 73, 79
  - programming instructions, 77
- ### Integrations, 21
- Internet Explorer options for Web Service button, 72
- IP port, 64
  - ITP, 63

## L

- License key, 17
- Localization
  - CHM files, 40
  - Common Errors, 37
  - header files, 40
  - Labels, 37
- logo HP OpenView Enabled, 78

## M

- MS Exchange, 56
- multiple servers, 16
- MX, 57

## O

- Oracle, 16, 84

## P

- parameters

- for SDWebControl, 78
  - for Web application integration, 78
- ### Password, 20
- person record, 22
- ### programming Web applications, 77
- parameters, 78

## R

- Role, 18, 23
- Roles
  - item type, 24
  - job function, 24
  - template maintenance, 24
- Rule Manager
  - Action Manager, 46
  - Alarm Engine, 46
  - Command Exec action, 46, 49, 52
  - Conditions, 48
  - database event, 43
  - Electronic Mail action, 46, 56
  - Evaluation Manager, 46
  - event queue, 44
  - ITO, 52
  - ManageX, 51
  - Outbound service events, 53
  - UNIX, 46
  - Update Data action, 46, 49, 59
  - Windows NT, 46
  - wizard, 47

## S

- SDWebControl, 77, 78
- Self Service Pages
  - Account, 21
- Service Level Agreement manager, 53
- service provider for Web application integration, 78
- session timeout, 31

SMTP, 57, 63  
SMTP server, 56  
solutions  
    copying from Web applications,  
        71  
SQL Server, 16, 84

## T

TCP/IP, 64  
Three tier mode, 17  
timeout, 31, 63  
Two tier mode, 17

## U

Unicode, 62  
User session, 31  
UTF-8, 62

## V

VantagePoint, 53

## W

Web applications  
    copying solutions, 71  
    displaying the HP OpenView  
        Enabled logo, 78  
    example Web application, 73,  
        79  
    programming instructions, 77  
        *see also Web Service button*  
    service provider, 78  
Web server, 84  
Web Service button, 74  
    Internet Explorer options, 72  
        *see also Web applications*  
    service provider in tooltip, 78  
WebControlExample.htm, 73, 79  
Windows NT, 84

## X

XML files, 33, 34