HP OpenView Service Desk 3.0

Installation Guide

Second Edition, Second Revision

Manufacturing Part Number: N/A

November 2000

Legal Notices

Hewlett-Packard makes no warranty of any kind with regard to this manual, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be held liable for errors contained herein or direct, indirect, special, incidental or consequential damages in connection with the furnishing, performance, or use of this material.

Restricted Rights Legend. Use, duplication or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause in DFARS 252.227-7013.

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304 U.S.A.

Rights for non-DOD U.S. Government Departments and Agencies are as set forth in FAR 52.227-19 (c)(1,2).

Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

Helvetica* is a trademark of Linotype-Hell AG and/or its subsidiaries in the U.S. and other countries.

Java™ is a U.S. trademark of Sun Microsystems, Inc.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

Pentium® is a U.S. registered trademark of Intel Corporation.

UNIX® is a registered trademark of the Open Group.

Windows NT® is a U.S. registered trademark of Microsoft Corporation.

Windows® and MS Windows® are U.S. registered trademarks of Microsoft Corporation.

Contents

1. Introduction

Architecture 22

The Installation Program 23

The Installation Process 24

Files That Will Be Installed 25

2. Preparing for Installation

Requirements 28

Setting up the Oracle Database 29

Setting up SQL Server 31

Microsoft Java Virtual Machine 34

Installing Microsoft Java Virtual Machine 34

Other Third-Party Software 36

Java Runtime Environment 36

Microsoft Data Access components 36

Adobe Acrobat Reader 4 (English) 36

3. Installing

Application Server Installation and Database Configuration 39

SQL Server Database Configuration Wizard 45

Oracle Database Configuration Wizard 52

Client Installation 66

The Connection Wizard 71

Self-Service Pages 75

Integrations 81

Integration Tools on HP-UX and Solaris Platforms 85

ITO Integration 87

Contents

Rule Manager Agent 91
Windows Platform. 91
HP-UX Platforms 95
Solaris Platforms. 98

4. Post-Installation Tasks

Getting your License Key 103
Changing the License Key 104

Setting Up Service Desk E-mail Functions 105
Setting Up the Server for Outbound E-mail 105
Setting Up the Server for Inbound E-mail 106
Setting Up Service Desk for Inbound E-mail 107
Mapping Inbound E-mail Priority Settings. 108

Setting up Timeout, Multiple Servers, and HTTP Service 109
Service Desk Port Allocation 111

Adding Accounts. 112
Using a Different Account 112

Configuring Self-Service Pages 113
With Apache Web Server on Windows NT. 113
With Apache Web Server on UNIX 118
With Microsoft IIS Web Server on Windows NT and Windows 2000 123

Activating the Rule Manager Agent 136
Under Windows NT and/or 2000 136
Under Windows 95 and/or 98 136
Under HP-UX and Solaris 136

5. Upgrading from Previous Versions of Service Desk

Introduction 138

Upgrading the Service Desk Application Server 139

Contents

Upgrading the Service Desk Database 141
Starting the Service Desk Database Wizard 142
Setting the Default Database Account 142
Preparing Service Desk Client Upgrading 143
Preparing for CD-ROM or Shared Folder Upgrade 143
Preparing for Hyperlink Upgrades 144
Upgrading Service Desk Clients 146
Upgrading Service Desk Agents 147
Uninstalling Upgrades 148

6. Installing Service Packs

Introduction 150
Installing Service Packs on Service Desk Application Server and Service Desk Databases 152
Preparing Service Desk Client Service Pack Installation 154
Preparing for CD-ROM or Shared Folder Installation 154
Preparing for Hyperlink Installation 155
Installing Service Packs on Service Desk Clients 158
Installing Service Desk Agents Service Packs 159
Uninstalling Service Packs 160
Uninstall a Service Pack from the Application Server 160
Uninstall a Service Pack from a Client machine 162
Uninstalling the stand-alone Agent service pack 162

7. Removing Service Desk

Registry Keys 165
Files That Will Not Be Removed during Uninstallation 166

Contents

A. Opening Forms from the Command Line

Examples of Use 170

SDDataForm.exe 171
- General Rules for Arguments 171
- Form Name 171
- Field Search Restrictions 171

B. Troubleshooting

Troubleshooting the installation 176
- Unable to Connect to Server 176
- Version Numbers 177
- Class Files 177
- Self-Service Pages 178
- Service Desk 2.0 and 3.0 on One Client PC 179
- ActiveX Error Messages During Installation 179

Figures

Figure 2-1. Database Properties dialog box 31
Figure 2-2. SQL Server Login Properties - New Login dialog box 32
Figure 2-3. Database Access tab page 33
Figure 2-4. Start screen. 34
Figure 2-5. Restart Virtual Machine 35
Figure 3-1. Start screen. 40
Figure 3-2. Install Service Desk Application Server 41
Figure 3-3. Select Runtime Locale dialog box 42
Figure 3-4. Server Destination Folder dialog box 42
Figure 3-5. Server Ready to Install dialog box. 43
Figure 3-6. Server Installation Summary dialog box 44
Figure 3-7. Database Configuration Wizard 45
Figure 3-8. Create Database User dialog box 46
Figure 3-9. Choose Database type dialog box 46
Figure 3-10. Administrator Account dialog box. 47
Figure 3-11. SQL Server user account dialog box 47
Figure 3-12. SQL Server Datafile location dialog box 48
Figure 3-13. SQL Server Database information dialog box 48
Figure 3-14. Prepare for Database Object Creation dialog box 49
Figure 3-15. Load Demo Data dialog box. 50
Figure 3-16. Database Configuration Wizard 51
Figure 3-17. Database Configuration Wizard 52
Figure 3-18. Create Database User dialog box 53

Figures

Figure 3-19. Choose Database type dialog box 53
Figure 3-20. Administrator Account dialog box 54
Figure 3-21. Oracle user account dialog box 54
Figure 3-22. Create datafiles and tablespaces dialog box 55
Figure 3-23. Oracle Datafile location dialog box 56
Figure 3-24. Application Default tablespace information dialog box . . 56
Figure 3-25. Application Index Tablespace information dialog box . . . 57
Figure 3-26. Application Repository tablespace information dialog box 57
Figure 3-27. Repository index tablespace information dialog box 58
Figure 3-28. Temporary tablespace information dialog box. 58
Figure 3-29. Verification dialog box. 59
Figure 3-30. Application tablespace information dialog box 60
Figure 3-31. Application Index tablespace information dialog box 60
Figure 3-32. Application Repository tablespace information dialog box 61
Figure 3-33. Repository Index tablespace information dialog box 61
Figure 3-34. Temporary tablespace information dialog box. 62
Figure 3-35. Oracle verification dialog box 62
Figure 3-36. Prepare for Database Object Creation dialog box 63
Figure 3-37. Load Demo Data dialog box 64
Figure 3-38. Database Configuration Wizard. 65
Figure 3-39. Start screen 67
Figure 3-40. Install Client 68
Figure 3-41. Select Runtime Locale dialog box. 69

Figures

Figure 3-42. Client Ready to Install dialog box 69
Figure 3-43. Client Installation Summary dialog box 70
Figure 3-44. Service Desk Connection Wizard 71
Figure 3-45. Your Name dialog box 72
Figure 3-46. The Internet E-mail Address dialog box 72
Figure 3-47. Service Desk Server dialog box 73
Figure 3-48. The Account Name and Password dialog box 73
Figure 3-49. The Friendly Name dialog box. 74
Figure 3-50. Congratulations dialog box 74
Figure 3-51. Start screen. 76
Figure 3-52. Install Self-Service Pages. 77
Figure 3-53. Self-Service Pages Setup Type dialog box. 78
Figure 3-54. Self-Service Pages Destination Folder dialog box. 79
Figure 3-55. Self-Service Pages Installation Summary dialog box. 80
Figure 3-56. Start screen. 82
Figure 3-57. Install Integrations 83
Figure 3-58. Integrations Setup Type dialog box. 84
Figure 3-59. Integrations Feature Selection dialog box 84
Figure 3-60. Integrations Ready to Install dialog box 85
Figure 3-61. Start screen. 92
Figure 3-62. Install Agent 93
Figure 3-63. Agent Destination Folder dialog box 94
Figure 3-64. Agent Ready to Install dialog box 95

Figures

Figure 3-65. HPOVSD File - X-windows display 96
Figure 3-66. Mark For Install - X-windows display 96
Figure 3-67. Install (analysis) -X-windows display 97
Figure 3-68. Logfile - X-windows display 97
Figure 4-1. SSP Directory Structure on UNIX 119
Figure 4-2. Virtual Directory Alias dialog box 124
Figure 4-3. Virtual Directory Physical Path dialog box 124
Figure 4-4. Virtual Directory Permissions dialog box 125
Figure 4-5. Microsoft Management Console 125
Figure 4-6. Virtual Directory Alias dialog box 126
Figure 4-7. Web Site Content Directory dialog box 127
Figure 4-8. Access Permissions dialog box 127
Figure 4-9. Internet Information Services console 128
Figure 4-10. JRun login dialog box 129
Figure 4-11. JRun Applications panel. 130
Figure 4-12. JRun Create a Web Application panel 131
Figure 4-13. JMC directory structure 132
Figure 4-14. Jrun Servlet Definitions panel 133
Figure 4-15. IIS error message 134

Preface

This guide describes the installation of HP OpenView Service Desk 3.0. With the procedures in this guide you can prepare for installation, install, configure, and remove Service Desk. It also describes setting up a database, setting up the server and Service Desk for outbound and inbound e-mail, and configuring Self-Service Pages.

This guide is intended for system administrators responsible for installing and maintaining the Service Desk application server and database, and for users who want to install the Service Desk client. The guide has been written and tested for accuracy primarily against an installation on a Windows NT 4.0 platform (and other platforms where relevant, for example, HP-UX), with Apache Web Server 1.3.12 and Apache JServ 1.1. This does not exclude other platforms, however there may some slight variations in minor issues such as the size of dialog boxes.

If you want to install the Service Desk application server and database server, you must have a thorough knowledge of databases, servers and networking; knowledge of IT service management is not required. It is also assumed that you have access to all resources on the computer or network where HP OpenView Service Desk will be installed.

If you want to install the Service Desk client, only a basic knowledge of computers is sufficient to complete the installation; knowledge of IT Service Management is not required.

Please read through the entire guide before you install HP OpenView Service Desk.

This guide is organized as follows:

- Chapter 1, “Introduction,” on page 21 provides a description of the functional design of HP OpenView Service Desk and the installation process of this program. It also contains a list of files and their version numbers that will be installed if you run the installation of Service Desk.
- Chapter 2, “Preparing for Installation,” on page 27 explains how to find information about the system requirements and supported platforms for Service Desk. It also describes the main 3rd party products that need to installed before installing HP OpenView Service Desk.

- Chapter 3, “Installing,” on page 37 describes the tasks you must perform during the installation of the database server, the application server and the client version of HP OpenView Service Desk and the Self-Service Pages.
- Chapter 4, “Post-Installation Tasks,” on page 101 describes the steps you must perform after installation: checking the database, configuring Service Desk, setting up the server and Service Desk for outbound and inbound e-mail, and configuring Self-Service Pages.
- Chapter 5, “Upgrading from Previous Versions of Service Desk,” on page 137 describes the steps you must perform in order to upgrade from version 2.0 of Service Desk to version 3.0.
- Chapter 6, “Installing Service Packs,” on page 149 describes the procedures involved to install service packs.
- Chapter 7, “Removing Service Desk,” on page 163 describes the tasks you must perform to remove HP OpenView Service Desk completely from your system, including the elimination of files and components residing in local systems. It also contains a list of files that will not be removed because they may also be used by other applications installed on your system.
- Appendix A , “Opening Forms from the Command Line,” on page 169 describes how specific parts of Service Desk can be started from other programs using the command line.
- Appendix B , “Troubleshooting,” on page 175 describes how to deal with some of the error that may, under certain circumstances, occur during installation.

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 “We Welcome Your Comments!” on page 19 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

Edition and Revision Number	Issue Date	Product Release
Second Edition	June 2000	Service Desk 3.0
Second Edition, First Revision	September 2000	Service Desk 3.0, Service Pack 2
Second Edition, Second Revision	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.

The Service Desk Documentation

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

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

  — compare the current software's features with those available in previous versions of the software;

  — solve known problems.

  The Release Notes are available as a PDF file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Release_Notes.pdf`.
- The *HP OpenView Service Desk: Supported Platforms List* contains information that helps you determine platform and software requirements and compatibility. It lists the combinations of platforms and software Service Desk 3.0 was tested on.

  The Supported Platforms List is available as an HTML file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Supported_Platforms_List.htm`.
- The *HP OpenView Service Desk: Installation Guide* covers all aspects of installing Service Desk.

  The Installation Guide is available as a PDF file on the HP OpenView Service Desk 3.0 CD-ROM. The file name is `Installation_Guide.pdf`.
- The *HP OpenView Service Desk: Data Exchange Administrator's Guide* explains how you can use data from other applications in

Service Desk. It explains the underlying concepts of the data exchange process and gives step-by-step instructions on exporting data from external applications and importing it into Service Desk. The data exchange process includes importing single service events and batches of data.

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

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

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

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

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

- The online help is an extensive information system providing:

  — procedural information to help you perform tasks, whether you are a novice or an experienced user;

  — background and overview information to help you improve your understanding of the underlying concepts and structure of Service Desk;

  — information about error messages that may appear when working with Service Desk, together with information on solving these errors;

  — help on help to learn more about the online help.

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

Reading PDF Files

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

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

Using the Online Help

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

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

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

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

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

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

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

1. First activate the "What's This?" mouse pointer in one of the following ways:
   - Press **Shift+F1**.

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

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

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

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

Typographic Conventions

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

Font	What the Font Represents	Example
Italic	References to book titles	See also the *HP OpenView Service Desk: Installation Guide.*
	Emphasized text	*Do not delete* the System user.
Bold	First-time use of a term that is explained in the glossary	The **service call** is the basis for incident registration.
`Courier`	Menu names	You can adjust the data view with the commands in the `View` menu.
	Menu commands	Choose `Save` from the menu.
	Button names	Click `Add` to open the Add Service Call dialog box.
	File names	To start the installation, double-click `setup.htm`.

	Computer-generated output, such as command lines and program listings	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.

`Courier bold`	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 **`30`**.
`Courier italic`	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.
Helvetica bold	Keyboard keys A plus sign (**+**) means you must press the first key (**Ctrl** in the example), hold it, and then press the second key (**F1** in the example).	Press **Ctrl+F1**.

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

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

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

1 Introduction

This chapter provides a description of the architecture of HP OpenView Service Desk and the installation process of this application. It also contains a list of files and their version numbers that will be installed if you install Service Desk.

Architecture

HP OpenView Service Desk has a three-tier architecture, which means an architecture in which Service Desk is structured into three tiers or layers:

- database server
- application server
- client

Specific requirements apply to the server computers and client computers. In most cases, server computers and client computers are separate machines. The server computer, however, must be a central computer that can be accessed by all client computers.

The Installation Program

The Service Desk installation consists of two different programs:

- Client

  The client installation program installs the software required to work with Service Desk from a networked client PC.

- Server

  This program installs software on the network server which enables the client PC to access the database. The server installation program consists of:

  — the application server software. The application server monitors the application on the client PCs and assists the application where needed, for example in case of a version update or while communicating with the database.

  — the database server software. This is where all data is stored. The database server can be an Oracle database or a Microsoft SQL Server database.

The Installation Process

The HP OpenView Service Desk installation process can be summarized into three successive stages:

1. The application installation program installs the Service Desk application server software and client software on the application server.
2. The database configuration program configures the database from the application server site.
3. On each client machine, the client installation program runs a setup program to install the client software.

Files That Will Be Installed

The following list provides an overview of files that will be installed when you run the Service Desk installation program. It does not list all files that will be installed, but only those of which the version number is important. Some of these files may already have been installed on your computer before you installed HP OpenView Service Desk. If these are older versions, they will be replaced by the versions given below. If you have newer versions of any of these files on your machine, those files will not be overwritten by the installation program.

- Files installed in the %Windir%\system32 folder:
  - — Application server (only if integrations installed):
    `msvcp60.dll` version 6.00.8168.0
    `mfc42.dll` version 6.00.8168.0
    `msvcrt.dll` version 6.00.8397.0
  - — All configurations (application server and client):
    `msvbvm60.dll` version 6.00.8495
    `hhctrl.ocx version` 4.74.8702
    `itircl.dll version` 4.72.7277.0
    `itss.dll version` 4.72.8085.0
    `hh.exe` version 4.74.8702
- Files installed to the %CommonFiles% folder with their own subfolder:
  - — OCX Control ChartFX98:
    `cfx4032.ocx` version 4.0.14.0
    `cfx4data.dll` version 1.0.5.0
    `sfxbar.dll` version 1.0.10.1
  - — OCX Control GridEx:
    `GridEX20.ocx` version 2.00.2031
    `Grid20Fix.dll` version 1.00
  - — OCX Control SSTBars:
    `sstbars2.ocx` version 2.02.0005
    `Psuite.ocx` version 1.7.10

Files That Will Be Installed

2 Preparing for Installation

This chapter explains how to find information about the system requirements and supported platforms for Service Desk. It also describes the main 3rd party products that need to installed before installing HP OpenView Service Desk.

Requirements

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

Service Desk 3.0 requires the software products listed in the *Supported Platforms List*. You can find this document on the HP OpenView Service Desk 3.0 CD-ROM, under the file name `\Doc\Supported_Platforms_List.htm`. However, if any service packs have been released (these are available from http://ovweb.external.hp.com/cpe/patches), the most up-to-date version of the list can be found in the latest service pack with the filename Supported_Platforms_List.pdf.

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

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

Setting up the Oracle Database

To create an Oracle database, please consult your Oracle documentation.

To set up your Oracle database for use with Service Desk 3.0, run the Service Desk application server installation program, this includes the Configuration Wizard. Use the wizard to configure the database, and create table spaces and users.

Alternatively, you can create the tablespaces and users yourself before installation, in which case you will use the Configuration Wizard during installation but will skip some screens described there. If you create the tablespaces and users before installation, follow the guidelines below:

1. Verify that the available space in the table spaces is at least 50 MB.
2. Create two database users: service_desk and service_desk_repo. The names of these users are not case-sensitive.
3. We recommend the following minimum settings:
   db_block_size: 8 KB
   shared_pool_size: 20 MB
   db_file_multiblock_read_count: 16-32
   db_block_buffers: 550
   processes: 100
   dml_locks: 200
   log_buffer: 32768

NOTE If you want to use the Euro sign in your database, the server and the clients must use the same code page. The database character set must be WE8ISO8859P15. Not all versions of Oracle Server support the Euro sign; for more information see “Requirements” on page 28.

NOTE If you intend to use Service Desk with multiple languages, or to use a none western character set, you should set your Oracle database to use the Unicode UTF8 character set.

NOTE

Oracle should run with rule-based optimization. This will normally be the case with a standard installation of Oracle. However, if you have configured your Oracle database to use statistics (and therefore it is not rule-based), some functions of Service Desk may take 20 to 50 times longer than normal. See your Oracle documentation for further information.

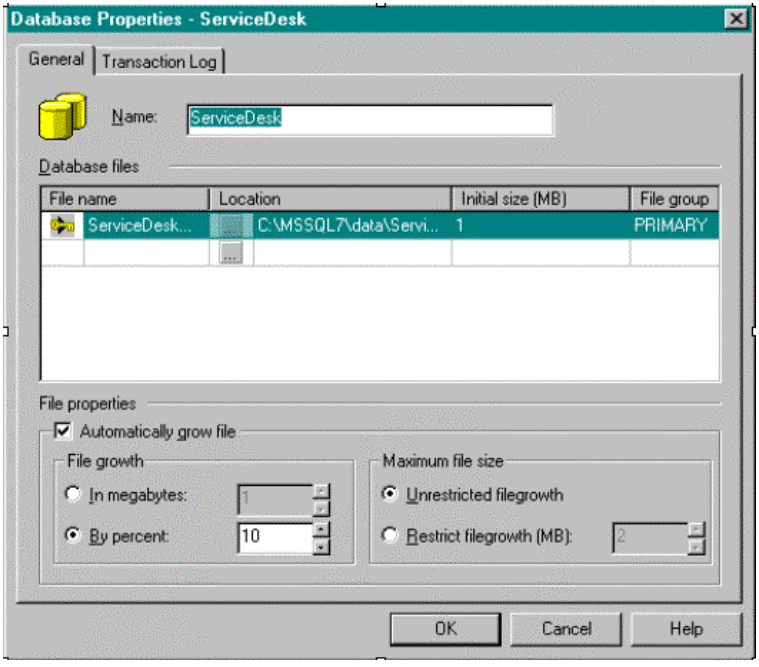
Setting up SQL Server

To install SQL Server, please consult your SQL Server documentation.

The following procedure is optional, as the Configuration Wizard will configure the database. If you choose to create a SQL Server Database manually, you will need at least 50 MB free space at the file system where SQL Server is located. To create a SQL Server database, do the following:

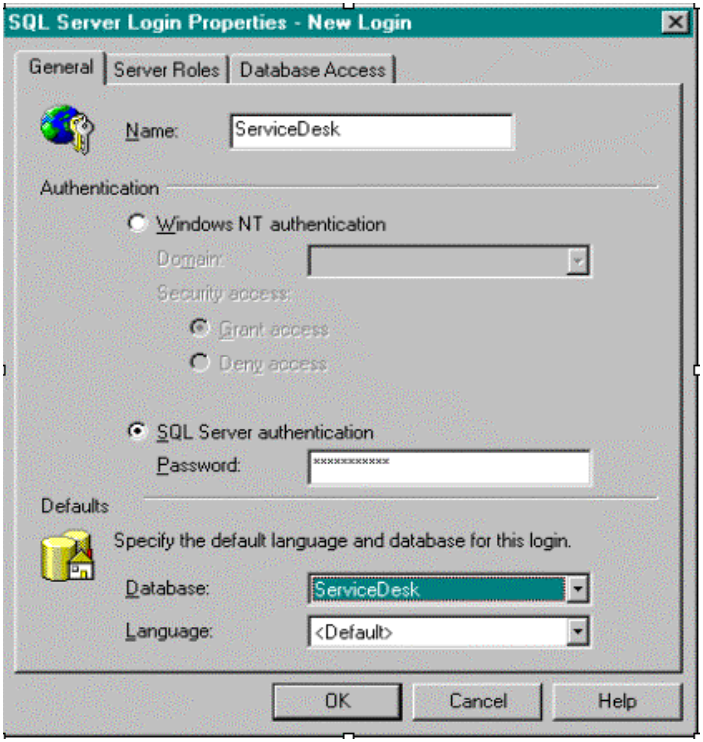
1. Start SQL Server Enterprise Manager. Connect as a user with access to the System Administrator role.
2. Select the server where you want to install the Service Desk database. Click the plus sign to expand this server.
3. Create the database by right-clicking `Databases`. Select `New Database`. The Database Properties dialog box appears:

Figure 2-1 Database Properties dialog box



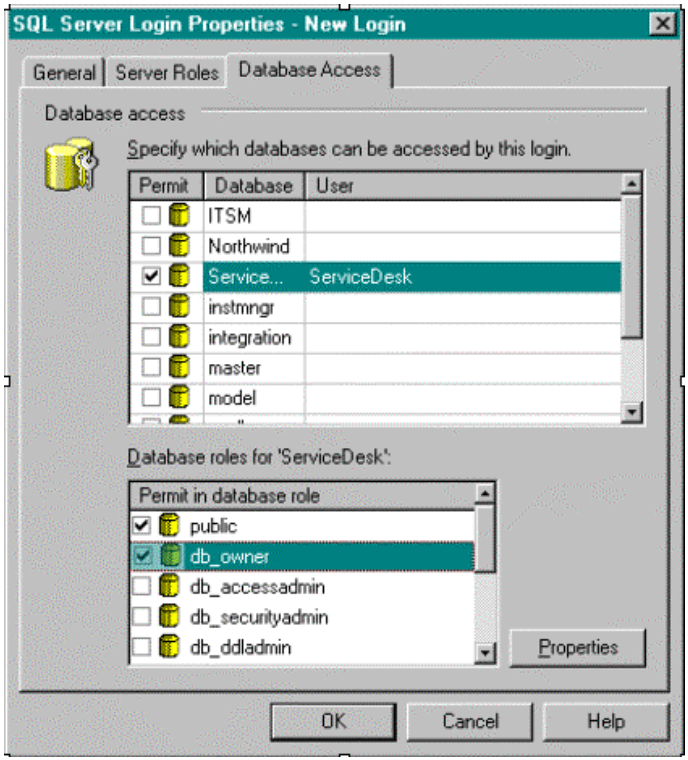
4. In the Database Properties dialog box, enter:
   Name: **ServiceDesk**.
   Accept the default for other options. Click OK.
5. Create a SQL Server Login by navigating to Security. Right-click Logins and choose New Login. The SQL Server Login Properties dialog box appears:

Figure 2-2 SQL Server Login Properties - New Login dialog box



6. In the SQL Server Login Properties dialog box, enter:
   Name: **ServiceDesk**
   Select SQL Server authentication.
   Password: enter a password
   Default database: Select ServiceDesk from the list box.
   Language: Accept default
   Do not click OK yet!
7. Select the Database Access tab.

Figure 2-3 Database Access tab page



8. On the `Database Access` tab page, select the ServiceDesk database. Select the `Permit` check box. Select the db_owner database role for the ServiceDesk database. Click `OK`.
   You have now created your SQL Server database.

The Service Desk database objects are created via the Service Desk installation program.

NOTE

For Euro sign support in SQL Server Engine, select one of the following code pages: 1252/ISO (default); CP1250;CP1251; CP1253; CP1254; cp1255; CP1256; CP1257.
Not all versions of SQL Server have sort order definitions that include the Euro symbol; for more information see “Requirements” on page 28.

Microsoft Java Virtual Machine

Install the Microsoft Java Virtual Machine on both the client and application server machines before you start installing HP OpenView Service Desk.

The Virtual Machine software is included on the HP OpenView Service Desk CD-ROM. After installing the Virtual Machine, you can start the installation of HP OpenView Service Desk.

Installing Microsoft Java Virtual Machine

To install Microsoft Java Virtual Machine directly onto your computer's hard disk, perform the following actions:

1. Insert the HP OpenView Service Desk CD-ROM; automatically the start screen appears. On the start screen, click `Install Virtual Machine`:

Figure 2-4 Start screen

NOTE If the start screen does not appear automatically, insert the CD-ROM and double-click `setup.exe` in the root of the CD-ROM drive.

2. Next, a screen pops up with the question `Would you like to install the Microsoft VM?` Click `Yes` to install.
3. The Microsoft VM License Agreement dialog box will be displayed. Read the agreement carefully, and click `Yes` to start the installation if you agree to all license terms. If you click `No`, the installation of the Virtual Machine will not start.
4. After you click `Yes`, the installation program will start extracting files. A progress monitor will show the status of the installation.
5. The next dialog box will inform you that the installation is complete. Click `OK`.
6. Next, a dialog box appears giving you the option to restart your computer:

Figure 2-5 Restart Virtual Machine

Click `Yes`. Your computer will be shut down and restarted, and Microsoft Java Virtual Machine will be installed.

NOTE For guidelines on the installation of the database and application servers, see “Application Server Installation and Database Configuration” on page 39; for guidelines on the client installation, see “Client Installation” on page 66.

Other Third-Party Software

We recommend that you install the following third party software on the machine were you intend to install the application server software, before commencing the installation. The application server installation verifies whether these programs are already installed, and if they are not it will proceed to install them. In the case of at least one of them you must reboot the machine before carrying on with the application server installation.

All these programs are supplied on the Service Desk 3.0 installation CD. To install any one of them click the `Browse CD` button on the Service Desk Start Screen, navigate to the folder for each program and double-click the installation file named below. An install wizard will guide you through the installation, accept the defaults unless you have good reason to use your own settings.

Java Runtime Environment

`\Tools\Java Runtime Environments\jre1_1_8-win.exe`

Microsoft Data Access components

`\Tools\ADODB\mdac_typ.exe`

NOTE You will need to reboot the machine after installing the MS Data Access components.

Adobe Acrobat Reader 4 (English)

`\Tools\Acrobat reader\<language>\` Double-click on the exe file for the language you want to use.

3 Installing

This chapter describes the tasks you must perform during the installation of HP OpenView Service Desk. The installation includes Service Desk database and application servers software, client software, integrations and Self-Service Pages.

Before installing Service Desk, check the Readme file on the Service Desk installation CD for any issues regarding the installation procedures that may have arisen after this documentation was completed. To open the Readme file choose View Readme from the Service Desk installation start screen.

NOTE

If a stand-alone Self-Service Pages or Service Desk Agent installation exists on the machine where you plan to install the Service Desk Client or Application Server, remove it before starting the installation. If you require either of these services to be installed on the machine, ensure that you specify Shared Installation when you reinstall them after the Service Desk installation. For more information on installing Self-Service Pages see “Self-Service Pages” on page 75, and for the Service Desk Agent see “Rule Manager Agent” on page 91.

Application Server Installation and Database Configuration

NOTE When installing the application server software, ensure that the Services dialog box, in the Control Panel, is not open. If it is, the HP OpenView Service Desk Service will not be created. The only way to rectify this is to reinstall.

NOTE Make sure a database is already installed on the machine you want to install HP OpenView Service Desk on, or on another accessible machine. See “Setting up the Oracle Database” on page 29 and “Setting up SQL Server” on page 31

If you use Oracle, you must install NET8 client on the application server.

To install software on a Windows NT or Windows 2000 computer, you must be logged in to an account with system administrator rights to make changes in the Windows registry. If you do not have sufficient rights, the installation of the software will not succeed.

Install HP OpenView Service Desk database and application server by using the setup program on the HP OpenView Service Desk CD-ROM. You can install Service Desk directly from CD-ROM onto your computer’s hard disk.

NOTE When you install the application server software a copy of the Client software is automatically installed on the server for Service Desk systems administration. This client installation has a default systems administrator account with the user name ‘system’ and password ‘servicedesk’. Do not install another copy of the client software on the server as this may cause the system to become unusable.

To install HP OpenView Service Desk database and application server, you must perform the following actions:

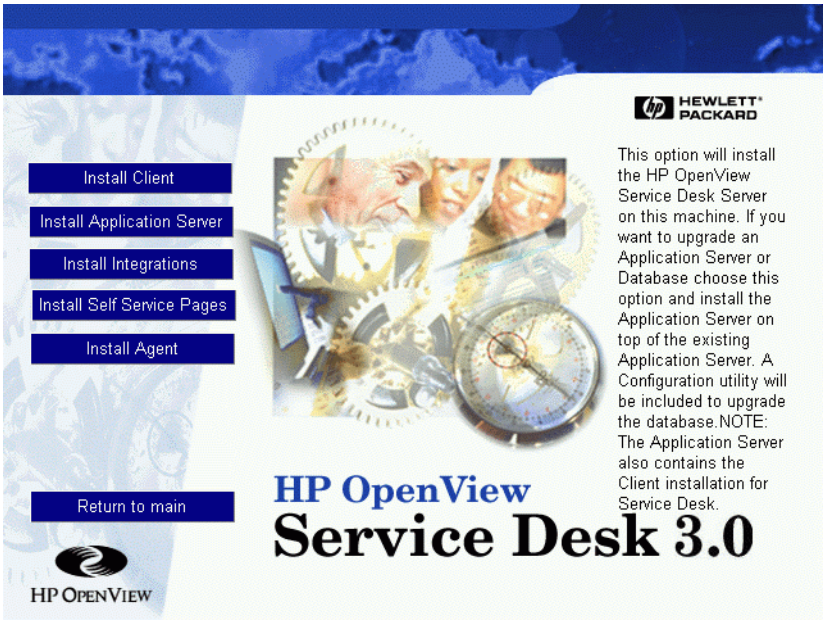
1. Insert the HP OpenView Service Desk CD-ROM into your CD-ROM drive. The start screen appears. If you do not see the Start screen, double-click `setup.exe` in the root of the CD-ROM drive. When the Start screen appears, click `Install Service Desk`:

Figure 3-1 Start screen

NOTE If you cannot get the installation program running by double-clicking `setup.exe`, you can try the following procedure: click the CD-ROM drive, open a DOS dialog box, browse for the folder you want to install and run `startinstallation.exe`. Alternatively, you can use `jre.exe -cp . setup`; note, however, that this will only install Service Desk and not any of the third-party software supplied with Service Desk; these must be installed separately.

2. In the following screen click `Install Application Server`:

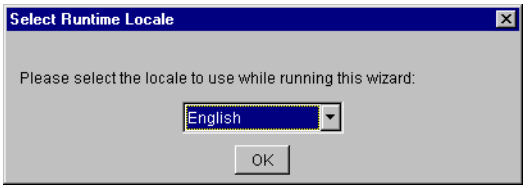
Figure 3-2 Install Service Desk Application Server



NOTE The program will verify whether certain programs are installed; if they are not, the installation program will install them at this point. These programs are: Java Runtime Environment, the correct Microsoft Virtual Machine version, Microsoft Data Access components, HTML Help update, Adobe Acrobat Reader 4 (English). Accept the defaults as they install.

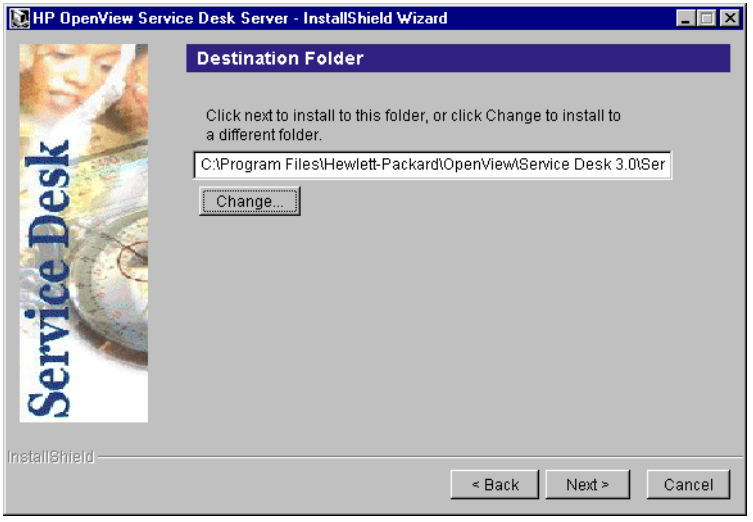
3. Click OK in the Select Runtime Locale dialog box to select the language to be used while running the installation wizard. The default is English; use the list button to select a different language:

Figure 3-3 Select Runtime Locale dialog box



4. When the application is installed, the Welcome screen for the Server InstallShield Wizard appears. Click `Next` to continue, or `Cancel` to abort the installation.
5. If you clicked `Next`, the License Agreement dialog box appears. To proceed, you must select `I Accept all terms of the license agreement` and then click `Next`. By doing so, you agree to all license terms, so read the agreement carefully.
6. Next, the Destination Folder dialog box appears. Here you must enter the folder where the Service Desk software will be placed. If you do not want the software to be placed in the default folder shown, you must click `Change` to enter another installation folder. Click `Next` to continue the installation:

Figure 3-4 Server Destination Folder dialog box

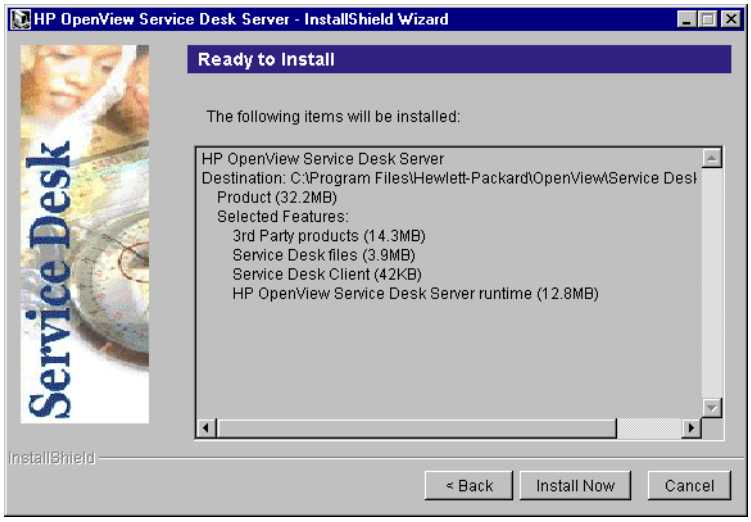


7. If the folder did not already exist, a Confirm dialog box will appear

asking if you want to create it now. Select Next to continue or Back to go to the previous screen and change the destination folder.

8. The Server Ready to Install dialog box shows the items that will be installed. Select Install Now to continue or Back to return to the previous dialog boxes and make changes:

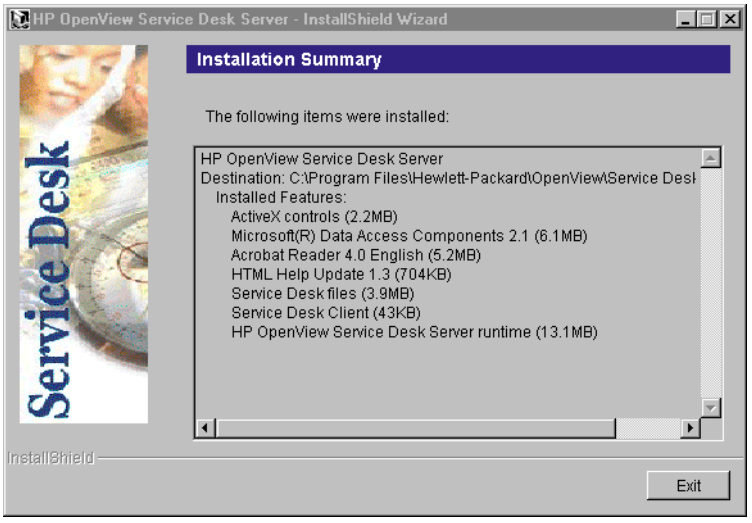
Figure 3-5 Server Ready to Install dialog box



9. After installing the server, you have the option of running the Database Configuration Wizard now, or later by selecting that option from the Start menu. If you want to run the Database Configuration Wizard now, click Yes and continue with “SQL Server Database Configuration Wizard” on page 45 or “Oracle Database Configuration Wizard” on page 52.

10. When all files are installed, the Installation Summary screen will appear. Click Exit to leave the installation program:

Figure 3-6 Server Installation Summary dialog box



SQL Server Database Configuration Wizard

From the Start button select Programs, then HP OpenView Service Desk 3.0, and then click HP OpenView Service Desk Database Configuration Wizard.

1. The Database Configuration Wizard will start. Click Next to begin:

Figure 3-7 Database Configuration Wizard

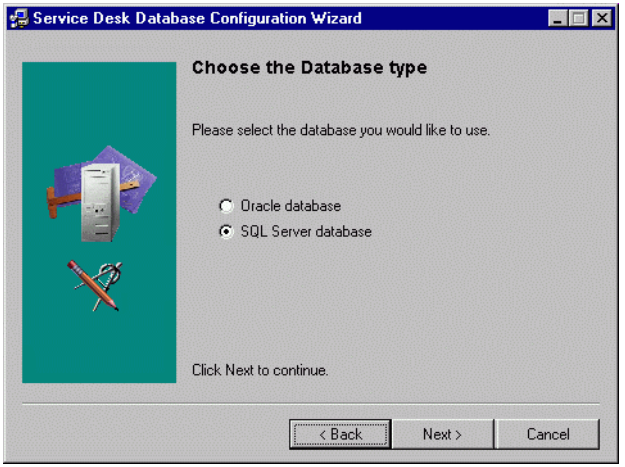
2. The following dialog box will appear. If you want to create a new database user, click Yes. If you have already created a database user, click No and skip to step 9.

NOTE If you select No, you must add a database account for Service Desk manually, this can be done following the procedure "Adding Accounts" on page 112, and changing step 3 to Database Accounts.

Figure 3-8 Create Database User dialog box

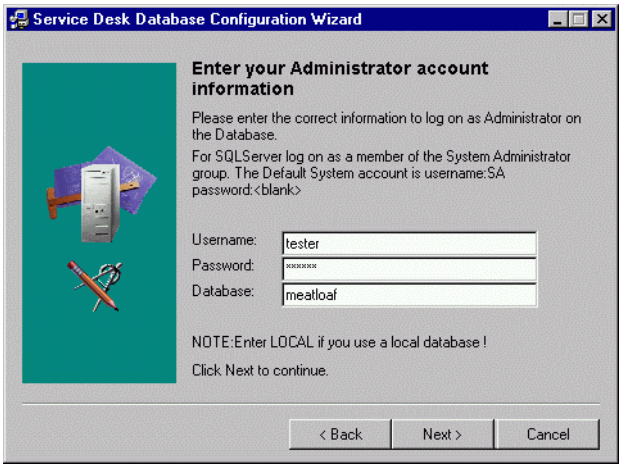
3. In the Choose Database type dialog box, select the `SQL Server database` option, and click `Next`.

Figure 3-9 Choose Database type dialog box



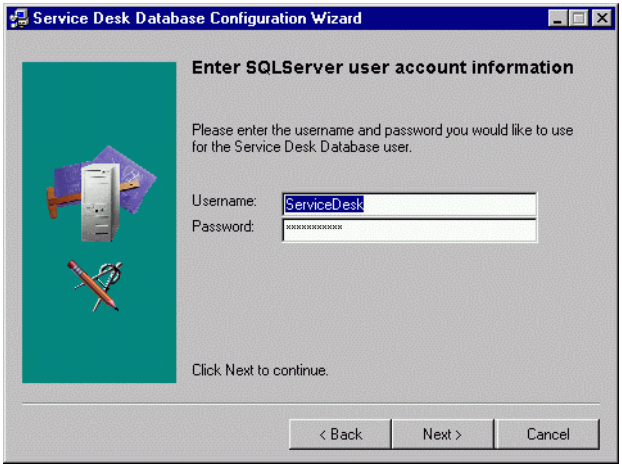
4. In the Administrator Account dialog box enter your database administrator name and password for the database, and the database name. Enter **`Local`** in the `Database` field if the database is located on the machine you are working on. Click `Next` to continue:

Figure 3-10 Administrator Account dialog box



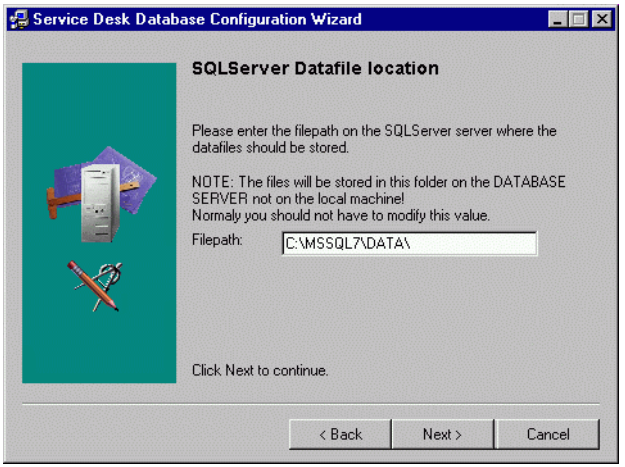
5. To create a SQL Server user account, enter a SQL Server user name and password of your choice:

Figure 3-11 SQL Server user account dialog box



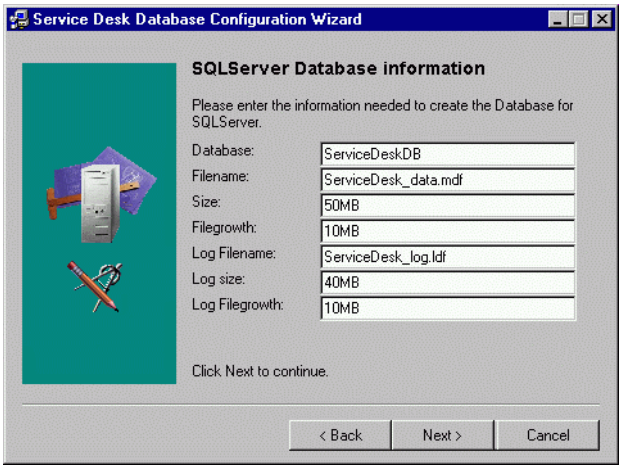
6. The SQL Server Datafile location dialog box appears. Enter a new location or accept the default and click `Next` to continue:

Figure 3-12 SQL Server Datafile location dialog box



7. The SQL Server Database information dialog box will appear. Change the information as necessary. Do not use names with spaces and dots; click `Next` to continue:

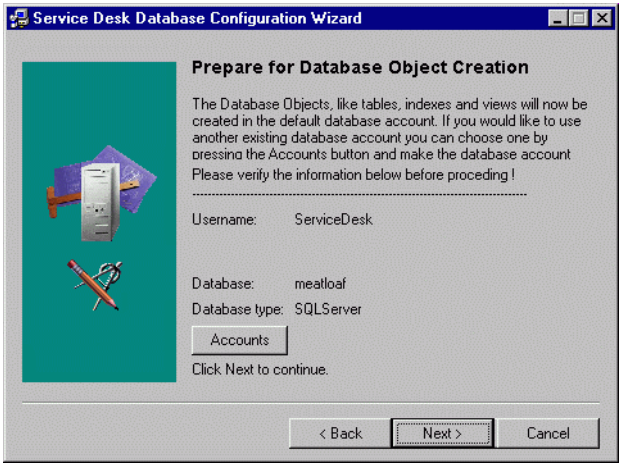
Figure 3-13 SQL Server Database information dialog box



8. A dialog box will appear informing you that the database configuration user is running. The dialog box provides information on the success or failure of the process. Click `Next` to continue.
9. The Prepare for Database Object Creation dialog box will appear. If

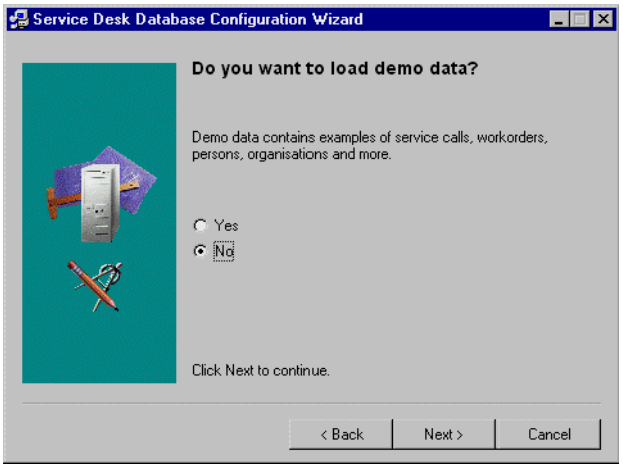
you created your database accounts earlier, you may want to confirm that the correct account is set as the default. The Database Objects are created for the default account, you can change this account information by clicking `Accounts`. If you did not create any accounts earlier, the account you just created in step 5 is used. Click `Next` to continue:

Figure 3-14 Prepare for Database Object Creation dialog box



10. The Load Demo Data dialog box will appear. If you want to load demo data click `Yes`, if not click `No` and then `Next` to continue. The demo database includes dummy entries for Service Desk entities; these will help you understand what kind of data is entered in Service Desk dialog boxes:

Figure 3-15 Load Demo Data dialog box



11. A dialog box will appear with the question `Do you want to run the Database objects creation now?` Click `Yes` or `No`. If you selected `Yes`, a dialog box will tell you that the database objects were created. Click `OK`, then click `Next` after reviewing the Database Object Creation Summary dialog box.
12. A dialog box is displayed asking `Do you want to run the Database constraint creation now?` Click `Yes`, then `OK`, and `Next` after reviewing the summary page.
13. A dialog box is displayed asking `Do you want to read the log file now?` Click `Yes` or `No`.
14. The Database configuration finished dialog box will appear after the configuration is completed. Click `Finish` to leave the configuration wizard.

Figure 3-16 Database Configuration Wizard

Oracle Database Configuration Wizard

From the Start button select Programs, then HP OpenView Service Desk 3.0, and then click HP OpenView Service Desk Database Configuration Wizard.

1. The Database Configuration Wizard will start. Click Next to begin:

Figure 3-17 Database Configuration Wizard

2. A dialog box will appear. If you want to create a new database user, click Yes. If you have already created a database user, click No and skip to step 9.

NOTE If you select No, you must add a database account for Service Desk manually, this can be done following the procedure “Adding Accounts” on page 112, and changing step 3 to Database Accounts.

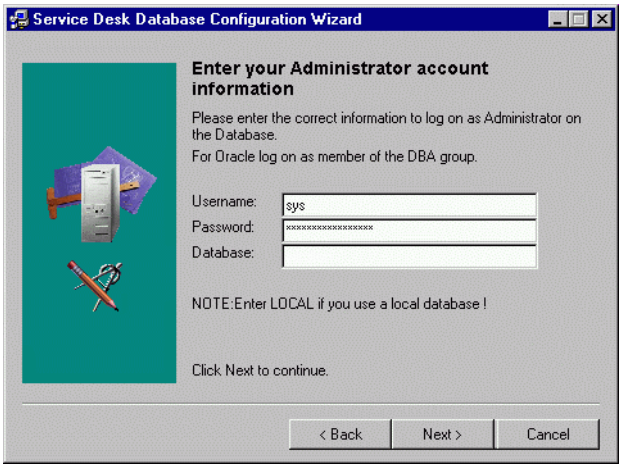
Figure 3-18 Create Database User dialog box

3. In the Choose Database type dialog box, select the `Oracle database` option.

Figure 3-19 Choose Database type dialog box

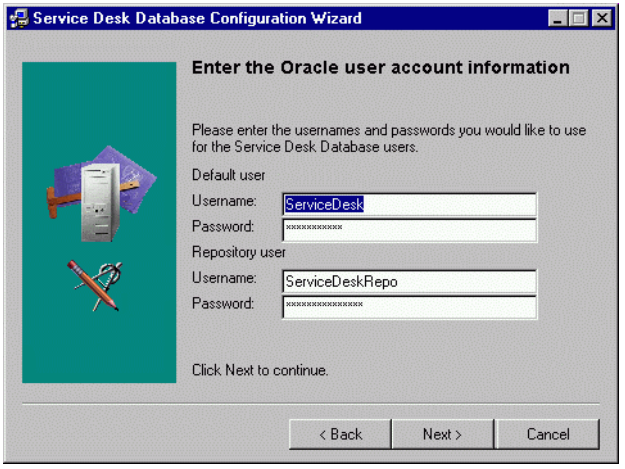
4. In the Administrator Account dialog box enter your database administrator name, password, and the database name. The administrator name must be a member of the DBA group. Enter `Local` in the Database field if the database is located on the machine you are working on:

Figure 3-20 Administrator Account dialog box



5. To create an Oracle user account and repository user account, enter an Oracle user name and password of your choice for each account:

Figure 3-21 Oracle user account dialog box

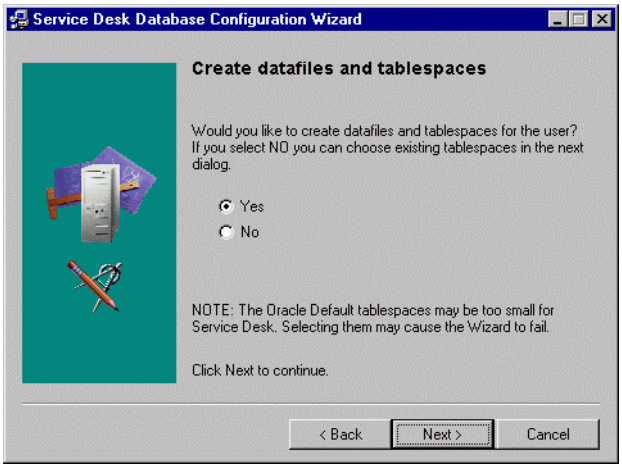


6. In the Create datafiles and tablespaces dialog box, select Yes if you want to define your own datafile and tablespace sizes and continue with step 7. Select No if you want to use existing datafiles and tablespaces and continue with step 15.

NOTE

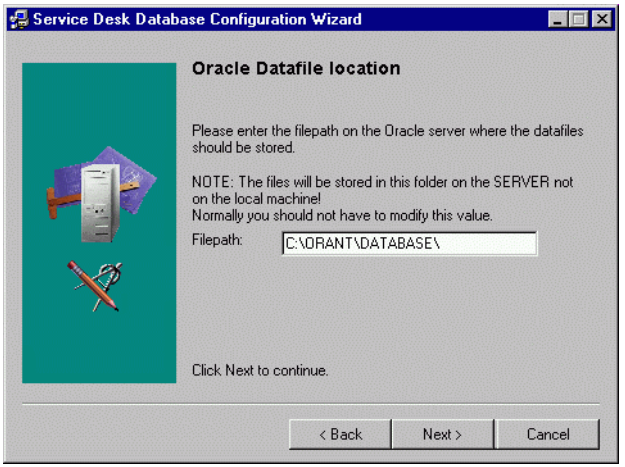
If you select `No` you will only be able to select datafiles and tablespaces that have been created previously. If you then select the defaults provided with Oracle, the install may fail as these files may be too small to run Service Desk.

Figure 3-22 Create datafiles and tablespaces dialog box



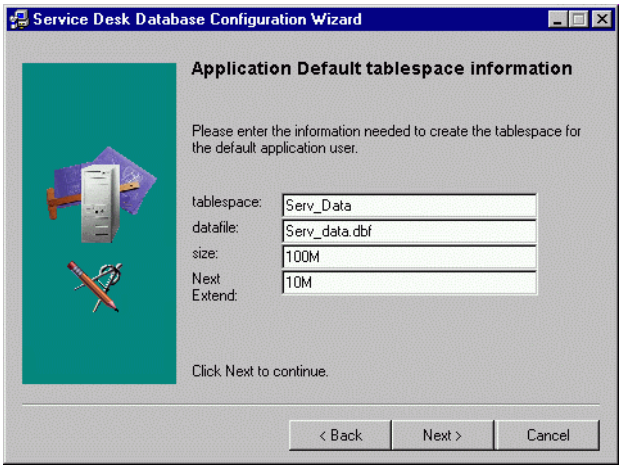
7. The Oracle Datafile location dialog box appears. Enter a new location or accept the default and click `Next` to continue:

Figure 3-23 Oracle Datafile location dialog box



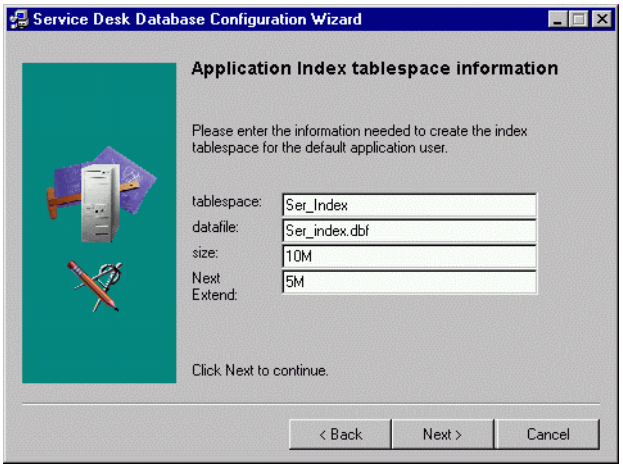
8. The Application Default tablespace information dialog box will appear. Change the information as necessary. Names with spaces and dots should not be used, and click `Next` to continue:

Figure 3-24 Application Default tablespace information dialog box



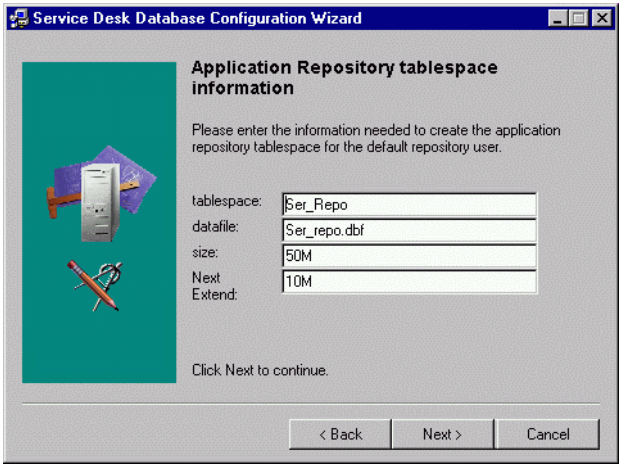
9. The Index tablespace information dialog box will appear. Change the information as necessary. Names with spaces and dots should not be used, and click `Next` to continue:

Figure 3-25 Application Index Tablespace information dialog box



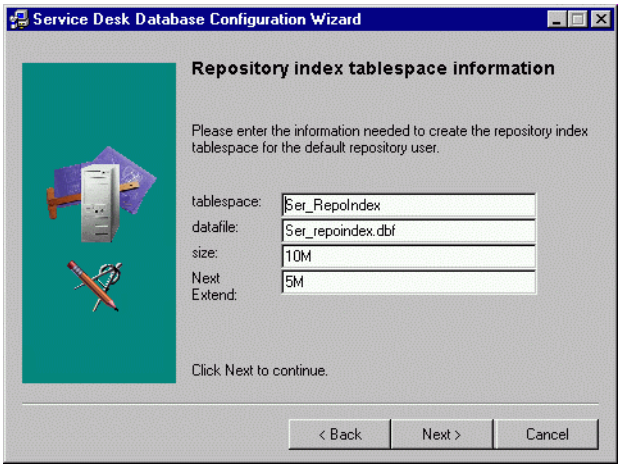
10. The Repository tablespace information dialog box will appear. Change the information as necessary. Names with spaces and dots should not be used, and click `Next` to continue:

Figure 3-26 Application Repository tablespace information dialog box



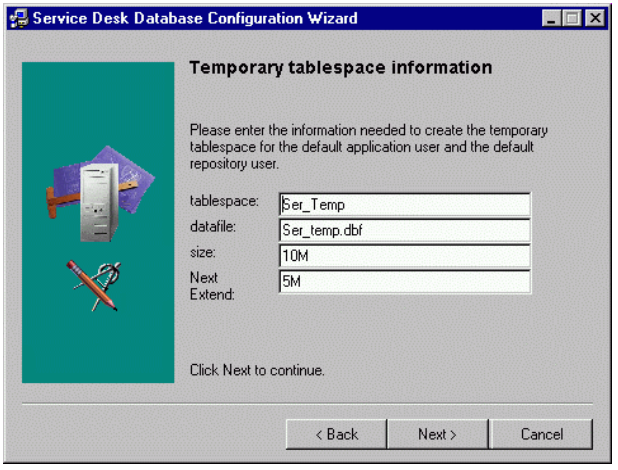
11. The Repository index tablespace information dialog box will appear. Change the information as necessary. Names with spaces and dots should not be used, and click `Next` to continue:

Figure 3-27 Repository index tablespace information dialog box



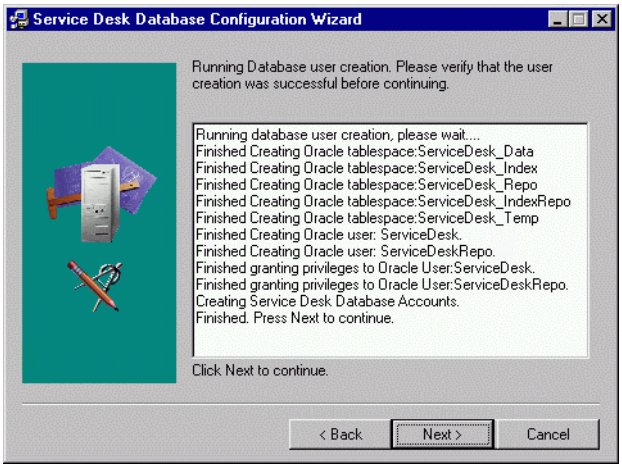
12. The Temporary tablespace information dialog box will appear, change the information as necessary, names with spaces and dots should not be used, and click `Next` to continue:

Figure 3-28 Temporary tablespace information dialog box



13. The verification dialog box will appear, this displays a list of database tablespaces created and the user names granted privileges, if everything is okay, click `Next` to continue:

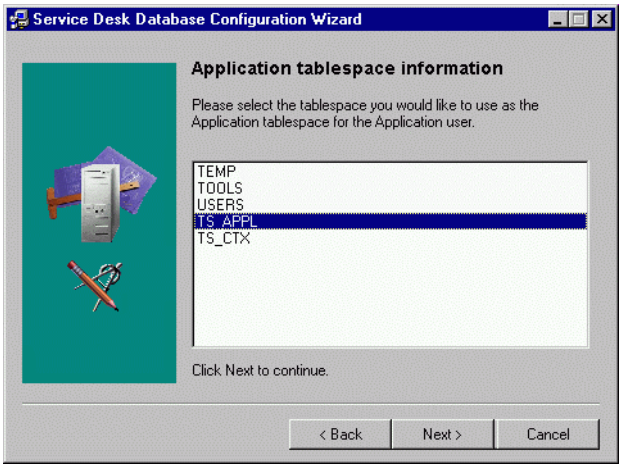
Figure 3-29 Verification dialog box



14. A dialog box will appear informing you that the database configuration user is running. The dialog box provides information on the success or failure of the process. Click `Next` to continue with the Preparation for Database Object Creation dialog box, step 21.

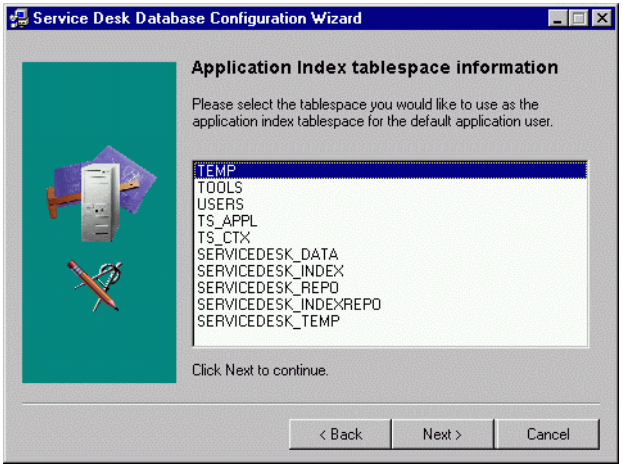
15. If you selected `No` in the Create datafiles and tablespaces dialog box in step 6, the Application tablespace information dialog box is displayed. This dialog box lists the existing tablespaces that can be used by the default application user. Select an option and click `Next` to continue:

Figure 3-30 Application tablespace information dialog box



16. The Application Index tablespace information dialog box is displayed. This dialog box lists the existing tablespaces that can be used as the Index for the default application user. Select an option and click `Next` to continue:

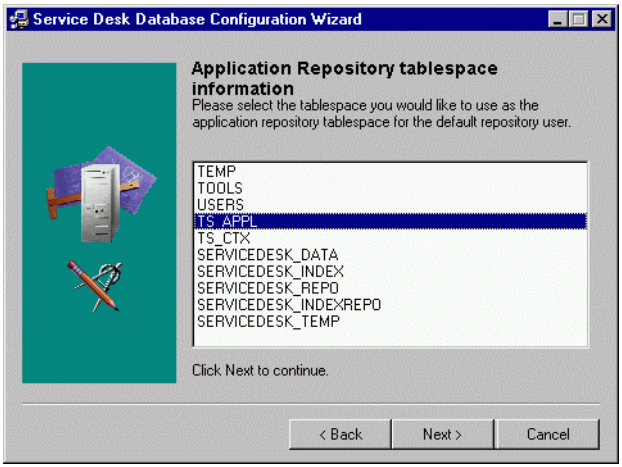
Figure 3-31 Application Index tablespace information dialog box



17. The Application Repository Default tablespace information dialog box is displayed. This dialog box lists the existing tablespaces that can be used by the default repository user. Select an option and click `Next` to

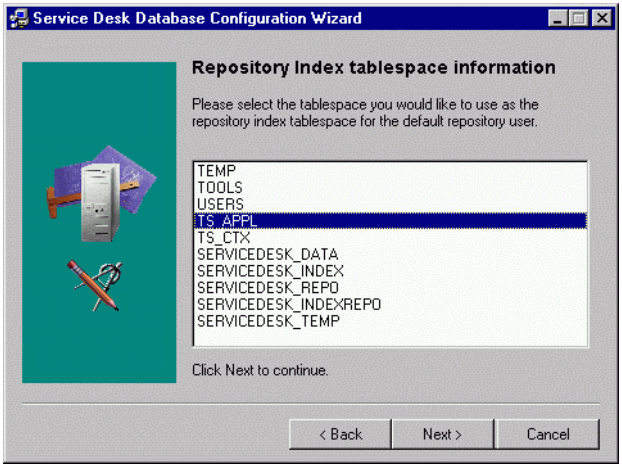
continue:

Figure 3-32 Application Repository tablespace information dialog box



18. The Application Repository Index tablespace information dialog box is displayed. This dialog box lists the existing tablespaces that can be used as the Index for the default repository user. Select an option and click `Next` to continue:

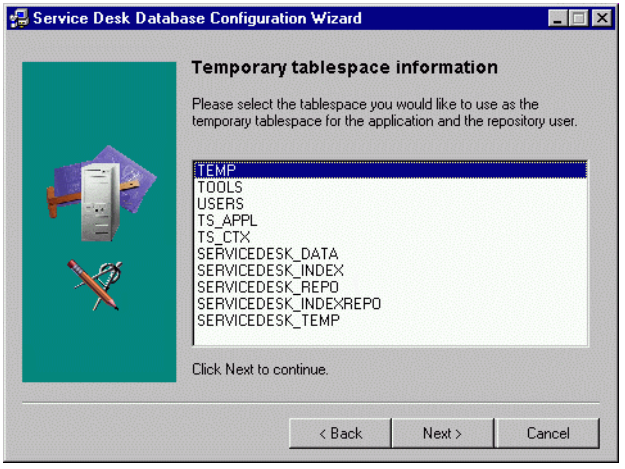
Figure 3-33 Repository Index tablespace information dialog box



19. The Application Temporary tablespace information dialog box is

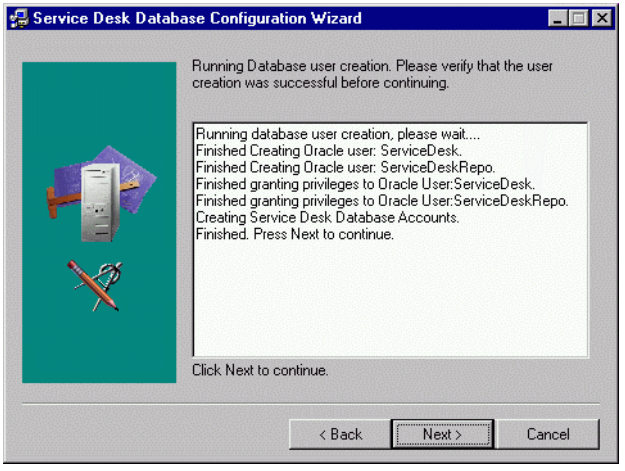
displayed. This dialog box lists the existing tablespaces that can be used as the Temporary tablespace for both the default application user and the default repository user. Select an option and click Next to continue:

Figure 3-34 Temporary tablespace information dialog box



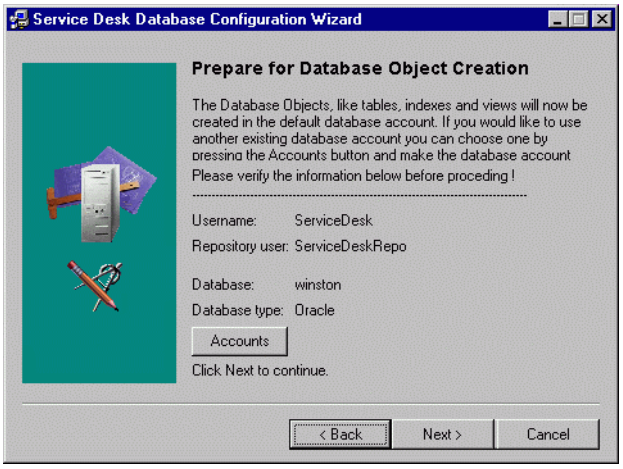
20. The Oracle verification dialog box will appear, this displays a list of database tablespaces created and the user names granted privileges, if everything is okay, click Next to continue:

Figure 3-35 Oracle verification dialog box



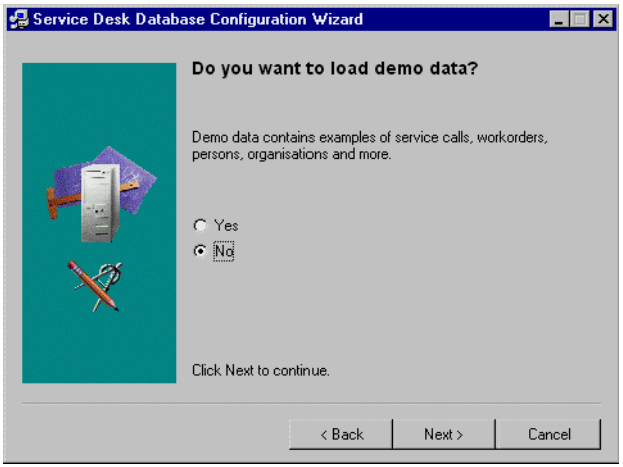
21. The Prepare for Database Object Creation dialog box will appear. You can change account information by clicking `Accounts` from within the dialog box. Click `Next` to continue:

Figure 3-36 Prepare for Database Object Creation dialog box



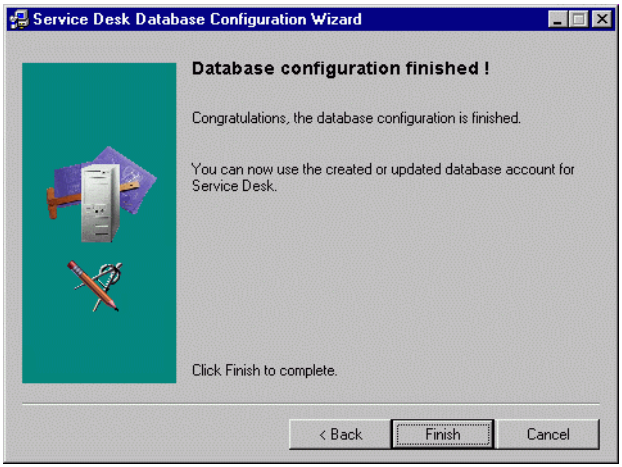
22. The Load Demo Data dialog box will appear. If you want to load demo data click `Yes`, if not click `No` and then `Next` to continue. The demo database includes dummy entries for Service Desk entities, these will help you understand what kind of data is entered in Service Desk dialog boxes:

Figure 3-37 Load Demo Data dialog box



23. A dialog box will appear with the question `Do you want to run the Database objects creation now?` Click `Yes` or `No`. If you selected `Yes`, a dialog box will tell you that the database objects were created. Click `OK`, then click `Next` after reviewing the Database Object Creation Summary dialog box.
24. A dialog box is displayed asking `Do you want to run the Database constraint creation now?` click `Yes`, then `OK`, and then `Next` after reviewing the summary page.
25. A dialog box is displayed asking `Do you want to read the log file now?` Click `Yes` or `No`.
26. The Database configuration finished dialog box will appear after the configuration is completed. Click `Finish` to leave the configuration wizard.

Figure 3-38 Database Configuration Wizard



Client Installation

Use this procedure to install the client software on a client PC that can communicate with the application server. A copy of the client software was automatically installed on the server along with the application server software.

To install software on a Windows NT or 2000 computer, you must be logged on to an account with system administrator rights to make changes in the Windows registry. If you do not have sufficient rights, the installation of the software will not succeed.

Install HP OpenView Service Desk client by using the setup program on the HP OpenView Service Desk CD-ROM. You can install Service Desk directly from CD-ROM onto your computer's hard disk. The installation will take approximately 10 minutes.

NOTE

Install the Microsoft Java Virtual Machine before installing the client. The Virtual Machine software is distributed with this release on the HP OpenView Service Desk CD-ROM. To install the software, see "Installing Microsoft Java Virtual Machine" on page 34.

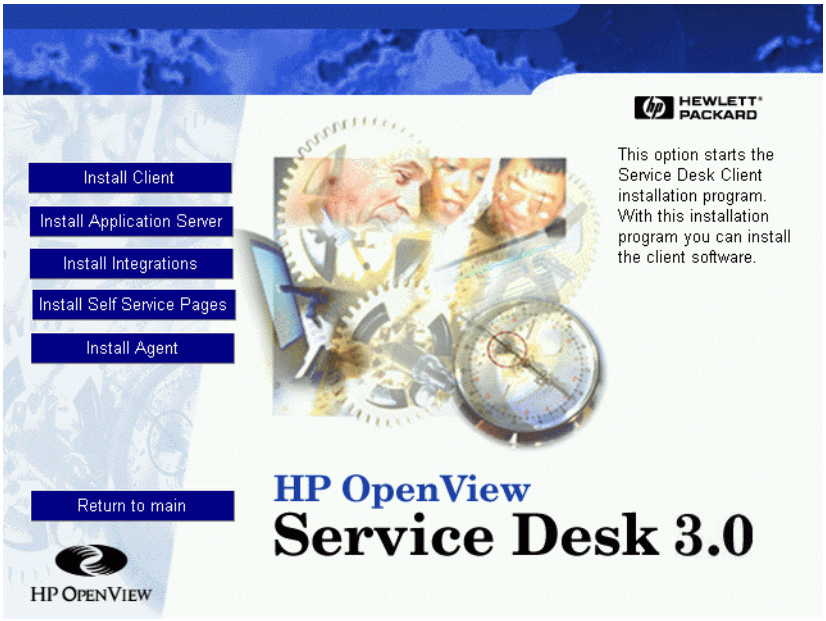
To install HP OpenView Service Desk client, you must perform the following actions:

1. Insert the HP OpenView Service Desk CD-ROM into your CD-ROM drive. The start screen appears. If it does not, double-click `setup.exe` in the root of your CD-ROM drive. When the start screen appears, click `Install Service Desk:`

Figure 3-39 Start screen

2. In the following screen click `Install Client`:

Figure 3-40 Install Client



NOTE

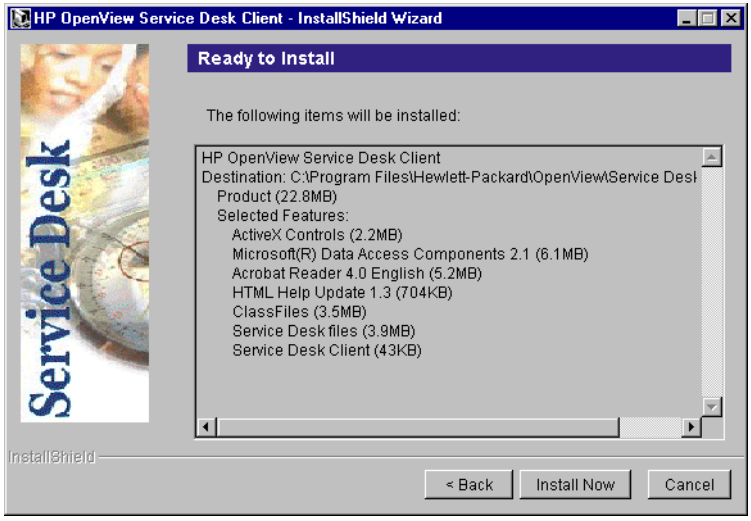
If you cannot get the installation program running by double-clicking `setup.exe`, you can try the following procedure: click the CD-ROM drive, open a DOS dialog box, browse for the folder you want to install, and run `startinstallation.exe`. Alternatively, you can use `jre.exe -cp . setup`, note however that this will only install Service Desk and not any of the third-party software supplied with Service Desk, these must be installed separately.

3. In the Select Runtime Locale dialog box, select the language you want to use for the installation wizard, and click `OK`. The default is English, you can select a different language by using the list button:

Figure 3-41 Select Runtime Locale dialog box

4. Next the Welcome screen for the Client InstallShield Wizard appears. Click `Next` to continue.
5. Next, the License Agreement dialog box appears. To proceed, you must select the `I accept all terms of the license agreement` check box and then click `Next`. By doing so, you agree to all license terms, so read the agreement carefully.
6. The Client Ready to Install dialog box will show a list of items to be installed. Click `Install Now` to install the files or `Back` to make changes in the previous dialog boxes:

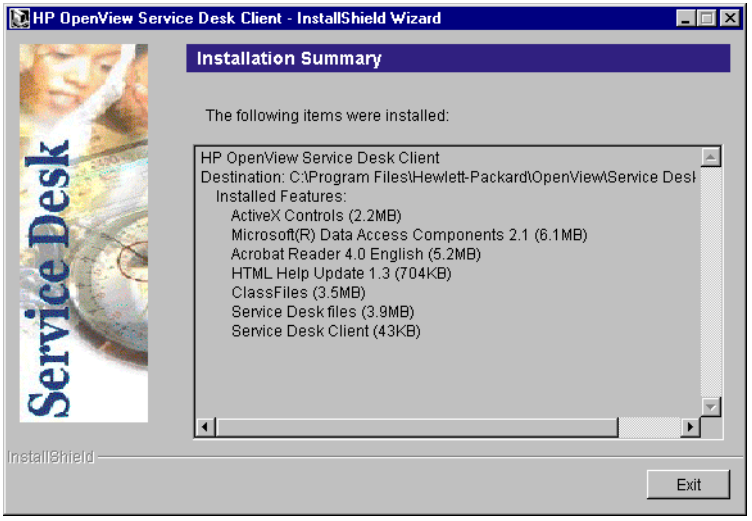
Figure 3-42 Client Ready to Install dialog box



7. While the installation program is unpacking and reading files, a progress monitor will be shown on your screen. You can abort the installation by clicking `Cancel` at any time.
8. When the installation is finished, the Client Installation Summary

dialog box appears. Click `Exit` to quit the installation program. The installation is now complete:

Figure 3-43 Client Installation Summary dialog box



The Connection Wizard

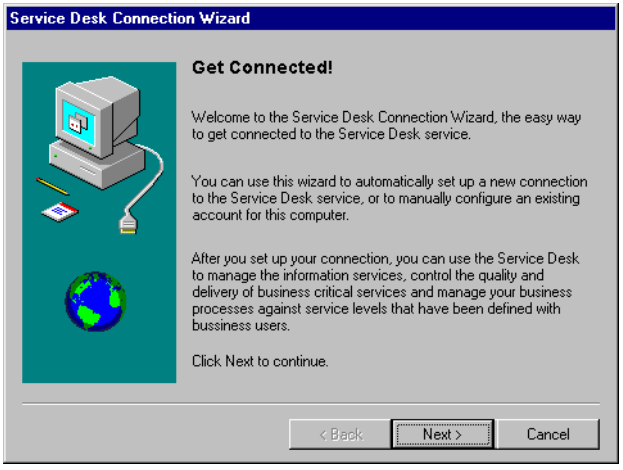
After you have installed the HP OpenView Service Desk Client, select `Programs` from the `Start` menu. Choose `HP Openview Service Desk 3.0` and click `HP Openview Service Desk 3.0` again from the sub-menu. The Service Desk Connection Wizard starts. The Connection Wizard enables you to enter the information required to set up your account, such as your name, your Internet e-mail address, the Service Desk server name, your account name and password and your “friendly name”.

Click `Cancel` at any time to quit the Connection Wizard; click `Back` at any time to return to the previous screen.

The Connection Wizard procedure is as follows:

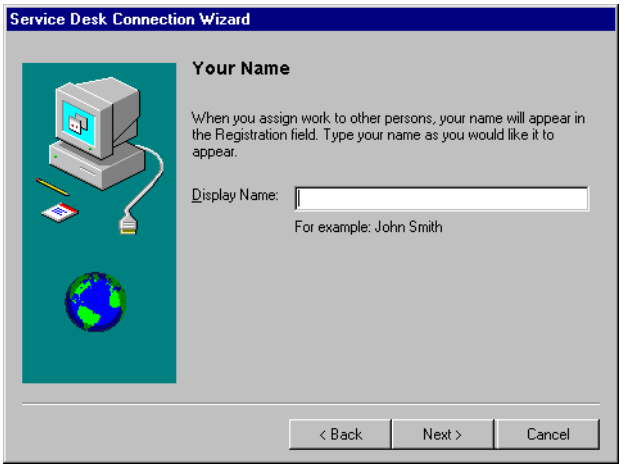
1. The Service Desk Connection Wizard opens with the Get Connected dialog box. Read the welcome text and click `Next` to continue.

Figure 3-44 Service Desk Connection Wizard



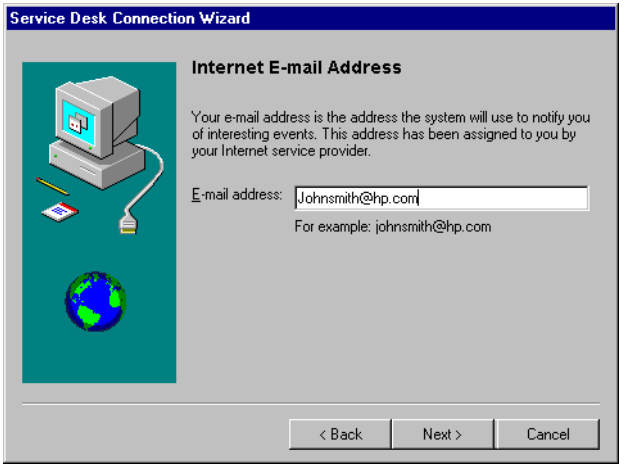
2. In the first dialog box you must enter your name as you would like it to appear in the registration field when you assign work to other people. Click `Next` to continue.

Figure 3-45 Your Name dialog box



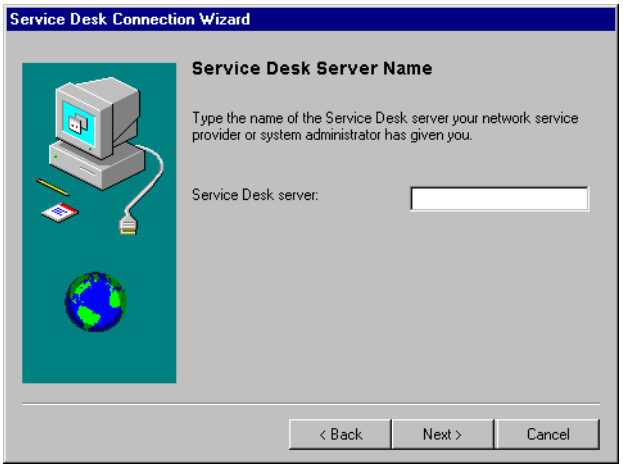
3. In the Internet E-mail Address dialog box, you must enter the e-mail address assigned to you by your internet service provider. Click Next to continue:

Figure 3-46 The Internet E-mail Address dialog box



4. In the Service Desk Server dialog box, fill in the name of the Service Desk server. Click Next to continue:

Figure 3-47 Service Desk Server dialog box

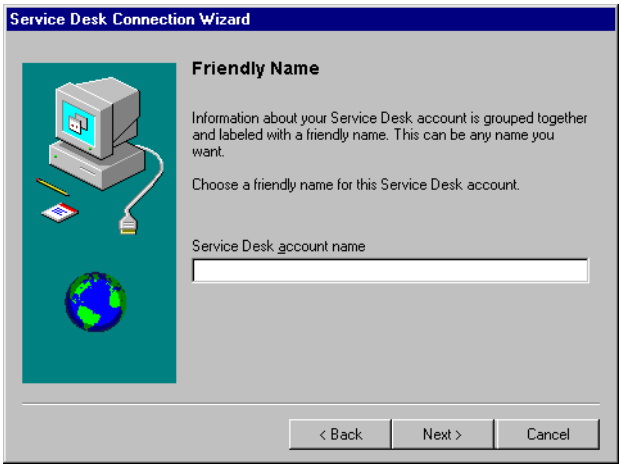


5. In the Account Name and Password dialog box, enter the account name and password you use to log on to your Service Desk service provider. Contact your Service Desk service provider if you do not know the name and password. Click `Next` to continue.

Figure 3-48 The Account Name and Password dialog box

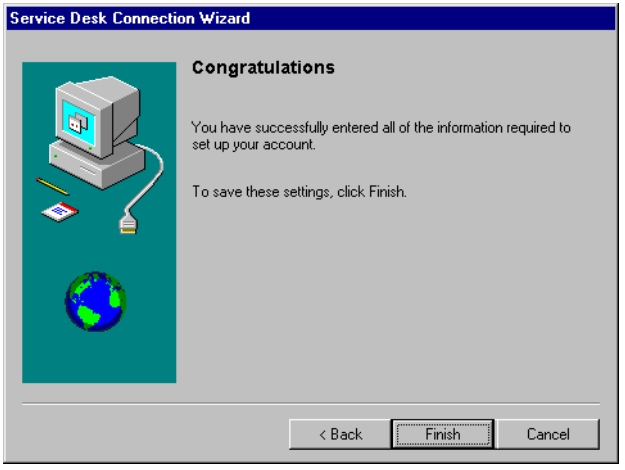
6. Finally, you must fill in your 'friendly name'. This friendly name is used to label information about your Service Desk account:

Figure 3-49 The Friendly Name dialog box



7. The last Connection Wizard dialog box informs you that you have entered all information required to set up your account. Click `Finish` to set up your account. The Service Desk Connection Wizard will be closed, and HP OpenView Service Desk will be started.

Figure 3-50 Congratulations dialog box



Self-Service Pages

The Self-Service Pages are Internet pages that have been created to enable your customers to report problems directly to Service Desk over the Internet. Using a secure connection your customer is able to access the Self-Service Pages and complete a form to register a service call. The data is passed directly to Service Desk, and your help desk is notified. The help desk staff can then contact the customer for further details.

The Self-Service Pages can be installed on a shared machine, that is, one that has (or will have) Service Desk installed on it too, or they can be installed on a stand-alone machine that does not (and will not have) Service Desk installed. The distinction is crucial as certain class files will be stored in different places on the two machines.

NOTE Self-Service Pages installed with Service Desk 2.0 are not compatible with Service Desk 3.0; the latest version can be installed when installing HP OpenView Service Desk 3.0. When upgrading from Service Desk 2.0 to 3.0 remember that all stand-alone installations of the Self-Service pages must also be upgraded.

Service Desk supports two web servers: Apache web server and Microsoft IIS. Each web server needs a servlet engine. Apache needs JServ, which is available for both Windows and UNIX platforms. IIS needs JRun, which is only available for Windows NT Server and Windows 2000.

NOTE JServ or JRun must be installed on the computer before the Self-Service Pages installation is performed.

JServ can be downloaded from http://java.apache.org/jserv. For information about supported version numbers see “Requirements” on page 28.

JRun can be downloaded from http://www.allaire.com. For information about supported version numbers see “Requirements” on page 28.

To install Self-Service Pages, perform the following actions:

1. Insert the HP OpenView Service Desk CD-ROM; automatically the start screen appears. If it does not, double-click `setup.exe` in the root of the CD-ROM drive. Click `Install Service Desk`.

Figure 3-51 Start screen

2. In the following dialog box, click `Install Self-Service Pages`:

Figure 3-52 Install Self-Service Pages

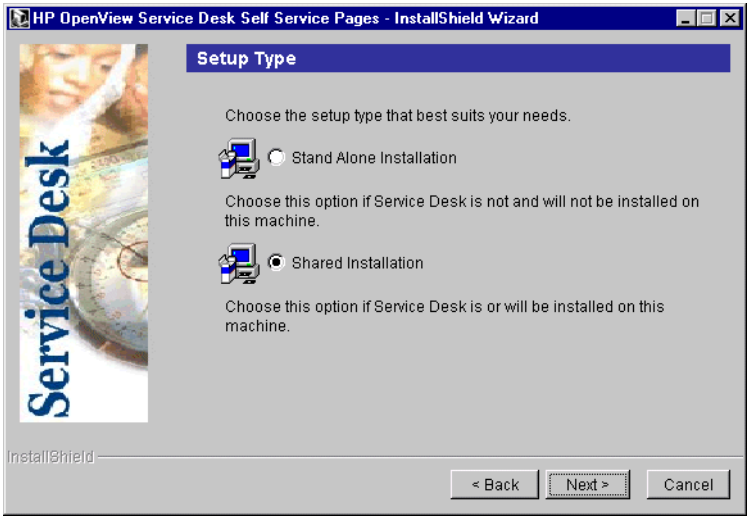
NOTE

If you cannot get the installation program running by double-clicking `setup.exe`, you can try the following procedure: click the CD-ROM drive, open a DOS dialog box, browse for the folder you want to install and run `startinstallation.exe`. Alternatively, you can use `jre.exe -cp . setup`. Note however that this will only install Service Desk and not any of the third-party software supplied with Service Desk. These must be installed separately.

3. Next you will be able to select a Runtime Locale. Click `OK` to accept English as the default language for running the installation wizard, or use the list button to select a different language.
4. Next the Self-Service Pages InstallShield Wizard will appear. Select `Next` to continue.
5. If you accept the terms of the license agreement, select that option and then `Next` to continue.
6. Use the Self-Service Pages Setup Type dialog box to define whether

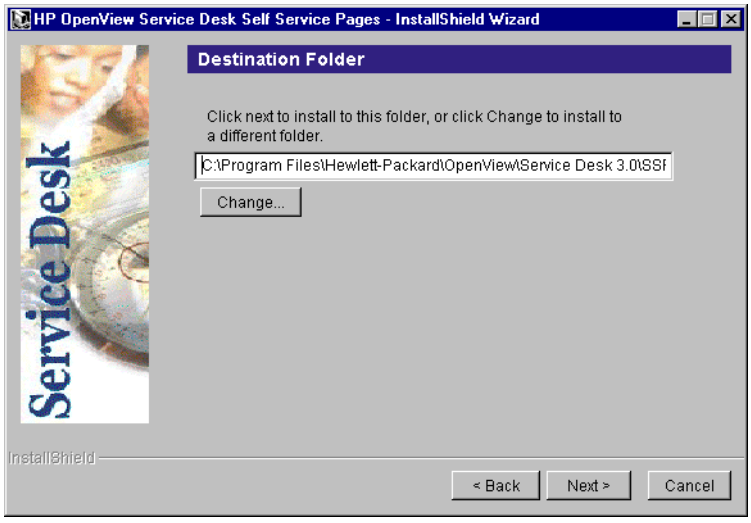
the Self-Service Pages are being installed on a shared machine, that is, one that has (or will have) Service Desk installed on it, or whether the installation is being done on a stand alone machine that does not (and will not have) Service Desk installed. The distinction is crucial as certain class files will be stored in different places on the two machines. Click `Next` to continue:

Figure 3-53 Self-Service Pages Setup Type dialog box



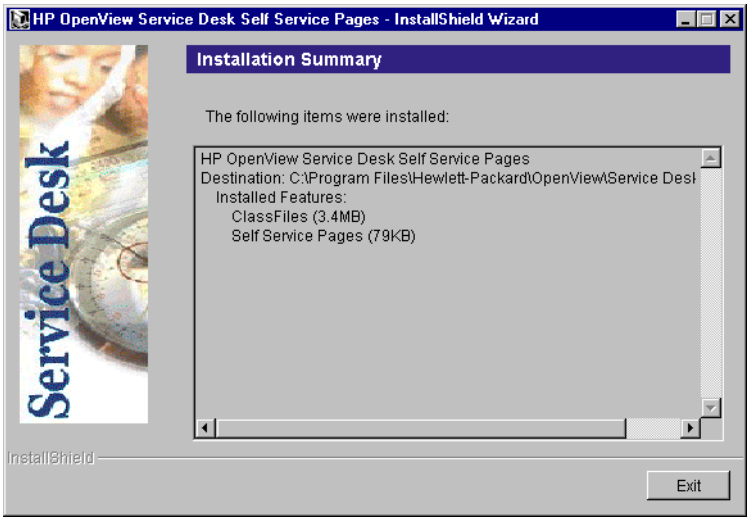
7. In the Self-Service Pages Destination Folder dialog box, enter the folder where you want the Self-Service Pages files installed, or click `Browse` to search for and select a different installation folder. Click `Next` to continue the installation:

Figure 3-54 Self-Service Pages Destination Folder dialog box



8. A Confirm dialog box will appear if the folder does not exist. Click `Yes` if you want to create the folder or `Back` to return to the Destination Folder dialog box and change the folder.
9. The Ready to Install dialog box shows the items that will be installed. Click `Install Now` to continue or `Back` to return to the previous screens and make changes.
10. A progress screen will show you the files being unpacked and read during the installation process.
11. If the machine is shared you will be asked if the current machine is the application server. Click `Yes` or `No`. If you clicked No, a dialog box will be displayed for you to enter the name of the application server. If the machine is stand-alone, you will not be asked about the server.
12. A dialog box is displayed asking if you want to configure the Apache Web Server. Click `Yes` if you want to configure the Apache Web Server automatically. If you click `No`, you can configure Apache Web Server manually later. If you choose to configure it later, you must run `<SSPHome>\installation Support Files\ApacheSetup.exe` and follow the instruction in “Configuring Self-Service Pages” on page 113.
13. When the installation is complete the Installation Summary dialog box will appear. Click `Exit` to leave the installation program:

Figure 3-55 Self-Service Pages Installation Summary dialog box



NOTE If the SSP installation is on a shared machine, Service Desk services must be stopped before uninstalling SSP, otherwise there will be an unclean removal.

Integrations

To install software on a Windows NT or 2000 computer, you must be logged on to an account with system administrator rights to make changes in the Windows registry. If you do not have sufficient rights, the installation of the software will not succeed.

NOTE

If you are going to install the ManageX integration tools, or going to do a typical install you must install ManageX on the same machine as the application server software before installing the integrations.

Install HP OpenView Service Desk Integrations software by using the setup program on the HP OpenView Service Desk CD-ROM:

1. Insert the HP OpenView Service Desk CD-ROM into your CD-ROM drive. The start screen appears. If you do not see the Start screen, double-click `setup.exe` in the root of the CD-ROM drive. The Start screen appears on your screen. Click `Install Service Desk`:

Figure 3-56 Start screen

NOTE

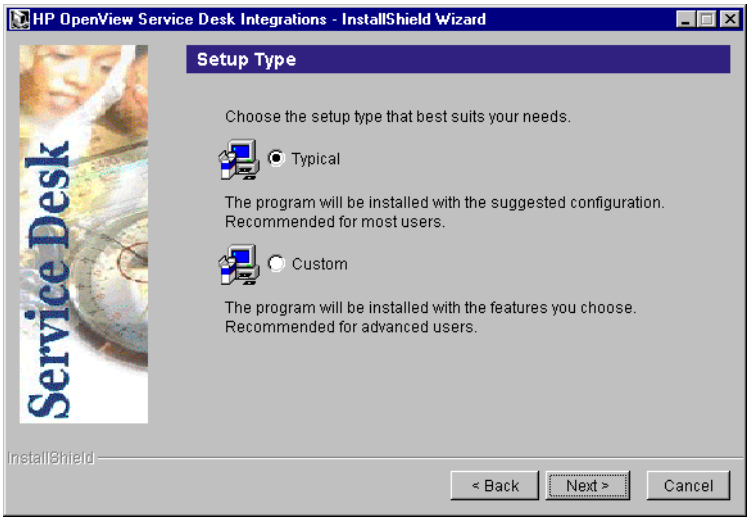
If you cannot get the installation program running by double-clicking `setup.exe`, you can try the following procedure: click the CD-ROM drive, open a DOS dialog box, browse for the folder you want to install and run `startinstallation.exe`. Alternatively, you can use `jre.exe -cp . setup`, note however that this will only install Service Desk and not any of the third-party software supplied with Service Desk, these must be installed separately.

2. In the following screen click `Install Integrations`:

Figure 3-57 Install Integrations

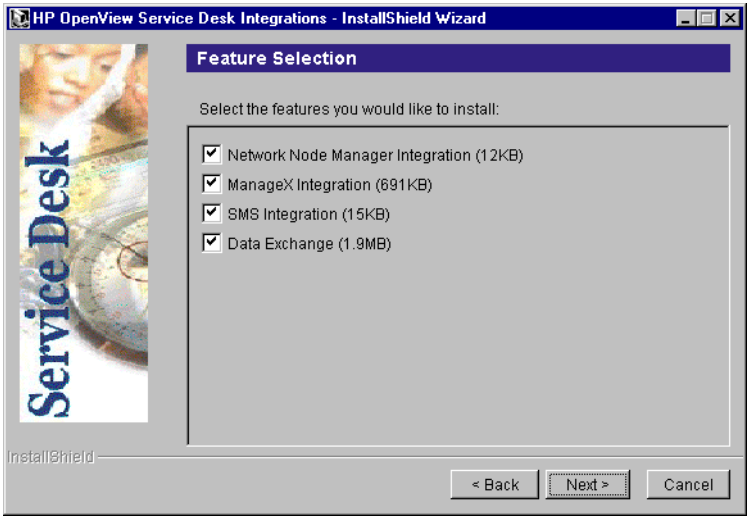
3. Click `OK` in the Runtime Locale dialog box to select the language to be used by the installation wizard. The default is English; use the list button to select a different language.
4. After installing the application files, the Integrations InstallShield Wizard appears. Click `Next` to continue, or `Cancel` to abort the installation.
5. Next, the Integrations Setup Type dialog box appears. Select `Typical` or `Custom` setup. The `custom` installation option makes it possible to choose integration components from a list. Select the type of installation you want and click `Next` to continue:

Figure 3-58 Integrations Setup Type dialog box



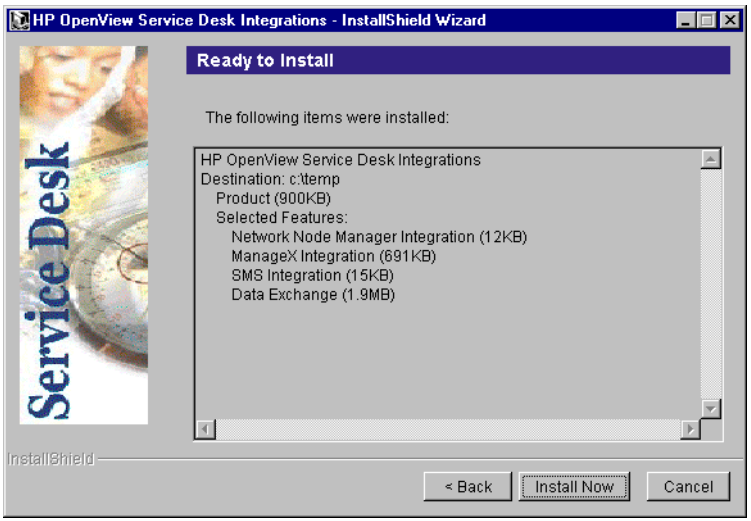
6. If you selected the `Custom` setup, the Feature Selection dialog box will appear. The Data Exchange feature is a set of Service Desk tools required for importing data from the other integrations. Choose the items you want to install from the options listed and click `Next` to continue:

Figure 3-59 Integrations Feature Selection dialog box



7. The Ready to Install dialog box shows the items that will be installed, select `Install Now` to continue:

Figure 3-60 Integrations Ready to Install dialog box



8. A progress screen will appear showing the files being installed.
9. When all files are installed, the Installation Summary screen will appear. Select `Exit` to leave the installation program.

NOTE The data exchange process only works if Service Desk runs in three-tier mode. Configuration, XML and log files can only be accessed from the application server or the data exchange server.

Integration Tools on HP-UX and Solaris Platforms

The integration tools used for sending service events from an external application to Service Desk can also be installed on HP-UX and Solaris platforms. The tools for queuing events, the sd_event program for sending service events, the Rule Manager agent, and ITO integration files are all provided in the HPOVSD depot in the `/unix` folder on the Service Desk 3.0 CD-ROM, and also in *.tar file format. The programs #swinstall and #swremove are provided on the CD-ROM for use in installing and uninstalling these integration tools.

NOTE Install Java Virtual Machine (jre or java) on the computer where you want to install the integration tools before installing them. The installation script searches for the java runtime interpreter (jre or java) in a standard PATH (`/bin:/usr/bin`), and in `/opt/java/bin`. So if you have it installed elsewhere, you must edit `/sbin/init.d/hpovsdagent` after installation. The depot-based installation will remind you of this.

NOTE The correct version of Perl must be installed prior to installing the ITO integration tools, and must be mentioned first in the path variables. The version of Perl that has been tested and is known to work with Service Desk ITO integrations can be found in the *Supported Platforms List*. For further information about this document see “Requirements” on page 28.

The following section provides detailed information for installing the ITO integration tools. To install the Rule Manager agent, see “HP-UX Platforms” on page 95, or “Solaris Platforms” on page 98. The sd_event program and the event queuing tools can be installed at the same time you install the ITO integration tools, or when you install the Rule Manager agent from the HPOVSD depot. The files are called: `Agent`, `SDevent`, `Ito5Integration`, and `EventQueuing` in the HPOVSD depot. If you want to install the files manually using the TAR file formats, the file names and locations are:

Table 3-1 TAR Files

File	Location
`ito5_SD30.tar`	/opt/OV/SD/ito5
`sd_event.tar`	/opt/OV/SD/bin
`jobqueue.tar`	/opt/OV/SD/queuing
`hpovsdagent.zip`	/opt/OV/SD/classes
`mclasses.zip`	/opt/OV/SD/classes

ITO Integration

For the ITO integration you will need to install some items on your Service Desk application server and other items on your ITO server. On the Service Desk server you will need to:

1. Select the `Data Exchange` option when you are installing `Integrations` from the Service Desk 3.0 CD-ROM. The import mapping file, `external_event`, is included when you install Data Exchange.
2. Install the demo database. The demo database includes two database rules used for sending service events back to ITO: `ito_acknowledge` and `ito_annotate`.

The following table provides an overview of the files that need to be installed on the Service Desk server:

Table 3-2 Installing on Service Desk Server

File	Location	Remarks
`external_event`	Import mapping in the application	contains default values for import mapping
`ito_acknowledge`	database rules in application	for acknowledging ITO messages.
`ito_annotate`	database rule in application	for adding annotations to ITO messsages.

NOTE Only one Service Desk server (service) needs to be running for the ITO integration to work, even if you are using multiple ITO servers.

Installing ITO Integration Tools on HP-UX or Solaris Platforms

After installing the integration tools on your Service Desk server a number of items need to be installed on the server that ITO is running on, for the integration to be fully functional. The following files will need

to be installed:

Table 3-3 Files Installed on the ITO server

File	Location
sd_event	/opt/OV/SD/bin
Queuing tools	/opt/OV/SD/queuing
hpovsdagent.zip	/opt/OV/SD/classes
mclasses.zip	/opt/OV/SD/classes
sd_event.sh	opt/OV/bin/OPC/extern_intf
sd_eventins.sh	opt/OV/bin/OPC/extern_intf
sd_eventins.pl	opt/OV/bin/OPC/extern_intf
get_ito_attributes	opt/OV/bin/OPC/extern_intf
opcaddanno	opt/OV/bin/OPC/extern_intf

NOTE The shell script oraenv should be in the system path for root.

The installation will also:

- adapt the sd_event.ini file located in /opt/OV/SD/bin;
- add the trouble ticket setting sd_event.sh to the ITO user interface;
- add the application group “Service Desk” to application “Insert Incident” in the ITO user interface;
- add message group “Service Desk” to the ITO user interface;
- add message template group “ServiceDesk” with two message templates to the user interface;
- Create a file, install.log, in the log directory.

The installation consists of two steps: installing the ITO tar file from the hpovsd depot, and then installing the items in the ITO tar file:

Step 1. Copy the hpovsd.depot file to your tmp folder and run #swinstall -s /tmp/hpovsd.depot. The hpovsd depot contains sd_event program

(SDevent), the Rule Manager agent (Agent), the queuing tools (EventQueuing) and the ITO tar file (Ito5Integration). All items in the depot can be installed at this time. See "HP-UX Platforms" on page 95 for details on installing items from the depot. During the installation, mark the tar file, called ito5IntFiles, for installation with the other files and click Install.

Step 2. After the ITO tar file is installed from the hpovsd depot, the components in the tar file need to be unpacked and installed. Use the following commands to install the components from the tar file:

1. Log on as root.
2. **#cp ito5_SD30.tar /opt/OV/SD/ito5**
3. **#cd /opt/OV/SD/ito5**
4. **# tar xvof ito5_SD30.tar**
5. **# ./install.sh**
6. During the installation you will be asked a number of questions similar to the following:

Question	Action
What is the Oracle version, 7 or 8?	Enter the version number of the Oracle database.
What is the Service Desk server?	Enter the server you installed Service Desk on.
What is your ITO account?	Enter the account you have created or will create in Service Desk for the ITO integration.
What is the database instance name of IT/operations?	Enter the alias name of the database ITO uses.
Do you want to upload IT/Operations default configuration?	Yes installs all items from the tar file. No installs the files but does not install the ITO user interface items.

7. When the installation is successful, you will see "`Installation of ITO integration has been completed without errors`". You can now configure your ITO integration with Service Desk. For additional information about the ITO integration, refer to the *HP OpenView Service Desk 3.0 Data Exchange Administrator's Guide*.

8. Review the installation log file. This can be found at: `/opt/OV/SD/ito5/log/install.log`.

Rule Manager Agent

This section explains how to install the Rule Manager agent on Windows, HP-UX and Solaris platforms. For information about starting the agent, see “Activating the Rule Manager Agent” on page 136. For additional information about the Event Communicator, refer to “Importing Service Events” in the *Data Exchange Administrator's Guide*.

Windows Platform

To install software on a Windows NT or Windows 2000 computer, you must be logged on to an account with system administrator rights to make changes in the Windows registry. If you do not have sufficient rights, the installation of the software will not succeed.

To install HP OpenView Service Desk Agent, you must perform the following actions:

1. Insert the HP OpenView Service Desk CD-ROM into your CD-ROM drive. The start screen appears. If you do not see the start screen, double-click `setup.exe` in the root of the CD-ROM drive. When the Start screen appears on your screen, click `Install Service Desk`:

Figure 3-61 Start screen

NOTE

If you cannot get the installation program running by double-clicking `setup.exe`, you can try the following procedure: click the CD-ROM drive, open a DOS dialog box, browse for the folder you want to install and run `startinstallation.exe`. Alternatively, you can use `jre.exe -cp . setup`, note however that this will only install Service Desk and not any of the third-party software supplied with Service Desk, these must be installed separately.

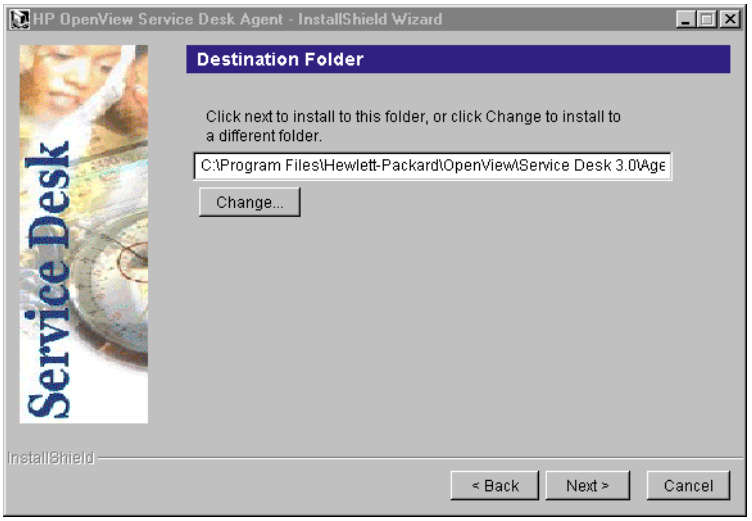
2. In the following screen click `Install Agent`:

Figure 3-62 Install Agent

3. Click `OK` in the Select Runtime Locale dialog box to select the language to be installed. The default is English; use the list button to select a different language.
4. A progress monitor will keep you informed on the status of the application installation.
5. The Welcome screen for the Agent InstallShield Wizard appears. Click `Next` to continue, or `Cancel` to abort the installation.
6. If you clicked `Next`, the License Agreement dialog box appears. To proceed, you must select `I accept all terms of the license agreement`, and then click `Next`. By doing so, you agree to all license terms, so read the agreement carefully.
7. The Setup Type dialog box appears. If the Service Desk application will *not* be installed on this machine, select `Stand Alone installation`. If the Service Desk application is or will be installed on this machine, select `Shared Installation`. Click `Next` to continue.
8. The Destination Folder dialog box appears. Here you must enter the folder where the Service Desk software will be placed. If you do not

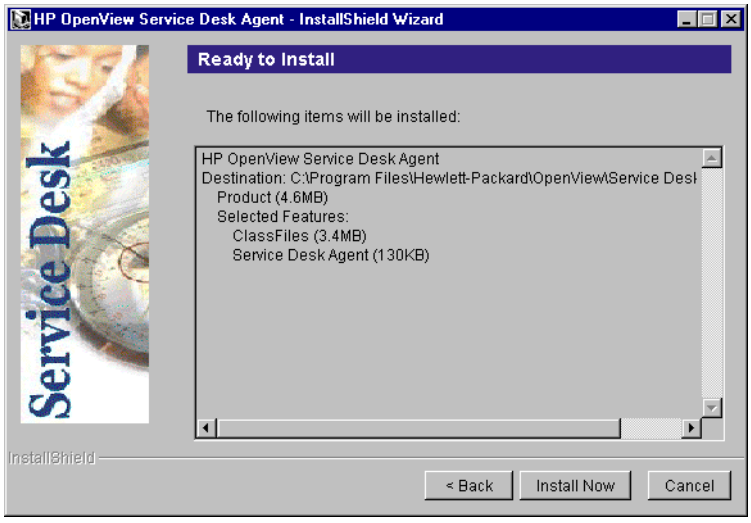
want the software to be placed in the default folder shown, you must click Change to enter another installation folder. Click Next to continue the installation.

Figure 3-63 Agent Destination Folder dialog box



9. If the folder did not already exist, the Confirm dialog box will appear asking if you want to create it now. Select Next to continue or Back to go to the previous screen and change the destination folder.
10. The Agent Ready to Install dialog box shows the items that will be installed, click Install Now to continue:

Figure 3-64 Agent Ready to Install dialog box



11. A progress monitor will appear showing the files being installed.
12. When all files are installed, the Agent Installation Summary screen will appear. Select `Exit` to leave the installation program.

HP-UX Platforms

The installation of the Rule Manager action agent is available in a packaged form for HP-UX. You can install the agent with the standard HP-UX installation tools `swinstall` and `swremove`, which are included on the Service Desk 3.0 CD-ROM. Before you start the installation, make sure your system meets the installation requirements, see “Requirements” on page 28.

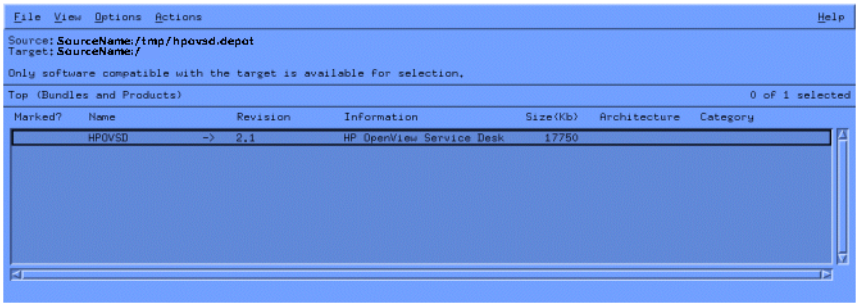
To install the Rule Manager agent:

1. Copy the file `hpovsd.depot` to your `/tmp` folder, or to another mounted file system, it is located in the /unix directory on the Service Desk 3.0 CD-ROM.
2. Log on as root.
3. Run **`# swinstall -s /tmp/hpovsd.depot`** to install the agent software. The software will be installed mainly in `/opt/OV/SD/classes`, with one file in `/sbin/init.d/hpovsdagent`, one in

`/sbin/rc1.d/K00hpovsdagent`, and another in `/sbin/rc3.d/S99hpovsdagent`.

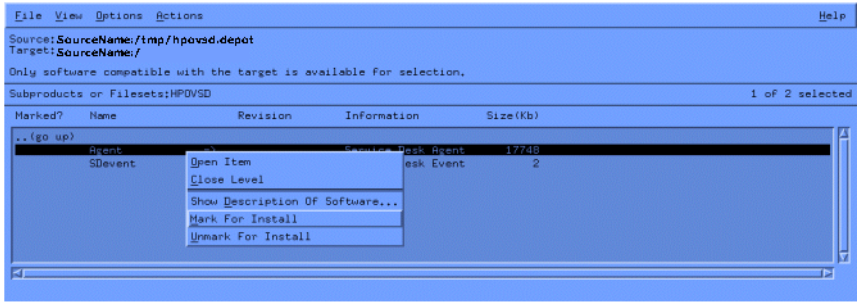
If you are on an X-windows display, and your DISPLAY environment variable is set correctly, a graphical user interface will appear. If you are on a terminal, a full-screen character-based interface will appear:

Figure 3-65 HPOVSD File - X-windows display



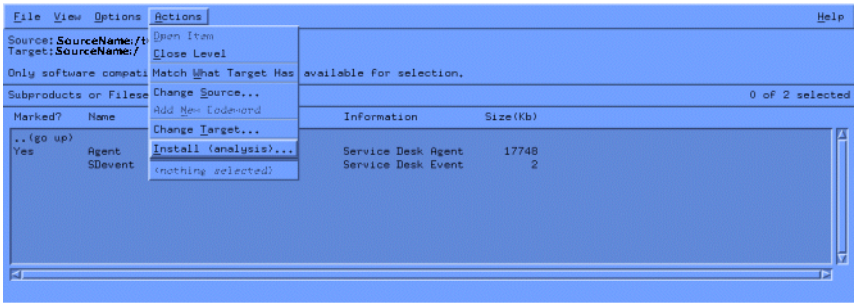
4. Double-click `HPOVSD` to expand it so that you can access the entries named `Agent`, `SD_Event`, `EventQueuing`, and `Ito5Integration`.
5. To mark one of the products for installation, left-click to select it, and then right-click and select `Mark for Install`. Click `Agent`:

Figure 3-66 Mark For Install - X-windows display



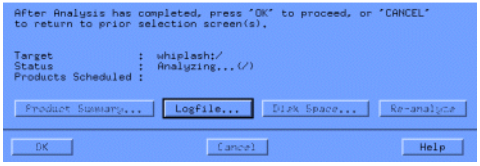
6. From the `Actions` menu select `Install (analysis)`:

Figure 3-67 Install (analysis) -X-windows display



When the following dialog box appears, click the `Logfile` button to view the installation process.

Figure 3-68 Logfile - X-windows display



If the installation cannot run correctly you will see an error message. If there are no error messages you can click `OK` to install. The installation process will copy all necessary files, and create entries in the system's run level directories so that it can be started automatically during system start-up and stopped automatically during system shutdown.

7. After installation you can exit the program from the `File` menu by selecting the `Exit` command.
8. The script: `/sbin/init.d/hpovsdagent` must be edited before you can use the agent. In the line `APPSERVER=localhost`, change the name `localhost` to the name of the host the application server is running on.

NOTE If the virtual maschine was not found during installation you must enter the absolute path and the path containing all used classes (including those from the Java Runtime Environment) in JAVA and CLASSPATH

lines.

Solaris Platforms

The Rule Manager agent installation on Solaris can be done using the `swinstall` program. The `swinstall` program is included on the Service Desk 3.0 CD-ROM. Unlike the HP-UX installation, there is no graphical user interface for `swinstall` on Solaris, which means that you must specify the product you want to install on the command line. To install the agent, copy `hpovsd.depot` to your tmp directory and then run:

1. **`#swinstall -s/tmp/hpovsd.depot HPOVSD.Agent`**

   To install all of the files in the depot; which includes the `agent`, `SDevent`, `Ito5Integration`, and `EventQueuing`, enter: **`#swinstall -s/tmp/hpovsd.depot HPOVSD`**

2. Edit the script `/sbin/init.d/hpovsdagent` before using it. The line `APPSERVER=localhost` replace `localhost` with the name of the host your application server is running on.

As an alternative you can install the agent manually from the tar file, without using the swinstall program:

1. **`#mkdir/opt/OV/SD/classes`**
2. **`#cd/opt/OV/SD/classes`**
3. **`#tar xvf</path/to/>hpovsdagent.tar`**
4. Then start the agent with:
   `#<java> -classpath /opt/OV/SD/classes/hpovsdagent.zip:</default/classpath>:/opt/OV/SD/classes/mclasses.zip com.hp.ifc.ev.ag.sdalocal.AppAgent <appserver>`

   The command for starting the agent goes on one line, where <java> is the command to run the Java runtime interpreter (typically java or jre), </default/classpath> is the java default classpath (typically /opt/java/lib/classes.zip), and <appserver> is the name of the host where the application server is running.

NOTE For security reasons, users should avoid running the Agent as root.

Command failures when using the Agent on UNIX

The following problems can occur with the rule manager agent on both HP-UX and Solaris platforms.

The agent will report success if it finds and successfully starts the command; it doesn't wait for the command to finish, nor for it's exit code. This means that the command itself may still fail.

The agent uses the 'exec' family of system calls to carry out its commands on unix. This means that redirection will not work, as there is no intermediate shell to carry out the redirection. So even if the `logserver.txt` says that the agent reports successful execution of the command, it might not actually work at all. As a solution for both problems, try:

```
sh -c '<command> >>/tmp/<command>.log 2>&1 ; echo "<command>
exited with code: $?" >>/tmp/<command>.log 2>&1'
```

Where `<command>` is the command you would normally have used. Take care with spaces and interpunction. After executing the command this way check `/tmp/<command>.log` for the output and exit code of the command.

4 Post-Installation Tasks

This chapter describes the tasks you must perform after you have finished the installation of HP OpenView Service Desk. It describes setting up the server and Service Desk for outbound and inbound e-mail and configuring the Self-Service Pages. This chapter also describes

creating and modifying Service Desk accounts.

Getting your License Key

You can get a permanent license key for Service Desk from the Internet or by calling your local response center or HP password center.

To obtain the license key from the Internet:

1. Go to http://www.webware.hp.com, and select `Generate product passwords` then click `Next`.
2. Enter the order number from your entitlement certificates and click `Next`.
3. Click the Service Desk product name. The check box should be marked. If the product shows `No LTUs available`, contact your sales representative or password center for assistance.
4. After selecting the Service Desk product name, you need to enter the number of licenses to use (LTUs) you have, this is the number of users you purchased.
5. In the IP address field enter **`0.0.0.0`**
6. Fill in the remaining fields with name, address, and company information as required. When you are finished, you will have the option of receiving your license key from the browser page or having it sent to you via e-mail.

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

Changing the License Key

HP OpenView Service Desk is delivered with a license key which will last 60 days. After that period - or earlier if you prefer - you must adjust the license key in Service Desk. The license key is changed in the database. You do not need to adjust it for all client servers separately; once it has been changed in the database, all client servers' license keys will be changed automatically.

To adjust the license key, perform the following actions:

1. Start Service Desk.
2. From the `Tools` menu, select `System`, then double-click the `System Panel` icon from within the Administrator Console and double-click `License`.
3. The License dialog box displays your current license keys including the number of named users and the Service Desk modules that you are entitled to use. Click `Add Keys` to enter more licenses.

WARNING

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

4. The Add Licenses dialog box has two fields: the `License key` field and the `Annotation` field. Enter the license key and annotation exactly as provided (without quotation marks) and click `OK`.

NOTE

If you are upgrading from Service Desk 2.0 to 3.0 your upgrade package will include four entitlement certificates, one for each Service Desk module and one for your current number of named users. Use the order number of these certificates to retrieve your new license keys.

Setting Up Service Desk E-mail Functions

Setting Up the Server for Outbound E-mail

Service Desk can send e-mail messages to any e-mail server that uses the Simple Mail Transfer Protocol (SMTP). You can use this feature to automatically send e-mail when a service call is in a certain status or create a service call when an e-mail message arrives.

To enable Service Desk to send e-mail messages to SMTP-based e-mail servers, you must set up the server for outbound e-mail. This only works if the server for Service Desk is set up properly. The steps below explain how to do that.

For more information, refer to the online help in Service Desk.

NOTE All parameters are case-sensitive.

1. On the server, locate the configuration file `SD.conf` in the application directory of the Service Desk application. This is the main Service Desk application server configuration file. It contains the configuration directives that give the application server its instructions.
2. Find the section “SMTP Service to send outbound e-mail”.
3. Adjust the following lines to fit your organization’s needs:
   - smtp.outbound.server
     Enter the name of an SMTP e-mail server, for example: host.your_domain.com
   - smtp.outbound.port
     Enter the IP port number. This is usually set at 25.
   - smtp.outbound.from
     Enter the e-mail address you want the outbound e-mail to come from, for example: ServiceDesk@your_domain.com
   - smtp.outbound.replyto

Enter the e-mail address you want people to send their replies to outbound e-mail messages to. Leave it blank if you do not want people to reply.

- smtp.outbound.displayName
  Enter the name you want to appear in the sent e-mail message, for example your company name.

Setting Up the Server for Inbound E-mail

If you want Service Desk to receive e-mail messages from any standard e-mail application, you must set up the server for inbound e-mail. This only works if the server for Service Desk is set up properly. Below, the steps for setting up the server and the options for adjusting the configuration file are listed.

NOTE All parameters are case-sensitive.

1. On the server, locate the configuration file `SD.conf` in the application directory of the Service Desk application. This is the main Service Desk application server configuration file. It contains the configuration directives that give the application server its instructions.
2. Find the section “SMTP Service to receive inbound e-mail”.
3. Adjust the following lines to fit your organization’s needs:
   - smtp: Set to TRUE if you want to make the inbound e-mail option available. Set to FALSE if you do not want to use inbound e-mail.
   - smtp.port: Enter the IP port number. This is usually set at 25.
   - smtp.user: Enter the account name of the inbound e-mail user, for example ServiceDesk or helpdesk.
   - smtp.accept: Enter the IP addresses and SMTP servers you will accept e-mail from. Enter **`*.*.*.*`** to accept all.
   - smtp.deny: Enter the IP addresses and SMTP servers you do not want to receive e-mail from. Leave blank to accept all.

NOTE For service calls to be created when an inbound email is received, and for

that email to be saved as an attachment to the service call, the NT account that starts up the Service Desk service must have access rights to the server, or drive, where the email attachments are stored.

The default start up account is the NT System account, either ensure that this account has access rights to the file server, or drive, or assign another account with the necessary rights as the start up account. Do this by selecting `Services` in the `Control Panel`. Then select the HP OpenView Service Desk service and click the `Startup` button. In the `Log On As` section of the dialog box change the account details.

Setting Up Service Desk for Inbound E-mail

Inbound e-mail settings must be specified so that Service Desk can process incoming e-mail. To set up or modify these settings, you need system administrator rights. Follow the steps below to set up or modify Service Desk:

1. From the `Tools` menu, click `System`, then double-click the Mail icon from within the Administrator Console.
2. Select the template you want to use for incoming e-mail messages, for example the mail template for creating service calls.
3. Verify that the default settings in the template are in accordance with your organizational policies. For example:
   - The Status that you want the service call to have when it is generated from an incoming e-mail message. In many organizations this is “Announced”.
   - The Priority code to be applied to all service calls generated from incoming e-mail messages. Note that the E-mail Priority Mapping settings will override the defaults in the template.
   - The name of the Person or support group that you want the resulting service calls assigned to.

   Service Desk can insert up to 4000 characters from the message field into the service call information field. If you use cut and paste to create the message, invisible characters such as spaces and returns will also be included in that number. Messages will be cut at 4000 characters and any remaining text will be inserted in the server log file. The server log file can be found in the sd.conf file (Service Desk

configuration file). Fore more information on the sd.conf file, see the Service Desk online help; in the index, search for E-mail, Configuration.

Mapping Inbound E-mail Priority Settings

Incoming e-mail messages often come with an importance level assigned to them by the sender. The importance level in the e-mail message represents the priority code in Service Desk. To map importance levels to Service Desk priority codes do the following:

1. From the `Tools` menu, click `System` and then double-click the Mail icon from within the `Administrator Console`.
2. Click the `Mail Priority Mapping` button to map external mail priority codes to Service Desk priority codes.
3. Right-click in the dialog box to create a new priority code mapping.

Setting up Timeout, Multiple Servers, and HTTP Service

If you have system administrator rights, you can alter the settings for multiple servers by changing the configuration file. The steps for setting up the server and the options for adjusting the configuration file are listed below.

NOTE All parameters are case-sensitive.

1. On the server, locate the configuration file `SD.conf` in the application directory of the Service Desk application. This is the main Service Desk application server configuration file. It contains the configuration directives that give the application server its instructions.
2. Find the section “Session.timeout”. This is the user’s session timeout in minutes on the server. A session is created on the server when a user starts the GUI console. If the user keeps the console inactive for more than the session timeout - by default set to 120 minutes - the session will be removed. Consequently, the user must log on again to create a new session. Please note that the user will not receive any online notifications when the user’s session has been removed from the server. You can change the session timeout according to your organization’s needs.
3. Find the section “ITP Service”. ITP is an ITSMO proprietary transport protocol in a binary format. The ITP Service is used by all Service Desk clients, agents, and the Self-Service Pages module. Adjust the following lines to fit your organization’s needs:
   - itp.joinMultipleServers:

     This specifies whether the application server should join other application servers to serve Service Desk clients. By default, the value is “false”, which means only one application server is being used to serve all clients. Set to “true” if you use more than one application server.
     Running multiple servers will provide a safer environment: for

instance, if the application server goes down, all clients connected to that server will automatically reconnect to the other application server.

- itp.port:

  This specifies the IP port to which the ITP service should listen. Default is 30999. If you choose another value, then all clients must specify the given IP port when they try to connect to the application server.

  If multiple application servers are used, make sure all application servers are running on the same IP port to run the ITP service.

- itp.weight:

  The weight parameter expresses how well-equipped application servers are. The parameter must be an integer value. The higher the value, the more clients the application server will take. By default, the parameter is set to “1”. Accept, or set to a higher value.

- itp.acceptConsoleClients:

  “true” is the default value; this means the application server will be used to serve clients that use the GUI console. Set to “false” if you do not want to accept GUI console clients to the application server, for example when the application server should be used solely to support Web clients.

- itp.accept/itp.deny:

  With the accept and deny parameters you can exclude or include specific IP addresses and complete IP sub-networks from accessing the services offered by ITP. If you do not specify anything, ITP will accept connections from any IP address. The asterisk is used to denote any number between 0 and 255.

NOTE When using multiple application servers, at least one client must be connected to the each application server, at least once. This ensures that application server registers in the database.

4. The application server can run an HTTP post service. This service can be used to receive events from third-party products such as NNM, ITO, and ManageX.

Find the section “Simple HTTP Service”.

- The line “http=true” means you want to use HTTP service. Set to “http=false” if you do not want to use HTTP service.
- http.port: The IP port the HTTP post service listens to, by default 30980.
- Using the accept and deny parameters, you can exclude or include specific IP addresses and complete IP sub-networks from accessing the services offered by the HTTP post service. When you do not specify anything, ITP will accept connections from any IP address. The asterisk is used to denote any number between 0 and 255.

If you have the Web server for the Self-Service Pages running on a machine which has for instance IP address 12.34.56.78, then remove the comment tags from the two lines below. This ensures that only that Web server has access to the HTTP post service offered by this application server.
http.accept=12.34.56.78
http.deny=*.*.*.*

Service Desk Port Allocation

Communication between servers and client computers takes place via default ports. The default ports used by all Service Desk protocols are described in the `sd.conf` file. For example, the default IP port to run the ITP service is 30999. If the IP port specified does not match the default 30999, then all clients will need to specify the correct IP port when they connect to the application server; <**`mymachine.mydomain.com:12345`**>. If multiple application servers are used, they all need to run on the same IP port to run the ITP service. Service Desk 3.0 uses the static allocation of ports.

Adding Accounts

If you have different roles when using Service Desk, or two people are working on the same computer, you will need to define multiple accounts. Your initial account is set when you install the Service Desk client. To add additional accounts:

1. Click `Start` in the taskbar.
2. Point to `Programs`, and then point to `HP OpenView Service Desk`.
3. Choose `Service Desk Accounts`.
4. In the `Service Desk Accounts` dialog box, click `Add` and choose `Account` from the popup menu. The Service Desk Connection Wizard will start.
5. Use the connection wizard to create an additional account. For more information on using the Connection Wizard see “The Connection Wizard” on page 71.

Using a Different Account

If you use different accounts, or if two people work on the same computer but use different accounts, you will need to switch between the two. To use a different account:

1. Click `Start` in the taskbar.
2. Point to `Programs`, and then to `HP OpenView Service Desk`.
3. Choose `Service Desk Accounts`.
4. In the `Service Desk Accounts` dialog box, select the account you want to use and then click `Set as Default`.

Configuring Self-Service Pages

The Self-Service Pages are internet pages that have been created to enable your customers to report problems directly to Service Desk over the internet. Using a security password the customer is able to access the Self-Service Pages and complete a form to register a service call. The data is passed directly to Service Desk, and your help desk is notified. The help desk staff can then contact the customer for further details.

Self-Service Pages (SSP) can be configured to run on an Apache Web server or on Microsoft IIS Web server. The following sections explain how to configure the Self-Service Pages to run on Windows NT, HP-UX, and SUN Solaris with the Apache Web server. Configuration information is also provided for configuring Microsoft IIS Web server on Windows NT. See “With Microsoft IIS Web Server on Windows NT and Windows 2000” on page 123

To verify that you are using the correct versions of the third-party software needed for the Self-Service Pages, see “Requirements” on page 28.

NOTE The SSP templates provided with have been saved with the HTML encoding set as Multilingual UTF-8 (Unicode). It is important that they are saved with this same encoding when you modify them in an HTML editor. Some characters may not be displayed if you change this setting.

NOTE The files `CustomerHeader.html` and `CustomerLinks.html` should only be modified in an HTML editor, and not by editing the HTML code in a text editor.

With Apache Web Server on Windows NT

When Service Desk is installed on a Windows NT machine via the standard Start screen (by clicking `Install Self-Service Pages`), the Self-Service Pages are configured automatically. However, you may want, or need (because of an error), to configure them yourself. If so, follow the

configuration instructions below.

The following default directories are created; these may be different on your computer:

- <apacheHttpHome>=C:\Program Files\Apache Group\Apache
- <apacheJServHome>=C:\Program Files\Apache Group\Apache Jserv 1.1
- <serviceDeskHome>=C:\Program Files\Hewlett-Packard\Openview\Service Desk 3.0

NOTE Self-Service Pages installed with Service Desk 2.0 are not compatible with Service Desk 3.0; the latest version can be installed when installing HP OpenView Service Desk 3.0. When upgrading from Service Desk 2.0 to 3.0 remember that all stand-alone installations of the Self-Service pages must also be upgraded.

1. Configure the Apache Web server, so that it can find the Self-Service Pages:

   a. Modify the file: <apacheHttpHome>\conf\httpd.conf and add the following to the Aliases section:
   Alias /sspFiles/ "<serviceDeskHome>/ssp/"

NOTE Forward slashes must be used in the directory path to configure the alias.

   b. Restart the Apache Web server.

   c. Using a web browser, test the access to Self-Service Pages by using the URL:
   http://<yourhost>/sspFiles/conf/CustomerHeader.html
   The text "Your Company Logo" should be displayed.

2. Configure the Apache JServer:

   a. Modify the file <apacheJServHome>\conf\jserv.conf

      - Find the section "Mount point for Servlet zones"

- Add: **ApJServMount /ssp /ssp**

b. Modify the file <apacheJServHome>\conf\jserv.properties

- Find the section “CLASSPATH environment”
- If the machine being configured is stand-alone, add: **wrapper.classpath=<selfServiceHome>\ssp\Classes.zip**
- If the machine being configured is stand-alone, add: **wrapper.classpath=<selfServiceHome>\ssp\JClark.zip**
- If the machine being configured is shared with the Service Desk Application Server software, add: **wrapper.classpath=<serviceDeskHome>\server\Classes.zip**
- If the machine being configured is shared with the Service Desk Application Server software, add: **wrapper.classpath=<serviceDeskHome>\server\JClark.zip**
- If the machine being configured is shared with the Service Desk Client software, add: **wrapper.classpath=<serviceDeskHome>\client\Classes.zip**
- If the machine being configured is shared with the Service Desk Client software, add: **wrapper.classpath=<serviceDeskHome>\client\JClark.zip**
- Find the section “Servlet Zones parameters”
- Modify zones=root to **zones=root,ssp**
- Find the section “Configuration file for each servlet zone”
- Add: **ssp.properties=<apacheJServHome>\conf\ssp.properties**

c. Copy the file <apacheJServHome>\servlets\zone.properties to <apacheJServHome>\conf\ twice and rename one copy as **ssp.properties**.

d. Modify the file <apacheJServHome>\conf\ssp.properties

- Find the section “List of Repositories”

- Add: **repositories=<serviceDeskHome>\ssp\web**
- Find the section “Servlet Aliases”
- Add: **servlet.start.code=PSPstart**
- Find the section “Servlet Init Parameters”
- Add: **servlet.PSPstart.initArgs=configFileLocation=<serviceDeskHome>\ssp\conf**
- Find the section “Aliased Servlet Init Parameters”
- Add: **servlet.start.initArgs=configFileLocation=<serviceDeskHome>\ssp\conf**

3. Restart the Apache Web server.
4. Configure Self-Service Pages by modifying the file <serviceDeskHome>\ssp\conf\PSP.conf as follows:
   - PSP.ImagURL=**http:/</yourhost>.<yourdomain>/sspFiles/xsl**
   - PSP.ResultsDir=**c:\temp**
   - ServiceDesk.Host=**</yourhost>.<yourdomain>**
   - ServiceDesk.Port=**30999**

NOTE ServiceDesk.Host specifies the name of the host the Service Desk application runs on.

5. Start Self-Service Pages.
   Start your web browser and enter the URL http:<yourhost>.<yourdomain>/ssp/start. The Self-Service Pages appear.

   You can now adjust the HTML files in:
   <serviceDeskHome>\ssp\conf\PSP.conf
   You should adjust the following files and possibly more:
   CustomerHeader.html and CustomerLinks.html.

NOTE If you receive error messages, refer to the Apache JServ error log file in

`<apacheJServHome>\log\jserv.log` or
`<apacheJServHome>\log\mod_jserv.log`

With Apache Web Server on UNIX

This section includes installation and configuration information for Self-Service Pages on UNIX platforms.

The following 3rd Party products must be installed on the same machine as the SSP prior to installation.

- A Java Development Kit (JDK) or Java Runtime Environment (JRE)
- Java Servlet Development Kit (JSDK)
- Apache HTTP Server
- Apache JServ.

For exact information about which UNIX platforms and which versions of the third-party software are supported by Service Desk see “Requirements” on page 28.

Installing SSP

Install the SSP software on your UNIX system as follows:

1. Create a UNIX account called sd (Service Desk) as the owner of the Service Desk software. The default directories that follow may be different on your computer:

   - <apacheHttpHome>=/opt/Apache or /usr/local/Apache
   - <apacheJServHome>=/opt/Apache or /usr/local/Apache
   - <serviceDeskHome>=/home/sd

   On Unix <apacheJServHome> and <apacheHttpHome> are often the same directory.

2. Copy the SSP archive (tar file) to the sd user home directory and extract the files from the Service Desk archive:

   ```
   $ cd <ServiceDeskHome>
   $ tar -xzvf ssp-3.0.tar.gz
   ```

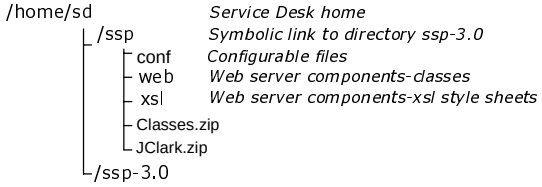
   If your tar command does not understand the -z option, use:

   ```
   gunzip <ssp-3.0.tar.gz | tar -xfv
   ```

3. Create a symbolic link from ssp-3.0 to ssp. Configuration files will look for a directory called ssp:

   ```
   $ ln -s ssp-3.0 ssp
   ```

Figure 4-1 SSP Directory Structure on UNIX



The file `Classes.zip` contains the Service Desk classes. The file `JClark.zip` contains the JClark classes (XML + processor).

NOTE Self-Service Pages installed with Service Desk 2.0 are not compatible with Service Desk 3.0. The latest version can be installed when installing HP OpenView Service Desk 3.0.

Configuration

Log in as root.

The home directory of the Apache HTTP server will be called: <ApacheHttpHome>

1. Configure the Apache Web server so that it can find the SSP files:

   a. Modify the file <ApacheHTTPHome>/conf/httpd.conf and add the following to the Aliases section:

   Alias /sspFiles/ ''<ServiceDeskHome>/ssp/"
   Add:
   <Directory ''<ServiceDeskHome>/ssp">
   AllowOverride All
   Order allow,deny
   Allow from all
   </Directory>

   Remember to change <serviceDeskHome> to the real name for this directory.

   b. Check that the port number specified in httpd.conf is the same port number used in the URL to connect to the HTTP Server.

   c. Restart the Apache Web server.

d. Using a Web browser, test your access to the SSP files by using the URL:
`http://<yourhost>/sspFiles/conf/CustomerHeader.html`
. The text “Your Company Logo” should be displayed.

e. Verify that Http.conf contains the correct reference the JServ configuration. The file should contain the line:

`Include <apacheJServHome>/conf/jserv/jserv.conf`

If the line is not included, add it at the end.

Test the Apache JServ by connecting to the URL:

`http://<yourhost>/servlets/Hello`

NOTE Before testing the Apache JServer, check that the section “Whether Apache must start JVM or not” in `<apacheJServHome>/conf/jserv/jserv.conf` is set to the default of `ApJServManual off`.

2. Configure the Apache JServer as follows:

a. Modify the file `<apacheJServHome>/conf/jserv/jserv.conf`

1. Find the section “Mount point for Servlet zones” and add:
`ApJServMount /ssp /ssp`
This assumes that the Apache HTTP Server and Apache JServ are running on the same computer. If this is not the case, please refer to your JServ documentation for the correct line.

2. Find the section “Whether Apache must start JVM or not” and modify the setting to: **`ApJServManual off`**, if it has been changed from the default.

b. Modify the file
`<apacheJServHome>/conf/jserv/jserv.properties`

- Find the section “CLASSPATH environment”
- Add:
`wrapper.classpath=<serviceDeskHome>/ssp/Classes.zip`
- Add:
`wrapper.classpath=<serviceDeskHome>/ssp/JClark.zip`
- Add:

wrapper.classpath=<serviceDeskHome>/ssp/mclasses.zip

- Find the section “Servlet Zones parameters”
- Modify `zones=root` to **zones=root,ssp**
- Find the section “Configuration file for each servlet zone”
- Add: **ssp.properties=<apacheJServHome>/conf/jserv/ssp.properties**

c. Copy the file `<apacheJServHome>/servlets/zone.properties` to `<apacheJServHome>/conf/jserv/ssp.properties`.

d. Modify the file `<apacheJServHome>/conf/ssp.properties`

- Find the section “List of Repositories”
- Remove: `repositories=/usr/local/apache/servlets`
- Add: **repositories=<serviceDeskHome>/ssp/web**
- Find the section “Servlet Aliases”
- Add: **servlet.start.code=PSPstart**
- Find the section “Servlet Init Parameters”
- Add: **servlet.PSPstart.initArgs=configFileLocation=<serviceDeskHome>/ssp/conf**
- Find the section “Aliased Servlet Init Parameters”
- Add: **servlet.start.initArgs=configFileLocation=<serviceDeskHome>/ssp/conf**

3. Configure Self-Service Pages by modifying the file `<serviceDeskHome>/ssp/conf/PSP.conf` as follows:

- PSP.ImagURL=**http:/</yourhost>.<yourdomain>/sspFiles/xsl**
- PSP.ResultsDir=**/tmp**
- ServiceDesk.Host=**</yourhost>.<yourdomain>**
- ServiceDesk.Port=**30999**

NOTE `ServiceDesk.Host` specifies the name of the host the Service Desk application runs on.

4. Restart the Apache Web server.
5. Start Self-Service Pages.
   Start your web browser and enter the URL http:`<yourhost>.<yourdomain>/ssp/start`. The Self-Service Pages appear.

   You can now adjust the HTML files in:
   `<serviceDeskHome>/ssp/conf/PSP.conf`
   You should adjust the following files and possibly more:
   `CustomerHeader.html` and `CustomerLinks.html`.

NOTE If you receive error messages, refer to the Apache JServ error log file in <apacheJServHome>/log/jserv.log or <apacheJServHome>/log/mod_jserv.log

With Microsoft IIS Web Server on Windows NT and Windows 2000

The Microsoft Internet Information Server (IIS) Web Server can be configured to find the Self-Service pages on either Windows NT 4.0 or Windows 2000.

The versions of the IIS Web Server needed for Windows NT 4.0 Server and Windows 2000 Advanced Server are not the same, and for information about these versions of IIS and the version of JRun supported by Service Desk, see “Requirements” on page 28.

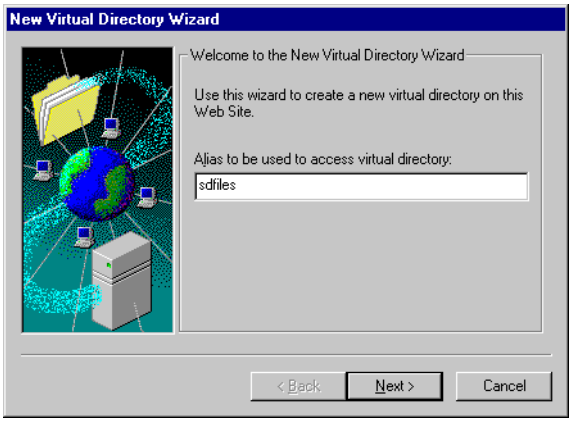
The assumption has been made in the following instructions that the Self-Service pages software has been installed in the default installation directory of `<serviceDeskHome>/ssp`. For example, `<seviceDeskHome>=C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0`.

Configuring IIS Web Server on Windows NT 4.0

Configure the IIS Web Server using the Internet Service Manager (ISM), this can be started in either the Microsoft Management Console (MMC) or your web browser. Which ever you choose, the information you enter is the same. The dialog boxes shown below are those from the Microsoft Management Console, the one displayed in your browser will be a little different.

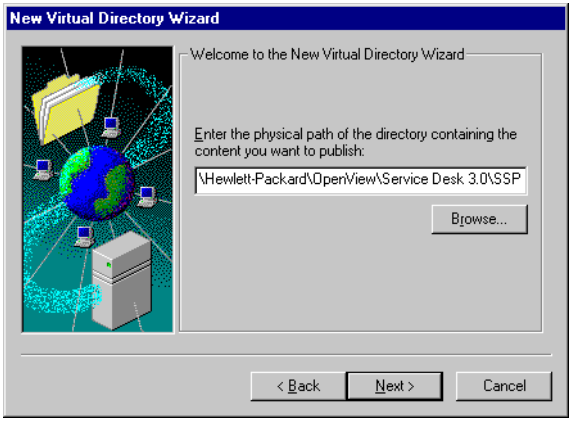
1. To start the Internet Service Manager, select Programs from the Start menu. Select Windows NT 4.0 Option Pack, then Microsoft Internet Information Server and finally the Internet Service Manager option from the last sub menu. Selecting the Internet Service Manager (HTML) option in this sub menu will open the ISM in your internet browser.
2. In the MMC navigation tree, expand the branch for the machine where the SSP and JRun are installed, and select the Default Web Site folder.
3. Create a new virtual directory named `sdfiles` under the Default Web Site. To do this, right-click on Default Web Site. Select New, from the pop-up menu and Virtual Directory from the sub menu. Enter the alias **`sdfiles`** in the dialog box. And click `Next`.

Figure 4-2 Virtual Directory Alias dialog box



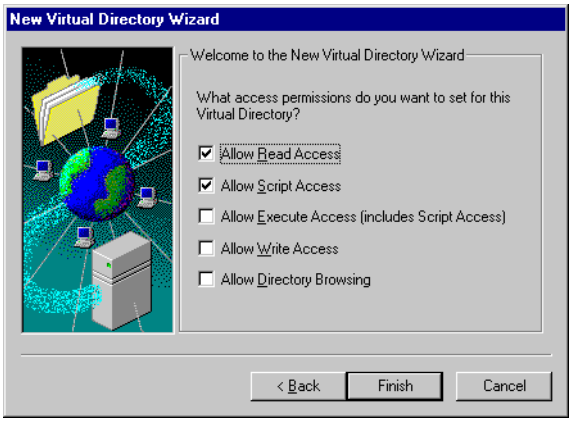
4. Enter the physical path to the ssp home directory, this will normally be: **`C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0\ssp.`** Click `Next`.

Figure 4-3 Virtual Directory Physical Path dialog box



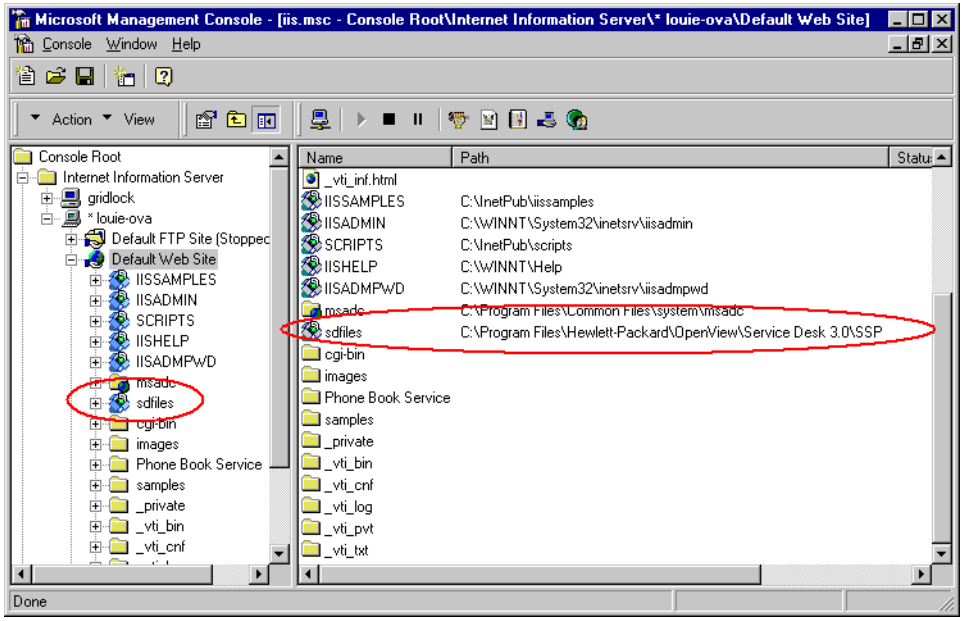
5. Select the check boxes for the default permissions of the virtual directory: choose **`read access`** and **`script access`**.

Figure 4-4 Virtual Directory Permissions dialog box



6. Click `Finish`. You should now see an additional directory `sdfiles` under Default Web Site.

Figure 4-5 Microsoft Management Console



7. Using a web browser, test if you can get access to the files of Self-Service Pages by using the URL:

`http://<yourhost>.<yourdomain>/sdfiles/conf/CustomerHeader.html`

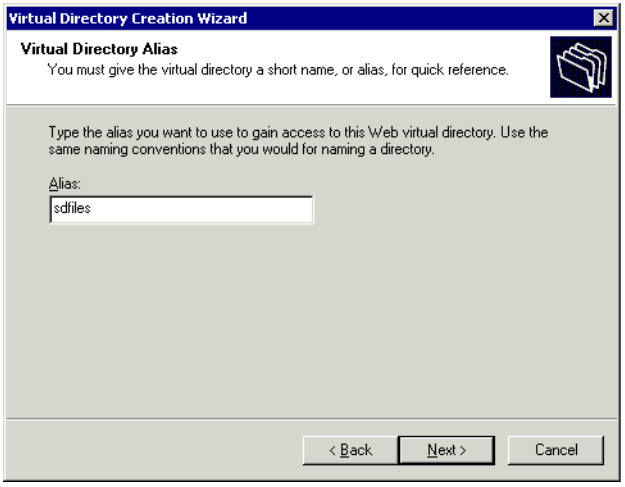
The text "Your Company Logo" should be displayed.

Configuring IIS Web Server on Windows 2000

Configure the IIS Web Server using the Internet Service Manager, this can be started in the Microsoft Management Console.

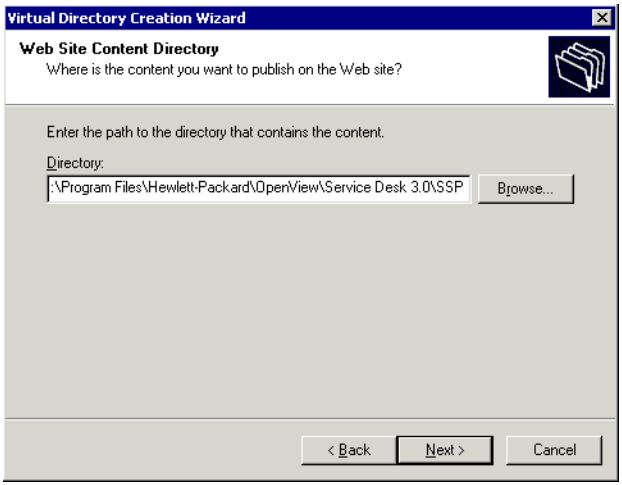
1. To start the Internet Service Manager, select Programs from the Start menu. Select Administrative Tools, and then Internet Service Manager option from the last sub menu.
2. In the Microsoft Management Console, expand the branch for the machine where the SSP and JRun are installed, and select the Default Web Site folder.
3. Create a new virtual directory named `sdfiles` under the Default Web Site. To do this, right-click on Default Web Site. Select `New`, from the pop-up menu and `Virtual Directory` from the sub menu. Enter the alias **`sdfiles`** in the dialog box. And click `Next`.

Figure 4-6 Virtual Directory Alias dialog box



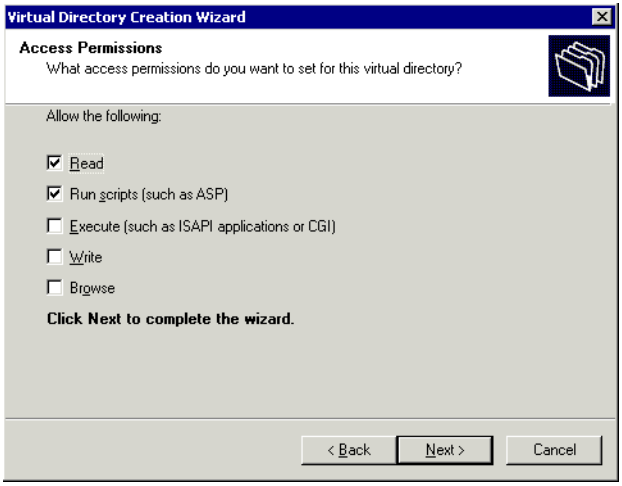
4. Enter the physical path to the SSP home directory: **`<serviceDeskHome>\ssp.`** Click `Next`.

Figure 4-7 Web Site Content Directory dialog box



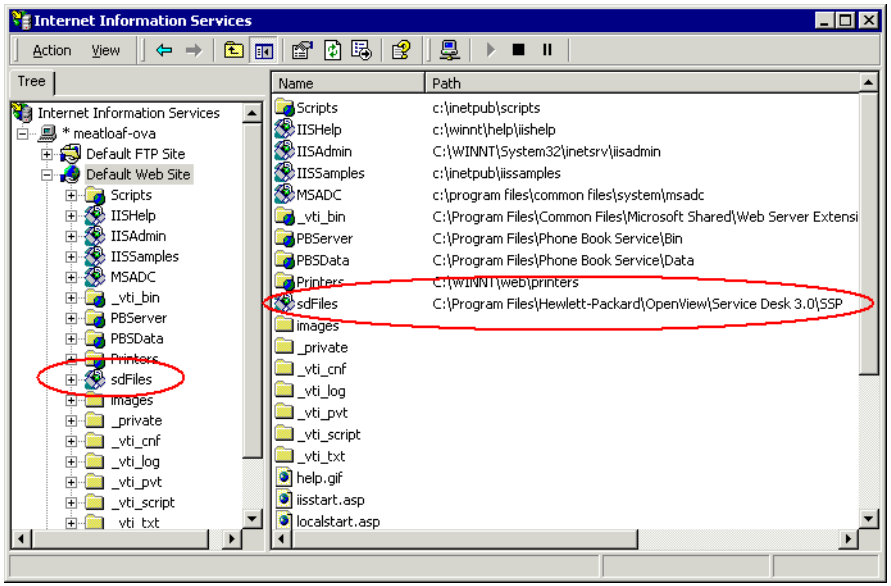
5. Select the check boxes for the default permissions of the virtual directory: choose **`read access`** and **`script access`**.

Figure 4-8 Access Permissions dialog box



6. Click `Next` and then `Finish`. You should now see an additional directory `sdfiles` under Default Web Site.

Figure 4-9 Internet Information Services console



7. Using a web browser, test if you can get access to the files of Self-Service Pages by using the URL:

   `http://<yourhost>.<yourdomain>/sdfiles/conf/CustomerHeader.html`

   The text "Your Company Logo" should be displayed.

Starting the JRun Servlet Engine

You can run the JRun servlet engine in Application Mode or in NT Service Mode. In the Application Mode you need to be logged in to run the servlet engine. The NT Service Mode enables you to run the servlet engine as an NT service. Running as an NT service implies that you do not need to be logged in to run the application.

When you change the configuration of JRun (e.g. when you create a servlet definition), you will have to restart the JRun Default Server.

Configuring the JRun Servlet Engine

Make sure that the example servlets included in the JRun package run without errors.

First ensure that the JRun Default Server is running, and then check the servlet examples by e.g. pointing your browser to the URL

`http://<yourhost>.<yourdomain>/demo/servlets`

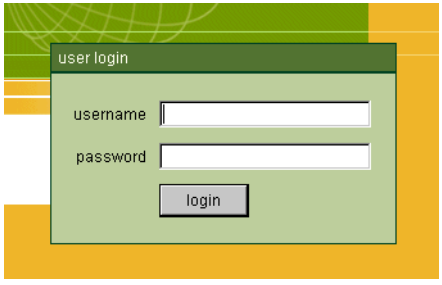
When the servlet examples work you are ready to configure JRun for SSP.

You are advised to read the known error section below. You may encounter an error during the configuration of JRun for SSP.

There are several ways to configure JRun for SSP. In this document a SSP web application is created in the "JRun Default Server".

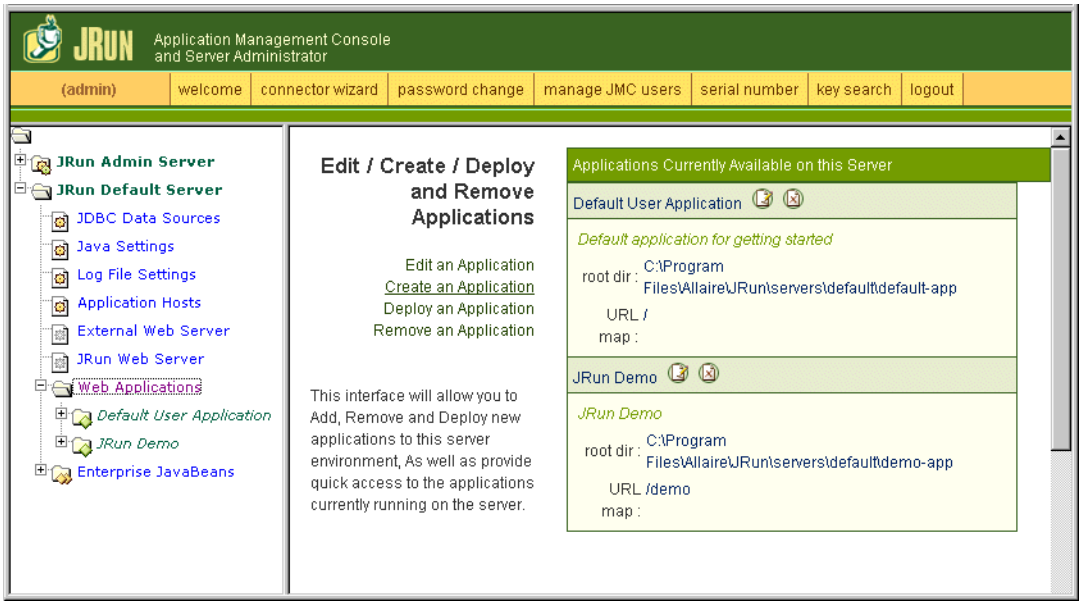
1. Start the JRun Management Console (JMC). First open the Start menu and select Programs. Choose JRun and then JRun Management Console. The console will open in your browser.
2. In the JRun Management Console login screen, enter your username and password. Click `Login`.

Figure 4-10 JRun login dialog box



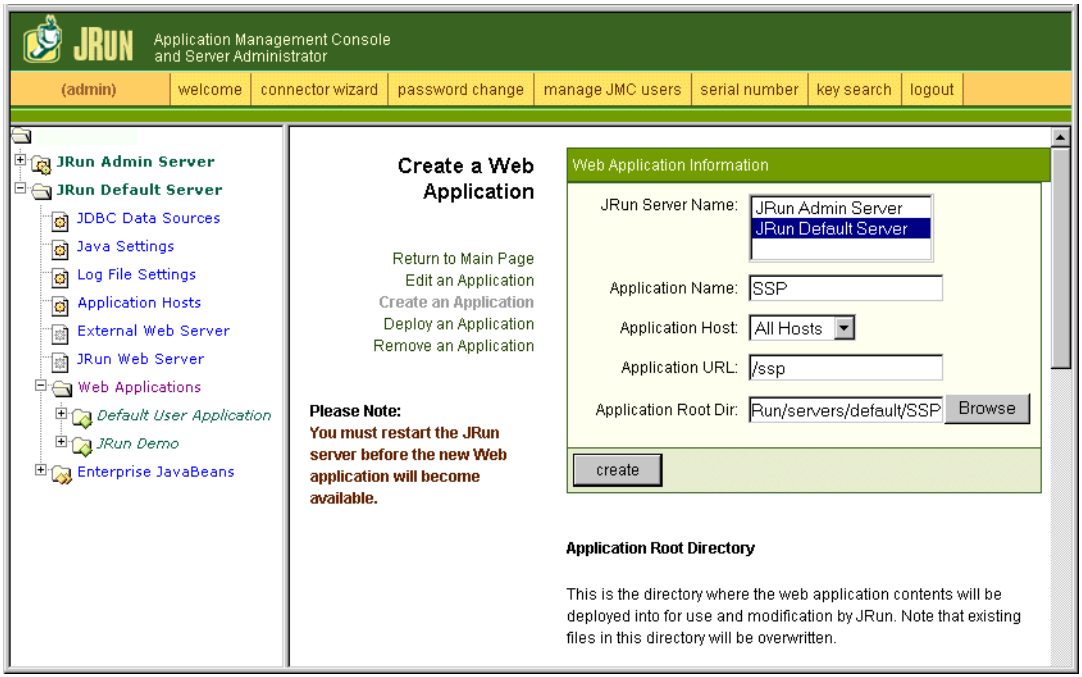
3. In the navigation tree select <yourhost>, open the JRun Default Server branch, and expand Web Applications. The Application panel appears.

Figure 4-11 JRun Applications panel



4. Click the `Create an Application` link. The Create a Web Application panel appears.

Figure 4-12 JRun Create a Web Application panel



5. In the Create a Web Application panel, edit the properties as follows, and then restart the default JRun server:

   JRun Server Name: **`JRun Default Server`**

   Application name: **`SSP`**

   Application Host: **`All Hosts`**

   Application URL: **`/ssp`**

   Application Root Dir: **`C:/Program Files/Allaire/JRun/servers/default/SSP`**

NOTE If JRun is installed in the default directory `C:\Program Files\Allaire\JRun`.

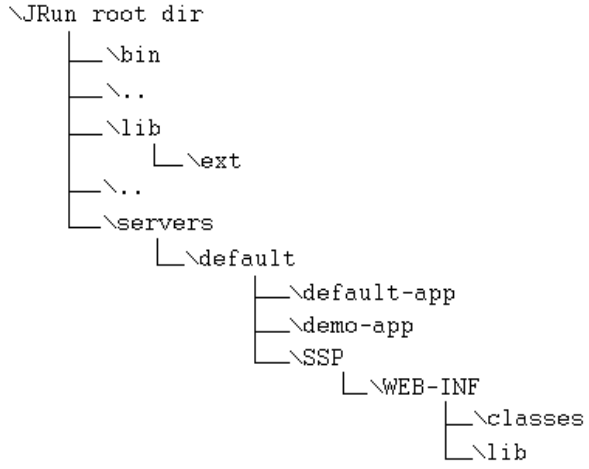
6. JRun should have created a directory structure under the `C:\Program Files\Allaire\JRun\servers\`directory starting with

SSP:

Using Windows Explorer copy all the SSP class files located in the `<serviceDeskHome>/ssp/web` directory to the `SSP/WEB-INF/classes` directory.

Copy the SD zipped class files `Classes.zip` and `JClark.zip` to the `<JRun root dir>/lib/ext` directory. These files are located in a subdirectory of the `<serviceDeskHome>` directory (depending on the type of installation: client, server or ssp).

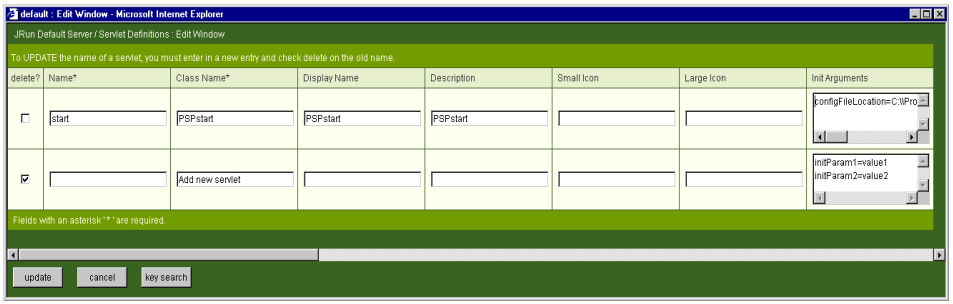
Figure 4-13 JMC directory structure



7. In the JRun Management Console navigation tree, select <your host>, JRun Default Server, Web Applications, SSP and select `Servlet Definitions`.

   Click `Edit`. The Servlet Definitions panel appears.

Figure 4-14 Jrun Servlet Definitions panel



Edit the properties as follows, and then restart the default JRun server:

Name: **start**

Class Name: **PSPstart**

Display Name: **PSPstart**

Description: **PSPstart**

Small Icon: leave empty

Large icon: leave empty

Init Arguments: **configFileLocation=C:\\Program Files\\Hewlett-Packard\\OpenView\\Service Desk 3.0\\SSP\\conf**

NOTE Only use this path for Init Arguments if SSP is installed in `C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0\ssp`, if it is not specify the directory where you installed SSP.

Configuring the Self-Service Pages

Modify the file `<serviceDeskHome>\ssp\conf\PSP.conf`

```
PSP.ImageURL=http://<yourhost>.<yourdomain>/sdfiles/xsl/
PSP.ResultsDir=c:\temp
ServiceDesk.Host=<yourhost>.<yourdomain>
ServiceDesk.Port=30999
```

NOTE `ServiceDesk.Host` specifies the name of the host the Service Desk application runs on.

Starting the Self-Services Pages

Start your web browser and enter the URL:

`http://<yourhost>.<yourdomain>/ssp/servlet/start`

The Self-Service Pages appear.

You can now adjust html files in:
`<serviceDeskHome>\ssp\conf\PSP.conf`

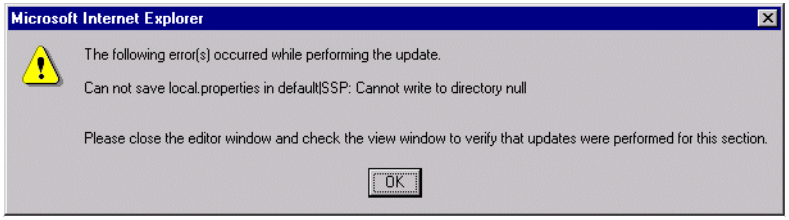
Two files you certainly should adjust, are: `CustomerHeader.html` and `CustomerLinks.html`.

Known Errors and their Workarounds

Problem:

When creating a Servlet Definition in the JRun Management Console the following error message might appear after you click the update button.

Figure 4-15 IIS error message



The error message is wrong. The real problem is that the file web.xml in the directory default/SSP/WEB-INF cannot be written.

Work-around:

Create the file `web.xml` manually. The file should contain:

```
<web-app>
  <display-name>Self Service Pages</display-name>
  <description>Service Desk SSP</description>
```

```
  <servlet>
    <servlet-name>start</servlet-name>
    <init-param>
      <param-name>configFileLocation</param-name>
      <param-value>C:\\Program Files\\Hewlett-Packard\\
         OpenView\\Service Desk 3.0\\SSP\\conf</param-value>
    </init-param>
    <servlet-class>PSPstart</servlet-class>
    <display-name>PSPstart</display-name>
    <description>PSPstart</description>
  </servlet>
</web-app>
```

NOTE `C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0\SSP` is the directory where the SSP software is installed. Note the double backslashes in the path name.

Activating the Rule Manager Agent

Service Desk's Rule Manager is capable of executing actions on other computers. The Rule Manager agent must be installed on all computers that you want to execute actions on with Rule Manager. This section explains how to activate the agent on computer systems running under Windows NT, 95, 98, or 2000, or under HP-UX or SUN Solaris.

Under Windows NT and/or 2000

After installing the agent, you can activate it as follows:

1. From the Windows Start button select `Settings` and click `Control Panel`.
2. In the Control Panel double-click `Services`.
3. In the Services dialog box find the HP OpenView Service Desk agent entry and click `Startup`.
4. Select `Startup Type: Automatic`, then click `Log On As: System Account` and select the `Allow Service to Interact with Desktop` check box, then `OK`. If you do not select the check box, the output of the agent will not be visible.

Under Windows 95 and/or 98

After installing the agent, you can activate it as follows:

From the `Start` menu select `Programs`, then `HP OpenView Service Desk`, then the `Service Desk agent`. You can also put this command in your Startup menu.

Under HP-UX and Solaris

If you installed the agent and event communicator properly, they should become active at startup. See "HP-UX Platforms" on page 95 for installation instructions.

5 Upgrading from Previous Versions of Service Desk

This chapter explains how to install Service Desk 3.0 if you have an older version of Service Desk installed on your system.

Introduction

When you upgrade from a previous version of Service Desk to Service Desk 3.0:

1. The application server installation program places application server files in a new folder.
2. The client installation program places the new client files in a new folder.
3. The database wizard upgrades the contents of the database that is referred to by the default database account.
4. If you use Service Desk agents, you must re-install the agents.

CAUTION

After you have upgraded, you cannot turn back to a previous version of Service Desk unless you have a backup of the database.

The Service Desk toolbar settings are stored in a personal folder on each client machine. Once the Service Desk Upgrade has been installed, client users will have to either reset the Service Desk toolbar (right-click the toolbar and choose `Reset`), or add new shortcuts. If they choose to reset, they will lose any personalized toolbar settings. To retain personalized settings, they will have to add new shortcuts for the new features of Service Desk. Further information can be found in the online help.

NOTE

If you are installing Service Desk 3.0 after using an evaluation version, you are advised to first remove the evaluation version. To move from the evaluation version to version 3.0 is considered to be a full install not an upgrade.

Upgrading the Service Desk Application Server

CAUTION Before upgrading the Service Desk application server, please make a backup of your Service Desk database. After the upgrade you cannot turn back to the previous version of Service Desk unless you have a backup of the database.

NOTE Stop the Service Desk service and the Service Desk agent running, in `Control Panel\Services` on the computer where you are upgrading Service Desk. If Self-Service Pages are installed on the machine the Web Server service must also be stopped. After upgrading the Application Server restart the services and agent.

Upgrading the Service Desk application server is equal to installing the Service Desk application server. See “Application Server Installation and Database Configuration” on page 39 for detailed installation instructions. However, pay attention to the following:

- To start the installation program, the Sun Java Runtime Environment (JRE) will be installed.
- The installation program will check the version of Microsoft Data Access components, Microsoft Java Virtual Machine, and Adobe Acrobat Reader. If the installation program finds older versions of these programs, the installation program will start the installation programs of the respective programs. You may have to restart the computer after installing these programs.
- The installation program will copy existing Service Desk 2.0 database accounts to use as Service Desk 3.0 database accounts. The copied database accounts refer to the same database as the Service Desk 2.0 accounts; the databases are not copied.
- After installing about 86 percent of the files, a message is displayed. You are asked if you want to use the database wizard to configure the Service Desk database. If you click `Yes`, the database wizard is

started. If you click No, the installation program will finish. You can always run the database wizard later.

- The installation program will place the new files in a folder that is located within the Service Desk 2.0 folder. Do not use the Service Desk 2.0 folder itself as the installation folder for Service Desk 3.0 since this will make uninstalling the upgrade impossible and may conflict with future service packs and future upgrades to higher versions of Service Desk.

Upgrading the Service Desk Database

CAUTION

Before upgrading the Service Desk database, please make a backup of your Service Desk database. After the upgrade you cannot turn back to the previous version of Service Desk unless you have a backup of the database.

NOTE

Stop the Service Desk service and the Service Desk agent running, in `Control Panel\Services` on the computer where you are upgrading Service Desk. If Self-Service Pages are installed on the machine the Web Server service must also be stopped. After upgrading the Database Server restart the services and agent.

Upgrading the Service Desk database is almost equal to installing the Service Desk database. Before upgrading the Service Desk database, you must have upgraded the Service Desk application server. Pay attention to the following:

- If you did not use the database wizard while upgrading the Service Desk application server, see “Starting the Service Desk Database Wizard” on page 142 to start it.
- The database wizard automatically finds existing Service Desk database accounts. If the database does not have the right Service Desk version, the database wizard will propose to upgrade the database.
- The database wizard will update the Service Desk database that is referred to by the default database account. If you want to upgrade a test database before upgrading the production database, make the test database account the default database account first. To set the default database account, see “Setting the Default Database Account” on page 142.
- Just before upgrading, you are urged to make a backup. If you click `Yes`, the upgrade will continue. If you click `No`, the wizard is set back one page and you will have the opportunity to make the backup. After

you made the backup, you can continue the wizard.

Starting the Service Desk Database Wizard

If you did not use the Service Desk database wizard while upgrading the Service Desk application server, start the Service Desk database wizard as follows:

Step 1. In the taskbar, click `Start`.

Step 2. Point to `Programs` and then to `HP OpenView Service Desk 3.0`.

Step 3. Choose `HP OpenView Service Desk Database Wizard`.

Setting the Default Database Account

To make a database account the default database account, do the following:

Step 1. In the taskbar, click `Start`.

Step 2. Point to `Programs` and then to `HP OpenView Service Desk 3.0`.

Step 3. Choose `HP OpenView Service Desk Accounts`.

Step 4. In the `Service Desk Accounts` dialog box, click the `Databases` tab.

Step 5. Select the database account you want to make the default and click `Set As Default`.

Preparing Service Desk Client Upgrading

There are two ways to upgrade Service Desk clients:

- CD-ROM or shared folder installation.
  If you upgrade the clients from CD-ROM or from a shared folder, you start the client upgrade program from CD-ROM at each Service Desk client computer or from the shared folder at each Service Desk client computer.
- Hyperlink installation.
  If a Web server is available, you place the client installation program on the Web server. Alternatively, you can place the client upgrade program in a shared folder. By making the URL available in Service Desk, users can upgrade the client using the intranet or the file server network.

Preparing for CD-ROM or Shared Folder Upgrade

After you upgraded the Service Desk application server, you must upgrade all Service Desk clients before the user starts Service Desk. Otherwise, Service Desk will display a confusing message with a hyperlink that does not work.

To enable upgrading Service Desk clients from a shared location, copy the Service Desk client upgrade installation program to a shared folder. If you use the default folder while upgrading the Service Desk application, the path would be: `C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0\Server\Client Upgrade\`. Copy the complete contents of the Client Upgrade folder on the CD-ROM to the shared folder you want to use to upgrade the Service Desk clients.

To start the Service Desk client upgrade, do the following:

Step 1. Go the Service Desk client computer.

Step 2. Locate the setup program:

- If you use the CD-ROM, insert the Service Desk CD-ROM in the CD-ROM drive and open the CD-ROM in the Windows explorer.
- If you use a shared folder, use Windows explorer to open the location

where you copied the Service Desk client service pack.

Step 3. Double-click `setup.exe`.

Step 4. Click `Upgrade client`.

Step 5. See "Upgrading Service Desk Clients" on page 146.

Preparing for Hyperlink Upgrades

After you upgraded the Service Desk application server, Service Desk will display an update message for the user with a hyperlink. If the user clicks the hyperlink, the Service Desk client is upgraded. To make the hyperlink work, you have to prepare as described in this section.

To upgrade the Service Desk client from the hyperlink shown in the update message, copy the Service Desk client upgrade installation program to a folder in a Web server or to a shared folder. If you used the default folder while upgrading the Service Desk application, the path would be: `C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0\Server\Client Upgrade\`.

Copy the complete contents of the Client Upgrade folder from the CD-ROM to a folder on the Web server or to the shared folder you want to use to upgrade the Service Desk clients.

NOTE If you want to use hyperlink installation with a shared folder, you must make sure that all Service Desk users share the same used folder.

To make the location of the Service Desk client upgrade installation program available in the update message, do the following:

Step 1. Start the HP OpenView Service Desk client on the application server computer. You must log on using the System Administrator account.

Step 2. Choose `System` from the `Tools` menu.

Step 3. In the Administrator Console, select `System Panel`.

Step 4. Double-click `General Settings`.

Step 5. In the `URL Of The Latest Software Version` text box type the path and file name of the `setup.html` file.

- If you use a Web server to make the file available, type a URL for the http: protocol for example:
  `http:\\mywebserver\client\HPOpenViewServiceDesk.exe`
  In this example `mywebserver\client` is the name of your Web server and location where you copied the client upgrade files.
- If you use a shared folder to make the service pack available, type a URL for the file: protocol, for example:
  `file:\\myfileserver\myshare\HPOpenViewServiceDesk.exe`
  In this example `myfileserver\myshare` specifies your file server and shared folder where you copied the client upgrade files.

NOTE There are two files that can be used to install the client from a hyperlink, `HPOpenViewServiceDesk.exe` and `StartInstallation.exe`. When the former is opened it is first copied to the `C:\Temp` folder of the client machine, from where it is unpacked and installed. The latter is installed from its original location.

When a user starts the Service Desk client after the Service Desk application server has been upgraded, a message is shown supplying a hyperlink to the client upgrade installation program. See “Upgrading Service Desk Clients” on page 146 for further instructions for the user to upgrade the client.

Upgrading Service Desk Clients

NOTE Stop the Service Desk service and the Service Desk agent running, in `Control Panel\Services` on the computer where you are upgrading Service Desk. If Self-Service Pages are installed on the machine the Web Server service must also be stopped. After upgrading the client restart the services and agent.

There are two ways to upgrade a client to Service Desk 3.0, either directly from the CD (or shared folder), or via a hyperlink that points to a network drive.

To upgrade Service Desk clients for the CD, or a shared folder, do the following:

Step 1. Open the CD or shared folder in Windows explorer and double-click `setup.exe`.

Step 2. In the start screen, click `Client Upgrade`.

Step 3. The installation program will automatically install the latest version of Adobe Acrobat, and will check that the required version of Microsoft Virtual Machine is installed. If it is not, Service Desk will install it, and the machine must be re-started.

Step 4. The Service Desk installation program automatically detects the Service Desk installation path and upgrades the client.

If a hyperlink is used the client upgrade will start automatically when the user selects the hyperlink that is displayed when the machine is started. The hyperlink installation consists of only steps 3 and 4 above.

Upgrading Service Desk Agents

To upgrade Service Desk agents, re-install the agents. Before re-installing agents, consider the following:

- You have to upgrade the agent on each computer where the previous version of the agent is installed. However, with shared installations, the agent is automatically upgraded when you upgrade the client. If you used a stand-alone installation for the agent, then you have to upgrade the agent separately.
- If you install the agent and the client on the same Windows NT computer, then the shared installation is the preferred installation option for agents. With the shared installation, the `classes.zip` file on the computer is shared between agent and client. Once the client is upgraded, the agent on the same computer will be upgraded too.
- In a stand-alone installation, you may first want to uninstall the previous version of the agent to save disk space. However, you can install the new agent without first removing the old agent.
- In the previous version of Service Desk there was no agent available for HP-UX platforms. Follow the agent installation instructions for HP-UX to install the agent on HP-UX platforms.

To install the Service Desk agents, see “Rule Manager Agent” on page 91. To install the Service Desk agents on Windows NT platforms, see “Windows Platform” on page 91. To install the Service Desk agents on HP-UX platforms, see “HP-UX Platforms” on page 95.

Uninstalling Upgrades

NOTE

Uninstalling the upgrades is only possible under the following conditions:

- You have a backup of the previous version of the database.
- The contents of the database did not change since the upgrade. Any changes applied since the upgrade will be lost by uninstalling the upgrade.

To uninstall the upgrade, do the following:

Step 1. Roll back the database to the backup you have made before you started the upgrade.

Step 2. At the Service Desk application server computer, uninstall the Service Desk upgrade using the Add/Remove function from Windows Control Panel.

Step 3. At each Service Desk client computer, uninstall the Service Desk upgrade using the Add/Remove function from Windows Control Panel.

After uninstalling the upgrade, the HP OpenView Service Desk service is removed from the application server computer. To install and start the HP OpenView Service Desk service again do the following:

Step 1. Open the DOS prompt in the folder where the `ovsds.exe` program is located. You find the `ovsds.exe` program in the bin folder in the folder where you installed the old version of Service Desk.

Step 2. At the DOS-prompt, type `ovsds.exe /install` and press **Enter**.

Step 3. Type `net start "HP OpenView Service Desk Service"` and press **Enter**.

6 Installing Service Packs

We try to make Service Desk 3.0 the highest quality application available. To ensure optimal performance, it may be necessary to provide you with solutions for problems. This chapter explains how to install Service Desk 3.0 service packs.

Introduction

NOTE The information in this chapter pertains to service packs of Service Desk 3.0. This information cannot be used for service packs for Service Desk 2.0 or for Service Desk versions after version 3.0. This information can also not be used to 'downgrade' from Service Desk 3.0 to Service Desk 2.0.

NOTE The information in this chapter is about service packs that at the moment of this writing still have to be released. This chapter gives the general outline of how to work with service packs. Always read the documentation of the service pack first. The documentation of the service packs gives you the latest information and insights.

With each service pack, you can upgrade the Service Desk application server and the Service Desk client. Each subsequent service pack will contain all patches made available in the previous service pack.

You can download the latest service pack from the HP OpenView Patches Web site at `http://ovweb.external.hp.com/cpe/patches`, or you can order the service pack CD-ROM from your supplier.

The service packs consist of a number of class files and other components that are copied to the Service Pack folder in the Service Desk path. When a service pack is installed, the installation program will rename the previous service pack folders to `service pack_backup` and `client upgrade_backup`, and create new folders into which it copies the new service pack files. If the service pack is subsequently uninstalled, the new folders are deleted by the uninstallation program and the old folders renamed back to their original names. The classes supplied in the Service Pack folder replace the classes in the `classes.zip` file, and the old classes files are backed up. The Service Pack path is named before the path of the `classes.zip` file in either the virtual machine's ClassPath or the Service Desk TrustedClassPath registry keys. Besides supplying the class files, the database is modified for the latest changes.

NOTE You cannot remove a service pack by just removing the service pack folder. Follow the instruction given later in this chapter for uninstalling service packs.

For each service pack, first install the service pack on the Service Desk application server. After you installed the service pack on the Service Desk application server, you can prepare the installation of the service pack for Service Desk clients as described in the section “Preparing Service Desk Client Service Pack Installation” on page 154. The next time the user logs on to Service Desk, the user installs the service pack you made available. Alternatively you can install each client individually from the CD.

Installing Service Packs on Service Desk Application Server and Service Desk Databases

NOTE Before you start the installation of the service pack, we advise you to make a backup of your current database.

NOTE The service packs only modify the contents of the database that is used by the Service Desk application. No other changes are made on the database servers.

You can only install the Service Desk application server service pack from the computer where the Service Desk application server is installed. You cannot install the Service Desk server service pack from a computer that serves as a Service Desk client computer or any other computer.

To install a service pack, do the following:

Step 1. If you used the service pack CD-ROM, insert the CD-ROM in the CD-ROM drive and locate the `setup.exe` program for the service pack. If you downloaded the service pack, look for the location where you downloaded `SDSK_`*`xxxxx`*`.exe` (where *xxxxx* is a five digit number unique to each Service Pack, for example Service Pack 3 has the file name `SDSK_00008.exe`).

Step 2. For the CD installation, double-click `setup.exe` to start the installation program. For the download installation double-click `SDSK_`*`xxxxx`*`.exe` to start the extraction and installation. In both cases, the installation HTML page is shown.

Step 3. Click `Upgrade application server`. An HTML screen is displayed.

Step 4. The Java Runtime Environment virtual machine from Sun Microsystems is needed for the service pack installation process. It is not part of the Service Desk upgrade itself. The JRE must be found and selected or

installed if it cannot be found on the machine.

1. Select the option “I want to search my system for existing Virtual Machines.” If `jre.exe` is found on your machine select it from the list of virtual machines found, and click OK to continue the service pack installation.

2. If the JRE is not found, select “I want to install the recommended Virtual Machine” and click OK. A wizard will be started, follow the instructions to install JRE. Once the wizard has completed the installation you will return to this HTML page, with the JRE highlighted in the list of virtual machines found. If it is not highlighted, select `jre.exe` and click OK to continue with the service pack installation.

JRE can be removed after the service pack installation is completed, if necessary. To remove the JRE, select `Settings` from the `Start` menu, and then `Add/remove programs` from the `Control Panel`. Select `Java Runtime Environment 1.1` in the `Add/remove programs` dialog box and click the `Add/remove` button.

Step 5. Select the type of installation. In normal circumstances you must select the `Typical installation` option. A typical installation automatically upgrades the Service Desk application server and the Service Desk database. In a custom installation you can choose to upgrade the Service Desk application server, or the Service Desk database, or both.

Step 6. The installation program installs the service pack on the Service Desk application server. To find the Service Desk application server, the installation program automatically detects the Service Desk installation path. The service pack is then installed in the found path.

Step 7. The installation program modifies the Service Desk database. The Service Desk installation program automatically detects whether an Oracle or a SQL Server database is used. Before starting to upgrade, confirm the name of the database repository, or cancel the installation. If you cancel the installation, see the uninstall information later in this chapter.

Step 8. Review the log file, `Database_InstallServicePack.log`, in the service desk root folder for errors during the database upgrade.

Preparing Service Desk Client Service Pack Installation

There are two ways to install the service pack on Service Desk clients:

- CD-ROM or shared folder installation.
  If you install the service pack from CD-ROM or from a shared folder, you start the service pack program from CD-ROM at each Service Desk client computer or from the shared folder at each Service Desk client computer.
- Hyperlink installation.
  If a Web server is available, you place the service pack on the Web server. Alternatively, you can place the service pack in a shared folder. By making the URL available in Service Desk, users can install the service pack using the intranet or the file server network.

NOTE

Before installing the service pack on a client, it is advisable to ensure that the cache has been purged. If `Purge on exit` has been selected (select `Options` from the `System` menu, and then choose the `Advanced` tab), the cache folder will be have been cleared when the client was closed. However, if `Purge on exit` was not selected, it will be necessary to purge the cash manually. To do this, delete all files from the folder `<Service Desk Root>\Client\repo\system`. The file `HelpManager.chc` holds information about previous searches you have performed in the online help, so you may want to keep this file.

Preparing for CD-ROM or Shared Folder Installation

After you installed the service pack on the Service Desk application server, you must install the service pack on all Service Desk clients before the user starts Service Desk. Otherwise, Service Desk will display a confusing message with a hyperlink that does not work.

When installing the Service Desk client service pack from a shared location, copy the Service Desk client service pack to a shared folder. After you installed the service pack on the Service Desk application server, the Service Desk client service pack is located in the Client

Upgrade folder on the application server. You find the Client Upgrade folder in the folder where Service Desk is installed. If you used the default folder while installing the Service Desk application, the path would be: `C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0\Server\Client Upgrade\`. Copy the complete contents of the folder to the shared folder you want to use for Service Desk client service pack installation.

To start the Service Desk client service pack installation, do the following:

Step 1. Go the Service Desk client computer.

Step 2. Locate the setup program:

- If you use the CD-ROM, insert the service pack CD-ROM in the CD-ROM drive and open the CD-ROM in the Windows explorer.
- If you use a shared folder, use Windows explorer to open the location where you copied the Service Desk client service pack.

Step 3. Double-click `setup.exe`.

Step 4. Click `Upgrade client`.

Step 5. See “Installing Service Packs on Service Desk Clients” on page 158.

Preparing for Hyperlink Installation

After you installed the service pack on the Service Desk application server, Service Desk will display an update message for the user with a hyperlink. If the user clicks the hyperlink, the service pack is installed on the Service Desk client. To make the hyperlink work, you have to prepare as described in this section.

To install the Service Desk client service pack from the hyperlink shown in the update message, copy the Service Desk client service pack to a folder in a Web server or to a shared folder. After you installed the service pack on the Service Desk application server, the Service Desk client service pack is located in the `Client Upgrade` folder. You will find the client upgrade folder in the folder where Service Desk is installed. If you used the default folder while installing the Service Desk application, the path would be: `C:\Program Files\Hewlett-Packard\OpenView\Service Desk 3.0\Server\Client Upgrade\`.

Copy the complete contents of the folder to a folder on the Web server or to the shared folder you want to use for Service Desk client service pack installation.

NOTE If you want to use hyperlink installation with a shared folder, you must make sure that all Service Desk users share the used folder.

To make the location of the Service Desk client service pack available in the update message, do the following:

Step 1. Start the HP OpenView Service Desk client on the application server where you installed the service pack. You must log on using the System Administrator account.

Step 2. Choose `System` from the `Tools` menu.

Step 3. In the Administrator Console, select `System Panel`.

Step 4. Double-click `General Settings`.

Step 5. In the `URL Of The Latest Software Version` text box type the path and file name of the `setup.html` file.

- If you use a Web server to make the file available, type a URL for the http: protocol for example:
  `http:\\mywebserver\client\setup.html`
  In this example `mywebserver\client` is the name of your Web server and location where you copied the client service pack.
- If you use a shared folder to make the service pack available, type a URL for the file: protocol, for example:
  `file:\\myfileserver\myshare\setup.html`
  In this example `myfileserver\myshare` specifies your file server and shared folder where you copied the client service pack.

NOTE If you make use of a shared folder for the hyperlink installation, make sure you specify a shared folder that is shared with exactly the same name by all users. If you cannot guarantee that the URL is the same for all users, use the installation method as described in “Preparing for CD-ROM or Shared Folder Installation” on page 154.

When a user starts the Service Desk client after the Service Desk application server has been upgraded, a message is shown supplying a hyperlink to the client service pack. See “Installing Service Packs on Service Desk Clients” on page 158 for further instructions for the user to install the client service pack.

Installing Service Packs on Service Desk Clients

To install the Service Desk client service pack, do the following:

Step 1. Start the `setup.exe` program. Do one of the following by choosing:

- CD-ROM or shared folder installation

  Open the CD or shared folder in Windows explorer and double-click `setup.exe`.

- Hyperlink installation

  Start the Service Desk client and click the hyperlink in the update message.

Step 2. In the setup HTML page, click `Client Upgrade`.

Step 3. The Service Desk installation program automatically detects the Service Desk installation path and installs the service pack.

Installing Service Desk Agents Service Packs

To install service packs for Service Desk agents:

- On the application server, the agent will be updated as part of the normal service pack installation for the server.
- On client, the agent will be updated as part of the normal service pack installation for the client.
- When the agent is stand alone (that is, on a machine where Service Desk is not installed), start the service pack installation from either the CD-ROM or the downloaded exe file, and select Upgrade Stand Alone Agent from the HTML page.

To upgrade the agent on UNIX:

1. The service pack must first be opened on a Windows NT platform from either the CD-ROM or downloaded exe file
2. Locate and uninstall the old agent on the UNIX machine.
3. Locate the file `/unix/depot/hpovsd.depot` in the service pack structure, and copy it to the UNIX machine.
4. Install and configure the new Service Desk agent on the UNIX platform as described in the section, “HP-UX Platforms” on page 95.

Uninstalling Service Packs

Normally products can be uninstalled via the Add/Remove Programs feature in the control panel. However, for cumulative Service Packs this is not possible. Add/Remove Programs does show the option to uninstall this service pack, but this uninstallation is de-activated. Uninstalling this Service Pack can only be done manually as described below.

Within the same version of Service Desk, most service packs can be uninstalled, and the system restored back to the previous service pack. However, you must consider the following:

- Do you want to discard the benefits of the service pack? Service packs are solutions for problems found in the application. If you did not experience the problems the service pack was made for, but find new problems after you installed the service pack, you may want to uninstall the service pack.
- Did you make use of the changes in the database? After you have installed the service pack, the contents of the database may have changed. You cannot turn back the database changes, unless you have made a backup of the database. If the database is changed for a service pack, you can uninstall the service pack for the application server and the client: Service Desk will then still work. However, you will not benefit from the changes made to the database.

NOTE The service pack must always be uninstalled from the application server first, only when that is done can it be unistalled from the client machines.

Uninstall a Service Pack from the Application Server

When the service pack was installed, uninstallation software was copied to the <Service Desk root>\uninstall folder. A backup of the old Service Desk environment (service pack and client upgrade folders) was also created and placed in this folder. The backup will be restored when you uninstall the service pack. This will enable you to return to the earlier Service Desk setup without having to re-install any previous service packs.

NOTE The Client uninstallation software is installed on both the client and application server machines. However, the client backup must be done on the client machine.

Before you start the uninstallation procedure ensure that:

1. the Service Desk Application Server service is stopped. This can be done in the control panel, Services feature. Select the 'HP OpenView Service Desk Service' entry and click the Stop button. Close the Services dialog box.
2. the control panel services window is closed.
3. no applications (for example Windows NT Explorer) are active and pointing to the folders:
   <Service Desk root>\service pack
   <Service Desk root>\service pack_backup

NOTE The folder <Service Desk root>\service pack_backup will only be created if an earlier service pack was previously installed. For example, if you already have service pack 2 installed, and you install service pack 3, this folder is created and a backup of service pack 2 is placed in it.

To start the uninstallation, run the file Uninstall_SDSP_Server.exe in the <Service Desk root>\uninstall folder.

During the uninstallation, you must confirm the name of the database, this is specified as the default database in the server account application. The Service Desk Application Server software, the Client Upgrade software and the database are automatically set to the previous installation of VantagePoint Service Desk. A log file, UnInstallServicePack_Server.log is created by the executable UnInstall_SDSP_Server.exe, and is placed in the <Service Desk root>\server folder. Included in the log file is the version number of the service pack that has been restored.

When the unistallation is complete, the HP OpenView Service Desk Service is restarted automatically.

Uninstall a Service Pack from a Client machine

When the service pack was installed, unistallation software was copied to the `<Service Desk root>\uninstall` folder on the client machine. A copy of this client uninstallation program can be found in the folder of the same name on the application server, if for any reason it has been deleted or corrupted.

Before you start the uninstallation procedure ensure that:

1. the Service Desk client is not running.
2. no applications (for example Windows NT Explorer) are active and pointing to the folder `<Service Desk root>\service pack`

To start the uninstallation, run the file `Uninstall_SDSP_Client.exe` in the `<Service Desk root>\uninstall` folder.

The uninstall program resets the client back to Service Desk 3.0, without any service packs. If the client was upgraded via a hyperlink, then when the client is restarted the dynamic link will be displayed and the client will be upgraded to the same service pack version as the application server. However, if the client was upgraded by using the service pack CD, the client will not be able to connect to the server at start up until the service pack that matches the server has been reinstalled.

A log file, `UninstallServicePack_Client.log` is created by the executable `Uninstall_SDSP_Client.exe`, and is placed in the `<Service Desk root>\client` folder.

Uninstalling the stand-alone Agent service pack

To uninstall the service pack from a stand-alone Agent installation:

1. Stop the agent in `Control Panel`, `Services`.
2. Delete the folder `<Service Desk Agent root>\Service Pack`.
3. Restart the Agent.

7 Removing Service Desk

This chapter describes the tasks you must perform to remove the HP OpenView Service Desk software completely from your system, including the elimination of files and components residing in local systems. It also contains a list of files that will not be removed.

You can remove HP OpenView Service Desk using the Control Panel:

1. Start Windows, and then click the `Start` button. In the Start menu, choose `Settings`. In the submenu, select `Control Panel`.
2. Double-click the `Add/Remove Programs` icon.
3. Choose the `Install/Uninstall` tab.
4. In the list, select `HP OpenView Service Desk`, and click `Add/Remove`.
5. The Service Desk Unistall wizard is displayed, follow the instructions and accept the defaults.
6. The Confirm Uninstall dialog box appears, with the question: `Are you sure you want to completely remove HP OpenView and all of its components`? Click `Yes` or `No`. If you click `Yes`, HP OpenView Service Desk will be removed.

NOTE If Apache web server has been installed it must be switched off before the uninstallation of Service Desk. However, if a Service Desk client is being unistalled so that the Application Server can be installed on the same machine, or the Application Server is being unistalled so that the client can be installed, Apache web server should be removed completely and then reinstalled.

NOTE If for some reason the uninstallation of any Service Desk component, for example, Agent, Integrations, or SSP, does not work on a client, do the following:

1. Open a DOS box
2. Change the directory to `C:\Program Files\Hewlett-Packard\Openview\Service Desk 3.0\Client`
3. Run `jre.exe -cp . uninstall`.

Registry Keys

Once you have removed Service Desk 3.0, you can check that the following registry keys have been removed:

- `HKEY_CURRENT_USER\Software\Hewlett-Packard\OpenView\Service Desk\3.0\Accounts` (the Service Desk accounts)
- `HKEY_CURRENT_USER\Software\Hewlett-Packard\OpenView\Service Desk\3.0\cache` (the Service Desk cache)
- `HKEY_LOCAL_MACHINE\SOFTWARE\Helwett-Packard\OpenView\Service Desk\3.0->ProductPath` (the Service Desk home folder)
- `HKEY_LOCAL_MACHINE\SOFTWARE\Helwett-Packard\OpenView\Service Desk\3.0\Accounts` (the Service Desk Database accounts for the application server)

The Java virtual machine registry key should not have been removed; however, you should check that any references to Service Desk have been removed from the `trustedclasspath` and `classpath` entries:

- `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Java VM` (the `trustedclasspath` or `classpath`)

Files That Will Not Be Removed during Uninstallation

It is possible to remove most of the files listed below, but removing them may have a negative effect on the performance of your computer. Removing the Microsoft HTML Help Update will cause performance problems in HTML browsers. Therefore, we advise you not to remove these files.

- DLL files that have been installed to the %Windir%\system32 directory:
  - — All installs:
    `MSVBVM60.DLL`
    `license.dll`
  - — Integrations:
    `msvcp60.dll`
    `mfc42.dll`
    `msvcrt.dll`
- OCX controls located in %CommonFiles%\Software Sheridan Shared:
  `sstbars2.ocx`
- OCX controls located in %CommonFiles%\Software GridEx Shared:
  `GridEx20.ocx`
  `GridExFix.dll`
- OCX controls located in %CommonFiles%\Software FX Shared:
  `CFX4032.ocx`
  `CFX4Data.dll`
  `SfxBar.dll`
- Software Suprasoft Shared:
  `PSuite.ocx`
- Microsoft Java Virtual Machine
- Microsoft Data Access Components 2.1
- Microsoft HTML Help Update located in the %Windir%\system32 folder:
  `hhctrl.ocx`
  `itircl.dll`

```
itss.dll
hh.exe
```

Files That Will Not Be Removed during Uninstallation

A Opening Forms from the Command Line

Several programs can be used to start specific parts of Service Desk. The programs can be used for detailed control of the program or integrations.

Examples of Use

The command-line interface can be used in various integrations. In a command-line integration an external application calls Service Desk classes and passes arguments in the call. The call can be made using the DOS prompt.

For example: helpdesks often make use of CTI (Computer Telephony Integration) applications. CTI applications are used to route telephone calls automatically to the right help desk employee. The CTI application can call external programs, passing the telephone number of the caller over the command line. Using the command line interface, the help desk employee can open an overview of the service calls logged by the caller before picking up the telephone.

SDDataForm.exe

Use this class to open a specific form from the command line.

Example A-1 **AppDataForm command line**

```
SDDataForm.exe “Service call” id=200
```

The above example opens the form Service call with the information of a service call that has ID number 200. The general format is:

```
SDDataForm.exe Form name [Field search restrictions]
```

General Rules for Arguments

If an argument contains spaces in the name, the name must be enclosed in quotes.

All arguments are case-sensitive.

Form names and field names must not contain periods.

Form Name

The first argument must be the name of an existing form. The form name argument is case-sensitive. If two or more forms have the same name, the first one created will be used.

To find the form names, do the following:

Step 1. In Service Desk, choose `System` from the `Tools` menu.

Step 2. In the Administrator Console, open the Presentation node and then the Text node.

Step 3. Select the Form title.

Step 4. Open the language group you use.

Step 5. Find the form name you want.

Field Search Restrictions

Field search restrictions are optional. If Service Desk finds more than

one item that fits your field search restrictions, a Search Result dialog box is shown. In the Search Result dialog box you can double-click an item to open the item.

Example A-2 Field search restriction format

An example of a two-field search restriction to find configuration items located at location B1R103 that are outsourced to HP is the following:

`Location.searchcode=B1R103 "Outsourced to.Name 1=HP"`

The more general format is:

`Field NameOperatorValue`

There must be no spaces between the Field Name, Operator and Value. Spaces are allowed in the Field Name or in the Value as long as the field search restriction is enclosed in quotes.

To find field names, do the following:

Step 1. In Service Desk, choose `System` from the `Tools` menu.

Step 2. In the Administrator Console, open the Presentation node and then the Text node.

Step 3. Select `Label Text`.

Step 4. Open the language group you use.

Step 5. Find the label you want.

Step 6. Double-click the label text to open the label in a form. You can use the localized label text or you can use the value shown in the `Key` field.

Step 7. Click the Used as Field Name tab to verify that the label is used in the form you will call.

You can use the fields of related items to find a service call. If you use field names of related items, the field name is extended with the item name. Use a period to separate the item name from the field name.

Example A-3 Extended field names

To open service calls using the caller's telephone number, you can use the field name: `Caller.PrimaryTelphoneNumber`.

To open a configuration item using the location's search code where the configuration item is placed, use: `Location.searchcode`.

NOTE To get an impression of what field names and extended field names are possible, open the Advanced Find dialog box. In the Advanced Find dialog box, click the Advanced tab and then click Fields. The names in the fields list can be used as field names. Names in submenus of the fields list must be used as extended field names.

You can use the operators shown in the following table:

Operator	Use
=	is equal to
!=	is not equal to
>	is greater than
>=	is greater than or equal to
<	is less than
<=	is less than or equal to

As a value use a format as used in the specific field.

Example A-4 Value examples

To find an item on a date, use the date format specified in the system settings of your computer, for example on April 27, 2000 use: 27/04/2000. The date format depends on the system settings of your computer.

To find an item on a search code, for example for Steven Barns use: **BARNSS**. Search codes must be capitalized.

SDDataForm.exe

B Troubleshooting

This section discusses problems that could occur and prevent you from running Service Desk or connecting to the server. Once you have started the Service Desk GUI/console, you can consult the online Help to troubleshoot problems that occur while using Service Desk.

Troubleshooting the installation

Ideally, we would hope that your installation of Service Desk 3.0 is completed without complications. However, Service Desk 3.0 is a finely tuned product and sometimes minor variations of hardware or software configuration can cause unexpected results. This section contains a number of possible problem scenarios and suggestions for their resolution.

The list of issues discussed here is by no means comprehensive or exhaustive. If you have a problem not addressed in this section, or a problem that persists even when the solutions given here have been tried, go to the HP OpenView Support Web site at http://www.openview.hp.com/services/ and follow the link for how to get OpenView support in your region.

Unable to Connect to Server

If, when you start Service Desk, particularly for the first time after installing the software, you are unable to connect to the server, check that the installation is complete. For instance, after you have installed the application server, you should run the database configuration wizard to set up the database. Without an Oracle or SQL Server database installed and configured, Service Desk will not work.

If you are confident that all the steps of the installation process were done, try to find out if the installation was error-free. To do this, check the `logserver.txt` and `logclient.txt` files located in the Service Desk home folder. These files may give information about the cause of the problem. For example, there might be a message about different versions of the database and server, if so, see below.

If there are no messages indicating a problem with the installation, try starting the application server in console mode. To start the application server as a console program:

1. Select `Settings` from the `Start` menu, and open the `Control Panel`.
2. In the `Control Panel` double-click the `Services` icon, and select `HP Service Desk service` in the Services dialog box.
3. Click the `Stop` button to stop Service Desk from running as a service.

4. In Windows Explorer navigate to the `C:\program files\Hewlett Packard\OpenView\Service Desk 3.0\Server` folder and double-click `ServiceDeskServer.exe`. A DOS box with the application server running as a console program is displayed.
5. Restart the Service Desk client program. If you still get the message 'unable to connect to server', restart the machine and try again.

Version Numbers

If the `logserver.txt` states that the application server and database have different version numbers, but you are sure that they are the same, it may be that a service pack for Service Desk 2.0 was incorrectly installed. Alternatively, it could indicate that a previous Service Desk installation (on the same machine) was not properly removed. See also Class files below for a solution.

Class Files

If the class files of a previously installed copy of Service Desk 2.0 have been modified manually, it is possible that Service Desk 3.0 may not be able to connect to the server after the upgrade is completed.

The class files, `Classpath` and `TrustedClasspath`, contain entries to zip or jar files (class file packages) and entries to folders. The Microsoft virtual machine first looks at the `TrustedClasspath` and then at the `Classpath` in the Java VM registry key. The order of the entries in the `Classpath` and `TrustedClasspath` is very important.

Service Desk uses the following rule:

The client entries are stored in the `Classpath` and the application server entries are stored in the `TrustedClasspath`.

A problem will occur if you installed the application server for Service Desk 2.0 and the client for Service Desk 3.0. When you try to start Service Desk 3.0 it will load the class files for Service Desk 2.0 and will fail to connect to the Service Desk 3.0 application server. The solution is to remove the application server for Service Desk 2.0 from the machine (recommended), or just remove the entry to the class file from the `TrustedClasspath`.

To view the class files:

1. Open the registry by selecting `Run` from the `Start` menu.

2. In the Run dialog box type **regedit** and click OK.
3. In the Registry Editor dialog box, open the HKEY_LOCAL_MACHINE folder and navigate to the SOFTWARE\Microsoft\Java VM registry key. This key has two important values: Classpath and TrustedClasspath.

Both Service Desk 2.0 and Service Desk 3.0 store the class files in the following archives:

- Service Pack (This folder will contain service packs.)
- Classes.zip (This file contains all the HP OpenView class files for Service Desk Server, Agent, Self-Service Pages, Client and Integrations.)
- Jclark.zip (External classfiles needed by Service Desk.)

NOTE

The order of the entries in both the Classpath and TrustedClasspath should be: Service Pack;Classes.zip;Jclark.zip

When Service Desk is installed, the service pack folder is empty. If a service pack is subsequently installed, entries are added to the service pack folder. These new entries will overrule the classfiles in the Classes.zip file, creating new class files for Service Desk. If you change the order of the entries in the Classpath and TrustedClasspath, the service pack will be ignored.

Self-Service Pages

To find out if the Self-Service Pages work, open a Web-browser and navigate to: http://localhost/ssp/start

If the Self-Service Pages are not displayed, try the following to locate the problem: http://localhost this should display the Apache Web server local homepage.

Test the Jserv engine by opening:
http://localhost/servlets/IsItWorking

Also, have a look at the log files from the Apache Web server and the Apache Jserv Engine. And double-check the Self-Service Pages configuration section in this manual. Verify that all the entries in the configuration files are correct.

Service Desk 2.0 and 3.0 on One Client PC

There can only be one Service Desk client installation on a single machine.

It is not possible to run both Service Desk 2.0 and Service Desk 3.0 client software on the same machine. This is because Service Desk uses the same virtual machine registry entries for both versions.

ActiveX Error Messages During Installation

There is an issue with the ActiveX controls used by Service Desk. It seems that if a specific ActiveX control is registered, Windows gives an error message during installation. This message appears in a dialog box titled regsvr32.exe - Application Error. You can safely ignore this error message as it has no effect on the working of Service Desk.

Index

Symbols

'exec' Commands, 99

A

Adobe Acrobat
  installation, 41, 139, 146
Agent activation, 136
Apache HTTP Server, 118
Apache JServ
  pre-installation, 75
  SSP on UNIX, 118
  tested against guide, 11
Apache web server
  SSP configuration, 79, 113
  SSP installation, 75
  tested against guide, 11
application server, 23
architecture, three tier, 22

C

cache, 154
changing license key, 104
Client installation, 23, 66
  Windows NT/2000, 66
Computer Telephony Integration, 170
configuring
  HTTP post service, 110
  Self-Service pages, 113
  session timeout, 109
Connection Wizard, 71
Control Panel, close, 39

D

database
  application server, installing, 39
  Oracle, creating, 29
  server, 23
  SQL Server, creating, 31
  type, 23
datafiles, 55
default account, DB objects, 49
Demo data, 49
DOS
  agent installation, 92
  client installation, 68
  command-line integrations, 170
  integrations installation, 82
  server installation, 40
  SSP installation, 77
  troubleshooting, 177
  uninstalling, 164
  upgrades, 148

E

e-mail
  inbound setup, 106, 107
  inbound, mapping, 108
  internet address, 71, 72
  outbound setup, 105
  receive, 106
  send, 105
  Service Desk setup, 106
Entitlement certificates, 104
error messages
  Self-Service pages, 116, 122
Euro sign, 29, 33
expiration, license, 104

F

files
  installed, 25
  not removed, 166

H

Help, 176
HP password center, 103
HP-UX, 99, 113
  agent activation, 136
  integration tools, 85
  rule manager agent, 91
  upgrading, 147
HTTP post service, 110
Hyperlink installation
  service packs, 154
  shared folder, 144, 156
  upgrades, 143

I

IIS web server, 113
Importance level, 108
inbound e-mail
  mapping, 108
  server setup, 106
  Service Desk setup, 107
installing
  client, 23, 66
  database, application server, 39
  files, 25
  options, 23
  process, 24
  server, 23
  virtual machine, 34
Integrations
  Windows NT/2000, 81
Internet, 71, 75, 103, 113
ITO integrations
  UNIX, 85

J

Java Development Kit, 118
Java Runtime Environment, 41, 118, 139
Java runtime interpreter, 86, 98
Java Servlet Development Kit, 118
Java Virtual Machine, 34, 66, 139
  client installation, 66
  integration tools, 86
  Registry keys, 165, 177
JRun, 75

Index

L

license key, changing, 104
Log files, 176

M

ManageX, 81
Microsoft Data Access, 41, 139
Microsoft IIS, 75
Microsoft Virtual Machine, 41, 146
Multiple languages, 29
multiple servers, 109

N

NET8, 39

O

Oracle database, 23, 176
  creating, 29
  rule-based optimization, 30
outbound e-mail
  server setup, 105

P

Priority code, 108

R

Registry keys, 165
requirements
  knowledge, 11
Rule Manager agent
  HP-UX installation, 95
  shared installation, 38
  Solaris installation, 98
  stand-alone installation, 38
  Windows NT/2000, 91

S

Security, 99
Self-Service pages
  configuration, 113
  error messages, 116
  HTTP post service, 111
  shared installation, 38, 75, 78, 80
  stand-alone installation, 38, 75, 78
  upgrading, 75, 114
  Windows NT/2000, 75
Server installation
  Windows NT/2000, 39
server installation, 23
servers
  multiple, 109
Service Desk, removing, 164
session timeout, 109
SMTP, 105
Solaris, 99
  agent activation, 136
  integration tools, 85
  rule manager agent, 91
  SSP configuration, 113
Spaces, 48
SQL Server
  database, 23
    access, 33
    manual creation, 31
    properties, 31
    requirements, 31
    unable to connect, 176
  Enterprise Manager, 31
  login properties, 32
Support, 176
symbols
  Euro sign, 29, 33
system administrator
  account, 46, 144, 156
  DBA group, 53
  rights, 39, 66, 81, 91, 107, 109
  role, 31
  skill level, 11

T

tablespaces, 55
timeout, 109
troubleshooting
  installation program, 40, 68, 77, 82, 92
  Self-Service pages, 116
  uninstall, 166

U

Unicode, UTF8, 29, 113
uninstall, Service Desk, 164
UNIX, 75, 118

V

version numbers
  files, 25
  server, database mismatch, 177
  software, 28
  tested against guide, 11
virtual machine
  installing, 34

W

web server, 114
Windows 2000
  agent activation, 136
  client installation, 66
  integrations, 81
  rule manager agent, 91
  server installation, 39
  SSP installation, 75
Windows 95/98
  agent activation, 136
Windows NT
  agent activation, 136
  client installation, 66
  integrations, 81
  rule manager agent, 91
  server installation, 39

SSP configuration, 113
SSP installation, 75
tested against guide, 11
upgrading agents, 147