

# **HP OpenView Service Desk 5.0**

## **Administrator's Guide**

**Software Version: 5.0**

**For the Windows, Unix Operating Systems**



**i n v e n t**

**Manufacturing Part Number: None**

**Document Release Date: March 2006**

**Software Release Date: March 2006**

© Copyright 2006 Hewlett-Packard Development Company, L.P.

---

## Legal Notices

### **Warranty.**

*Hewlett-Packard makes no warranty of any kind with regard to this document, 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.*

A copy of the specific warranty terms applicable to your Hewlett-Packard product can be obtained from your local Sales and Service Office.

### **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  
United States of America

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

### **Copyright Notices.**

©Copyright 1999-2006 Hewlett-Packard Development Company, L.P.

No part of this document may be copied, reproduced, or translated to another language without the prior written consent of Hewlett-Packard. The information contained in this material is subject to change without notice.

### **Trademark Notices.**

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

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

Linux is a U.S. registered trademark of Linus Torvalds.

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

Internet Explorer™ is a U.S registered trademark of Microsoft Corporation.

Netscape™ and Netscape Navigator™ are U.S. trademarks of Netscape Communications Corporation.

OpenView® is a registered U.S. trademark of Hewlett-Packard Company.

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

OSF, OSF/1, OSF/Motif, Motif, and Open Software Foundation are trademarks of the Open Software Foundation in the U.S. and other countries.

SQL\*Plus® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

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.

All other product names are the property of their respective trademark or service mark holders and are hereby acknowledged.



## 1. Introduction

Service Desk Administrator Task Overview . . . . .	24
Users and Security . . . . .	25
Service Pages . . . . .	25
The Web Console . . . . .	25
Command-Line Utility . . . . .	25
Presentation . . . . .	25
Actions . . . . .	26
Rules . . . . .	26
Scheduled Tasks . . . . .	26
Data . . . . .	26
Templates . . . . .	26
Configuration Exchange . . . . .	27
E-mail . . . . .	27
Reporting . . . . .	27
OVPI Reports Administration . . . . .	27
OVPI Service Desk Reporting . . . . .	28
Archiving . . . . .	28
Impacted Services . . . . .	28
Object Server Monitor . . . . .	28
Server Settings . . . . .	28
Multiple Management Servers . . . . .	29
Troubleshooting Service Desk . . . . .	29
System Settings . . . . .	30

## 2. Service Pages

Overview . . . . .	36
Service Pages Views . . . . .	38
Create a View for Service Pages . . . . .	39
Assign a View to Service Pages . . . . .	41
Service Pages Templates . . . . .	42
Assign a Template to Service Pages . . . . .	43
Service Pages Accounts . . . . .	45
Create a Service Pages Account . . . . .	46
Link a Service Pages Account to a Person . . . . .	49
Set Password Restrictions . . . . .	50

---

# Contents

Re-sending Account Details . . . . .	51
Specify E-mail Hosts. . . . .	52
Enable E-mail Approval Requests . . . . .	54
Customize the Interface. . . . .	56

## 3. The HP OpenView Web Console

Introduction to the HP OpenView Web Console. . . . .	58
Architecture of the Web Console . . . . .	58
Distribution of the Web Console . . . . .	60
Features and Benefits of the Web Console . . . . .	60
Limitations of the Web Console . . . . .	61
Verify the Installation . . . . .	63
Open the Web Console . . . . .	63
Exit the Web Console . . . . .	66
Essential Web Console Concepts. . . . .	67
Web Console Authorization and Authentication. . . . .	67
Refresh Model for Modified Configuration and Data Files . . . . .	68
Web Console Windowing Behavior. . . . .	70
Configuration Options . . . . .	74
Start Up Options. . . . .	75
Web Console Configuration Tasks. . . . .	77
Configure Supported Applications for Smart Actions . . . . .	77
Configure the URLs for the Links Panel. . . . .	78
Routine Web Console Administration Tasks . . . . .	81
Access the Web Console Administrator Page . . . . .	82
Logging and Tracing. . . . .	83
Restart the Apache HTTP Server . . . . .	85
Configure the Maximum Number of Forms in Cache. . . . .	86
Troubleshoot the Web Console . . . . .	88
Resolve Web Console Installation Problems . . . . .	88
Understand Web Console Display Differences . . . . .	106
Rules When Editing XML Files. . . . .	109
Back Up XML Files. . . . .	109
Validate XML Files. . . . .	109

## 4. E-mail

Overview . . . . .	112
Inbound E-mail . . . . .	113
Outbound E-mail . . . . .	114
Receive Outbound E-mail Messages . . . . .	115
Configuring E-mail Integration. . . . .	116
Define General E-mail Settings . . . . .	117
Add Inbound E-mail Addresses . . . . .	122
Filter Inbound E-mail. . . . .	124
Overview of Inbound E-mail Commands. . . . .	127
Configure E-mail Commands. . . . .	131
Map E-mail Priority . . . . .	136
Modify Outbound E-mail Templates . . . . .	138
Inbound E-mail Commands. . . . .	140
New Command . . . . .	141
Update <id> Command. . . . .	144
Add History Line <id> . . . . .	147
View <id>. . . . .	148
List. . . . .	149
RE:RFI <id> . . . . .	150
RE:Solution Accepted <id>. . . . .	151
RE:Solution Rejected <id> . . . . .	152
Recall <id>. . . . .	153
Help . . . . .	154
Troubleshooting E-mail Problems. . . . .	155
E-mail Debugging . . . . .	156
Error Messages . . . . .	156
Error Handling . . . . .	156

## 5. Command Line Utility

About ovconsolecmd . . . . .	161
Find Objects . . . . .	162
Open a Form. . . . .	163
Display a View . . . . .	164
Initiate a Search. . . . .	166
Invoke an Action . . . . .	167
Get an Object Type for a Form . . . . .	168

---

# Contents

Determine the Status of the Console . . . . .	169
Start the Console . . . . .	170
Shut Down the Console . . . . .	171
Invoke ovconsolecmd from a Smart Action . . . . .	172
Console Port Number for Command Line Access . . . . .	176
ovconsolecmd . . . . .	177

## 6. Reporting

Overview . . . . .	186
Console Reports . . . . .	187
Database Reports . . . . .	188
Reporting Tools . . . . .	189
Generate Reporting Views . . . . .	190
Access Reporting Views . . . . .	193
Generate a Data Dictionary . . . . .	194
Copy Reporting Views to Tables . . . . .	196
Data Warehousing . . . . .	198
Analyzed Data Reports . . . . .	199
Enable Auditing . . . . .	200
Select Object Types for Analysis . . . . .	201
Block Analyzed Data Reports . . . . .	203
Refresh Analyzed Data in Batch Mode . . . . .	204
Refresh Analyzed Data in On-Save Mode . . . . .	207
Access Analyzed Data Reports . . . . .	209

## 7. OVPI Reports Administration

Overview . . . . .	212
Create an OVPI Report Connection . . . . .	213
Enable the Reporting Administration Workspace . . . . .	215
Export the Helpdesk Module . . . . .	217
Perform a Full Export of Helpdesk Data . . . . .	217
Set Up Incremental Exports of Helpdesk . . . . .	218
Export the Change Manager Module . . . . .	221
Perform a Full Export of Change Manager Data . . . . .	221
Set Up Incremental Exports of Change Manager . . . . .	222
Troubleshooting OVPI Reports Administration . . . . .	225

**8. OVPI Service Desk Reporting**

View Reports from the OpenView Console . . . . .	228
Change Manager Reports . . . . .	230
Configuration and Logging Report . . . . .	230
Average Duration of Changes Report . . . . .	231
Changes by Category Report . . . . .	234
Changes by Classification Report . . . . .	236
Changes Closed before Deadline by Category Report . . . . .	238
Changes Closed before Deadline Report . . . . .	241
Changes Closed on First Call Report . . . . .	244
Changes Details Report . . . . .	247
Changes by Closure Code Report . . . . .	250
Incoming Changes (History) Report . . . . .	253
Incoming Changes (Recent) Report . . . . .	255
Help Desk Reports . . . . .	258
Configuration and Logging Report . . . . .	259
Average Duration of Incidents Report . . . . .	261
Incidents by Category Report . . . . .	263
Incidents by Classification Report . . . . .	265
Incidents Closed before Deadline by Category Report . . . . .	267
Incidents Closed before Deadline Report . . . . .	270
Incidents Closed on First Call Report . . . . .	273
Incidents Details Report . . . . .	276
Incidents by Closure Code Report . . . . .	279
Incoming Incidents (History) Report . . . . .	282
Incoming Incidents (Recent) Report . . . . .	284
Average Duration of Problems Report . . . . .	287
Problems by Category Report . . . . .	289
Problems by Classification Report . . . . .	291
Problems Closed before Deadline by Category Report . . . . .	293
Problems Closed by Deadline Report . . . . .	296
Problems Closed on First Call Report . . . . .	299
Problems Details Report . . . . .	302
Problems by Closure Code Report . . . . .	305
Incoming Problems (History) Report . . . . .	308
Incoming Problems (Recent) Report . . . . .	310

---

# Contents

Average Duration of Service Calls Report . . . . .	313
Service Calls by Category Report . . . . .	315
Service Calls by Classification Report . . . . .	317
Service Calls Closed before Deadline by Category Report . . . . .	319
Service Calls Closed by Deadline Report . . . . .	322
Service Calls Closed on First Call Report . . . . .	325
Service Calls Details Report . . . . .	328
Service Calls by Closure Code Report . . . . .	331
Incoming Service Calls (History) Report . . . . .	334
Incoming Service Calls (Recent) Report . . . . .	336

## 9. Archiving

Overview . . . . .	340
Structure of Archive Files . . . . .	341
Set Up the Archive Process . . . . .	342
Define Archive Settings . . . . .	343
Define Archive File Names and Location . . . . .	345
Start the Archive Process . . . . .	347
Archiving Output . . . . .	348
Viewing Archive Files . . . . .	348
Archive Log Files . . . . .	348
Archiving Attachments . . . . .	350
Schedule the Archive Process . . . . .	351
Archiving Strategy . . . . .	354
Consistency of Archives . . . . .	354
Performance of Archiving . . . . .	354
Frequency of Archiving . . . . .	354
Quantity of Archived Information . . . . .	354
Selecting Data for Archiving . . . . .	355
Legal Requirements for Archives . . . . .	356
Object Order in Archives . . . . .	356
Archiving Related Records . . . . .	356
Time Zones for Archiving . . . . .	358

## 10. Impacted Services

Overview . . . . .	362
--------------------	-----

Define Search Parameters for Impacted Services .....	364
--	-----

## 11. Additional Tools

Server Monitor .....	368
Open the Server Monitor Program .....	368
Start Using the Server Monitor Program .....	368
Server Monitor: General Tab .....	369
Server Monitor: Performance Tab .....	370
Server Monitor: Database Tab .....	372
Server Monitor: Threads Tab .....	373
Server Monitor: Queues Tab .....	374
Server Monitor: Services Tab .....	375
Server Monitor: Connections Tab .....	376
Server Settings .....	377
Open the Server Configuration Program .....	377
Server Configuration: General Tab .....	377
Server Configuration: Database Accounts Tab .....	379
Server Configuration: Protocols Tab .....	381

## 12. Logging

Log Files .....	384
Controlling Log Files .....	384
Types of Log File .....	384
Controlling the Size of Log Files .....	384
Switching Logging Off and On .....	387
Viewing the Contents of a Log File .....	388

## 13. Support Tool

Overview .....	392
Support Log File .....	393
Support Zip File .....	395
Run the Support Tool .....	396

---

# Contents



---

# Contents



---

# Contents



---

# Contents

---

## Documentation Updates

This manual's title page contains the following identifying information:

- Version number, which indicates the software version.
- Document release date, which changes each time the document is updated.
- Software release date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

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

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



---

## Support

Please visit the HP OpenView support web site at:

**<http://www.hp.com/managementsoftware/support>**

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

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and log in. Many also require a support contract.

To find more information about access levels, go to:

**[http://www.hp.com/managementsoftware/access\\_level](http://www.hp.com/managementsoftware/access_level)**

To register for an HP Passport ID, go to:

**<http://www.managementsoftware.hp.com/passport-registration.html>**



---

# **1 Introduction**

This chapter provides an introduction to the tasks and functionality available to the Service Desk administrator.

## **Service Desk Administrator Task Overview**

You can perform the following tasks and functions as a Service Desk administrator:

- Creating and maintaining user accounts and access to Service Desk.
- Using Service Pages to access Service Desk.
- Using the Web Console to access Service Desk.
- Accessing Service Desk objects from the command-line.
- Customizing the layout and appearance of the HP OpenView console.
- Creating actions to perform automated tasks.
- Creating rules to trigger actions.
- Creating scheduled tasks.
- Working with Service Desk data.
- Creating and maintaining templates.
- Integrating E-mail with Service Desk.
- Reporting.
- OVPI Reports Administration.
- OVPI Service Desk Reporting.
- Archiving.
- Impacted services.
- Using additional Tools: Configuring server settings and using the object server monitor.
- Using multiple management servers for load balancing.
- Troubleshooting Service desk: Using logging, tracing, and the Service Desk Support Tool.
- Defining System Settings for workspaces.

## Users and Security

In the Users & Security workspace you can create and maintain user accounts, and configure user access to Service Desk. For more information, refer to **Information for Administrators→Users & Security** in the HP OpenView online help. You can also reconfigure Service Desk to authenticate console users using an Active Directory, an LDAP server, or some other external authentication mechanism. For more information, refer to **Information for Administrators→Users & Security→User Authentication** in the OpenView online help.

## Service Pages

Service Pages is a web-based application that provides limited access to Service Desk for licensed and unlicensed users. Use Service Pages to allow users to remotely create, view and edit Service Desk objects. For more information, refer to Chapter 2 “Service Pages”.

## The Web Console

Use the web console to give users a personalized and remote view of the managed environment through a browser interface. The Web Console provides much of the functionality available in the Java version of the HP OpenView Console with minimal configuration and administration. For more information, refer to Chapter 3 “The HP OpenView Web Console”.

## Command-Line Utility

The HP OpenView console provides a utility that allows you to interact with the console from the command line. This is useful for integrating other programs or tools with the console. For more information, refer to Chapter 5 “Command Line Utility”. For a reference of `ovoconsolecmd` commands refer to Chapter 5 “Command Line Utility”.

## Presentation

The Presentation workspace provides tools that you can use to customize the layout and appearance of the HP OpenView console. For more information, refer to **Information for Administrators→Presentation** in the HP OpenView online help.

## Actions

Actions are shortcuts to simple or complex tasks. An action is associated with a specific object type. You can create actions that you can reuse when you need and actions that are created only when you create rules. For more information, refer to **Information for Administrators→Actions** in the HP OpenView online help.

## Rules

You can use business logic in Service Desk to automate your business processes, by creating database rules and user-interface (UI) rules to automate repetitive tasks. For more information, refer to **Information for Administrators→Rules** in the HP OpenView online help.

## Scheduled Tasks

Scheduled Tasks are associated with Conditions for Rules. These tasks are triggered according to a defined schedule rather than immediately after the creation or modification of an object. You can use Scheduled Tasks to reschedule tasks that are registered in the database but did not run to completion at the specified time. For more information, refer to **Information for Administrators→Scheduled Tasks** in the HP OpenView online help.

## Data

The Data workspace allows you to work with the data aspects of Service Desk. For example, you can create named filters for data views and data retrieval, create or modify field codes for objects, create custom fields for objects, or perform data exchange and configuration exchange. For more information, refer to **Information for Administrators→Data** in the HP OpenView online help.

## Templates

Templates allow you to set default values for attributes when console users create new objects. The Templates workspace in the HP OpenView Configuration workspace group contains tools you can use to create and configure templates. For more information, refer to **Information for Administrators→Templates** in the HP OpenView online help.

## Configuration Exchange

The configuration exchange feature enables you to transfer configuration settings between compatible databases. Configuration settings include the changes, modifications, and customizations that system administrators make to the HP OpenView environment (for example, to make use of alternative user-authentication procedures). Exchanging configuration data between systems helps to ensure that all systems look and work as similarly as possible. For more information, refer to **Information for Administrators**→**Data**→**Configuration Exchange** in the OpenView online help.

## E-mail

You can configure Service Desk to perform specified functions in response to incoming e-mail, and send outgoing e-mail in response to specified events. For more information, refer to Chapter 4 “E-mail”.

## Reporting

You can create reports for console, database, analyzed data and OVPI Report Packs using the Service Desk reporting capabilities. You can also create database views and a data dictionary for use with your own third-party reporting tool. In this way you can create a variety of reports based on the data in your Service Desk database. For more information, refer to Chapter 6 “Reporting”.

## OVPI Reports Administration

OVPI reports administration includes the administrative tasks associated with using OVPI Helpdesk and Change Manager report packs with Service Desk. If you have module licenses for the Helpdesk and Change Manager modules, you can purchase OVPI report packs to produce reports relating to the data contained in each of these modules. For more information, refer to Chapter 7 “OVPI Reports Administration”.

For a complete description of OVPI reporting, refer to the OVPI documentation set.

## OVPI Service Desk Reporting

OVPI Service Desk Reporting allows you to report on how your Service Desk is performing. It enables you to analyze calls in various ways including by category, classification and closure code, and identify trends in the number of calls that are closed before deadline. For more information, refer to Chapter 8 “OVPI Service Desk Reporting”.

## Archiving

You can archive information by defining views for each object type. Work orders, changes, projects, problems, service calls, and incidents can all be archived. Any combination of conditions that can be set up in a Service Desk data view can be used to determine what information is archived. For more information, refer to Chapter 9 “Archiving”.

## Impacted Services

You can define the parameters used to find impacted services for incidents and service calls. For more information, refer to Chapter 10 “Impacted Services”.

## Object Server Monitor

The Object Server Monitor allows you to assess quickly and easily the status of the management server. For example, you can use the Object Server Monitor to assess database performance, see how many clients are connected to the management server, or examine the size and state of queues. You can also monitor the connections to the database and the status of message and event services. For more information, refer to **Information for Administrators**→**Server Monitor** in the HP OpenView Service Desk online help.

## Server Settings

The Server Configuration editor allows you to view and modify the configuration of the management server. Use this editor to set up the management server to handle requests from clients (such as consoles and applications) efficiently. For more information, refer to **Information for Administrators**→**Server Settings** in the HP OpenView Service Desk online help.

## Multiple Management Servers

You can set up an environment with multiple management servers *or* multiple instances of the Object Server on one system (*or both simultaneously*) to provide load balancing for high volume client requests when your environment expands or when demands increase on existing resources. For more information, refer to **Information for Administrators**→**Multiple Management Servers** in the HP OpenView online help.

## Troubleshooting Service Desk

You can use the following methods to troubleshoot Service Desk:

- Logging
- Tracing
- Service Desk Support Tool

### Using Log Files

You can use Service Desk log file information to resolve problems. Refer to Chapter 12 “Logging” for information on how to use log files generated by Service Desk to resolve problems.

### Tracing

You can investigate the cause of problems in Service Desk using HP OpenView Tracing. Use tracing as a troubleshooting procedure to provide trace log files so that you can pinpoint when and where a problem has occurred. For more information, refer to the *HP OpenView Tracing: Concepts Guide*.

### Support Tool

Use the Service Desk 5.0 Support Tool when problems arise with Service Desk resulting in a call to the Service Desk support line. This tool collects information about the operating system and Service Desk and generates a Support Log file. For more information, refer to Chapter 13 “Support Tool”.

## **System Settings**

Use the System Settings workspace to define general settings for all workspaces in the HP OpenView console. You can define the following:

- Attachment Settings
- Configuration Exchange Settings
- Email Settings
- General Settings
- Password Settings
- Regional Settings
- Incident System Action Setting

For more information, refer to **Information for Administrators**→**System Settings** in the HP OpenView online help.



Introduction

**Service Desk Administrator Task Overview**



Introduction

**Service Desk Administrator Task Overview**

---

## **2** **Service Pages**

This chapter describes how to configure Service Pages and Service Pages accounts. Service Pages is a web-based application that provides limited access to Service Desk for licensed and unlicensed users.

---

## Overview

Service Pages provides a simplified web interface to Service Desk. Its main function is to allow users to remotely create, view and edit Service Desk objects. The objects that can be created depend on the type of user that logs on to Service Pages. There are two types of Service Pages user:

- **Specialist User**

Specialists are normal licensed Service Desk users (for example, support engineers). Their Service Desk account automatically gives them access to Service Pages, so they do not need a Service Pages account. Specialist users can use Service Pages to work remotely on service calls, incidents, problems, changes, and work orders.

- **Service Pages (SP) User**

SP users are not licensed Service Desk users. SP users do not have Service Desk accounts, so they need a Service Pages account to access the Service Pages application. Access is restricted to creating, viewing and editing service calls.

Table 2-1 shows a summary of object access in Service Pages:

**Table 2-1**

**Object access in Service Pages**

<b>Account Type</b>	<b>Object Type</b>	<b>Allowed Access</b>
SP User	Service Call	Create, view, edit
Specialist	Service Call	Create, view, edit
	Incident	Create, view, edit
	Change	View, edit
	Problem	View, edit
	Work Order	View, edit

Additional functionality, such as access to FAQs, is available to all users.

Service Pages is a Tomcat-based web application. It is accessed via the Apache web server. Tomcat and Apache must both be installed and running on the machine on which you want Service Pages to run. You can use any standards-compatible web browser to access Service Pages.

---

**NOTE**

For information about installing Service Pages, see the *HP OpenView Service Desk 5.0 Installation Guide*.

---

The general steps required to configure Service Pages are:

- Specify the views to be used in Service Pages.  
See “Service Pages Views” on page 38.
- Specify the templates to be used to create objects in Service Pages.  
See “Service Pages Templates” on page 42.
- Create Service Pages accounts. Alternatively, registered Persons can create their own accounts.  
See “Service Pages Accounts” on page 45.
- *Optional:* Set password restrictions for Service Pages accounts.  
See “Set Password Restrictions” on page 50.
- *Optional:* Customize the interface.  
See “Customize the Interface” on page 56.

You define these settings in the Service Pages workspace.

## Service Pages Views

Service Pages views are standard Service Desk views that you assign to Service Pages. You must assign views to Service Pages in order for the application to be usable. The views determine how Service Desk objects are listed, filtered and ordered in Service Pages, and they enable users to view and edit those objects. You can use existing views, or you can create new ones.

You assign two views for each object type that users can access: one to provide a restricted list of objects, and one to provide a full list of objects. You can assign a maximum of twelve views, as shown in Table 2-2.

**Table 2-2** Allowable Service Pages views

User Type	Object Type	Number of SP Views
SP User	Service Call	1 Restricted list, 1 Full list
Specialist	Service Call	1 Restricted list, 1 Full list
	Incident	1 Restricted list, 1 Full list
	Change	1 Restricted list, 1 Full list
	Problem	1 Restricted list, 1 Full list
	Work Order	1 Restricted list, 1 Full list

It is the responsibility of the person who configures Service Pages (the Service Desk administrator) to decide what views should be used as the basis for the 'restricted' and 'full' lists. Typically, you assign a view with more filtering criteria to provide the restricted list, and a view with less restrictive filtering for the full list.

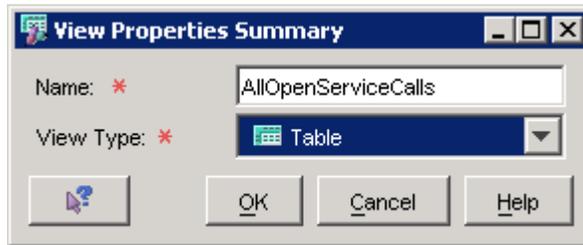
## Create a View for Service Pages

If you need to create new views for Service Pages, you can do so in the Service Pages workspace, or in the HP OpenView Configuration→Presentation workspace.

### To create a view in the Service Pages workspace:

1. In the **Service Pages** workspace, expand the **Presentation**→**Service Pages View** node, and then select an object type (for example, service call).
2. Right-click in the right-hand pane, and choose **New View** from the pop-up menu.

The **View Properties Summary** dialog box opens.



3. In the **Name** field, enter a name for the new view.
4. Select a **View Type** from the drop-down list.

---

### NOTE

The Service Desk view type (for example, Chart or Explorer) is ignored when a view is rendered in Service Pages. Service Pages shows all views as simple tables of data.

5. Click **OK**. The **View Properties Summary for <view name>** dialog box opens.

The fields available in this dialog box depend on the type of view you are creating. For specific information about how to configure each of the different view types, see the online help.

6. When you have configured the view, click **OK** to close the **View Properties Summary for <view name>** dialog box.

7. Click **OK** to close the **View Properties Summary** dialog box. The new view is displayed in the list of available views.

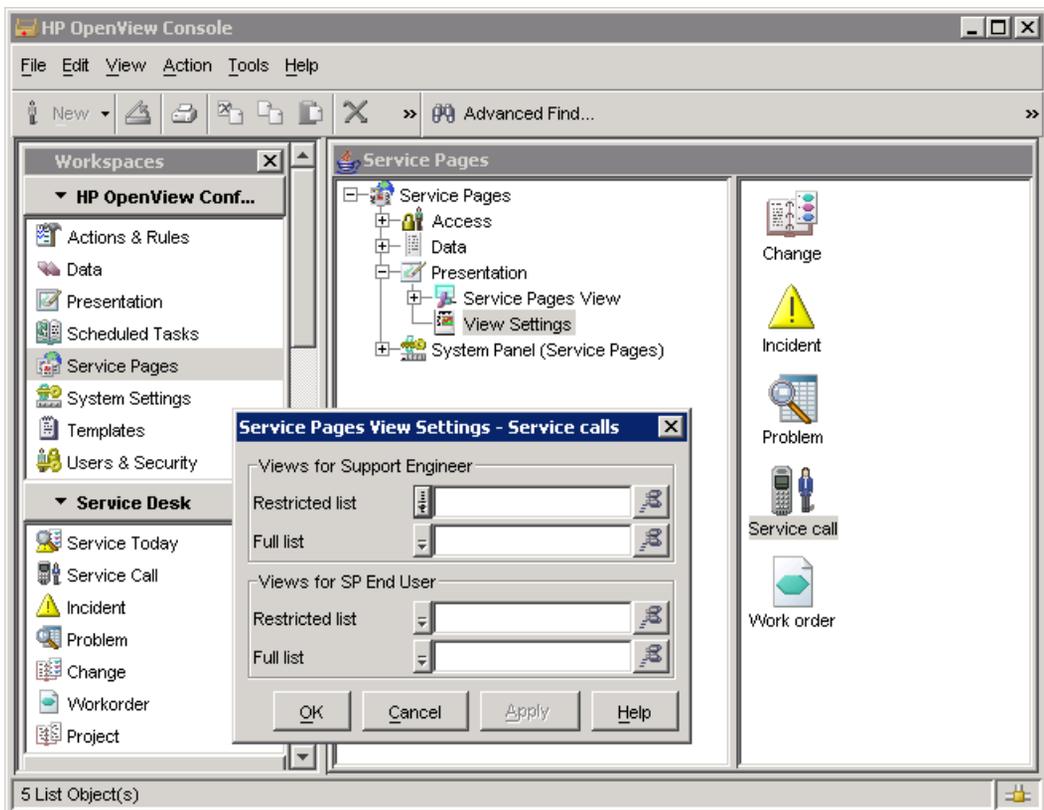
## Assign a View to Service Pages

You assign views to provide restricted and full lists in Service Pages→Presentation→View Settings.

### To assign a view to Service Pages:

1. In the HP OpenView Configuration workspace group, select the **Service Pages** workspace.
2. Select **Presentation**→**View Settings** and double-click the icon for an object type (for example, service call) in the right hand pane.

The **Service Pages View Settings - Service Calls** dialog box opens.



3. Use the Quick Find buttons next to the **Restricted list** and **Full list** fields to assign the views that will be used to display data to SP users and specialists.

## **Service Pages Templates**

When users create a service call or incident in Service Pages, a predefined template is used as the basis for the new object. The template provides default values for some of the object's attributes.

Service Pages templates are normal Service Desk templates. You can use existing Service Desk templates for Service Pages, or you can create new ones.

For information about creating templates in Service Desk, see the online help.

## Assign a Template to Service Pages

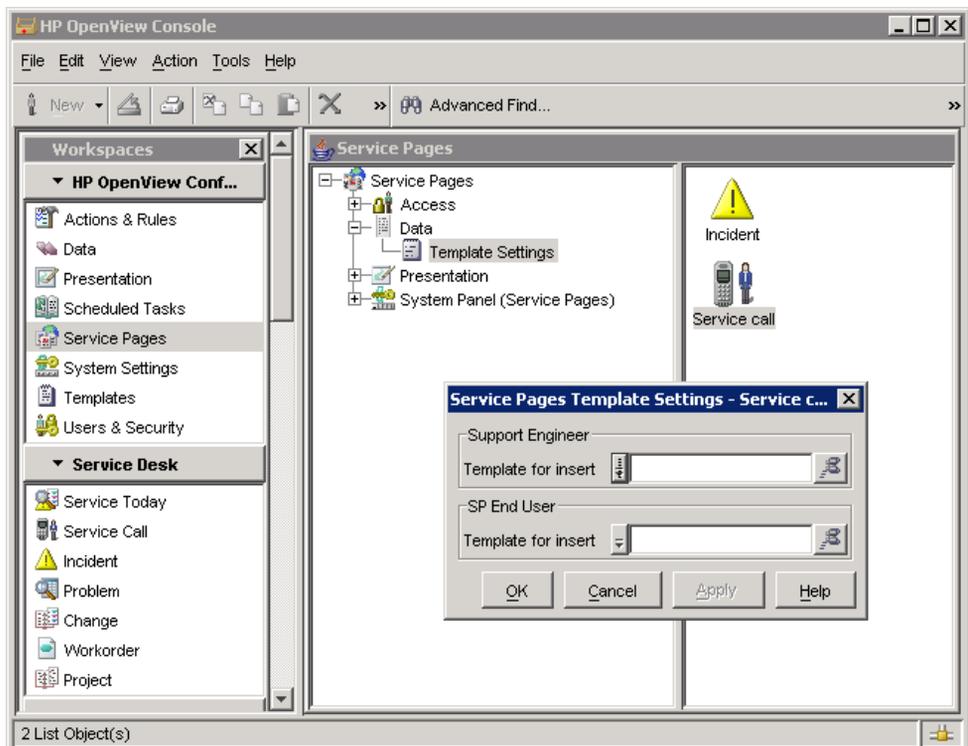
You can assign three templates to Service Pages:

- Service call template for SP users
- Service call template for support engineers
- Incidents template for support engineers

### To assign a template to Service Pages:

1. In the HP OpenView Configuration workspace group, select the **Service Pages** workspace.
2. Expand the **Service Pages**→**Data** branch and select **Template Settings**.
3. In the right-hand pane, double-click the **Service Call** icon.

The **Service Pages Template Settings - Service Call** dialog box opens.



**Service Pages Templates**

4. Use the Quick Find icon next to the **Template for insert** fields in both the **Support Engineer** and **SP End User** areas, to choose the templates that will be used when creating service calls.
5. Click **OK**.

## **Service Pages Accounts**

A Service Pages (SP) account can be created by you (the Service Desk administrator), or by people who meet the following criteria:

- They are registered as valid Persons in Service Desk (for example, external customers).
- The value in the E-mail field of their Person record is an e-mail address from a valid Service Pages e-mail host. When a new Service Pages account is created, the password for the account is sent to this e-mail address.

---

### **NOTE**

---

For information about specifying valid e-mail hosts for Service Pages, see “Specify E-mail Hosts” on page 52.

## Create a Service Pages Account

Service Pages accounts can be created in two ways:

- In the Service Pages workspace

Only an administrator can create an account in the Service Pages workspace. The user for whom the account is being created does not need to be registered as a Person in Service Desk. The administrator creates the account and specifies a password. Users can change their own passwords in the Service Pages application.
- In the Service Pages log-on dialog box

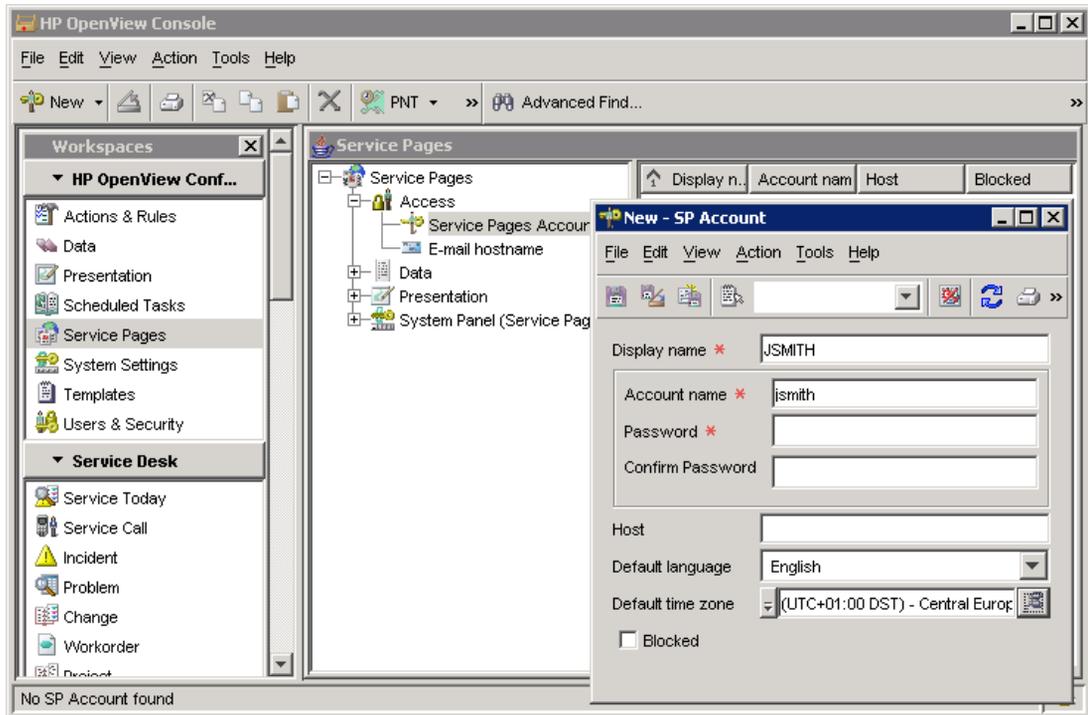
Anyone registered as a valid Person in Service Desk can create an account using the log-on dialog box. An administrator can also create accounts for valid Persons.

The person creating the account enters a valid e-mail address, and either a telephone number, employee id, or surname. The details entered are used to search for a valid Person in Service Desk. If a record is found, an SP user account is created. The new account is automatically linked to the Person record, and the account details (including a password) are sent to the specified e-mail address.

### To create an account in the Service Pages workspace:

1. In the HP OpenView Configuration workspace group, select the **Service Pages** workspace.
2. In the right-hand pane, expand the **Service Page**→**Access** branch and select **Service Pages Account**. The **Service Pages Accounts** view appears in the right-hand pane.
3. Right-click in the view, and choose **New SP Account** from the pop-up menu.

The **New - SP Account** dialog box opens.



4. In the **Display Name** field, enter a name to use for this account. This is the name that is normally displayed (for example, in the Active Service Desk Sessions tab page).
5. In the **Account Name** field, enter the log-on name that the user will enter when logging on to Service Pages. This can be the same as the user's NT logon, or it can be a different name.
6. Enter a **Password**, and confirm the entry.
7. Leave the **Host** field blank.
8. Enter the user's **Default language** by selecting a language from the drop-down list. The list displays all the languages that are installed in Service Desk for localization.
9. Select the user's **Default time zone** from the drop-down list.

All records are stored on the database using Greenwich Mean Time. Data is adjusted to the user's time zone setting when data is created, viewed, or modified.

10. Select the **Blocked** check box if you want to disable the account.

**To change a Service Pages account password:**

Do one of the following:

- Edit the account in the **SP Account** dialog box in Service Desk.
- Log on to Service Pages and select the **Change Password** menu item.

## Link a Service Pages Account to a Person

A Service Pages account can optionally be linked to a Person record in Service Desk. When you or someone else creates a Service Pages account using the Service Pages log-on screen, the account is automatically linked to the Person whose e-mail address is entered.

When you (as administrator) create an account in the Service Pages workspace, it is not automatically linked to a person (because a Person record may not exist). However if your organization's processes require you to link a Service Pages account to a Service Desk Person, you can do so using the following procedure.

### To link a Service Pages account to a Person:

1. In the **Organization** workspace group, select the **Person** workspace. The **SD All Persons** view appears in the right-hand pane.
2. Double-click the required Person record, or right-click the record and choose **Edit** from the pop-up menu. The **SD Person** dialog box opens.
3. Click the Quick Find icon next to the **Account** field. The **Quick Find** dialog box opens.
4. In the **Object Type** field, select SP Account from the drop-down list, and click **Find Next** to display all Service Pages accounts.
5. Select the appropriate Service Pages account and click **Choose**. The Service Pages account name is displayed in the Account field of the Person record.
6. Click **Save**.

## **Set Password Restrictions**

You can set restrictions for user-defined passwords. These password restrictions apply to all Service Pages accounts.

### **To set password restrictions:**

1. In the HP OpenView Configuration workspace group, select the **Service Pages** workspace.
2. In the right-hand pane, select **Service Pages**→**System Panel**. Double-click the **Password Settings** icon.
3. In the **Service Pages Password Settings** dialog box, select the options you require.
4. Click **OK**.

## **Re-sending Account Details**

Users sometimes forget their account log-on details (for example, their password). In this case, users can try to create a new Service Pages account in the log-on dialog box using the same e-mail address that the original account was created with. Service Pages detects the existence of the original account and re-sends the account details, including the account name and password, to the specified e-mail address.

## **Specify E-mail Hosts**

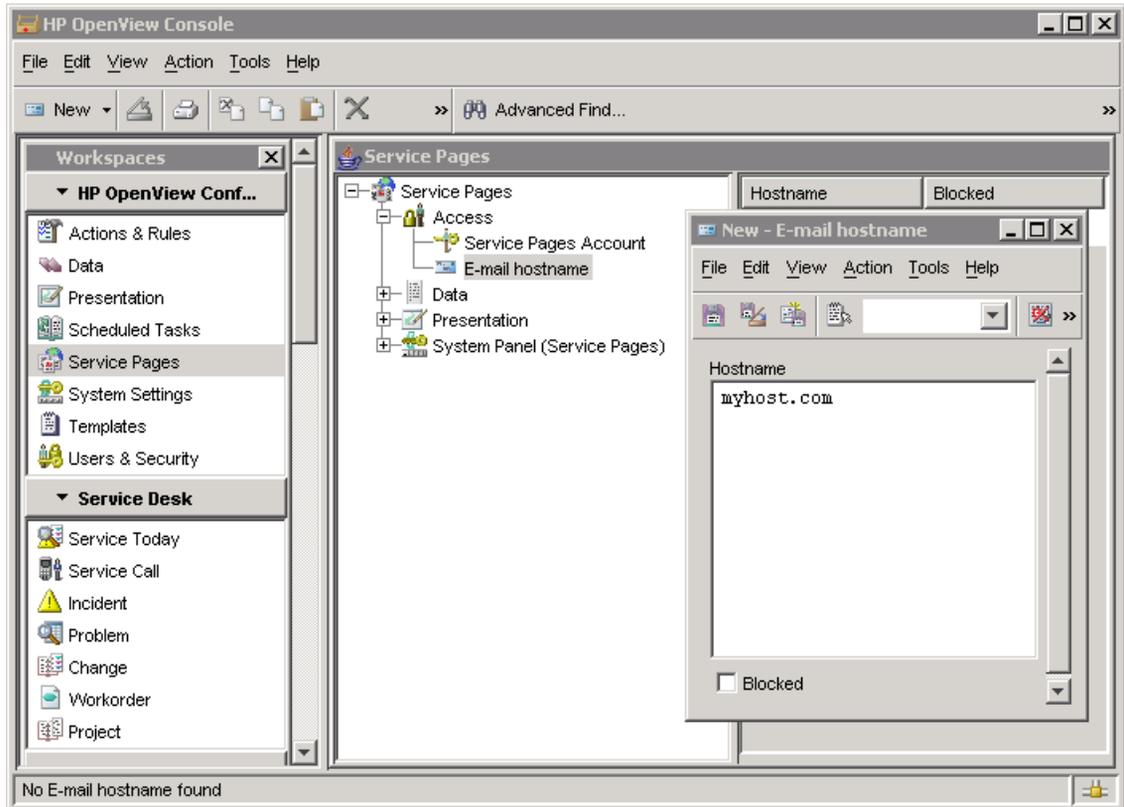
To enable people to create their own Service Pages accounts using the Service Pages log-on dialog box, you need to specify the hosts from which e-mail addresses can be accepted. For example, if a person wants to create a Service Pages account using the e-mail address **Jane.Doe@company.com**, the host **company.com** must be specified as a valid host name in the Service Pages settings.

You can also specify hosts from which e-mail addresses are *not* accepted, by specifying a host name and then blocking it.

### **To specify a valid e-mail host:**

1. In the HP OpenView Configuration workspace group, select the **Service Pages** workspace.
2. Expand the **Access** branch below the **Service Pages** node, and select **E-mail Hostname**. The **Hostname** view appears in the right-hand pane.

3. Right-click in the **Hostname** view, and select **New E-mail Hostname** from the pop-up menu. The **New - E-mail hostname** dialog box opens.



4. Enter the host name in the **Hostname** field.
5. If you want to *prevent* e-mail addresses with this host name from being used to create accounts, select the **Blocked** check box.

Blocking allows you to exclude a host name without removing it from the system. This ensures the integrity of any database records that use this host name.

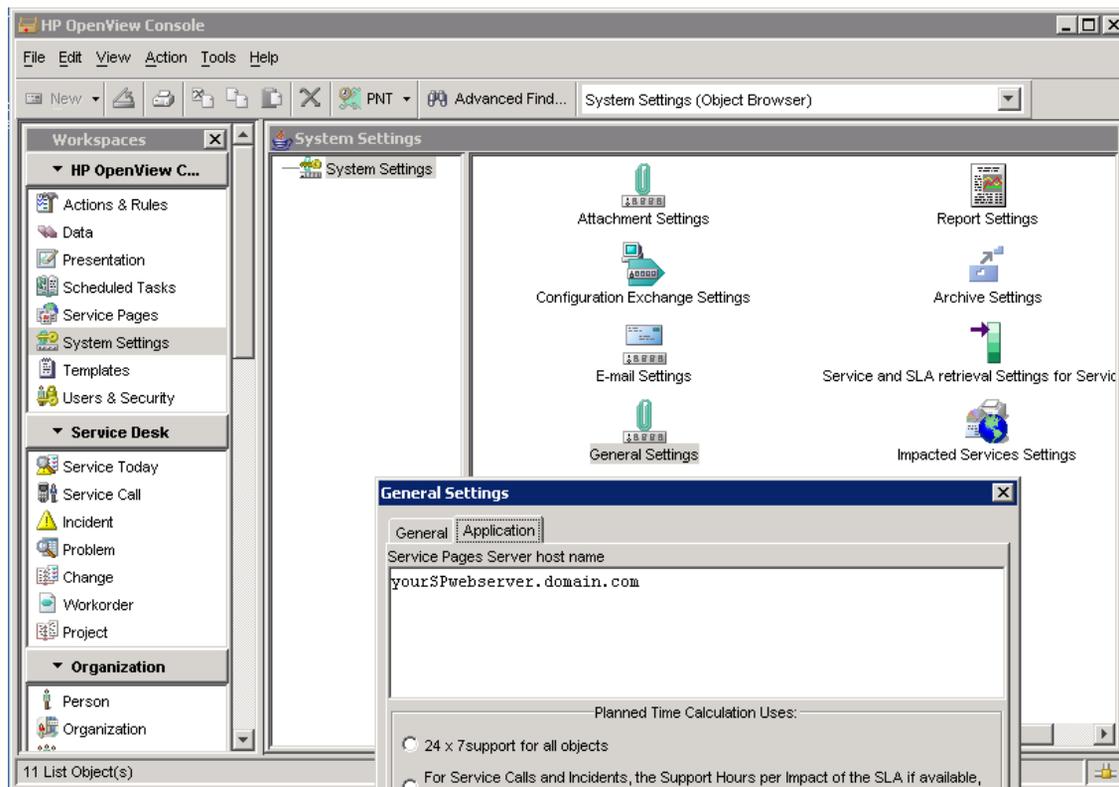
6. Click **OK**.

## Enable E-mail Approval Requests

Service Desk provides the facility for approval to be requested via e-mail before specified actions can be performed. To enable this functionality, you must specify the fully-qualified host name for the Service Pages server in the General Settings dialog box.

**To specify the Service Pages server name:**

1. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
2. Double-click the **General Settings** icon to open the **General Settings** dialog box, and then click the **Application** tab.



3. Enter the server name in the **Service Pages Server Host Name** field.
4. Click **OK**.
5. Follow the instructions in “Receive Outbound E-mail Messages” on page 115 to enable requests for approval by e-mail.

## Customize the Interface

You can customize the links, fonts and the logo in the Service Pages header. To do this, edit the HTML files. These can be found in the folder \\Service Desk 5.0\ServicePages.

### To customize the logo:

1. Open the `logo1.html` file with an HTML editor such as Microsoft® FrontPage Editor.
2. Insert the graphic of your choice in the HTML line `<IMG src="xxxx.gif">`, where `xxxx` is the Hewlett Packard logo.
3. Save the file. Make sure that your editor has the character set defined as Multilingual (Unicode UTF-8) language.

### To customize the links:

1. Open the `links.html` file with an HTML editor such as Microsoft® FrontPage Editor.
2. Replace the default links with the links of your choice.
3. Save the file. Make sure that your editor has the character set defined as Multilingual (Unicode UTF-8) language.

### To customize the font:

1. Open the file `sd-sp.css`.
2. Change the default fonts to the fonts of your choice.
3. Save the file.

---

## **3 The HP OpenView Web Console**

This chapter provides information about the HP OpenView web console.

## Introduction to the HP OpenView Web Console

The HP OpenView web console provides an alternate method of accessing and working with a limited set of object types and predefined views. Your team must create the views using the Java version of the HP OpenView console, before they are visible in the HP OpenView web console.

This section includes the following information:

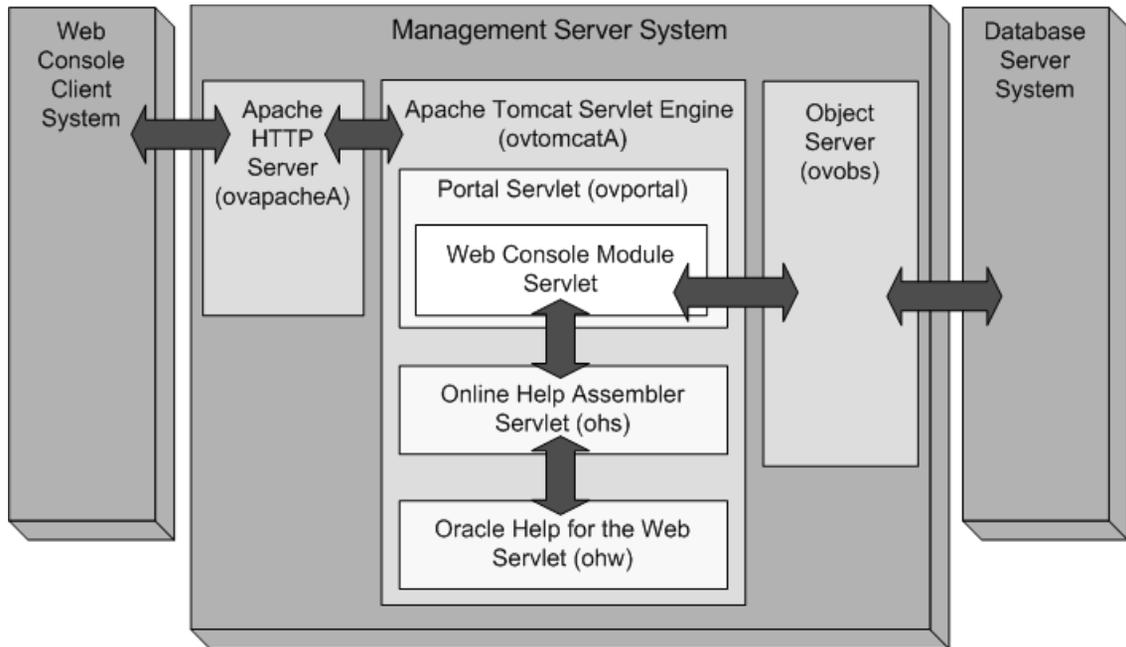
- “Architecture of the Web Console” on page 58
- “Distribution of the Web Console” on page 60
- “Features and Benefits of the Web Console” on page 60
- “Limitations of the Web Console” on page 61

### Architecture of the Web Console

The web console architecture includes three main elements, as shown in Figure 3-1: web console client, management server, and database server. The web console requires that three services/daemons are running:

- Apache HTTP Server (ovapacheA)
- Apache Tomcat Servlet Engine (ovtomcatA)
- Object Server (ovobs)

**Figure 3-1**      **Web Console Architecture**



The web console uses the Apache Tomcat Servlet Engine as the application server. By starting and stopping the Apache Tomcat Servlet Engine, you also start and stop the web console (and the online help for both the web console and HP OpenView console).

The web console requires that three servlets are running within the Apache Tomcat Servlet Engine:

- Portal (*ovportal*) to communicate with the Object Server for authentication during login (using HP OpenView console accounts and passwords) and for accessing data.
- Oracle Help for the Web (*ohw*) to display the web console online help files.
- Online Help Assembler (*ohs*) to combine (at runtime) all online help files provided by HP and provided by you. This feature is used by both the HP OpenView console and the HP OpenView web console.
- Additional servlets may be running.

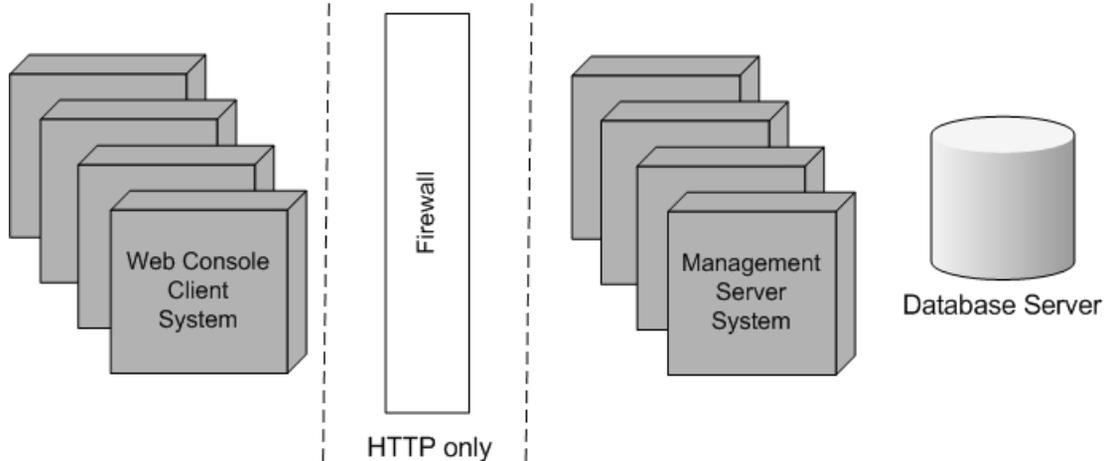
## Distribution of the Web Console

The web console supports a three-tiered distribution model (as shown in Figure 3-2):

- Web console client
- Management server (where the HP OpenView console is installed)
- Database server

The model supports placement of a firewall between the web console client and management server, with HTTP as the protocol between them.

**Figure 3-2** Three-Tiered Distribution Model



## Features and Benefits of the Web Console

The web console enables you to give users a personalized and remote view of the managed environment through the following benefits and features:

- Remote access to data:
  - Requires Internet Explorer 6.x, Mozilla 1.4.x, or Firefox 1.0.x or greater.
  - No client installation is necessary.
- Provides much of the functionality available in the Java version of HP OpenView console:

- Table, explorer, tree, and chart views
- Views and forms for all object types
- Overview and Smart actions
- Gives your users a personalized view:
  - A variety of portal skins based on cascading style sheets
  - Data filtering and access to actions based on the user's role as defined in the Java version of the HP OpenView console
- Minimal configuration and administration:
  - No download necessary for client systems
  - Same user name and password as that established for the Java version of the HP OpenView console
  - The Web Console Administrator page for troubleshooting problems
- Online help system that explains the tasks you can perform through the web console

## **Limitations of the Web Console**

Some *general* features are supported only in the Java version of the HP OpenView console and not available in the web console:

- User-configured workspace groups. (The web console displays a list of workspaces for all object types available to the users.)
- Multiple-object-instance selection.
- Multiple-object-instance update.
- Cut, copy, and paste.
- Drag and drop.
- Persistence of user's last selected object type and last view selected for an object type.
- The **More Choices** tab in the **Advanced Find** window.

Some *form* features are supported only in Java version of the HP OpenView console and are not available in the web console:

- Ability to create new form definitions or form templates.

## Introduction to the HP OpenView Web Console

- The **Templates** selection list is *not* organized into a hierarchy of template categories.
- Specialized UI field types (for example, UI Approval Vote).
- Access to Quick views.
- User notifications.

Some *view* features are supported only in the Java version of the HP OpenView console and are not available in the web console:

- Cannot access views of the following types within the web console:
  - Card view type.
  - Combination view type.
  - Diagram view type.
  - Map view type.
  - Project view type.
  - Chart view drill-down.
- Your view Format Rules settings (established in the Java version of the HP OpenView console) are ignored.
- Cannot change your view Filter settings from within the web console (data is automatically filtered according to your current settings in the Java version of the HP OpenView console).
- Cannot export your views to external formats such as CSV, HTML, XML from within the web console.

Some *actions* are supported only in the Java version of the HP OpenView console and are not available in the web console:

- System Actions.
- Shortcut menus for fields.
- Some UI rules

## Verify the Installation

After installing the software, verify that you can access the web console.

### Open the Web Console

1. Start the web console by opening a browser window and entering the URL that accesses the web console:  
**`http://<yourhostname>/ovportal`**

---

#### NOTE

If you configured the Apache HTTP Server to a port other than 80, use the following URL instead, where port is the configured Apache HTTP Server port for the web console:

**`http://<yourhostname:port>/ovportal`**

2. On the web console login page, enter a valid name and password, and click **Login**, as shown in Figure 3-3.

**Verify the Installation**

---

**NOTE**

Only “Application account” users (named and concurrent users) can log into web console, “SP Account” users cannot.

---

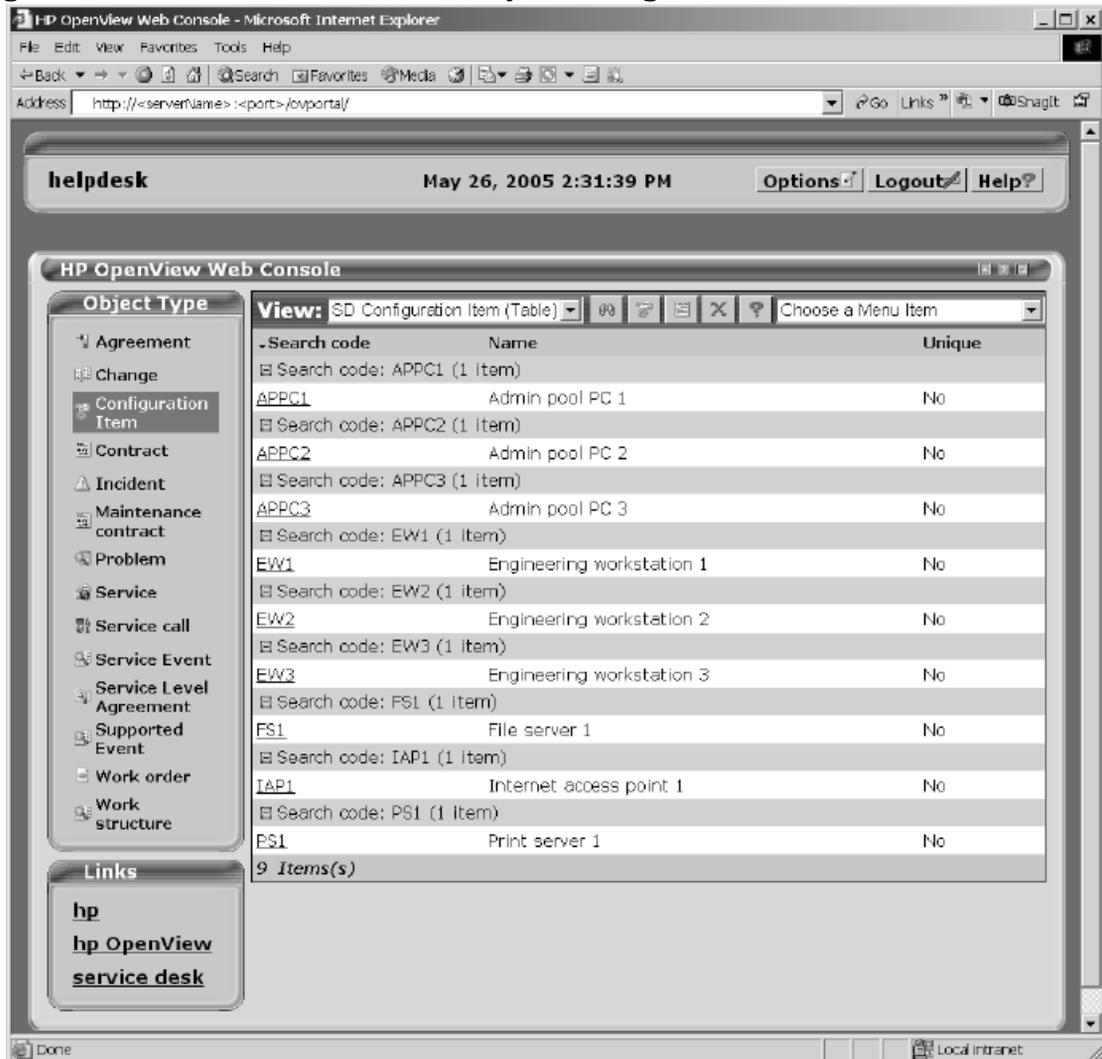
**Figure 3-3 Login Page**



After logging in, the web console shown in Figure 3-4, “Web Console with “system” Login,” appears.

**NOTE** For help with troubleshooting an installation problem, see Resolve Web Console Installation Problems.

**Figure 3-4** Web Console with “system” Login



## **Exit the Web Console**

When you are finished using the web console, log off:

1. In the upper right-hand corner of the web console main window, click the **Logout** button,
2. Close your Web browser.

## Essential Web Console Concepts

This section includes the following information:

- “Web Console Authorization and Authentication” on page 67
- “Refresh Model for Modified Configuration and Data Files” on page 68
- “Web Console Windowing Behavior” on page 70
- “Configuration Options” on page 74
- “Start Up Options” on page 75

### Web Console Authorization and Authentication

Currently the Apache HTTP Server (`ovapacheA`) does not support HTTPS. Therefore, all data is transferred as unencrypted HTTP. For a more secure alternative, use the Java Web Start access to the HP OpenView console.

#### Authorization

Authorization is the granting of access privileges to an authenticated user. This determines what each user can see and do.

The web console uses the roles established in the Java version of the HP OpenView console.

A user logging into the web console as “system” user also gets access to the Web Console Administrator page, where certain administrative tasks can be performed. The Web Console Administrator page is accessed by selecting **Web Console Administrator** from a drop-down list on the web console button bar.

#### Authentication

Authentication is the process by which users identify and validate themselves to the system. The HP OpenView console administrator sets up the management server to verify credentials. However, for the HP OpenView web console, only the default HP OpenView user authentication mechanism is supported:

- The default user authentication mechanism (users log in using an HP OpenView console account name and password that is stored in the HP OpenView database).
- An external authentication mechanism (for example, users log in through an Active Directory or LDAP server).

## Refresh Model for Modified Configuration and Data Files

Changes take effect in the web console in one of four ways, depending on the type of configuration or data change:

- When you **access** the information by displaying or refreshing the web console.
- When you **log out** and log in again to the web console.
- When you **restart** the Apache Tomcat Servlet Engine. Certain data is loaded when the web console is first initialized. This data is not refreshed unless the Apache Tomcat Servlet Engine is stopped and restarted.
- On a scheduled, **periodic** basis, based on a refresh rate that you can configure.

Table 3-1 lists each refresh method described above, and indicates the type of configuration or data that uses each method. It also indicates the procedure for refreshing the data or file.

**Table 3-1 Refresh Model for Configuration and Data Files**

<b>Refresh Method</b>	<b>Configuration or Data</b>	<b>How to Refresh the Data or File</b>
Access	User preferences, such as web console skin, and user name in the web console title bar.	Display or refresh the web console window.

**Table 3-1 Refresh Model for Configuration and Data Files (Continued)**

<b>Refresh Method</b>	<b>Configuration or Data</b>	<b>How to Refresh the Data or File</b>
Logout	<p>Changes made using the Java version of the HP OpenView console, such as:</p> <ul style="list-style-type: none"> <li>• Modifying a role definition</li> <li>• Creating or modifying a view</li> <li>• Creating, changing, or assigning a template</li> <li>• Creating and modifying an action</li> <li>• Creating and modifying an application</li> <li>• Activating a custom field and adding it to a form</li> <li>• Creating and modifying a form</li> <li>• Changing fields that are visible on the simple page of the Advanced Find dialog</li> <li>• Changing UI rules</li> <li>• Changing icon for an item type</li> <li>• Adding a calculated field; for example, adding a calculated field and adding that field to a form</li> </ul> <p><b>NOTE:</b> Some things are cached for the duration of a session (for example, views, forms, and icons), and changes made using the Java version of the HP OpenView console only take effect when the user logs out of that session and logs in again.</p>	Log out and log in again to the web console.

**Table 3-1 Refresh Model for Configuration and Data Files (Continued)**

<b>Refresh Method</b>	<b>Configuration or Data</b>	<b>How to Refresh the Data or File</b>
Restart	<p>Configuring applications exposed through web console: the <code>Applications.xml</code> file. For more information, see “Configure Supported Applications for Smart Actions” on page 77.</p> <p>Configuring URL links to appear in web console Links panel: the <code>ovconsole.xml</code> file. For more information, see “Configure the URLs for the Links Panel” on page 78.</p> <p>Modifying the size of log files (<code>maxLogSize</code> value): the <code>OVPortalConfig.xml</code> file. For more information, see “Control the Size of the Log Files and Trace Files” on page 84.</p>	<p>Stop and restart the Apache Tomcat Servlet Engine. For instructions, see “Restart the Apache Tomcat Servlet Engine” on page 104.</p>
Periodic	<p>Configuring the maximum number of forms to cache (<code>maxCachedForms</code> value): the <code>WebConsoleConfig.xml</code> file. For more information, see “Configure the Maximum Number of Forms in Cache” on page 86.</p>	<p>Changes take effect automatically within the time limit defined by the <code>configFileReloadInterval</code> parameter value in the <code>WebConsoleConfig.xml</code> file. By default, this occurs every 30 minutes.</p>

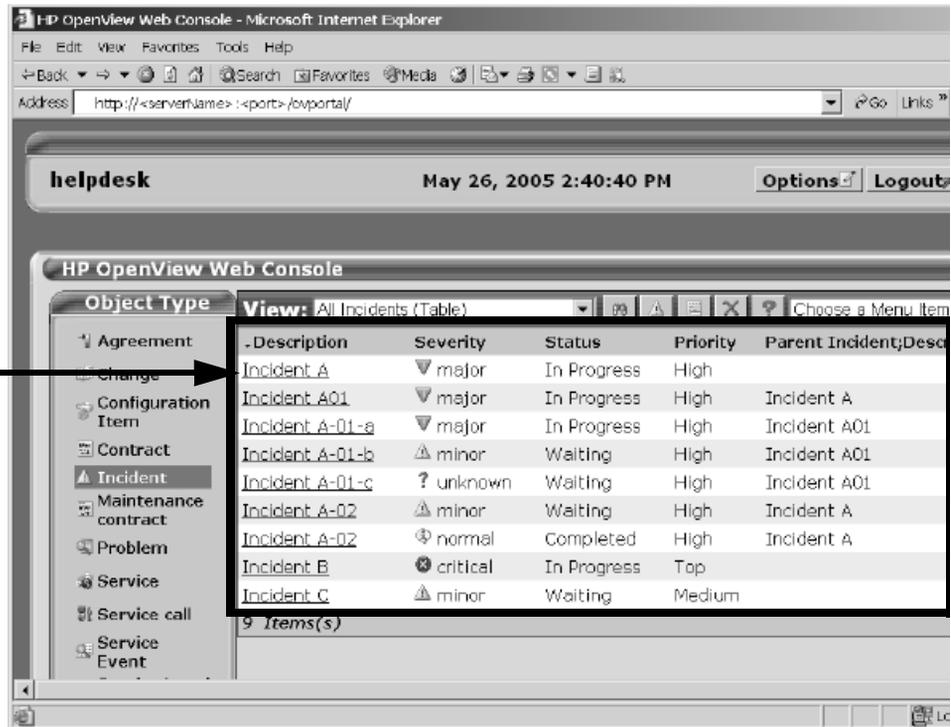
## **Web Console Windowing Behavior**

The main window of the web console has a view display panel in which various views of data can be displayed. The window behavior differs when you activate a link from the view display panel on the main window, versus when you activate a link from a menu, tool bar, or secondary window.

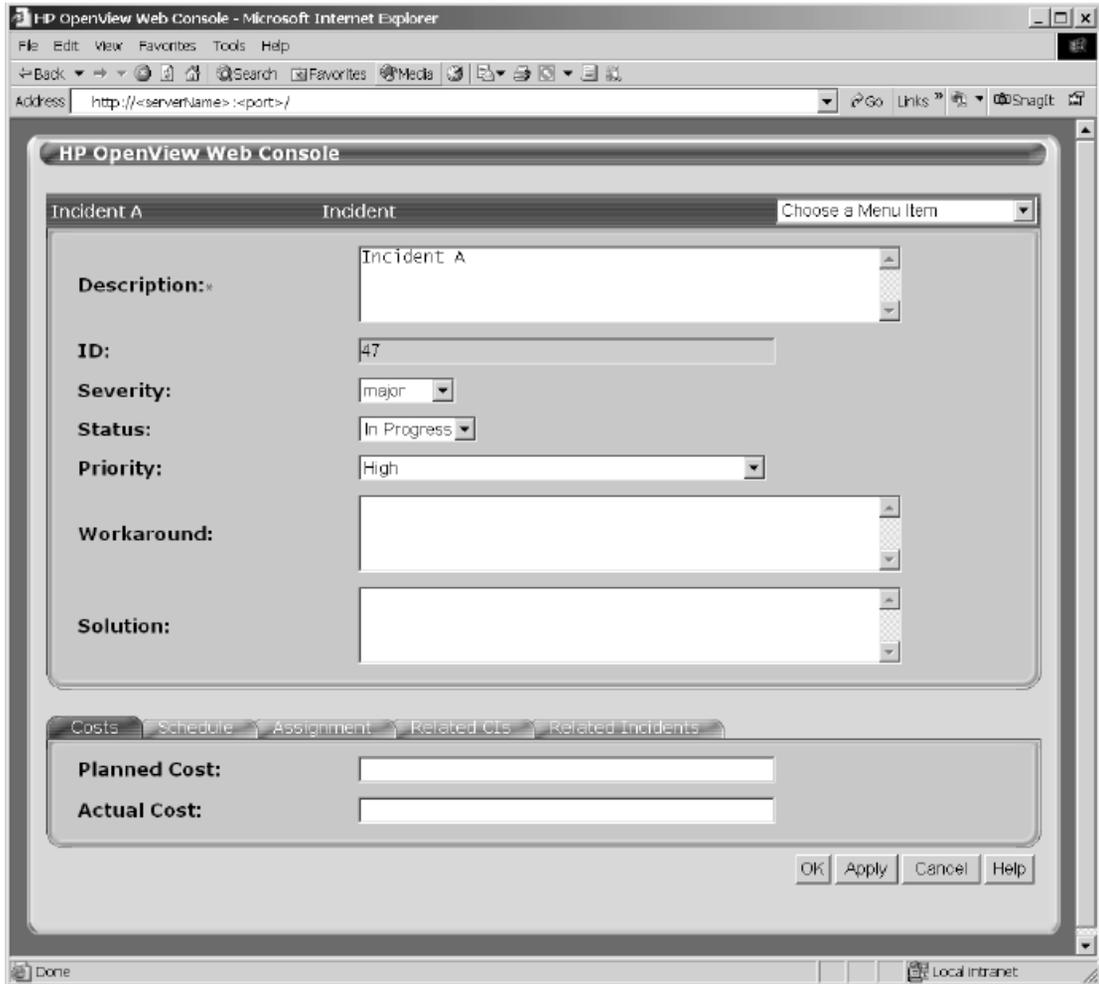
Links in the first column of a table view (as shown in Figure 3-5) provide drill-down to additional data. When you follow these links, the main window content is replaced (as shown in Figure 3-6, “Web Console after Link Is Selected (form displayed),”).

**Figure 3-5** Web Console with Object Browser Outlined

When you click a link in the view display panel, the web console page is replaced.

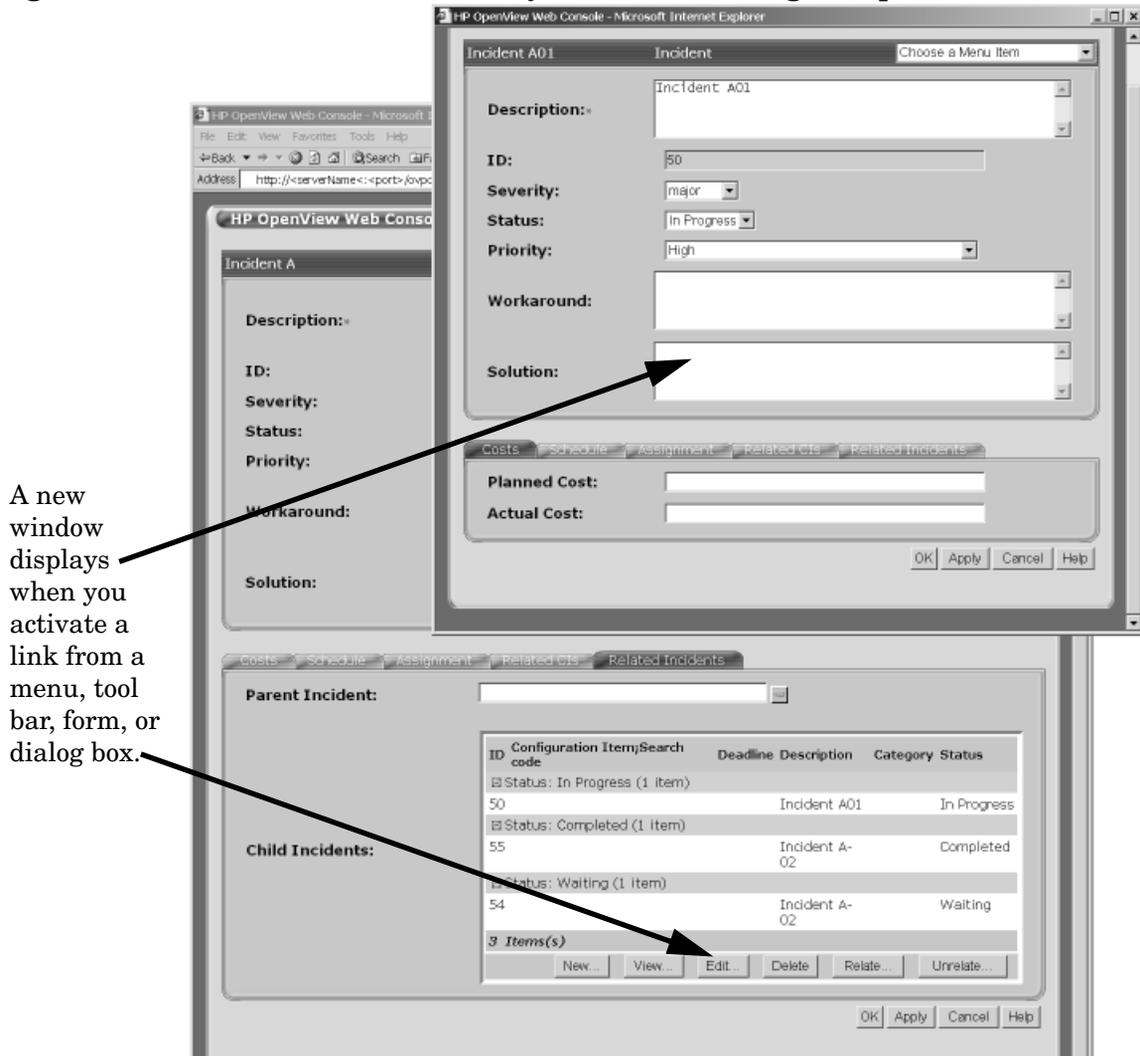


**Figure 3-6** Web Console after Link Is Selected (form displayed)



Activating a link from a menu, tool bar, or secondary window causes the requested content to be displayed in a separate window, as shown in Figure 3-7.

**Figure 3-7** Link from Secondary Window Resulting in Separate Window



## **Configuration Options**

The web console offers configuration options that range from personalizing the look and feel of the web console to specifying the rate at which the data is refreshed.

Some configuration options are available to all users and others are only available to administrators of the web console. Some choices are specified through the web console, and others must be specified by editing XML files.

### **User Configuration Options**

Two personalization options are available to users and explained in the online help:

- Display name in the title bar
- Preferred skin (look and feel)

To access these settings, click the **Options** button in the upper right corner of the web console main window.

### **Administrator Configuration Options**

Several configuration choices are available to the web console administrator. Some are configured through the Web Console Administrator page and others are configured by editing XML files.

#### **The Web Console Administrator page settings:**

- Set logging and tracing levels (see “Logging and Tracing” on page 83).
- Restart the Apache Tomcat Servlet Engine (see “Restart the Apache Tomcat Servlet Engine” on page 104).

#### **The Applications.xml file settings:**

- Enable smart actions for the web console (see “Configure Supported Applications for Smart Actions” on page 77).

#### **The ovconsole.xml file settings:**

- Specify the URL links to appear in the Links panel within the web console main window (see “Configure the URLs for the Links Panel” on page 78).

### The OVPortalConfig.xml file settings:

- Specify the size of the log files, defined by the `maxLogSize` parameter (see “Control the Size of the Log Files and Trace Files” on page 84).

### The WebConsoleConfig.xml file settings:

- Specify the maximum number of forms to be cached per session, defined by the `maxCachedForms` parameter (see “Configure the Maximum Number of Forms in Cache” on page 86).
- Specify the rate at which the changes to the `WebConsoleConfig.xml` file take effect, defined by the `configFileReloadInterval` parameter. By default every 30 minutes (see “Configure the Maximum Number of Forms in Cache” on page 86).
- Display the names of currently unsupported fields, controlled by the `displayUnsupportedFieldInfo` parameter. This is useful to verify that an attribute is not showing up in the web console because it is not supported (see “Troubleshoot Missing Form Fields” on page 107).

---

#### NOTE

Many of your configuration settings in the Java version of the HP OpenView console are honored by the web console. If you change settings in the Java version of the HP OpenView console, they are automatically reflected on the web console. For example, the time zone settings for each user.

---

## Start Up Options

Any user can open the web console to a specific view or form.

1. Start the web console by opening a browser window and entering the following URL:

**`http://<yourhostname>/ovportal`**

---

#### NOTE

If you configured the Apache HTTP Server to a port other than 80, use the following URL instead, where `port` is the configured Apache HTTP Server port for the web console:

**`http://<yourhostname:port>/ovportal`**

---

2. Log in with your user name and password.
3. Navigate to the desired view or form.
4. Access the URL information:
  - *Views:* In the **Object Types** list, right click the name of the currently highlighted view (that you displayed in the previous step), and select **Copy Shortcut**.
  - *Forms:* Copy the URL from the Address field of the Web Browser.
5. Paste this URL into your browser and follow step one and two.

Use this URL to access the web console to the desired start up location.

---

**NOTE**

This view- or form-specific URL contains management-server-specific object identifiers. If load balancing is implemented in your environment, this technique may not work because the object identifiers change, depending upon which management server intercepts your request.

---

## Web Console Configuration Tasks

This section includes the following information:

- “Configure Supported Applications for Smart Actions” on page 77
- “Configure the URLs for the Links Panel” on page 78

### Configure Supported Applications for Smart Actions

Web console provides a way to filter the available smart actions. A smart action is available in the web console only if the smart action is first configured on the Java version of the HP OpenView console, and then that same smart action’s *name* and *type* must be listed in the web console’s `Applications.xml` file.

1. Make a copy of this file. Then open the original file for editing:

*Windows operating system:*

```
<install_dir>\data\conf\webconsole\share\modules\console\Applications.xml
```

*UNIX and Linux operating systems:*

```
/var/opt/OV/conf/webconsole/share/modules/console/Applications.xml
```

2. In the XML file, specify the following three attributes for each application, as shown in the following example code:

```
<Applications>  
  <Application name="Internet Explorer" type="WebBrowser"/>  
  <Application name="Netscape" type="WebBrowser"/>  
  <Application name="Ping" type="Command" timeout="5"/>  
</Applications>
```

- The `Application name` attribute is configured in the Java version of the HP OpenView console, such as “Internet Explorer” or “Ping”
- The `Application type` attribute must have one of two values:
  - “WebBrowser” = the command is a URL to be opened in a Web browser window
  - “Command” = the command is an executable to be launched on the management server

## Web Console Configuration Tasks

- The `Application` `timeout` attribute is required only when `type="Command"`. Specify the number of seconds to wait before displaying results. This setting prevents a command from causing the web console to hang indefinitely.
3. After modifying the XML, validate that the syntax is correct. For information about validating XML syntax, see “Validate XML Files” on page 109.
  4. After making changes to the `Applications.xml` file you must stop and restart the Apache Tomcat Servlet Engine. For information, see “Restart the Apache Tomcat Servlet Engine” on page 104.

---

### NOTE

For HP-UX operating system, if you want to execute multiple commands that include piping the output (for example, `/bin/tail -n12 /tmp/log | mail www@localhost`), you can do the following:

1. In the Java version of the HP OpenView console, define an application 'Shell' that has a command line `/bin/sh` and a starting directory `/tmp`
2. In the Java version of the HP OpenView console, create a smart action Mail which uses the Shell application, with the parameters `/bin/tail -n12 /tmp/log | mail www@localhost` (no quotes around the parameter string).
3. In the web console `Applications.xml` file, define the application name as Mail, as shown below:

```
<Application name="Mail" type="Command" timeout="5"/>
```

When this smart action is invoked, mail is sent to the user `www@localhost` (or whatever you set up as web user) with the last 12 lines of the `/tmp/log` as the contents of the message.

---

## Configure the URLs for the Links Panel

You can configure a list of URL links for HP OpenView web console Links panel (directly below the Object Type selection panel).

Although you may have defined URL views in the HP OpenView console, they are not displayed in the web console. You must follow these steps to provide URL links in the web console.

When a user clicks one of your defined links, the URL displays in the web console browser window unless you specify a target window name in your URL definition. If more than one link refers to the same target, all those links reuse the same named window. If each link refers to a different target, each link displays in its own named window: one instance allowed. Subsequent requests replace the contents of each named window.

1. Make a copy of this file. Then open the original file for editing:

*Windows operating system:*

```
<install_dir>\data\conf\webconsole\share\views\ovconsole.xml
```

*UNIX and Linux operating systems:*

```
/var/opt/OV/conf/webconsole/share/views/ovconsole.xml
```

2. In the XML file, specify the following elements and attributes to specify the URL links, as shown in the following example code:

```
<OVConsole>
  <Bookmarks>
    <Entry title="Click here" href="http://www.abc.com" />
    <Entry title="Support call" href="http://my.support.com" target="_blank" />
    <Group title="Links for XYZ Information">
      <Entry title="X Information" href="http://www.X.com" target="win_XYZ" />
      <Entry title="Y Information" href="http://www.Y.com" target="win_XYZ" />
      <Entry title="Z Information" href="http://www.Z.com" target="win_XYZ" />
    </Group>
  </Bookmarks>
</OVConsole>
```

- The `Bookmarks` element contains one or more `Entry` and `Group` elements. If no `Bookmarks` element is defined, the `Links` panel does not appear.
- *Optional:* The `Group` element contains one or more `Entry` elements. When a `Group` element is defined, a line of text is displayed above the links contained in the group.

<code>title</code>	Type the text for the title bar that appears above the links included in this group.
--------------------	--

- The `Entry` element attributes establish your URL link:

<code>title</code>	Type the text that you want for the link.
<code>href</code>	Type the fully qualified URL.

## Web Console Configuration Tasks

target

*Optional:*

Type a name if you want the contents of this URL to display in a specific window.

"\_blank" = launch a new browser window every time the user clicks this link.

"\_self" = same behavior as not specifying any target value (display in the web console browser window).

3. After modifying the XML, validate that the syntax is correct. For information about validating XML syntax, see "Validate XML Files" on page 109.

## **Routine Web Console Administration Tasks**

This section includes the following information:

- “Access the Web Console Administrator Page” on page 82
- “Logging and Tracing” on page 83
- “Restart the Apache HTTP Server” on page 85
- “Configure the Maximum Number of Forms in Cache” on page 86

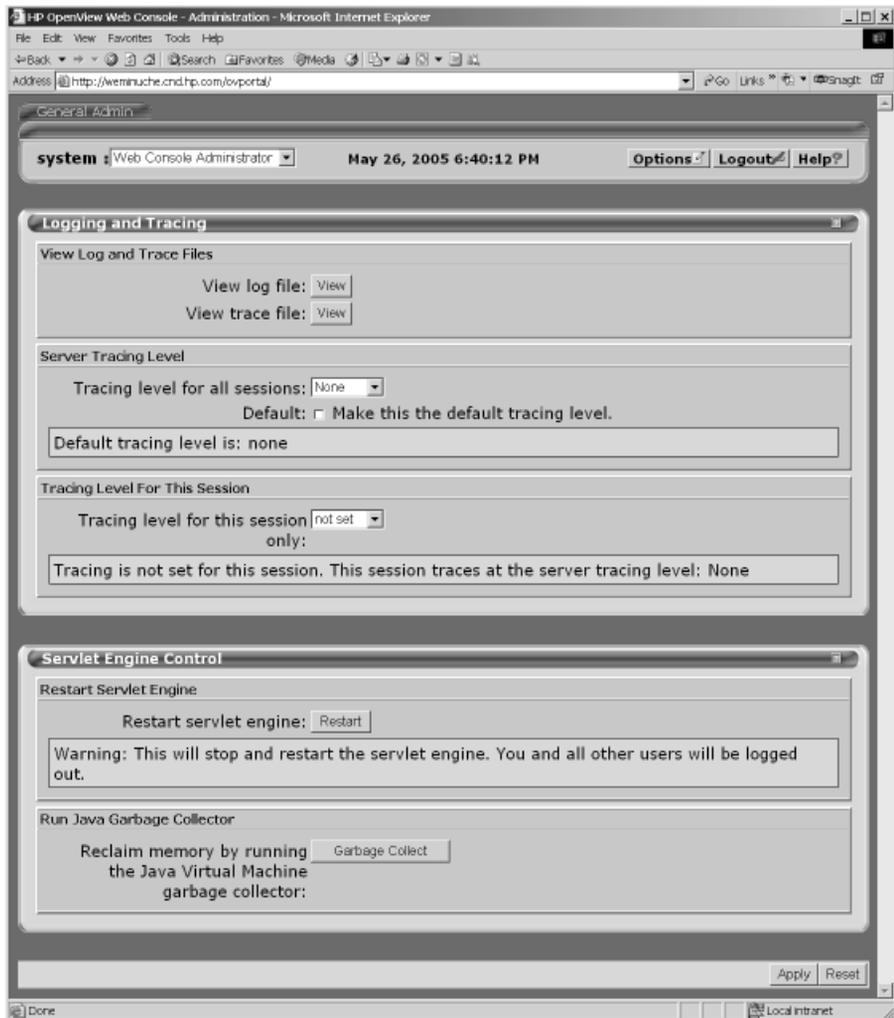
See also the following information in the Resolve Web Console Installation Problems section:

- “Restart the Apache Tomcat Servlet Engine” on page 104
- “Run the JVM Garbage Collector” on page 104

## Access the Web Console Administrator Page

Log in using the user name `system` to access the web console administrator privileges. Then in the role selection list, select **Web Console Administrator**. The Administrator can set logging and tracing and control the Apache Tomcat Servlet Engine.

**Figure 3-8** Administration Page



## Logging and Tracing

A web console log file is available to help you troubleshoot problems with the web console. The log file contains warning and error entries:

- A warning is logged to indicate that a problem occurred, but the web console continued running, possibly using a default value or some assumption. The warning is issued because you may not agree with the assumption, and you might want to fix the problem.
- An error is logged when a problem prevents the web console from completing a task. For instructions about fixing errors, read the error description.

Console tracing is primarily intended for use by HP support. It supplies a large amount of extra data that may be used to debug problems. You are advised to turn web console tracing on *only if instructed to do so by support personnel*.

You have these choices, as described in the sections that follow:

- “View the Log Files From Within the Web Console” on page 83
- “Set the Trace Level and View the Trace Files” on page 105
- “Control the Size of the Log Files and Trace Files” on page 84

### View the Log Files From Within the Web Console

1. Log into the web console using a role that includes *administrator* privileges. For more information, see “Access the Web Console Administrator Page” on page 82.
2. In the role selection list, select **Web Console Administrator**.
3. To see “warning” and “error” messages, go to the **Logging and Tracing** segment and click the log file **View** button.

Click the **Help** button for more information about log file entries.

The last 500 kb of the log file are displayed in the web console interface.

### View the Log Files Directly

There is actually a series of log files. The log file ends with ".log.<0-2>". When a log file reaches maximum size, the last number automatically increments (check the date/time stamp of each file to determine the most recent one):

- Maximum revolving log files = 3
- Maximum log file size = 10 M
- Total maximum size of all three revolving log files = 40 M

If you want to examine the contents of a log file, look in the following location:

*Windows operating system:*

```
<install_dir>\data\log\ui-console.log.0  
through  
<install_dir>\data\log\ui-console.log.2
```

*UNIX and Linux operating systems:*

```
/var/opt/OV/log/ui-console.log.0  
through  
/var/opt/OV/log/ui-console.log.2
```

### Control the Size of the Log Files and Trace Files

---

**NOTE**

---

See also "Set the Trace Level and View the Trace Files" on page 105.

The default size for a log file or trace file is 10 MB. When that size is reached, the file rolls to the next available number. It is possible to lose information when a file already exists and is overwritten:

```
ov-console.log.0 through ov-console.log.2
```

```
ov-console.log.0 through ov-console.log.2
```

To change the size of the log and trace files, do the following:

1. Make a copy of the following file. Then open the original file for editing:

*Windows operating system:*

```
<install_dir>\data\conf\webconsole\framework\  
OVPortalConfig.xml
```

*UNIX and Linux operating systems:*

/var/opt/OV/conf/webconsole/framework/OVPortalConfig.xml

2. Modify the `maxLogSize` attribute value (bytes) of the `OVPortalConfig` element, as shown in the following code:

```
<OVPortalConfig
  tracingLevel="none"
  maxLogSize="1000000"
  portalHeader=" "
  portalFooter=" "
  showHeader="yes"
  showFooter="yes"
  showTabs="no"
  cacheXSL="yes">
```

The `maxLogSize` attribute controls the size of the following files:

`ui-ovconsole.log.<0-2>`

`ui-ovconsoletrace.log.<0-2>`

3. After modifying the XML, validate that the syntax is correct. For information about validating XML syntax, see “Validate XML Files” on page 109.
4. After validating your changes to the `OVPortalConfig.xml` file, you must restart the Apache Tomcat Servlet Engine before your change take effect. For information on doing so, see “Restart the Apache Tomcat Servlet Engine” on page 104.

## Restart the Apache HTTP Server

The Apache HTTP Server is a fully featured web server (the Apache Tomcat Servlet Engine is an application server). Apache HTTP Server receives requests from web console clients, processes html/image requests, and forwards appropriate requests to the Apache Tomcat Servlet Engine. You can restrict access to web pages using Apache HTTP Server configurations. You can implement load balancing across multiple installations to create a solution suited to your security needs. If you need to restart the Apache HTTP Server, do the following:

*Windows operating system:*

1. In the **Control Panel**, select **Administrative Tools**→**Services**.
2. Stop and then start the **HP OpenView Apache(A) Webserver Service**.

---

**TIP**

Alternatively, at the command prompt, type:

```
ovc -stop ovapacheA
ovc -start ovapacheA
```

---

*UNIX and Linux operating systems:*

1. As `root`, stop the Apache HTTP Server by running the following commands:

```
/opt/OV/bin/ovc -stop ovapacheA
```

2. Verify that the `DISPLAY` variable is set properly. See “Ensure an X11 Display Is Always Available (only UNIX and Linux operating systems)” on page 102.

3. As `root`, start the Apache HTTP Server by running the following commands:

```
/opt/OV/bin/ovc -start ovapacheA
```

## Configure the Maximum Number of Forms in Cache

If virtual memory becomes a problem you can change the cache size attribute value that controls how many forms per session are stored in cache memory. Each time a user closes a web console secondary window without using the **OK** or **Cancel** button, the cache memory is not released. The cache can fill up. The cache size attribute puts an upper limit on the number of forms stored in memory per session.

The `WebConsoleConfig.xml` file settings apply to each web console user session running on your management server. To change the cache file settings, do the following:

1. Make a copy of this file. Then open the original file for editing:

*Windows operating system:*

```
<install_dir>\data\conf\webconsole\share\modules\console\WebConsoleConfig.xml
```

*UNIX and Linux operating systems:*

```
/var/opt/OV/conf/webconsole/share/modules/console/WebConsoleConfig.xml
```

2. In the XML file, specify the following three attributes, as shown in the following example code:

```
<WebConsoleConfig maxCachedForms="30"  
    configFileReloadInterval="30"  
    displayUnsupportedFieldInfo="false"/>
```

The `maxCachedForms` attribute is the maximum number of forms that can be cached for each user session. The value must be greater than or equal to 5.

The `configFileReloadInterval` attribute is the time (in minutes) before changes to this file take effect. The value must be greater than or equal to 0. If set to zero, changes take effect immediately. Default value is 30 minutes.

The `displayUnsupportedFieldInfo` attribute displays a list of fields that are unsupported in the web console. For more information, see “Troubleshoot Missing Form Fields” on page 107.

---

**NOTE**

This `displayUnsupportedFieldInfo` feature is designed for web console administrators only. Do not set it to `True` in a production environment. This feature displays code in the user interface that may cause confusion among end users and result in support calls.

---

3. After modifying the XML file, validate that the syntax is correct. For information about validating XML syntax, see “Validate XML Files” on page 109.
4. Force your changes take effect in one of two ways:
  - Immediately, by restarting the Apache Tomcat Servlet Engine. Be aware that all current web console sessions are terminated when you restart the Apache Tomcat Servlet Engine. For more information, see “Restart the Apache Tomcat Servlet Engine” on page 104.
  - After saving the `WebConsoleConfig.xml` file, wait the amount of time specified in your `configFileReloadInterval` attribute.

## Troubleshoot the Web Console

This section includes the following information:

- “Resolve Web Console Installation Problems” on page 88
- “Understand Web Console Display Differences” on page 106

### Resolve Web Console Installation Problems

If the web console does not run as expected after installation, verify that the following elements are working. Verify them in the order listed in the following sections:

---

#### NOTE

During installation, the Apache HTTP Server and Apache Tomcat Servlet Engine are configured to run on the ports that you specify. You need to know these port numbers to complete the following procedures. If you do not know which ports are in use, see the Determine Current Web Console Port Configuration section. If you need to change a port, see the Change Web Console Port Assignments section.

- 
- Verify Communication with the Apache Tomcat Servlet Engine
  - Verify Communication with the Apache HTTP Server
  - Verify Authentication is Working
  - Verify Communication with the Object Server

If you are still having problems after verifying the installation, see the following sections for additional troubleshooting techniques:

- Troubleshoot the Apache HTTP Server
- Respond to Routine Error Messages
  - “Maximum # concurrent users can log in at one time”
  - “The maximum of logins with the same user has been reached”
  - “You have been logged out...You have no authorization”
- Resolve the “Internal Server Error” Message

- Resolve Out of Memory Errors
- Determine which Management Server
- Ensure an X11 Display Is Always Available (only UNIX and Linux operating systems)
- Run the JVM Garbage Collector
- Restart the Apache Tomcat Servlet Engine
- Set the Trace Level and View the Trace Files

### Verify Communication with the Apache Tomcat Servlet Engine

1. On the management server, at the command prompt, type the following to enable the test port (HTTP port):

*Windows operating system:*

```
cscript <install_dir>\bin\ovtomcatctl.vbs -enablehttp
```

*UNIX and Linux operating systems:*

```
/opt/OV/bin/ovtomcatctl -enablehttp
```

---

#### NOTE

You may want to disable this port once you are finished troubleshooting:

*Windows operating system:*

```
cscript <install_dir>\bin\ovtomcatctl.vbs -disablehttp
```

*UNIX and Linux operating systems:*

```
/opt/OV/bin/ovtomcatctl -disablehttp
```

2. Determine the currently assigned port number of the HTTP test port (see the Determine Current Web Console Port Configuration section and find the HTTPPort value).
3. Type the following URL into a web browser to contact the Apache Tomcat Servlet Engine (<port> = the HTTPPort value):  
  
**http://<serverName>:<port>/ovportal**
4. If the web console login page is displayed, then the Apache Tomcat Servlet Engine is functioning properly. This page looks odd because you are contacting the Apache Tomcat Servlet Engine directly, rather

than through the Apache HTTP Server that renders the graphics. Go to section Verify Communication with the Apache HTTP Server and follow the steps.

If the web console login page does not display, do the following:

*Windows operating system:*

- i. Check the Apache Tomcat Servlet Engine log file for messages or clues:

```
<install_dir>\nonOV\tomcat\a\logs\localhost_log.<yyyy-mm-dd>.txt
```

- ii. At the command line, type:

```
<install_dir>\bin\ovc -stop ovtomcatA  
<install_dir>\bin\ovc -start ovtomcatA
```

- iii. If this fails, you can attempt to start it with a .bat file from a command window, and observe the troubleshooting messages displayed in the command window.

Navigate to the following directory:

```
<install_dir>\nonOV\tomcat\a\bin
```

At the command prompt, type **startup.bat**

- iv. Return to step 3 of this section, type the URL to contact the Apache Tomcat Servlet Engine, and repeat Windows 4-i through 4-iii.

*UNIX and Linux operating systems:*

- i. Check the Apache Tomcat Servlet Engine log file for messages or clues:

```
/opt/OV/nonOV/tomcat/a/logs/localhost_log.<yyyy-mm-dd>.txt
```

- ii. As `root`, stop the Apache Tomcat Servlet Engine by running the following command:

```
/opt/OV/bin/ovc -stop ovtomcatA
```

- iii. Verify that the `DISPLAY` variable is set properly. See Ensure an X11 Display Is Always Available (only UNIX and Linux operating systems).

- iv. As `root`, start the Apache Tomcat Servlet Engine by running the following command:

```
/opt/OV/bin/ovc -start ovtomcatA
```

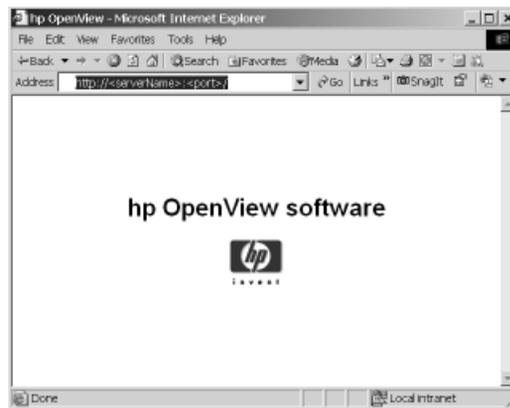
- v. Return to step 3 of this section, type the URL to contact the Apache Tomcat Servlet Engine, and repeat UNIX 4-i through 4-iv.

### Verify Communication with the Apache HTTP Server

1. Determine the currently assigned HTTP port number (follow the instructions in the Determine Current Web Console Port Configuration section and find the HTTP value for the Apache HTTP Server).
2. Type the following URLs into a web browser to access the Apache HTTP Server (<port> = the current Apache HTTP Server HTTP port value):

**`http://<serverName>:<port>`**

**Figure 3-9** Apache HTTP Server Main Window



If the Apache HTTP Server page is not displayed, but instead you receive an error, see the instructions in the Troubleshoot the Apache HTTP Server section.

### Verify Authentication is Working

1. Type the following URLs into a web browser to launch the web console (<port> = the current Apache HTTP Server HTTP port value):

**`http://<serverName>:<port>/ovportal`**

If you don't know the current Apache HTTP Server HTTP port value, follow the instructions in the Determine Current Web Console Port Configuration section.

2. Try logging into the web console with a user ID and password.

If you see the error message "Login incorrect", verify that the user ID and password are valid.

The login names and passwords that are created for the HP OpenView console, work in the HP OpenView web console. Login names and passwords are case sensitive.

3. If you still cannot log in, check the `roles.log` file for any messages or clues:

*Windows operating system:* `<install_dir>\data\log\roles.log`  
*UNIX and Linux operating systems:* `/var/opt/OV/log/roles.log`

4. Regenerate the web console role database by typing the following at a command prompt:

*Windows operating system:* `<install_dir>\bin\create_role_db`  
*UNIX and Linux operating systems:* (as a user with write permission to the `/opt/OV/bin` directory) `/opt/OV/bin/create_role_db`

---

**TIP**

For the `create_role_db` command to work from outside the `bin` directory, add the following to your `PATH` variable:

*Windows operating system:* `<install_dir>\bin`  
*UNIX and Linux operating systems:* `/opt/OV/bin`

5. Try logging into the web console again.

### Verify Communication with the Object Server

1. On the management server system, type the following at the command line:

- *Windows operating system:*  
`<install_dir>\bin\ovc -status`
- *UNIX and Linux operating systems:*  
`/opt/OV/bin/ovc -status`

Text is displayed on your monitor that lists each daemon/process of the HP OpenView console and indicates whether or not each is currently running.

2. Locate `ovobs` and verify that it is running.

If `ovobs` is not running, at the command line, type the following:

- *Windows operating system:*  
`<install_dir>\bin\ovc -start ovobs`
- *UNIX and Linux operating systems:*  
`/opt/OV/bin/ovc -start ovobs`

3. Try to log in to the web console again.

If you are still unable to log into the web console, follow the directions in these sections:

- See Resolve the “Internal Server Error” Message if you get this message.
- See “Maximum # concurrent users can log in at one time” if you get this message.
- Resolve Out of Memory Errors
- If you encounter some other behavior, call HP support.

### Determine Current Web Console Port Configuration

Two ports are used by the web console:



1. One port from the browser to the Apache HTTP Server.
2. One port for communication with the Apache Tomcat Servlet Engine. There are actually three possible ports, but the web console uses only one.

### To determine the current port to the Apache HTTP Server:

On the management server system, type the following at the command line:

- *Windows operating system:*  
**cscript <install\_dir>\bin\OvApacheCtl.vbs -getconf**
- *UNIX and Linux operating systems:*  
**/opt/OV/bin/ovapachectl -getconf**

Three parameters are displayed on your monitor that specify the current port configuration for the Apache HTTP Server (the order may be different):

```
Port=<port>  
ServerName=<serverName>  
WebStartEnabled=<True/False>
```

### To determine the current ports to the Apache Tomcat Servlet Engine:

On the management server system, type the following at the command line and find the JK2AJP13Port setting:

- *Windows operating system:*  
**cscript <install\_dir>\bin\ovtomcatctl.vbs -getconf**
- *UNIX and Linux operating systems:*  
**/opt/OV/bin/ovtomcatctl -getconf**

Several parameters are displayed on your monitor that specify current port configuration for the Apache Tomcat Servlet Engine (the order may be different). The ones that are important for web console troubleshooting tasks are in bold:

```
HTTPPort=<port>  
EnableHTTP=<True/False>  
HTTPSPort=<port>  
EnableHTTPS=<True/False>  
JK2Ajp13Port=<port>  
EnableJK2Ajp13=True
```

The web console uses the following port settings:

- The JK2AJP13Port value is the JK2 port
- The HTTPPort value is the HTTP port (only used when enabled for testing purposes)

## Change Web Console Port Assignments

Two ports are used by the web console, one for the Apache HTTP Server and one for the Apache Tomcat Servlet Engine. These two processes talk to each other, so you should stop both of them before changing the port for either of them.

1. On the management server system, type the following at the command line:

*Windows operating system:*

```
<install_dir>\bin\ovc -stop ovapacheA  
<install_dir>\bin\ovc -stop ovtomcatA
```

*UNIX and Linux operating systems:*

```
(as root) /opt/OV/bin/ovc -stop ovapacheA  
/opt/OV/bin/ovc -stop ovtomcatA
```

2. To change the port number for the Apache HTTP Server, type the following at the command line. Replace <port> with the port number you want to use:

- *Windows operating system:*

```
cscript <install_dir>\bin\OvApacheCtl.vbs -setport <port>
```

- *UNIX and Linux operating systems:*

```
/opt/OV/bin/ovpachectl -setport <port>
```

3. To change the J2K port number for the Apache Tomcat Servlet Engine, at the command line, type the following. Replace <port> with the port number you want to use:

- *Windows operating system:*

```
cscript <install_dir>\bin\ovtomcatctl.vbs -setjk2port <port>
```

- *UNIX and Linux operating systems:*  
`/opt/OV/bin/ovtomcatctl -setjdk2port <port>`

If you need to temporarily enable and set the troubleshooting port (HTTP port) :

*Windows operating system:*

```
cscript <install_dir>\bin\ovtomcatctl.vbs -enablehttp  
cscript <install_dir>\bin\ovtomcatctl.vbs -sethttpport <port>
```

*UNIX and Linux operating systems:*

```
/opt/OV/bin/ovtomcatctl -enablehttp  
/opt/OV/bin/ovtomcatctl -sethttpport <port>
```

4. Start the Apache Tomcat Servlet Engine, at the command line, type the following:

*Windows operating system:*

```
<install_dir>\bin\ovc -start ovtomcatA
```

*UNIX and Linux operating systems:*

- i. Verify that the DISPLAY variable is set properly. Follow the instructions in the Ensure an X11 Display Is Always Available (only UNIX and Linux operating systems) section.
- ii. As root, run the following command:

```
/opt/OV/bin/ovc -start ovtomcatA
```

5. Start the Apache HTTP Server. Type the following at the command line:

*Windows operating system:*

```
<install_dir>\bin\ovc -start ovapacheA
```

*UNIX and Linux operating systems:*

```
(as root) /opt/OV/bin/ovc -start ovapacheA
```

## Troubleshoot the Apache HTTP Server

You tried to open the web console, but got an error message indicating that the management server is not responding and may be down. You need to start the Apache HTTP Server.

*Windows operating system:*

1. Check to see if the Apache HTTP Server is running by typing the following at the command prompt:

```
<install_dir>\bin\ovc -status ovapacheA.
```

Check the output list to see if the Apache HTTP Server is running.

2. If the Apache HTTP Server is not running, type the following command at a command prompt:

```
<install_dir>\bin\ovc -stop ovapacheA  
<install_dir>\bin\ovc -start ovapacheA
```

3. Type the following URLs into a web browser to access the Apache HTTP Server (<port> = the current Apache HTTP Server HTTP port value (if you don't know the current port number, follow the instructions in the Determine Current Web Console Port Configuration section):

```
http://<serverName>:<port>
```

**Figure 3-10** Apache HTTP Server Main Window



If it still does not display, check the Apache HTTP Server log file for messages or clues:

```
<install_dir>\data\log\apache\a\error_log
```

*UNIX and Linux operating systems:*

1. Check to see if the Apache HTTP Server is running by typing the following at the command prompt:

```
/opt/OV/bin/ovc -status ovapacheA.
```

Check the output list to see if the Apache HTTP Server is running.

2. If the Apache HTTP Server is not running, type the following command at a command prompt:

```
/opt/OV/bin/ovc -start ovapacheA
```

3. Type the following URLs into a web browser to access the Apache HTTP Server (<port> = the current Apache HTTP Server HTTP port value (if you don't know the current port number, follow the instructions in the Determine Current Web Console Port Configuration section):

```
http://<serverName>:<port>
```

**Figure 3-11 Apache HTTP Server Main Window**



If it still does not display, check the Apache HTTP Server log file for messages or clues:

```
/var/opt/OV/log/apache/a/error_log
```

### **Respond to Routine Error Messages**

Following are error messages you may get while using the web console. They appear here in alphabetical order.

**“Maximum # concurrent users can log in at one time”** This error message can occur when:

- A user is logging into the web console, or

- A user is already logged in, and the session times out and tries to reconnect, but there are no longer any concurrent user licenses available.

### Problem

Too many users are logged into the web console.

If a user is logged in to the web console, but has been idle for a while, and in the meantime other concurrent users log in, the above message can be displayed.

In the `OVPportalConfig.xml` file, you can control the following aspects:

- `SessionTimeout` = the web console session time-out (default value 9 hours entered as 23400 seconds).
- `InvalidSessionTimeout` = the invalid session time-out value (default 1.5 hours entered as 5400 seconds). After the 1.5-hour session time-out value is reached, the web console automatically attempts to reconnect to the management server upon the next user request to update the web page. If in the meantime, other concurrent users log in and the “Concurrent Users” limit of your license is exceeded (that is, the total number of “sessions” allowed for all accounts designated as concurrent users), the above error message appears.
- `SessionCleanupInterval` = the per-user session time-out value (default 5 minutes entered as 300 seconds)

### Solution

Wait until someone else logs out and then log in. If this happens regularly, consider purchasing more licenses.

#### **“The maximum of logins with the same user has been reached”**

This error message can occur when:

- A user is logging into the web console, or
- A user is already logged in and the session times out and tries to reconnect but there are no more active sessions available for this user.

### Problem

The basic problem is that a named user has exceeded the fixed number of active sessions allowed per user. When this number is exceeded the above error message appears in the web console.

The web console has a default number of active sessions allowed per user (set in `OVPortalConfig.xml`).

### Solution

Stay within the fixed number of active sessions granted to a named user. If you need to change the default setting, edit the following file:

*Windows operating system:*

```
<install_dir>/data/conf/webconsole/framework/OVPortalConfig.xml
```

*UNIX and Linux operating systems:*

```
/var/op/OV/conf/webconsole/framework/OVPortalConfig.xml
```

**“You have been logged out...You have no authorization”** When starting the web console, you get a login page but cannot log in and then receive an authorization error such as “You have been logged out with the following message: You have no authorization.”

### Problem

The web console role database may not be working properly. Regenerate the web console role database.

### Solution

Follow the instructions in Verify Authentication is Working.

### Resolve the “Internal Server Error” Message

1. First verify that the Apache Tomcat Servlet Engine (`ovtomcatA`) is running on the correct host. Follow the directions in these sections:
  - Determine which Management Server.
  - Verify Communication with the Apache Tomcat Servlet Engine (if you have not already done so).
2. Then clear the web console cache by removing the following directory:

*Windows operating system:*

`<install_dir>\data\datafiles\webconsole\Application Data\`

*UNIX and Linux operating systems:*

`/var/opt/OV/datafiles/webconsole/.ov/`

3. Log into the web console as the web console administrator and clear the virtual cache (follow the instructions in the Run the JVM Garbage Collector section), and restart the Apache Tomcat Servlet Engine (follow the instructions in the Restart the Apache Tomcat Servlet Engine section).

### **Resolve Out of Memory Errors**

The Apache Tomcat Servlet Engine fails to start because the Java Virtual Machine is not running. You receive out of memory errors.

#### **Problem and Solution:**

You need to increase the Java Virtual Machine memory limit.

*Windows operating system:*

1. Launch regedit.
2. Navigate to

`HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\OVTomcatA\Parameters`

3. Select \JVM Option Number 1
4. Increase the value (default is `-Xmx512M`)
5. Follow the instructions in the Restart the Apache Tomcat Servlet Engine section.

*UNIX and Linux operating systems:*

1. Increase `MAX_HEAP_SIZE` in `/etc/rc.config.d/ovtomcatA` (default is `512m`).
2. Follow the instructions in the Restart the Apache Tomcat Servlet Engine section.

### **Determine which Management Server**

It is possible to set up a pool of management servers for load balancing. In this case, there may be times when you need to determine which management server is providing access to the web console.

**To determine if a pool of management servers is enabled:**

1. Run the following tool:

*Windows operating system:*

```
<install_dir>/bin/OvObsServerSettingsEditor.bat
```

*UNIX and Linux operating systems:*

```
/opt/OV/bin/OvObsServerSettingsEditor
```

2. Check the settings for **Advanced, Join Multiple Servers** (True/False). If True, the management server currently in use at any time is determined at runtime.

**If a pool of management servers is enabled, to determine which management server is providing access to the web console:**

1. Set the tracing level to “tracing”. For more information, see the Set the Trace Level and View the Trace Files section.
2. In the trace file look for a line like the following:

```
Login succeeded: user = "<accountName>" server = "<serverName>"
```

**Ensure an X11 Display Is Always Available (only UNIX and Linux operating systems)**

The management server uses Java’s Abstract Windows Toolkit (AWT) to generate graphical images for chart views. On UNIX and Linux operating systems, this means that the Apache Tomcat Servlet Engine requires access to a running X11 display at all times. If the specified X window locks or goes into a modal state, the management server is no longer available. For this reason, it may be advisable to use a dedicated virtual X11 display server.

Edit the Apache Tomcat Servlet Engine configuration file (`/etc/rc.config.d/ovtomcat`) so that the `DISPLAY` environment variable points to either your hardware X11 display or your virtual X11 display server:

```
DISPLAY=<hostname>:<#>
```

*hostname*            The system where the X11 display server is running.

*#*                    The `DISPLAY` number associated with the X11 display server process.

To point to an active X11 display server, uncomment the second line of this text block so that matches the following:

```
#### Uncomment this line for hardware X11 display  
HARDWARE_DISPLAY=localhost:0
```

To point to an active virtual X11 display server, uncomment the second line of this text block so that matches the following, and adjust the DISPLAY number if necessary:

```
#### Uncomment this line for VNC virtual X11 display  
VNC_DISPLAY=localhost:1
```

**Installing a Virtual DISPLAY Server** If you plan to use a virtual X11 display server, the latest version of the Xvnc (Virtual Network Computing) display server is available from the following web site:

<http://www.realvnc.com/>

This site has a Download section with VNC installation packages for the Solaris operating system and (in Depot format) the HP-UX operating system. This site also has an active mailing list and complete documentation.

Solaris operating system users have two other sources for VNC. There is an installation package provided on the Solaris “Software Companion CD”. Also, the following website includes a free VNC installation Package:

<http://www.blastwave.org>

Once VNC is installed, log in using the user name and password assigned to the Apache Tomcat Servlet. Open VNC and establish a password. Then modify the Tomcat launch script to call out the DISPLAY number of the virtual display. Here are some important points to remember when installing VNC on Solaris or HP-UX operating systems:

- Don't run VNC under the root-user, which would be a security risk. Run VNC under the same user name that Tomcat is using, the default is www.
- Make sure the VNC user was write-access to the directory:  
/tmp/.X11-unix
- /etc/rc.config.d/ovtomcat file: modify the line that defines the DISPLAY variable. This file is overwritten if you reinstall the HP OpenView console.

- `/opt/OV/nonOV/tomcat/bin/catalina.sh` file: comment-out the `-Djava.awt.headless=true` option. This file is overwritten if you reinstall the HP OpenView console.
- Use a secure password for your VNC session, and (for better security) consider using the `vncserver -localhost` option.
- The log files and startup options are found in the VNC user's home `.vnc` sub-directory.

### Run the JVM Garbage Collector

The web console can force your Java Virtual Machine (JVM) to free up any previously requested *system memory* that is currently not being used:

1. Log into the web console using a role that includes *administrator* privileges.
2. In the role selection list, select **Web Console Administrator**.
3. In the **Servlet Engine Control** segment, click **Garbage Collect**.

### Restart the Apache Tomcat Servlet Engine

The web console is a Java servlet that is accessed through the Apache Tomcat Servlet Engine. After making certain configuration changes in the web console, you must restart the Apache Tomcat Servlet Engine before your changes take effect.

**From the Web Console Administrator Page** Be aware that you and all other web console users will be logged out when you restart the Apache Tomcat Servlet Engine.

1. Log into the web console using a role that includes *administrator* privileges.
2. In the role selection list, select **Web Console Administrator**.
3. In the **Servlet Engine Control** segment, click **Restart**.

**From Outside of the Web Console** Be aware that you and all other web console users will be logged out when you restart the Apache Tomcat Servlet Engine.

*Windows operating system:*

1. Check to see if the Apache Tomcat Servlet Engine is running by typing the following at the command prompt:

```
<install_dir>\bin\ovc -status ovtomcatA.
```

Check the output list to see if the Apache HTTP Server is running.

2. If the Apache HTTP Server is not running, type the following command at a command prompt:

```
<install_dir>\bin\ovc -stop ovtomcatA  
<install_dir>\bin\ovc -start ovtomcatA
```

*UNIX and Linux operating systems:*

1. As `root`, stop the Apache Tomcat Servlet Engine by running the following commands:

```
/opt/OV/bin/ovc -stop ovtomcatA
```

2. Verify that the `DISPLAY` variable is set properly. See “Ensure an X11 Display Is Always Available (only UNIX and Linux operating systems)” on page 102.

3. As `root`, start the Apache Tomcat Servlet Engine by running the following commands:

```
/opt/OV/bin/ovc -start ovtomcatA
```

### Set the Trace Level and View the Trace Files

Turn on tracing only if instructed to do so by support personnel. To turn on tracing, perform the following steps:

1. Log into the web console using a role that includes *administrator* privileges.
2. In the role selection list, select **Web Console Administrator**.
3. In the **Logging and Tracing** segment, set the trace level.

Tracing can be turned on for either all web console sessions on the management server or only the current session.

Setting the trace level to greater than “none” causes entries to be written to the trace file. Click the **Help** button for more information about tracing levels: Error, Info, Warning, or Verbose.

4. Click **Apply** at the bottom of the page.
5. Display the trace file by clicking the View trace file **View** button.

**NOTE**

Only the last 500 kb of the trace file is displayed in the web console interface. If you want to examine the contents of the entire file, see the following:

*Windows operating system:*

```
<install_dir>\data\log\ui-consoletrace.log.0  
through  
<install_dir>\data\log\ui-consoletrace.log.2
```

*UNIX and Linux operating systems:*

```
/var/opt/OV/log/ui-consoletrace.log.0  
through  
/var/opt/OV/log/ui-consoletrace.log.2
```

---

## Understand Web Console Display Differences

The behavior of the web console does not exactly match what you see in the HP OpenView console. This section explains some of those differences:

- “Understand the Timezone Field on the Login Page” on page 106
- “Troubleshoot Missing Form Fields” on page 107
- “The New button is missing from Service Today views” on page 107
- “The initially displayed view is not predictable” on page 107
- “There is no way to determine which filter is currently active in any view” on page 108
- “Understand Lookup Field Behavior” on page 108

### Understand the Timezone Field on the Login Page

On the web console login page, a Timezone selection field appears sometimes, but not at other times.

This is expected behavior. Whenever the Apache Tomcat Servlet Engine is restarted, the Timezone selection field does not appear on the login page until *after the first successful login has occurred*. With each additional login, the Timezone field appears on the login page (unless, of course, the Apache Tomcat Servlet Engine has been restarted again).

## Troubleshoot Missing Form Fields

Sometimes a field appears on a form in the Java version of the HP OpenView console, but when that same form is accessed using the web console, the field is missing. Several form fields are not supported in this release of the web console.

By editing an XML file, you can enable a feature that will help you determine or confirm which fields are unsupported.

---

### CAUTION

This feature is designed for web console administrators only. Do not enable it in a production environment. This feature displays code in the user interface, that may cause confusion among end users and result in support calls.

---

You need to edit the following file. Follow the directions in the “Configure the Maximum Number of Forms in Cache” on page 86 section:

*Windows operating system:*

```
<install_dir>\data\conf\webconsole\share\modules\console\WebConsoleConfig.xml
```

*UNIX and Linux operating systems:*

```
/var/opt/OV/conf/webconsole/share/modules/console/WebConsoleConfig.xml
```

## The New button is missing from Service Today views

The “New” button is not available on Service Today views. And “New” is not available on the **Choose a Menu Item** drop-down list. However, if you use a Service Today view in table format, you can right click on any row and display the shortcut menu. The **New** menu item is available on the shortcut menu. This is because multiple object types are displayed in the Service Today view. You need to select the which object type you wish to create before selecting **New**.

## The initially displayed view is not predictable

The view you were using at the end of your last web console session is not the view displayed then you initiate another web console session. The initially displayed view is based upon your role’s default view. To open the web console to a different location, follow the instructions in the “Start Up Options” on page 75 section.

**There is no way to determine which filter is currently active in any view**

The web console does not have any filter manipulation features. The web console does not show current filter selection, nor allow the user to apply filters. If any filters are applied to a view in the Java version of the HP OpenView console, then the web console honors them (filtering the data appropriately), but there is no indication that a filter is applied. There is no work around at this time.

**Understand Lookup Field Behavior**

Lookup field behavior in the web console may not match the lookup field behavior in the Java version of the HP OpenView console.

In the Java version of the HP OpenView console, you can type part of an item's search text into a Lookup field; and if the entered text matches more than one object, a list of those matches automatically appears after you move focus to the next field.

In the web console, if there are multiple matches, the list *is not automatically displayed*. When multiple matches exist, the form validation fails. You must click the Quick Find button next to that Lookup field to display the list and make a selection.

## Rules When Editing XML Files

This section includes the following information:

- “Back Up XML Files” on page 109
- “Validate XML Files” on page 109

### Back Up XML Files

Make a backup of any XML configuration file before you make changes. If you edit the file and use incorrect XML syntax, you can revert to the previous version of your file.

### Validate XML Files

The web console detects and reports an invalid XML configuration file. However, after you make modifications to an XML file, it is important that you validate your XML syntax.

The `xmlvalidate` command, checks an XML file to see if it is well-formed and valid. This command uses the same XML parser as the web console, so if `xmlvalidate` validates the XML file, it will work with the web console.

The `JAVA_HOME` environment variable must be set to run `xmlvalidate`.

---

#### NOTE

For the command to work from outside the `bin` directory, add the following to your `PATH` variable:

*Windows operating system:* `<install_dir>\bin`  
*UNIX and Linux operating systems:* `/opt/OV/bin`

---

The correct usage of the `xmlvalidate` command is:

```
xmlvalidate <xml file name>
```

An XML file is well formed if it conforms to a minimal set of rules defined for all XML documents. It is “valid” if it conforms to the DTD listed at the beginning of the XML file.

## Rules When Editing XML Files

Sometimes an error reported by `xmlvalidate` may not clearly indicate how to fix the problem. For example, a message like “Attribute `<name>` must be declared for element type `<name>`” is an indication that the attribute ‘name’ may have been misspelled.

As an alternative to `xmlvalidate`, you can find an XML validation tool for Windows at [www.xmlspy.com](http://www.xmlspy.com).

---

## **4 E-mail**

This chapter explains how to integrate e-mail with Service Desk, and the options available for e-mail messaging with Service Desk.

## Overview

You can configure Service Desk to perform specified functions in response to incoming e-mail, and to send outgoing e-mail in response to specified events.

The following example shows how e-mail messaging can be used with Service Desk:

1. A caller experiences a problem in the IT infrastructure and sends an e-mail message to Service Desk requesting service.
2. The e-mail message is received by Service Desk and a service call is created using a template. The service call is completed based on information in the e-mail and default values in the service call template.
3. The service call is assigned to the specialist whose name was entered by default from the service call template. A notification e-mail is automatically sent to the specialist.
4. The specialist fixes the problem and sends an e-mail message to Service Desk. This automatically updates the service call with the solution and the status field is changed to Solved.
5. A database rule is triggered by the change in status, and the caller is notified by e-mail of the solution.
6. The caller applies the solution, then sends an e-mail message to Service Desk to automatically change the service call status to Closed.

## Inbound E-mail

E-mail messages sent to Service Desk are referred to as Inbound E-mail. Information in the e-mail heading (From, To, Cc, and Subject lines) determines how Service Desk processes the e-mail message. Information in the message body text is used to provide details for the action that is performed.

Inbound E-mail messages can trigger Service Desk to do the following:

- Create a service call.
- Update a service call.
- Add a history line to a service call.
- Recall a service call.

The e-mail sender can use an Inbound E-mail message to:

- Request and receive a list of open service calls reported by or assigned to the sender.
- Accept or reject the solution a specialist has entered for a service call.
- Ask for help.

Inbound E-mail messaging has the following limitations:

- Inbound E-mails can be plain text or HTML-based.
- Attachments are accepted, but inline attachments (for example, a graphic inserted into the body of the message) are not.
- Only service calls can be created and updated through Inbound E-mail messaging. Other objects (for example, configuration items, persons, and changes) cannot be created or updated.

Service Desk can accept e-mail messages from any standard SMTP based e-mail application.

You can set e-mail access filters to limit the addresses from which Service Desk accepts Inbound E-mail messages. For details, see “Filter Inbound E-mail” on page 124.

## **Outbound E-mail**

E-mail messages sent from Service Desk are referred to as Outbound E-mail.

Service Desk can use Outbound E-mail to do the following:

- Send e-mail notifications to people when they are assigned a service call, problem, change, work order or other object. For more information, see “Receive Outbound E-mail Messages” on page 115.
- Send a confirmation message to a caller when a service call is created for that caller. For more information, see “Inbound E-mail Commands” on page 140.
- Send e-mail messages based on events that occur in the Service Desk database, using the Rule Manager. For example, Service Desk can send an e-mail message notifying a caller of changes to the status or solution field of a service call created by that caller.

---

### **NOTE**

For information about configuring the Rule Manager to send e-mail messages, see **Information for Administrators**→**Rules**→**Creating Database Rules and UI Rules** in the HP OpenView Service Desk online help.

---

All recipients of Outbound E-mail must be registered in Service Desk with a valid e-mail address. This applies to members of external organizations, as well as members of Service Desk workgroups.

## Receive Outbound E-mail Messages

In the Service Desk client application, users can select the check boxes to:

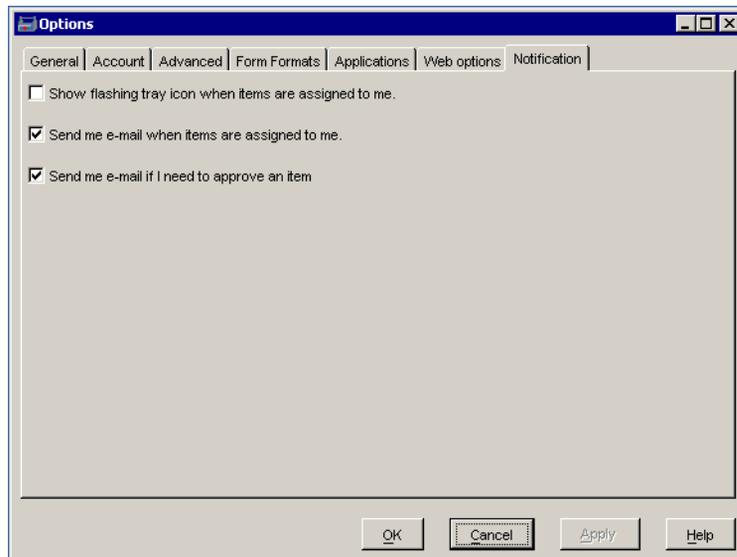
- Receive e-mail notification from Service Desk when an object is assigned to them
- Receive e-mail notification when an object needs their approval

These options are stored in the database as attributes of the person object. You can add the check boxes to a Person form to maintain these settings.

Administrators can also set these default options during installation.

### To receive Outbound E-mail messages:

1. Click **Tools**→**Options**. The **Options** dialog box opens.
2. Click the **Notification** tab.



3. Select the following check boxes:
  - **Send Me E-mail When Objects are Assigned to Me**
  - **Send Me E-mail If I Need to Approve an Object**
4. Click **OK**.

## Configuring E-mail Integration

To configure Service Desk to send and receive e-mail messages, perform these tasks:

- **Mandatory tasks**

- *Server*

- Select the Activate the SMTP Protocol check box and set the IP port number in the server settings editor (for Inbound E-mail)

- Enter e-mail addresses for Person objects

- *Client*

- Select the option Send Me E-mail When Objects Are Assigned to Me in Service Desk

- Define e-mail server settings in the System Settings workspace

- Enter one or more Inbound E-mail addresses for Service Desk in the System Settings workspace and link each one to a service call template

- **Optional tasks**

- Modify the default e-mail commands

- Modify the e-mail templates used for service calls

- Set the access filters

- Map the importance levels of Inbound E-mail messages to Service Desk object priority codes

---

**NOTE**

Make sure that the client machines for your organization use MIME-compatible e-mail applications, and that the character set selected (in the E-mail Properties dialog box) is available to these clients.

---

## Define General E-mail Settings

You can perform most of the configuration tasks for e-mail messaging in the E-mail Properties dialog box located in the System Settings workspace.

---

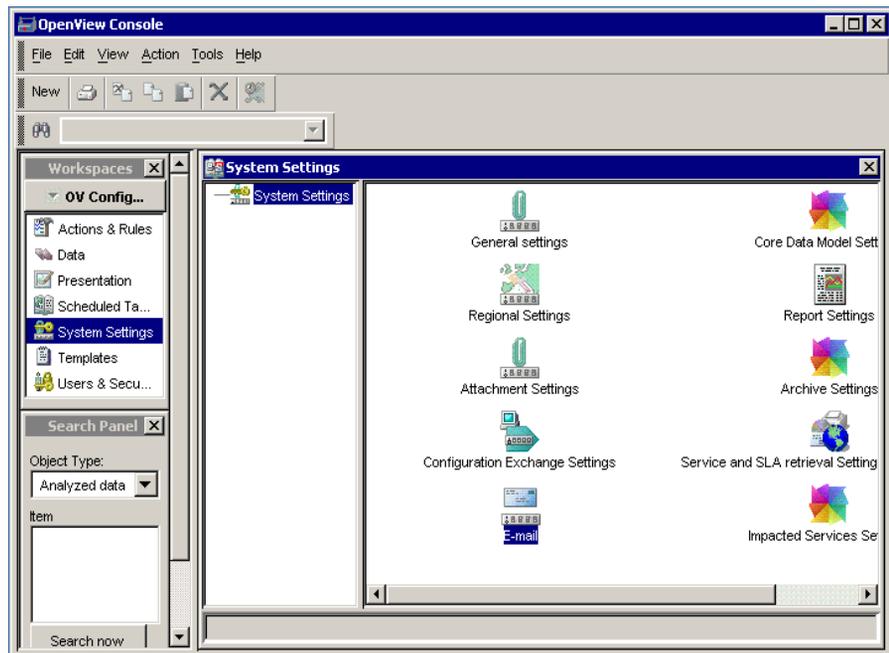
### NOTE

For more information about SMTP configuration tasks, refer to the *HP OpenView Service Desk Installation Guide*.)

---

### To enter general settings for e-mail messaging:

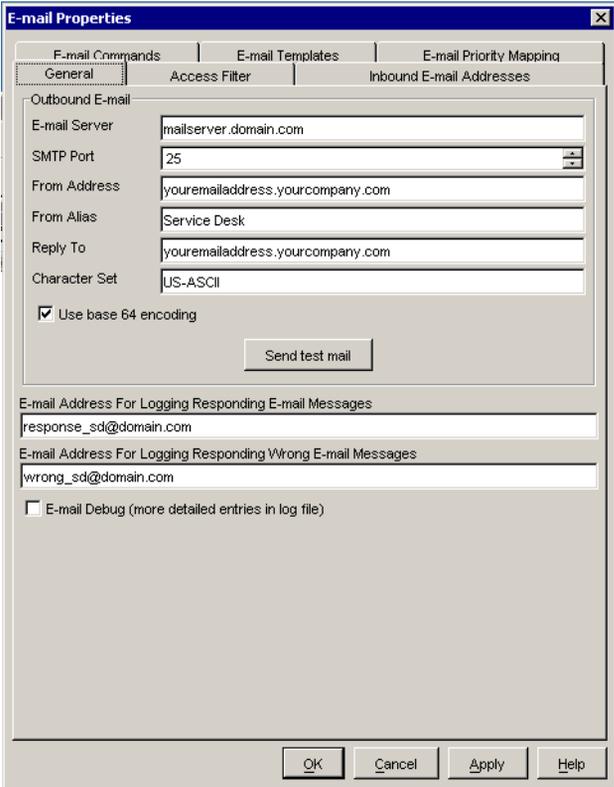
1. In the HP OpenView Configuration workspace group, click the **System Settings** workspace.



2. Double-click the **E-mail** icon.

## Configuring E-mail Integration

The **E-mail Properties** dialog box opens. The **General** tab shows information about your e-mail server.



The screenshot shows the 'E-mail Properties' dialog box with the 'General' tab selected. The dialog has three main sections: 'Outbound E-mail', 'E-mail Address For Logging Responding E-mail Messages', and 'E-mail Address For Logging Responding Wrong E-mail Messages'. The 'Outbound E-mail' section contains fields for 'E-mail Server' (mailserver.domain.com), 'SMTP Port' (25), 'From Address' (youremailaddress.yourcompany.com), 'From Alias' (Service Desk), 'Reply To' (youremailaddress.yourcompany.com), and 'Character Set' (US-ASCII). There is a checked checkbox for 'Use base 64 encoding' and a 'Send test mail' button. The logging sections have text boxes for 'response\_sd@domain.com' and 'wrong\_sd@domain.com', and an unchecked checkbox for 'E-mail Debug (more detailed entries in log file)'. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

3. Enter the complete name of your e-mail server in the **E-mail Server** field.
4. Enter the number of your **SMTP port**.  
(For Inbound E-mail, make sure you have selected the **Activate the SMTP Protocol** check box and the **Port Number** in the server settings editor.)
5. In the **From Address** field, enter the return e-mail address.
6. In the **From Alias** field, you can enter an alternative name that users see in the **From** field when they receive e-mail messages from Service Desk.

---

**CAUTION**

---

Entering the address for your Service Desk application server in the From Address field or the From Alias field is not recommended. Doing so may result in the creation of unwanted service calls or e-mail messages.

7. In the **Reply To** field, enter the e-mail address for people to use when they reply to messages from Service Desk.
8. In the **Character Set** field, enter the character set that the e-mail recipient uses.

The default is US-ASCII. If sending e-mail in any other format, you may need to use the encoding option and you need to use one of the character sets supported by Service Desk. (Service Desk supports all character sets which are listed and implemented by Sun.)

For more information about character sets, see the Sun web site:

**<http://java.sun.com/j2se/1.4/docs/guide/intl/encoding.doc.html>**

If your database or operating system does not support the character set used, the object you want to create or modify may be corrupted (for example, a message sent using a Japanese character set does not appear correctly on a machine using an English Windows NT operating system). If the character set you use is not on the list, you can probably use UTF-8.

See Table 4-1, “Commonly Used Character Set Names,” on page 120, for examples of what can be entered in the character set field. Note that these names are case-sensitive. You may enter any other character set name that is supported by Sun.

9. Select the **Use Base 64 Encoding** check box to enable message encoding.
10. Click **Send Test Mail** to verify that the settings are correct by sending a test message.

---

**NOTE**

---

The Send Test Mail button is not available until save your changes. To do so, click Apply, or click OK and then re-open the E-mail Properties dialog box.

**Configuring E-mail Integration**

11. *Optional*: Enter an e-mail address in the **E-mail Address For Logging E-mail Messages** field.

All confirmation messages for handled messages are copied to that address.

12. *Optional*: Enter an e-mail address in the **E-mail Address For Logging Wrong E-mail Messages** field.

All responding error messages sent from Service Desk are copied to that address.

13. Select the **E-mail Debug** check box to add additional information to the application server log file when e-mail messaging errors occur.

**NOTE**

Select the E-mail Debug check box only for debugging, as setting this option has a negative effect on performance.

**Table 4-1****Commonly Used Character Set Names**

<b>Character set name</b>	<b>Description</b>
Big5	Traditional Chinese
EUC-JP	EUC encoding, Japanese
EUC-KR	EUC encoding, Korean
GB2312	EUC encoding, Simplified Chinese
ISO-2022-JP	Japanese (JIS X 0201 and JIS X 0208)
ISO-2022-KR	Korean
ISO-8859-1	Latin alphabet No. 1
ISO-8859-2	Latin alphabet No. 2
ISO-8859-3	Latin alphabet No. 3
ISO-8859-4	Latin alphabet No. 4
ISO-8859-5	Latin/Cyrillic alphabet
ISO-8859-6	Latin/Arabic alphabet

**Table 4-1 Commonly Used Character Set Names (Continued)**

<b>Character set name</b>	<b>Description</b>
ISO-8859-7	Latin/Greek alphabet
ISO-8859-8	Latin/Hebrew alphabet
ISO-8859-9	Latin alphabet No. 5
KOI8-R	Russian
Shift_JIS	Japanese
US-ASCII	American Standard Code for Information Interchange
UTF-7	Seven-bit Unicode Transformation Format
UTF-8	Eight-bit Unicode Transformation Format
windows-1250	Windows Eastern European
windows-1251	Windows Cyrillic
windows-1253	Windows Greek

---

**NOTE**

Additional information on encoding and MIME compliance is available on the Internet at the following web addresses:

<http://www.faqs.org/rfcs/rfc1521.html>

<http://www.faqs.org/rfcs/rfc1522.html>

---

## Add Inbound E-mail Addresses

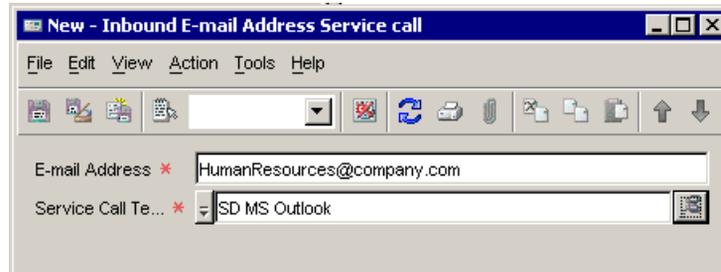
The Inbound E-mail Addresses tab of the E-mail Properties dialog box, shown in Figure 4-1, is used to enter Service Desk e-mail addresses that can *receive* Inbound E-mail. Each e-mail address can be linked to a specific template, which is used to create new service calls.

**Figure 4-1** Inbound E-mail Addresses



**To add Inbound E-mail addresses and link them to service call templates:**

1. In the **New - Inbound E-mail Address** dialog box, click **Add**, and then enter the Service Desk **E-mail Address**.



2. Click the **Quick Find** icon next to the **Service Call Template** field to select a template to be used when the new service call command is received at this e-mail address.
3. Click **OK** to save.
4. *Optional:* Repeat steps 1 to 3 to add additional addresses and link them to service call templates.

---

**NOTE**

Service calls contain mandatory fields. Before linking a template to a Service Desk e-mail address, make sure you enter a default value for the mandatory fields in that template.

---

## Filter Inbound E-mail

You use the Access Filter tab to create a list of addresses from which Service Desk *does* accept Inbound E-mail messages, and a list of addresses from which Service Desk *does not* accept Inbound E-mail. You can use the asterisk symbol (\*) as a wildcard at the beginning and end of address entries.

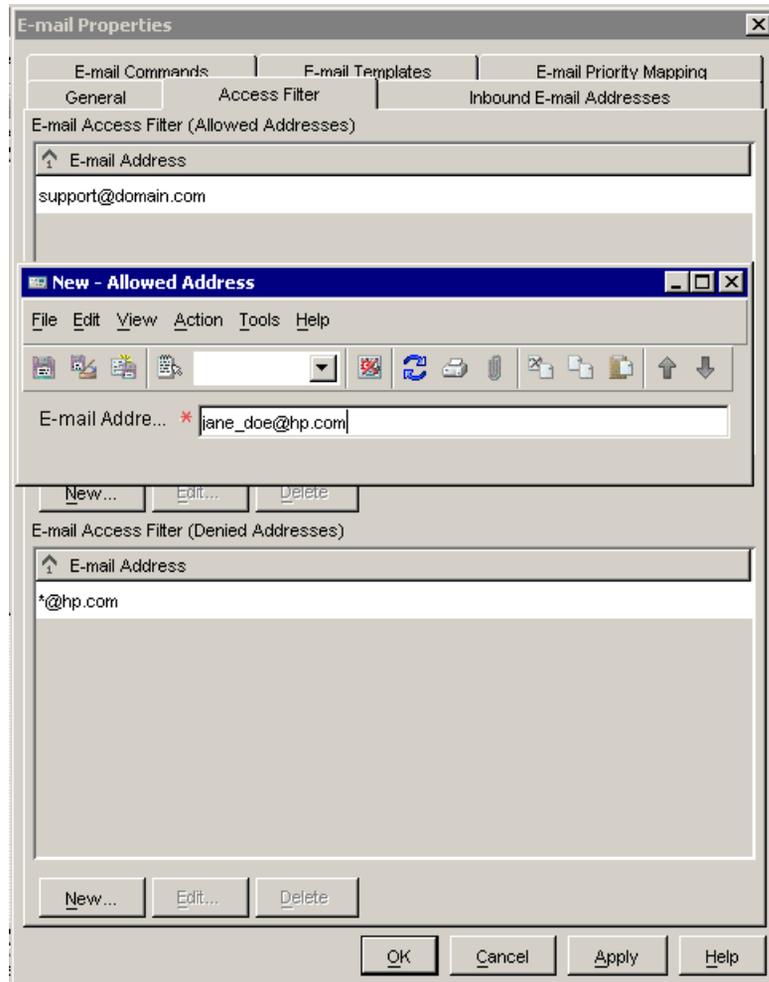
If you do not enter any e-mail addresses in the Allowed Addresses area of the Access Filter dialog box, Service Desk accepts e-mail from *all* e-mail addresses.

If there is a conflict between an allowed address and a denied address, the allowed address takes precedence. For example, if `jane.doe@hp.com` is allowed, and `*@hp.com` is denied, Jane Doe is allowed access.

### To set access filters for Inbound E-mail:

1. Select the **Access Filters** tab in the **E-mail Properties** dialog box.
2. In the **Allowed Addresses** area, click the **New** button to add a new e-mail address.

The **New - Allowed Address** dialog box opens.



3. Enter an e-mail address from which you want to receive Inbound E-mail. You can use wildcard characters such as an asterisk (\*).
4. Click **File**→**Save and Close** to close the **New - Allowed Address** dialog box.
5. Edit e-mail filters by highlighting the filter in the **Access Filter** tab and clicking the **Edit** button.
6. Remove filters by highlighting the filter and clicking the **Delete** button.

## Configuring E-mail Integration

7. Follow steps 2 to 6 in the **Denied Addresses** area to create and modify addresses from which you do not want to receive Inbound E-mail.
8. After you create all the required filters, click **OK**.

## Overview of Inbound E-mail Commands

When users send e-mail messages to Service Desk, they can enter commands in the subject line of the message. These commands tell Service Desk what action to perform when the message is received. The E-mail Commands tab in the E-mail Properties dialog box allows you to modify the options for each command. You can do the following:

- Set the access level for each command.
- Specify if attachments are allowed.
- Specify if a history line is added when the command is executed.
- Send a confirmation message when a command is received.
- Specify the template to be used for the command.

Table 4-2 lists all commands available for Inbound E-mail, the actions triggered by that command, and the programmed response from Service Desk.

For a full description of each command, see “Inbound E-mail Commands” on page 140.

**Table 4-2 Overview of Inbound E-mail Commands**

<b>Command</b>	<b>Action</b>	<b>System Response</b>	<b>Remark</b>
New	Creates a new service call using attribute values from the e-mail message and from the template linked to the target e-mail address.	Sends e-mail reply to the e-mail address of the sender with details of the new service call.	Automatic system response is optional.

**Table 4-2 Overview of Inbound E-mail Commands (Continued)**

<b>Command</b>	<b>Action</b>	<b>System Response</b>	<b>Remark</b>
Update<id>	Updates the service call specified by <id>, based on the attribute values entered in the message.	Sends e-mail reply to the sender with the details of the modified service call.	Automatic response is optional.
View<id>	None	Sends e-mail reply to the sender with the details of the service call specified.	Service call attachments can also be sent (optional).
List	None	Sends e-mail reply to the sender with a list of all open calls from that sender.	Service calls announced by sender and service calls assigned to sender.
RE:RFI<id>	Adds a history line to the service call specified by <id>. For example, you can change the status to additional info received.	Sends e-mail reply to the sender "Information is received".	Automatic system response is optional.

**Table 4-2 Overview of Inbound E-mail Commands (Continued)**

<b>Command</b>	<b>Action</b>	<b>System Response</b>	<b>Remark</b>
RE:Solution Accepted<id>	Adds a history line to the service call specified by <id>. For example, change service call status to “solution accepted”.	Sends e-mail reply to the sender “Service call closed”	Automatic system response is optional.
RE:Solution Rejected<id>	Adds a history line to the service call specified by <id>. For example, change service call status to “solution rejected”.	Sends e-mail reply to the sender “Service call is not closed”.	Automatic system response is optional. Caller has not accepted the solution.
Recall<id>	Adds a history line to the service call specified by <id>. For example, change service call status to “recalled”.	Sends e-mail reply to the sender “Service call recalled”.	Automatic system response is optional.
Help	None	Sends e-mail reply to the sender with e-mail command help text.	Help text is editable.

**Table 4-2 Overview of Inbound E-mail Commands (Continued)**

<b>Command</b>	<b>Action</b>	<b>System Response</b>	<b>Remark</b>
no recognizable command	None	Sends e-mail reply to the sender with the original command and a failed message.	You can configure the integration to create a new service call for all e-mail messages that come in with an unrecognizable command.

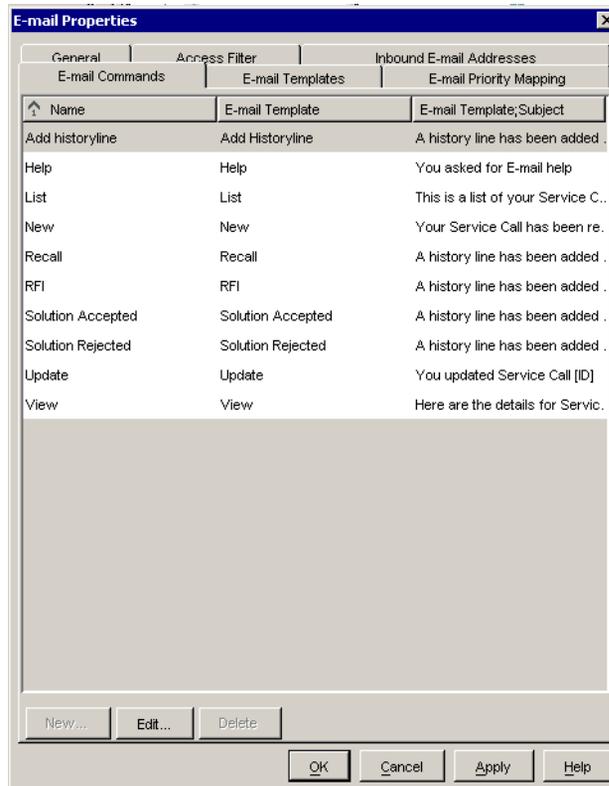
## Configure E-mail Commands

In the E-mail Properties dialog box, you can define how Service Desk processes each inbound e-mail command when it is received in an Inbound E-mail message. You can also restrict the use of e-mail commands to specific users.

### To configure an Inbound E-mail command:

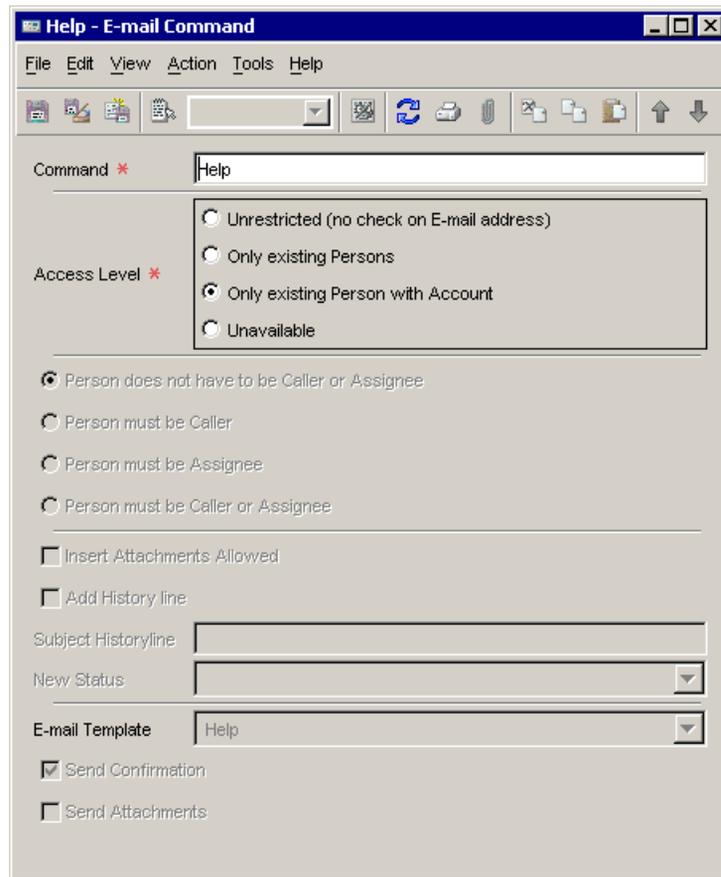
1. In the **E-mail Properties** dialog box, click the **E-mail Commands** tab.

The **E-mail Commands** tab page lists the available commands, with their default settings.



2. Select the command you want to edit, and click **Edit**.

The **E-mail Command** dialog box opens.



3. In the **Command** field, enter the command to be sent by users to Service Desk.

The name of the command cannot be changed, but the command itself can be changed. For example, the **New** command could be called **Service**. To create a service call, Inbound E-mail users would then enter **Service** instead of **New** in the subject field of their e-mail message.

4. Set the **Access Level** for each command by selecting one of the following options:
  - **Unrestricted**

All e-mail messages sent to a Service Desk address are accepted. The Service Desk system administrator account is used to provide access.

- **Only Existing Persons**

The name in the **From** field of the e-mail message must match a person registered in Service Desk. The sender's name and e-mail address are entered in the service call. The system account is used for access. If there is more than one name in the **From** field, or the name is not recognized as a person registered in Service Desk, an error message reply is sent.

- **Only Existing Person with Account**

The name in the **From** field of the e-mail message must match a person registered in Service Desk. The sender's name and account name are entered in the service call. The roles and authorizations for that person's account are used (for example, authorization to create service calls, or authorization to change the status when updating a service call). If there is more than one name in the **From** field, or the name is not recognized as that of a person registered in Service Desk, an error message reply is sent.

- **Unavailable**

Turns the command off. E-mail messages are not accepted with that command.

5. *Optional*: Set additional access restrictions for commands:

- **Person Does Not Have to be Caller or Assignee**

Any person who has access to Service Desk can use the command. This is the only option available for the *New* service call command.

- **Person Must be Caller**

The name or e-mail address of the person who wants to update a service call must match the original service call. The sender's e-mail address must match that of the person in the Service Desk **Caller** field, or the e-mail address in the **Information** field.

- **Person Must be Assignee**

The name or e-mail address of the person who wants to update a service call must be the person to whom the service call is currently assigned. If the service call is assigned to a group, the assignee can be any person from that group.

If a service call is assigned to an external person, only that person can update the service call. Other members of the external organization cannot update the service call.

- **Person Must be Caller or Assignee**

The name or e-mail address of the person who wants to update a service call must match the original service call, or must match the person to whom the service call is currently assigned. If the service call is assigned to a group, the assignee can be any person from that group.

If a service call is assigned to an external person, only that person can update the service call. Other members of the external organization cannot update the service call.

6. *Optional:* To enable Service Desk to accept attachments for the command, select the **Insert Attachments Allowed** check box.
7. *Optional:* To add a history line when the command is executed, select the **Add History line** check box.

In the **Subject History Line** field, type the text you want to be copied to the **Subject** field of the new history line (for example, **New service call from e-mail**).

8. In the **Status** field, enter the status you want new service calls and updates to receive.

If you do not select a status from the list, a status is not entered when the command is executed (unless a status is entered in the default template for the **New** service call command).

9. *Optional:* To change the template, click the **E-mail Templates** tab.

The **E-mail Template** field shows the e-mail template for reply messages that was assigned to the command in the **E-mail Templates** dialog box.

10. *Optional:* If you want Service Desk to send a confirmation message to the sender of the e-mail message, select the **Send Confirmation** check box.

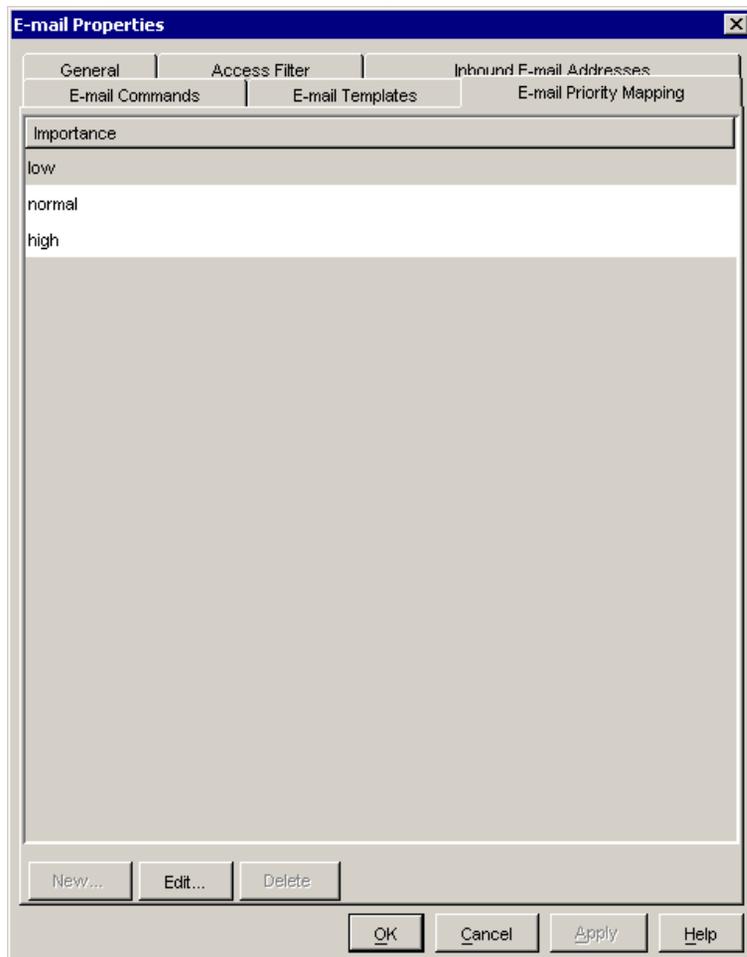
11. *Optional:* Select the **Send Attachments** check box if you want Service Desk to forward attachments that are received with Inbound E-mails using this command.

## Map E-mail Priority

Incoming e-mail messages can have an importance level assigned to them in the external e-mail program by the sender. You can configure Service Desk to automatically translate the importance level of an e-mail message into a priority code, and then assign that priority code to the relevant Service Desk object. You map e-mail importance levels to priority codes in the E-mail Priority Mapping dialog box.

### To map e-mail importance levels to priority codes:

1. In the **E-mail Properties** dialog box, select the **E-mail Priority Mapping** tab. The available importance levels are listed.



2. Select an importance level and click **Edit**. The **E-mail Priority Mapping** dialog box opens.



3. Select a **Priority** code from the drop-down list.
4. Select **File**→**Save**.
5. Click **OK** or **Apply** in the **E-mail Priority Mapping** tab page.

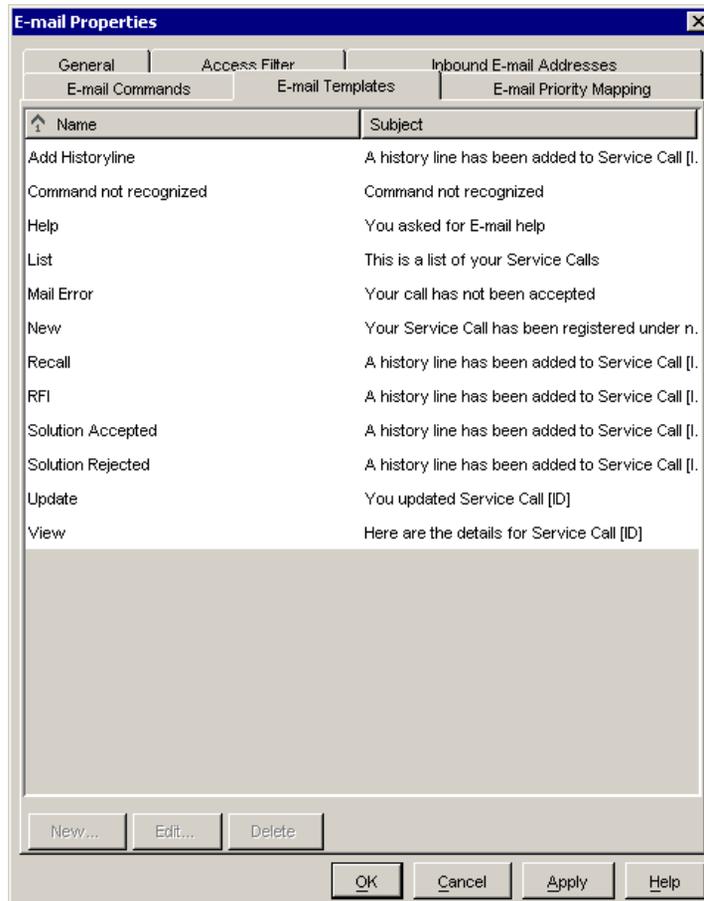
## Modify Outbound E-mail Templates

Service Desk uses e-mail templates to send automatic replies to Inbound E-mail commands. The templates contain standard text and possibly some variable fields (for example, the help text that is sent to a requestor who sends an e-mail to Service Desk with the `Help` command, or the confirmation message that is sent when a new service call is created). You can edit the text in these templates to match the needs of your organization.

### To modify Outbound E-mail templates:

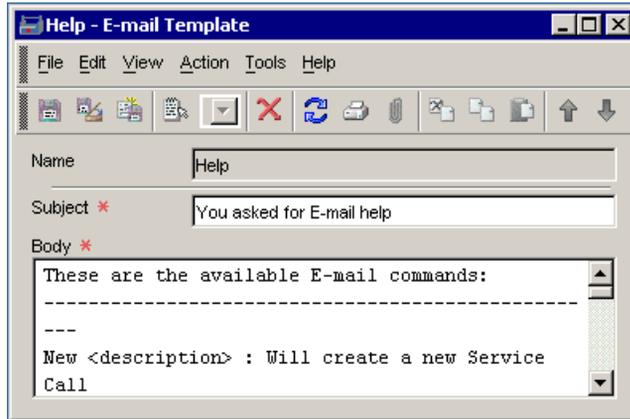
1. In the **E-mail Properties** dialog box, click the **E-mail Templates** tab.

The **E-mail Templates** dialog box opens.



2. Select the command and template you want to modify, and click **Edit**.

The **E-mail Template** dialog box opens.



3. Edit the information that forms the **Subject** line of the e-mail.
4. Edit the **Body** text.
5. Click **OK** to save.

## Inbound E-mail Commands

This section explains how to use e-mail commands.

### Sending Inbound E-mail Commands

- E-mail messages can be plain text or HTML-based.
- E-mail commands are not case-sensitive.
- Attachments are accepted. Inline attachments (for example, graphics inserted into the body of the message) are not accepted.
- If your e-mail program inserts footers, use the BEGIN and END tags to mark the message text.

### Processing Inbound E-mail Commands

- After a command is received, Service Desk can send a confirmation message to notify the sender that the service call was created or that the creation failed. To send confirmation messages, make sure you select the Send Confirmation check box for the command in the E-mail Command dialog box.
- The confirmation message that is sent in response to a command is based on the template defined in the E-mail Template field in the E-mail Command dialog box. You can modify templates in the E-mail Templates dialog box.
- The message body of the confirmation message can include both fixed text and keywords. The keywords are replaced by service call specific information.

## New Command

When Service Desk receives the `New` command, it performs the following actions:

- A new service call is created using the default values in the service call template that is linked to the e-mail address in the `To` field.
- The following service call fields are filled in from the e-mail message:

Description	The text in the subject line that follows the command <code>New</code>
Information	The body of the e-mail
Priority	The priority of the e-mail (mapped in the E-mail Settings dialog box)
Caller	The person linked to the sender's e-mail address
Attachments	E-mail attachments
History Line	Added when defined in E-mail Command dialog box

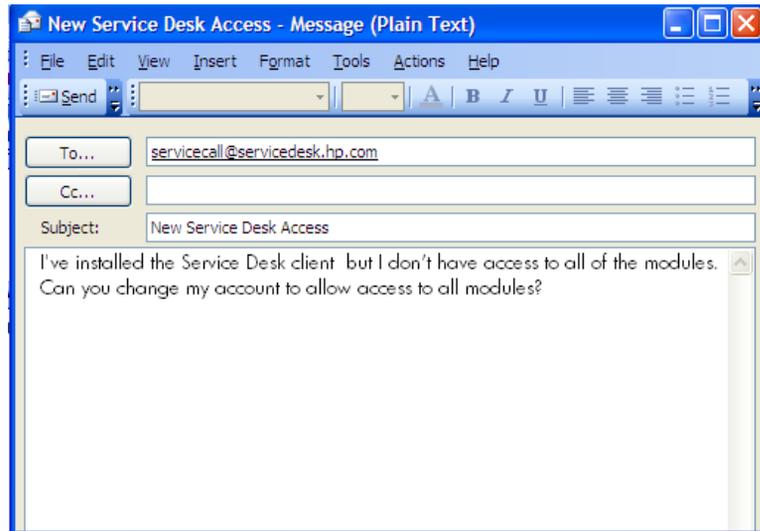
### To use the `New` command:

1. Send the e-mail from the e-mail account that you want Service Desk to use as the caller.

Service Desk uses the e-mail address in the **From** field to determine the Caller for the service call. If there is no person in the database linked to that e-mail address, or if it is linked to multiple persons, the service call is not created and a message stating the error is sent back to the requestor.

## Inbound E-mail Commands

2. Enter an e-mail address for Service Desk in the **To** field. This determines the template that is used for the new service call.



For more information about linking Inbound E-mail addresses to templates, see “Add Inbound E-mail Addresses” on page 122.

3. Enter the **New** command in the **Subject** field of the e-mail message.
4. Enter a description for the service call in the **Subject** field after the **New** command. This text is copied to the **Description** field of the service call.
5. Enter information about the service call in the e-mail body. This text is copied to the **Information** field of the service call.

---

### NOTE

If the text is more than 4000 characters, it is truncated and the complete message body text is copied to an attachment. A comment is inserted in the Information field:

Warning: Text truncated, see attachment <file name> for complete e-mail text.

---

Some e-mail programs insert footer text or graphics automatically into e-mail messages when they are sent. The Inbound E-mail program does not recognize these elements, and rejects the e-mail message. To prevent

this problem, insert **BEGIN** at the start of your message text, and **END** at the end of your message. If you use only **BEGIN**, everything after that point is used. If you use only **END**, all text before that point is used.

Additional information can be sent as an attachment if that option is selected. You can select the attachment option for each command in the E-mail Command dialog box.

## Update <id> Command

The `Update <id>` command is used to update a service call. All service call fields can be updated.

The sender can assign a value to a service desk attribute in the e-mail body. The following table shows the string parsing rules for the `Update` command.

**Table 4-3**

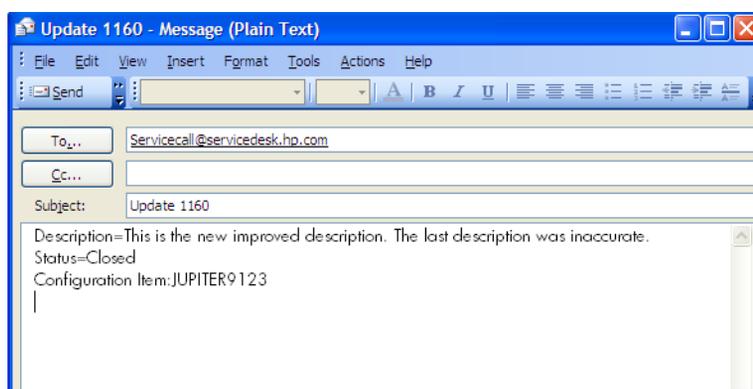
Type	Example Attribute	String format	Example Values
Boolean	Frequently Asked Question	When “1”, “true”, “yes” or “on” then TRUE else FALSE	“1”, “0”, “true”, “FALSE”, “on”
Date Time	Actual Start	A datetime string (this depends on the date and time format adjustments of the current account), “0”=>today, “+n”=>number of days after today, “-n”=>number of days before today, or a date in the format “yyyy.MM.dd.HH.mm.ss”  The date is parsed as local time for the current account.	“0”, “+1”, “-2”, “11-11-2004 14:20”, “2004.01.15.14.20.59”, “NULL”
Entity Reference	Status, Configuration Item	An existing object id or a unique value of the Search attribute of the related entity.	“00000000-0000-0000-0001-000129f001cf”, “281478314066123”, “Waiting”, “NULL”

Table 4-3 (Continued)

Type	Example Attribute	String format	Example Values
Entity Set Reference	History Lines	N/A	N/A
Double, Float, Integer, Long, Currency	Actual Cost	A valid number. The use of "." or "," depends on the number adjustments of the current account.	"2.5", "2323", "NULL"
Duration	Actual Duration	Number of days. The use of "." or "," depends on the number adjustments of the current account.	
String	Solution	String. Maximum length is checked.	a 'unicode' text, "NULL"

Figure 4-2 shows how you can use the Update command in an e-mail message.

Figure 4-2 Update &lt;id&gt; Command Message



**To use the `update <id>` command:**

1. In the subject line of the inbound e-mail, enter the command followed by the service call ID.

Example:

**Update 1160**

2. Enter the field you want to modify in the message body text, followed by a colon (:) or an equal sign (=), followed by the value.

Use a new line for each field that you want to modify. The field names and values used must match those used in the service call form.

## Add History Line <id>

When Service Desk receives the `Add History Line <id>` command, it performs the following actions:

- Creates a new history line for the service call identified by the `<id>`.
- Copies the text that you entered in the Subject Historyline field in the E-mail Command dialog box to the Subject field of the new history line.
- Copies the text in the e-mail body to the Information field of the new history line.

If the text is more than 4000 characters, it is truncated, and the complete message body text is put in an attachment. The following message is inserted in the Information field:

Warning: Text truncated, see attachment `<file name>` for complete e-mail text.

- Sets the status of the service call to the value that you defined for New Status in the E-mail Command dialog box.
- Sends a confirmation e-mail to the requestor (if you selected the Send Confirmation check box in the E-mail Command dialog box).

### To use the Add History Line <id> command

1. In the subject line of the inbound e-mail, enter the command followed by the service call ID.

Example:

**Add History Line 1160**

2. In the body of the inbound e-mail, enter the text to be copied to the new history line.

## **View <id>**

When Service Desk receives the `view <id>` command, an e-mail message containing the details of the service call, specified by the ID in the command, is sent to the requestor.

### **To use the `view <id>` command:**

In the subject line of the inbound e-mail, enter the command followed by the service call ID.

Example:

**`view 1160`**

## **List**

When Service Desk receives the `List` command, an e-mail message is sent to the requestor containing a list of all open service calls assigned to the requestor and all open service calls announced by the requestor. Each service call's ID and description are included in the e-mail message.

A service call is considered open when the Actual Finish date field is empty.

### **To use the `List` command:**

In the subject line of the inbound e-mail, enter **List**.

## **RE:RFI <id>**

The **RE:RFI <id>** is used to add additional information to the history line of a service call. When Service Desk receives the **RE:RFI <id>** command, it performs the following actions:

- Creates a new history line for the service call identified by the *<id>*.
- Copies the text that you entered in the Subject Historyline field in the E-mail Command dialog box to the Subject field of the new history line.
- Copies the text in the e-mail body to the Information field of the new history line.

If the text is more than 4000 characters, it is truncated, and the complete message body text is put in an attachment. The following message is inserted in the Information field:

Warning: Text truncated, see attachment *<file name>* for complete e-mail text.

- Sets the status of the service call to the value that you defined for New Status in the E-mail Command dialog box (for example, **Additional Information Received**).
- Sends a confirmation e-mail to the requestor (if you selected the Send Confirmation check box in the E-mail Command dialog box).

### **To use the RE:RFI <id> command:**

1. In the subject line of the inbound e-mail, enter **RE:RFI** followed by the service call ID.

Example:

**RE:RFI 1160**

2. In the body of the inbound e-mail, enter the text to be copied to the new history line.

## **RE:Solution Accepted <id>**

When Service Desk receives the `RE:Solution Accepted <id>` command, it performs the following actions:

- Creates a new history line for the service call identified by the `<id>`.
- Copies the text that you entered in the Subject Historyline field in the E-mail Command dialog box to the Subject field of the new history line.
- Copies the text in the e-mail body to the Information field of the new history line.

If the text is more than 4000 characters, it is truncated, and the complete message body text is put in an attachment. The following message is inserted in the Information field:

Warning: Text truncated, see attachment `<file name>` for complete e-mail text.

- Sets the status of the service call to the value that you defined for New Status in the E-mail Command dialog box (for example, **Solution Accepted**).
- Sends a confirmation e-mail to the requestor (if you selected the Send Confirmation check box in the E-mail Command dialog box).

### **To accept the solution to a service call:**

1. In the subject line of the inbound e-mail, enter **RE:Solution Accepted** and the service call ID.

Example:

**RE:Solution Accepted 1160**

2. In the body of the inbound e-mail, enter the text to be copied into the new history line.

## **RE:Solution Rejected <id>**

When Service Desk receives the `RE:Solution Rejected <id>` command, it performs the following actions:

- Creates a new history line for the service call identified by the `<id>`.
- Copies the text that you entered in the Subject Historyline field in the E-mail Command dialog box to the Subject field of the new history line.
- Copies the text in the e-mail body to the Information field of the new history line.

If the text is more than 4000 characters, it is truncated, and the complete message body text is put in an attachment. The following message is inserted in the Information field:

Warning: Text truncated, see attachment `<file name>` for complete e-mail text.

- Sets the status of the service call to the value that you entered in the New Status field in the E-mail Command dialog box (for example, **Solution Rejected**).
- Sends a confirmation e-mail the requestor (if you selected the Send Confirmation check box in the E-mail Command dialog box).

### **To reject the solution provided for a service call:**

1. In the subject line of the inbound e-mail, enter **RE:Solution Rejected** and the service call ID.

Example:

**RE:Solution Rejected 1160**

2. In the body of the inbound e-mail, enter the text to be copied to the new history line.

## Recall <id>

When Service Desk receives the `Recall <id>` command, it performs the following actions:

- Creates a new history line for the service call identified by the `<id>`.
- Copies the text that you entered in the Subject Historyline field in the E-mail Command dialog box to the Subject field of the new history line.
- Copies the e-mail message body text to the Information field of the new history line.

If the text is more than 4000 characters, it is truncated, and the complete message body text is put in an attachment. The following message is inserted in the Information field:

Warning: Text truncated, see attachment `<file name>` for complete e-mail text.

- Sets the status of the service call to the value that you defined for New Status in the E-mail Command dialog box (for example, **Recalled**).
- Sends a confirmation e-mail to the requestor (if you selected the Send Confirmation check box in the E-mail Command dialog box).

### To use the `Recall <id>` command:

1. In the subject line of the inbound e-mail, enter **Recall** and the service call ID.

Example:

**Recall 1160**

2. In the body of the inbound e-mail, enter the text to be added to the new history line.

## **Help**

When Service Desk receives the `Help` command, it sends an e-mail message to the person in the `From` field. The message contains a list of the commands available for use with Inbound E-mail, and a short description of each command. You can edit the help text.

### **To use the `Help` command:**

In the subject line of the inbound e-mail, enter `Help`.

## Troubleshooting E-mail Problems

This section is provided to assist you in identifying and solving errors in your inbound or Outbound E-mail messaging.

Start your troubleshooting process by making sure that:

- E-mail client is MIME compliant.
- Database, operating system, and Service Desk server all support the character set used.

---

### TIP

Service Desk supports all character sets which are listed and implemented by Sun. If in doubt, use UTF-8.

For more information about character sets, see the Sun web site:

<http://java.sun.com/j2se/1.4/docs/guide/intl/encoding.doc.html>

For more information about troubleshooting problems with your e-mail integration in Service Desk, see the following web sites:

<http://www.faqs.org/rfc/rfc1521.html>

<http://www.faqs.org/rfc/rfc1522.html>

---

## E-mail Debugging

You can add information to the application server log file about e-mail messaging errors by selecting the E-mail Debug check box in the E-mail Properties dialog box.

For more information about e-mail properties, see “Define General E-mail Settings” on page 117.

## Error Messages

When a command cannot be processed correctly, Service Desk generates an error message:

- Mail Error  
E-mail command is not executed.
- Command Not Recognized  
Command is partially executed.

An Outbound E-mail message, containing the error message, is sent to the person who sent the e-mail command.

You can modify the error messages in the E-mail Templates dialog box. For more information about Outbound E-mail templates, see “Modify Outbound E-mail Templates” on page 138.

Other errors may occur that are not directly related to the Service Desk e-mail program, or the commands used (for example, differences in the supported character set).

## Error Handling

Table 4-4 lists the possible cause and solution of a variety of errors in your Inbound or Outbound E-mail messaging.

**Table 4-4 E-mail Errors**

Symptom	Cause	Solution
Objects created or modified by Inbound E-mail (for example, a new service call) are corrupted.	Database does not support the character set used.	Use a character set supported by Service Desk and your database.

**Table 4-4 E-mail Errors (Continued)**

<b>Symptom</b>	<b>Cause</b>	<b>Solution</b>
E-mail sent by Service Desk appears garbled or malformed on the client machine.	Client machine does not support encoding.	Turn off the encoding option in the General Settings dialog box. Make sure the client platform is MIME-compliant and supports the character set used. For example, a Japanese character set may be readable if used on an English operating system.
Inbound E-mail results in malformed or truncated characters in Service Desk. Characters appear as “?”	Unsupported character set was used.	Use a supported character set. If using a character set other than US-ASCII, use the encoding option.
Service call is not created.	Caller could not be determined for new service call creation.	Verify the Caller is a person in Service Desk. Include an e-mail address. Check the Access Level set for the command.
Service call is not changed.	No authorization for updating a service call. Includes the following commands: <ul style="list-style-type: none"> <li>• Update &lt;id&gt;</li> <li>• RE:RFI &lt;id&gt;</li> <li>• Recall &lt;id&gt;</li> <li>• RE:Solution &lt;id&gt;</li> </ul>	Change the authorizations for the person in Service Desk.
Nothing happens.	No authorization for viewing service call data. Includes the following commands: <ul style="list-style-type: none"> <li>• Update &lt;id&gt;</li> <li>• View &lt;id&gt;</li> </ul>	Change the authorizations for the person in Service Desk.

**Table 4-4 E-mail Errors (Continued)**

<b>Symptom</b>	<b>Cause</b>	<b>Solution</b>
Nothing happens.	Command not recognized.	Use the correct command syntax.
Service Desk rejects the Inbound E-mail.	Message syntax not recognized because the e-mail program inserted additional text or graphics when the message was sent to Service Desk.	The Inbound E-mail program does not recognize footers and graphic. The e-mail message is rejected. To prevent this problem, insert BEGIN at the start of the message text, and END at the end of the message.

---

## **5** **Command Line Utility**

The HP OpenView console provides a utility that enables you to interact with the console from the command line. This is useful for integrating other programs or tools with the console.

Using the command line utility, you can instruct the console to do the following things:

- Open a form for an existing object
- Open a form for a new object
- Find an object
- Display a view
- Invoke an action
- Get the object type associated with a given form
- Get a list of all the objects of a given type that meet certain criteria
- Determine whether the console is or is not running
- Start the console
- Shutdown the console.

The program or script invoking the command line utility can pass parameters to the console to accomplish these tasks. In some cases, the utility returns a value.

The `ovconsolecmd` utility is only available from the command line when the HP OpenView console is installed locally. If you are running the console using Java WebStart, however, you can create a smart action to invoke the functions of `ovconsolecmd`.

## About ovconsolecmd

You can use the `ovconsolecmd` utility to send commands to the console either from the command line or from an external script or program. This is particularly useful if you want to integrate another application with your HP OpenView software.

The `ovconsolecmd` command has the following syntax:

```
ovconsolecmd [-Duser.home=<userHomeDir> |  
-port=<PortNumber>] [-launch] [command] [command args...]
```

where `<userHomeDir>` is the directory where the console stores and looks for configuration, log, and cache files for the pertinent console session. For additional information about this directory, see the online help topic titled “Multiple Console Sessions.”

---

### NOTE

The command line arguments are described in “`ovconsolecmd`” on page 177.

---

You can use the `ovconsolecmd` utility to instruct the console to carry out the following functions from the command line:

- “Find Objects” on page 162
- “Open a Form” on page 163
- “Display a View” on page 164
- “Invoke an Action” on page 167
- “Get an Object Type for a Form” on page 168
- “Determine the Status of the Console” on page 169
- “Shut Down the Console” on page 171

## Find Objects

From the command line, you can instruct the console to find the object IDs for all or some of the objects of a particular object type in the HP OpenView database. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -find -itemName=<objectType>  
[-filter="<filterName>"]
```

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

For example, if you want to find the object IDs for all the Workgroup objects in the database, type the following command:

```
ovconsolecmd -find -itemName=Workgroup
```

If you want to find the object IDs for a subset of the Workgroup objects, you can use an existing named filter:

```
ovconsolecmd -itemName=Workgroup -filter="My Filter"
```

In this case, only those Workgroup objects that meet the filter criteria specified in “My Filter” are returned.

The `-filter` argument is useful, for example, in the following scenarios:

- You want to find all Workgroups that report to a certain manager.
- You want to find all critical Incidents that are currently open.
- You want to find all the Service Calls that have originated from a particular telephone number.

---

### NOTE

Before you can use the `-filter` argument, you must create a named filter in the console using **Data→Named Filters** feature in the HP OpenView Configuration workspace. See the online help topic titled “Named Filters” for more information.

---

---

## Open a Form

From the command line, you can instruct the console to open a specific form for one or more objects. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -showForm -itemName=item -objectIds="id id id  
..." [-formName="form name"]
```

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

For example, you can use the `-find` command to determine the object IDs for all the Workgroup objects in your HP OpenView database:

```
ovconsolecmd -find -itemName=Workgroup
```

Then, you can use the `-showForm` command to open the default form for each Workgroup object:

```
ovconsolecmd -showForm -itemName=Workgroup  
-objectIds="00000000-0000-0000-0219-9d1e0d7dd815  
00000000-0000-0000-0219-9d1e0d7dd816"
```

The object IDs must be concatenated and separated by spaces. In this example, there are two objects of type Workgroup in the database. If you want to open a form called “MyForm” instead of the default form, you can use the following variation:

```
ovconsolecmd -showForm -itemName=Workgroup  
-objectIds="00000000-0000-0000-0219-9d1e0d7dd815  
00000000-0000-0000-0219-9d1e0d7dd816" -formName="MyForm"
```

---

### TIP

The `-showForm` option works only for existing objects. To create a new object and open a form for it, use `-showNewForm`.

## Display a View

From the command line, you can instruct the console to display a specific view associated with a particular object type. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -showView -itemName=item  
[-viewName="view name"] [-objectIds="id id id..."]  
[-filter="filter name"]
```

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

For example, if you want to display the default view for the Workgroup object type, type the following command:

```
ovconsolecmd -showView -itemName=Workgroup
```

If you want to display a specific view called “My View” instead of the default view, use this command:

```
ovconsolecmd -showView -itemName=Workgroup -viewName="My  
View"
```

If you know the object IDs of the objects you want to display in the view (from the `-find` command, for example), you can restrict your view to the objects that you specify. The object IDs must be concatenated and separated by spaces, as shown here.

```
ovconsolecmd -showView -itemName=Workgroup  
-objectIds="00000000-0000-0000-0219-9d1e0d7dd815  
00000000-0000-0000-0219-9d1e0d7dd816"
```

---

### NOTE

The `-objectIds` option is not available in Service Desk 5.0.

---

You can also apply a filter to a view. If a filter named “My Filter” exists in the console, for example, you can use the following command to open the default view for the Workgroup object type and display only those objects that meet the filter criteria:

```
ovconsolecmd -showView -itemName=Workgroup -filter="My  
Filter"
```

The `-filter` argument is useful, for example, in the following scenarios:

- You want to display a view showing all Workgroups that report to a certain manager.
- You want to display a table of critical Incidents that are currently open.
- You want to display a list of Service Calls that have all originated from the same telephone number.

---

**NOTE**

Before you can use the `-filter` argument, you must create a named filter in the console using the Advanced Find dialog.

---

## Initiate a Search

From the command line, you can initiate a search using the Advanced Find dialog. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -advancedFind -itemName=<objectType>  
[-filter="<filterName>"]
```

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

For example, you can open an empty Advanced Find window for the Person object type using the following command:

```
ovconsolecmd -advancedFind -itemName=Person
```

You can also open the Advanced Find window and load a named filter:

```
ovconsolecmd -advancedFind -itemName=Person -filter="My  
Filter"
```

If you specify a filter, that filter must exist in the console. The search criteria that the filter uses are loaded into the Advanced Find dialog, but they are not applied until you click the **Add Criteria** button and then the **Search** button.

---

### NOTE

The `-filter` option is not available in Service Desk 5.0.

---

---

## Invoke an Action

From the command line, you can invoke an action for one or more objects. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -invokeAction -itemName=item -objectIds="id id  
id..." -actionName="action name"
```

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

## Get an Object Type for a Form

If you know the name of a form, but you don't know the name of the object type associated with that form, you can get the object type name using the `ovconsolecmd` utility. To do this, use the following variation:

```
ovconsolecmd -getItemForForm -formName="<formName>"
```

The `-getItemForForm` option only works for forms that are stored in the HP OpenView database; these objects are visible in the Presentation→Forms list in the HP OpenView Configuration workspace.

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

The name of the object type is written to stdout. If *<formName>* contains spaces, it must be enclosed in quotes. For example, if a form called “My Form” for the Incident object type exists in the console, and you typed the following command:

```
ovconsolecmd -getItemForForm -formName="My Form"
```

The `ovconsolecmd` utility writes the following to stdout:

```
Incident
```

## Determine the Status of the Console

From the command line, you can determine whether the console is running. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -isRunning
```

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

If the console is running, the following message appears in stdout:

```
OVConsole is running
```

If the console is not running, the following message appears in stdout:

```
OVConsole is not running
```

## Start the Console

From the command line, you can start the console. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -launch
```

---

### NOTE

For simplicity, the optional `-file` | `-port` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

If the console is not running, this command starts it. If the console is already running, the command has no effect.

## Shut Down the Console

From the command line, you can shut the console down. To do this, use the following variation of the `ovconsolecmd` utility:

```
ovconsolecmd -shutdown
```

---

### NOTE

For simplicity, the optional `-file` | `-port` and `-launch` arguments for `ovconsolecmd` are not shown in these examples. See “`ovconsolecmd`” on page 177 for descriptions of these arguments.

---

If the console is running, this command shuts it down. If the console is not running, the following message appears in stdout:

```
OVCconsole is not running
```

---

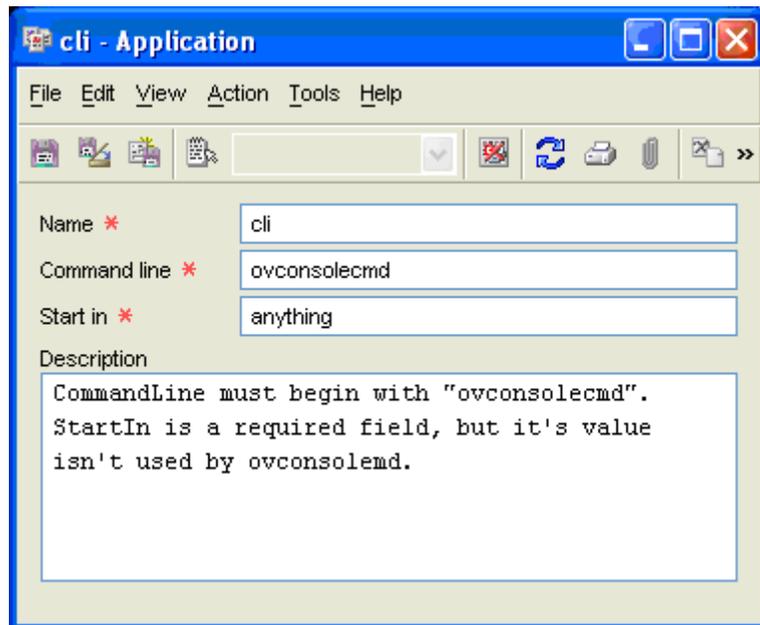
## Invoke ovconsolecmd from a Smart Action

You can issue `ovconsolecmd` commands from the console by using smart actions. For example, you can create a smart action that automatically opens a specific form or view when certain conditions occur in the HP OpenView database. This type of action works the same way whether you are running the console locally or accessing it remotely using Java WebStart.

To invoke `ovconsolecmd` using a smart action, you must first create an application that starts `ovconsolecmd` and then create a smart action that calls that application. This smart action can then be invoked directly by a console user—provided that the user's role grants the necessary access privileges—or it can be invoked by a rule.

### To set up `ovconsolecmd` using a smart action:

1. In the HP OpenView Configuration workspace, click **Actions & Rules**→**Applications**.
2. Create a new application called `ovconsolecmd`, as shown here:

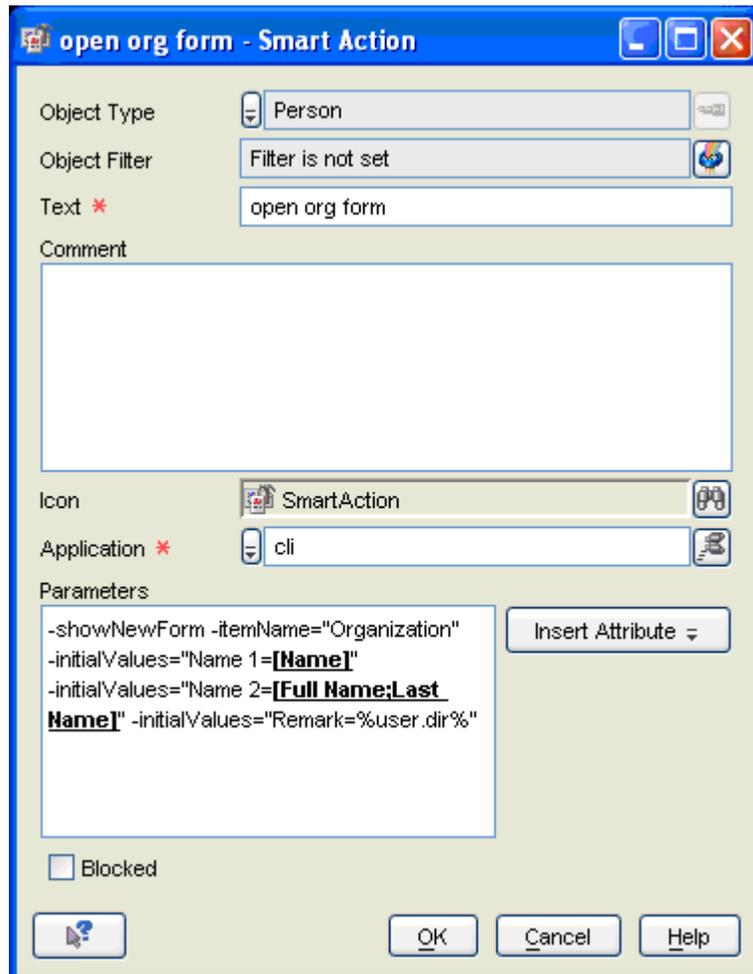


**Invoke ovconsolecmd from a Smart Action**

- a. In the **Name** box, type a name of your choice for the application.
  - b. In the **Command line** box, type `ovconsolecmd`
  - c. In the **Start in** box, type anything. The **Start in** field is required to have a value, but that value is not used in this instance.
  - d. In the **Description** box, type any notes that you want to record for yourself or other console administrators.
3. In the Application dialog, click **File**→**Save and Close**.
  4. Also in the HP OpenView Configuration workspace, click **Actions & Rules**→**Actions**→**Smart Actions**.

## Invoke ovconsolecmd from a Smart Action

5. Create a new smart action that calls the ovconsolecmd application you created in step 2, as shown here:



- a. In the Smart Actions tree, double-click the object type that you want to associate this action with.
- b. Right-click anywhere in the right pane, and click **New**.
- c. In the Smart Action dialog, fill in the following fields:
  - In the **Text** box, type a name for your smart action.

- In the **Application** box, click the  (quick find) button to search for the application you created in step 2. Select that application, and click **Choose**.
- In the **Parameters** box, type the `ovconsolecmd` parameters that you want to use. See “`ovconsolecmd`” on page 177 for a complete list.

To insert an attribute, position the cursor in the proper location in the Parameters text, and click **Attribute**. Select the attribute that you want to use, and click **OK**.

- *Optional:* Click the  (filter) button if you want to apply a filter to this action. Either select an existing filter, or create a new one.
- *Optional:* Type any pertinent notes in the **Comment** box.

6. In the Smart Action dialog, click **File**→**Save and Close**.

---

## Console Port Number for Command Line Access

The port number for the console is 35000 by default. The console port number is stored in a file called `cliPort.dat`. This file is located in the following directory:

HP-UX, Solaris, Linux	<code>&lt;userhome&gt;/ .ov/data/guifw</code>
Windows	<p><b>Local Console:</b>  <code>C:\Documents and Settings\&lt;user&gt;\Application Data\HP OpenView\data\guifw</code></p> <p><b>Java WebStart Console:</b>  <code>C:\Documents and Settings\&lt;user&gt;\Application Data\HP OpenView\webstart\&lt;host&gt;\Application Data\HP OpenView\data\guifw</code></p>

When you run `ovconsolecmd` from the command line, you can specify the console port using the `-port=<portNumber>` argument. When you invoke `ovconsolecmd` using a smart action, this argument is automatically set to the correct port for the console.

If multiple console sessions are started on the same machine concurrently, the most recent session increments the port number by one and the new port number in `cliPort.dat`. If this happens, `ovconsolecmd` will fail to connect if invoked from the command line if the old port number—or no port number—is specified. If `ovconsolecmd` is invoked from a smart action within the console, however, it will still work. This point is important only if `ovconsolecmd` is invoked from the command line.

---

## ovconsolecmd

### NAME

ovconsolecmd – provides a utility that enables you to interact with the HP OpenView console from the command line

### SYNOPSIS

```
ovconsolecmd [-Duser.home=<userHomeDir> |
-port=<portNumber>] -isRunning

ovconsolecmd [-Duser.home=<userHomeDir> |
-port=<portNumber>] -shutdown

ovconsolecmd [-Duser.home=<userHomeDir> |
-port=<portNumber>] [-launch] -find
-itemName=<objectType>

ovconsolecmd [-Duser.home=<userHomeDir> |
-port=<portNumber>] [-launch] -showView
-itemName=<objectType> [-viewName="<viewName>"]
[-objectIds="<id1> <id2> <id3>..."]

ovconsolecmd [-Duser.home=<userHomeDir> |
-port=<portNumber>] [-launch] -showForm
-itemName=<objectType> -objectIds="<id1> <id2> <id3>..."
[-formName="<formName>"]

ovconsolecmd [-Duser.home=<userHomeDir> |
-port=<portNumber>] [-launch] -showNewForm
-itemName=<objectType> -objectIds="<id1> <id2> <id3>..."
[-formName="<formName>"] [-template="<templateName>"]
[-initialValues="<attribute1>=<value1>
<attribute2>=<value2> <attribute3>=<value3>..."]

ovconsolecmd [-Duser.home=<userHomeDir> |
-port=<portNumber>] [-launch] -invokeAction
-itemName=<objectType> -objectIds="<id1> <id2> <id3>..."
-actionName="<action name>"
```

## DESCRIPTION

The `ovconsolecmd` utility enables you to send commands to the HP OpenView console from the command line. This is useful for integrating other programs or tools with the console.

Using the `ovconsolecmd`, you can instruct the console to do the following things:

- Open a form for an existing object
- Open a form for a new object
- Find an object
- Display a view
- Invoke an action
- Get the object type associated with a given form
- Get a list of all the objects of a given type that meet certain criteria
- Determine whether the console is or is not running
- Shutdown the console

The program or script invoking `ovconsolecmd` can pass parameters to the console to accomplish these tasks. In some cases, `ovconsolecmd` returns a value.

The `-Duser.home`, `-port`, and `-launch` arguments are common to all `ovconsolecmd` commands, and they are optional. Before the `ovconsolecmd` can communicate with the console, it must create a connection to the console using a particular port. You can use either the `-Duser.home` argument or the `-port` argument to specify the port number. You can use the `-launch` argument to start the console if it is not yet running.

The `ovconsolecmd` utility is only available from the command line when the HP OpenView console is installed locally. If you are running the console using Java WebStart, you can create a smart action to invoke the functions of `ovconsolecmd`.

## Parameters

`ovconsolecmd` recognizes the following options:

`-help`

Displays *all* available options for the `ovconsolecmd` command.

`-Duser.home=<userHomeDir> | -port=<portNumber>`

You can specify *either* the `-Duser.home` option or the `-port` option, but not both.

The `userHomeDir` option specifies the directory where the console stores and looks for configuration, log, and cache files for the pertinent console session. This directory contains the `cliPort.dat` file, which contains the port number that `ovconsolecmd` will use to connect to the console.

The `-port` option directly specifies the port number that `ovconsolecmd` will use to connect to the console. The *portNumber* must be an integer.

If neither option is specified, `ovconsolecmd` attempts to establish a connection to the console by iteratively testing ports. It begins with port 35000 and increments the port until either a connection can be made or it runs out of possible ports.

If both the `-file` and `-port` options are specified, `ovconsolecmd` returns an error and does not establish a connection to the console.

See the online help topic titled “Multiple Console Sessions” for additional information about the locations of configuration and data files.

`-launch`

If the console is not running, and `-launch` is specified, a new console session is initiated. If the console is already running, `-launch` has no effect.

If the console is not running, and `-launch` is not specified, `ovconsolecmd` reports that the console is not running and does not attempt to launch a new console session.

`-isRunning`

If the console is running, the following message appears in `stdout`:

OVConsole is running

If the console is not running, the following message appears in stdout:

OVConsole is not running

-shutdown

If the console is running, this command shuts it down. If the console is not running, the following message appears in stdout:

OVConsole is not running

-find -itemName=<objectType> [-filter="<filterName>"]

The `-find` option returns the object IDs for all objects of type `<objectType>`. You can specify an optional named filter if you like. If you specify a named filter, the object IDs for those objects of type `<objectType>` that satisfy the filter criteria are returned.

-showView -itemName=<objectType> [-viewName="<viewName>"]  
[-objectIds="<id1> <id2> <id3>..." ] [-filter="<filterName>"]

The `-showView` option displays a view for objects of type `<objectType>`. This view is opened in a new, standalone window. If you specify the `-viewName` argument, the console displays the specific view that you name; if you do not specify a view name, the console displays the default view for the specified `<objectType>`. By using the `-objectIds` argument, you can specify which objects appear in the view.

---

**NOTE**

---

The `-objectIds` option is not available in Service Desk 5.0.

You can also specify a named filter if you like. If you specify a named filter, only those objects of type `<objectType>` that satisfy the filter criteria are displayed in the view. If you specify both the `-objectIds` argument and the `-filter` argument, only those objects in your list of object IDs that satisfy the filter criteria will be displayed.

```
-showForm -itemName=<objectType> -objectIds="<id1> <id2>
<id3>..." [-formName="<formName>"]
```

The `-showForm` option opens a form for one or more existing objects of type `<objectType>`. This option only works for forms that are stored in the HP OpenView database; these objects are visible in the Presentation→Forms list in the HP OpenView Configuration workspace.

The object IDs of the individual objects must be concatenated and separated by spaces in the `objectIds` argument. You can find object IDs for objects of a given type using the `-find` command.

The optional `-formName` argument specifies a particular form in the console. If `-formName` is not specified, the default form for the object type is used.

---

## NOTE

The `-showForm` option works only for existing objects. To create a new object and open a form for it, use `-showNewForm`.

```
-showNewForm -itemName=<objectType> -objectIds="<id1> <id2>
<id3>..." [-formName="<formName>"]
[-template="<templateName>"]
[-initialValues="<attribute1>=<value1>
<attribute2>=<value2> <attribute3>=<value3>..."]
```

The `-showNewForm` option opens a form for a new object of type `<objectType>`. The optional `-formName` argument specifies a particular form associated with this object type. If `-formName` is not specified, the default form for the object type is used.

The optional `-template` argument specifies the template that should be used to fill in one or more attribute values when the object is created. The `-initialValues` argument (also optional) allows you to specify values for individual attributes.

---

**NOTE**

If you specify both a template and initial values, the initial values supersede the attribute values supplied by the template.

---

```
-invokeAction -itemName=<objectType> -objectIds="<id1>  
<id2> <id3>..." -actionName="<action name>"
```

The `-invokeAction` option invokes an action for the objects of type `<objectType>` that are included in the `-objectIds` list. The object IDs in the list must be concatenated and separated by spaces.

The `-actionName` argument must match an action that is already defined in the console.

```
-getItemForForm -formName="<formName>"
```

The `-getItemForForm` option returns the name of the object type that is associated with the form specified in the `-formName` argument.

```
-advancedFind -itemName=<objectType> [-filter="<filterName>"]
```

The `-advancedFind` option opens the Advanced Find dialog for objects of type `<objectType>`. If you specify a named filter, the filter criteria are displayed in the Advanced Find dialog.

---

**NOTE**

The `-filter` option is not available in Service Desk 5.0.

---

**AUTHOR**

ovconsolecmd was developed by Hewlett-Packard Company.

**EXIT STATUS**

ovconsolecmd does not return an exit status value.

## EXAMPLES

The following examples show how to use the `ovconsolecmd` command and some of its options to access information in the HP OpenView database and manipulate the console from the command line. These examples assume that the console is installed locally.

- Find the object IDs for all the Workgroup objects in the database:

```
ovconsolecmd -find -itemName=Workgroup
```

- First, use the `-find` option to determine the object IDs for all the Workgroup objects in your HP OpenView database:

```
ovconsolecmd -find -itemName=Workgroup
```

Then, use the `-showForm` option to open the default form for each Workgroup object:

```
ovconsolecmd -showForm -itemName=Workgroup
-objectIds="00000000-0000-0000-0219-9d1e0d7dd815
00000000-0000-0000-0219-9d1e0d7dd816"
```

The object IDs must be concatenated and separated by spaces. In this example, there are two objects of type Workgroup in the database. If you want to open a form called "MyForm" instead of the default form, you can use the following variation:

```
ovconsolecmd -showForm -itemName=Workgroup
-objectIds="00000000-0000-0000-0219-9d1e0d7dd815
00000000-0000-0000-0219-9d1e0d7dd816" -formName="MyForm"
```

- To display the default view for the Workgroup object type, type the following command:

```
ovconsolecmd -showView -itemName=Workgroup
```

To display a specific view called "My View" instead of the default view, use this command:

```
ovconsolecmd -showView -itemName=Workgroup -viewName="My
View"
```

If you know the object IDs of the objects you want to display in the view (from the `-find` command, for example), you can restrict your view to the objects that you specify. The object IDs must be concatenated and separated by spaces, as shown here.

**ovconsolecmd**

```
ovconsolecmd -showView -itemName=Workgroup  
-objectIds="00000000-0000-0000-0219-9d1e0d7dd815  
00000000-0000-0000-0219-9d1e0d7dd816"
```

- To open an Advanced Find window for the Person object type, use the following command:

```
ovconsolecmd -advancedFind -itemName=Person
```

- If a form called “My Form” for the Incident object type exists in the console, and you typed the following command:

```
ovconsolecmd -getItemForForm -formName="My Form"
```

The `ovconsolecmd` utility writes the following to stdout:

```
Incident
```

---

# 6 Reporting

This chapter describes the reporting capabilities of Service Desk, and how you can create database views and a data dictionary for use with your third-party reporting tool. Using this information, you can create a variety of reports based on the data in your Service Desk database.

## Overview

Reports allow users to assess the status of both the IT infrastructure and of services. A report can show the current status and also whether the status is improving or deteriorating.

A report may comprise a simple printout of a service call, to be used as a handy reference. Value can be added to the report by including information from a number of objects. This can give the reader a more complete overview of the situation.

To produce a report that provides a customized overview of information suitable for analysis, it may be necessary to use a third-party reporting tool.

Service Desk 5.0 supplies four main reporting capabilities:

- **Console**  
You can define table, chart, card, and explorer views to create online printable overviews of data.
- **Database**  
The Service Desk database contains reporting views that you can use with a third-party reporting tool to create reports.
- **Analyzed Data**  
Analyzed Data reports allow you to track changes to selected Service Desk objects.
- **OVPI Report Packs**  
OVPI reports provide detailed information about the Helpdesk Manager and Change Manager entities. For more information, see Chapter 7, “OVPI Reports Administration,” on page 211.
- **SLM Reporting**  
For more information about Service Level Manager Reporting, see the *HP OpenView Service Desk: Service Level Manager Guide*.

---

## Console Reports

You can use the views in the Presentation workspace as reports. Card, chart, table, and explorer views are powerful overviews of objects. Views group objects and display the absolute or relative size of the groups in a variety of ways. There are a number of different styles of views that you can use to present your information. For example, some charts can be viewed in 3D. A view is an easy-to-read, on-screen report that is printable.

Views also provide easy access to objects in the groups. You access objects by clicking on a portion of the view. A table appears, containing the objects related to that portion. You can then select an object for more detailed information.

The size of the group can mean different things, such as:

- Number of objects in the group
- Total of a summation of field values
- Average value of a field in the group
- Minimum or maximum value of a field in the group

Views can be customized to change the appearance of the report.

### To print a view as a report:

- Select **File**→**Print** from the main console toolbar.

## Database Reports

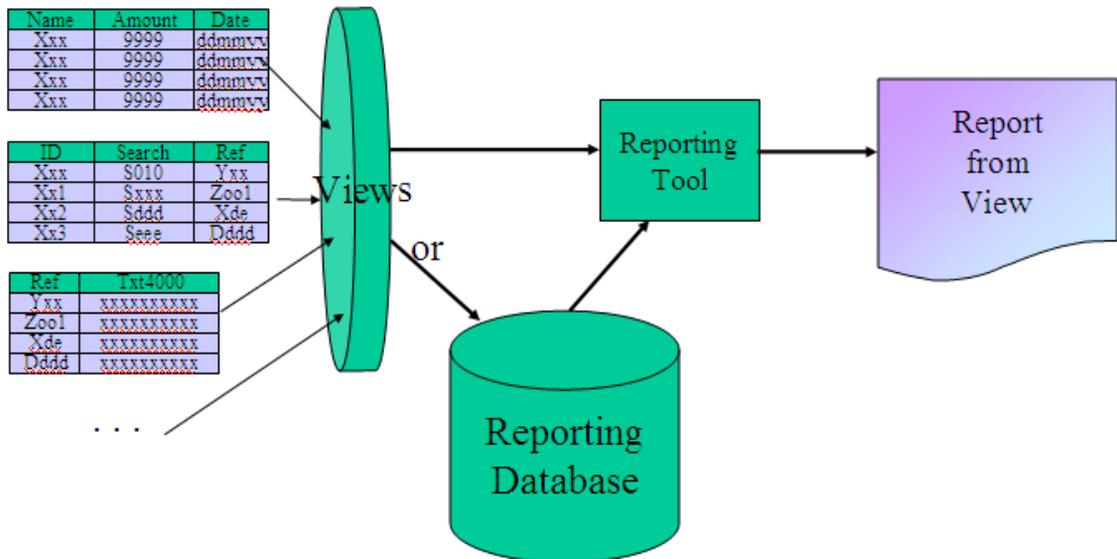
Database reports are based on the reporting views that you can generate from Service Desk.

Service Desk provides a utility to produce reporting views and a data dictionary to facilitate the production of reports using third-party reporting tools. All data relating to a single object is contained in one view, for optimal performance.

The Service Desk reporting views are defined by queries that collect information from the database tables and present it in a readable report format. (The tables supplied by Service Desk are optimized for operational use and are difficult to read from outside Service Desk.)

To improve performance, you can select from the reporting views into a reporting database. You can then produce reports from the reporting database without impacting the operational database.

**Figure 6-1 Reporting Process**



## **Reporting Tools**

Examples of reporting tools are BusinessObjects, Crystal Reports, Microsoft Access, and Microsoft Excel.

Third-party reporting tools supply the functionality to create more detailed reports than is possible using the Service Desk user console. Your external tool can produce reports that a user can edit and format, combining content such as text, charts, pictures and sound. Because such tools use a visual layout approach, you can use drag and drop techniques to arrange data, graphics, charts and text. For example, you can use a reporting tool to integrate Service Desk information into presentations and reports for your customers, where high quality layout is required.

For more information, refer to your reporting tool vendor's documentation.

## Generate Reporting Views

The first step in the reporting process is the generation of the database reporting views.

Reporting views expose all the data in the database, so the user is not limited when designing reports. The views make it easier for the user to access the data, rather than having to query the operational tables. (Directly querying operational tables for reporting is not supported in Service Desk 5.0.)

Database views can be localized based on the language of your third-party reporting tool.

---

### NOTE

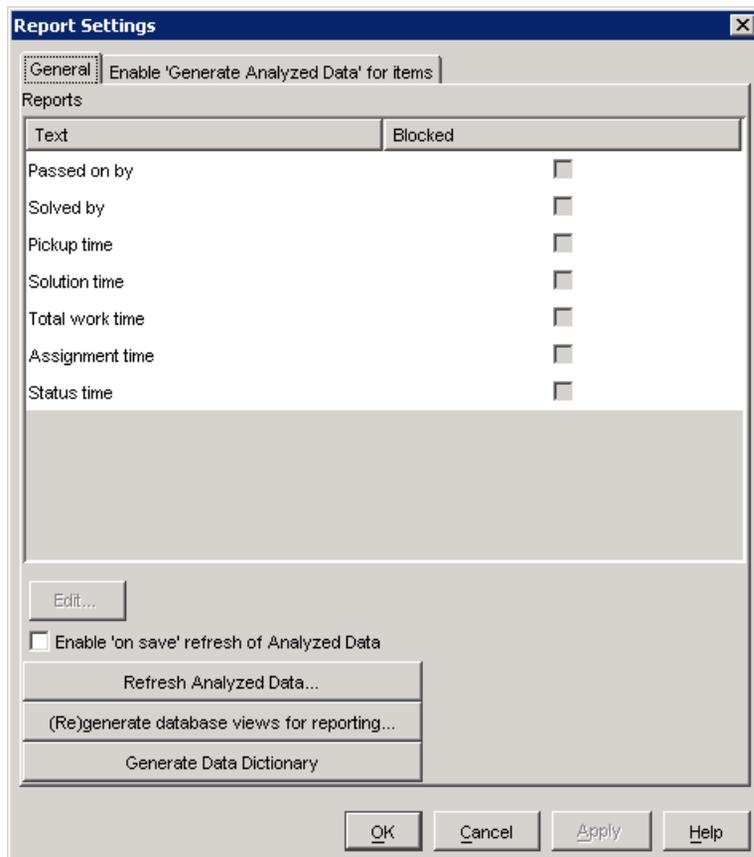
Modifications such as localization or the addition of custom fields do not appear in the reporting views until the views are regenerated.

---

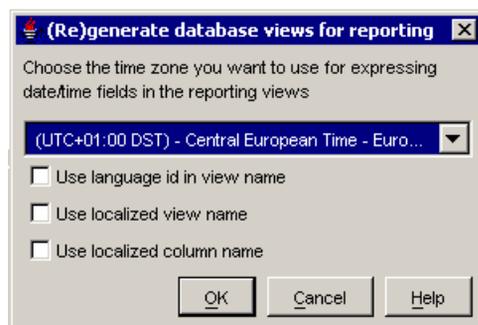
#### To generate reporting views:

1. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
2. Double-click the **Report Settings** icon.

3. The **Report Settings** dialog box opens.



4. Click the **(Re)generate Database Views for Reporting** button. The **(Re)generate Database Views for Reporting** dialog box opens.



5. Select a time zone from the drop-down list.
6. Select the check boxes to customize your reporting view names.

---

**NOTE**

When you select a check box to customize your view names, a new set of views is generated using the customized name format. The original views with standard-format names are not deleted. For example, if you select each check box in turn and regenerate after each selection, the result is that you have four identical sets of views, each using a different name format, in your database.

- 
7. Click **OK**. A warning dialog box appears.
  8. Click **OK** to continue generating database views.  
Service Desk generates the database views.
  9. Click **OK** or **Cancel** to close the **Report Settings** dialog box.

## **Access Reporting Views**

After you have generated the database views, you can access the database to examine the structure of the views. Consult your database administrator for the user name and password to access the database.

When viewing the database objects, note that all views have the prefix V\_.

---

### **NOTE**

In addition to operational data, repository data such as account information is displayed in the database views. Although you cannot modify data using the database views, you can view all repository information in the reporting tables.

---

## Generate a Data Dictionary

The data dictionary is a collection of descriptions of the operational tables in the Service Desk database. Each database table is listed with a descriptive name, its relationships to other tables, and its columns. Each column is listed with its data type, possible predefined values, and a brief textual description. The data dictionary can be organized into a book for reference.

### To generate a data dictionary:

1. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
2. Double-click the **Report Settings** icon.  
The **Report Settings** dialog box opens.
3. Click the **Generate Data Dictionary** button.

The print preview of the data dictionary appears.

<b>Active OS (table: cdm_configuration_items properties: detail only)</b>			
Description	Type	Column	Related t
OS Manufacturer	Entity Reference to OS Manufacturer	cit_osman_oid	rep_codes
OS Type	Entity Reference to OS Type	cit_osstyp_oid	rep_codes
OS Version	Entity Reference to OS Version	cit_osver_oid	rep_codes

<b>Address Domain (table: cdm_addressdomains)</b>			
Description	Type	Column	Related to
ID, Unique identifier for a defined address domain. If used in conjunction with network management, the ID is used to configure network routes to the related nodes.	Number (Long)	ado_id	
Name, Name (maximum of 80 characters) of the address domain. In service provider environments, this is usually the name of the customer in whose environments the related network addresses have been discovered.	String 80 (Text)	ado_name	
Network Addresses, Network addresses associated with this address domain.	Entity Set Reference to Network Address		cdm_network_a
Object ID, Object id	Primary Key	ado_oid	
Search code, Quick-reference name (maximum of 80 characters) for this address domain.	String 50 uppercase (Searchcode)	ado_searchcode	
Template	Entity Reference to Template	ado_tem_oid	rep_templates

<b>Analyzed data Change (table: sd_analyzed_data properties: authorizable)</b>		
Description	Type	Column
Assigned from Person, Person that reassigned the item.	Entity Reference to Person	agd_person_from_oid
Assigned from Workgroup, Workgroup that reassigned the item.	Entity Reference to Workgroup	agd_workgroup_from_oid
Assigned to Person, Assigned person who is responsible for handling the item.	Entity Reference to Person	agd_person_to_oid
Assigned to Workgroup, Assigned workgroup that is responsible for handling the item.	Entity Reference to Workgroup	agd_workgroup_to_oid
Change, Analyzed data related to change.	Entity Reference to Change	agd_cha_oid
Date from, Date and time of the first event (assignment or status).	Date Time	agd_datefrom

4. Print the data dictionary by selecting **Print** from the toolbar, or publish the data dictionary in HTML format by selecting **Publish** from the toolbar.
5. Click **Close** in the data dictionary print preview.
6. Click **OK** or **Cancel** to close the **Report Settings** dialog box.

## Copy Reporting Views to Tables

Copying the contents of multiple views to a table can resolve the performance problems you may experience with complex reports. The poor performance of joined reporting views is not related to the information in the reports, but to the reporting views themselves. Each reporting view is defined by a query that retrieves data from the operational source tables. Resolving one query is usually quick, but when two views are joined, the resolution time increases exponentially. By copying the contents of the views to a table, you consolidate the information, and reports based on that table perform more efficiently.

### Advantages:

- Moderately complex, depending on the use of subreports and the target location of the copied table.
- Good performance, even with complex reports. In general, a report takes less time to collect information from a single table than from multiple reporting views.
- Minimal influence on operational use of Service Desk.
- You can use standardized names for your target tables. This can be useful when exchanging reports between different Service Desk implementations.
- The reporting views reside in the operational database. By copying the information in the reporting views to another database, you can create an extra layer of security.

### Disadvantages:

- The copy task may need to be scheduled. This affects how up-to-date the report information is.
- The copy task may require coordination between report user and database administrator.

To prevent interference with the operational use of Service Desk, it may be necessary to copy the contents of the reporting views at a time when there is minimal use of Service Desk. For example, the copying action may be scheduled to perform every night at midnight, and this may result in the report information not being completely up-to-date.

How you copy information depends on your database and your target location. For more information about how to copy reporting view information to a table, refer to your database vendor's documentation.

## Data Warehousing

The use of data warehousing tools considerably extends the possibilities for reporting. Data warehousing means you copy information from an operational database to a reporting database. The reporting database is designed specifically for your organization's reporting needs. When copying the information, you transform it, in order to optimize it for reporting. Data warehouses optimize the data for retrieval flexibility, standard reporting tasks, and performance of reports.

### Advantages:

- Data warehousing is the best way to customize reporting information for your organization. The steps required for data warehousing include the transformation of data to meet your organization's reporting requirements.
- Data warehouses allow flexible creation of reports.
- Ultimately simplifies use of the reporting tool, but may require extra training.
- Good performance of reports. The data is optimized for reporting, so most reports perform efficiently, regardless of the size of the data warehousing database.
- No impact on the performance of Service Desk, because the information is copied away from the operational database.

### Disadvantages:

- Implementation can be complex. Creation of a good data warehouse depends on prior definition of the required reports.
- Requires data warehouse tools.

## Analyzed Data Reports

Service Desk provides a number of configurable reports that provide information about changes to selected Service Desk objects (for example, the assignment of a service call from one person or workgroup to another, or the average time between the registration and the closure of service calls). These reports can be viewed in the console, printed, or published in HTML format.

The data that is included in Analyzed Data reports can be gathered in two ways:

- From the history lines of objects (when you refresh the data in batch mode)
- By evaluating changes as they occur in the database (when you refresh the data in on-save mode)

The data is stored in a database table, and the reports are based on this table.

To set up analyzed data reporting, perform the following tasks:

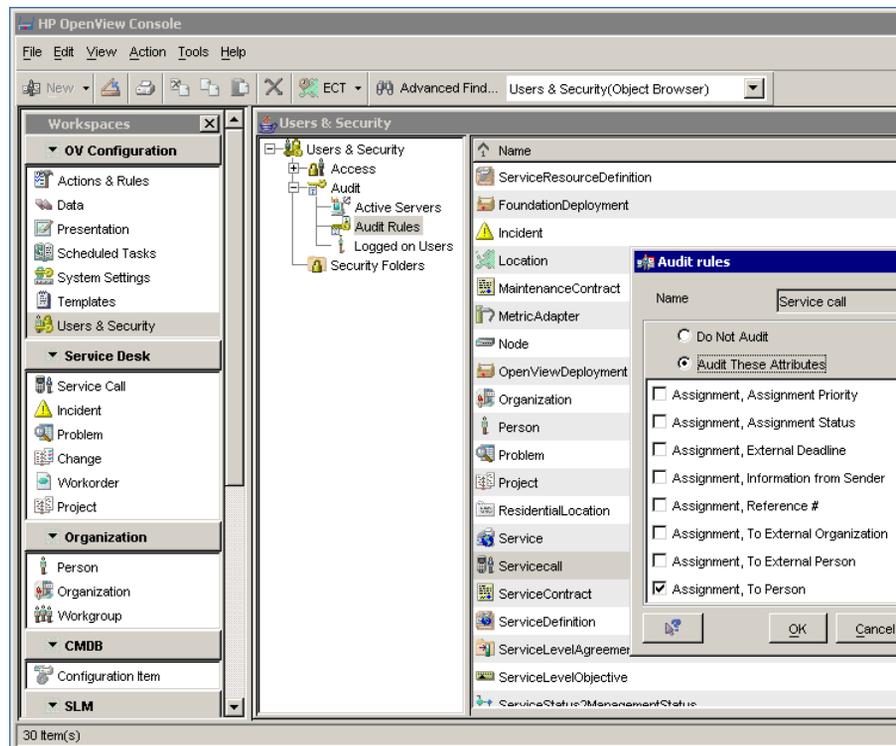
- Enable auditing.  
For instructions, see “Enable Auditing” on page 200.
- Select the object types that you wish to analyze and include in the report set.  
For instructions, see “Select Object Types for Analysis” on page 201.
- Block any report types that you do not require.  
For instructions, see “Block Analyzed Data Reports” on page 203.
- Generate the analyzed data in batch mode if the data has never been generated, or if you wish to limit the data to a specific time period.  
For instructions, see “Refresh Analyzed Data in Batch Mode” on page 204.
- Select the option to refresh the analyzed data in on-save mode if you wish to update the analyzed data continuously in the future.  
For instructions, see “Refresh Analyzed Data in On-Save Mode” on page 207.

## Enable Auditing

In the Audit Rules dialog box, you can switch on auditing for specific object types. You can also choose to audit only selected attributes for each object type.

### To enable auditing:

1. In the **Users & Security** workspace, select **Audit**→**Audit Rules**.
2. In the right-hand pane, double-click the object type you want to include in analyzed data reports (for example, **Service Call**). The **Audit Rules** dialog box opens.



3. Select the option to **Audit these Attributes**.
4. Select the check box next to each attribute that you want to audit (for example, **Status**, **Assignment: To Person or Workgroup**).
5. Click **OK**.

## Select Object Types for Analysis

Analyzed Data reports can be produced for service calls, problems, changes, incidents, work orders, and projects.

### To select object types for analysis:

1. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
2. In the right-hand pane, double-click the **Report Settings** icon. The **Report Settings** dialog box opens.
3. Select the **Enable 'Generate Analyzed Data' for items** tab.
4. Select the check box for each object type that you wish to analyze and include in the set of analyzed data reports.
5. Select a status from the **Status Solved** drop-down list next to each selected object type. This setting is used in the Solution Time report.
6. Select a status from the **Status Accepted** drop-down list next to each selected object type. This setting is used in the Pick-up Time report.

Table 6-1 shows the types of Analyzed Data reports that are available in Service Desk.

**Table 6-1 Analyzed Data Report Types**

<b>Report Type</b>	<b>Description</b>
Passed on by	The assignment of objects from one person or workgroup to another.
Solved by	Details of who resolved objects, and when they were resolved.
Pick-up time	The number of hours and minutes between the time objects were registered and the time the object status was set to Status Accepted (as defined in the Report Settings dialog box).
Solution time	The number of hours and minutes between the time objects were registered and the time the object status was set to Status Solved (as defined in the Report Settings dialog box).

**Table 6-1 Analyzed Data Report Types (Continued)**

<b>Report Type</b>	<b>Description</b>
Total work time	The number of hours and minutes between initial and final status.
Assignment time	The number of hours and minutes taken to assign objects from one person or workgroup to another.
Status time	The number of hours and minutes taken for objects to progress from one status to another.

---

**NOTE**

---

Changes to the report settings are not reflected in the analyzed data reports until you regenerate the analyzed data. After you change the settings, refresh the data using batch-mode processing.

## Block Analyzed Data Reports

In the Report Settings dialog box, you can switch off those Analyzed Data reports that you do not need.

### To block Analyzed Data reports:

1. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
2. In the right-hand pane, double-click the **Report Settings** icon.  
The **Report Settings** dialog box opens. The **General** tab displays a list of report types.
3. Double-click the report type name, or select the report type and click the **Edit** button.  
The **Report Types** dialog box opens.
4. Select the **Blocked** check box to exclude a report type from the analyzed data report set.
5. Click **OK**.

## Refresh Analyzed Data in Batch Mode

Batch mode allows you to refresh the analyzed data at a scheduled time.

In batch mode, the analyzed data is derived solely from the history lines of objects. First, all existing analyzed data is deleted from the analyzed data table. Then the history lines of the selected objects are evaluated in order to re-populate the table.

You can use batch-mode processing to generate the data when, for example, you generate the data for the first time, or when the updating of the reporting database fails.

Information that is evaluated and stored using batch mode is guaranteed to be accurate only at the time of the update.

The disadvantage of using batch mode is that many objects are evaluated at one time, causing the performance of the operational database to deteriorate during that period.

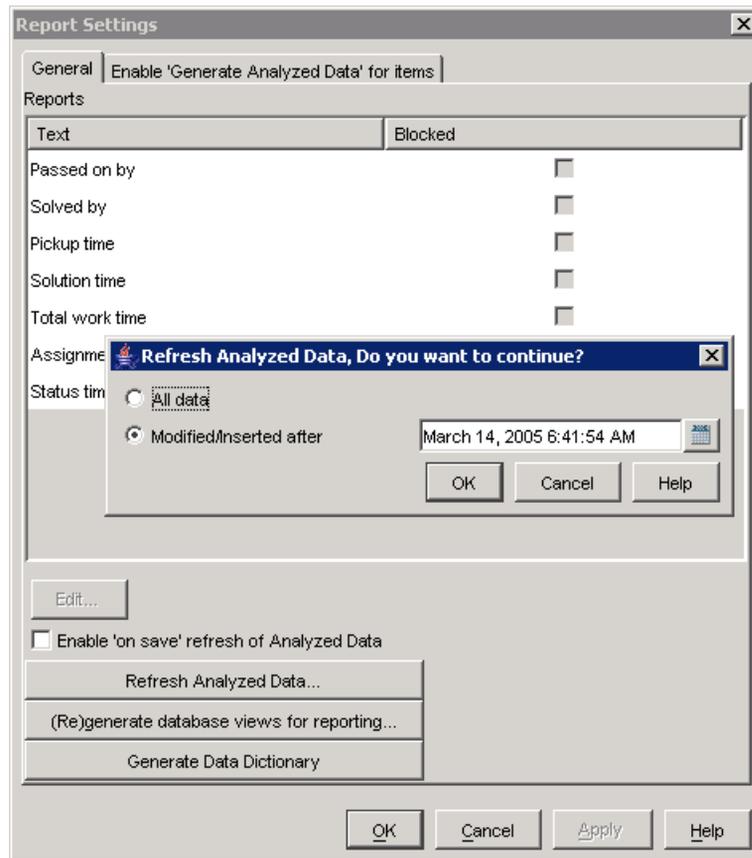
You can refresh data in batch mode in two ways:

- From the console
- From the command line

### To refresh analyzed data in batch mode from the console:

1. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
2. Double-click the **Report Settings** icon.  
The **Report Settings** dialog box opens.

3. In the **General** tab page, click the **Refresh Analyzed Data** button. The **Refresh Analyzed Data** dialog box opens.



4. Select **All Data** to analyze all data in the Service Desk database, or select **Modified/Inserted After** and a date to limit the regeneration to more recent data.

**To refresh analyzed data in batch mode from the command line:**

Refresh the data in batch mode using a `.bat` / `.sh` file.

Usage:

```
OvSdRefreshAnalyzedData [options]
```

Options:

`/help` displays this help information

`/allitems` refreshes all objects (not only new or modified objects)

When this file is executed without any options, it refreshes all objects that were created or modified since the last batch.

## Refresh Analyzed Data in On-Save Mode

In on-save mode, the reporting rule evaluates objects at the moment when they are saved to the database. The analyzed data table is updated with information about changes when they happen, so there is no need to refer to the history lines of objects.

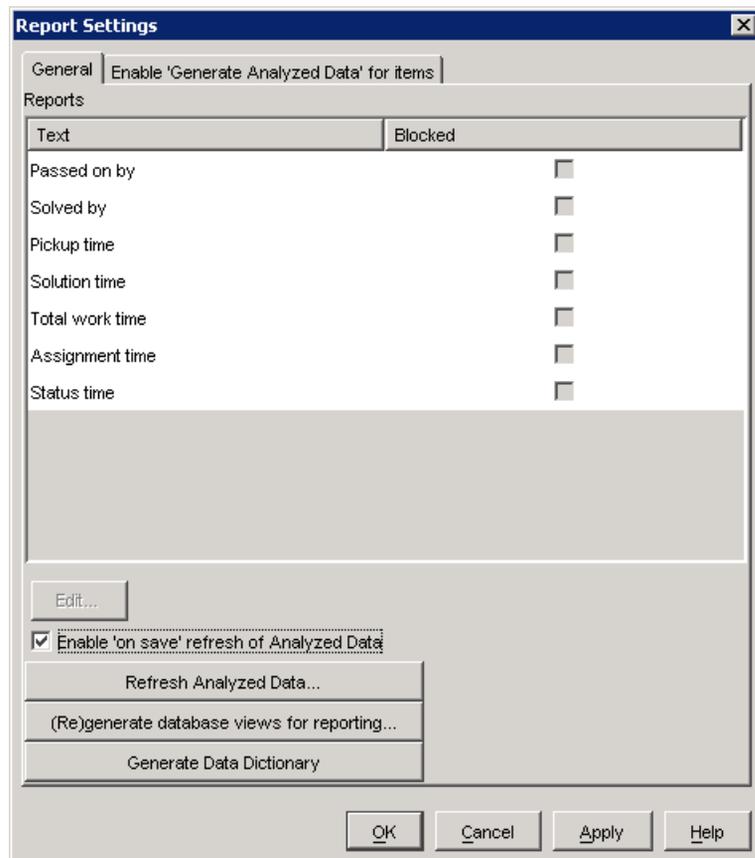
Information that is evaluated and stored using on-save mode has a greater accuracy than that saved in batch mode, because the data is updated continually.

When you use on-save mode to refresh your analyzed data, the action of saving a change takes slightly longer, but any degradation of performance is spread over normal operational time.

### To refresh analyzed data in on-save mode:

1. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
2. Double-click the **Report Settings** icon. The **Report Settings** dialog box opens.

3. Select the **General** tab.



4. Select the **Enable on save refresh of Analyzed Data** check box.

5. Click **OK**.

## **Access Analyzed Data Reports**

Service Desk provides a wizard to allow you to access your Analyzed Data reports using the program of your choice.

### **To access an analyzed data report:**

1. Select the **Analyzed Data** workspace. The right-hand pane shows a list of analyzed data reports.
2. Double-click the report that you wish to view, or highlight the report and then select **File**→**Export** from the toolbar. The **Export Wizard** appears.
3. Follow the instructions in the wizard to export the report to a suitable program (for example Microsoft Excel).

---

### **CAUTION**

When Service Desk objects are archived, the analyzed data for those objects is removed from the database. Make sure that any analyzed data you wish to retain is consolidated in reports or a reporting database before the objects are archived.

---





## Overview

If you have module licenses for the Helpdesk and Change Manager modules, you can purchase OVPI report packs to produce reports relating to the data contained in each of these modules.

Before you can produce reports on the OVPI server, you must export the Helpdesk and Change Manager data from Service Desk and import it into the OVPI database.

To export Service Desk data, perform the following tasks:

- Update or create an OVPI Report Connection, specifying your OVPI server details.  
See “Create an OVPI Report Connection” on page 213.
- Make sure that the Reporting Administration workspace is visible in your HP OpenView Configuration workspace group.  
See “Enable the Reporting Administration Workspace” on page 215.
- Perform a full export of data to populate the OVPI database.  
See “Export the Helpdesk Module” on page 217 and “Export the Change Manager Module” on page 221.
- Set up the incremental export to update the OVPI database periodically.

---

**NOTE**

For information about SLM Reporting, refer to the *HP OpenView Service Desk Service Level Manager Guide*.

---

---

## Create an OVPI Report Connection

An OVPI Report Connection specifies your OVPI server parameters. Service Desk reporting reads the OVPI Report Connection object to determine the destination server for the exported Service Desk data.

### To create or update an OVPI Report Connection:

1. In the HP OpenView Configuration workspace group, select the **OVPI Report Connection** workspace.

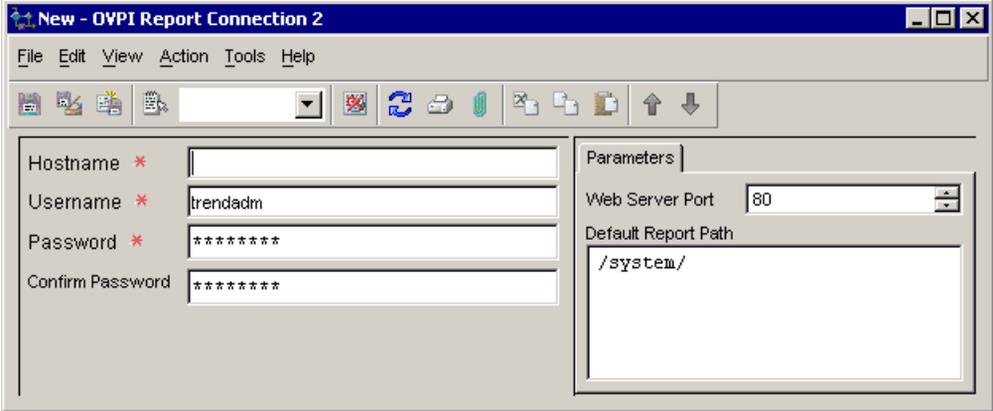
---

#### NOTE

If the workspace is not visible, add it to the workspace group by right-clicking in the HP OpenView Configuration workspace group and selecting Add Workspace from the pop-up menu.

2. In the **OVPI Report Connection** view, right-click and select **New OVPI Report Connection** from the pop-up menu. Alternatively, right-click on the current object and select **Edit** from the pop-up menu.

The **OVPI Report Connection** dialog box opens.



The screenshot shows a dialog box titled "New - OVPI Report Connection 2". It features a menu bar with "File", "Edit", "View", "Action", "Tools", and "Help". Below the menu bar is a toolbar with various icons. The main area of the dialog is divided into two sections. The left section contains four input fields: "Hostname" (empty), "Username" (containing "trendadm"), "Password" (masked with asterisks), and "Confirm Password" (masked with asterisks). The right section is titled "Parameters" and contains two fields: "Web Server Port" (set to "80") and "Default Report Path" (set to "/system/").

3. Enter values for the hostname, port, username and password for your OVPI server.
4. Save and close the **OVPI Report Connection** form.

## Create an OVPI Report Connection

5. Restart Object Server to load the updated parameters.
6. The daemon for Service Desk reporting is automatically started during the installation. If you need to start it manually, run the command:

```
ovc -start ovsdreport
```

7. In a multiple-server installation, only one server is required for Service Desk reporting. To unregister the daemon, run the following command:

- **Windows**

```
C:\Program Files\HP OpenView\lbin\report\  
unregisterSDReporting.bat
```

- **UNIX**

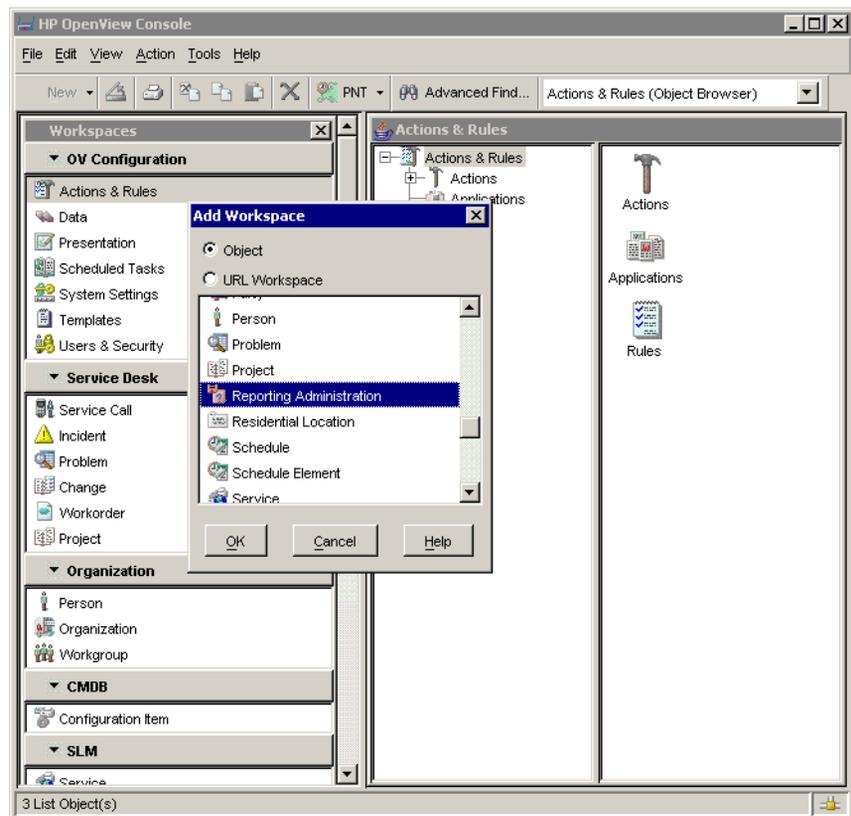
```
/opt/OV/lbin/report/unregisterSDReporting.sh
```

## Enable the Reporting Administration Workspace

This section describes how to add the Reporting Administration workspace to the HP OpenView Configuration workspace group. You need to enable the Reporting Administration workspace only if it is not already visible in the group.

### To enable the Reporting Administration workspace:

1. Right-click in the HP OpenView Configuration workspace group and select **Add Workspace** from the pop-up menu. The **Add Workspace** dialog box opens.



**Enable the Reporting Administration Workspace**

2. Select the **Object** radio button, and then select **Reporting Administration** from the list.
3. Click **OK**. The **Reporting Administration** workspace appears in the HP OpenView Configuration workspace group.

## Export the Helpdesk Module

This section describes how to export the Helpdesk module data to your OVPI server, so that you can produce reports using the OVPI Helpdesk report pack. OVPI Helpdesk reports display information relating to service call, problem and incident objects.

### Perform a Full Export of Helpdesk Data

This process exports all data relating to service call, incident, and problem objects from Service Desk and imports it into the OVPI system.

The first export of Helpdesk data that you perform must be a full export. This full export initializes the OVPI database with all current Helpdesk data. Subsequently, scheduled incremental exports periodically update the OVPI database with changes to Helpdesk data.

If an incremental export fails, you can perform a full export in order to repopulate the OVPI database with all current Helpdesk module data.

A full export can take several minutes, depending on the amount of data.

#### To perform a full export of the Helpdesk module:

1. Log on to the server where Service Desk has been installed.
2. Do one of the following:
  - Run the `OvObsReportAdmin` script to export the Helpdesk module.

#### — Windows

```
C:\Program Files\HP  
OpenView\bin\OvObsReportAdmin.bat  
-moduleName=HelpDesk
```

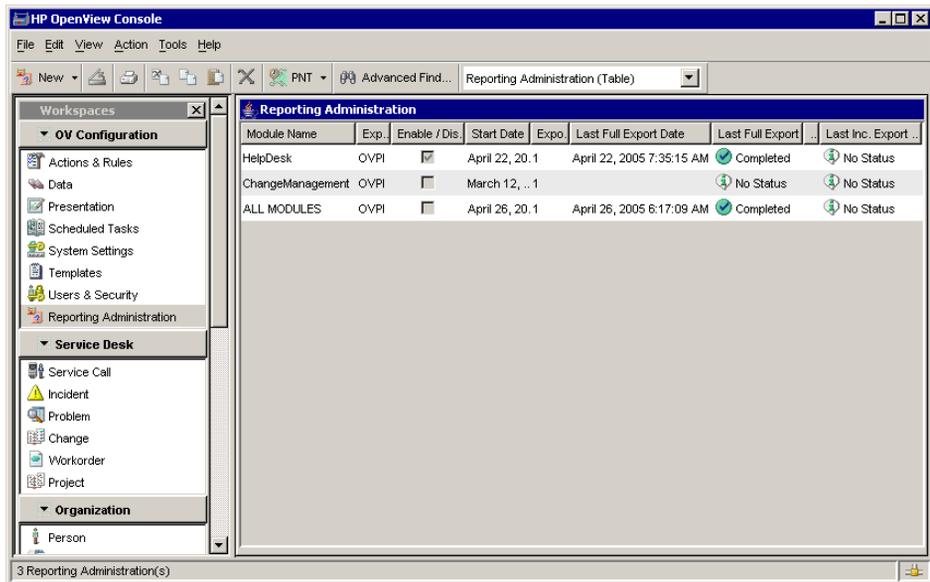
#### — UNIX

```
/opt/OV/bin/OvObsReportAdmin.sh  
-moduleName=HelpDesk
```

or

- In the HP OpenView Configuration workspace group, select the **Reporting Administration** workspace. The **Reporting Administration** view shows details of Helpdesk and Change Manager exports. Select the **HelpDesk** record, then right-click and select **Full Export** from the pop-up menu.

The **Reporting Administration** view shows the current date and time and the status (In Progress) of the Helpdesk full export. When the full export is complete, the status field shows a value of Completed.



## Set Up Incremental Exports of Helpdesk

The incremental export is run periodically (for example, every hour) to export only the changes to the Helpdesk module data (service calls, problems, and incidents) that have occurred since the last export.

To enable the incremental export, you initialize the Start Date field with the date of the last successful full export.

Only one incremental export can be run at one time. If two incremental exports are scheduled to be run at the same time, they are run sequentially.

If an error occurs during an incremental export, you can run a manual full export to repopulate the OVPI database.

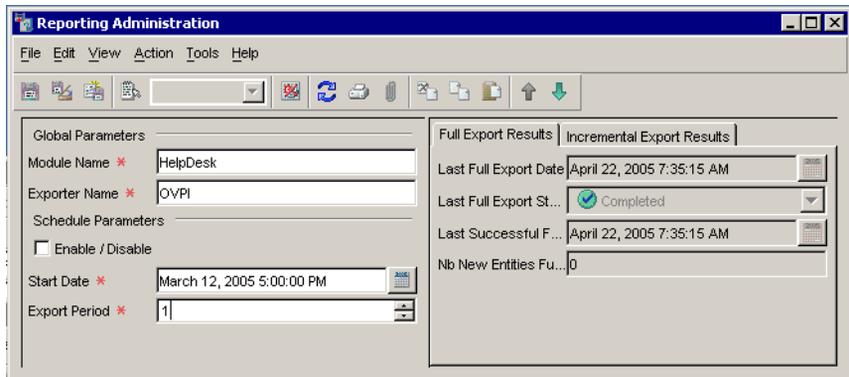
**To set up incremental exports of the Helpdesk module:**

1. In the HP OpenView Configuration workspace group, select the **Reporting Administration** workspace.

The **Reporting Administration** view shows details of Helpdesk and Change Manager exports.

2. Double-click the **HelpDesk** record, or select the record, then right-click and select **Edit** from the pop-up menu.

The **Reporting Administration** dialog box opens.



3. Copy the value that appears in the **Last Successful Full Export** field to the **Start Date** field.

This is the time from which scheduling of incremental exports begins.

4. In the **Export Period** field, enter a value for the number of hours between incremental exports.
5. Select the **Enable/Disable** check box to enable the incremental export.

If you select this check box, you cannot run a manual full export. If you clear this check box, the incremental export is disabled and you can run a manual full export.

---

**NOTE**

---

You cannot run a full export and an incremental export at the same time.

6. Click **File**→**Save & Close**.

The incremental export process schedules the next export for the specified period. The **Incremental Export Results** tab shows details of the incremental export after the export runs.

## Export the Change Manager Module

This section describes how to export the Change Manager module data to your OVPI server, so that you can produce reports using the OVPI Change Manager report pack. OVPI Change Manager reports display information relating to change objects.

### Perform a Full Export of Change Manager Data

This process exports all data relating to change objects from Service Desk and imports it into the OVPI system.

The first export of Change Manager data that you perform must be a full export, in order to initialize the OVPI database with all current Change Manager data. Subsequently, scheduled incremental exports periodically update the OVPI database with changes to Change Manager data.

If an incremental export fails, you can perform a full export in order to repopulate the OVPI database with all current Change Manager module data.

A full export can take several minutes, depending on the amount of data.

#### To perform a full export of the Change Manager module:

1. Log on to the server where Service Desk has been installed.
2. Do one of the following:
  - Run the `OvObsReportAdmin` script to export the Change Manager module.

#### — Windows

```
C:\Program Files\HP  
OpenView\bin\OvObsReportAdmin.bat  
-moduleName=ChangeManagement
```

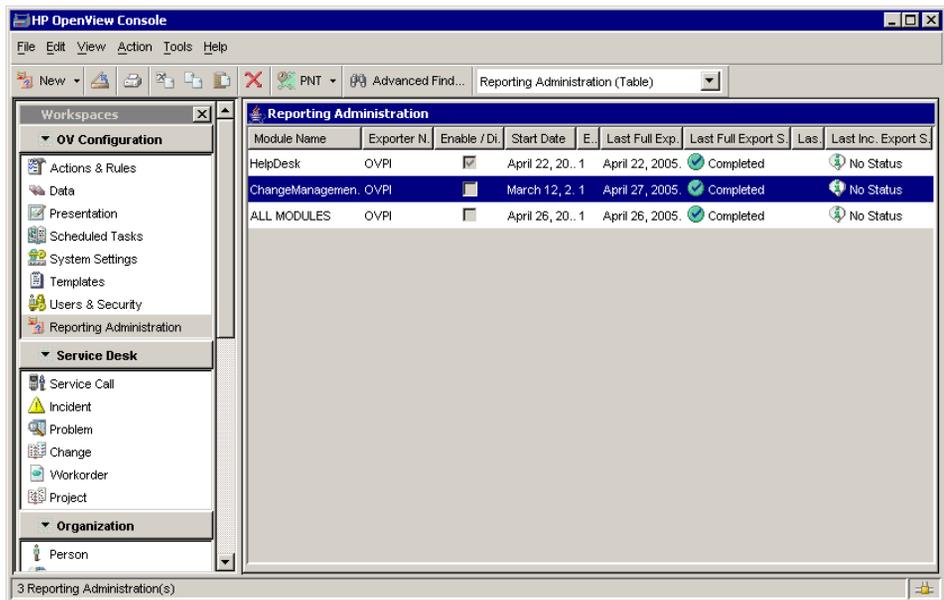
#### — UNIX

```
/opt/OV/bin/OvObsReportAdmin.sh  
-moduleName=ChangeManagement
```

or

- In the HP OpenView Configuration workspace group, select the **Reporting Administration** workspace. The **Reporting Administration** view shows details of Helpdesk and Change Manager exports. Select the **ChangeManagement** record, then right-click and select **Full Export** from the pop-up menu.

The **Reporting Administration** view shows the current date and time and the status (In Progress) of the Change Manager full export. When the full export is complete, the status field shows a value of Completed.



## Set Up Incremental Exports of Change Manager

The incremental export is run periodically (for example, every hour) to export only the changes to the Change Manager module data that have occurred since the last export.

To enable the incremental export, you initialize the Start Date field with the date of the last successful full export.

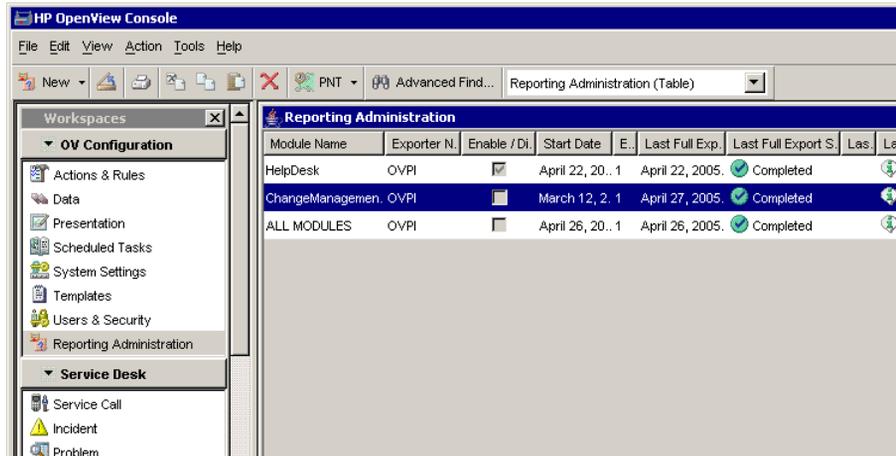
Only one incremental export can be run at one time. If two incremental exports are scheduled to be run at the same time, they are run sequentially.

If an error occurs during an incremental export, you can run a manual full export to repopulate the OVPI database.

**To set up the incremental export for the Change Manager module:**

1. In the HP OpenView Configuration workspace group, select the **Reporting Administration** workspace.

The **Reporting Administration** view lists Helpdesk and Change Manager exports.



---

**NOTE**

You cannot configure incremental exports until a full export has successfully completed. If the Last Full Export field shows a value of No Status, a full export has yet not been performed. For more information about how to perform a full export, see “Perform a Full Export of Change Manager Data” on page 221.

2. Double-click the **ChangeManagement** record, or select the record, then right-click and select **Edit** from the pop-up menu.

The **Reporting Administration** dialog box opens.

3. Copy the value that appears in the **Last Successful Full Export** field to the **Start Date** field.

This is the time from which scheduling of incremental exports begins.

## Export the Change Manager Module

4. In the **Export Period** field, enter a value for the number of hours between incremental exports.
5. Select the **Enable/Disable** check box to enable the incremental export.

When this check box is selected, you cannot run a manual full export. When this check box is cleared, the incremental export is disabled and you can run a manual full export.

6. Click **File**→**Save & Close**.

The incremental export process schedules the next export for the specified period. The **Incremental Export Results** tab shows details of the incremental export after the export runs.

## Troubleshooting OVPI Reports Administration

If an error occurs during an export, the Status field in the Reporting Administration view displays a value of “Error”.

To find out more about the error, check the following files:

- Global Service Desk log file  
`<installDir>/data/log/System*. *en_US`
- Dedicated Service Desk Reporting log file  
`<installDir>/data/log/sd_report_admin.log*. *.en_US`
- OVPI log on the OVPI server  
`<OVPIInstallDir>/log/trend.log`

In addition, you can activate tracing on the Service Desk Reporting application and check the trace files.



---

# 8 **OVPI Service Desk Reporting**

OVPI Service Desk Reporting allows you to report on how your Service Desk is performing. It enables you to analyze calls in various ways including by category, classification and closure code, and identify trends in the number of calls that are closed before deadline.

## View Reports from the OpenView Console

Using OVPI reports you can:

- Monitor average call durations
- Analyze calls
  - by category
  - by classification
  - closed before deadline
  - closed before deadline by category
  - closed on the first call
  - by closure code
- Monitor number of calls over time
- Display call details

You can view operational Service Desk reports using the OVPI report viewer embedded in the OpenView console. When you do this, the report displays context-specific information.

### To view a Service Desk report:

1. In the Service Desk workspace group, highlight one of the following workspaces:
  - Change
  - Service Call
  - Problem
  - Incident
2. Do one of the following:
  - Select an object displayed in the view, then select one of the reports from the **Action** menu.
  - Right-click an object displayed in the view, and select one of the reports from the drop-down menu.

The report opens in a new window. The contents of the report depend on the object you select.

## Change Manager Reports

The following reports are available:

### Administration

- Configuration and logging

### Changes

- Average Duration of Changes
- Changes by Category
- Changes by Classification
- Changes Closed before Deadline by Category
- Changes Closed by Deadline
- Changes Closed on First Call
- Changes Details
- Changes by Closure Code
- Incoming Changes (History)
- Incoming Changes (Recent)

---

#### NOTE

In the beta release, although reports are formatted to display information about users (such as the customer relationship manager), the users are labeled as `unknown`.

For information about scheduling reports and generating reports on demand in OVPI, refer to the OVPI documentation.

---

## Configuration and Logging Report

This report displays configuration information relating to Service Desk Reporting data import. It lists the most recent log table entries for ReportPack internal procedures. The report is limited to the 200 most recent entries.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-1 Configuration and Logging Report**

Report Item	Description
Current logging level	Error, warning or information (or any combination)
ReportPack log entries table	<ul style="list-style-type: none"> <li>• Time the log entry was created</li> <li>• The component to which the log entry refers</li> <li>• The log message</li> </ul>

**Figure 8-1 Sample Configuration and Logging Report**

<b>Current Logging Level:</b>		
<b>Errors, Warnings and Info</b>		
<b>ReportPack Log Entries</b> (most recent first)		
<b>Time</b>	<b>Component</b>	<b>Message</b>
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows inserted
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows in datapipe table
Tue Dec 07 12:26 PM	ServD_Servicecalls_map_p	Info: 32679 rows inserted
Tue Dec 07 12:26 PM	ServD_Servicecalls_map_p	Info: 32679 rows in datapipe table
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows inserted
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows in datapipe table

### Average Duration of Changes Report

This report shows the average duration of changes in days per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

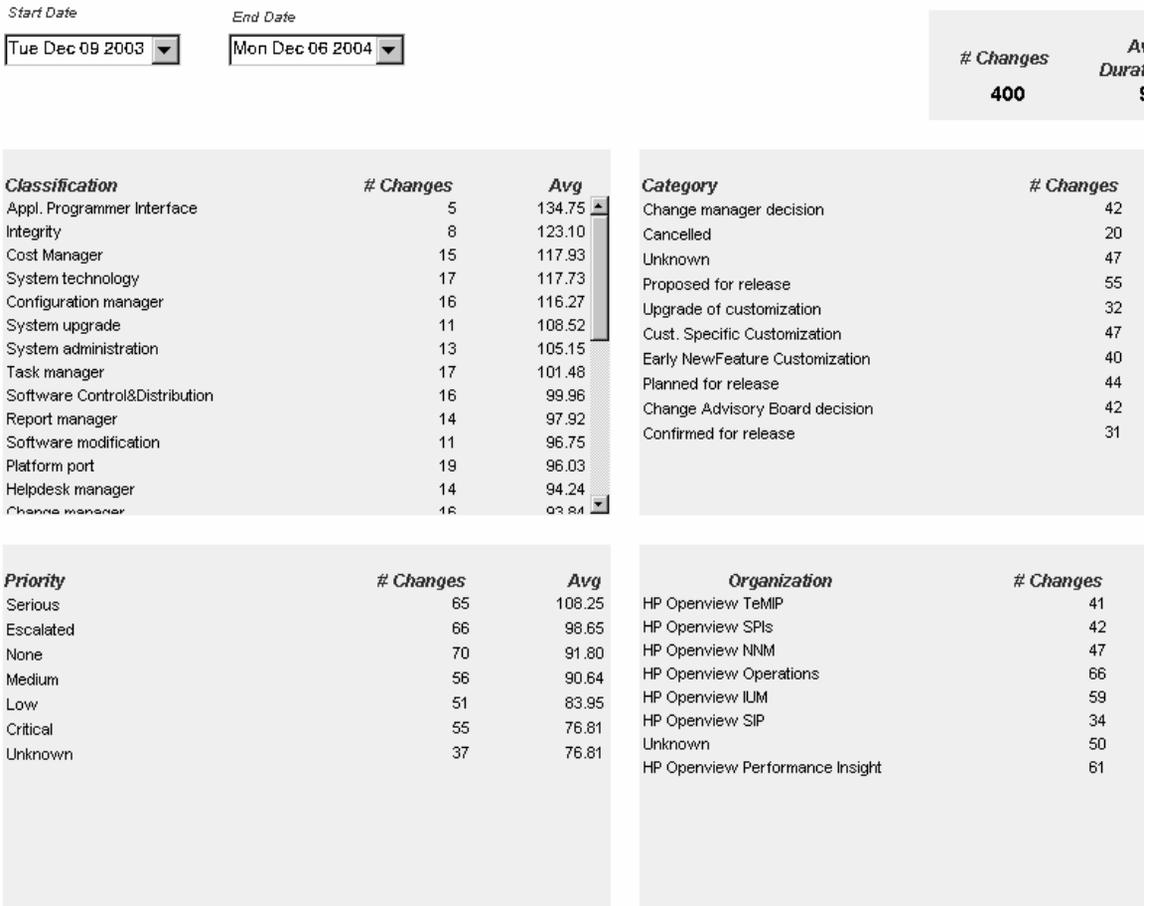
### Report Fields

**Table 8-2**      **Average Duration of Changes Report**

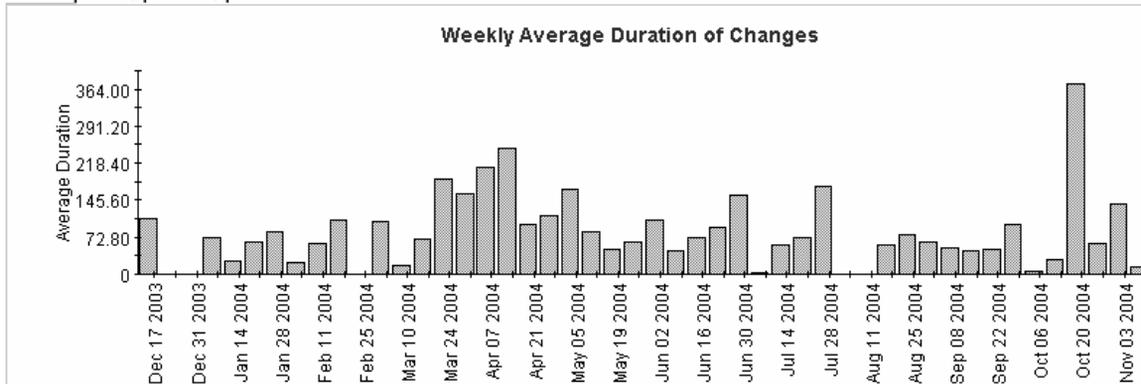
<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Total changes table	Total number of changes and average duration (in days).
Classification table	Number of changes and average duration per classification.
Category table	Number of changes and average duration per category.
Priority table	Number of changes and average duration per priority code.
Tabbed area with bar charts	Average duration of changes at weekly, monthly or quarterly intervals (where applicable).

**Figure 8-2 Sample Average Duration of Changes Report**

### Average Duration of Changes



Weekly | Monthly | Quarterly



## Changes by Category Report

This report shows the total number of changes in the selected category, with a further breakdown by impact, priority and classification.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-3** Changes by Category Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Number of changes per category. Click the drill icon to display information for a particular category.
Total changes table	Total number of changes.
Impact table	Number of changes opened per impact code in the selected category.
Priority table	Number of changes opened per priority code in the selected category.
Classification table	Number of changes opened per classification code in the selected category.
Tabbed area with bar charts	Number of changes at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

Figure 8-3 Sample Changes by Category Report

# Service Desk

## Change Management

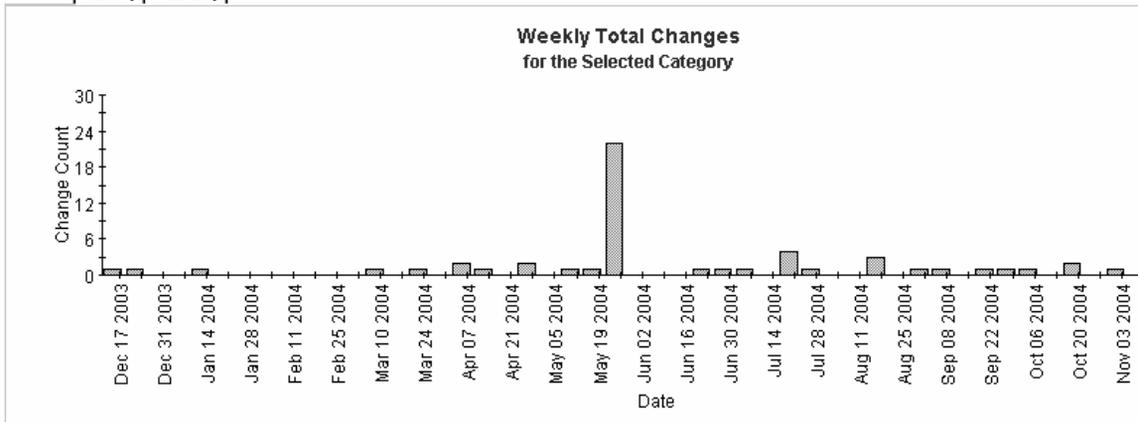
### Changes by Category

This report shows the total number of changes (with a creation time between the Start and End dates selected) for the selected category per impact, priority and classification. Select dates for start and end periods. Start Date <= Registration Time < End Date

Start Date Tue Dec 09 2003	<b>Category</b>	<b># Changes Opened</b>	<b># Changes Opened</b>
End Date Mon Dec 06 2004	Proposed for release	54	<b>419</b>
	Unknown	51	
	Cust. Specific Customization	50	
	Change manager decision	46	
	Planned for release	41	
	Change Advisory Board decision	40	
	Confirmed for release	40	
	Upgrade of customization	39	
	Early NewFeature Customization	37	
	Cancelled	21	

Impact	# Changes Opened	Priority	# Changes Opened	Classification	# Cl Op
Low ( 1 person affected)	15	Serious	11	Workorder module	
None	11	Low	10	Unknown	
Medium (Group / Unit affected)	11	Critical	10	Doc: Document Requirements	
Top (Site / Organization affected)	9	None	9	Notification	
Unknown	4	Medium	6	Integration	
High (Department affected)	4	Unknown	4	Configuration manager	
		Escalated	4	System extension	
				Software modification	
				Problem manager	
				Organization manager	
				Doc: Error in documentation	
				Appl. Programmer Interface	
				Task manager	

Weekly | Monthly | Quarterly



## Changes by Classification Report

This report shows the total number of changes with the selected classification with a further breakdown by category.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-4** Changes by Classification Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Changes table	Total number of changes.
Drill-down classification table	Number of changes per classification. Click the drill icon to display information for a particular classification.
Category table	Number of changes per category with the selected classification.
Tabbed area with bar charts	Number of changes at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

Figure 8-4 Sample Changes by Classification Report

# Service Desk

## Change Management

### Changes by Classification

This report shows the total number of changes (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods. Start Date <= Registration Time < End Date



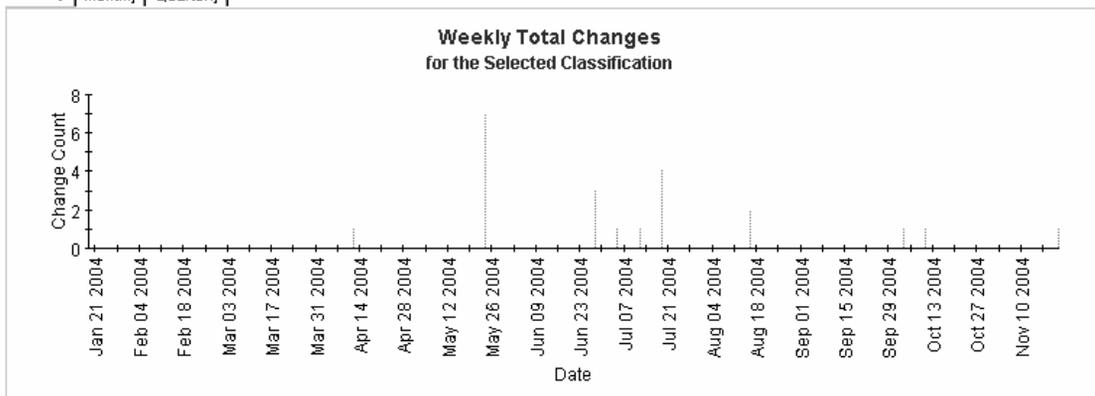
Start Date  
Tue Dec 09 2003

End Date  
Mon Dec 06 2004

**# Changes Opened**  
**419**

Classification	# Changes Opened	for the selected Classification	
		Category	# Changes Opened
Task manager	23	Upgrade of customization	5
Platform port	20	Unknown	3
Configuration manager	19	Change Advisory Board decision	3
Problem manager	18	Cust. Specific Customization	3
Software Control&Distribution	17	Change manager decision	3
Workorder module	17	Proposed for release	2
System upgrade	16	Planned for release	2
Change manager	16	Confirmed for release	2
Unknown	15		
Report manager	15		
Doc: Error in documentation	15		
System extension	15		

Weekly | Monthly | Quarterly



## Changes Closed before Deadline by Category Report

This report shows the percentage of changes closed before the deadline in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-5**      **Changes Closed before Deadline by Category Report**

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Changes closed table	<ul style="list-style-type: none"> <li>• Total number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Drill-down category table	<p>Per category:</p> <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul> <p>Click the drill icon to display information for a particular category.</p>

**Table 8-5**                      **Changes Closed before Deadline by Category Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Closure code table	Per closure code in the selected category: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Tabbed area with bar charts	Number of changes closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

**Figure 8-5 Sample Changes Closed before Deadline by Category Report**

**Service Desk**  
**Change Management**  
**Changes Closed Before Deadline by Category**

This report shows the percentage of changes closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date

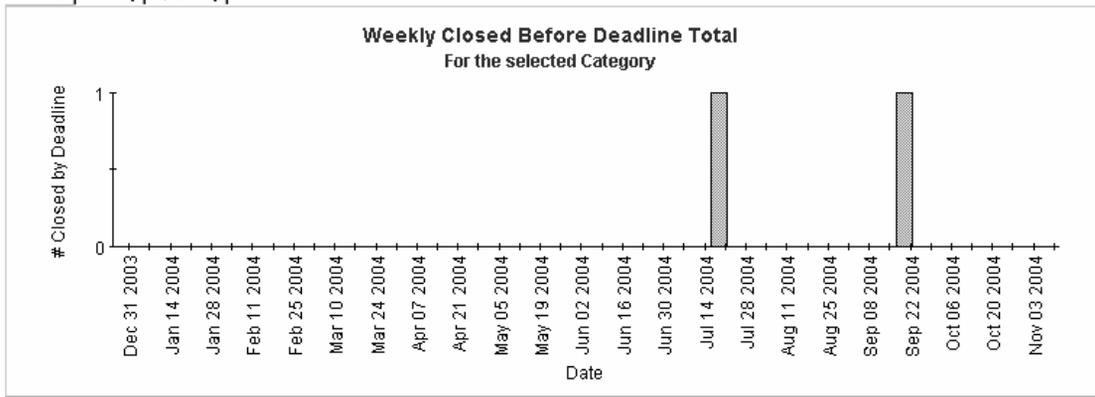


Start Date: Tue Dec 09 2003  
 End Date: Mon Dec 06 2004

# Changes Closed	Closed Before Deadline	Pct	Closed After Deadline
400	7	1.75	393

Category	# Changes	Before	Pct	After	for the selected Category		
					Closure Code	# Changes	Before
Early NewFeature Customization	40	2	5.00	38	Pro/Helpdesk release 44.03	1	1
Proposed for release	55	1	1.82	54	Solved in Service Desk 4.0 SP4	1	1
Unknown	47	1	2.13	46	Solved in WEBConnect 5.7.5	3	
Planned for release	44	1	2.27	43	Overture	2	
Change manager decision	42	1	2.38	41	Solved in ITSM 5.6	2	
Upgrade of customization	32	1	3.12	31	Solved in ITSM 5.7	2	
Cust. Specific Customization	47		0.00	47	Solved in customization(patch)	2	
Change Advisory Board decisi...	42		0.00	42	Solved in Service Desk 4.5 SP2	2	
Confirmed for release	31		0.00	31	Solved in Service Desk 3.0 SP2	2	
Cancelled	20		0.00	20	Unknown	1	
					Solved in WEBConnect 5.6	1	
					Solved in Service Desk 5.0	1	

Weekly | Monthly | Quarterly



## Changes Closed before Deadline Report

This report shows the percentage of changes closed before the deadline per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-6**      **Changes Closed before Deadline Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Changes closed table	<ul style="list-style-type: none"> <li>• Total number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>

**Table 8-6 Changes Closed before Deadline Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Tabbed area with bar charts	Number of changes closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-6 Sample Changes Closed before Deadline Report**

Start Date: Tue Dec 09 2003  
End Date: Mon Dec 06 2004

# Changes Closed	Closed Before Deadline	Pct	Clo D
400	7	1.75	

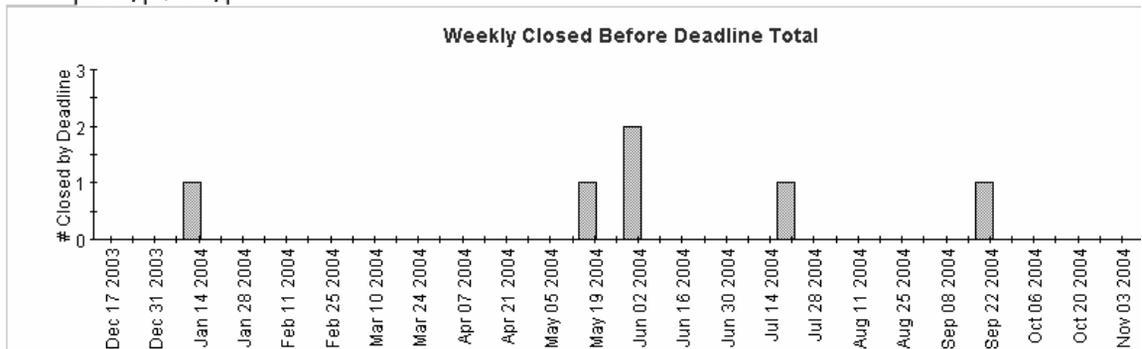
Classification	# Changes Closed	Before Deadline	Pct	After Deadline
Report manager	14	2	14.29	12
Cost Manager	15	2	13.33	13
System documentation	15	1	6.67	14
Task manager	17	1	5.88	16
Workorder module	17	1	5.88	16
Platform port	19	0	0.00	19
Doc: Document Requirements	17	0	0.00	17
Doc: changed Standards	17	0	0.00	17
System technology	17	0	0.00	17
Change manager	16	0	0.00	16
Software Control&Distribution	16	0	0.00	16
Problem manager	16	0	0.00	16
Configuration manager	16	0	0.00	16

Category	# Changes Closed	Before Deadline	Pct
Early NewFeature Customiza...	40	2	5.00
Upgrade of customization	32	1	3.12
Change manager decision	42	1	2.38
Planned for release	44	1	2.27
Unknown	47	1	2.13
Proposed for release	55	1	1.82
Cust. Specific Customization	47	0	0.00
Change Advisory Board deci...	42	0	0.00
Confirmed for release	31	0	0.00
Cancelled	20	0	0.00

Priority	# Changes Closed	Before Deadline	Pct	After Deadline
Serious	65	3	4.62	62
Critical	55	2	3.64	53
Low	51	1	1.96	50
Medium	56	1	1.79	55
None	70	0	0.00	70
Escalated	66	0	0.00	66
Unknown	37	0	0.00	37

Organization	# Changes Closed	Before Deadline	Pct
HP Openview Performance I...	61	4	6.56
HP Openview TeMIP	41	2	4.88
HP Openview IUM	59	1	1.69
HP Openview Operations	66	0	0.00
Unknown	50	0	0.00
HP Openview NNM	47	0	0.00
HP Openview SPIs	42	0	0.00
HP Openview SIP	34	0	0.00

Weekly | Monthly | Quarterly



## Changes Closed on First Call Report

This report shows the percentage of changes closed on the first call per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-7**      **Changes Closed on First Call Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Changes closed table	<ul style="list-style-type: none"> <li>• Total number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>

**Table 8-7 Changes Closed on First Call Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of changes closed</li> <li>• Number of changes closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Tabbed area with bar charts	Number of changes closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-7 Sample Changes Closed on First Call Report**

Start Date:  End Date:

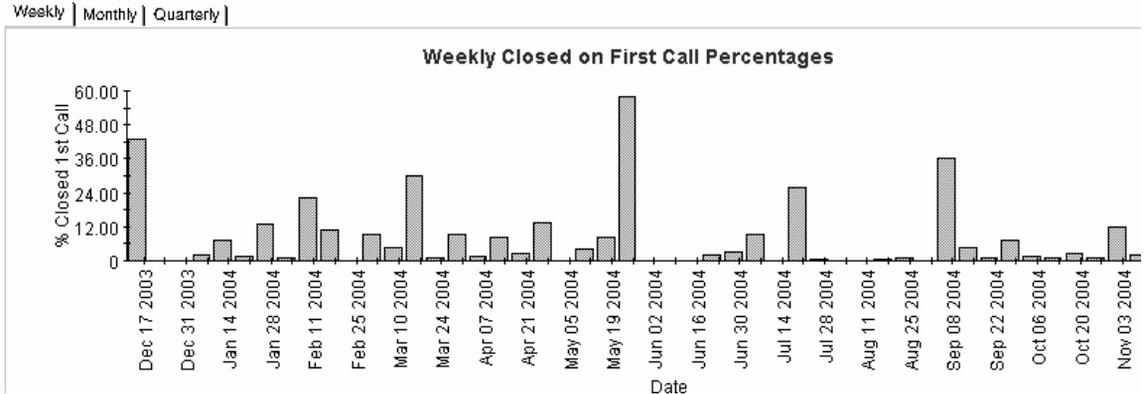
# Changes Closed	# Closed on 1st Call
<b>400</b>	<b>255</b>

Classification	# Changes Closed	# Closed on 1st Call	Pct
Platform port	19	12	63.16
Doc: Document Requirements	17	7	41.18
System technology	17	11	64.71
Doc: changed Standards	17	11	64.71
Task manager	17	13	76.47
Workorder module	17	11	64.71
Change manager	16	11	68.75
Integration	16	8	50.00
Problem manager	16	14	87.50
Software Control&Distribution	16	10	62.50
Configuration manager	16	12	75.00
Additional software	15	9	60.00
Cost Manager	15	7	46.67

Category	# Changes Closed	# Closed on 1st Call
Proposed for release	55	
Cust. Specific Customization	47	
Unknown	47	
Planned for release	44	
Change Advisory Board decision	42	
Change manager decision	42	
Early NewFeature Customization	40	
Upgrade of customization	32	
Confirmed for release	31	
Cancelled	20	

Priority	# Changes Closed	# Closed on 1st Call	Pct
None	70	47	67.14
Escalated	66	44	66.67
Serious	65	41	63.08
Medium	56	31	55.36
Critical	55	32	58.18
Low	51	34	66.67
Unknown	37	26	70.27

Organization	# Changes Closed	# Closed on 1st Call
HP Openview Operations	66	
HP Openview Performance Insi...	61	
HP Openview IUM	59	
Unknown	50	
HP Openview NNM	47	
HP Openview SPIs	42	
HP Openview TeMIP	41	
HP Openview SIP	34	



## Changes Details Report

This report shows the change records which have been received for reporting and processing by the warehouse system. Only recent changes are available.

The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-8**

### Changes Details Report

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Choose Category field	Drop-down list. The report is limited to changes in the selected category.
Choose Classification field	Drop-down list. The report is limited to changes with the selected classification.
Choose Workgroup field	Drop-down list. The report is limited to changes for the selected workgroup.
Choose Priority field	Drop-down list. The report is limited to changes with the selected priority code.
Choose Closure Code field	Drop-down list. The report is limited to changes with the selected closure code.

**Table 8-8**                      **Changes Details Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Choose Impact field	Drop-down list. The report is limited to changes with the selected impact.
Choose Organization field	Drop-down list. The report is limited to changes for the selected organization.
Change details list	Details of the changes which meet the selected parameters. Select an object for further details.
Further details list	Further details of the selected object.

**Figure 8-8 Sample Changes Details Report**

**Changes Details**

Start Date  
 Choose Category

End Date  
 Choose Classification

Choose Workgroup

Choose Priority

Choose Closure Code

Choose Impact

Choose Organization

**Change Details**  
Only Recent Changes Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	Classification
Sun, Dec 5 12:06 PM	HP Openview Performance Insight	Change manager decision	Documentation	Workorder module
Sat, Dec 4 2:56 PM	HP Openview SPIs	Planned for release	Test & Quality Assurance	System administrator
Sat, Dec 4 1:54 PM	HP Openview Performance Insight	Upgrade of customization	Change Advisory Board	Report manager
Sat, Dec 4 1:43 PM	Unknown	Upgrade of customization	Change Advisory Board	Additional software
Sat, Dec 4 1:28 PM	HP Openview Operations	Change manager decision	Special Projects Engineering	Organization manager
Sat, Dec 4 1:27 PM	HP Openview NNM	Cust. Specific Customization	Migration project team	Workorder module
Sat, Dec 4 12:38 PM	HP Openview IUM	Early NewFeature Customization	Current Products	System administrator
Sat, Dec 4 10:53 AM	HP Openview IUM	Planned for release	Documentation	Doc: Error in documen
Sat, Dec 4 10:49 AM	HP Openview Operations	Upgrade of customization	Current Products	Helpdesk manager
Sat, Dec 4 10:48 AM	HP Openview IUM	Planned for release	Design	Problem manager
Sat, Dec 4 10:46 AM	HP Openview NNM	Unknown	Test & Quality Assurance	Notification
Sat, Dec 4 10:45 AM	HP Openview NNM	Change manager decision	Unknown	Unknown
Sat, Dec 4 10:44 AM	HP Openview NNM	Cust. Specific Customization	Migration project team	Doc: Document Requi
Sat, Dec 4 10:42 AM	HP Openview Performance Insight	Planned for release	Interface Design team	Doc: Error in documen
Sat, Dec 4 9:25 AM	HP Openview SPIs	Change Advisory Board decision	Interface Design team	System upgrade
Sat, Dec 4 8:37 AM	Unknown	Change Advisory Board decision	Standards & Technology	Task manager
Sat, Dec 4 8:36 AM	HP Openview TeMIP	Cust. Specific Customization	Migration project team	Notification
Sat, Dec 4 8:35 AM	HP Openview IUM	Cust. Specific Customization	Test & Quality Assurance	System administrator
Sat, Dec 4 8:31 AM	HP Openview TeMIP	Upgrade of customization	Change Advisory Board	Helpdesk manager
Sat, Dec 4 6:46 AM	HP Openview NNM	Cust. Specific Customization	RFC Assessment Team	System upgrade
Sat, Dec 4 6:40 AM	HP Openview SPIs	Cust. Specific Customization	Technical Marketing	System extension
Fri, Dec 3 3:38 PM	HP Openview NNM	Upgrade of customization	RFC Assessment Team	Service Level Manag

**Further Details for the Selected Item**

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup Se
Development	Sat, Jun 21 11:20 AM		0.00	CURREI

## Changes by Closure Code Report

This report shows the total number of changes in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-9**      **Changes by Closure Code Report**

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Per category: <ul style="list-style-type: none"> <li>• Number of changes</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed on before deadline</li> <li>• Number of changes closed after deadline</li> </ul> Click the drill icon to display information for a particular category.
Total changes table	<ul style="list-style-type: none"> <li>• Total number of changes</li> <li>• Number of changes closed before deadline</li> <li>• Percentage closed on before deadline</li> <li>• Number of changes closed after deadline</li> </ul>

**Table 8-9**                      **Changes by Closure Code Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Closure code table	Number of changes per closure code in the selected category.
Tabbed area with bar charts	Number of changes closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and for the selected category.

**Figure 8-9 Sample Changes by Closure Code Report**

**Service Desk**  
**Change Management**  
**Changes by Closure Code**

This report shows the total number of changes (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods.  
 Start Date <= Registration Time < End Date

Start Date  
 Tue Dec 09 2003

End Date  
 Mon Dec 06 2004

Category	# Changes	Before	Pct	After
Early NewFeature Customization	40	2	5.00	38
Proposed for release	55	1	1.82	54
Unknown	47	1	2.13	46
Planned for release	44	1	2.27	43
Change manager decision	42	1	2.38	41
Upgrade of customization	32	1	3.12	31
Cust. Specific Customization	47		0.00	47
Change Advisory Board decisi...	42		0.00	42
Confirmed for release	31		0.00	31
Cancelled	20		0.00	20

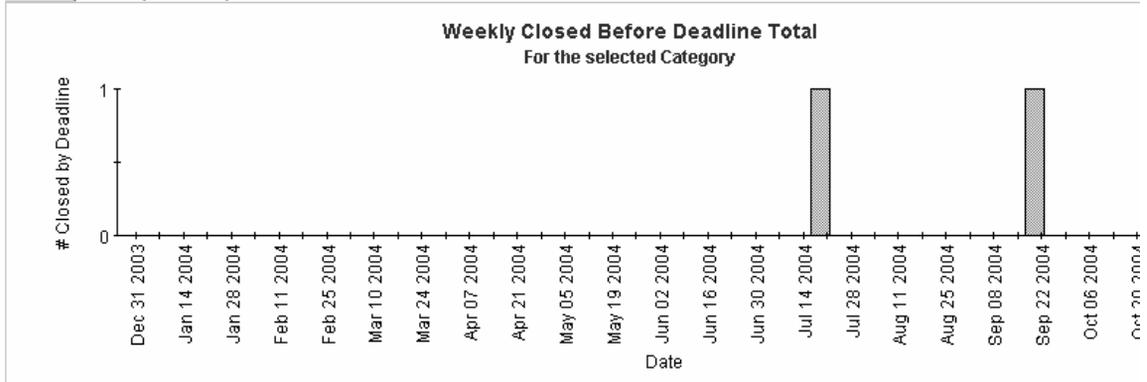
  

Closed Before Deadline	# Changes Closed	Pct
7	400	1.75

Closure Code	# Ch
Solved in WEBConnect 5.7.5	
Overture	
Solved in ITSM 5.6	
Solved in Service Desk 3.0 SP2	
Solved in Service Desk 4.5 SP2	
Solved in ITSM 5.7	
Solved in customization(patch)	

Weekly | Monthly | Quarterly



## Incoming Changes (History) Report

This report shows the total number of changes per classification, category, priority and organization.

The user selects start and end dates for the evaluation period. The report shows changes that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-10 Incoming Changes (History) Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Changes table	Total number of changes opened.
Classification table	Number of changes opened per classification.
Category table	Number of changes opened per category.
Priority table	Number of changes opened per priority code.
Organization table	Number of changes opened per organization.
Tabbed area with bar charts	Percentage of changes opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-10 Sample Incoming Changes (History) Report**

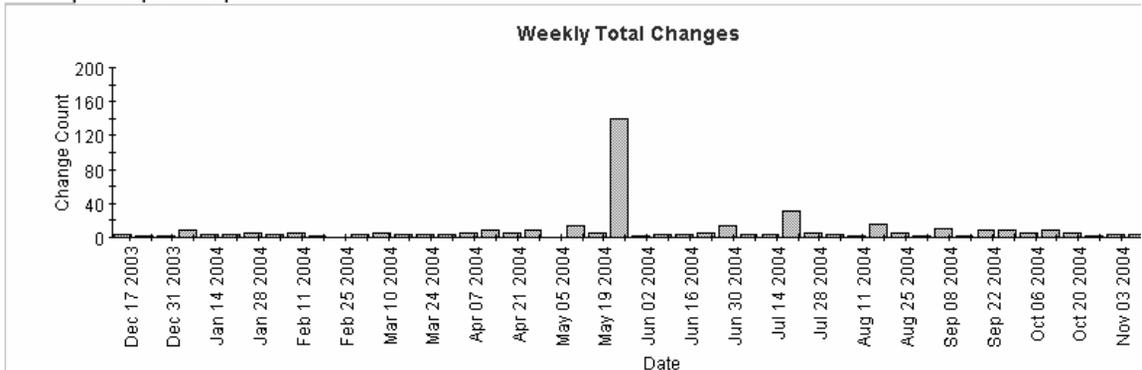
Start Date:  End Date:

**# Changes Open**  
**419**

Classification	# Changes Opened	Category	# Chan
Task manager	23	Proposed for release	
Platform port	20	Unknown	
Configuration manager	19	Cust. Specific Customization	
Problem manager	18	Change manager decision	
Software Control&Distribution	17	Planned for release	
Workorder module	17	Change Advisory Board decision	
Change manager	16	Confirmed for release	
System upgrade	16	Upgrade of customization	
Additional software	15	Early NewFeature Customization	
Doc: Error in documentation	15	Cancelled	
Service Level Manager	15		
System documentation	15		
Unknown	15		
System extension	15		

Priority	# Changes Opened	Organization	# Chan
Escalated	69	Unknown	
None	67	HP Openview IUM	
Critical	63	HP Openview Operations	
Serious	63	HP Openview TeMIP	
Low	63	HP Openview Performance Insight	
Medium	53	HP Openview SPIs	
Unknown	41	HP Openview NNM	
		HP Openview SIP	

Weekly | Monthly | Quarterly |



## Incoming Changes (Recent) Report

This report shows the total number of changes per classification, category, priority and workgroup.

The user selects start and end dates and times for the evaluation period. The report shows changes that were registered on or after the start date and time, and before the end date and time.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-11 Incoming Changes (Recent) Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Start Hour field	Drop-down list. The start time of the evaluation period.
End Hour field	Drop-down list. The end time of the evaluation period.
Changes table	Total number of changes opened.
Classification table	Number of changes opened per classification.
Category table	Number of changes opened per category.
Priority table	Number of changes opened per priority code.
Organization table	Number of changes opened per organization.

**Table 8-11 Incoming Changes (Recent) Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Tabbed area with bar charts	Number of changes opened at hourly or daily intervals (where applicable) within the evaluation period.

**Figure 8-11 Sample Incoming Changes (Recent) Report**

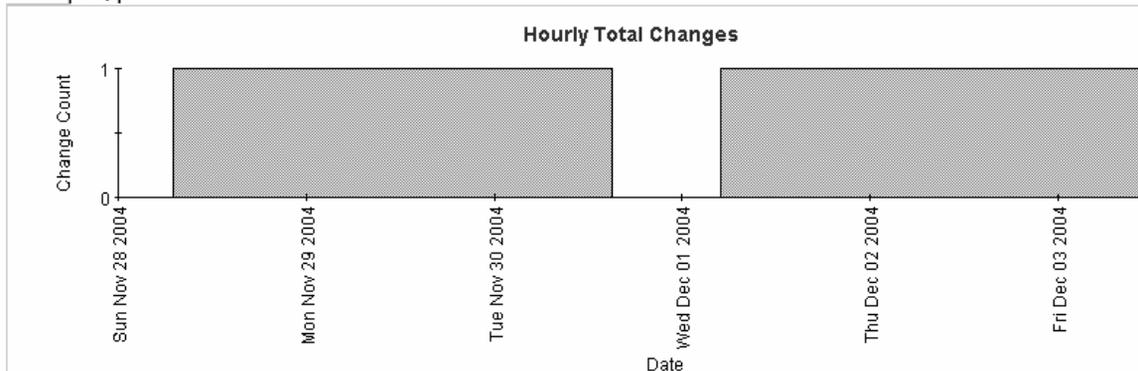
Start Date:  End Date:  # Changes Open: **2**

Start Hour:  End Hour:

Classification	# Changes Opened	Category	# Changes Opened
Helpdesk manager	1	Proposed for release	1
Unknown	1	Unknown	1

Priority	# Changes Opened	Organization	# Changes Opened
Critical	1	HP Openview Operations	1
Serious	1	HP Openview Performance Insight	1

Hourly | Daily



## Help Desk Reports

### Administration

- Configuration and Logging

### Incidents

- Average Duration of Incidents
- Incidents by Category
- Incidents by Classification
- Incidents Closed Before Deadline by Category
- Incidents Closed by Deadline
- Incidents Closed on First Call
- Incident Details
- Incidents by Closure Code
- Incoming Incidents (History)
- Incoming Incidents (Recent)

### Problems

- Average Duration of Problems
- Problems by Category
- Problems by Classification
- Problems Closed before Deadline by Category
- Problems Closed by Deadline
- Problems Closed on First Call
- Problem Details
- Problems by Closure Code
- Incoming Problems (History)
- Incoming Problems (Recent)

### Service Calls

- Average Duration of Service Calls
- Service Calls by Category
- Service Calls by Classification
- Service Calls Closed before Deadline by Category
- Service Calls Closed by Deadline
- Service Calls Closed on First Call
- Service Call Details
- Service Calls by Closure Code
- Incoming Service Calls (History)
- Incoming Service Calls (Recent)

## **Configuration and Logging Report**

This report displays configuration information relating to Service Desk Reporting data import. It lists the most recent log table entries for ReportPack internal procedures. The report is limited to the 200 most recent entries.

### **Report Schedules**

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### **Report Fields**

**Table 8-12 Configuration and Logging Report**

<b>Report Item</b>	<b>Description</b>
Current logging level	Error, warning or information (or any combination)
ReportPack log entries table	<ul style="list-style-type: none"> <li>• Time the log entry was created</li> <li>• The component to which the log entry refers</li> <li>• The log message</li> </ul>

**Figure 8-12      Sample Configuration and Logging Report**

**Current Logging Level:**  
**Errors, Warnings and Info**

**ReportPack Log Entries**  
**(most recent first)**

<b>Time</b>	<b>Component</b>	<b>Message</b>
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows inserted
Tue Dec 07 12:30 PM	ServD_Problems_map_p	Info: 5948 rows in datapipe table
Tue Dec 07 12:26 PM	ServD_Servicecalls_map_p	Info: 32679 rows inserted
Tue Dec 07 12:25 PM	ServD_Servicecalls_map_p	Info: 32679 rows in datapipe table
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows inserted
Tue Dec 07 12:24 PM	ServD_Incidents_map_p	Info: 539 rows in datapipe table

## Average Duration of Incidents Report

This report shows the average duration of incidents in days per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

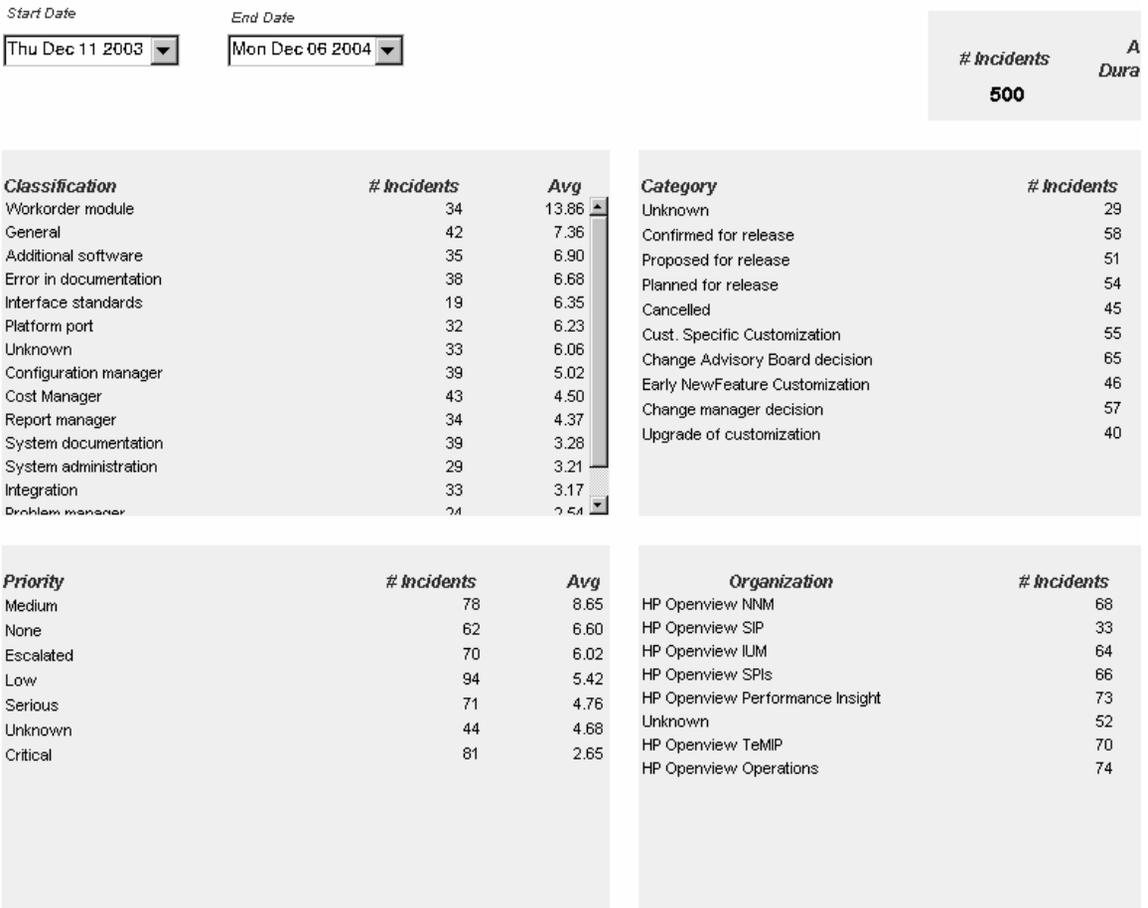
- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

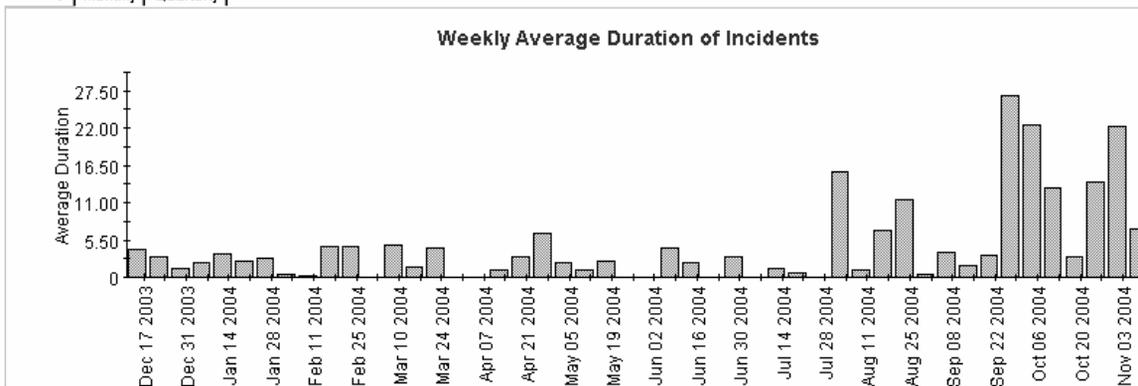
**Table 8-13**      **Average Duration of Incidents Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Total incidents table	Total number of incidents and average duration (in days).
Classification table	Number of incidents and average duration per classification.
Category table	Number of incidents and average duration per category.
Priority table	Number of incidents and average duration per priority code.
Tabbed area with bar charts	Average duration of incidents at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-13 Sample Average Duration of Incidents Report**



Weekly | Monthly | Quarterly |



## Incidents by Category Report

This report shows the total number of incidents in the selected category with a further breakdown by impact, priority and classification.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-14** **Incidents by Category Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Number of incidents per category. Click the drill icon to display information for a particular category.
Incidents table	Total number of incidents.
Impact table	Number of incidents opened per impact code in the selected category.
Priority table	Number of incidents opened per priority code in the selected category.
Classification table	Number of incidents opened per classification in the selected category.
Tabbed area with bar charts	Number of incidents at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

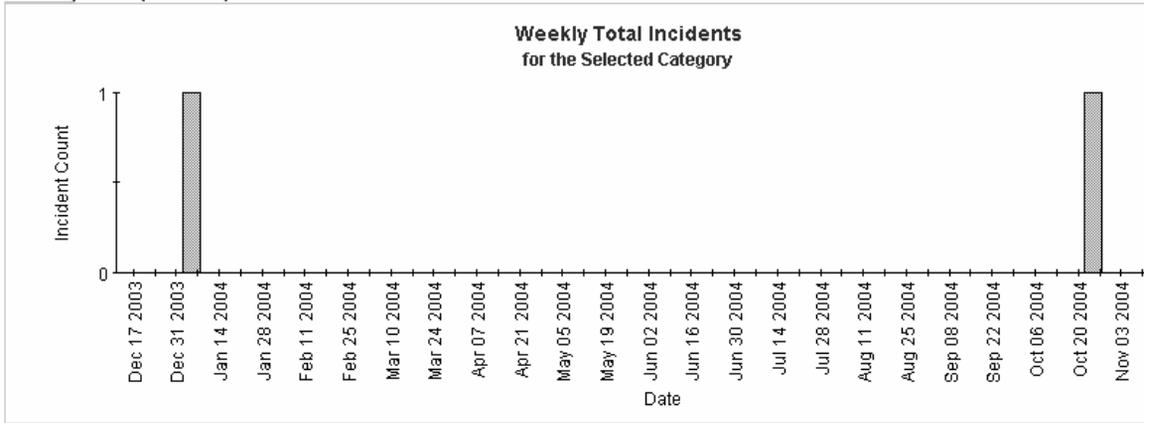
**Figure 8-14 Sample Incidents by Category Report**

**Incidents by Category**

Start Date	<input type="text" value="Thu Dec 11 2003"/>	<b>Category</b>	<b># Incidents Opened</b>	<b># Incidents Opened</b> <b>17</b>
End Date	<input type="text" value="Mon Dec 06 2004"/>	Cancelled	3	
		Unknown	2	
		Change Advisory Board decision	2	
		Change manager decision	2	
		Planned for release	2	
		Upgrade of customization	2	
		Confirmed for release	2	
		Early NewFeature Customization	1	
		Proposed for release	1	

<b>Impact</b>	<b># Incidents Opened</b>	<b>Priority</b>	<b># Incidents Opened</b>	<b>Classification</b>	<b># Incidents Opened</b>
High (Department affected)	2	Critical	1	Report manager	1
Unknown	1	Low	1	System documentation	1
		Serious	1	Workorder module	1

Weekly | Monthly | Quarterly



## Incidents by Classification Report

This report shows the total number of incidents with the selected classification, with a further breakdown by category.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-15** **Incidents by Classification Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Incidents table	Total number of incidents.
Drill-down classification table	Number of incidents per classification. Click the drill icon to display information for a particular classification.
Category table	Number of incidents per category with the selected classification.
Tabbed area with bar charts	Number of incidents at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

**Figure 8-15 Sample Incidents by Classification Report**

**Service Desk**  
**Help Desk**

This report shows the total number of incidents (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods. Start Date <= Registration Time < End Date



**Incidents by Classification**

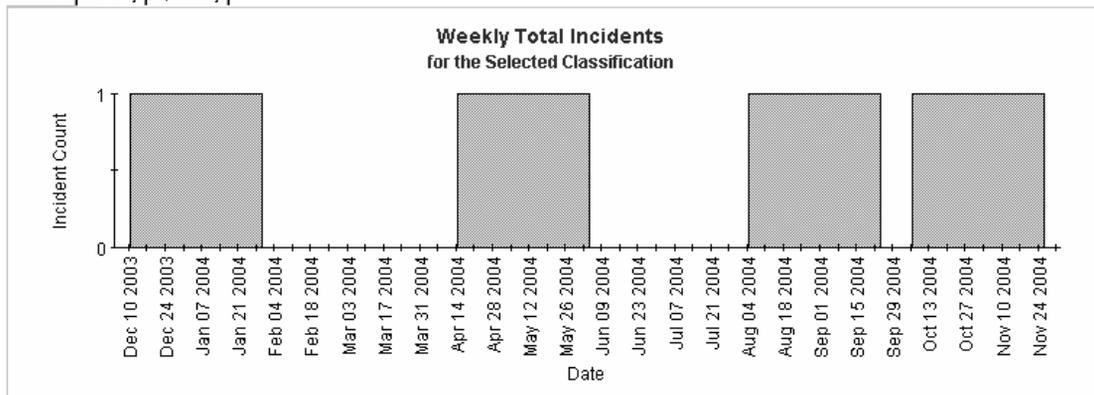
Start Date

End Date

**# Incidents Opened**  
**17**

<i>Classification</i>	<i># Incidents Opened</i>	<i>for the selected Classification</i>	
General	4	<b>Category</b>	<b># Incidents Opened</b>
Unknown	2	Unknown	1
Report manager	2	Change Advisory Board decision	1
Workorder module	2	Proposed for release	1
Error in documentation	2	Upgrade of customization	1
Additional software	1		
System documentation	1		
Platform port	1		
Cost Manager	1		
Document Requirements	1		

Weekly | Monthly | Quarterly



## Incidents Closed before Deadline by Category Report

This report shows the total number of incidents closed before the deadline in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-16**

**Incidents Closed before Deadline by Category Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Incidents closed table	<ul style="list-style-type: none"> <li>• Total number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Drill-down category table	Per category: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul> Click the drill icon to display information for a particular category.

**Table 8-16 Incidents Closed before Deadline by Category Report**

<b>Report Item</b>	<b>Description</b>
Closure code table	Per closure code in the selected category: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>
Tabbed area with bar charts	Number of incidents closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

**Figure 8-16 Sample Incidents Closed before Deadline by Category Report**

**Service Desk**  
**Help Desk**

This report shows the percentage of incidents closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



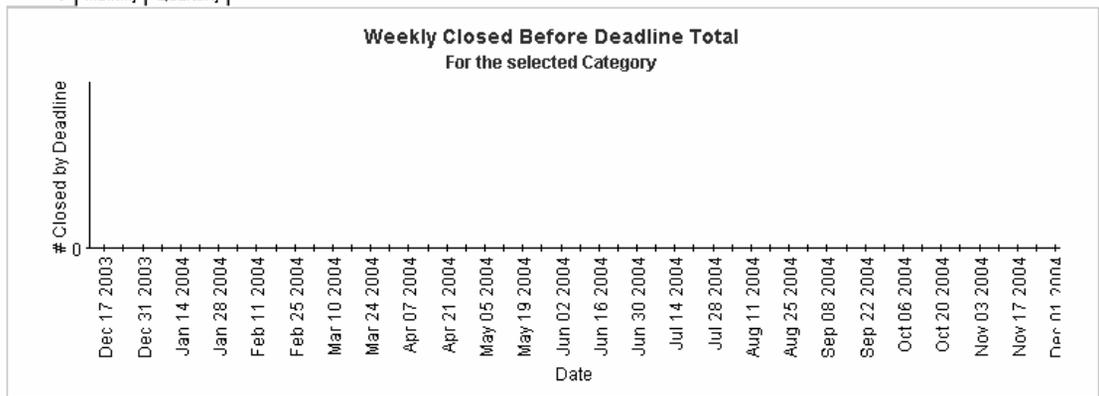
**Incidents Closed Before Deadline by Category**

Start Date: Thu Dec 11 2003  
 End Date: Mon Dec 06 2004

# Incidents Closed	Closed Before Deadline	Pct	Closed After Deadline
500		0.00	500

Category	# Incidents	Before	Pct	After	for the selected Category		
					Closure Code	# Incidents	Before
Change Advisory Board deci...	65		0.00	65	Implemented	6	
Confirmed for release	58		0.00	58	IT Service Manager 5.2	6	
Change manager decision	57		0.00	57	Solved in Service Desk 4.0 SP4	6	
Cust. Specific Customization	55		0.00	55	Solved in Service Desk 4.5 SP3	6	
Planned for release	54		0.00	54	Solved in Service Desk 4.5 SP2	6	
Proposed for release	51		0.00	51	Solved in Service Desk 4.0 SP5	5	
Early NewFeature Customization	46		0.00	46	IT Service Manager 6.0	4	
Cancelled	45		0.00	45	Solved in customization(patch)	4	
Upgrade of customization	40		0.00	40	Solved in Service Desk 4.5 SP4	4	
Unknown	29		0.00	29	Unknown	3	
					Solved in Service Desk 4.5	3	
					IT Service Manager 5.1	3	

Weekly | Monthly | Quarterly



## Incidents Closed before Deadline Report

This report shows the percentage of incidents closed before the deadline per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

Table 8-17

### Incidents Closed before Deadline Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Incidents closed table	<ul style="list-style-type: none"><li>• Total number of incidents closed</li><li>• Number of incidents closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>
Classification table	Per classification: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>

**Table 8-17 Incidents Closed before Deadline Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Tabbed area with bar charts	Number of incidents closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-17 Sample Incidents Closed before Deadline Report**

Start Date	End Date	<b># Incidents Closed</b>	<b>Closed Before Deadline</b>	<b>Pct</b>	<b>Clo: D</b>
Thu Dec 11 2003	Mon Dec 06 2004				
		<b>500</b>	<b>0</b>	<b>0.00</b>	

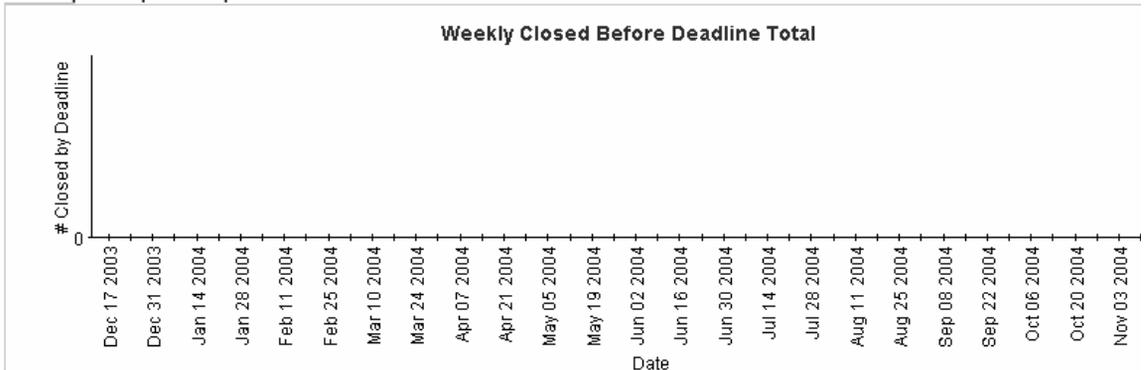
Classification	# Incidents Closed	Before Deadline	Pct	After Deadline
Cost Manager	43	0	0.00	43
General	42	0	0.00	42
Configuration manager	39	0	0.00	39
System documentation	39	0	0.00	39
Error in documentation	38	0	0.00	38
Additional software	35	0	0.00	35
Report manager	34	0	0.00	34
Workorder module	34	0	0.00	34
Integration	33	0	0.00	33
Unknown	33	0	0.00	33
Platform port	32	0	0.00	32
System administration	29	0	0.00	29
Document Requirements	26	0	0.00	26

Category	# Incidents Closed	Before Deadline	Pct
Change Advisory Board deci...	65	0	0.00
Confirmed for release	58	0	0.00
Change manager decision	57	0	0.00
Cust. Specific Customization	55	0	0.00
Planned for release	54	0	0.00
Proposed for release	51	0	0.00
Early NewFeature Customiza...	46	0	0.00
Cancelled	45	0	0.00
Upgrade of customization	40	0	0.00
Unknown	29	0	0.00

Priority	# Incidents Closed	Before Deadline	Pct	After Deadline
Low	94	0	0.00	94
Critical	81	0	0.00	81
Medium	78	0	0.00	78
Serious	71	0	0.00	71
Escalated	70	0	0.00	70
None	62	0	0.00	62
Unknown	44	0	0.00	44

Organization	# Incidents Closed	Before Deadline	Pct
HP Openview Operations	74	0	0.00
HP Openview Performance I...	73	0	0.00
HP Openview TeMP	70	0	0.00
HP Openview NNM	68	0	0.00
HP Openview SPIs	66	0	0.00
HP Openview IUM	64	0	0.00
Unknown	52	0	0.00
HP Openview SIP	33	0	0.00

Weekly | Monthly | Quarterly |



## Incidents Closed on First Call Report

This report shows the percentage incidents closed on the first call per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

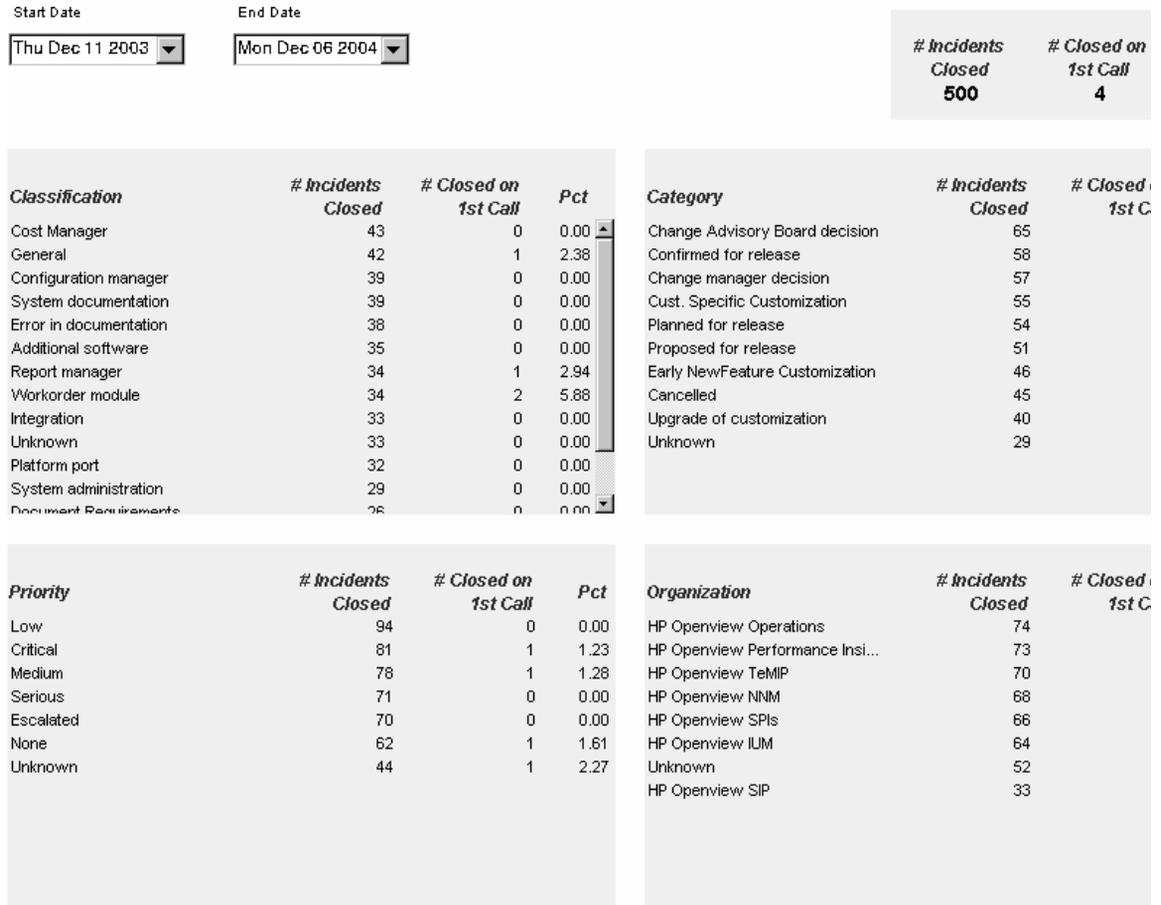
**Table 8-18 Incidents Closed on First Call Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Incidents closed table	<ul style="list-style-type: none"> <li>• Total number of incidents closed</li> <li>• Number of incidents closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed on first call</li> <li>• Percentage closed on first call</li> </ul>

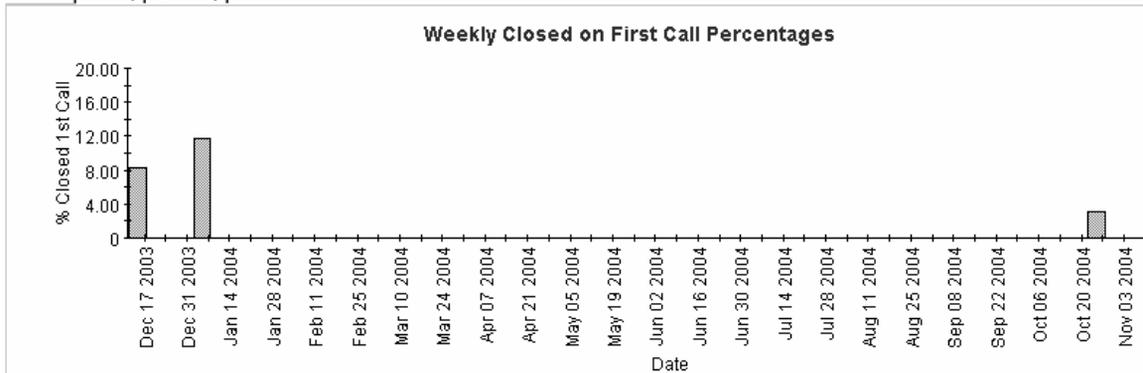
**Table 8-18 Incidents Closed on First Call Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Priority table	Per priority code: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed on first call</li><li>• Percentage closed on first call</li></ul>
Organization table	Per organization: <ul style="list-style-type: none"><li>• Number of incidents closed</li><li>• Number of incidents closed on first call</li><li>• Percentage closed on first call</li></ul>
Tabbed area with bar charts	Number of incidents closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-18 Sample Incidents Closed on First Call Report**



Weekly | Monthly | Quarterly



## Incidents Details Report

This report shows the incident records which have been received for reporting and processing by the warehouse system.

The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-19** Incidents Details Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Choose Category field	Drop-down list. The report is limited to incidents in the selected category.
Choose Classification field	Drop-down list. The report is limited to incidents with the selected classification.
Choose Workgroup field	Drop-down list. The report is limited to incidents for the selected workgroup.
Choose Priority field	Drop-down list. The report is limited to incidents with the selected priority code.
Choose Closure Code field	Drop-down list. The report is limited to incidents with the selected closure code.
Choose Impact field	Drop-down list. The report is limited to incidents with the selected impact.

**Table 8-19 Incidents Details Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Choose Organization field	Drop-down list. The report is limited to incidents for the selected organization.
Change details list	Details of the incidents which meet the selected parameters. Select an object for further details.
Further details list	Further details of the selected object.

**Figure 8-19 Sample Incidents Details Report**

**Incidents Details**

Start Date  
 Wed Nov 03 2004

End Date  
 Mon Dec 06 2004

Choose Category

Choose Classification

Choose Workgroup

Choose Priority

Choose Closure Code

Choose Impact

Choose Organization

**Incident Details**  
 Only Recent Incidents Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	Classification Na
Sun, Dec 5 10:38 AM	HP Openview SPLs	Proposed for release	Design	Cost Manager
Sat, Dec 4 9:38 PM	HP Openview Operations	Change manager decision	RFC Assessment Team	Problem manager
Sat, Dec 4 9:38 PM	HP Openview Operations	Change Advisory Board decision	Future Products	Error in documentatior
Sat, Dec 4 5:42 PM	HP Openview Operations	Cancelled	Migration project team	System documentatior
Sat, Dec 4 4:36 PM	HP Openview SPLs	Early NewFeature Customization	Interface Design team	Additional software
Fri, Dec 3 1:59 PM	HP Openview NNM	Proposed for release	RFC Assessment Team	General
Fri, Dec 3 1:59 PM	HP Openview Operations	Change Advisory Board decision	Change Advisory Board	General
Fri, Dec 3 1:58 PM	HP Openview Performance Insight	Planned for release	Interface Design team	Report manager
Fri, Dec 3 10:27 AM	HP Openview NNM	Cancelled	Technical Marketing	Workorder module
Fri, Dec 3 10:27 AM	HP Openview TeMIP	Unknown	Interface Design team	Integration
Fri, Dec 3 10:06 AM	HP Openview TeMIP	Change Advisory Board decision	Technical Marketing	Document Requiremer
Wed, Dec 1 5:46 PM	HP Openview IJUM	Planned for release	Migration project team	Integration
Wed, Dec 1 8:53 AM	HP Openview TeMIP	Planned for release	Test & Quality Assurance	System administration
Mon, Nov 29 11:28 AM	HP Openview SPLs	Confirmed for release	Unknown	Problem manager
Mon, Nov 29 11:28 AM	HP Openview Operations	Planned for release	Current Products	General
Mon, Nov 29 11:27 AM	HP Openview TeMIP	Upgrade of customization	Future Products	System documentatior
Mon, Nov 29 11:27 AM	HP Openview Performance Insight	Proposed for release	Design	Error in documentatior
Sun, Nov 28 3:50 PM	HP Openview IJUM	Proposed for release	Migration project team	Problem manager
Sun, Nov 28 10:47 AM	HP Openview Performance Insight	Planned for release	Unknown	Platform port
Sun, Nov 28 10:43 AM	HP Openview Operations	Cancelled	Special Projects Engineering	General
Sun, Nov 28 10:43 AM	HP Openview SIP	Confirmed for release	Special Projects Engineering	Report manager
Sun, Nov 28 10:42 AM	HP Openview TeMIP	Planned for release	Unknown	Configuration manager

**Further Details for the Selected Item**

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup Se:
Development	Thu, Oct 14 1:37 PM		0.00	Unknow

## Incidents by Closure Code Report

This report shows the total number of incidents in the selected category with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-20 Incidents by Closure Code Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Per category: <ul style="list-style-type: none"> <li>• Number of incidents closed</li> <li>• Number of incidents closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of incidents closed after deadline</li> </ul> Click the drill icon to display information in a particular category.
Total incidents table	<ul style="list-style-type: none"> <li>• Total number of incidents closed before deadline</li> <li>• Number of incidents closed</li> <li>• Percentage closed before deadline</li> <li>• Number of incidents closed after deadline</li> </ul>

**Table 8-20 Incidents by Closure Code Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Closure code table	Number of incidents closed per closure code in the selected category.
Tabbed area with bar charts	Number of incidents closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

**Figure 8-20 Sample Incidents by Closure Code Report**

# Service Desk

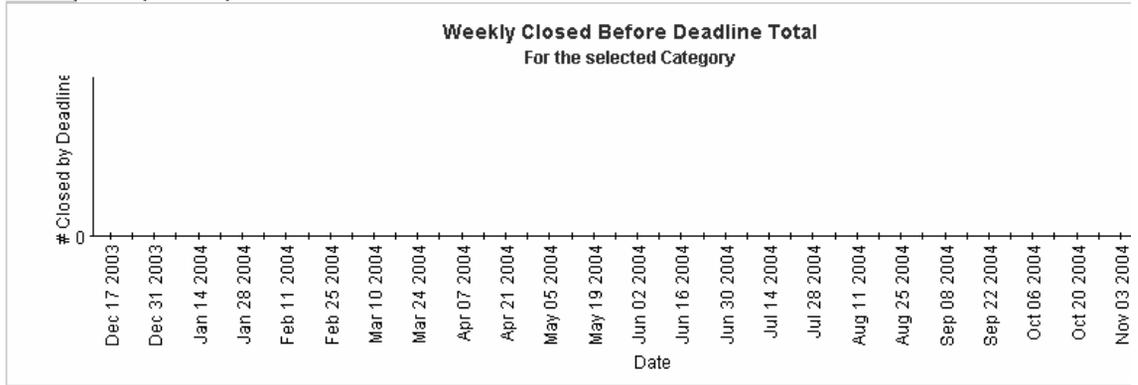
## Help Desk

### Incidents by Closure Code

This report shows the total number of incidents (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date

Start Date								
Thu Dec 11 2003	<b>Category</b>	<b># Incidents</b>	<b>Before</b>	<b>Pct</b>	<b>After</b>	<b>Closed Before Deadline</b>	<b># Incidents Closed</b>	<b>Pct</b>
End Date	Change Advisory Board decisi...	65		0.00	65		<b>500</b>	<b>0.00</b>
Mon Dec 06 2004	Confirmed for release	58		0.00	58			
	Change manager decision	57		0.00	57			
	Cust. Specific Customization	55		0.00	55			
	Planned for release	54		0.00	54			
	Proposed for release	51		0.00	51			
	Early NewFeature Customization	46		0.00	46			
	Cancelled	45		0.00	45			
	Upgrade of customization	40		0.00	40			
	Unknown	29		0.00	29			
	<b>Closure Code</b>						<b># Incidents</b>	
	IT Service Manager 5.2							
	Implemented							
	Solved in Service Desk 4.0 SP4							
	Solved in Service Desk 4.5 SP3							
	Solved in Service Desk 4.5 SP2							
	Solved in Service Desk 4.0 SP5							
	IT Service Manager 6.0							

Weekly | Monthly | Quarterly



## Incoming Incidents (History) Report

This report shows the total number of incidents per classification, category, priority and organization.

The user selects start and end dates for the evaluation period. The report shows incidents that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

Table 8-21

### Incoming Incidents (History) Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Incidents table	Total number of incidents opened.
Classification table	Number of incidents opened per classification.
Category table	Number of incidents opened per category.
Priority table	Number of incidents opened per priority code.
Organization table	Number of incidents opened per organization.
Tabbed area with bar charts	Percentage of incidents opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

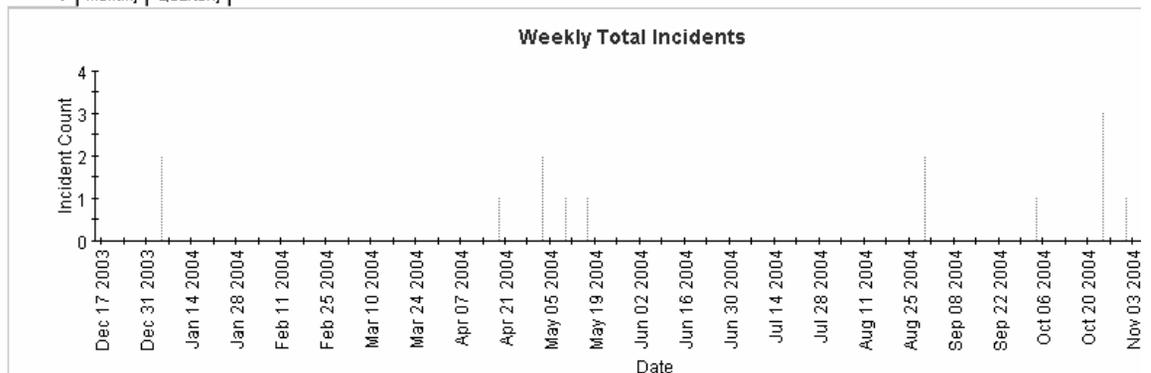
**Figure 8-21 Sample Incoming Incidents (History) Report**

Start Date:  End Date:  # Incidents Opened: **17**

Classification	# Incidents Opened	Category	# Incidents Opened
General	4	Cancelled	1
Error in documentation	2	Change Advisory Board decision	1
Report manager	2	Change manager decision	1
Workorder module	2	Planned for release	1
Unknown	2	Unknown	1
Additional software	1	Upgrade of customization	1
System documentation	1	Confirmed for release	1
Platform port	1	Early NewFeature Customization	1
Cost Manager	1	Proposed for release	1
Document Requirements	1		

Priority	# Incidents Opened	Organization	# Incidents Opened
None	4	HP Openview Operations	1
Low	3	HP Openview IUM	1
Serious	3	HP Openview SPIs	1
Escalated	2	HP Openview NNM	1
Unknown	2	HP Openview Performance Insight	1
Medium	2	HP Openview SIP	1
Critical	1		

Weekly | Monthly | Quarterly



## Incoming Incidents (Recent) Report

This report shows the total number of incidents per classification, category, priority and workgroup.

The user selects start and end dates and times for the evaluation period. The report shows incidents that were registered on or after the start date and time, and before the end date and time.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

Table 8-22

### Incoming Incidents (Recent) Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Start Hour field	Drop-down list. The start time of the evaluation period.
End Hour field	Drop-down list. The end time of the evaluation period.
Incidents table	Total number of incidents opened.
Classification table	Number of incidents opened per classification.
Category table	Number of incidents opened per category.
Priority table	Number of incidents opened per priority code.
Organization table	Number of incidents opened per organization.

**Table 8-22 Incoming Incidents (Recent) Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Tabbed area with bar charts	Number of incidents opened at hourly or daily intervals (where applicable) within the evaluation period.

**Figure 8-22 Sample Incoming Incidents (Recent) Report**

### Total Incoming Incidents (Recent)

Start Date	End Date	<b># Incidents Opened</b> <b>1</b>
Sun Nov 28 2004	Mon Dec 06 2004	
Start Hour	End Hour	
Nov 28 10:00 AM	Dec 6 12:00 PM	

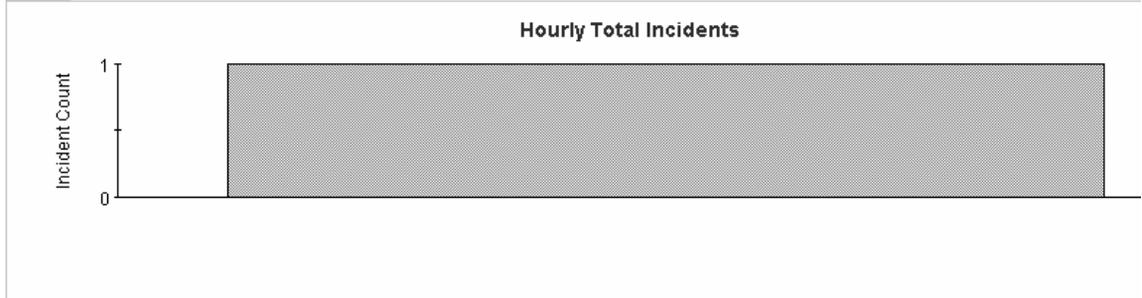
**Classification** # Incidents Opened  
System documentation 1

**Category** # Incidents Opened  
Cancelled 1

**Priority** # Incidents Opened  
Low 1

**Organization** # Incidents Opened  
HP Openview Operations 1

Hourly | Daily



## Average Duration of Problems Report

This report shows the average duration of problems in days per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-23**

### Average Duration of Problems Report

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Total problems table	Total number of problems and average duration (in days).
Classification table	Number of problems and average duration per classification.
Category table	Number of problems and average duration per category.
Priority table	Number of problems and average duration per priority code.
Tabbed area with bar charts	Average duration of problems at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-23 Sample Average Duration of Problems Report**

Start Date:  End Date:

**# Problems**: 2,508 **Avg Duration**: 1

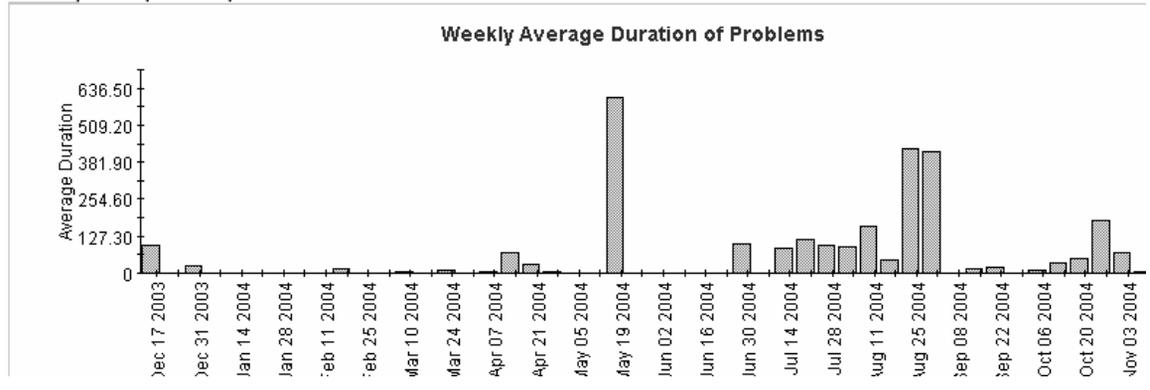
Classification	# Problems	Avg
Main screen Software Conf Item	5	383.57
ACES	6	368.20
Upgrade	10	310.41
Default progress monitor	12	308.57
Main screen Org.	12	294.74
ITO msgreg	6	290.68
API_CODES	9	290.34
Unsupported configuration	7	286.51
Probl by Specialist	8	278.19
To Do overview Specialist/Grou	7	272.81
Inventory Reconciliation Mana	11	270.50
Data	9	253.19
Print	11	250.74
ITP Connections	10	242.78

Category	# Problems
Enhancement Request	688
Unknown	722
Known Error	364
Defect	734

Priority	# Problems	Avg
None	402	131.37
Unknown	196	112.95
Critical	420	106.05
Escalated	332	105.37
Low	374	98.81
Serious	392	88.20
Medium	392	87.66

Organization	# Problems

Weekly | Monthly | Quarterly



## Problems by Category Report

This report shows the total number of problems in the selected category with a further breakdown by impact, priority and classification.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-24**      **Problems by Category Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Number of problems per category. Click the drill icon to display information for a particular category.
Total problems table	Total number of problems.
Impact table	Number of problems opened per impact code in the selected category.
Priority table	Number of problems opened per priority code in the selected category.
Classification table	Number of problems opened per classification code in the selected category.
Tabbed area with bar charts	Number of problems at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

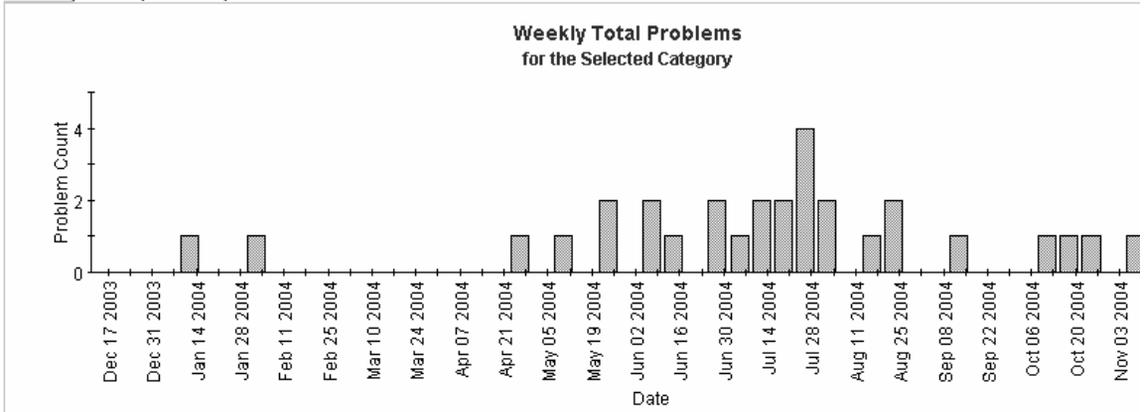
**Figure 8-24 Sample Problems by Category Report**

**Problems by Category**

Start Date Wed Dec 10 2003	<b>Category</b>	<b># Problems Opened</b>	<b># Problems Opened</b> <b>92</b>
End Date Mon Dec 06 2004	Defect	35	
	Enhancement Request	27	
	Unknown	22	
	Known Error	8	

<b>Impact</b>	<b># Problems Opened</b>	<b>Priority</b>	<b># Problems Opened</b>	<b>Classification</b>	<b># Problems Opened</b>
Top (Site / Organization affected)	8	Critical	10	Check List	
Low ( 1 person affected)	7	Low	6	Search article	
High (Department affected)	7	Escalated	6	Aut. and Def. by module	
None	5	Unknown	4	Main screen CI	
Medium (Group / Unit affected)	5	None	4	Linking SC to Prob.	
Unknown	3	Serious	4	Main screen Org.	
		Medium	1	Session monitor	
				Maintenance user language	
				Maintenance workorders	
				Workorders by Spec.	
				Overview SC breakdown	
				Quantity SC by CI name	
				Quantity of SC by CI supplier	

Weekly | Monthly | Quarterly



## Problems by Classification Report

This report shows the total number of problems with the selected classification, with a further breakdown by category.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-25**      **Problems by Classification Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Problems table	Total number of problems.
Drill-down classification table	Number of problems per classification. Click the drill icon to display information for a particular classification.
Category table	Number of problems per category with the selected classification.
Tabbed area with bar charts	Number of problems at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

**Figure 8-25 Sample Problems by Classification Report**

# Service Desk

## Help Desk

This report shows the total number of problems (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods. Start Date <= Registration Time < End Date



### Problems by Classification

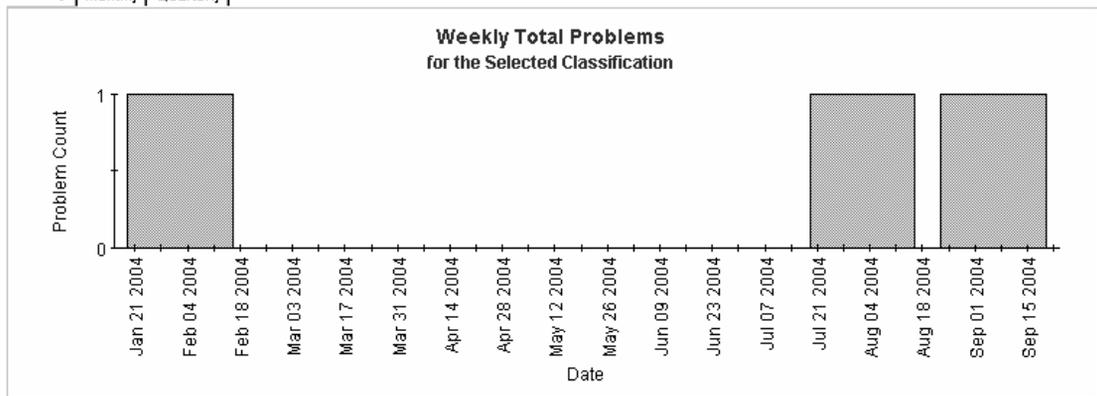
Start Date:

End Date:

**# Problems Opened**  
**92**

Classification	# Problems Opened	<i>for the selected Classification</i>	
Zoeken config (voor rapporten)	3	<b>Category</b>	<b># Problems Opened</b>
Search article	2	Defect	1
Open Probl. by Spec.	2	Known Error	1
Main screen SC	2	Enhancement Request	1
Main screen Org.	2		
Session monitor	2		
Add user wizard	2		
Check List	2		
Empty Database	2		
ITP Connections	2		
Date Calculations (Deadline, Duration, Start and...	2		
Fetching Service - SLA - Service Level	2		

Weekly | Monthly | Quarterly



## Problems Closed before Deadline by Category Report

This report shows the percentage of problems closed before the deadline in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-26**      **Problems Closed before Deadline by Category Report**

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Problems closed table	<ul style="list-style-type: none"> <li>• Total number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Drill-down category table	<p>Per category:</p> <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul> <p>Click the drill icon to display information for a particular category.</p>

**Table 8-26**      **Problems Closed before Deadline by Category Report**

<b>Report Item</b>	<b>Description</b>
Closure code table	Per closure code in the selected category: <ul style="list-style-type: none"><li>• Number of problems closed</li><li>• Number of problems closed before deadline</li><li>• Percentage closed before deadline</li><li>• Number closed after deadline</li></ul>
Tabbed area with bar charts	Number of problems closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

**Figure 8-26 Sample Problems Closed before Deadline by Category Report**

**Service Desk**  
**Help Desk**

This report shows the percentage of problems closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



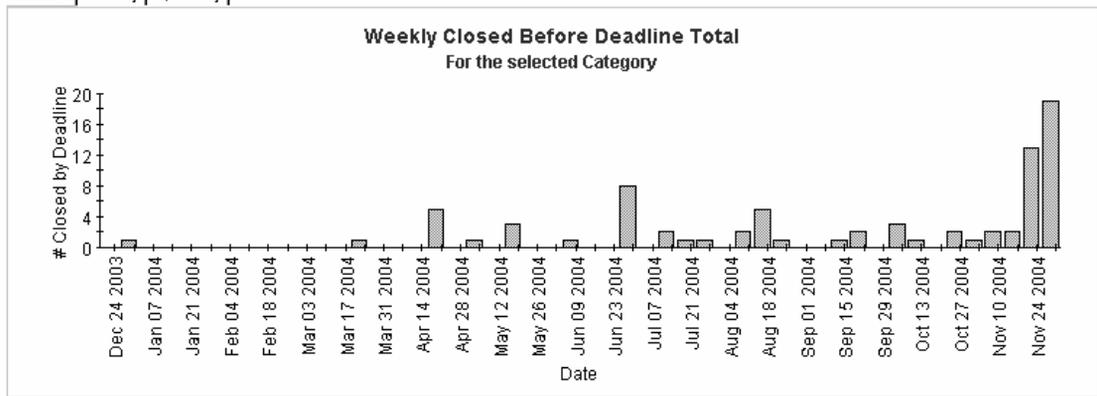
**Problems Closed Before Deadline by Category**

Start Date:  End Date:

# Problems Closed	Closed Before Deadline	Pct	Closed After Deadline
<b>2,508</b>	<b>263</b>	<b>10.49</b>	<b>2,245</b>

Category	# Problems	Before	Pct	After	for the selected Category	
					Closure Code	# Problems Before
Enhancement Request	688	78	11.34	610	Solved in customization(patch)	11
Unknown	722	76	10.53	646	Solved in ITSM 5.2.4	10
Defect	734	71	9.67	663	Solved in ITSM 5.6 patch 02	9
Known Error	364	38	10.44	326	Knowledge base	15
					Solved in Service Desk 2.0 SP3	15
					Solved in WEBConnect 5.7.2	14
					Closed on customer request	13
					Solved in ITSM 5.5 patch 02	13
					Solved in Service Desk 4.0 SP2	13
					Complete solution offered	12
					Unable to reproduce error	11
					Unknown	10

Weekly | Monthly | Quarterly



## Problems Closed by Deadline Report

This report shows the percentage of problems closed before the deadline per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-27 Problems Closed before Deadline Report**

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Problems closed table	<ul style="list-style-type: none"> <li>• Total number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>

**Table 8-27 Problems Closed before Deadline Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number closed after deadline</li> </ul>
Tabbed area with bar charts	Number of problems closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-27 Sample Problems Closed by Deadline Report**

Start Date:  End Date:

# Problems Closed	Closed Before Deadline	Pct	Clo D
<b>2,508</b>	<b>263</b>	<b>10.49</b>	

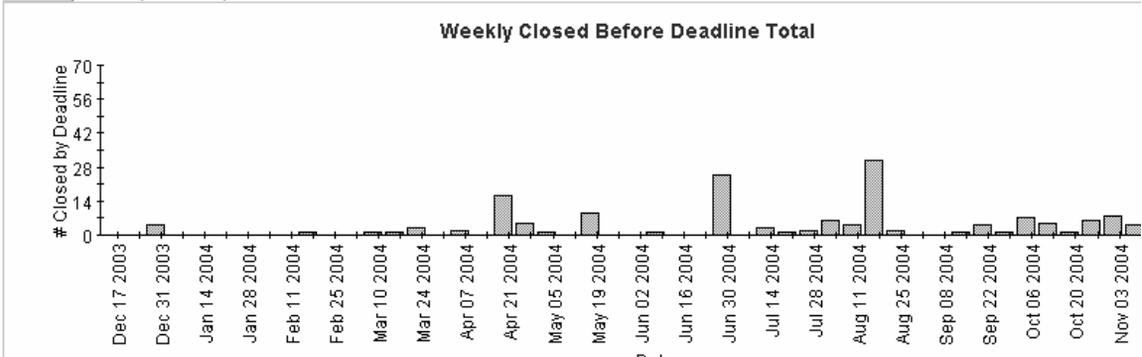
Classification	# Problems Closed	Before Deadline	Pct	After Deadline
Linking SC to Prob.	7	3	42.86	4
Oracle Developer Tools	7	3	42.86	4
Maintenance messages	11	4	36.36	7
Print appointments	9	3	33.33	6
Main screen Def. Soft. Lib.	6	2	33.33	4
UI Rules	6	2	33.33	4
Application Server	13	4	30.77	9
Maintenance search codes	13	4	30.77	9
Main screen SC	10	3	30.00	7
Information screen	14	4	28.57	10
Forms Beeper	7	2	28.57	5
Open time of SC by priority	7	2	28.57	5
Search Spec	7	2	28.57	5

Category	# Problems Closed	Before Deadline	Pct
Enhancement Request	688	78	11.34
Unknown	722	76	10.53
Known Error	364	38	10.44
Defect	734	71	9.67

Priority	# Problems Closed	Before Deadline	Pct	After Deadline
Low	374	50	13.37	324
Medium	392	46	11.73	346
Critical	420	48	11.43	372
Escalated	332	32	9.64	300
None	402	37	9.20	365
Serious	392	35	8.93	357
Unknown	196	15	7.65	181

Organization	# Problems Closed	Before Deadline	Pct

Weekly | Monthly | Quarterly



## Problems Closed on First Call Report

This report shows the percentage of problems closed on the first call per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

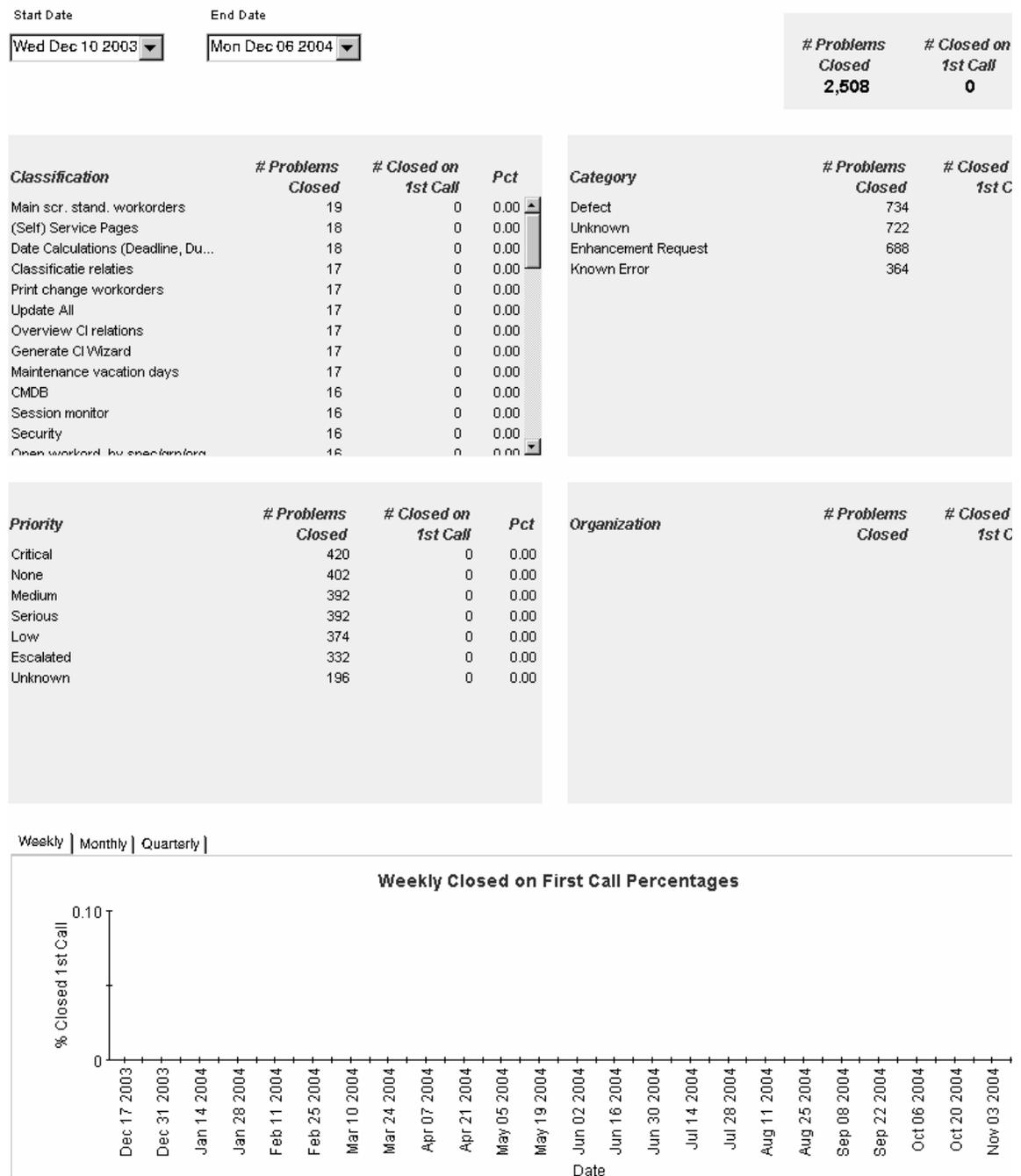
**Table 8-28**      **Problems Closed on First Call Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Problems closed table	<ul style="list-style-type: none"> <li>• Total number of problems closed</li> <li>• Number of problems closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed on first call</li> <li>• Percentage closed on first call</li> </ul>

**Table 8-28**      **Problems Closed on First Call Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Priority table	Per priority code: <ul style="list-style-type: none"><li>• Number of problems closed</li><li>• Number of problems closed on first call</li><li>• Percentage closed on first call</li></ul>
Organization table	Per organization: <ul style="list-style-type: none"><li>• Number of problems closed</li><li>• Number of problems closed on first call</li><li>• Percentage closed on first call</li></ul>
Tabbed area with bar charts	Number of problems closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-28 Sample Problems Closed on First Call Report**



## Problems Details Report

This report shows the problem records which have been received for reporting and processing by the warehouse system.

The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-29**      **Problems Details Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Choose Category field	Drop-down list. The report is limited to problems in the selected category.
Choose Classification field	Drop-down list. The report is limited to problems with the selected classification.
Choose Workgroup field	Drop-down list. The report is limited to problems for the selected workgroup.
Choose Priority field	Drop-down list. The report is limited to problems with the selected priority code.
Choose Closure Code field	Drop-down list. The report is limited to problems with the selected closure code.
Choose Impact field	Drop-down list. The report is limited to problems with the selected impact.

**Table 8-29**      **Problems Details Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Choose Organization field	Drop-down list. The report is limited to problems for the selected organization.
Change details list	Details of the problems which meet the selected parameters. Select an object for further details.
Further details list	Further details of the selected object.

**Figure 8-29 Sample Problems Details Report**

**Problems Details**

Start Date  
 Mon Nov 01 2004

End Date  
 Mon Dec 06 2004

Choose Category

Choose Classification

Choose Workgroup

Choose Priority

Choose Closure Code

Choose Impact

Choose Organization

**Problem Details**  
 Only Recent Problems Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	Classification
Sun, Dec 5 8:19 PM	HP Openview Performance Insight	Defect	Standards & Technology	Db, tabl, index related inci's
Sun, Dec 5 7:50 PM	HP Openview IUM	Enhancement Request	Migration project team	Empty Database
Sun, Dec 5 7:07 PM	HP Openview SPLs	Enhancement Request	Design	Archive SC
Sun, Dec 5 6:20 PM	HP Openview IUM	Unknown	Special Projects Engineering	Maintenance Appointments
Sun, Dec 5 6:03 PM	HP Openview TeMIP	Defect	Design	Main screen Release
Sat, Dec 4 9:40 PM	HP Openview Performance Insight	Enhancement Request	Documentation	Other
Sat, Dec 4 9:24 PM	HP Openview NNM	Defect	Technical Marketing	Create Distribution list
Sat, Dec 4 9:11 PM	HP Openview Operations	Defect	Change Advisory Board	Db, tabl, index related inci's
Sat, Dec 4 8:56 PM	HP Openview SIP	Enhancement Request	Future Products	Maintenance user preferences
Sat, Dec 4 8:55 PM	HP Openview IUM	Enhancement Request	Integration project team	Global update prices
Sat, Dec 4 8:42 PM	HP Openview NNM	Known Error	Special Projects Engineering	Actions
Sat, Dec 4 8:38 PM	HP Openview NNM	Enhancement Request	Interface Design team	Security
Sat, Dec 4 8:31 PM	HP Openview IUM	Known Error	Documentation	Advanced and Quick Find
Sat, Dec 4 8:29 PM	HP Openview TeMIP	Unknown	Design	Open workord. by spec/grp/org
Sat, Dec 4 8:28 PM	HP Openview SIP	Defect	Test & Quality Assurance	Event Interface Developers Kit
Sat, Dec 4 8:26 PM	HP Openview NNM	Unknown	Integration project team	Forms
Sat, Dec 4 8:24 PM	HP Openview TeMIP	Known Error	Documentation	Maintenance user language
Sat, Dec 4 8:24 PM	HP Openview SPLs	Unknown	Change Advisory Board	Data Access Layer
Sat, Dec 4 8:21 PM	HP Openview TeMIP	Known Error	Migration project team	Main screen CI template
Sat, Dec 4 7:39 PM	HP Openview IUM	Unknown	Migration project team	Search Standard Workorder
Sat, Dec 4 7:15 PM	HP Openview SPLs	Enhancement Request	Change Advisory Board	Agent
Sat, Dec 4 7:10 PM	Unknown	Enhancement Request	Standards & Technology	Other

**Further Details for the Selected Item**

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup Si
Development	Fri, May 2 4:33 PM	Fri, May 16 4:33 PM	0.00	CURR

## Problems by Closure Code Report

This report shows the total number of problems for the selected category with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-30 Problems by Closure Code Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Per category: <ul style="list-style-type: none"> <li>• Number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of problems closed after deadline</li> </ul> Click the drill icon to display information for a particular category.
Total problems table	<ul style="list-style-type: none"> <li>• Total number of problems closed</li> <li>• Number of problems closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of problems closed after deadline</li> </ul>

**Table 8-30 Problems by Closure Code Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Closure code table	Number of problems per closure code in the selected category.
Tabbed area with bar charts	Number of problems closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

**Figure 8-30 Sample Problems by Closure Code Report**

# Service Desk

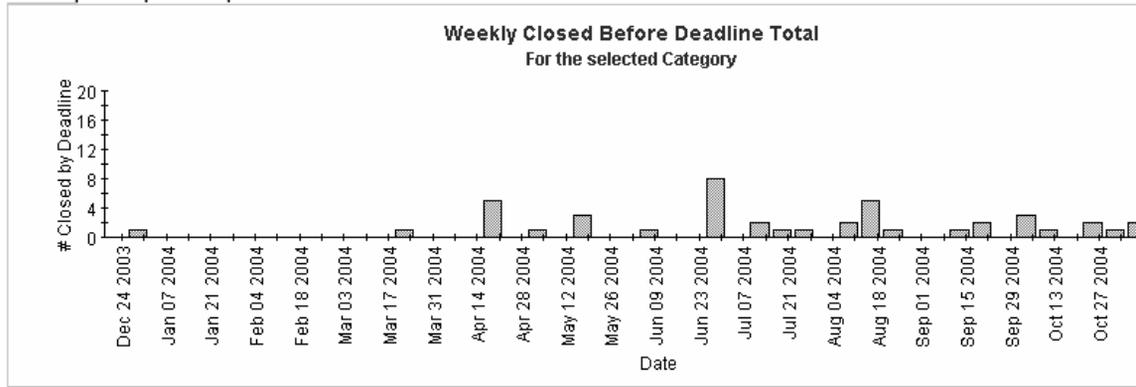
## Help Desk

### Problems by Closure Code

This report shows the total number of problems (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods.  
 Start Date <= Registration Time < End Date

Start Date								
Wed Dec 10 2003	<b>Category</b>	<b># Problems</b>	<b>Before</b>	<b>Pct</b>	<b>After</b>	<b>Closed Before Deadline</b>	<b># Problems Closed</b>	<b>Pct</b>
End Date	Enhancement Request	688	78	11.34	610	<b>263</b>	<b>2,508</b>	<b>10.49</b>
Mon Dec 06 2004	Unknown	722	76	10.53	646			
	Defect	734	71	9.67	663			
	Known Error	364	38	10.44	326			
	<b>Closure Code</b>	<b># Pr</b>						
	Knowledge base							
	Solved in Service Desk 2.0 SP3							
	No solution could be found							
	Solved in WEBConnect 5.7.2							
	Solved in Service Desk 3.0 SP2							
	Closed on customer request							
	Solved in ITSM 5.5 patch 02							

Weekly | Monthly | Quarterly



## Incoming Problems (History) Report

This report shows the total number of problems per classification, category, priority and organization.

The user selects start and end dates for the evaluation period. The report shows problems that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

Table 8-31

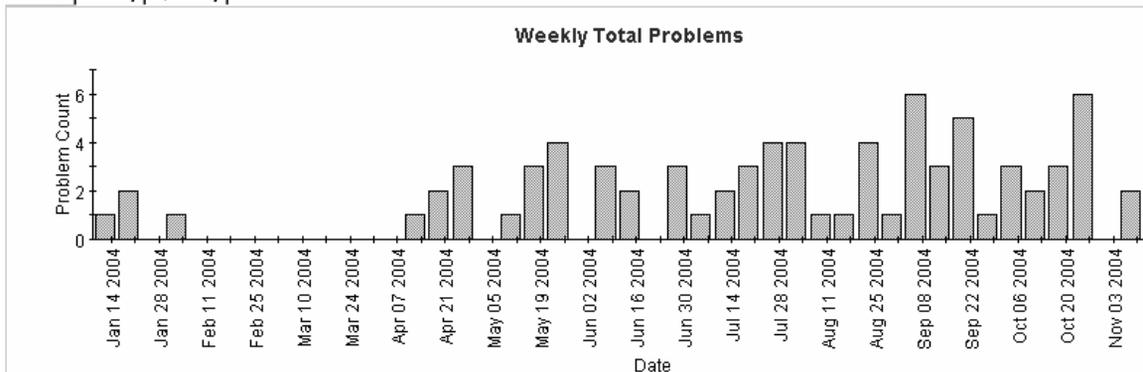
### Incoming Problems (History) Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Problems table	Total number of problems opened.
Classification table	Number of problems opened per classification.
Category table	Number of problems opened per category.
Priority table	Number of problems opened per priority code.
Organization table	Number of problems opened per organization.
Tabbed area with bar charts	Percentage of problems opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-31 Sample Incoming Problems (History) Report**



Weekly | Monthly | Quarterly



## Incoming Problems (Recent) Report

This report shows the total number of problems per classification, category, priority and workgroup.

The user selects start and end dates and times for the evaluation period. The report shows problems that were registered on or after the start date and time, and before the end date and time.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

Table 8-32

### Incoming Problems (Recent) Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Start Hour field	Drop-down list. The start time of the evaluation period.
End Hour field	Drop-down list. The end time of the evaluation period.
Problems table	Total number of problems opened.
Classification table	Number of problems opened per classification.
Category table	Number of problems opened per category.
Priority table	Number of problems opened per priority code.
Organization table	Number of problems opened per organization.

**Table 8-32 Incoming Problems (Recent) Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Tabbed area with bar charts	Number of problems opened at hourly or daily intervals (where applicable) within the evaluation period.

**Figure 8-32 Sample Incoming Problems (Recent) Report**

Start Date:  End Date:

Start Hour:  End Hour:

**# Problems Open**  
**6**

<i>Classification</i>	<i># Problems Opened</i>	<i>Category</i>	<i># Problem</i>
Db, tabl, index related inci's	1	Defect	
Fetching Service - SLA - Service Level	1	Enhancement Request	
Maintenance user language	1	Unknown	
Other	1		
Search Standard Workorder	1		
Security	1		

<i>Priority</i>	<i># Problems Opened</i>	<i>Organization</i>	<i># Problem</i>
None	2		
Escalated	1		
Serious	1		
Unknown	1		
Medium	1		

Hourly | **Daily**



## Average Duration of Service Calls Report

This report shows the average duration of service calls in days per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### Report Schedules

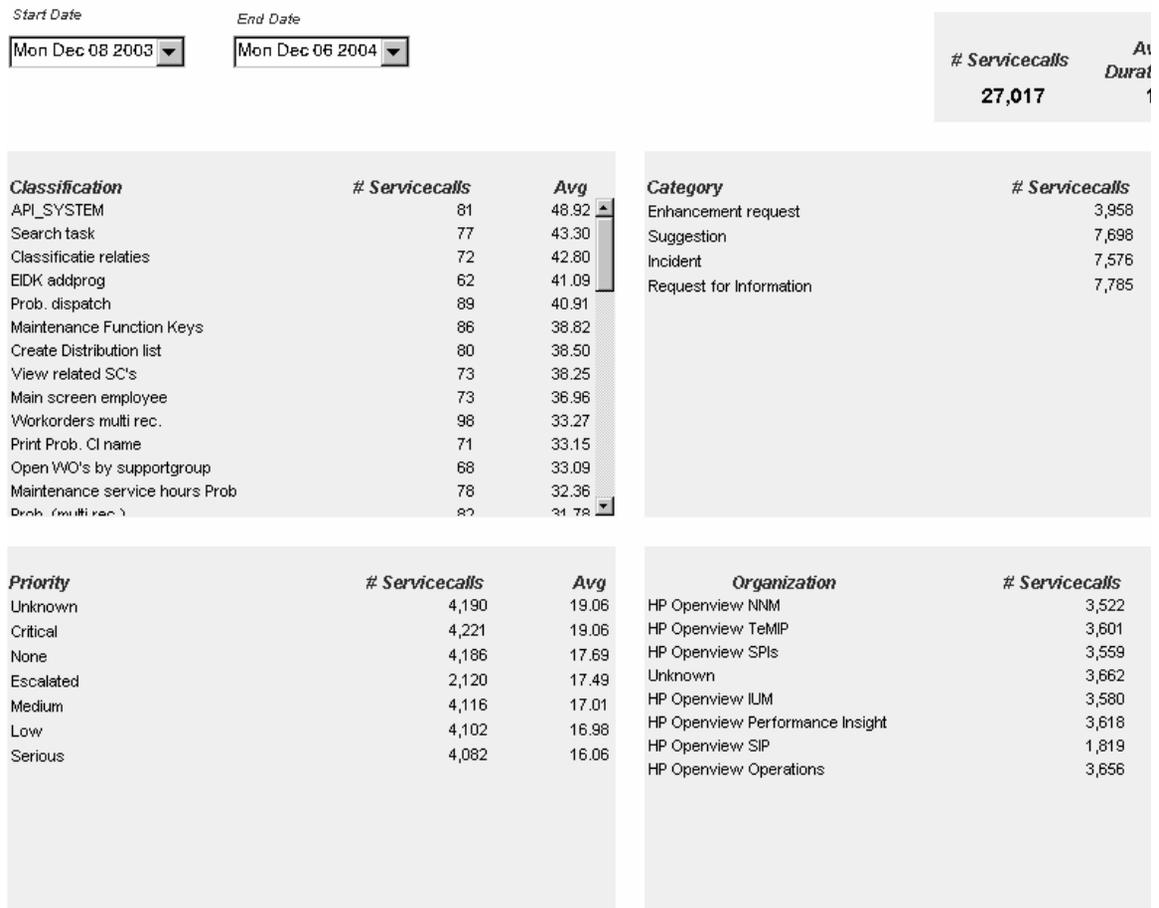
- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

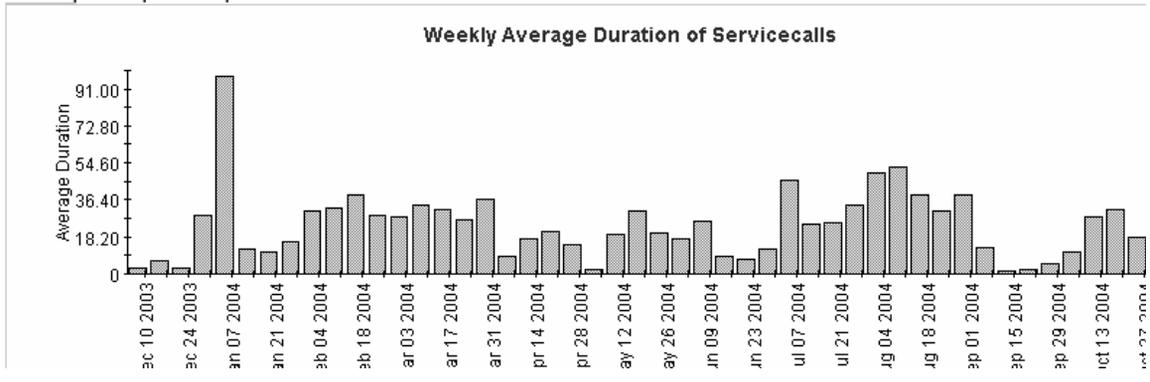
**Table 8-33 Average Duration of Service Calls Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Total service calls table	Total number of service calls and average duration (in days).
Classification table	Number of service calls and average duration per classification.
Category table	Number of service calls and average duration per category.
Priority table	Number of service calls and average duration per priority code.
Tabbed area with bar charts	Average duration of service calls at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-33 Sample Average Duration of Service Calls Report**



Weekly | Monthly | Quarterly



## Service Calls by Category Report

This report shows the total number of service calls in the selected category with a further breakdown by impact, priority and classification.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-34**

**Service Calls by Category Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Number of service calls per category. Click the drill icon to display information for a particular category.
Total service calls table	Total number of service calls.
Impact table	Number of service calls opened per impact code in the selected category.
Priority table	Number of service calls opened per priority code in the selected category.
Classification table	Number of service calls opened per classification code in the selected category.
Tabbed area with bar charts	Number of service calls at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

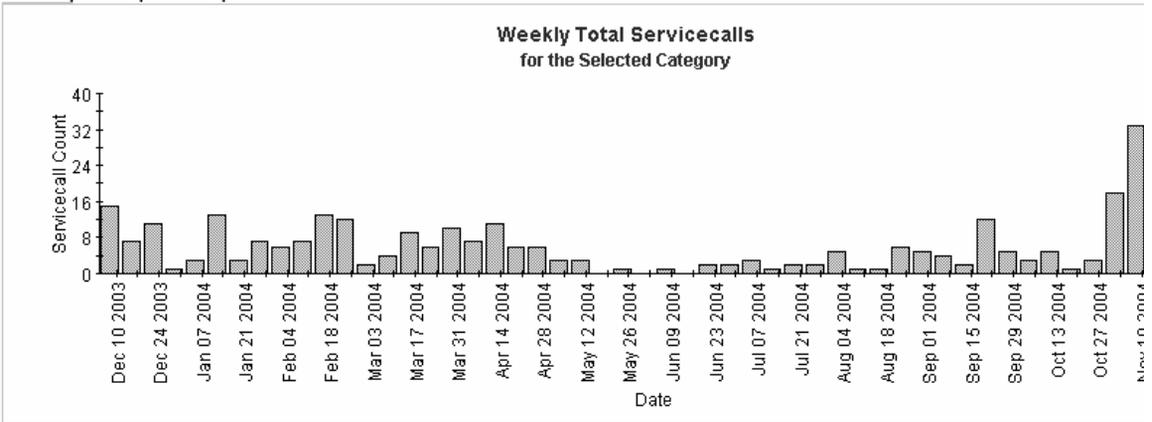
**Figure 8-34 Sample Service Calls by Category Report**

**Servicecalls by Category**

Start Date			# Servicecalls Opened	# Servicecalls Ope
Mon Dec 08 2003	<b>Category</b>			<b>1,151</b>
End Date	Incident		343	
Mon Dec 06 2004	Request for Information		327	
	Suggestion		317	
	Enhancement request		164	

Impact	# Servicecalls Opened	Priority	# Servicecalls Opened	Classification	# Serv Op
Low ( 1 person affected)	57	Critical	65	Maintenance Language	
Passed on by	55	Unknown	53	Overview SLA detail	
High (Department affected)	53	Serious	53	API_CODES	
Medium (Group / Unit affected)	52	None	52	Integration (Email, LDAP, Manag...	
Top (Site / Organization affected)	52	Medium	51	Unknown	
None	45	Low	41	Search CI	
Unknown	29	Escalated	28	Open SC for caller / CI / SLA	
				Search Prob.	
				Search CI template	
				Maintenance category & code	
				Maintenance Service Hours	
				Open time of SC by category	
				Overview SC by change	

Weekly | Monthly | Quarterly |



## Service Calls by Classification Report

This report shows the total number of service calls with the selected classification, with a further breakdown by category.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-35 Service Calls by Classification Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Service Calls table	Total number of service calls.
Drill-down classification table	Number of service calls per classification. Click the drill icon to display information for a particular classification.
Category table	Number of service calls per category with the selected classification.
Tabbed area with bar charts	Number of service calls at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and with the selected classification.

**Figure 8-35 Sample Service Calls by Classification Report**

# Service Desk

## Help Desk

### Servicecalls by Classification

This report shows the total number of servicecalls (with a creation time between the Start and End dates selected) for the selected classification with a further break down by category. Select dates for start and end periods.  
 Start Date <= Registration Time < End Date

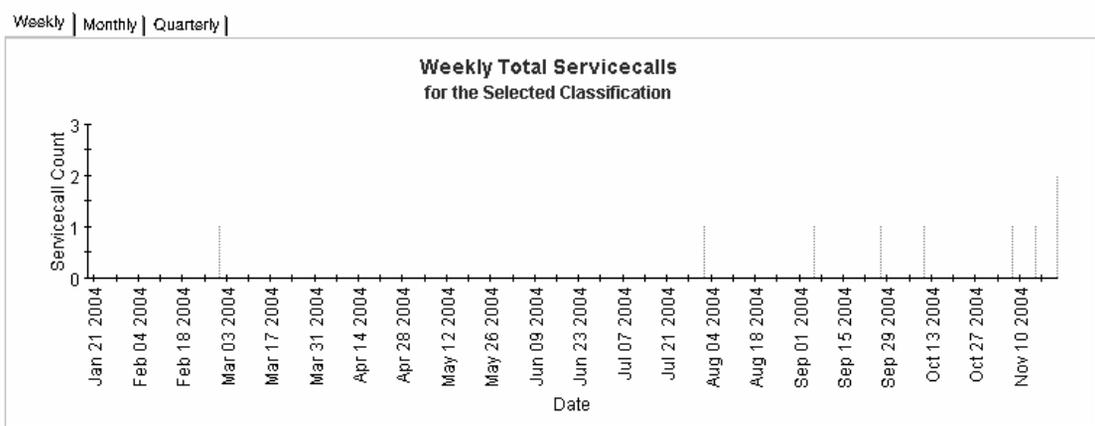


Start Date

End Date

**# Servicecalls Opened**  
**1,151**

Classification	# Servicecalls Opened	for the selected Classification	
		Category	# Servicecalls Opened
Integration (Email, LDAP, ManageX, NNIM, Radi...	10	Incident	4
API_CODES	9	Request for Information	3
Search CI	8	Suggestion	2
Quantity of SC by CI supplier	8	Enhancement request	1
Search archived SC	8		
API_CONFIGURATION	8		
CMDB explorer	8		
API_PROBLEM	8		
Timezones	8		
Rule Manager	8		
Search CI template	7		
Maintenance category & code	7		



## **Service Calls Closed before Deadline by Category Report**

This report shows the percentage of service calls closed before the deadline in the selected category, with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### **Report Schedules**

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### **Report Fields**

**Table 8-36 Service Calls Closed before Deadline by Category Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Service Calls closed table	<ul style="list-style-type: none"> <li>• Total number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>

**Table 8-36 Service Calls Closed before Deadline by Category Report**

<b>Report Item</b>	<b>Description</b>
Drill-down category table	Per category: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul> Click the drill icon to display information for a particular category.
Closure code table	Per closure code in the selected category: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Tabbed area with bar charts	Number of service calls closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

**Figure 8-36 Sample Service Calls Closed before Deadline by Category Report**

# Service Desk

## Help Desk

This report shows the percentage of servicecalls closed before the deadline (with a creation time between the Start and End dates selected) for the selected category and closure code. Select dates for start and end periods. Start Date <= Registration Time < End Date



### Servicecalls Closed Before Deadline by Category

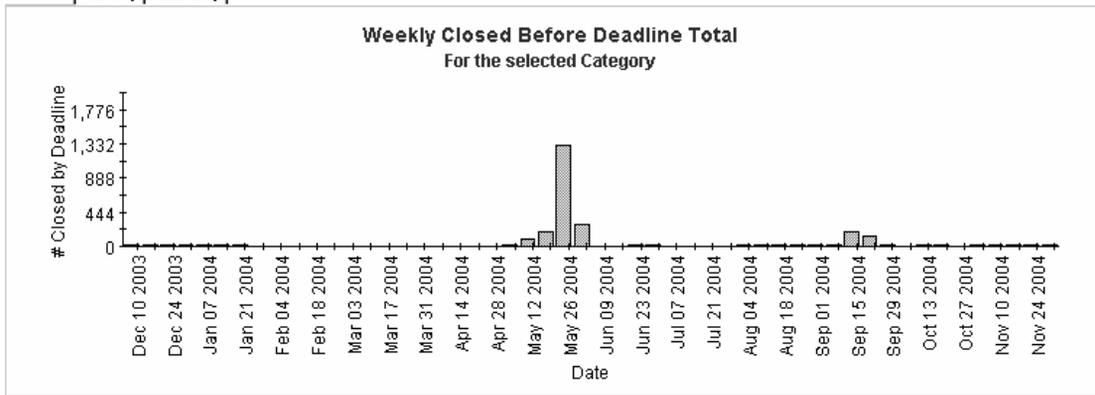
Start Date:  End Date:

# Servicecalls Closed	Closed Before Deadline	Pct	Closed After Deadline
<b>27,017</b>	<b>9,174</b>	<b>33.96</b>	<b>17,843</b>

Category	# Servicecalls	Before	Pct	After
Request for Information	7,785	2,683	34.46	5,102
Suggestion	7,698	2,605	33.84	5,093
Incident	7,576	2,511	33.14	5,065
Enhancement request	3,958	1,375	34.74	2,583

for the selected Category		
Closure Code	# Servicecalls	Before
Solved in PHD4403 patch 02	93	43
Related to Change	102	42
Solved by a visit from Prolin	84	41
Solved in WEBConnect 5.6.2	110	40
Solved in ITSM 5.7 patch 05	106	39
Solved in Service Desk 2.0 SP1	101	39
Hotfix delivered	97	39
Solved in Service Desk 2.0 SP3	79	37
Solved in Service Desk 3.0 SP3	104	36
Solved in WEBConnect 1.6.2	87	36
Solved in ITSM 5.5	86	36
Workaround offered	85	36

Weekly | Monthly | Quarterly



## Service Calls Closed by Deadline Report

This report shows the percentage of service calls closed before the deadline per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

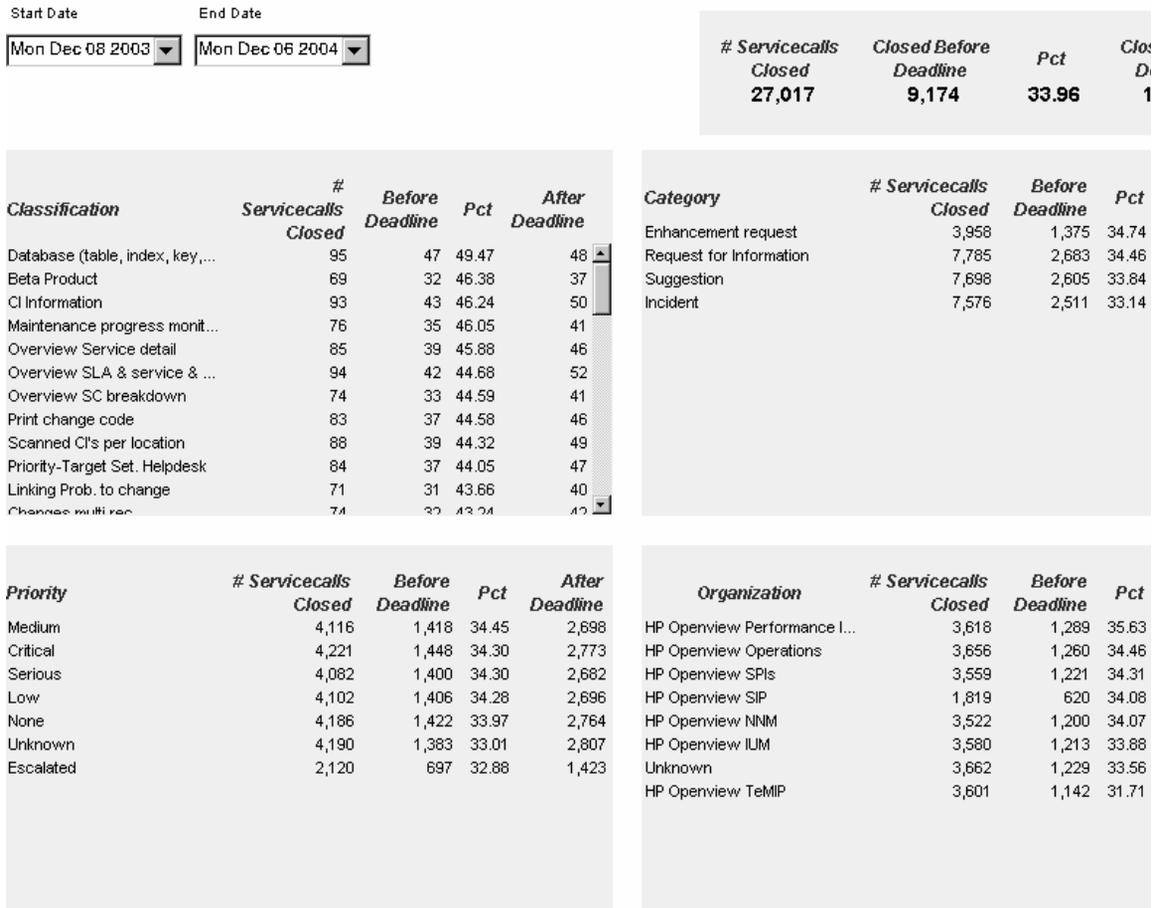
**Table 8-37 Service Calls Closed before Deadline Report**

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Service Calls closed table	<ul style="list-style-type: none"> <li>• Total number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>

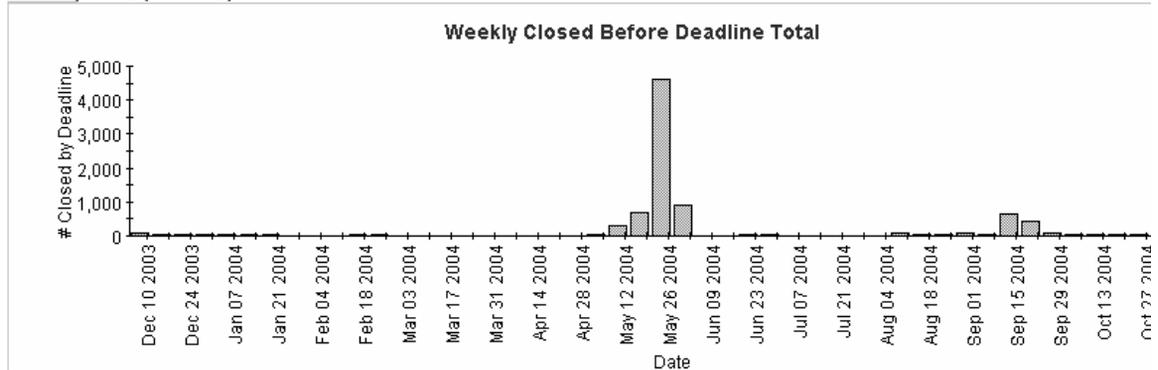
**Table 8-37 Service Calls Closed before Deadline Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Priority table	Per priority code: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Organization table	Per organization: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>
Tabbed area with bar charts	Number of service calls closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-37 Sample Service Calls Closed by Deadline Report**



Weekly | Monthly | Quarterly



## Service Calls Closed on First Call Report

This report shows the percentage of service calls closed on the first call per classification, category, priority and workgroup.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

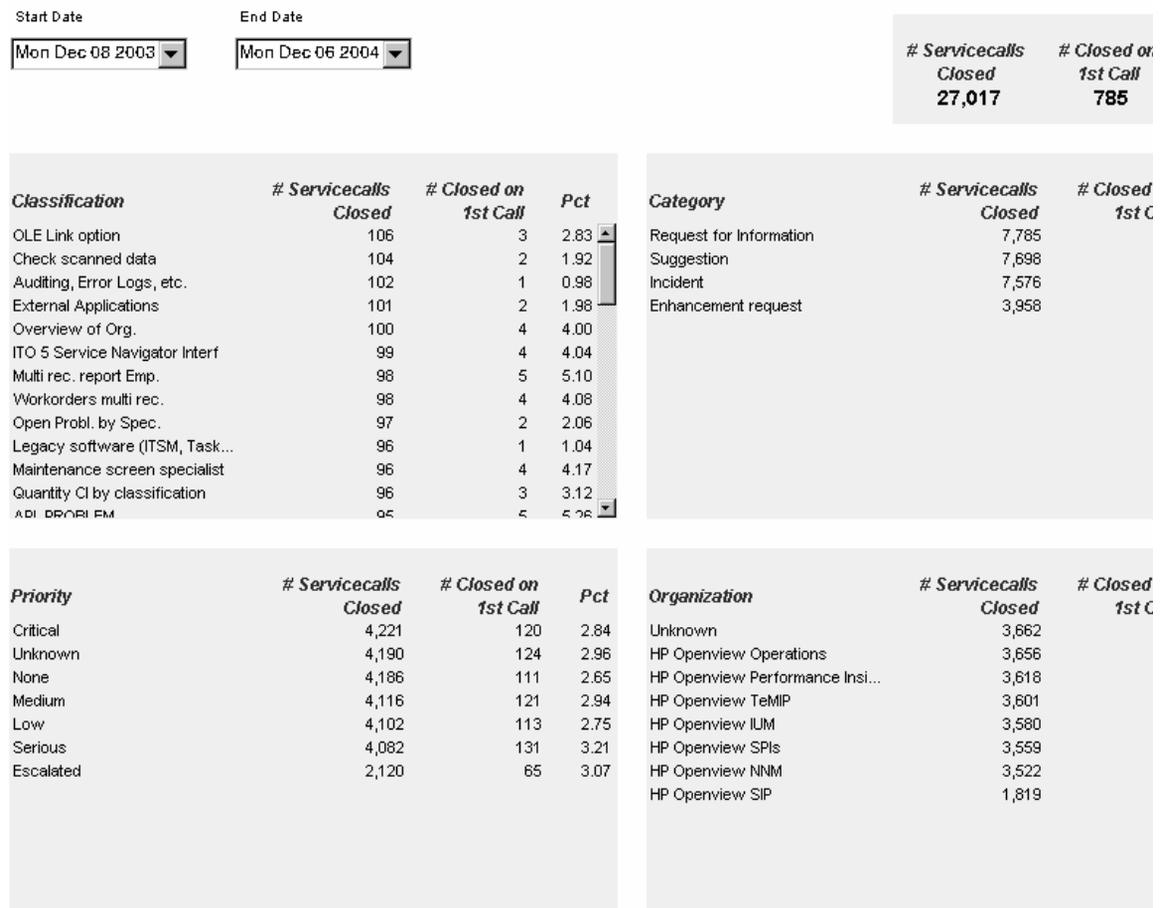
**Table 8-38 Service Calls Closed on First Call Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Service Calls closed table	<ul style="list-style-type: none"> <li>• Total number of service calls closed</li> <li>• Number of service calls closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Classification table	Per classification: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed on first call</li> <li>• Percentage closed on first call</li> </ul>
Category table	Per category: <ul style="list-style-type: none"> <li>• Number of service calls closed</li> <li>• Number of service calls closed on first call</li> <li>• Percentage closed on first call</li> </ul>

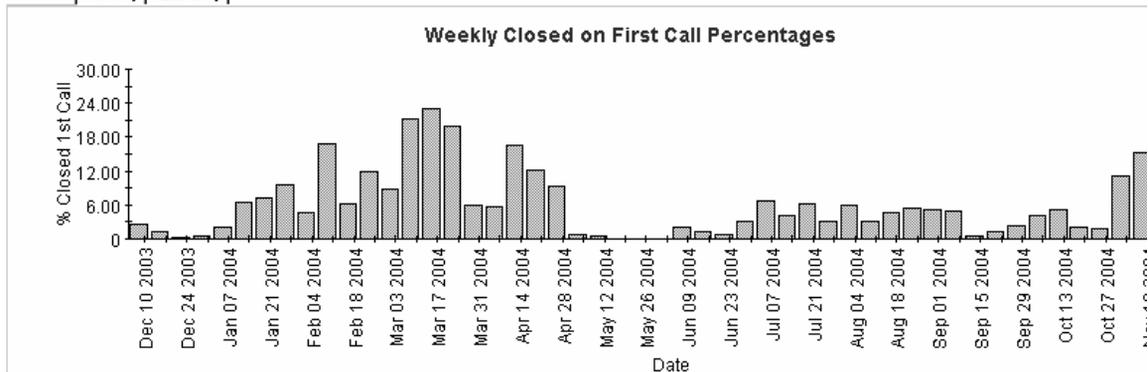
**Table 8-38 Service Calls Closed on First Call Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Priority table	Per priority code: <ul style="list-style-type: none"><li>• Number of service calls closed</li><li>• Number of service calls closed on first call</li><li>• Percentage closed on first call</li></ul>
Organization table	Per organization: <ul style="list-style-type: none"><li>• Number of service calls closed</li><li>• Number of service calls closed on first call</li><li>• Percentage closed on first call</li></ul>
Tabbed area with bar charts	Number of service calls closed on first call at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-38 Sample Service Calls Closed on First Call Report**



Weekly | Monthly | Quarterly



## Service Calls Details Report

This report shows the service call records which have been received for reporting and processing by the warehouse system.

The user selects start and end dates for the evaluation period. The user can also set filters to reduce the selection and find specific cases. The primary table displays a limited set of rows (defaulted to 500 at most) and the lower table provides further details for the selected item.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-39**      **Service Calls Details Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Choose Category field	Drop-down list. The report is limited to service calls in the selected category.
Choose Classification field	Drop-down list. The report is limited to service calls with the selected classification.
Choose Workgroup field	Drop-down list. The report is limited to service calls for the selected workgroup.
Choose Priority field	Drop-down list. The report is limited to service calls with the selected priority code.
Choose Closure Code field	Drop-down list. The report is limited to service calls with the selected closure code.
Choose Impact field	Drop-down list. The report is limited to service calls with the selected impact.

**Table 8-39 Service Calls Details Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Choose Organization field	Drop-down list. The report is limited to service calls for the selected organization.
Change details list	Details of the service calls which meet the selected parameters. Select an object for further details.
Further details list	Further details of the selected object.

**Figure 8-39 Sample Service Calls Details Report**

**Servicecalls Details**

Start Date:  Choose Category:

End Date:  Choose Classification:

Choose Workgroup:

Choose Priority:

Choose Closure Code:

Choose Impact:

Choose Organization:

**Servicecall Details**  
 Only Recent Servicecalls Will Be Available

Modification Time	Caller Org Name	Category Name	Workgroup Name	
Sun, Dec 5 4:17 PM	HP Openview NNM	Request for Information	RFC Assessment Team	Customer satisfaction
Sun, Dec 5 4:07 PM	HP Openview TeMIP	Incident	Migration project team	Configurable Extractor
Sun, Dec 5 4:07 PM	HP Openview IUM	Request for Information	Unknown	EIDK addprog
Sun, Dec 5 4:07 PM	HP Openview Operations	Request for Information	Unknown	Print change workorders
Sun, Dec 5 4:07 PM	HP Openview Performance Insight	Enhancement request	Documentation	Prob. by group
Sun, Dec 5 4:07 PM	HP Openview NNM	Suggestion	Test & Quality Assurance	[select a classification code]
Sun, Dec 5 4:07 PM	HP Openview SIP	Suggestion	Documentation	Search Prob.
Sun, Dec 5 4:06 PM	HP Openview SPIs	Suggestion	Design	Maintenance unique CI nrs.
Sun, Dec 5 4:06 PM	HP Openview Performance Insight	Request for Information	Integration project team	Prob. (multi rec.)
Sun, Dec 5 4:06 PM	HP Openview NNM	Incident	Unknown	Maintenance Appointments
Sun, Dec 5 4:06 PM	HP Openview Operations	Suggestion	Test & Quality Assurance	Maintenance messages
Sun, Dec 5 4:06 PM	HP Openview TeMIP	Enhancement request	Change Advisory Board	Not applicable
Sun, Dec 5 4:06 PM	HP Openview SPIs	Enhancement request	Current Products	Prob. by group
Sun, Dec 5 4:06 PM	HP Openview Operations	Incident	Migration project team	Main screen escal. / proc.
Sun, Dec 5 4:00 PM	Unknown	Suggestion	Current Products	Open Probl. helpdesk
Sun, Dec 5 3:58 PM	HP Openview IUM	Suggestion	Integration project team	Archived change
Sun, Dec 5 3:55 PM	HP Openview TeMIP	Suggestion	Integration project team	Main scr. stand. workorders
Sun, Dec 5 3:44 PM	HP Openview NNM	Suggestion	Design	Open Probl. by Spec.
Sun, Dec 5 3:18 PM	HP Openview TeMIP	Incident	Current Products	Performance
Sun, Dec 5 2:19 PM	HP Openview SIP	Request for Information	Migration project team	Service call Replication
Sun, Dec 5 2:17 PM	Unknown	Suggestion	Change Advisory Board	Archive problems
Sun, Dec 5 2:16 PM	HP Openview SPIs	Incident	Documentation	Default progress monitor

**Further Details for the Selected Item**

Folder Name	Creation Date	Deadline Date	Actual Duration in hours	Workgroup St
Development	Sun, Dec 5 4:03 PM		0.00	Unkno

## Service Calls by Closure Code Report

This report shows the total number of service calls in the selected category with a further breakdown by closure code.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

**Table 8-40**

**Service Calls by Closure Code Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Drill-down category table	Per category: <ul style="list-style-type: none"> <li>• Number of service calls</li> <li>• Number of service calls closed before deadline</li> <li>• Percentage of service calls closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul> Click the drill icon to display information for a particular category.
Total service calls table	<ul style="list-style-type: none"> <li>• Number of service calls closed before deadline</li> <li>• Total number of service calls</li> <li>• Percentage of service calls closed before deadline</li> <li>• Number of service calls closed after deadline</li> </ul>

**Table 8-40 Service Calls by Closure Code Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Closure code table	Number of service calls per closure code in the selected category.
Tabbed area with bar charts	Number of service calls closed before deadline at weekly, monthly or quarterly intervals (where applicable) within the evaluation period and in the selected category.

**Figure 8-40 Sample Service Calls by Closure Code Report**

# Service Desk

## Help Desk

### Servicecalls by Closure Code

This report shows the total number of servicecalls (with a creation time between the Start and End dates selected) for the selected category per closure code. Select dates for start and end periods.  
 Start Date <= Registration Time < End Date

Start Date

Mon Dec 08 2003

End Date

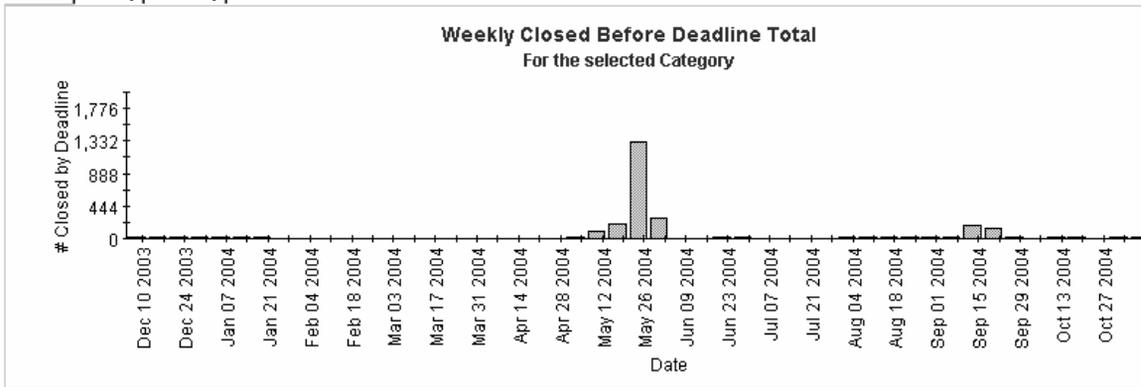
Mon Dec 06 2004

Category	# Servicecalls	Before	Pct	After	Closed Before Deadline	# Servicecalls Closed	Pct
Request for Information	7,785	2,683	34.46	5,102	<b>9,174</b>	<b>27,017</b>	<b>33.96</b>
Suggestion	7,698	2,605	33.84	5,093			
Incident	7,576	2,511	33.14	5,065			
Enhancement request	3,958	1,375	34.74	2,583			

Closure Code	# Serv
Solved in WEBConnect 5.6.2	
Solved in ITSM 512 patch 04	
Solved in WEBConnect 1.6.3	
Solved in ITSM 5.7 patch 04	
Solved in ITSM 5.7 patch 05	
Solved in Service Desk 3.0 SP3	
Related to Change	

Weekly | Monthly | Quarterly



## Incoming Service Calls (History) Report

This report shows the total number of service calls per classification, category, priority and organization.

The user selects start and end dates for the evaluation period. The report shows service calls that were registered on or after the start date, and before the end date.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

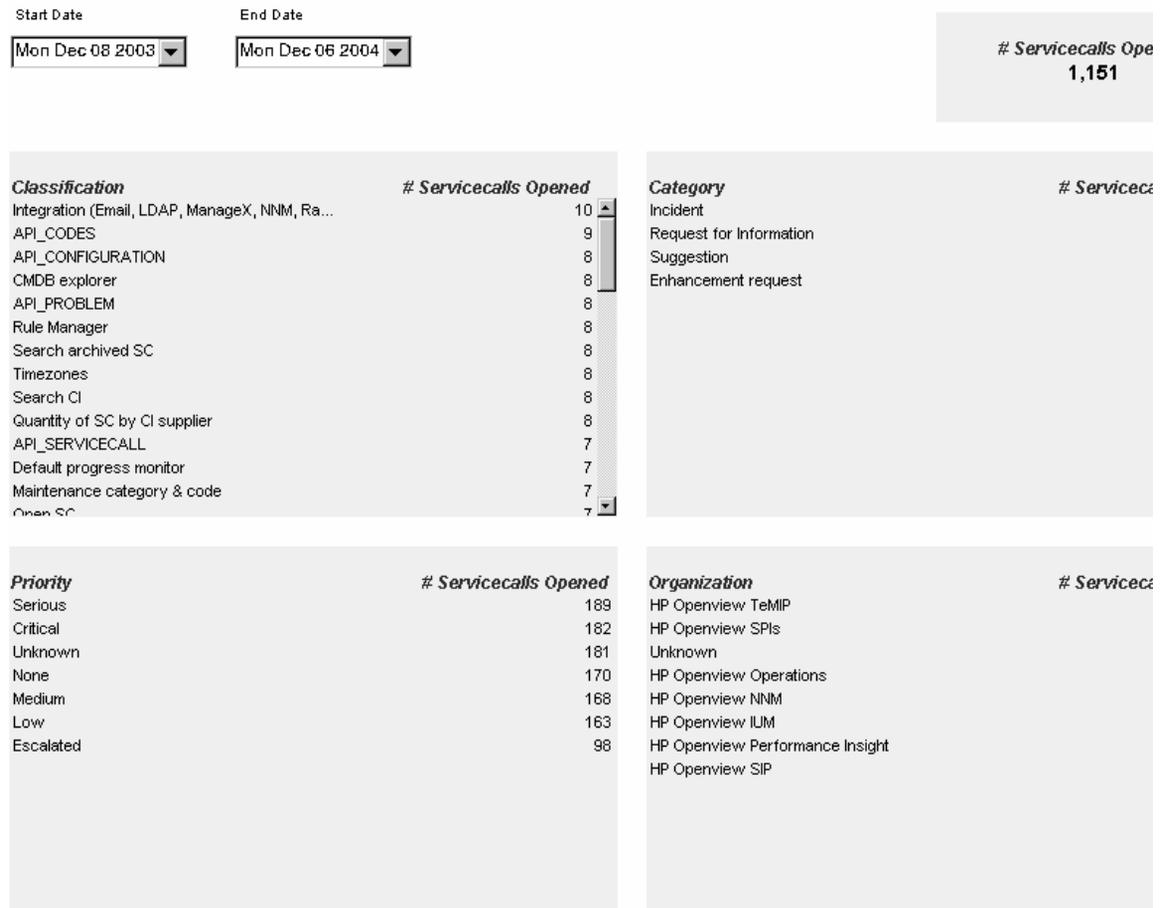
### Report Fields

Table 8-41

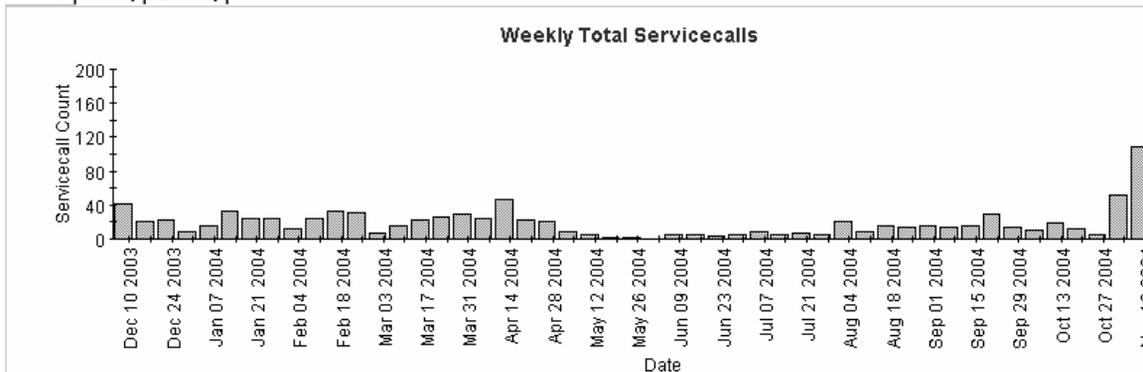
### Incoming Service Calls (History) Report

Report Item	Description
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Service Calls table	Total number of service calls opened.
Classification table	Number of service calls opened per classification.
Category table	Number of service calls opened per category.
Priority table	Number of service calls opened per priority code.
Organization table	Number of service calls opened per organization.
Tabbed area with bar charts	Percentage of service calls opened at weekly, monthly or quarterly intervals (where applicable) within the evaluation period.

**Figure 8-41 Sample Incoming Service Calls (History) Report**



Weekly | Monthly | Quarterly



## Incoming Service Calls (Recent) Report

This report shows the total number of service calls per classification, category, priority and workgroup.

The user selects start and end dates and times for the evaluation period. The report shows service calls that were registered on or after the start date and time, and before the end date and time.

### Report Schedules

- On demand
- Scheduled (daily, weekly, or monthly), configurable by the user

### Report Fields

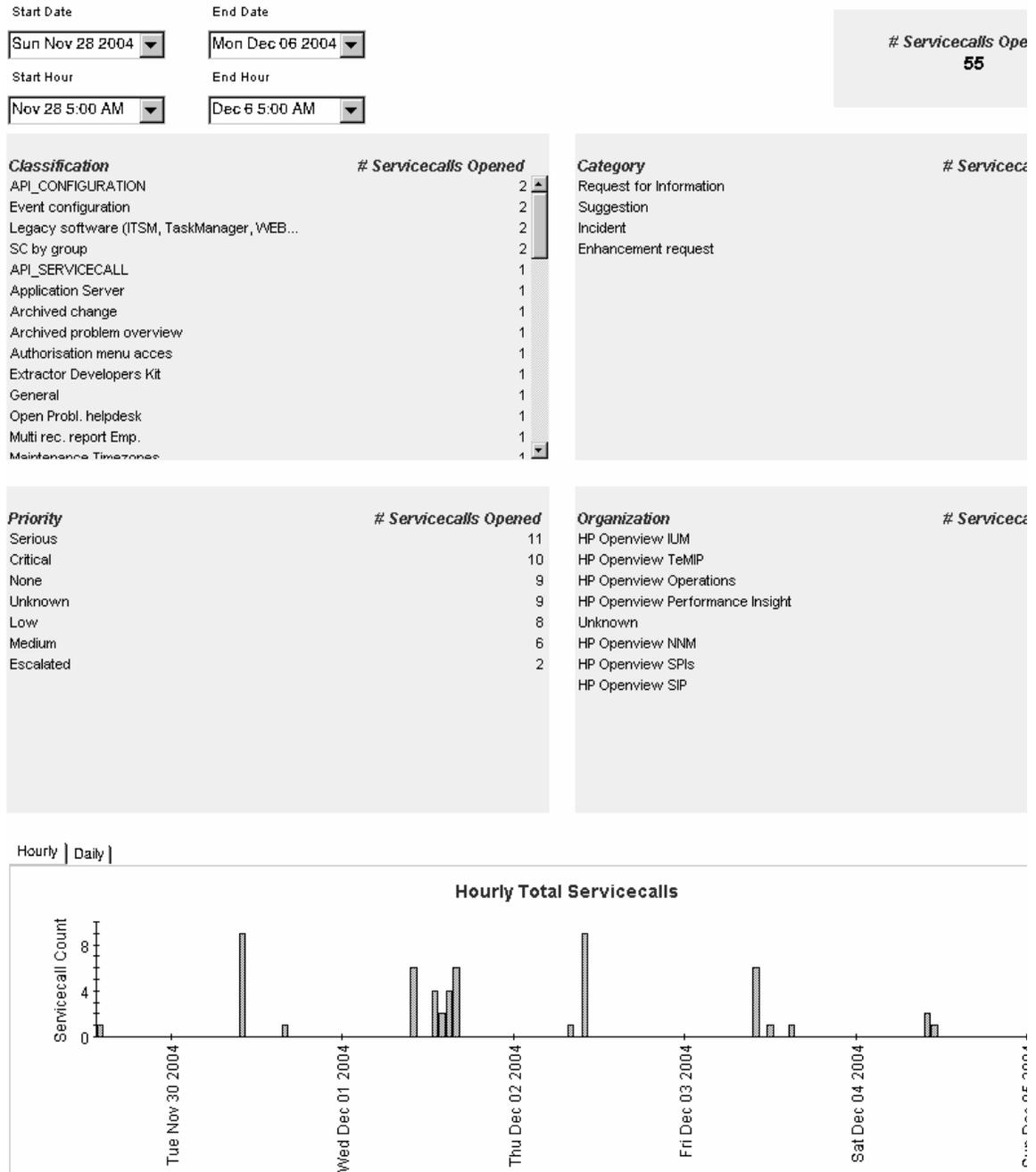
**Table 8-42 Incoming Service Calls (Recent) Report**

<b>Report Item</b>	<b>Description</b>
Start Date field	Drop-down list. The start date of the evaluation period.
End Date field	Drop-down list. The end date of the evaluation period.
Start Hour field	Drop-down list. The start time of the evaluation period.
End Hour field	Drop-down list. The end time of the evaluation period.
Service Calls table	Total number of service calls opened.
Classification table	Number of service calls opened per classification.
Category table	Number of service calls opened per category.
Priority table	Number of service calls opened per priority code.
Organization table	Number of service calls opened per organization.

**Table 8-42 Incoming Service Calls (Recent) Report (Continued)**

<b>Report Item</b>	<b>Description</b>
Tabbed area with bar charts	Number of service calls opened at hourly or daily intervals (where applicable) within the evaluation period.

**Figure 8-42 Sample Incoming Service Calls (Recent) Report**



---

# **9 Archiving**

This chapter explains how to archive Service Desk objects.

## Overview

When Service Desk information is archived, it is first copied to a predefined archive location, and then deleted from the production database. The archived information is stored in XML format.

Archiving is suitable for information that is too useful to discard, but is not accessed frequently enough to justify the space it occupies and the impact it has on Service Desk performance. For example, a service call may be resolved and closed, but deleting it would result in the loss of information vital for investigations into the underlying issues and the solution that was implemented. This information might be worth retaining in case similar issues arise in future, and for auditing purposes.

You specify the information to be archived by defining views for each object type. Work orders, changes, projects, problems, service calls, and incidents can all be archived. Any combination of conditions that can be set up in a Service Desk data view can be used to determine what information is archived.

---

### **CAUTION**

Archiving should not be used as a backup solution. When information has been archived, it cannot be restored. For information about performing database backups, refer to your database vendor's documentation set.

---

## Structure of Archive Files

Service Desk archives are stored in XML format. You can choose between two different XML structures when archiving:

- **Service Desk-specific**

The DTD of the Service Desk-specific XML structure is based on the Service Desk object model. The types of XML elements are the entities or object types in the Service Desk object model. The attributes of the individual XML elements correspond to the values of the attributes in the individual Service Desk objects they represent.

- **Abstract**

The DTD of the abstract XML structure is based on a generalized information model, where the XML elements reflect the abstract concepts of objects and their attributes. Reference is made to the Service Desk object model by identifying the relevant Service Desk entities or object types within the properties of the individual XML elements.

The advantage of the abstract XML format is that the DTD does not depend on the details of a particular Service Desk implementation. This makes it very versatile.

The disadvantage of the abstract format is that for a particular implementation of Service Desk, programmers who transform XML to another format - such as HTML - need to fill in the actual details of the Service Desk implementation without any help from the structure of the XML.

---

**NOTE**

Although the data exchange mechanism also exports and imports data in XML format, there is no connection between archiving and data exchange. Data exchange uses the Common Information Model (CIM) XML data definition. In contrast, archiving uses one of two user-selectable XML formats: abstract or Service Desk-specific.

---

## **Set Up the Archive Process**

The tasks required to set up the archiving process are as follows:

- Create views (or use existing views) that specify the objects to be archived.
- Select the specified views in the Archive Settings dialog box.  
For instructions, see “Define Archive Settings” on page 343.
- Select the options to archive History Lines, attachments, and service event relations, if required.  
For instructions, see “Define Archive Settings” on page 343.
- Define settings for archive file names, location and format.  
For instructions, see “Define Archive File Names and Location” on page 345
- Start archiving immediately from Service Desk, or initiate archiving from the command prompt (for scheduling).  
For instructions about starting the archive process manually, see “Start the Archive Process” on page 347.  
For instructions about scheduling archiving, see “Schedule the Archive Process” on page 351.

## Define Archive Settings

You define archive settings in the Archive Settings dialog box.

### To set up the archive process:

1. Create table views (or use existing table views) that define the information you wish to archive. The fields included in each view determine the attributes that are archived with each record. The filters applied to the view determine which records are archived.

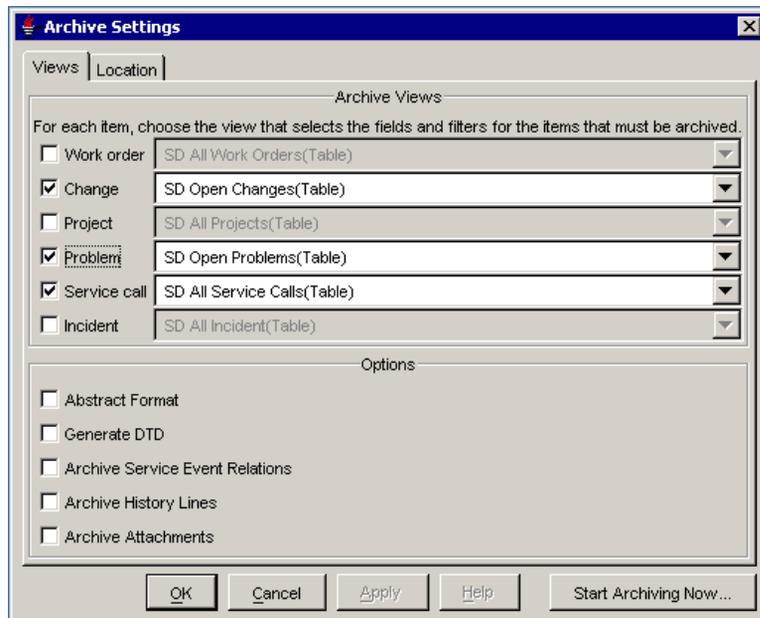
---

#### NOTE

---

You can use only table views for archiving. Other types of view are not valid.

2. In the HP OpenView Configuration workspace group, select the **System Settings** workspace.
3. In the right-hand pane, double-click the **Archive Settings** icon. The **Archive Settings** dialog box opens.



4. In the **Views** tab page, select the check box for each object type that you wish to archive.

---

**CAUTION**

The order in which objects are listed for archiving is the order in which they are deleted. This order is significant because of the hierarchical links that may exist between objects. For this reason, do not select an object lower down in the list without also selecting the objects above it.

For more information about object order, see “Object Order in Archives” on page 356.

---

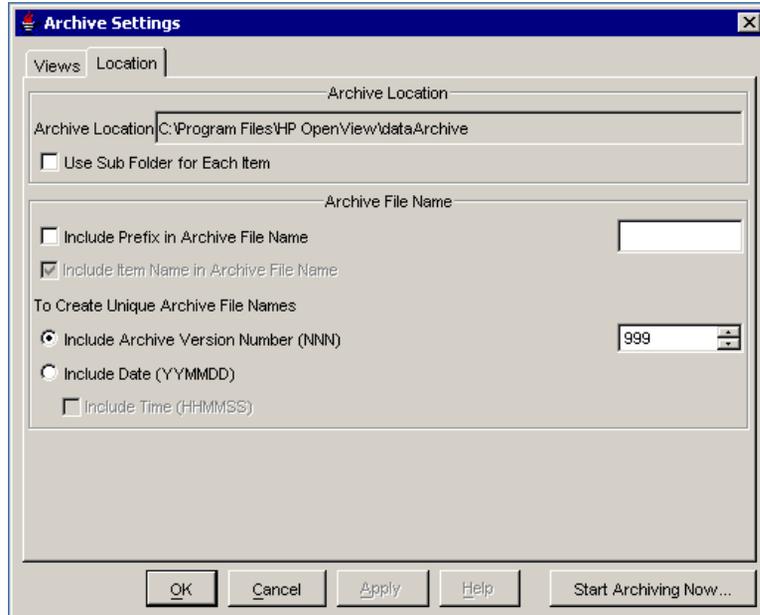
5. Select a view from the drop-down list next to each object type. The selected view determines what information is archived with each object.
6. Select the **Abstract Format** check box to archive your information in abstract XML format. If you do not select this check box, the archived information is stored in Service Desk-specific XML format.  
  
You may prefer to use the abstract format if you intend to transform archive files from XML to another format such as HTML. For a comparison of the two structures, see “Structure of Archive Files” on page 341.
7. Select the **Generate DTD** check box to generate a document type definition for each archive file. You can use the DTD file to simplify the transformation process from XML to another format such as HTML.
8. Select the **Archive Service Event Relations** check box to include service event relations in the archive.
9. Select the **Archive History Lines** check box to include history lines in the archive.
10. Select the **Archive Attachments** check box to include attachments in the archive.

## Define Archive File Names and Location

In the Location tab page of the Archive Settings dialog box, you can define naming conventions and folder structure for archive files.

### To define archive file names and location:

1. Click the **Location** tab in the **Archive Settings** dialog box.



2. Select the **Use Sub Folder for Each Object** check box to store the archive files for each object type in a separate sub-folder below the archive directory. If this check box is not selected, all archive files are stored in the displayed archive location.
3. Specify a file name prefix of up to three characters to help identify the archive files.
4. Select **Include Archive Version Number** to append an archive version number to each file name.

Including the archive version number ensures that archive file names are unique. The number is incremented each time the archive process is performed. Alternatively, you can select **Include Date** to

## Set Up the Archive Process

append the archiving date to the archive file name. You can include the archiving time as well as the date. Including the time is useful if archiving is performed more than once on the same day.

---

### NOTE

By default, information is archived to a location on the Service Desk client in the Archive folder below the data folder. This archive location is displayed in the read-only **Archive Location** field. The location of the data folder can be viewed and changed in the Client Settings Editor. For more information about the Client Settings editor, see **Information for Administrators**→**Client Settings** in the HP OpenView Service Desk online help.

If you initiate archiving from the command line, you can override the archive location by specifying a command-line `loc` option. For more information about starting to archive from the command line, see “Schedule the Archive Process” on page 351.

---

## Start the Archive Process

After specifying the archive settings, you can start archiving immediately from the console.

### To start archiving from the console:

Click the **Start Archiving Now** button in the **Archive Settings** dialog box.

Alternatively, you can initiate archiving from the command line, which enables you to schedule archiving and to override some archive settings.

For more information about scheduling the archive process, see “Schedule the Archive Process” on page 351.

---

### NOTE

Before initiating the archiving process, it is recommended that you decide on the time zone to be used for archiving dates and times. For more information, see “Time Zones for Archiving” on page 358.

---

## Archiving Output

During the archiving process, all records of the chosen object type (or types) are first copied to the archive location. Then the deletion process begins, during which the records are removed from the database.

Objects are archived in the order in which they are listed in the Archive Settings dialog box. This means that work orders are archived first (if selected for archiving), followed by change requests, and so on down to incidents. If an error occurs during copying (for example, the disk becomes full), the copying process terminates, and no records are deleted. By this time, archive files might have been created for some object types. You can use the archive log file to identify records that were copied but not deleted.

Archive files use object identifiers (OIDs) to refer to objects. An OID identifies an object uniquely. OIDs are also used to identify archived attachments. The use of OIDs facilitates the development of automated search routines.

### Viewing Archive Files

Archive files store information in XML format. A separate XML file is created for each type of object. New XML files are created each time the archive process is performed.

The files are in Service Desk-specific XML format (default) unless you select the Abstract Format check box in the Archive Settings dialog box. For more information about selecting the XML format for archives, see “Set Up the Archive Process” on page 342.)

You can use any external XML browser to view the archive files.

### Archive Log Files

After the archive process is completed, Service Desk records the outcome in a log file. The log file is created in the archive folder and named `<date>_<time>.log`, where date and time identify the moment the archive process started. Use any plain text editor to view the log file.

The log file includes the following information:

- Date and time the archive process started and finished.

- For each object type:
  - Archive filter settings
  - Number of objects copied and removed
- For each individual object, the result of copying and the result of deletion.
- If the archive process fails, the reason for failure. For example, if deletion fails because an object has a relation that cannot be deleted, the log identifies the related object that caused the error.

**To view an archiving log file:**

1. In the **Archive Settings** dialog box, click the **List Log Files** button. The file browser is displayed.
2. Select the log file to be viewed, then click **Open**.

---

**NOTE**

If the log shows that an object was successfully copied to the archive location but failed to be deleted, Service Desk will attempt to archive it the next time the archiving process runs. This can result in an object being archived to more than one archive file. You can use the archiving log to identify such objects, and then delete them to prevent them from being archived more than once.

---

## Archiving Attachments

By default, attachments are not archived when their related objects are archived. They are simply deleted from the attachment server.

However, you can choose to archive attachments by selecting the relevant check box in the Archive Settings dialog box. For more information about the Archive Attachments check box, see “Set Up the Archive Process” on page 342.

Service Desk handles the archiving of attachments as follows:

- Each attachment is copied to an archive subdirectory, using the same sub-directory structure as on the attachment server. The structure includes the object type and OID.
- The archive file includes a reference to the OID of each attachment file.
- The archive file includes a reference to the sub-directory structure pointing to the attachment.

For example, consider a service call with an attachment file named `details.txt`.

If the target folder specified in the attachment settings is `/home/attach`, and the service call has object ID `281478288048260`, the attachment server stores the attachment with a numeric file name (for example, `281478288048226`) in the following file:

```
/home/attach/Servicecall/281478288048260/281478288048226.
```

When the service call is archived, the attachment is copied to the following file in the archive folder:

```
Attachments/Servicecall/281478288048260/details.txt
```

---

## Schedule the Archive Process

Depending on the needs of your organization, you can schedule the archive process to occur at a specified time and frequency. Use any external scheduler to run the archive process at a time that is convenient for you. Because the archive process is launched from the command line, you can override certain archive settings, such as the location of files, and whether to run the archive process on the client or server.

When you schedule archiving, Service Desk uses the account settings of the default user as specified in the user settings on the Service Desk server. You can modify these settings in the Client Settings editor. For more information about the Client Settings editor, see **Information for Administrators**→**Client Settings** in the HP OpenView Service Desk online help.

### To schedule the archive process on the Service Desk client:

When you schedule archiving, Service Desk uses the account settings of the default user as specified in the user settings on the Service Desk client.

Use the documented procedure supplied with the external scheduler.

When prompted to specify the name of the executable program to run, specify the `OvSdArchive.bat` file located in the bin directory below the client installation folder. The default folder is:

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

### To schedule archiving on the Service Desk server:

Service Desk uses the account settings of the default user as specified in the user settings on the Service Desk server.

Use the documented procedure supplied with the external scheduler.

When prompted, specify the name of the executable program to run.

```
Usage: OvSdArchive [view] [option]
```

- **Windows**

```
<install>\bin\OvSdArchive.bat
```

- **UNIX**

**Schedule the Archive Process**

```
<install>/bin/OvSdArchive
```

On these platforms, *<install>* is the installation directory for the Service Desk server.

By initiating the archive process from the command line, you can override the archive settings. The command-line options available are:

*usr=<username>* Account name.

*pwd=<password>* Account password.

*srv=<server>[:port]* Server name (and optionally, port).

*loc=<location>* Archive location.

*abs=<yes|no>* Use abstract XML format.

*dtd=<yes/no>* Generate document type definition.

*rel=<yes/no>* Archive service event relations.

*his=<yes/no>* Archive history lines.

*att=<yes/no>* Archive attachments.

*del=<yes/no>* Delete records (*yes*) or suppress deletion (*no*) after they have been copied to the archive.

The command-line options are not encrypted. If security is an issue, it is not recommended that you specify user account details on the command line.

You may need to enclose certain command-line options (both the parameter and its argument) in quotation marks, such as when the location path contains a directory name with spaces.

For example, when archiving to the location

```
/home/archive files
```

the following syntax is recommended:

```
OvSdArchive -usr=admin -pwd=abcdefg -srv=sdserver1  
-loc="/home/archive files"
```

To override the user account on the command line, you need to specify the account name, password, and server name (and optionally, the port number, if different from the default port).

For example, specify the following:

```
OvSdArchive -usr=admin -pwd=abcdefg -srv=sdserver1:30998  
-loc=/home/archive
```

If you supply a user account override on the command line, Service Desk applies the default time zone for the specified user. Make sure that the default time zone for the specified user is set to the required value.

## **Archiving Strategy**

Before you specify archiving criteria and initiate archiving, it is advisable to plan an archiving strategy that is appropriate for your implementation of Service Desk. This section discusses some of the factors you might need to consider.

### **Consistency of Archives**

You may need to change archiving settings (for example, when new custom fields are introduced). However, to maintain the consistency of archived information, it is advisable to avoid, if possible, changing the archiving settings.

### **Performance of Archiving**

The performance of archiving can be negatively affected if the archive process is started during peak periods. In addition, the archiving process can negatively affect the performance of normal Service Desk operations.

When archiving large amounts of data, it is advisable to schedule the archiving process to be performed during quiet periods, such as overnight. During a 60-hour period over a weekend, it should be possible to archive 175,000 records.

### **Frequency of Archiving**

Consider the rate at which records are created in Service Desk. Allow for variations due to cyclical or seasonal factors. In general, the more rapidly information is created, the more frequently it needs to be archived.

If you archive information more frequently, each archive file is smaller, but the number of archive files increases more rapidly. This may cause difficulty when searching through archived information.

### **Quantity of Archived Information**

Use a test database to experiment with different archiving criteria. In this way, you can determine how much disk space is required for your archive files.

The amount of disk space consumed by archive files also depends on how many attributes you choose to archive with each object, and on the quantity of information that is usually entered in fields. Identify the most important attributes, and the ones that consume the most disk space. Try to differentiate between attributes that must be archived, and attributes that are expendable.

The `-del=no` command-line argument is useful when experimenting with different archiving criteria. By suppressing the deletion of archived records, you do not need to create new records each time. For a list of command-line arguments, see “Schedule the Archive Process” on page 351.

If storage capacity is limited, consider compressing archives. Compression can reduce disk space consumption by 80% or more.

## **Selecting Data for Archiving**

Ensure that information is only archived when it is no longer required by other processes.

The following processes may require information to be retained for long periods:

- **Service-level management**

Service Level Agreements may be active for several years, and each evaluation period may span six months or more. Service calls and incidents should only be archived if they have remained closed and unchanged for a period equal to, or greater than, the evaluation period. Consider the timing of evaluation and archiving processes (for example, arrange to start archiving after SLA evaluation is complete).

- **Analyzed data**

Analyzed data may be required for problem-solving and process optimization. The archiving process removes analyzed data related to archived objects, as well as the history lines on which the analyzed data is based. If you need to use analyzed data, consolidate that data in reports or reporting databases before archiving objects.

## Legal Requirements for Archives

Make sure that your archiving policy complies with your organization's guidelines. Consider official regulations and procedures governing the retention and deletion of information. Your organization may have policies for keeping objects available for operational use in the database, or for indirect use, as well as policies for the deletion of data.

## Object Order in Archives

The Archive Settings dialog box lists object types in the order in which they are archived. To minimize the possibility that a record cannot be deleted because of a dependency, you should *not* exclude objects higher up the list when including objects lower down the list. For example, if you archive problems, it is advisable to also include change requests and work orders in the archiving process. For more information, see “Archiving Related Records” on page 356.

For each type of object, Service Desk archives records according to their ID: highest ID first, lowest ID last. This minimizes the possibility that a record cannot be deleted because of a dependency (for example, a subcontract service call has a higher ID than the originating service call).

## Archiving Related Records

When you specify archiving criteria for each type of object to be archived, avoid setting up a strategy that archives certain records but retains related records. Objects hold useful information not only in their text fields, but also in their relations to other objects. It is advisable to aim for an archiving strategy that archives all interrelated records in the same operation. This ensures that all references to related records are archived with an object.

## Objects Related to Work Orders

Consider the case of a change request related to a work order:

- **Change request only**

If you archive the change request but not the work order, the change request is copied but not deleted. Service Desk attempts to archive the change request the next time the archiving process runs, but the

archiving process cannot delete the change request until the related work order is deleted or archived. This results in the change request object being archived to more than one archive file.

- **Work order only**

If you archive the work order but not the change request, the work order is copied and deleted successfully, and its archive contains a reference to the change request. The change request remains in the Service Desk database, but its relation to the archived work order is lost.

- **Change request and word order**

If you archive the work order and the change request, both the work order and the change request are copied and deleted successfully. The work order archive contains a reference to the change request, but the change request archive does not contain a reference to the work order. This is because by the time the change request is archived, the work order has already been copied and deleted.

### **Service Calls Related to Subcontract Calls**

Consider the case of a service call related to a subcontract service call:

- **Originating service only**

If you archive the originating service call but not the subcontract service call, the originating service call is copied but not deleted. Service Desk attempts to archive the originating service call the next time the archiving process runs, but the archiving process cannot delete the originating service call until the related subcontract service call is deleted or archived. This can result in an object being archived to more than one archive file.

- **Subcontract service only**

If you archive the subcontract service call but not the originating service call, the subcontract service call is copied and deleted successfully, and contains a reference to the originating service call. The originating service call remains in the Service Desk database, but its relation to the archived subcontract service call is lost.

- **Originating service and subcontract service**

If you archive the subcontract service call and the originating service call, both service calls are copied and deleted successfully. The subcontract service call contains a reference to the originating service call, but the originating service call does not contain a reference to the subcontract service call. This is because by the time the originating service call is archived, the subcontract service call has already been copied and deleted.

### **Objects with Service Event Relations**

Consider the case of a change request that has a solved-by service event relation to a problem record:

- **One record only**

If you archive one record without the other, the record selected to be archived is copied and deleted successfully, and the archived record contains a reference to the service event relation (if you selected this option). However, the record that is not archived loses its relation to the archived record.

- **Change request and problem**

If you archive the change request and the problem, both records are copied and deleted successfully. The change request contains a reference to the problem (if you selected this option). However, the problem does not contain a reference to the change request. This is because by the time the problem is archived, the change request has already been copied and deleted.

### **Time Zones for Archiving**

It is important that all your archives are produced using the same time zone. As part of your archiving strategy, it is recommended that you consider how Service Desk chooses a time zone.

Service Desk chooses a time zone based on how you initiate archiving:

- **Console**

If archiving is initiated from the Archive Settings dialog box, Service Desk uses the time zone currently displayed in the toolbar. This is the user's default time zone.

- **Command line**

If archiving is initiated from the command line, Service Desk uses the default time zone of the default user. If a user account is specified as a command-line override, Service Desk uses the default time zone of the specified user.



---

# **10** **Impacted Services**

This chapter describes how to define the parameters used to find impacted services for incidents and service calls.

## Overview

An incident can have an impact on services; not just those directly related to the incident but also indirectly-related services. Service Desk allows users to view all impacted services and relate them to the incident, so that impact analysis can be performed to assess the full potential loss of, or damage to organizational processes.

As a starting point for finding all impacted services, Service Desk can use the incident's configuration item or directly-related service or both. In the Impacted Services Settings dialog box, you specify which of these parameters Service Desk will use when searching for impacted services.

Depending on your choices, Service Desk finds the impacted services using the strategies described below. If configuration item *and* service are selected, both strategies are applied.

### Configuration Item

If the incident's configuration item is used as a parameter, the following services are considered to be impacted:

- All services related to the configuration item by a Used By relation
- If the parameter configuration item is part of a hierarchy, all services that use each parent CI (linked by a Used By relation)
- For each service found, a further search is performed using the logic described below for Service

### Service

An incident can be linked to either a Business service or a Management Operation service. If the incident's service is used as a parameter, the impacted services are found as follows:

- Business Service

If the parameter service is a Business service, the following services are considered to be impacted:

- all services related to the Business Service by a Used By relation
- If any of the Used By services are parent services, their Used By (child) services

- Management Operation Service

If the incident is linked to a Management Operation Service, the impacted services include, for each CI managed by the specified service, all services found by applying the logic described above for configuration items.

---

## Define Search Parameters for Impacted Services

In the System Settings workspace you can define the parameters that will be used to search for services impacted by incidents and service calls. You can also restrict the search by service status.

### To define parameters for the Impacted Services search:

1. In the **System Settings** workspace, double-click **Impacted Services**.

The **Impacted Services Settings** dialog box opens.

In incident, conduct search for Impacted Services based on the following settings

Configuration Item

Configuration Item

Services

Business Service

Management Operation Service

Status filter for Impacted Services

No filter

Status of Impacted Services equals one of the following

Text	Key
Inactive	Inactive
In Test	InTest
Active	Active

New... Edit... Delete

Other options

Search and relate Impacted Services when an incident is automatically created

OK Cancel Apply Help

2. Select the check boxes for **Configuration item**, **Business Service** and **Management Operation Service**, as required.
3. In the Status Filter for Impacted Services area, select one of the following:
  - **No filter**
  - **Status of Impacted Services equals one of following**

If you want restrict the search so that only services with specific statuses are included, enter the allowed status codes using the **New** button. You can also edit and delete status codes as required.
4. Select the **Search and relate Impacted Services when an incident is automatically created** check box if this functionality is required.
5. Click **OK** to save the settings.

Impacted Services

**Define Search Parameters for Impacted Services**

This chapter describes the Server Configuration editor and Object Server Monitor.

## Server Monitor

The HP OpenView Server Monitor program allows you to assess the status and performance of management servers over time. You can assess database performance, see how many clients are connected, or examine the size and state of queues. You can also monitor the connections to the database and the status of services.

### Open the Server Monitor Program

To open the Server Monitor program, locate and run the following file:

- UNIX and Linux Operating Systems:

`/opt/OV/bin/OvObsServerMonitor`

- MS Windows Operating Systems:

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

Alternatively, click the following option in the Start menu:

**Start→Programs→HP OpenView→Server Monitor**

### Start Using the Server Monitor Program

To start using the Server Monitor program, complete the following steps:

1. Select the management server instance you want to monitor from the list of host names displayed in the **Address** drop down menu.
2. Click **View→Refresh** to display the latest values for all fields on the tab you are viewing. The displayed values are updated at regular intervals. Use the Refresh button for an immediate update.
3. Click **View→Update Speed** to modify the interval used to check for the latest values for all fields in the tab you are viewing. The Paused option stops the refresh process until you reset it to one of the following values: High, Normal, or Low.
4. Observe the status bar at the bottom of the Server Monitor program. It displays the following information:

- **Uptime** is the time that has elapsed since the management server was started.
  - **Connections** are the number of active connections to the management server. For more information, see “Server Monitor: Connections Tab”.
  - **Threads** are the number of active threads in the management server. For more information, see “Server Monitor: Threads Tab”.
  - **Mem Usage** is the amount of available memory used by the management server process.
5. Click **File**→**Exit** to close the Server Monitor program.

---

**NOTE**

---

When you exit, the management server continues to run.

## Server Monitor: General Tab

The General tab displays server, operating system, and java runtime environment information. Following are definitions for each section:

- **Server Information**

The Server section displays information about the host where the management server is running.

  - **Name** displays the name of the machine where the management server is installed and running.
  - **Version** displays the version number of the management server software.
  - **Server IP Address** displays the IP address of the host where the management server is running.
  - **Settings file** displays the full path and file name of the management server settings file.
- **Operating System Information**

The Operating System section displays information about the operating system installed on the host where the management server is running.

- **Name** displays the operating system on the host where the management server is running. The information in parentheses is the hardware architecture of the host.
- **Version** is the version number of the operating system software.
- Java Runtime Information

The Java Runtime section displays details of the Java runtime environment installed on the host where the management server is running.

  - **Name** displays the name of the Java runtime environment installed on the host where the management server is running.
  - **Version** is the version number of the Java runtime environment used by the management server.
  - **Java Vendor** is the supplier of the Java runtime environment used by the management server.
  - **Java Home** is the full path to the Java runtime root directory.

## Server Monitor: Performance Tab

The Performance tab shows performance data for the management server. Following are definitions for each section:

- Memory

The sum of the allocated memory and free memory equals the total memory made available for the management server by the virtual machine.

  - **Allocated Memory** is the amount of memory currently allocated in the virtual machine.
  - **Free Memory** is the amount of memory available but not currently allocated.
  - Click the **Free Memory** button to force the virtual machine to free unused memory. This action also updates displayed values that have changed since the last refresh.
- ITP Requests and Thread Load

The numbers in the ITP Requests and Thread Load section help you monitor average response and wait times between the management server and its clients as well as overall thread load.

- **Average (#/sec)** is the average number of ITP requests from clients per second.
- **Maximum (#/sec)** represents the highest level the average number of ITP requests from clients has reached since the management server was started.
- **Total requests** is the total number of ITP requests from clients that the management server has processed since it was started.
- **Busy ITP Threads** is the total number of ITP threads that are currently active. Threads indicate open connections.  
The information displayed is updated at regular intervals. To force an update, click **View**→**Refresh**.
- Click the **View Transactions** button to display detailed information about the transactions the management server receives and handles from its clients. For more information, see “View Transactions”.

### View Transactions

The first line of the transaction shows which management server sent the transaction and at what time. The next three lines are defined as follows:

- Average thread load is the percentage of time that threads were busy processing requests.
- Average response time is the average time it took to process a request.
- Average wait time is the average amount of time the request waited in a queue before it was picked up by a thread.

The second section of the transaction is defined as follows:

- You will see a line similar to this: `3*AppSrvDispatch→<command>`. In this example, the request, `AppSrvDispatch`, was called three times.
- Max is the maximum response time in milliseconds for the request. It also includes a list of query times, if any, that were part of the request. The query time is the time the server had to wait for a return JDBC call.

- Average response is the average response time in milliseconds for the request.
- Average wait is the average time it took for the request to be picked up by a thread after it was put in the queue for the first time.
- Response time distribution is the time the management server took to handle requests. You will see numbers that look like this: {10-19, 2}. In this example, the management server responded to two requests in 10 to 19 milliseconds.

## Server Monitor: Database Tab

The Database tab shows information about the database used by the management server. Following are definitions for each section:

- Database Information

The Database Information section displays database information.

- **Type** is the type of database.
- **JDBC Driver Name** is the Java Database Connectivity (JDBC) driver used for communication between the management server and the database.
- **Version** is the current version of JDBC driver.
- **Instance** is the name of the database server instance.

If the management server is using an Oracle database, the instance field will display the server name, port number and SID (Oracle Instance Identifier) in the form `servername:port:sid`.

If the management server is using an SQL Server database, the instance field will display only the server name.

- **Data Store** is the name assigned to the database.
- Connection Pool

The Connection Pool section displays information about connections to the management server database.

- **Data Store** is the account name for the data store user.
- **Min Pool Size** is the minimum number of connections between the management server and database.

- **Max Pool Size** is the maximum number of connections allowed between the management server and database.
- **Current in Use** is the number of connections between the management server and the database that are currently open.
- Query Log

The Query Log section displays information about queries the management server makes to the database.

- **Total Queries** indicates the total number of queries recorded in the query log file.

If the minus character “-” is present, no information is available.

- Click the **Start Logging** button to start logging management server queries to the database.
- Click the **Stop Logging** button to stop logging management server queries to the database.
- Click the **View Log** button to view the generated log file.

---

**NOTE**

You can modify some of the values displayed in the Connection Pool section in the Server Configuration program. For more information, search for the ObSSetSrv topic in the HP OpenView console online help.

---

## Server Monitor: Threads Tab

The Threads tab shows information about threads, thread groups, and the priority assigned to named threads. Threads are allocated to applications and services that logon to or use the management server. The management server uses the thread pool to handle client requests.

You can use thread information to monitor and configure management server performance over time. To do this, monitor the CPU load on the management server in combination with the response times for client requests as indicated in the following table:

**Table 11-1**

<b>Server CPU Activity</b>	<b>Client Response Time</b>	<b>Suggested Action</b>
<70%	Bad	Increase the thread pool size.
>70%	Bad	Consider using more powerful management servers or increasing the number of servers.
<70%	Normal	No action is needed.
>70%	Normal	No action is needed.

Following are definitions for each column:

- **Thread Group** contains the names of thread groups to which the management server threads belong.
- **Thread** contains the names of threads currently is use by the management server. The threads displayed are related to the number of applications and services running.
- **Priority** contains the priority value assigned to the threads.

### **Server Monitor: Queues Tab**

The Queues tab displays management server queues and their current size. Following are definitions for each column:

- **Queue** contains the names of queues used by the management server.
- **Size** is the size of the queue. Size is an indication of how many messages are waiting to be processed.

There are two important queues that monitor client requests. If these queues grow and remain large for a long period of time, it is an indication that the management server you are monitoring is overloaded. You can confirm this by looking at the CPU load and client response times.

## **Server Monitor: Services Tab**

The Services tab displays the services that use the management server. Following are definitions for each column:

- **Service Name** contains the names of monitored services.
- **Port** is the server port number to which the named service is connected.
- **Status** is the service status and can have the following values:
  - **UNINITIALIZED** indicates that a service has not been started and is not ready to accept tasks.
  - **STARTING** indicates that a service has not completed its start up procedure.
  - **STARTED** indicates that a service has successfully started, is running normally, and can accept tasks.
  - **STOPPING** indicates that a service has not completed its shut down procedure.
  - **STOPPED** indicates that the service has successfully completed its shut down procedure and is no longer running.
  - **PAUSING** indicates that a service is in the process of being paused.
  - **PAUSED** indicates that a service is loaded into memory but is not performing any tasks.
  - **RESUMING** indicates that the paused service is being resumed but is not ready to accept tasks.

---

**NOTE**

The services and port numbers can be modified in the Server Configuration program. For more information, search for the `ObSSetSrv` topic in the HP OpenView console online help.

---

## Server Monitor: Connections Tab

The Connections tab displays the clients connected to the management server and, in a multi server environment, any other management servers that are available to process application requests. Following are definitions for each section:

- Clients

The Clients section displays the connections between the management server and clients. Following are the definitions for each section:

- **Name** contains fully qualified host names of management server's clients.
- **Port** contains the port numbers that are used to connect the clients to the management server.
- **IP Address** contains the IP addresses of the clients.

- Servers

The Servers section displays the management servers running in the monitored environment. The Server Monitor program updates the server list regularly to keep track of server instances starting and stopping. Following are the definitions for each section:

- **Name** contains fully qualified host names of the servers.
- **Port** contains the port numbers that the servers listen on.
- **IP Address** contains the IP addresses of the servers.

---

**NOTE**

If a user logs in by opening a console on the host where the management server is running, the names of the client and server will be the same.

---

---

## Server Settings

The Server Configuration program allows you to view and modify the configuration of a management server. Use this program to make sure a management server is set up to handle requests from clients as efficiently as possible.

The settings displayed in the Server Configuration program are stored in the `OvObsServer.conf` file in the following location:

- MS Windows Operating Systems  
`%OvDataDir%\conf\`
- UNIX and Linux Operating Systems  
`<OvDataDir>/conf/`

The information you provide in the Server Configuration program is used in multiple ways. For example, during installation and migration, programs and scripts make assumptions about the type of installation that is required based on the information provided in the Server Configuration program.

### Open the Server Configuration Program

To view or modify server settings, locate and run the following file:

- UNIX and Linux Operating Systems  
`/opt/OV/bin/OvObsServerSettingsEditor`
- MS Windows Operating Systems  
`C:\Program Files\HP OpenView\  
bin\OvObsServerSettingsEditor`

Alternatively, click the following option in the Start menu:

**Start→Programs→HP OpenView→Edit Server Settings**

### Server Configuration: General Tab

The General tab of the Server Configuration program contains information about the management server's configuration file location, thresholds, and multiple server instances. There are three sections:

- **Locations**

**Install Folder.** The location of the HP OpenView installation directory. The default location is:

- UNIX and Linux Operating Systems

`/opt/OV/`

- MS Windows Operating Systems

`C:\Program Files\HP OpenView`

**Data Folder.** The location of the HP OpenView data directory. The default location is:

- UNIX and Linux Operating Systems

`/var/opt/OV/`

- MS Windows Operating Systems

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

- **Advanced**

The Advanced section contains the following information:

- **Session Time Out.** The maximum length of time that an inactive client is allowed to remain connected to the management server. The default setting is 120 minutes.
- **Socket Time Out.** The maximum length of time that the server will wait for data to come through from a connected client before timing out. The default setting is 1000 milliseconds.
- **Thread Pool Size.** The maximum number of thread pools available to be used by the management server. The default setting is 10. This number determines the number of clients the management server can handle simultaneously. With a thread pool of 10, one management server should be able handle up to one hundred (100) concurrent users.
- **Join Multiple Servers.** Check this box to add the management server you are configuring to an environment where there are already instances of the management server running. By default, the box is not checked.

- **Weight.** Weight is the importance of the management server you are configuring in relation to the other management server instances configured in the environment. You can enter a number from 1 to 4294967296, where higher numbers are considered to have more weight than lower numbers.
- **Other**

The Other section contains the following information:

  - **Accept Console Clients.** Check this box to indicate that the management server should accept connections and requests through the user interface.

## Server Configuration: Database Accounts Tab

The Database accounts tab displays a list of the accounts you have configured for the management server. It also indicates which account the management server is configured to use by default. Use this tab to add, modify, and remove accounts or to change the default account.

### Add or Modify an Account

To add or modify a database account, complete the following steps:

1. Click **Add** or **Modify** to enter or change detailed information about the database account on the database account form.
2. On the user account form, enter or modify the following:

**Account Name** Provide the name you want to assign to the configured account. The name you enter is an alias. Spaces are allowed.

The name should be self explanatory. For example, you could include the user name, the name of the HP OpenView management server, and the name of the host where the database is running:

`<UserName>_<OvMgtServer>_on <DB_Host>`

**Database Type** Select a database type from the drop down list. The choice you make determines the default value in the IP port field.

**User Name** Provide the name of the user who will connect to the database.

- Password** Provide the password associated with the user name.
- Host** Provide the name of the host on which the database is running.

---

**NOTE**

---

You cannot enter a value for host if you chose Oracle (OCI) in the database type field

- IP Port** Provide the port number to connect to on the database host.

---

**NOTE**

---

You cannot enter a value for IP port if you chose Oracle (OCI) in the database type field

- Instance** Provide the name of the database instance to which you want to connect.

- Advanced** Click **Advanced** to set the size of the connection pool. The connection pool is the number of connections to the database. The management server uses these connections for client requests.

- Test Connection** After you have entered all the information required, click **Test Connection** to ensure that the connection to the database works before you save the configuration.

3. Click **Apply** to save the new settings and keep the dialog box open, or click **OK** to save the new settings and close the dialog box.

### Remove an Account

To remove a database account, complete the following steps:

1. Select the account you want to remove.
2. Click the **Remove** button to remove the selected account from the list of available accounts, and confirm your removal request when prompted.

3. Click **Apply** to save the new settings and keep the dialog box open, or click **OK** to save the new settings and close the dialog box.

### **Set a Default Account**

**To set a default account, complete the following steps:**

1. Select the account you want to make the default account.
2. Click the **Set As Default** button to indicate the account that the management server should use to connect by default to the database.
3. Click **Apply** to save the new settings and keep the dialog box open, or click **OK** to save the new settings and close the dialog box.

### **Server Configuration: Protocols Tab**

The Protocols tab defines the protocols that the management server uses to communicate with its clients. ITP is the default protocol and cannot be disabled. You can enable additional protocols. See [Enable a Protocol](#) for more information.

There are two IP address sections on the Protocols tab. The Accept IP addresses section contains IP addresses that are allowed to connect to the management server. The Deny IP addresses section contains IP addresses that are not allowed to connect to the management server. You can use wild cards to specify ranges.

The IP addresses that you either accept or deny should be associated with the protocol you select. No check is made to ensure that the IP addresses can be resolved.

---

**NOTE**

---

Rules that accept connections from IP addresses take precedence over rules that deny connections.

### **Enable a Protocol**

**To enable a protocol, complete the following steps:**

1. Select the protocol that you want to enable from the list in the **Protocol** drop down box.
2. Check the **Enable this protocol** box.

3. Accept or modify the default **IP Port** setting.
4. Click **Apply** to save the new protocol and keep the dialog box open, or click **OK** to save the new protocol and close the dialog box.

### **Enable SMTP for Inbound Email**

Enable the SMTP protocol if you want to configure OpenView to use the inbound email feature. See [Enable a Protocol](#) for more information.

Settings for inbound mail are in the HP OpenView Configuration work space under System Settings→Email Settings. Enabling SMTP has no effect on outbound email.

If you choose to use the inbound email feature, you can set access filters for email addresses. Any filters you set for email addresses are superseded by the client IP addresses you deny or accept on the Protocols tab.

---

# 12 Logging

This chapter describes the log files used by Service Desk, and explains how an administrator can use the logged information to resolve problems.

## Log Files

This section describes how to use and manage Service Desk log files.

### Controlling Log Files

All default logging for installed OpenView components is controlled by a configuration file, `log.cfg`. This file sets the system-wide defaults for common logging.

### Types of Log File

There are two types of log file - binary and text. By default, all processes write to binary log files. These are locale-neutral. Take, for example, a binary file generated in a Japanese system. Using the `ovlogdump` tool (see `ovlogdump(1)`), you would see Japanese messages. If you were to take the same log file, install it on an English system, then, using the `ovlogdump` tool, you would see English messages.

Text log files are locale-specific. Messages are written to the text files in the language set by the local environment variable. Text logging can be switched off or on (see `Switching Logging Off and On`).

### Controlling the Size of Log Files

To prevent log files from growing excessively, log file rolling is used to create multiple smaller files that can be archived or removed. You can specify a maximum number of log files to be created and the maximum size of each log file. Whenever a log entry causes a log file to exceed the maximum size, the file is closed and a new file is opened, using the next sequence number as part of its name.

For example, say you had a log file called `system.txt`. When that file is full, the file is renamed to `system.txt.001` and a new `system.txt` is created. The next time, `system.txt.001` is renamed to `system.txt.002`, `system.txt` is renamed to `system.txt.001`, and a new `system.txt` is created.

You control these settings by editing the logging configuration file, `log.cfg`.

The file contains a keyword and value pair per line. There can be no blanks, blank lines, or comments. The keywords are case-sensitive.

The keywords are:

`BinSizeLimit=n`

Sets the maximum size of binary log files to *n* bytes before it rolls to the next file. Default is 10000.

`BinFileLimit=n`

Sets the maximum number of binary log files to generate before throwing away log entries. Default is 10.

`TextSizeLimit=n`

Sets the maximum size of text log files to *n* bytes before it rolls to the next file. Default is 10000.

`TextFileLimit=n`

Sets the maximum number of text log files to generate before throwing away log entries. Default is 10.

The configuration and log files for MS Windows systems are stored in the following locations indicated in Table 12-1.

**Table 12-1 MS Windows Configuration and Log Files**

Configuration file:

`C:\Program Files\HP OpenView\Data\conf\xpl\log\log.cfg`

Binary log files:

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

Text log files:

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

The configuration and log files for UNIX systems are stored in the following locations indicated in Table 12-2.

**Table 12-2 UNIX Configuration and Log Files**

Configuration file:

**Table 12-2**                    **UNIX Configuration and Log Files (Continued)**

`/var/opt/OV/conf/xpl/log/log.cfg`

Binary log files:

`/var/opt/OV/log`

Text log files:

`/var/opt/OV/log`

The log files will be stored in the `<Data dir>/log/public` directory if permissions are inadequate for the default locations.

---

## Switching Logging Off and On

You can switch logging off and on by changing the settings in the logging configuration file, `log.cfg`.

The file contains a keyword and value pair per line. There can be no blanks, blank lines, or comments. The keywords are case sensitive..

The keywords are:

`TextLog=off|on`

Switches locale-specific text logging off and on. Switching this on causes the logging libraries to write a locale-specific log in human-readable format. Default is `off`.

`OVLog=off|on`

Switches binary logging off and on. Default is `on`.

---

### WARNING

**Switching off this option will prevent any binary logging for any component.**

`SysLog=off|on`

Switches logging by `syslog` off and on.

`NTLog=off|on`

Switches logging by the Windows event log off and on. It has no effect on UNIX systems. Default is `off`.

`OVEvents=off|on`

Switches message forwarding to the OpenView Operations event system off or on. Default is `on`.

See Table 12-1 and Table 12-2 for more information about the location of the configuration and log files on UNIX and MS Windows systems.

## Viewing the Contents of a Log File

Use the `ovlogdump` command to dump a binary log file as text in the current locale to the console. You can thereby view the contents of the text file and use the information to help you troubleshoot problems.

## ovlogdump(1)

### NAME

ovlogdump – dumps a specified binary log file as text in the current locale to the console

### SYNOPSIS

```
ovlogdump -h|-help
ovlogdump -version
ovlogdump [<binary_logfile_name>]
ovlogdump -merge -tofile <binary_logfile_name>
          -fromfiles <binary_logfile1_name>
          <binary_logfile2_name>...
```

### DESCRIPTION

The `ovlogdump` command dumps a binary log file as text in the current locale to the console. To view the contents of a log file, specify its location and name; else, the `system.bin` file is dumped to the console by default.

By default, all the log files are stored in the following location:

On Windows:

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

On UNIX:

```
/var/opt/OV/log
```

If permissions are inadequate for the default locations, the log files are stored in the `<OvDataDir>/log/public` directory.

During application logging, if multiple log files are created, you can use the `-merge` option to merge these files into a single binary log file.

### Parameters

ovlogdump recognizes the following options:

```
[<binary_logfile_name>]
```

The name and location of the binary log file to be dumped. If the log file name is not specified, `system.bin` file in the `<OVDataDir>/log/` directory is displayed on the console by default.

```
-merge -tofile <binary_logfile_name> -fromfiles  
<binary_logfile1_name> <binary_logfile2_name>....
```

Merges application log files specified by `<binary_logfile1_name>....` into a single binary log file specified by `<binary_logfile_name>`. This option is not supported for merging system log files.

```
-h|-help
```

Displays all available options for the `ovlogdump` command.

```
-version
```

Displays the version of the `ovlogdump` command.

## AUTHOR

`ovlogdump` was developed by Hewlett-Packard Company.

---

# **13** **Support Tool**

This chapter explains how to use the support tool supplied with Service Desk.

## **Overview**

The Service Desk 5.0 Support Tool can be used in the event of a problem arising with Service Desk that results in a call to the Service Desk support line.

The tool collects information about the operating system and Service Desk and puts it into a Support Log file. This log file is intended to be used by support engineers to reproduce problems and to prevent miscommunication between the support team and the customer.

The support tool gathers information about:

- The operating system
- The Service Desk installation
- The installed JRE and its settings
- The machine on which Service Desk is installed

The tool wraps all log files (including the Support Log file) and cache files together in a zip file that can be used by a support engineer or sent to Service Desk support as an attachment to an e-mail or as a service call for analysis.

---

## Support Log File

The tool reads settings from both the operating system and the Service Desk (client or server) installation and writes them to the Support Log file, `SupportInfo.log`.

Table 13-1 shows the settings that are included in the log file:

**Table 13-1**

Variable	Description
<code>os.name</code>	Operating system
<code>os.arch</code>	Processor type
<code>Java.vendor</code>	Java vendor
<code>Java.version</code>	Java version
<code>User.region</code>	Region of Service Desk machine
<code>User.language</code>	User language
<code>http.agent</code>	Web browser
<code>Java.class.path</code>	Java classpath
<code>User.timezone</code>	User time zone
<code>AppSystem.getVersionInfo</code>	Service Desk version
<code>AppSystem.getApplicationVersion</code>	Service Desk build version
<code>AppSystem.getUserFolder</code>	Service Desk user folder
<code>AppSystem.getCacheFolder</code>	Service Desk cache folder
<code>AppSystem.getTempFolder</code>	Service Desk temporary folder
<code>AppSystem.getRootFolder</code>	Service Desk root folder
<code>AppSystem.getBinaryFolder</code>	Service Desk bin folder
<code>AppSystem.getClassesFolder</code>	Service Desk class folder
<code>AppSystem.getImagesFolder</code>	Service Desk images folder

**Table 13-1** (Continued)

<b>Variable</b>	<b>Description</b>
AppSystem.getRepositoryFolder	Service Desk repository folder
AppSystem.getSoundsFolder	Service Desk sounds folder
file.encoding	File encoding
Java.vm.info	VM mode information
Java.home	Java home directory
Java.io.tmpdir	Java temp directory
User.country	Country where user is located
User.home	User's home directory
Dir.path(DirKey.Install)	Service Desk install folder
Dir.path(DirKey.DataTmp)	Service Desk temporary data folder
Dir.path(DirKey.Packages)	Service Desk packages folder
Dir.path(DirKey.DataWww)	Service Desk internet folder
Dir.path(DirKey.NonOV)	Non-Openview folder
Dir.path(DirKey.Resources)	Service Desk resources folder

---

## Support Zip File

The files which are retrieved from Service Desk are stored in a zip file in the support folder. The support folder is located in the installation directory.

The support zip file is:

```
<client/server>_support_information_yyyyMMdd_HHmmss.zip
```

The support zip file contains the support log file, and also the contents of the following directories:

**Table 13-2**

Log folder (client and server)	<Support folder>/log
Configuration folder (client and server)	<Support folder>/config
User data folder	<Support folder>/userdata
Cache folder (client and server)	<Support folder>/cache

The contents of these directories are copied to the subdirectories in the support folder. After the zip file has been successfully created, the files are removed from the support folder, leaving only the zip file.

## **Run the Support Tool**

The Support Tool is packaged as a jar file, `OvSdSupporttool.jar` and delivered with Service Desk.

- **Windows**

`bin\OvSdSupportTool.bat`

- **UNIX**

`bin/OvSdSupportTool.sh`

**A**

- access filters, e-mail, 124
- accessing
  - analyzed data reports, 209
  - reporting views, 193
- accounts
  - Service Pages, 45
- actions
  - system (not supported in web console), 61
- add server settings, 379
- administration, web console
  - administrator role, 82
  - forcing JVM to free up system memory, 104
  - increasing size of log file, 84
  - restarting the Apache HTTP Server, 85
  - restarting the Apache Tomcat Servlet Engine, 85
  - setting logging and tracing, 83
  - viewing log files, 83, 105
- administrator
  - account, inbound e-mail, 133
  - database, 193
- analyzed data
  - accessing reports, 209
  - archiving, 209, 355
  - batch-mode refresh, 204
    - from the command line, 205
    - from the console, 204
  - configuring reports, 203
  - on-save refresh, 207
  - OvSdRefreshAnalyzedData, 205
  - report types, 201
  - reports, 186, 199
- Apache HTTP Server, 58
  - restart, 85
- Apache Tomcat Servlet Engine, 58
- archiving
  - abstract XML, 341, 344
  - analyzed data, 355
  - attachments, 344, 350
  - consistency, 354
  - file location, 345
  - file names, 345
  - file structure, 341
  - frequency, 354
  - generate DTD, 344
  - history lines, 344
  - legal requirements, 356
  - log files, 348

- object order, 356
- output, 348
- overview, 340
- performance, 354
- planning, 354
- quantity of information, 354
- related records, 356
- scheduling, 351
- selecting data, 355
- Service Desk-specific XML, 341
- service event relations, 344
- setting up, 342
- settings, 342
- starting, 347
- strategy, 354
- time zone, 347, 358
- version numbers, 345
- viewing archive files, 348
- XML format, 341

- attachments
  - archiving, 344, 350
  - forwarding with Outbound E-mail, 135
  - receiving with Inbound E-mail, 134
  - server, 350
- auditing objects, 200

**B**

- batch-mode, refreshing analyzed data
  - command line, 205
  - console, 204
  - summary, 204
- blocking
  - report types from analyzed data, 203
- BusinessObjects, 189

**C**

- cache
  - clearing web console cache, 100
- Change Manager module
  - full export, 221
  - incremental export, 222
- client
  - cache folder, 395
  - e-mail configuration, 116
  - scheduling archiving on, 351
  - support log information, 393
- commands
  - create\_role\_db, 92
  - Inbound E-mail

---

# Index

- configuring, 131
  - editing, 131
  - usage, 140
  - OvSdArchive, 351
  - OvSdRefreshAnalyzedData, 205
  - ovsdreport, 214
  - OvSdSupporttool, 396
  - unregisterSDReporting, 214
  - xmlvalidate, 109
  - configuration
    - refresh model, 68
  - configuring
    - analyzed data reports, 203
    - e-mail integration, 116
    - inbound e-mail commands, 131
  - console reports, 187
  - create\_role\_db, 92
  - creating
    - history lines using inbound e-mail, 147
    - OVPI report connection, 213
    - service calls using inbound e-mail, 141
    - Service Pages accounts, 45
    - Service Pages templates, 42
    - Service Pages views, 39
  - Crystal Reports, 189
  - customizing
    - Service Pages interface, 56
  - D**
  - data dictionary, generating, 194
  - data warehousing, 198
  - database reports, 188
  - debugging e-mail, 156
  - default server settings, 381
  - DISPLAY variable, 102
  - DTD, generate for archive files, 344
  - E**
  - edit server settings, 377
  - e-mail
    - access filters, 124
    - attachments
      - forwarding with Outbound E-mail, 135
      - receiving with Inbound E-mail, 134
    - character set, 119
    - commands
      - access level, 132
      - Add History Line, 147
      - configuring, 131
      - editing, 131
      - Help, 154
      - List, 149
      - New, 141
      - RE RFI, 150
      - RE Solution Accepted, 151
      - RE Solution Rejected, 152
      - Recall, 153
      - Update, 144
      - usage, 140
      - View, 148
    - configuring, 116
    - confirmations, 134
    - debugging, 120, 156
    - error handling, 156
    - error messages, 156
    - general settings, 117
    - inbound
      - addresses, adding, 122
      - examples of use, 113
      - HTML format, 113
      - plain text format, 113
    - outbound
      - examples of use, 114
      - receiving, 115
    - overview, 112
    - priority mapping, 136
    - receiving from Service Desk, 114
    - templates, 138
    - test messages, sending, 119
    - troubleshooting, 155
  - email
    - enable inbound, 382
    - enable protocol, 381
    - error handling, e-mail, 156
    - export wizard, analyzed data, 209
    - exporting
      - analyzed data, 209
      - to OVPI server (full), 217, 221
      - to OVPI server (incremental), 218, 222
  - F**
  - features
    - web console, 60
  - filters
    - Change Manager reports, 247
    - e-mail access, 124
    - in archive views, 343
  - forms
-

missing fields in web console, 107  
from, 213

full export

Change Manager, 221

Helpdesk, 217

full list, Service Pages view, 38

## **G**

Garbage Collector

running, 104

generating reporting views, 190

## **H**

Helpdesk module

full export, 217

incremental export, 218

history lines

adding using Inbound E-mail, 113

archiving, 344

as basis for analyzed data, 199, 204, 355

configuring e-mail commands to add, 127

HP-UX operating system

DISPLAY variable, 102

HTML files, Service Pages, 56

HTTP server

Apache HTTP Server, 85

HTTP server restarting, 85

## **I**

impacted services

about, 361

search parameters, 364

importing

into the OVPI database, 212

Inbound E-mail

addresses, adding, 122

commands

configuring, 131

editing, 131

usage, 140

examples of use, 113

troubleshooting, 155

incremental export

Change Manager, 222

Helpdesk, 218

installation

of Service Pages, 37

support information, 392

installation, web console

troubleshooting, 88

verifying, 63, 75

## **J**

Java

class path, 393

home, 394

VM mode information, 394

## **L**

language

reporting tool, 190

Service Pages default, 47

user, 393

log file

increasing the size, 84

viewing, 83, 105

log files

archive, 348

support tool, 393

logging

about, 383

logging and tracing, 83

login

problems on web console, 91

procedures for web console, 63, 75

logout

procedures for web console, 66

## **M**

Microsoft Excel, 189

modify server settings, 379

## **O**

on-save refresh of analyzed data, 207

open server monitor, 368

open server settings, 377

OpenView Performance Insight reports

administration, 211

Outbound E-mail, 114

examples of use, 114

receiving, 115

recipients, 114

templates, 138

troubleshooting, 155

OvObsReportAdmin, 217, 221

OVPI report connection, 213

OVPI reports, 227

OVPI reports administration, 211

---

# Index

- full export (Change Manager), 221
- full export (Helpdesk), 217
- Helpdesk module, 217
- incremental export (Change Manager), 222
- overview, 212
- Reporting Administration workspace, 215
- troubleshooting, 225
- OVPI server parameters, 213
- OvSdArchive, 351
- OvSdRefreshAnalyzedData, 205
- ovsreport, 214
- OvSdSupporttool, 396

## P

- password limitations
  - setting for Service Pages, 50
- performance
  - archiving, 354
  - impact of archiving, 340, 354
  - impact of e-mail debugging, 120
  - refreshing analyzed data, 207
  - reports, 196
  - server, 368

## R

- refresh model, 68
- regenerating reporting views, 190
- remove server settings, 380
- report connection, 213
- reporting
  - (re)generating views, 190
  - accessing views, 193
  - analyzed data
    - accessing reports, 209
    - archiving caution, 209
    - batch-mode refresh, 204
    - configuring reports, 203
    - on-save refresh, 207
  - OvSdRefreshAnalyzedData command, 205
  - report types, 201
  - reports, 199
  - analyzed data reports, 186
  - console reports, 186, 187
  - copying views to tables, 196
  - data dictionary, generating, 194
  - data warehousing, 198
  - database reports, 186, 188
  - overview, 186

- OVPI reports, 227
  - viewing, 228
- OVPI reports (CM)
  - average duration of changes, 231
  - changes by category, 234
  - changes by classification, 236
  - changes by closure code, 250
  - changes closed before deadline, 241
  - changes closed before deadline by category, 238
  - changes closed on first call, 244
  - changes details, 247
  - configuration and logging, 230
  - incoming changes (history), 253
  - incoming changes (recent), 255
  - summary, 230
- OVPI reports (HD)
  - average duration of incidents, 261
  - average duration of problems, 287
  - average duration of service calls, 313
  - configuration and logging, 259
  - incidents by category, 263
  - incidents by classification, 265
  - incidents by closure code, 279
  - incidents closed before deadline, 270
  - incidents closed before deadline by category, 267
  - incidents closed on first call, 273
  - incidents details, 276
  - incoming incidents (history), 282
  - incoming incidents (recent), 284
  - incoming problems (history), 308
  - incoming problems (recent), 310
  - incoming service calls (history), 334
  - incoming service calls (recent), 336
  - problems by category, 289
  - problems by classification, 291
  - problems by closure code, 305
  - problems closed before deadline by category, 293
  - problems closed by deadline, 296
  - problems closed on first call, 299
  - problems details, 302
  - service calls by category, 315
  - service calls by classification, 317
  - service calls by closure code, 331
  - service calls closed before deadline by category, 319
  - service calls closed by deadline, 322

- service calls closed on first call, 325
- service calls details, 328
- summary, 258
- Service Level Manager, 186
- third-party tools, 189
- types of report, 186
- Reporting Administration workspace, 215
- reporting views
  - (re)generating, 190
  - accessing, 193
- restart
  - Apache HTTP server (ovapacheA), 85
- restarting
  - Tomcat from Administrator page, 104
  - Tomcat from outside of web console, 85
- restricted list, Service Pages view, 38
- roles
  - web console administrator, 82

## S

- scheduling
  - archiving, 351
  - batch mode analysis of data, 204
  - copying reporting views to tables, 196
  - incremental exports to OVPI, 218
- sd\_report\_admin.log, 225
- search parameters, impacted services, 364
- server
  - architecture for web console, 59
  - attachment, 350
  - cache folder, 395
  - configuration folder, 395
  - connection problems, 88
  - determining which is connected to the web console, 101
  - e-mail configuration, 116
  - log folder, 395
  - OpenView Performance Insight (OVPI), 212
  - parameters, OVPI, 213
  - scheduling archiving on, 351
- server monitor, 368
  - connections tab, 376
  - database tab, 372
  - general tab, 369
  - open, 368
  - performance tab, 370
  - queues tab, 374
  - services tab, 375
  - start, 368
  - threads tab, 373
- server performance, 368
- server settings
  - add, 379
  - database accounts tab, 379
  - default, 381
  - edit, 377
  - enable inbound email, 382
  - enable protocol, 381
  - general tab, 377
  - modify, 379
  - open, 377
  - protocols tab, 381
  - remove, 380
- service event relations, archiving, 344
- Service Level Manager
  - archiving, 355
  - reporting, 186
- Service Pages
  - account types, 36
  - accounts, 45
  - character set, 56
  - configuring, 37
  - customizing the interface, 56
  - default language, 47
  - default time zone, 47
  - full list, 38
  - overview, 36
  - restricted list, 38
  - setting password limitations, 50
  - templates, 42
  - views, 38
  - workspace, 37
- services, impacted, 361
- servlet engine
  - restarting from Administrator page, 104
  - restarting from outside of web console, 85
- settings
  - edit server, 377
  - open server, 377
- SLM reporting, 186
- Solaris operating system
  - DISPLAY variable, 102
- start server monitor, 368
- status
  - server, 368
- support tool
  - executing, 396
  - log file, 393
  - overview, 392

---

# Index

- OvSDSupporttool command, 396
  - zip file, 395
- system memory
  - freeing up, 104
- T**
- tab
  - server monitor connections, 376
  - server monitor database, 372
  - server monitor general, 369
  - server monitor performance, 370
  - server monitor queues, 374
  - server monitor services, 375
  - server monitor threads, 373
  - server settings database accounts, 379
  - server settings general, 377
  - server settings protocols, 381
- templates
  - e-mail, 138, 140
  - linking to inbound e-mail addresses, 123
  - Service Pages, 42
- third-party reporting tools, 189
- time zone
  - archiving, 358
  - Service Pages default, 47
- timezone entry
  - missing from web console login page, 106
- Tomcat (Apache Tomcat Servlet Engine), 58
  - restarting from Administrator page, 104
  - restarting from outside of web console, 85
- tools
  - data warehousing, 198
  - support, 391
  - third-party reporting, 189
- trace files, web console
  - setting the level, 105
  - viewing, 105
- tracing
  - SD Reporting application, 225
- trend.log, 225
- troubleshooting
  - e-mail, 155
  - logging, 383
  - OVPI reporting administration, 225
  - support tool, 392
- troubleshooting, web console
  - installation problems, 88
  - setting portal logging and tracing, 83

- U**
- unregisterSDReporting, 214

## V

- variable
  - DISPLAY, 102
- views
  - accessing for reports, 193
  - copying to tables for reporting, 196
  - database views for reporting, 185
  - defining for archiving, 342
  - full list, 38
  - generating for reports, 190
  - printing as reports, 187
  - reporting, 188
  - restricted list, 38
  - Service Pages, 38

## W

- web console
  - benefits, 60
  - features, 60
  - limitations, 61
  - starting, 63, 75
  - stopping, 66
- web console administration
  - forcing JVM to free up system memory, 104
  - Garbage Collector, 104
  - increasing size of log file, 84
  - log file viewing, 83, 105
  - restarting the Apache HTTP Server, 85
  - restarting the Apache Tomcat Servlet Engine, 85
  - setting logging and tracing, 83
  - trace file settings, 105
  - trace file viewing, 105
- web console installation
  - troubleshooting, 88
  - verifying, 63, 75
- wizards
  - analyzed data export, 209
- workspaces
  - adding to a workspace group, 215
  - Reporting Administration, 215
  - Service Pages, 37

## X

- XML files

backing up, 109  
editing, 109  
rules for editing, 109  
validating, 109  
XML format, archive files, 341  
xmlvalidate command, 109

## **Z**

zip file, support tool, 395