HP OpenView ServiceCenter Automation for HP OpenView Operations

For the UNIX Operating System

Software Version: 1.3

Release Notes

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Software Release Date: August 2006

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HP OpenView ServiceCenter Automation for HP OpenView Operations Release Notes

These Release Notes describe known issues with this release and provide instructions to access information from other sources, such as the Hewlett-Packard Customer Support Web site. Before you begin installation, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contain a complete installation of the product and documentation. See the packing list included with your shipment for a complete description of the media provided.

This release addresses issues reported internally and externally against various previous releases.

There are separate installations for:

- hp_11 for HP-UX
- hp_11_ia64 for HP-UX lliv2 (Itanium)
- solaris for Solaris 8, 9, 10

Key features of SCAuto for OVO

HP OpenView ServiceCenter Automation (SCAuto) for HP Openview Operations (OVO) allows you to automate the process of creating, updating, and closing trouble tickets in ServiceCenter, based on OVO Message Stream Interface (MSI) and Message Event Interface (MEI) events. It has the capability of annotating, owning, and acknowledging OVO messages from modifications done on ServiceCenter incident tickets.

This product is part of the suite of SCAuto interface products that integrate ServiceCenter with premier Network and Systems Management tools. The interface is based on event messages sent over TCP connection to the ServiceCenter server. Additional information about SCAuto can be found in the *ServiceCenter Automation Applications for Windows NT and UNIX Guide*.

Compatibility Matrix

The Compatibility Matrix lists supported versions of operating systems, browsers, Peregrine Systems products, and other compatibility and support information.

To access the Compatibility Matrix

1. Use a browser to navigate to the Peregrine Systems Customer Support Web site at ***http://support.peregrine.com***.
2. Log on with your Customer ID and password.
3. From the left navigation pane, click **Product Information** > **Product Family** > **ServiceCenter** > **Compatibility matrices** > **Product Version**.

Software Change Requests

SCAuto for OVO 1.3 includes resolutions for the following Software Change Requests (SCRs).

SCR	Description
30105	Corrected problem of truncating messages sent from OVO.
30597	Corrected problems with the USE_ETC_PASSWD option.

Known Issues

There are no known issues for this release.

Documentation

The *HP OpenView ServiceCenter Automation for HP OpenView Operations User Guide* is available for downloading as PDF document.

Upgrade information

There is no upgrade for SCAuto for OVO 1.3. It requires a complete installation. For more information HP Customer Support.

Third-party products

This product integrates with third-party products that use open source standards. The HP Customer Support Web site contains specific statements about the support of third-party products and open source standards.

Need more information

The HP Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information.

Start your browser and navigate to ***http://support.peregrine.com***. You need your Customer ID and password to log on.

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