HP OpenView Service Desk

for the Windows and UNIX operating systems

Release Notes

Software version: 5.0 Patch 2 / 14 August 2006

This document provides an overview of the changes made in HP OpenView Service Desk 5.0 Patch 2. This document contains important information not included in the manuals or the online help.

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In this Version

For information about the differences between HP OpenView Service Desk 4.5 and HP OpenView Service Desk 5.0, refer to *HP OpenView Service Desk 5.0 Differences Between 4.5 and 5.0*.

The Extraction Configuration Wizard (ECW) was included by mistake in Service Desk 5.0. ECW is not supported in Service Desk 5.0. It is not included in Service Desk 5.0 Service Pack 1.

Documentation Updates

The first page of this document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

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

http://ovweb.external.hp.com/lpe/doc_serv/

1   In the Product list, click the product name.

2   In the Version list, click the version number.

3   In the OS list, click the OS type.

4   In the document list, click the document title.

5   To retrieve the document, click **Open** or **Download**.

NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following URL:

http://www.adobe.com

In Service Desk 5.0 Service Pack 1, the *HP OpenView Service Desk Concepts Guide* is available.

When the OVO integration is released, the *HP OpenView Service Desk OpenView Operations Integration Administrator's Guide* will be available. When the other integration software is released, an updated *HP OpenView Service Desk Data Exchange Administrator's Guide* will also be available.

Documentation Errata

This section describes the following:

- Any errors in the published documentation
- Latest information that could not be included in the published manuals or online help

HP OpenView Performance Insight

Components

To use HP OpenView Performance Insight (OVPI) with Service Desk 5.0, you need to purchase the following components:

- HP OpenView Performance Insight 5.1
- HP OpenView Performance Insight Database Connector (one for each Service Desk server from which you want to report)
- Your choice of the following:
    — HP OpenView Performance Insight Report Pack for Helpdesk Manager
    — HP OpenView Performance Insight Report Pack for Change Management
    — HP OpenView Performance Insight Report Pack for Service Level Management

Media and manuals for HP OpenView Performance Insight are purchased separately. The manuals are available in PDF format on the CDs.

Starter Bundle

The HP OpenView Performance Insight Starter Bundle for Service Desk 5.1 includes the following:

- HP OpenView Performance Insight 5.1
- HP OpenView Performance Insight Database Connector
- HP OpenView Performance Insight Report Pack for Helpdesk Manager

Prerequisites

OVPI 5.1 supports only Oracle Database 9.2.0.5 with the partitioning feature configured. It does not support Windows XP.

Installation Notes

The following install scenarios are supported:

- Fresh

  When installing the software for the first time.

- Upgrade

  When upgrading a previous version of the software, database, or both.

- Secondary server

  When upgrading a secondary server installation.

On Windows, when you upgrade any Service Desk component, make sure it is not in use. Before you upgrade, stop all Service Desk processes on your system using the ovc command. If you do not stop the processes, it is possible that files currently in use will not be updated, and will be removed after a reboot. For information about using the ovc command (for example, to view status and to start and stop processes), refer to the *HP OpenView Service Desk Installation Guide*.

If you upgrade the Service Desk agent in a Windows environment, no message displays telling you to reboot the machine. You must, however, reboot the machine after the agent has been upgraded.

Software and Hardware Requirements

Before installing HP OpenView Service Desk 5.0, make sure your system meets the following minimum requirements:

- OS platform and compatibility

  — Supported operating systems

    For information about the supported operating systems, and corresponding system requirements, refer to the *HP OpenView Service Desk 5.0 Installation Guide*.

  — Operating system patches required for Sun Java

    The operating system of the machine on which Service Desk will be installed must be upgraded with the most recent operating system patches related to the Java Runtime Environment (JRE). Failure to install these patches may result in one or more subsequent components failing to install. This problem is especially critical on HP-UX 11.

    Patches should be installed before you install the Java software. Some patches are absolutely necessary to run Java. Others are recommended for optimum performance. HP recommends that you install all patches needed for your system configuration.

- Software

  — Database server

    For information about supported databases, refer to the *HP OpenView Service Desk 5.0 Installation Guide*.

    The use of the Unicode character set AL32UTF8 is recommended on Oracle. If you want to use the Unicode character set as your default character set, you must create the Oracle instance for supporting Unicode.

For an Oracle Database, you should possess the appropriate rights (DBA account and password) for creating new Oracle Database users.

— Microsoft SQL Server configuration

Configure Microsoft SQL Server to accept non-Windows user name and password logons. You can configure this acceptance in the properties window of the SQL Server instance. Set the Authentication to "SQL Server and Windows."

NOTE: If you have installed a previous version of HP OpenView Service Desk, remove the `OVXPL_DATA_DIR`, `OvDataDir` and `OvInstallDir` environment variables before reinstalling.

Installation Problems

This section provides workarounds to known installation problems.

Installation Problems on Solaris 9 and 10

Problem

On Solaris, a `Finalize action warning` message is displayed at the end of the installation. The application installer tries to start all the processes and the `ovobs` process fails.

The error message states the following:

```
Finalize action for HP OpenView Service Desk Management
Server (Starting the server.) was not successful.
```

After the installation, the following status displays:

```
Ovcd        OV Control                CORE      (2434)   Running
ovbbccb     OV Communication Broker   CORE      (2435)   Running
ovloginsv   OV Login Server           JAVA               Stopped
ovapacheA   OV Apache(A) WebServer Service   WEB          Aborted
ovsdma      OV SLM OVSD Metric Adapter SLM    (2757)   Running
ovtomcatA   OV Tomcat(A) Servlet Container   WEB   (2625)   Running
ovsdslm     OV Service Level Management SLM   (2762)   Running
ovobs       OV Object Server          OBS                Aborted
ovcs        OV Certificate Server     SERVER    (2763)   Running
ovsdreport  OV Service Desk Reporting   SDREPORT         Aborted
```

This problem is linked to the value of the timeout of the OV Control process, which is too small for Solaris systems.

Workaround

Enter the following commands:

1 **ovc –kill**

2 **ovconfchg -ns ctrl.ovcd -set ACTION_TIMEOUT 120**

3 **ovc -start**

QXCR1000315787: Apache Startup

Problem

For all UNIX systems in an NIS-controlled environment, the `OvApacheA` package, installed during the Service Desk Management Server installation, does not create the user `ovwebusr` or the group `ovwebgrp`.

Workaround

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

To create the user `ovwebusr` and the group `ovwebgrp`, follow these steps.

1 Add the group `ovwebgrp`:

   groupadd ovwebgrp

2 Add the `ovwebgrp` group:

   useradd -G ovwebgrp ovwebusr

3 Restart the Apache process:

   ovc -start ovapacheA

Installation Freezes

Problem

If the installation screen remains static for a very long time, your machine may have frozen.

Workaround

To prevent the installation from freezing, follow these steps:

1 Download `scripten.exe` from the Microsoft web site:

   http://www.microsoft.com

2 Run the `scripten.exe` file.

3 Restart your computer.

4 Run the `setup.exe` file again.

Error Messages in the Log Files

Problem

You encounter error messages in the following log file:

C:\Program Files\HP OpenView\data\log\system0.0.en_US

Example:

Oct 18, 2005 9:01:48 AM;5;10;com.hp.ov.obs;SEVERE;SQL Exception: JDBC error 942:
ORA-00942: table or view does not exist, SQL state: 42000 for query: select 1 from
itsm_personsjava.sql.SQLException: ORA-00942: table or view does not exist

Workaround

None. Do not be alarmed. These messages do not impact the behaviour of the application.

QXCR1000312290:
Unable to Depersist an Object

Problem

The following message appears in the `system0.0.en_US` log file:

```
Jan 19, 2006 4:20:52 PM;99;19;com.hp.ov.obs;SEVERE;Unexpected error
deserializing a JavaObject. Exception: {0}
java.io.StreamCorruptedException: Unable to depersist an object
(com.hp.ov.ui.ext.core.view.chart.ChartViewInfo).
null    at com.hp.ov.obs.util.Streamer.readObject(Streamer.java:365)
        at com.hp.ov.obs.util.Streamer.readObject(Streamer.java:100)
        at com.hp.ov.obs.util.ObsUtils.deserialize(ObsUtils.java:901)
        at com.hp.ov.obs.util.RsObjectValue.getObjectValue
```

Workaround

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

Uninstall Steps (Windows Only)

This section describes how to uninstall HP OpenView Service Desk 5.0, and remove its files, on Windows systems.

Uninstall Service Desk

To remove a Service Desk component from your Windows system, follow these steps:

1   In the Windows Control Panel, select **Add/Remove Programs** to uninstall the software.

2   Remove the Service Desk files and the Self-Healing Services registry key.

Remove Service Desk Files

CAUTION: Perform the following cleanup operation only if Service Desk 5.0 has been previously installed on your system, and only if you do *not* have other HP OpenView products (for example, HP OpenView Internet Services) installed.

To remove Service Desk 5.0 files, follow these steps:

1   Delete the location where you installed the software.

    The default install location is as follows:

    `C:\Program Files\HP OpenView`

2   Delete the HP OpenView registry key:

    `HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\HP OpenView`

3   Remove the following services:

    — HP OpenView Shared Trace Service

    — HP OpenView Apache(A) WebServer Service

    — HP OpenView Ctrl Service

    — HP OpenView Tomcat(A) Servlet Container Service

    — HP OpenView Communication Broker

4 Delete the following folder:

   `C:\Documents and Settings\%USERNAME%\Application Data\HP OpenView`

5 Delete the following environment variables:

   — `OvDataDir`
   — `OvInstallDir`
   — `OvXpl_data_dir`
   — `WAPP_HOME`

6 In the `%PATH%` environment variable, remove the following reference:

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

7 In the `%TEMP%` folder, delete the `ovinstallparams.ini` file.

8 Reboot the system.

Remove the Self-Healing Services Registry Key

Remove the following registry key manually:

`HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\SH Services\Supportability Adapter\dc`

The value is `SDESK`.

Fixes

This section describes defects fixed by Service Desk 5.0.

Fixes in Patch 2

Defect	Description
QXCR1000278810	Browser Node does not refresh if the view is changed.
QXCR1000284568	Authentication should be case-insensitive.
QXCR1000295296	Data Exchange XML Viewer must use a new implementation.
QXCR1000295764	New Menu Iitem in Advanced Find is confusing and is not task-oriented.
QXCR1000301790	Management of errors when the reporting config tool is running.
QXCR1000313114	**ALT GR** key changes the focus from the text field to the menu.
QXCR1000313147	Configuration Item map shows all related CIs.
QXCR1000315989	Datafeeder: Need to be more precise when catching SQL exceptions.
QXCR1000319825	Cannot add more than 49 minutes in a scheduled condition.
QXCR1000320438	Attributes disappear from the list when a two-part attribute is made a required field.
QXCR1000320711	`Ovconsolecmd` is missing the `-ListAlways` command.
QXCR1000324506	Boolean field of the type button is not displaying correctly.
QXCR1000324594	SD 5.0: Disabling UI rule prevents the prompt: `Do you want to save the changes…`
QXCR1000324920	Carriage returns in the "zoom in" window for the UI rule are not recognized by SD 5.0.

QXCR1000325473	Impossible to modify the length of an icon label in a service hierarchy.
QXCR1000325481	Specialist cannot use inbound email to log a Service Call.
QXCR1000325692	Expression parser cannot communicate with the command-line tool for GUIFW.
QXCR1000327058	Field Approval Group is not working in the db-database rule.
QXCR1000328257	View-only field is not copied to a new item.
QXCR1000329192	`NullPointerException` is thrown when trying to open relationships in a map view.
QXCR1000329267	Evaluation period has only 29 days when changing from February to March.
QXCR1000330128	Items rights are not given when a folder is not defined in a form.
QXCR1000333251	Exception is thrown when defining selection criteria in View Filter/Advanced Find.
QXCR1000333606	Code fields are not sent in Data Exchange with the External System Database Rule.
QXCR1000333897	Setting an assignment to a workgroup using a data update from an external system action does not work properly.
QXCR1000333905	Data from a custom person field is not sent as a parameter in a Data Exchange action.
QXCR1000333949	Not able to use a child entity attribute as a search criterion.
QXCR1000334576	There is a possible upgrade failure when the template hierarchy is changed.
QXCR1000334980	Service Pack 1 installation does not upgrade the AutoPass component.
QXCR1000337643	`None` in Grouping and Sorting dialog boxes cannot be localized.
QXCR1000337647	Tools→Options web options page is not localized.
QXCR1000338156	Sub-view title is not localized (L10N).
QXCR1000338201	ID after creation popup message text is not fully localized (L10N).
QXCR1000338574	Characters in the SD Console are not translated into Korean (L10N).
QXCR1000338726	`ohwconfig.xml` is missing the port number for the English instance of OHW.
QXCR1000339288	L10N: ARCH attribute is missing in OVII packages for the GUI.
QXCR1000340056	There is a SD 5.0 database user password security issue on UNIX application servers.
QXCR1000340104	Some labels cannot be localized.
QXCR1000340132	Label in the explorer view setting cannot be localized.
QXCR1000340679	Label in the Search Panel cannot be localized.
QXCR1000341061	L10N: Single quotation mark has disappeared.
QXCR1000341768	Label in Open (Choose Form) cannot be localized.
QXCR1000341843	Sent date is incorrect in outbound email.
QXCR1000342232	`$ACCOUNTNAME$` system variable refers to the wrong attribute.
QXCR1000343866	Demo data is inserted with an upgrade.
QXCR1000343890	GUI should use `Application.getMessage()` to retrieve fully localized texts.
QXCR1000344158	During an upgrade, customer settings are reset.
QXCR1000344759	Limited amount of database views are created in Microsoft SQL Server.
QXCR1000344828	Search definition does not open because of `IndexOutOfBoundsException`.
QXCR1000352534	`OutofMemoryException` during upgrades.
QXCR1000347528	Sometimes, license consumption calculation does not work correctly.

Fixes in Service Pack 1

Defect	Description
QXCR1000284568	Authentication should be case-insensitive.
QXCR1000297062	To Deadline not available in the Format rules of Views.
QXCR1000301842	Calendar controls do not work.
QXCR1000302073	The Match Case option is not available in Advanced Find yet.
QXCR1000305153	Cancel form does not cancel changes.
QXCR1000306115	UI Rule blocks the DB Rule.
QXCR1000306288	Question about `ovconsolecmd`.
QXCR1000306291	Missing Relations when using the system action Create Work Order.
QXCR1000306771	In DB and UI rules, the classification criterion does not show values.
QXCR1000306785	Chart view by month causes `classcastexception`.
QXCR1000306815	Cannot save records. The attribute OID must be unique.
QXCR1000309086	Entities that have view-only access generate query builder errors on history.
QXCR1000309175	After you click the close icon in the Quick Find window, you cannot open the window.
QXCR1000309636	Problem when using offsets for dates in templates.
QXCR1000310151	"Your installer for this operating system is not enabled."
QXCR1000313147	Configuration item map shows all related CIs.
QXCR1000315387	Problem with import mappings on the custom fields.
QXCR1000317617	Database Export/Import possible using OvObsConfig. Is this supported?
QXCR1000317950	Cannot use `%line.separator%` in Database rules.
QXCR1000321016	OVConsoleCmd in Smart Action cannot use quotes in Smart Action parameters.
QXCR1000302856	Modified role only propagated when the server cache is cleared.
QXCR1000304295	Query manager gives error: Query Builder cannot join tables.

Known Problems, Limitations, and Workarounds

This section describes known problems, limitations, and related workarounds for Service Desk.

General Problems

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

Upgrade on Clients Overwrites ovconsole.bat

Problem

When applying Service Desk 5.0 SP1 on Service Desk 5.0 clients, the `ovconsole.bat` file is overwritten by the installer. As a result, all of the modifications made to this file are lost.

Workaround

Make a copy of the `ovconsole.bat` file before upgrading a client. After the upgrade has finished, apply the changes you made in the old file to the new file.

Restart of HP OpenView Ctrl Service Produces Error 193

Problem

When starting the HP OpenView Ctrl service from the windows services screen, error 193 is returned.

This error is caused by the path leading to the executable "`<installdir>\bin\ovcd.exe`" not being registered between quotes on the system.

This problem is found on systems that have a file called "program" in the root of the installation directory (for example, `c:\program`).

Workaround

Either remove the file called "`program`" from the installation directory or use the registry editor to encapsulate the path to the executable in quotes.

In `HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Services\OvCtrl` add quotes around the data in "`ImagePath`".

Incorrect Messages in the Log Files During Installation

Problem A

In the `system0.0.en_US` log file, the following message appears twice consecutively:

`"com.hp.ov.obs.security;SEVERE;441No Passwords in License File error code: 5997"`

Workaround A

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

Problem B

During the installation of Service Desk 5.0 on Solaris, in the `system0.0.en_US` log file, the following message appears:

```
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/ovsdma.xml'.
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/OvsdMA.xml'.
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/OvSdSlm.xml'.
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/ovsdslm.xml'.
```

Workaround B

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

Log-on Exceptions

Problem

After you install Service Desk, you encounter a log-on exception.

Workaround

Before using the Secure Socket Layer logon, execute the `OvObsClientSettingsEditor.bat` file.

Failure to execute this file results in the following error message:

```
Javax.security.auth.LoginException: Failed to login due to RpcException: unexpected
HTTP status: 503 Service Unavailable.
```

For information about the user authentication mechanisms available, including the use of the Lightweight Directory Access Protocol (LDAP) and Active Directory, refer to the Service Desk online help:

1   In the Contents tab of the Help Navigator window, go to **Information for Administrators→Users & Security**.

2   Read the "User Authentication," "Principal Mappings," and "Accounts" topics.

NOTE: For the latest information about Active Directory user authentication, see "Active Directory User Authentication" in this document.

QXCR1000349082:
Content of the Latest Software Version Dialog in General Settings Has Disappeared

Problem

The URL content of the latest software version in general settings is emptied during the upgrade to Patch 2.

Workaround

None.

QXCR1000327004:
Installing Secondary Server Displays Install Database Content Warning

Problem

When choosing the "secondary install" option at the end of the installation process, the following warning displays: `Install database content action failed`.

Workaround

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

QXCR1000329577:
Self-Healing Registry Key Remains After Patch is Uninstalled

Problem

A registry key remains after Service Desk is uninstalled.

Workaround

Remove the following registry key manually:

`HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\SH Services\Supportability Adapter\dc`

The value is `SDESK`.

QXCR1000244984:
Incidents Generated by the Alarm Engine are Not Filled Correctly

Problem

For all incidents created by the alarm engine, the associated service level is not correct. It is always the same for all of the incidents.

Workaround

You can modify the configuration item (CI) linked to the incident. Because the incident is created automatically for the specific CI, the user should not be able to modify the CI.

Expected behavior:

- Service level must be set with the right service level name.

- User cannot modify the value of the incident CI field.

QXCR1000283641:
Searching for Text from "Localized Text" Does Not Work

Problem

By default, it is not possible to search for text in Localized Text or its subfolders.

NOTE: If you select one of the subfolders of Localized Text, and run Advanced Find, this subfolder becomes available to the search engine, and is added as a searchable folder at the bottom of the list in Advanced Find. These changes are lost again after you restart the console.

To reproduce the problem, follow these steps:

1   Click **OV Configuration→Presentation→Localized Text**, and select the **Localized Text** folder.

2   Open the Advanced Find form by pressing **F2** or clicking **Advanced Find** in the menu bar.

3   Search for localized text in Localized Text and in one of its subfolders.

Expected results:

The Advanced Find form opens. The Show field contains Localized Text. You can select one of its subfolders (for example, **Label Text**). You can run a search in Localized Text and in one of its subfolders.

Actual results:

Pressing **F2** does not open the Advanced Find form. Clicking the **Advanced Find** button in the menu bar opens Advanced Find, but Localized Text and its subfolders are not available to the search. You cannot select them in the Show field.

Workaround

None.

QXCR1000242246:
{I18N} Apache Service is Not Registered in the OS When Installed in a Non-ASCII Path

Problem

When a Service Desk installation includes an Apache server (such as the Service Desk 5.0 Server installation), and is installed in a path that contains non-ASCII characters (for example Chinese, Japanese, or Russian), the Apache server is not installed properly.

As a result, all functionality that relies on the Apache server does not work:

- Java Web Start client
- Web UI
- Service pages
- Attachments
- Online help

Workaround

None.

Service Level Management

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

Metric Adapters: Tuning the Query Limitations

Problem

The query restriction in the HP OpenView console can be set to display a maximum of 500 metric definitions and 1,000 metrics. The query restriction is required to use OVPA metrics or any other metrics with big volumes.

Workaround

To disable the query restriction, follow these steps:

1   In the **OV Configuration** workspace, select **Presentation**.

2   In the panel, select **Search**.

3   Double-click and select **No Restriction** (instead of **Restricted To**) for each of the following objects:

— Metric Definition

— OV*xx* Metric

— OV*xx* Metric Definition

QXCR1000244984:
Incidents Generated by the Alarm Engine are Not Filled Correctly

Problem

When an incident is generated by the SLM Alarm Engine, its service level attribute is not related to the generation of the incident.

Instead, the service level determination works as follows:

- If the related configuration item has a service level, that service level is taken.

- If not, the default service level is used.

Workaround

None.

QXCR1000329267:
Evaluation Period Has Only 29 Days When Changing from February to March

Problem

The problem was observed by the change of the evaluation period from February to March. The SLA has a monthly Evaluation Period that starts on January 1 00:00:00. In March, the report shows that the Evaluation Period is from March 1 to March 29, 2006. It should be from March 1 to March 31, 2006. For March, the Evaluation Period had been changed from one month to 29 days. The next report shows that the Evaluation Period is from March 29 to April 29, 2006. The Evaluation Period has shifted.

Although the scenario described is fixed, a similar problem had been discovered dealing with time zone conversions. For example, if the actual SLA start date is March 1 00:00:00 CET, this value is converted into the GMT time zone, which is February 28 23:00:00 GMT. For a monthly evaluation period, the End date is March 28 23:00:00 GMT (March 29 00:00:00 CET). The result is a monthly period from March 1 00:00:00 CET to March 29 00:00:00 CET.

Workaround

A workaround can be applied for this scenario. Changing the SLA Actual Start to March 1 01:00:00 CET results in an Evaluation Period from March 1 01:00:00 CET to April 1 02:00:00 CET.

Until a full solution is delivered, it is recommended that you not set the SLA Actual Start to March 1, May 1, July 1, October 1, or December 1. Although you can still use these dates, you need to make sure that the time converted to GMT is still on the first day of the month.

QXCR1000316864:
Severe Errors in Join Tables Operation

Problem

Severe errors are logged in the Object Server log file. All the errors are related to a Join Table Operation. The severe errors associated with the query builder error on join tables are generated when you try to remove a service definition that has an associated service.

In the log files, the following traces are created:

```
Feb 10, 2006 3:24:39 PM;99;11;com.hp.ov.obs;SEVERE;Error

com.hp.ov.obs.impl.util.DeveloperException: Query Builder can not join tables cdm_services
[281478426132597] and cdm_services_x [272934308553576458].

Check relations between cdm_services on one hand, and cdm_services_x and cdm_services_x on the other. in
method createReferencedTable
        at com.hp.ov.obs.impl.da.AppQueryBuilder.createReferencedTable(AppQueryBuilder.java:1392)
        at com.hp.ov.obs.impl.da.AppQueryBuilder.makeJoin(AppQueryBuilder.java:2025)
        at com.hp.ov.obs.impl.da.AppQueryBuilder.listWhereParts(AppQueryBuilder.java:2595)
        at com.hp.ov.obs.impl.da.AppQueryBuilder.listWhereParts(AppQueryBuilder.java:2610)
        at com.hp.ov.obs.impl.da.AppQueryBuilder.createConcreteQuery(AppQueryBuilder.java:335)
        at com.hp.ov.obs.impl.da.AppQueryBuilder.createQueryBuilder(AppQueryBuilder.java:223)
```

Workaround

You can safely ignore these traces. They do not indicate a severe problem with the software.

QXCR1000299666:
SLM Licensing: No Messages Sent to the Client Console

Problem

When an SLM licensing problem occurs, no message is sent to the client console, but all licence events are logged in the SLM log file. For example, if the number of services authorized by licenses is reached, you can create a new service, but the SLA Activity Status remains `not managed`.

SLM manages only the number of services licensed. If a greater number of services are ready in the CMDB for SLM management, only a licensed number of services are managed. The other services are not managed. The non-managed services are listed only in the log file, and the SLM management status may be inaccurate.

Workaround

None.

Java Web Start

This section describes known problems related to Java Web Start deployment.

QXCR1000305148:
Starting SD 5 Client Deployment Using Java Web Start

Problem

If you deploy the Service Desk 5.0 Client from a UNIX-to-Windows system using Java Web Start, the name resolution must be consistent.

Workaround

Make sure that you do not have any inconsistency between the full Internet name and the alias name. For example, if you use **http://*myhostname.mydomain*.org/ovconsole** (full Internet name) as a command for downloading the Service Desk 5.0 Client on Windows, the deployment fails if the result of "hostname" is *myhostname* (alias name) on UNIX.

QXCR1000289979:
No Data is Presented on a Java Web Start Client After an Object Server Failover

Problem

No data is presented on a Java Web Start client after an Object Server failover.

Prerequisites:

Two installed management servers refer to one database.

To reproduce the problem, follow these steps:

1   Start two Java Web Start clients on two different machines, referring to different management servers.

2   Stop one of the management servers.

Expected results:

After the failover, the Java Web Start client that referred to the stopped management server is connected automatically to the running management server. All data is still accessible.

Actual results:

After the failover, the Java Web Start client that referred to the stopped management server is connected automatically to the running management server. Data is *not* accessible anymore. Data creation is no longer possible.

Workaround

Download the Java Web Start client again by using the URL connecting the second application server.

QXCR1000294601:
Service Level Created from Java Web Start is Not Visible on OvConsole

Problem

The service levels created on the Java Web Start console are not visible from OvConsole.

To reproduce the problem, follow these steps:

1 Start Java Web Start.

2 Create one service level.

3 Start the HP OpenView console.

4 Open the list of service levels.

    You cannot see the service level created with the Java Web Start console.

Workaround

It is recommended that you reconnect to see other entities. The problem may be fixed after service levels are no longer cached. If a client updates a cached entity, other connected clients do not update their cache automatically. This design decision was made for performance reasons. Cached entities should be fairly static. At the time, the functional impact was considered to be low.

QXCR1000244548:
Traces Using Java Web Start

Problem

When a client is deployed using Java Web Start, some logs are not recorded.

Some of the graphical user interface log messages are logged in the Object Server log file.

Workaround

None.

QXCR1000324111:
Java Web Console: Service Call SLA and Location Information are Not Retrieved from the Adding Caller

Problem

In the Java Web Console, in some cases a service and an SLA are not retrieved.

To reproduce the problem, follow these steps:

1 In the OV Configuration workspace, click **System Settings**.

2 Double-click **Service and SLA Retrieval Settings for Service Call**.

    The Service and SLA Retrieval Settings for Service Call dialog box appears.

3 In Automatic Service and SLA Retrieval in Service Call, select from the following fields:

    — **Caller**

    — **Caller Organization**

    — **Service**

4   Add the following search criteria in order:

   —   **Caller Organization Hierarchy**

   —   **Locations of Organization Hierarchy**

   —   **Caller**

   —   **Caller's Location**

5   Select **Stop the Search if Services and SLAs are Found for a Particular Criterion**.

6   Select **Enable Search and SLA Retrieval from Caller Location Field**.

7   Find the service level impact-priority mappings.

   Click **Data→Codes→Service Level→Impact Priority Configuration**.

8   Create a new default impact-priority mapping named DIPM (for example, so a low impact maps to a low priority).

   All impacts must be mapped to priorities.

9   Click **Data→Codes→Service Call→Service Call Priority Duration Setting**.

10 Set the priority-duration settings from **Top** to **Low** priority: 1 hour, 2 hours, 4 hours, 6 hours, 8 hours, and so on.

11 Click **System Settings→General Settings**, and select the **Application** tab.

12 Deselect the **Search Caller Person in Organization** tree.

13 In the Default Support Hours field, do the following:

   —   Create and relate a support hours schedule named `SHDefault`, with Sunday 00:00 to 08:00 as the support hours.

   —   Create a support hours schedule named `SHA`, with Sunday 12:00 to 00:00 as the support hours.

   —   Create a support hours schedule named `SHB`, with Saturday 12:00 to 00:00 as the support hours**.**

14 Add a Service Level workspace to a workspace group.

15 Create a new service level named `SLDefault`, in which you relate the DIPM impact-priority mapping, and select **Default**.

16 Create a service level named `SL1` related to DIPM.

17 Create a service level named `SLB` related to DIPM.

18 Create two persons, and name them `Caller1` and `Caller2`.

19 Create an organization named `Org`.

20 Make `Caller1` and `Caller2` members of `Org`.

21 Create an organization named `POrg`, and set the child organization to `Org`.

22 Create a business location named `LoCaller`, and relate persons `Caller1` and `Caller2` to this location (using the Works At field).

23 Create a business location named `LocPOrg`, and relate it to `POrg` (using the Hosted At field).

24 Create a service named `SLocCaller`, with the receiver `LocCaller`.

25 Create an SLA named `SLALocCaller`, relate it to `SLocCaller`, with the receiver `LocCaller`, and relate service level `SLB` and support hours `SHB` (using the Schedules field).

26 Log on to the Java Web Console using the system account.

27 Create a service call, setting `Caller` to **Caller1**.

Expected results:

- Service is set to `SLocCaller`.
- SLA set to `SLALocCaller`.
- Caller location is set to `LocCaller`.

Actual results:

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

Workaround

If the caller location is entered in a service call, the service and SLA values are retrieved immediately.

This error occurs only when the service receiver is a location. If the service receiver is an organization, the function works as expected.

Smart Actions

This section describes known problems related to Smart Actions.

QXCR1000309377:
Smart Action "Create Work Order" in a Service Call Generates an Error Message

Problem

When you open a Service Call form and start the action Create Work Order, you get the following error message:

```
Windows cannot find 'Files/HP'. Make sure you typed the name correctly, and then try
again. To search for a file, click the Start button, and then click Search.
```

Every time the UI rule condition is met, an error occurs.

Workaround

1 In the OV Configuration workspace group, click **Actions and Rules→Applications.**

2 Select **Service Desk Form** and change the command line.

The Command Line field contains the following default value:

```
call "$PRODUCTFOLDER$\bin\ovconsolecmd.bat"
```

3 Remove the `call` command from the command line.

Usability

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

QXCR1000303777:
Service Today

Problem

Automatic refresh does not work in the Service Today view. In the default filter pattern, a newly created Service Today view does not show any items.

Workaround

In the View menu, click the **Refresh** button to see the latest calls.

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

Problem

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

Workaround

Remove some information from the form.

Known Limitations

This section describes the known limitations of this Service Desk release.

Schedule Elements in Schedule Elements

You cannot include a schedule element in a schedule element. If you want to include a schedule element B in a schedule element A, you must include (or exclude) the schedule elements in schedule element B.

QXCR1000306550:
Actual Start Field

To prevent reporting problems, you must set the Actual Start field to 00:00:00 when you create or update an SLA. If you do not do so, either the first day does not display, or incorrect values (from the previous evaluation period) display.

SD-SLM Installer on HP-UX

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

If there are file systems declared in `/etc/fstab`, the installation fails with the following error message:

```
One or more filesystems that appear in the filesystem table are not mounted and
cannot be mounted.
```

To install SLM (remove one or more file systems), you must modify the file `/etc/fstab`.

By design, the Software Distributor uses `mount_all_filesystems=true` as a default value. One reason for this is that `filesystems` may be mounted in the `/opt/OV` or `/var/opt/OV` rooted directory structure. In addition, the `/opt/OV` or `/var/opt/OV` directory structure may contain symbolic links that reference other mounted file systems.

QXCR1000241122: LoadObject

The LoadObject functionality in Service Desk 5.0 currently uses Perl version 5.6. Unfortunately, Perl 5.6 does not support Unicode. As a result, all Service Desk functionality that uses LoadObject cannot handle Unicode dataflow properly. This issue impacts all integrations that use LoadObject (for example, OVO for Windows and OVO for UNIX).

Product Co-existence

This section describes known product co-existence problems, limitations, and workarounds.

HP OpenView products may share the same component on specific systems. When you install an HP OpenView product on a system where another HP OpenView product is already installed, the installer first verifies that the latest version of the shared component is installed. An older version of a component is replaced by the latest version during the install process. In some cases, the component process scheduled for replacement, and other dependent components, are stopped before installation. As a result, you may need to restart these stopped component processes after installation. For more information on restarting these component processes, refer to the relevant product documentation.

OVO/W 7.21 and 7.5

Problem

When you install the Service Desk 5.0 client on a system where HP OpenView Operations for Windows (OVO/W) 7.21 or 7.5 Client is already installed, the OVO/W HP ITO Agent Windows Service stops.

Workaround

Restart the HP ITO Agent manually.

OVO/U 7.1

Problem

When you install the Service Desk 5.0 client on a system where HP OpenView Operations for UNIX (OVO/U) 7.1 HP-UX Client is already installed, the OVO/U `llbserver` process stops.

Workaround

Restart the `llbserver` process manually.

OVO/U 8.1

Problem A

When you install or uninstall the Service Desk 5.0 client, agent, or OVO/U integration on a system where HP OpenView Operations for UNIX (OVO/U) 8.1 is already installed, the OVO/U `ovcd` process and the OVO/U agent stop.

Workaround A

Restart the `ovcd` process and the OVO/U agent manually.

The order in which you start the SD agent and the OVO/U agent is important. Start the SD agent first, and then start the OVO agent.

If you try to start the SD agent when the OVO agent is already running, the SD agent may fail to start.

In the log files, you will then see the following error messages repeatedly:

`com.hp.ov.obs;WARNING;Unexpected null requester received`

`INFO;Obs Agent stopped. INFO;Stopped: Object Server Agent.`

Problem B

When you install or uninstall the OVO/U agent on a system where the Service Desk 5.0 Management Server is installed, the Service Desk processes stop.

Workaround B

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

QXCR1000323328: OVO/W-SD and OVO/U-SD Integrations: BBC Service Missing from opcagt After Installing SD 5.0 Client

Problem

When the Service Desk 5.0 stand-alone client is installed on a machine where the OVO Agent is installed, running the `opcagt -status` command no longer displays the BBC Local Location Broker service. Do not be alarmed. The omission of this service from the list does not impact the behavior of the OVO Agent.

Workaround

None.

Accessibility Support

HP is working to ensure that new HP OpenView management software releases comply with the latest international accessibility standards. HP OpenView Service Desk 5.0 accessibility includes an improved user interface interaction model that allows screen readers to support users with visual impairments, and enhanced keyboard navigation as an alternative to mouse control.

Product characteristics based on accessibility standards include:

- No animations in the user interface

- No requirement for user speech

- Operability within a limited reach and strength

- No requirements for simultaneous actions except as provided by the operating system

- Consistent meanings of images

- No flashing at a frequency where photosensitive epilepsy is a risk

- Redundant coding of all audio signals as provided by the operating system

- No requirements for timed responses

- Consistent and well-defined focus and selection indicators

- Alternative text for images

- Redundant coding for use of color

- Online help optimized for screen readers

HP OpenView Service Desk 5.0 supports accessibility on Microsoft Windows operating systems using JAWS for Windows 4.5. For a more detailed report of product compliance with Section 508 of the American Rehabilitation Act, go to the Check Product Accessibility web page at **http://vgwh3pro.cce.hp.com/508/**. From the Select Product Category drop-down menu, select **Software** and **Operating Systems**, then click **Go**. On the next screen, select the product family **HP OpenView Service Desk**, then click **Go**.

Accessible electronic manuals for this product can be requested from the HP OpenView Product Manuals web site at **http://ovweb.external.hp.com/lpe/doc_serv/** by clicking the **Send Feedback** link near the bottom of the page, and specifying the product name, product version, operating system, and document names that you would like to obtain in fully accessible form.

1 After product installation, look in the following directory

`%INSTALLDIR%\nonOV\jre\1.4\lib\ext`

On Windows, the `INSTALLDIR` is the following:

`C:\Program Files\HP OpenView`

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

— `jaccess-1_4.jar`

— `access-bridge.jar`

If the files are not in the correct directory, copy them from the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles`

2 Add the `AccessBridge` directory to your path:

`PATH=%INSTALLDIR%\nonOV\jre\1.4\AccessBridge;%PATH%`

This step ensures that the DLLs are part of the Java Access Bridge, and can be found and instantiated.

3 Make sure the `accessibility.properties` file is located in the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\lib`

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

`%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles`

The Java Virtual Machine (JVM) reads a number of property files as it starts up.

4 Use each line in the accessibility properties file to enable different accessibility features.

For example, to enable assistive technologies to use the Java Access Bridge, use a text editor to include the following line in the file:

`assistive_technologies=com.sun.java.accessibility.AccessBridge`

For additional properties examples and explanations (for example, how to set up screen magnifiers), refer to the Java Accessibility Utilities documentation:

http://java.sun.com/products/jfc/jaccess-1.2/doc/examples.html

For more about configuring accessibility with Sun Java applications, refer to the following web site:

http://java.sun.com/products/accessbridge/docs/setup.html.

Integration with Other HP OpenView Solutions

For information about the integrations in Service Pack 1, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*.

Troubleshooting

This section describes how to troubleshoot some problems in Service Desk.

Installation Fails

Problem

The installation fails.

Workaround

If you installed the management server, examine the `server_HPOvInstaller.txt` log file.

The component log files are located in `%OVDATADIR%`, in the `HPOvInstaller` directory.

The paths and file names are as follows:

- Windows

  `%TEMP%\HPOvInstaller\server_<build number>`, where `<build number>` is the version and build number (for example, `5.00.742`)

  `package_msi_<component>_install.log`, where `<component>` is the name of the component

- UNIX

  `/var/tmp/HPOvInstaller/server_<build number>`, where `<build number>` is the version and build number (for example, `5.00.742`)

  `package_depot_<component>_install.log`, where `<component>` is the name of the component

These log files hold information about the native installation of the component:

- Windows

  Search in the log file for `Return Value 3`, which usually indicates there was an error.

- HP-UX

  Examine the `swagent.log` file located in `/var/adm/sw/swagent.log`.

Examine the Object Server log file for information about why the installation failed.

The Object Server log file is located in the following directory:

`%OVDATADIR%/log/system0.0_enUS`

This file contains the information from the Object Server and its tools. Look at the bottom of the file for any exception or other error message that might explain the failure.

XPL Logging

Problem

You would like to change the way information is logged.

Solution

XPL logging uses the default Java `logging.properties` file.

By default, this file is located in the following directory:

`C:\Program Files\HP OpenView\nonOV\jre\1.4\lib\logging.properties`

For this file to work, you must execute the following once:

ovconfchg -ns xpl.log -set logparent true

For example, if you want all the logs to be written to the console, add the following lines to `logging.properties`:

handlers=java.util.logging.ConsoleHandler

java.util.logging.ConsoleHandler.level=INFO

java.util.logging.ConsoleHandler.formatter=java.util.logging.SimpleFormatter

In the `logging.properties` file, you can specify the logging level:

- SEVERE
- WARNING
- INFO
- CONFIG
- FINE
- FINER
- FINEST

For example, to specify finer logging for the Object Server, add the following to `logging.properties`:

java.util.logging.ConsoleHandler.level=FINER

com.hp.ov.obs.level=FINER

Object Server Cache

Problem

The Object Server cache can cause problems.

Solution

If you encounter a problem when you start the Object Server using `ovc –start`, try to delete the Object Server cache files by deleting all of the files in the following folder:

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

Control Service Pid Files

Problem

You are unable to start the control service.

Solution

Execute the following command:

```
del C:\Program Files\HP OpenView\data\tmp\*.*
```

Console Does Not Show Any Workspaces

Problem

Your console screen does not display any workspaces.

Solution

Clear your user settings by executing the following command:

```
del C:\Documents and Settings\%USERNAME%\Application Data\HP OpenView\*.* /s /q
```

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 being able to:

- Search for knowledge documents of interest

- Submit and track progress on support cases

- Submit enhancement requests online

- Download software patches

- 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

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

http://www.hp.com/managementsoftware/access_level

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

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

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