



HP OpenView Service Desk

for the Windows and UNIX operating systems

Release Notes

Software version: 5.00 Patch 2 / 08 September 2006

Edition 2

This document provides an overview of the changes to the integration software released after Service Desk 5.00 Patch 2. This document contains important information not included in the manuals or the online help.

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In This Version

This release includes integrations for the following products:

- HP OpenView Network Node Manager (NNM)
- Microsoft Systems Management Server (SMS)

These release notes also list known issues about the integrations for HP Openview Operations (OVO) and Microsoft Operations Manager (MOM) released previously.

For information about the versions of the integrated products Service Desk can integrate with, refer to the Supported Platforms list at the following URL:

<http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN018535>.

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>

Installation Notes

Installation requirements, and instructions for installing Service Desk, are documented in *HP OpenView Service Desk 5.0 Installation Guide*, provided in Adobe Acrobat (.pdf) format. For information about installing the OVO/U and OVO/W integrations, refer to the *HP OpenView Service Desk OpenView Operations Integration Administrator's Guide*. For information about installing the NNM, SMS, and MOM integrations, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*.

Note the following if you are using Service Desk 5.00 Patch 2:

- If you have installed the OVO/U integration by using the previously published installer or you install the integration by using the installer in this release, you must upgrade the following Service Desk components:
 - Service Desk Agent.
 - Object Loader.
 - Web API. For installation instructions, refer to the *HP OpenView Service Desk Web API Programmer's Guide*.
- If you have installed the OVO/W integration by using the previously published installer or you install the integration by using the installer in this release, you must upgrade the following Service Desk components:
 - Service Desk Agent
 - Object Loader
- If you have installed the MOM integration by using the previously published installer or you install the integration by using the installer in this release, you must upgrade the following Service Desk components:
 - Service Desk Agent
 - Object Loader

When you upgrade any of the Service Desk components, make sure they are not in use. Before you upgrade, you should stop all the Service Desk processes on your system by using the `ovc` command. If you do not do this, it is possible that files currently in use cannot be updated. If you upgrade on Windows, you must also reboot after completion. For information about using the `ovc` command (to view status, and to start and stop processes), refer to the *HP OpenView Service Desk Installation Guide*.

If you upgrade Service Desk Agent on Windows, no message is presented to inform you that you are required to reboot the machine. You must reboot the machine after the agent has been upgraded.

Enhancements and Fixes

This section describes any new fixes for defects raised by customers.

Fixes

This integrations' release contains the following fix:

Defect Number	Short Description
QXCR1000333600	OVO/U-SD Integration: Database Rules Cannot be Modified Straight after Import

Known Problems, Limitations, and Workarounds

This section describes known problems, limitations, and related workarounds.

OVO Integrations

This section describes known problems, limitations, and workarounds in the HP OpenView Operations for Windows (OVO/W) and HP OpenView Operations for UNIX (OVO/U) integration packages of Service Desk.

QXCR1000330226: OVO/W-SD Integration: Service Desk Database Rule Not Triggered

Problem

When an incident is set to `state=closed`, the database rule that sends an acknowledgement to the OVO/W management server is not triggered.

Workaround

Create a new dummy rule, save it and delete it.

QXCR1000323681: OVO/W-SD Integration: Integration Account in OvObsLoadObject.conf Cannot Create Incidents

Problem

Integration account does not allow OVOW messages to create incident records in Service Desk.

Workaround

Manually modify the `OvObsLoadObject.conf` file. Move the line with the entry `SERVER` to the line just below `[OVOBSLOADOBJECT]`.

The delivered configuration file `OvObsLoadObject.conf` contains the following lines:

```
[OVOBSLOADOBJECT]
LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log
ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log
ACCOUNT=OVOW_server1/Password4OpenV!ew
SERVER=sdmanagementserverhostname
PORT=30980
MAPPING=ovowindows
CLASSNAME=incident
MODUS=insert
```

Change the contents of the file to the following:

```
[OVOBSLOADOBJECT]
SERVER=sdmanagementserverhostname
LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log
ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log
ACCOUNT=OVOW_server1/Password4OpenV!ew
PORT=30980
MAPPING=ovowindows
CLASSNAME=incident
MODUS=insert
```

QXCR1000314392: OVO/W-SD Integration: Monitor Service Desk Log File Policy' Does Not Work

Problem

This policy does not work. There are two issues.

- 1 `%OvDataDir%` is not the correct syntax. Therefore, this variable is not replaced and the file cannot be found.
- 2 The policy assumes there is only one Service Desk log file, but there are several. You could use HP OpenView Operations' log file preprocessing to get a list of all the log files and to monitor all the log files.

Workaround

- 1 You should use `<$OvDataDir>\log\servicedesklogfile` in the policy, where *servicedesklogfile* is the name of a log file.
- 2 To monitor multiple log files, create in OVO/W a log file monitoring policy for each log file.

QXCR1000314396: OVO/W-SD Integration: 'Monitor sd_event Log File Policy' Does Not Work

Problem

This policy does not work. There are three issues:

- 1 %OvDataDir% is not the correct syntax. Therefore, this variable is not replaced and the log file cannot be found.
- 2 Error messages are not logged in the OvObsLoadObject.log log file mentioned in the policy.
- 3 The policy uses **Read from beginning (always)**.

Workaround

- 1 To search for server errors, in the “Monitor sd_event Log File” policy, use <\$OvDataDir>.
- 2 Change the file name <\$OvDataDir>\log\OvObsLoadObject.log to <\$OvDataDir>\log\OvObsLoadObject_error.log.

To search for server errors, use the following pattern:
SERVER_RESPONSE=<*.ServerError>

To search for client errors, use the following pattern:
CLIENT_ERROR=<*.ServerError>
- 3 Change the policy by selecting **Read from beginning (first time)**.

QXCR1000337260: OVO/U-SD Integration: Scheduled Outage with Monthly Recurrence Not Supported

Limitation

Scheduled outages (also known as planned outages) are defined by using schedule elements. Although you can define daily, weekly, and monthly recurrence patterns for a schedule element in Service Desk, only daily and weekly recurrence patterns are supported for outage used by the OVO for UNIX Integration.

Workaround

None.

QXCR1000338573: OVO/U-SD Integration: Outage Schedules and Schedule Elements Cannot Contain Spaces

Limitation

The names of schedules and schedule elements used for defining outages (also known as planned outages) for the OVO for UNIX Integration cannot contain spaces. If the name of a schedule or a schedule element contains one or more spaces, the outage file will not be updated.

The log file will show the error message: No data found for parameter Simple schedule: <Schedule Element name until first space> to be written to the outage-template file **or** No data found for parameter Compound schedule: <Schedule name until first space> to be written to the outage-template file.

Workaround

When you define schedule and schedule elements for use with OVO/U outage, use names that do not contain spaces.

QXCR1000346943: OVO/U-SD Integration:
Obsolete Downtime Schedule Is Not Removed from OVO Outage File

Limitation

After deleting an obsolete Planned Downtime schedule from the Downtime tab of a configuration item, the schedule is not deleted from the outage file on the OVO Management Server. The same problem also occurs for Occasional Outage.

Workaround

Obsolete outage information must be manually deleted from the outage file on the OVO Management Server.

QXCR1000346947: OVO/U-SD Integration:
Recurrence Pattern with Multiple Days Incorrectly Handled in OVO Outage File

Limitation

If a weekly recurrence pattern of a schedule element spans multiple days that are subsequent (for example, Sunday and Monday or Tuesday and Wednesday), only the schedule information of the first day is inserted in the outage file on the OVO Management Server. The outage for the remaining days is not inserted.

Workaround

None.

QXCR1000346948: OVO/U-SD Integration:
Message Forwarded from Incident Is Not Acknowledged when Incident Is Closed

Limitation

When an Incident record in Service Desk has been manually forwarded to OVO via a smart action and created a message in OVO, this message is not acknowledged when the incident is closed in Service Desk.

Workaround

Acknowledge the OVO Message manually.

MOM Integration

This section describes known problems, limitations, and workarounds in the Microsoft Operations Manager (MOM) integration package of Service Desk.

[QXCR1000323681: MOM-SD Integration: Integration Account in OvObsLoadObject.conf Cannot Create Incidents](#)

Problem

Integration account does not allow MOM messages to create incident records in Service Desk.

Workaround

Manually modify the `OvObsLoadObject.conf` file. Move the line with the entry `SERVER` to the line just below `[OVOBSLOADOBJECT]`.

The delivered configuration file `OvObsLoadObject.conf` contains the following lines:

```
[OVOBSLOADOBJECT]
LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log
ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log
ACCOUNT=MOM_server1/Password4OpenV!ew
SERVER=sdmanagementserverhostname
PORT=30980
MAPPING=ovowindows
CLASSNAME=incident
MODUS=insert
```

Change the contents of the file to the following:

```
[OVOBSLOADOBJECT]
SERVER=sdmanagementserverhostname
LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject.log
ERROR_LOGFILE=C:\Program Files\HP OpenView\data\log\OvObsLoadObject_error.log
ACCOUNT=MOM_server1/Password4OpenV!ew
PORT=30980
MAPPING=ovowindows
CLASSNAME=incident
MODUS=insert
```

The line that contains the server tag is now at the top. This ensures that the `SERVER` tag is interpreted correctly.

[QXCR1000330226: MOM-SD Integration Service Desk Database Rule Not Triggered](#)

Problem

When an incident is set to `state=closed`, the database rule that sends an acknowledgement to the MOM consolidation server is not triggered.

Workaround

Create a dummy rule, save it and delete it.

QXCR1000338961: MOM-SD Integration MOM: Hostname Not Mapped on Search Code in Incident

Problem

The nodes that are monitored by MOM exist as Configuration Items in Service desk, but when MOM generates a new Incident record in Service Desk, the Configuration Item is not inserted in the Incident.

Workaround

Manually create the correct mapping as follows:

- 1 Open the MOM import mapping under Data Exchange.
- 2 Edit the Incident entity mapping.
- 3 Select and open the Configuration Item attribute for mapping.
- 4 Select **Search Code** in the **Reference To** field.
- 5 Click **OK** to accept the new attribute mapping.
- 6 Click **OK** to accept the Incident entity mapping.
- 7 Save and close the MOM import mapping.

NNM Integration

You need Service Desk 5.00 Patch 2 or higher to run the NNM Integration.

Former releases of Service Desk will fail to run the NNM Integration. The import of XML files created with NNM Integration scripts will fail with the following error:

```
Parser error java.lang.NullPointerException
```

QXCR1000359564: NNM-SD Integration Data Exchange Task from GUI on UNIX Fails

Problem

When you start a Data Exchange task from the OpenView console running on UNIX, the task fails and two error messages are displayed. The following error message appears:

```
Cim_dtd_v20.dtd is not present in <XML directory>. This file is needed for import.
```

The following, second error message might appear:

```
Data Exchange Fatal Error. Error in opening configuration file ...
```

These errors prevent the exchange of nodes from the NNM Data Warehouse to the Service Desk CMDB.

Workaround

On UNIX, use the Data Exchange command line interfaces, `OvObsExporter` and `OvObsImporter`, to exchange nodes from the NNM Data Warehouse to the Service Desk CMDB. A shell script, `ovsdexchnnmnodes.sh`, is provided to assist you in running Data Exchange from the command line.

SMS Integration

You need Service Desk 5.00 Patch 2 or higher to run the SMS Integration.

Former releases of Service Desk will fail to run the SMS Integration. The import of XML files created with SMS Integration scripts will fail with the following error:

```
Parser error java.lang.NullPointerException
```

Known Limitations

QXCR1000241122:

Object Loader

The Object Loader functionality in Service Desk 5.00 currently uses Perl version 5.6. Unfortunately, Perl 5.6 does not support Unicode. As a result, all Service Desk functionality that uses Object Loader cannot handle Unicode dataflow properly. This issue impacts all integrations that use Object Loader (for example, OVO for Windows and OVO for UNIX).

Product Co-existence

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

OpenView products may share the same component on specific systems. When you install an OpenView product on a system where another OpenView product is already installed, the installer first checks to see if the latest version of the shared component is installed. An older version of a component will be replaced by the latest version during the install process. Because of this, in some cases the component process scheduled for replacement, and other dependent components, will be 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.

The following examples illustrate the issue.

OVO/W 7.21 and 7.5

Problem

When you install the Service Desk 5.00 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 5.00 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

When you install or uninstall the Service Desk 5.00 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

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

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

If you try to start the Service Desk agent when the OVO agent is already running, the Service Desk agent might fail to start. In the log files, you will then repeatedly see these error messages:

```
com.hp.ov.obs;WARNING;Unexpected null requester received and INFO;Obs Agent stopped.  
INFO;Stopped: Object Server Agent.
```

Problem

When you install or uninstall the OVO/U agent on a system where the Service Desk 5.00 Management Server is installed, the Service Desk processes stop.

Workaround

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 5.00 Client](#)

Problem

When the Service Desk 5.00 standalone 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 5.00 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 5.00 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 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.

To activate accessibility support for Service Desk:

- 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 directory.
```

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 file 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 OpenView Solutions

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

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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