

HP OpenView DecisionCenter

For the Windows® Operating System

Release Notes

Software version: 1.00 / November 2006

Release Notes last updated February 14, 2007

This document provides an overview of the changes made to HP OpenView DecisionCenter for the 1.00 release. It contains important information not included in the manuals or in online help.

For optimal viewing, use Microsoft Internet Explorer 6.0 or later.

[In This Version](#)

[Installation Notes](#)

[Known Problems, Limitations, and Workarounds](#)

[Verified Environments](#)

[Accessibility Support](#)

[Integration with Other OpenView Solutions](#)

[Support](#)

[Legal Notices](#)

In This Version

DecisionCenter is a business intelligence application that enhances your ability to make better decisions about your IT infrastructure. The Optimization component can analyze historical performance, and predict future performance when impacted by enterprise-wide changes to business services. Optimization also helps you analyze resource allocation to assess the cost of service delivery.

Existing HP OpenView BI Portal 5.2 and HP OpenView BI Portal 5.2.1 users can migrate the Reporting Data Store (RDS) data warehouse to work with DecisionCenter 1.00.

Installation Notes

Installation requirements, as well as instructions for installing HP OpenView DecisionCenter, are documented in the *Installation Guide* provided in Adobe Acrobat (.pdf) format. The installer has a link to the *Installation Guide*.

Software and Hardware Requirements

Before installing HP OpenView DecisionCenter, make sure that your operating system, application server, Web server, and database server are compatible with the support matrix. For more information, refer to the DecisionCenter support matrix on the **HP Software Support** web site: support.openview.hp.com.

Known Problems, Limitations, and Workarounds

The following known problems, identified by the tracking number if available, have workarounds.

Early versions of Java Runtime Environment do not support the extended daylight savings time schedule.

PROBLEM	There is a known issue for users who live in time zones that convert to the extended daylight savings time (DST) schedule mandated by the United States Congress in the Energy Policy Act of 2005. Earlier Java Runtime Environment (JRE) versions have DST start and end rules that do not support the extended DST dates. You can resolve this known issue by upgrading your installed Sun JRE. For more information about the problem, see U.S. Daylight Saving Time Changes in 2007 .
WORKAROUND	The JRE (or JDK) on the server where you install the DecisionCenter application must be the Java(TM) 2 Runtime Environment, Standard Edition, v 1.4.2_11 (J2SE), or a later release only within the 1.4.2 range. DecisionCenter 1.0 does not support J2SE v. 1.5. To download the correct J2SE, see J2SE 1.4.2 .

DE399 Refresh dates appear in two locations.

PROBLEM Analytics and base reports display refresh dates in two locations:

- Beneath the title on the main screen
- On the tab at the bottom of the page

The date on the tab does not always reflect the correct refresh date. This tab is unnecessary.

WORKAROUND Unlike the tool bars and left pane items, there is no control to deactivate the Refresh date tab (Status bar) in the *Central Management Console* (CMC). You can temporarily deactivate the tab. It does not reappear until you reset it. This is true even if you view other reports and log on to Business Objects again.

DE447 The Incident Cost Analysis report is not available in Service Management base reports.

PROBLEM BI Portal 5.2.1 base reports included Incident Cost Analysis in the Service Management base reports.

WORKAROUND Incident Cost Analysis resides with the IT Performance Analytics (ITPA) Incident prepackaged reports.

DE589 The drill down displays every subcategory in the Average Routes per Incident report.

PROBLEM When you click on a data point within the report, all the subcategories appear.

WORKAROUND Click on the category from the legend, not the report, to display the subcategory that you want. This is a Business Objects known issue, assigned to case 302687274.

<u>DE640</u>	Reports do not save to Personal Categories.
PROBLEM	When you try to save a report to Personal Categories, the report is saved to the Favorites folder instead.
WORKAROUND	Create your own Personal Categories folder. You can then save reports to the specific personal category and view the report under that category.
<u>DE681</u>	A time zone difference causes one hour variance in data.
PROBLEM	ServiceCenter and AssetCenter store dates in the universal time coordinated (UTC) time zone, converting to local time in the application for display. The data warehouse stores dates in the server local time zone to ensure they display properly on reports. The dates convert differently during Standard and Daylight Savings times, resulting in a one hour variance in date-time fields over the course of the year.
WORKAROUND	Replace the <code>UTCToLocalTime</code> function in the <code>rds.bas</code> file with the <code>PifDateToTimezone()</code> function and manually specify the local time zone. <ul style="list-style-type: none"> 1 Back up the <code>\Peregrine\ConnectIt 3.60.en\config\rds\bas\rds.bas</code> file. 2 Using a text editor, open <code>rds.bas</code>. 3 Search for <code>UTCToLocalDate</code>. The file has three uncommented lines with this function. 4 Replace each instance of <code>UTCToLocalDate(<variable>)</code> with <pre>PifDateToTimezone(<variable>), "UTC", 0, <your_time_zone>, 0)</pre> <p>For example, change <code>RetDate=UTCToLocalDate(scDate)</code> to</p> <pre>PifDateToTimezone(scDate), "UTC", 0, "Pacific Standard Time", 0)</pre> <ul style="list-style-type: none"> 5 Save the file.
<u>DE771</u>	Reports that join incidents or calls to SLA monthly performance measures may result in exaggerated figures.
PROBLEM	Monthly SLAMONTHLY records are rolled up based on Configuration Item (CI), Year, Month, SLA, and SLO. The record does not identify which incidents or calls are calculated. An SLAMONTHLY record associated with an incident or call contains the sum total of all incidents and calls affecting that CI in that month. This results in the overall costs being multiplied by each incident or call involved.
WORKAROUND	The ITPA Service Management universe has separate contexts to create distinct queries when users select both items.
<u>DE817</u>	The Impact Calculator screen is blank after selecting a value center.
PROBLEM	You may see a blank screen after you select an item from the Value center drop-down list of the Impact Calculator.
WORKAROUND	Restart your browser.

<u>DE904</u>	The lowest drill-down level in Asset Tracking has no drill-up option.
PROBLEM	The Asset Tracking report has no option to drill up from the lowest drill-down level.
WORKAROUND	Click Edit mode and right-click to drill up one level. This is a Business Objects known issue, assigned to case 302710988.
<u>DE922–924, DE1164</u>	When in drill mode, Contract Expense Details documents lose data.
PROBLEM	When you are in drill mode in some Web Intelligence reports, you lose the document data if you take a snapshot and continue using the drill function or end the drill mode session. If the snapshot causes an error report, functions such as ending the drill mode and closing the report are not available.
WORKAROUND	None. This is a Business Objects known issue, assigned to case 302712683.
<u>DE957</u>	Adding a new Dashboard page obscures the navigation pane.
PROBLEM	When you create a new Dashboard page, the page overlaps the application window space.
WORKAROUND	Click the Web browser Back button twice to resize the page.
<u>DE978, DE1270, DE1307</u>	Field values can change when you save reports to PDF or Excel.
PROBLEM	Saving reports to a PDF file or an Excel spreadsheet may produce unexpected results.
WORKAROUND	This is a Business Objects known issue, assigned to case 302717314.
<u>DE983</u>	The Previous button does not navigate to online help.
PROBLEM	When you link from online help to an Internet site, the Previous button does not work.
WORKAROUND	Right-click and select Back to return to the previous help topic.
<u>DE1011</u>	Online help for a drill-through report displays the help topic of the parent report.
PROBLEM	When you drill through to a report, the help topic for the parent report appears.
WORKAROUND	Choose the correct report from Related topics of the parent report help.
<u>DE1044</u>	You cannot save a report as a spreadsheet when it has more than 255 columns of dimension values.
PROBLEM	If you try to save a report with more than 255 columns of dimension values as an Excel spreadsheet, the spreadsheet stops responding.
WORKAROUND	This is a limitation with Excel. Use Task Manager to end the task.

DE1058, DE1148, DE1165 The aggregate awareness function causes the Helpdesk Analysis and Incident Analysis universes to generate unmanageable results in *ad hoc* queries.

PROBLEM	Caller Location objects in the Helpdesk universe and CI Location objects in the Incident universe are not identified as incompatible with the aggregate tables. In addition, the Affected CI Type and Affected CI Sub Type objects in the Incident universe must not use the aggregate awareness function.
WORKAROUND	Using the Business Objects Designer tool, import the universes and identify the fields as incompatible. In addition, remove the aggregate awareness function from two objects in Incident analysis.

To correct the aggregate problems in the Helpdesk universe:

- 1 Click **Start > Programs > BusinessObjects XI Release 2 > BusinessObjects Enterprise > Designer**.
- 2 Log on as **Administrator** with no password.
- 3 Import the **ITPM Helpdesk Analysis** universe.
- 4 Click **Tools > Aggregate Navigation**.
- 5 Select the **INCIDENT_QT_MN_AGG_V** table.
- 6 Check the **ITPM Call Origin Analysis > Caller Location – Level <n>** fields as incompatible.
- 7 Repeat Step 6 for the **INCIDENT_QT_MN_WK_AGG_V** and **INCIDENT_YR_AGG_V** tables.
- 8 Export the universe.

To correct the aggregate problems in the Incident universe:

- 1 Click **Start > Programs > BusinessObjects XI Release 2 > BusinessObjects Enterprise > Designer**.
- 2 Log on as **Administrator** with no password.
- 3 Import the **ITPM Incident Analysis** universe.
- 4 Click **Tools > Aggregate Navigation**.
- 5 Select the **PROBSUMM_QT_MN_AGG_V** table.
- 6 Check the **ITPM Config Item Analysis > Affected CI Location - Level <n>** fields as incompatible.
- 7 Repeat Step 6 for the **PROBSUMM_QT_MN_WK_AGG_V** and **PROBSUMM_YR_AGG_V** tables.
- 8 From the navigation menu, right-click **Affected CI Type** and select **Object Properties**.
- 9 In the **Select** field, change
@Aggregate_Aware()
DEVICE_YR_AGG.TYPEPRGN,
DEVICE_QT_MN_AGG.TYPEPRGN,
DEVICE_QT_MN_WK_AGG.TYPEPRGN,
DEVICE_D.TYPEPRGN)
to
DEVICE_D.TYPEPRGN
- 10 From the navigation menu, right-click **Affected CI Sub Type** and select **Object Properties**.
- 11 Repeat Step 9.
- 12 Export the universe.

<u>DE1086</u>	The Close button does not work properly with the Refresh option.
PROBLEM	When you click Close on analytic report, the report remains open.
WORKAROUND	Use the navigation menu to access reports and analytics.
<u>DE1092</u>	The simulator does not recognize holiday schedules.
PROBLEM	Holiday schedules imported from ServiceCenter to the data warehouse are not supported.
WORKAROUND	None. The simulator does not support holiday schedules.
<u>DE1098</u>	Some context-sensitive help topics navigate to the DecisionCenter help page.
PROBLEM	If the context-sensitive help topic does not exist, the DecisionCenter help page opens instead of the page-level topic.
WORKAROUND	Use Search to find the topic.
<u>DE1116</u>	Clearing the check box of a parent record in a collapsed state in the tree widget does not clear the check boxes of the child records if they were selected previously.
PROBLEM	On the Add by Business Service, Add by Value Center, or Add Service Level Objectives pages, if you clear the check box of a parent record in a collapsed state, the child records still display a check mark when the tree is expanded.
WORKAROUND	Expand the parent record on these pages before clearing the parent check box. This clears the check boxes for all child records.
<u>DE1126</u>	The underscore character in an Impact and Optimization search returns all entries.
PROBLEM	The Impact and Optimization search function does not recognize underscore characters.
WORKAROUND	Modify your search text to exclude underscore characters.
<u>DE1128</u>	The F1 key opens Help for Internet Explorer instead of DecisionCenter.
PROBLEM	The F1 key does not always return DecisionCenter help.
WORKAROUND	Use the DecisionCenter Help icon.
<u>DE1142</u>	Actions such as Delete use the current filter and not re-filtered lists.
PROBLEM	Many detail pages enable you to filter lists. If you select a business service, value center, Configuration Item, or other object on a detail page for any action (such as Delete), but you filter the list before you complete the action, the original selection is lost.
WORKAROUND	When you select a business service, value center, Configuration Item, or other object on a detail page, ensure that you complete your action before you re-set the filter.

<u>DE1172</u>	A calculation error occurs in impact rules with a stepped rate calculation.
PROBLEM	When using impact rules with a stepped rate calculation that has multiple steps, no validation occurs if steps have the same number and unit combination.
WORKAROUND	If you have multiple steps for a stepped rate calculation, do not use the same number and unit combination for subsequent steps.
<u>DE1200</u>	Saving an analytic without refreshing it and then adding it to My Dashboards causes a Servlet Engine Exception error.
PROBLEM	If you save an analytic report without refreshing it, and then add the report to My Dashboards, you see the Servlet Engine Exception page.
WORKAROUND	Refresh the analytic, save it, and then click Add to My Dashboards , or, open the analytic and click Add to My Dashboards without clicking Save. This is a Business Objects known issue, assigned to case 302724213.
<u>DE1204</u>	The Tomcat log file displays an error message.
PROBLEM	When Tomcat starts, the Tomcat log file displays the message: <pre>[ERROR] com.peregrine.shared.cwc.jsf.AddCwcResource - Unparseable lastModified : @lastModified@</pre> This is an informational message, not an error.
WORKAROUND	None.
<u>DE1210</u>	The Calls Opened By Department And Config Item Type report generates a zero value pie chart when you export the data to Excel.
PROBLEM	When you save the Calls Opened By Department and Config Item Type report to your computer as an Excel file, the report generates a pie chart with values of zero even though the report has data.
WORKAROUND	Convert the pie chart to another chart type or to a tabular format. Export the report to Excel and save the file. The data is saved in Excel. This is a Business Objects known issue, assigned to case 302725131.
<u>DE1221</u>	An integrity check on Optimization and BIA universes generates a warning error.
PROBLEM	Optimization and BIA universes generate warnings when you run an integrity check. This is because new columns are added to BI_VALUECENTER and simulation_context tables.
WORKAROUND	You can ignore the warnings because the new columns do not affect the objects, joins or contexts. If you want to remove the warnings, do the following:
	1 Using Business Objects Designer, import the universe.
	2 Click View > Refresh Structure .
	3 Export the universe.

<u>DE1243</u>	The console receives an error message when the Impact Calculator generates a rules list.
PROBLEM	When you create a rule, assign a stepped rate calculation to that rule, and then run the Impact Calculator, the following message appears on the console:
	(null: 5,335, 16): cvc-complex-type.2.3: Element 'rule-set' cannot have character [children], because the type's content type is element-only
WORKAROUND	None. The impact calculates correctly.
<u>DE1248</u>	Some reports display variables instead of text in field headings.
PROBLEM	When you save some reports as an Excel spreadsheet or PDF file, field labels display computer code and not text.
WORKAROUND	None
<u>DE1249</u>	Session timeouts occur in Business Objects.
PROBLEM	Session timeouts in Business Objects may cause disruptions in DecisionCenter.
WORKAROUND	Log off when you see the session timeout message and then log on.
<u>DE1288</u>	A JavaScript error message appears on some DecisionCenter Optimization Detail pages.
PROBLEM	You see an error message if you meet all of the following conditions:
	<ul style="list-style-type: none"> • You enable JavaScript debugging. • You modify the Detail area of an item. • You try to page through the related items at the bottom of the page. • You click Cancel at the dialog prompt.
WORKAROUND	None. The application runs correctly.

DE1452	When you install the Optimization engine, the default memory allocation in Run_Optimizer.bat is insufficient.
PROBLEM	The minimum memory required for the Optimization engine is 2 GB, but the default memory allocation in Run_Optimizer.bat is 500 MB.
WORKAROUND	If you process large data sets, the Optimization engine will require more memory. Do the following after you configure the host URL.
	<ol style="list-style-type: none"> 1 Open this file with a text editor: \\\Program Files\\HP OpenView\\DC\\Optimization\\bin\\run_optimizer.bat 2 Change this value: <pre>java -Xmx500m to java -Xmx1250m</pre> 3 Save and close the file.
DE1459	In a Scenario, a Service Level Agreement (SLA) must be attached to a Service Level Objective (SLO).
PROBLEM	You cannot add an SLO to a Scenario if the SLO is not associated with an SLA.
WORKAROUND	None. All SLAs must have associated SLOs.
DE1466	You cannot access a related topic from the Work Schedules page.
PROBLEM	When you click the Help icon from Work Schedules, the Work Schedules help topic does not appear.
WORKAROUND	Use the Help Table of Contents or Search function to find the Work Schedules topic.
DE1496	Incidents may not sort correctly during escalations.
PROBLEM	The incidents are not correctly sorted in the assignment group queues according to their impact and urgency.
WORKAROUND	After you install the Optimizer engine, modify the incidentImpactFactor and incidentUrgencyFactor values.
	<ol style="list-style-type: none"> 1 Open this file with a text editor: \\\<Optimizer_Home>\\config\\priority.properties 2 Change these values: <pre>incidentImpactFactor=1.0 incidentUrgencyFactor=1.0 to incidentImpactFactor=-1.0 incidentUrgencyFactor=-1.0</pre> 3 Save and close the file.

Verified Environments

For more information, refer to the HP OpenView DecisionCenter support matrix on the **HP Software Support** web site: support.openview.hp.com.

Accessibility Support

Hewlett-Packard is committed to providing enterprise software products that are accessible to users with disabilities and are developing the HP OpenView DecisionCenter software application for usability, functionality, and integration with third-party assistive technology (AT) to ensure conformance with Section 508 of the Rehabilitation Act. Although Hewlett-Packard is committed to delivering fully accessible and 508 conforming solutions and will take all practical steps to ensure that future releases meet conformance in the areas they do not today, HP OpenView DecisionCenter's complete Section 508 conformance is dependent upon a third-party technology that today does not conform in some areas. Hewlett-Packard is working with our third-party vendor and internal development to resolve currently identified conformance issues.

HP is working to ensure that new HP OpenView management software releases comply with the latest international accessibility standards. For more information about HP accessibility, visit the web site: hp.com/hpinfo/abouthp/accessibility.

You can request accessible electronic manuals for this product by visiting the HP OpenView Product Manuals web site at:

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

- 1 Click **Send Feedback** near the bottom of the page.
- 2 Specify the product name, product version, operating system, and document names, and indicate that you want to obtain them in fully accessible form.

Configuring HP OpenView DecisionCenter 1.00 Accessibility

Browser options in Microsoft Internet Explorer enable you to increase your viewing experience.

To activate accessibility support, perform the following:

- 1 From Internet Explorer, click **Tools > Internet Options**.
- 2 On the **General** tab, click **Accessibility**.
- 3 Select your formatting preferences and click **OK**.

To change the text size:

- 2 From Internet Explorer, click **View > Text Size**.
- 4 Select your text size preference and click **OK**.

Integration with Other OpenView Solutions

HP OpenView DecisionCenter Analytics includes out-of-box integration with HP OpenView AssetCenter and HP OpenView ServiceCenter. HP OpenView DecisionCenter Optimization operates against Incident Management data, which is provided using the out-of-box integration with HP OpenView ServiceCenter.

Support

For more information, visit the **HP Software Support** web site at: support.openview.hp.com

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 valued 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:

www.hp.com/managementsoftware/access_level

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

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

Legal Notices

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

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Adobe® is a trademark of Adobe Systems Incorporated.

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