



HP OpenView Service Desk

for the Windows and UNIX operating systems

Release Notes

Software version: 5.10 Patch 1/ 05 January 2007

This document provides an overview of the changes to the integration software released after Service Desk 5.10 Patch 1. 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 Operations (OVO)

The integrations for HP OpenView Network Node Manager (NNM), HP OpenView Internet Services (OVIS), Microsoft Operations Manager (MOM), and Microsoft Systems Management Server (SMS) will be released subsequent to this release. Refer to the release notes for that release for up-to-date information.

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-EN020917>.

The OVO for UNIX (OVO/U) integration includes the following improvements:

- Defect fixes.
- HP-UX 11.23 version 2 support.
- Ownership of OVO messages forwarded to Service Desk is now optional.
- Improved handling of errors. For example, in the previous release, the exchange of OVO nodes with Service Desk was reported successfully when an error occurred during the exchange. Now, a message will appear in the OVO message browser when something fails during the exchange process.

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 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*.

Note that the integrations delivered in this release will work only with Service Desk 5.10 Patch 1; they will not work with previous releases of Service Desk.

Enhancements and Fixes

This section describes any new fixes.

Fixes

This release contains the following fixes.

Defect Number	Short Description
QXCR1000314392	OVO/W-SD Integration: Monitor Service Desk Log File Policy Does Not Work.
QXCR1000337260	OVO/U-SD Integration: Scheduled Outage with Monthly Recurrence Not Supported.
QXCR1000338573	OVO/U-SD Integration: Outage Schedules and Schedule Elements Cannot Contain Spaces.
QXCR1000346943	OVO/U-SD Integration: Obsolete Downtime Schedule is Not Removed from OVO Outage File.
QXCR1000346947	OVO/U-SD Integration: Recurrence Pattern with Multiple Days Incorrectly Handled in OVO Outage File.
QXCR1000366844	CI Search Code Not Allowed to be Non-unique
QXCR1000314396	OVO/W-SD Integration: 'Monitor sd_event Log File Policy' Does Not Work
QXCR1000323681	Integration Account in OvObsLoadObject.conf Cannot Create Incidents
QXCR1000330226	OVO/W-SD Integration: Service Desk Database Rule Not Triggered
QXCR1000349599	Errors when Registering a Schedule

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.

QXCR1000310500: OVO/U-SD Integration: Solaris: Data Exchange says must be on same system

Problem

Starting a Data Exchange task on Solaris results in the following error message:

```
Data Exchange import/export must be run on the server system where Object Server is installed.
```

Workaround

Start Data Exchange using the command line utilities instead of using the Service Desk client.

QXCR1000359564: OVO/U-SD Integration: Data Exchange Task from GUI on UNIX fails

Problem

When starting a Data Exchange task using a Service Desk client on UNIX two errors occur:

1) An error popup window appears with the following message:

```
cim_dtd_v20.dtd is not present in <XML directory> This file is needed for import.
```

2) An error popup window appears with the following message:

```
Data Exchange Fatal Error. Error in opening configuration file  
whereas the file is present and readable world wide.
```

Workaround

Start Data Exchange using the command line utilities, instead of using the Service Desk client.

QXCR1000362363: Viewing logfile from GUI after running Configuration Exchange fails

Limitation

This error message occurs when all of the following conditions are present:

- You run the Service Desk web server on a port other than 80, for example port number 8004
- You run a Service Desk client on another host
- You perform a Configuration Exchange task and click the small icon at the top right to view the log file

In the above situation, the following error message appears:

```
java.io.FileNotFoundException:  
http://<SDserver>.hp.com:80/www/htdocs/ovconsole/open_attachment.sh
```

Workaround

Start the ovconsole with the explicit Web Server port number (-DWebServerPort=<port>).

QXCR1000373510: ObjectLoader deals incorrectly with wrong username/password

Problem

When incorrect username or password is supplied to LoadObject, an incorrect exit code is returned (zero instead of non-zero). Additionally an error message appears in the log file instead of the error log file.

Workaround

None for the incorrect exit code issue.

Look in the log file instead of the error log file for incorrect username or password error messages.

[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 a message has been created in OVO, the message is not acknowledged when the incident is closed in Service Desk.

Workaround

Acknowledge the OVO Message manually.

Product Coexistence

In this section, the term “Service Desk” refers to both Service Desk 5.00 and associated patches, and Service Desk 5.10 and associated patches.

This section describes known product coexistence 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 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 client on a system where HP OpenView Operations for UNIX (OVO/U) 7.1 HP-UX Client is already installed, the OVO/U 11bserver process stops.

Workaround

Restart the 11bserver process manually.

[OVO/U 8.1](#)

Problem

When you install or uninstall the Service Desk 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 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 Client](#)

Limitation

When the Service Desk 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.

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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