



HP OpenView Service Desk

for the Windows and UNIX operating systems

Release Notes

Software version: 5.10 / 22 August 2006

Edition 2

This document provides an overview of the changes made in HP OpenView Service Desk 5.10. This document contains important information not included in the manuals or the online help.

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In This Version

The main purpose of the Service Desk 5.10 release is to provide a migration path from Service Desk 4.5 to Service Desk 5.10. However, the migration tools will be delivered separately. This release is intended to provide an environment to migrate to.

This release contains improvements that have been implemented since Service Desk 5.0, including the following:

- Web console.
- The ability to log approval votes in history lines.
- List of approvers maintained during an object's life.
- Blocking of services, service levels, and service level agreements.
- Additional custom fields.
- Email templates for outgoing notification emails for approvals and assignments (for service calls, incidents, problems, projects, changes, and work orders).
- Enhanced metric data collection.
- The ability to configure Service Level Manager (SLM) dimension exports from the HP OpenView console.
- Enhanced metric heartbeat management (metric states are displayed as available, unavailable, or unreachable in the HP OpenView console).
- The command line utility for the HP OpenView console, `ovconsolecmd`, has been enhanced to accept filter parameters from the command line. This is useful for integrating other programs with the HP OpenView console. You can now, for example, open a view from the command line that displays all calls originating from a particular phone number.
- Console administrators can now create relationship types, and console users can specify those types when they create relationships between objects. This is useful when objects can have multiple kinds of relationships with each other. For example, a Configuration Item can be related to an Incident in the following ways: Emitting CI, Root Cause CI, Emitting Node, or Impacted Node.
- Hierarchical grouping of forms, views, and actions. Lists of existing forms, views, and actions are now grouped by object type in the HP OpenView configuration workspaces. This enables you to find the form, view, or action that you want much more quickly. It also enables you to update certain attribute values for multiple forms, views, or actions at the same time.
- Customizable system views for enhanced audit logging. You can now choose the system view used to display enhanced audit logging information.
- Reusable classifications and closure codes groups. You can now create reusable classifications and closure code groups that are persisted in the HP OpenView database. This enables you to define m-to-n relationships between objects. This is useful for restricting the values a console user can choose from for a particular field on a form. You can accomplish this by using the "Limit field value range by relations" action in a UI rule.
- Ability to create new objects by using templates with missing required fields. It is now possible to use a template that does not contain values for all required fields as a nested template. When the template is used to populate a form's values, and such a nested template is used, the console user is prompted to provide the missing required field values.
- Ability to audit configuration settings. If you log on to the console by using an account with the Auditor role, you can audit changes – including additions, modifications, or deletions – that take place in the HP OpenView Configuration workspace.

- Ability to select certain email attachments for database rules. This feature enables you to send certain attachments to certain email recipient groups when a database rule that specifies the “Send e-mail message” action is triggered.
- Configuration Exchange improvements. The following improvements were made to the Configuration Exchange function: selectively blocking or unblocking objects, including copy fields and audit rules, enhanced log file readability, improved run-time messaging, and including the references audit (list of blocked or deleted objects that are still referenced by other objects).
- Secure FTP option for attachments. A configuration option in the Administrator Console now enables you to send and receive attachments by using Secure FTP (FTPS).
- Option to apply view filter in Advanced Find. If you enable this option in the General Settings dialog box, when console users launch the Advanced Find function, the filter operating on the current view (if any) is also applied to their search results. They can also select a different view to display the search results.
- Condition field prepopulated in Advanced Find. If you open the Advanced Find dialog box by pressing F2 from a look-up field, the summary of filter criteria field is prepopulated based on the value of that attribute.
- Central control of automatic refresh interval. The HP OpenView console administrator can now exercise central control over the interval at which the console clients refresh the active view with information from the database. If you do not select this option, console users whose role permits them to do so can set their own refresh intervals.
- “Older Than” and “Newer Than” conditions available in Advanced Find. You can now search for objects based on the values of certain date and time related attributes. You can specify all objects older than or newer than a specified number of days.
- Smart action fields can now contain CR/LF characters. You can now embed carriage-return and line-feed characters in a smart action field. This enables you to specify more than one command in a smart action.
- UI rules can now be triggered by up/down arrows on a form. When you click the up or down arrow buttons on a form, the selection in the current view moves up or down accordingly, and the form for the selected object is opened. You can now trigger a UI rule when the selection changes as a result of clicking up or down.
- New Rules log files track Rule Manager debugging messages: INFO, WARN, SEVERE, and FINE. (The system log file continues to hold Rule manager non-debug messages.)
- Automatic three retries if a Data Update or data Exchange action fails.
- Emails initiated by Database rules can include attachments, and can specify a group (category) of attachments.
- Emails initiated by Database rules can now go to multiple addresses, and each address is separated by a semi-colon (;).
- New action choice available: Limit field range by relations.
- The following triggers can now be launched by agents on other systems (such as a Web API or an email interface) and can launch a database event that can potentially trigger another event:
 - **When a value has changed**
 - **After an item has been opened**
 - **After new item has been opened**
 - **After existing item has been opened**
 - **Before the item is saved**

- The following actions are now executed in the background:
 - Update Data
 - Limit field value range
 - User Notification message
 - Data exchange with external system
 - Command Exec Action (executed on the server, not the client machine)

NOTE: Rules can trigger other Rules. As you add Rules, make sure you do not create loops, which can lead to problems with system stability and data integrity. History lines have an additional 64KB attribute field named New Value, so more of the history information is visible.

- Object relationship management enhancements:
 - Relate arbitrary objects. For example, create a UI rule action that, when triggered, restricts the available values a user can choose for a field. Or limit the range of relations between a particular entity and the set of all possible values.
 - Auditing of relationships between objects now allows auditing of many-to-many relations.

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 5.0/5.1*.

The new *HP OpenView Service Desk Support Guide* contains information about tracing, logging, and troubleshooting.

For information about the versions of the integrated products Service Desk can integrate with, refer to the Supported Platforms list at this URL: <http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN020917>.

For information about the integration with HP OpenView Operations, refer to the *HP OpenView Service Desk OpenView Operations Integration Administrator's Guide*. For information about the other integrations, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*. These guides are delivered in the integration release of which they form a part; they are not delivered in Service Desk 5.10.

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 5.1 Installation Guide*, provided in Adobe Acrobat (.pdf) format.

Note the following potential problem regarding HP-UX.

A Problem Arises When the Software DVD-Rom Is Mounted on HP-UX

Problem

A problem arises when the software DVD-Rom is mounted on HP-UX.

Workaround

To mount the DVD-Rom on an HP-UX system, use the following commands:

```
nohup pfs_mountd&
```

```
nohup pfsd&
```

```
pfs_mount -o soft <DVD-Rom ID> /cdrom
```

DVD-Rom ID is the ID of your actual DVD-Rom.

You can find this ID by using the following command:

```
ioscan -func disk
```

Installation Problems

This section provides workarounds to known installation problems.

Installation Problems on Solaris 9 and 10

Problem

On Solaris, a “Finalize action warning” error 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.
```

The following shows the status after the installation:

| | | | | |
|-------------------------|--------------------------------|----------|--------|---------|
| <code>ovcd</code> | OV Control | CORE | (2434) | Running |
| <code>ovbbccb</code> | OV Communication Broker | CORE | (2435) | Running |
| <code>ovloginsv</code> | OV Login Server | JAVA | | Stopped |
| <code>ovapacheA</code> | OV Apache(A) WebServer Service | WEB | | Aborted |
| <code>ovsdma</code> | OV SLM OVSD Metric Adapter | SLM | (2757) | Running |
| <code>ovtomcatA</code> | OV Tomcat(A) Servlet Container | WEB | (2625) | Running |
| <code>ovsdslm</code> | OV Service Level Management | SLM | (2762) | Running |
| <code>ovobs</code> | OV Object Server | OBS | | Aborted |
| <code>ovcs</code> | OV Certificate Server | SERVER | (2763) | Running |
| <code>ovsdreport</code> | 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 a NIS-controlled environment, the `OvApacheA` package, installed during the Service Desk Management Server installation, does not create the user `ovwebusr` and the group `ovwebgrp`. To solve this, manually create the user `ovwebusr` and the group `ovwebgrp` on the Network Information Service (NIS) server after installing the `OvApacheA` product and before starting the `OvApacheA` WebServer service.

Workaround

- 1 Add a group:
`groupadd ovwebgrp`
- 2 Add the ovwebusr 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:
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 behavior of the application.

QXCR1000320074:

JVM Memory Consumption

Problem

When using Service Desk 5.10, you might see some unusual traces in the log file, as shown in the following example:

```
Feb 28, 2006 10:31:49 AM;142;18;com.hp.ov.obs;SEVERE;JVM uses
518,979,584/518,979,584= 100% of maximum memory (total/max) of which
322,468,824/518,979,584= 62% is free (free/total).
Feb 28, 2006 10:33:49 AM;143;18;com.hp.ov.obs;SEVERE;JVM uses
518,979,584/518,979,584= 100% of maximum memory (total/max) of which
296,562,824/518,979,584= 57% is free (free/total).
```

Workaround

Change the maximum memory used by the Object Server process:

- 1 Edit the file called `OvObs.xml`.
Location on Windows: `C:\Program Files\HP OpenView\data\conf\obs`
Location on UNIX: `/var/opt/OV/conf/obs`
- 2 Change `-Xmx512m` to `-Xmx1024m`, and save the changes.
- 3 Unregister Object Server by using the following command: `ovcreg -del ovobs`
- 4 Register Object Server again by using the following command:
Windows: `ovcreg -add C:\Program Files\HP OpenView\data\conf\obs\OvObs.xml`
UNIX: `ovcreg -add /var/opt/OV/conf/obs/OvObs.xml`
- 5 Start Object Server by using the following command: `ovc -start`

Enhancements and Fixes

This section describes any major new features and the fixes for defects raised by customers in this release.

Enhancements

Self-Healing Services

Self-Healing Services software is shipped with this release. It is included when you install the Service Desk Management Server software.

To access the Self-Healing Services Software, open an internet browser and browse to the following location:

<https://localhost:8443/SAM>

Use the default username and password combination: **admin/admin**

Self-Healing Services software can be used to gather and submit data necessary to streamline the resolution of problems found in Service Desk 5.10. HP recommends the use of Self-Healing Services, and it is included in every support contract. Documentation and downloads are available at

http://support.openview.hp.com/self_healing.jsp.

The automatic submission of troubleshooting data to GP Support requires the installation of the HP Instant Support Enterprise Edition software (ISEE). You can acquire this software from the following location:

http://support.openview.hp.com/self_healing_downloads.jsp

To enable or disable Self-Healing Services software:

- To disable the Support Automation Manager (SAM) web application, enter the following command:
 - Windows: `cscript %OVINSTALLDIR%\bin/shsctrl.vbs -disablesam`
 - UNIX: `/opt/OV/bin/shsctrl -disablesam`
- To enable the SAM web application, enter the following command.
 - Windows: `cscript %OVINSTALLDIR%\bin/shsctrl.vbs -enablesam`
 - UNIX: `/opt/OV/bin/shsctrl -enablesam`

The disable option unregisters the SAM web application and the enable option registers it.

If the `ovtomcatA` service is running when you disable or enable the SAM web application by using the above commands, you will need to restart the `ovtomcatA` service for the changes to take effect.

Fixes

This release includes all the customer fixes included in patches since Service Desk 5.0.

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.

Starting the Management Server on UNIX platforms: [QXCR1000350463](#), [QXCR1000312290](#), and [QXCR1000350190](#)

Problem

Because of a defect in the GUI Framework component, table views and chart views are not displayed properly on a management server running on UNIX platforms.

If you try to open a view, this error message is displayed:

```
Cannot open this view. This is probably due to a persistence problem with the view. Check Object Server log file(s) for more information.
```

Workaround

To overcome this problem, the following workaround must be implemented on the UNIX machine.

When the management server is started, an X Server must be running and used by the `ovc` process. This can be achieved in different ways, and one method is described as follows:

- 1 Log in to the management server by using telnet or another tool.
- 2 If it is not stopped, run the following command to stop the Management Server software:

```
# /opt/OV/bin/ovc -kill
```
- 3 Start a dummy X server, which is part of most UNIX distributions, including HP-UX and Sun Solaris.

On HP-UX, enter the following command:

```
#nohup /usr/bin/X11/Xvfb :9 \  
0</dev/null \  
1>/dev/null \  
2>/dev/null \  
&
```

On Sun Solaris, enter the following command:

```
#nohup /usr/openwin/bin/Xvfb :9 \  
0</dev/null \  
1>/dev/null \  
2>/dev/null \  
&
```

These commands start the dummy X server on display #9. For more information about this X server, refer to <http://en.wikipedia.org/wiki/Xvfb> or read the man pages.

Because this server has started, you can start the management server again, but first you have to set the `DISPLAY` environment variable to point to this X server. To do this, enter the following commands:

```
# DISPLAY=:9
```

```
# export DISPLAY
# /opt/OV/bin/ovc -start
```

The views will now be displayed properly.

When you want to implement this workaround when the server is rebooted, you have to edit the script that starts `ovc`, which you can find in the following location:

HP-UX

```
/sbin/init.d/OVCtrl
```

Sun Solaris

```
/etc/init.d/OVCtrl
```

NOTE: You might need to clean the client's cache to reload the views from the server. To do this, clean out the folders `$HOME/.ov` on UNIX and `%APPDATA%\HP OpenView` on Windows.

Incorrect Messages in the Log Files during Installation

Problem

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

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

Problem

During the installation of Service Desk 5.10 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/OvSdS1m.xml'.
(ctrl-75) Error deleting registration file '/var/opt/OV/conf/ctrl/ovsds1m.xml'.
```

Workaround

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 on 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 (in the **Contents** tab of the Help Navigator window, see the section **Information for Administrators>Users & Security**, and see the topics in the sections on **User Authentication**, **Principal Mappings**, and **Accounts**).

QXCR1000329577:

Self-Healing Registry Key Remains after Service Pack 1 is Installed

Problem

A registry key remains after Service Desk is uninstalled.

Workaround

Manually remove the following registry key:

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

The value is SDESK.

QXCR1000289191:

Help Only Available When Using the Default Port

Problem

The online help is not available when Apache is installed on a non-default port. Because the application installer offers you the option to set another port for Apache, this problem could affect you.

Workaround

None.

QXCR1000244984:

Incidents Generated by the Alarm Engine are Not Correctly Filled

Problem

For all incidents created by the alarm engine, the associated service level is not correct. It is always the same service level for all 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's 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 in Advanced Find, added to the bottom of the list. These changes are lost again after restarting the console.

To reproduce the problem:

- 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**, and 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. They cannot be selected in the **Show** field.

Workaround

None.

[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 management servers installed 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.

Solution

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

[Service Pages Installation Hangs If Apache and Tomcat are Already Running](#)

Problem

When trying to install Service Pages, the installer hangs and does nothing.

Prerequisites

A system for Service Pages, with the Apache web server and Tomcat Servlet container already running.

To reproduce the problem, attempt to install the Service Pages installer.

Expected Results

The installer runs, and the installer splash screen appears.

Actual Results

Nothing happens. The installer interface does not appear.

Workaround

Stop Apache and Tomcat before running the installer.

[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 the 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 not cached any more. If a client updates a cached entity, other connected clients do not automatically update their cache. 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.

[QXCR1000242246:](#)

[{118N} 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 5.10 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.

[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.

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 5.10 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.

QXCR1000349637: Upgrade on Clients Overwrites ovconsole.bat

Problem

When you upgrade to Service Desk 5.10, `ovconsole.bat` is overwritten. Properties, such as `Server` and `JAASApplication`, will be lost.

Workaround

Before you upgrade, make a copy of `ovconsole.bat` (copy the file to `ovconsole.old`, for example). After you upgrade, refer to the copied file to identify the settings you need, and update `ovconsole.bat` with those settings.

QXCR1000348152: No Assignment Notification Template in Email Settings

Problem

After an upgrade from Service Desk 5.0 or Service Pack 1, you will not have any new email templates in the application.

Workaround

To get these email templates after an upgrade, you can use Configuration Exchange to import the following file:

```
%OVINSTALLDIR%misc\sd\config\sd_emailtemplates.xml
```

Do not select the **Overwrite Existing Items** checkbox. For information about Configuration Exchange, refer to the Service Desk online help.

QXCR1000344669: Error When Relation Type is Changed

Problem

An error occurs when you attempt to change the relation type of a relation associated with an object (for example, if you edit a relation listed on the **Relations** tab of a service call form, and change the **Relation Type** on the Service Event Relation form).

Workaround

Instead of editing the relation, delete the relation and create it again.

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 1000 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
 - OVxx Metric
 - OVxx Metric Definition

QXCR1000244984:

Incidents Generated by the Alarm Engine Are Not Correctly Filled

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.

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.

The following traces will be created in the log files:

```
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)
```

You can safely ignore these traces because they do not indicate any severe problem with the software.

Workaround

None.

[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.

[Web Start](#)

This section describes known problems related to Web Start deployment.

[QXCR1000305148:](#)

[Starting SD 5 Client Deployment using Web Start](#)

Problem

If you deploy the Service Desk 5.10 Client from a UNIX to Windows system by Web Start, the names' 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.domain.org/ovconsole> (full internet name) as a command for downloading the Service Desk 5.10 Client on Windows, the deployment will fail if, on UNIX, the result of "hostname" is [myhostname](#) (alias name).

[Smart Actions](#)

This section describes known problems related to Smart Actions.

[QXCR1000309377:](#)

[Smart Action Create Work Order in Service Call Generates Error Message](#)

Problem

Open a Service Call form and start the Action Create Work Order. This generates 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

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

Select **Service Desk Form** and change the command line. The default value of the **Command line** field is `call "$PRODUCTFOLDER$\bin\ovconsolecmd.bat"`. Remove the call command from the command line.

[QXCR1000324443:](#)

[Smart Actions Pass ID Parameters in Wrong Format](#)

Problem

Create a smart action that passes an ID as a parameter to an external command.

Use the external command `echo %*` on Windows, or `echo $*` on UNIX.

Make sure the ID is greater than 1000.

When the ID is greater than 1000, the GUI shows commas between the thousands (or a period, depending on the locale), for readability. The smart action passes the ID as a parameter in the same format, that is, with commas. This is wrong.

An example where this results in errors is when the smart action invokes a script that sends the results back to Service Desk by using `LoadObject`. `LoadObject` uses the ID to identify the entity to modify. However, `LoadObject` expects an ID without commas.

Expected Results

The ID parameter must be passed without formatting, that is, without characters that improve readability.

External interfaces like smart actions and `LoadObject` must use the same formatting of parameters.

Workaround

The script called by the smart action should remove the formatting of the ID before further processing.

This workaround is only applicable for smart actions that call a script that can be modified.

If you call a 3rd party executable, this workaround will not work.

OVO and MOM Integrations

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

[QXCR1000323681: OVO/W-SD Integration:](#)

[Integration Account in OvObsLoadObject.conf Cannot Create Incidents](#)

Problem

Integration account does not allow OVO/W 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
```

[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.

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)**.

QXCR1000314387: OVO/W-SD Integration: Several Issues with Import of Nodes from OVO/W

Problem

OvSdOvowCi2003.conf contains the following default setting:

```
PWD=openview
```

Workaround

Change the password setting to **PWD=user**

QXCR1000333600: OVO/U-SD Integration: Database Rules cannot be Modified Straight after Import

Problem

When you modify the database rules uploaded into Service Desk during the configuration of the integration, the following error occurs:

```
Could not show dialog(com.hp.ov.obs.admin.rules.db.form.DBRuleWizard) .  
java.lang.NullPointerException
```

Workaround

Restart the Service Desk server processes with the commands: `ovc -stop` and `ovc -start`.

Usability

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

QXCR1000304079: OV Control

Problem

ovapacheA and ovoids processes abort after a reboot.

Workaround

After rebooting your system, restart the processes manually:

```
ovc -start
```

QXCR1000296194: Compound Schedule Entities

Problem

Schedule entities that include Compound Schedule entities are not supported as Service Hours or Planned Downtime. Only Schedules that include Schedule elements are supported. Compound Schedule entities including Compound Schedule entities are not correctly handled by SLM.

Workaround

None.

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

Use the **Refresh** button in the **View** menu to see the latest calls.

[QXCR1000290261:](#)

[SQL Server Specific Errors: Cannot Create a Row of Size 14072](#)

Problem

When you fill completely all the fields in a form when using SQL Server, you might get an error message when you try to save the form.

Workaround

Remove some information from the form.

[QXCR1000324111:](#)

[In Web Console in Service Call SLA and Location Information are not Retrieved from Adding Caller](#)

Problem

In the Web Console, in some cases a service and an SLA are not retrieved. The steps below describe the situation in which this problem can occur.

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 **Caller, Caller Organization, and Service** field.
- 4 Add all the search criteria in the following order: **Caller Organization hierarchy, Locations of Organization hierarchy, Caller, and Caller's location**.
- 5 Select **Stop the search if Services and SLA's 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**, so that, for example, 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 **Search Caller Person in Organization** tree.
- 13 By using 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 support hours
 - Create a support hours schedule named **SHA**, with Sunday 12:00 to 00:00 as support hours
 - Create a support hours schedule named **SHB, with Saturday 12:00 to 00:00 as 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 (by using the **Works at** field).
- 23 Create a business location named **LocPOrg**, and relate it to **POrg** (by using **Hosted at**).
- 24 Create a service named **SLocCaller**, with receiver **LoCaller**.
- 25 Create an SLA named **SLALocCaller**, relate it to **SLocCaller**, with receiver **LoCaller**, and relate service level **SLB** and support hours **SHB** (by using the **Schedules** field).
- 26 Log in to the Web Console by using the system account.
- 27 Create a service call, setting **Caller** to **Caller1**.

Actual Results

Service is not set.

SLA is not set.

Caller Location is not set.

In the HP OpenView Console, everything works as expected.

Expected Results

Service set to SLocCaller, SLA set to SLALocCaller.

Caller Location set to LocCaller.

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 according to expectations.

Service Pages

In Service Pages, when you try to save an item that has no changes to be saved, an exception will be thrown. You can safely ignore this exception because it does not indicate any error.

Known Limitations

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

- 1 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 can achieve this by including (or excluding) the schedule elements in schedule element B.

- 2 Restriction because of defect QXCR1000306550. Users must set the **Actual Start** field to 00:00:00 when they create or update an SLA to prevent problems in the reporting. There are two problems: the first day is not displayed, or incorrect values are displayed (the values displayed are the values from the previous evaluation period).
- 3 The installer on HP-UX does not use the argument `-x mount_all_filesystems=false` to install the SD-SLM packages. This means that if there are file systems declared in `etc/fstab`, the installation fails with the following error: One or more filesystems that appear in the filesystem table are not mounted and cannot be mounted. You must modify the file `/etc/fstab` to be able to install SLM (remove one or more file systems).

By design, the Software Distributor uses `mount_all_filesystems=true` as a default value. Part of the reason for this is that filesystems may be mounted in the `/opt/OV` or `/var/opt/OV` rooted directory structure. Additionally, the `/opt/OV` or `/var/opt/OV` directory structure may contain symbolic links that reference other mounted file systems.
- 4 Restriction because of defect QXCR1000241122. The LoadObject functionality in Service Desk 5.10 currently uses Perl version 5.6. Unfortunately, Perl 5.6 does not support Unicode, as a result of which all Service Desk functionality that uses LoadObject will not be able to handle Unicode dataflow properly. This issue impacts all integrations that use LoadObject, such as OVO for Windows and OVO for Unix.

Product Co-existence

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

Some OpenView products share the same component on a specific system. 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 prior to installation. As a result, you may need to restart these stopped component processes after installation. For more information about 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 5.10 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 5.10 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 5.10 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.

Problem

When you install or uninstall the OVO/U agent on a system where the Service Desk 5.10 Management Server is installed, the Service Desk processes stop.

Workaround

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

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

Errors in Online Help

The following items are listed incorrectly in the documentation and could not be fixed before the software release.

LOCATION: “Enable the detailed List button” online help topic.

ERROR: Instructions indicate that you should edit the `ovconsole [bat, sh]` file. This file is overwritten when the software is updated or upgraded, so you should not edit it.

CORRECTION: Do not edit the `ovconsole [bat, sh]` file. Instead, set the `OV_JAVA` environment variable in the operating system. The executable file that it should point to is `java.exe`. If `OV_JAVA` points to `javaw.exe` instead, you will not be able to enable the Detailed List button on the memory diagnostic panel.

New Content Ability to Select Certain Email Attachments for Database Rules

LOCATION: “Configure a Send Email Message Action” online help topic.

ERROR: You can now send groups of email attachments by using the Send Email Message action in a database rule.

CORRECTION: **Send Email Message Actions**

The Send Email Message action uses the information you provide to send an email message to one or more designated recipients. You can include groups of attachments that share a specific email classification code. In the following example, all attachments

classified Red or Blue are included in the email message:

Send e-mail message

Name * Send Red and Blue attachment groups

Blocked

Send To * redBlueTeams@yourcompany.com Insert Attribute ▾

Subject Critical Incident Created: **[Description]** Insert Attribute ▾

Message You have received this message because you are on the Red team, the Blue team, or both. The following incident has been created:

Description: **[Description]**
Severity: **[Severity]**
Assigned To: **[Assignment;To Person;Name], [Assignment;To Workgroup;Name]**
Registered: **[Registration;Created]**
Incident ID: **[Incident UUID]** Insert Attribute ▾

Classifications

- <Unclassified>
- Red
- Blue
- Yellow

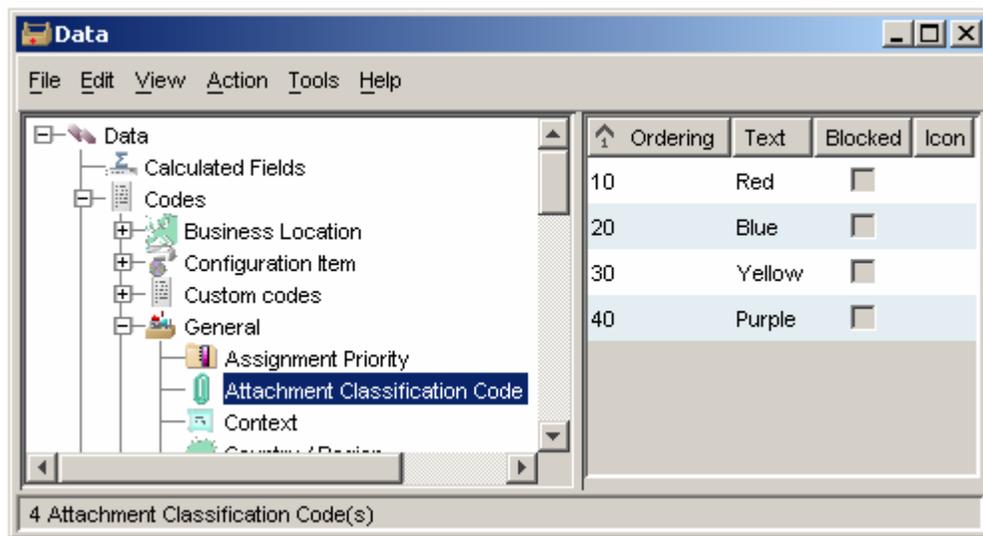
OK Cancel Help

NOTE: You can add a Send Email Message action only to a database rule. You cannot add this action to a UI rule.

Define Attachment Classification Codes

Attachment classification codes enable you to group attachments. You can subsequently include one or more attachment groups in email messages generated by database rules.

The following example shows a console installation with four attachment classification codes defined:



You can create, modify, and delete attachment classification codes if your role permits you to do so.

To define an Attachment Classification Code:

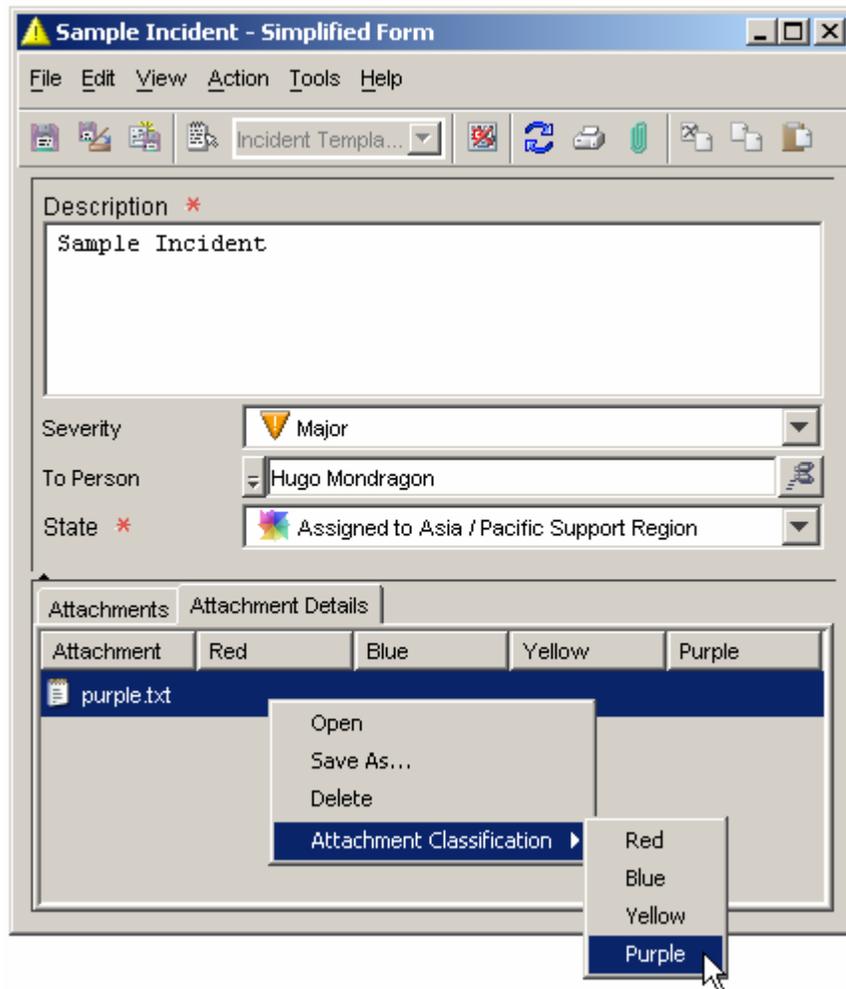
- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, expand the **Codes** branch.
- 3 In the Codes branch, expand **General**.
- 4 In the General branch, click **Attachment Classification Code**.
- 5 If the attachment classification code that you want to work with exists, double-click it.

If you want to create a new attachment classification code, right-click in the right panel, and select **New Attachment Classification Code**.

- 6 In the **Text** box, type a name for your attachment classification code.
- 7 If you want to select an **Icon** for this code, click the  (find icons) button to select one.
- 8 If you want to select a **Color** for this code, click the  (choose color) button to select one.
- 9 In the **Ordering** box, enter an integer value that places this code in the proper order with respect to any other existing attachment classification codes.
- 10 Click **File**→**Save and Close** to save your changes.

Assign a Classification to an Attachment

When you attach a file to an object, you can assign an attachment classification to it, as shown here:



In this example, there are four attachment classification codes defined: Red, Blue, Yellow, and Purple. The classification code that will be assigned to the `purple.txt` attachment is Purple.

Attachment classifications are used to send groups of attachments to one or more email recipients when a database rule triggers a Send Email Message action. If you choose not to assign a classification code to an attachment, that attachment will belong to the Unclassified group; this is the default.

You can Define Attachment Classification Codes to suit your environment. Although you can change the classification of an attachment at any time, you cannot delete the classification altogether. To do this, you must delete the attachment and then create it again.

To assign a classification to an attachment:

- 1 Open a form for an object.

If the attachment that you want to classify is already attached to this object, go to step 5.

- 2 Click the  (attachment) button on the toolbar.

If the toolbar is not visible, click **View**→**Toolbars**, and select **Standard**.

- 3 Browse for the file, and click **Open**.

- 4 Click the **Attachment Details** tab.
- 5 Right-click the attachment, and select **Attachment Classification**.
- 6 Select a classification code for the attachment.
- 7 Click **File**→**Save and Close**.

Configure a Send Email Message Action

Use this action to have a database rule send an email message to one or more recipients. You can attach one or more groups of files (attachments) to this email message.

To configure a Send Email Message Action, complete the following steps:

- 1 Open a Send Email Message Action form from the Database rules wizard.
If you are not in the process of creating a Database Rule, see the help topic titled “Creating Database Rules and UI Rules.”
- 2 Type a name for the action in the **Name** field.
- 3 Select the **Blocked** box if you want to disable this action.
- 4 In the **Send To** field, enter one or more addresses to which the email message should be sent. Use the **Insert Attribute** button to enter predefined email addresses.
NOTE: If you specify multiple email addresses, separate them with a semicolon (;)
- 5 In the **Subject** field, enter the text you want to appear in the subject line of the email. Use the **Insert Attribute** button to insert predefined pieces of information, such as a priority or a deadline for response.
- 6 In the **Message** field, compose the text of the email message you want the action to send. You can use the **Insert Attribute** button to insert predefined pieces of information.
- 7 *Optional:* If you want to include one or more groups of attachments in the email message, select the groups that you want in the **Classifications** box.
If the only classification listed in the box is **Unclassified**, that means that no attachment classifications have yet been defined.
- 8 When you have configured the Action, click **OK**. The new action now displays as an available action for the rule.

New Content: Reusable custom codes, UI rule actions that limit value ranges for fields, generic association mechanism

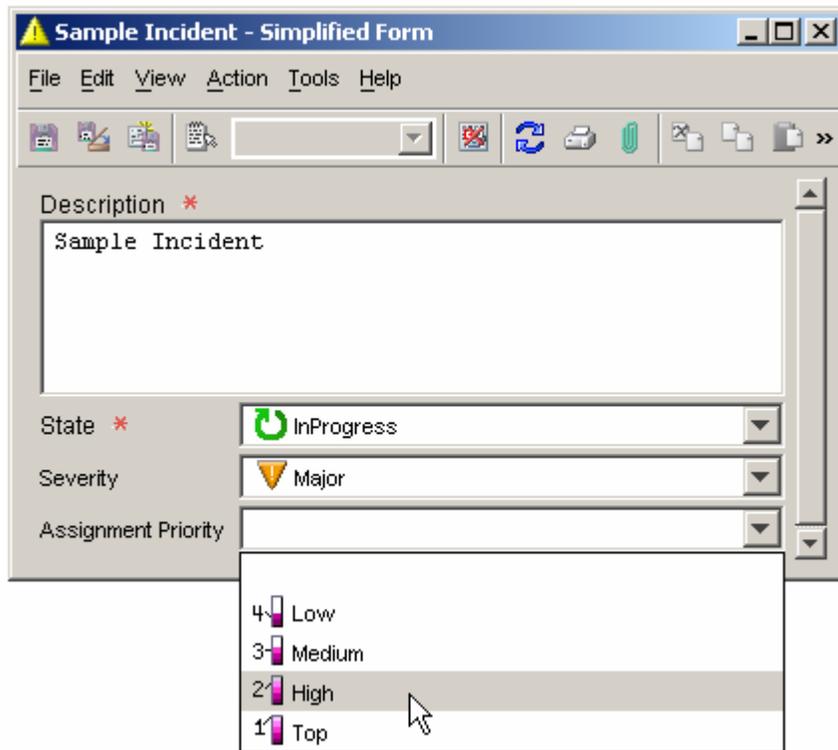
LOCATION: “Limit Field Value Range by Relations Actions” online help topic.
“Configure a Limit Field Value Range by Relations Action” online help topic.

ERROR: This content is not included in the Service Desk 5.10 online help. The online help topics listed above are incomplete and incorrect.

CORRECTION: **Limit Field Value Range by Relations Actions**
This type of action determines which values for a code type attribute appear in the drop-

down list representing that attribute on forms. These values are not stated explicitly but instead depend on the values of one or more other code type attributes.

In the following form, for example, the Assignment Priority choices for the Sample Incident have not been limited in any way:

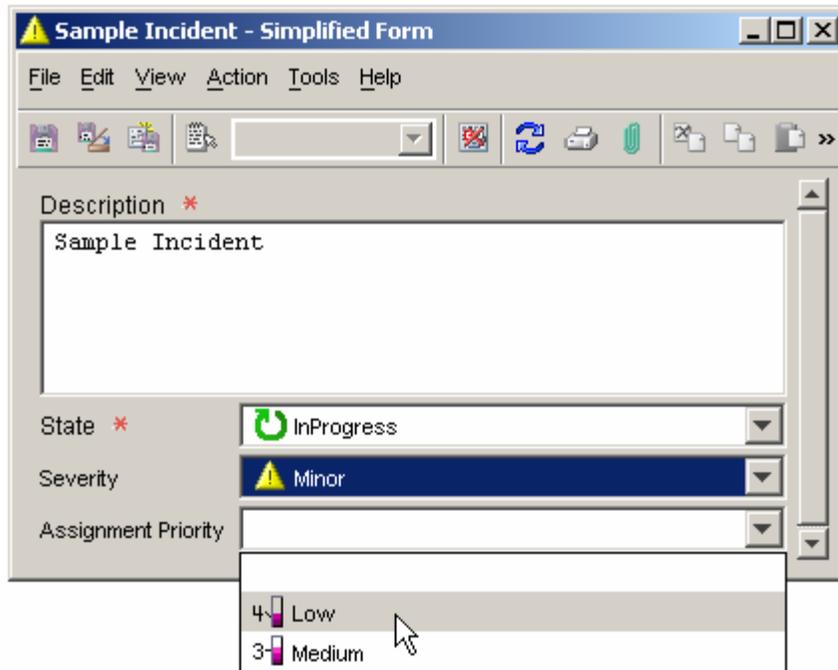


The screenshot shows a software window titled "Sample Incident - Simplified Form". The window has a menu bar with "File", "Edit", "View", "Action", "Tools", and "Help". Below the menu bar is a toolbar with various icons. The main area of the form contains several fields:

- Description ***: A text area containing "Sample Incident".
- State ***: A dropdown menu currently showing "InProgress" with a green circular icon.
- Severity**: A dropdown menu currently showing "Major" with a yellow downward-pointing triangle icon.
- Assignment Priority**: A dropdown menu that is open, showing a list of four options: "4 Low", "3 Medium", "2 High", and "1 Top". Each option is preceded by a small icon of a vertical bar with a number. The "2 High" option is currently selected and highlighted.

All four of the Assignment Priority code values are available in this form.

In this example, however, the values available for the Assignment Priority code are limited to Low and Medium:



This constraint of the Assignment Priority code values was the result of a Limit Value Range by Relations action that was triggered by a UI rule.

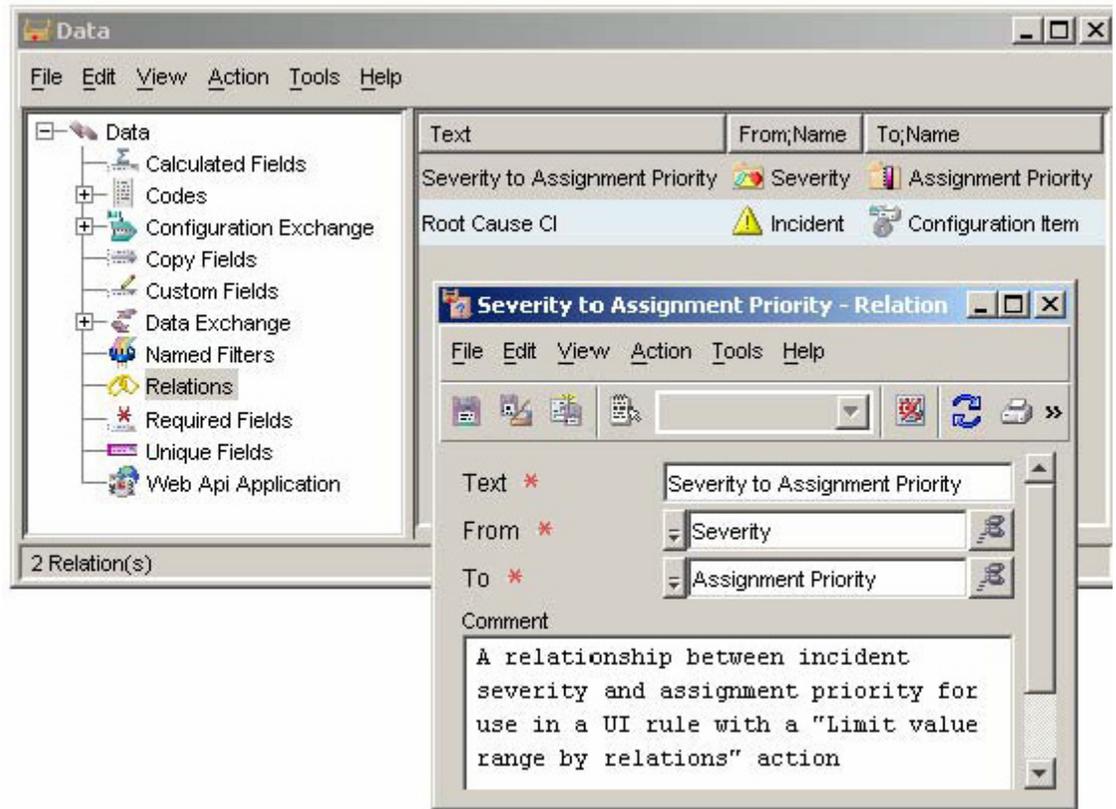
There are three steps required to successfully invoke this type of action:

- 1 Create a relationship between two codes.
- 2 Create a value reference mapping that defines how the value of one code should vary with the value of the other.
- 3 Define a UI rule that enforces the value mapping. To do this, you must configure a limit field value range by relations action for this rule.

Here is a simple example of how this process works. In this example, the values of the Assignment Priority code for an Incident are based on the value of the Severity code for that Incident.

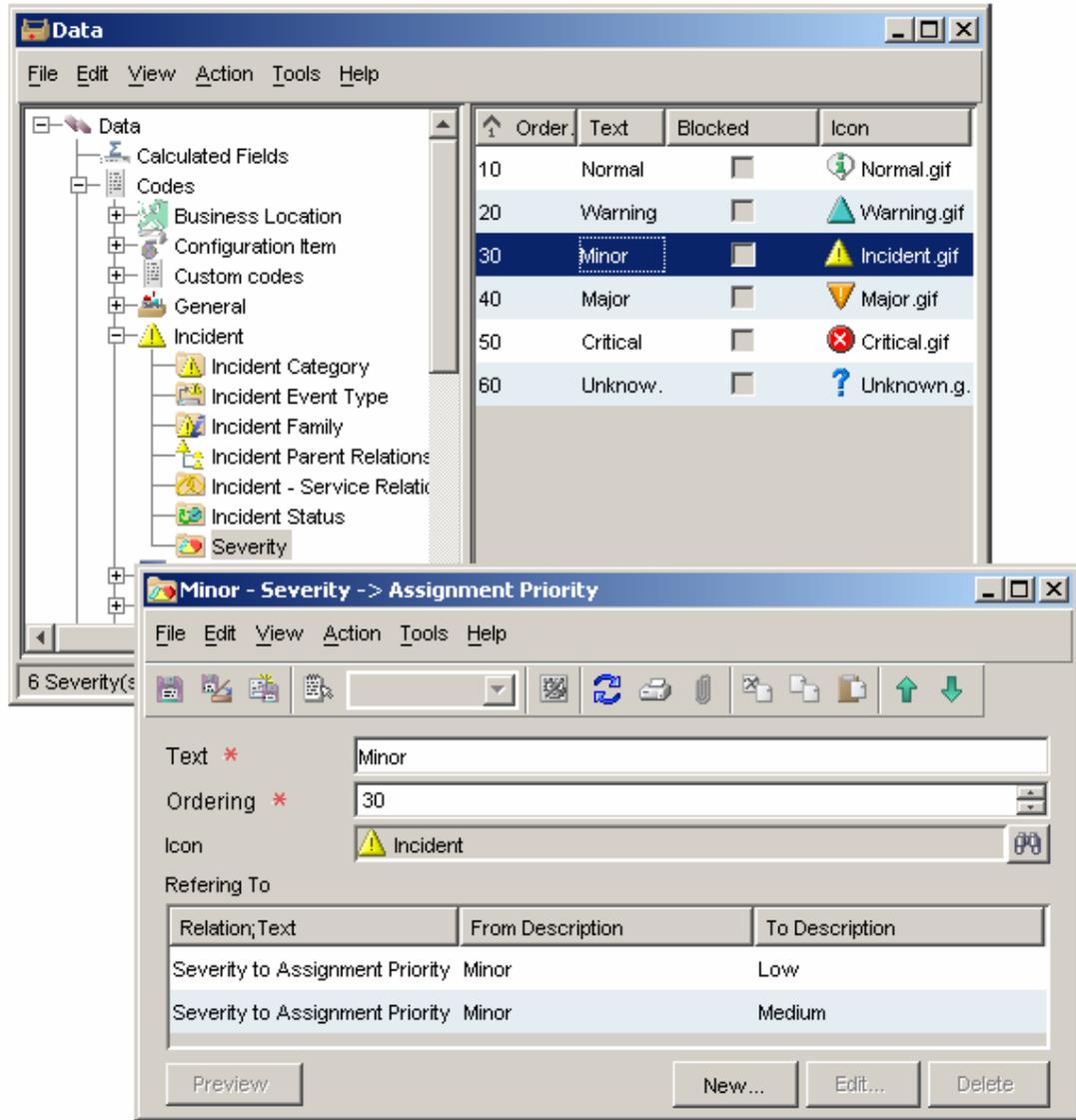
Step 1:

Create a relationship between the Severity code and the Assignment Priority code.



Step 2:

Create one or more value reference mappings to define how the values of the target code should vary with value of the input code.



Step 3:

Define a UI rule that invokes an action that enforces the mapping.

Limit Field Value Range by Relations [X]

Name *

Blocked

Target Field *

New Path

Input Field

Relation Type 1

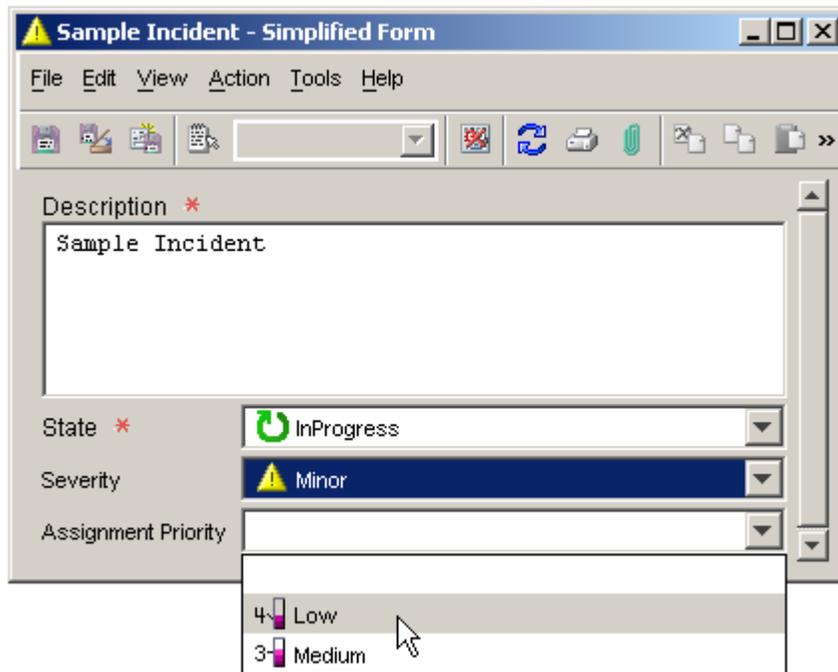
Relation Type 2

Relation Type 3

Relation Type 4

* Patterns to try, in order of importance

In this example, the database rule limits the value of the Assignment Priority code for an Incident whenever the Severity code for that Incident changes. Here is the result for an Incident where Severity is Minor:



In addition to built-in codes, you can use custom codes to create a Limit Field Value Range by Relations action in a UI rule. See an advanced example for more information about using custom codes.

NOTE A UI rule can trigger a Limit Field Value Range by Relations action in the background as a result of another rule. If this happens, subsequent Update Data actions linked to other rules can only set a value allowed by the most recent Limit Field Value Range by Relations action.

An Advanced Example

NOTE The explanations and examples shown here only limit the values of code attributes. While it is most common to do this with codes, technically any reference attribute can be limited in this fashion.

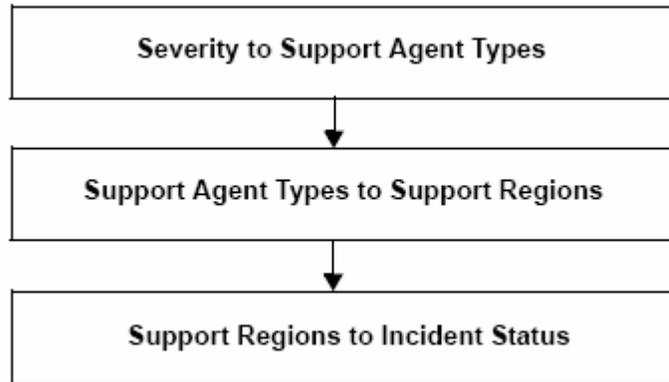
This example features a UI rule that uses the Limit Field Value Range by Relations action with custom codes. In this example, a hypothetical company has support offices in two regions:

- Asia / Pacific
- Europe / Americas

Lower severity Incidents (Severity = Normal, Warning, or Minor) are routed first to the Asia / Pacific support office; higher severity Incidents (Severity = Major or Critical) are routed to the Europe / Americas office.

NOTE This is a highly contrived example designed to highlight the functionality of this action. The HP OpenView console offers much simpler ways to route Incidents to the proper offices.

A UI rule will be configured to limit the values available for the State field (Incident Status code) whenever an Incident is assigned to a new support agent. The rule will use a Limit Field Value Range by Relations action that traverses the following chain of relationships:



In this example, Severity and Incident Status are built-in codes. Support Agent Types and Support Regions are custom codes.

Three Incident State values were added to indicate that an Incident has been assigned to a particular support region:

| Ordering | Text |
|----------|--|
| 1 | Registered |
| 2 | InProgress |
| 3 | Completed |
| 4 | Closed |
| 5 | Assigned to Asia / Pacific Support Region |
| 6 | Assigned to Europe / Americas Support Region |
| 7 | Assigned to Africa / India Support Region |

Before the rule is applied, the Incident State choices for the Sample Incident have not been limited in any way:

New - Simplified Form

File Edit View Action Tools Help

Incident Templa...

Description *
Sample Incident

Severity Major

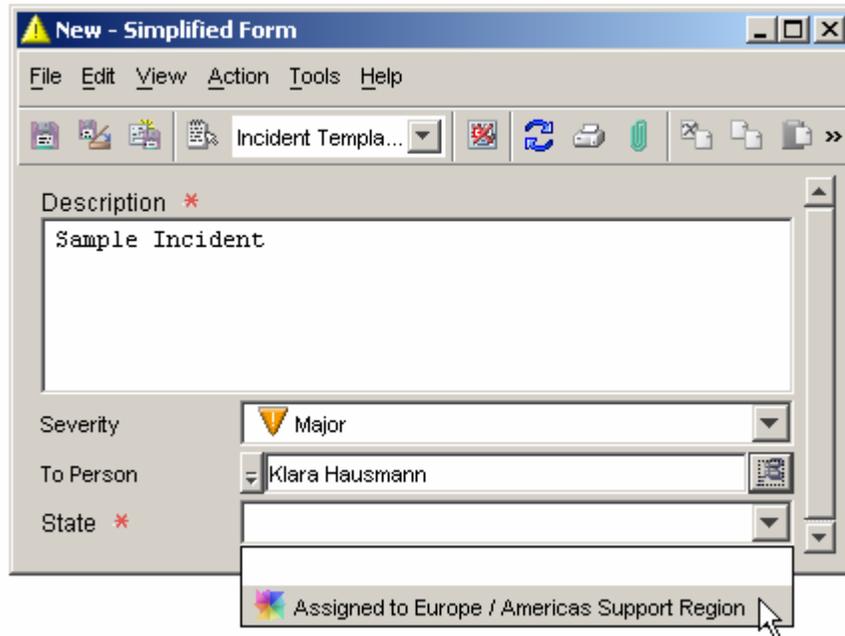
To Person

State *
Registered

- Registered
- InProgress
- Completed
- Closed
- Assigned to Asia / Pacific Support Region
- Assigned to Europe / Americas Support Region
- Assigned to Africa / India Support Region

Note that this Incident has not been assigned to a Person yet, and all seven of the Incident Status code values are available in this form.

After the UI rule fires, however, the values available for the Incident State code are limited depending on the Severity of the Incident. In this case, only one State choice is available after the Incident has been assigned to Klara Hausmann:



This has nothing to do with Klara Hausmann's location. The constraint of the values available for State results from the Severity of the Incident.

Here are the steps necessary to create this example:

- Create the custom codes.

- Create forms for each of the custom codes.

- Create the relations in the chain.

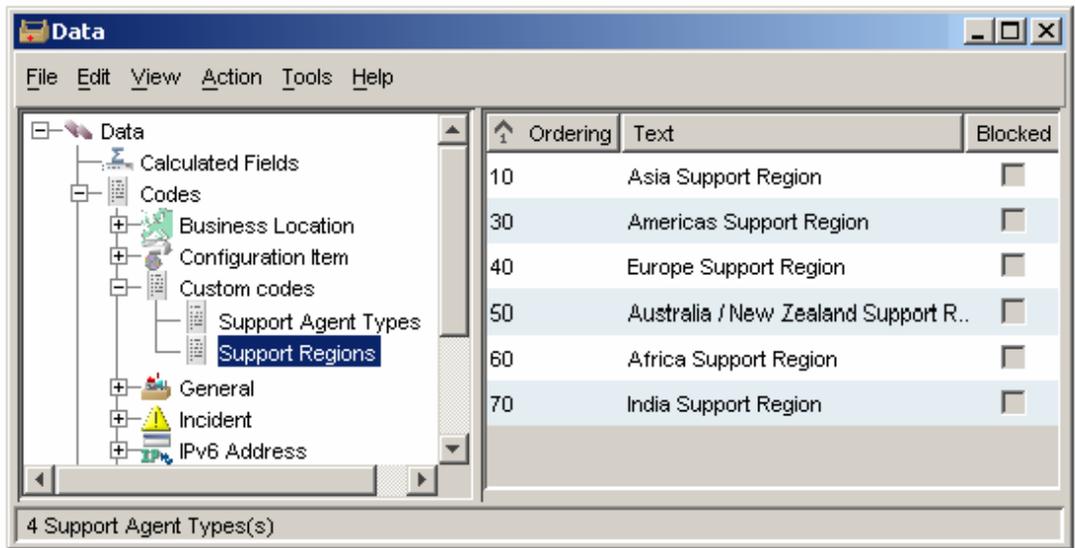
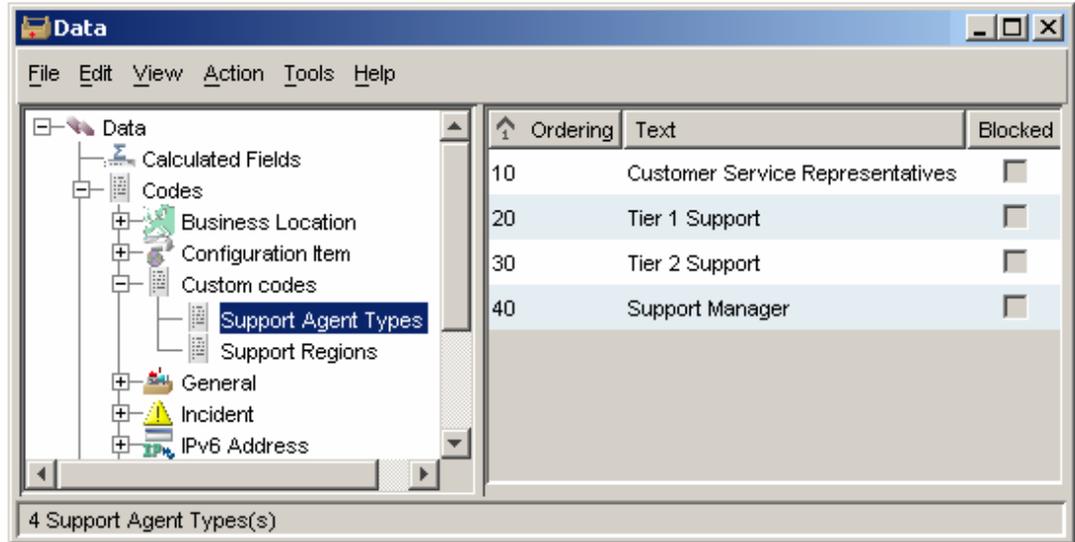
- For each of the codes in the chain, create value reference mappings.

- Create a UI rule that triggers when the To Person field changes.

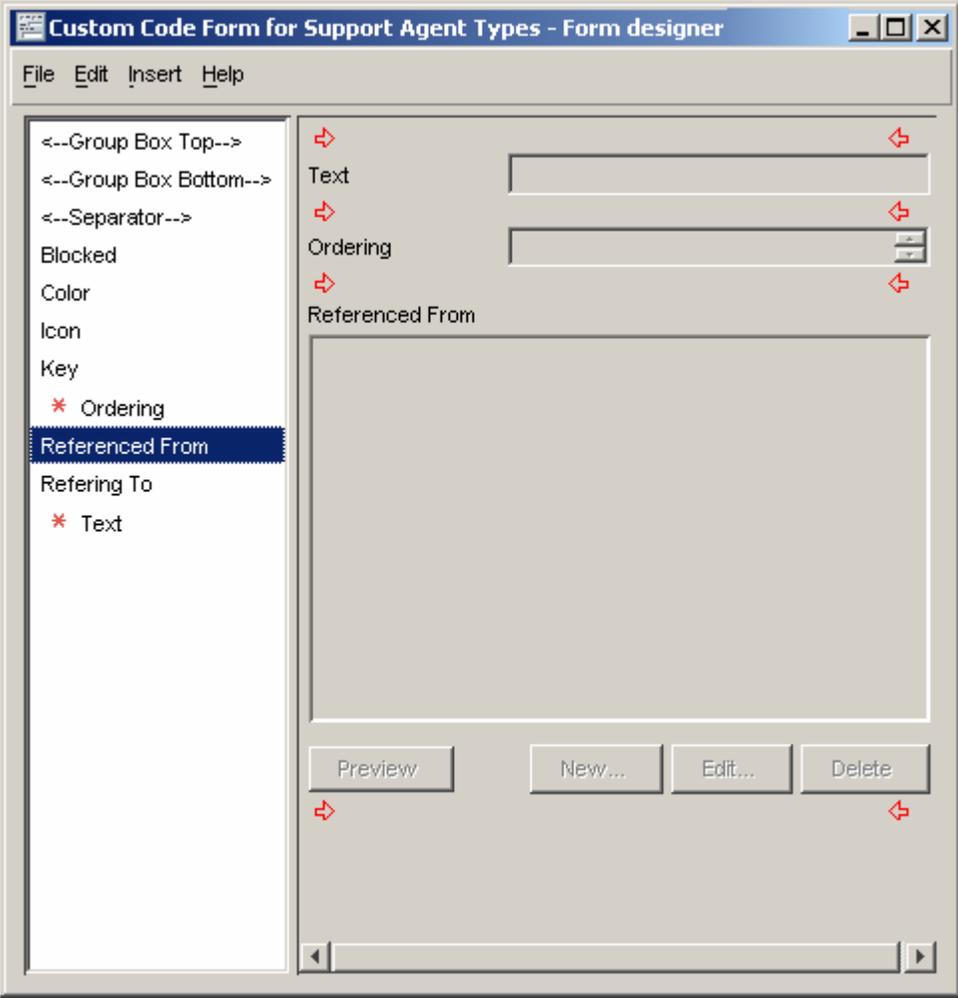
- Create the Limit Value Range by Relations action.

Each of these steps is shown here with screen captures.

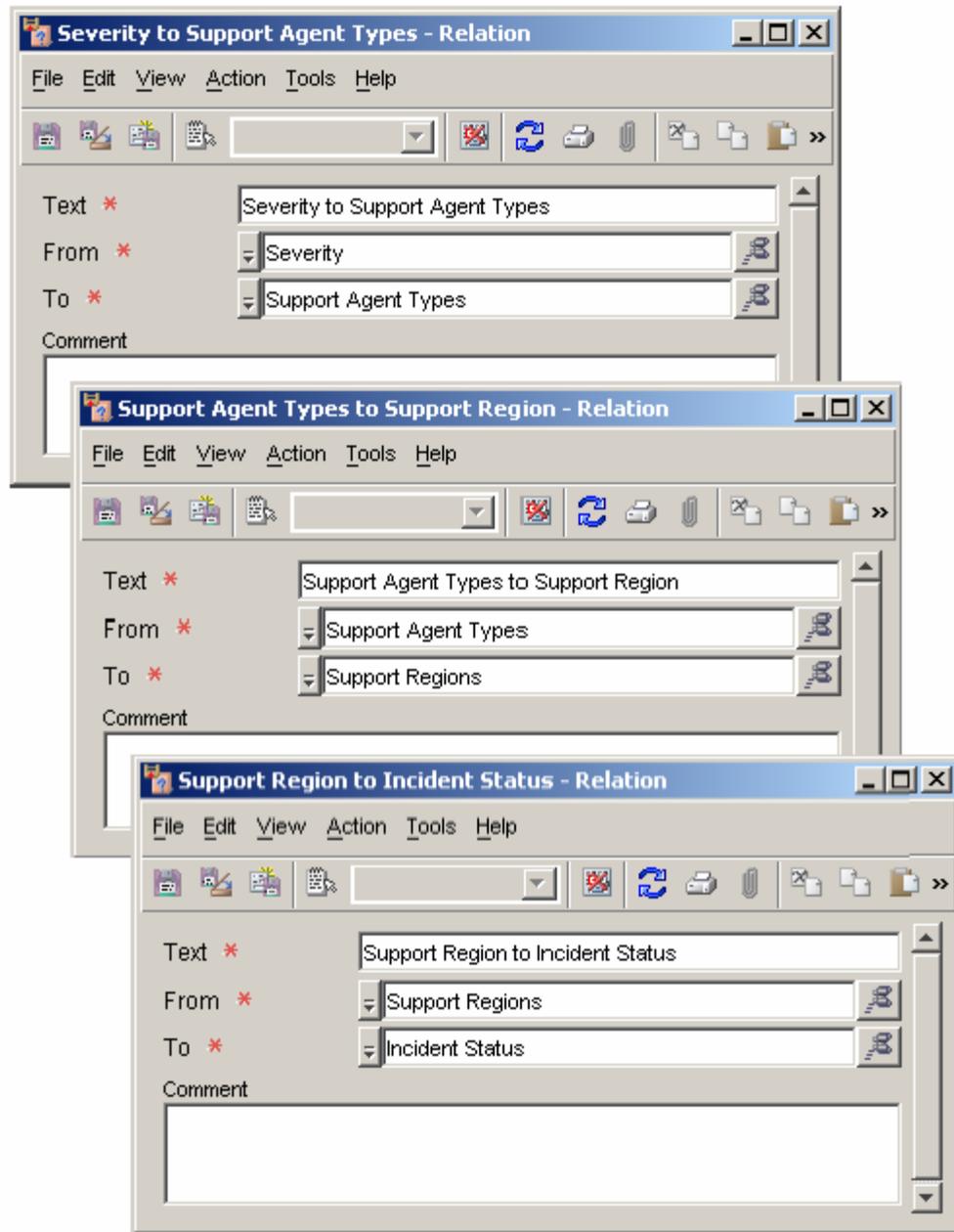
Step 1: Create the custom codes Support Agent Types and Support Regions, and create values for both codes:



Step 2: Create a form for each of the new custom codes:



Step 3: Create the following relationships:



Step 5: Define a UI rule that invokes an action that enforces all the mappings:

Limit Field Value Range by Relations [X]

Name *

Blocked

Target Field *

New Path

Input Field

Relation Type 1

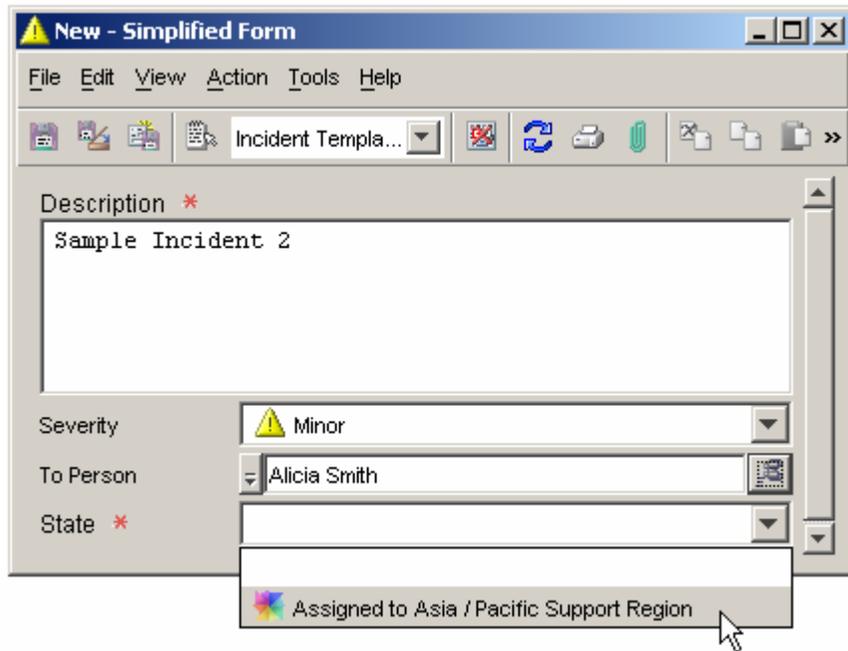
Relation Type 2

Relation Type 3

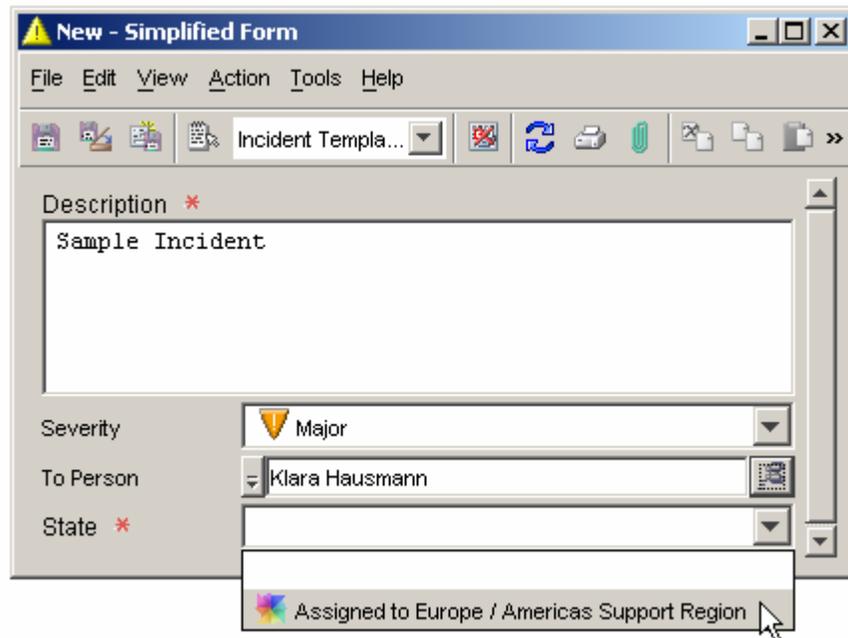
Relation Type 4

* Patterns to try, in order of importance

Step 5: Create a UI rule that triggers when an Incident is assigned to a Person.
 Here is the result for an Incident where Severity is Minor:



Here is the result for an Incident where Severity is Major:



Use Custom Codes

In addition to the built-in code type attributes that came with your HP OpenView application, you can create custom codes. These are useful when you want to create m-to-n relationships between objects that are not otherwise related to each other. The primary purpose of such relationships is to construct Limit Field Value Range by Relations Actions for UI rules.

After you create a custom code, you can use it like any other code in the console. You must, however, first create a new form for your custom code before you can use it to construct an action for a UI rule.

To create a custom code:

- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, expand the **Codes** branch.
- 3 In the Codes branch, click **Custom Codes**.
- 4 Right-click your mouse in the right panel, and select **New custom code (ordered)**.
- 5 In the **Name** box, type a name for your custom code.
- 6 In the **Key** box, type a short string of characters that has not previously been used as a Key for another custom code.
- 7 From the **Module** list, select the module where you want to store your custom code.
- 8 Click **OK** to save your custom code.
- 9 In the Presentation workspace of the HP OpenView Configuration workspace group, create a new form for your custom code. Be sure to include the **Referenced From** field on your form.

Create a Relationship Between Two Codes

Before you can create a Limit Field Value Range by Relations action for a UI rule, you must create a relationship between two codes. This is a mechanism you can use to create m-to-n relationships between objects.

To create a relationship between two codes:

- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, click **Relations**.
- 3 Right-click your mouse in the right panel, and select **New Relation**.
- 4 In the **Text** box, type a name for your new relationship.
- 5 In the **From** box, select the code that you want the relationship to originate from.
- 6 In the **To** box, select the code where you want the relationship to terminate.
- 7 *Optional:* In the **Comment** box, type a descriptive comment.
- 8 Click **File**→**Save and Close** to save your new relationship.

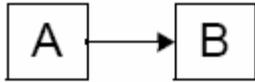
Create a Value Reference Mapping

Before you can create a Limit Field Value Range by Relations action for a UI rule, you must create a mapping from each possible value for one code to one or more values for the other code. See Limit Field Value Range by Relations Actions for an example.

To create a value reference mapping:

- 1 In the HP OpenView Configuration workspace group, click **Data**.
- 2 In the Data tree, expand the **Codes** branch.
- 3 Double-click the specific code type that terminates the relationship.

For example if you have created a relationship from A to B, double-click B.



4 For each code B value that you want to map, follow these steps:

a. In the right pane, double-click a code B value.

A form specific to code B opens. If you created a custom code, this will be the form that you created.

b. For each code A value that you want to map to this code B value, follow these steps:

i. In the **Referenced From** field, click **New**.

The New– Reference dialog box opens.

ii. In the **Relation** field, use the quick find function to select the relationship that you created for your two codes.

iii. In the **From** field, use the quick find function to select the code A value that you want to map.

The description for the code A value appears in the **From Description** box. This is a read-only field. The description for the code B value that you double-clicked in step (a) appears in the **To Description** box. This is also a read-only field.

iv. Click **OK** to save your changes and close the New– Reference dialog box.

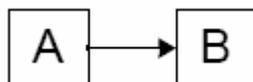
5 Click **File**→**Save As** to save your mappings for this code B value.

Return to step 4(a) if you want to map additional code B values. After you have mapped all the values that you want to map, you can create Limit Field Value Range by Relations Actions for UI rules based on this relationship.

Configure a Limit Field Value Range by Relations Action

After you create a relationship between two codes, and you create a value reference mapping between them, you can use this relationship to create a Limit Field Value Range by Relations action in a UI rule.

For this procedure, assume again that you have created a relationship from code A to code B and that you want to use this relationship to limit code B's values by using a UI rule:



To configure a Limit Field Value Range by Relations Action, complete the following steps:

- 1 In the UI rules wizard, select the Limit field value range by relations action.
If you are not in the process of creating a UI Rule, see the online help topic titled, “Creating Database Rules and UI Rules.”
- 2 In the **Name** box, type a name for the Action that you are creating.
- 3 *Optional:* Select the **Blocked** box if you want to disable this Action.
- 4 In the **Target Field** box, select code B, whose values you want to limit.
- 5 In the **Input Field** box, select code A.
- 6 In the **Relationship Type 1** box, select the relationship you defined between code A and code B.
It is possible to create a chain of up to four relationships between codes. In this case, you would select additional Relationship Type fields to traverse this chain.
- 7 Click the **Add to List** button.
You have just created a pattern that will limit the values for code B based on the value of code A when the UI rule trigger condition occurs. You can create a number of patterns if you want to. The patterns are tested in the order they are listed until a pattern returns a set of values.
If you want to create more patterns, repeat steps 5-7.
- 8 When you have finished configuring the action, click **OK**. The new action now displays as an available action for the UI rule.
- 9 Click **Next** to continue creating the UI rule.
- 10 In the **Name** box, type a name for your new rule.
- 11 *Optional:* Select a **Category** for the rule.
- 12 *Optional:* Select **Block** if you want to prevent this rule from firing.
- 13 *Optional:* Select **Debug** if you want the console to print debug information to the rule log file.
- 14 Click **Finish** to save your new UI rule.

New Content: Audit Configuration Information

LOCATION: “Audit Configuration Information” online help topic.

ERROR: You can now audit information in the HP OpenView Configuration workspaces.

CORRECTION: Audit Configuration Information

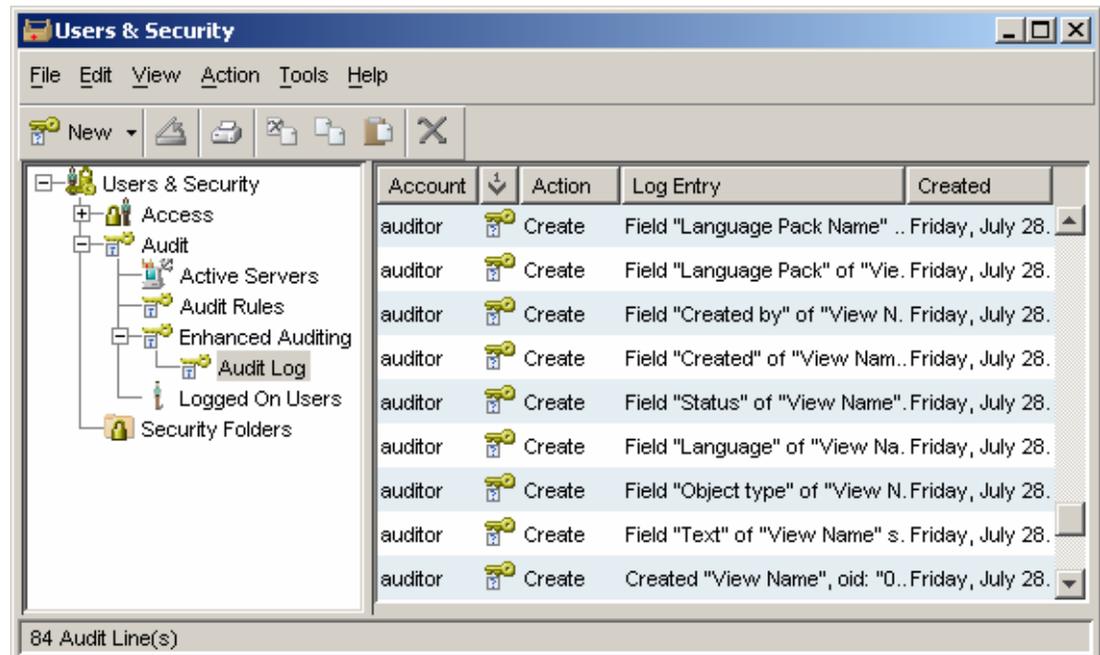
In addition to auditing objects in the database, you can configure the console to audit changes that occur in the following HP OpenView Configuration workspaces:

- **Actions & Rules**
- **Data**
- **Presentation**

- **System Settings**
- **Templates**
- **Users & Security**

You can also configure the console to audit object deletions and history line deletions.

This enhanced audit information is stored in the HP OpenView database. Here is an example of a list of audit entries:



To manage the amount of audit data in the database, you can archive audit entries that have reached a certain age.

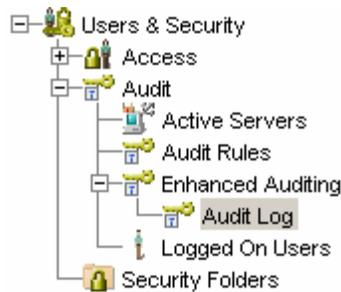
NOTE: To view the enhanced audit log or modify the configuration audit settings, you must log on to the console by using an account that includes the Auditor role. The built-in System Administrator account does not include the Auditor role.

View the Enhanced Audit Log

You can view a list of all the configuration audit entries that have accrued since the last audit archive operation was performed. Current audit entries are stored in the HP OpenView database.

To view the enhanced audit log:

- 1 Log on to the console by using an account that includes the Auditor role and has permission to view the enhanced audit log.
- 2 In the HP OpenView Configuration workspace group, click **Users & Security**.
- 3 Expand the **Audit** branch.
- 4 Expand **Enhanced Auditing**.
- 5 Click **Audit Log**.



The enhanced audit log entries appear in the right pane.

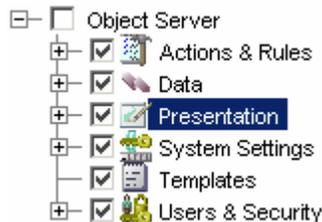
Modify the Configuration Audit Settings

If you are a console auditor, you can instruct the console to create audit entries each time specific items in the HP OpenView Configuration workspace group change. You can also enable auditing for object deletions and history line deletions.

NOTE: To modify the configuration audit settings, you must log on to the console by using an account that has the Auditor role. The built-in System Administrator account does not include the Auditor role.

To modify the configuration audit settings:

- 1 Log on to the console by using an account that includes the **Auditor** role and has permission to configure enhanced audit settings.
- 2 In the HP OpenView Configuration workspace group, click **System Settings**.
- 3 Double-click the **Audit Configuration** icon.
- 4 In the Audit Configuration dialog box, click the **Audit Configuration** tab.
- 5 If you want to audit changes that take place in any of the HP OpenView Configuration workspaces, follow these steps:
 - a. Select **Enable Enhanced Auditing**.
 - b. In the workspace tree on this tab, select all the things you want to audit:



You can select whole branches of the tree or individual items within each branch.

- 6 If you want the console to create an audit entry whenever an object is deleted from the database, select Audit Item Deletions.

An audit entry will only be created if one or more attributes of this object type are already being audited. See the online help topic titled “Configure Audit Rules” for more information about auditing objects.

- 7 If you want the console to create an audit entry whenever a history line is deleted,

select **Audit History Line Deletions**.

- 8 Click **OK**.
- 9 Log off the console.

Archive Audit Information

If you are a console auditor, you can initiate an archive process to move old audit entries to an archive file. This controls the size of the audit information in the database. You can specify the location of both the archive file and the log file for the archive process. You can also specify the age at which audit file entries should be archived.

To archive audit information:

NOTE: To modify the configuration audit settings, you must log on to the console by using an account that has the Auditor role. The built-in System Administrator account does not include the Auditor role.

- 1 Log on to the console by using an account that includes the Auditor role and has permission to configure enhanced audit settings.
- 2 In the HP OpenView Configuration workspace group, click **System Settings**.
- 3 Double-click the **Audit Configuration** icon.
- 4 In the Audit Configuration dialog box, click the **Archive Configuration** tab.
- 5 In the **Archive file** box, type or browse to the folder (directory) where you want the console to store the archive of audit entries.
- 6 In the **Log file** box, type or browse to the folder (directory) where you want the console to keep the log file for the archive process.
- 7 In the **Days** box, enter the age in days after which an audit entry should be archived.
- 8 Click **Start** to initiate the archive process. The progress bar indicates what fraction of the process is completed.
- 9 When the archive process is finished, click **View Archive** to see the contents of the archive file; click **View Log** to see the details about the archive process.

HP OpenView Performance Insight

To use HP OpenView Performance Insight with Service Desk 5.10, 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 you want to report from)
- Your choice of the following:
 - HP OpenView Performance Insight Report Pack for Helpdesk Manager
 - HP OpenView Performance Insight Report Pack for Change Manager
 - HP OpenView Performance Insight Report Pack for Service Level Manager

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

There is a starter bundle, HP OpenView Performance Insight Starter Bundle for Service Desk 5.10. This includes: HP OpenView Performance Insight 5.1, HP OpenView Performance Insight Database Connector, and the HP OpenView Performance Insight Report Pack for Helpdesk Manager.

Prerequisites

Database

OVPI 5.1 supports only Oracle 9.2.0.5 with the “partitioning feature” configured.

Note: Windows XP is not supported.

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 5.10 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 5.10 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 HP OpenView Solutions

For information about the integration with HP OpenView Operations, refer to the *HP OpenView Service Desk OpenView Operations Integration Administrator's Guide*. For information about the other integrations, refer to the *HP OpenView Service Desk Data Exchange Administrator's Guide*. These guides are released with the integration release of which they form a part; they are not delivered in Service Desk 5.10.

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 log file, `server_<build number>_HPOvInstaller.txt` located in the `%TEMP%\HPOvInstaller\` folder.

The component log files are located in `%TEMP%`, 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, such as `5.10.742`

`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, such as `5.10.742`

`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. On a Windows platform, search in the log file for the word “Return Value 3”, which usually indicates there was an error.

On 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 your `logging.properties` file:

```
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

Example:

To specify finer logging for the Object Server, add the following to your `logging.properties` file:

```
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:

Windows:

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

UNIX:

```
rm -f /var/opt/OV/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
```

Socket Time Out

Problem

In some cases, the default value for the **Socket Time Out** management server setting is too low. This problem has been noted on the Sun Solaris operating system.

If the following message appears in the `system0.0.en_US` log file, it might indicate that this setting should be increased:

```
com.hp.ov.obs;SEVERE;Error: Interrupted due to: Read timed out.
```

Solution

Increase the value of **Socket Time Out**. Set a value of 5000ms (1000ms is the default).

For more information about how to change **Socket Time Out**, refer to the *HP OpenView Service Desk 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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