

HP OpenView ServiceCenter

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 6.1.5/25 May 2007

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

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In This Version

Enhancements provided in this version include the following.

- The ServiceCenter Web tier now has improved memory usage.
- When performing a Fill on a date-time widget, ServiceCenter now takes the time stamp from the server and then displays the time using the time-zone of the operator. This prevents data validation problems caused by potential shifts between the server and client machines clocks settings.

For a complete list of the SCR fixes included in this release, see [Enhancements and Fixes](#).

Documentation Updates

The first page of this release notes 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, go to the following web site:

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

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 web site:

<http://www.adobe.com/>

Enhancements and Fixes

The following items (identified by Software Change Request number) are fixed in the current software release.

SCR	Task Release Note
40106	The ServiceCenter Windows client now releases stored data references when a thread tab gets closed. This helps reducing the memory usage of the client.
39111	Pressing Enter on a search screen now executes the expected query.
40056	The export to file function in the non-English versions of the Web client now works.
38546	Using Fill on an array field in the Web client now returns the proper value.
39554	The extra 'getForm' call that followed 'execute' no longer occurs.
40036	Issuing a LIKE query against an RDBMS converted file now results in the correct escape character sequence.
37222	Fill and Find now honor the ReadOnly DVD condition on table cells.
38016	The Delete key now works properly on text fields in the Language Pack.
38685	Updated the daylight savings time switch-over dates for 2007.
38815	Europe/Middle, Hong Kong, and customized time zones now work properly on both the Window client and the Web client. The clients now take their time zone definitions from the tzfile dbdict instead of from the java.util.TimeZone utility.
39385	Fixed a GP fault that could occur on file open if a record in the dbdict contained an empty field entry at the end. ServiceCenter now writes a dump of the dbdict record to the log file if it was not able to open a file due to a possible dbdict corruption.
39391	The Web client date picker now properly recognizes years between 2000 and 2010.
39523	Reduced the number of messages in the web tier logged when using web sphere by removing a cause for NotSerializableException to get logged in the log file. Note: The ServiceCenter Web application does not support serialization. Do not configure the Web application server to serialize the application.
39699	Fixed a GP fault that could occur when displaying search lists on RDBMS converted systems.

Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP OpenView products, and other compatibility and support information.

To access the Compatibility Matrix

- 1 Use a browser to navigate to the Support Software Online (SSO) Web page:
http://support.openview.hp.com/sc/support_matrices.jsp.
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.1.5 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Support

Please go to the HP Support web site:

<http://support.openview.hp.com/support.jsp>

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by doing the following:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into 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 and HP Passport, go to the following URL:

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

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