



HP OpenView Service Desk

for the Windows and UNIX operating systems

Release Notes

Software version: 5.10 Patch 3/ 8 June 2007

This document provides an overview of the changes to the integration software released after Service Desk 5.10 Patch 3. This document contains important information not included in the manuals or the online help.

[In This Version](#)

[Documentation Updates](#)

[Installation Notes](#)

[Enhancements and Fixes](#)

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

[Product Coexistence](#)

[Support](#)

[Legal Notices](#)

In This Version

This release includes integrations for the following products:

- HP OpenView Operations (OVO)
- HP OpenView Network Node Manager (NNM)
- HP OpenView Internet Services (OVIS)
- Microsoft Operations Manager (MOM)
- Microsoft Systems Management Server (SMS)

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

<http://openview.hp.com/ecare/getsupportdoc?docid=OV-EN020917>.

This release contains a defect fix for the NNM integration.

Documentation Updates

The first page of this document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates, or to verify that you are using the most recent edition, visit the following URL:

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

- 1 In the **Product** list, click the product name.
- 2 In the **Version** list, click the version number.
- 3 In the **OS** list, click the OS type.
- 4 In the document list, click the document title.
- 5 To retrieve the document, click **Open** or **Download**.

NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following URL:

<http://www.adobe.com>

Installation Notes

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

Note that the integrations delivered in this release will work only with Service Desk 5.10 Patch 3; they will not work with previous or future releases of Service Desk.

Enhancements and Fixes

This section describes any new fixes.

Fixes

This release contains the following fixes.

Defect Number	Short Description
QXCR1000403173	NNM's PMD process no longer runs after installing nnmintegration_5.10.010_setup

Known Problems, Limitations, and Workarounds

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

OVO Integrations

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

[QXCR1000396036: OVO/U-SD Integration: SD Agent doesn't work on HP-UX](#)

Problem

An error occurs when the SD agent executes a command triggered by a Database Rule.

The command action is passed to the SD agent, which then tries to execute it but the command is not successful and the following error is returned:

```
WARNING; External program returned error code 255.
```

Workaround

The root cause is that the HPUXChildWrapper file does not have execute permission. Change the permission using the command:

```
# chmod a+x /opt/OV/nonOV/jre/1.4/bin/HPUXChildWrapper
```

You need root privileges to change the permission.

[OVO/U-SD Integration: Message Forwarded from Incident Is Not Acknowledged when Incident Is Closed](#)

Limitation

When you close an incident record in Service Desk, the corresponding message in OVO will be acknowledged automatically. However when the OVO message has been created by forwarding an incident record from Service Desk to OVO (using the smart action 'Send Incident To OV Operations'), then the message will not be acknowledged automatically when you close the incident in Service Desk.

Workaround

Acknowledge the OVO message manually.

OVIS Integration

This section describes known problems, limitations, and workarounds in the HP OpenView Internet Services (OVIS) integration package of Service Desk.

QXCR1000364837: IS Metric condition allows free text values instead of comparison operators

Problem

In the Service Desk SLM Module you can enter any text into the fields Availability Condition and Total Response Time Condition in IS Metric. The operators ">", "<", "=", "<=" ">=" and "!=" should only be allowed in these fields.

Steps to reproduce:

1. Create new SLA.
2. Go to tab IS Configuration and click **New**.
3. Enter some text into the fields Availability Condition and Total Response Time Condition.

The system allows you to enter any text you like. This should be restricted to the following operators:

">", "<", "=", "<=" ">=" and "!=".

Workaround

Enter only the comparison operators ">", "<", "=", "<=" ">=" and "!=".

NNM Integration

This section describes known problems, limitations, and workarounds in the HP OpenView Network Node Manager (NNM) integration package of Service Desk.

QXCR1000399588: Data Exchange doesn't work in Console on HP-UX 11.11

Problem

Starting the Data Exchange import and export tasks from the OV console on HP-UX 11.11 fails. The following error message is displayed:

```
Command: [Ljava.lang.String;@12dd5bf
```

```
Exit code: 255
```

Additionally, an error message is logged, similar to the following:

```
Feb 14, 2007 1:47:10
```

```
PM;13;13;com.hp.ov.ui.util.Logging;println;com.hp.ov.ui.log;SEVERE;2007.02.14.13:47:10:430
```

```
Error ExchangeTaskManager ASyncWorker Command: [Ljava.lang.String;@1f7fcd0
```

The Data Exchange tasks only fail when started from the OV Console on the HP-UX 11.11 platform. On other platforms the Data Exchange tasks can be run successfully from the OV Console.

STEPS TO REPRODUCE:

1. Login to OV Console with a system administrator account.
2. Click **OV Configuration > Data > Data Exchange > Data Exchange task**.
3. Create a new Export task.
4. Start Data Exchange task and click the **OK** button.

The error message is now displayed and the Data Exchange task fails.

Workaround

Use the Data Exchange `OvObsExporter` and `OvObsImporter` command line utilities.

Product Coexistence

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

This section describes known product coexistence problems, limitations, and workarounds.

OpenView products may share the same component on specific systems. When you install an OpenView product on a system where another OpenView product is already installed, the installer first checks to see if the latest version of the shared component is installed. An older version of a component will be replaced by the latest version during the install process. Because of this, in some cases the component process scheduled for replacement, and other dependent components, will be stopped before installation. As a result, you may need to restart these stopped component processes after installation. For more information on restarting these component processes, refer to the relevant product documentation.

The following examples illustrate the issue.

[OVO/W 7.21 and 7.5](#)

Problem

When you install the Service Desk client on a system where HP OpenView Operations for Windows (OVO/W) 7.21 or 7.5 Client is already installed, the OVO/W HP ITO Agent Windows Service stops.

Workaround

Restart the HP ITO Agent manually.

[OVO/U 7.1](#)

Problem

When you install the Service Desk client on a system where HP OpenView Operations for UNIX (OVO/U) 7.1 HP-UX Client is already installed, the OVO/U `llbserver` process stops.

Workaround

Restart the `llbserver` process manually.

[OVO/U 8.1](#)

Problem

When you install or uninstall the Service Desk client, agent or OVO/U integration on a system where HP OpenView Operations for UNIX (OVO/U) 8.1 is already installed, the OVO/U `ovcd` process and the OVO/U agent both stop.

Workaround

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

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

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

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

Problem

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

Workaround

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

[QXCR1000323328: OVO/W-SD and OVO/U-SD Integrations: Bbc Service Missing from 'opcagt' After Installing SD Client](#)

Limitation

When the Service Desk standalone client is installed on a machine where the OVO Agent is installed, running the `opcagt -status` command no longer displays the BBC Local Location Broker service. Do not be alarmed. The omission of this service from the list does not impact the behavior of the OVO Agent.

Workaround

None.

[QXCR1000396413: OVSD integration does not work with OVO/U agent core patch 8.16](#)

When you install Service Desk OVO/U integration 05.10.064 on an OVO/U Management Server that is managed by an OVO/U Agent 8.16, all OpenView processes crash, including the OVO Agent and the SD OVO/U integration.

After you deploy the OVO Agent 8.16 on an OVO/U Management Server running Service Desk OVO/U integration 05.10.064, all OpenView processes crash, including the OVO Agent and the SD OVO/U integration.

Known problem areas

The problem occurs on managed nodes where the following OpenView products are installed: SD-OVO/U integration 05.10.064 and OVO/U Agent 8.16 with Core Agt "Platform" A.08.16.

A conflict between different core components occurs, irrespective of the order of installation or deployment of these two products.

This issue only occurs after an OVO/U Agent 8.16 with Core Agt "Platform" A.08.16 has been deployed. The problem does not occur when installing the OVO/U Agent 8.16 patch prior to deployment.

Note that the term "installing the OVO/U Agent 8.16" refers to installing the OVO/U Agent 8.16 packages within the OVO Management Server.

After you install the OVO/U Agent patch 8.16 you may decide to deploy the OVO Agent among different platforms. At this stage, the problem outlined above may occur.

Actual behavior

All OpenView processes on the machine where the SD-OVO/U integration 05.10.064 is installed and where an OVO/U Agent 8.16 has been deployed fail to execute.

Expected behavior

All OpenView processes on the machine where the SD-OVO/U integration 05.10.064 is installed and where an OVO/U Agent 8.16 has been deployed should run as expected.

Solution

No permanent solution is currently available.

You should not deploy the OVO/U Agent 8.16 with Core Agt "Platform" A.08.16 patch to systems where a Service Desk OVO/U integration 05.10.064 is also installed or will be installed. You should continue to use previous OVO/U Agent versions until this problem is resolved.

If the OVO/U Agent 8.16 with Core Agt "Platform" A.08.16 patch is already deployed, you should not install the Service Desk OVO/U integration 05.10.064 on the same machine.

Where both applications (SD integration and Agent 8.16) are already deployed and installed, refer to the Workaround section at the end of this section

Logged cases

QXCR1000396413: OVSD integration does not work with agent core patch 8.16

Cause of error

Both the OVO/U Agent 8.16 and the SD-OVO/U integration 05.10.064 use a number of common components. However, the OVO/U Agent and the SD-OVO/U integration are shipped with different versions of these common components. Some of these components are incompatible.

The core components HPOvCtrl 02.00.036 and HPOvXpl 03.00.040, part of the SD-OVO/U Integration 05.10.064, are incompatible with the HPOvBbc 06.00.052 core component, which are elements of the deployed OVO/U Agent 8.16 Core Agt "Platform" A.08.16 patch. This component incompatibility has affected some core functionality.

Additional Component Details

The OVO/U Agent 8.16 is shipped with Core Agt "Platform" A.08.16 patch. This Core Agt "Platform" A.08.16 patch ships the versions of the core components shown in the table below.

Core Components Shipped With OVO/U Agent 8.16

Component	Description	Version
HPOvBbc	HP OpenView HTTP Communication	06.00.052
HPOvCtrl	HP OpenView Process Control	01.50.241
HPOvJxpl	HP OpenView Cross Platform Component Java	03.00.040
HPOvPerlA	HP OpenView Perl -V5.6.1	05.06.013
HPOvSecCo	HP OpenView Security Core	02.20.090
HPOvXpl	HP OpenView Cross Platform Component	02.61.100

The SD-OVO/U Integration ships the versions of the core components shown in the table below.

Core Components Shipped With SD-OVO/U Integrations

Component	Description	Version
HPOvBbc	HP OpenView HTTP Communication	05.20.070
HPOvCtrl	HP OpenView Process Control	02.00.036
HPOvJxpl	HP OpenView Cross Platform Component Java	03.00.040
HPOvPerlA	HP OpenView Perl -V5.8.2	05.08.082
HPOvSecCo	HP OpenView Security Core	02.20.090
HPOvXpl	HP OpenView Cross Platform Component	03.00.040

During installation, newer versions of core components replace older components, that is, components are never downgraded. As a result, after deploying the OVO/U Agent with Core Agt "Platform" A.08.16 patch and installing the SD-OVO/U integration, the component versions shown in the table below are present.

Component Versions present after installing OVO/U Agent and SD-OVO/U Integration

Name	Description	Version
HPOvBbc	HP OpenView HTTP Communication	06.00.052
HPOvCtrl	HP OpenView Process Control	02.00.036
HPOvJxpl	HP OpenView Cross Platform Component Java	03.00.040
HPOvPerlA	HP OpenView Perl -V5.8.2	05.08.082
HPOvSecCo	HP OpenView Security Core	02.20.090
HPOvXpl	HP OpenView Cross Platform Component	03.00.040

Example error message

When both OVO/U Agent 8.16 and SD-OVO/U integration 05.10.064 are installed and deployed on the same machine, both OV Operations and Service Desk do not start.

Several UNIX commands, for example `ovc`, `opcsv`, `opcagt` are available to check the status of the OpenView processes, but all will generate a similar type of message.

An example of the output of the `opcsv -status` command is shown below.

```
bash-3.2# /opt/OV/bin/OpC/opcsv -status
/usr/lib/dld.sl: Unresolved symbol:
IsMarkedForRemoval__Q2_80vXplNet11SocketSet_
tCFRCQ2_80vXplNet8Socket_t (code) from /opt/OV/lib/libOvBbc.sl
/opt/OV/bin/OpC/opcsv[915]: 2236 Memory fault(coredump)
/usr/lib/dld.sl: Unresolved symbol:
```

```

IsMarkedForRemoval__Q2_8OvXplNet11SocketSet_
tCFRCQ2_8OvXplNet8Socket_t (code) from /opt/OV/lib/libOvBbc.sl
/opt/OV/bin/OpC/opcsv[916]: 2291 Memory fault(coredump) OV Control Core components
status:
-----
/usr/lib/dld.sl: Unresolved symbol:
IsMarkedForRemoval__Q2_8OvXplNet11SocketSet_
tCFRCQ2_8OvXplNet8Socket_t (code) from /opt/OV/lib/libOvBbc.sl bash-3.2#

```

Workaround

An overview of the workaround is as follows:

- SD-OVO/U Integration uses the Object Server Agent (part of Service Desk 05.10.112), which is compatible with older versions of the HPOvCtrl and HPOvXpl components belonging to the Core Agt "Platform" A.08.16 patch.
- Components HPOvCtrl 02.00.036 and HPOvXpl 03.00.040 used by the SD-OVO/U Integration can therefore be downgraded to the components HPOvCtrl 01.50.241 and HPOvXpl 02.61.1000, used by the Core Agt "Platform" A.08.16 patch.
- Downgrading does not affect operation of the SD-OVO/U Integration. This workaround only works for the OVO Management Server. Managed nodes that run other Service Desk parts or other OV products and that suffer the same component version clash cannot be downgraded. There is no guarantee that other SD parts or OV products will continue to work after the downgrade.

Executing the workaround

The core components HPOvCtrl01.50.241 and HPOvXpl 02.61.1000 are stored in the installation packages HPOvXpl.depot.Z and HPOvCtrl.depot.Z on the OVO management server. On Solaris these packages are named HPOvXpl.sparc.Z and HPOvCtrl.sparc.Z.

- For HP-UX on Itanium the packages are located at:

```
/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/ipf32/hpux1122/A.08.10.160/RPC_BBC
```

- For HP-UX on PA-RISC the packages are located at:

```
/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/pa-risc/hpux1100/A.08.10.160/RPC_BBC
```

- For SUN Solaris the packages are located at

```
/var/opt/OV/share/databases/OpC/mgd_node/vendor/sun/sparc/solaris7/A.08.10.160/RPC_BBC
```

On HP-UX, copy the HPOvCtrl.depot.Z and HPOvXpl.depot.Z files to another directory (for example /var/tmp) and uncompress the packages. The relevant commands are listed below.

```

#cp HPOvCtrl.depot.Z /var/tmp
#cp HPOvXpl.depot.Z /var/tmp
#cd /var/tmp
#uncompress HPOvCtrl.depot.Z

```

```
#uncompress HPOvXpl.depot.Z
```

By default these components cannot be downgraded when installed, so an additional `allow_downdate` switch is needed to force installation. Due to the dependency relation between these two components, the HPOvXpl component must be installed before the HPOvCtrl component.

The commands are as follows:

```
#swinstall -x allow_downdate=true -s /var/tmp/HPOvXpl.depot HPOvLcore #swinstall -x  
allow_downdate=true -s /var/tmp/HPOvCtrl.depot HPOvLcore
```

On SUN Solaris copy the `HPOvCtrl.sparc.Z` and `HPOvXpl.sparc.Z` files to another directory (for example `/var/tmp`) and uncompress the packages. The relevant commands are listed below.

```
#cp HPOvCtrl.sparc.Z /var/tmp
```

```
#cp HPOvXpl.sparc.Z /var/tmp
```

```
#cd /var/tmp
```

```
#uncompress HPOvCtrl.sparc.Z
```

```
#uncompress HPOvXpl.sparc.Z
```

```
#pkgrm HPOvXpl (Enter yes in response to all prompts)
```

```
# pkgrm HPOvCtrl (Enter yes in response to all prompts)
```

```
# pkgadd -d /var/tmp/HPOvXpl.sparc HPOvXpl
```

Enter **no** in response to the prompt `Do you want to install conflicting files?` Enter **yes** in response to all other prompts.

```
# pkgadd -d /var/tmp/HPOvCtrl.sparc HPOvCtrl
```

Enter **no** in response to the prompt `Do you want to install conflicting files?`

Enter **yes** in response to all other prompts.

Start the `opcsv` processes and verify that these are running:

```
# /opt/OV/bin/OpC/opcsv -start
```

```
# /opt/OV/bin/OpC/opcsv -status
```

Start the `ovc` processes and verify that these are running:

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

```
# /opt/OV/bin/ovc -status
```

Check the status of the OVO agent:

```
# /opt/OV/bin/opcagt -status
```

The Object Server Agent (`ovobsag`) used by the SD-OVO/U Integration is missing from the `ovc` processes list. You should manually register and restart the process as follows:

```
# cd /var/opt/OV/conf/obs
```

```
# /opt/OV/bin/ovcreg -add OvObsAg.xml
# /opt/OV/bin/ovc -start ovobsag
# /opt/OV/bin/ovc -status
```

Verify that all processes are running. If this is true, then the OVO/U Management Server, the OVO/U Agent and the SD-OVO/U integration are available.

Notes on the workaround

In the workaround, the installed OVO/U Agent with Core Agt "Platform" A.08.16 patch will be used. You should check the uninstall instructions on the OVO/U Agent patch website, in case you want to use the previously installed version of the OVO/U Agent at some future date.

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>

Legal Notices

© Copyright 2005, 2006, 2007 Hewlett-Packard Development Company, L.P.

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

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

The information contained herein is subject to change without notice.

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java™ and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

OpenView® is a registered U.S. trademark of Hewlett-Packard Company.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.

Windows® is a U.S. registered trademark of Microsoft Corporation.

