HP OpenView Service Desk

for the Windows and UNIX operating systems

Release Notes

Software version: 5.10 Patch 4/ August 2007

This document provides an overview of the changes to the integration software released after Service Desk 5.10 Patch 4. This document contains important information not included in the manuals or the online help.

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 two defect fixes for the OVOU 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 4; 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
QXCR1000396413	OVSD integration does not work with OVO/U agent core patch 8.16
QXCR1000337260	OVO/U Integration: monthly scheduled outage not working

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.

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.