**Software Announcement**

**September 21, 1999**

**Tivoli Service Desk for OS/390: Great Service Desk Platform Just Got Better**

**Overview**

Tivoli Service Desk for OS/390® Version 1 Release 2 expands the problem, change, and asset capabilities throughout your enterprise by adding such features as bidirectional support for Tivoli Enterprise Console (TEC) and integration to Tivoli Inventory. Usability has been greatly enhanced through our new help desk starter application (Service Desk for OS/390 Desktop). Integration with Tivoli Decision Support (Information Management Guide) allows you to produce a wide variety of graphic reports from Service Desk OS/390 data. You can also exchange data with Tivoli Problem Management, thereby allowing you global visibility of your enterprise while continuing to log your data in a central repository. We’ve also streamlined the installation process to make it easier to install the product.

This new release features added ease-of-use functions, integration enhancements and improved performance. Now the world’s number one choice in consolidated service desk products delivers even better performance, while protecting your technology investment.

**Key Prerequisites**

Refer to the Technical Description section for a complete list of hardware and software requirements.

Key prerequisites include:

- A host processor that accommodates the software environment described in the Software Requirements section.
- OS/390 Version 2 Release 5 (5647-A01) or higher

**Planned Availability Date**

September 24, 1999

**At a Glance**

Tivoli Service Desk for OS/390 Version 1 Release 2 (V1R2) new enhancements include:

- Tivoli Integration
  - Tivoli Decision Support (5697-TDS). Support for the use of Tivoli Service Desk OS/390 data with Tivoli Decision Support is provided. Tivoli Decision Support for Information Management (5697-IMG)
  - Tivoli Service Desk (5697-TSD)
  - Tivoli Inventory (5697-INV)
- Enhancements to existing product integrations include:
  - Bidirectional support to Tivoli Enterprise Console (5697-EAS)
  - Tivoli Software Distribution (5697-SWD)
  - Tivoli Storage Manager (5697-TSM)
- Web/API
- Improved efficiency and performance

Tivoli Service Desk for OS/390 V1R2 continues to provide:

- Integration with Tivoli GEM, Tivoli TEC, and Tivoli Software Distribution
- The ability to view, edit, and interact with your system’s data in different ways, including:
  - World Wide Web browser and Java™ interfaces
  - Interfaces to Tivoli NetView® for OS/390 and Tivoli Operations Planning & Control
  - Graphical user interface
- Year 2000 conversion assistance

For ordering, contact:
Your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL

Reference: LE001
**New in Version 1 Release 2**

**Tivoli Integration Enhancements**

- **Tivoli Decision Support**
  Tivoli Decision Support for Information Management, available for a fee, enables Service Desk for OS/390 data to be used with Tivoli Decision Support.

- **Tivoli Service Desk Bridge**
  Service Desk for OS/390 problem records can be transferred to users in Tivoli Service Desk. From Tivoli Service Desk, you can create change records in Service Desk for OS/390.

- **Tivoli Inventory**
  Tivoli Inventory data is copied into the Service Desk for OS/390 database for use in problem management, browsing, or reporting. Service Desk for OS/390 panels enable this inventory data to be browsed and used.

- **Change Management and Tivoli Software Distribution**
  Approved change requests can automatically initiate a Tivoli software distribution.

**Ease of Use**

- **Java GUI for Remote User Presentation**
  The Service Desk for OS/390 Desktop is delivered as a help desk starter application that is customizable by the customer. This is not a distributed help desk. This is a host centric solution that uses a thin Java client to handle remote end-user presentation. The end-user presentation, business logic, and data model are defined and implemented on the host.

**Web/API Enhancements**

The Service Desk for OS/390 HLA PI functions are enhanced to support Web-based applications and the Java Desktop application. Changes include:

- Adding a change approval and rejection action to Service Desk for OS/390 API
- Providing a user-defined time out interval for checked out records
- Providing the remote HLA PI functionality for the OS/390 UNIX® platform
- Providing faster API session initialization (HL01 transaction)
- Enhancing API performance (with data model record usage)
- Enhancing the ability of HLA PI applications to invoke TSPs and TSXs

**Improve Efficiency and Performance Enhancements**

- TSX performance has been improved and functionality has been added to support: modifying list processor data and free-form text, adding or deleting structured data, exchanging data with API applications, and adding more options for issuing messages.
- The FLOW command has been enhanced to show more information for easier panel flow debugging.

- **Mainframe Improvements**
  - Changed Structured Description Indexed Datasets (SDIDS) compression code to improve efficiency and included API performance enhancements.
  - Modified the Multiple Remote Environment Server (MRES) to provide faster API initialization.

- **Packaging**
  - Incorporated open data base connectivity (ODBC) driver for Windows NT®
  - Improved system modification program extended (SMP/E) Installation

**Year 2000**

This product is Year 2000 ready. When used in accordance with its associated documentation, it is capable of correctly processing, providing, and/or receiving date data within and between the twentieth and twenty-first centuries, provided that all products (for example, hardware, software, and firmware) used with the product properly exchange accurate date data with it.

**Euro Currency**

This program is not impacted by euro currency.

**Product Positioning**

Tivoli Service Desk for OS/390 Version 1 Release 2 is an integrated platform of tools, services, and interfaces for implementing and enforcing administrative policies and processes in the enterprise.

Tivoli integrates traditional network and systems management into one comprehensive offering. With an integrated solution focusing on the management tasks, you can span network and systems management in a seamless fashion.

Tivoli Service Desk for OS/390 Version 1 Release 2, an integral part of the Tivoli offering, can share data with and be controlled through other Tivoli products.

With the Service Desk for OS/390 Web connector feature, you can leverage your Service Desk for OS/390 investment with your investment in an intranet and/or the Internet via the World Wide Web. The Web connector feature allows a GUI to Service Desk for OS/390 without requiring time sharing option (TSO), from an end user’s platform of choice, using a Web browser. This GUI can be the end-user focal point linking Service Desk for OS/390 with other intranet or Internet servers, including documentation and multimedia servers.

**Hardware and Software Support Services**

*Tivoli Services* plans to provide fee-based services for Tivoli Service Desk for OS/390 Version 1 Release 2. These services focus on a rapid installation and introduction of Service Desk for OS/390 in a customer’s information technology environment. Services are also planned to be available to help existing Information/Management and Service Desk for OS/390 customers migrate to the new release of Service Desk for OS/390.
Reference Information

Refer to:

- Software Announcement 297-467, dated November 11, 1997
- Software Announcement 298-047, dated February 17, 1998
- Software Announcement 298-326, dated September 15, 1998
- Software Announcement 298-355, dated September 29, 1998
- Software Announcement 299-052, dated February 22, 1999

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**Education Support**

The appropriate curriculum will be updated, as necessary, to include the enhancements in this announcement.

Training is offered through Tivoli Systems and IBM Education and Training Division (E&T).

For current information on Tivoli System education, call 800-2Tivoli (284-8654) (512-794-9070 for outside U.S.), e-mail training@tivoli.com, or visit the Tivoli Systems home page on the Internet (select Product for training information) at:

http://www.tivoli.com

For current information on IBM Education and Training courses in the U.S., contact 800-IBM-TEACH (426-8322). Outside the U.S., contact your local IBM E&T contact. Worldwide information is also available on the IBM E&T home page on the Internet at:

http://www.training.ibm.com

**Technical Information**

**Specified Operating Environment**

**Hardware Requirements**

**Base Product:** Tivoli Service Desk for OS/390® Version 1 Release 2 requires a host processor that accommodates the software environment described in the Software Requirements section.

The display station must be supported by Interactive System Productivity Facility (ISPF), and must have a minimum screen size of 24 lines by 80 characters.

Tivoli Service Desk for OS/390 has no dependencies on any new or changed hardware equipment.

The following hardware requirements are for optional functions, components, or features of Tivoli Service Desk for OS/390.

**Reports**

If your installation requires double byte character set (DBCS) support, the display station must support the entry and display of DBCS characters.

**Printing Reports with DBCS Characters**

For printing reports containing DBCS characters, you need a system printer that supports this printing. These printers include Advanced Function Printing™ (AFP™) printers and standard line printers.

**Multisystem Database Access**

To use Multisystem Database Access to share data sets across multiple MVS/ESA® and/or OS/390 systems, a user must set up a global resource serialization (GRS) complex.

Refer to OS/390 MVS® Planning: Global Resource Serialization for more information on setting up GRS.

**Desktop**

To use or customize the Tivoli Service Desk for OS/390 Desktop, the following hardware is recommended at a minimum:

- IBM Personal Computer or any compatible system unit that supports a 133 MHz CPU or higher
- 48 MB or more of memory
- 20 MB fixed disk space (for the Desktop and the Desktop Toolkit)

**Note:** 1 MB equals 1,048,576 bytes, 1 KB equals 1024 bytes.

**HLAPI/2 Client**

Each HLAPI/2 client workstation requires the following hardware:

- An IBM Personal Computer or compatible system capable of running OS/2® Warp Version 3 or 4, and either Communications Manager/2 Version 1.1 (or higher) or IBM TCP/IP
- One or more fixed disk drives with sufficient capacity to contain your version of OS/2, Communications Manager/2 or TCP/IP, and the disk storage requirements as specified below
- Token-Ring Adapter Card and network or a communication option capable of supporting APPC LU 6.2 or TCP/IP communication to one or more MVS systems running a Tivoli Service Desk for OS/390 server

The amount of fixed disk space needed by the HLAPI/2 depends on which parts of the product you install and how you install them. You can only install the HLAPI/2 on an HPFS drive. When you install the HLAPI/2, the disk space needed for each component is:

- Installation and Maintenance utility, 1.4 MB
- Run time parts, 610 KB
- Toolkit parts, 260 KB

When you install the HLAPI/2 from a local area network (LAN) server, the numbers are the same, but the installation and maintenance utility is only temporarily copied to your workstation, and then it is deleted.

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.
The HLAPI/NT client consists of two parts:

- Requester
- Client interface

Both the Windows NT requester and client interface must be run on the same machine. The following hardware is required:

- An IBM Personal Computer or compatible system unit capable of running Microsoft® Windows NT 4.0
- One or more fixed disk drives with sufficient capacity to contain your version of Windows NT, and the disk storage requirements as specified below
- Token-Ring Adapter Card and network or a communication option capable of supporting APPC LU 6.2 or TCP/IP communication to one or more MVS systems running a Tivoli Service Desk for OS/390 server

The amount of fixed disk space you need to install the HLAPI/NT is:

- Installation utility, 520 KB
- Requester, 1.5 MB
- Toolkit, 10.3 MB

Additional disk space requirements are as follows:

- 5.6 MB, if you are using the Open Database Connectivity (ODBC) driver for Tivoli Service Desk for OS/390
- 8.5 MB, if you are using the Tivoli Service Desk for OS/390 interface to Tivoli Inventory program

The amount of fixed disk space you need to install the HLAPI/AIX is:

- Requester, approximately 310 KB
- Client, approximately 2340 KB

The amount of fixed disk space you need to install the HLAPI/HP is:

- Requester, approximately 150 KB
- Client, approximately 2350 KB

To use the optional HLAPI for Java™ provided with the client, you need one of the following:

- HP 9000 Enterprise Business Server
- HP 9000 Workstation
- HP Visualize Workstation

The amount of fixed disk space you need to install the HLAPI/Solaris is:

- Requester, approximately 160 KB
- Client, approximately 375 KB

The amount of fixed disk space you need to install the HLAPI/USS is:

- Requester, approximately 150 KB
- Client, approximately 2350 KB

Problem Service Additional disk space requirements are:

- For AIX: 12 MB
- For Windows NT: 7 MB

**Software Requirements**

**Base Product:** The minimum software requirements for using the base Tivoli Service Desk for OS/390 product are defined in this section. Specific functions of Tivoli Service Desk for OS/390 may require additional products or other levels of the products as noted below. Tivoli Service Desk for OS/390 is executed as an application on the OS/390 operating system in the MVS/ESA environment.

- OS/390 Version 2 Release 5 (5647-A01)
- Data Facility Sort (DFSORT™) or a compatible sort and merge licensed program
- OS/390 Security Server or a compatible program
• TSO Extensions (TSO/E) (for 3270 access)

Note: The address spaces on which APIs run do not require Interactive System Productivity Facility (ISPF) and a sort program.

The following software requirements are for optional components or features of Tivoli Service Desk for OS/390.

Note: Where a requirement for the Java Development Kit (JDK) is specified, the JDK can be obtained from Sun Microsystems, Inc.

DB2® Extract Facility
To use the DB2 Extract Facility, you must have the following software:
• DATABASE 2™ (DB2) Version 3 (5685-DB2) or a subsequent release

Electronic Mail Notification and Escalation
To use the Notification Management facility to send e-mail messages to an MVS Transmission Control Protocol/Internet Protocol (TCP/IP) simple mail transfer protocol (SMTP) server, you must have TCP/IP for MVS and you must configure the SMTP component of TCP/IP.

GUI and 3270 User Interface
To use the ISPF GUI mode to display Tivoli Service Desk for OS/390 panels, you must have ISPF and TSO/E installed on the same MVS system as Tivoli Service Desk for OS/390. In addition, you must have any software that is required by ISPF for running an application in ISPF’s GUI mode. Refer to the ISPF User’s Guide for more information.

To access Tivoli Service Desk for OS/390 Version 1 Release 2 using 3270 you must have ISPF and TSO/E.

Data Reporting
To use the Open Database Connectivity (ODBC) driver for Tivoli Service Desk for OS/390, the following are required:
• HLAPI/NT
• Microsoft Windows NT 4.0 or later
• An ODBC-enabled workstation application

Reports can also be produced from a workstation using Tivoli Decision Support for Information Management (5697-IMG) (a separately orderable product).

With this release of Tivoli Service Desk for OS/390, support for the host graphics function of the Report Format Facility, which uses the Graphical Data Display Manager (GDDM®), is no longer included. Customers requiring graphics reports can use the ODBC driver or purchase Tivoli Decision Support for Information Management.

Desktop
To use or customize the Tivoli Service Desk for OS/390 Desktop, the following programs are required:
• Domino™ Go Webserver Release 5 for OS/390 (5697-D43)
• Microsoft Windows NT 4.0, Windows™ 95, or Windows 98

Integration Facility Interfaces
All Integration Facility interfaces are optional. However, to use an Integration Facility interface, the corresponding products are required:
• NetView® Version 3 for MVS/ESA (5655-007) or a subsequent release
• Operations Planning and Control/ESA (OPC/ESA) Version 1 (5695-007) or a subsequent release
• Service Level Reporter (SLR), Version 3 Release 2 (5665-397), or a subsequent release

NetView Bridge Adapter
To use the NetView Bridge Adapter function in Tivoli Service Desk for OS/390, the following programs are required:
• NetView Version 3 for MVS/ESA (5655-007) or a subsequent release.
• OS PL/I Library, Version 2 Release 3 (5668-911) or a subsequent release. If you are using NetView for OS/390 Version 1 Release 1 (5697-B82) or later, you must use Language Environment (available with OS/390).

NetView AutoBridge
To use the Tivoli Service Desk for OS/390-NetView AutoBridge, the following program is required:
• NetView Version 3 for MVS/ESA (5655-007) or a subsequent release

Multiclient Remote Environment Server
To use the MRES function with TCP/IP, you must have the following software:
• TCP/IP for MVS Version 3 Release 2 (5655-HAL) with PTF UN98840, or equivalent
• OS/390 UNIX System Services must be configured to start up in “sockets only” mode at a minimum. (Refer to OS/390 OpenEdition® Planning for more information.)

To use the MRES with APPC, VTAM® (available with OS/390) is required.

HLAPI/2 Client
Each HLAPI/2 client workstation requires the following software:
• OS/2 Warp Version 3 or OS/2 Warp Version 4
• VisualAge® C++ for OS/2 or any C language compiler and linker that supports the 32-bit system linkage convention

A compiler is required only if you are developing client applications. A client workstation does not need a compiler to run a client application.

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1 or higher, and OS/2 Warp Version 4.

To use a RES or MRES with APPC, you must have the following software:
• Communications Manager/2 Version 1.1 or higher (required for the APPC protocol)

To use an MRES with TCP/IP, no additional software is required. TCP/IP is provided with OS/2 Warp.
HLAPI for Windows NT Client

Each Windows NT machine that runs any part of the HLAPI/NT requires the following software:

- Microsoft Windows NT 4.0
- If you install the version of HLAPI/NT that supports both TCP/IP and APPC, you must install and configure the APPC client software such as the client software provided with IBM Communications Server for Windows NT Version 5.0 or Microsoft SNA Server Version 2.11 or higher
- VisualAge for C++ for Windows or Microsoft Visual C++, or any C language compiler and linker that supports the 32-bit system linkage convention

A compiler is required only if you are developing client applications. A client workstation does not need a compiler to run a client application.

Microsoft Windows NT 4.0 includes support for TCP/IP.

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1 or higher, and Microsoft Windows NT 4.0.

HLAPI/AIX Client

Each RS/6000 machine that runs any part of the HLAPI/AIX requires the following software:

- AIX Version 4.2 (5765-C34) or Version 4.3
- Each RS/6000 machine that runs the requester options of HLAPI/AIX to communicate with either a RES or an MRES with APPC requires the following additional software:
  - AIX SNA Server/6000 Version 2.1 (5765-247) or a subsequent release

Each RS/6000 machine that runs REXX HLAPI/AIX requires the following software:

- AIX REXX/6000 (5764-057)

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1 or higher.

HLAPI/HP Client

Each HP machine that runs any part of the HLAPI/HP requires the following software:

- HP-UX Version 10 (up to and including Version 10.2)

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1 or higher, and HP-UX Version 10.2.

HLAPI/Solaris Client

Each Sun machine that runs any part of the HLAPI/Solaris requires the following software:

- Solaris Version 2.5.1

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1.6 or higher, and Solaris Version 2.5.1.

HLAPI/USS Client

To use the HLAPI/USS client, you must have the following:

- TCP/IP for MVS Version 3 Release 2 (5655-HAL) with PTF UN98840, or equivalent
- OS/390 UNIX System Services must be configured to start up in “full function” mode. (Refer to OS/390 OpenEdition Planning for more information.)

HLAPI/CICS Client

The HLAPI/CICS client requires the following software:

- CICS/ESA Version 4 Release 1 (5655-018) or a subsequent release

Note: The sample CICS application that is shipped by Tivoli requires either Language Environment (available with OS/390) or VS COBOL II Version 1.4 to run. HLAPI/CICS itself does not require VS COBOL II.

Connectors To The World Wide Web

REXX Web Connector for MVS

The software requirements for using the REXX Web Connector for MVS are:

- Netscape Navigator Release 2 or an equivalent level of browser
- IBM Library for SAA REXX/370 Release 3 for MVS/ESA (5695-014)
- TCP/IP for MVS/ESA Version 3 Release 2 (5655-HAL) with PTF UN98840, or a subsequent release. The IBM TCP/IP product must be used.

REXX Web Connector for OS/2

The software requirements for using the REXX Web Connector for OS/2 are:

- Netscape Navigator Release 2 or an equivalent level of browser
- OS/2 Warp Version 4
- Lotus® Domino for OS/2
- HLAPI/2

REXX Web Connector for OS/390

The software requirements for using the REXX Web Connector for OS/390 are:

- Netscape Navigator Release 2 or an equivalent level of browser
- Domino Go Webserver Release 5 for OS/390 (5697-D43)

To use the Java applets for data field validation, you need:

- REXX Web connector for MVS or REXX Web connector for OS/390
- A client Web browser that supports both Java 1.1 and JavaScript calling Java 1.1 applets (such as Netscape Navigator Release 3)
- A Web server that is capable of serving Java applets
- Supplied Java applets stored on a Web server

TEC Event Adapter

The Tivoli Service Desk for OS/390 TEC Event Adapter requires the following software:

- Tivoli Event Integration Facility for OS/390 (available with Tivoli Service Desk for OS/390 as FMID H256100)
Integration with Other Tivoli Products

If you are using Tivoli Service Desk for OS/390 in a Tivoli management software environment, you must have the following software installed as applicable. Refer to the Tivoli Service Desk for OS/390 Guide to Integrating with Tivoli Applications for more information.

Tivoli Decision Support

To use Tivoli Decision Support for Information Management, the following software is required:

- Microsoft Windows NT 4.0 or later
- Tivoli Decision Support for Information Management (5697-IMG)
- Tivoli Decision Support 2.0 or later (installation of Cognos PowerPlay and Crystal Reports may also be required)
- HLAPI/NT
- ODBC driver for Tivoli Service Desk for OS/390

Tivoli Enterprise Console Integration Facility

To send events to Tivoli Service Desk for OS/390 through the Tivoli Enterprise Console, you must have the following installed:

- Problem Service
- Tivoli Enterprise Console Version 3 Release 1 or higher

Tivoli Global Enterprise Manager Instrumentation Facility

To perform Tivoli Service Desk for OS/390 tasks and allow Tivoli Service Desk for OS/390 to be managed by the Tivoli Global Enterprise Manager, you need:

- Language Environment (available with OS/390)
- Tivoli Global Enterprise Manager Version 2 Release 1 with the Topology Server
- Tivoli Global Enterprise Manager Event/Automation Service
- Tivoli NetView Version 1 Release 1 for OS/390
- Tivoli NetView Version 1 Release 1 for OS/390 Subsystem Interface (PPI)
- TCP/IP for MVS/ESA Version 3 Release 2 (5655-HAL) with PTF UN98840

Workstation Software Requirements

- Tivoli Enterprise Console Version 3 Release 1 with the Event Server
- Application Policy Manager Client and Server (part of GEM)
- Java Development Kit (JDK) Version 1.0.2
- One of the following:
  - Communications Server for Windows NT Version 5
  - Communications Server for AIX Version 3.1.2 or higher
  - SNA Server for AIX Version 2.1 or higher
- Tivoli Inventory Version 3.6
- HLAPI/NT

Tivoli Service Desk

To exchange records with the Tivoli Problem Management application in Tivoli Service Desk through the Tivoli Service Desk Bridge, you need:

- Tivoli Service Desk 6.0
- HLAPI/NT

Optionally, to create Tivoli Enterprise Console events to handle Service Desk Bridge errors, you need the following:

- Tivoli Service Desk for OS/390 TEC Event Adapter

Tivoli Software Distribution

Tivoli Service Desk for OS/390 HLAPI client features can be installed using Tivoli Software Distribution (HLAPI/2, HLAPI/NT, HLAPI/AIX, HLAPI/HP, and HLAPI/Solaris). The HLAPI/CICS and HLAPI/USS are installed using SMP/E.

To distribute software upon approval of a Tivoli Service Desk for OS/390 change request, you need:

- Tivoli Software Distribution Version 3.1
- Tivoli Enterprise Console Version 3.1
- Tivoli Service Desk for OS/390 TEC Event Adapter

Problem Service

To use Problem Service, you need:

- For AIX:
  - AIX Version 4.2 (5765-C34)
  - HLAPI for AIX
  - Tivoli Management Environment™ 3.1 or higher
  - Tivoli Application Development Environment (if you are writing an application to use Problem Service)
- For Windows NT:
  - Microsoft Windows NT 4.0
  - HLAPI/NT
  - Tivoli Management Environment 3.1 or higher
  - Tivoli Application Development Environment (if you are writing an application to use Problem Service)

With Tivoli Service Desk for OS/390 Version 1 Release 2 support for Problem Service for Solaris is no longer included.

Compatibility: Tivoli Service Desk for OS/390 Version 1 Release 2 is upward compatible at the database level with Tivoli Service Desk Version 1 Release 1 and TME 10th Information Management Version 6 Release 3.

Tivoli Service Desk for OS/390 Version 1 Release 2 is upward compatible at the database level with TME 10th Information Management Version 6 Release 2 and prior versions with the following exceptions:

- To take advantage of a performance enhancement that allows SDIDS records to be greater than 32,760 bytes in length, without being spanned:
  - The SDIDS VSAM cluster must be redefined with a key length of either 18 or 34, and a maximum record size of not more than 32,760, not spanned.
  - The VSAM resource definition module must be updated to reflect the above changes.
The BLGUT1 utility must be run to rebuild the SDIDS.

- To take advantage of SDSS sizes greater than 20 gigabytes:
  - A new set of SDDS clusters must be defined (from 1 to 100 clusters, where each cluster contains up to 4 gigabytes of data).
  - The BLGUT7 utility must be run to copy the current SDDS data to the new SDDS clusters.
  - Appropriate BLG session parameters members must be updated to include the new SDDS cluster definitions.

Tivoli Service Desk for OS/390 Version 1 Release 2 is upward compatible at the database level with TME 10 Information Management Version 6 Release 1 and prior versions with the following exception:

- Enabling four-digit years in the SDIDS requires an SDIDS rebuild using the BLGUT1 utility.

Limitations: With Tivoli Service Desk for OS/390 Version 1 Release 2, support for the host graphics function of the Report Format Facility, which uses the Graphical Data Display Manager (GDDM), is no longer included. Customers requiring graphics reports can use one of the following:

- The Tivoli Service Desk for OS/390 Open Database Connectivity (ODBC) driver and a user-supplied, ODBC-enabled workstation application capable of producing graphic reports
- Tivoli Decision Support for Information Management (5697-IMG), which can be purchased separately for use with Tivoli Decision Support

Also, with Tivoli Service Desk for OS/390 Version 1 Release 2, support for Problem Service for Solaris is not included.

Planning Information

Installability: Installation of Tivoli Service Desk for OS/390 Version 1 Release 2 is accomplished with SMP/E and supplied JCL as described in the Planning and Installation Guide and Reference (SC34-4603) and the Tivoli Service Desk for OS/390 Version 1 Release 2 Program Directory. Installation activities are enhanced with additional function as provided with the ISPF-driven Installation Tailoring Facility, HLAPI/2, HLAPI/HP, HLAPI/Solaris, HLAPI/AIX, and HLAPI/NT clients, as well as the REXX Web Connector for OS/2, HLAPI for Java, Java applets, the ODBC driver for NT, Service Desk for OS/390 Desktop, and the TEC Integration Facility are provided with the product on a CD-ROM, and are installed on a workstation or onto a LAN server. Refer to the Client Installation and User’s Guide (SC34-4593) for detailed installation instructions for Service Desk for OS/390 HLAPIs. Installation of HLAPI/CICS and HLAPI/USS is provided through the ship media features.

Packaging: Tivoli Service Desk for OS/390 Version 1 Release 2 is distributed on either 3480 tape cartridge, or 4-mm tape.

A CD-ROM is included for installation of the workstation related components.
prior program and replacement program and the designated machine on which the programs are operating.

**Version-to-Version Upgrade Credit**: To upgrade from a prior program acquired for a one-time charge (OTC) to a replacement program using a version-to-version upgrade credit, the customer must notify and identify to IBM the applicable prior program and replacement program participating in the upgrade credit.

**Basic Machine-Readable Material**

**Withdrawal from Marketing**: Effective immediately, the following basic machine-readable material are withdrawn from marketing.

<table>
<thead>
<tr>
<th>Environment</th>
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