

# HP Service Manager

Software Version: 7.11  
supported Windows and Unix systems

## Patch 22 Release Notes

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Software Release Date: October 2014



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This document is an overview of the changes made to HP Service Manager 7.11 in patch 22. It contains important information that is not included in other documentation.

# What's new in this release

This section describes important changes in this release.

## New parameters

This release introduces the following new parameter.

### Parameter: tracememerror

Startup parameters change the behavior of the Service Manager server. You can always set a startup parameter from the server's OS command prompt.

#### Parameter

*tracememerror*

#### Description

This parameter specifies whether to print memory trace information in the sm.log file and generate coredump when the memory is handled incorrectly.

#### Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

#### Requires restart of the Service Manager server?

No

#### Default value

0

#### Possible values

0 (Disable)

1 (Print call stack)

2 (Print call stack and generate coredump)

#### Example usage

Command line: **sm -tracememerror:1**

Initialization file: tracememerror:1

## Certifications

This release includes the following support matrix changes.

### **Added Support**

- Windows 2008 and Windows 2008 R2 (for the K2 Search Engine server)

### **Discontinued Support**

- Firefox 17 to 23
- Internet Explorer 6
- IBM WebSphere Application Server 6.1

## Enhancements

This release includes the following enhancements.

CR	Module	Problem	Solution
QCCR1E113188	Server	Support of Windows 2008 is needed for the K2 search engine.	Windows 2008 and Windows 2008 R2 are now supported for the K2 search engine.

## Fixed defects

This release fixes the following defects.

### Server

CR	Problem	Solution
QCCR1E77305	The Windows core dump file is difficult to analyze.	Improved the core dump file generation to make it easier to analyze with windbg and Visual Studio.
QCCR1E95771	When the memory is freed unexpectedly, there is no clue for the developer to figure out the root cause.	Memory trace information is now provided when the memory is handled wrongly. A new parameter, tracememerror, is added in the server to control whether to print stack trace and generate coredump. The default value of this parameter is 0. You can set the following values: <ul style="list-style-type: none"><li>• 0: disable this feature</li><li>• 1: print call stack</li><li>• 2: print call stack and generate coredump</li></ul>
QCCR1E100790	You are unable to end user sessions or processes after patch upgrade.	Now, you are able to end user sessions or processes after patch upgrade.
QCCR1E101528	When you try to retrieve the probsummary records by using a simple query, the legacy connection closes and a "Signal 11" error is generated.	You can now retrieve the probsummary records by using a simple query as expected.
QCCR1E111411	Users cannot connect to the Service Manager system occasionally even though they restart the system.	The memory buffer overflow issue is fixed and the system is stable now.

## Web client

CR	Problem	Solution
QCCR1E97539	<p>If the JRE version on a computer is upgraded to 1.7.0_21 or a later version, the following warning message is displayed when you open a configuration item in the web client:</p> <p>Block potentially unsafe components from being run?</p>	<p>If the JRE version on a computer is upgraded to 1.7.0_21 or a later version, a “Do you want to run this application?” security warning with a blue information shield is displayed when you open a configuration item in the web client. In order to prevent the security warning from being displayed again, select the <b>Do not show this again...</b> check box, and then click <b>Run</b>.</p> <div data-bbox="625 684 1370 858"><p><b>Note:</b> For detailed information, see the following support article: <a href="http://support.openview.hp.com/selfsolve/document/KM00660753">http://support.openview.hp.com/selfsolve/document/KM00660753</a></p></div>

# Backup and backout instructions

In case you need to restore your Service Manager system to its original state after installing the component patches in this release, make necessary backups before each patch installation. If a rollback is needed, follow the backout instructions.

## Server

### Backup

Before applying the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 7.11\Server.

**Note:** If you have a horizontally scaled system, be sure to back up the server installation folder for each server instance.

### Backout

1. Stop the Service Manager server.
2. Remove the existing server installation folder.
3. Copy the backup folder back.

**Note:** Make sure that the embedded Tomcat is also replaced with the backup, because the version of the embedded Tomcat may have dependency on a specific server version.

**Note:** If you have a horizontally scaled system, make sure that every server instance is replaced with its backup.

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See "[Applications](#)" on page 13.
5. Restart the Service Manager server.

## Web tier

### Backup

Before deploying the new web tier, make a backup of the following items:

- web.xml file
- application-context.xml
- log4j.properties
- splash screen
- style sheets
- any other customizations you made, including your webtier-<version>.war (webtier-ear-<version>.ear) file.

### Backout

To roll back to the old web tier:

1. Delete or uninstall the existing web tier.
2. Clear the cache of your web application server (for example, Tomcat).
3. Redeploy the old web tier.
4. Restore your old customizations.

## Windows client

### Backup

1. Make a backup of your Windows client home folder, for example, C:\Users\\ServiceManager. Your connections and personalized settings are stored in this folder.

**Note:** This is the out-of-the-box home directory, and could differ from yours if you made changes to <Client>\configuration\config.ini file. If so, back up the files from the location specified in that file.

2. Make a backup of your certificate configuration files if any (**Window > Preferences > HP Service Manager > Security**). For example, your CA certificates file and client keystore file.

### Backout

1. Uninstall the new Windows client.
2. Reinstall the previous Windows client.
3. Restore your old Windows connections and configurations.

## Applications

If you plan to upgrade your applications to this release level, make a backup of your database before the upgrade, in case you need to restore your database after the upgrade. Creating a backup of the entire database and restoring the database if needed is a better approach for a full applications upgrade.

If you plan to load individual unload files in this release, follow the backup and backout instructions below.

### Backup

**Tip:** If your application version is 7.11 ap3 or later, you are recommended to use Unload Manager to make a backup of the files to be modified by an unload file, because Unload Manager can create a backup of your old data during the installation of the unload; if your application version is other than any of these, Unload Manager is not available and you can use Database Manager instead.

To use Unload Manager to make a backup:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object in the table to open the merge tool:
  - a. Merge the object, and then select the **Reconciled** check box.
  - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

Now, the unload has been applied and at the same time your old data backed up.

To use Database Manager to make a backup:

1. Go to Database Manager, select **Import/Load** from **More** or the More Actions menu, and browse to the unload file.
2. Click **List Contents** on the menu bar, to view a list of files that have been updated in this unload.

See the following figure for an example.

```

Process
{"svc.add.cart", {"$.callnextprocess=true"}, {"{"se.get.record", {"name", "file", "text", "string1"}, {"incident.id in $.file", "$L.svcCart", "$sdID", "$svcCart"}}, not null(incident.id in $
RAD - money.format (10)
scmessage
{"cs", "10", "20", "Neopravitelná chyba v aplikaci: %S na panelu %S", "error", {}, "02/28/12 15:33:24", 4, "ramuro"}}
{"de", "10", "20", "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, "02/28/12 15:33:32", 3, "ramuro"}}
{"en", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:33:12", 66, "ramuro"}}
{"es", "10", "20", "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, "02/28/12 15:33:36", 5, "ramuro"}}
{"fr", "10", "20", "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, "02/28/12 15:33:46", 3, "ramuro"}}
{"hu", "10", "20", "Visszaállíthatatlan hiba lépett fel az %S alkalmazásban a %S panelen", "error", {}, "02/28/12 15:33:51", 3, "ramuro"}}
{"it", "10", "20", "Errore irreversibile nell'applicazione: %S nel riquadro %S", "error", {}, "02/28/12 15:35:08", 3, "ramuro"}}
{"iten", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:23", 3, "ramuro"}}
{"ja", "10", "20, "sAsvsSpP[sVsEsUsAsI]NcçsC[sGstI[(spstz%S[2])8st]S[1]]", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}}
{"ko", "10", "20, "어플리케이션에 복구할 수 없는 오류 %S(가) 패널 %S에서 발생했습니다.", "error", {}, "02/28/12 15:35:44", 3, "ramuro"}}
{"nl", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:51", 3, "ramuro"}}
{"pl", "10", "20, "Nieodwracalny b[ł]d w aplikacji: %S, panel %S.", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}}
{"pt", "10", "20, "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"}}
{"pt-Br", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"}}
{"ru", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"}}
{"zh-Hans", "10", "20, "âqCçÜçÜZâqâqj8Eacû×âqâqÜâkUaeçt&tÜçsleCneLU: %SEâLUâqâRçæRç: %SEI", "error", {}, "03/14/13 01:34:16", 5, "Imingyan"}}
ScriptLibrary
{"svcCartHelper", "/* @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems* @author Alex Corvino*//** This function i
datadict
{"activity", {}, "miscellaneous", , "FALCON", "01/21/96 17:00:00", "cblanck", "06/19/07 00:58:57", , , , {"cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
{"en", "1000", "10, "Please specify Area name", "fc", {}, "12/01/10 09:33:44", 0, "rolfel"}}
    
```

This figure shows the contents of an unload file that contains changes to the following files:

File	Record
Process	svc.add.cart
application	money.format  <b>Note:</b> The scmessage records listed under each RAD application are messages used in this RAD application; no backup is needed for them.
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity  <b>Note:</b> The “activity” file with no records actually represents the dbdict record of the activity file.
scmessage	The record whose message class is “fc” and message number is 1000.

- Go to Database Manager, in the Table field enter a file name you got in step 2, and click the Search button.
- If the format selection page shows, select the proper format by double-clicking it (for example, select the device format for the device file), and then search for the file record.

5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record displays.

**Note:** If **Export/Unload** is not available, check the **Administration Mode** check box in Database Manager and try again.

6. In the pop-up window, specify your backup upload file path/name, and click **Unload Appl.**

**Caution:** Make sure that **Append to file** is selected.

7. Repeat steps 3 through 6 to back up the rest of the files you got in step 2.

## Backout

**Tip:** You can use Unload Manager (recommended) or Database Manager (if Unload Manager is not available in your application version) to roll back to your old data, as described in the following.

To roll back to your old data using Unload Manager:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file display.
4. Double-click a conflicting object in the table to open the merge tool:
  - a. Merge the object, and then select the **Reconciled** check box.
  - b. Click **Save** to return to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the backup unload.
7. Click **Finish**.

To roll back to your old data using Database Manager:

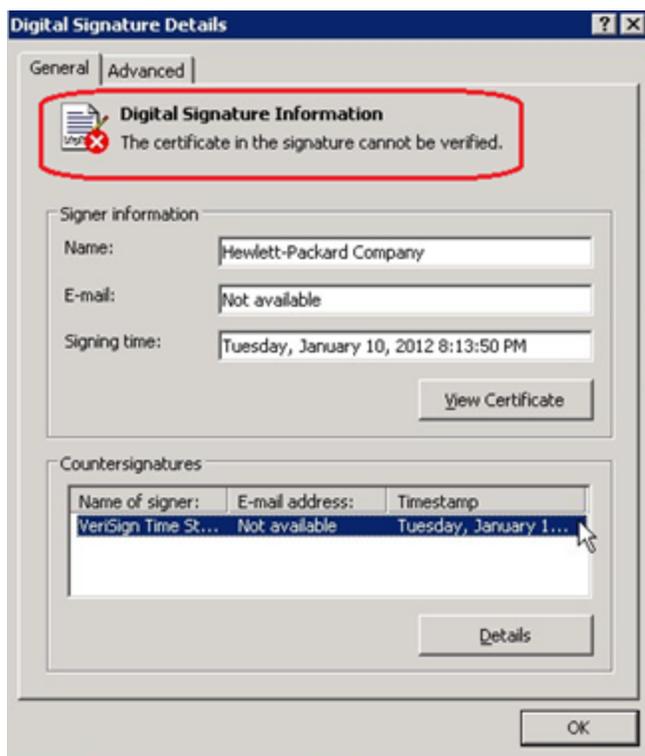
1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

# Installation notes

This section provides instructions on how to install each component in this patch release.

## Digital signature notice

HP signs Windows executable files with a digital signature. Since January 2012, this process has been updated to use a new VeriSign root certificate. On a Windows-based system that does not have the new VeriSign root or intermediate certificate installed, a “The certificate in this signature cannot be verified.” verification error is displayed when you right-click the file, and then go to **Properties > Digital Signatures > Details**.



To resolve this issue, enable Windows Update or download and install the G5 Root certificate that is described at the following website:

<https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140>

## Web tier installation

The Web Tier update consists of a compressed file, `sm7.11.720-P22_Web_Tier.zip`. The specific upgrade process depends on your particular web application server, but follows the same steps as deploying a new installation. For more information, refer to the *Service Manager Interactive Installation Guide*.

The upgrade does not automatically save your Web Tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version.

To install the new Web Tier, follow these steps:

1. Make necessary backups. For details, see ["Backup and backout instructions" on page 11](#).
2. Delete or uninstall the existing `webtier-7.11.war` (or the `webtier.ear-7.11.ear`) file.
3. Clear the cache of your web application server (for example, Tomcat).
4. Deploy the new `webtier-7.11.war` (or the `webtier.ear-7.11.ear`) file following the instructions in the Service Manager Installation Guide.

**Note:**

- We recommend that you enable HTTPOnly cookies in your web application server to help prevent malicious JavaScript injection. To enable HTTPOnly cookies, see [Enabling HTTPOnly cookies in your Web Application Server](#).
- It is best practice to deploy with a unique context root. For example: `/webtier-7.11.720`

5. Use a diff utility to compare the new Web tier's `web.xml` file against your backed-up version to ensure that any new parameters are properly merged into the files used in your final deployment. Do this for `application-context.xml` as well as any other files you may have customized (such as style sheets and splash screens).
6. Make any new customizations that are necessary for your deployment.

**Note:** Be sure to set the `securelogin` and `sslport` parameters.

7. Restart the web application server.

**Note:** Before you access the new web tier, we recommend that all users empty their browser cache.

8. Log in to the web tier and check the version by clicking the HP logo icon at the top left of the screen. The version number of the web tier should be as follows:

**7.11.720**

### Enabling HTTPOnly cookies in your Web Application Server

We recommend that you enable HTTPOnly cookies in your web application server to help prevent malicious JavaScript injection. The following examples demonstrate how to enable HTTPOnly cookies in different web application servers.

Web Application Server	How to Enable 'HTTPOnly' Cookies
Tomcat 6.0.20+	Can be enabled for all web applications in conf/context.xml: <pre>&lt;Context useHttpOnly="true"&gt; ... &lt;/Context&gt;</pre>
Oracle WebLogic 9.2 MP4, 10.0 MP2, and 10.3.1	Enabled by default.
Oracle WebLogic 10.3.0	You need to apply a security patch (p8176461_103_Generic), and after that HttpOnly cookies are enabled by default. The security patch can be downloaded using My Oracle Support (MOS).
JBoss 5.1	Enable by setting useHttpOnly=true in the context.xml file, which is located in jboss/server/<myserver>/deploy/jbossweb.sar/. <pre>&lt;Context cookies="true" crossContext="true"&gt;   &lt;SessionCookie secure="true" httpOnly="true" /&gt; &lt;/Context&gt;</pre>

<b>Web Application Server</b>	<b>How to Enable 'HTTPOnly' Cookies</b>
IBM WebSphere 7.0.0.27	<p>Enable through the following properties:</p> <ul style="list-style-type: none"><li>• com.ibm.ws.security.addHttpOnlyAttributeToCookies</li><li>• com.ibm.ws.webcontainer.httpOnlyCookies</li></ul> <p><b>Known issue:</b></p> <p>If Service Manager 7.11 is deployed on WAS 7.0.0.27, and FireFox is used to search "Approved Document" in the Knowledge Management module, you may encounter automatic logout issue.</p> <p>Follow these steps to fix this issue by removing the incorrect URL for the background-image used for the knowledge document:</p> <ol style="list-style-type: none"><li>1. Log on to the Windows client.</li><li>2. From the Navigation menu, click <b>Knowledge Management &gt; Manage Document Types</b>.</li><li>3. Select the <b>Reference</b> record.</li><li>4. Modify the <b>Default View</b> from the <b>Associated Document View</b> view list.</li><li>5. Remove the incorrect URL in the CSS class .documentTitle. For example, remove the following:  <code>url("44ee44677b0f021810318488:kmrtBackground.gif:kmattachments:2").</code></li><li>6. Save the change.</li><li>7. Do the same for the other four records to avoid other similar problems.</li></ol>

## Windows client installation

This release does not contain any updates to the Windows client. The latest Windows client was released together with the Service Manager 7.11p21 release. You can download the latest Windows client shipped with the Service Manager 7.11p21 release:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00618779>

## Windows client configuration utility installation

This release does not contain any updates to the Windows Client Configuration Utility. You can download the latest Windows Client Configuration Utility shipped with the Service Manager 7.11p21 release:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00618783>

For detailed installation instructions, see the *Service Manager 7.11 Installation Guide*, which is available from the HP Software Manuals Site:

<http://support.openview.hp.com/selfsolve/document/KM753873>

## Server update installation

The server update for your operating system consists of a compressed file (`sm7.11.720-P22_<OS>.zip` (or `.tar`)), which contains the Service Manager server files. These files add to or replace the files in the `[SM Server Root]` (`[SM Server Root]/`) `RUN`, `irlang`, `legacyintegration`, and `platform_unloads` directories.

**Note:** If you have a load balanced system, you must upgrade all server instances.

To install the Server update, follow these steps:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Back up the **Run** directory.
4. Delete the **RUN/tomcat** directory. Tomcat in this directory will be upgraded to version 6.0.36 when you extract the server files later.
5. Delete the **RUN/lib** directory.
6. For Windows and Linux platforms, delete the **RUN/jre** directory.

**Note:** This step is required only when you are upgrading from a server version earlier than 7.11p22. This is to avoid conflicts between the old 1.6-based JRE and new the 1.7-based JRE.

7. Extract the compressed files for your operating system into the main Service Manager directory on the server. The default path is: C:\Program Files\HP\Service Manager 7.11\Server.
8. For UNIX servers, set the file permissions for all Service Manager files to 755.
9. On the following Unix servers, manually upgrade to JRE1.7 if you have not already done so. To this, follow these steps:
  - a. Install correct JRE or JDK version for your specific platform.
    - o Solaris10
    - o JRE1.7 (update 15 or greater)
    - o Solaris9
    - o JRE1.6 (update 20 or greater)
    - o HP-UX
    - o JRE1.7 (JRE\_7.0.04 or greater)
    - o AIX
    - o JRE1.7 (SR4 or greater)
  - b. Set your JAVA\_HOME environment variable to point to JDK1.7 (if you have JDK1.7 installed) or JRE1.7 (if you have only JRE1.7 installed).
  - c. Execute **\RUN\removeLinks.sh** to remove the old symbolic links and then execute **\RUN\setupLinks.sh** to create new symbolic links.
  - d. Run the following command to check that the JRE version is correct:  
  
**RUN\jre\bin\java -version**
10. If you have made any customizations/changes to the original **RUN/tomcat** folder, restore them in the new **RUN/tomcat** folder.
11. Your old Schemastub.xml file (in the <SM\_Server\_Home>\RUN\km\styles\ directory) has been updated to a newer version. Either keep your old file by copying it back or keep the updated version.
12. Restart the Service Manager server.
13. Restart the Service Manager clients.
14. Check the version in **Help > About Service Manager Server**. The version number of the client should be as follows:

**7.11.720**

**Note:** This patch upgrades the embedded Java Runtime Environment (JRE) from JRE 6 to JRE 7, which uses Server Name Indication (SNI) extensions during the SSL handshakes. If the endpoint does not support SNI, then SSL-encrypted calls to the webservice fail. For more information about this issue, go to the following HP Support webpage:

<http://support.openview.hp.com/selfsolve/document/KM00491282>

## Application unload installation

If a platform fix (in most cases, a server fix) also requires an applications change to resolve the relevant issue, an unload file is provided. Unload files introduced in earlier patches are also included in this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files that are intended for your applications version. For more details about these applications updates, see the Release Notes for those patches.

This patch release includes the unload files that come with the server update. When you extract sm7.11.720-P22\_<OS>.zip (or .tar), it will add the files to the following directory:

[SM Server Root]\platform\_unloads ([SM Server Root]/platform\_unloads)

**Note:** Unload files should be installed in their patch order. That is, those introduced in patch 1 should be applied first, then those introduced in patch 2, and so on. However, unload files introduced in the same patch can be installed in a random order.

## Unload file naming convention

The unload files use the following naming convention: <CR\_ID>\_SMxxxPxx\_SMxxx.unl, where:

- <CR\_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345. Note that this is always the number of the parent CR of a CR family (if any).
- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or higher.

**Note:** Sometimes this portion contains an additional hot fix number, for example, SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or higher.

- SMxxx: The Service Manager applications version that requires the unload file. For example, SM711, which means the unload file is intended only for Service Manager applications version 7.11.

**Note:** If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx\_SM930P4.unl is normally intended for applications versions 7.11, 9.20, and 9.30 (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload

file description. For information on the applicable applications versions for each unload file included in the current patch, see Unload Files Included in the Current Patch.

## Unload files that are included in the current patch

The following are unload files included in the current patch release.

Unload file	Introduced in 7.11 patch	Used for apps version (s)	Description
QCCR1E71099_SM711P19.unl	P19	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. See server fix QCCR1E71099.
QCCR1E67072_SM711P18.unl	P18	7.11	Improves the performance of the Knowledge Management update process (KMUpdate).
QCCR1E67610_SM711P18.unl	P18	7.11	Enables Service Manager to block potentially dangerous attachments.
QCCR1E49721_SM711P17.unl	P17	7.11	Allows a translation of Display/Value Lists on dynamic forms. This is a required fix for the Export to Excel redesign.
QCCR1E56678_SM711P17.unl	P17	7.11	Lists the records in the right group order when a record list is refreshed.
QCCR1E58562_SM711P17.unl	P17	7.11	Includes applications changes for the Export to Excel redesign.
QCCR1E59385_SM711P16.unl	P16	7.11	Improves performance by removing the duplicate select from JavaScript sloDisplay.getListSLOs.  — If you haven't tailored the JavaScript sloDisplay, load QCCR1E59385_SM711P16.unl file  — If you have tailored the JavaScript, see installation for tailored sloDisplay JavaScript in the SM711 patch 17 release notes.

Unload file	Introduced in 7.11 patch	Used for apps version (s)	Description
QCCR1E59389_SM711P16.unl	P16	7.11	Improves performance by removing extra selects from the various displayscreen and displaycache records.  — If you haven't tailored the display screens, load QCCR1E59389_SM711P16.unl.  — If you have tailored the display screens, see installation for tailored displayscreen and displaycache records in the SM711 patch 17 release notes.
QCCR1E55713_SM711p15.unl	P15	7.11	Includes application changes to reduce database I/O on login.
QCCR1E57766_SM711p15.unl	P15	7.11	Includes application changes to reduce jgroups traffic on login.
QCCR1E55852_SM711p14.unl	P14	7.11	Includes a new activity timer that makes the communication between SM processes more efficient.

To load an unload file:

1. Make sure the Windows client is configured for server-side load/unload.
  - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
  - b. Unselect **Client Side Load/Unload** if is flagged.
  - c. Restart the Windows client.
2. Open **Tailoring > Database Manager**.
3. Right-click the form or open the options menu and select **Import/Load**.

4. Fill in the following fields.

Field	Description
File Name	Type the name and path of the file to load.
Import Descriptor	Since unload files do not require an Import Descriptor record, leave this field blank.
File Type	Select the source operating system of the unload file.
Messages Option —	
All Messages	Select this option to see all messages that Service Manager generates loading the file.
Messages Option —	
Totals Only	Select this option to see only the total number of files Service Manager loads.
Messages Option — None	Select this option to hide all messages that Service Manager generates when loading the file.

**Note:** You can view the contents of an unload file before importing it by clicking List Contents.

5 Click **Load FG**.

## ODBC driver update installation

This release does not include an ODBC driver update. The last ODBC driver update was released together with Service Manager 7.11p19. To download this update, go to the following SSO website:

<http://support.openview.hp.com/selfsolve/document/KM1448270>

The ODBC driver update contains the following updated DLL files:

- Scodbc32.dll
- Sci18n.dll
- Sccl32.dll

To install the ODBC driver update, follow these steps:

1. Extract the files to your ODBC driver installation folder (for example: C:\Program Files\HP\Service Manager 7.11\Server\ODBC driver).
2. When you are prompted to do so, replace the three old DLL files with the new files.

# Service Manager compatibility matrix

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

**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 [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

To access the Compatibility Matrix:

1. Use a browser to navigate to the Software Support Online (SSO) web page:  
[http://support.openview.hp.com/sc/support\\_matrices.jsp](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.

