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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 7.02/3 February 2009

This document provides an overview of the changes made to HP Service Manager for the 7.02 release. It contains important information not included in the manuals or in online help.

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## Documentation Updates

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

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

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

**<http://h20230.www2.hp.com/selfsolve/manuals>**

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

**<http://h20229.www2.hp.com/passport-registration.html>**

Or click the **New users - please register** link on the HP Passport log-in page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

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

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

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## In This Version

Service Manager Release 7.02 contains many optimizations and defect resolutions having to do with horizontal scaling of the server.

In addition, Release 7.02 contains optimizations for the web client. The common web client was enhanced for localized caching of static objects.

Also, the 7.02 server for Service Manager has been enhanced to segment data communication using multiple network cards.

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## Enhancements and Fixes

The following items, separated by category and identified by Software Change Request number, are fixed in the current software release.

[Installation](#)

[Server](#)

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### Installation

The following installation-related Software Change Requests are fixed in this release:

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SCR	Release Note
41317	<p><b>Problem:</b> The ServiceCenter 6.2 legacy server installed with Service Manager 7.01 did not create library symlinks on UNIX.</p> <p><b>Fix:</b> We revised the legacy server that is installed with Service Manager so that it now creates library symlinks on UNIX.</p>
42242	<p><b>Problem:</b> The 7.02 Windows client installer displayed the incorrect version number (7.01).</p> <p><b>Fix:</b> We fixed the version number so that the correct version number, 7.02, displays on all client installer and uninstaller screens.</p>
42243	<p><b>Problem:</b> The Help Server default service name displayed the incorrect version number.</p> <p><b>Fix:</b> The correct default service name is now displayed as: "HP Service Manager 7.02 Help Server."</p>
42245	<p><b>Problem:</b> The defined target of the Start menu shortcut "Remove Help Server Service" was incorrect.</p> <p><b>Fix:</b> The target of the Start menu shortcut "Remove Help Server Service" now goes to the correct target.</p>

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42246 **Problem:** The defined target of the Help Server's Start menu shortcut "Update Manager" referred to a .bat file that did not exist.

**Fix:** We removed the Help Server's Start "Update Manager" menu shortcut.

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42355 **Problem:** For HP-UX11 PARISC, the sm.ini parameter plugin0 defaulted to "plugin0:libkmpplugin.so." As a result, Knowledge Management did not work without editing the sm.ini to "plugin0:libkmpplugin.sl."

**Fix:** The default sm.ini parameter for HP-UX11 PARISC is now "plugin0:libkmpplugin.sl."

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42546 **Problem:** The AIX and PARISC installers were missing the smserver file.

**Fix:** The problem was fixed. The smserver file is now installed in the RUN directory.

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## Server

The following server-related Software Change Requests are fixed in this release:

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SCR	Release Note
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30333	<b>Problem:</b> The SQL mapping rtecall function did not recognize system tables and it added mappings for single fields.
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	<b>Fix:</b> The issue was fixed so that the rtecall function recognizes system tables and does not add mappings for single fields.
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33643	<b>Problem:</b> When running the start script, Service Manager's background processes did not start so that clients were not able to connect.
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	<b>Fix:</b> Service Manager's background processes now start when running the start script and clients no longer receive a general protection fault.
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37365	<b>Problem:</b> The "Lock out Reason" field in the operator record was not correctly updated to the value "Max Failed Logins" when a user exceeded the allowed failed login attempts.
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	<b>Fix:</b> Now when you a user goes over the failed login attempts allowed, the "Lock out Reason" field in the operator record is correctly updated.
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38586	<b>Problem:</b> The license report did not show the distribution of application licenses among named and floating users.
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	<b>Fix:</b> This issue was fixed so that the report correctly reflects the application license distribution between named and floating users.
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39355	<b>Problem:</b> The attached files list did not display correctly in the attachments widget when a user returned to an unsaved record after performing a Fill action. The attached files were not lost.
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	<b>Fix:</b> Issue was corrected so that the attached file list properly displays all files when a user returns to an unsaved record after performing a Fill action.
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39483	<b>Problem:</b> WSDL is not available unless SOAP API is licensed.
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	<b>Fix:</b> We added a parameter <b>allowwsdlretrieval</b> in sc.ini to allow WSDL retrieval if you do not have SOAP api licensed.
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- 39531 **Problem:** Dashboards and charts did not always reflect an individual user's Mandanten restrictions.  
**Fix:** Charts and dashboards have been updated to reflect the user's Mandanten restrictions.
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- 40185 **Problem:** The Create New Folder or new Dashboard function displayed question marks for non-ASCII characters.  
**Fix:** Non-ASCII characters are now displayed correctly in both the Web and Windows clients.
- 
- 40362 **Problem:** Load Balancer's hard coded limitation for the Java heap size of 96M could not be overwritten by the JVMOption parameter set in the sm.ini.  
**Fix:** We fixed this issue so that the Java heap size can now be overwritten by the JVMOption parameter.
- 
- 40381 **Problem:** When starting the KMUpdate background process, invalid HTML within a knowledge document caused a Signal 11 error.  
**Fix:** We fixed a Signal 11 error that could occur when starting the KMUpdate background process by adding exception handling to catch exceptions thrown from invalid HTML.
- 
- 40514 **Problem:** In a horizontally scaled implementation, it was possible to kill the ThreadControllerID process of a Service Manager host when issuing the KILL command to terminate the session of user.  
**Fix:** When terminating a session in a horizontally scaled system, Service Manager now checks the host of the session to avoid killing similar sessions on another host.
- 
- 40526 **Problem:** The language preference was ignored when Trusted Signon was enabled for both Windows and Web clients.  
**Fix:** We fixed this problem so that the language preference is used when Trusted Sign-On is enabled for both types of clients.
- 
- 40599 **Problem:** Data was not truncated correctly when using the VARCHAR( 10 char ) semantic on Oracle.  
**Fix:** When using the VARCHAR( 10 char ) semantic on Oracle, data is now truncated correctly.
- 
- 40911 **Problem:** When the SOAP API request contained a session cookie that had already been invalidated, the server sent "Session no longer valid" SOAP faults to SOAP API clients instead of creating a new session.  
**Fix:** This problem was fixed so that the Service Manager server creates a new session to handle the request properly.
- 
- 40959 **Problem:** Users could not print a list of records using application-side printing on a Japanese system.  
**Fix:** Application side printing and notifications now support UTF-8 characters.
- 
- 41001 **Problem:** Setting the ir\_max\_shared parameter to a very low value caused shared memory to be corrupted.  
**Fix:** This issue of memory corruption was addressed so that the ir\_max\_shared parameter can now be set to a very low value.
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- 41076 **Problem:** Self Service Ticketing was not enabled with the Helpdesk license.  
**Fix:** We fixed this problem so that Self Service Ticketing is now enabled for the Helpdesk license.
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- 41091 **Problem:** When trying to use the Mass Update function on a list of highlighted records, the application received an error and stopped the Service Manager Server Service.  
**Fix:** You can now use the Mass Update function on a list of highlighted records.
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- 41106 **Problem:** Records processed through the eventin file (such as ConnectIt) did not correctly associate any provided attachment data with the modified record.  
**Fix:** The records processing issue has been fixed so that eventin file (such as ConnectIt) records correctly associate any provided attachment data with the modified record.
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- 41140 **Problem:** The RAD function rtecall("getnumber") did not support 15 digit numbers.  
**Fix:** We revised the RAD function rtecall("getnumber") to support 15 digit numbers.
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- 41144 **Problem:** The startup parameter "numberoflogfiles" did not work.  
**Fix:** The issue was resolved so that "numberoflogfiles" works correctly.
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- 41177 **Problem:** Users sometimes got a general protection fault when repositioning the record selection on a record list detail view.  
**Fix:** There is no longer a general protection fault when repositioning the record selection on a record list detail view.
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- 41263 **Problem:** A general protection fault sometimes occurred in a UNIX servlet container.  
**Fix:** The general protection fault no longer occurs in a UNIX servlet container.
- 
- 41305 **Problem:** Using charts resulted in leaks in shared memory.  
**Fix:** Charts now correctly use cached results from shared memory.
- 
- 41340 **Problem:** Wildcard searching (using %) was not working with a fill.  
**Fix:** We restored the ability to use wildcard characters during a find or fill.
- 
- 41367 **Problem:** The -reportlbstatus:nn parameter did not work.  
**Fix:** The scenter -reportlbstatus:nn parameter now works. It creates a load balancer status report every nn seconds in the logs directory. The file that gets created every nn seconds is sc.log\_nnnnnnnnnn.log. If you enter scenter -reportlbstatus (without nn) in the command line, the load balancer status report is displayed one time on the console.
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- 41371 **Problem:** The -reportlic output lists Self Service Ticketing with a specific number of users instead of "Unlimited".  
**Fix:** The Self Service Ticketing feature now is listed correctly as being an "Unlimited" license in the -reportlic output.
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- 41484 **Problem:** SCAuto SDK's were not licensed correctly.  
**Fix:** We fixed this problem so that the SCAuto SDK product license is now correct.
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- 41485 **Problem:** Some SCAuto components could not be enabled.  
**Fix:** A license can now be enabled for the following SCAuto products: - HP SCAuto for Lotus Notes - HP SCAuto for Tivoli - HP SCAuto for Tivoli Netview OS390 - HP SCAuto for Tivoli Netview AIX - HP SCAuto for CA Unicenter AMO
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- 41556 **Problem:** Web Service requests did not successfully execute if called from a background scheduler that was started by using system.start.  
**Fix:** We fixed the web service request issue so that requests execute successfully when called from a background scheduler started using system.start.
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- 41563 **Problem:** The JavaScript function "base64Encode()" did not generate a complete string.  
**Fix:** Revised the JavaScript function "base64Encode()" so that it generates a complete string and no longer causes a signal 11.
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- 41591 **Problem:** Marquees (Publish/Subscribe) did not work on the queue formats (To Do lists).  
**Fix:** We fixed Publish/Subscribe marquees so that they refresh correctly when used on Queue formats.
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- 41628 **Problem:** CPU utilization occasionally spiked on the server due to a bug in the OpenLDAP library. An infinite loop resulted in login lock and hung sessions.  
**Fix:** OpenLDAP libraries have been updated to version 2.3.39.0 to resolve the issue.
- 
- 41641 **Problem:** The JavaScript garbage collection process sometimes caused a signal 11 fault.  
**Fix:** We prevented signal 11 faults that occurred during JavaScript garbage collection after iterating over an XML object.
- 
- 41671 **Problem:** While attempting to do an IR index or IR search for the Japanese language, Windows OS reported that btuc220.dll, BasisSegmentJapanese.dll was not found.  
**Fix:** Service Manager now includes the third-party DLL and other required files for Japanese IR to work properly.
- 
- 41706 **Problem:** The locking mechanism in horizontally scaled environments still required optimization.  
**Fix:** We enhanced the locking mechanism in horizontally scaled environments.
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- 41716 **Problem:** In Servlet mode, looping RAD applications could not be terminated using the System Status utility.  
**Fix:** RAD applications were revised so that they can be terminated using the System Status utility.
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- 41727 **Problem:** Searching for a specific type in the configuration module produced an empty QBE list.  
**Fix:** We fixed this issue so that a populated QBE list is returned when you search for a specific type.
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- 41729 **Problem:** ConnectIt scenarios left orphaned sessions on the server that never got cleaned up and resulted in the Load Balancer determining that all servlets were busy and not allowing any new connections from any clients.  
**Fix:** ConnectIt scenarios no longer leave orphaned sessions on the server.
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- 41732 **Problem:** Some processes did not reply to the processes() call in a horizontally scaled environment.
- Fix:** We optimized the way the list of users displayed in System Status gets aggregated to reduce the time during which the user chain has to be locked, thus reducing the possibility of having a process not responding to processes() call. The symptom of this problem was that Anubis was sometimes launching duplicate scenter processes.
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- 41791 **Problem:** The Notify feature did not display Japanese characters correctly.
- Fix:** We revised the Notify feature so that it displays Japanese characters correctly.
- 
- 41808 **Problem:** In a horizontally scaled system, the release of the license broadcast waiting for a reply was a source of contention on the user chain lock.
- Fix:** We reduced the timeout used when multicasting messages in a horizontally scaled system and we do not lock the user chain anymore when removing dead threads or processes. This reduces the time for which a process locks the user chain.
- 
- 41812 **Problem:** There was no information in the log regarding the process time taken by a particular request.
- Fix:** We added information in the log about the time a particular request took to complete.
- 
- 41813 **Problem:** Displaying and refreshing System Status caused long user chain locks and prevented timely response to other lock requests.
- Fix:** We optimized the way the list of users displayed in System Status is aggregated to reduce the time during which the user chain has to be locked, thus reducing the possibility of having a process not responding to incoming lock requests. Note: This operation is still synchronous.
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- 41872 **Problem:** Oracle shared libraries were not notified that they were used in a multi-threaded environment.
- Fix:** The OCI environment is now initialized to notify the Oracle shared libraries that they are used in a multi-threaded environment.
- 
- 41881 **Problem:** The recursive locking mechanism was not working properly.
- Fix:** The locking algorithm has been improved.
- 
- 41889 **Problem:** The ServiceCenter 6.2 legacy server installed with Service Manager 7.01 on HPUX Itanium IA64 did not start.
- Fix:** We fixed this issue so that the ServiceCenter 6.2 legacy server now starts.
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- 41903 **Problem:** In horizontally scaled systems, the priority of the thread responsible for responding to lock requests was too low, causing some latency in locking.
- Fix:** We improved performance of locking requests in horizontally scaled systems by increasing the priority of the thread responsible for responding to such request.
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- 41905 **Problem:** Failures occurring during the login phase before the first screen was displayed to the user caused a general protection fault error.
- Fix:** A failure during login before the first screen is displayed no longer causes a general protection fault.
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- 41958 **Problem:** Process termination sometimes triggered erroneous error messages to be written to the log file.  
**Fix:** We revised process termination so that it no longer triggers erroneous error messages in the log file.
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- 42001 **Problem:** Shared memory was corrupted when a file of type ADHOC was closed, resulting in future signal 11s when the invalid shared memory was read.  
**Fix:** We fixed shared memory corruption when working with the "ToDo' queues.
- 
- 42049 **Problem:** Signal 11 failure sometimes happened during attachments processing (exact scenario could not be identified).  
**Fix:** We fixed a case of Signal 11 failure in the attachments processing module.
- 
- 42050 **Problem:** A Java heap leak occurred when a requested lock was not available.  
**Fix:** We corrected the Java heap leak that occurred when a requested lock was not available and it was asked for conditionally.
- 
- 42053 **Problem:** A lock on records was not properly released which resulted in other requests for the lock never being serviced.  
**Fix:** We fixed this to prevent a lock from staying in the prepared state, and now allow other requests for the record.
- 
- 42086 **Problem:** Some data types in Oracle were stored incorrectly in the dbdict record.  
**Fix:** Service Manager now correctly determines and stores the NVARCHAR2, NCHAR, NCLOB and LONG RAW data types.
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- 42106 **Problem:** An HS locking error message only indicated the last error from the last responder. If there were multiple errors Service Manager lost this information.  
**Fix:** We improved the locking algorithm.
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- 42108 **Problem:** A failure to raise lock priority on retry sometimes resulted in thread starvation (the lock was never satisfied).  
**Fix:** We improved the locking algorithm.
- 
- 42109 **Problem:** Persistent Web Services were encountering a Tomcat timeout.  
**Fix:** We implemented a new parameter maxKeepAliveRequests:n to override the Tomcat limit of 100 processed requests per connection.
- 
- 42110 **Problem:** The locking queue was retrying a lock on a thread that was not first in the queue. This caused thread contention issues.  
**Fix:** We now prevent the locking queue from retrying a lock on a thread that is not first in the queue.
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- 42111 **Problem:** The locking queue was retrying a lock on a thread that was not first in the queue. This caused thread contention issues.  
**Fix:** Any lock that took more than ten attempts to resolve is now reported in the log.
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- 42139 **Problem:** When using the multi-table display feature of views, Service Manager was doing SELECT \* operations instead of simply selecting the fields on the form.
- Fix:** We corrected this issue so that the SELECT statements generated for the secondary tables are no longer SELECT \* ... but instead only select the required columns.
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- 42154 **Problem:** Shutdown sometimes failed due to invalid logic in SCUserProcessChain::userShutdown().
- Fix:** We resolved the issue that prevented a system shutdown from completing when several processes were still active.
- 
- 42189 **Problem:** Mutual SSL Authentication with Tomcat did not work.
- Fix:** Fixed this problem so that mutual SSL Authentication is functioning correctly.
- 
- 42206 **Problem:** Several messages with the phrase "Huh?" appeared in Service Manager.
- Fix:** The messages have been changed to more suitable and informative language.
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- 42214 **Problem:** Infinite loop processing of Oracle error messages occurred.
- Fix:** We fixed the problem of infinite loop processing of Oracle error messages.
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- 42354 **Problem:** ServiceManager load balancer only honors one (default) I/O channel.
- Fix:** We added new parameter 'preferredFQHN' that allows the user to set the fully qualified host name to be used by the load balancer for request redirection. This is useful on machines that have multiple host names. For example, in the sm.ini file preferredFQHN:prodhost.emea.corp.net would cause the load balancer to send a redirect request back to the client with the given host name.
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- 42357 **Problem:** Under some conditions, the Service Manager server issued a warning message such as: License Float Module(Problem Management(19,213)) usage exceeded its limit. Licensed: 500 Active: 2147 due to multiple logins from the same IP address with the same login id being incorrectly counted as multiple licensed module usages.
- Fix:** The application license information is now correct in a horizontally scaled system.
- 
- 42397 **Problem:** RAD functions evaluate() and parse() did not return the correct object types when called from JavaScript. An attempt to use these objects produced incorrect results.
- Fix:** A new function, parse\_evaluate() has been added to replace the combination of the previous two functions. For example `var exp = "$lo.user.name" print( system.functions.evaluate( system.functions.parse( exp , 2 ) ) )` would print literally, \$lo.user.name, instead of the contents of the variable. This should now be coded as: `var exp = "$lo.user.name" print( system.functions.parse_evaluate( exp , 2 ) )`
- 
- 42454 **Problem:** Invoking a JavaScript Web services transaction in the background with attachmentData set to true caused a fatal error in the JVM.
- Fix:** Issue was resolved so that you can now invoke a JavaScript Web services transaction in the background with attachmentData set to true.
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42538 **Problem:** A lock on a record was not properly released, resulting in other requests for the lock not being serviced.

**Fix:** We fixed locking functionality so that the lock is now properly released, allowing other requests for the record.

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42656 **Problem:** The RAD function `sysinfo.get()` did not have the ability to return the language code value for the session.

**Fix:** The RAD function `sysinfo.get()` has been extended to return the language code value for the session. This is the value that is used to obtain the localized forms and messages. For example, 'en', 'cs' `$.langcode = sysinfo.get("languagecode")` If no language has been set, 'en' is returned.

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## Web client

The following web client-related Software Change Requests are fixed in this release:

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SCR	Release Note
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40416	<b>Problem:</b> The Select Only restriction for dropdowns was not enforced and dropdowns could be populated with incorrect values and then saved on the web client.
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	<b>Fix:</b> We fixed this so that the Select Only restriction for dropdowns is enforced and dropdowns can no longer be populated with erroneous values.
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40471	<b>Problem:</b> When the Tomcat web application was installed on Linux, file attachments displayed the full path name, causing Internet Explorer browsers to hang.
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	<b>Fix:</b> We fixed attachment handling so that file attachments no longer include the full path name, and Internet Explorer can display them correctly.
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40546	<b>Problem:</b> <code>Us.launch.external</code> could not be executed from the System Navigator in the web client.
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	<b>Fix:</b> We revised <code>Us.launch.external</code> so that it can be executed from the System Navigator in the web client.
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40823	<b>Problem:</b> SSL did not work with WebLogic 9.
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	<b>Fix:</b> We forced the use of Sun's JSSE library for Service Manager Web Client SSL on WebLogic 9. SSL now works properly on Service Manager Web Tier deployed on WebLogic 9.
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40825	<b>Problem:</b> The Visible Condition property for group objects did not work in the web client.
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	<b>Fix:</b> The group object now supports the Visible Condition property in the web client.
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40987	<b>Problem:</b> Sorting on a field in the web tier returned an incomplete list.
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	<b>Fix:</b> We resolved a sorting issue so that it now behaves as expected, returning a complete list.
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41167	<b>Problem:</b> The combo box in the first column of a table displays a wrong value when the <code>doubleClickField</code> of the table is not the field on the first column.
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	<b>Fix:</b> Values in the first column fields are now displayed correctly when <code>doubleClickField</code> is not set to the first column in tables.
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- 41230 **Problem:** The web tier could incorrectly grant SysAdmin rights to non-SysAdmin users.  
**Fix:** Non-SysAdmin users are now prevented from obtaining the SysAdmin privilege after the failed login of SysAdmin on the web tier.
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- 41476 **Problem:** You could not connect to the help server from a Service Manager web client. A malformed URL was passed to the browser.  
**Fix:** The correct URL is now passed and can successfully connect to a help server from a web client.
- 
- 41645 **Problem:** Both the Windows and the Web client had a problem with the combo box. In the Windows client, the combo box had no value, and in the Web client the combo box displayed an error.  
**Fix:** This was fixed so that the dvddisplaylist and dvdvalue list having a DVD (dynamic view dependency) expression that evaluates to another DVD variable has a list of entries. This prevents typing in the Selectonly combo/comfill with no options and also prevents a NullPointerException in the Windows client.
- 
- 41677 **Problem:** You could not use the direct access URL to access a record from outside Service Manager when Service Manager was set up to use Trusted Sign On authentication.  
**Fix:** The direct access URL now works when Service Manager is set up to use Trusted Sign On authentication.
- 
- 41785 **Problem:** The "Activate Command Line on Startup" option was ignored by the web tier in a Single Sign-On environment.  
**Fix:** We resolved this issue so that the "Activate Command Line on Startup" option is now properly honored by the web tier.
- 
- 41847 **Problem:** When a large group was opened in the web client, retrieving records performed poorly, resulting in error messages and sometimes causing the browser to hang.  
**Fix:** When the grouping information is received by the web tier, the data is now analyzed to identify any group which contains more than 100 records. Such groups are further broken down into sub-groups of 100 records each, with the remainder in a final sub-group. The group bar for each sub-groups now displays the original group's title, plus the range of the sub-group's records. When the user opens a sub-group, the contents are retrieved from the server, and displayed in the table. The user may then scroll through or select records from the sub-group as desired. When an alternate group or sub-group is opened, the currently open group close, and the records for the new group are retrieved and displayed. Even though a group may close, the client retains the records locally, up to a maximum count fixed at 300. If the maximum is exceeded when fetching a new group, the oldest records are purged from the cache, prior to retrieving the new set.
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- 41893 **Problem:** The web client creates too much network traffic checking for expiration of cached static content.  
**Fix:** The browser now uses cached static images to reduce network traffic associated with checking for expiration of cached static content.
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- 41943 **Problem:** The array data from multiple records inside a virtual join did not display correctly when using the web client.  
**Fix:** This was fixed so that array data t displays correctly using the web client.
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- 42009 **Problem:** When using Internet Explorer 7, client side printing only printed the first page of record detail.  
**Fix:** Now client side printing prints the full content of a detail record when using Internet Explorer 7.
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- 42075 **Problem:** Column width percentage for QBE forms did not work properly in the web client.  
**Fix:** We fixed this issue so that column width percentage for QBE forms is now working properly.
- 
- 42160 **Problem:** It was not possible to explicitly set the focus using tailoring on a field that was displayed on the web client by using a virtual join.  
**Fix:** You can now set the focus can on a field that is displayed on the web client by using a virtual join.
- 
- 42165 **Problem:** Tables did not display correctly in the Web client; data in the first row of read-only columns was copied to new rows when new data was entered.  
**Fix:** We fixed table display so that data in the first row of read-only columns is cleared out when new data is entered.
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- 42227 **Problem:** Service Manager only has .war files, not .ear files..  
**Fix:** Service Manager now comes with "ear" files as well as .war files.
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- 42250 **Problem:** Closing a chart from Favorites caused the record detail from the "To Do list" to display.  
**Fix:** We resolved this issue so that closing a chart from Favorites no longer causes the record detail from the "To Do list" to display.
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- 42446 **Problem:** The checkbox value in dynamic forms was sometimes lost after saving the record when using the Web client.  
**Fix:** The checkbox value in dynamic forms is now retained after saving the record when using the Web client.
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## Windows client

The following Windows client-related Software Change Requests are fixed in this release:

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SCR	Release Note
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39714 **Problem:** On forms that are larger than the area the screen can display, if a format control validation failed on a field that was too low to be naturally displayed, the client did not automatically scroll to make that field visible to the user.

**Fix:** Now if a format control validation fails on a field too low to be displayed, the client automatically scrolls to make that field visible to the user.

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41109 **Problem:** CI visualization did not display when we used a CI that contained 2 byte characters, such as the German Umlauts.

**Fix:** We enhanced CI visualization so that it displays when we use a CI that contains 2 byte characters, such as the German Umlauts.

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41509 **Problem:** When the user closed a list-only display, the Close Application event was not sent to the server. This caused an accumulation of unused threads on the server, ending in memory starvation.

**Fix:** Close Application events are now properly sent. As a result, memory is freed up on the server side.

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41685 **Problem:** The central Bitmapfolder caused the client to terminate.

**Fix:** The problem has been fixed and the central Bitmapfolder no longer causes the client to terminate.

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41741 **Problem:** Service Manager generated empty pages at the end of a print job.

**Fix:** Printing functionality has been enhanced so that it no longer generates empty pages at the end of a print job.

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41843 **Problem:** QBE lists with array fields do not show the entire array contents.

**Fix:** QBE lists with array fields now show the entire array contents.

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42036 **Problem:** Using the scroll bar in the record list after a search sometimes caused the Windows client to crash, depending on the Windows desktop preferences configuration.

**Fix:** You can now safely use the scroll bar in the record list after a search, no matter what your Windows desktop configuration is.

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## Applications

The following application-related Software Change Requests are fixed in this release:

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SCR	Release Note
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41399 **Problem:** A failure occurred when updating problem tickets by using web services.

**Fix:** A failure no longer occurs when you update problem tickets by using web services.

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## Documentation

The following documentation-related Software Change Requests are fixed in this release:

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SCR	Release Note
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42254 **Problem:** The copyright date of the Help documentation needed to be updated.

**Fix:** The copyright date was updated.

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## Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	Known Issue	Work Around
KM542671	The Language Pack install (Unix) for Spanish has a misconfigured command line. The <code>ir_disable</code> parameter is specified as <code>"ir:disable:1"</code> . This will be fixed with 7.10 language packs. 7.01 language packs cannot be rebuilt at this point in order to test with 7.02.	After installing the Spanish Language Pack on a Unix system open the <code>[installdir]/Server/data/L10N/es/load.sh</code> file with a text editor and change the following line.  From: <pre>./sm file.load ../data/L10N/es/es.unl NULL NULL winnt -bg -log:load-es.log -ir:disable:1</pre> To: <pre>./sm file.load ../data/L10N/es/es.unl NULL NULL winnt -bg -log:load-es.log -ir_disable:1</pre>
KM544007	There is an unrecoverable error in the application <code>filterCriteriaDataType</code> on <code>get.datadict</code> when performing admin activities in the web tier.	Use the Windows client for administrative work.
KM544011	On a WebSphere 7.02 web tier, the Quantity field is overwritten with text on the Add Downstream Relationship screen.	None available at this time.
KM544012	The web client stops with a null pointer exception, but will return with the correct QBE if you refresh the browser.	Refresh the browser.
KM544014	Out-of-box Service Manager 7.02 using 7.0 applications does not carry over tasks and events from the <code>cmcalendar</code> table to Change Calendar 2.1.4.	Contact Customer Support for an unload: <code>SM7_SCR41064.unl</code> .
KM542672	Non-root users cannot install 7.0x language packs on AIX.	The Language Pack consists primarily of a <code>.unl</code> Service Manager data file. To obtain this file, you can install the Language Pack on a system other than AIX (for example, Windows, Linux, etc.)  To install on another system, do the following: <ol style="list-style-type: none"><li>1 Download the install launcher and <code>.jar</code> file.</li><li>2 Create a temporary install directory (for</li></ol>

- example, C:\temp\languagepack on Windows, or /tmp/languagepack on a UNIX system).
- 3 In the temporary install directory, create a Server\RUN subdirectory (for example, C:\temp\languagepack\Server\RUN on Windows, or /tmp/languagepack/Server/RUN on a UNIX system).
  - 4 In the RUN subdirectory, create a file called 'sm.exe' on Windows, or 'sm' on UNIX.
    - a On Windows, right click the mouse button and create a new text file. Highlight the text file, press F2, and change the name to **sm.exe**.
    - b On UNIX, run the command "touch sm" in the RUN directory to create an empty file.
  - 5 Run the installer, installing to the temporary Server directory. The installer will run and create a "data" folder with a subfolder named after the two- letter language code you are installing.
  - 6 From that folder, obtain the .unl file (de.unl for German, ru.unl for Russian, etc.) and transfer the file to the RUN directory on your AIX system.
  - 7 Run the following command on the AIX system to load the .unl file to your Service Manager server:

```
sm file.load de.unl NULL NULL  
winnt -bg -log:language-pack-  
install.log -ir_disable:1
```
  - 8 You can investigate the language-pack-install.log file to see the results and verify that the language pack was installed correctly.
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## Installation Notes

Instructions for installing Service Manager, are documented in the *Installation Guide for HP Service Manager 7.10* provided in Adobe Reader (.pdf) format. The document file is included on the product's installation media.

[Update for chapter 3 of the Installation Guide \(page 63, "Saving your license key/password file to your system"\)](#)

The following items are listed incorrectly in the documentation and could not be fixed prior to the software release.

Service Manager uses HP's AutoPass software for validating the license. By default AutoPass installs its software at a standard location on each operating system. However, the installation location can vary under certain circumstances; for example if you did not use the default location, or if you are installing an English version of Service Manager on a non-English operating system.

When installing a license for one of the systems below, edit the file LicFile.txt in the identified folder.

- Windows 2008 Server (64bit):
  - Software is installed at:  
C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC
  - License file should be saved in  
%PROGRAMDATA%/Hewlett-Packard/HPOvLIC/data/LicFile.txt
- Windows 2008 Server (32bit):
  - Software is installed at:  
C:/Program Files/Common Files/Hewlett-Packard/HPOvLIC
  - License file should be saved in  
%PROGRAMDATA%/Hewlett-Packard/HPOvLIC/data/LicFile.txt
- Other Windows (64bit):
  - Software is installed at:  
C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC
  - License file should be saved in  
C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC/data/LicFile.txt

Service Manager will verify the license successfully if the software and license files are in the default locations. If the software is installed in any other location, you can provide the location by using the AutoPass\_dir parameter.

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## Verified Environments

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

To access the Compatibility Matrix

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



- 4 Navigate to the applicable information.

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## Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. Service Manager 7.02 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

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## Support

You can visit the HP Software support web site at:

**<http://www.hp.com/go/hpsoftwaresupport>**

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software 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 valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

To register for an HP Passport ID, go to the following URL:

**<http://h20229.www2.hp.com/passport-registration.html>**

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