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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.21.013 / December 2010

This document provides an overview of the changes made to HP Service Manager for the 9.21.013. 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 login 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 Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

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

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## In This Version

The following areas are new or improved in Service Manager 9.21. For a list of the Change Request (CR) fixes included in this release, see [Enhancements and Fixes](#).

### Support for HP Service Request Catalog

Service Manager Version 9.21 includes support for HP Service Request Catalog 1.20. Service Request Catalog is a front-end application that gathers data from Service Manager and organizes available products and services into a catalog format. Service Request Catalog requires a Service Manager 9.21 server. Make sure you complete all installation and configuration tasks for Service Manager 9.21 before you begin to install and configure Service Request Catalog.

For more information about Service Request Catalog, see these documents that are included in the Service Manager 9.21 download package:

- Service Request Catalog 1.20 Release Notes - > Included in this document!
- Service Request Catalog 1.20 Installation and Configuration Guide
- Service Request Catalog 1.20 Compatibility Matrix
- Service Request Catalog 1.20 Third Party Open Source and Software License Agreements

## Enhancements to the JavaScript method doSelect

The JavaScript method doSelect() retrieves all table columns, however, this causes a lot of overhead for large databases with many arrays. To enable you to specify a list of fields to limit your query, Service Manager now supports a new constant, SCFILE\_READONLY, which you can provide as a parameter to the SCFILE object constructor and new method, SCFile.setFields().

### JavaScript object: SCFile Constructor

```
new SCFile( object, SCFILE_READONLY );
```

Argument	Data type	Description:
SCFILE_READONLY	Number	Causes the file object to become read-only. This constant is only supported as a second parameter, with the file name specified as the first parameter.

### JavaScript method: SCFile.setFields()

This method causes any subsequent doSelect() calls to fetch only the specified fields. If setFields has not been called on a file, all fields are selected and a “SELECT \*” is performed.

This method is supported for read-only objects. You can make an object read-only specifying the SCFILE\_READONLY argument in the SCFile constructor.

Calling setFields with no parameters will reset any previously specified fields. Any subsequent calls to doSelect() will fetch all fields (a SELECT \* will be performed).

**Important:** Do not reference fields in the object that have not been specified in the setFields method. If you reference a field in the object that has not been specified in the setFields method, the field will appear “null” whether the database has data in that column or not.

#### Syntax

```
SCFile.setFields( field-array );  
SCFile.setFields( field-string );  
SCFile.setFields( );
```

#### Arguments

The following arguments are valid for this method:

Argument	Data type	Description
field-array	Array	A JavaScript array of field name strings e.g. setFields(newArray(“contact.name”, “user.id”).
field-string	String	A string of space-separated field names e.g. setFields(“contact.nameuser.id”)

#### Return values

The method returns RC\_SUCCESS if successful and RC\_ERROR on failure. The following conditions will cause a setFields failure:

- Calling setFields on an uninitialized SCFile or a non read-only SCFile
- Calling setFields with an invalid argument type (not a string or an array of strings)

- Calling setFields with one (or more) invalid fields. (The method performs a basic validation on the field names to ensure they exist in the DBDICT.)

When the method fails, it has no effect, and the last successful call to setFields stays in effect. It issues a warning in the sm.log file.

### Limitations

- Key fields are always selected from the file (and for join files, from each underlying file) even if not explicitly specified in setFields.
- Since only basic field validation is performed in the setFields method, there are certain situations when the call can be successful (returns RC\_SUCCESS) but a "SELECT \*" is still performed. This would be the case if:
  - All specified fields exist in the DBDICT but at least one field is an alias field, a structure name or an unmapped field (which are unsupported).
  - LDAP is the primary data source for the file. (LDAP mapped fields are supported as long as LDAP is not the primary data source.)

### Example usage

This example does the following:

- Takes the prefix of a contact name and returns a list of contacts that start with the specified prefix.
- On failure, returns the message "Could not find contact."

This example requires the following sample data:

- A contacts table with some records

```
function findPrefix( prefix )
{
  var contactList = new SCFile( "contacts", SCFILE_READONLY ); //added new parameter SCFILE_READONLY
  var fields = new Array("contact.name", "user.id"); // build array of fields to be returned from DB
  var rc = contactList.setFields( fields ); // call new setFields method to identify fields to query from
  DB

  if ( rc != RC_SUCCESS )
  {
    print( "setFields() failed, will revert to SELECT * (see log for more info)" );
    return null;
  }

  var findContact = contactList.doSelect( "contact.name # \"" + prefix + "\"" );

  if ( findContact == RC_SUCCESS )
  {
    return contactList;
  }
  else
  {
    print( "Could not find contact. " + RCtoString( findContact ) );
    return null;
  }
}
```

## Updated MySM access

MySM continues to give web client users the ability to view a gallery of charts representing open interactions and incidents, and to personalize those views by customizing existing charts (or pages) and creating new pages.

- Users with Administrator rights or the MySM capability word can now access MySM through a link on the Service Manager Navigation menu, under Miscellaneous.
- The Service Manager System Administrator can add the new MySM capability word to an Operator record instead of setting MySM as a start-up page. Once an Operator record is updated with the MySM capability word, users can access MySM through the available link on the Navigation menu, under Miscellaneous.
- After a user accesses MySM for the first time, Service Manager will remember the open page and use it as a landing page the next time the user accesses MySM. Otherwise, the user will land on the MySM options page.

You must load `MySM-nav.unl` to take advantage of these changes.

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## Enhancements and Fixes

Service Manager 9.21 updates the following areas:

- [Application updates included in Service Manager 9.21](#)
- [Server updates included in Service Manager 9.21](#)
- [Web client updates included in Service Manager 9.21](#)
- [Windows client updates included in Service Manager 9.21](#)

### Application updates included in Service Manager 9.21

The following items (identified by reference number) are fixed in the current software release. These application unloads do not apply to Service Manager application versions earlier than SM9.20

SCR	Problem	Fix
QCCR1E55715	During login, Service Manager called the set module licenses function for each licensed module, which caused many jgroups messages to be broadcast to all nodes in the group.	Service Manager will only perform the set module license call once, passing an array of all licenses, and reducing jgroups communication. You must <code>QCCR1E55715_SM921.unl</code> to take advantage of these changes.
QCCR1E59904	The only way to access MySM is to have it designated as your Home Page by the administrator.	Users with Administrator rights or the MySM capability word can now access MySM through a link on the Service Manager Navigation menu, under Miscellaneous. The Service Manager System Administrator can add the new MySM capability word to an Operator record instead of setting MySM as a start-up page. Once an Operator record is updated with the MySM capability word, users can access MySM through the available link on the Navigation menu, under Miscellaneous. After a user accesses MySM for the first time, Service Manager will remember the open page and use it as a landing page the next time the user accesses MySM. Otherwise, the user will land on the MySM options page. You must load <code>MySM-nav.unl</code> to take advantage of these changes.

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## Server updates included in Service Manager 9.21

The following items (identified by reference number) are fixed in the current software release.

<b>SCR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E53200	Web services clients that used pooled persistent connections and multiple credentials intermittently received 401 Unauthorized responses.	When a new user connects through the same client IP and port, the Service Manager runtime environment will create a new session to serve the request.
QCCR1E57246	It takes a very long time to start Service Manager server as a service on Linux with Solaris when using the parameter memdebug:400.	A Service Manager process with the parameter memdebug:400 no longer checks addresses from the stack by default. This speeds up the server start time.
QCCR1E57406	Service Manager JavaScript methods doSOAPRequest and doHTTPRequest caused the Service Manager client to crash if the user specified a bad URL location for requests.	The Service Manager client does not crash if the JavaScript methods doSOAPRequest and doHTTPRequest encounter an http request error.
QCCR1E58180	The JavaScript doSelect(), retrieves the records fit to the specified query. BUT it will retrieve ALL the fields belonging to the target record. If there are many fields with data type 'structure' or 'array', the return speed will be too slow.	To enable users to specify a list of fields to limit your query, Service Manager now supports a new constant, SCFILE_READONLY, which you can provide as a parameter to the SCFILE object constructor and new method, SCFile.setFields().
QCCR1E58279	The IP based license does not work in horizontal scaling after applying Service Manager 9.20 patch 1. The non-load balancer host server will not start up due to a licensing issue on the applications server. The load balancer server does start. Error Messages: 12469( 12469) 10/19/2010 13:13:36 JRTE I License is validated locally with ipAddress NN.NNN.NN.NN 12469( 12469) 10/19/2010 13:13:36 JRTE E License is valid locally, but none of the nodes in the cluster has validated the license on host NN.NNN.NN.NN 12469( 12469) 10/19/2010 13:13:36 RTE E HP Service Manager is unable to start. Failed to initialize or attach to shared memory environment 12469( 12469) 10/19/2010 13:13:36 RTE E Failed validating license(either locally or in the cluster). Terminating the process	The IP based license now works properly.

<b>SCR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E58643	The Windows and web clients terminate when a user updates a record in the Service Catalog and it no longer matches the QBE criteria. If all active catalog items are listed via the manage catalog interface and a catalog item has been inactivated, it causes the client to terminate.	When a record is updated in the Service Catalog and it does not meet the QBE criteria anymore, the Service Manager server process will not end with a GPF error.

## Web client updates included in Service Manager 9.21

The following items (identified by reference number) are fixed in the current software release.

<b>SCR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E30914	The web client does not always display the time in the same format.	The web client now displays the date and time based on the settings in the user's operator record as stored on the server.
QCCR1E31836	The Service Manager web client failed to lock the Change Management record when you use the Calendar widget.	The web client now locks the Change Management record when you use the Calendar widget.
QCCR1E49134	Data changed event does not work for the Dropdown lists in the web client when data is entered manually.	Data changed event works for Dropdown lists in the web client when data is entered manually.
QCCR1E49697	Using Dynamic View Dependencies (DVD) for a text label causes the web client to fail to display the form. If you remove the DVD condition, the web form will then display correctly.	Web client forms display properly and DVD settings work as expected.
QCCR1E56118	Could not launch external links from the Navigator by using <code>us.launch.external</code> .	Launching external links from the Navigator by using <code>us.launch.external</code> now works correctly.
QCCR1E56503	In the Service Manager web client, a user's position on the form was lost when they performing a Fill. Specifically, if a field is located at the bottom of a large form that requires scrolling, the user must scroll to the bottom of the form after every Fill.	The page can scroll to the focused element after clicking the Fill button.
QCCR1E56636	The web client hangs and Search Incident stops working after you create a view from a list.	The web client works properly after you create a view from a list.



<b>SCR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E57082	Text fields are not immediately rendered read-only when the read-only condition is set based on a variable. You have to click the input field again, or switch the focus to another field, or press ENTER.	When a read-only condition in a variable evaluates to true, the text field should now be immediately disabled.

## Windows client updates included in Service Manager 9.21

The following items (identified by reference number) are fixed in the current software release.

<b>SCR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E53959	When using the Windows client, a View that uses grouping displayed in a Queue or from a search may display the same record multiple times within the same group. Additionally, when the issue is seen, the record count is incorrect.	Each record is displayed only once in a list, and the record count is correct.
QCCR1E54930	Exporting to Excel does not work when you run Service Manager from a shared network drive. You get the following error message: "Can't Generate Excel." This happened because exporting to Excel required write access to the folders where Service Manager is installed.	User can export to Excel in a local folder when running Service Manager installed on a remote shared folder.
QCCR1E57001	The Calendar widget may fill in the time differently than the time you get when using the F9 key to fill in a date/time field.	Both the Calendar widget and the F9 key now fill the time the same way, based on the user's operator record as stored on the server.

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## Known Problems, Limitations, and Workarounds

This software release has the following known issues. To read the Knowledge documents associated with these issues, you can visit HP Software Support Online at the following link and reference the Document ID numbers associated with each issue:

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

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

<b>Document ID</b>	<b>Known Issue</b>	<b>Workaround</b>
KM904467	Scroll bars do not appear on chart components when vertical space is too limited to display the chart. However, when this is done, the charts are so tiny that even with scroll bars the charts would be difficult to use.	Resize the charts so they are useable.

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## Installation Notes

Extract the compressed files included in the release media to get the installation files for this release. More instructions for installing Service Manager 9.21 are documented in the SM9.21.013\_readme.txt file included with this release.

### Application Unloads

In addition to the installation, this release comes with optional application unloads. When you run the installer, it will add the unload files to your

[SM Root]\platform\_unloads ([SM Root]/platform\_unloads) directory.

In order to take advantage of the all server changes, you will need to load the following application unload files:

- QCCR1E55715\_SM921.un1, which includes application changes to reduce jgroups traffic on login.
- MySM-nav.un1, which includes application changes to improve access to MySM.

#### To load an unload file:

- 1 Make sure the Windows client is configured for a server side load/unload.
  - a) From the Windows client, go to **Window > Preferences > HP Service Manager**.
  - b) Unselect **Client side load/unload** if it 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**.

## Service Manager 9.21 Performance best practices

This section outlines a series of changes that improve performance or scalability of SM 9.21. Many of these changes are focused on database layer. These changes are recommended for all customers, and strongly recommended for any customer implementing SRC 1.20. In addition to these recommended changes, there are several required database changes for HP Service Request Catalog 1.20, included in the next section.

### Bypass Inbox creation

This change improves login times for non-GUI (web services) users. It should be made by anyone using Web Services.

To bypass the creation of inboxes for non-GUI users:

- 1 Open Database Manager and search for **globallists**.
- 2 Search globallist for **inboxes**.
- 3 Create an unload/backup copy of the globallist record: List Name: inboxes.
- 4 Delete the globallist record.
- 5 Open Format Control and search for **login.DEFAULT**.
- 6 Select **Subroutines**.
- 7 Type **apm.build.inbox.list** in the Application field.
- 8 Set the condition for Before to **true**.
- 9 Set the condition for Add to **gui()**.
- 10 Save the changes.

### Changes to the SM.ini file

To prevent premature session timeout, add these lines to `sm.ini`:

```
webservices_sessiontimeout:240
sessiontimeout:240
```

To improve Web Services performance overall, add this line to `sm.ini`:

```
dbcachequery:extaccess
```

If many users are dealing with attachments or large responses, consider adding these lines to `sm.ini`:

```
JVMOption0:-Xms512M
JVMOption1:-Xmx512M
```

### Changes to the Approval Index

This change improves query response. It should be made by any customers implementing SRC 1.20.

To update the Approval index:

- 1 Open the DBDICT utility and search for **Approval**.
- 2 Click **Keys**.
- 3 Click **New Field/Key**.
- 4 Select the Type **Nulls & Duplicates**.
- 5 Under **Fields**, enter **approvals.record**.
- 6 Click **Add**.
- 7 Click **Keys**.

- 8 Click **New Field/Key**.
- 9 Select the Type **No Nulls**.
- 10 Under **Fields**, enter **approval.status**.
- 11 Click **Add** and then click **OK**.
- 12 Update table statistics in Oracle.

## Changes to Format Control

This change improves the performance of many Web Service calls. This change should be made by any customer using Web Services.

Make these changes in order to speed up web service requests involving incidents or interactions.

- 1 Open the Format Control utility. (Enter '**fc**' at the Service Manager command line.)
- 2 Search for the Name 'incidents'.
- 3 Select the 'Calculations' button.
- 4 Near the top of the list, find the calculation '\$L.void=jscall("context.ResetForFields", \$file)'  
**Note:** If condition in the Initial column is set to '**false**', then the Format Control expression is disabled, and this recommendation does not apply.
- 5 Change the condition in the Initial column from '**true**' to '**gui()**'
- 6 Repeat these steps for the probsummary Format Control entry.

## Required DBDICT changes for HP Service Request Catalog 1.20

This series of changes eliminates the problem of LOB data types causing full table scans. This improves SQL query performance, particularly on Oracle. These changes are useful for all customers but are required for customers implementing SRC 1.20.

- Remap the `current.pending.groups` field in the Approval file to an Array table
- Remap the `parent.tree` field in the capability file to an Array table
- Remap the `access.list` field in the svcCatalog file to an Array table

The Service Manager server is unable to fully translate Service Manager queries to the SQL server when fields appearing in the query are mapped to LOB type fields.

**Important:** You must make the following changes to the files listed above to prevent inefficient scans by the Service Manager server when carrying out queries against those files which reference the indicated fields.

**Note:** If you have already mapped any repeating group in one of the tables to an Array table, you will already have an Array table with an A1 alias. In this case, use a different alias, such as A2, and append that alias value to the base table name to form the table name for the Array table. For example, the detailed instructions below for the Approval table assume you do not already have an Array table for the Approval file. If you already have an A1 table, use alias A2 and name the table APPROVALA2 instead.

### Remap the `current.pending.groups` array from a CLOB/TEXT field to an Array table

**Note:** Use the `dbdict` utility, not the system definition utility or the `sql` mapping utility.

**To edit the `dbdict` for the Approval file:**

- 1 In the Fields pane, scroll down to and double-click on the `current.pending.groups` array definition line.

- 2 Click the **edit** field.
- 3 Set SQLTable to **a1**.
- 4 Click **Next**. You should be positioned on the dbdict entry for the current.pending.groups **character** field.
- 5 Set SQLTable to **a1**.
- 6 Change the SQL type from CLOB to **VARCHAR(60)** and click **OK**.
- 7 Select the SQL Tables tab and add a new line with alias, name, and type of **a1 APPROVALA1 oracle10**, or the appropriate RDBMS.
- 8 Click **OK**. A pop-up dialog displays with the DDL to create the new table.

**Important:** Do *not* modify the displayed DDL.

- 9 Copy the displayed DDL to the clipboard for future reference.
- 10 Click the **User Alters** button. Do *not* click the SM Alters button.
- 11 Click OK on the main dbdict window to update the dbdict.

**Note:** After you have clicked on "User Alters:"

Service Manager will display a warning dialog, stating that you must now alter the database using the DDL which was just displayed.

However, Service Manager also tries to modify the database directly, using the DDL which was displayed. If it succeeds, nothing further is required.

The operation will succeed, provided that the "sqllogin" account information in the Service Manager **sm.ini** file is for a database user with the necessary rights to issue CREATE TABLE and CREATE INDEX operations.

If the "sqllogin" account information in the Service Manager **sm.ini** file is not for a database user with the necessary rights to issue CREATE TABLE and CREATE INDEX operations, the operation will fail, and the DDL which you copied to the clipboard must be executed against the Service manager database schema by an appropriately authorized user.

- 12 Verify that Service Manager succeeded in creating the new table and index by examining the Service Manager database in your RDBMS to see if the new **APPROVALA1** table was created.
- 13 Note whether or not any SQL error messages are displayed.
- 14 Use Oracle sql developer or another database management tool to verify that the **APPROVALA1** table was created.

## Remap the parent.tree field in the capability file to an Array table

**Note:** Use the dbdict utility, not the system definition utility or the sql mapping utility.

**To edit the capability file to an Array table:**

- 1 Select the **parent.tree** type array.
- 2 Click the **edit** field.
- 3 Set SQLTable to **a1**.
- 4 Click **Next**. You should be on the **parent.tree** type character.

- 5 Change the SQL type to **VARCHAR(50)**.
- 6 Change SQLTable to **a1** and click **OK**.
- 7 Go to SQLTables.
- 8 Add **a1 CAPABILITYA1 oracle10**, or the appropriate RDBMS.
- 9 Click **OK**. A pop-up dialog displays with the DDL to create the new table.

**Important:** Do *not* modify the displayed DDL.

- 10 Copy the displayed DDL to the clipboard for future reference.
- 11 Click the **User Alters** button. Do *not* click the SM Alters button.
- 12 Click OK on the main dbdict window to update the dbdict.

**Note:** After you have clicked on "User Alters:"

Service Manager will display a warning dialog, stating that you must now alter the database using the DDL which was just displayed.

However, Service Manager also tries to modify the database directly, using the DDL which was displayed. If it succeeds, nothing further is required.

The operation will succeed, provided that the "sqllogin" account information in the Service Manager **sm.ini** file is for a database user with the necessary rights to issue CREATE TABLE and CREATE INDEX operations.

If the "sqllogin" account information in the Service Manager **sm.ini** file is not for a database user with the necessary rights to issue CREATE TABLE and CREATE INDEX operations, the operation will fail, and the DDL which you copied to the clipboard must be executed against the Service manager database schema by an appropriately authorized user.

- 13 Verify that Service Manager succeeded in creating the new table and index by examining the Service Manager database in your RDBMS to see if the new **CAPABILITYA1** table was created.
- 14 Note whether or not any SQL error messages are displayed.
- 15 Use Oracle sql developer or another database management tool to verify that the **CAPABILITYA1** table was created.

## Remap the acces.list field in the svcCatalog file to an Array table

**Note:** Use the dbdict utility, not the system definition utility or the sql mapping utility.

**To edit the svcCatalog file to an Array table:**

- 1 Select the **access.list** type array.
- 2 Click the **edit** field.
- 3 Set SQLTable to **a2**.
- 4 Click **Next**. You should be on the **access.list** type character.
- 5 Change the SQL type to **VARCHAR(50)**.
- 6 Change SQLTable to **a2** and click **OK**.
- 7 Go to SQLTables.

- 8 Add **a2 SVCCATALOGA2 oracle10**, or the appropriate RDBMS.
- 9 Click **OK**. A pop-up dialog displays with the DDL to create the new table.

**Important:** Do *not* modify the displayed DDL.

- 10 Copy the displayed DDL to the clipboard for future reference.
- 11 Click the **User Alters** button. Do *not* click the SM Alters button.
- 12 Click OK on the main dbdict window to update the dbdict.

**Note:** After you have clicked on "User Alters:"

Service Manager will display a warning dialog, stating that you must now alter the database using the DDL which was just displayed.

However, Service Manager also tries to modify the database directly, using the DDL which was displayed. If it succeeds, nothing further is required.

The operation will succeed, provided that the "sqllogin" account information in the Service Manager **sm.ini** file is for a database user with the necessary rights to issue CREATE TABLE and CREATE INDEX operations.

If the "sqllogin" account information in the Service Manager **sm.ini** file is not for a database user with the necessary rights to issue CREATE TABLE and CREATE INDEX operations, the operation will fail, and the DDL which you copied to the clipboard must be executed against the Service manager database schema by an appropriately authorized user.

- 13 Verify that Service Manager succeeded in creating the new table and index by examining the Service Manager database in your RDBMS to see if the new **SVCCATALOGA2** table was created.
- 14 Note whether or not any SQL error messages are displayed.
- 15 Use Oracle sql developer or another database management tool to verify that the **SVCCATALOGA2** table was created.

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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:

- 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.



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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 9.21 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:

[www.hp.com/go/hpsoftwaresupport](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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# HP Service Request Catalog

For the Windows® operating system

Software Version: 1.20

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## Release Notes

Document Release Date: December 2010

Software Release Date: December 2010



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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

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

This site requires that you register for an HP Passport and log on. 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 on 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.

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Visit the HP Software Support Online 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 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 web 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
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## Service Request Catalog Release Notes

This document is an overview of the Service Request Catalog (SRC) release. It contains important information that is not included in books or Help. You can find information about the following in this document:

[Installation Requirements](#)

[Known Problems](#)

[Documentation Errata](#)

[Localization and Globalization](#)

[Trademarks and Acknowledgments](#)

### What's New in This Release?

Service Request Catalog is a front end applicationService Manager v7.11. It enables you to request products and services, monitor your requests and approvals. The Service Manager backend processing of the request and approval are transparent to the user. The following table describes the primary features in the Service Request Catalog application.

Feature	Description
User Interface	A contemporary design with tabs for Dashboard, Account, Services, and Support. Each tab is a landing page with information about using that service or feature.
Request detail	View and update request detail for submitted requests.
Attachments	Attach documents to requests or view attachments to item descriptions.
Localization	The application is localized in French, Italian, German, Spanish, Brazilian Portuguese, Dutch, Simplified Chinese, Japanese. Language Builder enables you to localize the interface in other languages.
Transparent cache refresh	The server data is refreshed at configurable intervals.
History	View a complete history of requests and approvals.
Notifications	The user receives e-mail notifications when the status of a request changes.
Shortcut links	Create shortcuts and bookmarks to frequently visited locations.
Graceful error handling	Meaningful error messages with suggested actions to help you resolve the problem.
Currency support	Accurate representation of currency symbols. Values



## Release Notes

### Service Request Catalog Release Notes

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Feature	Description
	converted into the user's preferred currency.
Request for another	Request items and services for another employee or department.
Request resubmission	Resubmit pending or rejected requests, or requests with unavailable items.
Dynamic package pricing	As you select or delete optional items, the price reflects the changes accurately.

## Localization Information

The complete Service Request Catalog release of version 1.20 occurs in two stages. The initial release is English only. There is a subsequent release that contains all language packs, localized Help system and user interface text for deployment in a multi-national environment. If your installation is not English, the subsequent release will enable you to complete any locale-dependent configuration. For more information, contact your HP Sales Representative.

## HP Software Products Integration

Service Request Catalog requires Service Manager v9.21. Service Manager communicates with Service Request Catalog through a web service to provide catalog data and process requests. Service Manager 9.21 should be installed on a server running a supported version of Microsoft® Windows® Server 2008.

## Installation Requirements

Installation requirements, as well as instructions for installing Service Request Catalog, are documented in the Service Request Catalog Installation Guide.

The Service Request Catalog Installation Guide is included in the bundle of delivered software.

## Hardware and Software Requirements

Before installing Service Request Catalog, make sure that your system meets the following minimum requirements.

### Operating System

- Windows® Server 2008

### Software

- Adobe™ Flash Player v10.1 or a later release
- Sun Java™ JDK v6 Upd.23 (32-bit) or a later release
- Apache® Tomcat® 6.0.x  
**Note:** You can use an existing instance of Tomcat 6.0.x, or install a new Tomcat server.
- Microsoft® Internet Explorer v7 or a later release
- (Optional) If you plan to generate language packs, Language Builder requires InstallJammer 1.2.13 or a later release.

### Disk Space

- A Web server with 4 GB RAM
- An application server with 4 GB RAM

## Installation Notes

Before you begin the installation, make sure that you review the HP Service Request Catalog Installation and Configuration Guide. The installation package is a folder of artifacts that you use during installation.

### Software artifacts:

- The src-1.20.war file contains the Service Request Catalog application interface and functionality.
- svcCatalogAPI\_9.21 contains the components that connect Service Request Catalog to Service Manager through a web service.
- encryptor-1.20.zip is a lightweight encryption tool that helps you encrypt administrator passwords.

## Release Notes

### Installation Requirements

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#### **Documentation:**

The HP Service Request Catalog Installation and Configuration Guide contains directions to install these components.

## Known Problems

Currently, there is a limitation that the application sever saves items application server memory cache. If you restart the server, the saved items are lost.

The following defects are referenced by their Quality Center Change Request (QCCR) number.

## Service Request Catalog Issues

These defects are Service Request Catalog problems.

### **User Role Privileges. Error when valid user makes a request. (QCCR1M812)**

A user with the required capability assigned cannot make a departmental request if the item has a specific open subscription change connector associated with it. For example, a department requestor may not be able to request an item if they are not associated with the department.

**Workaround:** The item can only have the open request connector association to make a departmental request.

### **Functionality: The price appears in the wrong location. (QCCR1M935)**

The total correct price appears in the line item section of the screen instead of in the request summary area.

**Workaround:** Look for the the correct price next to the line item..

### **Functionality: Missing comments. (QCCR1M936)**

Unless the request is in a final stage (approved/rejected), approvers are not able to see the initial submitter comments the resubmission comments.

**Workaround:** None.

### **Functionality: Inaccurate price changes. (QCCR1M939)**

In Resubmit mode, checking and clearing a checkbox causes inaccurate changes to the total price of the request.

**Workaround:** None.

## Service Manager Issues

These defects are Service Manager problems.

### **Service Manager: Item option errors in the item cost. (QCCR1M923)**

When the cost of an item option is updated, the option.cost field does not update properly. If the item options are corrupt, the item options do not appear. If there are mandatory options, the item submission fails. For complete information, see the Service Manager defect QCCR1E59721.

**Workaround:** None.

### **Service Manager: Null Pointer Error generated. (QCCR1M925)**

A null pointer error occurs when the Service Manager server returns minimum and maximum values as string type instead of date type. For more information, see QCCR1E59720.

**Workaround:** None.

## Documentation Errata

The following information is missing:

**Location:** Service Request Catalog Installation and Configuration Guide.

**Best Practices:** If you are a Service Request Catalog user, make sure that the Service Manager server is running before you log in to the Service Request Catalog application. The server must be available to download and cache the catalog data.

## Localization and Globalization

Localization is the process by which software applications are adapted to suit a specific local market or *locale*. Globalization is the process of designing products or services for the global marketplace so that they can be sold anywhere in the world with only minor revision.

**Important:** The complete Service Request Catalog release of version 1.20 occurs in two stages. The initial release is English only. There is a subsequent release that contains all language packs, localized Help system and user interface text for deployment in a multi-national environment. If your installation is not English, the subsequent release will enable you to complete any locale-dependent configuration. For more information, contact your HP Sales Representative.

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