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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.21.216 Patch 4 / December 2011

This document provides an overview of the changes made to HP Service Manager for 9.21.216 Patch 4. 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:  
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## In This Version

Service Manager Version 9.21, build XXX patch 4 (SM 9.21p4) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the defects and enhancements for each release included in this cumulative patch.

Service Manager 9.21 patch 4 updates the following areas:

- [Enhancements](#)
- [Windows client updates](#)
- [Web client updates](#)
- [Server updates](#)
- [Application updates](#)
- [Documentation changes](#)

### Enhancements

The following enhancements are included in the current software release.

Global ID	Module	Problem	Solution
QCCR1E64278	Web client	Service Manager does not enable you to block executable files from being submitted as attachments.	<p>To prevent potentially dangerous executable files from being submitted as attachments, Service Manager now provides support for blocking certain types of attachments submitted through the Windows and web clients, as well as through web services, based on a pre-defined list of blocked file extensions.</p> <p>When users attempt to attach a file whose extension is in the list of blocked file extensions to a record, the clients disallow attaching the file and display an error message; when a web service transaction submits or retrieves a file as an attachment whose extension is included in this list, the server appends ".UNSAFE" to the submitted or retrieved file name.</p> <p>To take advantage of this enhancement, you must install all of the following:</p> <ul style="list-style-type: none"> <li>• The Windows client update for this release (QCCR1E64285)</li> <li>• The Web client update for this release (QCCR1E64278)</li> <li>• The server update for this release (QCCR1E64290), including the supporting application unload file, QCCR1E67610_SM921p4.unl.</li> </ul> <p>For more information see <a href="#">Additions to the Documentation</a>.</p>
QCCR1E64285	Windows client		
QCCR1E64290	Server		
QCCR1E67610	Applications		
QCCR1E54726	Server	Modify Login/Module license tracking in Horizontal Scaling to improve log-in performance and reduce jgroups traffic.	Redesigned license tracking in Service Manager horizontally-scaled environments to reduce synchronous jgroups communication.
QCCR1E62170	Documentation	The Service Manager Web tier failed to connect to the server when deployed on WebSphere (WAS) 6.1.	<p>Users should follow the correct steps to deploy the Service Manager web tier on WAS 6.1.</p> <p>For more information, see <a href="#">Additions to the Documentation</a>.</p>

Global ID	Module	Problem	Solution
QCCR1E65574	Documentation	<p>The msglog:1 is not included in the Service Manager Help Server. This parameter has to be added in the sm.ini file in order to have the errors coming from the Web Client written into the sm.log file. Without this parameter, no error is written in the sm.log file.</p> <p>So the documentation needs to be updated with that parameter and with its explanations.</p>	<p>Special parameter "msglog" is already documented in the Service Manager 9.2x Help Server.</p> <p>Added the following note to the parameter description:</p> <p><b>Note:</b> If not explicitly specified (either in sm.ini or in the server's OS command prompt), this parameter is disabled.</p> <p>For the updated parameter description, see <a href="#">Additions to the Documentation</a>.</p>
QCCR1E67744	Documentation	<p>The Service Manager documentation does not state that when integrating other applications with Service Manager through web services, array data should be broken into multi elements by separator "\r". Failure to do so could cause problems. For example, even if a configuration item (CI) is not changed, Service Manager always updates a change request, since the CI is stored in the Service Manager database as utf-8 while in UCMDB it is encoded as base64.</p>	<p>Provided information on how to prepare array data when integrating other applications with Service Manager through web services.</p> <p>For more information see <a href="#">Additions to the documentation</a></p>

## Web client updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E54269	Web client hover form has a scroll bar, but it cannot be used because the hover form moves away from the mouse.	The web client hover form will remain fixed and visible so that the scroll bar can be used.
QCCR1E55847	Fields on the userrole.g form are not sized correctly in the web client.	Changed the form style to properly accommodate the fields.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E61753	Inconsistent behavior with the cursor.field.contents() functionality between the Windows and Web clients: If the reference from a table points to one line of an array, it will get all array values in the Web client while get only the value of that line in the Windows client.	In the Web client, the cursor.field.contents() function now has the same behavior as the Windows client: If the reference from a table points to one line of an array, only the value of that line is referenced.
QCCR1E61860	When Trusted Sign-On is enabled, the web client will always display in English even when passing in the lang=<lang> parameter, for example, index.do?lang=de.	Language preference works normally when Trusted Sign-On is enabled for web clients.
QCCR1E61919	After an upgrade, the Comfill fields retain the previously-selected value when a user clicks Fill.	The Comfill fields no longer retain the previously-selected value when a user clicks Fill.
QCCR1E62042	When using MySM and WebSphere 6.1, the user was redirected to goodbye.jsp and could not access the Web tier.	MySM works properly in WebSphere 6.1.
QCCR1E62847	When viewing a form (svcCat.Display.item) from "Order from Catalog" in Service Catalog, a multi-line text box does not align correctly in the web client.	The dynamic form is now rendered as a two-column 50/50 split layout: The multi-line text box spans two columns if the label is empty, while gets only half of the widget width if the label is not empty.
QCCR1E63395	The "Quick Close" and "Submit" buttons are not displayed when a user opens an Employee Self Service (ESS) interaction for the first time with category RFA.	The "Quick Close" and "Submit" buttons are now displayed, as expected, when a user opens an ESS interaction for the first time with category RFA.
QCCR1E63974	Web Tier page display leaves the mouse pointer in a loading state (hour glass or spinning wheel, depending on the browser) until the mouse is moved. This causes users to think the list is still loading when it is not.	The mouse pointer returns to the normal arrow, when the record set or page data is done loading.
QCCR1E64121	Closing the Print window causes the web client to hang.	Closing the Print window in the web client now returns the user to the record as expected.
QCCR1E64480	Pressing the left arrow key returns the cursor to the last position of the field.	Pressing the arrow key now moves the cursor to the expected position.
QCCR1E64537	Read-only fields are displayed in gray text instead of black text when running a Web client with Internet Explorer versions 7 and 8. Here is an example scenario: 1 Log in to the Windows client as a system administrator. 2 In Format Control, open record	Read-only fields are displayed in black text with a gray background.

Global ID	Problem	Solution
	<p>"IM.update.incident".</p> <ol style="list-style-type: none"> <li>3 On the Calculations tab, add a new row with the following values: <ul style="list-style-type: none"> <li>initial: true</li> <li>calculation: \$atx.readonly.field=true</li> </ul> </li> <li>4 In Forms Designer, open the IM.update.incident form in Design mode.</li> <li>5 On field "action" (label: Description), add this read-only condition: [\$atx.readonly.field]=true</li> <li>6 Open the web client in Internet Explorer 7 or 8, and log in to the web client as a system administrator.</li> <li>7 Search and open an incident record with a read-only Description field. The Description field is displayed in grey text with a light gray background.</li> </ol>	
QCCR1E64634	In the Web client, "Print Page" does not work properly for fields with a visible condition. These fields do not display in the print form when "Print Page" is clicked.	Printing a page correctly displays fields with a visible condition.
QCCR1E64720	The web client does not always prevent a user from performing a Fill against a read-only field. If the cursor defaults to a read-only field when rendering or displaying a record, the web client will allow a Fill if it is the first action performed on the screen.	Fixed a problem in the web client that enabled users to fill read-only fields in some circumstances.
QCCR1E65031	Print of a cm3r record may include fields with a Dynamic View Dependency (DVD) visible condition evaluating as false.	Print of a cm3r record which includes a DVD-visible condition will display correctly.
QCCR1E65123	When performing routine tasks in the web client, the user can be unexpectedly logged out.	The web client has been corrected to protect necessary session information to ensure the session is not terminated unexpectedly.
QCCR1E65148	Text area fields with the read-only condition are not made editable dynamically in Firefox.	For all supported browsers, text areas correctly toggle between read-only and editable, based on Dynamic View Dependency (DVD) conditions.
QCCR1E65315	When attempting to clear out the contents of a field that has a hover form configured and the delete key or backspace is pressed, the hover form may	When users clear the contents of a field that has a hover form, the hover form no longer gets stuck.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
	get "stuck" and not go away. It then continues to display on the main ticket form and also on other forms, such as when filling in categorization values.	
QCCR1E65374	Using direct URL access to a specified incident does not work.	Using direct URL access to a web page will open up the form with the specified Incident values filled in.
QCCR1E65461	Following upgrade of the Web tier from 7.11.281 to 9.21.113, attempts to access the Web tier via URLs generated from Service Manager 9.21.113 fail as hacking attempts. On reverting back to Service Manager 7.11.281, Web tier access via URLs is restored.	Attempts to access the Web tier via URLs generated from Service Manager 9.21.113 are successful.
QCCR1E65736	Web client sometimes fails to display the toolbar.	Page is properly loaded only after all required content is available. The toolbar now works fine.
QCCR1E65883	When a user connects to Service Manager through Trusted Sign-on (TSO) and the maximum number of concurrent logins is exceeded, there is no message sent to the user.	When a user logs in through TSO and the maximum number of concurrent logins is exceeded, the following message is displayed: "Login failed. Maximum active logins for this user exceeded."
QCCR1E66005	MySM page receives the following message, "The page cannot be displayed," in every small window using SSL configuration via Cisco ACE NLB.	Changed the way MySM URLs are constructed to maintain protocol/host/port of the original request. This enables the pages to be displayed when using SSL configuration via Cisco ACE NLB.
QCCR1E66617	After adding a line item to a new catalog item, the add dependency command link is missing.	After adding a line item to a new catalog item, the add dependency command link displays.
QCCR1E66835	Need an option to disable the log-in button in the Web tier after an operator clicks it one time. This will prevent issues when users get the message that they have reached the maximum number of sessions because they have clicked the log-in button multiple times.	The log-in button is disabled when the log-in form is submitted by either clicking the button or pressing the enter key while the cursor is blinking in one of the input fields.
QCCR1E67006	The Web tier infinitely sends the getLanguages SOAP request to the Service Manager server after the session is timed out in a particular environment, which causes the Service Manager server to stop responding.	The user will be re-directed to the log-in page if the session times out. In some environments, this may re-direct to the log-out page instead.
QCCR1E67134	When a Format Control validation fails on a field that is inside a collapsed group, the focus does not jump to that field.	A group that contains a focused field is automatically expanded to show this field.
QCCR1E67433	The Spell Checker of HTML Editor	The Spell Checker of HTML Editor now opens



Global ID	Problem	Solution
	widget does not open when the user clicks the "Check Spelling" button.	when the user clicks the button.
QCCR1E67494	When there are two notebook tabs and the second one contains a Comfill field in a table column, the value of the Comfill column cannot be saved if the focus is moved to the first tab before saving.	Value of the Comfill widget in a table can be saved when the focus is changed.
QCCR1E67758	<p>When searching for changes on Service Manager (SM) 9.21, fill-enabled data on the comfill object for fields like category and subcategory that are select only cannot be deleted on the web client. This problem started to occur when upgrading to SM 9.21 patch 3 of the web client. Web client patches 1 and 2 did not have this problem.</p> <p>If the user uses the fill option, chooses a value, and then realizes the chosen value was incorrect, highlighting the contents of the field to try to remove the value does not work. Pressing the backspace or delete keys does not work either.</p>	Users can remove the value even when the combo box is select only.
QCCR1E67795	The record list sometimes fails to display in List Detail mode.	The record list always displays in List Detail mode.
QCCR1E68021	<p>In the web client, Boolean values are set in one notebook tab and are not saved when focus is moved to another notebook tab.</p> <p><b>Note:</b> This notebook tab is part of a subgroup under a group.</p>	Boolean values are saved properly in the notebook tab when focus is moved to another notebook tab.
QCCR1E68516	JavaScript files remain cached in user's browser, even when the user updates the web application.	<p>Changed the default max-age value of 'Cache-Control' property of 'cacheFilter' bean from 1296000 seconds to 28800 seconds to avoid some cache-caused issues.</p> <p><b>Important:</b> Web user's browser cache will not automatically get refreshed after this value is changed and the web application server is restarted. For this reason, web users may have to manually clear their browser cache before logging in to the updated web client, as the user's cache may contain outdated web resources that are not expired based on the old max-age value.</p>
QCCR1E68704	The hover form in Service Manager 9.21 P3 HF2 caused serious browser lockups and issues when it was used on an array field. Symptoms included delays in the	The pop-up displays in a timely manner without an audible clicking noise.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
	pop-up being displayed, accompanied by an audible clicking noise.	
QCCR1E69005	Selecting a record in a recordlist caused the whole recordlist to refresh, which caused a performance issue.	When a record is selected in a recordlist, the recordlist is not automatically refreshed.
QCCR1E69216	The web browser hangs after navigating between queues. Often users will get the following message: "Internet Explorer Cannot display the web page." Users need to delete temporary files and cookies, and then restart Internet Explorer to get to a log-in page.	The web client no longer produces errors or hangs when users navigate between queues.
QCCR1E69476	In the web client, in the Approval Log section of Change Management, the comments column does not display input values after the first row.	The comments column can display input values after the first row in the Approval Log section.
QCCR1E69488	Multiple users are simultaneously disconnected from the Service Manager (SM) web client, and then directed to the "login again" page (session timeout). This creates multiple sessions, which are seen connecting back to SM although users have not logged in but instead left the browser on the "login again" screen.	Multiple sessions are no longer created for clients when there are log-in problems.
QCCR1E69868	On a search screen, if the user adds a Comfill whose value is "masked" using a value-display list and then selects a value and searches on it, no results are returned. The root cause is that the web tier sends the display value to the background, and saves this display value to the database.	Fixed the issue by sending the correct data (the value list value) to the background so that the correct records are returned.
QCCR1E69969	The Service Manager Tomcat instance has a large and increasing number of HTTP connections. Java monitoring data indicates that Service Manager creates over 500 HTTP connections. The Service Manager Web Tier thread dumps indicate that numerous threads are in a state of BLOCKED while waiting to acquire a monitor lock.	Concurrency handling has been improved to avoid numerous threads being blocked during long-running queries.

## Windows client updates

The following item (identified by reference number) is fixed in the current software release.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E49051	The HTML Editor spell check replaces back slash with a square when correcting misspelled words.	The HTML Editor spell check will now handle the backslash character correctly, and not remove backslashes from the text.
QCCR1E60369	The Windows client crashes due to a memory leak when users view forms that contain a large number of Dynamic View Dependency (DVD) fields.	The memory will be released, which will alleviate the errors that caused the crash.
QCCR1E60834	After performing a binary upgrade on a Service Manager 7.02 system and bringing the system to Service Manager 9.20 patch level 1, a chart that was selected did not show the record list as expected. Instead, the Advanced search form was displayed.	The record list is shown after selecting a chart.

## Server updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E31923	<p>Client thread crashes when the data length exceeds the size defined in the database.</p> <p>The following is an example:</p> <ol style="list-style-type: none"><li>1 Log in as a system administrator.</li><li>2 Type "contacts" in the Service Manager command line, and then press Enter.</li><li>3 Click <b>Search</b>.</li><li>4 Take, for example, the first result: "BROWN, NICHOLAS".</li><li>5 In the Contact Name field, change "BROWN, NICHOLAS" to "BROWN, PPPP...", which contains, for example, 350 instances of letter P.</li><li>6 Click <b>Save</b></li></ol> <p>An error message like this occurs:</p> <pre>"Length (226 bytes) of data for field contact.name in contacts exceeds max (140 bytes), truncated (se.base.method,update.record) " .</pre> <ol style="list-style-type: none"><li>7 Click <b>OK</b>.</li><li>8 Log off, and then log back in as a system administrator.</li><li>9 Type "contacts" in the command line, and then press Enter.</li><li>10 Click <b>Search</b>.</li></ol> <p>The error message "Panne SOAP: An exception was raised in native code : error Win32 EH Exception: 0XC0000005. Client terminated." appears and the client session ends.</p>	<p>When the data length exceeds the size defined in the database, the data truncation error message will still occur as expected, however the client will no longer crash.</p>

Global ID	Problem	Solution
QCCR1E32397	<p>During table creation, specified table space parameters are not honored.</p> <ol style="list-style-type: none"> <li>1 Start Service Manager in single-user mode.</li> <li>2 Go to <b>Tailoring &gt; SQL Utilities &gt; Move Files from SQL to SQL</b>.</li> <li>3 On the <b>Basic Options</b> tab, in the "File to convert", select <b>SYSATTACHMENTS</b>.</li> <li>4 On the <b>Advanced Options</b> tab, set the new table space "SM7_ATTACHMENTS" in the following: <ul style="list-style-type: none"> <li>— Table Space Name</li> <li>— Index Space Name</li> <li>— Lob Table Space Name</li> <li>— Lob Index Space Name</li> </ul> </li> <li>5 In the Final Objective section, select <b>Move Data</b>.</li> <li>6 Click <b>Proceed</b>.</li> </ol>	<p>During table creation, specified table space parameters will now be honored.</p>
QCCR1E49322	<p>When using the dbdict utility to rename the SQL name of a field, it fails if the current SQL name is a reserved word in the database.</p>	<p>The column names in the generated statement are enclosed between double quotes, which allows the SQL name of a field to become a reserved word.</p>
QCCR1E57650	<p>When trying to modify the unique key of the <code>contacts</code> table, Service Manager displays errors.</p>	<p>When trying to modify the unique key of a table with array tables or m2 table, a full-table copy will now be invoked.</p>
QCCR1E58163	<p>Service Manager (SM) background processes defined in the <code>sm.cfg</code> fail to start if their log path contains spaces.</p>	<p>SM background processes defined in the <code>sm.cfg</code> file now start successfully even if their log path contains spaces.</p>
QCCR1E58648	<p>When Service Manager acts as a web service client, the <code>doSoapRequest</code> methods may time out and generate error messages that are not easily understood in the server log file (<code>sm.log</code>).</p>	<p>Error or informational messages that are generated in the log as the result of a timeout when performing a <code>doSoapRequest</code> now indicate that a timeout has occurred.</p>

Global ID	Problem	Solution
QCCR1E60543	<p>Trying to update a column in a table of the type RAW(255) to any larger size fails with the following error message :</p> <p>An error occurred while attempting to update a record (record.update,start)</p> <pre>file:(dbdict) key:(name=slo) (record.update,start)</pre> <p>Changing SQL data type from 'RAW(255)' to 'RAW(500)' for column 'CONDITION' in table 'SLOM1' is not supported. Update cancelled. (record.update,start)</p>	For Oracle RDBMS, added support for widening the RAW data type to the maximum size (2000).
QCCR1E62273	After removing a record from a To Do record list and then selecting a subsequent record, Service Manager (SM) displays a different record than the record selected.	Service Manager refreshes the To Do queue correctly after closing a ticket from the To Do queue.
QCCR1E62546	Querying the Incident REST WS returns an HTTP error 500 along with a stack trace if no Incidents are found that match the query.	When querying the Incident REST WS and no entries are found which match the query, an empty list is returned to the caller.
QCCR1E63830	When the user is searching for and viewing certain Knowledge Management (KM) documents, the system generates soap errors which disconnect the Service Manager client, and a WIN32 exception or a Signal 11 occurs in the server log.	When the user is searching for and viewing KM documents, the WIN32 errors no longer occur.
QCCR1E64802	<p>With the following conditions in Service Manager:</p> <ul style="list-style-type: none"> <li>• There is a record, to which another record is linked via relatedObjectMap.</li> <li>• There is an inbox on the base record. This displays the primary key from the second table in the inbox for the first.</li> <li>• The primary keys of the two tables are named identically (for example, both are "id").</li> </ul> <p>When you double-click a record in the inbox list and save it, the primary key of the first table is corrupted, so it contains the primary key of the second record.</p>	Fixed the code so that the table name is added as a prefix to the fields that are not coming from the first table. This will ensure that the primary key of the first table will not be corrupted.

Global ID	Problem	Solution
QCCR1E64858	After deleting a record, the wrong interaction record displays after a user clicks a new record with a higher record ID.	When deleting a record from a QBE list displayed by the Web client without record list turned on, the QBE list displays correctly after the delete. Clicking any record of that QBE list selects the correct record.
QCCR1E65135	When a record from a search that involved adhocsql files is updated and the updated record does not match the filter criteria, the record is not removed from the search list.	When a record from a search that involved adhocsql files is updated, the record is removed from the search results if it no longer matches the filter criteria.
QCCR1E65314	When performing an approval delegation in Service Request Catalog (SRC), a Signal 11 occurred due to calling JavaScript (JS) from a trigger.	Calling JavaScript (JS) from a trigger no longer causes a Signal 11 error.
QCCR1E65361	Fields in the generated "make-up" dbdict for ADHOC SQL sometimes have an identical index number.	The index numbers are now different.
QCCR1E65690	Need to improve debugdbquery:999 output to include information identifying specific records for FETCHes, INSERTs, UPDATEs and DELETEs, and include the return codes for all these operations.	The debugdbquery:999 output now includes information identifying specific records for FETCHes, INSERTs, UPDATEs and DELETEs, and also includes the return codes for all these operations.
QCCR1E65659	User servlets are crashing several times a week on a load-balanced system with three nodes.	Re-factored the thread monitor mechanism.
QCCR1E65694	The process of parsing the IR stop words file could not be traced, so tailoring it could lead to unexpected results.	Service Manager now allows tracing of the tokenization process, including during read of the stop words file. Trace is enabled by the already existing ir_trace:801 parameter.
QCCR1E66003	When the Service Manager Server generates a huge XML document, it may run out of memory and does not catch this exception.	The Service Manager Server now will catch the OutOfMemoryException, write the exception to the server log, and terminate the current client session. <b>Note:</b> Memory monitor thread must be disabled (by setting mempollinterval:0 in the sm.ini file) for this fix to work.
QCCR1E66000	Servlet is unresponsive during load testing.	Fixed the hang problem when log rotating so that the servlet remains responsive during load testing.
QCCR1E66209	Client will exit when user chooses the Tasks, Changes, or Configuration Items queue and double-clicks a record.	Client operations will be no problem when user chooses the Tasks, Changes, or Configuration Items queue and double-clicks a record.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E66690	Automated Testing: JavaScript unit tests need to be able to handle signals encountered by the RTE.	When signals are encountered by the RTE during automated testing, the exception that is produced by the JavaScript can be caught by the JavaScript unit test.
QCCR1E66747	JavaScript system.functions._null causes memory leak in Service Manager.	Initialized the members of LocalRootAddScope with the passed-in parameter, so that JavaScript system.functions do not leak memory.
QCCR1E66852	In Linux and Solaris, signal 11 and core dumps might occur at start-up if the system resources were exhausted.	In Linux and Solaris, if the system resources are exhausted, Service Manager process will not run into a signal 11.
QCCR1E66855	RAD function fduplicate sometimes will return an invalid return value, even if it executes successfully when being called in JavaScript.	Changed the behavior so that the RAD function fduplicate will not return an invalid return value when it executes successfully while being called in JavaScript.
QCCR1E66886	A Javacore error occurs when uCMDDB pushes data into Service Manager in multi-thread mode.	Changed the default value of the initial Java heap size to 192M. Service Manager will log a warning when the user provides a JVMOption heap size min or max greater than 512M.



Global ID	Problem	Solution
QCCR1E67061	<p>When using Service Manager in a non-English language (for example, French), the inactivity message the user receives is not localized:</p> <p>Your inactive HP Service Manager session (UID# xxx) will be automatically disconnected in 00:00:45.</p>	<p>Code has been changed on the Service Manager server side so that the inactivity timer background process generates the message according to the user's login language (for example, French).</p> <p><b>NOTE:</b> A System Administrator still needs to do the following for users to see the localized message. This is because the above message is missing in the out-of-box scmessage table (This issue might be fixed in a future application patch release).</p> <ol style="list-style-type: none"> <li>1 Open the scmessage table in Database Manager.</li> <li>2 Add two records for English and the target language to the table.</li> </ol> <p>For English:</p> <p><b>Language Code:</b> en</p> <p><b>Class:</b> scbase</p> <p><b>Message Number:</b> 130</p> <p><b>Text:</b> Your inactive HP Service Manager session (UID# %ld) will be automatically disconnected in %d minute(s) %d second(s).</p> <p>For the target language (for example, French):</p> <p><b>Language Code:</b> fr</p> <p><b>Class:</b> scbase</p> <p><b>Message Number:</b> 130</p> <p><b>Text:</b> Votre session (UID# %ld) inactive de HP Service Manager sera automatiquement déconnectée dans %d minute(s) %d seconde(s).</p>
QCCR1E67071	<p>The Knowledge Management update process (KMUpdate) causes an unnecessary load on the Service Manager (SM) server with approximately 15,000 to 20,000 extra logins per day. This, in turn, creates a lot of load on the Oracle database, licensing module, horizontally-scaled cluster communication, and many more. The KMUpdate process should have a companion KMStatusListener background process (which starts automatically on an as-needed basis) and will update the status in SM without a need for a special web service servlet container.</p>	<p>A new background process (KMStatusListener) has been implemented that replaces the web service listener and updates status and error knowledgebase records using JavaScript.</p>

Global ID	Problem	Solution
QCCR1E67101	Service Manager displays a stack trace after the "sm -version" command is run.	Only the version information is displayed when the "sm -version" command is run.
QCCR1E67121	<p>When trying to modify the unique key of a table, the following error occurs and the indexes are not updated.</p> <pre>Error: SQL State: 42S22-1911 Message: [Microsoft][ODBC SQL Server Driver][SQL Server]Column name 'RECORD_KEY' does not exist in the target table.</pre>	In this case, a full-table-copy will be performed.
QCCR1E67300	In some horizontal scaling scenarios, new TRClient threads are launched while the parent process is being shut down.	Service Manager processes now shut down cleanly. It no longer creates more TRClient threads while shutting down.
QCCR1E67416	Using a JavaScript call in a conditional RAD expression on a decision panel causes an error message: "Assignment operator found while evaluating a condition!", even when the JavaScript call works properly.	Using a JavaScript call in a conditional RAD expression on a decision panel will no longer cause an error message when the JavaScript call works properly.
QCCR1E67848	The RAD select panel will always result in SELECT * issues against the RDBMS.	The RAD select panel now provides a field that allows you to input the columns to be selected. (This is the RTE component of that support.)
QCCR1E68200	<p>The displayed data List was incorrect after using Customize Current View when adding a field.</p> <p>Here is an example scenario:</p> <ol style="list-style-type: none"> <li>1 Log in to Service Manager as a system administrator.</li> <li>2 On the To Do Queue page, select <b>Interaction</b> as Queue.</li> <li>3 Select <b>All Open Interactions</b> as View.</li> <li>4 Click the Count Records button. The number of records (for example, 198) is displayed. This is correct.</li> <li>5 From the <b>More</b> or More Actions menu, click <b>Customize Current View</b>.</li> <li>6 Click <b>Fields</b> and then add "Contact Full Name" to the List.</li> <li>7 Click <b>Finish</b>.</li> </ol> <p>Only 4 records are displayed. After clicking field "Contact Full Name", only 2 records are displayed. This is incorrect.</p>	The displayed data List will be correct after the user adds a field to the list using the Customize Current View option.

## Application updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E67072	Improve the Knowledge Management update process (KMUpdate) performance by removing the companion web service servletcontainer and adding a companion KMStatusListener background process (which is started on demand without any administration).	<p>A new KMStatusListener process will start on demand without any administrative need and will update, delete, and insert documents into the relevant KM module tables.</p> <p><b>Important:</b> To take advantage of this change, you must load QCCR1E67072_SM921P4.unl, available in the platform_unloads directory.</p>

## Documentation changes

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E65857	Incorrect vendor labeling of operating system SuSe Linux.	<p>Changed "Novel SuSE" to "Novell SUSE" in the Compatibility Matrix documents for Service Manager versions 9.20 and 9.21.</p> <p>The updated documents are available at: <a href="http://support.openview.hp.com/sc/support_matrices.jsp">http://support.openview.hp.com/sc/support_matrices.jsp</a></p>
QCCR1E67029	The help topic "Configure LW-SSO in Service Manager" does not state that the <webui> node should be enabled.	<p>When configuring LW-SSO in Service Manager 9.2x, users need to make an additional change in the web tier's lwssofmconf.xml:</p> <ul style="list-style-type: none"><li>• For Service Manager 9.20, change &lt;webui enabled=false&gt; to &lt;webui enabled=true&gt;.</li><li>• For Service Manager 9.21, change enableLWSSOFramework="false" to enableLWSSOFramework="true".</li></ul> <p>For more information, see <a href="#">Additions to the Documentation</a>.</p>

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## Known Problems, Limitations, and Workarounds

This software release has the following known issues.

<b>Global ID</b>	<b>Known Issue</b>	<b>Workaround</b>
QCCR1E66695	When the group value of a catalog line item is empty, the add dependency link is not displayed.	No workaround available at this time.

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## Installation Notes

Before using patch 9.21.216 Patch 4 and all subsequent patches, you must manually remove the files listed below.

Remove the following files from the "\RUN\lib" directory:

- saaj-impl-2.1.jar
- saaj-api-2.1.jar
- jgroups-all-2.5.0.jar

Remove the following files from the "\RUN\lib\endorsed" directory:

- xercesImpl-jaxp-1.3.2.jar
- xalan-jaxp-1.3.2.jar
- jaxp-api-1.3.2.jar
- dom-jaxp-1.3.2.jar
- sax-jaxp-1.3.2.jar

## Web Tier installation

The Web Tier update consists of a compressed file, `sm9.21.216-P4_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 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 Web Tier update:

- 1 Back up your `web.xml` file, splash screen, style sheets, and any other customizations you made, including your `webtier-9.21.war (.ear)` file.
- 2 Delete or uninstall the existing `webtier-9.21.war (.ear)` file.
- 3 Deploy the new `webtier-9.21.war (.ear)` file by following the instructions in the *Service Manager Installation Guide*.
- 4 Replace the new versions of any files you customized with your customized versions.
- 5 Make any new customizations necessary for your deployment.  
**Note:** Be sure to set the `securelogin` and `sslport` parameters.
- 6 Restart the Application server.

## Windows client installation

The Windows client update consists of a compressed file, `sm9.21.216-P4_Win_Client.zip`, which contains `setup.exe`.

### To install the Windows client update:

- 1 Stop the Service Manager Windows client.

- 2 Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
- 3 Run `setup.exe` and install the client by following the instructions in the Service Manager Installation guide and Release Notes for your version.
- 4 Check the version in **Help > About Service Manager Client**.  
The client should be Release: 9.21.216.

## Server installation

The server update for your operating system (OS) consists of a compressed file, `sm9.21.216-P4_<OS>.zip` (or `.tar`), which contains the Service Manager server files. These files add to or replace the files in the `[SM Root]\([SM Root]/) RUN, irlang, legacyintegration, and platform_unloads` directories.

### To install the Server update:

- 1 Stop all Service Manager clients.
- 2 Stop the Service Manager server.
- 3 Make a backup of the RUN directory.
- 4 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 9.21`.
- 5 For UNIX servers, set the file permissions for all Service Manager files to 755.
- 6 Remove the following files from the "`\RUN\lib`" directory:
  - `saaj-impl-2.1.jar`
  - `saaj-api-2.1.jar`
  - `jgroups-all-2.5.0.jar`
- 7 Remove the following files from the "`\RUN\lib\endorsed`" directory:
  - `xercesImpl-jaxp-1.3.2.jar`
  - `xalan-jaxp-1.3.2.jar`
  - `jaxp-api-1.3.2.jar`
  - `dom-jaxp-1.3.2.jar`
  - `sax-jaxp-1.3.2.jar`
- 8 Restart the Service Manager server.
- 9 Restart the Service Manager clients.
- 10 Check the version in **Help > About Service Manager Server**.  
The server should be Release: 9.21.216.

## Application unload installation

The application consists of the unload files that come with the server updates. When you extract sm9.21.216-P4\_<OS>.zip (or .tar), it will add the new files to your [SM Root]\platform\_unloads ([SM Root]/platform\_unloads) directory.

### 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 this suffix is omitted, the unload file is then intended for all applications versions compatible with the server version. For example, for Service Manager server 9.21, the compatible applications versions are 7.11 and 9.20.

### New application updates in the current patch

The following are new unload files introduced in the current patch release.

- QCCR1E67610\_SM921P4.unl, which enables you to block potentially dangerous attachments. For more information, see [Blocking attachments with certain file extensions](#).
- QCCR1E67072\_SM921P4.unl, which enables you to improve the Knowledge Management update process (KMUpdate) performance.

### Application updates in previous patches

Additional application updates have been included with this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files that are used for your applications version (see the following table). For more details about these applications updates, see the Release Notes for those patches, also included with the release.

Unload file	Comes from 9.21 patch	Used for applications version(s)	Description
QCCR1E55715_SM921p1.unl	P1	7.11 and 9.20	Includes application changes to reduce database I/O on login.
QCCR1E57767_SM921p1.unl	P1	7.11 and 9.20	Includes application changes to reduce jgroups traffic on login.

Unload file	Comes from 9.21 patch	Used for applications version(s)	Description
QCCR1E59753_SM921p2.unl	P2	7.11 and 9.20	Includes application changes to fix the ToDo bar.
QCCR1E31545_SM921P2_SM711.unl	P2	7.11	Prevents backslashes included in a template from being duplicated in the output. <b>Note:</b> This file is not required for Applications 7.00.
QCCR1E31545_SM921P2_SM920.unl	P2	9.20	Prevents backslashes included in a template from being duplicated in the output.
QCCR1E49721_SM921P3_SM711.unl	P3	7.11	Enables translation of Display/Value lists on dynamic forms. This is a required fix for the Export to Excel redesign.
QCCR1E56678_SM921P3_SM711.unl	P3	7.11	Lists the records in the right group order when a record list is refreshed.
QCCR1E58562_SM921P3_SM711.unl	P3	7.11	Includes applications changes for Export to Excel redesign.
QCCR1E58562_SM921P3_SM920.unl	P3	9.20	Includes applications changes for Export to Excel redesign.

#### 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 > Preference > 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.



<b>Field</b>	<b>Description</b>
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**.

---

## Additions to the Documentation

The following information supports updates included in this patch.

- [Deploy the Service Manager Web tier on WebSphere 6.1](#)
- [Prepare array data for Web services integrations](#)
- [Blocking attachments with certain file extensions](#)
- [Special parameters: msglog](#)
- [Configure LWSSO in Service Manager](#)

### Deploy the Service Manager Web tier on WebSphere 6.1

To deploy the web tier on WAS 6.1, perform the following steps.

**Note:** The steps are slightly different for Solaris and other platforms (Windows, Linux, and AIX); the “x.xx” in the steps represents the Service Manager version, that is, 7.11.

- 1 Copy or save the webtier-x.xx.ear file onto your local system.
- 2 Update the webtier-x.xx.ear file by modifying the web.xml file contained in the webtier-x.xx.war file (which is packaged in the ear file). At a minimum, you need to set four parameters in the web.xml file: serverHost, serverPort, secureLogin, and sslPort.
- 3 Re-archive the files in the ear file. Be sure to keep the original filenames and folder structure.
- 4 Log on to the administration console of the WebSphere 6.1 Application Server with system privileges.
- 5 Click **Applications > Install New Application**.
- 6 Select **Local file system** and browse to your updated webtier-x.xx.ear file.
- 7 Click **Next**. The file uploading starts. This may take quite a while.
- 8 Click **Next** on each screen to accept the default settings until you reach the final step, and then click **Finish**. The installation of the web tier ear file begins. Wait until the installation completes.
- 9 Click **Save** to save your configurations.
- 10 Go to **Enterprise Applications > HP Service Manager x.xx Web > Class loader**, and make the following selections:
  - In the "Class loader order" section, select **Classes loaded with application class loader first**.
  - In the "WAR class loader policy" section, select **Single class loader for application**.
- 11 Go to **Enterprise Applications > HP Service Manager x.xx Web > Manage Modules > webtier-x.xx.war**, and make the following selection:
  - In the "Class loader order" section, select **Classes loaded with application class loader first**.
- 12 (For Solaris only) Add the javax.xml.transform.TransformerFactory system property to the JVM options:
  - a Go to **Application servers > server1 > Process Definition > Java Virtual Machine**.
  - b Add the following code to the "Generic JVM arguments" text box: -  
`Djavax.xml.transform.TransformerFactory=com.sun.org.apache.xalan.internal.xsltc.trax.T  
ransformerFactoryImpl`
- 13 Click **Save** to save your local configuration changes.

- 14 Go to **Enterprise Applications > HP Service Manager x.xx Web**, and click **Start** to start the web tier application.
- 15 When the application is successfully started, you can browse to the web tier login URL to launch the web client: `http://<WAS_server_hostname>:<port>/webtier-x.xx/index.do`

## Prepare array data for Web services integrations

When integrating an application with Service Manager through Web services, array data should be broken into multi elements by separator "\r". This is because Service Manager uses "\r" as the separator between array elements. When a string that contains "\r" is retrieved from the Service Manager system, it is decoded as an array with multi elements separated by "\r". For this reason, when integrating other applications (for example, UCMDB) with Service Manager through web services, array data should be broken into multi elements by separator "\r" before the data is encoded and sent to the Service Manager system.

For example, if an array contains elements "aabb" and "ccdd", it should be sent to Service Manager as the following:

```
<ns:Comments type=\"Array\">
<ns:Comments mandatory=\"\" readonly=\"\">aabb</ns:Comments>
<ns:Comments mandatory=\"\" readonly=\"\">ccdd</ns:Comments>
</ns:Comments>
```

## Blocking attachments with certain file extensions

To prevent potentially dangerous executable files from being submitted as attachments, Service Manager now provides support for blocking certain types of attachments submitted through the Windows and web clients, as well as through web services, based on a pre-defined list of blocked file extensions. At startup, the Windows and web clients retrieve the list of blocked file extensions, which is stored in the `extensionstate` table in the database. If no list is available, the clients use a default list. (For more information, see [Default list of blocked file extensions](#).)

To take advantage of this enhancement, you must install all of the following:

- The Windows client update for this release (QCCR1E64285)
- The Web Client update for this release (QCCR1E64278)
- The server update for this release (QCCR1E64290), including the supporting application unload file, QCCR1E67610\_SM921p4.unl.

System Administrators can add, delete, and update records in the `extensionstate` table to customize the list of blocked file extensions. (For more information, see [Customize the list of blocked file extensions](#).)

If a search engine is installed and connected to the system, System Administrators must also update the `sclib` knowledgebase records, to include `.unsafe` to the list of file extensions that should be skipped for indexing. (For more information, see [Add .unsafe to the list of file extensions to skip for knowledgebase indexing](#).)

**Important:** When your customization is complete, you must restart the web tier's web application server (for example, Tomcat, WebSphere) or restart the Windows client for the changes to take effect.

With these enhancements, Service Manager blocks the attachments in the following ways:

- When users attempt to attach a file whose extension is in the list of blocked file extensions to a record, the clients disallow attaching the file and display the following error message: "File type: <filetype>, is not allowed as an attachment."

- If the clients retrieve an existing attachment whose extension is included in the list of blocked file extensions, the clients append ".UNSAFE" to the file name to prevent the file from being automatically 'run' on the user's machine.
- During web services processing, if a transaction submits or retrieves a file as an attachment whose extension is included in the list of blocked file extensions, the server appends ".UNSAFE" to the submitted or retrieved file name.

## Customize the list of blocked file extensions

**User Role:** System Administrator

You can add or remove files from the list of blocked file extensions based on the needs of your company.

**To view and customize the list of blocked file extensions:**

- 1 Open **System Administration > Base System Configuration > Miscellaneous > File Extensions**.
- 2 Click **Search**.  
A list of file extension records displays.
- 3 To add a new record:
  - a Open an existing record.
  - b Update the fields as follows:
    - **File Extension:** Type an extension without the dot character (.) For example, type "bat" rather than ".bat".
    - **Unsafe:** Check this box to block attachments with this file extension or uncheck this box to unblock them.
    - **File Type:** Type a description of this file type.
  - c Click **Add**.  
The new file extension is added to the list.
- 4 To update an existing record:
  - a Select the record from the list.
  - b Check or uncheck the **Unsafe** check box.
  - c Click **Save** to save the record.
- 5 To delete a record:
  - a Select the record from the list.
  - b Click **Delete**.
  - c Click **Yes** to confirm the deletion.  
The record is removed from the list.
- 6 Do the following for the changes to take effect:
  - **Windows client:** Log out and exit the client and then restart it.
  - **Web client:** Restart the web application server.

## Add .unsafe to the list of file extensions to skip for knowledgebase indexing

**User Role:** System Administrator

To prevent Service Manager from indexing unsafe attachments for knowledgebase searches, add **.unsafe** to the list of file extensions that should not be indexed or extracted. To do this, updating the following sclib

type knowledgebases: Incident\_Library, Interaction\_Library, Knowledge\_Library, Knownerror\_Library, and Problem\_Library.

**Note:** This task requires that you have a search engine installed and correctly configured.

To update the knowledgebases:

- 1 Open **Knowledge Management > Configuration > Knowledgebases**.
- 2 Click **Search**.  
A list of records displays: Incident\_Library, Interaction\_Library, Knowledge\_Library, Knownerror\_Library, and Problem\_Library.
- 3 Select a record in the list, and open the **Type information** tab.
- 4 In the **Skip these extensions** field, add .unsafe to the existing file extension list, using a semi-colon as the separator. For example, type: `jpg;bmp/gif;exe;unl;unsafe`.
- 5 Click **Save**.
- 6 For the other records in the record list, repeat steps 3 through 5.

After you complete this, the files you indicated will be blocked from being submitted as attachments.

## Default list of block file extensions

Service Manager blocks attachments whose file name extensions are included in a list of files retrieved from the database. If such a list is not available from the database, Service Manager blocks attachments with the file name extensions listed in the following table.

<b>File Name Extension</b>	<b>Description</b>
.ade	Access Project Extension (Microsoft)
.adp	Access Project (Microsoft)
.app	Executable Application
.asp	Active Server Page
.bas	Active Server Page
.bat	Batch Processing
.cer	Internet Security Certificate File
.chm	Compiled HTML Help
.cmd	DOS CP/M Command File, Command File for Windows NT
.com	Command
.cpl	Windows Control Panel Extension (Microsoft)
.crt	Certificate File
.csh	csh Script
.der	DER Encoded X509 Certificate File
.exe	Executable File
.fxp	FoxPro Compiled Source (Microsoft)
.gadget	Windows Vista gadget

.hlp	Windows Help File
.hta	Hypertext Application
.inf	Hypertext Application
.ins	IIS Internet Communications Settings (Microsoft)
.isp	IIS Internet Service Provider Settings (Microsoft)
.its	Internet Document Set, Internet Translation
.js	JavaScript Source Code
.jse	JScript Encoded Script File
.ksh	UNIX Shell Script
.lnk	Windows Shortcut File
.mad	Access Module Shortcut (Microsoft)
.maf	Access (Microsoft)
.mag	Access Diagram Shortcut (Microsoft)
.mam	Access Macro Shortcut (Microsoft)
.maq	Access Query Shortcut (Microsoft)
.mar	Access Report Shortcut (Microsoft)
.mas	Access Stored Procedures (Microsoft)
.mat	Access Table Shortcut (Microsoft)
.mau	Media Attachment Unit
.mav	Access View Shortcut (Microsoft)
.maw	Access Data Access Page (Microsoft)
.mda	Access Add-in (Microsoft), MDA Access 2 Workgroup (Microsoft)
.mdb	Access Application (Microsoft), MDB Access Database (Microsoft)
.mde	Access MDE Database File (Microsoft)
.mdt	Access Add-in Data (Microsoft)
.mdw	Access Workgroup Information (Microsoft)
.mdz	Access Wizard Template (Microsoft)
.msc	Microsoft Management Console Snap-in Control File (Microsoft)
.msh	Microsoft Shell
.msh1	Microsoft Shell
.msh2	Microsoft Shell
.mshxml	Microsoft Shell
.msh1xml	Microsoft Shell
.msh2xml	Microsoft Shell

.msi	Windows Installer File (Microsoft)
.msp	Windows Installer Update
.mst	Windows SDK Setup Transform Script
.ops	Office Profile Settings File
.pcd	Visual Test (Microsoft)
.pif	Windows Program Information File (Microsoft)
.plg	Developer Studio Build Log
.prf	Windows System File
.prg	Program File
.pst	MS Exchange Address Book File, Outlook Personal Folder File (Microsoft)
.reg	Registration Information/Key for W95/98, Registry Data File
.scf	Windows Explorer Command
.scr	Windows Screen Saver
.sct	Windows Script Component, Foxpro Screen (Microsoft)
.shb	Windows Shortcut into a Document
.shs	Shell Scrap Object File
.ps1	Windows PowerShell
.ps1xml	Windows PowerShell
.ps2	Windows PowerShell
.ps2xml	Windows PowerShell
.psc1	Windows PowerShell
.psc2	Windows PowerShell
.tmp	Temporary File/Folder
.url	Internet Location
.vb	VBScript File or Any VisualBasic Source
.vbe	VBScript Script File, Visual Basic for Applications Script
.vbs	VBScript Script File, Visual Basic for Applications Script
.vsmacros	Visual Studio .NET Binary-based Macro Project (Microsoft)
.vsw	Visio Workspace File (Microsoft)
.ws	Windows Script File
.wsc	Windows Script Component
.wsf	Windows Script File
.wsh	Windows Script Host Settings File
.xnk	Exchange Public Folder Shortcut

## Special parameters: msglog

### Parameter

msglog

### Description

This parameter defines the maximum number of messages the HP Service Manager server displays in the log file. These include only messages designated for the current operator. That is, the messages that are addressed to operator() or any field whose value equals operator().

**Note:** If not explicitly specified (either in sm.ini or in the server's OS command prompt), this parameter is disabled.

### Valid if set from

Server's OS command prompt

Initialization file (sm.ini)

### Requires restart of HP Service Manager server?

No

### Default value

50000

### Possible values

Number of log messages to display

### Example usage

Command line: sm -httpPort:13080 -msglog:75000

Initialization file: msglog:75000

## Configure LW-SSO in Service Manager

**User role:** System Administrator

To configure LW-SSO in Service Manager:

**Note:** The following procedure is provided as an example, assuming the Service Manager Web tier is deployed on Tomcat.

- 1 Deploy the Service Manager Web tier on a Web application server (for example, Tomcat), and modify parameters such as the Service Manager server name and port in the web tier's web.xml if necessary.
- 2 Modify the <tomcat\_root>\conf\server.xml by adding tomcatAuthentication="false" to the following node:

```
<Connector port="8009"
    enableLookups="false" tomcatAuthentication="false" redirectPort="8443" debug="0"
    protocol="AJP/1.3" />
```

- 3 Modify <Service Manager Web tier>\WEB-INF\web.xml.
  - a Change the value of context parameter isCustomAuthenticationUsed to false.



- b Remove the comment tags (<!-- and -->) enclosing the following elements to enable LW-SSO authentication.

```

    <!--
        <filter>
            <filter-name>LWSSO</filter-name>
            <filter-class>com.hp.sw.bto.ast.security.lwssso.LWSSOFilter</filter-
class>
        </filter>
    -->
    .....
    <!--
    <filter-mapping>
        <filter-name>LWSSO</filter-name>
        <url-pattern>/*</url-pattern>
    </filter-mapping>
    -->

```

- 4 In the <Service Manager Web tier>\WEB-INF\classes\lwssofmconf.xml, do the following:

- a Enable LW-SSO:

- For Service Manager 9.20, change <webui enabled=false> (default) to <webui enabled=true>.
- For Service Manager 9.21, change enableLWSSOFramework="false" (default) to enableLWSSOFramework="true".

- b Modify the following parameters in the webui node.

- <domain>: Domain name of the server where you deploy your Service Manager Web tier. For example, if your Web tier's fully qualified domain name is mywebtier.domain.hp.com, then the domain portion is domain.hp.com.
- initString: Password used to connect HP products (minimum length: 12 characters). For example, smintegrationlwssso. Make sure that this value is the same as those used in the LW-SSO configurations of the other HP products (such as Operations Orchestration, and Business Service Management), which you want to connect via LW-SSO.
- <logoutURLs>: Add a sperate <url> element for your Service Manager Web tier: <url><webtier\_name>/goodbye.jsp</url>. For example, if the Web tier name is webtier-9.20: <url>webtier-9.20/goodbye.jsp</url>

**Note:** This change is required only for Service Manager 9.20.

- <protectedDomains>: Add a separate <url> element for each domain you want to support with LW-SSO.

Below is an example for Service Manager 9.20:

```

<webui enabled="true">
    .....
    <web-lwssso>
        <lwssso startLWSSO="enabled">
            <domain>domain.hp.com</domain>
            <crypto cipherType="symmetricBlockCipher"
engineName="AES" paddingModeName="CBC" keySize="256"
encodingMode="Base64Url" initString="smintegrationlwssso"></crypto>

```

```

        <expirationPeriod>50</expirationPeriod>
    </lwssso>
    .....
    <logoutURLs>
        <url>webtier-920/goodbye.jsp</url>
    </logoutURLs>
    <protectedDomains>
        <url>domain1.hp.com</url>
        <url>domain2.hp.com</url>
    </protectedDomains>
    .....
</webui>

```

The following is an example for Service Manager 9.21:

```

<enableLWSSO
    enableLWSSOFramework="true"
    enableCookieCreation="true"
    cookieCreationType="LWSSO" />

<webui>
    <validation>
        <in-ui-lwssso>
            <lwsssoValidation id="ID000001">
                <domain>domain.hp.com</domain>
                <crypto cipherType="symmetricBlockCipher"
                    engineName="AES" paddingModeName="CBC" keySize="256"
                    encodingMode="Base64Url"
                    initString="smintegrationlwssso" />
            </lwsssoValidation>
        </in-ui-lwssso>
    .....

    </validation>
    .....

```

```

<logoutURLs>

    <url>.* /goodbye.jsp.*</url>

    <url>.* /authFailure.jsp.*</url>

</logoutURLs>

.....

<protectedDomains>

    <url>domain1.hp.com</url>

    <url>domain2.hp.com</url>

</protectedDomains>

</webui>

```

- 5 Modify <Service Manager Web tier>\WEB-INF\classes\application-context.xml.
  - a Add `lwSsoFilter` to `filterChainProxy`:  
`/**=httpSessionContextIntegrationFilter, lwSsoFilter, anonymousProcessingFilter`
  - b Uncomment bean `lwSsoFilter` for HP Lightweight Single Sign-On: `<bean id="lwSsoFilter" class="com.hp.ov.sm.client.webtier.lwssso.LwSsoPreAuthenticationFilter">`
- 6 Restart Tomcat so that the configuration takes effect.

---

## 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.

---

## 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.

---

# 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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