HP ServiceCenter

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 6.2.4/30 January 2008

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

In This Version

Enhancements provided in this version include the following items.

- Web tier memory usage improvements.

- Added support for integration between Knowledge Management and Service Desk.

- Improvements to the support of legacy Forms Designer properties.

For a complete list of the SCR fixes included in this release, see Enhancements and Fixes.

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, go to the following web site:
http://ovweb.external.hp.com/lpe/doc_serv/

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/

Enhancements and Fixes

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

Applications

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

SCR Number	Fix or Enhancement
40345	The javascript engine now initializes empty strings properly.
40423	1. The number of hits per page in Knowledge Management is set to 10 by default. You can now change this value by editing the value in the KMSearch script library, in the initSearch function, fKMQuery.doccount = 10. 2. Knowledge Management will now honor the value for maximum documents returned from a search. 3. The paging controls now correctly limit to the max value specified in KMEnvironment. Use the following steps to edit the initSearch function: 1. Launch a Service Center client and bring up the ScriptLibrary search screen. (Enter sl from the sc command line.) 2. Type KMSearch on the Name field and press Enter. 3. From the retrieved document, scroll down until you get to fKMQuery.doccount = 10. 4. Change the value from 10 to a different number such as 15. 5. Save and exit.

Change Calendar

The following Change Calendar Software Change Requests are fixed in this release:

SCR Number	Fix or Enhancement
39423	Searching now works properly in the Change Calendar even when a main filter is not set.
39939	The Change Calendar application now displays data in the backout.duration field in the cmcalendar record correctly.
40000	Export to PDF from Change Calendar now displays events in the expected time position.
40005	Links to Change Management Tasks are accessible again in the Change Calendar.
40061	Change Calendar dates are now carried over into the Microsoft Outlook calendar correctly.
40083	Localized versions of the Change Calendar now display the month properly in the calendar inset.
40084	Dates no longer get corrupted when you switch repeatedly between day - week - month views.

40279	The Change Calendar application now honors European date formats.
40393	PDF generation in Change Calendar now supports UTF-8 encoding.

RDBMS

The following RDBMS Software Change Requests are fixed in this release:

SCR Number	Fix or Enhancement
23445	ServiceCenter now honors tablespace options when doing table conversions to DB2. **Note:** In order to convert table to specified tablespaces, the specified tablespaces must be set to "managed by database" on DB2. You can set the "managed by database" option when creating tablespace on DB2.
39478	Records falling outside first 32 in the search list are not refreshed properly for tables pushed to RDBMS.
40255	Cached records can no longer become inaccessible if the RDBMS connection goes down.
40268	The Oracle interface no longer leaks memory acquired for work buffers
40286	Corrected a statement handle leak in the Oracle interface.
40108	The ServiceCenter server now gets the case sensitivity setting of MS SQL Server converted systems, and returns records correctly.
40120	The Oracle interface no longer leaks memory acquired to process the database charset.
40373	ServiceCenter now updates RDBMS mapping information correctly.

Server

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

SCR Number	Fix or Enhancement
38511	Executing the "getnumber" rtecall from within JavaScript in Format Control no longer causes a trigger error.
39281	ServiceCenter no longer issues unwanted full table scans when a "false" query is executed against a table that has subtables.
39349	Chinese and Korean language analyzers are now supported on HP-UX, Solaris and AIX. None of the language analyzers are supported on Linux at this point.
39528	Passwords are now encrypted as expected when displayed in the sc.log file through the use of the debughttp option.
39707	JavaScript call to RAD function system.functions.parse now returns the expected result.
39900	Chinese and Korean language analyzers are now supported on HP-UX, Solaris and AIX. None of the language analyzers are supported on Linux at this point.
40094	The JavaScript function system.users() now correctly returns an XML document for all the users on the system.

40177	Corrected a memory leak caused by processing Web Service requests.
40335	Fixed socket leak in classic mode Thread controller.
40342	Added new functions to protect scenter processes from being accidentally killed by incorrect parameters sent by the SCCL32.DLL.
40343	Fixed memory leaks that could occur when running with sqlfilejoins:1.
40350	Logging in now works properly with LDAP when there are LDAP directory referrals.
40361	Fixed a memory leak in cluster mode.
40381	Fixed a Signal 11 error that could occur when starting the KMUpdate background process.
40501	The Service Catalog application now stores Central European characters correctly when you add selected items.
40519	The GENOUT command no longer returns errors..
40569	The mandant() function now works as expected.

Web client

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

SCR Number	Fix or Enhancement
37931	Special characters in attachment file names are now processed properly.
39025	A scroll bar in a text area in the Web client now works as expected in read-only fields, no matter which feature caused the field to become read-only.
39053	Special characters in attachment file names are now processed properly.
39261	The browser session only times out after the user closes the browser window without logging out of ServiceCenter, and not when the session is idle. Idleness timeout is taken care of by the server inactivity timer.
39320	When a user session is terminated by the inactivity timer, the user is now directed to the logout page: **http://<host>/sc/goodbye.jsp?lang=en&mode=index.do&rc=sessionTimeout** The following message displays: `Your server session may have been terminated or timed out. You may need to go to the login page and log in once again.`
39437	The Web client no longer has an error when you close a thread with a list and a detail view, if the thread that would then open contained only a detail view.
39611	The F2 magnify option now works on a text area field if the field is read-only set by the Read Only, Read Only Condition, or both parameters.
39617	The Web client no longer has an error when you close a thread with a list and a detail view, if the thread that would then open contained only a detail view.
39723	The web client no longer displays disjointed scrollbars when you connect with Firefox on a MAC operating system.
39731	Web tier telephony applet now gets properly installed when you have any supported browser.

39812	Web client balloon help on link labels in ESS mode now honors the balloon help text set up for them in Forms Designer.
39827	Data typed into dynamically added table rows in the Web client is now saved properly.
39869	The "Export to text" feature now works as expected in the Web Tier in a reverse proxy environment.s
39872	The web tier telephony applet now executes 'ReceiveIncident' and 'ReceiveIncidentList' system events properly after applying the workaround to SCR39870.
39879	DDE processing handled by the web tier's telephony applet now passes data in the expected correct order when some values are empty or null.
39957	The Web client now properly displays DisplayList property values in QBE table columns when a global variable is referenced.
39993	The caption condition now properly supports providing two fields in dvdselect syntax in the web client.
40119	The Web client now displays an appropriate pop-up message when a user has been locked out.
40122	Modifications made to a form used as a subform, which is already in the form cache in the Web client, are now properly taken into account next time the form containing this subform is displayed.
40276	The web client no longer puts an extra ';' character at the end of caption conditions defined with a dvdSelect statement.
40305	Record lists in the Web client now properly display tables when one of the columns has display list and value list settings that depend on global variables.
40334	Improved printing capabilities.

40334 (continued)

To take advantage of the new printing, look at the existing jar files in Web Tier "endorsed" folder. Refer to the 6.2.0.0 Installation guide for the location of the "endorsed" folder for your web application server.

If your Web tier is configured to use Sun SOAP, ensure that your "endorsed" folder contains the following files.

Note: This is the recommended configuration for SC Web tier on Apache Tomcat (5.0.x and 5.5.x) and IBM WebSphere.

- dom-jwsdp-1.6.jar
- jaxp-api-jwsdp-1.6.jar,
- sax-jwsdp-1.6.jar
- serializer-2.7.0.jar
- xalan-2.7.0.jar
- xercesImpl-2.8.0.jar
- xercesImpl-jwsdp-1.6.jar

You can find these jar files on the installation CD, under: Redistributables\java\lib\endorsed.

If your Web tier is configured to use Apache Axis SOAP, ensure that your "endorsed" folder contains the following files.

Note: This is the recommended configuration for SC Web tier on BEA WebLogic.

- dom-jwsdp-1.6.jar
- serializer-2.7.0.jar
- xalan-2.7.0.jar
- xercesImpl-2.6.2.jar
- xml
- apis-2.6.2.jar

You can find these jar files on the installation CD, under: Redistributables\apache-axis-soap.

| 40471 | Fixed attachment handling when using Internet Explorer browser against Tomcat web application server running on Linux. |
| 40570 | The JFIGSZ Web client can now launch the CI-Visualization applet on Internet Explorer. |

Windows client

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

SCR Number	Fix or Enhancement
40037	The status bar in the lower right corner of the Windows client now gets properly updated to display the name of the current form, even when record list is turned off.
39436	The Windows client now remembers its position in a list when you switch back to the list after viewing the Detail screen in a new Window.
40002	Fields in a sub-format are now read-only when the whole form is set to be read-only.
40334	Improved printing capabilities.
40331	Users can no longer log in without being prompted for a password if a their session was terminated but the client was not closed, when the "Remember my password" option has not been selected in the connection configuration.
40095	The main form in that remains open in one session is now updated properly when you reenter it after you update its subform from another session.
37608	The Double-Click property for the table object now works on table columns that have the Read-Only property.
39754	Date and number arrays in table rows now display all values separated with a semicolon (;), instead of just displaying the first value.
39774	The Windows client now displays on top of other applications, as expected, when you use the DDE CTI interface to populate records in ServiceCenter.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	Known Issue	Work Around
2125445 **SCR 39042**	The RAD function translate() fails if I include multibyte characters. Cause: The RAD function translate() is ONLY valid for single-byte (ascii) characters.	The recommended function to use for character replacement in double-byte character strings is "strrep" and not "translate". To use the functionality provided by translate() on multi-bytes characters (like umlauts or Chinese characters), you should instead use the RAD function strrep() to achieve the same result. Example #1: x $d="abäöücd" abäöücd x $x=strrep($d,"äö","ß") abßücd Example #2: x $d="abäöücd" abäöücd x $x=strrep($d,"äö","ßi") abßiücd

SCR 40206	The server crashes when indexing the Knowledge Library, if it contains binary files such as PDFs. Error messages similar to the following appear
	`Error occurred during uncompress: Script <unknown script> line 0: ERROR uncaught exception:Error occurred during uncompress at char 1`
	`Cannot evaluate expression (se.call.process,run.pre.exp)`
	`Cannot evaluate expression (se.call.process,run.pre.exp)`
	`Process panel run.pre.exp in RAD se.call.process encountered error in line 12 (se.call.process,run.pre.exp)`
		Changes made to the way we handle binary content in attached KM documents require an unload file to be applied to the system in order for the knowledge library indexing to work properly.
		
		`km_file_handling_v2.unl` can be found on the distribution media in the `Windows\KMUnloads\` folder and must be applied after `km_6_2_1.unl`.
		
		Note: Do not re-apply `km_6_2_1.unl` if it has already been applied to your system

137616 **SCR 40494**	You cannot use "**scstop u -i**" to shutdown ServiceCenter on any Unix platform in Classic Mode. If you issue an immediate server shutdown command (**scstop u -i**) on any Unix platform in Classic Mode, some process and resources don't get properly cleaned up.	Do not use the immediate server shutdown command (**scstop u -i**). Instead, use "**scstop u -if** to force an immediate shutdown. **Note:** HP recommends that you use the normal shutdown process "**scstop u -s**" whenever an immediate shutdown is not required.
2137634 **SCR 40495**	When shutting down the server on HP Itanium platform, messages similar to the following appear in the log file: `24131(6177537) 08/23/2007 09:45:42  RTE E munmap( 0xCC2D7000, 4096 ) failed, errno=14 (Bad address)`	This error is of no practical consequence and can be ignored.

Document ID	Known Issue	Work Around
SCR 40616	Non-ASCII characters do not display properly in all areas of the Windows client.	Full support for Non-ASCII East Asian characters in a Windows English operating system requires the **Install files for East Asian languages** checkbox enabled in the Regional and Language Options. After this is set, non-ASCII characters display properly in the Windows client.
SCR 40558	Change Calendar sometimes has the following error when trying to retrieve cm3t records: `"scxmlapi(41) - The data in the 'estimate.delivery' field of record T10 - plan.1/2.task - approved - of file cm3t contains data that does not conform to the SOA datatype in datadict".`	This error happens because the middle,estimate.delivery field in the cm3t dbdict is declared as the data type "character", but it is exposed as "DateTime" in the extaccess record. **Note:** This field has been removed from exposing field list in Service Manager 7. Use these steps to remove this field from an existing ServiceCenter system. 1 Login as a user with admin privileges. 2 Using Database Dictionary, open WSDL configuration (extaccess record). 3 Search for name=cm3t. 4 Click the "Data Policy" tab. 5 Find the field: middle,estimate.delivery. 6 On that field, clear the text on "API Data Type" and change "Exclude" from "false" to "true". 7 Save and restart your ServiceCenter server.

Verified Environments

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

To access the Compatibility Matrix

2   Use a browser to navigate to the Support Software Online (SSO) web page: http://support.openview.hp.com/sc/support_matrices.jsp.

8   Log on with your Customer ID and password or your HP Passport sign-in.

9   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. ServiceCenter 6.2.2 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

Please go to the HP Support web site: http://support.openview.hp.com/support.jsp

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by being able to do the following:

- 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

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels and HP Passport, go to the following URL:
http://support.openview.hp.com/new_access_levels.jsp

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