

HP ServiceCenter

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 6.2.6/24 June 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.

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In This Version

This release provides support for integration with the Problem Isolation module of HP Business Availability Center version 7.5. Details about the integration are included with the distribution of HP Business Availability Center version 7.5. A single application unload, BAC_PI_62_v1.unl, is required for the integration and is included in the *unloads* folder of this release.

This release includes a series of unloads for the Knowledge Management module. These unloads include all previous and current Knowledge Management application fixes and also serve as a new application baseline. All Knowledge Management customers should apply the set of unloads to their system. The unloads are separated by ServiceCenter records and each one will only affect a single record in the system to ease the merging of customer tailored items. Any records tailored by a customer and included in these unloads will need to be manually merged by the customer. Analysis should be performed by customers to identify these records before applying the unloads. Many of the unloads are dependent on changes contained in one or more of the other unloads. Make sure to apply the complete set required to update your system from either 6.2 or 6.2.x.

ServiceCenter 6.2.6 is compatible with 64-bit SQL Server 2005. See the description of SCR 41268 on page 4 for further details.

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/>

Enhancements and Fixes

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

Server

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

| SCR | Fix or Enhancement |
|-----------------|---|
| 36927 | The getnumber RTE call no longer causes a general protection fault (GP fault) in Linux. |
| 38083 | Queries using the "like" operator now return the expected result on a case-insensitive system. |
| 38554, 40964 | Queries using the "like" operator now return the expected result on a case-insensitive system, even when there are wildcards. |
| 38569 | Converting records from SYSBLOB to SYSATTACHMENTS now correctly converts file names that have multi-byte UTF-8 characters. |
| 39271 | The sqlfetchrows parameter now fills all fields correctly when reading Oracle data. |
| 39382 | The ServiceCenter dynamic library (sccl32.dll) can now be loaded more than once. |
| 39680 | Creating an alias field in ServiceCenter no longer results in the creation of an extra field in the mapped SQL database. |
| 39721, 39722 | A blank screen no longer appears when an SSO user login is rejected due to missing operator record. Instead, the appropriate error message, "Invalid login name/password. Please try again. (login,call.user.login)" appears. |
| 40027 | IR queries now return the correct records when Mandanten is enabled. |
| 40062 | The ServiceCenter ODBC report now displays times in the time zone defined for the operator. |
| 40066 | SSO now displays an error message instead of a blank screen a user login is rejected due to business rules (such as limited session logins). |
| 40207 | All requests, including those for Web Services, now go through the Balance Filter. The Balance Filter will handle the requests only if the server is load-balanced. |
| 40234 | Breaching the user license limit on a horizontally scaled system no longer require a system restart to allow new users to log in. |
| 40352 | The system status window now correctly displays the user name for the ODBC connection. |
| 40437 | Carriage returns in text fields mapped to multiline text edits will now be correctly saved in the RDBMS. |
| 40514 | Terminating a session in a horizontally scaled system now correctly checks the host of the session to avoid killing similar sessions on another host. |
| 40704 | LDAP failover now works correctly when the base directory defined in the ldapserver option contains commas within double quotes. |

| SCR | Fix or Enhancement |
|-------|---|
| | Example: <code>ldapserver1:devaddc01.labs.peregrine.com,, "cn=users,dc=devldap,dc=peregrine,dc=com",c:\certs\sslcert.pem,c:\certs\key.txt</code> |
| 40770 | The IP address parameter no longer causes a license verification problem on a vertically scaled system. |
| 40879 | Fixed a SOAP exception error that could occur when closing a Service Catalog request in SSO mode. |
| 40959 | Application-side printing now supports UTF-8 characters. |
| 40978 | The RetrieveKeysList SOAP API has been optimized to retrieve only the key columns from the database rather than all columns. This greatly reduces response time. |
| 41003 | All SQL column names are now converted into uppercase whenever a file is created and tables are generated on the RDBMS. |
| 41026 | The parameters ldapbindpass and ldapbinddn no longer cause a reduction in memory. |
| 41037 | The obsolete "sessionTimeout" parameter has been removed from the "scenter -helpall" manual. |
| 41059 | SQL column names are now put into double quotes as part of an ALTER TABLE statement when you add a new field to a dbdict. |
| 41069 | You can now add new array fields mapped as multi-row tables to a dbdict, even if the column names in the dbdict are in lower case. |
| 41102 | Reintroduced the usage of the sqlwords file so that ServiceCenter no longer generates column names that are reserved words. |
| 41107 | Corrected a GP fault that occurred when removing messages from shared memory. |
| 41126 | Processing events using a two-byte separator character no longer cause a GP fault in ConnectIt. |
| 41140 | The RAD function rtecall("getnumber") now supports 15-digit numbers. |
| 41177 | A GP fault no longer occurs when repositioning the record selection on a record list detail view. |
| 41204 | A GP fault error no longer occurs when accessing the KM plug-in via a custom web service. |
| 41220 | The rtm:2 or rtm:3 output has been enhanced to report the amount of time the transaction spent processing node requests in a horizontally scaled system. |
| 41239 | Memory leaks associated with using LDAP on a system that does not have datadict records for every table in the system have been fixed. |
| 41260 | The JavaScript call to the RTE function system.functions.tag(dTag,record) no longer causes the linker process to crash when the record is locked by another user. |
| 41263 | The potential for a recursive error in a servlet container on Unix has been corrected. |
| 41295 | A new parameter, appthreadspersession, allows a site to limit the number of application tabs that can be opened during a user session. Since each new application tab consumes more server memory this parameter will allow a site to have some control over the amount of server memory that an individual user can consume. |
| 41326 | When a subnet addressing is missing ServiceCenter now issues a correct message, based on the parameter that is missing. |
| 41331 | A GP fault that occurred when processing a sldapconfig record that contains a null host name has been fixed. |
| 41340 | Wildcard searches using the % character are now working with a fill. |
| 41483 | Requesting/Processing threads are now synchronized correctly. The requesting thread now waits for the processing thread to complete generation of a sequence number/counter. |
| 41487 | The Unix scstart script will now wait five seconds after starting the first process to allow it to fully initialize before starting the remaining processes. |
| 41553 | The OpenLDAP dll can now to produce debug messages if requested via the ldapstats:2 parameter. |

| SCR | Fix or Enhancement |
|-------|---|
| 41268 | <p>Validated that ServiceCenter is compatible with 64-bit SQL Server 2005.</p> <p>ServiceCenter will not work if you create the system DSN using a 64 bit ODBC administrator.</p> <p>If your ServiceCenter is installed on a 64-bit Windows system, create the System DSN entry for the ODBC driver by launching the odbcad32.exe from: C:\WINDOWS\SysWOW64. This creates a 32-bit SQL Native Client System DSN driver that ServiceCenter uses.</p> <p>If your ServiceCenter is installed on a 32-bit Windows system, ServiceCenter uses the 32-bit SQL Native Client System DSN driver.</p> |

Web client

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

| SCR | Fix or Enhancement |
|-------|---|
| 35568 | The popup field list displays with correct placement and is not affected by user scrolling of the field list. |
| 39812 | Balloon Help on link labels in SSO clients now works. |
| 40180 | A cross-site scripting vulnerability was fixed in the selectFile.jsp component. |
| 40181 | A cross-site scripting vulnerability was fixed in the cwc/messages.jsp component. |
| 40261 | Previously entered data is now correctly cleared out of fill buttons when coming back to a screen. |
| 40642 | The strings on the login form can be shown in another language based on operating system locale in the CI visualization module. |
| 40763 | When the record list displays with the record detail, you are now able to open related incidents from an interaction if the operation was initiated by using a button with a bitmap. |
| 40800 | When you enter an incident in the web client, but move to another tab prior to saving, your data will remain for you to return to the incident and save the data. |
| 40816 | <p>In order for the CI Visualization module to work correctly with a WebLogic application server, add the following to the startWeblogic.cmd file (as one single line, with a space before each -Djavax):</p> <pre> set JAVA_OPTIONS=%JAVA_OPTIONS% - Djavax.xml.soap.SOAPConnectionFactory=org.apache.axis.soap. SOAPConnectionFactoryImpl - Djavax.xml.soap.MessageFactory=org.apache.axis.soap. MessageFactoryImpl - Djavax.xml.soap.SOAPFactory=org.apache.axis.soap.SOAPFactoryImpl </pre> |
| 41065 | Tabs now remain in predictable order when opening new threads in the web client. |
| 41072 | The DVD Select in Display List condition now works correctly when there is more than one condition field. |
| 41090 | DDE now works in the web tier when the active screen is a list-detail (sc.viewrecordlist=true). |
| 41130 | Quotation characters are correctly shown in print preview and when printed. |
| 41167 | Values in first column fields can now be displayed correctly, if doubleClickField is not set to first column of tables. |
| 41171 | Filling the value in the last row of a table now adds a new blank row to the table. |
| 41181 | The focus now returns to the first tabbed page after a form is submitted. |
| 41322 | A rare invalid thread number error was fixed. |

Windows client

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

SCR Fix or Enhancement

| | |
|-------|--|
| 38559 | If the current date is selected on the Calendar, the time is now included as well. If any other date is selected, the time is not included, but is set as 00:00:00. If the field already has a time value and another date is selected instead, the time will be filled in either of the two ways above depending on whether you select the current date or one in the future. |
| 39507 | Trusted sign-on and DDE support now gets correctly installed on the Windows client in all systems. |
| 40247 | The focus is now set correctly when executing option commands. |
| 40351 | Repackaged clients now display as "ServiceCenter Client" in the Add/Remove Programs screen in Windows. |
| 41116 | The paths to the branded images and cacerts files now display correctly. There are no incorrect \ characters in the paths in the client packaging utility. |
| 41134 | Fill now works as expected when you enter a linked field situated in a table, even if the second table column is read-only. |

Knowledge Management

The following application Knowledge Management Change Requests are fixed in this release:

SCR Fix or Enhancement

| | |
|-------|---|
| 39831 | ServiceCenter now enforces the "View internally approved documents" Knowledge Management Security Profile restriction correctly when a user views linked documents. |
| 39977 | ServiceCenter now processes the creation date of imported documents correctly. |
| 40160 | ServiceCenter now imports documents containing circular references correctly. |
| 40174 | ServiceCenter now processes the creation date of imported documents correctly. |
| 40175 | ServiceCenter now updates attachments correctly when re-importing them after a change. |
| 40204 | Knowledge Management no longer has an SAXParseException due to large record size when you import a document. |
| 40209 | Knowledge Management searches now return appropriate hits on fields added as 'docbody = true'. |
| 40210 | Knowledge Management now correctly removes DocBody files from the km\ styles folder. |
| 40212 | Performing a second Knowledge Management Update process no longer causes the first one to fail. |
| 40253 | When importing a document, ServiceCenter now checks the entire category path to ensure it is placed in the correct subcategory. |
| 40295 | Improved the speed of Knowledge Management import. |
| 40296 | Knowledge Management hit results no longer display duplicates of information in the multiline summary. |
| 40349 | The Reconcile Links function now includes links to attachments. |
| 40354 | Links defined between legacy GetAnswers documents now correctly transfer into Knowledge Management during the import process. |
| 40378 | Knowledge Management groups can now be deleted. |

SCR Fix or Enhancement

| | |
|-------|---|
| 40531 | The error popup displayed when entering an incorrect host name or mapped drive in the Knowledge Management environment now has more meaningful content. |
| 40622 | Fixed an error that occurred when reindexing the knowledge base. |
| 40705 | Knowledge Management now correctly indexes attachments with Asian characters in the file name. |
| 40712 | The Use Solution option is now available for a Knowledge Management document even after returning from a linked document. |
| 40730 | Array fields now display correctly in Knowledge Management document views. |
| 40755 | The Knowledge Management Index no longer hangs when it cannot find a particular file. |
| 40765 | The trigger launched when adding a category in Knowledge Management works correctly now. |
| 40784 | Knowledge Management top level categories and sub-categories are now sorted alphabetically. |
| 41071 | Knowledge Management now indexes ZIP files correctly. |
| 41222 | The KMLoadStopwords routine was adjusted to prevent memory fragmentation causing out-of-memory errors. |
| 41275 | The locking mechanism is now honored across processes so that the KM Update does not need to be stopped and restarted. |

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

| Document ID | Known Issue | Work Around |
|--------------|--|---|
| SCR 41138 | <p>The Change Calendar module is designed to work out of record sets defined through the inbox against cmcalendar table. When no inbox exists against cmcalendar table and you are launching Change Calendar module, it does not work and you will see error messages similar to the sample below, provided the appropriate level of logging is enabled:</p> <pre>[02-26 09:47:44] [DEBUG] [MessageContext] : MessageContext: setTargetService(FSCManagement) [02-26 09:47:44] [DEBUG] [ProjectResourceBundle] : org.apache.axis.i18n.resource::handleGetObject(no Service10) [02-26 09:47:44] [DEBUG] [ConfigurationException] : Exception: org.apache.axis.ConfigurationException: No service named FSCManagement is available org.apache.axis.ConfigurationException: No service named FSCManagement is available at org.apache.axis.configuration.FileProvider.getSer vice(FileProvider.java:233) at org.apache.axis.AxisEngine.getService(AxisEngine. java:311) at org.apache.axis.MessageContext.setTargetService(M essageContext.java:755) at org.apache.axis.client.Call.invoke(Call.java:2671) ...</pre> | <p>Create an inbox record for the operator that is based on the cmcalendar table.</p> <p>Example:</p> <p>Go to database manager, type 'inbox' in the table field and perform search.</p> <p>In the search result table, double click the record inbox.favorites.edit.search.</p> <p>Specify 'cmcalendar' on the table field, and then, on the Audience tab, check 'Selected operator' and 'fill falcon.' (This depends on the filter you want to define. Here we use a data specific example.)</p> <p>Click Add, and then click OK.</p> |
| SCR 40154 | <p>Issuing a LIKE query containing an underscore against a file that is pushed out to RDBMS, results in no records found although the records actually do exist.</p> <p>Example of such a query: name LIKE "*AUTO_"</p> | <p>None available at this time.</p> |

Verified Environments

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

To access the Compatibility Matrix

- 1 Use a browser to navigate to the Support Software Online (SSO) web page:
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. ServiceCenter 6.2.6 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/hpsupport

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

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

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

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