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# HP Service Manager Exchange with SAP Solution Manager

for Windows Server 2003, 2008 and Linux operating system

## Release Notes

Software version: 1.10 Patch 1 / Feb 2014

This document provides an overview of the changes in HP Service Manager Incident Exchange (SMSSMEX) version 1.10 patch 1. It contains important information not included in the manual.

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## In This Version

This patch offers the following new feature:

- Provides support for Service Manager Process Designer (PD) Content Pack 9.30.3.

## Installation Notes

Installation requirements, as well as instructions for installing SMSSMEX, are documented in the *Installation and Administration Guide for SMSSMEX* provided in Adobe Acrobat (.pdf) format. User Scenarios are documented in the User Guide provided in Adobe Acrobat (.pdf) format. The document file is included in the product's release package as:

<SMSSMEX1.10p1 Release Package>\Documentation

## Enhancements and Fixes

The following items are fixed in this software release.

Global ID	Problem	Solution
QCCR1E102796	Enable SM-SAP integration on PDCP 9.30.3 environment.	Integrate SM-SAP interaction with PD workflow: <ul style="list-style-type: none"><li>• Send Incident only in Investigation phase</li><li>• Send/reject solution only in recovery phase</li><li>• Close incident only in review phase</li><li>• Add info in all phases</li><li>• Auto-transition when reject solution and closed by SAP</li></ul>

## Known Problems, Limitations, and Workarounds

This software release has the following known issue.

Global ID	Problem	Workaround
QCCR1E80283	Closing incident in HP Service Manager will cause SAP scheduled action "Close Message in Ext. Service Desk" processed incorrectly.	Not available at this time. In SAP Solution Manager, an error message is displayed with no impact on the business.
QCCR1E102968	The <b>Send Solution</b> button is not displayed after user updates the Incident Status to Resolved and provides the solution. <b>Note:</b> This issue exists on PD Content Pack 9.30.3 only.	When providing solution in Service Manager, fill the Solution field only and do not update the Status to Resolved. Or you can click the <b>Save</b> button once more after change the Status to Resolved.

## 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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