
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 7.11 Application Patch 2 / September 2011

This document provides an overview of the changes made to HP Service Manager for 7.11 Application Patch 2. 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.

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In This Version

Service Manager Version 7.11 Application Patch 2 (SM 7.11 ap2) 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.

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

Application updates in Patch 2

Enhancements

Global ID	Problem	Solution
QCCR1E54719	The Inactivity Background process is very inefficient in a horizontally scaled (HS) environment, as this process gets the consolidated view of UserChain from all the systems in HS. The Inactivity Background process iterates the list to identify which processes are inactive and sends messages to each inactive process to terminate. This is done periodically and in most environments at one-minute intervals, which is a lot of communication and a lot of overhead.	The new implementation of inactivity timer reduces the communication between the Service Manager processes and is more efficient.
QCCR1E67841	The list of steps to reconcile conflicts currently does not remind customers to create a backup of their working system after reconciliation. While the overall workflow diagram lists a backup as a step, the actual written steps do not remind customers to make such a backup.	A reminder has been added to the Applications Patch Manager Guide to inform customers that it is optional to set up a copy of a database with merged results before creating a production patch.

Changes

Global ID	Problem	Solution
QCCR1E22999	Request to enhance quorum approval functionality so that the record is approved as soon as a majority has approved - no need to wait until all pending approvals have been completed.	The quorum approval function works okay now.
QCCR1E30045	Duplicate key error occurs when attempting to open an interaction via Web Services.	Duplicate key error no longer occurs when attempting to open an interaction via Web Services.

Global ID	Problem	Solution
QCCR1E30677	The "Cancel Request" button within the Service Catalog request screen (svcCat.request.info) does not produce a confirmation screen, whereas it works elsewhere.	A confirmation dialog will open when the user tries to cancel a request.
QCCR1E30718	The ToDo queue displays closed Interactions until an end user displays the record, and then clicks OK without making any changes. This action causes an update to the record, which then updates the corresponding ToDo record.	Closed Interactions will not display in the ToDo queue.
QCCR1E31350	Selecting 'OK' to update a Change Management record exits to the previous screen even after encountering a failed Format Control validation. Service Manager should provide the option of staying on this screen.	If format control validation fails, the form will stay open even if "OK" or "SAVE & Exit" is clicked.
QCCR1E31682	Knowledge Manager Advanced search screen (format 'kmknowledgebase.advsearch.g') features drop-downs containing lists that are not localized.	Knowledge Management Advanced search screen (format 'kmknowledgebase.advsearch.g') features drop-downs containing lists that are localized.
QCCR1E31751	Lock is not restored for a record with 'Lock on Display' enabled after completing an action with the 'Save First' setting.	The problem is resolved so that a record will be locked whenever it is displayed, not just upon initial display.
QCCR1E31761	Lock created when executing the Approve Internal and Approve External options is not released after the actions are completed.	Lock created when executing the Approve Internal and Approve External options is released after the actions are completed.
QCCR1E32015	Clicking Find in the contract.id field on a contract excessively results in a stack overflow error. Results in: Stack overflow (se.get.object,start) Unrecoverable Error in Application	Deleted the "contract.id" link item at link contract, since it is not necessary to find information that is already displayed on the page.
QCCR1E32416	Approval Sequencing is not properly maintained.	Future approval groups are now listed in the correct (ascending numerical) order.
QCCR1E47913	Records cannot be updated by any BG processes when the 'allow.access' environment setting is disabled.	Records can be updated correctly by any BG processes when the 'allow.access' environment setting is disabled.
QCCR1E48513	QBE contents do not get refreshed correctly when grouping is involved. Also, selecting 'Refresh/Refresh List' will reshuffle the records so that they are listed by unique ID, but not based on their designated groups.	Selecting 'Refresh/Refresh List' lists the records in the right group order. However, another fix (most likely server-related) is needed to ensure that the records fall under the right groups.

Global ID	Problem	Solution
QCCR1E48555	When printing a record list in the Change Management categories, the report process gets caught in an endless loop.	When printing a record list in the Change Management categories, the report process no longer gets caught in an endless loop.
QCCR1E48626	Knowledge Management (KM) document hyperlinks do not invoke KM security or KM status restrictions.	<p>For regular users logging in to the web client, they can log in from the following url: http://localhost:8080/sm711/index.do?ctx=docEngine&file=kmdocument&query=id%3D%22KM0017%22</p> <p>If the document is retired and users do not have the access rights to view retired documents (field:retire of table:kmprofile), Service Manager will inform users that they do not have the access rights to access the document.</p> <p>For Employee Self Service (ess) users, log in from the following web client url: http://localhost:8080/sm711/ess.do?ctx=docEngine&file=kmdocument&query=id%3D%22KM0017%22</p> <p>Service Manager will list the documents in a QBE list. When users click a link to a document and the document is retired, users must have the access rights to view retired documents (field:retire of table:kmprofile).</p>
QCCR1E48716	When an interaction is escalated, the wizard does not populate the Location field correctly.	When an interaction is escalated, the wizard correctly populates the Location field.
QCCR1E48732	The calendar.calc.date.pos application is not taking holidays into account when calculating time intervals.	The calendar.calc.date.pos application now takes into account holidays when calculating time intervals.
QCCR1E48738	A query that has been appended to a profile is applied in searches, but not in views.	A query that has been appended to a profile is applied in searches and in views.
QCCR1E49107	When a record is updated by an alert process, the hanging lock is not removed.	When a record is updated by an alert process, the hanging lock will now be removed.
QCCR1E49406	When a user selects a record to view that was selected in a table opened by the Smart Indicator, the ticket opens at the top of the record list. However, details of other records in the record list are not visible and the user is continuously brought back to the same original record that was opened, rather than being able to view other records.	Users can see the details of all tickets as they are selected in the record list.

Global ID	Problem	Solution
QCCR1E49562	Holiday times are ignored when determining the expiration date in an SLO response record.	Holiday times are included when determining the expiration date in an SLO response record.
QCCR1E49554	The "Fill Selected" functionality does not work when the array is a variable and the values are inserted in the middle of it.	An array variable will now be filled from a middle position using the "Fill All" and "Fill Selected" options.
QCCR1E49544	The Escalate button is not displayed for an Interaction that is cloned from an Open - Linked Interaction.	The Escalate button is displayed on Open - Idle Interactions.
QCCR1E49824	When implementing the Service Catalog module and setting up a category linked to a subcategory of the parent category, searching for this category within the Service Catalog does not return any records.	Now the search will return both subcategory and item/bundles.
QCCR1E51221	Some Incident records do not show "SLA Breached," even though the expiration time has passed.	All Incident records now show "SLA Breached," when the expiration time has passed.
QCCR1E51937	Closing an Incident Activity tab using the "x" icon does not return the user to the originating incident and results in a loss of data when there have been updates.	The behavior of closing an Incident Activity tab by using the "x" icon works correctly now.
QCCR1E51994	When an Employee Self Service (ESS) client clicks on a Service Desk record to view details of the record, the approval form displays.	Service Manager displays the correct form when an ESS user tries to view the details of a Service Desk record.
QCCR1E53071	The Document Engine Process "im.save" contains an invalid statement in the Initial Expressions that may result in missing data in the Incident Journal.	The Document Engine Process "im.save" works correctly so that data will be included in the Incident Journal.
QCCR1E53278	After applying the latest patch, any Template saved as the default template for a profile that does not have data in an array field is populated with 2! .	The conversion for an empty array has been updated so that the standard format will be displayed for a template.
QCCR1E54052	Users are not able to make entries in an array field created with a template.	Code modified so that array fields created with a templates work properly.
QCCR1E54254	After a user amends or saves out-of-box (OOB) Favorites, the query is changed and the Favorites may not show the expected results.	After user amends or saves OOB Favorites, Favorites show the expected results.

Global ID	Problem	Solution
QCCR1E54435	When an Employee Self Service (ESS) user cancels a request (interaction) created by Order from Catalog, the date/time format is changed automatically. Once the format is changed, all the date/time formats in the system are shown with a changed format (for example, open.time of probsummary and closed time of incidents). The format returns when the user logs out and then logs back in again. However, the date/time format should be kept with the system settings and should not be changed automatically when an ESS user cancels a request.	The date/time format does not change automatically when an ESS user cancels a request (interaction) created by Order from Catalog.
QCCR1E54544	When you add a simple field or an alias to a field in probsummary when mapped to DB2, it can take up to 2 hours to save.	When you add a field or an alias to a field to the probsummary table, it no longer takes an excessive amount of time.
QCCR1E54735	Service Level Agreement (SLA) details do not display on the SLA tabs in Incident records.	SLA details display on the SLA tabs in Incident records.
QCCR1E54928	Cloning or resubmitting an interaction results in an error if "Delay Assigning Interaction ID" is checked.	Cloning or resubmitting an interaction finishes successfully when "Delay Assigning Interaction ID" is checked.
QCCR1E54950	When a user is in the Search CIs screen (Menu navigation: Configuration Management > Resources > Search CIs), the 'Search by Specific Type' display option is not working on all configuration item (CI) Types. It appears to only be working on CI Types that have a joinfile associated.	The 'Search by Specific Type' display option is working on all CI Types.
QCCR1E55023	The Affected Services tab on an incident record is not being populated as expected. A CI that should be listed under Affected Services on an incident are not listed	Affected business service now correctly displays all affected CIs in the Affected Services tab.
QCCR1E55035	When ordering more than one Service Catalog bundle with corresponding optional components in the Service Catalog, the check for existing subscription/request improperly determines whether or not the optional component was taken on a previous bundle.	The check for existing subscriptions/requests now properly determines not only that the same component was available in a previous selected bundle, but whether or not the component was actually selected.
QCCR1E55107	After enabling the option "Require update if an activity record is NOT generated?" for object Change in object definition, a message does not appear to prompt the user to save the change to provide an update.	A message will appear to prompt the user to save the change to provide an update when the option "Require update if an activity record is NOT generated?" for object Change in object definition is enabled and a change is modified.

Global ID	Problem	Solution
QCCR1E55117	When an incident is resolved, the assignment group is automatically changed to "Service Desk."	When an incident is marked resolved, the assignment group is not changed to Service Desk automatically.
QCCR1E55160	Values for structured array fields are not populated by Data Modification Events.	Values for structured array fields are populated by Data Modification Events.
QCCR1E55516	After having applied the unload from QCCR1E51844 and a user closes a record, the following message is received: "The record being updated has been modified since read (ocml.mark.avail.init,update.it)"	Code modified so that the error message is not generated when there is no error.
QCCR1E55519	User can type anything in the 'Delegate To' field in the Approval Delegation wizard, even though the input value is not a valid operator.	Validation method has been added to corresponding wizards.
QCCR1E55711	Approval description is incorrect when approval activities are defined with different conditions, but the same user/role and sequence.	Approval description displays correctly during approval.
QCCR1E55734	For array fields, dataModEvent records are not properly created nor handled through change requests.	For array fields, dataModEvent records are created and handled with no problem through change requests.
QCCR1E55720	When using the probsummary Object record to schedule Service Manager alerts for incidents, alerts do not seem to be getting scheduled or logged. Only one field is being used in the calculate expression part of the Alert record, as shown in the screen shot, and this field exists in probsummary table. When updating an incident, however, no error messages are shown. It seems like alerts are not working, if they are set up through the Object record.	When using the probsummary Object record to schedule Service Manager alerts for incidents, alerts are scheduled and logged.
QCCR1E56090	No interaction ID was assigned when a new interaction was created. The incident that was related to this interaction does not have the interaction record either.	Whether or not the option to "delay assigning interaction ID" is used, a service interaction record can be successfully escalated and related to an incident.
QCCR1E53069	No documents are returned when using the "Opened After" date search criterion in the Advanced Search of Knowledge Management (KM).	Documents are returned correctly when using the "Opened After" date search criterion in the Advanced Search of KM.
QCCR1E55153	When trying to update a change (task record) through Event Services when the record is locked by another user, the event status will be set to "error" instead of "locked" or "rescheduled."	Shows the locked status in the event, not an error.

Global ID	Problem	Solution
QCCR1E56258	When using the web client and search using the Advanced Filter with compounds, the search does not work because the filter criteria were placed outside the parentheses.	The search function works when using the web client and the search Advanced Filter with compounds.
QCCR1E56585	Advanced Filter Condition is not shown in a View and adding a second condition overwrites the first condition.	Advanced Filter Condition now appears in a View and adding a new condition does not overwrite the previous condition.
QCCR1E56590	In the Service Catalog, performance issues are encountered when a certain category is selected. This category contains hundreds of subcategories, and each of these subcategories has a user condition. On the web tier, it takes about 45 seconds to display the resulting list.	Code modified to improve the Service Catalog performance when using multiple capability words in the access list.
QCCR1E56645	There are several locks on incidents that hang if the application takes an error. In a small percentage of these cases, the following error message appears on the form: Unrecoverable error in application: alert.process on panel call.update.process	All locks will be released.
QCCR1E56869	Service Level Objective (SLO) interval times are being calculated incorrectly when using calholiday records in combination with operators and contacts in different time zones.	Modified the code so that the holiday record will be time zone neutral and not be changed to calculate the interval incorrectly.
QCCR1E56886	When users select a Service Catalog category that contains a large amount of items, Service Manager loads the category items slowly.	When users select a Service Catalog category that contains a large amount of items, Service Manager loads the category items fast.
QCCR1E57190	In Request Management there are some users who should only be able to access line items and not quotes. This is done by specifying OCML as a capability word for those users to allow them to access line Items but not quotes. However, as currently implemented this means that the user will never be able to open the line items and always receives an unrecoverable error message.	Code modified so that users with the OCML capability word can open line items without receiving error messages.
QCCR1E57210	When opening an interaction from a configuration item (CI), field values are not being copied as defined in the Link record "srelate.device.incidents."	When opening an interaction from a CI, field values are copied.

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QCCR1E57215	<p>When creating a wizard to select multiple records from a list, if a user double-clicks an item from the returned dataset, the client treats this as a select/deselect. However, this is not made clear in the client.</p> <p>Furthermore, if the user then clicks the Next button to execute the actions for that panel, if the actions are set to perform on each record in selection, then the system iterates over every single record that was displayed in the list.</p>	The wizard will exit immediately if there are no records selected.
QCCR1E57274	Updating a cigroup in an environment with a large amount of CI information takes an extended period of time.	Modified code to improve the performance of a CI update that includes a large amount of data.
QCCR1E57527	An interaction created by an Employee Self Service (ESS) user does not have a Service Level Objective (SLO) assigned.	An interaction created by an ESS user now has a SLO assigned.
QCCR1E57665	When a user selects multiple records to approve/deny a change request, the user is directed to the "approval.comments.g" screen to enter comments. On this screen, there is also a Cancel button, which needs to be clicked the same number of times as the selected number of records. This screen needs to close once the user clicks the Cancel button.	On the approval comment screen, the Cancel button works for all selected approvals.
QCCR1E57655	The status field is not being set correctly on all incident records when the alert process cycles through multiple SLOs. If multiple incidents are opened, the alert process cycles and when it finds a scheduled record to process, it does not set the status field to DEADLINE ALERT.	The status fields are updated correctly by the alert process and records are going to DEADLINE ALERT.
QCCR1E57689	When an IR query is issued for a solution search and the user changes the knowledge area and runs another query, no records are returned. When the user amends the query so that records will be returned, the QBE list displayed is incorrect.	When a user modifies the IR search criteria, search returns the results in the correct QBE list format.
QCCR1E57787	When searching for and selecting a Knowledge Management document in the Web client, the selected Knowledge document did not display properly in Internet Explorer after resizing (maximizing or restoring) the browser window.	When searching for and selecting a Knowledge Management document in the Web client, the selected Knowledge document displays properly in Internet Explorer after resizing (maximizing or restoring) the browser window.

Global ID	Problem	Solution
QCCR1E57777	Specific slaactive records make the sloresponse 'Elapsed Time' calculation wrong.	The slaactive records correctly calculate the sloresponse 'Elapsed Time.'
QCCR1E58177	When users are updating a change record, they click "Next" and then receive a pop-up window asking if they want to save changes. When users click 'Yes', a save loop starts which continually presents a pop-up validation. If users click 'Cancel,' they can exit the loop.	Code modified so that the save loop no longer occurs.
QCCR1E58542	Changing the filter criteria does not reflect in the query being run when using a favorite or inbox. The steps to reproduce illustrate changing a new inbox from the original query. The filter conditions show the new changes, but the query that was run continues to be unchanged.	Changing the filter criteria reflects in the query being run when using a favorite or inbox.
QCCR1E58704	When configuration item (CI) type is changed by UpdateDeviceRequest, the old attribute record is not removed from the database.	The old attribute record is removed from the database.
QCCR1E58970	A blank approval group is showing up in the Approvals tab.	Approval description displays correctly.
QCCR1E58973	Data loss occurs between uCMDB and Service Manager because Discovery Event Manager (DEM) event records are not created for non-managed fields.	Allow the system to create DEM events for all fields (managed and non managed fields) if it is a new CI and the DEM rule is set to create a change or incident
QCCR1E59225	The KMUpdate background process will generate an XML error when processing a kmknowledgebaseupdates record, if it was added by an operator configured with the date format 'yyyy/mm/dd'. The knowledge document still appears to get indexed, but it is unclear if there is any missing data for searching. The operator using the date format 'mm/dd/yyyy' does work. Other date formats may produce the error as well, but this was not tested.	Errors no longer occur for the date format 'yyyy/mm/dd' during the index process.
QCCR1E59378	Approval Delegation Wizard does not list correct Approval groups for Service Catalog.	Approval Delegation Wizard correctly lists Approval groups for Service Catalog.
QCCR1E59408	Poor performance when performing a Fill in an interaction against an Affected CI if the Service contains many Relationship records.	The performance when performing a Fill in an interaction against an Affected CI has been improved.

Global ID	Problem	Solution
QCCR1E59519	Some approval groups are missing in the Approvals for the Service Catalog Item. Only two groups were added into the Approval table for request instead of the five configured for the item.	All approval groups now appear in the Approvals for Service Catalog Items.
QCCR1E59518	Usage Type datadict value (input 'sysFieldType') is set incorrectly for new fields. This field is not explicitly set to any specific value in the code. Instead, its value is based on how the field precedes the set (for example, if the field immediately precedes one that is set to 'System,' it also inherits the 'System' value).	Set Usage Type (File 'datadict' field 'sysFieldType') as empty for new fields.
QCCR1E59514	In Request Management, the wrong Current Phase in being reported in an eventout record, generated by an email notification. When requests are approved, the email notification sent on approval contains the name of the next phase not the current phase.	Now, when the email notification is sent on an approval, the email contains the name of the current phase.
QCCR1E59657	The Todo queue is not updated when incidents are updated using Event Services.	The Todo queue can be updated when incidents are updated using Event Services.
QCCR1E59769	When updating an incident with no status change, the system performs unnecessary processing because a status changed schedule record is created. On a busy system, this creates a significant amount of overhead for the extra processing that is not needed.	Code modified so that the system only creates the schedule record, Problem Status Change, if the state of the incident has been changed.
QCCR1E59818	Performance issues with the Service Catalog screen building. It takes about four seconds to display the svcCatalog.select format in an out-of-box Service Manager 7.10 system that has 35 svcCatalog records where type="category." It takes at least 13-14 seconds on a system with 170 svcCatalog records where type="category."	Service Catalog screen will show no latency.
QCCR1E59808	Service Manager processes are being killed by the operating system (HP-UX).	Service Manager processes are not negatively impacted by the operating system (HP-UX).
QCCR1E59948	Many error messages occurred when logged in as Change.Approver and going to the approval inbox.	No more errors occur when logged in as Change.Approver and go to the approval inbox.

Global ID	Problem	Solution
QCCR1E60244	The phase sequence in the Workflow tab indicates that the Manager Approval phase has not started yet and the record did not skip the first phase (as configured in ocmqcat). In addition, the quote record starts in the Quote Approval phase with the "To Working" button available, but it is necessary to click twice on the button to start the next phase (Working phase).	When skipping the first phase of a quote category, the workflow also skips.
QCCR1E60690	When opening a quote via Web Services, the Requestor (requested.for) field is blank.	When opening a quote via Web Services, the Requestor (requested.for) field is filled in.
QCCR1E60870	After migration from Service Desk to Service Manager, users are unable to access Contract Views, even after applying the unload from QCCR1E32332.	Users can access Contract Views.
QCCR1E61431	Using the Save & Exit button does not save changes made to the activity variables.	Clicking Save & Exit saves Activity updates in Change Management.
QCCR1E61414	The runtime environment (RTE) E Query field (localizedTable) in (datadict) is not defined in the dbdict (fillcombo,select).	The new field (localizedTable) in (datadict) will be added.
QCCR1E61469	There is performance issue when accessing affected CI in Incident Management when there are many cirelationship records. It takes too much time to retrieve all of the associated data.	In Incident Management, the performance has been improved when a user accesses the affected CI field and there are many cirelationship records to process.
QCCR1E61562	Cannot update a change with the "CI Group" category, so cannot provide an update when the activity.mandatory option is checked in Object tailoring.	Changes with the "CI Group" category can be updated successfully.
QCCR1E62067	Configuration item (CI) replication is added to a cirelationship record if the parent or child CI is not present in the device table.	The cirelationship record is not added during CI replication, if the parent or child CI is not present in the device table.
QCCR1E62486	Change Queue is not refreshed properly when returning from an updated change record that closed the phase.	The Change Queue is refreshed properly when returning from an updated change record that closed the phase.
QCCR1E62776	Ucldb configuration items (CIs) in Service Manager are not deleted if they are renamed or cloned.	Ucldb configuration items (CIs) in Service Manager can be deleted if they are renamed or cloned.
QCCR1E63260	Some alert schedule records will disappear when an incident is locked.	Alert schedule records will not disappear when an incident is locked.

Global ID	Problem	Solution
QCCR1E63493	When uCMDB sends configuration item (CI) information to Service Manager, the values on the Expressions tab do not update the record values that are being passed.	Fields set in the Expressions tab of extaccess records create the dataModEvent record.
QCCR1E64050	Need detailed documentation of the following Incident Profile rights: Modify Template, Template Mass Update, Complex Mass Update, Mass Close, Mark problem candidate, and Update when closed.	Added Help on Field information for the following Incident Management Profile fields: Modify Template, Template Mass Update, Complex Mass Update, Mass Close, Mark problem candidate, and Update when closed.
QCCR1E64123	For interactions and incidents, the service and contact fields have a "context search" button which, when selected, displays related interactions or incidents in a wizard. There are two performance issues: On display, Format Control runs some code to determine if these buttons should be grayed out or not, depending on whether there would be anything returned by the query. This adds several seconds to the incident/interaction display time. When these buttons are used, they work out a count by iterating through the result set. This is extremely inefficient, takes several seconds, and puts an unnecessary load on the server.	The code has been fixed to eliminate poor performance of the context button.
QCCR1E64375	The Discovery Event Manager (DEM) reconciliation rules do not seem to be working as the configured sequence.	Added new sort fields, so that the DEM reconciliation rules work in the correct configured sequence.
QCCR1E64429	Unmanaged fields are not written to a configuration item (CI) when the value of \$L.elng in "check.post.exception" equals zero.	Unmanaged fields will be written to a configuration item (CI) when the value of \$L.elng in "check.post.exception" equals zero.
QCCR1E64590	Files containing array structures, such as addIIPAddr of ucldbComputer cannot be updated.	Code modified so that files containing array structures can be updated.
QCCR1E64632	After installing and applying Applications Patch 1, the "is empty" and "is not empty" comparison search criteria are not working as expected.	This issue has been fixed in Applications Patch 2. The "is empty" and "is not empty" comparison search criteria work properly.

Global ID	Problem	Solution
QCCR1E64688	The RAD scheduler queries too frequently.	Process multiple schedule records in one query. Note: A new parameter has been added (System Information Record -> General -> "Schedule Batch Size") to allow the System Administrator to tailor the number of schedule records that can be processed by one query.
QCCR1E64848	Any time a record is updated by an <code>axces.database</code> event, a message, such as the following, is generated: Record updated in %S file. %S	Unnecessary message panels have been removed to avoid generating useless schedule messages after a process <code>axces.database</code> event.
QCCR1E64991	When trying to display device records from the <code>ToDo</code> queue, received the following error message: "Unrecognized record type "device", cannot process <code>ToDo</code> record."	Modified code so that users can display device records from the <code>ToDo</code> queue.
QCCR1E65046	A new configuration item (CI) is created with the same <code>ucmdb.id</code> but different <code>logical.name</code> .	Now, DDM will work in this way: <ol style="list-style-type: none"> 1 If the source contains <code>ucmdb.id</code> and is not empty, DDM will try to match the target with the <code>ucmdb.id</code>. 2 When the above is not successful, if the source contains <code>logical.name</code> and is not empty, DDM will try to match the target with <code>logical.name</code>, and ensure the <code>ucmdb.id</code> of the target is empty. This is to make sure there are no duplicated <code>ucmdb.id</code> existing in SM. 3 When the above is not successful, if there is any conciliation rule with this type, DDM will try to match the target with <code>logical.name</code>, and ensure the <code>ucmdb.id</code> of the target is empty. This is also to make sure there are no duplicated <code>ucmdb.id</code> existing in SM. We do not check <code>logical.name</code> here, because <code>logical.name</code> is a unique key in SM. If there are any duplicates, an error will return. 4 When all the above is not successful, DDM will add a new record, instead of matching and updating an existing one.

Global ID	Problem	Solution
QCCR1E65098	When removing items from the Shopping Cart, the pop-up message that is displayed to the user displays the value of the 'name' field. We would like to have this pop-up display the value that is contained in the 'displayname' field.	The pop-up message will contain the display name instead.
QCCR1E65268	When a change record is opened and approved, it ends up in a pending approval state.	The environment record will be properly initialized so that the approved change will be approved correctly.
QCCR1E65837	Some processes running in the background generate error messages about timezone in the log file (for example, "Cannot evaluate expression (us.notify.switch.timezone.gen.txt)").	Expressions in the processes running in the background can be evaluated correctly so that timezone errors will no longer be generated in the log files.
QCCR1E66089	The new fields added to the dbdict were not immediately added to Data Policy unless after adding another new field into the dbdict.	Fields added to the dbdict are now also added to Data Policy immediately.
QCCR1E66457	The existing out-of-box (OOB) interaction records cannot be updated.	The existing OOB interaction records can be updated.

Application updates in Patch 1

Enhancements

Global ID	Problem	Solution
QCCR1E27924	Users are allowed to select from as many as 300 views from the Manage Queue screens.	Added a new field "Max Views Shown in the List" to the System Information Definition record, so the System Administrator can set a limit to the number of inbox views that a user can create. The documentation has been updated to include a new Help topic "Set the maximum number of inbox views."
QCCR1E32332	Customers should not need the 'Asset Contracts Management' license to access the contracts DB.	Customers can access contract DB without an 'Asset Contracts Management' license.

Changes

Global ID	Problem	Solution
QCCR1E25368	Change records may be closed when there are outstanding open tasks.	Updated the condition to check whether or not the current task phase is the last one before changing the status of the change record to "closed."

QCCR1E29955	When adding an item using the Service Catalog wizard, the link of "Select Screen Size" will bring the wizard back to the top of the catalog, no matter which level of catalog the user was in before.	The link of "Select Screen Size" will keep the current level of catalog.
QCCR1E30276	Favorites are not working correctly when the system is running in case-insensitive mode and the user logs in with lowercase letters but the operator name contains uppercase letters.	Users may create favorites even when their log-in names do not match the stored operator records in a case-insensitive system.
QCCR1E30453	The Expiration in a breached sloresponse included time spent in suspended states.	Expiration in a breached sloresponse does not include time spent in suspended states.
QCCR1E30656	Unable to delete feedback from a Knowledge Management Document cm3r record on the Web Tier.	A feedback row can be deleted, as follows: Click the link in the Id column, and then click the "Delete" button. Or, highlight a row and then click the "Delete" button.
QCCR1E30770	The alerts for an SLA with multiple SLOs are created for all SLOs.	The second and subsequent SLO alerts that use the same AlertDef will now be scheduled.
QCCR1E31306	Changes/incidents are updated by the 'sm.update.affected.services' application even when there are no new changes to save.	The solution is only when a Configuration Item for the change/incident is added or updated, a schedule record is created that runs a routine to update the list of affected services.
QCCR1E31469	If two users access the same record and one modifies it such that the category or phase is changed and then exits the record, the other user receives a message to the effect that "the record has been modified since you loaded it." When the record is reloaded, it refreshes the data, except for the phase and category variables.	When a record is reloaded, the phase and category variables are updated with the rest of the data.
QCCR1E32014	Service Catalog uses an incorrect contact when creating a svcCartItem.	The contact value is now set correctly when creating a svcCartItem from the Service Catalog.
QCCR1E32082	An error is generated when attempting to edit a Filter for a custom View.	You can successfully edit a Filter for a custom View.
QCCR1E32246	When an interaction is escalated to an existing incident, the incorrect value is passed to the screlate.get.association.g format. When you clear the association and click on the Search link to locate an existing incident, the value is always set to the incorrect value.	When an interaction is escalated to an existing incident and you clear the association and click the Search link to locate an existing incident, the value is set to the correct value.
QCCR1E32282	Template Mass Update does not work for number and boolean fields.	Template Mass Update works for number and boolean fields.

QCCR1E32141	Calendar routines are stuck in an infinite loop on the do.partial.week panel for application calendar.calc.interval application.	The 'calendar.calc.interval' application will no longer hang after processing a switchover date.
QCCR1E32326	Service Catalog: If an Employee Self Service (ESS) user cancels a request, the approvals are not removed from the approver's list.	The approvals will be removed from the approver's list.
QCCR1E32258	Error using Advanced Filter after setting Global List field in Data Policy.	Advanced Filter will no longer cause errors after setting the Global List field in Data Policy.
QCCR1E32388	The "alert" background process was sometimes leaving 4 locks on a ticket (with 5 seconds between each lock).	During alert processing, if the record is modified right after a lock is obtained, the alert will continue to process and a hanging lock will no longer result.
QCCR1E32413	Using the Advanced Filter to search changes by Status generates an error message.	There is no error message when searching changes by Status, using the Advanced Filter.
QCCR1E32453	A lock was obtained when the display was released before the user completed the operation.	A lock is obtained when the display is released only after the user completes the operation.
QCCR1E32461	The kmplugin disregards the 00:00:00 time value while searching on datetime fields.	The searches will work as expected, if you change the greater-than and smaller-than symbols to greater-or-equal-than and less-than-or-equal-to symbols.
QCCR1E32357	Alert schedule records are not created when expected resolution time is modified for a past due problem record.	New alerts are scheduled, even when there are existing alerts that have already run.
QCCR1E31650	Information entered into the User Selection fields for a Service Catalog item is not cleared out when the item is selected a second time.	Information entered into the User Selections fields will not be retained when the item is selected a second time for the same order. The same goes for optional items for bundles.
QCCR1E47551	The Withdraw function does not work if a ticket is saved, exited, and then reselected. There is a message prompt stating that the Risk Assessment fields are required before the record can be saved.	The Withdraw function works properly if a ticket is saved, exited, and then reselected. The change is moved to the Evaluate & Close phase, and the status is set to closed. Also, when the back button is selected, the user is no longer prompted for the required field Risk Assessment and instead can save the change record.
QCCR1E47668	Emails do not get sent out to the approval delegates as the documentation says.	Delegates will receive emails, stating that records are awaiting their approval.
QCCR1E48418	The Discovery Event Manager (DEM) reconciliation rule is not working.	The DEM reconciliation rule works correctly.

QCCR1E48419	The DDM reconciliation rule does not search for configuration items (CIs) that do not have a ucmdb.id.	The DDM reconciliation rule only searches for CIs that do not have an ucmdb.id.
QCCR1E48483	When editing the Service Catalog bundles that contain sub bundles, a user's original user selections are not retained.	When editing the Service Catalog bundles that contain sub bundles, a user's original user selections are retained.
QCCR1E48499	The KMUpdate background process terminates.	The Knowledge Management (KM) KMUpdate background process works well, as a result of approving the working copy of the KM document externally.
QCCR1E48522	Interactions can be saved without escalating or closing the record. This is in direct contradiction of the documented ITIL process.	Interactions cannot be saved without escalating or closing the record.
QCCR1E48525	The KMUpdate process terminated when record was deleted from the library.	The KMUpdate process works well regardless of whether a record is deleted from the library.
QCCR1E48570	SLO Total Time was not calculated correctly.	Modified SLA code so that the SLO response elapsed time ('total.time' field) calculates correctly.
QCCR1E48580	On Dynamic Forms, a translation by Display/Value List is not possible.	A translation on Dynamic Forms by Display/Value List is possible.
QCCR1E48725	The expiration dates and times that are posted to SLO Response records are not consistent, and can sometimes be off by a few seconds.	The SLA code was using the date/time stamp provided in real time. This was changed by setting the date/time at the beginning of SLA processing, so that the correct expiration dates and times will be used in the SLO Response records.

QCCR1E48719 There are missing parameter panel variable names for RAD=se.view.engine that are causing the JavaScript method doAction() to fail.

There are two solutions to this issue, based on the version of your Service Manager installation:

- You are planning to install Service Manager 7.11, or you have "already" applied the applications patch to your system.

Solution: Load the QCCR48719_48735-post-patch RAD fixes that include applications with no corruption on their parameter panel.

- You are planning to apply the applications patch, but have not yet done so.

Solution: Load the QCCR48719_48735-pre patch code fixes that include the RAD applications and will prevent corruption to the parameter panels during the patch process.

You can navigate to the following Soft Support Online (SSO) web page to log in and download the patch:
<http://support.openview.hp.com/support.jsp>

See Knowledgebase topic KM780340.

QCCR1E48831	Contributed a new kmdocument and saved the document as a draft copy. When the draft copy is approved, the "Created" kmusagehistory record is never added.	The "Created" kmusagehistory record is added when a user contributes a new kmdocument and saves the document as a draft copy.
QCCR1E48920	There are two comfill fields where using list and using fill returns a different value on the form ocmq.view.summary.g 'assigned to' and 'assigned dept' comfill box.	The list and fill functions return the right values.
QCCR1E48938	Service Catalog Item Cost does not recalculate costs if there is a change in cost to the line item options.	Service Catalog Item Cost recalculates the costs, if the cost of any line item options has changed.
QCCR1E48986	RAD modification needs to support multiple "sla" processors for proper scaling of high-volume SLA activity.	RAD modification supports multiple "sla" processors.

QCCR1E49164	<p>When an Employee Self-Service (ESS) user logs in to search the knowledgebase and adds a category to filter the search, there is a message that states there are no categories.</p> <p>Cause: If the user is not a KMAAdmin or a SysAdmin, the global variable (\$G.contribid) referenced in Knowledge Management to choose the document kmcategory wizard record is never populated with a value. Instead, there is a message that states, "No categories found."</p>	An ESS user can add a category, according to the view privilege, to filter the search.
QCCR1E49301	The call to RAD=sc.get.sla (SLA selection code) should be made consistent across all modules.	The call to RAD=sc.get.sla (SLA selection code) is consistent across all modules.
QCCR1E49332	After an interaction is submitted via the Employee Self Service (ESS) client, a Service Desk Analyst can review the interaction and escalate the interaction to an incident. During the escalation work flow, if an existing incident is found and linked, the work flow correctly relates the incident and the interaction, but proceeds to incorrectly create a new incident. Also, the changes made to the interaction prior to relating to an incident are not saved.	After submitting an interaction, if an existing incident is found and linked, the work flow will relate the two records and save any unsaved changes made to the interaction. It will not create a new incident and instead prompt the user to select a potentially-related problem.
QCCR1E49488	Interactions can be saved without escalating the record to an incident.	Interactions cannot be saved, except when escalating the record to an incident or closing the record.
QCCR1E49713	Trigger errors appear when submitting interactions with a Service Catalog item added.	The interaction will be created successfully.
QCCR1E49758	When accessing a Knowledge Management document through a system-generated URL, the usage history table is not updated as expected--no update occurs. However, if the same record is viewed using the Windows or web client, then the history record is created, as expected.	The usage history table is now created with the suffix "&relatedSystem=URLQuery" in URL.
QCCR1E50994	The Query clause "not Empty" is not working as expected.	Fixed the RAD application so that the Query clause works.
QCCR1E51225	When ordering from the Service Catalog, invalid data is displayed when a User Selection of type "Record in Table" has been added and the field to be validated is an array.	Data can be displayed correctly when ordering from the Service Catalog.
QCCR1E51297	The Advanced filters "isbetween" and "isnotbetween" are not working as expected.	The Advanced filters "isbetween" and "isnotbetween" are working as expected.

QCCR1E51844	Sequencing, or dependencies, are incorrect in Request Management for phantoms that include a bundle that is dependent on a line item.	The code was modified so that all dependencies are considered before making items available.
QCCR1E52203	Many change records are created for the same configuration item (CI), if the Discovery Event Manager (DEM) rule is set to open a change when a CI is discovered.	Only one change will be created for the same CI.
QCCR1E52806	Financial approvals were not being canceled when a user canceled a request that had related records with pending actions.	Financial approvals will be canceled when a user cancels a request that has related records with pending actions.

Installation Notes

For detailed installation instructions, refer to the latest *SM7.11_ApplicationPatchMgr.pdf* at <http://support.openview.hp.com/selfsolve/>

[document/KM753871/binary/SM7.11_ApplicationPatchMgr.pdf](http://support.openview.hp.com/selfsolve/document/KM753871/binary/SM7.11_ApplicationPatchMgr.pdf)

For detailed information about the changed objects list, refer to *SM7.11_ApplicationPatchObjectChangedList.pdf*.

Known Problems, Limitations and Workarounds

This software release has the following limitations and known issues. Defects which are not fixed on non-English Service Manager environment are listed as localization limitations.

Localization Limitations

Global ID	Known Issue	Workaround
QCCR1E56696	Status field in a problem (rootcause) and problem task (rootcausetask) record is being changed from "Closed" to "Past Due" after the closure of a PM ticket.	None available at this time.
QCCR1E59312	Service Level Objective (SLO) interval times are being calculated incorrectly when using calholiday records in combination with operators and contacts in different time zones.	None available at this time.
QCCR1E59367	For array fields, dataModEvent records are not properly created nor handled through change requests.	None available at this time.
QCCR1E64688	RAD scheduler queries too frequently.	In English environment, a new parameter is added (System Information Record -> General -> "Schedule Batch Size") to allow the System Administrator to tailor the number of schedule records that can be processed by one query. But for non-English environment, it will use the default value directly.
QCCR1E61562	Cannot update a change with a category of "CI Group" and hence cannot provide an update.	<ol style="list-style-type: none">1. Go to menu Tailoring -> Document Engine -> Objects -> filename:cm3r -> search to bring up the cm3r object record.2. Select the Activities tab.3. Uncheck Require update if an activity record is NOT generated.

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
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpssoftwaresupport

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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