HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 7.11 Application Patch 3 / October 2012

This document provides an overview of the changes made to HP Service Manager for 7.11 Application Patch 3. It contains important information not included in the manuals or in online help.

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/

Required Software

- Service Manager application release level:
  - 7.10, 7.11 or 7.11 Application Patch 1 or 2
- Service Manager application release language:
  - All languages for 7.11
- Service Manager client/server release level:
  - 7.11 Patch 18 (P18) or higher
  - 9.21 Patch 4 (P4) or higher
  - 9.30 Patch 3 (P3) or higher, 9.31 or 9.31 Patch
- The Service Manager server process must have read-write access to the database.

Unload Files in Dependent Platform Patch

It is not necessary to install the unload files in the platform_unloads folder in server patch if you are upgrading to one of the platform patches listed below:

- 7.11 P18 or P19
- 9.21 P4 or P5
- 9.30 P3, P4, or P5
- 9.31

If you are upgrading to a higher version than the ones listed above, refer to the documentation that came with the platform patch for more information.

In This Version

Service Manager Version 7.11 Application Patch 3 (SM 7.11 ap3) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the enhancements and fixes in this application patch.

Enhancements

Global ID	Problem	Solution
QCCR1E71616	There is no an interface to view and manage all the hotfixes for the Applications layer.	Create a built-in tool called Applications Unload Manager to view and manage the Apps hotfixes. Refer to the "Unload Manager Introduction" section for detailed information.

Fixes

Global ID	Problem	Solution
QCCR1E28140	The Related Incident Count field in the problem record does not get updated when a screlation is removed between a problem and an incident.	The Related Incident Count field in the problem record is updated correctly when a screlation is removed between a problem and an incident.
QCCR1E29969	Users were not prompted for comments after the first Denial or Retraction action.	Comment prompt will be displayed and allows the operator to enter comments.
QCCR1E30840	The application 'route.todo.list' has a hard-coded list of exits that depend on the filename. Therefore, new tables cannot be added to the Todo queue without changing the RAD code.	The Todo queue now can handle customized records.
QCCR1E31921	Terms containing special characters cannot be searched (for example, AS/400, i-Pass, and x-link), especially IT-related terms containing these characters. Knowledge Management is used in technical help desks, so it is important that help desk agents quickly access knowledge with the straight-forward keywords of the issue description. Knowledge Management needs to be able to handle searches on special characters.	Knowledge Management search now supports search terms containing special characters, such as "/, -".

Global ID	Problem	Solution
QCCR1E31935	An Incident Management ticket is displayed for an Employee Self Service (ESS) client in the wrong format if it is locked when 'Lock on display' is enabled. Instead of displaying 'ess.browse.incident,' the record is displayed by using 'IM.template.update' or 'IM.update.incident' in read-only mode.	An Incident Management ticket is now displayed for an Employee Self Service (ESS) client in the correct format.
QCCR1E31976	The "**Filter**" button on the **Change Management Activities** > **Historic Activities** tab is grayed out.	The "**Filter**" button on the **Change Management Activities** > **Historic Activities** tab is active now.
QCCR1E32098	There are two issues when a user tries to view a KMdocument even though they have the correct permissions: 1. A user can view a kmdocument, but cannot add it as a link in another kmdocument 2. A user has rights to view an external kmdocument but cannot view the document via a link.	A user has rights to view an external kmdocument as well as view the document via a link.
QCCR1E51980	Activity history for change records is not recorded in the proper sequence, by date or time, in the Activity logs.	Activity history for change records is recorded in the proper sequence in the Activity logs.
QCCR1E53577	Internal mail generated from a Notification record always has a Subject line identical to the first line in the body of the email notification, regardless of how the "Email/Mail Subject Line" is defined in the Notification record.	Internal mail generated from a Notification record will use the correct subject line when a specific "Email/Mail Subject Line" is defined in the Notification record.
QCCR1E55237	In the Web client, when attempting to delete multiple records that have been related and viewed, the row of records cannot be selected and highlighted for deletion. Only the first row can be deleted.	Multi-selection has been disabled in the format. Users should use SHIFT + mouse click or CTRL + mouse click to highlight a record in the Web client, instead of by clicking the record.
QCCR1E55982	Mass functions are available to users at the Queue screens in the out-of-box system.	Removed the modify Todo record functions, such as save, delete, mass update, and mass delete, so that the System Administrator can control the usability of these functions in Format Control "Todo."
QCCR1E56178	The values in a picklist for two user selections are the same if the names of the user selections are the same. This occurs even if you specify differing values for the picklist when you specify the user selections.	The value of selection is the same now.
QCCR1E58148	The TZFILE entries for Europe/Eastern are displaying the end-of-summer time as late September, instead of late October.	Europe/Eastern and Canada/Eastern timezones are updated.

Global ID	Problem	Solution
QCCR1E59627	When data were exported from the device.qbe into Microsoft Excel, the status column was exported as values from the value list, not from the display list.	When data are exported from the device.qbe into Microsoft Excel, the status column is now exported from the display list.
QCCR1E60470	Knowledge Management permissions are not applied correctly in a hierarchical profile set.	Permissions will be cumulative, as described in the documentation, and the specified permissions will be set on a sub-category that is applied rather than having a restriction invoked.
QCCR1E61259	Service Catalog does not provide an option to make the "Requested For" field mandatory. Additionally, it does not verify that the value corresponds to a valid contact.	Added validation to the "Request for" field for a mandatory check.
QCCR1E61743	Service Level Objective (SLO) expiration is not recalculated correctly when going from suspended to achieved status.	SLO expiration is recalculated correctly when going from suspended to achieved status.
QCCR1E61870	There should be no error message when ordering from a catalog and both the $G.folderEntitlement=True and False.	If the user does not have access to create an interaction while ordering from the catalog due to a folder limitation, a warning appears to the user and the request cannot be created.
QCCR1E62504	The Approve button may be unavailable to a user who has been added as an approval delegate and there are multiple approvals required.	The Approve button is available to a user who has been added as an approval delegate and there are multiple approvals required.
QCCR1E62745	Saving a cloned interaction record does not bring the user to the update format (SD.update.interaction), as expected.	Saving a cloned interaction record now brings the user to the update format (SD.update.interaction).
QCCR1E62947	Advanced filters do not set the date fields as expected.	The selected date values will be saved correctly when views are edited.
QCCR1E63251	Even if a Service Catalog request is canceled, it will be fulfilled.	If a Service Catalog request is canceled, it will not be fulfilled.
QCCR1E63684	Interactions are not updated correctly when closed by the linker process.	Interactions are updated correctly when closed by the linker process.
QCCR1E63862	When searching Known Errors and Adding filter criteria, the following error message is received: *Query field (Open) in (knownerror) not defined in dbdict (rca.setup.search,select.records)*	No error when adding filter criteria for searching Known Errors.
QCCR1E64196	Outages are not correctly calculated for parent Configuration Items (CIs) where more than one child outage is required to create a parent outage.	Recalculated the upstream CI outage record so that when the outageevent record is updated, the upstream CI record will be checked.

Global ID	Problem	Solution
QCCR1E64538	When a user clicks an option in the System Navigator, information already entered is discarded without warning. For example, if a user has added items from the catalog to the cart and then clicks "**Order from Catalog**" to add more items by mistake, everything in the cart is discarded without warning to the user. The same applies if users are submitting a request.	When a user has added items from the catalog to the cart and then clicks "**Order from Catalog**" to go back and add more items, items already in the cart will be saved.
QCCR1E65151	Certain contextAction queries cause unrecoverable errors when returning from viewing context.	The list can be displayed without any errors.
QCCR1E65168	When the Lister background process executes apm.server.initer RAD application, apm.server.initer encounters an error unlocking a resource, which results in an infinite loop.	Modified the global list rebuilding application so that an infinite loop does not result when one of the global lists fails to unlock.
QCCR1E65287	The service request submitter creates an interaction with catalog items and then receives the following error: *The record being updated has been modified since read (cc.set.approval,do.update)*	When a record is updated, the service request submitter can create the interaction without any errors.
QCCR1E65330	Advanced Filter displays the following operators incorrectly: "Is More Than" as "Is at Least" and vice versa, and "Is Less Than" as "Is at Most" and vice versa. For example, on the Advanced Filter tab of the Incident search form, if you click Add New Filter Criteria and specify a filter condition "Reassignment Count Is More Than 2", the actual filter condition displayed on the Advanced Filter tab is "Reassignment Count Is at Least 2".	Changed the message display order and modified the applicable scmessage records. Advanced Filter now displays the operators correctly.
QCCR1E65381	If a profile includes an Append Query, the query is applied only on searches but not on views.	If a profile includes an Append Query, the query is applied to both searches and views. **Note**: This issue has been resolved for the following modules: Change Management, Configuration Management, Incident Management, Problem Management, Request Management, and Service Desk.
QCCR1E65513	Excessive time is spent in RAD Subroutine scm.get.files during login. It uses a select to determine whether inbox records exist for a particular table.	RAD Subroutine scm.get.files now uses a count, which is much faster than a select.

Global ID	Problem	Solution
QCCR1E65855	Although processing a Web Service request failed, the response states that the request was a success.	When adding an incident via SOAP, the return code will correctly be "ERROR" and will return -1 instead of Success.
QCCR1E65982	The deprecated and available settings on a field in the probsummary datadict do not control the visibility of fields for Incident Management on the Customize Current View option dropdown and the Create Template form as expected.	The fields displayed in the Incident Management Customize Current View option dropdown and Create Template form are now controlled by the deprecated and available settings on a field in the probsummary datadict, as expected. When a deprecated field is set to available, it is displayed in the dropdown list when a user chooses "Customize Current View" option, but not displayed in the Create Record from template option.
QCCR1E66148	The record Web URL ($L.web.url) in Service Manager email notifications for Approval Notifications is incorrect.	The record Web URL is correct in Service Manager email notifications.
QCCR1E66422	When sending several emails (for example, when an incident or change is closed) that are not processed in the background, the user has to wait a long time for the process to finish. Service Manager generates too many database queries.	When sending several emails that are not processed in the background, the process is faster and the number of database queries is reduced.
QCCR1E67072	Performance of the Knowledge Management update process (KMUpdate) was not optimal because it used a companion Web service servlet for the update process.	Replaced the Web service servlet with a new KMStatusListener process that will start on demand without any administrative need and will update, delete, and insert documents into the relevant KM module tables. **Note**: This change takes effect only on the K2 search engine; it does not affect the SOLR search engine (which has been supported since SM9.30) is used.
QCCR1E67106	The value of $L.phase is not refreshed when cancelling out of a "Change Phase" operation in a change record, which can cause control conditions to function incorrectly.	Control conditions defined in Change Phase records function correctly now.
QCCR1E67399	Employee Self Service (ESS) users' transaction response capability was performing slowly.	No more performance issues for ESS users' transaction response.
QCCR1E67557	When a user logs into SRC, the application dashboard no longer displays listings in the "popular requests" section. **Note**: Items used to display in that section.	When a user logs into SRC, the application dashboard now displays listings in the "popular requests" section.

Global ID	Problem	Solution
QCCR1E67627	The workflow in a Change Category was not displayed if a related Task Phase included a blank Auto Open Task category.	Empty categories will not be allowed, so users will have to specify a category name. Also, any empty rows will be deleted.
QCCR1E67630	When "Allow Operator Access without Profile Record" on the Incident Management environment record is set to false to unsuspend an incident, it fails with the following error: *Unrecoverable error in application: im.unsuspend on panel pre.update.incident*	Added unsuspend access rights to the Problem process.
QCCR1E67646	When the log-in operator id is the same as the related callback.contact set in the interaction, the email will not be sent successfully.	Removed Null set of the callback.contact and fixed the email schedule to properly create and send email. **Note**: You can configure this in notifications, if you do not want to send email to the operator.
QCCR1E67703	Sometimes a dead loop is found in Service Manager when SLA is enabled.	The dead loop no longer occurs when SLA is enabled.
QCCR1E67768	The lock is not released after an interaction is saved.	The lock is released after an interaction is saved.
QCCR1E67861	DataModEvents from unplanned change should not be merged to planned change.	No new unplanned change is created if the planned change is not implemented and the old value is still valid.
QCCR1E68026	When selecting the 'Save As Inbox'/'Save As View' option on a list of joinfile records (for example, 'joincomputer'), the appropriate inbox record is created, but with the following messages: *The "<joinfile name>" Data Policy record could not be found. The "<joinfile name>" table definition could not be found.*	Creating an inbox of joindef devices is now supported.
QCCR1E68050	Templates do not properly handle null values in array elements.	After applying a template from a record, null values will be properly handled in array elements.
QCCR1E68362	When setting the useOperatorFullName in the Service Desk environment, the behavior of Profile.opened.by and update.by are inconsistent.	Fields opened.by and updated.by are now used to consistently store operator names only, instead of the operator names and the full operator names.
QCCR1E68776	Knowledge Management (KM) search strings containing special characters do not return expected results and the special characters are excluded in the search.	KM search strings containing special characters will return expected results and include special characters.

Global ID	Problem	Solution
QCCR1E68906	When setting valid dates to make 'Hot News' available, 'Hot News' is not displayed within the expected date ranges in Knowledge Management.	'Hot News' is now displayed in their valid date ranges.
QCCR1E70066	Employee Self-Service (ESS) users cannot order a catalog item that has an associated subscription if the item was previously ordered and then cancelled.	Previously cancelled items now can be ordered.
QCCR1E70163	The KMUpdate process terminates abnormally even though it is not terminated manually. Additionally, the KMUpdate process may terminate even if no internal errors occur.	When the Search Engine server is shut down or an indexing document error occurs, the KMUpdate process will not terminate, and error messages will be written to sm.log to indicate the exception details.
QCCR1E70192	New dataModEvents are not linked to existing unplanned changes. For example, when an unplanned change already exists for a configuration item on attribute A, Universal Configuration Management Database (UCMDB) sends a new value for attribute B, which should add a new dataModEvent to the existing unplanned Change. However, the new dataModEvent is not linked to the existing unplanned Change. The tableName, EventID, Linked Table Name, and Linked Record ID values are missing in the new dataModEvent.	Newly discovered dataModEvent records are linked to existing unfinished, unplanned changes.
QCCR1E70321	The scversion file is not updated after an application patch is installed. This occurs if the default date format is "dd/mm/yy."	The scversion file is updated correctly after an application patch is installed.
QCCR1E70430	Appended queries that defined in profile records are visible to end users when searching records.	Appended queries are always hidden to end users.
QCCR1E70432	The "Category" dropdown list in Service Catalog does not display localized names.	The "Category" dropdown list in Service Catalog shows localized names.
QCCR1E71090	When adding two CI conditions, decorators are not visible and RAD errors appear.	Service Manager now supports multiple conditions for CI decorators.
QCCR1E71783	Time zone (tzfile) records are not updated to reflect the latest time zones.	The time zone data is up-to-date in April, 2012.

Global ID	Problem	Solution
QCCR1E72211	Merge and Save actions cause some contents of a SMOO-Execute OO Flow(1) lost. Specifically, this issue occurs because the &, <, and > characters are converted into their HTML representations ("&" ">" and "<" respectively) after using the merge tool.	No content is lost after Merge and Save actions.
QCCR1E73549	A uCMDB expression that is defined in extaccess is executed twice.	The uCMDB expression will only execute once.
QCCR1E74128	The first line of the mail body is used as the Subject line when Internal mail is generated from a Notification by updating the same Incident record.	Now, the mail is merged with the Message Text, and the Subject contains the subject message defined in the notification.
QCCR1E74523	The global variables for Request Management remain null. During the login process, error messages are displayed when the user has no request profile.	No error message is displayed when the user has no request profile.

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

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

New feature, 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
QCCR1E31976	The "Filter" button on the **Change Management Activities** > **Historic Activities** tab is grayed out.	Not available at this time.
QCCR1E55237	In the Web client, when attempting to delete multiple records that have been related and viewed, the row of records cannot be selected and highlighted for deletion. Only the first row can be deleted.	Use SHIFT + Mouse click or CTRL + Mouse click to highlight a record in the Web client, instead of by clicking on the record.
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.	Not 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.	Not available at this time.
QCCR1E59367	For array fields, dataModEvent records are not properly created nor handled through change requests.	Not 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.

Global ID	Known Issue	Workaround
QCCR1E61562	Cannot update a change with a category of "CI Group" and hence cannot provide an update.	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**.
QCCR1E71273	The new "Not" check box is not displayed on non-English environment in Advanced Filter of View. It is displayed properly on an English language environment.	Not available at this time.

Unload Manager Introduction

After 7.11 Application Patch 3, all the application hotfix unloads can be managed by Unload Manager. The Unload Manager is able to create a backup for the application hotfix. It also supports the merge function like Application Patch Manager.

The Unload Manager contains a wizard to apply the hotfix and a list view of all unloads files.

How to view unload

1   Log on to Service Manager as System Administrator.

2   Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.

3   Double-click **View Unload** to open the list of the unload hotfix.

4   Double-click the unload record.

The detail information of the hotfix unload appears.

Note: Only the unload file that contains unload information can be found in the list.

How to apply unload

5   Log on to Service Manager as System Administrator.

6   Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.

7   Double-click **Apply Unload**.

A wizard to apply unload appears.

8   Select the unload hotfix file, set the backup file, and then click **Next**.

The detailed information of the unload file appears.

9   Double-click the conflict object in the table to open the merge tool:

a. Merge the object, and then select the **Reconciled** checkbox.

b. Click **Save** to go back to the wizard.

10 Click **Next** after all the conflict objects are reconciled.

11 Click **Yes** on the confirmation window to apply the hotfix unload.

12 Click **Finish**.

After you complete these steps, the hotfix unload file will be applied and the backup file will also be generated. The applied hotfix can be found in the **View Unload** list if the unload file contains unload information.

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/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

To register for an HP Passport ID, go to the following URL:
http://h20229.www2.hp.com/passport-registration.html

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