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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.31.1008 Patch 1/ December 2012 (Updated June 21, 2013)

This document provides an overview of the changes made to HP Service Manager for the 9.31.1008 Patch 1 release. It contains important information not included in the manuals or online help.

### **Patch Release Strategy Change for Service Manager 9.3x**

Over the last few years we have consistently received feedback from our customers that, while Service Manager is a great feature-rich product, a number of quality issues remain. We are pleased to announce that we have released just as many Service Manager patches over the last year as in the past, but with the following significant differences:

- After only three quarters of 2012, we have already fixed 50% more defects in those patches than in the entire of the last year.
- Over 60% of these fixed defects were on Service Manager 9.3x. We have dramatically enhanced our testing procedures for SM 9.30 to find more defects than ever before. This has enabled us to proactively fix these defects before customers can report them.
- We are not only fixing platform defects, but also releasing improvements to the applications, the documentation and the upgrade process.

Initial customer feedback indicates that our new strategy is working. However, we know that fixing defects is not enough to keep Service Manager ahead of our competitors. Our customers also want us to make smaller enhancements to the product to improve usability and supportability at a far more rapid pace. To that end, we are changing the patch release model for Service Manager 9.3x:

- We plan on creating a 9.3x minor-minor patch release (for example, SM 9.31, 9.32, and so on) every 6 to 9 months. These minor-minor releases will contain enhancements to functionality and new features.
- Once a new minor-minor patch is released, the build patches (for example, 9.30p5) on the previous release will stop. After the SM9.31 release, there will be no further patches on SM9.30.
- We will continue to release build patches (for example, 9.31p1) on a regular basis between minor-minor patch releases.
- Minor-minor patches can be adopted component by component. For example, if you only need the platform updates, you do not need to do an applications upgrade. When the release is posted on HP Software Support Online (SSO) portal, the components will be structured so that you can download only the parts you require. The release notes will clearly indicate any dependencies if they exist.

There is no change in release strategy for older versions of Service Manager, such as SM9.21 and 7.11.

We hope this release strategy will meet your needs for a continued high-quality Service Manager on-premise product.

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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.

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/>

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## In This Version

### Hebrew Language Support

The SM9.31 Windows and web clients provide Hebrew language support, but cannot provide correct right-to-left display for text strings with mixed Hebrew and English characters. The SM9.31p1 (or later) web client includes a number of important fixes for Hebrew language support, and is therefore strongly recommended.

For more information, see the *Service Manager 9.30 Hebrew Language Pack Release Notes*, available from the HP Software Manuals Site at <http://h20230.www2.hp.com/selfsolve/manuals>.

### New JavaScript Method

This release adds the following JavaScript method.

#### JavaScript method: SCFile.setBinary()

This method saves binary data to a field in a Service Manager file object.

#### Syntax

```
SCFile.setBinary (fieldName, binaryObj);
```

#### Arguments

Argument	Data type	Description
fieldName	String	The name of a field in which you want to save the binary data.
binaryObj	String	The name of a JS object that contains the binary data.

#### Return values

RC\_SUCCESS or one of the other global return code values. The method returns RC\_SUCCESS if the method successfully saves binary data to a Service Manager file object or returns one of the error global return code values if the method cannot save binary data to a Service Manager file object.

#### Example

```
var rc;  
var f = new SCFile("contacts");  
rc = f.doSelect('contact.name#"AARON"');  
var attachmentObj = f.getAttachments();  
var b = new SCFile("blob1");  
b.name = attachmentObj[0].name;  
b.setBinary ("data",attachmentObj[0].value );  
rc = b.doSave();
```

See [QCCR1E79400](#).

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## Fixes

This software release includes the following fixes.

### Server

SCR	Problem	Fix
QCCR1E32056	Accessing a file with too high of a field index causes a Signal 11 error. For example, a statement such as 10000 in \$L.file will cause a signal 11.	No Signal 11 error will occur.
QCCR1E70720	When using a multi-level Advanced Filter in a search form with the "Not" flag checked, the generated query causes a parsing error.	When using a multi-level Advanced Filter in a search form with the "Not" flag checked, the generated query will not cause an error. <b>Known Issue:</b> The OR operator is not supported by Service Manager. For example, the following queries are not supported by SM: <pre>file1_clause or file2_clause not (file1_clause and file2_clause)</pre>
QCCR1E70833	A complex query that uses a condition for an array field returns no record data.	The complex query will display results as expected.
QCCR1E77310	When you associate an IM record to a PM record, the following error message is received: "Target file variable two is not a relation (script.execute, save.mods)".	The fix for this behavior introduces the following behaviors: <ol style="list-style-type: none"><li>1 Application start-up parameter variables (i.e., "\$INTO.*") are no longer overwritten by other applications (especially RAD triggers) started by the current application.</li><li>2 You no longer need to define a "\$L.*" local variable to cache start-up parameters for later reuse. Now this will be done automatically. <b>Note:</b> There is no need to recompile any RAD application to apply this fix.</li></ol>
QCCR1E78958	System-generated queries that contains " OR (m1."NUMBER" IS NULL)" or a similar syntax are slow to respond on Oracle 11.	To avoid this issue, system-generated queries will no longer contain " OR (m1."NUMBER" IS NULL)" or similar syntax.
QCCR1E79293	When a session receives a Signal 11 error, the session hangs. Additionally, you cannot terminate the session by using the command "kill" in system status. The session continues to consume CPU.	When a session receives a Signal 11 error, the session will be terminated.

SCR	Problem	Fix
QCCR1E79400	You cannot extract data from SYSATTACHMENTS and manipulate the binary data without corrupting the data.	A new JS function, setBinary, has been introduced to save the binary data to a table. For more information, see <a href="#">New JavaScript Method</a> .
QCCR1E80243	A session terminates with a Signal 11 error, and you cannot to terminate the session by using the "kill" command in system status. Therefore, the session continues to consume CPU.	By avoiding the unnecessary access when the JavaScript Garbage Collector finalizes an iterator, the Signal 11 error no longer occurs.
QCCR1E84025	Service Manager crashes when executing Knowledge Management multi-thread concurrency tests.	The Knowledge Management plug-in can now support multi-thread concurrency operations as expected.
QCCR1E84106	A Signal 11 error is logged while trapped in an endless recursion in the libsm.so::pasymgetEx() function.	After a user logs out, the RTE code will no longer try to access the global symbol table after it has been freed.
QCCR1E84156	When you open, update, resolve, or close an Incident, a warning message appears: Warning, indexing to NULL. The incident takes over 5 minutes to update.	This issue occurs because the old implementation of the "copycurrent" RAD function did not copy a merged file properly. This has been fixed in this solution.
QCCR1E84162	When running a load test with a Web service implementation, the following message is written to the SM log file many times: "Waiting for current response to be consumed by the producer." <b>Note:</b> The sessions that are connected write these messages, while the ones that successfully log out do not.	Now, there is a check to see whether a session already timed out before a message is written.
QCCR1E84496	The system navigator is not displayed after login.	Now, users can log in as expected. The system navigator is displayed correctly.

## Web Tier

SCR	Problem	Fix
QCCR1E51535	The customized date separator is not displayed when selecting a date from the drop-down calendar.	The date separator (which should be "/", "-", or ".") now can be displayed correctly in date fields. <b>Note:</b> The date separator is the separator character used in the date format, such as for separating the month, day, and year, for example, mm-dd-yy. The / is the default separator character. You can also use "-" or "." instead of the default separator.

SCR	Problem	Fix
QCCR1E64004	If other records and/or attachments are open in the same client, the user gets a 404 error in the Web client when trying to open or view the attachment(s) of one record.	The Web client now can retrieve and open attachments in a record whether or not other records and/or attachments are open in the same client.
QCCR1E64210	When the user attempts to log in to a Japanese Web client with a wrong username or has exceeded the Max Logins value, the error message displayed on the user's login page is not recognizable.	The error messages now display correctly in Japanese on the user's login page.
QCCR1E64432	Help text is not displayed against read-only multi-line text fields.	Help text is displayed for all read-only fields. <b>Note:</b> For the HTML Editor, use <b>Alt+F1</b> to view Help on Field in the web client. After closing the pop-up help of an HTML Editor field, you need to press Tab in Internet Explorer or <b>Shift+Tab</b> in Firefox to move the focus back to the text input area of the HTML Editor.
QCCR1E74130	The following Internet Explorer warning message still appears in the Web tier. "This page contains secure and non-secure items. Do you want to display non-secure items?"	The warning message now no longer appears.
QCCR1E76628	When a form is refreshed, the cursor is returned to the first tab regardless of its initial position.	Now, when the user selects a tab on the client side, the notebook state is saved and is then restored when the form is refreshed.
QCCR1E78383	In Internet Explorer, the Status bubble in the SLA section of the Incident module is larger than normal. This issue does not occur in Firefox or in the Windows client.	The Status bubble icon now displays normally in Internet Explorer.
QCCR1E78690	JAWS loses focus, and the user cannot manually select the link options by using the keyboard after the user has entered the Fill Field section.	Once the page is loaded, the first record in the list is selected. The user can press the TAB key to change the focus and can press ENTER to select the row that has received the focus.
QCCR1E78734	Us.print does not function correctly when called from a display option in the Web client. Instead, a "Loading" message appears briefly and then nothing more occurs. When called from the Windows client, the print dialog is displayed as expected.	Now, the print window is displayed as expected when us.print is called.
QCCR1E79906	A security warning for the mixed content appears in Internet Explorer when accessing a retired document in Knowledge Management.	The warning message now no longer appears.

SCR	Problem	Fix
QCCR1E80094	<p>After you log in to a Web tier instance that uses SSL, the following security warning message appears when you click the <b>Cancel</b> button under the list of document types under <b>Contribute Knowledge</b> in Knowledge Management:</p> <p>"This page contains both secure and nonsecure items. Do you want to display the nonsecure items?"</p>	The warning message now no longer appears.
QCCR1E80162	<p>After logging in through the Web tier under SSL and then cancelling the registration of new interactions in the Service Desk module, the following Internet Explorer security message is received:</p> <p>"This page contains both secure and nonsecure items".</p>	The warning message now no longer appears.
QCCR1E80153	<p>After logging in through the Web tier under SSL and then changing the interactions in <b>Service Desk &gt; Interaction Queue</b> several times, the following Internet Explorer security message appears:</p> <p>"This page contains both secure and nonsecure items".</p>	The warning message now no longer appears.
QCCR1E83916	The Change workflows in the Web tier display an incorrect last modified time. The time displayed is correct, but the date is incorrect.	The last modified time displays the correct date and time in the Web tier.
QCCR1E84453	In Forms Designer, if a Table Column control's input contains IE reserved keywords, such as "default", "return", etc, it will cause an exception in the web tier. As a result, the user will see a blank record page.	No matter whether a Table Column control's input contains IE reserved keywords or not, the user will see the correct record page.
QCCR1E84455	When clicking the Line Items button on the toolbar of a Quote record, its associated line items do not appear in the list pane.	The associated line items now appear in the list pane.
QCCR1E84584	Users cannot print Knowledge Library lists or entries from the Web client in Service Manager 9.30 patch releases 4 and 5. Instead, the HTML code is displayed, which makes the record unreadable.	Users can successfully print Knowledge Library lists or entries.

SCR	Problem	Fix
QCCR1E84608	When a record contains special characters in a multi-line text field, the Web client converts the characters to their HTML code representations in print preview. For example, quotation marks are replaced by &quot;, a greater than sign (>) is replaced by &gt;, and so on. Because of this behavior, the prints are garbled and difficult to read.	Print preview now displays all characters correctly. <b>Limitations:</b> <ul style="list-style-type: none"> <li>In single-line text fields, the string "]]&gt;" will be encoded as "&amp;#93;&amp;#93;&amp;gt;".</li> <li>In single-line text fields, some non-printable characters will display as their encoded string (such as "&amp;#x1a;").</li> </ul>
QCCR1E84711	Users cannot open an existing conversation created by OMi. This issue occurs in the following scenario: Both Service Manager and OMi are integrated with Enterprise Collaboration (EC). The OMi-SM integration has been set up so that events can be forwarded to Service Manager as Incidents. When a user creates a conversation for an event in OMi, opens the corresponding Incident in Service Manager, and then clicks the Open Conversation button, a dialog displays, incorrectly asking if the user wants to create a new conversation. Instead, users expect that the existing conversation created by OMi opens.	The existing conversation created by OMi opens.
QCCR1E88461	In the ESS client, a 404 error occurs when the user attempts to open an attachment.	In the ESS client, now the user can open an attachment successfully without any errors.

## Windows Client

SCR	Problem	Fix
QCCR1E76628	When a form is refreshed, the cursor is returned to the first tab regardless of its initial position.	Now, when the user selects a tab on the client side, the notebook state is saved and is then restored when the form is refreshed.
QCCR1E83993	The last Thai character is replaced by a question mark on the SM Windows client.	By fixing the encoding logic, the last Thai character now can be displayed correctly.

## Applications

SCR	Problem	Fix
QCCR1E84323	<p>In the SM9.30P4 and SM9.30P5 Knowledge Management patches, the QCCR1E67750_SM930P4_SM930.unl unload files differ in content.</p> <p>The QCCR1E67750_SM930P4_SM930.unl file, which is delivered with "sm9.30.511-P5_KM" is missing the display option with default 'Clear' label.</p>	<p>Added the missing display option to make the unload file consistent in the different patches.</p> <p>In SM9.30p1, the updated unload is named QCCR1E67750_SM930P4_SM930.unl.</p>

## Mobility Client

SCR	Problem	Fix
QCCR1E74351	<p>When closing an Incident in the Mobility client, users cannot select a Closure Code because no closure codes are displayed.</p>	<p>The Closure Code list is now displayed when users close an incident.</p>

## Documentation

SCR	Problem	Fix
QCCR1E88514	<p>The support matrix documents for SM9.30 and SM9.31 need to be updated to state that starting with version 9.30p5 Service Manager requires Oracle Call Interface (OCI) 11.2.0.3 (OCI 11.2.0.1 and 11.2.0.2 are not supported).</p> <p>As of version 9.30p5, Service Manager has introduced a performance improvement for data retrieval from CLOB fields. Due to an issue with OCI 11.2.0.1 and 11.2.0.2, this improvement requires OCI 11.2.0.3 or later. The support matrix documents were not updated to include this information.</p> <p><b>Note:</b> This issue affects only the following SM versions: SM9.30p5, SM9.31 and later.</p>	<p>Updated the Service Manager 9.30 and 9.31 support matrix documents. The updated documents are available from the HP Support Matrices portal: <a href="http://support.openview.hp.com/sc/support_matrices.jsp">http://support.openview.hp.com/sc/support_matrices.jsp</a></p>

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## Known Problems, Limitations, and Workarounds

This software release has the following known issues and limitations.

**Note:** The following is a cumulative list of known issues and limitations in the Service Manager 9.31p1 server, Windows and web clients, and the Mobility client. It includes those that already exist in previous releases (Service Manager 9.30 GA and patches, and 9.31).

### Platform (Server, Windows Client, and Web Client)

SCR	Problem	Workaround
<i>Service Manager 9.31</i>		
QCCR1E78426	<p>In Internet Explorer 7 and 8, users may see a warning from their web browser when exporting a list to a text file:</p> <p>To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...</p> <p>When users click <b>Download File</b>, the following message may display:</p> <p>To display the webpage again, the web browser needs to resend the information you've previously submitted.</p> <p>If you were making a purchase, you should click Cancel to avoid a duplicate transaction. Otherwise Retry to display the webpage again.</p> <p>When users click <b>Retry</b>, the following message may display:</p> <p>The Service Manager main application is already open in another browser tab. Please go to that page to save your work, and then continue.</p> <p>When users click <b>Continue</b>, the file downloading works correctly.</p>	<p>There are several ways to work around this issue.</p> <ul style="list-style-type: none"><li>• On the export to text screen, hold down the Ctrl key when clicking the <b>OK</b> button until the file download dialog pops up.</li><li>• Add the host of the web server or web application server to the trusted sites, and configure IE security settings to enable the option <b>Automatic prompting for file downloads</b> for trusted sites (<b>Security tab &gt; Custom Level</b>).</li><li>• Enable this feature by utilizing the security policy or through a security feature control registry key. For more information, see <a href="http://msdn.microsoft.com/en-us/library/dd565669%28v=vs.85%29.aspx">http://msdn.microsoft.com/en-us/library/dd565669%28v=vs.85%29.aspx</a></li></ul>
QCCR1E78840	<p>You cannot start Service Manager (SM) if the parent directory in which SM is installed contains a special character, such as the following: % @ &amp;.</p> <p><b>Note:</b> This behavior occurs when you are using LW-SSO. The issue occurs because the LW-SSO implementation in a third-party product used in SM cannot correctly read a directory that contains these characters.</p>	<p>To work around this issue, do not install SM in a directory that contains special characters.</p>

SCR	Problem	Workaround
QCCR1E75711	The vertical scroll bar on a sub-form in the Web client does not appear. Instead, it overlaps the other fields.	If a subform contains only a table, make sure that the table and subform have the same height. This way, a vertical scroll bar will appear for the table if needed when the total height of all table rows exceeds the specified table height. If you specify a table height greater than the subform height, the table rows may overflow outside the subform and overlap other fields on the form. If a subform contains multiple widgets, make sure that the subform height is set to be large enough to hold all the widgets; otherwise overlaps may also occur.
QCCR1E80257	In Internet Explorer 7, the focus is incorrectly set on the htmleditor when it should be set on another field.	No workaround at this time.
QCCR1E69176	When you run "sm -shutdown -group" directly on the SM Server, the smservice does not stop.	Stop the Windows service or run a net stop command (for example, C:\Program Files\HP\Service Manager 9.30\Server\RUN>net stop "HP Service Manager 9.30 Server").
<i>Service Manager 9.30 or 9.30 patches</i>		

<b>SCR</b>	<b>Problem</b>	<b>Workaround</b>
QCCR1E88514	In SM 9.30 P5, 9.31 or later, sometimes CLOB fields will not have their data fetched from the database into RTE. This issue occurs when OCI client library 11.0.2.1 or 11.0.2.2 is used.	Upgrade the OCI client library to 11.0.2.3 or later. <b>Note:</b> The Service Manager 9.30 and 9.31 Support Matrix documents have been updated to state that SM9.30p5/ SM9.31 or later does not support OCI client library versions 11.0.2.1 and 11.0.2.2.

SCR	Problem	Workaround
QCCR1E72337	<p>CI icons cannot be displayed in CI visualization if the SM Web tier is deployed in an Application Server with "httpOnly" enabled (for example, Tomcat 7). The HttpOnly attribute directs browsers to use cookies via the HTTP protocol only. An HttpOnly cookie is not accessible via non-HTTP methods, such as calls via JavaScript.</p>	<p>This issue has been fixed in Java SE Version 7 Update 6 (7u6) and later. Install the latest JRE (7u6 and above) on the machine that runs Internet Explorer. CI icons will then be displayed correctly.</p> <p><b>Note:</b> Due to a known issue in JDK (bug id: 7196513), CI icons will not be displayed in Firefox when httpOnly cookies are enabled.</p>
QCCR1E28000	<p>If the Equal sign (=) is the first character in an array field, it will be truncated.</p>	<p>No workaround is available at this time.</p>
QCCR1E57385	<p>When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 upon CIT initial connectivity test if exec-shield is not set properly.</p>	<p>Use the workarounds to solve this issue.</p> <p><b>Solution 1:</b> Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p><b>Solution 2:</b> Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none"> <li>1 Add usethreading:0 in the sc.ini file, which is located in &lt;Service Manager server installation path&gt;\LegacyIntegration\RUN.</li> </ol> <p><b>Note:</b> For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p> <pre># sysctl -w kernel.exec-shield=0 # sysctl -w kernel.randomize_va_space=0</pre> <ol style="list-style-type: none"> <li>2 Start the legacy listener.</li> </ol>
QCCR1E32086	<p>A Knowledge document with attachments can have hypertext links to those attachments. When a user needs to update an attachment, the user may double-click the attachment to open it from within the knowledge document edit format, update the attachment, and then save it. This will result in a broken link to the file attachment</p>	<p>When a user needs to update an attachment, the document needs to be sent into the Knowledge Management workflow so that administrators can edit the document, view the attachment, and then save the attachment to the desktop to make changes to the attachment. Once the attachment is updated, re-upload the attachment to the knowledge document, re-link to the attachment, and then re-publish the document.</p>
QCCR1E59371	<p>In the web client, when a QBE form is displayed as the result of a Fill operation, many tab operations are required to position the cursor on the list to select from when using Internet Explorer, while only one tab operation is required when using Firefox.</p>	<p>No workaround available at this time.</p>

SCR	Problem	Workaround
QCCR1E63548	On an android phone, the username and password labels in the log-in screen are inside the text field.	No workaround available at this time.
QCCR1E64268	When creating a new workflow using Process Designer for the first time or after clearing the browser cache, the workflow canvas will be blank and not display an initial starting node.	There are two ways to work around this issue: <ol style="list-style-type: none"> <li>1 Load an existing workflow first. After that, creation of a new workflow for the first time will work properly.</li> <li>2 Attempt to create a new workflow again. The second attempt to create a new workflow for the first time (or after a browser cache flush) will succeed.</li> </ol>
QCCR1E64377	In the web client, when you open a Configuration Item (CI) record, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph).	No workaround available at this time.
QCCR1E65527	Some lines on the SM Client Uninstall Feature Selection dialog are not fully displayed	Run the SM Client uninstaller from the command line, using the -console option, as follows: <ol style="list-style-type: none"> <li>1 Open a cmd shell and change to the Client\_uninst subdirectory of the ServiceManager install folder.</li> <li>2 Run "uninstaller -console" in this folder</li> <li>3 Follow all prompts</li> </ol> <p><b>Note:</b> Repeated install/uninstall cycles can cause the uninstaller to be installed into the folder "_uninst2" instead. If this happens, then use this folder, and its uninstaller.exe instead.</p>

## Mobility Client

SCR	Problem	Workaround
QCCR1E84298	In the Mobility Client, if a user closes an Incident and then opens the list of Incidents assigned to the user, the closed Incident still shows up in the list.	When opening the list of incidents assigned to you, remember to click the 'Refresh' button in the upper right corner, so that closed incidents will disappear from the list.

## Documentation Errata

The following items are listed incorrectly in the SM9.31 documentation.

## Web parameter AppServerEncoding should be removed

**LOCATION:** Topics in online help, “What’s new in HP Service Manager 9.31?”, “Web parameter: AppServerEncoding”, and “Client parameters for Web clients”.

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**ERROR:** This parameter is not yet implemented in the SM9.31 or SM9.31p1 web client, and hence should not have been documented.

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**CORRECTION:** This parameter should be removed from the SM9.31 online help.

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## JavaScript method SCFile.getBinary() is incorrectly documented

**LOCATION:** Programming Guide: “JavaScript function: getBinary”

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**ERROR:** This should be documented as a JavaScript method for JavaScript object SCFile.

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**CORRECTION:** See the following for the correct documentation:

### JavaScript method: SCFile.getBinary()

This JavaScript method returns the binary representation of a field in a Service Manager file object.

#### Syntax

```
SCFile.getBinary (fieldName);
```

#### Arguments

Argument	Data type	Description
fieldName	String	This argument specifies the name of a field from which you want to extract the binary data.

#### Return values

The method returns a JS object that contains the binary data of the field.

#### Example

```
var bb = new SCFile("bbtosysattachments");  
var rc = bb.doSelect("true");  
var attachmentObj= new Attachment();  
attachmentObj.value = bb.getBinary("att_attachment")  
attachmentObj.name = bb.att_filename;  
attachmentObj.type = "excel";
```

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## Back-out Instructions

If you want to restore your Service Manager system to its original state after installing Service Manager 9.31, follow these guidelines.

### Server

Before applying the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.30\Server.

To roll back your server to its original state, remove the existing server installation folder and copy the old one back.

### Applications

Before loading an unload file, perform the following steps to make a backup of the files to be modified by the unload file:

- 1 Go to **Database Manager**, select **Import/Load** from **More** or the More Actions menu, and browse to the unload file.
- 2 Click **List Contents** on the menu bar, to view a list of files that have been updated in this unload.
- 3 Go to **Tailoring > RAD Editor**, search for the files you got in step 2, and click **More > Export/Unload**.
- 4 In the popup window, specify your backup upload file path/name, and click **Unload Appl.** **Note:** Make sure that **Append to file** is selected.

### Web Tier

Before deploying the new web tier, back up your `web.xml` file, `application-context.xml`, splash screen, style sheets, and any other customizations you made, including your `webtier-9.30.war` (`webtier-ear-9.30.ear`) file.

To roll back to the old web tier:

- 1 Delete or uninstall the existing web tier.
- 2 Redeploy the old web tier.
- 3 Restore your old customizations.

### Windows Client

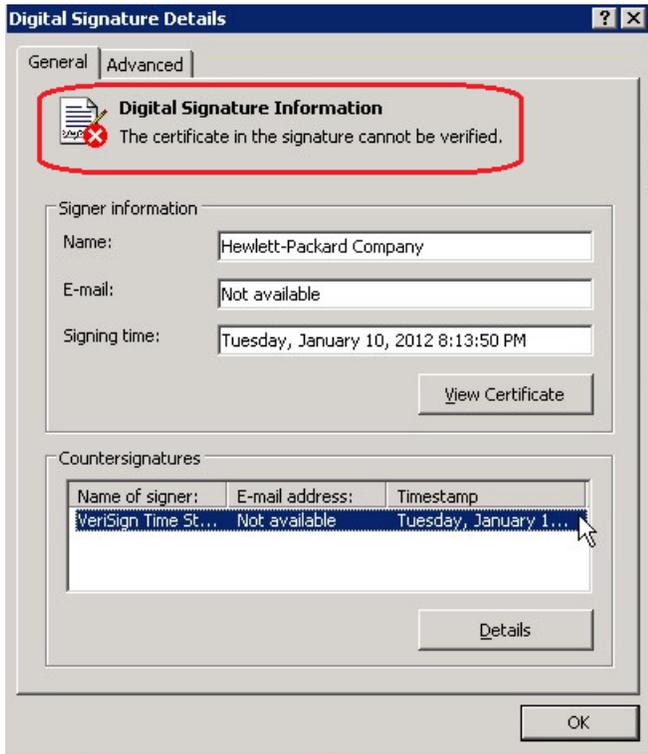
You can only uninstall the new Windows client, and then reinstall the old version.

---

## Installation Notes

### Digital signature notice

HP signs Windows executable files with a digital signature. Since SM 9.30.p3, this process has been updated to use a new VeriSign root certificate. On a Windows system that does not have the new VeriSign root or intermediate certificate installed, when the user right-clicks the file and then goes to **Properties > Digital Signatures > Details**, a verification error will display: “The certificate in this signature cannot be verified.”



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: <https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140>

## Web Tier Installation

The Web Tier update consists of a compressed file, `sm9.31.1008-P1_Web_Tier.zip`. The specific upgrade process depends on your particular Web application server, but follows the same steps as deploying a new installation.

The Service Manager Web Tier contains a J2EE-compliant web application that runs on your web application server. Each web application server has its own method of deploying web applications. See your web application server documentation for specific instructions on deploying a web application.

The upgrade does not automatically save your Web Tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version. For more information, refer to the *Service Manager Interactive Installation Guide*.

**Note on Tomcat 7.0:** If you plan to deploy the web tier on Tomcat 7.0 using the Tomcat Manager, be sure to set the `max-file-size` and `max-request-size` parameters (default: 52428800) in the `<Tomcat 7.0_Home>webapps\manager\WEB-INF\web.xml` to an appropriate value greater than the web tier .war file size; otherwise the deployment request will be rejected because the web tier .war file exceeds the default maximum values. This restriction does not exist in Tomcat 6.0.

- 1 Back up your `web.xml` file, `application-context.xml` file, splash screen, style sheets, and any other customizations you made, including your `webtier-x.xx.war` (`webtier-ear-x.xx.ear`) file.

- 2 Delete or uninstall the existing `.war` or `.ear` file.
- 3 Deploy the new `webtier-9.31.war` (`webtier-ear-9.31.ear`) file by following the instructions in the Service Manager 9.30 Interactive Installation Guide.  
**Note:** HP recommends that you deploy with a unique context root, for example `/webtier-9.31.1008`.
- 4 Use a diff utility to compare the new Web tier's `web.xml` file against your backed-up version to ensure that any new parameters are properly merged into the files used in your final deployment. Do this for **application-context.xml** as well as any other files you may have customized (such as style sheets and splash screens).
- 5 Make any new customizations necessary for your deployment.
- 6 Restart the Application server.  
**Note:** Before accessing the new Web Tier, HP recommends that all users empty their browser cache.

## Windows Client Installation

The Windows client update consists of a compressed file, `sm9.31.1008-P1_Windows_Client.zip`, which contains the executable installation files.

To install the Windows client update:

- 1 Stop the Service Manager Windows client.
- 2 Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
- 3 Run `setup.exe` and install the client by following the instructions in the Service Manager 9.30 Interactive Installation guide.
- 4 Check the version in **Help > About Service Manager Client**.  
The client should be Release: 9.31.1008.

## Server Update Installation

The server update for your operating system (OS) consists of a compressed file, `sm9.31.1008-P1_<OS>.zip` (or `.tar`), which contains the Service Manager server files. These files add to or replace the files in the `[SM Server Root]\([SM Server Root]/) RUN, irlang, legacyintegration, and platform_unloads` directories.

**Note:** If you have a horizontally scaled system, you must upgrade all server instances.

## Upgrade Paths

This server patch must be applied on top of one of the following versions/patch levels of the SM server:

- SM9.30 GA
- SM9.30 Patch/Hotfix
- SM9.31

The following server upgrade paths are recommended:

- New customers: Install the SM9.30 GA server, and then directly apply the latest 9.31 server patch;

- Existing SC6.2, SM7.11 and 9.21 customers: Uninstall the old server, install the SM9.30 GA server, and then apply the latest 9.31 server patch;
- Existing SM9.30 and 9.31 customers: Apply the latest 9.31 server patch.

For installation instructions of the SM9.30 GA server, see the *Service Manager 9.30 Interactive Installation Guide*, which is available from the HP Software Manuals Site:  
<http://h20230.www2.hp.com/selfsolve/manuals>

For installation instructions of the server patch, see the following.

## Server Patch Installation Steps

**Important:** This server update will upgrade the embedded Tomcat to version 6.0.35. It will also update the `schemastub.xml` file (`\RUN\km\styles\schemastub.xml`), which contains changes required for the KM Solr search engine. In addition, your server's `lwssofmconf.xml` file will also be updated.

To install the Server update:

- 1 Stop all Service Manager clients.
- 2 Stop the Service Manager server.
- 3 Make a backup of the `RUN` directory.
- 4 Delete the `RUN/tomcat` directory. Tomcat in this directory will be upgraded to version 6.0.35 when you extract the server files later.
- 5 Delete the `RUN/lib` directory.
- 6 Extract the compressed files for your operating system into the main Service Manager directory on the server. The default path is: `C:\Program Files\HP\Service Manager 9.30\Server`.
- 7 For UNIX servers, set the file permissions for all Service Manager files to 755.
- 8 If you have made any customizations/changes to the original `RUN/tomcat` folder, restore them in the new `RUN/tomcat` folder.
- 9 Your server's old `lwssofmconf.xml` file has been overwritten. If you have configured LW-SSO in the old file, merge the parameter settings in the old file from your backup of the `RUN` directory into the new `lwssofmconf.xml` file.
- 10 If you were running a server earlier than version 9.31, your old `schemastub.xml` file (in the `<SM_Server_Home>\RUN\km\styles\` directory) has been updated to a new version. If you want to use the new KM Solr search engine features, follow the steps described in the Solr Search Engine Update Installation section; otherwise, copy your old `schemastub.xml` file back.

**Note:** The `schemastub.xml` file is same with the one released with SM9.31.

- 11 Make sure the server is stopped, and run the "sm -unlockdatabase" command.

The purpose of this step is to prevent stale license information from being kept in the system. In a scaling implementation, you can run this command from any one of your servers.

**Note:** This step is required the first time you upgrade to 9.30p4 or later; it is also required whenever you change the server's IP address after your upgrade to 9.30p4 or later.

- 12 Restart the Service Manager server.
- 13 Restart the Service Manager clients.
- 14 Check the version in **Help > About Service Manager Server**.  
The server should be Release: 9.31.1008.

## Application Unload Installation

**Important:** Unlike in Service Manager 9.30 patch 5 or earlier, all unload files in the server's **platform\_unloads** directory in this release have been already merged into the Service Manager 9.31 applications. These files are provided just in case you do not plan to upgrade to applications 9.31 while still want to take advantage of the relevant new features/fixes.

When you extract `sm9.31.1008-P1_<OS>.zip` (or `.tar`), the unload files included in this release are added to your `[SM Server Root]\platform_unloads` (`[SM Server Root]/platform_unloads`) directory.

An unload file is provided when a platform fix (in most cases, a server fix) in a platform patch also requires an applications change to resolve an issue. Unload files introduced in earlier patches are also included in each cumulative patch release. If you have not already applied them for a previous patch, you should also apply those that are intended for your applications version. For more details about these applications updates, see the Release Notes for those patches.

**Note:** Unload files should be installed in their patch order. That is, those introduced in patch 1 should be applied first, then those introduced in patch 2, and so on. However, unload files introduced in the same patch normally can be installed in a random order (there might be occasional exceptions).

## Unload File Naming Convention

The unload files use the following naming convention: `<CR_ID>_SMxxxPxx_SMxxx.unl`, where:

- `<CR_ID>`: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345. Note that this is always the number of the parent CR of a CR family (if any).
- `SMxxxPxx`: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or later.

**Note:** Sometimes this portion contains an additional hot fix number, for example, SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or later.

- `SMxxx`: The Service Manager applications version that requires the unload file. For example, SM711, which means the unload file is intended only for Service Manager applications version 7.11.

**Note:** If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx\_SM930P4.unl is intended for applications versions 7.11, 9.20, and 9.30 (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload file description. For information on the applicable applications versions for each unload file included in the current patch, see [Unload Files Included in the Current Patch](#).

## Unload Files Included in the Current Patch

The following are unload files included in the current patch release.

Unload file	Introduced in	Used for apps version(s)	Description
QCCR1E76227_SM930P6_SM930.unl	9.31	9.30	Contains the code changes to support localization of incident/change priority and urgency strings for the Mobility Client.
QCCR1E78794_SM930P6_SM930.unl	9.31	9.30	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' via the Mobility Client.
QCCR1E76796_SM930P6_SM930.unl	9.31	9.30	Provides the ability to turn on debugging dynamically for user sessions or schedulers. <b>Note:</b> This unload requires the SM9.31 server.
QCCR1E71099_SM930P5_SM711.unl	9.30p5	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.
QCCR1E71099_SM930P5_SM920.unl	9.30p5	9.20	<b>Associated server fix:</b> QCCR1E71099 (see the 9.30p5 Release Notes)
QCCR1E71099_SM930P5_SM930.unl	9.30p5	9.30	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. <b>Associated server fix:</b> QCCR1E71099 (see the 9.30p5 Release Notes)
QCCR1E71139_SM930P5_SM930.unl	9.30p5	9.30	Works with server fix QCCR1E71139 to solve this issue: When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.
QCCR1E31941_SM930P4_SM930.unl	9.30P4	9.30	Enables users to use a pre-configured decimal symbol when completing numeric fields. See QCCR1E31941. <b>Notes:</b> This enhancement requires a 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 or later without applying this applications change. <b>Associated server fix:</b> QCCR1E31941.

Unload file	Introduced in	Used for apps version(s)	Description
QCCR1E73452_SM930P4.unl	9.30P4	7.11 - 9.30	Enables Mandanten restricting queries to be updated correctly after a profile is edited. <b>Associated server fix:</b> QCCR1E71897.
QCCR1E67072_SM930P4_SM930.unl	9.30P3	7.11 and 9.20	Enables users to take advantage of the new KMStatusListener background process. <b>Note:</b> This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine. <b>Associated server fix:</b> QCCR1E67071.
QCCR1E70163_SM930P4_SM711.unl	9.30P3	7.11	Fixes the issue that the KMUpdate process terminates abnormally. <b>Associated server fix:</b> QCCR1E69687.
QCCR1E70163_SM930P4_SM920.unl	9.30P3	9.20	Fixes the issue that the KMUpdate process terminates abnormally. <b>Associated server fix:</b> QCCR1E69687.
QCCR1E70163_SM930P4_SM930.unl	9.30P3	9.30	Fixes the issue that the KMUpdate process terminates abnormally. <b>Associated server fix:</b> QCCR1E69687.
QCCR1E67647_SM930P3.unl	9.30P3	7.11 - 9.30	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request. <b>Associated server fix:</b> QCCR1E54192.
QCCR1E67610_SM930P2.unl	9.30P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. <b>Associated server fix:</b> QCCR1E64290.

To load an unload file:

- 1 Select either client or server-side unload, depending on the location of the unload files.
  - a From the Windows client, go to **Window > Preferences > HP Service Manager**.
  - b Flag **Client-Side Load/Unload** if the files are on the client machine, and clear the flag if they are on the server.
  - c Restart the Windows client if you changed the setting.
- 2 Open **Tailoring > Database Manager**.
- 3 Right-click the form or open the options menu and select **Import/Load**.
- 4 Fill in the following fields.

Field	Description
File Name	Type the name and path of the file to load.
Import Descriptor	Since unload files do not require an Import Descriptor record, leave this field blank.
File Type	Select the source operating system of the unload file.
Messages Option — All Messages	Select this option to see all messages that Service Manager generates loading the file.
Messages Option — Totals Only	Select this option to see only the total number of files Service Manager loads.
Messages Option — None	Select this option to hide all messages that Service Manager generates when loading the file.

**Note:** You can view the contents of an unload file before importing it by clicking **List Contents**.

5 Click **Load FG**.

## Knowledge Management Update Installation

**Note:** The Knowledge Management package in this release is the same with the SM9.31 KM package, except that the QCCR1E67750\_SM930P5\_SM930.unl file has been replaced with QCCR1E67750\_SM930P4\_SM930.unl to solve the problem described in [QCCR1E84323](#).

### KM Search Engine Update Installation

Follow the same steps as described in the KM Solr Search Engine Update Installation section in the SM9.31 Release Notes, but load QCCR1E67750\_SM930P4\_SM930.unl instead of QCCR1E67750\_SM930P5\_SM930.unl.

**Note:** If you have already installed the SM9.31 KM package, you only need to load QCCR1E67750\_SM930P4\_SM930.unl shipped with this release.

### KM Import Utility Installation

**Note:** The km-import-9.31.zip file included in this release is same with the Import Utility .zip file in the SM9.30p4, SM9.30p5, and SM9.31 releases.

Extract km-import-9.31.zip in the Knowledge Management package to a local drive. For detailed instructions on the use of the import utility, see the README file packaged in this .zip file.

## Mobile Applications Update Installation

The Mobile Applications package (sm9.31.1008-P1\_Mobility.zip) contains an updated version of the mobileItsmWebApp.war file that includes several fixes.

To install the Mobile Applications update:

- 1 Install Service Manager Mobile Applications version 1.0 shipped with the Service Manager 9.30 DVD, if you have not already done so. For detailed instructions, see the *HP Service Manager 9.31 Mobile Applications User Guide*.

- 2 Make sure that the Apache Tomcat SMMobility Windows service or the Mobile Applications Tomcat server is stopped.
- 3 If you have already configured Mobile Applications version 1.0 on your system before installing this patch, make a backup of the following folder by renaming it:  
<SM\_Mobility>\Tomcat\webapps\mobileItsmWebApp  
For example, rename it to **mobileItsmWebApp\_old**.
- 4 Copy the mobileItsmWebApp.war file packaged in the sm9.31.1008-P1\_Mobility.zip file to the following folder to overwrite the old file: <SM\_Mobility>\Tomcat\webapps\  
  - 5 If you have already configured Mobile Applications before installing this patch, restore your customizations by copying your old AppConfig.groovy and CustomConfig.groovy files back to overwrite the configuration files in the new mobileItsmWebApp.war file.

**Note:** Unlike in SM9.31, in this release you no longer need to manually add the **itsm.PageMaxRecords=10** parameter to the end of the CustomConfig.groovy file. Out-of-the-box, this parameter is present and set to 10. You can change this setting if you want. This parameter defines the maximum number of records that can be displayed on each page of the following types of lists:

  - Home page: the Incident (Awaiting My Approval, and Assigned to My Groups), and Change (Awaiting My Approval, and Assigned to My Groups) lists
  - Incident Detail page: Status, Activities, Assignee, and Group lists
  - Change Detail page: Activities, Group, Approvals, and Tasks lists
- 6 If needed, in the restored CustomConfig.groovy file, continue to configure language and dateFormat settings (supported only in this Mobility patch). For details, see the SM9.31 Mobile Applications user guide.
- 7 If you have not yet configured Mobile Applications before installing this patch, configure the Mobile Applications by following the instructions in the SM9.31 Mobile Applications user guide. In this case, you use the new CustomConfig.groovy file, which already contains the **itsm.PageMaxRecords** parameter.
- 8 In <SM\_Mobility>\Tomcat\conf\server.xml, add the **URIEncoding="UTF-8"** attribute for the HTTP connector as shown below:  

```
<Connector port="8080" protocol="HTTP/1.1"
          connectionTimeout="120000"
          redirectPort="8443" URIEncoding="UTF-8" />
```
- 9 Start the Apache Tomcat SMMobility Windows service or start the Mobile Applications Tomcat server. The following new folder is created: <SM\_Mobility>\Tomcat\webapps\mobileItsmWebApp

## ODBC Driver Update Installation

**Note:** This release does not contain the ODBC .zip file that has been shipped with the SM9.30p4, SM930p5, and SM931 releases.

You can download the zip file from <http://support.openview.hp.com/selfsolve/document/KM00207925>.

The ODBC Driver update contains the following updated files:

- Scodbc32.dll
- sci18n.dll
- scl32.dll

To install the ODBC Driver update:

- 1 Extract the files to your ODBC Driver installation folder, for example: C:\Program Files\Peregrine Systems\ServiceCenter 6.2\ODBC Driver.
- 2 When prompted, replace the three old DLL files with the new ones.

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## Verified Environments

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

To access the Support Matrix:

- 1 Use a browser to navigate to the Software Support Online (SSO) web page:  
[http://support.openview.hp.com/sc/support\\_matrices.jsp](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.

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## Support

You can visit the HP Software support web site at:

[www.hp.com/go/hpssoftwaresupport](http://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](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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