HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.21 Application Patch 1 / May 2011

This document provides an overview of the changes made to HP Service Manager for 9.21 Application Patch 1. 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/

In This Version

Service Manager Version 9.21, Application Patch 1 (SM 9.21ap1) 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.

Application updates

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

CR	Problem
QCCR1E8178	Views: The lists of the fields are empty which makes it difficult to remember which fields were in the original view, so they can be added as additional fields.
QCCR1E8919	Mass update in the Windows client looks identical whether in multi-select or legacy mode. It is confusing to users as to how many records will be updated.
QCCR1E30267	Hanging lock occurs if you cancel out of opening a related line item after selecting the 'New Line Item' option with unsaved changes to the quote.
QCCR1E30282	Cannot display a Service Catalog item after modifying one of its access filters that involves a variable.
QCCR1E30677	When the 'Cancel Request' button is clicked during Submit Service Catalog Request, there is no confirmation.
QCCR1E31350	Selecting 'OK' to update a Change Management record exits to the previous screen even after encountering a failed Format Control validation.
QCCR1E31594	The 'IM.template.close' Format Control calculations reset fields to incorrect values on initial display of the record.
QCCR1E31654	Array messages are not correctly broadcast onscreen.
QCCR1E31751	Lock is not restored for a record with 'Lock on Display' enabled after completing an action with the 'Save First' setting.
QCCR1E31761	Lock created when executing the 'Approve Internal' and 'Approve External' options is not released after the actions are completed.
QCCR1E32015	Stack overflow error in contract table.
QCCR1E32059	'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.
QCCR1E32327	Validations are not working properly in known error tasks.
QCCR1E48483	Service Catalog bundles containing sub bundles do not store 'User Selections'.
QCCR1E48555	When printing a recordlist with the change management categories, the report process is caught in an endless loop.
QCCR1E49040	Need to look at how the context look-up ('smart' icons) is designed, as the current design is causing performance issues.
QCCR1E51221	Incident records do not show 'SLA Breached' even though the expiration time has passed.
QCCR1E51937	Closing an Incident Activity tab using the 'x' icon does not return the user to the

originating incident the second time around, even though updates are outstanding.

QCCR1E53069	No document returned when doing advanced km search using Opened After.
QCCR1E53071	Invalid statement in Document Engine Process 'im.save' may result in missing data in Incident Journal.
QCCR1E53278	Blank array fields are set to {"2!| "} when applying a Default Template.
QCCR1E53535	Non admin users have the ability to access database manager.
QCCR1E54052	Adding a Template with array fields still does not work.
QCCR1E54254	When some of the out-of-box (OOB) Favorites in Service Manager 7.1x are saved, the resulting query may not produce desired results.
QCCR1E54325	An operator with no "new" permission cannot use the FILL feature.
QCCR1E54707	UCMDB and Service Manager data can be inconsistent with regard to non-managed fields that are null in UCMDB.
QCCR1E54735	Service Level Agreement (SLA) details do not display on the SLA tab in Incident records.
QCCR1E54950	In Configuration Management, the 'Search Specific Type option' will not display the correct form.
QCCR1E55023	The Affected Services tab on an incident record is not being populated as expected.
QCCR1E55035	In the Service Catalog, the check for existing subscription/request improperly calculates when a bundle item is added to the Cart. It already exists or is pending for item: message is received even when the subscription was not ordered.
QCCR1E55107	When the activity.mandatory option in cm3r is checked and a change is modified, a message does not appear to prompt the user to save the change to provide an update.
QCCR1E55117	When incident resolved assignment group changed to "Service Desk" automatically.
QCCR1E55153	Event status will display as "error" instead of "locked" if the change record is locked when an Event Services process attempts to update the change record.
QCCR1E55160	Structured arrays fields are not populated by Data Modification Events if you set the DEM rules to create a Change record.
QCCR1E55516	Message "The record being updated has been modified since read (ocml.mark.avail.init,update.it)" is received after applying the unload from QCCR1E51981.
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.
QCCR1E55711	Approval description is incorrect when approval activities are defined with different conditions, but the same user/role and sequence.
QCCR1E55720	Alerts not firing from Object record if reset value is an expression.
QCCR1E55734	For array fields, dataModEvent records are not properly created nor handled through change requests.
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.
QCCR1E56258	Web client Advanced search filter with compounds does not insert filter criteria into the parentheses.

QCCR1E56585	Advanced Filter Condition is not shown in Views, and adding a second Condition overwrites the first.
QCCR1E56590	Performance issue on Service Catalog when using multiple capability words in the access list.
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.
QCCR1E56886	Application svcCat.display.catalog selects all items in a category from joinsvcDisplay and sorts them twice (in select and by rtecall("sort"))
QCCR1E56945	In the Service Manager 9.20 ChangeManagement WSDL, there are some duplicated captions.
QCCR1E57066	Service Level Objectives (SLOs) are not being triggered as expected during First time closure on interactions.
QCCR1E57190	If users do not have an OCMQ capability word in conjunction with OCML, they cannot access Line Items.
QCCR1E57204	JavaScript sloDisplay.getListSLOs selects the same data twice in a row.
QCCR1E57205	The same sloresponse records are selected six times on displayscreens apm.edit.problem, cc.edit.incident, and cm.view.display.
QCCR1E57215	Wizard is looping over every item in a selection list when no selection is made.
QCCR1E57527	Interaction created by an Employee Self Service (ESS) user does not get a Service Level Objective (SLO) assigned.
QCCR1E57545	Incidents created by event (axces.apm) do not have a Service Level Objective (SLO) assigned.
QCCR1E57654	Folder security field is not available on the Incident Management open and update screens.
QCCR1E57655	Records are not going to DEADLINE ALERT.
QCCR1E57665	"Approval Inbox issue when user clicks Cancel from the "approval.comments.g" screen.
QCCR1E57676	Need to have the time references in mail notifications sent with the receiver's TimeZone adjustment.
QCCR1E57689	IR search returns incorrect QBE format.
QCCR1E57777	Specific slaactive records make the sloresponse 'Elapsed Time' calculation wrong.
QCCR1E57787	Knowledge document is not displayed properly in Internet Explorer when resizing the window.
QCCR1E57915	An interaction created in the Employee Self Service (ESS) Client cannot be re-escalated after cancelling escalation. The Escalate button no longer appears.
QCCR1E58472	When creating a Change Request and performing a Fill function, the Change Coordinator field is populated inconsistently.
QCCR1E58542	Modifying filter criteria of existing favorites does not affect the query.
QCCR1E58785	RAD Enhancement requires allowing multiple 'problem' processors.
QCCR1E58895	Radio button selection for audience does not work on new view creation.
QCCR1E58970	If the approver is the same for an approval activity and a catalog item of a different

	sequence, the description is missing.
QCCR1E58973	Data loss occurs between UCMDB and Service Manager.
QCCR1E59155	Service Manager 9.20 - Alertlog records are not being created as expected.
QCCR1E59305	WSDL2JS returns an error when loading web service.
QCCR1E59378	Approval Delegation Wizard does not list Approval groups for Service Catalog.
QCCR1E59408	Poor performance when performing a Fill against an Affected CI if the Service contains several CI's in the cIrelationship records.
QCCR1E59514	$L.file.save in notifications are bound to different tables when approval actions are performed.
QCCR1E59519	Some Approval groups are missing Approvals for Service Catalog Items.
QCCR1E59602	The notification of an alert used by Availability Objectives does not work well in Service Manager 9.20.
QCCR1E59708	Interaction lock not removed after escalating to an incident.
QCCR1E59818	It is taking a long time to display the svcCatalog.select form when ordering from the catalog.
QCCR1E59906	Escalation to Change fails with non-OOB Assignment Group name 'Invalid Assignment Group'.
QCCR1E60184	Incorrectly reset value of variable $L.values in alert.process.

Installation Notes

For detailed installation instructions, refer to the latest *SM9.21_ApplicationPatchMgr.pdf* at
http://support.openview.hp.com/selfsolve/document/KM1150938/binary/SM9.21_PatchManager.pdf?searchIdentifier=2ccd1b70%3a12fd49ed248%3a519b&resultType=document

For detailed information about the changed objects list, refer to
SM9.21_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
QCCR1E30282	Cannot display a Service Catalog item after modifying one of its access filters that involves a variable.	None available at this time.

Global ID	Known Issue	Workaround
QCCR1E32059	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.
QCCR1E55734	For array fields, dataModEvent records are not properly created nor handled through change requests.	None available at this time.
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.	None available at this time.
QCCR1E59659	Cannot save a Subscription Change in Implementation phase.	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**.

Known Issues

Known Issue	Workaround
Web client of 9.21p2 cannot display all current approvals correctly if there are more than two items. The "comments" widget under it will overlap the approvals.	None available at this time.
Errors occur when applying application patch to Oracle database. The following is an example: "API=SQLConnect(file.load,create.file.1), [Microsoft][ODBC Driver Manager]Data source name not found..."	Ignore this kind of error messages.

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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