
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.21 Application Patch 2 / February 2012

This document provides an overview of the changes made to HP Service Manager for 9.21 Application Patch 2. It contains important information not included in the manuals or in online help.

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Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

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In This Version

Service Manager Version 9.21, Application Patch 2 (SM 9.21ap2) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the defects and enhancements for each release included in this cumulative patch.

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

Application updates in Patch 2

The applications patch 2 release includes the following enhancements and fixes.

Enhancements

CR	Module	Problem	Solution
QCCR1E65901	SRC - API	Add tags for the request of CreateInteractionInbox in Service Manager.	<p>The following changes have been made for this enhancement:</p> <ul style="list-style-type: none">• Additional filtering fields: added three fields "in.status", "in.approval.status", and "request.type" in dbdict svcInteractionInbox; and exposed these fields in the ServiceCatalogAPI web service (Object Name: InteractionInbox): InStatus (Open/Closed), InApprovalStatus(approved/pending/denied), and InRequestType(service/support).• Removed unnecessary statistics in the CreateInteractionInbox API.• Sorting: Interactions are now sorted in descending order by interaction ID.
QCCR1E67841	Documentation	<i>Applications Patch Manager Guide</i> : The list of steps to reconcile conflicts currently does not remind customers to create a backup of their working system after reconciliation. While the overall workflow diagram lists a backup as a step, the actual written steps do not remind customers to make such a backup.	A reminder has been added to the <i>Applications Patch Manager Guide</i> to inform customers that it is optional to set up a copy of a database with merged results before creating a production patch.

Applications updates

CR	Problem	Solution
QCCR1E27612	When using Calc Expression (calc.type="expression") in an AlertDef record to determine \$L.alert.time, the appropriate calendar may not get used if there is also a specified Calc Field (calc.time.field). This is because the alert.schedule application does not check for the calc.type value before setting \$L.calc.time to the calc.time.field value in the record, per the expression on panel.get.alert.time.	When using Calc Expression in an AlertDef record to determine \$L.alert.time, the appropriate calendar will be used if there is also a specified Calc Field.
QCCR1E29969	Users were not prompted for comments after the first Denial or Retraction action.	Users are now prompted correctly for comments on Denial or Retraction actions.
QCCR1E30336	Line Items still get canceled even though No is selected in response to the confirmation message.	Updated the process "rml.drop.avail" to process the No operation correctly.
QCCR1E30718	The ToDo queue displays closed Interactions until an end user displays the record, and then clicks OK without making any changes. This action causes an update to the record, which then updates the corresponding ToDo record.	Closed Interactions will not display in the ToDo queue.
QCCR1E31545	If a template value contains backslashes, applying this value will cause the corresponding field to contain an additional backslash for every backslash in the value. For example, if the template value is: This\is\a\test the resulting value will be: This\\is\\a\\test.	Backslashes included in a template value are no longer duplicated in the output.
QCCR1E31682	The Knowledge Management Advanced search screen (format 'kmknowledgebase.advsearch.g') features drop-downs containing lists that are not localized.	The Knowledge Management Advanced search screen (format 'kmknowledgebase.advsearch.g') features drop-downs containing lists that are localizable.
QCCR1E31935	Incident Management ticket is displayed for an Employee Self Service (ESS) client with the wrong format if it is locked when 'Lock on display' is enabled. Instead of displaying 'ess.browse.incident,' the record is displayed with either 'TM.template.update' or 'TM.update.incident' in read-only mode.	Set the Initialization Process of State record im.browse to im.view.init, which will determine the right display for users in different scenarios.

CR	Problem	Solution
QCCR1E32386	Users are able to update fields that are set to read-only. Setting "Device Type Restrictions" removes the save/delete buttons from the form, but the fields are still editable. If a user changes the data and presses Next , for example, the application prompts the user with, "You have unsaved changes," which then allows the changes to be saved.	Users are no longer able to update fields set to read-only.
QCCR1E47913	Records cannot be updated by any background processes when the "Allow Operator Access without Profile Record?" environment setting is disabled.	Records can be updated correctly by any background processes when the "Allow Operator Access without Profile Record?" environment setting is disabled.
QCCR1E48580	On Dynamic Forms, a translation by Display/Value List is not possible.	<p>A translation on Dynamic Forms by Display/Value List is possible.</p> <p>Note: To localize a new column of a customized QBE list, perform the following configuration steps:</p> <ol style="list-style-type: none"> 1 Go to Tailoring > Data Policy. 2 In the Name field, enter the name of the table for the QBE list. For example, enter probsummary for an Incident QBE list. 3 Click Search to open the Data Policy record. 4 On the Validations tab, select the field according to the new column that you want to add to the QBE list, and then populate the Global List. For example, if the field type is Boolean, populate the Logical Type global list. 5 Save the Data Policy record.
QCCR1E48626	Knowledge Management (KM) document hyperlinks do not invoke KM security or KM status restrictions.	<p>For regular users logging in to the web client, they can log in from the following url: http://localhost:8080/sm921/index.do?ctx=docEngine&file=kmdocument&query=id%3D%22KM0017%22</p> <p>If the document is retired and users do not have the access rights to view retired documents (field:retire of table:kmpofile), Service Manager will inform users that they do not have the access rights to access the document.</p> <p>For Employee Self Service (ESS) users, log in from the following web client url: http://localhost:8080/sm921/ess.do?ctx=docEngine&file=kmdocument&query=id%3D%22KM0017%22</p>

CR	Problem	Solution
		Service Manager will list the documents in a QBE list. When users click a link to a document and the document is retired, users must have the access rights to view retired documents (field:retire of table:kmprofile).
QCCR1E48738	A query that has been appended to a profile is applied in searches, but not in views.	A query that has been appended to a profile is applied in searches and in views.
QCCR1E48790	Creating a favorite fails if the query contains dates. You receive the following error message: "'viewFilter' line 126: ERROR Cannot store a string into an object of type time at char 1".	A favorite can now be created regardless of whether the query contains dates.
QCCR1E49406	When a user selects a record to view that was selected in a table opened by the Smart Indicator, the ticket opens at the top of the record list. However, details of other records in the record list are not visible and the user is continuously brought back to the same original record that was opened, rather than being able to view other records.	Users can see the details of all tickets as they are selected in the record list.
QCCR1E49562	Holiday times are ignored when determining the expiration date in an SLO response record.	Holiday times are included when determining the expiration date in an SLO response record.
QCCR1E50995	When updating an operator record through Event Services, the operator's capability record is removed.	Updating an operator record from Event Services no longer causes the operator's capability record to be deleted.
QCCR1E51764	A change request is created unexpectedly when an interaction associated with a Service Catalog order is closed and the 'Approval Status' is set to approved, even though the request was not approved.	Changes were made to RAD panels to query the approval status of the interaction. If the approval status is not approved, then no change request will be created for the interaction.
QCCR1E51994	When an Employee Self Service (ESS) client clicks on a Service Desk record to view details of the record, the approval form displays.	Service Manager displays the correct form when an ESS user tries to view the details of a Service Desk record.
QCCR1E54228	Subscription ID field does not return correct results and should not be editable.	The correct field (subscriptionID) has been added to the Subscription.Search form.
QCCR1E54544	When you add a simple field or an alias to a field in probsummary when mapped to DB2, it can take up to 2 hours to save.	When you add a field or an alias to a field to the probsummary table, it no longer takes an excessive amount of time.
QCCR1E54573	The Service Manager demo JavaScript, GoogleSearchTest, no longer works.	The invalid demo script GoogleSearchTest has been removed from the Script Library.

CR	Problem	Solution
QCCR1E54928	Cloning or resubmitting an interaction results in an error if Delay Assigning Interaction ID is checked.	Cloning or resubmitting an interaction finishes successfully when Delay Assigning Interaction ID is checked.
QCCR1E56512	Change tasks that are defined to auto-open in the background do not use their default templates.	Change tasks that are defined to auto-open in the background use their default templates.
QCCR1E56645	There are several locks on incidents that hang if the application takes an error. In a small percentage of these cases, the following error message appears on the form: Unrecoverable error in application: alert.process on panel call.update.process	All locks will be released.
QCCR1E57210	When opening an interaction from a configuration item (CI), field values are not being copied as defined in the Link record "srelate.device.incidents" .	When opening an interaction from a CI, field values are copied.
QCCR1E57274	Updating a cigroup in an environment with a large amount of CI information takes an extended period of time.	Modified code to improve the performance of a CI update that includes a large amount of data.
QCCR1E57645	When a user has been designated as a delegate by two different approvers for the same time period, the first ApprovalDelegation record will always be used to identify the Approved For when approvals from both approvers are required. For example, user "A" makes User "B" a delegate for March 1 - March 10 and user "C" makes User "B" a delegate for March 3 - March 8. When User "B" approves a request for "User "C," the system incorrectly records the approved.for record as User "A."	The code was corrected so that when a user is designated as a delegate by two different approvers during overlapping time periods, the system correctly records the correct approval information.
QCCR1E57720	When a user accesses the Adaptive Learning section of Knowledge Management, performs a search, and then clicks the back button, a JDOM/XML error is returned for variable \$kbnames.	There are no errors when a user accesses the Adaptive Learning section of Knowledge Management via the web client
QCCR1E57755	When viewing a Service Level Objective (SLO) record, the user has to use the Cancel button to exit because the OK option is not available.	The OK button now displays normally.
QCCR1E58016	Newly created views are not displayed until the queue is updated or the client restarts.	Newly created views are displayed in the view list after the user clicks the Refresh button on the Queue toolbar.

CR	Problem	Solution
QCCR1E58093	The SLA process is slow and may not be able to process all SLA schedule records in time.	Rewrote some of the logic that processes SLA schedule records to improve performance.
QCCR1E58177	When users are updating a change record, they click Next and then receive a pop-up window asking if they want to save changes. When users click Yes , a save loop starts which continually presents a pop-up validation. If users click Cancel , they can exit the loop.	Code modified so that the save loop no longer occurs.
QCCR1E58704	When configuration item (CI) type is changed by UpdateDeviceRequest, the old attribute record is not removed from the database.	The old attribute record is removed from the database.
QCCR1E59225	<p>The KMUpdate background process will generate an XML error when processing a kmknowledgebaseupdates record, if it was added by an operator configured with the date format 'yyyy/mm/dd'.</p> <p>The knowledge document still appears to get indexed, but it is unclear if there is any missing data for searching. The operator using the date format 'mm/dd/yyyy' does work. Other date formats may produce the error as well, but this was not tested.</p>	Errors no longer occur for the date format 'yyyy/mm/dd' during the indexing process.
QCCR1E59657	The Todo queue is not updated when incidents are updated using Event Services.	The Todo queue can be updated when incidents are updated using Event Services.
QCCR1E59753	The ToDo bar has a dark blue background instead of an underline.	The ToDo bar has an underline, as expected.
QCCR1E59769	When updating an incident with no status change, the system performs unnecessary processing because a status changed schedule record is created. On a busy system, this creates a significant amount of overhead for the extra processing that is not needed.	Code modified so that the system only creates the schedule record, Problem Status Change, if the state of the incident has been changed.
QCCR1E59808	Service Manager processes are being killed by the operating system (HP-UX).	Service Manager processes are not negatively impacted by the operating system (HP-UX).
QCCR1E59917	The \$.file.save function is not available on Approval Delegation notifications.	The \$.file.save function has been enabled, and is available on Approval Delegation notifications.
QCCR1E59937	When a Web Services request had been tailored to perform a custom action, the	The parameter values defined in the extractions record are now passed properly so that tailored

CR	Problem	Solution
	data defined in the customized workflow was not properly passed to the tailored Script Library functions. The true state of a record was not returned.	Web Services requests will perform custom actions as expected.
QCCR1E60096	Getting errors when starting the client with the \$L.web.url link.	There are no errors when starting the client with the \$L.web.url link.
QCCR1E60219	In many RAD editor areas, such as process and link, the RAD editor field is an array field editor which is very hard to maintain.	RAD editor areas, such as process and link, have been changed so they are a multiple-line editor.
QCCR1E60244	The phase sequence in the Workflow tab indicates that the Manager Approval phase has not started yet and the record did not skip the first phase (as configured in ocmqcat). In addition, the quote record starts in the Quote Approval phase with the "To Working" button available, but it is necessary to click twice on the button to start the next phase (Working phase).	When skipping the first phase of a quote category, the workflow also skips.
QCCR1E60314	The CreateFavoriteCatalog API has slow performance.	Improved the CreateFavoriteCatalog API permanence by adding a new RAD function (svcCat.get.catalog.favorite) and updating RAD function svcCat.add.item.to.cart and several dbdict and ScriptLibrary records.
QCCR1E60464	When the user performs a system load using the sm -system_load command on a case-insensitive database like SQL Server, a datadict record for svcCatApprovals fails to load with a duplicate key error because of duplicate sqlbasename value with another record.	Updated the SQL Base Name to 'svccatapprova' to avoid system load errors on the datadict record.
QCCR1E60566	The stathistory results for "Self Service" and the "SLA" module are not matching with other modules. For these two modules, the stathistory contains as many records as there are logins. For other modules, the stathistory always provides a single record containing the maximum log-in count value for the day. The corresponding "Self Service Ticketing - Floating" and "SLA Management - Floating" records all have a count of 1.	The stathistory results for "SLA" and "Self Service" are correct.
QCCR1E60690	When opening a quote via Web Services, the Requestor (requested.for) field is blank.	When opening a quote via Web Services, the Requestor (requested.for) field is filled in.

CR	Problem	Solution
QCCR1E60870	After migration from Service Desk to Service Manager, users were unable to access Contract Views, even after applying the unload from QCCR1E32332.	Users can now access Contract Views.
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.
QCCR1E61431	Using the Save & Exit button does not save changes made to the activity variables.	Clicking Save & Exit saves Activity updates in Change Management.
QCCR1E61469	There is performance issue when accessing affected CI in Incident Management when there are many cirrelationship records. It takes too much time to retrieve all of the associated data.	In Incident Management, the performance has been improved when a user accesses the affected CI field and there are many cirrelationship records to process.
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.
QCCR1E61872	Attempting to display the "Information-only item" in Service Request Catalog causes the following error: "Retrieving "<catalog item>" from the server failed. Try again."	There is no error message when attempting to display the "Information-only item" in Service Request Catalog.
QCCR1E62067	Configuration item (CI) replication is added to a cirrelationship record if the parent or child CI is not present in the device table.	The cirrelationship record is not added during CI replication, if the parent or child CI is not present in the device table.
QCCR1E62315	Activity updates are being removed after returning from a related record.	Previously entered activity updates are retained after returning from a related record.
QCCR1E62486	Change Queue is not refreshed properly when returning from an updated change record that closed the phase.	The Change Queue is refreshed properly when returning from an updated change record that closed the phase.
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.
QCCR1E62656	JavaScript performance issues occur when a table contains too many rows.	The system status list form has been paginated to limit the number of records that are displayed on a page.

CR	Problem	Solution
QCCR1E62693	When Folder Entitlement is enabled in the Incident Management profile, the rights defined in "Update" are affecting the rights defined in "New."	When Folder Entitlement is enabled in the Incident Management profile, the rights defined in "Update" are no longer affecting the rights defined in "New."
QCCR1E62755	Once a Change Management record with category Subscription is denied, there is no displayoption to withdraw or close the change.	Users can click a reject button to change a Subscription category so that the workflow of the change record continues (for example the record is withdrawn or closed).
QCCR1E62776	<p>If a UCMDB configuration item (CI) is renamed or cloned in Service Manager, deleting the CI in UCMDB and then running a replication (data push) job will not delete the CI in Service Manager.</p> <p>Root cause: The ucmdb id of the CI is also cloned when the CI is renamed or cloned. Duplicated ucmdb id values lead to errors when UCMDB tries to send a delete request since it finds multiple CIs matching the selection criteria and does not know which one to delete.</p>	The ucmdb id of the CI is no longer cloned when the CI is renamed or cloned. Deleting the CI in UCMDB and then running a replication (data push) job will successfully delete the CI in Service Manager.
QCCR1E63260	Some alert schedule records will disappear when an incident is locked.	Alert schedule records will not disappear when an incident is locked.
QCCR1E63356	When users want to change the phase of a new change record before it is newly-opened, an unrecoverable error occurs. Because the record is not saved as opened, Service Manager should still update the phase of the new record.	Temporarily created the process to go to 'ChangePhase' before the real change is generated, for those users who want to change the phase of a newly-opened record. Once the phase is changed, the record will be opened in the new phase that has been set by the user.
QCCR1E64050	Need detailed documentation of the following Incident Profile rights: Modify Template, Template Mass Update, Complex Mass Update, Mass Close, Mark problem candidate, and Update when closed.	Added Help on Field information for the following Incident Management Profile fields: Modify Template, Template Mass Update, Complex Mass Update, Mass Close, Mark problem candidate, and Update when closed.
QCCR1E64123	<p>For interactions and incidents, the service and contact fields have a "context search" button which, when selected, displays related interactions or incidents in a wizard. There are two performance issues:</p> <ul style="list-style-type: none"> On display, Format Control runs some code to determine if these buttons should be grayed out or not, depending on whether there would be anything returned by the query. This adds several 	The code has been fixed to eliminate poor performance of the context button.

CR	Problem	Solution
	<p>seconds to the incident/interaction display time.</p> <ul style="list-style-type: none"> When these buttons are used, they work out a count by iterating through the result set. This is inefficient, takes several seconds, and puts an unnecessary load on the server. 	
QCCR1E64375	The Discovery Event Manager (DEM) reconciliation rules do not seem to be working as the configured sequence.	Added new sort fields, so that the DEM reconciliation rules work in the correct configured sequence.
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.
QCCR1E64543	The value of denied.count in Approval always calculates with incorrect results.	The denied.count field will be calculated correctly.
QCCR1E64547	Event status will display as "error" instead of "locked" if the change record is locked by another user when an Event Services process attempts to update the change record.	When updating a Change (cm3r) record using Event Services (cm3rin), the event status will correctly be set to "locked" if the change is locked by another user.
QCCR1E64590	Files containing array structures, such as addlIPAddr of ucmdbComputer cannot be updated.	Code modified so that files containing array structures can be updated.
QCCR1E64688	The RAD scheduler queries too frequently.	<p>Updated the RAD routine scheduler so that it can process a set of schedules in one query. By default, all schedules are processed in one query.</p> <p>Note: Added a new parameter (System Information Record > General > Schedule Batch Size), which allows the System Administrator to tailor the number of schedule records that can be processed by one query.</p>
QCCR1E64848	Any time a record is updated by an axces.database event, a message, such as the following, is generated: Record updated in %S file. %S	Unnecessary message panels have been removed to avoid generating useless schedule messages after a process axces.database event.
QCCR1E64899	Service Request Catalog: SRC - API - ScAPI_WSInterface_Interaction_Inbox	Functionality has been added to improve performance.

CR	Problem	Solution
	- Optimize read of incident records to only the fields required.	
QCCR1E64900	Poor overall performance of Service Request Catalog (SRC).	Statements updated in function getInteraction() to improve performance.
QCCR1E64901	Service Request Catalog has potential performance issues when you use the interaction inbox.	Query statements have been optimized so that the interaction inbox has a better performance.
QCCR1E64904	The Web Service calls the RAD application us.convert.currency for each incident. This RAD application will perform two queries in the case where the operator has a currency other than USD.	The RAD application now will perform one query to obtain the currency conversion rate and use the rate for all incidents in the Web Service.
QCCR1E64991	When trying to display device records from the ToDo queue, users received the following error message: "Unrecognized record type "device", cannot process ToDo record."	Modified code so that users can display device records from the ToDo queue.
QCCR1E65098	When removing items from the Shopping Cart, the pop-up message that is displayed to the user displays the value of the 'name' field, instead of the value in the 'displayname' field.	The pop-up message will contain the display name instead.
QCCR1E65146	SRC UI performance problem: It takes long to extract ticket data from the system.	Updated the RAD function "count" to improve performance.
QCCR1E65168	Lister background process executes apm.server.initer. RAD application apm.server.initer encountered an error unlocking a resource, resulting in an infinite loop attempting to unlock the same resource.	Modified the global list rebuilding application so that an infinite loop does not result when one of the global lists fails to unlock.
QCCR1E65316	When selecting an employee (operator) through search in Service Request Catalog, the user is unable to see how many operators the search has returned.	Modified the code on the Service Manager side to provide the ability to count the number of operators the search has returned.
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",	Changed the message display order in a RAD application (filterCriteriaDataType, Panel:exit.normal), and also modified the applicable scmessage records. Advanced Filter now displays the operators correctly.

CR	Problem	Solution
	the actual filter condition displayed on the Advanced Filter tab is "Reassignment Count Is at Least 2".	
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.
QCCR1E65415	Category Tree is getting corrupted in the Service Request Catalog (SRC) user interface during catalog content updates within Service Manager.	Category Tree works well in the SRC user interface during catalog content updates within Service Manager.
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.
QCCR1E65837	Some processes running in the background generate error messages about timezone in the log file (for example, "Cannot evaluate expression (us.notify.switch.timezone.gen.txt)").	Expressions in the processes running in the background can be evaluated correctly so that timezone errors will no longer be generated in the log files.
QCCR1E65903	The CreateSvcCatApprovalInbox API has a performance risk.	Updated the ScAPI_svcCatApprovals script library to improve performance.
QCCR1E65944	The AddItemToCartViaOrder API has a performance issue.	The AddItemToCartViaOrder API has been updated to improve performance.
QCCR1E65950	UpdateItemInCartOrder has a performance issue.	Fixed code so that UpdateItemInCartOrder has improved performance.
QCCR1E66457	When updating an existing out-of-ox (OOB) interaction record, an error message like the following is displayed in the Messages window: The record being updated has been modified since read(se.base.method,update.record) file:(incidents)key:(incident.id=SD10002)(se.base.method,update.record) This record has changed since you selected it.	The existing OOB interaction records can be updated without errors.
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	When the Search Engine server is shut down or an indexing document error occurs, the

CR	Problem	Solution
	terminated manually. Additionally, the KMUpdate process may terminate even if no internal errors occur.	KMUpdate process will not terminate, and error messages will be written to sm.log to indicate the exception details.
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.

Application updates in Patch 1

The applications patch 1 release includes the following enhancements and fixes.

Enhancements

CR	Problem	Solution
QCCR1E54719	The Inactivity Background process is very inefficient in a horizontally scaled (HS) environment, as this process gets the consolidated view of UserChain from all the systems in HS. The Inactivity Background process iterates the list to identify which processes are inactive and sends messages to each inactive process to terminate. This is done periodically and in most environments at one-minute intervals, which is a lot of communication and a lot of overhead.	The new implementation of inactivity timer reduces the communication between the Service Manager processes and is more efficient.

Fixes

CR	Problem	Solution
QCCR1E8178	When the user attempts to add additional fields to a view using the "Customize Current View" option, the list of existing fields in the view is empty, which makes it difficult to remember which fields were in the original view so as to add additional fields.	The list of existing fields in a view is no longer empty.
QCCR1E8854	Under some circumstances the System Down flag is still checked after the outage is restored.	The System Down flag now works as expected.
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	A message box will display before mass updating all the records in the QBE list. Notes:

CR	Problem	Solution
	updated.	<ul style="list-style-type: none"> In Service Manager 9.20, if a user selects only one record and then clicks the mass update button, Service Manager will update all records instead of updating one record. If users select two or more records, mass update will update only the selected records. The message box displays only when a single record is highlighted or selected, so that mass update can notify the user that all records are being 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.	Changes made so that the system releases the lock for the quote record after the user closes or cancels any action on the quote.
QCCR1E30282	Cannot display a Service Catalog item after modifying one of its access filters that involves a variable.	Corrected code so that modifying a Service Catalog access filter that includes a variable does not cause errors and the item displays correctly.
QCCR1E30677	When the 'Cancel Request' button is clicked during Submit Service Catalog Request, there is no confirmation.	A confirmation dialog will open when the user tries to cancel a request.
QCCR1E31350	Selecting 'OK' to update a Change Management record exits to the previous screen even after encountering a failed Format Control validation.	If format control validation fails, the form will stay open even if "OK" or "SAVE & Exit" is clicked.
QCCR1E31594	The 'IM.template.close' Format Control calculations reset fields to incorrect values on initial display of the record.	The resolved relative information displays correctly.
QCCR1E31654	Array messages are not correctly broadcast onscreen.	Service Manager will not print any array messages onscreen.
QCCR1E31751	Lock is not restored for a record with 'Lock on Display' enabled after completing an action with the 'Save First' setting.	The problem is resolved so that a record will be locked whenever it is displayed, not just upon initial display.
QCCR1E31761	Lock created when executing the 'Approve Internal' and 'Approve External' options is not released after the actions are completed.	Lock created when executing the Approve Internal and Approve External options is released after the actions are completed.
QCCR1E32015	Stack overflow error in contract table.	Deleted the "contract.id" link item at link contract, since it is not necessary to find information that is already displayed on the page.

CR	Problem	Solution
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.	The schedule process will no longer change the record status from "Closed" to "Pass Due".
QCCR1E32327	Validations are not working properly in known error tasks.	Validations work correctly in known error tasks.
QCCR1E48483	Service Catalog bundles containing sub bundles do not store 'User Selections'.	When editing the Service Catalog bundles that contain sub bundles, a user's original User Selections are retained.
QCCR1E48555	When printing a recordlist with the change management categories, the report process is caught in an endless loop.	When printing a record list in the Change Management categories, the report process no longer gets caught in an endless loop.
QCCR1E49040	The current design of the Smart Icon is causing performance issues.	The performance of the Smart Icon has been improved.
QCCR1E51221	Incident records do not show 'SLA Breached' even though the expiration time has passed.	All Incident records now show "SLA Breached," when the expiration time has passed.
QCCR1E51937	Closing an Incident Activity tab using the 'x' icon does not return the user to the originating incident the second time around, even though updates are outstanding.	The behavior of closing an Incident Activity tab by using the "x" icon works correctly now.
QCCR1E53069	No documents are returned when using the "Opened After" date search criterion in the Advanced Search of Knowledge Management (KM).	Documents are returned correctly when using the "Opened After" date search criterion in the Advanced Search of KM.
QCCR1E53071	Invalid statement in Document Engine Process 'im.save' may result in missing data in Incident Journal.	The Document Engine Process "im.save" works correctly so that data will be included in the Incident Journal.
QCCR1E53278	Blank array fields are set to {"2!" } when applying a Default Template.	The conversion for an empty array has been updated so that the standard format will be displayed for a template.
QCCR1E53535	Non-administrative users can get access to Database Manager screens.	The code has been modified to add 'limitation' for displaying the Database button, so that the Database Manager option is no longer available to non-administrative users.
QCCR1E54052	Adding a Template with array fields still does not work.	The code has been modified so that array fields created with a templates work properly.
QCCR1E54254	After a user amends or saves out-of-box (OOB) Favorites, the query is changed and the Favorites may not show the expected results.	After user amends or saves OOB Favorites, Favorites show the expected results.
QCCR1E54325	If an operator has a Service profile that	The operator will now be able to use the Fill

CR	Problem	Solution
	does not have "New" checked the operator will not be able to use the Fill feature on the interaction Find screen.	feature on the interaction Find screen.
QCCR1E54707	UCMDB and Service Manager data may be inconsistent with regard to non-managed fields that are null in UCMDB; data modification events are created for managed fields only.	Fields that are defined in "External Access Definition" will be synchronized with UCMDB, which can synchronize empty values. Note: This change only enables synchronization of empty values; it will not change current behavior of non-managed fields.
QCCR1E54735	Service Level Agreement (SLA) details do not display on the SLA tabs in Incident records.	SLA details display on the SLA tabs in Incident records.
QCCR1E54950	When a user is in the Search CIs screen, the 'Search Specific Type' option is not working on all configuration item (CI) Types. It appears to only be working on CI Types that have a joinfile associated.	The 'Search Specific Type' option is working on all CI Types.
QCCR1E55023	The Affected Services tab on an incident record is not being populated as expected.	Affected business service now correctly displays all affected CIs in the Affected Services tab.
QCCR1E55035	When ordering more than one Service Catalog bundle with corresponding optional components in the Service Catalog	The check for existing subscriptions/requests now properly determines not only that the same component was available in a previous selected bundle.
QCCR1E55107	After enabling the option "Require update if an activity record is NOT generated?" for object Change in object definition, a message does not appear to prompt the user to save the change to provide an update.	A message will appear to prompt the user to save the change to provide an update when the option "Require update if an activity record is NOT generated?" for object Change in object definition is enabled and a change is modified.
QCCR1E55117	When an incident is resolved the assignment group is automatically changed to "Service Desk."	When an incident is marked resolved, the assignment group is not changed to Service Desk automatically.
QCCR1E55153	When trying to update a change (task record) through Event Services when the record is locked by another user, the event status will be set to "error" instead of "locked" or "rescheduled."	The event status is now set to "locked".
QCCR1E55160	Values for structured array fields are not populated by Data Modification Events.	Values for structured array fields are populated by Data Modification Events.
QCCR1E55516	When a user closed a record, the following message was received: "The record being updated has been	When users close a record, they will no longer see an error message when there is no error.

CR	Problem	Solution
	modified since read (ocml.mark.avail.init,update.it)"	
QCCR1E55519	User can type anything in the 'Delegate To' field in the Approval Delegation wizard even though the input value is not a valid operator.	Validation method has been added to corresponding wizards.
QCCR1E55711	Approval description is incorrect when approval activities are defined with different conditions, but the same user/role and sequence.	Approval description displays correctly during approval.
QCCR1E55720	When using the probsummary Object record to schedule Service Manager alerts for incidents, alerts do not seem to be getting scheduled or logged. Only one field is being used in the calculate expression part of the Alert record, as shown in the screen shot, and this field exists in probsummary table. When updating an incident, however, no error messages are shown. It seems like alerts are not working, if they are set up through the Object record.	When using the probsummary Object record to schedule Service Manager alerts for incidents, alerts are scheduled and logged.
QCCR1E55734	For array fields, dataModEvent records are not properly created nor handled through change requests.	For array fields, dataModEvent records are created and handled with no problem through change requests.
QCCR1E56090	No interaction ID was assigned when a new interaction was created. The incident that was related to this interaction does not have the interaction record either.	Whether or not the option to "delay assigning interaction ID" is used, a service interaction record can be successfully escalated and related to an incident.
QCCR1E56258	When using the web client and search using the Advanced Filter with compounds, the search does not work because the filter criteria were placed outside the parentheses.	The search function works when using the web client and the search Advanced Filter with compounds.
QCCR1E56585	Advanced Filter Condition is not shown in Views, and adding a second Condition overwrites the first.	Advanced Filter Condition now appears in a View and adding a new condition does not overwrite the previous condition.
QCCR1E56590	In the Service Catalog, performance issues are encountered when a certain category is selected. This category contains hundreds of subcategories, and each of these subcategories has a user condition. On the web tier, it takes about 45 seconds to display the resulting list.	Code modified to improve the Service Catalog performance when using multiple capability words in the access list.
QCCR1E56869	Service Level Objective (SLO) interval times are being calculated incorrectly	Modified the code so that the holiday record will be time zone neutral and not be changed to

CR	Problem	Solution
	when using calholiday records in combination with operators and contacts in different time zones.	calculate the interval incorrectly.
QCCR1E56886	When users select a Service Catalog category that contains a large amount of items, Service Manager loads the category items slowly.	When users select a Service Catalog category that contains a large amount of items, Service Manager loads the category items fast.
QCCR1E56945	In the Service Manager ChangeManagement WSDL, there are some duplicated captions.	<p>Modified two captions to keep the unique name in the ChangeManagement WSDL (Object Name: Change).</p> <ul style="list-style-type: none"> • For Field “close,closing.comments”, changed the Caption to “ClosingComments” • For Field “location.full.name”, changed the Caption to “LocationFullName”
QCCR1E57066	SLA measurement for first-time closure interactions is not triggered. Because of this behavior, the SLAs are not measured.	SLAs are measured for first-time closure interactions.
QCCR1E57190	In Request Management there are some users who should only be able to access line items and not quotes. This is done by specifying OCML as a capability word for those users to allow them to access line Items but not quotes. However, as currently implemented this means that the user will never be able to open the line items and always receives an unrecoverable error message.	Code modified so that users with the OCML capability word can open line items without receiving error messages.
QCCR1E57204	JavaScript sloDisplay.getListSLOs selects the same data twice in a row.	Removed the duplicated select. The JavaScript sloDisplay.getListSLOs now only selects the data once.
QCCR1E57205	<p>The same sloresponse records are selected six times on the following displayscreen and displaycache records:</p> <ul style="list-style-type: none"> • apm.edit.problem • cc.edit.incident • cm.view.display • rca.task.view • rca.view 	Removed the duplicate query from the displayscreen and displaycache records. These records now only select the data once.
QCCR1E57215	When creating a wizard to select multiple records from a list, if a user double-clicks an item from the returned	The wizard will exit immediately if there are no records selected.

CR	Problem	Solution
	<p>dataset, the client treats this as a select/deselect. However, this is not made clear in the client.</p> <p>Furthermore, if the user then clicks the Next button to execute the actions for that panel, if the actions are set to perform on each record in selection, then the system iterates over every single record that was displayed in the list.</p>	
QCCR1E57527	An interaction created by an Employee Self Service (ESS) user does not have a Service Level Objective (SLO) assigned.	An interaction created by an ESS user now has a SLO assigned.
QCCR1E57545	Incidents created by events do not have a Service Level Objective (SLO) associated when they should. If an incident is created with the same criteria directly in Service Manager, it correctly shows the SLO information.	Incidents created by events have a Service Level Objective (SLO) associated.
QCCR1E57654	The Folder field is not available on the Incident Management open and update forms when the Folder Entitlement feature is enabled in the System Information Record.	The Folder field is now available on the Incident Management open, update, and close forms.
QCCR1E57655	The status field is not being set correctly on all incident records when the alert process cycles through multiple SLOs. If multiple incidents are opened, the alert process cycles and when it finds a scheduled record to process, it does not set the status field to DEADLINE ALERT.	The status fields are updated correctly by the alert process and records are going to DEADLINE ALERT.
QCCR1E57665	When a user selects multiple records to approve/deny a change request, the user is directed to the "approval.comments.g" screen to enter comments. On this screen, there is also a Cancel button, which needs to be clicked the same number of times as the selected number of records. This screen needs to close once the user clicks the Cancel button.	On the approval comment screen, the Cancel button works for all selected approvals.
QCCR1E57676	<p>Emails that go out for notifications can contain date/time stamps based on the format that is created for the email. For example, an email notifying a user that a ticket has been opened or closed (format example: SD.notify.ess.open).</p> <p>When the RAD application goes</p>	Notifications are displayed based on the email recipient's time zone.

CR	Problem	Solution
	through and looks at the Operator or Contact record, it should look at the time zone that the user/operator is in to offset any date/time stamps in the email to the user's time zone. Currently, the notifications are displayed based on the time zone that the server is in.	
QCCR1E57689	After the user issues an IR query for a solution search and then changes the knowledge area and runs another query that returns no records, if the user amends the query so that records will be returned, the QBE list displayed is incorrect.	When a user modifies the IR search criteria, search returns the results in the correct QBE list format.
QCCR1E57777	Specific slaactive records make the sloresponse 'Elapsed Time' calculation wrong.	The slaactive records correctly calculate the sloresponse 'Elapsed Time.'
QCCR1E57787	When searching for and selecting a Knowledge Management document in the Web client, the selected Knowledge document did not display properly in Internet Explorer after resizing (maximizing or restoring) the browser window.	When searching for and selecting a Knowledge Management document in the Web client, the selected Knowledge document displays properly in Internet Explorer after resizing (maximizing or restoring) the browser window.
QCCR1E57915	An interaction created in the Employee Self Service (ESS) client cannot be re-escalated after cancelling escalation because the Escalate button no longer appears.	An interaction created with the ESS client can be escalated after cancelling an escalation.
QCCR1E58472	There is inconsistency with data population for the Change Coordinator (coordinator) field in cm3r. For example, if the Assignment Group (assign.dept) field is populated and a Fill is performed on it, data for the coordinator is pulled from the cm3groups table based on the Manager value. However, if Change Coordinator is null (even if assign.dept is not) and a Fill is performed on it, data for the coordinator is pulled from the operator table.	If the value of the Change Coordinator field is not blank, the value is not replaced by Assignment Group's Fill behavior.
QCCR1E58542	Modifying the filter criteria of an existing favorite from Favorites and Dashboards does not affect the query.	Changing the filter criteria reflects in the query being run when using a favorite or inbox.
QCCR1E58785	In the runtime environment (RTE) under sustained stress testing load, the "problem" background processor	The RAD has been updated, so that tailoring can be done without a RAD modification to handle multiple "problem" background processes.

CR	Problem	Solution
	develops a large record backlog. Customers should be able to implement multiple "problem" processors to enable some parallel processing of these records.	
QCCR1E59679	Radio button selection for audience did not work on new view creation. The values selected for the radio buttons on the inbox.audience.sub format were not properly affecting the related DVD-visible conditions during creation of a View based on a record list. Note: If the view is saved and then edited, the radio buttons will work as expected. Also, the radio buttons work on initial view creation using the Windows client.	DVD-visible conditions for radio buttons in the web client work as expected when a new view is created for a record list.
QCCR1E58970	If the approver is the same for an approval activity and a catalog item of a different sequence, the approval description is missing.	The approval description displays correctly.
QCCR1E58973	Data loss occurs between UCMDDB and Service Manager because Discovery Event Manager (DEM) event records are not created for non-managed fields.	Service Manager now creates DEM events for all fields (managed and non-managed fields) if it is a new CI and the DEM rule is set to open a change or incident.
QCCR1E59155	The Alert process setup for Service Level Objectives (SLO's) is not working since having upgraded to Service Manager 9.20. Alerts that are set up are going to the schedule and are firing at the right times, but then alerts are not doing what they did in Service Manager 7.11. Alert records are deleted, but Alertlog (past alert) records are not being created.	The Alert process setup for SLO's has been modified so that Alertlog records will be created.
QCCR1E59305	Executing WSDL2JS on an external web service fails and generates errors.	Modified the WSDL2JS to support attributes in list data type so that executing the WSDL2JS on an external web service finishes successfully.
QCCR1E59378	Approval Delegation Wizard does not list correct Approval groups for Service Catalog.	Approval Delegation Wizard correctly lists Approval groups for Service Catalog.
QCCR1E59408	Poor performance when performing a Fill in an interaction against an Affected CI if the Service contains many Relationship records.	The performance when performing a Fill in an interaction against an Affected CI has been improved.
QCCR1E59514	In Request Management, the wrong Current Phase in being reported in an eventout record, generated by an email	Now, when the email notification is sent on an approval, the email contains the name of the current phase.

CR	Problem	Solution
	notification. When requests are approved, the email notification sent on approval contains the name of the next phase instead of the current phase.	
QCCR1E59519	Some approval groups are missing in the Approvals for the Service Catalog Item. Only two groups were added into the Approval table for request instead of the five configured for the item.	All approval groups now appear in the Approvals for Service Catalog Items.
QCCR1E59602	The notification of an alert used by Availability Objectives for Service Level Agreements (SLAs) does not work as expected.	Now when the expiration time is reached for Availability Objects, notifications are sent as expected.
QCCR1E59708	When escalating an "Open - Idle" interaction to an incident for an interaction created by an Employee Self Service (ESS) user, the interaction remains locked after the escalation completes. This prevents linker from setting the status to "Open - Linked" as long as the user does not close the interaction form. If this is the case for 30 minutes, then linker stops trying and the interaction remains in "Open - Idle" indefinitely.	When escalating an "Open - Idle" interaction to an incident for an interaction created by an ESS user, the interaction releases the lock after the escalation processing completes and the escalation completes.
QCCR1E59818	It is taking a long time to display the svcCatalog.select form when ordering from the catalog.	The Service Catalog screen will show no latency.
QCCR1E59906	When escalating an interaction to change, there is a list of ASSIGNMENT (assignment table) groups available for selection in the escalation wizard. These groups are "Support Groups" from Affected service and Affected CI. When a Change group (cm3groups table) with the same name does not exist, the escalation wizard closes with the error message, "Invalid Assignment Group," leaving the interaction in "Open - Idle" state. It is not possible to escalate this interaction again.	The Change Management module has been updated to have the Assignment Group field (assign.dept) consistently link to the assignment table instead of sometimes linking to cm3groups. The fix involves changes to frequently tailored records (ChM link records, etc) and caution should be used when applying this fix in the tailored system.
QCCR1E60184	The RAD alert.process causes an inaccurate Service Level Objective (SLO) expiration in the notification and other values.	Updated the RAD alert.process so that the process provides accurate values for notifications and expiration times for SLOs.

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

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 environments 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.
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.
QCCR1E59561	Cannot save a Subscription Change in the Implementation phase.	<ol style="list-style-type: none">1 Go to Tailoring > Document Engine > Objects.2 In the File name field, enter cm3r, and then click Search. The cm3r object record displays.3 On the Activities tab, uncheck the Require update if an activity record is NOT generated? option.
QCCR1E62656	JavaScript performance issues occur when a table contains too many rows.	None available at this time.

Known Issues

Global ID	Known Issue	Workaround
QCCR1E63217	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.
QCCR1E63687	Errors occur when applying an application patch to an 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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