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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.21 Application Patch 3 / December 2012

This document provides an overview of the changes made to HP Service Manager for 9.21 Application Patch 3. 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.

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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## Required Software

- Service Manager application release level:
  - 9.20, 9.21 Application Patch 1 or 2
- Service Manager application release language:
  - All languages for 9.20
- Service Manager client/server release level:
  - 9.21 Patch 5 (P5) or higher
  - 9.30 Patch 4 (P4) or higher, 9.31 or 9.31 Patch
- The Service Manager server process must have read-write access to the database.

## Unload Files in Dependent Platform Patch

- It is not necessary to install the unload files in the **platform\_unloads** folder in server patch if you are upgrading to one of the platform patches listed below, because the changes introduced in those unload files have already been incorporated in Application Patch 3.
  - 9.21 P5
  - 9.30 P4, P5
  - 9.31
- If you are upgrading to 9.21 P6, then you need to apply the following unload file after the installation of Application Patch 3.
  - QCCR1E71099\_SM921P6\_SM920.unl
- If you are upgrading to a higher version than the ones listed above, refer to the documentation that came with the platform patch for more information.

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## In This Version

Service Manager Version 9.21, Application Patch 3 (SM 9.21ap3) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the enhancements and fixes in this application patch.

### Unload Manager Introduction

After 9.21 Application Patch 3, all the application hotfix unloads can be managed by the Unload Manager. The Unload Manager is able to create a backup for the application hotfix. It also supports the merge function like Application Patch Manager.

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

#### How to view unload

- 1 Log on to Service Manager as System Administrator.
- 2 Go to **System Administration > Ongoing Maintenance > Unload Manager**.
- 3 Double-click **View Unload** to open the list of the unload hotfix.
- 4 Double-click the unload record.

The detail information of the hotfix unload appears.

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

#### How to apply unload

- 1 Log on to Service Manager as System Administrator.
- 2 Go to **System Administration > Ongoing Maintenance > Unload Manager**.
- 3 Double-click **Apply Unload**.

A wizard to apply unload appears.

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

The detailed information of the unload file appears.

- 5 Double-click the conflict object in the table to open the merge tool:
  - a. Merge the object, and then select the **Reconciled** checkbox.
  - b. Click **Save** to go back to the wizard.

- 6 Click **Next** after all the conflict objects are reconciled.
- 7 Click **Yes** on the confirmation window to apply the hotfix unload.
- 8 Click **Finish**.

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

## Enhancements

Global ID	Problem	Solution
QCCR1E59076	Within a category or item display list, there should be the ability to sort based on an internal priority rather than only in alphabetical order.	A new Sort Order (input 'sortOrder') field was added to Service Catalog to provide System Administrators the ability to designate a custom sort order for their catalog items.
QCCR1E71616	There is no an interface to view and manage all the hotfixes for the Applications layer.	Create a built-in tool called Applications Unload Manager to view and manage the Apps hotfixes.  Refer to the "Unload Manager Introduction" section for detailed information.

## Fixes

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

<b>CR</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E32098	<p>There are two issues when a user tries to view a kmdocument even though the user has the correct permissions:</p> <ol style="list-style-type: none"> <li>1 The user can view a kmdocument, but cannot add it as a link in another kmdocument.</li> <li>2 The user has rights to view an external kmdocument but cannot view the document via a link.</li> </ol>	The user has rights to view an external kmdocument as well as view the document via a link.
QCCR1E32370	The "Knowledge Source" (the ID of the solution) in an Interaction record (field kpf.id) is appended to, instead of overwritten.	The "Knowledge Source" (the ID of the solution) shown in an Interaction record (field kpf.id) will be overwritten if the old ID differs from the new ID.
QCCR1E51980	Activity history for change records is not recorded in the proper sequence, by date or time, in the Activity logs.	Activity history for change records is recorded in the proper sequence in the Activity logs.
QCCR1E53577	Internal mail generated from a Notification record always has a Subject line identical to the first line in the body of the email notification, regardless of how the "Email/Mail Subject Line" is defined in the Notification record.	Internal mail generated from a Notification record will use the correct subject line when a specific "Email/Mail Subject Line" is defined in the Notification record.
QCCR1E54057	When an Incident is reopened, the notification record for updating an incident is displayed instead of the notification for reopening one.	The correct notification is now displayed when a user reopens an Incident.
QCCR1E55237	In the Web client, when attempting to delete multiple associated quote records from the Related Records tab of an interaction record, the row of records cannot be selected and highlighted for deletion. Only the first row can be deleted.	Multi-selection has been disabled in the format in the Web client. Users should use SHIFT + mouse click or CTRL + mouse click to highlight a record in the Web client, instead of by clicking the record.
QCCR1E55982	Mass functions are available to users at the Todo Queue screens in the out-of-box system.	The functions for modifying Todo records have been removed, such as save, delete, mass update, and mass delete. System administrators can now control the usability of these functions in a new Format Control ("Todo").
QCCR1E58148	The TZFILE entries for Europe/Eastern are displaying the end-of-summer time as late September, instead of late October.	The Europe/Eastern and Canada/Eastern time zones are updated.

CR	Problem	Solution
QCCR1E59627	When data was exported from the device.qbe into Microsoft Excel, the status column was exported as values from the value list, not from the display list.	When data is exported from the device.qbe into Microsoft Excel, the status column is now exported from the display list.
QCCR1E61870	If \$G.folderEntitlement=True, an error message occurs when users order from the catalog.	If the user does not have access to create an interaction while ordering from the catalog due to a folder limitation, a warning appears to the user and the request cannot be created.
QCCR1E62116	Applying a template with a watch.variable array field (such as 'Activity Action') to a new Interaction record puts all lines in the first element of the array. This leads to double carriage returns when the interaction record is saved or escalated.	The Apply Template feature now works as expected for new Interaction records when the template contains watch.variable array fields.
QCCR1E62477	The lock is not released after executing the 'Approve Internal' and 'Approve External' options in Web client.	The lock is released after executing the 'Approve Internal' and 'Approve External' options in Web client.
QCCR1E62745	Saving a cloned interaction record does not bring the user to the update format (SD.update.interaction), as expected.	Saving a cloned interaction record now brings the user to the update format (SD.update.interaction).
QCCR1E62947	Advanced filters do not set the date fields as expected.	The selected date values will be saved correctly when views are edited.
QCCR1E63251	Even if a Service Catalog request is canceled, it will be fulfilled.	If a Service Catalog request is canceled, it will not be fulfilled.
QCCR1E63296	On both the Windows and Web clients, when a Change Management task is closed, the status automatically transitions to initial status.	A Post RAD Expression was modified so that when a Change Task is closed, the status will not revert to the initial status.
QCCR1E63493	When uCMDB sends configuration item (CI) information to Service Manager, the values on the Expressions tab do not update the record values that are being passed.	Fields set in the Expressions tab of extaccess records create the dataModEvent record.
QCCR1E63673	Importing attachments into Service Manager using Connect-It does not work consistently.	Importing attachments into Service Manager using Connect-It works consistently now.
QCCR1E63862	When searching Known Errors and adding filter criteria, the following error message is received: <i>Query field (Open) in (knownerror) not defined in dbdict (rca.setup.search,select.records)</i>	No error occurs when adding filter criteria for searching Known Errors.

CR	Problem	Solution
QCCR1E64196	Outages are not correctly calculated for parent Configuration Items (CIs) where more than one child outage is required to create a parent outage.	Recalculated the upstream CI outage record so that when the outageevent record is updated, the upstream CI record will be checked.
QCCR1E64429	Unmanaged fields are not written to a configuration item (CI) when the value of \$L.elng in "check.post.exception" equals zero.	Unmanaged fields will be written to a configuration item (CI) when the value of \$L.elng in "check.post.exception" equals zero.
QCCR1E65005	Some lines were hidden when some Knowledge Management documents were displayed in Internet Explorer.	All Knowledge Management documents are displayed normally.
QCCR1E65046	A new configuration item (CI) is created with the same ucmdb.id but different logical.name.	Now, DDM will work in this way: <ol style="list-style-type: none"> <li>1 If the source contains ucmdb.id and is not empty, DDM will try to match the target with the ucmdb.id.</li> <li>2 When the above is not successful, if the source contains logical.name and is not empty, DDM will try to match the target with logical.name, and ensure the ucmdb.id of the target is empty. This is to make sure there is no duplicated ucmdb.id existing in SM.</li> <li>3 When the above is not successful, if there is any conciliation rule with this type, DDM will try to match the target with logical.name, and ensure the ucmdb.id of the target is empty. This is also to make sure there is no duplicated ucmdb.id existing in SM. We do not check logical.name here, because logical.name is a unique key in SM. If there are any duplicates, an error will return.</li> <li>4 When all the above is not successful, DDM will add a new record, instead of matching and updating an existing one.</li> </ol>
QCCR1E65151	Certain contextAction queries cause unrecoverable errors when returning from viewing context.	The list can be displayed without any errors.
QCCR1E65214	Only the last record is deleted if the Archive routine is executed before the Purge option.	All filtered data should be deleted.
QCCR1E65287	The service request submitter creates an interaction with catalog items and then receives the following error:  <i>"The record being updated has been modified since read (cc.set.approval,do.update)"</i>	When a record is updated, the service request submitter can create the interaction without any errors.



CR	Problem	Solution
QCCR1E65442	<p>When calling the loginRequest function, the following error is generated:</p> <p><i>"Error calling method doSoapRequest in class:com/hp/ov/sm/server/utility soapclient exception (com.sun.xml.messaging.saa.j.SOAPExceptionImpl:java.security.PrivilagedActionException:com.sun.xml.messaging.saa.j.SOAPExceptionImpl:Invalid contentType:text/html.Is this an error message instead of a soap response?)"</i></p>	<p>RPC style operations have been corrected, so that the loginRequest function can be called.</p>
QCCR1E65649	<p>Open-Linked schedule records are generated every time a field in the desc array of the screlconfig record is updated in an incident, even though the related interaction is already set to Open-Linked.</p>	<p>Open-Linked schedule will not be generated if the related interaction is already set to Open-Linked.</p>
QCCR1E65855	<p>Although processing a Web Service request failed, the response states that the request was a success.</p>	<p>When adding an incident via SOAP, the return code will correctly be "ERROR" and will return "-1" instead of "Success".</p>
QCCR1E65982	<p>The Usage Type and Available settings on a field in the probsummary datadict do not control the visibility of the field as expected when users click the Customize Current View option in the Incident Queue or click the Create Template from Record option from an incident record.</p>	<p>The fields displayed in the Customize Current View option dropdown and Create Template from Record form are now controlled by their Usage Type and Available settings in the probsummary datadict, as expected. When a field is set to Deprecated and Available, it is displayed in the dropdown list when a user chooses the "Customize Current View" option, but not displayed in the Create Template from Record option.</p>
QCCR1E66064	<p>When invoking a SOAP request whose SOAP response contained multiple multiRef element parts (multiple sibling elements to a Soap Response object), only the first sibling element was deserialized.</p> <p>The SOAP ScriptLibrary record does not fully deserialize a SOAP response containing multiple href element parts.</p>	<p>The SOAP Scriptlibrary record now fully deserializes a SOAP response that contains multiple href element parts.</p>

CR	Problem	Solution
QCCR1E66065	<p>Consuming the Jira SOAP Service Wsdl results in errors and generates faulty JavaScriptLibrary records.</p> <p>SOAP Responses fail to deserialize with errors related to:  <i>Error deserializing response:  TypeError: childFunc is not a constructor</i></p>	<p>The WSDL2JS routine now generates JavaScript for this WebServices wsdl properly so that the error no longer occurs.</p>
QCCR1E66089	<p>The new fields added to the dbdict were not immediately added to Data Policy unless after adding another new field into the dbdict.</p>	<p>Fields added to the dbdict are also added immediately to Data Policy.</p>
QCCR1E66140	<p>A "Visible to Customer" update on a Change record is not replicated to the related Interaction as a Visible to Customer update on an Incident record is replicated to the related Interaction.</p>	<p>The Visible to Customer function has been implemented so that a "Visible to Customer" update on a Change record is replicated to the related Interaction.</p>
QCCR1E66148	<p>The record Web URL (\$L.web.url) in Service Manager email notifications for Approval Notifications is incorrect.</p>	<p>The record Web URL is correct in Service Manager email notifications.</p>
QCCR1E66422	<p>When sending several emails (for example, when an incident or change is closed) that are not processed in the background, the user has to wait a long time for the process to finish. Service Manager generates too many database queries.</p>	<p>When sending several emails that are not processed in the background, the process is faster and the number of database queries is reduced.</p>
QCCR1E66584	<p>If a response SLO (for example, open -&gt; accepted status) is achieved entirely outside the schedule for that SLO, then the resulting sloresponse record has a total.time value of 00:00:00. This record is then excluded from the sla.rollup calculations (see sla.compute.means,set.sql RAD panel). This is not desirable, as it means that the SLO which has been met is not included in the overall slaresponse results statistics.</p>	<p>There is now consistency between the SLO form and the counting function tool, so that the SLO response time will be included with the SLA response stat.</p>

CR	Problem	Solution
QCCR1E66615	<p>From the sm.alert.log, the following frequently occurs:</p> <pre>1868( 2776) 06/27/2011 05:26:20 RTE I Performance-2-svcCatalog, Partial File Scan for query involving fields {active, access.list, access.filter, type, MS.company} ; user(QA.SRM.REQUESTOR.A.SRCUI) , application(svcCat.get.catalog.structure ), panel(get.item) 1868( 2776) 06/27/2011 05:26:28 RTE I Performance-2-svcCatalog, Partial File Scan for query involving fields {active, id, access.list, access.filter, MS.company} ; user(QA.SRM.REQUESTOR.A.SRCUI) , application(svcCat.filter.catalog), panel(prepare.query)</pre> <p>These queries contain a function call (lng(denull(access.list))=0) which is CPU intensive.</p>	Removed the function call to reduce intensive CPU utilization.
QCCR1E66678	When customizing a view by adding a column for a related table, no records are displayed in the record list and only the column that was selected is displayed.	Modified the process so that records are properly displayed in the record list when selecting a view that has custom-linked fields defined.
QCCR1E66858	Need to add multiple parent categories in the CreateAllCatalog API.	All parent categories can be returned in the CreateAllCatalog API. The xml format should be: <parents><parent></parent>...</parents>
QCCR1E67037	The CreateCatalogDetail API returns "No records found" if no localized catalog is found.	The CreateCatalogDetail API returns the catalog in the system language, if the specified language cannot be found.
QCCR1E67072	Performance of the Knowledge Management update process (KMUpdate) was not optimal because it used a companion Web service servlet for the update process.	<p>Replaced the Web service servlet with a new KMStatusListener process that will start on demand without any administrative need and will update, delete, and insert documents into the relevant KM module tables.</p> <p>Note: This change takes effect only on the K2 search engine; it does not affect the SOLR search engine (which has been supported since SM9.30).</p>
QCCR1E67106	The value of \$L.phase is not refreshed when cancelling out of a "Change Phase" operation in a change record, which can cause control conditions to function incorrectly.	Control conditions defined in Change Phase records function correctly now.

CR	Problem	Solution
QCCR1E67163	Need to add documentation about supported date/time format in a Service Catalog item user-selectable option.	Added field help for the date/time fields on the User Selections wizard screen to state that only static date/time values are supported.
QCCR1E67353	Resubmitting an interaction in the Employee Self Service (ESS) portal causes the original interaction to sometimes disappear.	The original interaction no longer disappears after resubmitting an interaction in the ESS portal.
QCCR1E67356	<p>When a record was updated and the first line of an activity update was left blank, the activity table did not display the update. Instead, the update appeared in the Journal for the module (for example, Incidents) but not in the table. This is a large issue for users, because they copy and paste information into updates (for example, they copy and paste emails into the new update).</p> <p><b>Note:</b> This happened across all modules, and occurred across selecting all update types.</p>	The activity update is now recorded, even when the first line is blank.
QCCR1E67359	The operator() is set to NULL and this is affecting the macro conditions which evaluate it.	Event Services will not change operator() value when exiting the workflow.
QCCR1E67399	Employee Self Service (ESS) users' transaction response capability was performing slowly.	No more performance issues for ESS users' transaction response.
QCCR1E67534	The default location value for a new Incident is incorrect when escalating an Interaction to a new Incident.	The default location value is set correctly when escalating an Interaction to a new Incident.
QCCR1E67552	<p>Emails were not going out to the targeted individuals. After further investigation, it was determined that the \$L.slo.condition in the expression that should have sent it was evaluating to NULL. The out-of-box (OOB) condition is as follows: "evaluate(\$L.slo.record.active) and evaluate(\$L.slo.condition)"</p> <p>This expression is not working for OOB Alerts for SLA, as well as customized Alerts.</p>	The expression "\$L.slo.condition" will work correctly for OOB Alerts for SLA.

CR	Problem	Solution
QCCR1E67557	When a user logs into SRC, the application dashboard no longer displays listings in the "popular requests" section. Note: Items used to display in that section.	When a user logs into SRC, the application dashboard now displays listings in the "popular requests" section.
QCCR1E67627	The workflow in a Change Category was not displayed if a related Task Phase included a blank Auto Open Task category.	Empty categories will not be allowed, so users will have to specify a category name. Also, any empty rows will be deleted.
QCCR1E67630	When "Allow Operator Access without Profile Record" on the Incident Management environment record is set to false to unsuspend an incident, it fails with the following error:  <i>Unrecoverable error in application: in.unsuspend on panel pre.update.incident</i>	Added unsuspend access rights to the Problem process.
QCCR1E67646	When the log-in operator id is the same as the related callback.contact set in the interaction, the email will not be sent successfully.	Removed Null set of the callback.contact and fixed the email schedule to properly create and send email.  <b>Note:</b> You can configure this in notifications, if you do not want to send email to the operator.
QCCR1E67647	There is a need for extra information in 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.	Updated the following scmessage record from "Doc Engine call failed with cc %d" to "Doc Engine call failed with cc %d msg: %s": - Message Number: 19 - Class: scxmlapi
QCCR1E67677	When using the "Is Empty" operator, users are still prompted for a value even though it should allow a NULL value in that particular case.	When using the "Is Empty" operator, users will not be prompted for a value when a NULL value is allowed.
QCCR1E67703	Sometimes a dead loop is found in Service Manager when SLA is enabled.	The dead loop no longer occurs when SLA is enabled.
QCCR1E67768	The lock is not released after an Interaction is saved.	The lock is released after an Interaction is saved.
QCCR1E67776	The reopened.by was set to "problem" incorrectly and reopen.time was set incorrectly if an incident was re-opened with "Affected CI" modified.	The reopened.by field represents the name of the correct operator that re-opens the Incident.
QCCR1E67861	DataModEvents from unplanned change should not be merged to planned change.	No new unplanned change is created if the planned change is not implemented and the old value is still valid.

<b>CR</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E67864	Costs cannot be calculated correctly if items are split when updating the catalog items.	The cost is calculated correctly when updating the catalog items.
QCCR1E68050	Templates do not properly handle null values in array elements.	After applying a template from a record, null values will be properly handled in array elements.
QCCR1E68192	The uCMDB to SM Integration takes much longer than expected to transfer CIs.	Some meaningless SQL queries have been removed to improve performance.
QCCR1E68198	JavaScript which executes a doAction("save") may create a lock that is not released, if a record fails Format Control Validation.	JavaScript which executes a doAction("save") will release the lock, if a record fails Format Control Validation.
QCCR1E68306	The \$G.bg value is set to true after a call to JS doAction() if processing this action also requires a doAction() call.	The \$G.bg value will not be set to true after a call to JS doAction() if processing this action also requires a doAction() call.
QCCR1E68362	When setting the useOperatorFullName in the Service Desk environment, the behavior of Profile.opened.by and update.by are inconsistent.	Fields opened.by and updated.by are now used to consistently store operator names only, instead of the operator names and the full operator names.
QCCR1E68776	Knowledge Management (KM) search strings containing special characters do not return expected results and the special characters are excluded in the search.	KM search strings containing special characters will return expected results and include special characters.
QCCR1E68906	When setting valid dates to make 'Hot News' available, 'Hot News' is not displayed within the expected date ranges in Knowledge Management.	'Hot News' is now displayed in their valid date ranges.
QCCR1E68973	Service Manager does not build or update the FolderRights records for known error tasks when the problem management profile records are updated or added.	Service Manager copies the folder for known error tasks when the problem management profile records are updated or added.
QCCR1E69009	Journal Updates are not saved when closing Open-Idle interactions.	Journal Updates are added when closing Open-Idle interactions.
QCCR1E69517	Listing a huge number of templates in the Web Tier caused an out-of-memory error on the Tomcat server.	The Template list will be paged and a new Search form introduced for easier navigating.
QCCR1E69545	All svcCartItems were deleted when a user removed a cart item from the cart.	The cart item will not be deleted from the cart even when the item cannot find the related catalog. Instead, a warning message will be printed.

CR	Problem	Solution
QCCR1E69583	When Service Manager (SM) raises a return code of 881, it interrupts the replication of the result set of the query. This has the effect that not only the wrong relations are not replicated, but also the good ones are not transferred.	Service Manager will return code 882, if the relation contains wrong data during deletion.
QCCR1E69675	<p>The following RAD errors occur when opening the approval inbox from either client (Windows or web), causing the Approval application to crash and end users to not be able to view the approval list:</p> <p><i>Unrecoverable error in application: approval.inbox on panel setup.queries Process panel setup.queries in RAD approval.inbox encountered error in line 11 (approval.inbox,setup.queries) Cannot evaluate expression (approval.inbox,setup.queries) Cannot evaluate expression (approval.inbox,setup.queries) Bad arg(1) oper and (approval.inbox,setup.queries) Cannot evaluate expression (approval.inbox,setup.queries) Bad arg(1) oper and (approval.inbox,setup.queries) Cannot evaluate expression (approval.inbox,setup.queries) Bad arg(1) oper not (approval.inbox,setup.queries) Cannot evaluate expression (approval.inbox,setup.queries) Bad arg(1) oper null (approval.inbox,setup.queries) Cannot evaluate expression (approval.inbox,setup.queries) Bad arg(1) oper denull (approval.inbox,setup.queries) Cannot evaluate expression (approval.inbox,setup.queries)</i></p>	The ocmq profile variable initializes correctly, so that users can successfully open the approval.inbox.
QCCR1E69822	Date/Time is missing in journal update after the Service Manager server is restarted.	Date/Time is no longer missing in journal update after the server is restarted.
QCCR1E70102	All Incidents are closed without warning when the "Mass close" button is clicked and no incident is selected.	If end user does not select any incidents, a dialog will appear to confirm whether the user wants to close all the incidents.

<b>CR</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E70192	New dataModEvents are not linked to existing unplanned changes. For example, when an unplanned change already exists for a configuration item on attribute A, Universal Configuration Management Database (UCMDB) sends a new value for attribute B, which should add a new dataModEvent to the existing unplanned Change. However, the new dataModEvent is not linked to the existing unplanned Change. The tableName, EventID, Linked Table Name, and Linked Record ID values are missing in the new dataModEvent.	Newly discovered dataModEvent records are linked to existing unfinished, unplanned changes.
QCCR1E70254	In a Service Manager environment integrated with HP Operations Orchestration (OO), log files generated for OO are always named with a backward slash as the path separator. This causes problems if the Service Manager installation is running on a UNIX server, which recognizes forward slashes, rather than backward slashes, as path separators. Users cannot read the log files or change the permission to the files.	A "/" character, instead of a "\" character, is added at the end of the path string when the path string is not suffixed with a '/' or '\' character.
QCCR1E70430	Appended queries that are defined in profile records are visible to end users when searching records.	Appended queries are always hidden to end users.
QCCR1E70432	The "Category" dropdown list in Service Catalog does not display localized names.	The "Category" dropdown list in Service Catalog shows localized names.
QCCR1E71030	Users can still see information-only items in the Service Request Catalog (SRC) UI.	Information-only items are filtered out as expected and no longer appear in the SRC UI.
QCCR1E71062	Resubmitted interactions are automatically approved.	Resubmitted interactions will go through approval as expected.
QCCR1E71090	When adding two CI conditions, decorators are not visible and RAD errors appear.	Service Manager now supports multiple conditions for CI decorators.
QCCR1E71173	The "Time to deliver" field is not set in the AddItemToCartViaOrder Service Request Catalog (SRC) API.	The "Time to deliver" field is set in the AddItemToCartViaOrder Service Request Catalog (SRC) API.
QCCR1E71783	Time zone (tzfile) records are not updated to reflect the latest time zones.	The time zone data is up-to-date in April, 2012.



<b>CR</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E71832	Users receive the following error message when accessing the "Affected CI" list: <i>"Error: The WHERE clause string exceeded 64k (use.link)"</i>	The "Affected CI" list can now be accessed without error even if there are a large amount of downstream CIs.
QCCR1E72211	After you execute the Merge and Save actions some contents of a SMOO-Execute OO Flow(1) are lost. Specifically, this issue occurs because the &, <, and > characters are converted into their HTML representations ("&"; ">"; and "<"; respectively) when using the merge tool.	No content is lost after the Merge and Save actions.
QCCR1E73549	A uCMDB expression that is defined in extaccess is executed twice.	The uCMDB expression will only execute once.
QCCR1E74128	The first line of the mail body is used as the Subject line when Internal mail is generated from a Notification by updating the same Incident record.	Now, the mail is merged with the Message Text, and the Subject contains the subject message defined in the notification.
QCCR1E77335	The "Requested For" field in Service Catalog is not consistently validated.	Added validation to the "Requested for" field to prevent bad contact name input.
QCCR1E78966	Columns that were added when a view was created are not displayed.	Columns that were added display correctly when a view is created.
QCCR1E88360	When you search "Hot news," you receive an error.	The correct search results are returned.
QCCR1E88537	When you specify the DEM rule as [Open a Change] for [Action if matching record does not exist], a CI is not created after you close the Change.	A CI is created successfully after you close the Change.

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## 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](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*.

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## Known Problems, Limitations and Workarounds

This software release has the following limitations and known issues. Defects that 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.
QCCR1E59076	Within a category or item display list, there should be the ability to sort based on an internal priority rather than only in alphabetical order.	None available at this time.
QCCR1E59561	Cannot save a Subscription Change in the Implementation phase.	<ol style="list-style-type: none"><li>1 Go to <b>Tailoring &gt; Document Engine &gt; Objects</b>.</li><li>2 In the <b>File name</b> field, enter <b>cm3r</b>, and then click <b>Search</b>. The cm3r object record displays.</li><li>3 On the <b>Activities</b> tab, uncheck the <b>Require update if an activity record is NOT generated?</b> option.</li></ol>

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Global ID	Known Issue	Workaround
QCCR1E62656	JavaScript performance issues occur when a table contains too many rows.	None available at this time.
QCCR1E67677	When using the "Is Empty" operator, users are still prompted for a value even though it should allow a NULL value in that particular case.	None available at this time.
QCCR1E69517	Listing a huge number of templates in the Web Tier caused an out-of-memory error on the Tomcat server.	None available at this time.
QCCR1E77335	The "Requested For" field in Service Catalog is not consistently validated.	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: <i>"API=SQLConnect(file.load,create.file.1),  [Microsoft][ODBC Driver Manager]Data source name not found..."</i>	Ignore this kind of error messages.
QCCR1E88757	An error message pops up when applying the application patch in the SM9.21p5 server and an Oracle database:  <i>An error occurred while attempting to add a record  (sm.patchrel.revision.create,add.revision)  file:(kmknowledgebaserevision)  key:(kname=Problem_Library,sc.revision=1)  (sm.patchrel.revision.create,add.revision)  SQL code=932 message=ORA-00932: inconsistent datatypes: expected - got  BLOB (sm.patchrel.revision.create,add.revision)</i>	Ignore this kind of error messages.

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## 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](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:

<http://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](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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