
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 Application Patch 1 / December 2011

This document provides an overview of the changes made to HP Service Manager for 9.30 Application Patch 1. 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 9.30, Application Patch 1 (SM 9.30ap1) 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.

Enhancements

CR	Problem	Solution
QCCR1E59985	When a request is partially approved (approval status: pending) or has been denied (approval status: denied), the user cannot resubmit the request without editing the cart.	<p>The user now can resubmit a denied request either with or without editing the cart, as described below.</p> <ol style="list-style-type: none">1 Click View Open Requests, and open the denied request from the list.2 Click Resubmit Request.3 Enter comments (for example, additional information about the requested items) in the Comment box, and click Next. <p>The request is resubmitted, and its approval status changes from "denied" to "pending".</p> <p>Or</p> <ol style="list-style-type: none">1 Click View Open Requests, and open the denied request from the list.2 Click View/Edit Cart.3 Make necessary changes to the cart, and click Save Changes. <p>Note: Each time you click Save Changes, the changes are saved but the request is no longer resubmitted.</p> <ol style="list-style-type: none">4 When all changes have been made to the cart, click Resubmit Request.5 Enter comments in the Comment box, and click Next. <p>The request is resubmitted, and its approval status changes from "denied" to "pending".</p>
QCCR1E65763	A category that contains both items and subcategories cannot be recognized by the Service Request Catalog (SRC) UI, and the items and subcategories in the category cannot be displayed properly.	A trigger and flag have been added to mixed categories. If a category is configured to have both items and subcategories, the flag will be set to "mixed" and returned in the CreateAllCatalog API.
QCCR1E65901	API: Add tags for the	Added two parameters InStatus (Open/Closed) and

CR	Problem	Solution
	request of CreateInteractionInbox in Service Manager.	InApprovalStatus (Approved/Pending/Denied) in dbdict svcInteractionInbox. Interaction records are now sorted in descending order by interaction id.
QCCR1E66467	Need to enhance current BDM compliance implementation to support BDM 1.2 on entity 'incident.'	<p>Added a new "incident" mapping record that is compliant with BDM 1.2, and added a new Configuration tab to the BDM mapping form so that users can define key-value pairs that can be shared by Service Manager callbacks and BDM callbacks. With this functionality, users only need to update these key values in one place instead of in individual callbacks.</p> <p>Important: This enhancement depends on the Service Manager 9.30p2 release. You must install the 9.30p2 patch before you can take advantage of this functionality.</p> <p>To use the new Configuration functionality in a BDM mapping record:</p> <ol style="list-style-type: none"> 1 Log in to the Windows client as a System Administrator. 2 Click System Administration > Ongoing Maintenance > BDM Mapping Management. 3 In the Version field, select 1.2. 4 Click Search. The new mapping record "incident" displays. 5 Select the Configuration tab. A two-column table displays. This table defines key-value pairs that can be used in BDM mapping callbacks. <ul style="list-style-type: none"> — Name: Defines the name of a key to be used in callbacks. — Value: Defines the value of the key. <p>Out-of-box, there are three keys: Host, Port, and AppName.</p> 6 Type key-value pairs in the table. For example, you can type values for the following out-of-box keys: <ul style="list-style-type: none"> — Host: abc.domain.com — Port: 8080 — AppName: webtier-9.30 7 To view an out-of-box example: <ol style="list-style-type: none"> a Select the Field Mapping tab, and locate the SM Object Field named "affected.item". b In this field section, locate the row in which the BDM Object Field/Attribute value is: <code>affects/configuration_item/smns:drilldown_url</code> c Click the BDM Callback in the same row, right-click it and then select Magnify. <ul style="list-style-type: none"> The callback code displays in a pop-up text window. d Find the following strings, which contain the three out-

CR	Problem	Solution
		<p>of-box key names.</p> <ul style="list-style-type: none"> - <code>\$ctx.getMappingConfiguration()['Host']</code> - <code>\$ctx.getMappingConfiguration()['Port']</code> - <code>\$ctx.getMappingConfiguration()['AppName']</code> <p>8 To use a defined key in a callback:</p> <ul style="list-style-type: none"> a Select the Field Mapping tab, click a callback in the SM Callback or BDM Callback column. Right-click the callback and select Magnify. <ul style="list-style-type: none"> The callback code displays in a pop-up text window. b Edit the callback code using the following syntax: <ul style="list-style-type: none"> <code>\$ctx.getMappingConfiguration()['Host']</code>, where Host should be replaced with your key name. c Click Save and Close. <p>9 To test the values you have defined for the out-of-box keys:</p> <ul style="list-style-type: none"> a Send a REST request by launching this URL in a web browser: <ul style="list-style-type: none"> <code>http://<SM_serverHost>:<Port>/SM/7/rest/1.2/incident_list/reference_number/IM10002</code>. <p>A login window displays.</p> b Type a valid Service Manager username/password (for example, System.Admin/blank password), and click OK. <ul style="list-style-type: none"> The REST request response displays. c Locate this string: <ul style="list-style-type: none"> <code><smns:drilldown_url>http://<hostname>:<port>/<AppName>/index.do</code>, where <code><hostname></code>, <code><port></code>, and <code><AppName></code> should be replaced with the values of Host, Port, and AppName, respectively.

Fixes

CR	Problem	Solution
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.
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	Set the Initialization Process of State record <code>im.browse</code> to <code>im.view.init</code> , which will determine the right display for users in different scenarios.

CR	Problem	Solution
	displaying 'ess.browse.incident,' the record is displayed with either 'IM.template.update' or 'IM.update.incident' in read-only mode.	
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.
QCCR1E59225	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'. 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.	Errors no longer occur for the date format 'yyyy/mm/dd' during the indexing process.
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.
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.
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).
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."
QCCR1E62776	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. Root cause: The ucmdb id of the CI is also cloned when the CI is renamed or cloned. Duplicated ucmdb ids 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	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.

CR	Problem	Solution
	one to delete.	
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).
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	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: <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 seconds to the incident/interaction display time. • 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. 	The code has been fixed to eliminate poor performance of the context button.
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.
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.
QCCR1E64688	The RAD scheduler queries too frequently.	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.

CR	Problem	Solution
		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.
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.
QCCR1E64848	Any time a record is updated by an axes.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 axes.database event.
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.
QCCR1E65139	If a localized version of a category item is deleted while the item is not, the GetJournalUpdate API does not return the deleted item.	In the response of GetJournalUpdate API, the category item is now returned with the relevant language and the delete action.
QCCR1E65210	CreateFavorite is not working for bundles when adding bundles to the cart through API.	CreateFavorite is now working for bundles when adding bundles to the cart through API.
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.
QCCR1E65381	If a profile includes an Append Query, the query is applied to searches but not to Views.	If a profile includes an Append Query, the query is applied to searches and Views. Note: This issue has been solved 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.

CR	Problem	Solution
QCCR1E65530	The Upgrade Results list was missing "Renamed" entries for notification records during an applications upgrade.	The Upgrade Results list shows "Renamed" entries for tailored notification records.
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.
QCCR1E65950	UpdateItemInCartOrder has a performance issue.	Fixed the code so that UpdateItemInCartOrder has improved performance.
QCCR1E65944	The AddItemToCartViaOrder API has a performance issue.	The AddItemToCartViaOrder API has been updated to improve performance.
QCCR1E65997	A service request submitter creates an interaction with catalog items, and then receives an error stating the following: The record being updated has been modified since read (cc.set.approval,do.update).	The service request submitter can create the interaction without errors. Note: To take advantage of this fix, you need to enable the Use locking option on the Locking tab of the svcCartItem object (Tailoring > Document Engine > Objects > svcCartItem).
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.
QCCR1E66615	From the sm.alert.log, the following frequently occurs: 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)	Removed the function call to reduce intensive CPU utilization.

CR	Problem	Solution
	These queries contain a function call (lng(denull(access.list))=0) which is CPU intensive.	
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.
QCCR1E67959	Operators with the ability to edit documents in particular kmcategories within Pending Documents based on kmprofile permissions of their kmgroup are only able to edit documents within the parent kmcategory. Documents related to subcategories are not made visible to the operator in the Pending Documents queue. Note: This behavior is inconsistent with earlier versions of ServiceCenter and Service Manager.	All documents associated with all subcategories of a parent category for which operators have 'edit workingcopy document' permission are visible.
QCCR1E69157	Service Manager / Operations Orchestration (SMOO) integration: Get a null reference error when attaching an OO flow to a change.	There are no longer null reference errors when attaching an OO flow to a change.

Installation Notes

For detailed installation instructions, refer to the latest *Service Manager 9.30 Applications Patch Manager Guide* at http://support.openview.hp.com/selfsolve/document/KM1297746/binary/SM9.30_Application_Patch_Mgr.pdf

For detailed information about the changed objects list, refer to *SM9.30_ApplicationPatchObjectChangedList.pdf*.

Known Problems, Limitations and Workarounds

This software release has the following limitations and known issues. Defects which are not fixed on non-English Service Manager environment are listed as localization limitations.

Localization Limitations

Global ID	Known Issue	Workaround
QCCR1E64688 The RAD scheduler queries too frequently.	In the English environment, a new parameter has been introduced (System Information Record > General > Schedule Batch Size), which allows a System Administrator to tailor the number of schedule records that can be processed by one query. However, in non-English environments, this configuration option is not activated and therefore not user-configurable. This means all schedule records will be processed in one query in non-English environments.	Not available at this time.

Known Issues

Global ID	Known Issue	Workaround
QCCR1E70161	Clicking Define Views on the To Do list brings up an error message when using Service Manager 9.30 Patch2.	Not available at this time.
QCCR1E70321	Application Version is NOT updated after an application patch is installed, if the default date format is 'dd/mm/yy'.	Set the default date format to 'mm/dd/yy' before applying an application patch.
QCCR1E70014	A Signal 11 error occurs when creating a production patch using an Oracle database and a Unix Service Manager server.	Apply Service Manager 9.30 Patch 2 Hotfix 4 or above.

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/hpssoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

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- 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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