HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 Application Patch 3 / September 2012

This document provides an overview of the changes made to HP Service Manager for 9.30 Application Patch 3. It contains important information not included in the manuals or in online help.

Documentation Updates

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

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

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:
http://h20230.www2.hp.com/selfsolve/manuals

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:
http://h20229.www2.hp.com/passport-registration.html

Or click the **New users - please register** link on the HP Passport login page.

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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:
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Required Software

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

Unload Files in Dependent Platform Patch

Make sure you apply the following unload files in 9.30 Patch 5 after the installation of Application Patch 3:

Unload files in the **platform_unloads** folder in 9.30 Server Patch 5:

- QCCR1E71099_SM930P5_SM930.unl
- QCCR1E71139_SM930P5_SM930.unl

Unload files in the **kmsolr_unloads** folder in 9.30 KM Patch 5:

- QCCR1E75104_SM930P5_SM930.unl
- QCCR1E77409_SM930P5_SM930.unl

Note: It is not necessary to install the rest of the unload files if they are not listed here above because the changes introduced in those unload files have already been incorporated in Application Patch 3.

Compatibility Matrix for Content Packs

The application patch is compatible with the following HP Standard content packs that have been released for Service Manager 9.30:

- HTML Email Solution
- UCMDB Integration Enhancement Content Pack 9.30.0
- Process Designer Content Pack 9.30.1

If you are planning to apply both these content packs and the latest application patch, be sure to apply the content packs first.

Note that the order of applying the following 3 packages is important. The recommended order is:

1 UCMDB Content Pack 9.30.0

2 Process Designer Content Pack 9.30.1

3 Applications Patch 3

There are some conflicts between Process Designer Content Pack 9.30.1 and Applications Patch 3. To resolve these conflicts, see section *"Process Designer Content Pack Limitations."*

In This Version

Service Manager Version 9.30, Application Patch 3 (SM 9.30ap3) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the enhancements and fixes in this application patch.

Enhancements

CR	Problem	Solution
QCCR1E31941	An enhancement is requested that provides an option to specify separator characters for number fields in Service Manager. For example, in Europe it is common to use a comma instead of a period as a separator character. Not all applications present numbers in the same way. If you export data to Excel and Excel is using comma as a separator character, you might receive errors in your data. It should be possible to configure the separator character among other localization settings.	Introduced a new parameter localizedecimalpoint, which, when set to "1" in sm.ini or the operating system's command prompt, enables the user to enter or view values in numeric fields using the Decimal Symbol defined for one of the following currencies, listed from the highest to lowest priority: • The currency defined in the Display Currency field in the user's operator record • The currency defined in the Basis Currency field on the General tab of the System Information Record • The US Dollar currency To view the Decimal Symbol setting for a specific currency: Click **System Administration** > **Base System Configuration** > **Currencies**, and then click **Search**. By default, the localizedecimalpoint parameter is set to "0" (disabled), and only a period is used as the Decimal Symbol when the user enters or views values in numeric fields.
QCCR1E67014	There is no ability to decouple the holiday group from the duty table in the context of Response SLOs. To do this, the holiday group, duty table, and time zone must be determined based on complex calculations within the Response SLO. This will eliminate the need for a Response SLO for every situation. One Response SLO could handle many situations.	The dependency of the holiday groups on the work schedule table was removed. In addition, the response SLO records have a new Javascript field where Javascript code can be entered to define the work schedule, holiday group, and time zone values. This allows an administrator to consolidate many response SLO records into one through leveraging the new Javascript field along with the ability to define a holiday group independently of the work schedule. For example, a company may have

CR	Problem	Solution
		locations in Canada, U.S., and Mexico with the same time zone, but different holidays. Now the three locations can use the same response SLO. They can all use the same work schedule and the Javascript field can assign the right holiday group, depending on location.
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. Please refer to the section "Unload Manager Introduction" for detail information.

Fixes

CR	Problem	Solution
QCCR1E6643	In the uCMDB-Service Manager integration, you can set DEM rules for certain incident or change fields to override hardcoded field values defined in the discoveryEvent ScriptLibrary. However, no syntax information is available for this feature. For example, if you try incident.contact_name = "MyName" for Incident, new incidents created still take the values hardcoded in the discoveryEvent ScriptLibrary.	Both change and incident records can be customized in DEM rules in the following format: Incident: incident.affected_item = "Applications"; Change: change.requested_by = "dummy";
QCCR1E31549	When users try to modify columns in a QBEs for which the underplaying table is a joindef they are forced to know internal tables and field names to be able to select proper columns. This is not a user friendly interface. Instead of forcing users to learn internal table names and field names it would be much better to provide users with captions for these fields.	When users try to modify columns in a QBEs for joindef table, it shows the captions of the fields now.
QCCR1E49177	If a service catalog category is created with no subcategories, catalog items, or bundles, users enter an endless loop when ordering that item from the catalog.	If a category has no subcategories or items, a blank page is displayed.
QCCR1E54885	When ordering a Service Catalog Item that includes amended User Selections, the error message "*XML.setContent(): XML document failed to parse*" may be received. This issue occurs when the currency in the CI definition does not match currency specified for the SM user, which causes malformed XML.	Added a check to validate that the XML will no longer be malformed.

CR	Problem	Solution
QCCR1E56927	The "CI Search" screen appears instead of the "New CI" wizard page when you click "New" in the Configuration queue.	The "New CI" wizard starts when you click "New" in the Configuration queue.
QCCR1E58771	When an Employee Self-Service (ESS) user resubmits an interaction, ESS displays the message "Interaction x has been updated" instead of "Interaction x has been added."	The correct message is displayed when an ESS user resubmits an interaction.
QCCR1E59313	Logical.name does not appear correctly when performing a search for a specific CI of the CI list.	Logical.name appears correctly when performing a search for a specific CI of the CI list.
QCCR1E59999	When performing SQL to SQL conversion with MSSQL RDBMS, the user is logged out if an error occurs in the SQL conversion. The following error messages are logged in the sm.log file: *320(5692) 09/17/2010 16:58:19 RTE I Undisplayed terminal message:An error occurred while attempting to update a record (pmc.sql.convert.sqltosql,target.update) 320(5692) 09/17/2010 16:58:19 RTE I Undisplayed terminal message:file:(dbdict) key:(name=activity) (pmc.sql.convert.sqltosql,target.update) 320(5692) 09/17/2010 16:58:19 RTE I Undisplayed terminal message:Changing SQL data type from 'VARCHAR(60)' to 'VARCHAR(30)' for column 'SYSMODUSER' in table 'ACTIVITYM1' is not supported.*	Now, the error in SQL conversion can be logged without having the user logged out from the client.
QCCR1E61349	When running the Approval Delegation wizard, the selectable approval groups list shows cm3 groups that no longer exist.	The values defined as the Approval Groups in the user's change profile will be populated.
QCCR1E63219	The trigger.add.default.folder RAD Application incorrectly assumes the operator() function always returns a value. If the operator() function returns NULL, then a true search is executed against the operator file. The query against the operator file should not return any records if the operator() function evaluates to NULL.	Now, the operator() function is verified correctly and the query is set to "false" instead if the operator() function returns NULL.
QCCR1E63673	Importing attachments into Service Manager using Connect-It does not work consistently.	Importing attachments into Service Manager using Connect-It works consistently now.
QCCR1E63806	Callback.type dropdowns have their values defined in formats instead of in a global list.	Callback.type dropdowns now have their values defined in a global list and can be localized.
QCCR1E65369	The CI Visualization fails to show graphs in	Image paths are checked and invalid

CR	Problem	Solution
	the Web client when there are many relationships.	image paths are now skipped. A red "X" is displayed when an image is not found.
QCCR1E65668	When the last task of a change is closed and then the phase is automatically closed, the change background process fails when releasing a lock.	There is no longer any change background process unlock error in the log.
QCCR1E66705	Closing the current phase of a change record does not save Activity updates in the activity history.	Closing the current phase of a change record saves Activity updates in the activity history.
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. In addition, help topic "Add user selections in a Service Catalog item or bundle" will be updated for the next release of Service Manager.
QCCR1E67611	If the "If One Record" option is set to "Use Record" on the "Usage" tab of a wizard, it does not work.	The "Use Record" function works as expected now.
QCCR1E67857	You create the production data after installing a fresh OOB system, and then applying the latest Applications Patch. If you then try to re-create the production data again in a different location, you receive the following error: *"The patchreltoc file already exists. You may NOT create a new one with that name."*	Creation of the production data should proceed without error.
QCCR1E68192	The uCMDB to SM Integration takes much longer than expected to transfer CIs.	Some meaningless SQL queries have been removed to improve performance.
QCCR1E68332	Configuration Item (CI) Relationship Graphs display incorrect Edge Labels on grouped elements.	Code has been added to handle the createGroupNode scenario so that Configuration Item (CI) Relationship Graphs display correct Edge Labels on grouped elements.
QCCR1E68642	Missed Knowledge Management (KM) index causes the queue size for the Service Manager (SM)-OMi integration to continually grow. From the slow query sql, the collectionname and action are used in 'where' but not set as the key.	Added the key for collectionname and action to improve query performance.
QCCR1E68790	A RAD application enters an infinite loop, which blocks the SRC feature.	Code updated to prevent the infinite loop.
QCCR1E69151	The se.view.engine get.save.copy.bg process uses the unique.field in the ocml object	The object.update process and the "ocml" object have been modified so that they

CR	Problem	Solution
	record, which is set to "number" out-of-box (OOB), while the actual unique field is "phase.num." Therefore, the query never returns the right value because an incorrect query is used. The query should include "phase.num = xxxxx" rather than "number = xxxxx".	use the correct unique field.
QCCR1E69675	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 not able to view the approval list: *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)*	The ocmq profile variable initializes correctly, so that users can successfully open the approval.inbox.
QCCR1E69815	After enabling "Delayed Assignment of Ticket Number," the system still assigns an ID to the incident even if the submitted action fails.	The ID is now assigned only when the record is saved.
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.
QCCR1E69979	Post expressions and JavaScript code are not called during the screlate process.	Post expressions and JavaScript code are called during the screlate process.

CR	Problem	Solution
QCCR1E70100	The Customize Current View wizard takes extra 3 - 4 seconds every time that the GetFieldNames ScriptLibrary is called against the probsummary queue. When you add a field to the view, GetFieldNames is invoked 3 times, resulting in a total of 9 - 12 seconds to add a field.	The GetFieldNames ScriptLibrary has been improved in performance.
QCCR1E70193	The APPS ScriptLib "tableAccess" cannot handle field names that have more than one period character (.). The following error may occur if an Object record has more than one dot in its "Status field," "Assigned to fields," or "Workgroup fields" field: *Unrecoverable error in application: se.search.objects on panel setup.tableAccess Process panel setup.tableAccess in RAD se.search.engine encountered error in line 2 (se.search.engine,setup.tableAccess) Cannot evaluate expression (se.search.engine,setup.tableAccess) Cannot evaluate expression (se.search.engine,setup.tableAccess) Bad arg(2) oper = (se.search.engine,setup.tableAccess) Cannot evaluate expression (se.search.engine,setup.tableAccess) Script 'tableAccess' line 342: ERROR TypeError: record.my_support has no properties at char 1*	You can define a field name with more than one dot.
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.
QCCR1E70286	The Subject information is not received in email notifications when subject.no in the notifications is a character.	The Subject information is received in email notifications when subject.no in the notifications is a character.
QCCR1E70383	Extra entries are added to the slaactive table on the state.change field. This makes the slo metrics inaccurate.	Both the slaactive table and the status of interaction are correct.
QCCR1E70413	Assume that you set a second ApprovalDef requirement in a phase definition record with an Approval Type (appr.cond.type) of	The "Quorum" approval type works as expected when multiple approvals are required in a phase. More than half of

CR	Problem	Solution
	Quorum and multiple operators that have to approve. This approval requirement with the Quorum is not positioned the first. Then, you open the Change record and advance to the phase with the approval requirements. However, if you approve as one of the approvers of the quorum approval, this approval will appear as approved and no further approvals will be required for this quorum group.	the approvers in the quorum group must approve before the approval status for that group is considered approved.
QCCR1E70611	No quote is generated when a Service Catalog Request is approved. svcCartItem records with no quotes generated have a status of "submitted," while svcCartItem records that have successfully created quotes have a status of "requested."	Service Manager checks variables in process=rmq.open.request. If fc does not pass validation, quotes are not created.
QCCR1E70744	If outages are related to Affected Service (affected.item) and Affected CI (logical.name), relevant outage and outageevent records are created correctly when an Incident is logged and saved. However, if the Incident is then updated with a different Affected CI, the outage and outageevent records for Affected Service are not retained, even though the Affected Service still remains in the Incident.	Updating the incident with a different Affected CI does not remove the outageevent records for the Affected Service.
QCCR1E70828	When you select a key and click "Edit Field/Key" to edit the key in the dbdict utility, an incorrect key opens for editing, instead of the key you selected.	The correct key opens when you click "Edit Field/Key" in the dbdict utility.
QCCR1E71110	Extra entries are added to the slaactive table on the state.change field. This makes the slo metrics inaccurate.	The slaactive table and the status of interactions are correct.
QCCR1E71154	Performance issues occur when Service Manager validates quotes.	The performance issue caused by the "get.group.query" panel has been fixed.
QCCR1E71257	When you add an existing slocatalog record to an SLA, the slo record newly created does not derive all values from the slocatalog record.	Now all field values are copied from the slocatalog record to the slo record.
QCCR1E71290	The Knowledge Management search functionality does not function correctly with certain non-English languages.	Support non-English search functionality in Knowledge Management.
QCCR1E71324	The SRC API CreateSRCInteraction does not return the contact.fullname and callback.contact.fullname fields for self-service interactions.	The contact.fullname and callback.contact.fullname fields are returned.
QCCR1E71555	The "linker" background process fails to process schedule records for the	The apm.compute.linked.close RAD application will no longer fail when an

CR	Problem	Solution
	apm.compute.linked.close RAD application and the following error is received: *"RAD E Unrecoverable error on application apm.compute.linked.close on panel save.incident.1"*	incident is modified by other threads.
QCCR1E71613	When searching a knowledge base, the same search finds different matches with different locales. A search with the English locale evaluates key words with an OR condition, while a search with non-English locale evaluates key words with an AND condition.	Now, a standard query is used instead of a Dismax (Disjunction Max) query when no locale is specified.
QCCR1E71674	Item Options are not displayed in a Service Catalog item, and you receive an error message when adding the item to the cart: *"setContent(): XML document failed to parse."*	The script is fixed so that it does not convert money to another currency if the amount is zero.
QCCR1E71807	The following error occurs when performing a delegated approval or denial using event services: *"You may not approve for any of the pending approval groups"*	The correct groups are retrieved for the user who is delegated to execute the approval.
QCCR1E71819	When you select a duplicate Incident, the link record specified in the category record is not read.	A copy/open function added to the Incident record.
QCCR1E71865	The following error occurs when importing a WSDL file into Service Manager: *[Process panel execute.js in RAD run.wsdl2js encountered error in line 1 (run.wsdl2js,execute.js) Cannot evaluate expression (run.wsdl2js,execute.js) Cannot evaluate expression (run.wsdl2js,execute.js) Bad arg(2) oper = (run.wsdl2js,execute.js) Cannot evaluate expression (run.wsdl2js,execute.js) Script 'SOAP' line 2627: ERROR TypeError: xmlNode.getNodeName is not a function at char 1 Unrecoverable error in application: soa.wsdl2js on panel execute.js]*	You will no longer receive this error when importing a WSDL file into Service Manager. **Note:** We still recommend caution if you add functions/attributes to the prototype of embedded objects in JavaScript.
QCCR1E71873	A field with no caption and no functionality exists in Incident Management Profile panel.	The empty field is removed.
QCCR1E72105	When a user chooses a CI Group for a change request, the Affected Services tab is not populated.	Now, all child CIs in the CI Group are retrieved and the Affected Services are calculated correctly.
QCCR1E72143	Clicking on the table lines of the Change form does not display the details of the ApprovalLog.	The details can now be viewed by double-clicking the table lines.

CR	Problem	Solution
QCCR1E72252	Slow performance when users try to access the Service Catalog. This behavior becomes noticeable after several months of use.	Performance of Service Catalog has been improved.
QCCR1E72469	When an operator record has its Date/Field set to yyyy/mm/dd, the KMUpdate background process fails.	The date time format is revised from 'mm/dd/yy' to the format used by the currently logged on user.
QCCR1E72487	After enabling the "Delayed Assignment of problem" option, the system assigns an ID to the problem even if the submitted action fails.	The ID is assigned only when the record is saved.
QCCR1E72630	When searching Knowledge Management using certain Hebrew stopwords, the following error occurs: *Process panel run.pre.exp in RAD se.call.process encountered error in line 12 (se.call.process,run.pre.exp) Cannot evaluate expression (se.call.process,run.pre.exp) Cannot evaluate expression (se.call.process,run.pre.exp) ^ / \s?/???/g Script 'KMQuery' line 214: ERROR SyntaxError: missing ; before statement at char 7*	Meta characters in stopwords which may affect the behavior of the expression are now escaped properly.
QCCR1E72721	When you open an existing CI, the status of the CI can be saved with a wrong Status-value.	The status of CI can only be selected from the dropdown list.
QCCR1E72772	End users can silently close an incident without changing its status to "resolved." They can do this by clicking the "Status" drop-down in the update screen, and then selecting on the "closed" status and saving the incident. Business is affected because there is no any call back to the customer and the customer cannot respond to the solution that has been given. A user can also silently close an incident without any resolution.	No longer allow users to manually close an incident by changing its status to "Closed" or "Resolved."
QCCR1E72978	When you withdraw a change, the tasks that belong to the change are not automatically closed as expected.	Now, all open tasks related to the change are closed when the change is withdrawn.
QCCR1E72989	Open-Linked Schedule records are generated even though the related Interaction is already set to Closed.	Open-Linked Schedule records will not be generated if the related Interaction is already set to Closed.
QCCR1E73032	In the CI Relationship graph, upstream highlight colors do not work correctly when	The document description on this issue is not clear. The highlight color with

CR	Problem	Solution
	multiple decorators are selected due to their CI conditions.	highest priority is always selected. However, the smallest number indicates the highest priority.
QCCR1E73066	Items that are being processed from the KMupdate table stop and the following error message is received: *5420(5492) 02/21/2012 16:18:43 RAD E Script <unknown script> line 0: ERROR uncaught exception: Table name and model name mismatch at char 1* Additionally, after removing the record, or if it is a PU changing it to a U, the record processes again. This behavior occurs with random records from the KMupdate table.	To resolve this issue, a try/catch function was added to capture the exception when the kmupdate process receives "Table name and model name mismatch…" exception. Also, a record is now added to the kmknowledgebaseerror table to indicate the document was not successfully indexed.
QCCR1E73099	The Rich Content Editor used in Knowledge Management does not correctly return all text that was submitted to it after a hyperlink operation is cancelled.	The highlighted text will be restored after the cancelling action. **Known issue:** When only one character is highlighted, the insert link function will set "linktext" as the url text. Additionally, the insert image function will remove the highlighted text and will still experience the issue.
QCCR1E73130	In the Web tier, "non-critical" HTML messages are shown in Incident Manager. These messages occupy a large amount of the screen and are neither critical nor useful to the user. Instead, screen space should be reserved for important notifications or warnings.	"Non-critical" notifications will no longer be displayed in Incident Manager.
QCCR1E73238	The "Regen SLA Partials" routine takes several minutes to execute.	There should now be an approximate 90% improvement in speed.
QCCR1E73247	After you use the copy record function on a Change request and then change the category on the new record, the original Change request cannot be found.	This issue occurred because the data from the new record overwrote the original change record when the category was changed. To resolve this issue, the new record with the category already updated is returned, and the original record is not affected.
QCCR1E73366	When a ticket with an SLA ID and an SLO objective is opened, an SLA refresh schedule record is created. When an Incident is closed, the SLA state change schedule record deletes and then recreates a sla.refresh.active schedule record. Additionally, the sla.refresh.active schedule record always recreates itself even after it is processed.	If the incident is closed, the SLA schedule is not necessary.

CR	Problem	Solution
	These behaviors result in thousands of wasteful processes schedule records in a system and create resource and performance issues in the SLA background process.	
QCCR1E73452	Mandanten restricting queries are updated incorrectly after a profile is edited.	Mandanten restricting queries are now updated correctly after a profile is edited.
QCCR1E73549	A uCMDB expression that is defined in extaccess is executed twice.	The uCMDB expression will only execute once.
QCCR1E73648	The svcCatalog.setListAndValuesOfCategories() JavaScript function in Service Catalog performs slowly because of the number of SELECT * and LOB requests to the database.	The number of requests to the database has been reduced.
QCCR1E73649	The capability.checkPermission() JavaScript function in Service Catalog performs slowly because of the number of SELECT * and LOB requests to the database.	The performance of the JavaScript function capability.checkPermission() in Service Catalog has been improved.
QCCR1E73764	When an SRC request is pending approval from a group (not an individual), the SRC shows the pending approver as "null."	Now, the approver name is returned if the full name does not exist.
QCCR1E73844	A user cannot successfully add an item to cart from SRC if that item contains a text option that looks up a value from another table in a Catalog item. This behavior occurs even if this option is not mandatory.	Empty values and null values are filtered.
QCCR1E73845	If a catalog item that is associated with a subscription is submitted to an interaction that is not approved, the subscription will not be generated. In this case, the catalog item should not be added to the cart.	Updated the query statement against svcCartItem to ensure that the item is not allowed to be added to cart.
QCCR1E73954	The Most Popular Requests list in Service Catalog does not take into account Access Filters and allows users to order items incorrectly.	The Most Popular Requests list in Service Catalog now takes into account Access Filters and allows users to order items correctly.
QCCR1E74160	Selecting and approving an approval record results in the approval of both the selected approval record and the next approval record in the QBE list.	Selecting and approving an approval record now only results in the approval of the selected approval record.
QCCR1E74326	There is currently no information presented by the user interface on the progress of a Weblib crawl or indexing. If an error is encountered (for example, due to a proxy issue, or a typo in the targeted URL, or a random survey popup requesting OK be clicked) there is no indication of such issues in the user interface (the Manage	KM Weblib will now display "Running," "Scheduled," or "Complete" to indicate the Web crawling status.

CR	Problem	Solution
	Knowledgebase function).	
	There is no way from the user interface to confirm crawling is progressing or to get some indication of how soon indexing may commence. This sort of information can be deduced for sclib only by looking at the kmknowledgebaseupdates table. However, the server logs are not typically visible to the end user in an enterprise environment; this lack of user interface visibility prevents effective setup and initial troubleshooting of Weblib by the user community.	
QCCR1E74379	Displaying a relationship graph that contains many CI's takes a very long time.	Performance is improved when displaying CI Visualization Graphs that contain large numbers of CIs.
QCCR1E74471	When contributing a Knowledge Document, the 'external' Doctype allows a user to add a file (for example, text, MS Word, or PDF files) to the Document. After approving an 'external' document that is published by using the Publish External button, the contents of the file are displayed to the user as expected. However, after approving an 'external' document that is published by using the Publish Internal button, the contents of the file do not display to the user. Instead, the HTML viewer is blank.	The attachment will now show to the user even if it is published internal.
QCCR1E74473	Editing a Knowledge Document in place and then adding a link to another Knowledge Document returns the user back to the HTML Viewer after completing the Wizard. Instead, the user should be returned to the Document Edit format.	Now, the behavior of the KM document wizard is as follows: 1 After the user adds a link, the user will be returned to the Document Edit format. 2 The link text will show correctly in the format. 3 The KM Document will only be saved by clicking **Publish Internal** or **Publish External**, or when you click yes after canceling the confirmation dialog box.
QCCR1E74484	If the SLA's "Check Service Hours" and "Allow Override of Service Hours Violation" are checked in the slacontrol record, users receive an error message when they try to open a ticket outside of service hours by using the SRC interface.	Users no longer receive an error message when they try to open a ticket outside of service hours.
QCCR1E74493	Change Management Alerts that are defined	Change Management Alerts that are

CR	Problem	Solution
	against the Approval Status are not recalculated when an approved Change is retracted.	defined against the Approval Status are recalculated following approval retraction.
QCCR1E74574	When a delivery objective is configured for a Service Catalog bundle, the resulting sloresponse record is automatically achieved once the request is approved. However, it is unclear how delivery objectives should be configured in out-of-the-box SM.	The cart item for Service Catalog bundle is set to "completed" when all cart items of the bundle's component catalog are set to completed.
QCCR1E74870	An Interaction is locked when the Cancel button is clicked after reloading the data.	The Interaction is no longer locked when the item is re-selected.
QCCR1E75010	In the update and open incident forms, when a user manually enters data in the Affected CI field and then saves the incident, the system does not check whether this affected CI is in the uCMDB. **Note:** The user may receive the following message when they try to save: *"Configuration item may not be in a group"* If the user receives this message, they are prevented from saving the Incident.	Now the system checks the data manually entered so that the incorrect data cannot be saved.
QCCR1E75066	After saving a form by using the im.save process, the cursor does return to its previous location when the user clicks **Save**. **Note:** This behavior only occurs if the cursor was previously in a table widget. All other fields work as expected.	During the refresh process, the cursor is repositioned back to the original widget before the form was submitted.
QCCR1E75434	The erddef record is lost after a custom production patch is created and then applied.	The erddef record will not be lost after applying custom production patch.
QCCR1E75490	If the same approver is identified in two different approval sequences of an approval definition, the "pending approvals" listed based on approval.generate RAD function appears to consolidate them to a single approval sequence, and remove them from the smaller sequence id.	A new field is added for the ApprovalDef table. This option controls the behavior when an operator/group appears in multiple sequences of an Approval Definition. Specifically, it controls whether to merge the operator/group from the lower sequences into the highest sequence it belongs to. If this option is not selected, the operator or group will be merged. If this option is selected, the operator or group will not be merged.
QCCR1E75631	A user, who belongs to a KMGroup that is assigned to a KM Category that has KCS1 permissions, can incorrectly receive additional permissions on documents in the KM workflow. This may occur when that	The permissions to a KM document a user has are now only determined by the combination of the user's KM group and the categories of the document. If the categories of the document have assigned

CR	Problem	Solution
	same KMGroup is assigned to a second KM Category that has KCS2 permissions.	some KM profiles to the KM group the user is in, these profiles will form the final permissions the user has to the document.
QCCR1E75653	When SRC users try to submit a support item that they have selected from the support catalog, SRC displays the following fatal error message: *CallRAD returned 0 for docEngine invocation se.external.action returned 71 in parameter one* *RTE D docEngine call returned internal cc=71 for action Create on file incidents* While the Interaction ticket is opened properly, users may be unsure as to whether the process finished properly because of the fatal error message.	Now, users can submit the support item as expected.
QCCR1E75697	In the ddmProcessData RAD code, panel set.reconcile.sql creates a query string when trying to reconcile a CI to the incoming uCMDB update. However, the presence of a back slash character (\) in the data value prevents the CI from being found because it the back slash is being treated as an escape character in the string.	A backslash character (\) in a CI field will not cause uCMDB updates to fail.
QCCR1E76273	The "Open a Standard Request in AssetCenter" connector does not work for Asset Manager.	The request can be sent to AM correctly.
QCCR1E77420	$G.bg is set to false in ScAPI_svcCatRequest, which blocks other functions in SRC API.	$G.bg is not set to false in ScAPI_svcCatRequest.
QCCR1E77450	Cannot generate sloresponse record on Change module.	The correct SLO should be generated for this change record in the sloresponse table and also displayed in the Response Time Objectives area of this 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.

New feature, 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
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.
QCCR1E62656	JavaScript performance issues occur when a table contains too many rows.
QCCR1E63806	Callback.type dropdowns have their values defined in formats instead of in a global list.
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.
QCCR1E66140	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.
QCCR1E67750	In Knowledge Management, users cannot specify their search result sort preference, other than by relevance score.
QCCR1E72143	Clicking on the table lines of the Change form does not display the details of the ApprovalLog.
QCCR1E72721	When you open an existing CI, the status of the CI can be saved with a wrong Status-value.

Global ID	Known Issue
QCCR1E74326	There is currently no information presented by the user interface on the progress of a Weblib crawl or indexing. If an error is encountered (for example, due to a proxy issue, or a typo in the targeted URL, or a random survey popup requesting OK be clicked) there is no indication of such issues in the user interface (the Manage Knowledgebase function).
QCCR1E75490	If the same approver is identified in two different approval sequences of an approval definition, the "pending approvals" listed appears to consolidate them to a single approval sequence, and remove them from the smaller sequence id.

Process Designer Content Pack Limitations

Reconciling differences between Process Designer Content Pack and the Applications Patch

If you have already installed the Process Designer Content Pack 9.30.1, when applying the latest out-of-the-box Application Patch, a certain amount of renamed records will be generated. The following table lists these renamed records. Make sure you keep the Process Designer version (do not merge it with the Application Patch version).

Object Type	Object Name
Application Cluster	cm.change.catphase
Application Cluster	cm3.last.task.process
Application Cluster	display
Application Cluster	se.external.action
Application Cluster	sla.refresh.active
Object	cm3r
Process	cm.chg.cat
Process	template.init
ScriptLibrary	ApprovalUtil
ScriptLibrary	cmIntegration
ScriptLibrary	tableAccess
activityactions	Update Activitiescm3r
displayoption	cm.view.display_close
format	CM.change.approvalen
format	CM.change.approvalprepen
format	CM.change.closureen
format	CM.change.implementationen
format	CM.change.loggingen
format	CM.change.planningen
format	CM.change.reviewen
formatctrl	cm3r
formatctrl	cm3rcatphase.main

Applying the hotfix for Process Designer

After reconciling differences between Process Designer Content Pack and the Applications Patch, load the *QCCR1E78507_SM930AP3_PD2.unl* from unloads folder.

Known Issues

Global ID	Known Issue	Workaround
QCCR1E77935	Cannot display SLO on change record.	Not available at this time.
QCCR1E79584	Functions of Export to Text and Export to Excel do not work in Service Catalog QBE list.	Not available at this time.

Unload Manager Introduction

After 9.30 Application Patch 3, all the application hotfix unloads can be managed by 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.

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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