HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30.511 Patch 5 / September 2012 (Updated April 25, 2013)

This document provides an overview of the changes made to HP Service Manager for 9.30.511, Patch 5. 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.

Important Note: The initial version of this document is included in the patch package that is shipped with the patch release. However, this document may undergo modifications after the patch is released. To check for recent updates or to verify that you are using the most recent edition, visit the HP Software Manuals Site at: 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.

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In This Version

Service Manager Version 9.30, build 511, Patch 5 (SM 9.30p5) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the enhancements, fixes, and known issues included in this release.

The following provides a summary of major updates included in this release.

New Parameters

The following list shows the new parameters that have been added in this patch release.

System Configuration Parameters

    Client parameters for Web clients

        acceptBrowserLang

        disableLoginAutoComplete

        maskMessageDelay

    Connection parameters

        mailThreadCount

    LDAP parameters

        ldapnosizelimitmsg

    System performance parameters

        maxgroupsperview

    usedmemcompmode

    sqlstats

disableLoginAutoComplete

Description

This context parameter allows administrators to disable password auto-complete for the web client login page.

When this parameter is set to false (default) and users have enabled password auto-complete in their web browser (for example, in Internet Explorer, from **Tools** > **Internet Options** > **Content** > **Autocomplete** > **Settings**), their password will be automatically completed at login. However, in a SaaS environment, administrators may want to disable password auto-complete.

Note: Due to a known issue in Firefox, if some users have already enabled password auto-complete and saved their password in Firefox before an administrator changes this parameter to true, these users need to manually remove their saved password; otherwise their password will still be auto-completed even if this parameter is set to "true".

To remove a saved password in Firefox, do the following:

1. Click **Tools** > **Options** > **Security**, and click the **Saved Password** button.

2. Select the password for Service Manager, and then click **Remove**. Note that clicking the **Remove All** button will remove all saved passwords for all accessed web sites.

Valid if set from
Web tier configuration file (web.xml)

Requires restart of Web application server?
Yes

Default value
false

Possible values
true: Disable password auto-complete
false: Enable password auto-complete

Example usage
<context-param>
 <param-name>disableLoginAutoComplete</param-name>
 <param-value>false</param-value>
</context-param>

See [QCCR1E72378](#).

acceptBrowserLang

Description

The acceptBrowserLanguage parameter specifies the preference for the TSO language settings if the"lang" parameter is not set in the URL. By default, the browser language preference has higher priority than the language defined in the operator's profile. If you want the operator's profile language setting to take precedence over the browser language profile when the "lang" parameter is not set in the URL in a TSO environment, set this value to false.

Valid if set from
Web tier configuration file (web.xml)

Requires restart of Web application server?
Yes

Default value
true

Possible values
false: Specifies that the operator's profile language setting takes precedence.
true: Specifies that the browsers language setting takes precedence.

Example usage
<init-param>
   <param-name>acceptBrowserLang</param-name>
   <param-value>true</param-value>
  </init-param>

See [QCCR1E73982](#).

maskMessageDelay

Description

The maskMessageDelay specifies the number of seconds before the mask message is displayed after the mask is shown. The minimum value is 1 second and the maximum is 30 seconds. A default value of 5 seconds will be used if any invalid value specified.

Valid if set from
Web tier configuration file (web.xml)

Requires restart of Web application server?
Yes

Default value
5 seconds

Possible values
Any integer value from 1 second to 30 seconds. Any invalid value will use the default value of 5 seconds.

Example usage
```
<context-param>
  <param-name>maskMessageDelay</param-name>
  <param-value>5</param-value>
</context-param>
```

See QCCR1E77454.

ldapnosizelimitmsg

Description
When limiting LDAP query with ldapmaxrecords:100 (for example), if LDAP query results are bigger than 100 records, users get the following message: Message from LDAP server: Size limit exceeded. This informational message may mislead users to think that something is not working correctly.

This parameter, when set to **1**, allows you to disable this informational message so that it will not display to and therefore not disturb end users.

Valid if set from
Server's OS command prompt
Initialization file (sm.ini)

Requires restart of HP Service Manager server?
No

Default value
0

Possible values
0 (Enable the informational message)
1 (Disable the informational message)

Example usage
Command line: sm -httpPort:13080 -ldapserver1:ldapparent -**ldapnosizelimitmsg**:1
Initialization file: **ldapnosizelimitmsg**:1
See QCCR1E31999.

maxgroupsperview

Description

This parameter defines the maximum number of groups that can be used in a view. When a user selects a view from the View list whose group count exceeds the limit, only the maximum allowed number of groups are displayed in the view, and the following message displays in the client UI:

"Maximum number of groups (xxxx) exceeded. Please modify the view definition to reduce the number of groups."

Note: This limit would be useful if a user runs a poorly created view that causes servlets to consume too much CPU and memory and terminates the servlets.

Valid if set from
>Server's OS command prompt
>Initialization file (sm.ini)

Requires restart of HP Service Manager server?
>Yes

Default value
>5000 (groups)

Possible values
>500 or greater. If a value less than 500 is specified, Service Manager will ignore the value and use 500 instead. A warning message will also occur in the sm.log file: "A **maxgroupsperview** value less than 500 specified and ignored. 500 is used."

Example usage
>Command line: sm -httpPort:13080 -**maxgroupsperview**:6000
>Initialization file: **maxgroupsperview**:6000

See QCCR1E72836.

mailThreadCount

Description

This parameter specifies the number of threads to send emails. The default value is 10.

Example usage
>Command line:sm -emailout -**mailThreadCount**:10

Note: The main email thread now reads email records from the database and places them in queue, and some number of other threads (N=mailThreadCount) send the emails from the queue. Therefore, there are now N+1 "eventout" entries in System Status instead of one entry, and the logged-in users are counted as N+1 instead of 1. See QCCR1E74158.

usedmemcompmode

Description

This parameter determines the calculation method for how memory usage is calculated.

Valid if set from
>Initialization file (sm.ini)

Requires restart of HP Service Manager server?
>Yes

Default value

0 (The default is 0, which is the normal Service Manager method)

Possible values
0 (Specifies that used memory will be the sum of committed memory plus the reserved memory)
1 (Specifies that used memory will be equal to the committed memory, but no loge entry)
2 (Specifies that used memory will be equal to the committed memory but with a log entry.)

Example usage

Initialization file: **Usedmemcompmode:1**
(This will sum only the committed memory when computing the used memory, and will not generate a line of calculation log in sm.log.)

Command line: sm -httpPort:13080 – **usedmemcompmode:0**

See [QCCR1E71853](#).

sqlstats

Description

This parameter allows statistics from an Oracle database to log in the sm.log file.

Valid if set from
Initialization file (sm.ini)
This parameter is only used when using an Oracle database.

Requires restart of HP Service Manager server?
Yes

Default value
0 (disabled)

Possible values
0 (disabled)
1 (enabled)

Example usage

Initialization file: **sqlstats:1**

Command line: sm -httpPort:13080 –**sqlstats:1**

See [QCCR1E79951](#).

Keyword Highlighting in KM Optional

In previous versions of SM, when users perform a Knowledge Management search, keywords in both document bodies and attachments are highlighted in the search results. This could significantly increase the response time when there are large attachments like PDF manuals. To solve this issue, Service Manager 9.30 provides an option that allows administrators to choose whether to highlight keywords only in document bodies or highlight them in both document bodies and attachments.

To use this new feature, you must complete the following steps as an administrator.

1. Install the 9.30p5 server package.

    Note: The server package will update your schemastub.xml file to support this new feature. If you do not want to use this feature, copy your old schemastub.xml file back from the backup of your RUN\km\styles directory in order for your Search Engine continue to work.

1   Make a backup of your Search Engine installation folder.

2   Overwrite your Search Engine's kmsearchengine folder (for example: C:\Program Files (x86)\HP\Service Manager 9.30\Search_Engine\kmsearchengine) with the new one from the 9.30p5 KM package.

3   Load the QCCR1E77409_SM930P5_SM930.unl into Service Manager.

    Note: You must load QCCR1E67750_SM930P5_SM930.unl first if you plan to load both unload files.

    If you ignore the rest of the steps, when users perform a Knowledge Management search, keywords in attachments will not be highlighted in the search results. You can continue to complete the following steps to update the KM environment form to add a new option.

4   Enable the new option in the KM environment record.

    a   Open the **environment** record in Database Dictionary.

    b   Add the following field:
        — Name: att.hl
        — Type: logical

    c   Open the **environment.km.g** form in Forms Designer, and then click **Design**.

    d   Add a Checkbox widget with the following properties:
        — Input: att.hl
        — Label: Highlight Attachment Keywords in Search Results?

    e   Save the form.

    f   Go to **Knowledge Management** > **Administration** > **Environment**. The new checkbox displays in the form.

    g   To highlight keywords in attachments, select the checkbox; otherwise leave it unchecked.

5   Log off Service Manager and log back in for your changes to take effect.

6   Perform a full re-index on the Knowledge database.

7   Perform a Knowledge Management search using a keyword, and verify the search results are displayed as expected: If you selected the new checkbox in the KM environment record, the keyword is highlighted in both document bodies and attachments; otherwise the keyword is highlighted only in document bodies.

KM Search Behavior is Changed When Excluding Terms

When searching Knowledge Management and specifying certain terms to be excluded, results were inconsistent. For example, searches for X that used the "None of these Words" option would exclude " X " from the Search Results. However, the search results would still include items that contained the term plus a punctuation mark, such as "X:"

To resolve this issue, the behavior of the "None of these Words" option has been changed to exclude all instances of the search terms. See QCCR1E75104.

Expanded Groups Collapse After Auto-Refresh

Previously, there were issues in using the auto-refresh feature with the expanded group expands after refreshing the page.

Limitations:

1. Currently we can only resume the expansion state in the TODO page. We cannot apply this behavior in the list/detail page.

2. The group expansion state now can only be kept for one level group. If have sub-group, this state cannot be saved when refreshing.

3. If the queue or view changes (for example, a record is moved to a different group), and then you return to the original queue or view, the expansion state cannot be recovered.

See QCCR1E64195.

Web Tier Mask Transparency and Timing Changes

The appearance of the Web tier mask has been changed so that it is now transparent be default. The mask opacity can still be adjusted by modifying the relevant values in the HPOV.css file. In addition, the duration until the appearance of the mask message is now configurable, through the introduction of the new **maskMessageDelay** parameter. For more information on how to adjust the mask opacity and the maskMessageDelay parameter, refer to the "*Using the Mask and Timeout Parameters in HP Service Manager*" white paper on the following HP Software support Web site:

www.hp.com/go/hpsoftwaresupport

Upgrade to LW-SSO v2.5 (Server and Web Tier)

As of version 9.30p5, the Service Manager Web tier and server have upgraded to LW-SSO version 2.5.

In the Web tier's lwssofmconf.xml file, a new parameter, secureHTTPCookie, has been introduced. The default is "true". This parameter must be set in combination with the secureLogin parameter in the Web tier configuration file (web.xml) so that LW-SSO can work correctly:

- If secureHTTPCookie is set to true, secureLogin must also be set to true;

- If secureHTTPCookie is set to false, secureLogin can be set to true or false as needed (you are recommended to set both to true in a production environment).

Fixes

Web Client

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E31291	DVDs for tables do not work correctly for Bold and Italic conditions on the Web client.	DVDs for tables work as expected for Bold and Italic conditions on the Web client.
QCCR1E64183	There is no pop-up window to save the generated file when using Internet Explorer to generate an unload file. Note: This feature works correctly in FireFox.	The issue was resolved by changing the messages used to generate the unload file from <xml> to <div> tags, so that IE can render the messages properly. Known issue in IE7 /IE8: The generated unload file will be blocked by IE with the default settings and the following message will be shown at the top of current page: "To help protect your security, Internet Explorer blocked this site from downloading files to your computer...." To avoid this known issue, perform the following steps to apply specific setting in IE7/IE8: 1. Click Tools > Internet Options. 2. Click the Security tab, and then click Custom level. 3. Scroll to the Downloads section of the list, and then, under "Automatic prompting for file downloads", click Enable. 4. Click OK, click Yes to confirm that you want to make the change, and then click OK again.
QCCR1E64195	On auto-refresh of a queue, previously expanded groups should not collapse.	The expanded group expands after refreshing the page. Limitations: 1. Currently we can only resume the expansion state in the TODO page. We cannot apply this behavior in the list/detail page. 2. The group expansion state now can only be kept for one level group. If have sub-group, this

Global ID	Problem	Solution
		state cannot be saved when refreshing.
		3. If the queue or view changes (for example, a record is moved to a different group), and then you return to the original queue or view, the expansion state cannot be recovered.
QCCR1E66592	The web client does not honor the Justification properties defined in Forms Designer.	The web client now honors the Justification properties defined in Forms Designer.
QCCR1E67135	Web client combo boxes do not clear dependent field values when a parent value is changed.	Web client combo boxes clear dependent field values when a parent value is changed.
QCCR1E67759	When a Timer widget that exists on a background tab (for example, the Incident queue screen) expires, the active tab (for example, the Incident detail screen) disappears and the timer on the background tab begins to count in the opposite direction. In addition, the background tab becomes unresponsive.	The timer's data change event is now disabled when the tab is not active. Additionally, the timer now immediately submits the data change event if the user returns to this tab and the timer has expired.
QCCR1E68839	When the "Group rendering enabled" Notebook widget Property is set, form sections do not expand in the Web client.	When the "Group rendering enabled" Notebook widget Property set, form sections will expand as expected in the Web client.
QCCR1E69798	The List Builder works differently in the Web client than when used in the Windows (desktop) client.	The List Builder now works correctly in both Web client and Windows client.
QCCR1E70010	In a system configured with LWSSO and BSF, you are not redirected to the correct page after re-logging in. After clicking "Login Again" and typing your user name and password in the BSF login form, you are redirected to a .css file or an image file instead of to the Service Manager index page.	In a system configured with LWSSO and BSF, you will be correctly redirected to SM index page when you click the "Login again" link in the goodbye page.
QCCR1E70711	When you terminate a background process using the System Status format in the web client, the System Status format is partially hidden behind the System Navigator.	System status screen will display completely after page being refreshed.
QCCR1E70983	If you expand and then collapse a group when the vertical scroll bar is near the middle of the window, the message box quickly moves to the middle of the screen. This occurs with	Message bar goes to the correct position by repositioning the message bar on each collapsing of section.

Global ID	Problem	Solution
	multiple modules in the Service Manager web client when using Internet Explorer.	
QCCR1E71070	After a failed attempt of an employee self-service (ESS) user to access Service Manager, the client session still remains for that user. This issue occurs in an LWSSO-enabled environment.	The web client now terminates the session before forwarding the request to the authFailure.jsp page.
QCCR1E71234	An error occurs and an 'invalid hash' results in the Web client when the query is configured as follows: (close.time>(val(str("01/"+$G.last.month+"/"+ $G.year),3)) and close.time<(val(str("01/"+month(tod())+"/"+$G. year),3))) Additionally, the Tomcat access log shows an HTTP 500 error.	No error occurs when accessing MySM in the Web client when config query has a variable.
QCCR1E71386	In the Change Category, the phases that are added in the Workflow exceed the canvas of the Workflow viewer.	Now, the view is restricted to the canvas area only and scrollbars will appear to scroll through the whole graph as needed.
QCCR1E71677	As users open more QBE lists in the web client, the size of the "Tablexx" cookie may increase to exceed the limit.	Now, data that was previously stored in the cookie is now saved in session storage.
QCCR1E71685	The "Type Ahead" function in the web client for Select Only fields does not keep up with the average user typing speed.	The "Type Ahead" function now can keep up with the average user typing speed.
QCCR1E71962	After logging into Service Manager with a user name that uses a different case than what is saved in the LDAP account, favorites are able to be created but not saved.	Users can now create, save, or view favorites after logging in with case-insensitive user names against LDAP.
QCCR1E72238	When you click on the MySM link in the Web client, you are logged out.	Use "Constants" to replace the 'static import' in the following JSP files: sm_mashup.jsp smerror.jsp uimComponent.jsp queryFilter.jsp.
QCCR1E72357	Unable to launch the RAD application us.launch.external when the current thread is listdetail or MySM.	The us.launch.external RAD application now launches as expected when the current thread is listdetail or MySM.
QCCR1E72378	The web client allows password auto-complete with no option to disable the auto-complete feature. For example, in Internet Explorer, users can enable password auto-complete from Tools > Internet Options > Content >	A new context parameter in web.xml, disableLoginAutoComplete, has been introduced to allow users to enable or disable password auto-complete on login

Global ID	Problem	Solution
	Autocomplete > Settings.	when set to one of the following values:
		- true: Disable password auto-complete - false: Enable password auto-complete
		Note:
		Due to a known issue in Firefox, if users have already enabled auto-complete and saved their password, they will have to manually remove their saved password; otherwise their password will still be auto-completed even if the disableLoginAutoComplete parameter is set to "true". To remove a saved password in Firefox,do the following:
		1. Click Tools > Options > Security, and click the "Saved Password" button. 2. Select the password for Service Manager, and then click "Remove". Warning: Clicking the "Remove All" button will remove all saved passwords for all accessed web sites.
		See disableLoginAutoComplete.
QCCR1E72436	Users cannot relate incidents to other incidents in the Web client.	Users can relate incidents by entering or searching records in the Web client.
QCCR1E72468	The Dynamic View Dependency for checkbox controls is evaluated incorrectly in the Web client. For example, if you set the "Selected Condition" property to a variable that evaluates to false, the check box will be unchecked in the Windows client but checked in the Web client.	The Dynamic View Dependency for checkbox controls is now evaluated correctly in the Web client.
QCCR1E72743	The Web client ignores the "Invisible" settings in the fields of the "Data policy" table.	The Web client no longer ignores the "Invisible" settings in the fields of the "Data policy" table.
QCCR1E73055	DVDs do not behave consistently across Windows and Web client in Service Manager.	DVDs behave consistently across Windows and Web client in Service Manager.
QCCR1E73103	Some users are unexpectedly logged out from the Web client when the number of cookies exceeds the limit specified by Internet Explorer.	The issue is fixed by reducing the number of cookies used by web client.

Global ID	Problem	Solution
QCCR1E73839	When selecting backspace on a field, the record sometimes refreshes and logs the user out of Web client.	When selecting backspace on a field, the record no longer refreshes and log the user out of Web client.
QCCR1E73982	When trusted sign-on is enabled, the Web client uses the language specified in the operator record, instead of "lang" parameter passed in by the Ess.do url.	For Web client, in WEB-INF/web.xml, a new servlet parameter, acceptBrowserLang was added. By default, this value is true. If this value is true, the Web client will take the browser's language setting as the first priority in TSO mode when the "lang" parameter is passed in the URL. If the value is set to false, the Web client will use the language setting in the operator's profile. See acceptBrowserLang.
QCCR1E74013	By default, the MaxFileSize value of log4j.appender.R is only 100K. This value should be increased.	Now by default, the maximum file size for sm web client log "sm.log" is increased to 5000K and up to 10 rolling files can be kept.
QCCR1E74132	When resizing a column in the ToDo list view on the web client, all other columns are also resized. This behavior often resizes columns that were already very narrow to a size where no information can be displayed.	Now, with the horizontal scroll bar enabled, when resizing a column in the ToDo list view on the web client, only the selected column is resized and the rest remain unchanged. Known issue: If users adjust the width of some columns and then change the browser zoom size (for example, from 100% to 120%) or screen resolution (for example, change the display to show on another monitor or projector connected to the computer), the whole table may be resized, causing unexpected re-adjustment of all columns.
QCCR1E74359	When using "Save as view" in the Web client, the message box hangs and the "Yes" or "No" buttons cannot be clicked.	The "Save as view" feature no longer hangs.
QCCR1E74421	MySM cannot work in a TSO environment.	MySM can now work in a TSO environment.
QCCR1E74648	End users' Web tier sessions are terminated unexpectedly. When the users try to log in again, the following message is received: "Authentication failed. Contact your system administrator for assistance"	The Web tier will now work on LWSSO_COOKIE_KEY only once from client to server.

Global ID	Problem	Solution
QCCR1E74958	Collapse/Expand frames in the accessible Web client (accessible.do) does not work successfully using Internet Explorer 8.	Collapse/Expand frames in the accessible Web client (accessible.do) work successfully.
QCCR1E75391	In a Web tier form, a changed field retains the old value after the form is saved, re-opened and then the field is cleared and replaced by a space character.	The changed field will not revert to the original value when saved.
QCCR1E75426	Session is terminated for pages containing changePlan editor and viewer if database is configured to case-sensitive mode.	Now changePlan editor and viewer work fine with case-sensitive database.
QCCR1E75430	When js debug is set to true in web.xml, the Change Model Editor cannot be launched.	Now the Change Model Editor can be launched successfully when js debug is set to true in the web.xml file.
QCCR1E75428	Disable Change Plan editor and Graph Viewer Widget from Forms Designer and enable Change Model task editor and workflow viewer.	Removed icons from the FD toolbar which give access to the Change Plan editor and Graph Viewer Widget and enabled old widgets (i.e. task editor and workflow viewer).
QCCR1E75951	In a system using a Cyrillic database, the popup (hover) sub-format displays "No record found" if the field value contains Russian characters.	The popup(hover) sub-format now displays content as expected.
QCCR1E77454	By default, the mask is always grey. If the mask were transparent, it would avoid the appearance of poor performance.	The default mask is now transparent. In addition, a new web.xml parameter maskMessageDelay is introduced to specify the number of seconds that should elapse before the loading message on the mask is displayed. Note that if a value greater than 15 is specified for the maskMessageDelay parameter, the loading message displays 15 seconds later anyway if a JavaScript error caused hang issue has been detected.
QCCR1E78076	Records cannot be displayed by using the Find function on a read-only field in the Web tier. When this issue occurs, the user receives the following message: "No link exists for this field, find function cannot be performed."	The webtier can find the related info when the field is read-only.

Windows Client

The following item (identified by reference number) is fixed in the current software release.

Global ID	Problem	Solution
QCCR1E52075	In the Service Manager Windows client, a user cannot scroll in a read-only multi-line text box window by using the mouse wheel. The slider to the right of the window must be used instead. Note: Mouse wheel scrolling works, if the field is read-write.	In Windows client, focus can be set on a read-only multi-line text widget and the scroll bar responds when using the mouse wheel.
QCCR1E73743	When a groupby clause is specified, an SM process may attempt to fetch all the records from the database.	When a groupby clause is used, only the last group is retrieved. Note: All rows are fetched only when no groupby clause is specified.
QCCR1E74470	When opening a Template, selecting the HTML Source Tab -> Source, and then selecting another Template, the content in the editor is not reloaded. However, if the user clicks Save, the newly-selected item is overwritten with the HTML-Source from the previous Item.	HTML source tab will refresh correctly when switching from htmltemplates.
QCCR1E78105	Print and Print Preview are not working in SC 6.2.8.8 and later versions.	Print and Print Preview can work in the Windows client as expected.

Application

The following item (identified by reference number) is fixed in the current software release.

Global ID	Problem	Solution
QCCR1E71099	Users need to display Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.	Value Lists can be displayed instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. To achieve this, it requires both the current patch release and the QCCR1E71099_SM930P5_SM930.unl file).

Global ID	Problem	Solution
QCCR1E71139	When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.	When Service Manager is configured to use LDAP as the authentication data source, the user will not be forced to change the password if the user is expired in the local database. The fix includes an unload file QCCR1E71139_SM930P5_SM930.unl, which can be obtained from the platform_unloads directory.
QCCR1E75104	Searches that use "NOT" or '-' to exclude terms produces unexpected results. For example, the search results when using the 'None of these words' option in Advanced Search may include the search terms that should have been excluded.	Reconstructed the query string for "None of these words". Specifically, the behavior of all the "Filter by..." fields ("All of these words", "The exact phrase", "Any of these words" and "None of these words") are aligned and put into the filter query. Consequently, the words in these 4 fields are not going to be highlighted; This is because of the "filter by..." is meant to limit the search scope before actually query.
QCCR1E77409	When search results contain large documents (for example, software manuals in pdf format), the search response time is significantly longer. This behavior occurs because the content of the attachments is added to the "docbody_lang" field. Highlighting on this field takes a lot more processing time to markup the entire document.	Added a new "attachment" field for attachment which will not be highlighted.
QCCR1E79583	Language selection from eclipse client is not valid after applying the unload file QCCR1E71139_SM930P4_SM930.unl.	The unload file has been corrected and the language selection now works as expected.

Mobility

The following item (identified by reference number) is fixed in the current software release.

Global ID	Problem	Solution
QCCR1E73885	An upper-case user name fails to log in to the Mobility Client when Service Manager (SM) uses a case-insensitive DB.	This issue was fixed by separating the login name and the user name that is used to connect to the RTE server. This ensures that the same user name for the RTE connection is always used. Now users can successfully log in to the Mobility Client with upper-case, lower-case or mixed-case

Global ID	Problem	Solution
		user names when SM uses a case-insensitive DB.

Server

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E31999	Users are receiving a confusing error message when LDAP query results exceed the maximum size (100 records, for example). The message should be available only in the log file for debugging purposes, rather than displaying in the Service Manager client window.	Added a new parameter ldapnosizelimitmsg, which allows system administrators to disable the LDAP size limit message. See the following for a description of this parameter. Parameter ldapnosizelimitmsg Description When limiting LDAP query with ldapmaxrecords:100 (for example), if LDAP query results are bigger than 100 records, users get the following message: Message from LDAP server: Size limit exceeded. This informational message may mislead users to think that something is not working correctly. This parameter, when set to 1, disables this informational message so that it will not display to and therefore not disturb end users. Valid if set from Server's OS command prompt Initialization file (sm.ini) Requires restart of HP Service Manager server? No Default value 0 Possible values 0 (Enable the informational message) 1 (Disable the informational message) Example usage Command line: sm -httpPort:13080 -ldapserver1:ldapparent -ldapnosizelimitmsg:1 Initialization file: ldapnosizelimitmsg:1 See ldapnosizelimitmsg.
QCCR1E54248	When Service Manager processes a web service request and sends a response, the response is not understood by the requesting application. This behavior results in the following error message: "type" attribute in <cmn:messages> tag not matching Common.xsd schema definitions.	A code change was implemnted in Common.xsd, so that "StringType" is always used as the base type of "MessageType."

QCCR1E67562	Request for a way of turning off the "Triggers have been turned on" and "Triggers have been turned off" messages in the log file.	Now, you can use the rtm parameter to turn the "Triggers have been turned on" and "Triggers have been turned off" messages on or off. To turn messages on, set the value of the rtm parameter equal or greater than 2.
QCCR1E71099	Users need to display Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.	Value Lists can be displayed instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. To achieve this, it requires both the current patch release and the QCCR1E71099_SM930P5_SM930.unl file).
QCCR1E71139	When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.	When Service Manager is configured to use LDAP as the authentication data source, the user will not be forced to change the password if the user is expired in the local database. The fix includes an unload file QCCR1E71139_SM930P5_SM930.unl, which can be obtained from the platform_unloads directory.
QCCR1E71391	If the content contains no HTML tags but still contains the "<" character, after clicking the "Use Solution" button in Knowledge Management, the HTMLtoText function encounters an infinite loop and a JAVA out of memory exception.	Now the HTMLtoText function no longer encounters an infinite loop and a JAVA out of memory exception when the content contains no HTML tags but still contains the "<" character.
QCCR1E71853	The "NativeMemory" size never shrinks.	To resolve this issue, the usedmemcompmode parameter has been added. This parameter determines how used memory is calculated according to the following: 0:used=committed + reserved; 1:used=committed,no log; 2:used=committed,log. The default is 0, which is the old Service Manager method. See usedmemcompmode.
QCCR1E71999	The Service Manager log contains lock-failure messages: org.jgroups.blocks.LockNotReleasedExc eption: Lock cannot be unlocked when session terminates.	When a session ends, no unlock failure is reported.
QCCR1E72566	Service Manager performance on the AIX platform is significantly worse than other platforms when multiple users are executing workflows that make heavy use of Javascript.	Optimized JavaScript execution in SM for AIX so that property names are only retrieved as needed.

| QCCR1E72614 | The connection to the server is lost when you try to view an Incident in the TODO list and the memdebug debug is set to 1 in the sm.ini file. | The connection is no longer lost. |
| QCCR1E72743 | The Web client ignores the "Invisible" settings in the fields of the "Data policy" table. | The Web client no longer ignores the "Invisible" settings in the fields of the "Data policy" table. |

| QCCR1E72836 | There is no limit on the number of records an SM Process can try to fetch. A limit would be useful if a user runs a poorly created view that causes servlets to consume too much CPU and memory and terminates the servlets. | Added a parameter maxgroupsperview to limit the number of groups allowed in a view.

Startup parameter: maxgroupsperview
Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter
maxgroupsperview

Description
This parameter defines the maximum number of groups that can be used in a view. When a user selects a view from the View list whose group count exceeds the limit, only the maximum allowed number of groups are displayed in the view, and the following message displays in the client UI:
"Maximum number of groups (xxxx) exceeded. Please modify the view definition to reduce the number of groups."

Valid if set from
Server's OS command prompt
Initialization file (sm.ini)

Requires restart of HP Service Manager server?
Yes

Default value
5000 (groups)

Possible values
500 or greater (if a value less than 500 is specified, Service Manager will ignore the value and use 500 instead. A warning message will also occur in the sm.log file: "A maxgroupsperview value less than 500 specified and ignored. 500 is used.")

Example usage
Command line: sm -httpPort:13080 -maxgroupsperview:6000
Initialization file: maxgroupsperview:6000

See maxgroupsperview. |
| QCCR1E72977 | An XML Error is received when a solution field that contains special characters is updated in an SM Incident that was created by OMi. | Service Manager can now send special characters to OMi by using valid encoding. |

QCCR1E72908	Shared Memory Initialization of Service Manager process is very slow, potentially taking over 30 seconds.	Optimized the Service Manager process startup procedure to only load the data in SCAccess and SCFolderAccess files on demand.
QCCR1E73159	If the mailFrom parameter is configured in sm.ini or sm.cfg, Service Manager always uses the mailFrom value as the Mail From address for Service Manager mail. However, if the mailFrom parameter is not configured, when the user "falcon" sends a message to recipient@domain.com, an Eventout record is generated with an External Information String in the following format: recipient@domain.com^falcon^recipient@domain.com<html>test</html> Service Manager will then log an exception in the sm.log file because there is no Mail From value. The expected behavior is that Service Manager uses "falcon" as the Mail From value.	Service Manager will now process the "Mail From" value of an EventOut record as follows: 1. If the mailFrom parameter is configured in the sm.ini or sm.cfg file, SM will *always* use the value of mailFrom as the Mail From address. 2. If the mailFrom parameter is not configured in the sm.ini or sm.cfg file, SM will *always* use the value of the Mail From value of the Eventout record as the Mail From address without checking if the value is a valid email address. 3. If there is no mailFrom value configured in smi.ini or sm.cfg and no Mail From value in the Eventout record, SM logs an exception in sm.log.
QCCR1E73384	During normal operation of the HP Operations Orchestration 7 integration with Service Manager 7.11, the Service Manager server refuses Web service connections and issues the following warnings: "Server low on memory"	This issue is caused by a memory leak. To solve this issue, a close() method is now called on the Page reference of the Lexer html parser to release the memory.
QCCR1E73406	A memory leak that is caused by GZIPInputStream makes the system unresponsive.	The resource is now closed properly.
QCCR1E73466	To use TSO, the ssl parameter must be set to 1 on the RTE side, and all clients are required to have certificates. This requirement prevents using HTTP and HTTPS sessions on the same servlet.	Now, you can configure the SSL parameter to 0 (ssl:0). By doing this, the servlet can accept both TSO and non-TSO connections. Note: You should always configure the parameter ssl in sm.ini and always set the same value for all servlets.
QCCR1E73667	Calling the scmsg() RAD function with invalid parameters results in a "Signal 11" error and terminates the session.	Updated the code to pass the correct arguments value to the scmsg() RAD function.

QCCR1E73782	A "Signal 11" error is generated when initializing LDAP and the following error message is logged in the SM.log file many times: "A signal 11 was raised in native code. Client terminated. Error: Win32 Exception:0xC0000005 (instruction 0x61DFF440 while reading address 0x00000000)"	The "Signal 11" error is no longer generated when initializing LDAP. Now the SM application can handle the exception by logging the following information in the sm.log file: The ldapserver isn't set in scldapconfig.
QCCR1E73864	The server process consumes a lot of memory and time when the "Go to last page" button is clicked from the Web client on the list/detail screen of a query with thousands of returned records. This behavior may occur because of a poorly created view. This behavior can cause the servlets to consume too much CPU and memory and eventually terminate the servlets.	The server process now only lasts for a few seconds with less memory consumed when the "Go to last page" button is clicked on the list/detail screen of a query with thousands of returned records. This behavior will no longer terminates the servlets.
QCCR1E74088	Service Manager issues a message that indicates the license count is greater than the number of logged in users. This behavior may occur when a session is terminated during login.	Change the standard to judge whether a user has logged in. During log in, when a user record is inserted into database, the LoginStatus should be set to true.
QCCR1E74101	Users cannot log in after starting a servlet, and the following message is logged: RTE E EVP_PBE_CipherInit() failed in desEncryptPasswordFieldWithMD5AndDes()	This issue occurred because of a concurrent call to the OpenSSL crypto library. This has been resolved so that the call will no longer impact the log in to Service Manager.
QCCR1E74131	When using a case-insensitive database, the operator() routine does not return the correct user name to a Web service client. For example, when you log on as "FALCON" or as "Falcon" by using the Eclipse or Web client, the operator() routine returns "falcon." However, when you log on as "FALCON" by using a Web service client, the operator() routine returns "FALCON." This behavior impacts all Web services clients, such as RC and Mobility.	When using a case-insensitive database, the operator() routine returns the correct user name to a Web service client.

QCCR1E74158	After upgrading to Service Manager 9.30 Patch 3, the backlog of email notifications grows quickly when the system is sending thousands of emails every hour.	The performance of sending email notifications now has been significantly enhanced. A new parameter "mailThreadCount" is introduced in the sm.ini file to specify the number of threads to send emails. The default value is 10. Example of command line: sm -emailout -mailThreadCount:10 The main email thread now reads email records from the database and places them in queue, and some number of other threads (N=mailThreadCount) send the emails from the queue. Therefore, there are now N+1 "eventout" entries in System Status instead of one entry, and the logged-in users are counted as N+1 instead of 1. See mailThreadCount.
QCCR1E74314	When a session fails with a "Signal 11" error, the attempt to handle the signal results in another "Signal 11" error. This second "Signal 11" error causes the thread to enter a sleep state. This behavior, in turn, causes problems in Connect-It.	This is resolved by adding several userp/tuserp checks so that sytermClean() is called multiple times.
QCCR1E74313	A "Signal 11" encountered while terminating a session locks a semaphore. This causes the system to hang and prevents any other users from logging in.	All critical resources are now released when a session terminates.
QCCR1E74441	The xmlFill.getValue() ScriptLibrary function fails with a "Signal 11" error if it is called with malformed XML or with no XML at all.	The null pointer is now checked before this function is called.
QCCR1E74496	The following Signal 11 error appears in the RTE log file: "SQLAllocHandle(SQL_HANDLE_ENV, SQL_NULL_HANDLE, ...) failed with sqlrc=-1".	Fixes were made to prevent "Signal 11" errors when the DB client connects to the server, and to prevent possible memory leak issues in _allocHandles().
QCCR1E74495	When using Connect-It, an "uncaught exception" error related to "com.hp.ov.sm.common.core.GetThread .initialize" appears in the RTE log file.	In the run() function of GetThread.java, the initialization is now protected from exceptions and the call to shutdown is ensured. Additional exception processes for shutdown() in run() were added.

QCCR1E74537	If the Service Manager server running on Solaris uses "memdebug" as the memory manager, it occasionally reports the following error when connecting to the DB2 client: "EyeCatcher is missing".	This issue was resolved by adding new memory allocator/deallocator interfaces so that the RTE will free all memory allocated by its memory manager.
QCCR1E74646	Background event processes consume high memory usage, even though there are no event records to process.	Background event processes can run without consuming excessive memory.
QCCR1E74709	Webservice requests get corrupted when they contain inline attachments whose base64 encoding contains carriage return line feeds.	An RTE change is made to prevent inline attachments containing carriage return line feed characters from being corrupted.
QCCR1E74742	SLA processes are terminating multiple times a day, resulting in core dumps.	The unexpected terminations and core dumps have been eliminated.
QCCR1E75007	When receiving multiple "login" requests in the same session, the RTE calls the login process multiple times and the operator's "max login" attempts is reached. This occurs when using Connect-It with the debughttp:1 parameter enabled. Multiple login requests in the same session will appear in the SM.log and http.log files.	The login request is now skipped when the user is already logged in.
QCCR1E75032	User licenses may not be released if a Signal error or exception occurs during a shutdown.	The synchronization process will release licenses and resource locks as expected if a Signal error or exception occurs during a shutdown.
QCCR1E75112	KM search uses an AND conjunction instead of OR in the standard fields. The search should behave in the same manner as the previous version of the Knowledge Base. The solrconfig.xml in SearchEngine server should add an "mm" configuration item with a value set to 0. Currently, the default value for this item is 100% which means AND. A value of 0 means OR.	The solrconfig.xml in SearchEngine server adds an "mm" configuration item with a value set to 0.

QCCR1E75104	Searches that use "NOT" or '-' to exclude terms produces unexpected results. For example, the search results when using the 'None of these words' option in Advanced Search may include the search terms that should have been excluded.	Reconstructed the query string for "None of these words". Specifically, the behavior of all the "Filter by..." fields ("All of these words", "The exact phrase", "Any of these words" and "None of these words") are aligned and put into the filter query. Consequently, the words in these 4 fields are not going to be highlighted; This is because of the "filter by..." is meant to limit the search scope before actually query.
QCCR1E75338	When an encrypted PDF is submitted to KM using SOLR, the security settings prevent page extraction and cause the KM reindex to fail. This behavior does not occur with K2.	When an encrypted PDF is submitted to KM using SOLR, the PDF can be indexed correctly.
QCCR1E76040	A "Selected record is not in set" message is received when switching a view in the TODO Queue.	The incorrect condition that triggered this error message has been fixed and the following behavior will now occur: 1) If a record was DELETED from the database by user A, and another user B, who was viewing the same queue tries to click that record, the message "Selected record is not in set" will be sent to the user B, but not user A. 2) If a case is CLOSED (not DELETED), neither user A nor user B will see this message. Note: The workaround is no longer necessary.
QCCR1E76337	If you add non-existing fields to a view, a generated query is "select * " instead of "select valid_col1, valid_col2, valid_col3."	Now, a generated query is "select valid_col1, valid_col2, valid_col3." Additionally, warning messages will be printed to the log file.
QCCR1E76365	A memory leak may occur when the javascript object system.sysinfo is called.	No memory leak will occur when the javascript object system.sysinfo is called.
QCCR1E76660	Colon appears in the converted date when using the getTime() JavaScript function.	This issue occurred because the current js_1.5rc6a.dll is built with Microsoft Visual Studio 2003 and there is a defect within the function for converting a double to a string. This issue was resolved by rebuilding the DLL with Microsoft Visual Studio 2008.
QCCR1E76737	Service Manager process hangs and cannot send any more messages to the cluster.	Service Manager process can communicate to the cluster without any issues.

QCCR1E76968	A "Web service negative start attribute, start from first record" message is logged for Web Service Integrations at the rate of about 10K per hour.	If the start attribute has no value in the SOAP request, the message "Web service negative start attribute, start from first record" will no longer be printed.
QCCR1E77027	When the RTE fails during the initialization process, it might unhook twice and lead to shared memory corruption. This behavior causes one of the SM Servers (nodes) to generate core dumps and causes all other Servers fail.	Now, only the last SM process cleans up the shared IPC.
QCCR1E77265	The following error is received when invoking the "Define views" button: Invalid syntax for query. Failed parsing (view.define,setup.display.1)	The error is no longer received and the define views window appears as expected.
QCCR1E77409	When search results contain large documents (for example, software manuals in pdf format), the search response time is significantly longer. This behavior occurs because the content of the attachments is added to the "docbody_lang" field. Highlighting on this field takes a lot more processing time to markup the entire document.	Added a new "attachment"field for attachment which will not be highlighted.
QCCR1E78007	Logging in to SM 9.30 Patch 4 and then logging out causes a large memory leak. When repeated, this leak can grow quite large.	The memory leak will not occur.

Documentation

The following item (identified by reference number) is fixed in the current software release.

Global ID	Problem	Solution
QCCR1E75578	The Service Manager help states that the default value of the soap12binding parameter is "1" which is incorrect.	Updated the parameter description and default value as the following. Startup parameter: soap12binding Startup parameters change the behavior of the server. Parameter soap12binding Description Service Manager by default generates WSDLs conforming to soap 1.1 binding. However some

Global ID	Problem	Solution
		Web Services clients accept both soap 1.1 and soap 1.2. In such cases, you can enable soap12binding by providing the parameter soap12binding:1. Valid if set from Servers OS command promt Initialization file (sm.ini) Requires restart of server? Existing connections will honor the current value. New connections will honor the new value. Default value 0 (Disabled) Possible values 0 (Disabled) 1 (Enabled) Example usageCommand line: sm -httpPort:13080 –debugnode:1 –soap12binding:1 Initialization file: soap12binding:1
QCCR1E79951	Add documentation for the new sqlStats parameter.	The new sqlstats parameter was introduced to allow statistics from an Oracle database to log in the sm.log file. See sqlstats.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Global ID	Known Issue	Workaround
QCCR1E76337	Warning messages will be printed to the sm.log file when creating a new incident and then updating the new incident.	To avoid this issue, install the unload file QCCR1E77312_SM930.unl available here: https://patch-hub.corp.hp.com/crypt-web/protected/viewContent.do?patchId=QCCR1E77312_SM930

Installation Notes

Digital signature notice

HP signs Windows executable files with a digital signature. Since SM 9.30.p3, this process has been updated to use a new VeriSign root certificate. On a Windows system that does not have the new VeriSign root or intermediate certificate installed, when the user right-clicks the file and then goes to **Properties** > **Digital Signatures** > **Details**, a verification error will display: "The certificate in this signature cannot be verified."
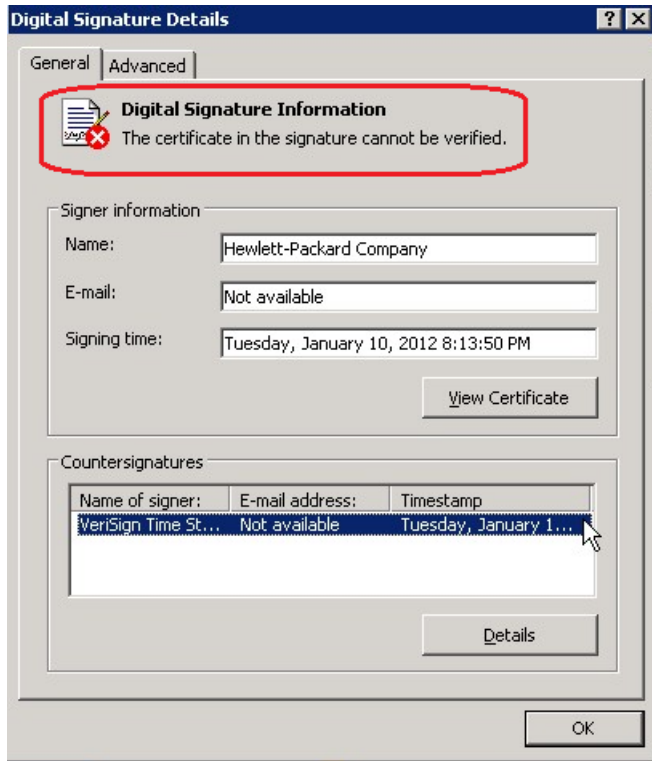
To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140

Web Tier Installation

The Web Tier update consists of a compressed file, `sm9.30.511-P5_Web_Tier.zip`. The specific upgrade process depends on your particular Web application server, but follows the same steps as deploying a new installation.

The Service Manager Web Tier contains a J2EE-compliant web application that runs on your web application server. Each web application server has its own method of deploying web applications. See your web application server documentation for specific instructions on deploying a web application.

The upgrade does not automatically save your Web Tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version. For more information, refer to the *Service Manager Interactive Installation Guide*.

Note: For an updated example of deploying the web tier, see *Deploying the Service Manager Web Tier on WebSphere Application Server 7*, included in the Service Manager 9.30p2 Release Notes.

1. Back up your `web.xml` file, splash screen, style sheets, and any other customizations you made, including your `webtier-9.30.war` (`webtier-ear-9.30.ear`) file.

2. Delete or uninstall the existing `webtier-9.30.war` or `webtier-ear-9.30.ear` file.

3. The "Update Application" function in WebSphere application server allows you to redeploy using a new copy of `webtier-9.30.war` (Webtier.ear-9.30.ear). First, update the `web.xml` in the `webtier-9.30.war` (Webtier.ear-9.30.ear.ear) file, and then redo the shared library configuration. For more information, see the IBM WebSphere documentation.

4. Deploy the new `webtier-9.30.war` (Webtier.ear-9.30.ear.ear) file by following the instructions in the Service Manager Installation Guide.

   Note: HP recommends that you deploy with a unique context root, for example /webtier-9.30.511.

5. Replace the new versions of any files you customized with your customized versions.

6. Make any new customizations necessary for your deployment.

7. Restart the Application server.
   Note: Before accessing the new Web Tier, HP recommends that all users empty their browser cache.

Windows Client installation

The Windows client update consists of a compressed file, `sm9.30.511-P5_Windows_Client.zip`, which contains the executable installation files.

To install the Windows client update:

1. Stop the Service Manager Windows client.

2. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)

3. Run `setup.exe` and install the client by following the instructions in the Service Manager Installation guide and Release Notes for your version.

4. Check the version in **Help > About Service Manager Client**.
   The client should be Release: 9.30.511.

Server Update Installation

The server update for your operating system (OS) consists of a compressed file, `sm9.30.511-P5_<OS>.zip` (or `.tar`), which contains the Service Manager server files. These files add to or replace the files in the `[SM Server Root]\` (`[SM Server Root]/`) RUN, `irlang`, `legacyintegration`, and `platform_unloads` directories.

Important: This server update includes an upgrade of the embedded Tomcat to version 6.0.35. It also includes an updated version of the schemastub.xml file (\RUN\km\styles\schemastub.xml), which contains changes required for the new KM search result sorting feature (see enhancement QCCR1E67750 and SOLR Search Engine Update Installation).

To install the Server update:

1. Stop all Service Manager clients.

2. Stop the Service Manager server.

3. Make a backup of the **RUN** directory.

4. Delete the **RUN/tomcat** directory. Tomcat in this directory will be upgraded to version 6.0.35 when you extract the server files later.

5. Delete the **RUN/lib** directory.

6. Extract the compressed files for your operating system into the main Service Manager directory on the server. The default path is: `C:\Program Files\HP\Service Manager 9.30\Server`.

7. For UNIX servers, set the file permissions for all Service Manager files to 755.

8. If you have made any customizations/changes to the original **RUN/tomcat** folder, restore them in the new **RUN/tomcat** folder.

9. Your old schemastub.xml file (in the <SM_Server_Home>\RUN\km\styles\ directory) has been updated to the new version. If you want to use the new KM search result sorting feature, follow the steps described in SOLR Search Engine Update Installation; otherwise, copy your old schemastub.xml file back.

10. Make sure the server is stopped, and run the "sm -unlockdatabase" command.

    The purpose of this step is to prevent stale license information from being kept in the system. In a scaling implementation, you can run this command from any one of your servers.

    Note: This step is required the first time you upgrade to 9.30P5; it is also required whenever you change the server's IP address after the upgrade.

11. Restart the Service Manager server.

12. Restart the Service Manager clients.

13. Check the version in **Help > About Service Manager Server**.
    The server should be Release: 9.30.511.

Application Unload Installation

If a platform fix (in most cases, a server fix) also requires an applications change to resolve the relevant issue, an unload file is provided. Unload files introduced in earlier patches are also included in this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files that are intended for your applications version. For more details about these applications updates, see the Release Notes for those patches.

When you extract `sm9.30.511-P5_<OS>.zip` (or `.tar`), the unload files are added to your `[SM Root]\platform_unloads` (`[SM Root]/platform_unloads`) directory.

Note: Unload files should be installed in their patch order. That is, those introduced in patch 1 should be applied first, then those introduced in patch 2, and so on. However, unload files introduced in the same patch can be installed in a random order.

Unload File Naming Convention

The unload files use the following naming convention: <CR_ID>_SMXXXPxx_SMxxx.unl, where:

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345. Note that this is always the number of the parent CR of a CR family (if any).

- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or later.

  Note: Sometimes this portion contains an additional hot fix number, for example, SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or later.

- SMxxx: The Service Manager applications version that requires the unload file. For example, SM711, which means the unload file is intended only for Service Manager applications version 7.11.

  Note: If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx_SM930P5.unl is intended for applications versions 7.11, 9.20, and 9.30 (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload file description. For information on the applicable applications versions for each unload file included in the current patch, see <u>Unload Files Included in the Current Patch</u>.

Unload Files Included in the Current Patch

The following are unload files included in the current patch release.

Unload file	Introduced in 9.30 patch	Used for apps version(s)	Description
QCCR1E71099_SM930P5_SM930.unl	P5	9.30	Allows Value Lists to be displayed in a QBE list when adding a field by using Modify Columns. **Associated server fix:** QCCR1E71099
QCCR1E71139_SM930P5_SM930.unl	P5	9.30	Prevents the user from being forced to change their password if the user is expired in the local database. **Associated server fix:** QCCR1E71139
QCCR1E31941_SM930P4_SM930.unl	P4	9.30	Enables users to use a pre-configured decimal symbol when completing numeric fields. See <u>QCCR1E31941</u>. **Notes**: This enhancement requires the 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 without applying this applications change. **Associated server fix**: QCCR1E31941.
QCCR1E73452_SM930P4.unl	P4	7.11 - 9.30	Enables Mandanten restricting queries to be updated correctly after a profile is edited. **Associated server fix:** QCCR1E71897.

Unload file	Introduced in 9.30 patch	Used for apps version(s)	Description
QCCR1E67072_SM930P3.unl	P3	7.11 and 9.20	Enables users to take advantage of the new KMStatusListener background process. **Note:** This unload file is not needed for applications version 9.30, which supports only the SOLR Search Engine. **Associated server fix**: QCCR1E67071.
QCCR1E70163_SM930P3_SM711.unl	P3	7.11	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687.
QCCR1E70163_SM930P3_SM920.unl	P3	9.20	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687.
QCCR1E70163_SM930P3_SM930.unl	P3	9.30	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687.
QCCR1E67647_SM930P3.unl	P3	7.11 - 9.30	Updates 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. **Associated server fix:** QCCR1E54192.
QCCR1E67610_SM930P2.unl	P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. **Associated server fix**: QCCR1E64290.

To load an unload file:

1. Select either client or server-side unload, depending on the location of the unload files.

   b From the Windows client, go to **Window > Preference > HP Service Manager**.

   c Flag **Client-Side Load/Unload** if the files are on the client machine, and clear the flag if they are on the server.

   d Restart the Windows client if you changed the setting.

2. Open **Tailoring > Database Manager**.

3. Right-click the form or open the options menu and select **Import/Load**.

4. Fill in the following fields.

Field	Description
File Name	Type the name and path of the file to load.
Import Descriptor	Since unload files do not require an Import Descriptor record, leave this field blank.
File Type	Select the source operating system of the unload file.
Messages Option — All Messages	Select this option to see all messages that Service Manager generates loading the file.
Messages Option — Totals Only	Select this option to see only the total number of files Service Manager loads.
Messages Option — None	Select this option to hide all messages that Service Manager generates when loading the file.

Note: You can view the contents of an unload file before importing it by clicking **List Contents**.

5. Click **Load FG**.

Knowledge Management Update Installation

The Knowledge Management package (sm9.30.511-P5_KM.zip) includes the following:

SOLR Search Engine files:

- An updated schema file
  (\knowledgemanagement\kmsearchengine\KMCores\kmcore\conf\schema.xml)

- tg_solr.jar (\knowledgemanagement\kmsearchengine\lib)

In addition, the following SOLR Search Engine unload files included in this patch release.

Unload file	Introduced in 9.30 patch	Used for apps version(s)	Description
QCCR1E75104_SM9.30P5_SM930.unl	P5	9.30	Reconstructed the query string for "None of these words".
			Specifically, the behavior of all the "Filter by..." fields ("All of these words", "The exact phrase", "Any of these words" and "None of these words") are aligned and put into the filter query.
			Consequently, the words in these 4 fields are not going to be highlighted; This is because of the "filter by..." is meant to limit the search scope before actually query.
			Associated server fix: QCCR1E75104

Unload file	Introduced in 9.30 patch	Used for apps version(s)	Description
QCCR1E77409_SM930P5_SM930. unl	P5	9.30	Adds a new "attachment" field for attachment which will not be highlighted.
			Associated server fix: QCCR1E77409
QCCR1E67750_SM930P4_SM930. unl	P4	9.30	Adds new sort options ("Sort by Multiple Fields," "Relevancy, " "Modified date," and "Status").
			Important: For end-users to use this feature, administrators must do the following:
			• Upgrade the server to 9.30p4;
			Install the SOLR Search Engine update provided in 9.30P4.
			Associated server fix: QCCR1E67750

Updated Knowledge Management Import Utility

- km-import-9.30.zip, which is an updated version of the entire import utility.

SOLR Search Engine Update Installation

The SOLR Search Engine update in this release enables users to specify their search result sort preferences in Knowledge Management (by Modified Date, Status, or Relevancy).

The Search Engine update consists of the following files in the Knowledge Management package (sm9.30.511-P5_KM.zip):

- An updated schema file (\knowledgemanagement\kmsearchengine\KMCores\kmcore\conf\schema.xml)
- An unload file (kmsolr_unloads\QCCR1E67750_SM930P4_SM930.unl)

Important: To use this new feature, you must upgrade your Service Manager server to 9.30P5 (in which the server's schemastub.xml file (\RUN\km\styles\schemastub.xml) has been updated to support this new feature); in addition, updating your schema.xml file requires a full re-indexing of your knowledgebases. If you do not want to use this new feature, you can safely upgrade your Service Manager server to 9.30p5 without applying this Search Engine update, but you will need to restore your old schemastub.xml. See the steps below.

Warning: The Service Manager 9.30p3 release once provided an updated version of the SOLR Search Engine, which was intended to enable this new KM search result sorting feature. However, the 9.30p3 Search Engine had several known issues as described in the 9.30p3 patch warning, and now it has been removed from Service Manager 9.30p3. If you have already installed the 9.30p3 Search Engine, follow the instructions in the patch warning to fix the issues; otherwise update your SOLR Search Engine as described in the following.

To install the SOLR Search Engine update:

1. Upgrade your Service Manager server to 9.30P5. See [Server Update Installation](#).

   Note: Be sure to make a backup copy of the RUN folder.

2. Restore your customizations to the server's schemastub.xml.

a) If you do not want to use the new KM search result sorting feature, simply copy your old \RUN\km\styles\schemastub.xml back from the backup copy of your RUN folder, and ignore the following steps.

b) If you want to use this sorting feature, add the two lines in **bold** to the <!-- <fields added by SM --> section in your old schemastub.xml and then copy this file back.

```
<field name="kmsearchcategory" type="text_plain" indexed="true" stored="true"
multiValued="true"/>

<field name="categorystr" type="text_ws" indexed="true" stored="true" multiValued="true"
omitNorms="true" />

<field name="kbname" type="text_plain" indexed="true" stored="true"/>

<field name="sysmodtime" type="date" indexed="true" stored="true"/>

<field name="kmstatus" type="text" indexed="true" stored="true"/>

<field name="kbtitle" type="text" indexed="true" stored="true"/>

<field name="View_URL" type="text" indexed="true" stored="true"/>

<field name="VLang" type="text" indexed="true" stored="true"/>

<field name="_style" type="text_plain" indexed="true" stored="true"/>
```

3. Make a backup copy of your Search Engine's schema.xml file (<Search_Engine_Home>\kmsearchengine\KMCores\kmcore\conf\schema.xml).

4. Stop your SOLR Search Engine instance.

5. Extract the sm9.30.511-P5_KM.zip file to a local directory on your Service Manager server or client host. For example, C:\Temp.

6. Update your existing schema.xml file, which is located in the <Search_Engine_Home>\kmsearchengine\KMCores\kmcore\conf directory.

Note: If you did not tailor your old schema file, you can directly overwrite it with the new schema.xml file in the KM package, instead of updating it as described below.

a) Open both of the old and new schema.xml files in a text editor.

b) Copy the following lines from the new file to the same section (<!-- Fields added by SM -->) in the old file and save it:

```
<field name="sysmodtime" type="date" indexed="true" stored="true"/>

<field name="kmstatus" type="text" indexed="true" stored="true"/>
```

The updated section of your old schema file now should look like the following:

```
<!-- Fields added by SM -->


  <field name="attachment" type="text" indexed="true" stored="true"
multiValued="true"/>

  <field name="sedocid" type="string" indexed="true" stored="true" required="true"/>

  <field name="docbody" type="text_ws" indexed="true" stored="true"
multiValued="true"/>

  <field name="docbody_en" type="text_en" indexed="true" stored="true"
multiValued="true"/>

  <field name="docbody_es" type="text_es" indexed="true" stored="true"
multiValued="true"/>

  <field name="adlearn_en" type="text_en" indexed="true" stored="true"
multiValued="true"/>

  <field name="adlearn_es" type="text_es" indexed="true" stored="true"
multiValued="true"/>

  <field name="kmsearchcategory" type="text_plain" indexed="true" stored="true"
multiValued="true"/>
```

```
    <field name="categorystr" type="text_ws" indexed="true" stored="true"
multiValued="true" omitNorms="true" />

    <field name="kbname" type="text_plain" indexed="true" stored="true"/>

    <field name="sysmodtime" type="date" indexed="true" stored="true"/>

    <field name="kmstatus" type="text" indexed="true" stored="true"/>

    <field name="kbtitle" type="text" indexed="true" stored="true"/>

    <field name="View_URL" type="text" indexed="true" stored="true"/>

    <field name="VLang" type="text" indexed="true" stored="true"/>

    <field name="knowledgebase_name" type="text_plain" indexed="true" stored="true"/>

    <field name="_style" type="text_plain" indexed="true" stored="true"/>


    <!-- end of SM Fields -->
```

7. Log in to Service Manager, and do the following:

   a) Load QCCR1E67750_SM930P4_SM930.unl into your system.

   b) After the unload file is successfully loaded, execute script library **KMSearch_SortOrder** to update the kmknowledgebase search format (kmknowledgebase.search.g). To do so, type **sl** in the command line, open script library **KMSearch_SortOrder**, and click **Execute**.

      Note: This update will not overwrite your existing tailoring to the format.

   c) Log off Service Manager for the changes to take effect.

8. Restart your SOLR Search Engine.

9. Log back in to Service Manager, and do the following:

   a) Verify your search server connections.

   b) Perform a **Full Reindex** for each of your knowledgebases.

   c) Perform a knowledgebase search, to verify that the search result sort preferences are working correctly. For a description of the preferences, see enhancement QCCR1E67750.

Search Knowledgebase

Knowledge Management Import Utility Installation

Extract km-import-9.30.zip in the Knowledge Management package (sm9.30.511-P5_KM.zip) to a local drive. For detailed instructions on the use of the import utility, see the README file packaged in the km-import-9.30.zip file.

ODBC Driver Update Installation

The ODBC Driver update consists of the sm9.30.511_P5_ODBC.zip file, which contains the following updated files:

- Scodbc32.dll
- sci18n.dll
- sccl32.dll

To install the ODBC Driver update:

1. Extract the files to your ODBC Driver installation folder, for example: C:\Program Files\Peregrine Systems\ServiceCenter 6.2\ODBC Driver.

2 When prompted, replace the three old DLL files with the new ones.

Mobile Applications Update Installation

The Mobile Applications package (sm9.30.511x_Mobility.zip file) contains an updated version of the mobileItsmWebApp.war file.

To install the Mobile Applications update:

1. Install Service Manager Mobile Applications version 1.0 shipped with the Service Manager 9.30 DVD, if you have not already done so. For detailed instructions, see the *HP Service Manager 9.30 Mobile Applications User Guide.*

2 Make sure that the Apache Tomcat SMmobility Windows service or the Mobile Applications Tomcat server is stopped.

3 If you have already configured Mobile Applications version 1.0 on your system, make a backup of the following folder by renaming it: <SM_Mobility>\Tomcat\webapps\mobileItsmWebApp

For example, rename it to **mobileItsmWebApp_old**.

4 Copy the mobileItsmWebApp.war file packaged in the sm9.30.511_Mobility.zip file to the following folder to overwrite the old mobileItsmWebApp.war file: <SM_Mobility>\Tomcat\webapps\

5 If you have already configured Mobile Applications, restore your customizations by copying your old AppConfig.groovy and CustomConfig.groovy files back to overwrite the configuration files in the new mobileItsmWebApp.war file; if you have not done any configuration yet, configure the Mobile Applications by following the instructions in the user guide.

6 In <SM_Mobility>\Tomcat\conf\server.xml, add the `URIEncoding="UTF-8"` attribute for the HTTP connector as shown below:

```
<Connector port="8080" protocol="HTTP/1.1"

                connectionTimeout="120000"

                redirectPort="8443" URIEncoding="UTF-8" />
```

7 Start the Apache Tomcat SMmobility Windows service or start the Mobile Applications Tomcat server.   The following new folder is created: <SM_Mobility>\Tomcat\webapps\mobileItsmWebApp

Backout Instructions

If you want to restore your Service Manager system to its original state after installing Service Manager 9.30, follow these guidelines.

Server

Before applying the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager x.xx\Server.

To roll back your server to its original state, remove the existing server installation folder and copy the old one back.

Applications

When loading an unload file

Before loading an unload file, perform the following steps to make a backup of the files to be modified by the unload file:

1. Go to **Database Manager**, select **Import/Load** from **More** or the More Actions menu, and browse to the unload file.

2. Click **List Contents** on the menu bar, to view a list of files that have been updated in this unload.

3. Go to **Tailoring** > **RAD Editor**, search for the files you got in step 2, and click **More** > **Export/Unload**.

4. In the popup window, specify your backup upload file path/name, and click **Unload Appl**. **Note**: Make sure that **Append to file** is selected.

When applying an application patch

Before applying an application patch, make a backup of your database. To roll back your application changes, restore your database to the backup.

Web Tier

Before deploying the new web tier, back up your `web.xml` file, splash screen, style sheets, and any other customizations you made, including your `webtier-9.30.war` (`webtier-ear-9.30.ear`) file.

To roll back to the old web tier:

1. Delete or uninstall the existing web tier.

2. Redeploy the old web tier.

3. Restore your old customizations.

Windows Client

You can only uninstall the new Windows client, and then reinstall the old one.

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.

Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. Service Manager 9.30 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

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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