

HP Service Manager – Process Designer Content Pack

For the supported Windows® and UNIX® operating systems

Software Version: 9.30.3

Release Notes

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Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document, is updated.
- Software Release Date, which indicates the release date of this version of the software.

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In This Version

Service Manager Process Designer (PD) Content Pack 9.30.3 includes the following features in addition to those that were included in previous Process Designer content packs:

- Implements the Process Designer framework for the Help Desk modules (Service Desk, Incident Management, and Problem Management)
- Supports interaction between PD Help Desk modules and other modules, including PD Change Management, Request Management, PD Knowledge Management, and Service Level Management
- Supports phase-based Response SLO for Service Desk and Incident Management
- Adds Incident tasks to PD Help Desk and supports SLA for Incident tasks
- Applies Process Designer security mechanism to PD Help Desk modules, including:
 - New Process Designer security areas for PD Help Desk modules
 - New Process Designer security roles for PD Help Desk modules
 - Help Desk security profiles are migrated to PD security roles and rights
 - Access rights for the navigation menu and for the Inbox are replaced by Process Designer security roles and rights
- Adds the following usability improvements:
 - Related Records are simplified in PD Help Desk modules and in PD Change Management
 - Adds the ability to switch between the Group style and the Tab style for a Notebook control in the web client (available for PD Help Desk modules and for PD Change Management)
 - Adds the ticket number to the title of a record, including Interaction, Incident, Incident task, Problem, Problem task, Change, and Change task
 - Adds a real-time counter to the Attachments and Related Records sections
 - Enhances the ability to trace phase transition in the workflow figure
- Adds the following Process Designer framework enhancements:
 - Workflow-based Rule Sets replace file level format control
 - Workflow-based Actions can be re-used across phases
 - Workflow backend Transitions enable cross-module interaction
 - A new tool exports Workflows into an unload file, so that you can copy Workflows from one

PD-based system to another PD-based system

- Phase orders specify the sequences for Response SLO calculation

Additionally, Service Manager Process Designer Content Pack 9.30.3 includes a number of fixes for problems that were introduced by previous Process Designer content packs.

For a list of fixes and known issues included in this release, see ["Fixed Defects in this Release" on the next page](#) and ["Known Problems, Limitations, and Workarounds" on page 13](#).

For information about the prerequisites and installation instructions of this content pack, see ["Installation Notes" on page 21](#).

For more information about Process Designer Content Pack 9.30.3, see the following documents that came with this content release:

- *Process Designer Content Pack 9.30.3 Migration Guide*
- *Process Designer Content Pack 9.30.3 Administrator's Guide*
- *Process Designer Content Pack 9.30.3 Best Practice Guide*
- *Objects Added or Updated by Process Designer Content Pack 9.30.3*

Fixed Defects in this Release

This content release fixes the following defects in Applications and Documentation.

Applications

Global ID	Problem	Solution
QCCR1E73114	When the patch utility is applied to a tailored system, new fields are merged with the existing cm3r and cm3t dbdicts at the bottom of dbdict. The revised datadict records for those tables are renamed by the utility as NEWCPcm3r and NEWCPcm3t. These renamed datadicts include the new fields added to the dbdict, but do not include any custom fields that were added by the previous tailoring.	Now the datadict (fields, captions, validations, etc.) is also merged as dbdict. There is no renamed datadict records now.
QCCR1E75676	When you use Copy Record to copy a change record but do not fill the mandatory fields, SM pops up message for the mandatory fields. However, you can click OK without filling the mandatory fields and SM opens a change ticket without the Change Id. Additionally, the Phase name of the parent change ticket is also copied.	When customer copy a record without filling the mandatory fields, the page returns to the original change record.
QCCR1E88976	After you enable an operator to review Changes, the expected Changes are not populated for that operator.	Since Process Designer is introduced, the functionality of reviewing change is no longer supported. All reviewing change related functionality has been removed.

Global ID	Problem	Solution
QCCR1E89187	The "Recalculation Condition" and "Reset Condition" in the Change Approval Phase in Process Designer does not work. The Approval Definition is evaluated only when the change record moves to the approval phase. However, any subsequent updates to the change record in this phase does not trigger the re-calculation, nor does it reset the approvals.	<p>The field name defined in the Approvals panel of the cm3r object definition is wrong.</p> <p>Go to the Approvals panel of the cm3r object definition and check the condition of the Recalculate Approval and Reset Approval.</p> <p>Change "approvals.recalc" to "approvalsRecalc" and change "approvals.reset" to "approvalsReset".</p> <p>Then the condition expression will work.</p>
QCCR1E90583	A Change Management license is consumed when a user with Read-Only capability for that module logs in.	No Change Management license is consumed when a user with Read-Only capability for that module logs in.
QCCR1E91050	In the Process Designer security framework, the change profiles are no longer used. The documentation is missing information on how to check a user's permissions for custom calculations.	A "Check security rights using Java Script" section is added into the Process Designer Administrator's Guide.
QCCR1E91217	After you apply the fix for QCCR1E71874, successor tasks still cannot be updated.	<p>Process Designer now provides a new mechanism to bypass security check when calling doAction().</p> <p>The successor tasks can be updated now.</p>
QCCR1E91188	The Mass Cancel function is not available on the record list when using list view.	Now, the Mass Cancel function is available on the record list when using list view.
QCCR1E91410	With the Process Designer Content Pack installed, it is impossible to edit Change Templates when folder entitlement is also enabled.	You can Change Templates with Process Designer Content Pack installed and folder entitlement enabled.

Global ID	Problem	Solution
QCCR1E91437	<p>When you work in a Change Task in a workflow that has more than 2 phases, the status field changes when you move to the next phase.</p> <p>For example, if the status is "closed" it will be "reopened" in the next phase, and vice versa.</p>	<p>The issue occurs because the status change code was hard coded in the framework. Instead, it should be coded in the rule set for the cm3t workflow.</p> <p>Now, the status will not change to "closed" when you move to the next phase.</p>
QCCR1E91657	<p>When adding or updating a change task, if the task status is not assigned, "initial" is then assigned. However, "initial" is not a valid Process Designer task status.</p>	<p>When adding or updating a change task, if the task status is not assigned, the task status is not assigned as "initial" but left blank.</p>
QCCR1E92437	<p>A task is present in the first phase and is open, when a user attempts to close the phase by checking the "Allow Phase to Close with Open Tasks" option, the following message is displayed:</p> <p>"This change may not leave the current phase until the following tasks are completed: TXX".</p>	<p>If "Allow Phase to Close with Open Tasks" option is selected, change can leave the current phase without completing the tasks.</p>
QCCR1E92700	<p>When there are two manual transitions between the same set of from phase and target phase, SM uses the 'target phase' of the transition to find the transition, and then executes the transition rules defined for the transition.</p> <p>Because all these transitions have the same target phase, the first transition is always found out and its transition rules are executed.</p>	<p>Each transition between a same set of from phase and target phase has a unique option number. SM uses this option number to identify the correct transition.</p>
QCCR1E92984	<p>Process Designer Rule Set validations do not use scmessage captions.</p>	<p>This issue occurs because the validation message for Mandatory Field Rule does not support i18n.</p> <p>It has been fixed in the ScriptLibrary RuleEngine.runMandatory.</p>

Global ID	Problem	Solution
QCCR1E93341	No documentation is available about the exact rights necessary to open the Approval Record by clicking on the Approval Type in the "current Approvals" section inside a Change Task. An explanation on how to use them is also needed.	documentation is available about the exact rights necessary to open the Approval Record by clicking on the Approval Type in the "current Approvals" section inside a Change Task , follow the document, change the view approval security to approvals instead of expert.
QCCR1E93623	When a Phase change occurs, any transition between Phase 1 and Phase 2 is shown as a past transition.	A new field is added in the WorkflowHistory table to record which manual transition is called.
QCCR1E95120	Adding a new option to a Process Designer Workflow Ruleset in a Phase cause unpredictable results when executing displayoptions.	Adding a new option to workflow ruleset works as expected.
QCCR1E95182	After applying HTML Email, some buttons in the HTML editor does not work in Service Desk as in Knowledge Management. The buttons are: <ul style="list-style-type: none"> • Insert an image • Insert a link toward an attached file • Insert a link toward another record 	After applying HTML Email, the following buttons in the HTML editor now work in Service Desk as in Knowledge Management: <ul style="list-style-type: none"> • Insert an image • Insert a link toward an attached file • Insert a link toward another record <p>This issue is solved by copying the solution from Knowledge Management to HTML Templates.</p>
QCCR1E95184	The CI Relationship details are missing in a Change record with Process Designer Content Pack installed.	The CI Relationship details in a Change record are displayed correctly when Process Designer Content Pack is installed.
QCCR1E96122	The cursor.field.name.set() function does not work from display option setting after Process Designer installed.	The cursor.field.name.set() function now works well from display option setting after Process Designer installed.

Documentation

Global ID	Problem	Solution
QCCR1E91269	<p>There are errors on page 13 in the Process Designer CP9.30.2 Release Note:</p> <ol style="list-style-type: none">1. In the following sentence: Increase the size of field defaultTemplate in table changeModels from 80 to 400. The defaultTemplate should be changeTemplate, and changeModels should be changeModel.2. In the instructions for modifying the operator table, there are no steps to change the "Text" data type to the "varchar" data type.	<p>The errors have been corrected and the steps to change the secRole fields have been added in the Installation Notes section in Release Notes.</p>

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Global ID	Known Issue	Workaround
QCCR1E72897	Group approvals are not working. The approver is unable to approve/deny/retract a change ticket from the SOAP UI, even if the approver is part of the assignment group.	No workaround is available at this time.
QCCR1E72898	Unable to approve task tickets from the SOAP UI for most of the categories.	No workaround is available at this time.
QCCR1E73962	After approving a change with open tasks, it does not transition to the next phase.	This is expected if the tasks are required to close before proceeding. Tasks should not be added to approval phases. Approval steps transition automatically to the next phase when the approvals are complete. If a task is set to close on the approval phase and the tasks are still open, the workflow will not transition. Do not place tasks on approval phases either manually or via change models.

Global ID	Known Issue	Workaround
QCCR1E74330	The integration script for PPM does not work in the "cm.update.save" process.	<p>Additional steps are required for integrating PPM Center Tasks with HP Service Manager RFCs when the Process Designer Content Pack is applied. Follow the steps below to configure the integration:</p> <ol style="list-style-type: none">1. Follow the instructions in the Integrating PPM Center Tasks with HP service Manager RFCs section of the HP Solution Integrations Guide provided by PPM to complete all configuration tasks for PPM Center and Service Manager.2. Modify the Service Manager processes that will call the PPM Center Web services to update the RFC status and task status.<ol style="list-style-type: none">a. Add the following code to the Final JavaScript tab of the change.update.save process: <pre>system.library.HPPMIntegration.integratePPM();</pre><p>The standard Save, Close, Next Phase and Reopen actions for RFCs will invoke this process.</p>b. Add the same line of code to other processes to which you have added any other actions used to update changes (through tailoring your Service Manager instance).

Global ID	Known Issue	Workaround
QCCR1E74459	The Display options in Change workflows will not be present after being converted to Process Designer workflows. For example, Change Categories such as Hardware and Software before applying the Process Designer Content Pack had a Reject option which was implemented as a hard-coded Display option.	<p>The Reject option is very similar to the Abandon functionality in the Standard and Normal workflows. To implement the Reject functionality for upgraded workflows:</p> <ol style="list-style-type: none"> 1. Create a new phase called Abandoned and add a transition from every phase you wish to abandon. 2. Name the transition "Reject" or "Abandon" as desired. 3. Make sure the "Records in this phase are active" check box is unchecked on the Abandoned phase. 4. Add the Rule Set "chm.closure.wizard" to every transition to the Abandoned phase which will ask for the Closure Code and Comments. <p>You may refer to the Normal and Standard workflows for working examples.</p>
QCCR1E75041	The embedded Change Calendar section in the change ticket is not displaying any change tickets after applying Process Designer Content Pack.	<p>This is caused by the Release Control (RC) adapter upgrade issue. In Process Designer Content Pack, several new fields have been introduced in the changemanagement.wsdl, which are part of the RC adapter. If you are still using the adapter generated based on the SM9.30 GA version, this issue will occur.</p> <p>To resolve this issue, update the RC adapter after applying this content pack.</p> <div> <p>Note: Make a backup of your script if you have done any customization in the old adapter.</p> </div>

Global ID	Known Issue	Workaround
QCCR1E88645	For the change records in the Hardware category, after you change the phase from "Evaluation & Change Closure" to "Change Assessment & Planning", the "Evaluation & Change Closure" phase form is still showing in the record, instead of the "Change Assessment & Planning" phase form.	After you change the phase from "Evaluation & Change Closure" to "Change Assessment & Planning", click Save & Exit , and then reopen the record to view the form.
QCCR1E91661	Change tasks in legacy categories still appear in the "View Opened Tasks" list even they have already been cancelled.	<p>To work around this issue, follow these steps to use the Generic Task workflow for the legacy categories:</p> <ol style="list-style-type: none"> 1. Search and locate the task categories that you need to update by navigating to Change Management > Configuration > Task Categories. 2. If the Workflow field is not "Generic Task", set it as "Generic Task". 3. Click Save.
QCCR1E92056	Change tasks in legacy categories will not automatically move to the closed phase when you perform a Mass Cancel.	<p>To work around this issue, follow these steps to use the Generic Task workflow for the legacy categories:</p> <ol style="list-style-type: none"> 1. Search and locate the task categories that you need to update by navigating to Change Management > Configuration > Task Categories. 2. If the Workflow field is not "Generic Task", set it as "Generic Task". 3. Click Save.

Global ID	Known Issue	Workaround
QCCR1E92271	For change tasks using legacy workflows, the succeeding task is not activated even the task it depends on is already closed.	<p>To work around this issue, follow these steps to use the Generic Task workflow for the legacy categories:</p> <ol style="list-style-type: none"> 1. Search and locate the task categories that you need to update by navigating to Change Management > Configuration > Task Categories. 2. If the Workflow field is not "Generic Task", set it as "Generic Task". 3. Click Save.
QCCR1E88753	Incorrect condition is displayed for the workflow of the old change categories. This issue is fixed only in Process Designer Content Pack 9.30.3 during the upgrade process if you have not applied any of the previous versions of the Process Designer Content Pack. If you have applied a previous Process Designer Content Pack, the workflow has already been upgraded and cannot be updated again during the Process Designer Content Pack 9.30.3 upgrade.	If you have applied a previous Process Designer Content Pack before the Process Designer Content Pack 9.30.3 upgrade, since the duplicated "approval.status in \$L.file="approved" will not affect function, you can delete them manually from the condition after the Process Designer Content Pack 9.30.3 upgrade.
QCCR1E91324	When adding a new Setting, if the Validation Script is too long and exceeds length limit, the validation failure message does not show at the proper time.	When Validation Script is too long, put the long javascript code into the javascript script library and use call javascript function in this Validation Script.

Global ID	Known Issue	Workaround
QCCR1E91394	When adding a new Setting, if the Setting ID contains illegal characters like "<", ">", "/", "(", ")", "*", or "&", you are still allowed to save the setting without validation performed. However, an error shows up when you edit this setting afterward.	No workaround is available at this time.
QCCR1E91400	<p>The system does not prevent users from unintentionally deleting system master data (especially those used in Administration and Configuration), which may cause unexpected errors. Users need to be very careful when trying to delete this kind of internal master data.</p> <p>For example, if Incident/Problem/Change/Interaction category is deleted, and there are existing open tickets which belong to those categories, those tickets might NOT be able to move on correctly.</p>	Do not delete the internal master data (especially those used in Administration and Configuration).
QCCR1E91620	When you edit a ticket to add attachments, the attachment count number does not get refreshed before saving the ticket.	Save the ticket, then the attachment count number will be updated.
QCCR1E92150	When searching knowledge, if back from Hot News and then open knowledge search again, the library list will be missing.	No workaround is available at this time.
QCCR1E93518	Opening the Assignee selection page in incident workflow takes a long time, which is 11.37 seconds on average in a scenario that has 600 users.	Change the type of the assignment.groups field in the operator table from CLOB to VARCHAR/VARCHAR2.

Global ID	Known Issue	Workaround
QCCR1E95327	<p>When using "current.phase in \$L.file" in the RuleSet in the OnExit event to evaluate current phase, the evaluated result is not correct, which is not the previous phase but the next phase after the transition occurs.</p> <p>For example, you define a phase transition between phase A and phase B, and then define a RuleSet in the OnExit event of phase A by using "current.phase in \$L.file" to evaluate current phase (A); then when the transition occurs, the evaluated result is phase B, which is not correct.</p>	Use "current.phase in \$L.file.save" instead in the RuleSet that needs to evaluate current phase in the OnExit event of previous phase before the transition occurs.
QCCR1E95347	Average response time for Change.Approver login is too long. It takes 8.3 seconds in a scenario that has 600 concurrent users.	No workaround is available at this time.
QCCR1E94067	When an incident is closed, a "Reopen IMxxxx" button is displayed in the Required Actions section of the associated interaction. When you click this button, the incident record is displayed but the incident is still closed and read-only. This behavior is by design as with Process Designer, you cannot reopen an incident record; however, the label of the button should read "View IMxxxx".	Treat the "Reopen IMxxxx" button as "View IMxxxx".

Global ID	Known Issue	Workaround
QCCR1E96850	If you do not set the category value in the soap request, the incident cannot be created through web services even if you have set the default category in the SM incident configuration. Instead, the exception response is received.	<p>To work around this issue, tailor the incident workflow by adding a ruleset to set the default category while adding incident if it is not set:</p> <ol style="list-style-type: none">1. Open your incident workflow (you can clone it from the OOB workflow).2. Go to Workflow properties > Workflow Based Rule Sets > On add, and then add your ruleset.

Installation Notes

Prerequisites

Process Designer Content Pack 9.30.3 must be applied on a Service Manager system with:

- 9.31p3 Server (RTE)
- 9.31p3 Web tier / Windows client

Note: SM 9.31p3 packages can be downloaded from <http://support.openview.hp.com/selfsolve/patches>.

Process Designer Content Pack 9.30.3 is compatible with following application, application patch and content pack:

- 9.31 applications

Note: SM 9.31 applications can be downloaded from <http://support.openview.hp.com/selfsolve/patches>.

Recommended Installation Sequences

The following are recommended installation sequences for different combinations of the SM 9.30 content packs, the SM 9.31 applications, and the Process Designer Content Pack 9.30.3.

Scenario	Recommended Installation Sequence
SM 9.31 applications have already been installed.	a. Process Designer Content Pack 9.30.3
SM 9.31 applications have not been installed.	a. SM 9.31 applications b. Process Designer Content Pack 9.30.3
SM 9.31 applications have not been installed and you plan to use the Survey Integration content pack.	a. Survey Integration b. SM 9.31 applications c. Process Designer Content Pack 9.30.3

Note:

UCMDB Content Pack

If you have already installed UCMDB Content Pack, the installation of 9.31 applications and Process Designer Content Pack 9.30.3 does not impact the functionality of UCMDB Integration; if you have not installed UCMDB Content Pack and you plan to use UCMDB Integration, no need to install UCMDB Content Pack separately as it is included in 9.31 applications.

HTML Email Content Pack

If you have already installed HTML Email Content Pack, the installation of Process Designer Content Pack 9.30.3 does not impact the functionality of HTML Email Integration; if you have not installed HTML Email Content Pack and you plan to use HTML Email Integration, no need to install HTML Email Content Pack separately as it is included in Process Designer Content Pack 9.30.3.

Installation Steps

1. Download the installation files.
 - a. Go to HP Live Network at <http://www.hp.com/go/livenetwork>.
 - b. Navigate to **Home > Service Manager > Content Catalog**.
 - c. Click the **Process Designer Content Packs for Service Manager** link, and then click **Downloads**.
 - d. Locate the 9.30.3 folder where you will find several documents and the installation file for Process Designer Content Pack 9.30.3.
 - e. Download the installation file PD4-9.30.066-contentpatchrel.zip which contains the necessary files for Step 3 below.
2. Download the *Applications Patch Manager Guide for Content Packs* located in the same location as Step 1.
3. Follow the *Applications Patch Manager Guide for Content Packs* to install the content in PD4-9.30.066-contentpatchrel.zip, which will need to be copied and unzipped on the machine hosting the Service Manager Server.

Note: Applications Patch Manager (APM) will update the following ScriptLibrary records:

- WorkflowTriggers
- Security
- securityTriggers
- localizeTable

In case these scripts have been customized, make sure to keep a backup and merge them if required after the installation is complete.

4. After the installation of Process Designer Content Pack 9.30.3, make the following changes on the Service Manager system:

- Modify the **operator** table in dbdict to avoid the performance issue when clicking the **Request TCAB Approval** button from a Normal Change (For example, the system might take 100 seconds to respond when the DB has 6000 users):
 - i. Click **Tailoring > Database Dictionary**.
 - ii. Type `operator` into the File Name field and then click **Search**.
 - iii. In the **SQL Tables** tab, add a new table **a6**.

Note: If the **a6** value has already been used, use the first available value between **a7** and **a99**, depending on your specific implementation.

- iv. In the **Keys** tab, place your cursor on the blank header at the bottom of the key list, and then click the **New Field/Key** button to add a new key:
 - Type: **Nulls and Duplicates**
 - Field: **secRole**
- v. In the **Fields** tab, change the SQL table for the **secRole** fields:
 - **secRole** (array type): change the SQL table from null to **a6** (or whatever value you assigned in [step iii](#) above).
 - **secRole** (character type): change the SQL table from **m1** to **a6** (or whatever value you assigned in [step iii](#) above) and change the SQL Type from **TEXT** to the following value that matches your database:
 - SQL Server: **VARCHAR(200)**
 - Oracle: **VARCHAR2(200)**

- DB2: **VARCHAR(200)**

Caution: With this change, field value will be automatically truncated if its length is greater than 200. To prevent data loss, you can adjust the VARCHAR or VARCHAR2 length accordingly.

- vi. Click **OK** to save the changes.
- Modify the **operator** table in dbdict to avoid the performance issue when opening the Assignee selection page in the incident workflow (For example, the system might take more than 11 seconds on average when the DB has 600 users):

- i. Click **Tailoring > Database Dictionary**.
- ii. Type `operator` into the File Name field and then click **Search**.
- iii. In the **SQL Tables** tab, add a new table **a7**.

Note: If the **a7** value has already been used, use the first available value between **a8** and **a99**, depending on your specific implementation.

- iv. In the **Keys** tab, place your cursor on the blank header at the bottom of the key list, and then click the **New Field/Key** button to add a new key:

- Type: **Nulls and Duplicates**
- Field: **assignment.groups**

- v. In the **Fields** tab, change the SQL table for the **assignment.groups** fields:

- **assignment.groups** (array type): change the SQL table from null to **a7** (or whatever value you assigned in [step iii](#) above).
- **assignment.groups** (character type): change the SQL table from **m1** to **a7** (or whatever value you assigned in [step iii](#) above) and change the SQL Type from **TEXT** to the following value that matches your database:

- SQL Server: **VARCHAR(60)**

- Oracle: **VARCHAR2(60)**

- DB2: **VARCHAR(60)**

Caution: With this change, field value will be automatically truncated if its

length is greater than 60. To prevent data loss, you can adjust the VARCHAR or VARCHAR2 length accordingly.

- vi. Click **OK** to save the changes.
5. If you have enabled the Process Designer Help Desk module in Step 3, refer to the *Process Designer Content Pack 9.30.3 Migration Guide* to perform necessary data migration.

Note: If you are a new Service Manager customer and do not have any company-specific legacy data, you can directly jump to the "Appendix B: Migrate Legacy OOB Data" section in the *Process Designer Content Pack 9.30.3 Migration Guide*.

Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP Software products, and other compatibility and support information.

Note: 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 [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

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.

We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Service Manager – Process Designer Content Pack, 9.30.3 Release Notes

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to ovdoc-ITSM@hp.com.