

HP Service Manager

For the supported Windows and Unix systems

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Patch 3 Release Notes

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This document is an overview of the changes made to HP Service Manager 9.31 for patch 3. It contains important information that is not included in other documentation.

What's New in This Release

This section describes important changes in this release.

Server's KM Search Engine Schema File Updated

In SM9.31p3, the server's KM search engine schema file (`/RUN/km/styles/schemastub.xml`) has been updated to solve the issue that an advanced search in the Problem Library does not return expected results. See ["QCCR1E94887"](#).

The line in **bold** in the following section has been changed:

From:

```
<fieldType name="text" class="solr.TextField" positionIncrementGap="100">
  <analyzer>
    <tokenizer class="solr.WhitespaceTokenizerFactory"/>
    <filter class="solr.WordDelimiterFilterFactory"
      generateWordParts="1" generateNumberParts="1" catenateWords="1"
      catenateNumbers="1" catenateAll="0" splitOnCaseChange="1"/>
    <filter class="solr.LowerCaseFilterFactory"/>
  </analyzer>
</fieldType>
```

To (by inserting **preserveOriginal="1"** in the line):

```
<fieldType name="text" class="solr.TextField" positionIncrementGap="100">
  <analyzer>
    <tokenizer class="solr.WhitespaceTokenizerFactory"/>
    <filter class="solr.WordDelimiterFilterFactory"
      generateWordParts="1" generateNumberParts="1" catenateWords="1"
      catenateNumbers="1" catenateAll="0"
      splitOnCaseChange="1" preserveOriginal="1"/>
```

Note: These lines exist only in the SM9.31 or a later version of the `schemastub.xml` file.

If you customized your old `schemastub.xml` file, installing the server patch will overwrite your customizations. If you do not want to update your KM search engine, simply copy your old

schemastub.xml file back; otherwise restore your customizations and reindex your knowledgebases as follows after your server upgrade:

1. Open the new schemastub.xml file in a text editor.
2. In the new file, restore the customizations you made in your old schemastub.xml file.
3. Perform a full reindexing on all of your knowledgebases.

Data Policy Definitions Can Be Added on Join Files

Starting with this release, users can add data policy definitions on join files. See server fix "[QCCR1E52767](#)".

Note: This server fix requires QCCR1E52767_SM931P3_SM930.unl, available from the server patch's platform_unloads directory. See application fix "[QCCR1E52767](#)".

Note: The impact of this server change is that some old data policy definitions may break the join files. The solution is to correct the data policy definitions.

For example, joinsvcDisplay is joined by svcDisplay and svcCatalog. In the out-of-the-box SM9.30 GA applications, the name field in svcCatalog is defined as read-only in Data Policy (which has been fixed in the SM9.31 or later applications). Before this server change, because the data policy did not work on the join file, the name field in svcCatalog could still be edited. Now, since the data policy definition works on the join file, the user cannot edit the name field in svcCatalog when creating a new joinsvcDisplay record. This is incorrect.

To work around this issue, remove the read-only definition for the name field:

1. Open the datadict for file svcCatalog.
2. Locate the "name" field in "Field Settings".
3. Remove the "true" value in the "Read Only" column and save.
4. Log off and log back in.

Behavior Changed When Handling Web Service Request User Passwords

In this release, Service Manager has changed its behavior when handling a web service request with an expired user password. When receiving a web service request sent with an user whose password has expired, SM denies the request and returns an HTTP Unauthorized 401 Error. The response message is:

```
<HTML><BODY>5: Your password has expired. You must change it before you can log on.</BODY></HTML>.
```

Note: This behavior change requires the QCCR1E96802_SM931P3_SM930.unl file, which is

available from the server patch's platform_unloads directory.

Certifications

The following database version has been certified on the SM server of this release:

- DB2 10.1

Fixed Defects

This release fixes the following defects.

Server

CR	Problem	Solution
QCCR1E31622	Asynchronous eventin records generated by Connect-It have a First Expiration: entry set to the tod() time that is GMT, instead of the tod() for the local time zone. For example, an eventin generated at 1600 Pacific Daylight Savings Time shows an entry of 2300 on an SM system with the System Information Record set to Pacific Daylight Time time zone.	This is a time zone issue. The time now has been converted to the right time zone.
QCCR1E52767	Users cannot add data policy definitions on joined tables.	Now users can add data policy definitions on joined tables. For more information about this fix, see "Data Policy Definitions Can Be Added on Join Files" on page 9.
QCCR1E84054	When you try to modify an ESS format (for example, <code>ess.SD.update.browse</code>) to enable a popup subform, the subform displays the expected field values, but also displays extra objects as shown in the following: "<Unsuppor <Unsuppor"	This was a design issue and is now fixed. Note that after applying the server patch for this defect, you need to restart the web tier to see the effect because the web tier will cache the response of "get format" messages.

CR	Problem	Solution
QCCR1E88441	The parameter <code>threadstacksize</code> is obsolete, but still displays when users run the <code>sm -helpthreadingcommand</code> .	This parameter is no longer returned when users run the <code>sm -helpthreading</code> command.
QCCR1E89489	SCauto loses connection to the database due to unexpected Oracle errors. When this issue occurs, alerts are delayed in SM from OMU, and sometimes no incidents are opened in SM when they are received from OMU through SCauto.	When encountering the Oracle errors, SM will reconnect to the database and allocate a new handle to ensure that the SCauto application can access the database.
QCCR1E90472	You receive license-warning messages in the <code>sm.log</code> file that indicate the local and remote host licenses do not match. In addition, new login sessions are rejected because the amount of the licenses is retrieved incorrectly when the JGROUP network issue occurs.	The SM server now uses the following steps to ensure that licenses are retrieved correctly: <ol style="list-style-type: none"> 1. Use <code>grouplicenseip</code> to retrieve the license. 2. If step 1 fails, use an empty IP to retrieve the license. 3. Sync the license with the cluster.
CCR1E91369	Inboxes cause signal 11 errors, which lead to high memory usage.	Inboxes no longer cause signal 11 errors and hence high memory usage does not occur.
QCCR1E92994	A view that includes joined fields does not refresh as expected after making changes to a single record in the record set.	Refreshing a cross-table view will try to retrieve data when the old data does not match the query condition.
QCCR1E93163	Notifications generated with SCEmail using the HTML solution pack contain unwanted attachments <code>ATT00001.c</code> and <code>ATT00002.htm</code> .	Notifications are now delivered in HTML format without any attachments.

CR	Problem	Solution
QCCR1E93240	<p>The Service Manager LockHandler thread fails with the following message:</p> <p>JRTE E LockHandler: LockHandlerThread TRCLIENT_LOCKHANDLER Thread get an exception</p>	<p>The LockHandler thread no longer fails with the message.</p>
QCCR1E93501	<p>The SM server crashes during a stress test of web services.</p>	<p>By using a smaller length of target and source in the memcpy function to avoid memory overlap, now the SM server no longer crashes.</p>
QCCR1E93933	<p>Background processes terminate with a LOCK error, and a system restart is required.</p>	<p>Background processes will wait for the lock until successful.</p>
QCCR1E93913	<p>When you request an item that has many User Selection options (between 80 and 90), the following error message is received:</p> <p>"Unexpected Exception: Runtime error or exception incurred in server. Please contact your Administrator", and you can find exception and core dump messages in sm.log.</p>	<p>This issue was caused by a buffer overflow, which is now fixed.</p>
QCCR1E94107	<p>A servlet, usually a servlet for Webservice requests, crashes multiple times a day.</p>	<p>The servlet does not crash when a session expires.</p>

CR	Problem	Solution
QCCR1E94426	<p>The Service Manager server always keeps active transactions running on a SQL Server database, and this blocks some database operations such as changing the database owner.</p>	<p>Note: After a server startup and before any user login, you can find an active transaction from the SQLSERVER Management Studio's context menu item "Reports > Standard Reports > All Transactions". It was reported that there were other open transactions related to schedulers, however executing the "DBCC OPENTRAN" SQL command found that none of them were real open transactions (including the one found by the "report all" utility).</p> <p>Now, a "COMMIT" statement is executed at the end of a system startup. Active transactions are no longer observed by using the SQLSERVER Management Studio's "Reports > Standard Reports > All Transactions" utility.</p>
QCCR1E94700	<p>Low memory encountered in CIT servlet in SM Application.</p>	<p>Fixed the memory leak issue during reading RCString.</p>
QCCR1E94707	<p>The load balancer process issues the following message in the log:</p> <pre>JRTE I Balancer Couldn't find any available nodes. / by zero</pre>	<p>This issue was caused by a logic related code problem in <code>common.jar</code>, which now has been fixed.</p>
QCCR1E94887	<p>An advanced search in the Problem Library always returns no records if using Affected CI as the query condition.</p>	<p>This issue was caused by an improperly used search engine index token in the <code>schemastub.xml</code> file, which has been fixed. See "Server's KM Search Engine Schema File Updated" on page 8.</p> <p>An advanced search in the Problem Library now returns expected results.</p>
QCCR1E94945	<p>SCAutoListener servlet is not responding in 5 minutes after startup.</p>	<p>The hang issue does not happen anymore as it was solved by adjusting the communication code.</p>

CR	Problem	Solution
QCCR1E95258	The JavaScript isDocumentElement() method returns "true" regardless of whether the current element is a document element or not.	The change which caused this issue has been reverted in a safe way.
QCCR1E95269	The user session terminates during a Mass Update or Mass Close.	The issue is caused by improper memory allocation. Now the user session no longer terminates during a Mass Update or Mass Close.
QCCR1E96802	Security issue, no details available.	Security issue, no details available.

Web Client

CR	Problem	Solution
QCCR1E52658	When logged on to the web client, the strings that are longer than the width of a Combo Box are cut off and only partial content is displayed. You cannot drag the dropdown list to a larger size to see the whole long strings.	The issue is fixed by making the Combo Box resizable so that you can drag the dropdown list to a larger size to see long strings. Limitations of the resizable Combo Box: <ul style="list-style-type: none"> • The resized dropdown list does not persist if your session terminates. • If the widget location is near the right side of the form, you cannot drag the dropdown list beyond the edge of browser. In this case, long strings cannot be displayed completely.

CR	Problem	Solution
QCCR1E90671	Process Designer does not have a feature to apply a single RuleSet globally to a Workflow.	Now, with the next release of Process Designer Content Pack applied, the "Workflow Based Rule Sets", "Workflow Based Actions", and "Workflow Backend Transition" features will allow you to apply a single RuleSet at the workflow level.
QCCR1E90877	If you design a form to contain two check boxes or other widgets that have Read-Only conditions referring to each other, when you open this form in the Web client, an "Indefinite Loop..." message box displays.	Now if there are loop DVD conditions for widgets, the "Indefinite Loop..." message shows in the browser console, instead of in a popup message box.
QCCR1E91378	You receive the "Expression can't be edited because data is missing or corrupt" error when the value of RuleSet Condition Expression contains an ampersand (&).	Now, it works fine when the value of RuleSet Condition Expression contains an ampersand (&).
QCCR1E91635	When you use a small or low resolution screen, the Task Planner window does not appear in an appropriate size in the list-detail view. When this occurs, you cannot resize the window to view the task graphic in the task planner.	This issue is resolved by redesigning the window size and removing the resizable separator bar between the graph section and task property section.
QCCR1E91869	When you have more than two attachments attached to a change record and set a low screen resolution such as 1280x800, you have to scroll the horizontal scroll bar completely to the right to find the vertical scroll bar, and then you have to scroll the vertical scroll bar down to find the last attachment.	Now, the horizontal scroll bar is removed, and the vertical scroll bar is displayed only when the available display area is not enough for the list of attachments.
QCCR1E92011	Some groups display an empty label when the Notebook widget is in group rendering style.	Labels for all groups now display correctly when the Notebook widget is in group rendering style.

CR	Problem	Solution
QCCR1E92010	Unexpected blank space display between two groups when the Notebook widget is in group rendering style.	Unexpected blank space no longer displays between two groups when the Notebook widget is in group rendering style.
QCCR1E92009	Unexpected widgets display between two groups when the Notebook widget is in group rendering style.	Unexpected widgets no longer display between two groups when the Notebook widget is in group rendering style.
QCCR1E92311	Inbox filter checkboxes have vertical scrollbars. When you use the scrollbar, the text on the right side does not scroll together and then you have disarrangement.	The Inbox filter checkboxes will not have vertical scrollbars, except when needed.
QCCR1E92348	The Condition Editor form is not displayed in the visible area of the screen. Instead, the user has to move the scroll bar to the top of the area to see the Condition Editor form.	Now, the Condition Editor is displayed in the visible area.
QCCR1E92566	When searching for records in each module of Service Manager in the Web client, the first record in the QBE list is not only highlighted but also checked.	When searching for records in each module of Service Manager in the Web client, the first record in the QBE list is only highlighted.
QCCR1E92614	When you run a script in a form that has a list builder element, all variables (local/thread/global) are set to null when the display option is triggered.	When you run a script in a form that has a list builder element, all variables retain the correct value when the display option is triggered.

CR	Problem	Solution
QCCR1E92635	Microsoft Office 2010 Excel files attached to a Knowledge Management document present a user with a Microsoft login when attempting to open the file in an OOB system.	<p>When you click the link of an attached Microsoft Excel file, no login is required to open or save the file.</p> <p>For external type of knowledge articles, only image and pdf formats are allowed to be displayed within the browser if supported, while all other types of documents will be force downloaded.</p>
QCCR1E92709	The ToDo Queue and View disappear in the SM 9.31 Web tier.	The ToDo Queue and View are no longer overlapped by the recordlist in the web tier.
QCCR1E92745	Service Manager web tier 9.31 patch 1 does not handle the 'Smart Context Indicator' queries correctly.	Now proper data is shown for 'Smart Context Indicator' queries.
QCCR1E92672	Users receive a 404 error when trying to open attachments from Incidents in the web client.	Users do not receive a 404 error when trying to open attachments from Incidents in the web client.
QCCR1E93417	The Condition Editor does not contain CurrentRecordAuth in the Workflow Editor.	With the next release of Process Designer Content Pack applied, the Condition Editor will provide the CurrentRecordAuth feature in the Workflow Editor.
QCCR1E93623	When a Phase change occurs, any transition between Phase 1 and Phase 2 is shown as a past transition.	With the next release of Process Designer Content Pack applied, a new field is added in the WorkflowHistory table to record which manual transition is called.
QCCR1E93779	The "Catalog Information" section displays in the Web Client even when the "user option" is empty.	The "Catalog Information" section no longer displays in the Web Client when the "user option" is empty.
QCCR1E94072	The Condition Editor cannot be configured to display CurrentRecord's field list for a system-type field.	The Condition Editor can now be configured to display CurrentRecord's field list for a system-type field. To do so, use Condition Editor Setting under the Process Designer menu from the next release of Process Designer Content Pack.

CR	Problem	Solution
QCCR1E94358	The "Catalog Information" section is NOT displayed in the Web client when the user option is defined for a support item.	Now the "Catalog Information" section is displayed correctly in the Web client when the user option is defined for a support item.
QCCR1E95452	If no image file is specified for a service item, the Service Catalog list displays a broken image (red cross) next to the item name.	If no image file is specified for a service item, a red cross is no longer displayed next to the item name.
QCCR1E95919	In Internet Explorer (IE), the text is not properly aligned with the radio buttons in the "Related to" section of the Escalation Details form in the incident escalation wizard. The text "Existing Incident"/"Existing Known Error"/"New Incident" appear to be slightly above the line of the radio button, and too close to the radio buttons themselves.	The text is now aligned properly with the radio buttons and extra space has been inserted between them.

Windows Client

CR	Problem	Solution
QCCR1E92957	In the Windows client, a dropdown/comfill widget is not read-only when the form is read-only.	In the Windows client, a dropdown/comfill widget is now read-only when the form is read-only.

Application

CR	Problem	Solution
QCCR1E52767	Users cannot add data policy definitions on joined tables.	Now users can add data policy definitions on joined tables. Note: This application fix is provided through QCCR1E52767_SM931P3_SM930.un1, available from the platform_unloads directory.

Documentation

CR	Problem	Solution
QCCR1E96750	The SM9.31p2 Release Notes document incorrectly includes parameter maxmemorypersession, which has not been implemented in 931p2. See QCCR1E72835.	This parameter has been removed from the SM9.31p2 Release Notes shipped with the SM9.31p3 release. Note: The updated document will also be republished soon on the HP Software Manuals Site: http://h20230.www2.hp.com/selfsolve/manuals

Known Problems, Limitations, and Workarounds

This software release has the following known issues and limitations.

Global ID	Problem	Workaround
QCCR1E63663	The Service Manager (SM) client loses connectivity during JavaScript execution of the file.list RAD application.	No workaround available. Created a knowledge article (KM1166532), which states that Service Manager does not currently support calls from JavaScript on RAD applications that use the rio/fdisp panels.

Global ID	Problem	Workaround
QCCR1E57385	<p>When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 upon CIT initial connectivity test if exec-shield is not set properly.</p>	<p>Use one of the following solutions to solve this issue on Unix.</p> <p>Solution 1:</p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p>Solution 2:</p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none"> 1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <code><Service Manager server installation path>\LegacyIntegration\RUN</code>. <p>Note: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p> <pre># sysctl -w kernel.exec-shield=0</pre> <pre># sysctl -w kernel.randomize_va_space=0</pre> <ol style="list-style-type: none"> 2. Start the legacy listener.
QCCR1E69449	<p>The user encountered a signal 11 while updating an incident: RTE E Caught XML API exception scxmlapi(40).</p> <p>This is because another user was updating the probsummary dbdict record at the same time.</p>	<p>When modifying a dbdict record, ensure that there are no other users updating records or inserting records in the same file. For example, when updating the probsummary dbdict, make sure that there are no other users updating existing incidents or opening new incidents.</p>

Global ID	Problem	Workaround
QCCR1E67491	When the collation of the db instance is Chinese_PRC_BIN, Web service clients fail to connect to Service Manager (SM). Only ASCII operator names are supported, so only ASCII operator names can be used.	<p>Note: This issue only exists in Web service integrations. Therefore, the SM clients do not have this problem.</p> <p>When SM is handling an incoming SOAP request, the authorization string is decoded by BASE64Decoder. SM uses the decoded string value to construct a UTF-8 string that is used in the RTE. However, the authorization string is in the header and SM does not know the charset or encoding of the underlying string value, which is BASE64 encoded.</p> <p>Therefore, if the underlying string value is not UTF-8, this problem will occur. In SM, when fetching an operator record from the database, no matter what collation the database uses, the operator record finally will get a UTF-8 operator value. However, even if users put the same value in the authorization header, the operator name may differ because of the charset/encoding issue. Because of this, the operator will fail to log on.</p> <p>This is a limitation of SM. Do not use non-ASCII characters in operator names. Created a knowledge article (KM1442479) to document this limitation.</p>
QCCR1E75182	HTML email truncates the body of the message and sends the HTML code without translating it.	<p>When the content of an HTML email template exceeds 8192 bytes in size, the content will be truncated and displayed as HTML code.</p> <p>Make sure your HTML email templates do not exceed this size limit.</p>
QCCR1E89890	Grouped Views are not correctly updated after logging a new Incident.	<p>When you log a new incident, to keep consistency with actual incidents, the group number is not updated.</p> <p>You need to click the "Refresh" button to update grouped Views.</p>
QCCR1E72835	Add the ability to limit the memory consumed by individual threads in SM as specified by an Administrator.	<p>The requested change is not implemented to avoid performance degrade.</p> <p>No workaround is currently available.</p>

Global ID	Problem	Workaround
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.
QCCR1E77657	When using Mobility on a BlackBerry, users are taken to a back screen after entering comments for an Approval and then clicking the Back button. However, users should be returned to the Change queue.	No workaround is currently available.
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	<p>This request is caused by the product running in an unsupported configuration. Change to a documented and supported configuration. If the problem still exists in a supported environment, contact HP Support.</p> <p>To work around this issue, do not use "RECORD_KEY" as a SQL Name for a field in dbdict. This field name is reserved by SM. To do this, follow these steps:</p> <ol style="list-style-type: none"> 1. Enter dbdict in the SM command line box. 2. Enter "esdquestions" in to the search field, and then click the Search button. 3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.
QCCR1E74808	After clicking the Cancel button in the Condition Editor from the Workflow Editor, the current tab sometimes becomes a blank screen and the tab cannot be closed.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E99940	<p>Customers on Solaris 9 cannot upgrade to SM9.31p2 or a later patch because JRE7 does not support Solaris 9 and Service Manager starts with a JRE validation that does not allow a JRE version below JRE7 up15.</p>	<p>To continue to use JRE 1.6 on Solaris 9, modify the following three lines in the <code>validjava.sh</code> file located in the SM server's <code>RUN/</code> folder.</p> <p>From:</p> <pre>JAVA_UPDATE_VERSION_SUPPORTED=15</pre> <p>To:</p> <pre>JAVA_UPDATE_VERSION_SUPPORTED= 20</pre> <p>From:</p> <pre>if ["\${JAVA_VERSION}" = "1.7"]; then</pre> <p>To:</p> <pre>if ["\${JAVA_VERSION}" = "1.6 "]; then</pre> <p>From:</p> <pre>echo "Install or setup Java 7 correctly and then run ./setupLinks.sh to re-create the symbolic links."</pre> <p>To:</p> <pre>echo "Install or setup Java 6 correctly and then run ./setupLinks.sh to re-create the symbolic links."</pre>

Documentation Errata

The following documentation item is incorrect.

Location:

SM9.31p2 Release Notes: the New Parameters and RAD Functions section

Error:

Parameter `maxmemorypersession`, which has not been implemented in SM9.31p2, is incorrectly included in the SM9.31p2 Release Notes.

This error exists in the SM9.31p2 Release Notes shipped with the SM9.31p2 release, as well as the release notes currently published on the HP Software Manuals Site: <http://h20230.www2.hp.com/selfsolve/manuals>

Correction:

Remove the parameter from the release notes and republish the document on the HP Software Manuals Site.

Note: The version shipped with SM9.31p3 has already been corrected.

Backup and Backout Instructions

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

Server

To backout your server changes, make a backup before installing the patch and then roll back.

If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on the next page](#).

Backup

Before applying the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.31\Server.

Note: If you have a horizontally scaled system, be sure to back up the server installation folder for each server instance.

Backout

After installing the patch, do the following to backout:

1. Stop the Service Manager server.
2. Remove the existing server installation folder.
3. Copy the backup folder back.

Note: Make sure that the embedded Tomcat is also replaced with the backup, because the version of the embedded Tomcat may have dependency on a specific server version.

Note: If you have a horizontally scaled system, make sure that every server instance is replaced with its backup.

4. Restart the Service Manager server.

Web Tier

Backup

Before deploying the new web tier, make a backup of the following items:

- web.xml file
- application-context.xml

- splash screen
- style sheets
- any other customizations you made, including your webtier-9.31.war (webtier-ear-9.31.ear) file.

Backout

To roll back to the old web tier:

1. Delete or uninstall the existing web tier.
2. Clear the cache of your web application server (for example, Tomcat).
3. Redeploy the old web tier.
4. Restore your old customizations.

Windows Client

To roll back to your old Windows client, you need to do backup before installing the new Windows client and then reinstall the previous Windows client.

Backup

1. Make a backup of your Windows client home folder, for example, C:\Users\<username>\ServiceManager. Your connections and personalized settings are stored in this folder.
2. Make a backup of your certificate configuration files if any (**Window > Preferences > HP Service Manager > Security**). For example, your CA certificates file and client keystore file.

Backout

1. Uninstall the new Windows client.
2. Reinstall the previous Windows client.
3. Restore your old Windows connections and configurations.

Applications

Backup

Tip: If your application version is 7.11 ap3, 9.21 ap3, 9.30 ap3, 9.31 or later, you are recommended to use Unload Manager to make a backup of the files to be modified by an unload file, because Unload Manager can create a backup of your old data during the installation of the unload; if your application version is other than any of these, Unload Manager

is not available and you can use Database Manager instead.

To use Unload Manager to make a backup:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

Now, the unload has been applied and at the same time your old data backed up.

To use Database Manager to make a backup:

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.

See the following figure for an example.

Note: If **Export/Unload** is not available, check the **Administration Mode** check box in Database Manager and try again.

6. In the pop-up window, specify your backup upload file path/name, and click **Unload Appl.**

Caution: Make sure that **Append to file** is selected.

7. Repeat steps 3 through 6 to back up the rest of the files you got in step 2.

Backout

Tip: You can use Unload Manager (recommended) or Database Manager (if Unload Manager is not available in your application version) to roll back to your old data, as described in the following.

To roll back to your old data using Unload Manager:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file display.
4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to return to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the backup unload.
7. Click **Finish**.

To roll back to your old data using Database Manager:

1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

Installation Notes

This section provides instructions on installing each component in this patch release.

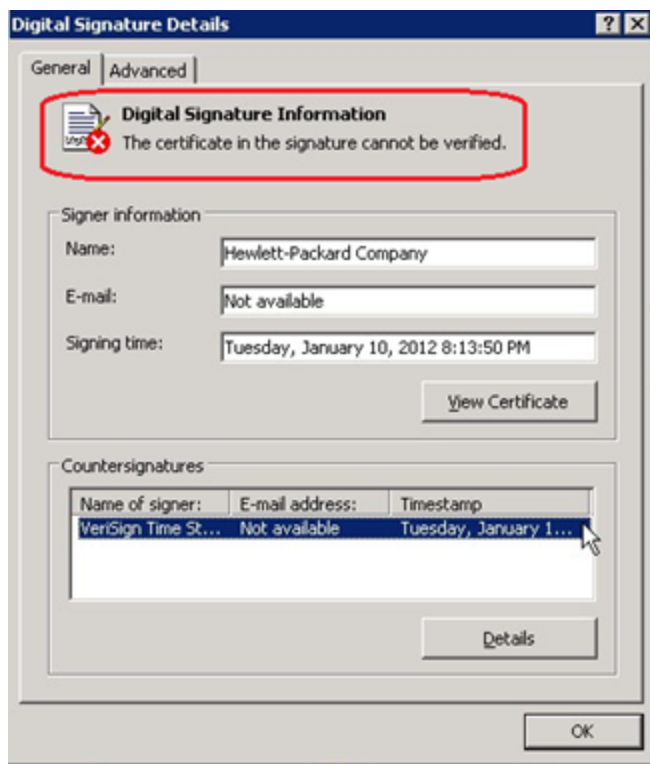
Before you proceed, HP recommends that you consult the latest *Service Manager 9.31 Support Matrix* at:

<http://support.openview.hp.com/selfsolve/document/KM00208838>

For more information, see "[Service Manager Support Matrix](#)" on page 47.

Digital Signature Notice

HP signs Windows executable files with a digital signature. Since January 2012, 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, sm9.31.3009-P3_Web_Tier.zip, which contains the installation files (both the .war and .ear files) for installing the SM9.31p3 web tier. Installing the new web tier will upgrade your web client to this patch level.

The installation steps are the same as installing the SM9.30 web tier. The specific installation process depends on your particular web application server. For detailed steps, see the *Service Manager 9.30 Interactive Installation Guide*, which is available from the HP Software Manuals Site:

<http://support.openview.hp.com/selfsolve/document/KM1195794>

For New Customers

You only need to install the new web tier using the .war or .ear file from the sm9.31.3009-P3_Web_Tier.zip file in this release. For installation instructions, see the *Service Manager 9.30 Interactive Installation Guide*.

For Existing Customers

To upgrade your web tier to this patch level, you need to back up and uninstall your old web tier and then install the new web tier. The upgrade does not automatically save your web tier customizations. To keep your changes, you must back up your customized files and restore your customizations in the new deployment.

Note on Tomcat 7.0: If you plan to deploy the web tier on Tomcat 7.0 using the Tomcat Manager, be sure to set the `max-file-size` and `max-request-size` parameters (default: 52428800) in the `<Tomcat 7.0_Home>webapps\manager\WEB-INF\web.xml` to an appropriate value greater than the web tier .war file size; otherwise the deployment request will be rejected because the web tier .war file exceeds the default maximum values. This restriction does not exist in Tomcat 6.0.

To install the new web tier:

1. Make necessary backups. For details, see "[Backup and Backout Instructions](#)" on page 27.
2. Delete or uninstall the existing web tier .war (or the .ear) file.
3. Clear the cache of your web application server (for example, Tomcat).
4. Deploy the new webtier-9.31.war (or the .ear) file following the instructions in the *Service Manager 9.30 Interactive Installation Guide*.

Note: It is best practice to deploy with a unique context root. For example: /webtier-9.31.3009

5. Use a diff utility to compare the new web tier's web.xml file against your backed-up version to ensure that any new parameters are properly merged into the files used in your final deployment. Do this for `application-context.xml` as well as any other files you may have customized (such as style sheets and splash screens).

6. Make any new customizations necessary for your deployment.
7. Restart the web 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, sm9.31.3009-P3_Windows_Client.zip, which contains the executable installation files of the new Windows client. Installing the new Windows client will upgrade your Windows client to this patch level.

The installation steps are the same as installing the SM9.30 Windows client. See the *Service Manager 9.30 Interactive Installation Guide*, which is available from the HP Software Manuals Site:

<http://support.openview.hp.com/selfsolve/document/KM1195794>

For New Customers

You only need to install the new Windows client. by following the steps in the *Service Manager 9.30 Interactive Installation Guide*.

For Existing Customers

You need to back up and uninstall the old Windows client, and then install the new Windows client.

To install the new Windows client:

1. Stop the Service Manager Windows client.
2. Make necessary backups. For details, see "[Backup and Backout Instructions](#)" on page 27.
3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
4. Run `setup.exe` from this Windows client patch to install the new client by following the instructions in the *Service Manager 9.30 Interactive Installation Guide*.
5. Check the version in **Help > About Service Manager Client**.

The client should be Release: **9.31.3009**.

Server Update Installation

The server update for your operating system (OS) consists of a compressed file, sm9.31.3009-P3_<OS>.zip (or .tar), which contains updated files of the Service Manager server. These files add to

or replace the files in the [SM Server Root]\([SM Server Root]/)RUN, irlang, legacyintegration, and platform_unloads directories.

Note: If using an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 is required for SM9.30p5, SM9.31 and later. See the latest *Service Manager 9.31 Support Matrix* at:

<http://support.openview.hp.com/selfsolve/document/KM00208838>

Upgrade Paths

This server patch must be applied on top of one of the following versions/patch levels of the SM server:

- SM9.30 GA
- SM9.30 Patch/Hotfix
- SM9.31
- SM 9.31 Patch/Hotfix

The following server upgrade paths are recommended:

- New customers: Install the SM9.30 GA server, and then directly apply the latest 9.31 server patch;
- Existing SC6.2, SM7.11 and 9.21 customers: Uninstall the old server, install the SM9.30 GA server, and then apply the latest 9.31 server patch;
- Existing SM9.30 or 9.31 customers: Apply the latest 9.31 server patch.

For installation instructions of the SM9.30 GA server, see the *Service Manager 9.30 Interactive Installation Guide*, which is available from the HP Software Manuals Site:

<http://support.openview.hp.com/selfsolve/document/KM1195794>

For installation instructions of the server patch, see "[Server Patch Installation Steps](#)" below.

Server Patch Installation Steps

Caution:

- The server patch will upgrade your embedded Tomcat to version 6.0.36, and therefore requires additional steps.
- Starting with SM9.31p2, the SM server requires JRE 1.7. For Windows and Linux, the embedded JRE has already upgraded to version 1.7; for other Unix-based platforms, you

need to manually perform this JRE upgrade.

The JRE upgrade will cause external web service calls over SSL to fail if the remote endpoint does not support Server Name Indication (SNI), which is by default activated in JRE 1.7. Once Service Manager is upgraded to use JRE 1.7, it starts to use SNI extensions during the SSL handshake. If the remote endpoint does not support SNI, the web service call will fail with an error message. To solve this issue, do either of the following:

- Activate SNI at the remote end point (recommended)
- If the remote endpoint does not support SNI extensions, and SNI cannot be activated, add the following `JVMOption<n>` parameter either to the `sm.ini` file, or to the start command of the servlet(s) in the `sm.cfg` file:

```
JVMOption2:-Djsse.enableSNIExtension=false
```

Note: If you have a horizontally scaled system, you must upgrade all of your server instances.

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Make a backup of the Server installation directory. See also "[Backup and Backout Instructions](#)" on page 27.
4. Delete the **RUN/tomcat** directory. Tomcat in this directory will be upgraded to version 6.0.36 when you extract the server files later.
5. Delete the **RUN/lib** directory.
6. For Windows and Linux platforms, delete the **RUN/jre** directory.

Note: This step is required only when you are upgrading from a server version earlier than 9.31p2. This is to avoid conflicts between the old 1.6-based JRE and new 1.7-based JRE.

7. 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`.
8. For UNIX servers, set the file permissions for all Service Manager files to 755.
9. For UNIX servers, manually upgrade to JRE1.7 if you have not already done so.

- a. Install either JDK1.7 or JRE1.7 for your specific platform.

Solaris	JRE1.7 (update 15 or greater)
HP-UX	JRE1.7 (JRE_7.0.04 or greater)
AIX	JRE1.7 (SR4 or greater)

- b. Set your JAVA_HOME environment variable to point to JDK1.7 (if you have JDK1.7 installed) or JRE1.7 (if you have only JRE1.7 installed).
- c. Execute `\RUN\removeLinks.sh` to remove the old symbolic links and then execute `\RUN\setupLinks.sh` to create new symbolic links.
- d. Run the following command to check that the JRE version is 1.7:

```
RUN\jre\bin\java -version
```

10. If you have made any customizations/changes to the original **RUN/tomcat** folder, restore them in the new **RUN/tomcat** folder.
11. Your old `schemastub.xml` file (in the `<SM_Server_Home>\RUN\km\styles\` directory) has been updated to a newer version. Either keep your old file or update to the new version by following the instructions in "[Server's KM Search Engine Schema File Updated](#)" on page 8.
12. Make sure the server is stopped, and run the `sm -unlockdatabase` command.

Note: 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.

Caution: This step is required the first time you upgrade to 9.30p4 or later; it is also required whenever you change the server's IP address after your upgrade to 9.30p4 or later.

13. Restart the Service Manager server.
14. Restart the Service Manager clients.
15. Check the version in **Help > About Service Manager Server**. The server should be Release: 9.31.3009.

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.

This patch release includes the unload files that come with the server update. When you extract sm9.31.3009-P3_<OS>.zip (or .tar), it will add the files to the following directory:

```
[SM Server Root]\platform_unloads ([SM Server Root]/platform_unloads)
```

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, unless otherwise specified.

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 higher.

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 higher.

- 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_SM930P4.unl is normally 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 [Unload Files Included in the Current Patch](#).

Unload Files Included in the Current Patch

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

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E96802_SM931P3.unl	9.31p3	7.11, 9.21, 9.30 and 9.31	Changes the behavior when handling web service request user passwords. See "Behavior Changed When Handling Web Service Request User Passwords" on page 9. Associated server fix: QCCR1E96802
QCCR1E52767_SM931P3_SM930.unl	9.31p3	9.30	Fixes the issue that users cannot add data policy definitions on joined tables. Note: You do not need to load this unload if you are running on SM9.31, 9.21, or 7.11 applications. Associated server fix: QCCR1E52767
QCCR1E76724_SM931P2_SM930.unl	9.31p2	9.30 and 9.31	Fixes the issue that after deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration. Associated server fix: QCCR1E76724
QCCR1E76227_SM930P6_SM930.unl	9.31	9.30	Contains the code changes to support localization of incident/change priority and urgency strings for the Mobility Client.

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E78794_SM930P6_SM930.unl	9.31	9.30	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' via the Mobility Client.
QCCR1E76796_SM930P6_SM930.unl	9.31	9.30	Provides the ability to turn on debugging dynamically for user sessions or schedulers. Note: This unload requires the SM9.31 server.
QCCR1E71099_SM930P5_SM711.unl	9.30p5	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. Associated server fix: QCCR1E71099
QCCR1E71099_SM930P5_SM920.unl	9.30p5	9.20	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. Associated server fix: QCCR1E71099
QCCR1E71099_SM930P5_SM930.unl	9.30p5	9.30	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. Associated server fix: QCCR1E71099
QCCR1E71139_SM930P5_SM930.unl	9.30p5	9.30	Works with server fix QCCR1E71139 to solve this issue: 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.

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E31941_ SM930P4_SM930.unl	9.30P4	9.30	<p>Enables users to use a pre-configured decimal symbol when completing numeric fields.</p> <p>Note: This enhancement requires a 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 or later without applying this applications change.</p> <p>Associated server fix: QCCR1E31941.</p>
QCCR1E73452_ SM930P4.unl	9.30P4	7.11 - 9.30	<p>Enables Mandanten restricting queries to be updated correctly after a profile is edited.</p> <p>Associated server fix: QCCR1E71897</p>
QCCR1E67072_ SM930P4_SM930.unl	9.30P3	7.11 and 9.20	<p>Enables users to take advantage of the new KMStatusListener background process.</p> <p>Note: This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> <p>Associated server fix: QCCR1E67071</p>
QCCR1E70163_ SM930P4_SM711.unl	9.30P3	7.11	<p>Fixes the issue that the KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E70163_ SM930P4_SM920.unl	9.30P3	9.20	<p>Fixes the issue that the KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E70163_ SM930P4_SM930.unl	9.30P3	9.30	Fixes the issue that the KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E67647_ SM930P3.unl	9.30P3	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	9.30P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. Associated server fix: QCCR1E64290

Tip: If your application version is 7.11 ap3, 9.21 ap3, 9.30 ap3, 9.31 or later, you are recommended to use Unload Manager to load an unload file, because Unload Manager can help you create a backup of your old data and reconcile conflicts during the installation of the unload; if your application version is other than any of these, Unload Manager is not available and you can use Database Manager instead.

To load an unload file using Unload Manager:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object in the table to open the merge tool:

- a. Merge the object, and then select the **Reconciled** check box.
- b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

Now, the unload has been applied and at the same time your old data backed up.

To load an unload file using Database Manager:

1. Make sure the Windows client is configured for server-side load/unload.
 - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
 - b. Unselect **Client Side Load/Unload** if it is flagged.
 - c. Restart the Windows client.
2. Open **Tailoring > Database Manager**.
3. Right-click the form or open the More Actions menu and select **Import/Load**.
4. Browse to the unload file, and view the contents of an unload file before importing it by clicking **List Contents**.
5. Make a backup copy of all files to be modified by this unload. For detailed steps, see ["Backup and Backout Instructions" on page 27](#).
6. Fill in the following fields.

Field	Description
File Name	Type the name and path of the file to load.

Field	Description
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.

5 Click **Load FG**.

Mobile Application Update Installation

This release does not contain any mobile application update. The latest Mobile Application package has been shipped with the SM9.31p1 release.

You can download this package from <http://support.openview.hp.com/selfsolve/document/KM00279017>

For installation instructions, see the *Service Manager 9.31p1 Release Notes*.

Service Request Catalog (SRC) Installation

This release does not contain any SRC update. The latest SRC package has been shipped with the SM9.31 release.

You can download this package from <http://support.openview.hp.com/selfsolve/document/KM00207921>

To install SRC 1.4, extract the `serviceRequestCatalog_SRC1.40.zip` file, and then follow the instructions in the *Service Request Catalog 1.4 Interactive Installation Guide*, which you can download from: <http://support.openview.hp.com/selfsolve/document/KM00208652>

ODBC Driver Update Installation

This release does not contain any ODBC Driver update. The latest ODBC Driver package has been shipped with the SM9.30p4, SM9.30p5, and SM9.31 releases.

You can download the package from:

<http://support.openview.hp.com/selfsolve/document/KM00207925>

The ODBC Driver package 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.

Knowledge Management Update Installation

This release does not contain any KM update. The latest KM package has been shipped with the SM9.31p2 release, which you can download from:

<http://support.openview.hp.com/selfsolve/document/KM00405706>

For instructions on installing the latest KM package, see the *Service Manager 9.31p2 Release Notes*.

Note: The SM9.31p3 server patch includes an updated search engine schema file. For more information, see "[Server's KM Search Engine Schema File Updated](#)" on page 8.

Online Help Installation

This release does not contain an updated the version of the online help. The latest online help package has been shipped with the SM9.31 release.

You can download this package from <http://support.openview.hp.com/selfsolve/document/KM00208653>

To install the online help, follow the instructions in the *Service Manager 9.30 Interactive Installation Guide*, which you can download from: <http://support.openview.hp.com/selfsolve/document/KM1195794>

Service Manager Support Matrix

The Support 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 Support 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.