



Updates to the Service Manager Web Tier Directory Structure

Description of how Service Manager refreshes the browser cache

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Introduction

Significant changes were introduced to the directory structure of the Service Manager (SM) Web tier. Specifically, the directory structure of the Web tier has been modified to reflect the current build number of the Web tier. These changes were implemented because the SM Web tier is typically updated every few months. When these updates occur, it is sometimes necessary for users to clear their browser cache. For enterprise clients that have tens of thousands of users, getting all of those users to do this requirement is onerous. With this revised implementation, users will no longer need to clear their browser cache if they do not use the MySM module.

Problems and Issues

There are no known significant problems or issues to report.

Web tier Directory Changes

These changes are introduced in the following Service Manager updates:

- Service Manager 9.32
- Service Manager 9.21 Patch 5

The following chart shows how the directories have changed:

Table 1 Directory Changes for SM 9.32

File paths in older versions of Service Manager	Updated File Path
<Web Tier Root>/css/*	<Web Tier Root>/css/<x.xx.xxxx>/*
<Web Tier Root>/cwc/css/*	<Web Tier Root>/cwc/css/<x.xx.xxxx>/*
<Web Tier Root>/cwc/js/*	<Web Tier Root>/cwc/js/<x.xx.xxxx>/*
<Web Tier Root>/cwc/ssce/*	<Web Tier Root>/cwc/ssce/<x.xx.xxxx>/*
<Web Tier Root>/dv/css/*	<Web Tier Root>/dv/css/<x.xx.xxxx>/*
<Web Tier Root>/dv/javascript/*	<Web Tier Root>/dv/javascript/<x.xx.xxxx>/*
<Web Tier Root>/htmleditor/*	<Web Tier Root>/htmleditor/<x.xx.xxxx>/*
<Web Tier Root>/fckeditor/*	<Web Tier Root>/ fckeditor /<x.xx.xxxx>/*
<Web Tier Root>/js/*	<Web Tier Root>/js/<x.xx.xxxx>/*
<Web Tier Root>/workflow/mxgraph/*	<Web Tier Root>/workflow/mxgraph/<x.xx.xxxx>/*
<Web Tier Root>/theme/*	<Web Tier Root>/theme/<x.xx.xxxx>/*

Table 2 Directory Changes for SM 9.21 Patch 5

File paths in older versions of Service Manager	Updated File Path
<Web Tier Root>/css/*	<Web Tier Root>/css/<x.xx.xxx>/*
<Web Tier Root>/cwc/css/*	<Web Tier Root>/cwc/css/<x.xx.xxx>/*
<Web Tier Root>/cwc/js/*	<Web Tier Root>/cwc/js/<x.xx.xxx>/*
<Web Tier Root>/cwc/ssce/*	<Web Tier Root>/cwc/ssce/<x.xx.xxx>/*
<Web Tier Root>/cwc/tree/*	<Web Tier Root>/cwc/tree/<x.xx.xxx>/*
<Web Tier Root>/cwc/tree/css/*	<Web Tier Root>/cwc/tree/css/<x.xx.xxx>/*
<Web Tier Root>/dv/css/*	<Web Tier Root>/dv/css/<x.xx.xxx>/*
<Web Tier Root>/dv/javascript/*	<Web Tier Root>/dv/javascript/<x.xx.xxx>/*

<Web Tier Root>/gxt/*	<Web Tier Root>/gxt/<x.xx.xxx>/*
<Web Tier Root>/htmleditor/*	<Web Tier Root>/htmleditor/<x.xx.xxx>/*
<Web Tier Root>/js/*	<Web Tier Root>/js/<x.xx.xxx>/*

Notes:

- The placeholder <x.xx.xxx> represents the build number of the Service Manager installation, for example, Service Manager 9.32.0002.
- These changes can require significant modification to tailored customer systems in the areas of the Cascading Style Sheets and JavaScript. In particular, Administrators need to be aware that path references to any of these directories may require modification.

Required Manual Actions

The Service Manager Patch process will make the majority of needed changes automatically. However, due to the complexity of the product and flexibility in terms of customer tailoring, it is not possible for HP to predict all needed changes.

Administrators should be aware that they may need to make changes in any files, cascading style sheets and JavaScript that reference any of the directories that have been changed mentioned in Tables 1 and 2.

For example, if customers have created their own themes, images that are referred to in JavaScript will also need to be updated appropriately. Prior to installation of the patch, a particular installation may have the following css definition in the topaz.css file (the topaz.css file is usually found in the <Web Tier Root>/css/topaz.css folder):

Table 3 For SM 9.32

Before	After
<pre>a.folder-closed { background: url(../images/folder-closed.gif) no-repeat; float: left; height: 14px; width: 26px; padding-right: 3px }</pre>	<pre>a.folder-closed { background: url(../images/folder-closed.gif) no-repeat; float: left; height: 14px; width: 26px; padding-right: 3px }</pre>

Table 4 For SM 9.21 Patch 5

Before	After
<pre>.pagebar { border-color: #99BBE8; border-style: none solid solid; border-width: 0 1px 1px; background-color: #D0DEF0; background-image: url(../gxt/images/default/toolbar/bg.gif); }</pre>	<pre>.pagebar { border-color: #99BBE8; border-style: none solid solid; border-width: 0 1px 1px; background-color: #D0DEF0; background-image: url(../gxt/9.21.288/images/default/toolbar/bg.gif); }</pre>

However, after installation of the patch, the references must be updated to refer to correct relative path as shown in the after example.

Note: This process must be repeated for each reference to one of the directories mentioned in Tables 1 and 2.

Additional Notes

Clearing the Web Browser

Users may occasionally need to clear cookies in their browser cache after an update. In the event that users are experiencing problems after this update is applied, we recommend that they first clear the cookies in their browser cache. Additionally, users will need to clear their browser cache if future updates include MySM changes. Failure to do so can cause the browser to use cached MySM JavaScript, CSS or other static resources for use in the updated web client, which may cause unexpected issues.

For instructions on how to clear your specific browser's cache, consult your browsers documentation.

The Cache Time

The default cache time is changed from 8 hours to 6 months (maximum age value). We recommend setting the max-age value to a value not less than 15552000 seconds (6 months) to better utilize browser cache. The cache time is specified in the following location:


```
<Web Tier Root>/WEB-INF/classes/application-context.xml
```

MySM

MySM does not use the new version numbering system. However, MySM may reference resources that have been modified by this update. We suggest that all MySM users clear their cache after applying this update.

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August 2013

