

HP Service Manager

For the supported Windows and Unix systems

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Patch 2 Release Notes

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What's New in This Release

This section describes important changes in this release.

Warning when Running the Server on Solaris 9 with JRE 6

In SM9.31 p2 and later patches, the server's JRE version was upgraded to JRE7. When Service Manager started, it performed a JRE validation that did not allow a JRE version below JRE7 update15. However, JRE7 is not supported by Solaris 9. Therefore, Service Manager could not start on Solaris 9-based systems.

In SM9.32p1, customers used a workaround to address this issue. As of this release, this issue is fixed. You can run Service Manager on Solaris 9 with JRE 6 or later. However, HP recommends that you upgrade to Solaris 10 to take advantage of JRE 7. When you start the Service Manager server on Solaris 9, the following warning will be displayed:

```
Service Manager runs on Solaris 9 with jre6 as Solaris 9 does not support jre7.
We recommend you to run on Solaris 10 with jre7.
```

Extra configuration required for Solaris 9

If you still want to run the server on Solaris 9, an extra configuration is required. Without this configuration, when you start the SM server, the following error will occur: "fatal: libm.so.2: open failed: No such file or directory." This is a fundamental problem of Solaris 9, because there is no "libm.so.2" on Solaris 9, while the Service Manager server requires this "libm.so.2" to work.

Use the following configuration to avoid this issue:

1. Log in to server host as a root user
2. Run the following commands to create a link between libm.so.1 and libm.so.2:
 - `cd /usr/lib`
 - `ln -s libm.so.1 libm.so.2`
3. Run the `export LD_NOVERSION=1` command to set the environment variable LD_NOVERSION.
4. Start the SM server. The server is started successfully.

New Text Strings to Be Localized

This release has introduced a new text string, which customers can easily localize using the native2ascii tool.

Naming Convention of Localized Files

Localized versions of resource files use the following naming convention: <basename>_<language_code>.properties or <basename>_<language_code>_<country_code>.properties.

Note: The file names are case-sensitive.

The following are two examples.

Example File	Description
cpe_rcp_en.properties	"cpe_rcp" is the base name, and "en" is the language code.
cwc_labels_zh_CN.properties	"cwc_labels" is the base name, "zh" is the language code, and "CN" is the country code.

For a list of language codes (and country codes if any) used in the file names of localized resource files, see the following table.

Language Code	Country Code	Description
		Default
en		English
ar		Arabic
cs		Czech
de		German (Standard)
es		Spanish (Spain)
fr		French (Standard)
hu		Hungarian
it		Italian (Standard)
ja		Japanese
ko		Korean
zh	CN	Chinese (PRC)
nl		Dutch (Standard)
pt	BR	Portuguese (Brazil)
ru		Russia

Service Manger uses UTF-8 as the default encoding when interpreting the resources. It requires all resources files in native UTF-8 encoding be converted to files containing Latin-1 and/or Unicode-encoded characters, using the native2ascii tool.

New Text Strings to Be Localized

The following table lists the added text string in the Web tier of this release, as well as the corresponding properties file.

Added Text String	Description
<webtier-9.32.war>/WEB-INF/classes/chMBundle.properties	
Added: <ul style="list-style-type: none"> CIRCULAR_DEPENDENCY=Circular dependencies are not allowed in Task Planner. Break the circle before you continue. 	New string is added for circular dependencies in Task Planner

How to Localize New Text Strings

Step 1. Set up the Java development environment on Windows.

1. Download and install Java Standard Edition 6 or later.
2. Set the JAVA_HOME variable and add <JAVA_HOME>/bin to the system path.
3. Open the system command prompt, and run the following command to check if Java has been correctly configured:

```
java -version
```

Note: If your Java development environment is ready, this command will print your Java version information.

Step 2. Convert the text in a specific language to Unicode.

As an example, the following provides the localization steps for Japanese. The steps for other languages are similar.

1. Translate the added resource text to the target languages, and put the translated text in a text file for each language: <basename>_<language>.txt.
2. Merge your translated recourse text for all properties files into one file, so that you can convert all of the text in one go. For instance, for Japanese, put the translated text in sm_RES_ja.txt.

Note: Make sure its file encoding is UTF-8 (You can copy an existing file in Service Manger and then edit it).

The following is an example of translated text, which is provided for demonstration purposes only.

```
# From chMBundle.properties
TITLE=タスクプランナー
MANDATORY=必要に応じてマーク\ /読み取り専用の変更のようにプロパティを設定します。
TASK_CONDITION=タスクの状態
END_PHASE_INVALID=エンドフェイズでは、スタートフェーズの後に発生する必要があります
#From cwc_labels.properties
Framework.CollapseNav=崩壊・ナビゲータ
Framework.ExpandNav=ナビゲータを展開
Framework.CommandLineField=コマンドライン
Framework.CommandLineBtn=実行する
cwc.skipLink=スキップしてメインページに進む
```

3. Copy `sm_RES_ja.txt` to a local folder. For example: `C:\sm932p2`.
4. Open the system command prompt, and change current directory to the local folder you selected in the previous step (for example: `C:\sm932p2`).
5. Run the following `native2ascii` command to convert the text.

```
native2ascii -encoding utf-8 sm932p1_RES_ja.txt sm_RES_ja.properties
```

The converted text should look like the following (the following text is provided for demonstration purposes only).

```
#From cwc_labels.properties
Framework.CollapseNav=\u5d29\u58ca\u00b7\u30ca\u30d3\u30b2\u30fc\u30b9
Framework.ExpandNav=\u30ca\u30d3\u30b2\u30fc\u30b9\u3092\u5c55\u958b
Framework.CommandLineField=\u30b3\u30de\u30f3\u30c9\u30e9\u30a4\u30f3
Framework.CommandLineBtn=\u5b9f\u884c\u3059\u308b
cwc.skipLink=\u30b9\u30ad\u30c3\u30d7\u3057\u3066\u30e1\u30a4\u30f3\u30da\u30fc\u30b8\u306b\u9032\u3080
```

Tip: For more information on the usage of the native2ascii tool, see <http://docs.oracle.com/javase/1.4.2/docs/tooldocs/windows/native2ascii.html> .

Step 3. Append the localized new strings to the localized version of the resource files.

1. In the `sm_RES_ja.properties` file, copy the lines from `cwc_labels.properties` to `<webtier-9.3x>/WEB-INF/classes/com/hp/ov/cwc/web/cwc_labels_ja.properties`.
2. In the `sm_RES_ja.properties` file, copy the lines from each of the remaining properties files and append them to the Japanese version of the files.

Now, the localization process for Japanese is complete.

3. Restart your web application server and Windows client.

Fixed Defects

This release fixes the following defects.

Server

CR	Problem	Solution
QCCR1E99113	Queries on customized join tables return incorrect results.	Queries on customized join tables return correct results.
QCCR1E99174	The Global List field validation that is defined in Data Policy for an array field is ignored in RecordList.	The Global List field validation that is defined in Data Policy for an array field is performed in RecordList.
QCCR1E99380	After you upgrade to Service Manager 9.31, you found garbled characters when Service Manager sends data to an external server via doHTTPRequest.	The correct charset is added to the Content-Type HTTP header if the charset is not provided. Therefore, the receiver can decode the body by using the correct charset.
QCCR1E99414	When Service Manager acts as a Web Services client, it cannot successfully consume a Web Service from a third-party server.	When Service Manager acts as a Web Services client, it can successfully consume a Web Service from a third-party server.

QCCR1E99398	The inactive timer function does not work if the version of applications is lower than the server version. For example, the inactive timer function does not work on Service Manager 9.32 server where Service Manager 9.31 or 9.30 applications run.	The inactive timer function now works as expected when the version of applications is lower than the server version.
QCCR1E99655	After you upgrade to Service Manager server 9.30p5 or later, the CPU load on the database server is very high. This is caused by the IRQUEUE process.	The CPU load on the database returns to normal.
QCCR1E99897	An error occurs during login after you upgrade RTE from 9.31 to 9.32. This issue happens when you try to add a new scaccess record.	The error does not occur when you add a new scaccess record.
QCCR1E99940	This patch upgrades the JRE version to JRE7. When Service Manager starts, it performs a JRE validation that does not allow a JRE version below JRE7 update15. However, JRE7 is not supported by Solaris 9. Therefore, Service Manager does not start on Solaris 9-based systems.	<p>You no longer need to apply the workaround to run Service Manager on Solaris 9 with JRE 6.</p> <p>Service Manager can run on Solaris 9 with JRE 6 upgrade 20 or later as well as other platforms with JRE 7.</p> <p>For more information, see "Warning when Running the Server on Solaris 9 with JRE 6" on page 7.</p>
QCCR1E100033	Attachments are stored but not related to records.	Attachments can now be related to records after Service Manager retrieves the correct primary key value of the contacts table.
QCCR1E100440	An error occurs when you run the following command: <code>sm -que:ir</code>	The error does not occur when you run the following command: <code>sm -que:ir</code>

QCCR1E100607	You cannot select records from a custom view, and the session terminates with an error. This issue only occurs in Linux.	You can select records from a custom view without the error.
QCCR1E100686	The following message is printed in the sm log: JRTE W Process Low on Java Memory.	The following message is no longer printed in the sm log: JRTE W Process Low on Java Memory.
QCCR1E101415	When you enter Chinese characters that are more than database limitation in Description field of Task Planner, besides the expected error "Length (xxx bytes) of data for field brief.desc in cm3t exceeds max (xxx bytes), truncated (se.base.method,add.record.radd)", the following extra error message is displayed: The record being updated has been modified since read (se.base.method,update.record)	When you enter Chinese characters that are more than database limitation in Description field of Task Planner, the extra error message is no longer displayed. Only the expected error message is displayed.
QCCR1E95743	The following message in the log does not provide any valuable information, and should be removed: Lock is already obtained by someone else.	This message is removed from the log.
QCCR1E96676	The following message in the log is no longer applicable, and should be removed. SQL shadow flag ignored for table %s. This flag is obsolete	This message is removed from the log.
QCCR1E100142	The rtecall("getunique") function returns no results for a record when the parameter primary_key_mode is enabled.	The rtecall("getunique") function returns Unique key values for records when the parameter primary_key_mode is enabled.

Web Client

CR	Problem	Solution
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QCCR1E68206	In Internet Explorer, Case Conversion for the Assignment Group field is not executed when you fill the field and press Enter .	In Internet Explorer, Case Conversion for the Assignment Group field is executed when you fill the field and press Enter .
QCCR1E97539	If your browser uses JRE, and you upgrade JRE to version 1.7.0_21 or later, the following warning message appears when you open a configuration item in the Service Manager web client: Block potentially unsafe components from being run?	To resolve this issue, affected applets have been repackaged in the web tier. Note: Even after the applets are repackaged, a security prompt with a blue information shield dialog appears. To prevent the security prompt from appearing again, check the “Do not show this again...” checkbox and then click Run . For detailed information, go to the following HP web site: http://support.openview.hp.com/selfsolve/document/KM00660753
QCCR1E99175	The Global List field validation that is defined in Data Policy for an array field is ignored in RecordList.	The Global List field validation that is defined in Data Policy for an array field is performed in RecordList.
QCCR1E100077	You can input no more than 30 characters in the Description field in Task Planner.	The character limit of the Description field in Task Planner is removed. However, if a task is stored in cm3t, you receive the following error message from the database if the string input in the Description field is longer than the database limits: Length (xxx bytes) of data for field brief.desc in cm3t exceeds max (xxx bytes), truncated (se.base.method,add.record.radd).

<p>QCCR1E100277</p>	<p>If you set values for both the Name and Description fields for a WorkflowPhase record, and the value of the Description field is more user friendly, and then view the list values of the Start Phase and End Phase combo boxes in the Task Planner, you will find that the value of the Name field is displayed for the previously modified WorkflowPhase record, instead of the value of the Description field.</p>	<p>In the Task Planner, Start Phase and End Phase are respectively displayed as Open In Phase and Close By Phase which are more meaningful. Additionally, the value of the Description field of a WorkflowPhase record is displayed in the Open In Phase and Close By Phase combo boxes. This makes the list values in the Open In Phase and Close By Phase combo boxes more user friendly.</p> <p>Known Issue:</p> <p>If single quotes or double quotes are used in the Description field, they are displayed normally in the drop down list, however, they are displayed as their HTML encoded values in the input box . For example, single quotes are displayed as &#39; and double quotes are displayed as &#34;.</p>
<p>QCCR1E100382</p>	<p>In the Task Editor, the value lists of the Start Phase and End Phase do not change with the selection change of the Task Category. All phases in the workflow are listed, including those phases that are not available to the selected Task Category. You are also able to save an unavailable phase for a Task Category.</p>	<p>In the Task Editor, Start Phase and End Phase are respectively displayed as Open In Phase and Close By Phase which are more meaningful. Additionally, the value lists of Open In Phase and Close By Phase change with the selection change of the Task Category. Only available phases are displayed in the combo boxes. Moreover, only future phases are listed in the Close By Phase combo box after you select a value for Open In Phase.</p> <p>Known issue:</p> <p>If there are circular dependencies among the phases in the workflow, the value list for the Close By Phase combo box may not be accurate.</p>

QCCR1E100590	In Process Designer, the Change Task Planner allows the creation of circular dependencies between Tasks.	<p>If Service Manager detects circular dependencies in the Change Task Planner, the following error message appears:</p> <p>Circular dependencies are not allowed in Task Planner. Break the circle before you continue.</p> <p>If you do not take any actions, this error message appears again when you try to save the graph information by clicking OK. The graph can only be saved when no circular dependency is detected.</p>
QCCR1E101872	If you view a Change record on a PDCP4 system with a large number of records in the cm3groups table, it takes more time than expected before the page is completely loaded.	If you view a Change record on a PDCP4 system with a large number of records in the cm3groups table, it takes short time before the page is completely loaded.

Windows Client

CR	Problem	Solution
QCCR1E99174	The Global List field validation that is defined in Data Policy for an array field is ignored in RecordList.	The Global List field validation that is defined in Data Policy for an array field is performed in RecordList.

Packaging

CR	Problem	Solution
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QCCR1E100791	<p>The SMDoctor directory is not found if you upgrade to SM9.32p1 from the following versions</p> <ul style="list-style-type: none">• SM9.30 GA• SM9.30 Patch/Hotfix• SM9.31• SM9.31 Patch/Hotfix <p>Note: If you upgrade Service Manager from version 9.32 to 9.32p1, the directory exists.</p>	<p>The SMDoctor directory is built with Service Manager 9.32 RTE package. And SM Doctor is bounded in the server patch. Extracting the server patch, you can find the smdoctor folder in the same hierarchical level with RUN.</p>
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Known Problems, Limitations, and Workarounds

This software release has the following known issues and limitations. This is a cumulative list of known issues and limitations in Service Manager 9.32, including those that are already documented in previous release notes (Service Manager 9.31 and patches). These known issues and limitations were found in SM9.31 GA, SM9.31 patches, SM9.32 GA, or SM9.32 patches, and still exist in SM9.32p2.

Issues in SM9.31 and Patches

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	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>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.

Global ID	Problem	Workaround
QCCR1E67491	<p>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>	<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>

Global ID	Problem	Workaround
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>
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.

Global ID	Problem	Workaround
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.

Issues in SM9.32 and Patches

Service Manager Issues

Global ID	Problem	Workaround
QCCR1E64377	In the web client, when a Configuration Item (CI) record is opened, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph). This issue occurs only when JRE 6 is used.	As Oracle has fixed this Applet issue, JRE 6 customers need to upgrade their JRE to the latest JRE6 or JRE7 on the machine that runs Internet Explorer or Firefox in order for CI Visualization to display CI labels correctly.
QCCR1E95418	CI Relationship Graph is not immediately refreshed after changing CI Relationships.	No workaround is currently available.
QCCR1E95725	Due to a known issue in JDK (bug id:7196513), CI icons are not displayed correctly in Firefox when Httponly cookies are enabled in the web application server.	When Httponly cookies are enabled, users can only use Internet Explorer 7 or higher for CI icons to display correctly. As Oracle has fixed the Httponly cookie issue as of JDK 7u6, users need to install the latest 32-bit JRE (7u6 or above) on the machine that runs Internet Explorer 7 or higher.
QCCR1E95963	An error occurs when loading a dbdict twice in an unload file. The two dbdict records have the same name, but different key types: the first one has unique key, while the second's key type is primary key.	Do not export to an unload file a dbdict record whose key type has changed.

Global ID	Problem	Workaround
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNot found Exception error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	There are two workarounds: <ul style="list-style-type: none"> • Use Internet Explorer instead of Firefox. • If using Firefox, import the client certificate into the Java console on the end user's machine. Here are the steps for Windows 7: <ol style="list-style-type: none"> a. Open Control Panel, and in the Control Panel Search box enter "Java Control Panel". b. Double-click the Java console icon to open the Java console. c. On the Security tab, click Manage Certificates d. On the Certificates window, select certificate type: Client Authentication, and click Import. e. Follow the wizard and import the client user's certificate.
QCCR1E97492	Clicking the Back button on the CI Visualization page (which opens when you click More > Expand CI Visualization in a CI record) causes a Firefox crash.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E97539	<p>If JRE 7 (update 21 or greater) is used in the web browser, when the user opens a configuration item the browser displays a security warning:</p> <p>Block potentially unsafe components from being run?</p> <p>The reason why this warning occurs is that as of Java SE 7 update 21, JavaScript code that calls code within a privileged applet is treated as mixed code and warning dialogs are raised if the signed JAR files are not tagged with the Trusted-Library attribute.</p>	<p>This warning does not indicate the Service Manager product is unsafe.</p> <p>Ignore this warning and select Don't Block in the warning dialog to continue.</p>
QCCR1E97603	<p>If a format that contains a button with Enable condition is created or modified by using a SM9.31 patch 1 server, when using it in SM 9.31 GA or earlier, the client crashes. However, formats created by using the SM9.31 GA or earlier server work fine.</p>	<p>Upgrade both of the SM server and client to the same patch level: SM 9.31 patch 1 or later.</p>
QCCR1E94657	<p>When PD4CP is applied, the first group on the form is not shown in the Jump Address drop down list.</p>	<p>Move the scroll bar to the top-most position and then you will see the first group.</p>
QCCR1E97856	<p>In a single-line text field, some special characters whose HTML code is &#x...; (where ... stands for a hex number) are not represented as their original format. Instead, they display as &#x...;. However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).</p>	<p>No workaround is currently available.</p>

Global ID	Problem	Workaround
QCCR1E98343	When you try to remove a group from the permission list of a Knowledge Category record, if you select the group by clicking on the white space in either cell and then click the "Remove" button, the group is still there.	Before clicking the "Remove" button to remove the group, try making the selection by clicking on the text in either cell.
QCCR1E98705	The image uploaded for a service catalog item displays as broken (a cross-mark).	Go ahead to save the current record. When you retrieve this record again, the image will display correctly.
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields. To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control.
QCCR1E96391	Restful API: Results are in the wrong order when sorted by an array field. This issue occurs because the SM RTE does not support sorting by array fields. A list is returned without any error message.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E97898	Restful API: A 400 Bad Request error occurs when a RESTful API request is a cross-table join query.	<p>The RESTful API framework supports simple queries and SM native queries.</p> <p>Currently RESTful API framework does not support cross-table SQL queries.</p>
QCCR1E98320	When a record is removed after being read, the Merge function still allows the user to merge the record and the user's input is lost.	No workaround is currently available.
QCCR1E98227	In Approval Delegation wizard, go to another page (do not change the delegation module) after choose the operator to delegate in "Select Approval Groups" page, then back to "Select Approval Groups" page again. You will find a blank line is displayed in the right table, instead of the operator record.	This is only a display issue, and will not impact the functionality. If you need to remove the operator from the delegation list, choose the blank line, and then click the remove icon; otherwise the operator will be successfully delegated once you save the update.
QCCR1E98576	when there are conflicted updates on system fields, the system displays the message "The conflicted fields cannot be merged. Reload the record.", whereas the Merge button is available. Actually, the merge function should not be available in such case.	Ignore the Merge button. Reload the latest record to edit this record again.
QCCR1E98398	When you are updating a record and adding attachments to this record, if your updates conflict with another users' updates or the updates of a background process, the attachments will be lost after either automatic or manual merge.	After automatic or manual merge, add the attachments again before saving the merged result of the record.

Global ID	Problem	Workaround
QCCR1E98411	SRC failed to retrieve service catalog items from SM on upgrade from SM 7.11 to SM 9.32.	<p>In the svcCatalog dbdict, the id.attach field is character type, which should be number type. The id.attach field is an alias of the id field in the svcCatalog table.</p> <p>To fix the issue, change the field type using the Dbdict Utility.</p>
QCCR1E98606	<p>When purging all duplicated records for upgrade, the following error message occurs:</p> <p>No display screen named "kmgroun.save" found</p>	No workaround is currently available.
QCCR1E98618	<p>Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32.</p> <p>Subcategory data is not upgraded.</p>	<p>If necessary, manually add the subcategory data.</p> <ol style="list-style-type: none"> 1. Enter <code>db</code> in the SM command line box. 2. In the Table field, enter <code>subcategory</code>, and click Search. 3. For each Category in the dropdown list, add the following Areas (enter a value in the Area field and click Add): access, data, failure, hardware, performance, and security.

Global ID	Problem	Workaround
QCCR1E98713	<p>After applying an upgrade, the following error message occurs:</p> <pre>Unable to open file <file path> for writing</pre>	<p>This error has no impact on the upgrade, and can be ignored.</p> <p>To prevent this message from occurring, do the following before applying an upgrade:</p> <ol style="list-style-type: none"> 1. In Database Manager, search for table <code>help</code>. 2. Double-click help.detail. 3. Enter the following values, and click Search: <ul style="list-style-type: none"> File Name: <code>formatctrl</code> Format: <code>formatctrl.maint.seq.b</code> Term: <code>Format Control maintenance - Sequentially Numbered fields</code> 4. Click Delete to delete the record.
QCCR1E98298	<p>Survey Integration: If you use an invalid parameter name when you configure a survey with an API-based connector, the parameter is replaced with an empty value incorrectly.</p>	<p>Do not use invalid parameter names.</p>
QCCR1E98299	<p>Survey Integration: When you use the Mass Update utility to update multiple survey records, ruleset validation does not work.</p>	<p>No workaround is currently available.</p>

Global ID	Problem	Workaround
QCCR1E98475	<p>With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks Save & New in an interaction record opened through a search.</p> <ol style="list-style-type: none"> 1. Open an interaction through a search. 2. Update the Title. 3. Another back-end process has updated the Title to another value. 4. Click Save & New. An error occurs: This record has changed since you selected it. <p>You cannot perform Merge for the conflicted updates as expected.</p>	<p>If you encounter the error "This record has changed since you selected it." when clicking the Save & New button on an interaction opened through a search, to avoid abandoning your updates, do not use the Save & New button to save your updates; instead, first click the Save button to save your updates with the merged result, and then register a new interaction from the navigation menu.</p>
QCCR1E99998	<p>The following text string in the web tier is not localized:</p> <p>File: <code><webtier-9.32.war>WEB-INF/lib/cwc-9.32.jar/com/hp/ov/cwc/web/login.properties</code></p> <p>Text: <code>Logout.WarningMessage.CloseBrowser=Please close your browser window.</code></p>	<p>Manually localize it using the <code>native2ascii</code> tool. For detailed steps, see the SM9.31p2 Release Notes.</p>

Service Request Catalog Issues

Global ID	Problem	Workaround
QCCR1E90074	When entering a search string in Service Request Catalog, auto-complete does not work if the browser's preferred language is set to an East Asian language (for example, Simplified Chinese).	No workaround is currently available.
QCCR1E98339	Custom fields do not load the DEFAULT company value when the checkout panel is empty for one of the three checkout panels of your company.	After upgrade, you should manually add the same structure configuration of the DEFAULT company for the empty checkout panel of your company. For example, before upgrade, you, as an SRC administrator, only defined custom fields for the Service Catalog checkout panel for your company. After upgrade to SM932, if you want to use the support checkout panel and generic support checkout panel in SRC correctly, you need to manually add OOB configurations for the Support Catalog and Generic Support checkout panels, which you can copy from those panels of the DEFAULT company.

Backup and Backout Instructions

In case you need to restore your Service Manager system to its original state after installing the component patches in this release, make necessary backups before each patch installation. If a rollback is needed, follow the backout instructions.

Server

Backup

Before applying the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.30\Server.

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

Backout

Service Manager 9.32 supports FIPS mode. To run SM in FIPS mode, you must upgrade your database to the 256-bit AES encryption algorithm. Once you change all of the encrypted fields to use the new 32 character encryption you cannot roll back the RTE and still read the encrypted data.

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. 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 page 35](#).
5. For Unix-based platforms other than Linux, make a backup of your JRE if you have not yet upgraded to JRE 1.7.
6. 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
- log4j.properties
- splash screen
- style sheets
- any other customizations you made, including your webtier-<version>.war (webtier-ear-<version>.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

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.

Note: This is the out-of-the-box home directory, and could differ from yours if you made changes to <Client>\configuration\config.ini file. If so, back up the files from the location specified in that file.

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

If you plan to upgrade your applications to this release level, make a backup of your database before the upgrade, in case you need to restore your database after the upgrade. Creating a backup of the entire database and restoring the database if needed is a better approach for a full applications upgrade.

If you plan to load individual unload files in this release, follow the backup and backout instructions below.

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.

```

Process
{"svc.add.cart", {"$.callnextprocess=true}, {}, {"$.set.record", {"name", "file", "text", "string1"}, {"incident.id in $.file", "$L.svcCart", "\$.sdID\\"", "\$.svcCart\\"", not null(incident.id in $
RAD - money.format (10)
scmessage
{"cs", "10", 20, "Neopravitelná chyba v aplikaci: %S na panelu %S", "error", {}, '02/28/12 15:33:24', 4, "ramuro"}
{"de", "10", 20, "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, '02/28/12 15:33:32', 3, "ramuro"}
{"en", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, '02/28/12 15:33:12', 66, "ramuro"}
{"es", "10", 20, "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, '02/28/12 15:33:36', 5, "ramuro"}
{"fr", "10", 20, "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, '02/28/12 15:33:46', 3, "ramuro"}
{"hu", "10", 20, "Visszaállíthatatlan hiba lépett fel az %S alkalmazásban a %S panelen", "error", {}, '02/28/12 15:33:51', 3, "ramuro"}
{"it", "10", 20, "Errore irreversibile nell'applicazione: %S nel riquadro %S", "error", {}, '02/28/12 15:35:08', 3, "ramuro"}
{"iten", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, '02/28/12 15:35:23', 3, "ramuro"}
{"ja", "10", 20, "sAsvs3pP[sVgE9u5$1]rñççsC\1sGgI9[(sps12%$2)k351%$1]", "error", {}, '02/28/12 15:35:34', 3, "ramuro"}
{"ko", "10", 20, "머플리케이션에 복구할 수 없는 오류 %S(가) 패널 %S에서 발생했습니다.", "error", {}, '02/28/12 15:35:44', 3, "ramuro"}
{"nl", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, '02/28/12 15:35:51', 3, "ramuro"}
{"pl", "10", 20, "Nieodwracalny błąd w aplikacji: %S, panel %S.1", "error", {}, '02/28/12 15:36:01', 3, "ramuro"}
{"pt", "10", 20, "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, '02/28/12 15:36:14', 3, "ramuro"}
{"pt-Br", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, '02/28/12 15:36:24', 3, "ramuro"}
{"ru", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, '02/28/12 15:36:35', 3, "ramuro"}
{"zh-Hans", "10", 20, "8aCçCÜcO28akau8Eaçu*aaäauÜ8Ue9gt8tÜçs1eCñeUJ: %SEäüÜaa0eRtæRç: %SEI", "error", {}, '03/14/13 01:34:16', 5, "mingyan"}
ScriptLibrary
{"svcCartHelper", "/* @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems* @author Alex Corvino*/** This function i
datadict
{"activity", {}, "miscellaneous", , , "FALCON", '01/21/96 17:00:00', "cblanck", '06/19/07 00:58:57', , , , {"cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
{"en", "1000", 10, "Please specify Area name", "fc", {}, '12/01/10 09:33:44', 0, "rolfel"}

```

This figure shows the contents of an unload file that contains changes to the following files:

File	Record
Process	svc.add.cart
application	money.format Note: The scmessage records listed under each RAD application are messages used in this RAD application; no backup is needed for them.
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity Note: The "activity" file with no records actually represents the dbdict record of the activity file.
scmessage	The record whose message class is "fc" and message number is 1000.

- Go to Database Manager, in the Table field enter a file name you got in step 2, and click the Search button.
- If the format selection page shows, select the proper format by double-clicking it (for example, select the device format for the device file), and then search for the file record.

5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record displays.

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**.

Knowledge Management Search Engine

To backout your Knowledge Management (KM) search engine changes, make a backup before your KM patch installation.

Note: Keep in mind that you also need to roll back KM-related server side and application side changes. For details, see the Server and Application backup and backout Instructions.

Backup

Before applying the KM patch and upgrading the JDK and KM embedded Tomcat, do the following:

1. Make a backup of the search engine installation folder. For example, C:\Program Files\HP\Service Manager 9.30\Search Engine Backup
2. Make a backup of the files to be modified by the unload files in the KM patch.
3. Make a backup of your `schemastub.xml` file under directory `<SM server>/RUN/km/styles/`.

Backout

After installing the patch, do the following to backout:

1. Stop your KM search engine.
2. Remove the existing search engine installation folder.
3. Copy the backup folder back.
4. Rollback the previous JDK installation and change the `JAVA_HOME` environment variable back.
5. Be sure to roll back KM related changes on the SM server and application sides, including the `kmsolr_unloads` files and the server's `schemastub` file.
6. Restart your KM search engine.
7. Perform a full re-indexing on all of your knowledgebases.

Installation Notes

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

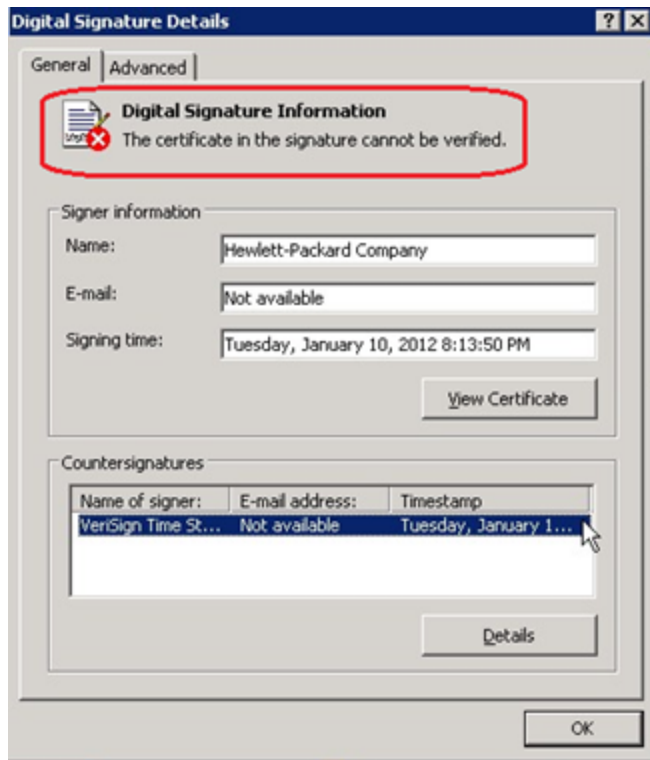
Before you proceed, HP recommends that you consult the latest *Service Manager 9.32 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content* at:

http://support.openview.hp.com/sc/support_matrices.jsp

For more information, see "[Service Manager Support Matrix and Applications Content Compatibility Matrix](#)" on page 54.

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>

Server Update Installation

The server update for your operating system (OS) consists of a compressed file, `sm9.32.2004-P2_<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`, `bin`, `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, SM9.32 and later. See the latest *Service Manager 9.32 Support Matrix* at http://support.openview.hp.com/sc/support_matrices.jsp.

Built-In Troubleshooting Tool (SM Doctor)

Additionally, this server patch includes an installation of the HP Service Manager Doctor (SM Doctor) tool. The server patch will install the tool in the `[SM Server Root]\([SM Server Root])\smdoctor` directory. For information on how to use this tool, see the *Guides and reference > Troubleshooting > HP Service Manager Doctor* section in the online help.

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
- SM9.31 Patch/Hotfix
- SM9.32

The following server upgrade paths are recommended:

- New customers: Install the SM9.30 GA server, and then directly apply this server patch;
- Existing SC6.2, SM7.11, and 9.21 customers: Uninstall the old server, install the SM9.30 GA server, and then apply this server patch;
- Existing SM9.30, 9.31, and 9.32 customers: Apply this 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](#)" on the facing page.

Compatibility Mode for Installation on Windows Server 2012

As of this release, Windows Server 2012 is supported. Be aware that compatibility mode is required for installing the SM9.30 GA server on Windows Server 2012 (not required for Windows Server 2008). To run your server installation in compatibility mode, do the following:

1. Right-click the server's `setupwin32.exe` file icon.
2. Click **Properties > Compatibility**.
3. Click **Run this program in compatibility mode for** and select **Windows Vista (Service Pack 2)**.
4. Click **Apply** and **OK**.
5. Run the `setupwin32.exe` file to complete the installation.

When uninstalling your server on Windows Server 2012, you should also use compatibility mode. To do so, set your Windows server uninstaller file (`_uninst\uninstaller.exe`) to compatibility mode as described above and then uninstall the server using the uninstaller or from your Control Panel.

Server Patch Installation Steps

Caution:

- The server patch will upgrade your embedded Tomcat to version 6.0.36, and therefore requires additional steps.
- The server patch will upgrade your JGroups (in the `RUN/lib` directory) to version 3.2.
- 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` 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 33.
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 the following Unix servers, manually upgrade to JRE1.7 if you have not already done so.
 - a. Install correct JRE or JDK version for your specific platform.

Solaris 10	JRE1.7 (update 15 or greater)
Solaris 9	JRE 1.6 (upgrade 20 or greater)
HP-UX	JRE1.7 (JRE_7.0.04 or greater)
AIX	JRE1.7 (SR4 or greater)

Note: Service Manager can run on Solaris 9 with JRE 6. However, HP recommends that you upgrade to Solaris 10 to take advantage of JRE 7.

If you still want to run the server on Solaris 9, an extra configuration is required. For details of the configuration, see "[Warning when Running the Server on Solaris 9 with JRE 6](#)" on page 7.

- 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 by copying it back or keep the updated version (a KM knowledgebase full reindexing is then required).
12. Run the `sm -unlockdatabase` command.

Note: 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. 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.

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: **9.32.2004**.

Web Tier Installation

The web tier update consists of a compressed file, `sm9.32.2004-P2_Web_Tier.zip`, which contains the installation files (both the `.war` and `.ear` files) for installing the SM9.32 web tier. Installing the new web tier will upgrade your web client to this release 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>

New Customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.32.2004-P2_Web_Tier.zip` file in this release. For installation instructions, see the *Service Manager 9.30 Interactive Installation Guide*.

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 33](#).
2. Delete or uninstall the existing web tier .war (or the .ear) file.
3. Clear the cache of your web application server.
4. Deploy the new `webtier-9.32.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-9.32.2004`

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.
8. Check the version by clicking the HP logo (About HP Service Manager) icon.

The web tier version should be: **9.32.2004**.

Windows Client Installation

The Windows client update consists of a compressed file, `sm9.32.2004-P2_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 release level.

The installation steps are the same as installing the SM 9.30 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>

New Customers

You only need to install the Windows client using the executable files from the `sm9.32.2004-P2_Windows_Client.zip` file in this release. For installation instructions, see the *Service Manager 9.30 Interactive Installation Guide*.

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 33.
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: **9.32.2004**.

Windows Client Configuration Utility Installation

This release does not contain any update for the Windows Client Configuration Utility. The latest Windows Client Configuration Utility package has been shipped with the SM9.32 release.

You can download this package from

<http://support.openview.hp.com/selfsolve/document/KM00495874>

For installation instructions, see the Service Manager 9.32 Release Notes.

Applications Update Installation

The latest Applications package has been shipped with the SM9.32 release.

You can download this package from

<http://support.openview.hp.com/selfsolve/document/KM00495886>

For installation instructions, see the Service Manager 9.32 Release Notes.

Application Unload Installation

Note: All unload files in the server's platform_unload directory in this release have been already merged into the Service Manager 9.32 applications. These files are provided just in case you do not plan to upgrade to applications 9.32 while still want to take advantage of the relevant features/fixes.

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 sm9.32.2004_<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.
- 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
QCCR1E99398_SM932P2.unl	9.32p2	7.11, 9.21, 9.30 and 9.31	Fixes the issue that the inactive timer function does not work if the version of applications is lower than the server version. Associated server fix: QCCR1E99398
QCCR1E31324_SM932.unl	9.32	7.11, 9.21, 9.30 and 9.31	Fixes this issue : With Syslog audit turned on, only a syslog record showing login is created; no record for logoff is recorded if the user does not log out "normally." Associated server fix: QCCR1E31324

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E9680 2_ SM931P3.unl	9.31p3	7.11, 9.21, 9.30 and 9.31	Changes the behavior when handling web service request user passwords. See the SM9.31p3 Release Notes. Associated server fix: QCCR1E96802
QCCR1E5276 7_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
QCCR1E7672 4_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
QCCR1E7622 7_SM930P6_ SM930.unl	9.31	9.30	Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobility Client. Note: Not needed for the SM9.32 or later Mobility client.
QCCR1E7879 4_SM930P6_ SM930.unl	9.31	9.30	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the SM9.31 Mobility Client. Note: Not needed for the SM9.32 or later Mobility client.
QCCR1E7679 6_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.
QCCR1E7109 9_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

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E7109 9_SM930P5_ SM920.unl	9.30p5	9.20	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>
QCCR1E7109 9_SM930P5_ SM930.unl	9.30p5	9.30	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>
QCCR1E7113 9_SM930P5_ SM930.unl	9.30p5	9.30	<p>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.</p>
QCCR1E3194 1_SM930P4_ SM930.unl	9.30P4	9.30	<p>Enables users to use a pre-configured decimal symbol when completing numeric fields.</p> <div data-bbox="786 1031 1370 1276" style="background-color: #f0f0f0; padding: 5px;"> <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> </div> <p>Associated server fix: QCCR1E31941.</p>
QCCR1E7345 2_ 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>
QCCR1E6707 2_SM930P4_ SM930.unl	9.30P3	7.11 and 9.20	<p>Enables users to take advantage of the new KMStatusListener background process.</p> <div data-bbox="786 1591 1370 1732" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> </div> <p>Associated server fix: QCCR1E67071</p>

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E70163_SM930P4_SM711.unl	9.30P3	7.11	Fixes the issue that the KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E70163_SM930P4_SM920.unl	9.30P3	9.20	Fixes the issue that the KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
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 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 33.

6. 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.

7. Click **Load FG**.

Service Request Catalog (SRC) Installation

This release does not contain any SRC update. The latest SRC package has been shipped with the SM9.32 release.

You can download this package from
<http://support.openview.hp.com/selfsolve/document/KM00495894>

For installation instructions, see the Service Manager 9.32 Release Notes.

Mobile Applications Installation

This release does not contain any mobile application update. The latest Mobile Application package has been shipped with the SM9.32 release.

You can download this package from
<http://support.openview.hp.com/selfsolve/document/KM00495880>

For installation instructions, see the Service Manager 9.32 Release Notes.

Knowledge Management (KM) Update Installation

This release does not contain any KM update. The latest KM package has been shipped with the SM9.32 release, which you can download from:

<http://support.openview.hp.com/selfsolve/document/KM00495878>

For installation instructions, see the Service Manager 9.32 Release Notes.

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.

Language Pack Installation

This release does not contain any language pack update. The latest language pack packages have been shipped with the SM9.32 release.

Service Manager 9.32 includes language packs for the Service Manager server, for 15 supported languages other than English.

For more information, see the Service Manager 9.32 Release Notes.

Online Help Installation

This release does not contain an updated version of the online help. The latest online help package has been shipped with the SM9.32 release.

You can download this package from:

<http://support.openview.hp.com/selfsolve/document/KM00493466>

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 and Applications Content Compatibility Matrix

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

The Applications Content Compatibility Matrix (named *Compatibility Matrix for Service Manager Applications Content*) provides compatibility information for Service Manager applications content packs (for example, Process Designer Content Packs).

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 and Applications Content 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.

