HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 Upgrade Patch 1/ August 12 2011

This document provides an overview of the changes made to HP Service Manager for 9.30 Upgrade Patch 1. It contains important information not included in the manuals or in online help.

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.

- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:
http://h20230.www2.hp.com/selfsolve/manuals

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You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

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http://www.adobe.com/

In This Version

Service Manager 9.30 Upgrade Patch 1 (SM 9.30up1) includes several software enhancements and one fix. Refer to the sections below for information about the defects and enhancements included in this release.

Fixes

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

Global ID	Problem	Solution
QCCR1E65790	When performing an applications upgrade, you may see some objects in the upgrade results list even when the objects were not tailored.	Renamed records are no longer found when upgrading an out-of-box environment.

Enhancements

This software release includes the following enhancements.

Compatibility with third-party three-way compare and merge tools

This patch release enables you to run a third-party three-way compare and merge tool on the Service Manager server to help you resolve conflicts during upgrade.

The following are examples of these tools:

- KDiff3 (recommended for Windows)
- Perforce p4merge (for Solaris)
- WinMerge

For more information, refer to the "Using a three-way compare and merge tool" section in the *Upgrade Guide* documents shipped with this release.

Upgrade Assessment Toolkit

This patch release also includes HP Service Manager Upgrade Assessment Toolkit version 1.0, which can be used to generate reports that help you conduct pre-upgrade assessment of your production environment in the following areas:

- ServiceCenter / Service Manger server system settings
- Critical upgrade-related data of the ServiceCenter and Service Manger server
- Backend settings of the ServiceCenter / Service Manger database (P4, RDBMS or partial type)
- Data of ServiceCenter / Service Manger business modules (Incident Management, Problem Management, etc.)
- Customized data against out-of-box data

For more information, refer to the *HP Service Manager Upgrade Assessment Toolkit User Guide* shipped with this release.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Global ID	Known Issue	Workaround
QCCR1E61837	After running the Upgrade Utility, messages in the upgrade.log file are timestamped with the time zone of the logged-in user instead of the server's time zone. Therefore, timestamps in the upgrade.log file may be inconsistent with equivalent messages in the sm.log file.	No workaround available at this time.
QCCR1E64778	When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1" This issue occurs when trying to run the Merge tool against a help record when the field.name value is Null.	Compare these types of records manually instead of using the Merge tool.
QCCR1E65034	When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1" This issue may occur when trying to run the Merge tool against records in the following tables: • WorkflowPhase • validity • scmessage • problemtype • msgclass • ModuleStatus • help • extaccess • eventregister • eventmap • applicationfields	Compare these types of records manually instead of using the Merge tool.

Global ID	Known Issue	Workaround
QCCR1E65043	When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1". This issue occurs when trying to run the Merge tool against a message record that contains quotation marks in a keyed field.	Compare this type of record manually instead of using the Merge tool.
QCCR1E65045	When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1" This issue occurs when trying to run the Merge tool against an erddef record.	Compare this type of record manually instead of using the Merge tool.
QCCR1E65346	The Upgrade Utility cannot be run when logged in with a non-English language on a localized system. This version of the Upgrade Utility does not provide a localized interface.	Select English as the language when logging into the system for an upgrade.
QCCR1E65585	The application upgrade fails with the following error message: "The record being added contains a NULL key." This issue occurs when the Upgrade Utility tries to update the dbdict for a table that has unmapped fields.	No workaround available at this time.

Global ID	Known Issue	Workaround
QCCR1E65660	The Upgrade Utility may add field mappings for SQL fields that are already mapped in tailoring. After an upgrade, the following error message may occur when trying to operate a record in that table: "Duplicate mapping. HP Service Manager fields (fax) and (pa.otopr.name) are both mapped to SQL field (FAX). Filename =probsummary"	To work around this issue, follow this example. Assume that two fields are mapped to the same field, as follows: CUS_A map to SQL_A OOB_A map to SQL_A Steps to re-map to fix this issue: 1 Type dbdict, and then open the "probsummary" table. 2 Edit field CUS_A and rename SQL field from SQL_A to SQL_B, save and exit. 3 Re-open "probsummary" table, edit field OOB_A, and clear SQL field mapping by removing SQL Name, SQL Type and SQL Table. 4 Save, click "SM Alert" when it occurs, then SQL_A will be created. 5 Re-open "probsummary" table, edit field OOB_A, rename SQL field from SQL_A to SQL_C, save and exit. 6 Re-open "probsummary" table, edit field CUS_A, rename SQL field from SQL_B to SQL_A, save and exit.
QCCR1E65713	The Chinese language is not activated correctly after an upgrade. For example, menus are displayed in English, and some formats cannot be found.	To activate English and Chinese languages, do the following: 1 Go to System Definition, and open table "language." 2 Click View all records in the table. 3 Locate the record with Name='English' and ID='OLDSM7en', and then clear checkbox "Active for logins." 4 Locate the record with Name='Chinese Simplified' and ID='OLDSM7zh-Hans', and then clear checkbox "Active for logins." 5 Locate the record with Name='English' and ID='en', and then select checkbox "Active for logins." 6 Locate the record with Name='Chinese Simplified' and ID='zh-Hans', and then select checkbox "Active for logins."

Global ID	Known Issue	Workaround
		7 Log out and then log in again with the Chinese language.
		All menus should be displayed in Chinese now, and all formats can be opened correctly.
QCCRIE54280	Applications upgrade cannot run on an Oracle system using NLS_LENGTH_SEMANTICS=CHAR.	Not available at this time.
QCCR1E63178	An error occurs when you load the transfer.bin file during the upgrade: "An error occurred while attempting to update a record (file.load,update.dbdict.record) file:(dbdict)key: (name=upgreconciliation) (file.load,update.dbdict.record)"	Before loading the transfer.bin file, follow these steps: 1 Open the dbdict of the "upgreconciliation" table. 2 Open the "object.name" field. 3 Click **Edit Field/Key**. 4 Change the SQL type from VARCHAR2(60) to VARCHAR2(255). 5 Click **OK**. 6 Open the "object.type" field. 7 Click **Edit Field/Key**. 8 Change the SQL type from VARCHAR2(60) to VARCHAR2(255). 9 Click **OK**. 10 Click **OK** to save the changes.
QCCR1E60910	Reports generated by the Assessment Toolkit do not include certain tables with invalid "nulltable" fields. For example, the requested.for field in the ocmcowork table is not defined as "nulltable" in the "sql.tables" field in the corresponding dbdict. This is not a valid "nulltable" field even though the "sql.table.alias" field is set to "n1."	Not available at this time.
QCCR1E60206	Database types with non-standard names cause database connection to fail. This issue occurs because the Assessment Toolkit recognizes only standard database type names, such as squlserverXXXXX, oracleXXXXX, and DB2XXXXX.	Not available at this time.
QCCR1E59536	The Assessment Toolkit does not support testing connections on port 12670 even though port 12670 is a also default port in addition to port 13080.	Not available at this time.

Global ID	Known Issue	Workaround
QCCR1E67351	ServiceCenter or Service Manager timeout errors may occur.	For Service Manager 7 and later: Add the heartbeatinterval parameter and set the value to 6000 in the sm.ini configuration file. For ServiceCenter 6.2.8: Add the sctimeramount parameter and set the value to 6000 in the sc.ini configuration file.
QCCR1E65618	When exporting reports to RTF files, the HP logo is truncated.	Not available at this time.
QCCR1E67432	When re-running reports using the Run Last feature, some of the reports may include only the last page.	Every time you generate reports, the reports are temporarily saved in a folder named after the corresponding timestamp. You can manually copy the specific reports into the latest folder from an earlier folder, and then view or export the reports.

Installation Notes

This release contains two zip packages for installation of the Upgrade Patch 1 and the Upgrade Assessment Toolkit version 1.0, respectively.

For detailed information about how to install the Upgrade Patch 1, refer to the *HP Service Manager Upgrade Guide* documents.

For detailed information about how to install the Upgrade Assessment Toolkit, refer to the *HP Service Manager Upgrade Assessment Toolkit User Guide.*

Verified Environments

For the 9.30 Upgrade Patch 1, all supported platforms and databases of Service Manager 9.30 are supported.

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

To access the Compatibility Matrix:

1 Use a browser to navigate to the Software Support Online (SSO) web page: http://support.openview.hp.com/sc/support_matrices.jsp

2 Log on with your Customer ID and password or your HP Passport sign-in.

3 Navigate to the applicable information.

For the compatibility matrix of the Upgrade Assessment Toolkit version 1.0, refer to the *HP Service Manager Upgrade Assessment Toolkit User Guide* shipped with this release.

Support

You can visit the HP Software support web site at:
www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

* Search for knowledge documents of interest
* Submit and track support cases and enhancement requests
* Download software patches
* Manage support contracts
* Look up HP support contacts
* Review information about available services
* Enter into discussions with other software customers
* Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:
http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:
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