
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 Upgrade Patch 2/ August 12 2011

This document provides an overview of the changes made to HP Service Manager for 9.30 Upgrade Patch 2. It contains important information not included in the manuals or in online help.

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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>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:
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Or click the **New users - please register** link on the HP Passport login page.

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

Note: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:
<http://www.adobe.com/>

In This Version

Service Manager 9.30 Upgrade Patch 2 (SM 9.30up2) includes HP Service Manager Upgrade Assessment Toolkit version 1.0.1.

Upgrade Assessment Toolkit

This patch release includes HP Service Manager Upgrade Assessment Toolkit version 1.0.1, 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.

Fixes

The following items (identified by reference number) are fixed in this software release.

Global ID	Problem	Solution
QCCR1E67896	Certain counts in the high-level report do not match the actual totals.	All counts display correct numbers.
QCCR1E67888	Some records are missing in the SC2SM-08 report. The report may contain fewer records than indicated by the index number.	No records are missing in the report.
QCCR1E67711	An internal error "Java heap space" occurs when running the SC2SM-08 report. This issue occurs when the Assessment Toolkit cannot find the out-of-box version of the specified table in the upgrade package.	All data type changes are reported.
QCCR1E67823	Some data type changes are not listed in the SC2SM-09 report.	The Assessment Toolkit skips the table when this error is returned.

Enhancements

This version of the Upgrade Assessment Toolkit supports upgrade assessment for upgrading from Service Manager 7.0.2.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Global ID	Known Issue	Workaround
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 sqlserverXXXXX, 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.
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 a zip package for installing the Upgrade Assessment Toolkit version 1.0.1. 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 2, 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 1.0.1, 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/hpsupport

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:
<http://h20229.www2.hp.com/passport-registration.html>

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