
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 Upgrade Patch 3/ September 2011

This document provides an overview of the changes made to HP Service Manager for 9.30 Upgrade Patch 3. 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.

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In This Version

Service Manager 9.30 Upgrade Patch 3 (SM 9.30up3) includes several software enhancements and fixes. Refer to the sections below for information about the defects and enhancements included in this release.

Enhancements

This software release includes the following enhancements.

Upgrade Utility

Global ID	Problem	Solution
QCCR1E67392	Need to add support for multi-run and multi-language select capability.	Added support for multi-run and multi-language select capability.
QCCR1E68049	The Service Manager 9.30 Upgrade Utility does not support upgrading from 7.11 or 9.21 applications patch levels.	The signatures of the 7.11 application patches and 9.21 application patches have been included in the upgrade package to support upgrading from these applications patch levels.
QCCR1E69125	Request a 3-way merge for automated conflict resolution during the upgrade process.	<p>Created a 3-way signature compare. For example, if there is no change in the upgrade-version of an object from the out-of-box (OOB)-version, it is very safe to keep a customer-tailored copy of the object.</p> <p>--Automatic 3-way merge: Should automatically resolve 60%-90% of changes between an upgrade version and customer-tailored objects.</p> <p>--Revert functionality: Customers should be able to revert changes done by either auto-merge or introduced when resolving conflicts manually.</p> <p>--Simplified conflict resolution by using integrated 2-way merge.</p> <p>--Possibility of using 3rd-party visual 3-way merge tools for manual conflict resolution.</p>
QCCR1E69219	The Upgrade Utility for Service Manager 9.30 GA does not include the latest localizaton.	After upgrading to Service Manager 9.30 with the Upgrade Patch 3, applications are updated with the latest localization.

Upgrade Assessment Toolkit

This version of the Upgrade Assessment Toolkit supports Service Manager or ServiceCenter installations with the French, German, Chinese, and Spanish languages. For more information, refer to the *HP Service Manager Upgrade Assessment Toolkit User Guide* shipped with this release.

Fixes

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

Global ID	Problem	Solution
QCCR1E54280	<p>An applications upgrade fails with the following error message on an Oracle RDBMS using NLS_LENGTH_SEMANTICS=CHAR:</p> <pre>"21168(25889) 05/05/2010 23:28:41 RTE E Shortening SQL data type from 'VARCHAR2(1020)' to 'VARCHAR2(255)' for column 'NAME' in ta ble 'SYSTEMPERFORMM1' is not supported. Update cancelled."</pre>	<p>An applications upgrade runs on an Oracle system using NLS_LENGTH_SEMANTICS=CHAR correctly.</p>
QCCR1E56460	<p>Captions in joindef records should be excluded in signaturemake.</p>	<p>Only include join.name and join.tables in the signaturemake of joindef.</p>
QCCR1E61970	<p>There is a duplicate displayoption since upgrading to Service Manager (SM) 9.20.</p> <p>Note: The upgrade utility should list it or remove it.</p>	<p>Set the condition to false to disable the display of the displayoption.</p>
QCCR1E62964	<p>If you enable updating ToDo items in an applications upgrade, it may take up to several days to finish.</p>	<p>The DB query logic has been optimized to improve the performance of updating ToDo items.</p>
QCCR1E64778	<p>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 failed to open with the following error message:</p> <pre>"Process panel get.xml.data in RAD run.merge.tool encountered error in line 1"</pre> <p>Note: This issue occurs when trying to run the Merge tool against a help record when the field.name value is Null.</p>	<p>Updated the codes of JavaScript function buildRenamedQuery.</p>
QCCR1E64861	<p>Some script records cannot be upgraded. After you run the Upgrade Utility, only the following script records are updated:</p> <pre>-script.name#"PM" -script.name#"ocm" -script.name#"cm"</pre>	<p>All script records can be updated in an applications upgrade.</p>

QCCR1E65034	<p>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 failed to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1"</p> <p>This issue may occur when trying to run the Merge tool against records in the following tables: -WorkflowPhase -validity -scmmessage -problemtype -msgclass -ModuleStatus -help -extaccess -eventregister -eventmap -applicationfields</p>	<p>The merge tool can work against records in these tables: -WorkflowPhase -validity -scmmessage -problemtype -msgclass -ModuleStatus -help -extaccess -eventregister -eventmap -applicationfields</p>
QCCR1E65043	<p>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"</p> <p>Note: This issue occurs when trying to run the Merge tool against a message record that contains quotation marks in a keyed field.</p> <p>Cause: There are some special characters(") that will break the query.</p>	<p>This has been fix in Service Manager 9.30 Upgrade Patch 3 so that special characters will not break the query.</p>
QCCR1E65045	<p>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 failed to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1"</p> <p>Note: This issue occurs when trying to run the Merge tool against an erddef record.</p>	<p>Modified the buildRenamedQuery function so that the Merge tool will function properly.</p>
QCCR1E65530	<p>The Upgrade Results list is missing "Renamed" entries for notification records during an applications upgrade.</p>	<p>The Upgrade Results list shows "Renamed" entries for tailored notification records.</p>

QCCR1E65713	The Chinese language is not activated correctly after an upgrade. For example, menus are displayed in English, and some formats cannot be found.	The active field in the language record has been set correctly, so that menus will display properly.
QCCR1E65790	When performing an application upgrade, some objects are included in the upgrade results list even though the objects were not tailored.	Renamed records are no longer found when upgrading an out-of-box (OOB) environment.
QCCR1E65940	The signaturemake records for kmgroup table include only "sysmodcount," "sysmodtime" and "sysmoduser" fields.	The signaturemake records for kmgroup table include all the fields.
QCCR1E66715	When running the Upgrade Utility, the wizard UI displays some irrelevant information on the form.	The UI is displayed correctly when you run the Upgrade Utility.
QCCR1E67172	The following error message occurs after running an applications upgrade. <pre>"The record being updated has been modified since read (apm.upgrade.dbdict, apply.key.changes) file: (dbdict) key: (name=extaccess) (apm.upgrade.dbdict, apply.key.changes) "</pre> <p>This error prevents the dbdict of the extaccess table from being updated.</p>	An applications upgrade runs without any error message.
QCCR1E67182	Previously reconciled records are not displayed as "Previously reconciled" in the Upgrade Results list during an applications upgrade. This issue occurs because the upgreconciliation table is removed before the transfer.bin file is loaded.	The upgreconciliation table is retained so that the previously reconciled records are handled correctly.
QCCR1E67278	When running the SQL Compare tool during an applications upgrade, the Compare Results may show incorrect data types.	The Compare Results shows the correct data types.
QCCR1E67263	The Merge option is not available when opening a notification record in the Upgrade Results list.	The Merge option is available for notification records.
QCCR1E67405	Duplicate Key errors occur when updating the extaccess table during an applications upgrade.	No Duplicate Key errors occur during an applications upgrade.
QCCR1E67406	Duplicated Key errors occur when upgrading the svcCatInterface table during an applications upgrade.	Unique key servicerequester.id was removed so that no Duplicate Key errors occur when updating the svcCatInterface table.

QCCR1E68319	<p>Error messages that resemble the following occur during an applications upgrade: "RTE I sqoci8: Length (146 bytes) of data for field workaround in rootcausetask exceeds max (100 bytes), truncated"</p> <p>In this example, the CLOB type field "workaround" becomes an array of VARCHAR2(100) after the upgrade and some values are truncated.</p>	<p>After changing the field type of the "workaround" field to array, the Upgrade Utility makes the sub-type of the array the same as the previous data type of the field.</p>
QCCR1E68353	<p>Error messages occur during an applications upgrade: "ORA-02327: cannot create index on expression with datatype LOB"</p>	<p>No database error messages occur during an applications upgrade.</p>
QCCR1E68344	<p>When updating operator records during an applications upgrade, the error messages the Upgrade Utility writes into the log file is inconsistent with the messages it shows on the client.</p> <p>Example: In the log: "Updating operator records for KM..." On the client: "Finished upgrading KM for Change Management."</p>	<p>The Upgrade Utility shows consistent messages when updating operator records.</p>
QCCR1E68385	<p>It takes a long time to upgrade KM for Change Management during an applications upgrade.</p>	<p>Some JavaScript functions have been optimized so that the time it takes to upgrade KM for Change Management has been significantly reduced.</p>
QCCR1E68512	<p>The merge result cannot be saved when you merge a kmdoctype object using the 2-way merge tool during an applications upgrade. The following message appears when you click the Save button:</p> <pre>"The record being updated contains all NULL keys (run.merge.tool,save.merge.record) file:(kmdoctype) key:(name=) (run.merge.tool,save.merge.record) Error merging record. Recheck and try again. Update cancelled by trigger (run.merge.tool,save.merge.record) "</pre>	<p>The XML text in the merge result can be parsed correctly so that no errors occur.</p>
QCCR1E68539	<p>Merging format records in the built-in merge tool during an applications upgrade may cause format records to be incorrectly merged.</p>	<p>The Merge option is no longer available for format records.</p>

QCCR1E68648	During the upgrade, the trigger against datadict that should update all related joindefs is not firing, thus not updating the joindefs correctly with the newly added OOB fields and captions. Since the fields and captions are not editable in the joindefs, there should be no conflicts because of these fields and captions reported.	The upgrade process enables the trigger before updating the datadict.
QCCR1E68720	The ioactions and ioevents tables are not updated as expected during an applications upgrade.	An entry is added to the patches record for each of these tables.
QCCR1E68672	Customized report: Loaded wrong baselline for SC/SM which is case-insensitive.	Updated so that the correct baseline will be loaded, even when case-insensitive.

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.
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	<p>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:</p> <p>"Duplicate mapping. HP Service Manager fields (fax) and (pa.otopr.name) are both mapped to SQL field (FAX). Filename =probsummary"</p>	<p>To work around this issue, follow this example.</p> <p>Assume that two fields are mapped to the same field, as follows: CUS_A map to SQL_A OOB_A map to SQL_A</p> <p>Steps to re-map to fix this issue:</p> <ol style="list-style-type: none"> 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.
QCCR1E68559	<p>Some application data becomes corrupted after you upgrade the server run-time environment to Service Manager 9.30. Some records that still exist in the RDBMS cannot be displayed in Service Manager applications. The following error message is displayed on the client interface and logged in the sm.log file:</p> <pre>SQL code=1406 message=ORA-01406: fetched column value was truncated</pre> <p>This problem occurs if the Service Manager server is working on an Oracle database that does not use the AL32UTF8 character set.</p>	<p>To fix this issue:</p> <ol style="list-style-type: none"> 1 Open the dbdict for the record type that cannot be displayed. 2 Increase the lengths of the fields that may be too small to hold the required data. Fields that require an increase in length have all the following characteristics: <ul style="list-style-type: none"> — Contains multi-byte characters. — Has a data type of <i>char</i>, <i>nchar</i>, or <i>vchar</i>. — Is used for a value that is likely to reach the field length limit, for example, a description field. 3 Log off the Service Manager Client and log back on.

Global ID	Known Issue	Workaround
QCCR1E68779	<p>Some application data becomes corrupted after you upgrade the server run-time environment to Service Manager 9.30. Some records that still exist in the RDBMS cannot be displayed in Service Manager applications. An error message that resembles the following is displayed on the client interface and logged in the sm.log file:</p> <pre>ORA-02374: conversion error loading table "SC_OWNER"."PROBLEMM1" ORA-12899: value too large for column BRIEF_DESCRIPTION (actual: 257, maximum: 255) ORA-02372: data for row: BRIEF_DESCRIPTION : 'An e-mail addressed to you from'</pre> <p>This problem occurs if the Service Manager server is working on an Oracle database that does not use the AL32UTF8 character set.</p>	<p>To fix this issue:</p> <ol style="list-style-type: none"> 1 Open the dbdict for the record type that cannot be displayed. 2 Increase the lengths of the fields that may be too small to hold the required data as indicated in the error message. 3 Log off the Service Manager Client and log back on.
QCCR1E68320	<p>The upgrade process fails and error messages that resemble the following are displayed on the client interface and logged in the sm.log file:</p> <pre>" 2860(532) 09/05/2011 01:45:39 RTE I dbInsert: The record being added contains a duplicate key 2860(532) 09/05/2011 01:45:39 RTE I dbInsert: file:(notification) key:(id=PRE7.11.000ChM Change Open_1) 2860(532) 09/05/2011 01:45:39 RTE E Error: SQL code=1 message=ORA-00001: unique constraint (SM.NOTIFICATIONM1_P) violated 2860(532) 09/05/2011 02:17:35 RTE I dbInsert: The record being added contains a duplicate key 2860(532) 09/05/2011 02:17:35 RTE I dbInsert: file:(svcCatInterface) key:(interface.name=Open an Incident)"</pre>	<p>To fix this issue, follow these steps before starting the upgrade:</p> <ol style="list-style-type: none"> 1 Open the dbdict for the svcCatInterface table, and remove the service_request_id unique key. 2 Log in to the RDBMS, and removed the mapped index for the service_request_id unique key. Example: For an Oracle RDBMS, run this SQL statement: rdbms drop index SVCCATINTERFACEM1_2. 3 In the RDBMS, remove the mapped constraint and index for the notification table. Example: For an Oracle RDBMS, run these SQL statements: alter table notificationm1 drop constraint NOTIFICATIONM1_P drop index NOTIFICATIONM1_P

Prerequisites

This upgrade patch release requires Service Manager 9.30 Server Patch 2.

Installation Notes

This release contains two zip packages for installation of the Upgrade Patch 3 and the Upgrade Assessment Toolkit version 1.0.2, respectively.

For detailed information about how to install the Upgrade Patch 3, 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 3, 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 1.0.2, 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:

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- Submit and track support cases and enhancement requests

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- Research and register for software training

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