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# HP Service Manager

For supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.30 Upgrade Patch 4/ March 2012

This document provides an overview of the changes made to HP Service Manager for 9.30 Upgrade Patch 4. It contains important information not included in the manuals or in online help.

Documentation Updates.....	2
In This Version.....	3
Enhancement.....	3
Application Changes.....	3
Documentation Changes.....	4
Upgrade Utility Changes.....	4
Known Problems, Limitations, and Workarounds.....	5
Prerequisites.....	5
Installation Notes.....	5
Verified Environments.....	5
Support.....	6
Legal Notices.....	7

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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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**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/>

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## In This Version

Service Manager 9.30 Upgrade Patch 4 (SM 9.30up4) includes several software enhancements and fixes. Refer to the sections below for information about the defects and enhancements included in this release.

### Enhancements

You can use Upgrade Patch 4 to upgrade previous versions of Service Manager to Service Manager 9.30 Application Patch 1. Upgrade Patch 4 supports upgrading from any of the following versions of Service Manager:

- Service Center 6.2
- Service Manager 7.0/IIA
- Service Manager 7.10
- Service Manager 7.11/Application Patch 1/Application Patch 2\*
- Service Manager 9.20
- Service Manager 9.21/Application Patch 1/Application Patch 2\*

\* Indicates a new supported upgrade path.

### Application Changes

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

Global ID	Problem	Solution
QCCR1E67541	Closing a task causes the following errors (with trace information):  Unrecoverable error in application: se.call.process on panel call.addl.process Unrecoverable error in application: se.call.process on panel call.rad.1 Unrecoverable error in application: cm.close on panel call.save.process.1 Unrecoverable error in application: se.call.process on panel call.rad.1 Unrecoverable error in application: cm.close.related on panel select.env	This issue was resolved by removing the cm.close.related RAD and reference call in process cm.close.save. This functionality has been deprecated since SM7, so there is no impact to the system.

## Documentation Changes

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

Global ID	Problem	Solution
QCCR1E68673	When reviewing the new Service Manager 9.30 patch documentation and using the installation steps for the Upgrade Assessment Utility, Page 6 Step 2 in the Upgrade Assessment Toolkit User Guide.pdf, references an Unload file that should be loaded. However, the guide does not name the unload file, or where it is located.	Updated the SM Upgrade Assessment Toolkit User Guide.

## 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.

## Upgrade Utility Changes

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

Global ID	Problem	Solution
QCCR1E69888	After a successful upgrade to Service Manager 9.30 applications, you run the Upgrade Patch 3 (UP3) Upgrade Utility to perform a localization upgrade. However, the localization upgrade fails with a ScriptLibrary error.	No errors occur when you run the Upgrade Utility to perform a localization upgrade.
QCCR1E70356	An applications upgrade from ServiceCenter 6.2 to Service Manager 9.30 fails on the cirelation dbdict.	Field mappings have been corrected so that the cirelation dbdict update does not fail.
QCCR1E70989	When you create and apply a custom upgrade as part of an upgrade to Service Manager 9.30, the operation fails with the following error message: "No inbox named "My To Do List" exists. Queue will use the default."	The "My To Do List" inbox has been added into Service Manager 9.30 Upgrade Patch.

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## Known Problems, Limitations, and Workarounds

This software release has no known issues.

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## Prerequisites

This upgrade patch release requires Service Manager 9.30 Server Patch 3.

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## Installation Notes

This release contains two zip packages for installation of the Upgrade Patch 4 and the Upgrade Assessment Toolkit version 1.0.3, respectively.

For detailed information about how to install the Upgrade Patch 4, 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*.

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## Verified Environments

For the 9.30 Upgrade Patch 4, 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](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 1.0.3, refer to the *HP Service Manager Upgrade Assessment Toolkit User Guide* shipped with this release.

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# Support

You can visit the HP Software support web site at:

[www.hp.com/go/hpsoftwaresupport](http://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

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[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

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