HP Service Manager

For supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 Upgrade Patch 5/ July 2012

This document provides an overview of the changes made to HP Service Manager for 9.30 Upgrade Patch 5. 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.

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In This Version

Service Manager 9.30 Upgrade Patch 5 (SM 9.30up5) includes several software enhancements and fixes. Refer to the sections below for information about the defects and enhancements included in this release.

Supported Upgrade Paths

You can use Upgrade Patch 5 to upgrade previous versions of Service Manager to Service Manager 9.30 Application Patch 2. Upgrade Patch 5 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

Enhancements

Changes to the TodoMap Table

To improve the performance when updating ToDo items in an applications upgrade from Service Center 6.2.8, some Module Fields in the TodoMap table have updated mappings for the ToDo List Field. See the following table for these new mappings. For more details on this CR, see QCCR1E71191.

Table Name	Old Module Field Name	New Module Field Name	Todo List Field Name
cm3r	description,1	brief.description	description
cm3t	description,1	brief.desc	description
incidents	description,1	title	description
ocml	description,1	description	description
ocmo	description,1	description	description
ocmq	description,1	brief.description	description
probsummary	next.breach	sla.expire	target.date

The Merge Tool Includes Two and Three-Way Modes

The Merge tool has been improved to integrate three-way merge functionality directly in the tool. You can use the Merge tool in switch between two-way and three-way Merge modes.

The built-in, two-way/three-way Merge tool allows you to examine the upgrade and customer versions of a record in a side-by-side view as well as the base, upgrade, and customer versions of a record in a three-way view. This will help you to determine which changes to include in the final record.

Note: The tool does not work with RAD applications.

This tool assists the conflict resolution process in these two ways:

- It allows you to identify where changes are located before you can visually compare the objects and to make changes manually, such as in format records.
- It allows you to identify and merge changes directly between objects, such as ScriptLibrary records.

For step by step instructions on how to use the Merge tool, see the *HP Service Manager Upgrade Guide* for Upgrade Patch 5. For more details on this CR, see QCCR1E72259.

The Mass Choose Upgrade Feature

During the Upgrade process, you can use the Mass Choose Upgrade feature to overwrite your systems old objects with the newer versions from the upgrade utility. You can use this feature to quickly update the objects of the following statuses, which are generated during the upgrade:

- Auto Merged
- Renamed
- Previously Reconciled
- Reconciled

To use the Mass Choose Upgrade feature, follow these steps:

1. In the UPGRADE UTILITY section, click **View/Merge Upgrade Results**.

2. In the **Result** drop-down list, filter the set of objects (Auto Merged; Renamed; Previously Reconciled; Reconciled) on which you wish to use the Mass Choose Upgrade feature and then click **Search**.

3. If more than two objects exist in the resulting search, click the **Mass Choose Upgrade** button from **More Actions** menu in the returned list and then click **Yes**.

After you click Yes, the objects that you selected will be updated with the contents of the newer versions from the upgrade utility. For more details on this CR, see QCCR1E72415.

The Mass Mark as Reconciled Feature

During the Upgrade process, you must mark conflicting objects as "Reconciled" after resolving each conflict. To help with this process, you can use the Mass Mark as Reconciled feature to mark multiple objects as "Reconciled." You can use this feature on objects with the following statuses:

- Auto Merged
- Renamed
- Previously Reconciled

To use the Mass Mark as Reconciled feature, follow these steps:

1. In the UPGRADE UTILITY section, click **View/Merge Upgrade Results**.

2. In the **Result** drop-down list, filter the set of objects (Auto Merged; Renamed; Previously Reconciled) on which you wish to use the Mass Mark as Reconciled feature and then click **Search**.

3. If more than two objects exist in the resulting search, click the **Mass Mark as Reconciled** button from the **More Actions** menu and then click **Yes**.

After you click Yes, all objects that you selected will be marked as "Reconciled" and removed from current conflict list. For more details on this CR, see QCCR1E72415.

Upgrade Enhancements

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

Global ID	Problem	Solution
QCCR1E72259	3-way upgrade merge function in the 3rd-party tool like KDiff3 should be integrated into Service Manager.	A 3-way upgrade merge function has been integrated into Service Manager.
QCCR1E72415	More Mass functions are needed when performing conflict resolution.	"Mass Mark as Reconciled" and "Mass Choose Upgrade" functions are added to help perform conflict resolution.

Changes

Documentation Changes

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

Global ID	Problem	Solution
QCCR1E74995	Step 3 of the "Remove indexes and constraints in the RDBMS" incorrectly instructs the user to remove the mapped constraint and index for the notification table.	Added revisions for clarity.

Upgrade Assessment Toolkit

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

Global ID	Problem	Solution
QCCR1E76029	The Assessment Tool fails to start.	The Assessment Tool will start without error.

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
QCCR1E71007	You receive the following error message when running Load Transfer during an applications upgrade: "Unable to open file <path>/upgrade.log for writing"	No error occurs when running Load Transfer during an application upgrade.

QCCR1E71191	Performance improvement is needed for updating ToDo items in an applications upgrade from Service Center 6.2.8.	Both the TodoMap table and the DB logic query have been optimized for updating ToDo items. Notes for upgrading from Service Center 6.2.8: - If any Module Field that is mapped to a ToDo List Field has no SQL Name, the value of the mapped To Do List Field will be empty. - If any Module Field that is mapped to the "description" ToDo List Field has an SQL Type of IMAGE or BLOB (which are incompatible with the SQL Type TEXT or CLOB), the value of To Do List Field "description" will be set empty. - If these issues occur, warning messages will be logged in the Service Manager Message Console and in the except.log file.
QCCR1E74044	There are duplicate "Refresh" buttons in the To Do Queue toolbar after upgrading from Service Center 6.2.8.	Set the condition on one of the buttons to false to disable it and prevent it from displaying.
QCCR1E76376	When performing an application upgrade with Service Manager Upgrade Patch 4, there are two duplicate errors for inbox after applying custom upgrade.	Enabled "Add Only" for inbox objects in the patches table. A workaround is available: Before applying custom upgrade, open table patches, check "Add Only" for "inbox" and save the table.

| QCCR1E76916 | There are renamed records after upgrading from Service Manager 7.11 Application1 Patch 1/Application Patch 2 Service Manager 9.21 Application Patch 1/Application Patch 2. Service Manager 7.11 Application1 Patch 1: globallists - dfiles globallists - files globallists - Startup Lists Service Manager 7.11 Application1 Patch 2: globallists - dfiles globallists - files globallists - localizedTables globallists - Startup Lists Service Manager 9.21 Application Patch 1: Object - kmdoctype Object - kmknowledgebase globallists - dfiles globallists - files globallists - Startup Lists Service Manager 9.21 Application Patch 2: Object - kmdoctype Object - kmknowledgebase globallists - Service Catalog Categories globallists - dfiles globallsits - files globallists - Startup Lists | Updated the signatures for the renamed records. |

Known Problems, Limitations, and Workarounds

This software release has no known issues. However, known issues from previous releases may still apply.

Prerequisites

This upgrade patch release requires Service Manager 9.30 platform (server and client) Patch 4.

Installation Notes

This release contains two zip packages for installation of the Upgrade Patch 5 and the Upgrade Assessment Toolkit version 1.0.3, respectively.

For detailed information about how to install the Upgrade Patch 5, 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 5, 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 1.0.3, 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.

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- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
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- Enter into discussions with other software customers
- Research and register for software training

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