
HP Service Manager

For supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 Upgrade Patch 6/ September 2012

This document provides an overview of the changes made to HP Service Manager for 9.30 Upgrade Patch 6. 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>

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Or click the **New users - please register** link on the HP Passport login page.

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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/>

In This Version

Service Manager 9.30 Upgrade Patch 6 (SM 9.30up6) 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 6 to upgrade previous versions of Service Manager to Service Manager 9.30 Application Patch 3. Upgrade Patch 6 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

There are no new enhancements in this release.

Changes

Documentation Changes

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

Global ID	Problem	Solution
QCCR1E70972	The Applications Upgrade documentation does not include information about addressing some exceptions logged in the except.log file.	Added information about addressing data type mismatch exceptions to the Upgrade documentation.
QCCR1E76691	An upgrade to Service Manager 9.30 fails on ALTER statement errors.	Updated the Upgrade Guide with a note that states that Service Manager does not generate lowercase table names or field names. If the database case mode is case sensitive, you must convert all tables and fields from lowercase to uppercase before upgrading the server and client or applications.

Upgrade Utility Changes

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

Global ID	Problem	Solution
QCCR1E73551	There is no upgrade script for updating the scFolderAccess and scaccess data. This is necessary because of a change to the security folder function.	Both signaturemake and patches tables are updated to include records of scFolderAccess table into the upgrade package.
QCCR1E77902	After upgrading to SM 9.30 Applications Patch 3, the values of the Holiday Group field for the 5 records prefixed with "SLA -" in the AlertDef table are not upgraded to the expected value of "\$L.holiday".	Add the signatures of the 5 records prefixed with "SLA -" in the AlertDef table to the upgrade package.
QCCR1E77981	After upgrading to 9.30ap3 and submitting an SRC request, the expected three items of the "Preferred method of contact" field do not exist: "E-mail, Telephone, None"	Add the three items "E-mail, Telephone, None" of "Preferred method of contact" field to the upgrade package.

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 5 (or later patch).

Installation Notes

This release contains two zip packages for installation of the Upgrade Patch 6 and the Upgrade Assessment Toolkit version 1.0.3, respectively.

For detailed information about how to install the Upgrade Patch 6, 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 6, 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.

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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