HP Service Manager

For the supported Windows and Unix systems

Software Version: 9.33

Release Notes

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Contents

Introduction to Service Manager 9.33

Service Manager 9.33 has been designed to continue the journey of improving overall product quality, as well as adding new functionality for administrators and end-users. These great features are summarized in the "What's new in this release" section below.

And we're not done. The Service Manager team is busy working on the next set of features and product improvements, which we will deliver on a regular basis throughout the coming year.

As always, we encourage you to actively participate in making Service Manager better. Please follow us on Twitter at @HPITSM, join our LinkedIn group "HP ITSM," or join the discussion on our blog.

We also provide the following videos about Service Manager on YouTube:

- What's new in Service Manager 9.33

- Service Request Catalog 9.33

- Service Manager 9.33 - Attachment Handling

The above videos are also available from HPLN Service Manager Resources.

> **Note:** The way in which Service Manager patches are packaged has changed. For more information, see "Patch packing change" on page 7.

What's new in this release

This section describes the important changes in this release.

Feature	Prerequisites
"Attachment handling" on the next page	• Service Manager 9.33 server • Service Manager 9.33 web client
"Case-insensitive Oracle solution" on page 9	• Service Manager 9.33 server
"New features for Service Request Catalog" on page 10	• Service Manager 9.33 applications • Service Manager 9.33 Service Request Catalog web client
"Automatic purge of NEW, PRE, and OLD records when you create a custom upgrade" on page 12	• Service Manager 9.33 upgrade utility
"Adding an S/MIME digital signature to outbound emails" on page 12	• Service Manager 9.33 server
"Web client improvements" on page 14	• Service Manager 9.33 web client
"MySM uses the updated web tier directory structure" on page 15	• Service Manager 9.33 web client
"Magnify table button" on page 15	• Service Manager 9.33 web client
"Auto-refresh feature" on page 15	• Service Manager 9.33 server • Service Manager 9.33 web client
"New JavaScript logger" on page 15	• Service Manager 9.33 server • Service Manager 9.33 applications

Patch packing change

In previous Service Manager 9.3*x* packages that were available on Software Support Online, the current and last two superseded release notes were bundled together with each patch download package. This is no longer the case.

As of Service Manager 9.33, the "Installation Information" section of the patch detail page will contain a link to a knowledge base article that contains links to all previous release notes.

This article enables you to always find the most up-to-date release notes for as many versions as you need. You might want to add it to your favorites.

To view the knowledge base article, please visit the following HP website:

http://support.openview.hp.com/selfsolve/document/KM00705452

Attachment handling

Service Manager 9.33 includes enhancements to the attachment handling functionality.

You can now attach multiple files to records concurrently and download multiple attachments from records concurrently. In the event that a file fails to be uploaded, an error message is displayed below the file name, and the remaining files are uploaded as expected.

Additionally, Service Manager 9.33 includes the following improvements to the attachment handling UI:

- A progress bar is displayed during the file upload process.

- The "Attachment" section displays when a file was attached and the login name of the user who attached the file. To accommodate this information, the width of the attachments grid is widened. Therefore, you may need to redesign the form if you do not want a horizontal scroll bar to appear.

- An attachment count is added to the header of the "Attachment" section. This enables you to determine whether files are attached to a record without expanding the "Attachments" section.

- Checkboxes are added beside file names in the attachment grid, to enable the multiple file download and removal functionality.

Limitations and recommended versions

- To avoid a potential issue that may occur when a large number of users attaches files concurrently, we recommend that you upgrade the JRE version of the web tier to 1.7 Update 45 or a later update.

- You must load an unload file (for more information, see "Application Unload installation" on page 109). If you do not do this, the new "Attached by" and "Attached date" columns do not appear in the "Attachment" section.

- If you are using a IBM Web Application Server (WAS)-based application server, we recommend that you upgrade to version 8.0.0.7 or a later version. In earlier versions of WAS, you cannot download attached files that have non-Roman characters in the file name.

- You can only upload multiple files concurrently if your browser supports the HTML5 File API (this includes Mozilla Firefox, Google Chrome, and Windows Internet Explorer 10). Otherwise, you can only upload single files.

- When you download multiple attachments concurrently, Service Manager 9.33 packages the files in a compressed (zipped) folder. If you use the unzipping tool that is embedded in Windows to unzip the compressed folder, file names that contain non-Roman characters may change unexpectedly. We recommend that you use another tool (such as WinRAR, WinZip, or 7-Zip) to unzip the compressed folder.

- In Internet Explorer, if you want to trigger the **Add file** button by using the keyboard instead of the mouse, you must press the spacebar instead of Enter. Additionally, you must press Tab two times to move the focus away from the **Add file** button.

- Be aware that if Kerberos or TSO is enabled, Internet Explorer 10 behaves as Internet Explorer 8 or 9. Therefore, the following attachment handling functionality is unavailable:
  - Progress bar during file upload

  - Multiple file selection

  - Size validation before file upload

Case-insensitive Oracle solution

The Service Manager 9.33 release provides a solution that resolves the performance issue when customers use an Oracle case-insensitive database. This solution executes all statements within Service Manager using UPPER clauses in WHERE condition, GROUP BY clauses and ORDER BY clauses. It enables you to get the faster Oracle performance (case-sensitive) with the advantages of case-insensitive searches, and therefore eliminates the need to use case-insensitive Oracle which can slow down system performance.

To use this feature, follow these steps:

1. Make sure your Oracle database is case-sensitive. If not, convert your Oracle database from case-insensitive to case-sensitive.

2. Make sure all Service Manager server nodes are stopped.

3. Add `sqlupper:1` to the sm.ini file of each server node.

4. In a server's command prompt, run the **sm -system_createupperindex:all** command to convert all existing tables to use UPPER indexes.

   > **Note:** Every time after you run the **sm -system_createupperindex** command, a message appears in the console that indicates if any tables are not successfully converted.

5. If any tables fail to be converted, run the **sm -system_createupperindex:<*list of tables,***

separated by a comma> command to convert these tables again.

> **Note:** You can run this command multiple times as needed until all tables are successfully converted.

6. Restart the server nodes.

For more detailed information, see the "Oracle case-sensitivity" section of the Service Manager help center:

System Administration > **Database Administration** > **Case-sensitivity** > **Oracle case-sensitivity**

Upgrade of server embedded JRE

The Service Manager 9.33 release requires an upgrade of the server's embedded JRE.

Server platform	JRE upgrade
Windows	After you apply the Service Manager 9.33 server patch, the embedded JRE is automatically upgraded to version 1.7.0_45.
Linux	After you apply the Service Manager 9.33 server patch, the embedded JRE is automatically upgraded to version 1.7.0_45.
Solaris 10	You need to manually install JRE1.7.0_45 or a later version, and make Server/RUN/jre a symbolic link that points to the JRE7.
Solaris 9	You need to manually install JRE1.6.0_20 or a later version, and make Server/RUN/jre a symbolic link that points to the JRE6. **Note:** HP recommends that you upgrade to Solaris 10 to take advantage of JRE7. A warning is displayed when you run the server on Solaris 9 with JRE6.
HP-UX	You need to manually install JRE_7.0.07 or a later version, and make Server/RUN/jre a symbolic link that points to the JRE7.
AIX	You need to manually install JRE7 SR6 or a later version, and make Server/RUN/jre a symbolic link that points to the JRE7.

New features for Service Request Catalog

Service Request Catalog 9.33 introduces the following new features and enhancements:

Knowledge article feedback

You can now add feedback to a knowledge article from within Service Request Catalog. This feedback is reflected in the Service Manager Knowledge Management process.

Knowledge article usage

Service Request Catalog now stores the KM search history and KM usage history in Service Manager.

Login names are stored

Service Request Catalog now stores your account name in the login page. When you click the user name field in the login page, the dropdown list displays the users who have previously logged in to the system.

You can also opt to clear the user name list from the login page.

Additional contact information

You can now see additional contact information, such as the first name, last name, and email address of the contact. You can configure the additional contact information by modifying the applicationContext.properties file. For more information about customizing Service Request Catalog, see the "Add additional contact information" section in the *Service Request Catalog Customization Guide*.

Comments on service requests

You can now post comments on open, pending, or denied service requests by clicking Comment & History button.

Google Chrome support

Service Request Catalog now supports Google Chrome.

Tablet support

Service Request Catalog now supports tablet devices, such as Apple iPad and Google Android tablets. This release merges the Service Request Catalog content pack (9.32.cp1). Because of this, the content pack's method to customize Service Request Catalog is now also present in this current version. Administrator's have the option of choosing the original method of customization, which works only for browsers in a desktop, or the new method, which works for both desktop and tablets. For more information about customizing Service Request Catalog, see the "Appendix D" in the *Service Request Catalog Customization Guide*.

Additional Information on encryption algorithm

The encryption tool used during the installation of Service Catalog was modified slightly to provide better explanations of the encryption process and also better documentation of the available encryption algorithms. For more information, see the encryption section of the *Service Request Catalog Interactive Installation Guide*.

Support for the Service Manager software load balancer

Service Request Catalog now supports the Service Manager software load balancer. For more information, see the *Service Request Catalog 9.33 Customization Guide*.

Automatic purge of NEW, PRE, and OLD records when you create a custom upgrade

Prior to Service Manager 9.33, before you create a custom upgrade you must manually purge duplicate records that are prefixed with NEW, PRE, or OLD. This is documented in the upgrade guide, however you may forget to do so, and problems then occur.

When you create a custom upgrade in Service Manager 9.33, the upgrade utility automatically checks for such records and asks if you want to purge them. If you select **Yes**, the upgrade utility automatically purges them.

Adding an S/MIME digital signature to outbound emails

Secure/Multipurpose Internet Mail Extensions (S/MIME) is a method of exchanging emails securely. With the S/MIME technology, a digital signature can be appended to email messages to ensure non-repudiation and data integrity.

As of Service Manager 9.33, you can enable a mechanism in Service Manager to allow for the signing of outbound email messages using the S/MIME technology. Once you enable this feature, the recipients can verify the signature on their mail system (for example, Microsoft Outlook), to make sure that the email messages are truly originated from Service Manager without being intercepted in transit.

Prerequisite

Your system must contain the unlimited strength jurisdiction policy files for JDK to support the S/MIME signature feature.

Server platform	Actions
• Windows • Linux	No actions required. The unlimited strength jurisdiction policy files are already in the server's embedded JRE.
• HP-UX • Solaris	1. Download the JCE unlimited strength jurisdiction policy files from the Oracle website. 2. Replace local_policy.jar and US_export_policy.jar files under %java_home%\jar\lib\security with the policy files that you have downloaded.

Server platform	Actions
IBM AIX	1. Download the JCE unlimited strength jurisdiction policy files from the following website: http://www.ibm.com/developerworks/java/jdk/security/index.html 2. Replace local_policy.jar and US_export_policy.jar files under %java_home%\jar\lib\security with the policy files that you have downloaded.

Steps to enable S/MIME signatures

To enable an S/MIME digital signature for outbound emails from Service Manager, you need to obtain or generate a PKCS12 certificate, and then configure the following parameters for the "sm -emailout" process. You can configure these parameters either in sm.ini or in sm.cfg.

- *SMIMEKeystore*

- *SMIMEKeystorePass*

- *SMIMEKeyAlias*

The following is an example of how to enable S/MIME digital signatures for outbound emails:

1. Generate the keystore in PKCS12 format. For example, with the OpenSSL toolkit, you run the following openssl command:

   keytool -genkey -keystore smemailkey.p12 -storepass smemailkeystorepass -alias smemailkeyalias -storetype pkcs12

2. Place the generated keystore file (smemailkey.p12) in the *<SM Server>*/RUN directory.

3. Configure the following parameters in the sm.ini file:

   - *SMIMEKeystore:smemailkey.p12*

   - *SMIMEKeystorePass:smemailkeystorepass*

   - *SMIMEKeyAlias:smemailkeyalias*

   > **Tip:** An alternative way to set these parameters is to add the parameters to the `emailout` process in the sm.cfg file, as shown in the following example:
   >
   > ```
   > sm -emailout -mailFrom:xx -smtphost:xx -smtpport:xx -
   > SMIMEKeystore:smemailkey.p12 -SMIMEKeystorePass:smemailkeystorepass -
   > SMIMEKeyAlias:smemailkeyalias
   > ```

4. Restart the Service Manager server.

Web client improvements

Service Manager 9.33 includes the following improvements to the web client:

- The web client now runs in Standards mode in Internet Explorer. Previously, list forms and detail forms were rendered in Quirks mode in Internet Explorer. Standards mode matches current W3C and IETF standards, and offers web client users all the feature and performance improvements of modern browsers.

  Note: If you have made any custom branding changes to your Service Manager web user interface, you may need to adjust your custom style sheets. After you apply this change, Internet Explorer may render your style sheets differently. In particular, many changes are made to the out-of-box hpov theme. If you have created a custom theme that is based on the hpov theme, you must re-create the theme from the hpov theme that is included in this release.

- The web client now supports Google Chrome.

The behavior of the Count Records button has changed

In HP Service manager 9.31, the behavior of the **Count Records** button was changed. Now, when you click the **Count Records** button in a queue in the web client, the button disappears and reappears only after you refresh the browser. This change was not previously documented.

In Service Manager 9.30, the **Count Records** button is always visible.

Open source and third-party redistributables package

In this release, the web tier package and each of the server packages contain a compressed file, sm9.33.0035_Redistributables.zip. This zip file contains all open-source and third-party source code used in this release, as well as their associated license agreement files.

Note: The content of this .zip file is an updated version of that in the Redistributables folder on the Service Manager 9.30 installation media.

For a complete list of open source and third-party acknowledgments, see the *Open Source and Third-Party Software License Agreements* manual (in PDF format) for Service Manager 9.33, which is available from the following HP Software Manuals website:

http://h20230.www2.hp.com/selfsolve/manuals

MySM uses the updated web tier directory structure

MySM now supports the updated web tier directory structure that was introduced in Service Manager 9.32. Therefore, users no longer need to clear their browser cache after a web tier upgrade.

In Service Manager 9.32, the directory structure of the web tier was modified so that the Service Manager build number is included in the URL. This change was implemented because resources cached in a user's browser could be incompatible with those in the new web client after a web tier upgrade. However, MySM did not support the new directory structure, and therefore all MySM users potentially had to clear their browser cache after a web tier upgrade.

Magnify table button

This release adds a Magnify table button to the top-right corner of tables in forms.

When you click the button, the table magnified in a resizable pop-up window. When you lengthen the window, more entries are displayed. When you close the window, the table is restored to its normal size.

To apply this function, the *enableTableMagnify* parameter is introduced to the web tier configuration file (web.xml). By default, this parameter is set to "true." To disable this function, set the parameter to "false."

> **Note:** The magnify table functionality does not apply to the tables in the web client in Accessible mode (accessible.do).

Auto-refresh feature

Previously, a manual refresh was required to update a view after an insert, update, or delete operation. Service manager 9.33 introduces an auto-refresh feature that automatically updates views with current record information after these operations are performed. As well as improving usability, this feature improves the performance of updates to cross-table views.

> **Note:** The Windows client does not support the auto-refresh feature.

New JavaScript logger

This release introduces a new JavaScript logging function. The logger object is created by calling a new method (**getLog()**) that is added to the Service Manager RTE.

The new JavaScript logger provides different log levels for messages. Users can now configure the log level for different logger objects in the ScriptLibrary module.

Version control for tailoring

As of version 9.33, HP Service Manager can integrate with Apache Subversion (SVN) to provide a version control solution for your customized applications.

Before you can tailor the Service Manager applications by using SVN, a system administrator must export the application records from Service Manager to XML files and store them on an SVN server as a shared repository. By using an SVN client, you can check out the latest version of the data files from the SVN repository and then import those files to your own development database in your development environment. When you modify the application code in your development environment, your modifications are automatically synchronized to your local XML files. You can then commit your code changes back to the SVN repository. In this way, SVN retains a clear history of any changes made to a specific application.

For more information, see *Implementing version control for your tailoring* topic from Service Manager online help.

Script utilities

As of this release, Service Manager includes two new scripts as follows:

- smfsdel.bat

  Provides a mechanism to securely delete files from the file system on which you have installed Service Manager.

- smfchecksum.bat

  Provides a mechanism to verify the Service Manager binaries.

These two scripts were created to meet the Federal Service for Technical and Export Control (FSTEC) certification as per the government regulations of Russia. To meet these requirements, these two scripts must be packaged together with Service Manager. Most customers will have no reason to run these scripts, but you can use them freely as you like.

Fore more information about these two scripts and how to use them, see Scripts for FSTEC Certification on Service Manager.

New parameters

This release introduces the following new parameters.

Web parameter: MaxAttachUploadSize

Parameter

MaxAttachUploadSize

Description

This parameter specifies the maximum size limit for individual attachments in a record.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of Service Manager server?

Yes

Default value

10240 Kilobytes

Possible values

Any integer greater than 1

Example usage

```
<context-param>

<param-name>MaxAttachUploadSize</param-name>

<param-value>10240</param-value>

</context-param>
```

Web parameter: MaxTotalAttachUploadSize

Parameter

MaxTotalAttachUploadSize

Description

This parameter specifies the maximum total size of all the attachments in a record.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of Service Manager server?

Yes

Default value

51200 Kilobytes

Possible values

Any integer greater than 1

Example usage

```
<context-param>

<param-name>MaxTotalAttachUploadSize</param-name>
```

```
<param-value>51200</param-value>

</context-param>
```

Web parameter: enableTableMagnify

Parameter
enableTableMagnify

Description
This parameter specifies whether the **Magnify table** button is visible for editable tables in the web client. If this value is set to `true`, the Magnify table button appears on the top-right corner of editable tables in the web client. If this value is set to `false`, the Magnify table button does not appear in the web client.

Valid if set from
Web tier configuration file (web.xml)

Requires restart of Web application server?
Yes

Default value
true

Possible values
`true;false`

Example usage
```
<init-param>
 <param-name>enableTableMagnify</param-name>
 <param-value>true</param-value>
 </init-param>
```

Parameter: sqlupper

Startup parameters change the behavior of the HP Service Manager server.

Parameter
sqlupper

Description
This parameter enables the Service Manager server to convert new tables in an Oracle database to use UPPER indexes and to implement a case-insensitive search behavior in Service Manager. This feature can implement a case-insensitive search behavior on a case-sensitive Oracle database, and therefore eliminates the need to use a case-insensitive Oracle database which might slow down your system performance.

> **Note:** Use this feature only when you need a case-insensitive Oracle database. This feature enables you to get the faster Oracle performance (case-sensitive) with the advantages of case-insensitive searches.

To use this feature, follow these steps:

1. Make sure your Oracle database is case-sensitive. If not, convert your Oracle database from case-insensitive to case-sensitive.

   Note: To make Service Manager treat your Oracle database as case-sensitive, make sure you have not NLS_SORT=BINARY_CI and NLS_COMP=LINGUISTIC configured in your Oracle. For example, you can configure NLS_SORT=BINARY and NLS_COMP=BINARY to make it case-sensitive.

2. Make sure all Service Manager server nodes are stopped.

3. Add `sqlupper:1` to the sm.ini file of each server node.

4. In a server's command prompt, run the **system_createupperindex:all** command to convert all existing tables to use UPPER indexes.

   Note: Every time after you run the **system_createupperindex** command, a message appears in the console that indicates if any tables are not successfully converted.

5. If any tables fail to be converted, run the **system_createupperindex:<*list of tables, separated by a comma*>** command to convert these tables again.

   Note: You can run this command multiple times as needed until all tables are successfully converted.

6. Restart the server nodes.

Valid if set from
Initialization file (sm.ini)

Requires restart of Service Manager server?
Yes

Default value
0

Possible values
0 (Disabled)
1 (Enabled)

Example usage
Initialization file: sqlupper:1

Parameter: system_createupperindex

Startup parameters change the behavior of the HP Service Manager server.

Parameter
system_createupperindex

Description

This parameter enables the Service Manager server to convert specified tables in an Oracle database to use UPPER indexes.

Use this parameter in conjunction with the *sqlupper* parameter. For details, see "Parameter: sqlupper" on page 18.

Valid if set from

Server's operating system command prompt

Requires restart of Service Manager server?

Yes

Default value

None

Possible values

all (Convert all tables in the Oracle database)
list of table names separated by a comma (Convert specified tables in the Oracle database)

Example usage

```
sm -httpPort:13080 -system_createupperindex:all
sm -httpPort:13080 -system_createupperindex:cm3r,cm3t
```

Parameter: utallocmode

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter

utallocmode

Description

This parameter enables the Service Manager server to log the memory allocation details for each server thread in the server's logs folder. Set this parameter to one of these values:

- 0 (default): Disables this feature.

- 2: Enables this feature. When enabled, in the server's logs folder, a file named memusage.<*PID*>.<*TID*>.log.csv is generated for each server thread to report the memory allocation details, and if a potential memory leak is detected a file named memleak.<*PID*>.<*TID*>.log.csv is also created. Here, <*PID*> represents the process ID, and <*TID*> represents the thread ID.

  This parameter is used in conjunction with the *memusagereportgranularity* parameter, which defines the memory granularity (in megabytes) to use when reporting the detailed memory usage of a single thread. The default value is 40 megabytes, and the minimum value is 10 megabytes.

> **Caution:** Use this feature for debugging purposes only. Enabling this feature may downgrade your system performance.

Valid if set from

Server's operating system command prompt
Initialization file (sm.ini)

Requires restart of Service Manager server?
No

Default value
0 (Disabled)

Possible values
0, and 2

Example usage
Command line: `sm -httpPort:13080 -utallocmode:2`
Initialization file: `utallocmode:2`

Parameter: **memusagereportgranularity**

Startup parameters change the behavior of the Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter
memusagereportgranularity

Description
This parameter specifies the memory granularity (in megabytes) when the Service Manager server reports detailed memory usage of a single server thread.

> **Note:** This parameter takes effect only when the *utallocmode* parameter is enabled.

Valid if set from
Server's operating system command prompt
Initialization file (sm.ini)

Requires restart of HP Service Manager server?
No

Default value
40 (megabytes)

Possible values
No less than 10 (megabytes)

Example usage
Command line: `sm -httpPort:13080 -memusagereportgranularity:50`
Initialization file: `memusagereportgranularity:50`

Startup parameter: **cache_locks**

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter
cache_locks

Description

This parameter defines the number of locks the Service Manager server allocates to the cache table. By default, the lock granularity is one lock for each hash slot.

The lock count you specify must be bigger than zero (0) and no more than the number of hash slots that is specified in the *cache_slots* parameter. If you specify an invalid value for this parameter, the default value is used.

> **Note:** This parameter solves the performance issue in versions earlier than 9.33 that the system may encounter slowness at peak load because earlier versions use the entire hash table as the lock granularity.

Valid if set from
Server's operating system command prompt
Initialization file (sm.ini)

Requires restart of Service Manager server?
No

Default value
One lock for each hash slot

Possible values
Greater than 0 and no more than the number of hash slots

Example usage
Command line: `sm -httpPort:13080 -cache_locks:2000`
Initialization file: `cache_locks:2000`

Startup parameter: maxpagesize

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter
maxpagesize

Description
This parameter defines the maximum number of records that the Windows client requests from the server when displaying a record list. It helps to avoid high memory consumption by getList requests when the "Record list request count" option in the Windows client preferences is set to a large value.

Valid if set from
Server's operating system command prompt
Initialization file (sm.ini)

Requires restart of Service Manager server?
No (only requires a re-login)

Default value
8000

Possible values
0: No size limit
8000 to 80,000

Example usage

Command line: `sm -httpPort:13080 -maxpagesize:10000`
Initialization file: `maxpagesize:10000`

Certifications

This release includes the following new certifications:

Service Manager server

- Red Hat Linux 6.4

Web client

- Google Chrome version 31 and later versions

- Mozilla Firefox 24 and later versions (Extended Support Releases)

- IBM WebSphere Application Server 8.5.5

Mobility client

- Apple iOS7

- IBM WebSphere Application Server 8.5.5

Deprecations

As of this release, the following functionality items are deprecated.

Deprecated platforms

Platform	Notes
Internet Explorer 7	As of Service Manager 9.33, Internet Explorer 7 is no longer supported.
Windows XP	As of Service Manager 9.33, Windows XP is no longer supported.
WAS 6.1	As of Service Manager 9.33, WAS 6.1 is no longer supported.
Firefox 17 to 23	As of Service Manager 9.33, Firefox versions 17 to 23 are no longer supported.

Deprecated parameters

Item Name	Type	Notes
appOnloadFirst	Web parameter (in the web.xml file)	This release of Service Manager no longer includes these parameters in the web.xml file or in the documentation.
AppServerEncoding		
copyStylesheets		
essuser		
hideTreeIcons		
isBackChannelUsed		
isBottomTrayUsed		
isBreadCrumbTrayUsed		
isButtonTrayUsed		
isFullScreenLogin		
isKeepAliveEnabled		
isMessageTrayUsed		
isSaveNavPathSkipped		
isTabTrayUsed		
keyBookmark		
keySyncTree		
lazyloadNavTree		
logoutJspExtension		
printDateFormat		
printOptions		
refreshInterval		
showAddBookmark		
showDetailCollapse		
showFrameworkReset		
showListCollapse		
showLogoutLink		
showMessages		
showNavCollapse		
showPrint		

Deprecated parameters, continued

Item Name	Type	Notes
showReloadDetailButton		
showSyncTree		
srcDetail		
srcImages		
srcList		
srcListDetail		
srcMessages		
srcNavigation		
strAppName		
timeoutReminder		

Enhancements

This release includes the following enhancement type fixes.

Applications

CR	Problem	Solution
QCCR1E19946	The "Attachments" sections of records contain no information regarding an attachment's size, attachment date, or the identity of the person who uploaded the attachment.	Two new columns are added to the attachment grid: "Attached by" (the person who attached the file), and "Attached date" (when the file was attached). The attachment's size information is also displayed.
QCCR1E71576	When users enter keywords and then click Search to search for Service Catalog items, matches are found in the Description field only. Administrators cannot specify which field in Service Catalog users can search against.	The build input string query is extracted from RAD to a JavaScript so that customer can tailor it.
QCCR1E89013	Information about sloresponse is missing from the Alertlog record.	Added the slo information into the Alertlog record.
QCCR1E97695	It is difficult to debug JavaScript in Service manager applications.	The log4j log function for java script is added to Service manager.

Documentation

CR	Problem	Solution
QCCR1E99001	Internet Explorer 7 is no longer required in the support documentation.	Internet Explorer 7 is removed from the Support Matrix.
QCCR1E98998	Windows XP is no longer required in the support documentation.	Windows XP is removed from the Support Matrix.
QCCR1E99002	Firefox versions 17 to 23 are no longer required in the support documentation.	Firefox versions 17 to 23 are removed from the Support Matrix. The entry for Firefox is modified to "Firefox 24 or greater (Extended Support Releases are recommended)."

Documentation, continued

QCCR1E102098	When you click the "Count Records" button in a queue in the Service Manager 9.32 or Service Manager 9.31 web client, the button disappears. It only appears after a refresh. However, in Service manager 9.30 the "Count Records" button was always visible.	This planned change is documented in the "What's New" section of the Release Notes.

Mobility

CR	Problem	Solution
QCCR1E98992	WebSphere 8.5 is not supported for Service Manager Mobility.	WebSphere 8.5 is supported for Service Manager Mobility.
QCCR1E98991	The Service Manager Mobility application does not run on iOS7-based devices.	The Service Manager Mobility application runs on iOS7-based devices.

Server

CR	Problem	Solution
QCCR1E89581	There is no external tool or RTE-embedded feature that can identify detailed memory allocations. Therefore, it is difficult to identify the root cause of low native memory issues that may occur during daily operations of the Service Manager RTE.	A new feature is implemented to print the details of the memory allocation for each RTE thread. The feature includes the following two parameters: • *utallocmode* 　▪ 0 (default value) - turn off the feature. 　▪ 2 - turn on the feature. In the RTE logs folder, new files called memusage.<*PID*>.<*TID*>.log.csv will be generated to list the detailed memory allocation, and the new files called memleak.<*PID*>.<*TID*>.log.csv will created if potential memory leak is detected • *memusagereportgranularity* 　▪ reports detail memory usage by a single thread at n megabyte granularity (default value of n = 40 , minimum value of n = 10) **Note:** Use this feature for debugging purposes only. Enabling this feature may downgrade product performance.
QCCR1E95694	Service Manager does not remember which part of the UI has focus when the user switches between tabs.	When you browse away from a tab and then return to it later, the focus remains in the same location.
QCCR1E96868	Red Hat Linux 6.4 is not supported.	Red Hat Linux 6.4 is now supported.

Server, continued

CR	Problem	Solution
QCCR1E98084	"Signal 6" errors are not handled correctly on Linux-based systems.	Re-compiled SpiderMonkey 1.5 on Linux to enable exception handling for JavaScript components to prevent "signal 6" errors in Service Manager.
QCCR1E99102	The Search Engine server is not supported on systems that are running x86-based or x86-64-based versions of Red Hat Linux 6.4.	The Search Engine server is now supported on systems that are running x86-based or x86-64-based versions of Red Hat Linux 6.4.
QCCR1E99103	The Search Engine server is not supported on systems that are running x86-based or x86-64-based versions of Oracle Enterprise Linux.	The Search Engine server is now supported on systems that are running x86-based or x86-64-based versions of Oracle Enterprise Linux.
QCCR1E99541	You cannot configure Service Manager to support the signing of outbound emails by using the S/MIME technology.	You can add an S/MIME digital signature to Service Manager outbound emails by setting the following three parameters in the sm.ini file: ● *SMIMEKeystore* S/MIME keystore in PKCS12 format. ● *SMIMEKeystorePass* Pass phrase for the S/MIME keystore. ● *SMIMEKeyAlias* Alias of the S/MIME private key.
QCCR1E101107	Customers cannot manage Service Manager applications by using an external version control system.	Subversion integration is now supported.

Web client

CR	Problem	Solution
QCCR1E19946	The "Attachments" sections of records contain no information regarding an attachment's size, attachment date, or the identity of the person who uploaded the attachment.	Two new columns are added to the attachment grid: "Attached by" (the person who attached the file), and "Attached date" (when the file was attached). The attachment's size information is also displayed.
QCCR1E52717	When you upload a file to a record, there is no feedback on the status of the file upload.	In Internet Explorer 10, Firefox, and Chrome, a progress bar is displayed below file name together with detailed upload information including uploaded percentage, uploading rate, and the time remaining to complete the upload process. In Internet Explorer 9 and earlier versions, a "Uploading in progress..." message is displayed below the file name.
QCCR1E57076	When a user attaches a large file to a record, they do not receive any feedback about the upload process.	A progress bar is added to display the status of the upload process.
QCCR1E57146	You cannot attach multiple files to a record concurrently. Instead, you must attach files one-by-one.	You can attach multiple files to a record concurrently in browsers that support the HTML5 File API.
QCCR1E61873	Google Chrome is currently not supported by Service Manager. The web client only works with browsers that are based on the Trident/Gecko engine (for example, Internet Explorer and Firefox).	Google Chrome version 31 and later versions are supported by the web client.
QCCR1E63766	You cannot concurrently add multiple attachments to a record.	You can concurrently add multiple attachments to a record in Internet Explorer 10, Firefox, and Chrome.

Web client, continued

CR	Problem	Solution
QCCR1E90358	There is no magnify function on arrays (for example, for change approvals in Change Management). The out of box magnify functionality works with a specific Array-field. There is no comparable function for "Journal updates" (activities) in incidents, problems, and changes.	There is now a Magnify table button on arrays and on editable tables in the Details form. **Note:** ● The magnification state of tables is maintained per thread per form. If users navigate between forms that have the same name, the magnification state is shared between the forms that have the same name. ● The magnify table functionality is not available in the accessible mode.
QCCR1E91177	If you attach a file to a record in the web client, the trace information for the attachment event is not saved.	If you attach a file to a record in the web client, the date that the file was attached and the identity of the user who attached the file are saved in the record.
QCCR1E98986	The Service Manager web client does not support Mozilla Firefox 24 or later versions.	The Service Manager web client now supports Firefox 24. **Note:** By default, Firefox 26 blocks all Java plugins. Therefore, when you use the telephony, workflow, or Visualize CI plugins with Firefox 26, you are prompted for authorization before the plugin starts. Simply click "Allow " to continue. For detailed information, go to the following Mozilla website: http://www.mozilla.org/en-US/firefox/26.0/releasenotes/
QCCR1E99314	WAS8.5 is not supported for the Service Manager web client.	WAS8.5 is now supported for the Service Manager web client.

Web client, continued

CR	Problem	Solution
QCCR1E100659	Attachments must be uploaded individually. This can be a time-consuming process.	Users can now attach multiple files at one time. **Note:** This feature is only available in Internet Explorer 10 or a later version, Firefox, and Chrome.

Service Request Catalog

CR	Problem	Solution
QCCR1E88704	User names cannot be stored in the SRC login page.	Multiple user names are saved and can be selected from a dropdown list.
QCCR1E89889	Users should be able to post comments on service requests that are in Pending, Approved, or Denied status in SRC.	A post comment function is added for service requests in SRC.
QCCR1E93671	There is no mechanism that enables users to provide feedback on a knowledge document in SRC.	Vote up, Vote down, and Leave Comments buttons are added to knowledge articles within SRC.
QCCR1E97258	When you search the Knowledge Base via SRC, no statistics are collected in the kmsearchhistory or kmusagehistory files, thereby making it impossible to report on KM usage.	The keyword and hit counts are logged in Service Manager when you search the Knowledge Base via SRC. Additionally, the document ID is logged in Service Manager when you open any KM document from SRC.
QCCR1E98247	In the Order Information section in SRC, the "This request is for" link is hard-coded with a connection to the contact.name and assumes that contact.name will be non-numeric. This causes issues in an environment where contact name are unique numeric values.	You can now customize the "This request is for" link to point to additional display fields.

Service Request Catalog , continued

CR	Problem	Solution
QCCR1E102346	The default value of the *src.stopWhenUpdateFailed* parameter is set to true. This is inconvenient as SRC stops synchronizing if Service Manager is stopped regularly for maintenance purposes.	The default value of the *src.stopWhenUpdateFailed* parameter is changed to false in the applicationContext.properties file.
QCCR1E100193	Service Request Catalog does not support the Service Manager software load balancer.	Service Request Catalog now supports the Service Manager software load balancer.
QCCR1E99066	Service Request Catalog client does not support tablet devices. The following operating systems are not supported: ● iOS 5.x, 6.x, 7.0 ● Android 2.x, 3.x, 4.x	The operating systems are now supported.
QCCR1E99065	Google Chrome is currently not supported by the Service Request Catalog web client.	Google Chrome version 31 and later versions are supported by the Service Request Catalog web client.
QCCR1E99064	The Service Manager Service Request Catalog web client does not support Mozilla Firefox 24 or later versions.	The Service Manager Service Request Catalog web client now supports Firefox 24 and later versions.

Fixed defects

This release fixes the following defects.

Applications

CR	Problem	Solution
QCCR1E22069	The columns on the CM audit history QBE (audit.qbe) cannot be sorted. If you click on any of the columns, a record in the list is displayed instead.	The columns on the CM audit history QBE (audit.qbe) can be sorted.
QCCR1E32155	The following message is unhelpful to users: RTE W Offset in entry #77 in timezone record 'localtime' is empty or not numeric, skipping	The message about the "localtime" timezone record is not displayed to users.
QCCR1E48727	When you open an incident with cc.edit.incident (Related > Incidents > Open), no new incident form is displayed when you select the option.	When you open an incident with cc.edit.incident (Related > Incidents > Open), a new incident form appears when you select the option.
QCCR1E65338	When you close the last phase of a Request Management Order, you receive the following error message: There are no ocmphaselogs for the current Phase. Cannot continue.	When you close the last phase of a Request Management Order, you do not receive an error message.
QCCR1E68796	An error occurs when you use the "search knowledge" function in the Incident module to search for a text string that ends in special letters such as "\\\\."	No error occurs when you use the "search knowledge" function in the Incident module to search for a text string that ends in special letters such as "\\\\."
QCCR1E76467	When users save an Incident that has an outage start time during a different outage time for the same CI, they receive several error messages.	When users save an Incident that has an outage start time during a different outage time for the same CI, they no longer receive any error messages.

CR	Problem	Solution
QCCR1E78238	The SLO response status is not correct, according to the definition of initial state/final state in the slo.	The SLO response status is calcuated correctly, with correct initial state/final state.
QCCR1E79754	Saving a change results in many transactions to the RDBMS. There is a minor performance issue that can add a few seconds to the transactions. Specifically, the sla.outage.process RAD routine on the get.ci panel results in many transactions to the database.	The sla.outage.process RAD routine on the get.ci panel is modified to reduce transactions and to increase performance.
QCCR1E83928	The revert function does not work if the working copy of a kmdocument is in the conclude (Publish) phase.	A delete action is added to "action when complete" in the conclude phase of the workflow.
QCCR1E84314	When you navigate Knowledge Management categories, incorrect sub-categories are displayed. For example, you have a system that has a top-level category that contains two sub-categories, each of which contains two unique sub-categories. When you navigate from the top-level category down to a sub-category, back to the top-level category, and then down to the other sub-category, the first unique sub-categories are displayed incorrectly. **Note:** This behavior does not occur when you navigate down from the root category.	Navigation works as expected.
QCCR1E88555	When you use "Modify Column" to modify a view, different users may experience inconsistent fields in the view.	When you use "Modify Column" to modify a view, different users experience consistent fields in the view.

CR	Problem	Solution
QCCR1E90692	A quote line item is ordered when only one of its two dependent quote line items is closed. However, the quote line item should be ordered when both of its two dependent quote line items are closed.	Now, a quote line item is ordered when only when both dependent quote line items are closed.
QCCR1E91260	When a user orders a catalog item that requires approval, notification mails are not generated and sent to each approver if the "Aggregate approval" option in the "incident" object is selected.	Notification mails are generated as expected if the "Aggregate approval" option in the "incident" object is selected.
QCCR1E92219	When you contribute knowledge in web or windows client, you can preview the document. If the draft document contains a link to another published KM document, and you try to test that link in the preview, the document is not opened.	The link works as expected.
QCCR1E94194	You cannot update the delivery objective when you resubmit a request.	You can update the delivery objective when you resubmit a request.
QCCR1E94748	An unexpected error is generated when you submit a support item.	No error message is generated when you submit a support item.
QCCR1E95364	When the "Controls for Close" option is set to "false" in the "Known Error Resolution" phase, the "Close Known Error" button is still available when you open a known error record.	The "Close Known Error" button is not available when the "Controls for Close" option is set to "false" in the "Known Error Resolution" phase.
QCCR1E95418	After changing Relationships to a Configuration Item, the CI Relationship Graph is not immediately refreshed.	CI Relationship Graphs are refreshed immediately after adding, changing or viewing CI relationships.
QCCR1E96105	An "XML.setContent(): XML document failed to parse" error for events in the SCAUTO integration occurs in the KMUpdate process.	No error for events in the SCAUTO integration occurs in the KMUpdate process.

CR	Problem	Solution
QCCR1E96609	The "Pending Documents" and "Documents for Review" searches do not return the expected results.	An operator with a KCS I profile can view the assigned, owned, and submited pending documents.
QCCR1E96743	Even though a Service Request Catalog order for a bundle is cancelled by the user, the related tickets are still created.	If the Service Request Catalog order is cancelled by the user, the related tickets are not created.
QCCR1E96787	When you create a duplicate of the first or last record in a list of interactions and then click Previous or Next, "browse" mode is used. Additionally, when you click Save, the new record overwrites the original record.	When you click Previous or Next in a duplicate interaction, the original interaction is displayed and the cloned record is removed or saved depending on the operation.
QCCR1E96870	An error occurs when you try to delete a contact record that is not found.	No error message is display, and the status is set to deleted.
QCCR1E97005	Service Manager exits automatically when you select a view that has the dollar ($) symbol in its name.	SM displays the view correctly.
QCCR1E97066	SLA alerts for 25% and 50% are not calculated correctly when a holiday falls in the active duration of an incident.	SLA alerts for 25% and 50% are correct when a holiday falls in the active duration of an incident.
QCCR1E97212	When you use the wizard to perform a mass update of CIs on a web client, the Fill function on the "Support Groups" array does not work.	When you use the wizard to perform a mass update of CIs on a web client, the Fill function on the "Support Groups" array works as expected.
QCCR1E97180	When you duplicate the first or last record in a list of interactions and then click Previous or Next on the new record, you are not prompted to save the record.	When you duplicate the first or last record in a list of interactions and then click Previous or Next on the new record, you are prompted to save the record as expected.
QCCR1E97150	An error message is displayed when you click Sort By Modified Date in a Search Knowledgebase page but you do not enter a search string.	If no search results are displayed or if no search is performed, the sort option is not displayed on the page.

CR	Problem	Solution
QCCR1E97270	When a user selects a line in a notification, clicks on "View Line Detail," makes changes, and then returns to the notification, the conditions in that line disappear.	When a user selects a line in a notification, clicks on "View Line Detail," makes changes, and then returns to the notification, the conditions in that line do not disappear.
QCCR1E97299	When you try to create a user password by entering a string that does not meet the requirements, the error messages that are displayed do not provide enough information to help you enter a string that meets the requirements.	The error messages that are displayed when you try to create a user password by entering a string that does not meet the requirements are modified.
QCCR1E97371	Service Request Catalog does not have a lock mechanism, which is not user-friendly. No lock message is given when users click "update" to begin an update or click "submit" to submit an update. Instead, a run time error message appears.	Service Request Catalog now uses a lock mechanism. If a user attempts to edit a locked record, Service Request Catalog checks the lock and returns an appropriate message if the interaction is currently locked.
QCCR1E97399	When a user selects a line in a notification, clicks on "View Line Detail," makes changes, and then returns to the notification, the arguments in that line disappear.	When a user selects a line in a notification, clicks on "View Line Detail," makes changes, and then returns to the notification, the arguments in that line do not disappear.
QCCR1E97491	After you apply a template to a new incident, the status is still "closed" if the status of the template is "closed."	The template is applied with an empty status.
QCCR1E97605	No format exists for the inactivity timer settings, and an exception occurs when you try to view the record in the information record list.	Added a new format to display the inactivity timer settings.
QCCR1E97655	Closed requests have a "pending" approval status and the cart is still editable.	Closed requests do not have "pending" status or editable carts.

CR	Problem	Solution
QCCR1E97738	An incorrect list is displayed after you click a column header when you add new quote.	The "Request Catalog" page is displayed and the list value is unchanged when you click Request Management > Quotes > Open New Quote.
QCCR1E97911	Quotes are not generating orders according to model dependencies.	The dependencies work normally.
QCCR1E97948	The cursorPosition variable does not work when Normal Exit (returnCode=0) is set in the rulesets.	The cursor is in the correct field when Normal Exit is set in the rulesets.
QCCR1E97973	Poor performance occurs when application upgrades or content packs are applied to a multi-language system. This is because the sm.patchrel.fix.help and sm.patchrel.purge.nonEngPrmFmt RAD applications process records slowly.	The performance when application patches are applied is improved.
QCCR1E98042	There is a shortcut key conflict in the "Inactivity Timer" configuration page.	The shortcut key or the start/stop inactivity timer button is changed to avoid conflict.
QCCR1E98107	"filterCriteriaDataType" returns "isin" for the IR field instead of "startwith."	Changed "startwith" to "Contains."
QCCR1E98243	Information in the Customer field is lost when the record is saved.	None of the fields are changed, except for the "Service Contract" field.
QCCR1E98522	After the Service Manager 9.32 application patch is applied, you cannot select your language when you log in.	You can select a language when you log in.
QCCR1E98492	The Service Manager time zones for Brazil/Acre, Brazil/DeNoronha, and Brazil/West are not updated to the end of 2036 like other time zones.	The four time zones in Brazil are up to date.

CR	Problem	Solution
QCCR1E98540	When you try to "modify column" for a view In a customized QBE sc.manage.problem.g format (that is, the table object is within notebook), the table object disappears.	Now, one table can be displayed in a customized QBE sc.manage.problem.g format (table object is within notebook), when you "modify column" for a view.
QCCR1E98689	The Reopen option is available in Known Error Resolution when the Control for Reopen set to false.	The Reopen option is unavailable in Known Error Resolution when the Control for Reopen set to false.
QCCR1E98676	Renamed records are generated after an application patch is applied if the HTML email content package is installed.	No renamed records are generated after an application patch is applied if the HTML email content package is installed.
QCCR1E98847	The initial state and final state do not change when the service area is changed in an slo definition.	The initial state and final state are cleared up and selected when the service area is changed in an slo definition.
QCCR1E98846	An incorrect state change occurs in slaactive when the "use phases" option is used in slamodulecontrol.	State changes occur correctly in slaactive when the "use phases" option is used in slamodulecontrol.
QCCR1E98816	You cannot install an applications patch on a Service manager 9.31 system that has PD3 installed.	You can successfully apply an applications patch even if the PD3-93x merge unload file does not exist in the patch data folder.
QCCR1E98872	Search results are incorrect when you search the svcCatalog after you execute the "PurgeOutofBoxData" unload script.	Search results are correct when you search the svcCatalog after you execute the "PurgeOutofBoxData" unload script.
QCCR1E99072	The sloresponse records can be saved successfully when there are no values in the Service area, Initial state, or Final state fields.	The sloresponse records cannot be saved when there are no values in the Service area, Initial state, or Final state fields.

CR	Problem	Solution
QCCR1E99147	When a new interaction is opened through the "Return to blank interaction" environment settings, the first tab of a Notebook is not reset to be the active tab. Instead, the last accessed tab of the Notebook is set as the active tab.	When a new interaction is opened through the "Return to blank interaction" environment settings, the first tab of a Notebook is reset to be the active tab.
QCCR1E99215	The differential upgrade wizard fails with an "unrecoverable application error" message when you select the "Create a Differential Upgrade" option.	The differential upgrade works as expected when you select the "Create a Differential Upgrade" option.
QCCR1E99375	Knowledge documents that are migrated from a ServiceCenter to a Service Manager 9.3x system are not retired from the index when the document is retired from use.	Knowledge documents that are migrated from a ServiceCenter to a Service Manager 9.3x system are retired from the index when the document is retired from use.
QCCR1E99365	When the schedule record calls the "cc.set.linked" RAD, the "update.incident" unlock is not called if there are errors on the panel that updates the record. Therefore, the record stays locked.	When the schedule record calls the "cc.set.linked" RAD, the unlock is called if there are errors. If the trigger detects an error, the record is unlocked.
QCCR1E99370	Error messages are generated when you apply the PD CP4 production patch to a Service Manager deployment in Primary key enabled mode.	No error messages are generated when you apply the PD CP4 production patch to a Service Manager deployment in Primary key enabled mode.
QCCR1E99372	The start and end times of UpstreamCI Outageevents are not calculated correctly when there is CI dependency.	The start and end times of UpstreamCI outages are calculated correctly even when there is a CI dependency.
QCCR1E99559	In Service Manager with PD CP3 environments, the "nextTransition" field is missing from the cm3rcatphaserevision dbdict.	In Service Manager with PD CP3 environments, the "nextTransition" field is included in the cm3rcatphaserevision dbdict.
QCCR1E99722	An "Error indexing document, bad attachment" error is generated when the incident library is indexed.	The incident library is indexed without errors.

CR	Problem	Solution
QCCR1E99713	In Service manager 9.32 and PD CP3 environments, some fields in the cm3r datadict record are missing.	No fields are missing in the cm3r datadict record in Service manager 9.3x and PD CP3 environments.
QCCR1E99736	The *$L.cache* global variable in the menu.manager grows continuously. This leads to memory issues in applications and a "Signal-11" error.	The *$L.cache* global variable in the menu.manager does not grow continuously.
QCCR1E99965	Array fields that use a global list display or value variables are set to NULL rather than to the expected values.	Array fields that use a global list display or value variables work correctly.
QCCR1E100055	When CI visualization is executed during a user session, all for (in) loops on an array loop over more elements than the array contains.	Removed the Array.prototype function to avoid iterating with for-in loops on elements that are not in the array.
QCCR1E100190	When an unplanned change is denied, the dataModEventRel record is not updated.	A trigger is used to update the active, processDate, and status fields.
QCCR1E100200	If you select a contact that has a duplicate full name when you order from the Service Catalog, the order is requested for the incorrect contact.	The order is requested for the correct contact if you select a contact that has a duplicate full name when you order from the Service Catalog.
QCCR1E100259	**Array.prototype** functions that were added to Quick ticket search cause issues in Array iterations that use the for(in) statement.	**Array.prototype** functions are removed from Quick ticket search.
QCCR1E100294	Error messages that are related to the calholidays record appear when you try to upgrade Service Manager.	You can upgrade Service Manager successfully without receiving any calholidays-related error messages.
QCCR1E100376	An application patch fails with the following error message: Script 'patchrelHelper' line 349: ERROR Cannot store a string into an object of type number at char 1	There is no error message when you upgrade to the latest application version.

CR	Problem	Solution
QCCR1E100396	You encounter errors when you try to install the Service Manager application patch on a Linux-based Service Manager server that has PD CP3 or PD CP4 installed.	The application patch can be installed correctly on the top of PD CP3 or PD CP4 on Linux-based platforms.
QCCR1E100687	When the "Close if Last LI is closed" option is set, a duplicate closure message is displayed after you close the quote and its line items.	Only one message is displayed when you close a quote.
QCCR1E100831	dataModEvent records are populated with incorrect field name values.	dataModEvent records are populated with the correct field name values.
QCCR1E101062	The "Content Release" and "Patch Release" menu items have similar functions, which may confuse customers.	The two menu items are merged into the following location: System Administrator -> Ongoing Maintenance -> Patch Release
QCCR1E101232	There is a typing error in the approval.init RAD application.	The typing error is fixed.
QCCR1E101357	Related records are not created after you remove approvals from a Service Catalog category for interactions.	Related records are created after you remove approvals from a Service Catalog category for interactions.
QCCR1E101384	Differential Upgrade exports unchanged formats incorrectly.	Differential Upgrade only exports changed formats. If no format is changed, no format is exported.
QCCR1E102685	Retired CIs in Service Manager are not removed from UCMDB after a population operation.	Retired CIs in Service Manager are removed from UCMDB after a population operation.

Server

CR	Problem	Solution
QCCR1E28000	If the equals sign (=) is the first character in an array field, the character is removed when you save the record.	The equals sign (=) is not removed when you save a record.

CR	Problem	Solution
QCCR1E8379	After a change is moved to a new phase, the change is displayed in the wrong group in the queue.	When a change is moved to a new phase, the server will update automatically with help of the new client (9.33 or later). As a result, the change is displayed in the correct group in the queue.
QCCR1E61586	When you set an autoformat condition that uses the "Is Empty" operator on a view, the condition is not considered.	Null conditions are now supported for Autoformat views.
QCCR1E78282	When you update a record to no longer meet a group's conditions, the record does not move to the correct group.	The record moves to the correct group.
QCCR1E89133	When a RAD application is called by the "callrad" rtecall in a JavaScript, the application is directed to a new UI. If the call is made with a new thread, the cursor's contents can be identified in the RAD application, but the cursor's name cannot. If the call is made with the current thread, both the cursor's name and contents are identified in the RAD application, but the session is terminated with a "signal 11" error.	The "callrad" rtecall within a new thread can identify the cursor name.
QCCR1E92564	The incident matching feature performs slowly when security folders are enabled.	The incident matching performance is no longer impacted by security folders.
QCCR1E92777	Code is displayed in the message that appears when a user logs in to the Service Manager web client with an user name and password field.	No code is displayed in the message that appears when a user logs in to the Service Manager web client with an user name and password field.
QCCR1E93841	The default value of the sqllimit parameter is 30. This is too high as the tolerance level of users has decreased, database and CPU performance has improved.	The default value is changed to 5.

CR	Problem	Solution
QCCR1E95074	When the "Record list request count" option is set to a large value (for example, 1,000,000) in the Windows client preferences, high memory usage occurs.	A new parameter (*maxpagesize*) is introduced to avoid high memory consumption by one getList request when the "Record list request count" option is set to a large value. This parameter defines the maximum number of records that the Windows client requests from the server when the client displays a record list. The default value is 8000.
QCCR1E95166	A "JAVA Out Of Memory" error occurs when Service Manager unloads and then downloads large attachment or when Service manager unloads and then exports large number of records to a text file.	No "JAVA Out of Memory" error occurs when Service Manager unloads and then downloads large attachment or when Service manager unloads and then exports large number of records to a text file.
QCCR1E95579	If you run the **reportstatus** command to obtain additional information when you experience general performance issues, performance degrades further.	The time taken to execute the **reportstatus** command is reduced greatly.
QCCR1E95743	The following message in the log does not provide any valuable information: Lock is already obtained by someone else	The "Lock is already obtained by someone else" message is removed.
QCCR1E95813	When a database is run by using Oracle's native case insensitive mode, the performance of queries that use bind variables degrades.	The method that Service Manager uses to query data from Oracle is modified to correct this issue.
QCCR1E95796	The search results form of a Query-by-Example (QBE) list is unnecessarily refreshed because the listid is updated incorrectly.	The search results form of a QBE list is refreshed only when necessary.
QCCR1E95802	A memory leak occurs when Service manager fails to connect to an Oracle database.	The memory leak is been fixed.

CR	Problem	Solution
QCCR1E95991	After you perform an insert, update, or delete operation on a grouped view (such as an incident), some records are placed in an incorrect group. You must perform a manual refresh in order to see the updated view.	After you perform an insert, update, or delete operation on a grouped view (such as an incident), the view is displayed correctly. This solution is called "auto-refresh." **Limitation:** In the current version, the auto-refresh feature is supported only in list/detail mode, which means you must set the *viewrecordlist:1* parameter in sm.ini.
QCCR1E96676	The following message in the log is no longer applicable: SQL shadow flag ignored for table %s. This flag is obsolete.	This message is removed from the log.
QCCR1E96706	Type checking does not work as expected and may cause performance issues.	Type checking is now performed by each RAD thread independently and no longer impacts performance.
QCCR1E96840	When users click "Close phase" to close a phase when there is an HTML editor field on the page, the users receive the following error message and are unable to close the phase: The record being updated has been modified since read (cm.close.save,update.record)	The issue occurs when the "sysmodcount" field in the cm3r file is moved to the M2 table by tailoring, and when the RTE only reads that field from the M1 table. Now the limit has been removed.
QCCR1E96925	Service Manager outages occur, and users cannot log in again for about 10 minutes.	Service Manager will not experience outages, and users will not be logged out because of outages.
QCCR1E97003	You cannot run a **vrir** command on external IR files.	You can successfully run a **vrir** command, whether the input file is the full path of the IR file or the file name with its path set in the*ir_ prefix* parameter.

CR	Problem	Solution
QCCR1E96991	A Service Manager session is terminated and a "Signal 11" error is recorded in the log file.	This issue is fixed.
QCCR1E97334	The system experiences slow performance at peak load, and warning messages that resemble the following are generated: RTE W WARNING: lock [7] Cache manager waited on for 843 milliseconds held by pid	The performance issue at peak load is been alleviated. A new parameter (*cache_slots*) is introduced to enable you to configure the lock count, which must be greater than 0 and no more than the number of hash slots that is defined in the *cache_slots* parameter. By default, each slot in the hash table has one lock.
QCCR1E97517	The **stringexport** RTE function causes "signal 6" errors on Linux-based systems.	The "signal 6" issue is fixed by handling file handle correctly.
QCCR1E97538	A "Signal 6" error is generated when the sequence number for the kmsearchhistory file is fetched.	Rebuilt the javascript library to handle the exception.
QCCR1E97616	A "Signal 11" error occurs when the **insertAttachment** function is called with a null object.	No error occurs when the **insertAttachment** function is called with a null object.
QCCR1E97612	You cannot identify the patch or hotfix information from the RTE log or from the **sm -version** RTE command. The **sm -version** RTE command displays the version string and build number, but you cannot determine which patches or hotfixes are applied from this information.	When you run the **sm -version** RTE command, the exact patch level (for example, P2HF2) is displayed.
QCCR1E97654	No incidents are displayed in the Todo list after you duplicate an incident.	Incidents are displayed correctly in the Todo list after you duplicate an incident.
QCCR1E97670	After you delete one record from a virtual group, you are unable to select the virtual group.	You are able to select a virtual group after you delete one record from the virtual group.
QCCR1E97643	Records are not updated after a mass update unless you perform a manual refresh.	Records are updated correctly after a mass update.

CR	Problem	Solution
QCCR1E97700	In a new interaction record in Service Manager 9.32 or 9.31p3 that has PD3 installed, you click Fill button for the Subcategory field, and then click the Name column to sort it in the Subcategory selection window. In this situation, the following error message is displayed: SQL State: 42000-169 Message: [Microsoft][SQL Server Native Client 10.0][SQL Server]A column has been specified more than once in the order by list. Columns in the order by list must be unique. (display,fdisp.1)	When the Service Manager RTE sets the sort order field, it compares the key fields' names with the actual field names of the input sort fields, and then filters out the duplicates.
QCCR1E98085	After the hotfix for QCCR1E94107 is applied, servlets still crash.	This issue is caused by an incorrect value for the "len" attribute of the attachment element in the SOAP request. Now, the incorrect value is skipped, and a warning message is logged.
QCCR1E98207	Transfer.bin does not load after an Apps upgrade from SC62 to Service Manager 9.32 on the Service Manager 9.32 RTE.	Transfer.bin loads as expected after an Apps upgrade from SC62 to Service Manager 9.32 on the Service Manager 9.32 RTE.
QCCR1E98273	Memory corruption occurs when you execute a **system_unload** command.	The memory corruption does not occur.
QCCR1E98497	When an extremely long query is run, a buffer overrun occurs and the memory next to the buffer is overwritten.	The issue in which memory is overwritten is fixed by adding the necessary checking logic.
QCCR1E98603	When a long string is parsed by executing **RAD: null(val ($L.numeral, 1))**, a "Signal 11" error occurs.	The "Signal 11" error no longer occurs when an invalid string is parsed.

CR	Problem	Solution
QCCR1E98727	IR search does not work for some Japanese words that are not recognized by the embedded Japanese dictionary.	Added a new hidden parameter (*irretryunknownword:0*). If the parameter is set to 1, RTE performs a normal query on all IR key fields and tries to obtain the matching records when an IR search fails due to unknown words. Enabling this parameter potentially affects IR search performance, as a large volume of records in the table potentially affects the search performance.
QCCR1E98778	By default, running the **SM - system_addconstraint:n** command adds a NOT NULL/primary key to all tables in the system.	If not specified explictly in table names or an "ALL" string, **SM - system_addconstraint** should do nothing.
QCCR1E98917	When you perform an IR search, a message that resembles the following is sent to the Windows client and to the log: 08/23/13 01:11:00 The term 'request' is used in 45 of the 152 documents and is therefore being ignored (svcCat.display.catalog,get.catalog.items) Additionally, the error message is repeated four times.	The message text is changed to "The term '%S' was ignored during the search due to its high frequency and low importance index(like a stop word)." additionally, the error message only appears once.
QCCR1E99043	The Service Manager server is not supported on systems that are running x86-based or x86-64-based versions of Oracle Enterprise Linux 6 update 4.	The Service Manager server is now supported on systems that are running x86-based or x86-64-based versions of Oracle Enterprise Linux 6 update 4.
QCCR1E99113	Queries on customized join tables return incorrect results.	Queries on customized join tables return correct results.

CR	Problem	Solution
QCCR1E99147	When a new interaction is opened through the "Return to blank interaction" environment settings, the first tab of a Notebook is not reset to be the active tab. Instead, the last accessed tab of the Notebook is set as the active tab.	When a new interaction is opened through the "Return to blank interaction" environment settings, the first tab of a Notebook is reset to be the active tab.
QCCR1E99398	The inactive timer function does not work if the version of applications is lower than the version of the server. For example, the inactive timer function does not work on a Service Manager 9.32 server on which Service Manager 9.31 or 9.30 applications are running.	The inactive timer function now works as expected when the version of applications is lower than the version of the server.
QCCR1E99380	After you upgrade to Service Manager 9.31, garbled characters appear when Service Manager sends data to an external server via doHTTPRequest.	The correct charset is added to the Content-Type HTTP header if the charset is not provided. Therefore, the receiver can decode the body by using the correct charset.
QCCR1E99414	When Service Manager acts as a Web Services client, it cannot successfully consume a Web Service from a third-party server.	When Service Manager acts as a Web Services client, it can successfully consume a Web Service from a third-party server.
QCCR1E99520	When you search for incidents by using the Advanced Filter (for example, "Title contains: printer"), the user session is terminated.	The user session is no longer terminated.
QCCR1E99655	After you upgrade the Service Manager server to version 9.30p5 or a later version, the CPU load on the database server is very high. This is caused by the IRQUEUE process.	The CPU load on the database is normal.
QCCR1E99897	When you try to add a new scacess record after you upgrade the Service Manager RTE, an error occurs during the login process.	The error does not occur when you add a new scaccess record.

CR	Problem	Solution
QCCR1E99940	Service Manager 7.11p21, Service Manager 9.21p7, Service Manager 9.31p2, and Service Manager 9.33 upgrade the JRE version to JRE7. When Service Manager starts, it performs a JRE validation that does not allow a JRE version earlier than JRE7 update15. However, JRE7 is not supported by Solaris 9. Therefore, Service Manager cannot start on Solaris 9-based systems.	You no longer need to apply the workaround to run Service Manager on Solaris 9 with JRE 6. Service Manager runs on Solaris 9 with JRE 6 upgrade 20 or later as well as other platforms that are running JRE 7.
QCCR1E100033	Attachments are stored but not related to records.	Attachments can now be related to records after Service Manager retrieves the correct primary key value of the contacts table.
QCCR1E100142	The **rtecall("getunique")** function returns no results for a record when the *primary_key_mode* parameter is enabled.	The **rtecall("getunique")** function returns Unique key values for records when the *primary_key_mode* parameter is enabled.
QCCR1E100275	Shared memory corruption occurs if you add the *ir_language:french* parameter to the sm.ini file.	Shared memory corruption does not occur if you add the *ir_language:french* parameter to the sm.ini file.
QCCR1E100440	An error occurs when you run the following command: **sm -que:ir**	The error no longer occurs when you run the following command: **sm -que:ir**
QCCR1E100607	You cannot select records from a custom view, and the session terminates with an error. This issue only occurs in Linux.	You can select records from a custom view without the error.
QCCR1E100657	When a primary key is enabled, Record ID and uniquequery information is missing in the response to web service call.	Record ID and uniquequery information is returned as expected.
QCCR1E100686	The following message is printed in the sm log: JRTE W Process Low on Java Memory.	The following message is no longer printed in the sm log: JRTE W Process Low on Java Memory.

CR	Problem	Solution
QCCR1E100769	QBE grouped list is inconsistent with view grouped list when a duplicated incident added	Now, after adding a duplicated incident, the grouping view QBE list will be the same as ToDo queue list.
QCCR1E100896	A "Signal 11" error is thrown due to a NULL entry.	Service Manager checks whether an entry is NULL before performing the next operation.
QCCR1E100862	A "Signal 11" error is thrown when a Restful web service call is made to HP OO.	Service Manager displays the message that includes the special character (%) correctly.
QCCR1E101090	After you change the last record in a group to another group, the record is no longer selected.	Now the last record in a group is still selected after you change the record's group.
QCCR1E101121	Records do not remain selected after you update a cross table join field.	The record remains selected after you update a cross table join field.
QCCR1E101137	Creating cart items by using web services results in a high response time.	Performance is now enhanced by adding RuleSet and RuleType to the cache.
QCCR1E101172	The SCFile JavaScript class in Service Manager uses the setFields() method to specify the fields that are included in query results. However, if the file contains a "systemplate" field (that is, if the file is template-lized), the Service Manager RTE fetches all fields in the template record when doSelect() is executed. This consumes a lot of CPU and memory resources.	When a JS SCFile opens a template file in READONLY mode, the Service Manager RTE only fetches the fields specified in the setFields() method, rather than all fields in the template record.
QCCR1E101263	User sessions crash when the cm3t datadict record is saved.	The "buffer out of bound" Java stream bug is fixed.
QCCR1E101433	IR regeneration performance is slow when the irqueue table contains thousands of records.	The performance of IR regeneration is enhanced.
QCCR1E101806	When you update records, the "Chart by field count" chart is not refreshed automatically.	Now the "Chart by field count" chart is refreshed automatically.

CR	Problem	Solution
QCCR1E89890	After you log a new incident, grouped Views are not updated correctly.	Now, after you log a new incident, grouped View are updated correctly and automatically.

Web client

CR	Problem	Solution
QCCR1E31878	You cannot attach files that have certain Asian characters in the file name to a record.	Files that have certain Asian characters in the file name can be attached to a record.
QCCR1E32409	An "Error -1" error occurs when you try to attach a file that is 0 (zero) bytes to a record.	Service Manager now validates the file size when you try to attach a file to a record. If the file size is 0 bytes, the file cannot be attached.
QCCR1E53542	When you add an attachment to a record, some of the buttons in the "Add attachment" window are truncated.	The buttons in the "Add attachment" window are displayed correctly.
QCCR1E61254	The Max Characters field for a text area widget is not enforced when a cut and paste operation is performed.	The Max Characters field for a text area widget is enforced when a cut and paste operation is performed. Note that this fix has the following limitation: If you paste the content by using the mouse right-click menu, you cannot see the range-limit effect immediately if the focus stays on the text area. However, if the focus leaves the description field (for example, if you click the Save button), the function takes effect because the focus leaves at that time.
QCCR1E61586	When you set an autoformat condition that uses the "Is Empty" operator on a view, the condition is not considered.	Null conditions are now supported for Autoformat views.
QCCR1E63843	If the name of an attached file includes a semicolon (;), the web client removes the semicolon and all the characters that precede it.	The web client handles semicolons in the names of attached files correctly.

CR	Problem	Solution
QCCR1E64734	When you upload a file that has the text "script" in the file name by using the web client, the file name is truncated. When you click "Save" to attach the file, the record is saved but the file is not attached.	When you upload a file that has the text "script" in the file name by using the web client, the file name is not truncated and the file is attached as expected.
QCCR1E65446	When you add an attachment that includes the word "script" in the file name (for example, script.xls), "script" is removed from the file name when you save the record. This issue affects incidents and changes.	The file name is unchanged, and "script" is not removed from the file name.
QCCR1E67705	If you attach a file that has a special character (such as &, ~, !, @, #, %, ;, or ') in the file name to a KM document, you cannot open the attached file.	If you attach a file that has a special character (such as &, ~, !, @, #, %, ;, or ') in the file name to a KM document, you can open the attached file as expected.
QCCR1E68206	In Internet Explorer, case conversion is not performed for the Assignment Group field when you fill the field and press Enter.	In Internet Explorer, case conversion is performed for the Assignment Group field when you fill the field and press Enter.
QCCR1E73214	If you remove an attachment from a record, and then click the Cancel button, the web client closes the details page without prompting you to save the unsaved changes.	If you remove an attachment from a record, and then click the Cancel button, you are prompted to save the unsaved changes. If you choose "Yes," the record is saved with the attachment removed. If you choose "No," the attachment is not removed.
QCCR1E74734	In the accessible web client, a new row is automatically added to some tables when the focus leaves the last empty row. Because of this behavior, it is not possible to leave the table with the keyboard by using the Tab key.	In the accessible web client, if the last row is an empty row and the focus reaches the last column of the last row, when you press the Tab key the focus leaves the table and no additional empty row is added.

CR	Problem	Solution
QCCR1E76866	After you upload a file that has a non-English file name, the name of the file is incorrect.	The file name is correct.
QCCR1E78960	The Russian translation of the word 'Items' is incorrect for the Group label in the RecordList on the web client.	The Russian translation of the word 'Items' is correct for the Group label in the RecordList on the web client.
QCCR1E78993	CI images are not displayed after you search for CI images.	CI Images are displayed as expected after you search for CI images.
QCCR1E79075	Some previously supported parameters in the web.xml file do not work in the latest versions of Service Manager. Additionally, some of these parameters are not removed from the documentation.	All unused parameters are removed from the documentation and from the web.xml file. For more information, see the "Deprecations" section of the Service Manager 9.33 Release Notes.
QCCR1E79616	When you tab to the More Actions menu on the toolbar and press Enter in the web client, the Screen Reader reads something not related to the menu.	When you tab to the More Actions menu on the toolbar and press Enter in the web client, the Screen Reader reads information that relates to the menu item. Note that the exact information that is read out by the Screen Reader may vary in different versions of Internet Explorer.
QCCR1E84238	MySM does not work when a two-level structure is configured on the Tomcat context path.	MySM works when a two-level structure is configured on the Tomcat context path.
QCCR1E87922	No data is displayed when users open a new window to view data in the Incident Home Page of MySM.	The correct data is displayed when users open a new window to view data in the Incident Home Page of MySM.
QCCR1E88958	The "File Name" heading in the Attachments table is always displayed in English in the web client.	The "File Name" heading in the Attachments table in the web client is localized.
QCCR1E90378	The multi-selection functionality for a table does not work in the web client.	The multi-selection functionality for a table now works in the web client.

CR	Problem	Solution
QCCR1E90571	In the List-detail page, when you press the Tab key to move the focus off the "Execute" button and into the list frame, the web client hangs. This issue occurs only when JAWS is running.	In the List-detail page, when you press the Tab key to move the focus off the "Execute" button and into the list frame when JAWS is running, the web client behaves correctly.
QCCR1E91109	You cannot attach a file to a record if the file name is long and contains special character, such "ßüö."	Files with long file names or with file names that contain special characters can be attached to records as expected.
QCCR1E91692	The HTML Editor widget does not work well in the web client when using the Chrome browser.	The HTML Editor widget works well in the web client when using the Chrome browser.
QCCR1E91985	The FCKeditor component is not displayed correctly and does not work correctly.	The FCKEditor component is displayed correctly and works correctly.
QCCR1E93281	In MySM, after you click the Filter button on the toolbar of the "Incidents Bar Chart" component, the "Incidents Bar Chart - Filter" dialog is displayed. If you then click the OK button in the dialog, the previous bar chart disappears and an "invalid query hash in URL" error is displayed.	In MySM, after you click the Filter button on the toolbar of the "Incidents Bar Chart" component, the "Incidents Bar Chart - Filter" dialog is displayed. If you then click the OK button in the dialog, the bar chart is updated according the specified filter. **Note:** As of Service Manager 9.33, the tooltip of the Filter button has been changed from "Filter" to "Configure Component."
QCCR1E93692	If you use a variable as the input for a column in the cm3t.qbe.g format, a blank QBE list is displayed in the web client when you search for Change Tasks.	If you use a variable as the input for a column in the cm3t.qbe.g format, the QBE list is displayed correctly when you search for Change Tasks. **Note:** Variable input is not supported in RecordList, so empty values are used for the column that has variable input.
QCCR1E93781	The FCKEditor components is displayed incorrectly.	The FCKEditor component is displayed in the correct location.

CR	Problem	Solution
QCCR1E93842	The attachment size limits are not applied on the web client if only one attachment is allowed for the widget.	The attachment size limits are applied on the web client if only one attachment is allowed for the widget.
QCCR1E94008	Hover forms are not displayed close to the relevant field.	Hover forms are displayed close to the relevant field.
QCCR1E94056	In Firefox 17, the "Link" dialog box in the HTML editor cannot be closed by clicking the "OK" button. The issue does not occur in Internet Explorer.	In Firefox 17 and in later versions, the "Link" dialog box in the HTML editor can be closed by clicking the "OK" button.
QCCR1E94087	If you insert extra white spaces between the words of a field caption by using Database Dictionary and then try to add this field to an existing Inbox view in the web client, the webpage enters an infinite refresh loop.	You can successfully add a field to an existing Inbox view in the web client without any problems even if the field caption contains extra spaces (for example, two spaces between Downtime and Start in the caption "Scheduled Downtime Start").
QCCR1E94065	Some strings (such as "Cell spacing," "Cell padding," and "Summary") in the HTML Editor widget are not localized.	The previously unlocalized strings (such as "Cell spacing," "Cell padding," and "Summary") in the HTML Editor widget are now localized.
QCCR1E94210	A JavaScrip error is generated in pages that contain the FCKEditor.	Pages that contain the FCKEditor are displayed correctly and without JavaScript errors.
QCCR1E94270	The DVD visible condition of a Text Area in the web client does not work if the expression contains multiple double quote characters.	The DVD visible condition of a Text Area in the web client works correctly if the expression contains multiple double quote characters.

CR	Problem	Solution
QCCR1E94600	If you click the Fill button of the "Affected CI" field on the "Display Which Changes?" page to search for Changes, the "Please select a search criteria" page is displayed. However, no element on the page has focus.	If you click the Fill button of the "Affected CI" field on the "Display Which Changes?" page to search for Changes, the "Please select a search criteria" page is displayed, and the focus is on the first editable field.
QCCR1E95062	The special string "<! [CDATA[" in a record causes problems in the web client, such as a JavaScript error, an error message on the page, or a blank page.	The special string "<![CDATA[" in a record is displayed correctly in the web client without causing any problems.
QCCR1E97079	When you try to upload an image file type that is not permitted, you receive a misleading error message. The message states that the file must have a .bmp extension. However, .jpg, .jpeg, .png, and .gif files are also supported. Additionally, the next error message contains special characters.	When you try to upload an image file type that is not permitted, the warning message now has a complete list of supported file types. The next warning message does not appear unless it is needed, and if it does appear, it contains no special characters.
QCCR1E97141	When you use the web client to attach a file to a record, the "OK" and "Cancel" buttons in the "Specify File Location" dialog are partially clipped at the bottom.	When you use the web client to attach a file to a record, the "OK" and "Cancel" buttons in the "Specify File Location" dialog are displayed correctly.
QCCR1E97254	An error page is displayed when you click the Continue or End buttons to validate a form in the Forms Designer in the web client.	When you click the Continue or End buttons in the Forms Designer in the web client, the form is validated successfully without any errors.

CR	Problem	Solution
QCCR1E97272	After you click the "Open a New Window" button on a MySM component, a JavaSscript error that relates to the "showLastMessage" function is displayed in the browser console of the new window.	After you click the "Open a New Window" button on a MySM component, a new window is displayed without any errors.
QCCR1E97539	If the JRE version on a computer is upgraded to 1.7.0_21 or a later version, the following warning message is displayed when you open a configuration item in the web client: Block potentially unsafe components from being run?	If the JRE version on a computer is upgraded to 1.7.0_21 or a later version, a "Do you want to run this application?" security warning with a blue information shield is displayed when you open a configuration item in the web client. In order to prevent the security warning from being displayed again, select the "Do not show this again…" check box, and then click Run. **Note:** • For detailed information, see the following support article: http://support.openview.hp.com/selfsolve/document/KM00660753 • This issue still exists in MySM. • We recommend that you always upgrade to the latest Java version.
QCCR1E97864	"No description" is displayed when you try to view the field-level help information for an array of structures field in the web client.	Correct information is displayed when you try to view the field-level help information for an array of structures field in the web client.
QCCR1E97874	When you copy a bulleted list from Notepad to the HTML editor, only the first line is bulleted. Additionally, if you press Enter, a double space is entered between lines.	When you copy a bulleted list from Notepad to the HTML editor, all lines are assigned a bullet. No extra blank line is inserted when you press Enter. You can press Shift+Enter to insert a new line with an extra blank line.

CR	Problem	Solution
QCCR1E98012	The web client runs in Quirks mode in modern browsers, instead of Standards mode that strictly complies with W3C and IETF standards.	The web client runs in Standards mode in modern browsers.
QCCR1E98086	If you log on to the Service Manager web tier by using a browser tab, and then log on to the webtier again by using another browser tab, the previous page expires. However, periodical requests for the heartbeatNoMsg.jsp file are still sent from the expired page.	If you log on to the Service Manager web tier by using a browser tab, and then log on to the web tier again by using another browser tab, the previous page expires and the expired page stops sending heartbeat message requests.
QCCR1E98271	If you click the "New Field/key" button immediately after the detailed information of a dbdict record is displayed, the following warning message is displayed: You can only edit fields or keys	If you click the "New Field/key" button immediately after the detailed information of a dbdict record is displayed, a new window is is displayed as expected.
QCCR1E98295	Toolbar icons are missing if you add parameters that contain a slash character ("/") to the end of a URL, and then access the URL.	Toolbar icons are correctly displayed even when some parameters in the accessed URL contain a slash "/."
QCCR1E98343	When you try to remove a group from the permissions list of a Knowledge Category record by clicking on the white space in the row and then clicking the "Remove" button, the group is still there after the page is refreshed.	When you click on the white space in the row and then clicking the "Remove" button, the group is removed from the permissions list of a Knowledge Category record as expected.
QCCR1E98829	A JavaScript error occurs when you try to change the selection of a Combobox multiple times.	The selection of a Combobox can be changed multiple times without an error.

CR	Problem	Solution
QCCR1E99107	If you try to unload Dbdict in the "Search Change Management Profile Records" page, the next "select profile record" page freezes.	If you try to unload Dbdict in the "Search Change Management Profile Records" page, the next "select profile record" page freezes.
QCCR1E99147	When a new interaction is opened through the "Return to blank interaction" environment settings, the first tab of a Notebook is not reset to be the active tab. Instead, the last accessed tab of the Notebook is set as the active tab.	When a new interaction is opened through the "Return to blank interaction" environment settings, the first tab of a Notebook is reset to be the active tab.
QCCR1E99397	If you set the focus to either the Queue or View combo box in a ToDo Queue page that contains no records, and then press Enter, the detail view is displayed with one record.	If you set the focus to either the Queue or View combo box in a ToDo Queue page that contains no records, and then press Enter , the focus stays in the combo box without opening the detail view of any record.
QCCR1E99442	When you open a new Quote, in order to click a selection button that does not have an "s" label on the "Optional Selections" page you must horizontally center the cursor over the button. However, if the button has an "s" label, you can click the button when the cursor is anywhere within the boundary of the button.	When you open a new Quote, you can click a selection button that does not have an "s" label on the "Optional Selections" page when the cursor is anywhere within the boundary of the button.
QCCR1E100046	Special characters are converted to HTML code in datetime fields after you perform certain procedures. For example, the right angle bracket (>) is converted to ">."	Special characters are kept the same as before after you perform certain procedures.

CR	Problem	Solution
QCCR1E100864	You experience excessive memory consumption when you attach a large file to a record in Service Manager.	Excessive memory is not consumed when you attach a large file on the web client.
QCCR1E101167	In the web client, if you download an attached file that has a Japanese file name, the file name of the downloaded file is changed.	In the web client, if you download an attached file that has a Japanese file name, the file name of the downloaded file is still the same.
QCCR1E101872	If you view a change record on a PDCP4 system that has a large number of records in the cm3groups table, the page takes longer than expected to load completely.	If you view a change record on a PDCP4 system with a large number of records in the cm3groups table, the page takes a short time to load completely.
QCCR1E102448	When the cursor is in the HTML editor, the focus of the cursor does not move up as expected when you press Shift+Tab.	When you press Shift+Tab, the focus of the cursor moves up as expected when the cursor is in the HTML editor.
QCCR1E95061	A JavaScript error occurs when you remove an attached file from a record.	You can remove files that are attached to records as expected.
QCCR1E95339	A JavaScript error occurs in the web client when the Value List Condition for a Combo Box is a DVD select expression that has more than three field/value pairs and that clears the value list of another Comfill or Combo Box.	Combo Boxes are displayed correctly in the web client when the Value List Condition for the Combo Box is a DVD select expression with more than three field/value pairs. The value lists of other Comfill or Combo Box are also displayed correctly.
QCCR1E95717	When you download and open an attached file that has a non-English character in the file name from a record, the file name is changed unexpectedly.	When download an attachment from a record, the name is not changed.

CR	Problem	Solution
QCCR1E95763	The web client hangs after you click the "Open New Change" link in the SC style Main Menu when JAWS is running.	The web client displays the new change page correctly after you click the "Open New Change" link in the SC style Main Menu when JAWS is running.
QCCR1E95890	The JAWS screen reader does not read out the total record number information on a pagebar.	JAWS can read out the total record number information on the pagebar.
QCCR1E95991	After you perform an insert, update, or delete operation on a grouped view (such as an incident), some records are placed in an incorrect group. You must perform a manual refresh in order to see the updated view.	After you perform an insert, update, or delete operation on a grouped view (such as an incident), the view is displayed correctly. This solution is called "auto-refresh." **Limitation:** In the current version, the auto-refresh feature is supported only in list/detail mode, which means you must set the *viewrecordlist:1* parameter in sm.ini.
QCCR1E96246	When you view the User Selections of a catalog item in the Service Manager web client, the input field is too small for you to enter text if a long name is used for the label.	When you view the User Selections of a catalog item in the Service Manager web client, the input field remains the same size if a long name is used for the label.
QCCR1E96406	The Count button does not work when the Include Value list of a security group contains long double-byte strings.	The Count button works as expected when the Include Value list of a security group contains long double-byte strings.
QCCR1E96620	If you open an interaction in the web client, enter XML code that contains "<![CDATA[" in the Description field, and then click on a Fill, the entire screen goes blank with the exception of section headers.	If you open an interaction in the web client, enter XML code that contains "<![CDATA[" in the Description field, and then click on a Fill, the expected list appears and the page is not blank.
QCCR1E96752	The container that holds the description of a catalog item does not resize with the object that it contains.	The description field fits the size of the container.

CR	Problem	Solution
QCCR1E96909	MySM popups are launched with HTTP 404 errors or without images when you configure a two-level structure for the Tomcat context path.	MySM popups are now launched with the right records, and you can view the images.
QCCR1E96957	The page hangs when you view an escape record to which "<![CDATA[" or "]]>" was added through WebService (SoapUI).	The page is displayed as expected when you view an escape record to which "<![CDATA[" or "]]>" was added through WebService (SoapUI).

Windows client

CR	Problem	Solution
QCCR1E29823	Assume that the first element in an array field contains a value. When you enter a value in the second element and perform a Fill action, the second element is populated with the value of the first element. However, if you then click to move the cursor out of the second element, the value reverts to the correct value.	Assume that the first element in an array field contains a value. When you enter a value in the second element and perform a Fill action, the second element is populated with the correct value.
QCCR1E97968	There is a performance decrease when you view CIs in the Windows client.	Performance remains high when you view CIs in the Windows client.
QCCR1E98185	You modify the Font Increase property of a Wrap label widget in the Design mode of Forms Designer, Then, you enter a negative value whose absolute value exceeds the standard font size or you enter an invalid value (such as the letter "a"). In this situation, the client window hangs.	In this situation, the client window no longer hangs. Instead, an error message is displayed and the original Font Increase value is kept.
QCCR1E98262	It is no longer possible to move Button widgets in Forms Designer by using the keyboard arrow keys.	User can move Button widgets in Forms Designer by using the keyboard arrow keys.

CR	Problem	Solution
QCCR1E98323	The JRE version for the Client Configuration Utility is still JRE1.5.0_11.	The JRE version for the Client Configuration Utility is upgraded from JRE1.5.0_11 to JRE 1.7_45.
QCCR1E98482	Performing a search if there is a Virtual Join format that contains a table object with an Italic Condition results in multiple java.lang.NullPointerException errors.	A search is performed correctly even if there is a Virtual Join format that contains a table object with an Italic Condition.
QCCR1E99845	In Forms Designer, if you add a ListBuilder that has a visible condition to a notebook tab, and then try to save it, you receive the following error message: Unrecoverable error refreshing screen. See log for more detail.	In Forms Designer, you can add a ListBuilder that has a visible condition to a notebook tab, and then save it successfully with no errors.

Mobility

CR	Problem	Solution
QCCR1E100600	In the Mobility application, an extra session is created during the login process and is not terminated immediately after the user logs out.	In the Mobility application, no extra session is created during the login process.
QCCR1E101338	When the maximum number of sessions is exceeded using the Mobility client, an additional session that has a blank user name is created on the Service Manager server and is not terminated immediately.	When the maximum number of sessions is exceeded using the Mobility client, an additional session that has a blank user name is created on the Service Manager server but is terminated immediately.

Integrations

CR	Problem	Solution
QCCR1E97462	Service Manager ignores assignment groups that are set in Business Service Management.	Service Manager sets the assignment groups if a valid value is provided.

CR	Problem	Solution
QCCR1E99259	Performance is slow when you synchronize devices that are defined with multiple structures/arrays from uCMDb to Service Manager.	Performance is acceptable when you synchronize devices that are defined with multiple structures/arrays from uCMDb to Service Manager.
QCCR1E99950	Newly-added downstream CIs are missing from DataModEventRel records.	Newly-added downstream CIs are not missing from DataModEventRel records.
QCCR1E101483	CI relationship records are not correctly updated via DEM on a uCMDB/Service Manager interface.	CI relationship records are correctly updated via DEM on a uCMDB/Service Manager interface.
QCCR1E101506	The problem calendar does not contain any information when it is integrated with RC.	The problem calendar is now correctly displayed.
QCCR1E101796	Service Manager ignores the DEM condition for relationships.	Service Manager does not ignore the DEM condition for relationships.

Service Request Catalog

CR	Problem	Solution
QCCR1E98545	After a request (such as a Service Desk interaction) is denied, and the requestor re-submits the request through SRC, the pending approval notification email is sent two times.	After a request (such as a Service Desk interaction) is denied, and the requestor re-submits the request through SRC, the pending approval notification email is sent once.
QCCR1E100119	The "Update" and "Close" functions in Service Profile do not work in a Service Request Catalog support request even though the functions are enabled in the Service Manager server.	The "Update" and "Close" functions in Service Profile now work as expected when the functions are enabled in the Service Manager server.

CR	Problem	Solution
QCCR1E100680	In SRC, you cannot submit an interaction that has an empty field value even though the "is mandatory" flag for that field set to false. When you try to do this, you receive the following error message: Fatal (<message header>) Your submission failed. Please contact your Administrator"	Now, you can submit an interaction that has an empty field value as expected.
QCCR1E100978	The "New" functions in Service Profile do not work in a Service Request Catalog support request even though the functions are enabled in the Service Manager server.	The "New" functions in Service Profile now work as expected when the functions are enabled in the Service Manager server.
QCCR1E101060	The SRC server has startup performance issues. Specifically, SRC takes a long time to start when many check out panels are configured via SRC tailoring.	SRC startup performance is improved by optimizing the "getsrcconfigbylanguage" SRC API.
QCCR1E101504	The SRC API reports that a request approval is successful when the approver has insufficient authorizations to approve the request, and the approval failed.	The SRC API reports an approval failure when the approver has insufficient authorizations to approve the request.

CR	Problem	Solution
QCCR1E75707	Support type categories and items can only be accessed through SRC. However, the documentation states the following: "Create Support Catalog Categories and Items Service Manager self-service users can request support only through the Service Request Catalog. It is not available from the Enterprise Self Service (ESS) portal. " This has been interpreted as meaning that these functionalities have been removed from ESS. However, ESS never supported Support items or categories, just the opening of generic support requests.	The documentation has been updated.
QCCR1E75822	When a catalog item has a delivery objective (such as 5 business days), and when that objective has a valid SLA attached to it, a "Delivery SLA" field becomes visible when this catalog item is requested. There is no way to make this field invisible, especially when there is only one item to select from the drop down list for this field. Instead, it should default to that one value and not require an end user to select it.	Now, if a delivery objective has only one item, that value is selected by default.
QCCR1E90119	The interaction status is not localized in the SRC client.	The interaction status is now localized in the SRC client.

CR	Problem	Solution
QCCR1E91017	A user-friendly SRC message should be displayed when an interaction is locked for an update. However, users receive two unclear error messages. In addition, SRC does not validate whether the current record is locked when a user clicks either the 'Update' or 'Post' button.	A user-friendly message is displayed when a user tries to change an interaction that is in use and locked. Additionally, lock validation now occurs when a user clicks the "Update" button for a Support request or clicks the "Resubmit" button for a Service request before the request page is switched to a new page for updating or modification. This alerts the user in advance that the interaction is locked, before the user tries to modify the interaction.
QCCR1E91592	The "Update" and "Close" functions in Service Profile do not work in an SRC Support Request even though they are enabled in the Service Manager server.	The "Update" and "Close" functions in an SRC Support Request now function as expected. **Note:** There is a known issue in Service Manager in which the "when assigned" Update permission option does not function.
QCCR1E97256	When you access SRC with SSO enabled, the following message is displayed: This page contains both secure and non-secure items. Do you want to display the non-secure items?	The message is no longer displayed.
QCCR1E98663	In SRC, when you fill a mandatory drop-down box, the icon does not change to check mark.	The icon changes to a check mark automatically when the drop-down box is changed.
QCCR1E99059	Line breaks in the catalog item description are not displayed in SRC.	Now, the line breaks are displayed as expected.

CR	Problem	Solution
QCCR1E99275	The SRC encryption utility does not allow you to specify an encryption mode. Therefore, you can use only the default encryption mode.	The SRC encryption utility allows you to specify the desired encryption mode.
QCCR1E99540	The drop-down list for the Urgency field in SRC does not reflect customized settings made in Service Manager.	The drop-down list for the Urgency field in SRC now reflects customized settings made in Service Manager
QCCR1E99751	When an approval email is sent to two approvers in the same approval group, and the first approver denies the request, the Approve and Deny buttons are still available to the second approver.	Now, the Approve and Deny buttons are disabled if the interaction was previously denied.
QCCR1E99905	R2L does not work on the URL server configuration page of the SRC tablet app.	R2L works as expected on the URL server configuration page of the SRC tablet app.
QCCR1E100317	The Up and Down buttons in the Date component of the SRC tablet app do not work.	The Up and Down buttons in the Date component of the SRC tablet app work as expected.
QCCR1E100364	The default text ("Search") in the search box disappears when the language is set to Arabic or Hebrew on the SRC tablet app.	The default text is displayed correctly now.
QCCR1E100488	When the dynamic option feature is enabled, the total cost is calculated incorrectly if you switch the visibility of the additional options by changing the dependency option values. Specifically, the total cost still considers the additional cost, even though user cleared option A to hide option B.	When the dynamic option feature is enabled, the total cost is calculated correctly.
QCCR1E100505	Some text on the start screen of the SRC tablet app is not localized.	The text is now localized.
QCCR1E100655	Arabic text is truncated in some widgets in the SRC tablet app.	Arabic text is displayed correctly.

CR	Problem	Solution
QCCR1E100783	When SRC instances are running on multiple servers, the SRC start process may take several hours. Database queries are repetitive and take a long time to run.	The load custom fields data logic is optimized to reduce the start time of the SRC system for users.
QCCR1E100835	The default setting for the *src.requestedFor.editable* parameter is false. Because of this, users cannot change the person for whom the request is made when they order from the Service Catalog and from the Support Catalog. This behavior is incorrect; only Service Catalog items should be impacted by the *src.requestedFor.editable* parameter.	The "Request for" field is enabled for support items, even if the *src.requestedFor.editable* parameter is false.
QCCR1E100979	The "New" functions in Service Profile do not work in SRC support requests, even though they are enabled in the Service Manager server.	Users cannot request a support interaction if they don't have "New" permission in the Service Manager server profile.
QCCR1E101348	If an item from SRC that requires approval is requested, and then the request is resubmitted with a different approver, the SRC GUI still displays the old approver name in the "Pending approval by" field, while the new approver name is displayed in Approvers. If users log out and log back in, or refresh the browser by clicking the Refresh button, the information is displayed correctly.	The correct approver is displayed in the "Pending approval by" field now.
QCCR1E101642	You cannot complete an approval in SRC, and you receive the following error message: Data may be out-of-date, please refresh the page, and then try again	This issue may occur when the user does not have the ability to approve the request. Service Manager sends a "You may not approve for any of the pending approval groups" message to Service Request Catalog, but this message is incorrectly translated to the message described in the Symptoms.

Upgrade

CR	Problem	Solution
QCCR1E77116	The NEW<*version*>, PRE<*version*>, and OLD<*version*> records still exist after a custom upgrade package is applied. It is time-consuming to delete these records manually.	An option is added in the Purge Existing Upgrade Files feature to only remove duplicate upgrade records that are prefixed with "NEW", "PRE" or "OLD". This option not only removes duplicate upgrade records, but also makes upgraded display screens and display options effective, and re-compiles upgraded display screens. The unique key values of the removed duplicate upgrade records and re-compiled display screen records are logged in the detail.log file.

CR	Problem	Solution
QCCR1E78893	You cannot merge certain records when you upgrade from Service Manager 9.20 (with no applications patches) by using the Service Manager 9.30 Upgrade Utility (UP5). The following error is generated when a merge is attempted: Process panel get.xml.data in RAD run.merge.tool encountered error in line 1 (run.merge.tool,get.xml.data) Cannot evaluate expression (run.merge.tool,get.xml.data) Bad arg(2) oper = (run.merge.tool,get.xml.data) Cannot evaluate expression (run.merge.tool,get.xml.data) Script 'upgradeHelper' line 337: ERROR TypeError: strAncestorXml.replace is not a function at char 1 Unable to open file /dev/Install_Files/930_ UpgradeUtilities/SM9.30-UP5/AppUpgrade/localized_app_ upgrade/SC6.2-9.30.002_v1.5_ L10N/3waymerge/oob/9.2/ link/contacts.search.xml for reading Unrecoverable error in application: se.call.process on panel call.rad.1 Unrecoverable error in application: run.merge.tool on panel get.xml.data	No error occurs when merging certain records during an upgrade from Service Manager 9.20 (with no applications patches) by using the Upgrade Utility. The missing XML files have been added.
QCCR1E98713	After an upgrade package is applied, an error message that resembles "to unable to open file" appears.	No error messages appear after an upgrade package is applied.
QCCR1E98960	After an upgrade from SC6.2 to Service Manager 9.32, error messages are generated and the CI Relationship graph is empty when you open a configuration item.	After an upgrade from SC6.2, error messages are not generated and the CI Relationship Graph is shown as expected when you open a configuration item.

Documentation

CR	Problem	Solution
QCCR1E79728	Statements in the Service Manager 9.30 EventService PDF do not reflect that Connect-It can read eventout records from Service Manager.	The following text is added to the description field of "Connect-It" in the Event Services section: Connect-It can read the outbound data from the eventout queue
QCCR1E88224	The Service Manager server's debugging parameter (debugjavascript) is not documented in the Service Manager 9.31 or 9.32 online help.	The parameter is documented in the online help.
QCCR1E88920	The "Sample script to send a ticket with attachments within Service Manager" example provided on page 100 of the SM 9.30 Web Services Guide is incorrect and will not run on an out-of-box Service Manager 9.30 system.	An updated script is provided in the documentation to replace the old one.
QCCR1E91829	The location of the hpov folder that is described in the support documentation is incorrect.	The location of the hpov folder is corrected.

CR	Problem	Solution
QCCR1E92970	In the "Create a Security Group" help topic, reference is made to "sharedmandantenquery" and "sharedmandantquery." These features are no longer available and the help topics need to be removed.	The following help topics have been updated or removed: **Topic: Create a security group** The following notes have been removed: • Note: You can use the asterisk character (*) as a wildcard to define values that share a common format. However, if you use any wildcard characters in this field, HP Service Manager cannot optimize your queries with the sharedmandantenquery parameter. • Note: You can use the asterisk character (*) as a wildcard to define values that share a common format. However, if you use any wildcard characters in this field, Service Manager cannot optimize your queries with the sharedmandantenquery parameter. **Topic: Enable shared mandanten queries** The entire topic has been moved. **Topic: Enable mandanten security on a file** The following step has been removed: • Step 2. If you did not use any wildcard characters in your security group filtering conditions, you can enable the sharedmandantquery parameter to optimize your Mandanten queries.

CR	Problem	Solution
QCCR1E95889	The documentation for doHTTPRequest() in the Service Manager 9.31 Programming Guide does not explain all its parameters.	The documentation of doHTTPRequest() is now complete.
QCCR1E97044	A description of how to start a servlet container process automatically in the support documentation describes obsolete functionality.	Updated the Service Manager web help and removed the obsolete descriptions.
QCCR1E97849	The online help incorrectly states that the *-sync:1* parameter is supported.	Removed *sync:1* from the parameter description.
QCCR1E97850	The "Force the semaphore to release" section of the documentation refers to a feature that no longer exists.	The "Force the semaphore to release" section is removed from the latest version of the online help.
QCCR1E97930	If the **sm -shutipc** command is run on a Windows-based system, an "unable to obtain SYSTEM lock" error message is generated.	Updated the online help to indicate that this command is for Unix only.
QCCR1E98979	To have a global list available in memory, you must activate the "Build List on Startup" option so that Service Manager rebuilds the global list when the lister background process is generated or when users rebuild it manually. This is not clearly documented in the online help.	The "Build list on startup" topic in the online help has been updated to clearly describe this feature.
QCCR1E99218	Network response time is not provided by rtm:2 trace. However the documentation states that it is.	Updated the "Example: response time monitoring (RTM) output" help topic with the correct output samples and descriptions. To view this topic, navigate to System Administration > Server Performance Tuning > Shared memory > Example: response time monitoring (RTM) output in the Service Manager help.

CR	Problem	Solution
QCCR1E100176	No document describes the limitation that variables cannot be used in "class" attributes in XSLT configuration during SM-uCMDB integration.	Documented this limitation in the HP Service Manager Universal CMDB Integration Guide.
QCCR1E100181	The UCMDB content pack must be applied after SM 9.30 AP1 and before SM 9.30 AP2 or AP3, as in their release order. In the Compatibility Matrix for Service Manager Applications Content document, the UCMDB content pack and SM 9.30 AP1/AP2/AP3 compatibility should be changed from "Yes" to "Yes with order".	Updated the Compatibility Matrix for Service Manager Applications Content document.
QCCR1E100300	When CI visualization is executed during a user session, the for (in) loop iterates over more elements than were added to the array.	The Programming Guide now addresses this issue.
QCCR1E100547	In out-of-box deployments of Service Manager 9.32, the "RendingUtil" ScriptLibrary is complete and contains all functions. For example, the ScriptLibrary is used in RAD "us.dump.delimited." In a deployment that is upgraded from Service Manager 7.11, the "RendingUtil" JavaScript is also present, but some functions are missing (for example, the "getMaxExternalFileSize()" function, which is used in RAD "us.dump.delimited"). After analysis, the "RendingUtil" JavaScript is marked as "Kept Customer" status in the upgrade results, however the upgrade documentation does not explain how to handle "Kept Customer" results in the conflict resolution section .	The upgrade guide (in both PDF and iDoc format) has been updated to include a table that explains each type of upgrade results and their required follow-up actions.

CR	Problem	Solution
QCCR1E100582	After an applications upgrade from Service Manager 9.30 to Service Manager 9.32, some RAD applications still have a Current Release Level of "SM 9.30." This is not documented in the Applications Patch Manager Guide.	The Applications Patch Manager Guide has been updated to include the following statement: You can follow the standard conflict resolution process to resolve conflicts for RAD applications. Since a RAD application is made up of records from several different tables, the Upgrade Results report assigns an object type of Application Cluster for RAD application objects with conflicts. Note: The codes for RAD applications for which "Current Release Level" is not marked as the current version "SM 9.3x" (instead, it is still marked as the original version, "9.30" or "9.30.xxx"), are already current with the ones in Service Manager 9.3x. Therefore, you should not change the "Current Release Level" field to "SM 9.3x." There are two cases in which a RAD application's "Current Release Level" may be marked as "SM 9.3x": ● The RAD applications which are new in Service Manager 9.3x. ● The RAD applications whose code has been changed in Service Manager 9.3x.
QCCR1E101245	The shared memory storage report section of the Service Manager help contains obsolete information.	Removed the obsolete information from the Service Manager help.

CR	Problem	Solution
QCCR1E101783	The IR Expert sections of the documentation make several references to "foreign languages." The term "foreign" is relative and should not be used when the specific meaning is "non-English."	The term "foreign language" is removed from the documentation.
QCCR1E101875	The documentation that describes the default value of the *sqlloginretry* parameter is incorrect. The default value is described as 15 instead of 3.	Modified the default value of the *sqlloginretry* parameter in the documentation to 3.
QCCR1E102108	The Upgrade Guide instructs users to add jsgctrigger:67108864 to the sm.ini file, and then to remove the file when the upgrade is complete. However, many customers forget to do this, which causes a system crash later. Additionally, adding jsgctrigger:67108864 to sm.ini is a workaround to a JS problem that no longer exists. Therefore, the workaround is no longer needed.	This workaround is removed from the Upgrade Guide.

Localization

CR	Problem	Solution
QCCR1E99998	The following message is not localized in the Service Manager web tier: Logout.WarningMessage.CloseBrowser=Please close your browser window. The message is located in the <webtier-9.32.war>/WEB-INF/lib/cwc-9.32..jar/com/hp/ov/cwc/web/login.properties file.	The message is localized.

Known problems, limitations, and workarounds

This software release has the following known issues and limitations. This is a cumulative list of known issues and limitations in Service Manager 9.33, including those that are already documented in previous release notes (Service Manager 9.32 and patches, and Service Manager 9.31 and patches).

Issues in Service Manager 9.31 and patches

Global ID	Problem	Workaround
QCCR1E63663	The Service Manager client loses connectivity during JavaScript execution of the file.list RAD application.	No workaround available. Created a knowledge article (KM1166532), which states that Service Manager does not currently support calls from JavaScript on RAD applications that use the rio/fdisp panels.

Global ID	Problem	Workaround
QCCR1E57385	When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 upon CIT initial connectivity test if exec-shield is not set properly.	Use one of the following solutions to solve this issue on Unix. **Solution 1**: Connect Connect-It to the Web Services connector instead of the Legacy Listener connector. **Solution 2**: Before connecting Connect-It to the Legacy Listener connector, do the following: 1. Add usethreading:0 in the sc.ini file, which is located in <Service Manager server installation path>\LegacyIntegration\RUN. **Note**: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root: # sysctl -w kernel.exec-shield=0 # sysctl -w kernel.randomize_va_space=0 2. Start the legacy listener.

Global ID	Problem	Workaround
QCCR1E67491	When the collation of the db instance is Chinese_PRC_BIN, Web service clients fail to connect to Service Manager (SM). Only ASCII operator names are supported, so only ASCII operator names can be used.	**Note**: This issue only exists in Web service integrations. Therefore, the SM clients do not have this problem. When SM is handling an incoming SOAP request, the authorization string is decoded by BASE64Decoder. SM uses the decoded string value to construct a UTF-8 string that is used in the RTE. However, the authorization string is in the header and SM does not know the charset or encoding of the underling string value, which is BASE64 encoded. Therefore, if the underlying string value is not UTF-8, this problem will occur. In SM, when fetching an operator record from the database, no matter what collation the database uses, the operator record finally will get a UTF-8 operator value. However, even if users put the same value in the authorization header, the operator name may differ because of the charset/encoding issue. Because of this, the operator will fail to log on. This is a limitation of SM. Do not use non-ASCII characters in operator names. Created a knowledge article (KM1442479) to document this limitation.
QCCR1E75182	HTML email truncates the body of the message and sends the HTML code without translating it.	When the content of an HTML email template exceeds 8192 bytes in size, the content will be truncated and displayed as HTML code. Make sure your HTML email templates do not exceed this size limit.
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	This request is caused by the product running in an unsupported configuration. Change to a documented and supported configuration. If the problem still exists in a supported environment, contact HP Support. To work around this issue, do not use "RECORD_KEY" as a SQL Name for a field in dbdict. This field name is reserved by SM. To do this, follow these steps: 1. Enter `dbdict` in the SM command line box. 2. Enter "esdquestions" in to the search field, and then click the Search button. 3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.
QCCR1E74808	After clicking the **Cancel** button in the Condition Editor from the Workflow Editor, the current tab sometimes becomes a blank screen and the tab cannot be closed.	No workaround is currently available.
QCCR1E89890	After you log a new incident, grouped Views are not updated correctly.	When you log a new incident, to keep consistency with actual incidents, the group number is not updated. You must click the "Refresh" button to update grouped Views.

Issues in Service Manager 9.32 and patches

Service Manager Issues

Global ID	Problem	Workaround
QCCR1E64377	In the web client, when a Configuration Item (CI) record is opened, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph). This issue occurs only when JRE 6 is used.	As Oracle has fixed this Applet issue, JRE 6 customers need to upgrade their JRE to the latest JRE6 or JRE7 on the machine that runs Internet Explorer or Firefox in order for CI Visualization to display CI labels correctly.
QCCR1E95725	Due to a known issue in JDK (bug id:7196513), CI icons are not displayed correctly in Firefox when Httponly cookies are enabled in the web application server.	When Httponly cookies are enabled, users can only use Internet Explorer 7 or higher for CI icons to display correctly. As Oracle has fixed the Httponly cookie issue as of JDK 7u6, users need to install the latest 32-bit JRE (7u6 or above) on the machine that runs Internet Explorer 7 or higher. **Note:** In Service Manager9.33, users can only use Internet Explorer 8 or higher for CI icons to display correctly.
QCCR1E95963	An error occurs when loading a dbdict twice in an unload file. The two dbdict records have the same name, but different key types: the first one has unique key, while the second's key type is primary key.	Do not export to an unload file a dbdict record whose key type has changed.

Global ID	Problem	Workaround
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNot found Exception error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	There are two workarounds: • Use Internet Explorer instead of Firefox. • If using Firefox, import the client certificate into the Java console on the end user's machine. Here are the steps for Windows 7: a. Open Control Panel, and i n the Control Panel Search box enter "`Java Control Panel`". b. Double-click the Java console icon to open the Java console. c. On the **Security** tab, click **Manage Certificates …**. d. On the Certificates window, select certificate type: **Client Authentication**, and click **Import**. e. Follow the wizard and import the client user's certificate.
QCCR1E97492	Clicking the **Back** button on the CI Visualization page (which opens when you click **More** > **Expand CI Visualization** in a CI record) causes a Firefox crash.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E97539	If JRE 7 (update 21 or greater) is used in the web browser, when the user opens a configuration item the browser displays a security warning: `Block potentially unsafe components from being run?` The reason why this warning occurs is that as of Java SE 7 update 21, JavaScript code that calls code within a privileged applet is treated as mixed code and warning dialogs are raised if the signed JAR files are not tagged with the Trusted-Library attribute.	This warning does not indicate the Service Manager product is unsafe. Ignore this warning and select **Don't Block** in the warning dialog to continue.
QCCR1E97603	If a format that contains a button with Enable condition is created or modified by using a SM9.31 patch 1 server, when using it in SM 9.31 GA or earlier, the client crashes. However, formats created by using the SM9.31 GA or earlier server work fine.	Upgrade both of the SM server and client to the same patch level: SM 9.31 patch 1 or later.
QCCR1E94657	When PDCP4 is applied, the first group on the form is not shown in the Jump Address drop down list.	Move the scroll bar to the top-most position and then you will see the first group.
QCCR1E97856	In a single-line text field, some special characters whose HTML code is `&#x...;` (where ... stands for a hex number) are not represented as their original format. Instead, they display as `&#x...;`. However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).	No workaround is currently available.
QCCR1E98343	When you try to remove a group from the permission list of a Knowledge Category record, if you select the group by clicking on the white space in either cell and then click the "Remove" button, the group is still there.	Before clicking the "Remove" button to remove the group, try making the selection by clicking on the text in either cell.
QCCR1E98705	The image uploaded for a service catalog item displays as broken (a cross-mark).	Go ahead to save the current record. When you retrieve this record again, the image will display correctly.

Global ID	Problem	Workaround
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields.

To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control. |
| QCCR1E96391 | Restful API: Results are in the wrong order when sorted by an array field.

This issue occurs because the SM RTE does not support sorting by array fields. A list is returned without any error message. | No workaround is currently available. |
| QCCR1E97898 | Restful API: A 400 Bad Request error occurs when a RESTful API request is a cross-table join query. | The RESTful API framework supports simple queries and SM native queries.

Currently RESTful API framework does not support cross-table SQL queries. |
| QCCR1E98320 | When a record is removed after being read, the Merge function still allows the user to merge the record and the user's input is lost. | No workaround is currently available. |

Global ID	Problem	Workaround
QCCR1E98227	In Approval Delegation wizard, go to another page (do not change the delegation module) after choose the operator to delegate in "Select Approval Groups" page, then back to "Select Approval Groups" page again. You will find a blank line is displayed in the right table, instead of the operator record.	This is only a display issue, and will not impact the functionality. If you need to remove the operator from the delegation list, choose the blank line, and then click the remove icon; otherwise the operator will be successfully delegated once you save the update.
QCCR1E98576	when there are conflicted updates on system fields, the system displays the message "The conflicted fields cannot be merged. Reload the record.", whereas the Merge button is available. Actually, the merge function should not be available in such case.	Ignore the Merge button. Reload the latest record to edit this record again.
QCCR1E98398	When you are updating a record and adding attachments to this record, if your updates conflict with another users' updates or the updates of a background process, the attachments will be lost after either automatic or manual merge.	After automatic or manual merge, add the attachments again before saving the merged result of the record.
QCCR1E98411	SRC failed to retrieve service catalog items from SM on upgrade from SM 7.11 to SM 9.32.	In the svcCatalog dbdict, the id.attach field is character type, which should be number type. The id.attach field is an alias of the id field in the svcCatalog table. To fix the issue, change the field type using the Dbdict Utility.
QCCR1E98606	When purging all duplicated records for upgrade, the following error message occurs: `No display screen named "kmgroup.save" found`	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E98618	Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32. Subcategory data is not upgraded.	If necessary, manually add the subcategory data. 1. Enter `db` in the SM command line box. 2. In the Table field, enter `subcategory`, and click **Search**. 3. For each Catagory in the dropdown list, add the following Areas (enter a value in the Area field and click **Add**): `access`, `data`, `failure`, `hardware`, `performance`, and `security`.
QCCR1E98713	After applying an upgrade, the following error message occurs: `Unable to open file <file path> for writing`	This error has no impact on the upgrade, and can be ignored. To prevent this message from occurring, do the following before applying an upgrade: 1. In Database Manager, search for table `help`. 2. Double-click **help.detail**. 3. Enter the following values, and click **Search**: File Name: `formatctrl` Format: `formatctrl.maint.seq.b` Term: `Format Control maintenance - Sequentially Numbered fields` 4. Click **Delete** to delete the record.

Global ID	Problem	Workaround
QCCR1E98298	Survey Integration: If you use an invalid parameter name when you configure a survey with an API-based connector, the parameter is replaced with an empty value incorrectly.	Do not use invalid parameter names.
QCCR1E98299	Survey Integration: When you use the Mass Update utility to update multiple survey records, ruleset validation does not work.	No workaround is currently available.
QCCR1E98475	With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks **Save & New** in an interaction record opened through a search. 1. Open an interaction through a search. 2. Update the Title. 3. Another back-end process has updated the Title to another value. 4. Click **Save & New**. An error occurs: `This record has changed since you selected it.` You cannot perform Merge for the conflicted updates as expected.	If you encounter the error "This record has changed since you selected it." when clicking the **Save & New** button on an interaction opened through a search, to avoid abandoning your updates, do not use the **Save & New** button to save your updates; instead, first click the **Save** button to save your updates with the merged result, and then register a new interaction from the navigation menu.

QCCR1E99998	The following text string in the web tier is not localized:
	
	File:
	`<webtier-9.32.war>WEB-INF/lib/cwc-9.32..jar/com/hp/ov/cwc/web/login.properties`
	
	Text:
	`Logout.WarningMessage.CloseBrowser=Please close your browser window.`
		Manually localize it using the `native2ascii` tool. For detailed steps, see the SM9.31p2 Release Notes.

Service Request Catalog Issues

Global ID	Problem	Workaround
QCCR1E90074	When entering a search string in Service Request Catalog, auto-complete does not work if the browser's preferred language is set to an East Asian language (for example, Simplified Chinese).	No workaround is currently available.
QCCR1E98339	Custom fields do not load the DEFAULT company value when the checkout panel is empty for one of the three checkout panels of your company.	After upgrade, you should manually add the same structure configuration of the DEFAULT company for the empty checkout panel of your company. For example, before upgrade, you, as an SRC administrator, only defined custom fields for the Service Catalog checkout panel for your company. After upgrade to SM932, if you want to use the support checkout panel and generic support checkout panel in SRC correctly, you need to manually add OOB configurations for the Support Catalog and Generic Support checkout panels, which you can copy from those panels of the DEFAULT company.
QCCR1E103491	When SRC starts in FIPS mode, JCE cannot authenticate the provider JsafeJCE.	Replace cryptojce-6.1.jar and cryptojcommon-6.1.jar in the SRC .war files with those from the encryptor tool folder in the same release package.

Issues in Service Manager 9.33 and patches

Global ID	Problem	Workaround
QCCR1E100136	After the installation of a language pack, the Windows client, if running on an Arabic Windows 2008, displays the tooltips of the 'Added' and 'Forced'/'Updated' columns in the content pack results as reversed.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E101782	In Trusted Sign-On (TSO) mode, if users log in to the web client with Simplified Chinese in Internet Explorer 10 running on Windows 8 or Windows 2012, the web client still displays in English instead of in Simplified Chinese.	No workaround is currently available.

Documentation Errata

The following documentation items are incorrect.

Location	Topic "Version control process" in the online help
Error	In the "Development process by developers" section, the command in step 2 to import XML files to the database is incorrect: `sm -svc_import -svc_cleanbuild:`
Correction	The correct command is: `sm -svc_import -svc_cleanbuild:1`

Location	Service Request Catalog 9.33 Interactive Installation Guide
Error	The following subsection **"Configure SRC for Tablets to use a TSO-enabled Service Manager" below** was omitted from the documentation.
Correction	N/A

Configure SRC for Tablets to use a TSO-enabled Service Manager

The Service Request Catalog does not support Trusted Sign On (TSO) through a tablet. Service Request Catalog can only work for a tablet under basic authentication mode.

For desktop Service Request Catalog users whose Service Manager is already configured to use TSO, you can continue to use TSO after you upgrade the Service Request Catalog to this version. However, the administrator must configure a new web application instance of Service Request Catalog specifically for use with tablets as follows and all tablets must connect to this application instance:

1. Make sure the following Certificates have been created for Service Request Catalog and Service Manager:

   ```
   CA Certificate: cacerts
   Client Key Store: srcKeystore.jks
   Server Key Store: smKeystore.jks
   Trusted Client Key Store: clientcerts.keystore
   ```

   For more information on how to create Certificates, see the "Configure SSL" section in the *Service Request Catalog 9.33 Installation Guide*.

2. Verify that the `applicationContext.properties` file settings on the Service Request Catalog server are correct. To do this, follow these steps:

a. Locate the # Service Manager Connector Configuration settings section and then verify that the https security protocol is used:

```
sm.protocol=https
```

b. Verify that the hostname is correct:

```
sm.hostname=<full domain name>
```

Example:

```
sm.hostname=SRC36.xxxx.hp.net
```

c. Verify that the port is set to https:

```
sm.port=13443
```

d. Use "default" as Security Mode:

```
src.security.mode=default
#src.security.mode=lwsso
#src.security.mode=tso
```

e. Disable the SSO Mode:

```
src.security.SSOenabled=false
```

f. Locate # Trusted Sign-On settings section and then verify that the Certificate path and password are set correctly for your environment:

```
src.trustStore=C:\\ cert \\cacerts
src.trustStorePassword=changeit
src.keyStore=C:\\ cert \\ srcKeystore.jks
src.keyStorePassword=changeit
```

> **Note:** Assume that the Certificate files are saved in Directory c:\cert

3. Set the Service Request Catalog Server URL port to the port number defined in `conf/server.xml` in the Tomcat folder. By default, the port number is 8080.

For example, set the SRC Server URL to http://<*SRC Server Address*>:8080/<*SRC App Server Name*> in the Service Request Catalog client on the tablet before you connect to the Service Request Catalog server. Note that the client will not connect to a pre-authentication server where SSO is enabled. Instead, the client connects to the Service Request Catalog web server directly by using the basic authentication mode (that is, a pop-up login page appears, and the user must log in with a user name and password).

Backup and backout instructions

In case you need to restore your Service Manager system to its original state after installing the component patches in this release, make necessary backups before each patch installation. If a rollback is needed, follow the backout instructions.

Server

Backup

Before you apply the server patch, make a backup of the server installation folder. For example, `C:\Program Files\HP\Service Manager 9.33\Server`.

> **Note:** If you have a horizontally scaled system, be sure to back up the server installation folder for each server instance.

Backout

Service Manager 9.33 supports FIPS mode. To run SM in FIPS mode, you must upgrade your database to the 256-bit AES encryption algorithm. Once you change all of the encrypted fields to use the new 32 character encryption you cannot roll back the RTE and still read the encrypted data.

After installing the patch, do the following to backout:

1. Stop the Service Manager server.

2. Remove the existing server installation folder.

3. Copy the backup folder back.

> **Note:** Make sure that the embedded Tomcat is also replaced with the backup, because the version of the embedded Tomcat may have dependency on a specific server version.

> **Note:** If you have a horizontally scaled system, make sure that every server instance is replaced with its backup.

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See "Applications" on page 97.

5. For Unix-based platforms other than Linux, make a backup of your JRE if you have not yet upgraded to JRE 1.7.

6. Restart the Service Manager server.

Web Tier

Backup

Before deploying the new web tier, make a backup of the following items:

- web.xml file

- application-context.xml

- log4j.properties

- splash screen

- style sheets

- any other customizations you made, including your webtier-<version>.war (webtier-ear-<version>.ear) file.

Backout

To roll back to the old web tier:

1. Delete or uninstall the existing web tier.

2. Clear the cache of your web application server (for example, Tomcat).

3. Redeploy the old web tier.

4. Restore your old customizations.

Windows client

Backup

1. Make a backup of your Windows client home folder, for example,
   `C:\Users\<username>\ServiceManager`. Your connections and personalized settings are
   stored in this folder.

   > **Note:** This is the out-of-the-box home directory, and could differ from yours if you made
   > changes to `<Client>\configuration\config.ini` file. If so, back up the files from the
   > location specified in that file.

2. Make a backup of your certificate configuration files if any (**Window** > **Preferences** > **HP
   Service Manager** > **Security**). For example, your CA certificates file and client keystore file.

Backout

1. Uninstall the new Windows client.

2. Reinstall the previous Windows client.

3. Restore your old Windows connections and configurations.

Applications

If you plan to upgrade your applications to this release level, make a backup of your database before the upgrade, in case you need to restore your database after the upgrade. Creating a backup of the entire database and restoring the database if needed is a better approach for a full applications upgrade.

If you plan to load individual unload files in this release, follow the backup and backout instructions below.

Backup

> **Tip:** If your application version is 7.11 ap3, 9.21 ap3, 9.30 ap3, 9.31 or later, you are recommended to use Unload Manager to make a backup of the files to be modified by an unload file, because Unload Manager can create a backup of your old data during the installation of the unload; if your application version is other than any of these, Unload Manager is not available and you can use Database Manager instead.

To use Unload Manager to make a backup:

1. Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.

2. Double-click **Apply Unload**. A wizard opens.

3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.

4. Double-click a conflicting object in the table to open the merge tool:

   a. Merge the object, and then select the **Reconciled** check box.

   b. Click **Save** to go back to the wizard.

5. Click **Next** after all the conflicting objects are reconciled.

6. Click **Yes** on the confirmation window to apply the unload.

7. Click **Finish**.

   Now, the unload has been applied and at the same time your old data backed up.

To use Database Manager to make a backup:

1. Go to Database Manager, select **Import/Load** from **More** or the More Actions menu, and browse to the unload file.

2. Click **List Contents** on the menu bar, to view a list of files that have been updated in this

unload.

See the following figure for an example.

```
Process
  {["svc.add.cart", {$L.callnextprocess=true}, {}, {{["se.get.record, {"name", "file", "text", "string1"}, {"incident.id in $L.file", "$L.svcCart", "\"sdID\"", "\"svcCart\""}, not null(incident.id in $
RAD - money.format (10)
scmessage
  {["cs", "10", 20, "Neopravitelná chyba v aplikaci: %S na panelu %S", "error", {}, '02/28/12 15:33:24', 4, "ramuro"]}
  {["de", "10", 20, "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, '02/28/12 15:33:32', 3, "ramuro"]}
  {["en", "10", 20, "Unrecoverable error in application:  %S on panel %S", "error", {}, '02/28/12 15:33:12', 66, "ramuro"]}
  {["es", "10", 20, "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, '02/28/12 15:33:36', 5, "ramuro"]}
  {["fr", "10", 20, "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, '02/28/12 15:33:46', 3, "ramuro"]}
  {["hu", "10", 20, "Visszaállithatatlan hiba lépett fel az %S  alkalmazásban a %S panelen", "error", {}, '02/28/12 15:33:51', 3, "ramuro"]}
  {["it", "10", 20, "Errore irreversibile nell'applicazione:  %S nel riquadro %S", "error", {}, '02/28/12 15:35:08', 3, "ramuro"]}
  {["iten", "10", 20, "Unrecoverable error in application:  %S on panel %S", "error", {}, '02/28/12 15:35:23', 3, "ramuro"]}
  {["ja", "10", 20, "§A§v§Š§P§[§V§Ě§ű§Š§Ê§Ì§ňčjčsČ\\§G§T§ğ[(§p§ļ§ž%S[2]§ã§Î%S[1])", "error", {}, '02/28/12 15:35:34', 3, "ramuro"]}
  {["ko", "10", 20, "어플리케이션에 복구할 수 없는 오류 %S이(가) 패널 %S에서 발생했습니다.", "error", {}, '02/28/12 15:35:44', 3, "ramuro"]}
  {["nl", "10", 20, "Unrecoverable error in application:  %S on panel %S", "error", {}, '02/28/12 15:35:51', 3, "ramuro"]}
  {["pl", "10", 20, "\"Nieodwracalny błᵢd w aplikacji: %S, panel %S.\"", "error", {}, '02/28/12 15:36:01', 3, "ramuro"]}
  {["pt", "10", 20, "Erro irrecuperável no aplicativo:  %S no painel %S", "error", {}, '02/28/12 15:36:14', 3, "ramuro"]}
  {["pt-Br", "10", 20, "Unrecoverable error in application:  %S on panel %S", "error", {}, '02/28/12 15:36:24', 3, "ramuro"]}
  {["ru", "10", 20, "Unrecoverable error in application:  %S on panel %S", "error", {}, '02/28/12 15:36:35', 3, "ramuro"]}
  {["zh-Hans", "10", 20, "åqČçČŮçŰŽåąķäųļåĚąçû×äąăäųŮåķŲæğ¢åtŮçŠĬéČňèŲŲ: %SiĚéäĻŮâąůéŔ¢æŘ¿ %SiĒT", "error", {}, '03/14/13 01:34:16', 5, "lmingyan"]}
ScriptLibrary
  {["svcCartHelper", "/** @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems*   @author Alex Corvino*//**  This function i
datadict
  {["activity", {}, "miscellaneous", , , "FALCON", '01/21/96 17:00:00', "cblanck", '06/19/07 00:58:57', , , , , {"cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
  {["en", "1000", 10, "Please specify Area name", "fc", {}, '12/01/10 09:33:44', 0, "rolfel"]}
```

This figure shows the contents of an unload file that contains changes to the following files:

File	Record
Process	svc.add.cart
application	money.format **Note**: The `scmessage` records listed under each RAD application are messages used in this RAD application; no backup is needed for them.
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity **Note:** The "activity" file with no records actually represents the dbdict record of the activity file.
scmessage	The record whose message class is "fc" and message number is 1000.

3. Go to Database Manager, in the Table field enter a file name you got in step 2, and click the Search button.

4. If the format selection page shows, select the proper format by double-clicking it (for example, select the `device` format for the `device` file), and then search for the file record.

5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record displays.

> **Note:** If **Export/Unload** is not available, check the **Administration Mode** check box in Database Manager and try again.

6. In the pop-up window, specify your backup upload file path/name, and click **Unload Appl**.

> **Caution:** Make sure that **Append to file** is selected.

7. Repeat steps 3 through 6 to back up the rest of the files you got in step 2.

Backout

> **Tip:** You can use Unload Manager (recommended) or Database Manager (if Unload Manager is not available in your application version) to roll back to your old data, as described in the following.

To roll back to your old data using Unload Manager:

1. Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.

2. Double-click **Apply Unload**. A wizard opens.

3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file display.

4. Double-click a conflicting object in the table to open the merge tool:
   a. Merge the object, and then select the **Reconciled** check box.

   b. Click **Save** to return to the wizard.

5. Click **Next** after all the conflicting objects are reconciled.

6. Click **Yes** on the confirmation window to apply the backup unload.

7. Click **Finish**.

To roll back to your old data using Database Manager:

1. Go to Database Manager, click **More** > **Import/Load**.

2. Browse to the backup unload file you created.

3. Click **Load FG**.

Knowledge Management Search Engine

To back out your Knowledge Management (KM) search engine changes, make a backup before your KM patch installation.

> **Note:** Keep in mind that you also need to roll back KM-related server side and application side changes. For details, see the Server and Application backup and backout Instructions.

Backup

Before applying the KM patch and upgrading the JDK and KM embedded Tomcat, do the following:

1. Make a backup of the search engine installation folder. For example, `C:\Program Files\HP\Service Manager 9.30\Search Engine Backup`

2. Make a backup of the files to be modified by the unload files in the KM patch.

3. Make a backup of your schemastub.xml file under directory `<SM server>/RUN/km/styles/.`

Backout

After installing the patch, do the following to backout:

1. Stop your KM search engine.

2. Remove the existing search engine installation folder.

3. Copy the backup folder back.

4. Rollback the previous JDK installation and change the `JAVA_HOME` environment variable back.

5. Be sure to roll back KM related changes on the SM server and application sides, including the `kmsolr unloads` files and the server's `schemastub` file.

6. Restart your KM search engine.

7. Perform a full re-indexing on all of your knowledgebases.

Installation notes

This section provides instructions on installing each component in this patch release. You can also refer to the *SM9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

http://support.openview.hp.com/selfsolve/document/KM00729516

Before you proceed, HP recommends that you consult the latest *Service Manager 9.33 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content*. These are available at the following website:

http://support.openview.hp.com/sc/support_matrices.jsp

For more information, see "Service Manager Support Matrix and Applications Content Compatibility Matrix" on page 119.

Digital signature notice

HP signs Windows executable files with a digital signature. Since January 2012, this process has been updated to use a new VeriSign root certificate. On a Windows system that does not have the new VeriSign root or intermediate certificate installed, when the user right-clicks the file and then goes to **Properties** > **Digital Signatures** > **Details**, the following verification error is displayed:

The certificate in this signature cannot be verified.
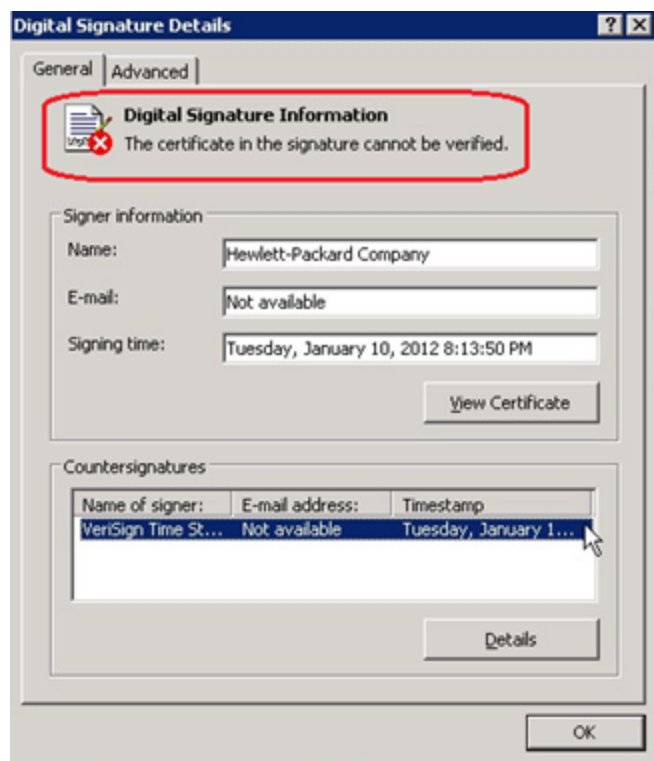
To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: **https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140**

Server update installation

The server update for your operating system consists of a compressed file, sm9.33.0035_<OS>.zip (or .tar), which contains updated files of the Service Manager server. These files add to or replace the files in the [SM Server Root]\([SM Server Root]/)RUN, irlang, bin, legacyintegration, and platform_unloads directories.

> **Note:** If you use an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 is required for Service Manager 9.30p5, Service Manager 9.31, Service Manager 9.32 and later. For more information, see the latest *Service Manager 9.33 Support Matrix* at http://support.openview.hp.com/sc/support_matrices.jsp.

Built-in troubleshooting tool (SM Doctor)

Additionally, as of Service Manager 9.32, the server patch includes an installation of the HP Service Manager Doctor (SM Doctor) tool. The server patch will install the tool in the <*SM server root*>\(<*SM server root*>/)smdoctor directory. For information on how to use this tool, see the *Guides and reference > Troubleshooting > HP Service Manager Doctor* section in the online help.

Upgrade paths

This server patch must be applied on top of one of the following versions/patch levels of the Service Manager server:

- Service Manager 9.30 GA

- Service Manager 9.30 Patch/Hotfix

- Service Manager 9.31

- Service Manager 9.31 Patch/Hotfix

- Service Manager 9.32

- Service Manager 9.32 Patch/Hotfix

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.30 GA server, and then directly apply this server patch.

- **Existing SC6.2, Service Manager 7.11, and Service Manager 9.21 customers:** Uninstall the old server, install the Service Manager 9.30 GA server, and then apply this server patch.

- **Existing Service Manager 9.30, Service Manager 9.31, and Service Manager 9.32 customers:** Apply this server patch.

For installation instructions of the Service Manager 9.33 server, see the *SM9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

http://support.openview.hp.com/selfsolve/document/KM00729516

For installation instructions of the server patch, see "Server patch installation steps" below.

Compatibility mode for installation on Windows Server 2012

As of Service Manager 9.32, Windows Server 2012 is supported. Be aware that compatibility mode is required for installing the SM9.30 GA server on Windows Server 2012 (not required for Windows Server 2008). To run your server installation in compatibility mode, do the following:

1. Right–click the server's setupwin32.exe file icon.

2. Click **Properties** > **Compatibility**.

3. Click **Run this program in compatibility mode for**, and then select **Windows Vista (Service Pack 2)**.

4. Click **Apply**, and then click **OK**.

5. Run the setupwin32.exe file to complete the installation.

When you uninstall your server on Windows Server 2012, you should also use compatibility mode. To do this, set your Windows server uninstaller file (_uninst\uninstaller.exe) to compatibility mode as described above, and then uninstall the server using the uninstaller or Control Panel.

Server patch installation steps

Caution:

- The server patch will upgrade your embedded Tomcat to version 6.0.37, and therefore requires additional steps.

- The server patch will upgrade your JGroups (in the RUN/lib directory) to version 3.2.

- Starting with Service Manager 9.31p2, the Service Manager server requires JRE 1.7. For Windows and Linux, the embedded JRE has already upgraded to version 1.7; for other Unix-based platforms, you need to manually perform this JRE upgrade.

  The JRE upgrade will cause external web service calls over SSL to fail if the remote endpoint does not support Server Name Indication (SNI), which is by default activated in

JRE 1.7. Once Service Manager is upgraded to use JRE 1.7, it starts to use SNI extensions during the SSL handshake. If the remote endpoint does not support SNI, the web service call will fail with an error message. To solve this issue, do either of the following:

- Activate SNI at the remote end point (recommended)

- If the remote endpoint does not support SNI extensions, and SNI cannot be activated, add the following JVMOption<*n*> parameter either to the sm.ini file, or to the start command of the servlet(s) in the sm.cfg file:

  JVMOption2:-Djsse.enableSNIExtension=false

Note: If you have a horizontally-scaled system, you must upgrade all your server instances.

1. Stop all Service Manager clients.

2. Stop the Service Manager server.

3. Make a backup of the Server installation directory. See also "Backup and backout instructions" on page 95.

4. Delete the RUN/tomcat directory. Tomcat in this directory will be upgraded to version 6.0.37 when you extract the server files later.

5. Delete the RUN/lib directory.

6. For Windows and Linux platforms, delete the RUN/jre directory.

   Note: This step is required only when you are upgrading from a server version earlier than 9.31p2. This is to avoid conflicts between the old 1.6-based JRE and new 1.7-based JRE.

7. Extract the compressed files for your operating system into the main Service Manager directory on the server. By default, the file is saved in the following location:

   C:\ProgramFiles\HP\Service Manager 9.33\Server

8. For UNIX servers, set the file permissions for all Service Manager files to "755."

9. For the following Unix servers, manually upgrade to one of the following JRE versions, if you have not already done so.

a. Install either JRE1.6, or JRE1.7, as appropriate for your platform.

Solaris 9	JRE1.6 (update 20 or greater)
Solaris 10	JRE1.7 (update 45 or greater)
HP-UX	JRE1.7 (JRE_7.0.07 or greater)
AIX	JRE1.7 (SR6 or greater)

b. Set your JAVA_HOME environment variable to point to JDK (if you have JDK installed) or JRE (if you have only JRE installed).

c. Execute **\RUN\removeLinks.sh** to remove the old symbolic links and then execute **\RUN\setupLinks.sh** to create new symbolic links.

d. Run the following command to check that the JRE version is correct:

RUN\jre\bin\java –version

10. If you have made any customizations/changes to the original RUN/tomcat folder, restore them in the new RUN/tomcat folder.

11. Your old schemastub.xml file (in the <*SM_Server_Home*>\RUN\km\styles\ directory) has been updated to a newer version. Either keep your old file by copying it back or keep the updated version (a KM knowledgebase full reindexing is then required).

12. Run the **sm -unlockdatabase** command.

> **Note:** This step is required the first time you upgrade to 9.30p4 or later; it is also required whenever you change the server's IP address after your upgrade to 9.30p4 or later. The purpose of this step is to prevent stale license information from being kept in the system. In a scaling implementation, you can run this command from any one of your servers.

13. Restart the Service Manager server.

14. Restart the Service Manager clients.

15. Check the version in **Help** > **About Service Manager Server**.

The server should be Release: **9.33.0035**.

Web tier installation

The web tier update consists of a compressed file, sm9.33.0035_Web_Tier.zip, which contains the installation files (both the .war and .ear files) that are required to install the HP Service Manager 9.33 web tier. Installing the new web tier will upgrade your web client to this release level.

For installation instructions, see the *SM9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

http://support.openview.hp.com/selfsolve/document/KM00729516

New customers

You only need to install the new web tier using the .war or .ear file from the sm9.33.0035_Web_ Tier.zip file in this release.

Existing customers

To upgrade your web tier to this patch level, you must back up and uninstall your old web tier, and then install the new web tier. The upgrade does not automatically save your web tier customizations. To keep your changes, you must back up your customized files and restore your customizations in the new deployment.

> **Note:** If you plan to deploy the web tier on Tomcat 7.0 by using the Tomcat Manager, you must set the *max-file-size* and *max-request-size* parameters (default: 52428800) in the *<Tomcat 7.0_Home>*webapps\manager\WEB-INF\web.xml file to a value greater than the size of the web tier .war file, otherwise the deployment request will be rejected because the web tier .war file exceeds the default maximum values. This restriction does not exist in Tomcat 6.0.

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see "Backup and backout instructions" on page 95.

2. Delete or uninstall the existing web tier .war (or the .ear) file.

3. Clear the cache of your web application server.

4. Deploy the new webtier-9.33.war (or .ear) file by following the instructions in the *Service Manager 9.33 Upgrade Documentation Center*.

   > **Note:** It is best practice to deploy with a unique context root. For example, /webtier-9.33.0035

5. Use a diff utility to compare the new web tier's web.xml file against your backed-up version to ensure that any new parameters are properly merged into the files used in your final deployment. Do this for application-context.xml as well as any other files you may have customized (such as style sheets and splash screens).

6. Make any new customizations that are necessary for your deployment.

7. Restart the web application server.

8. Check the version by clicking the HP logo (About HP Service Manager) icon.

   The web tier version should be: **9.33.0035**.

Windows Client Installation

> **Note:** No features are being added to the Service Manager Windows (Eclipse) client. HP recommends that Service Manager administrators deploy one of the other three clients (web client, SRC client or Mobility client) to end users. You still need the Windows client to perform administrative tasks.

The Windows client update consists of a compressed file, sm9.33.0035_Windows_Client.zip, which contains the executable installation files of the new Windows client. Installing the new Windows client will upgrade your Windows client to this patch level.

For installation instructions, see the *SM9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

http://support.openview.hp.com/selfsolve/document/KM00729516

New Customers

You only need to install the new Windows client.

Existing Customers

You need to back up and uninstall the old Windows client, and then install the new Windows client.

To install the new Windows client:

1. Stop the Service Manager Windows client.

2. Make necessary backups. For details, see "Backup and backout instructions" on page 95.

3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)

4. Run setup.exe from this Windows client patch to install the new client.

5. Check the version in **Help** > **About Service Manager Client**.

   The client should be Release: **9.33.0035**.

Windows Client Configuration Utility installation

Service Manager 9.33 includes an updated version of the Windows Client Configuration Utility (sm9.33.0035_Windows_Client_Configuaration.zip).

For installation instructions, see the *SM9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

http://support.openview.hp.com/selfsolve/document/KM00729516

Applications Update installation

You apply the 9.33 applications using either the Service Manager 9.33 Applications Patch Manager (sm9.33.0035_Application.zip) or Upgrade Utility (sm9.33.0035_Application_Upgrade.zip) depending on your current application version. You must also be aware of the dependencies if you have already installed or plan to install SM9.3x content patches.

Prerequisites

- Service Manager application release level
  - If using Applications Patch Manager: 9.3x (9.30, 9.30 Applications Patch, 9.31, or 9.32)

  - If using Upgrade Utility: 6.2, 7.11, or 9.2x

- Service Manager application release language: All languages for 9.33

- Service Manager client and server release level: 9.33 or greater

- The Service Manager server process must have read-write access to the database

Content patch dependencies

Refer to the *Compatibility Matrix for Service Manager Applications Content* document, which is available from the HP Support Matrices portal:

http://support.openview.hp.com/sc/support_matrices.jsp

Upgrading to the 9.33 applications

> **Note:** For upgrades from Service Manager 7.11, 9.30, or 9.31, make sure that primary key mode is disabled before upgrading from the Service Manager 7.11, 9.30, or 9.31 applications; for new installations of Service Manager, make sure that primary key mode is disabled before loading the OOB application data.

Existing customers and new customers can upgrade to the 9.33 applications using different approaches. For installation instructions, see the *SM9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

http://support.openview.hp.com/selfsolve/document/KM00729516

For existing customers:

1. Upgrade the Service Manager server and clients to version 9.33.

2. To upgrade from a 9.3x version of the applications, use the Service Manager 9.33 Applications Patch Manager.

3. To upgrade from the 6.2, 7.11, or 9.21 applications, use the Service Manager 9.33 Upgrade Utility.

For new customers:

1. Install the Service Manager 9.30 GA server and load Service Manager 9.30 GA demo data.

2. Install the Service Manager 9.33 server patch.

3. Install the Service Manager 9.33 Windows or web client.

4. Upgrade to the Service Manager 9.33 applications using the Service Manager 9.33 Applications Patch Manager.

Application Unload installation

Note: All unload files in the server's platform_unloads directory in this release have been already merged into the Service Manager 9.33 applications. These files are provided just in case you do not plan to upgrade to applications 9.33 while still want to take advantage of the relevant new features/fixes.

If a platform fix (in most cases, a server fix) also requires an applications change to resolve the relevant issue, an unload file is provided. Unload files introduced in earlier patches are also included in this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files that are intended for your applications version. For more details about these applications updates, see the Release Notes for those patches.

This patch release includes the unload files that come with the server update. When you extract sm9.33.0035_<OS>.zip (or .tar), it will add the files to the following directory:

`[SM Server Root]\platform_unloads ([SM Server Root]/platform_unloads)`

Note: Unload files should be installed in their patch order. That is, those introduced in patch 1 should be applied first, then those introduced in patch 2, and so on. However, unload files introduced in the same patch can be installed in a random order, unless otherwise specified.

Unload File Naming Convention

The unload files use the following naming convention: <CR_ID>_SMxxxPxx_SMxxx.unl, where:

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.

- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or higher.

Note: Sometimes this portion contains an additional hot fix number, for example, SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or higher.

- SMxxx: The Service Manager applications version that requires the unload file. For example, SM711, which means the unload file is intended only for Service Manager applications version 7.11.

> **Note:** If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx_SM930P4.unl is normally intended for applications versions 7.11, 9.20, and 9.30 (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload file description. For information on the applicable applications versions for each unload file included in the current patch, see Unload Files Included in the Current Patch.

Unload Files Included in the Current Patch

The following are unload files included in the current patch release.

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E99147_SM933_SM930.unl	9.33	9.30, 9.31, and 9.32	Fixes an issue in which the first tab of a Notebook is reset to be the active tab when a new interaction is opened through the "Return to blank interaction" environment settings. **Associated server fix**: QCCR1E99147
QCCR1E99398_SM932P2.unl	9.32p2	7.11, 9.21, 9.30, and 9.31	Enables the inactivity timer function to work correctly when the version of applications is lower than the version of the server. **Associated server fix**: QCCR1E99398
QCCR1E19946_SM933.unl	9.33	7.11, 9.21, 9.30, 9.31, and 9.32	Enables extra columns in the "Attachments" section of records. **Associated server fix**: QCCR1E19946

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E31324_SM932.unl	9.32	7.11, 9.21, 9.30 and 9.31	Fixes this issue : With Syslog audit turned on, only a syslog record showing login is created; no record for logoff is recorded if the user does not log out "normally." **Associated server fix**: QCCR1E31324
QCCR1E96802_SM931P3.unl	9.31p3	7.11, 9.21, 9.30 and 9.31	Changes the behavior when handling web service request user passwords. See the SM9.31p3 Release Notes. **Associated server fix**: QCCR1E96802
QCCR1E52767_SM931P3_SM930.unl	9.31p3	9.30	Fixes the issue that users cannot add data policy definitions on joined tables. **Note**: You do not need to load this unload if you are running on SM9.31, 9.21, or 7.11 applications. **Associated server fix**: QCCR1E52767
QCCR1E76724_SM931P2_SM930.unl	9.31p2	9.30 and 9.31	Fixes the issue that after deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration. **Associated server fix**: QCCR1E76724
QCCR1E76227_SM930P6_SM930.unl	9.31	9.30	Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobility Client. **Note:** Not needed for the SM9.32 or later Mobility client.
QCCR1E78794_SM930P6_SM930.unl	9.31	9.30	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the SM9.31 Mobility Client. **Note:** Not needed for the SM9.32 or later Mobility client.

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E76796_SM930P6_SM930.unl	9.31	9.30	Provides the ability to turn on debugging dynamically for user sessions or schedulers. **Note:** This unload requires the SM9.31 server.
QCCR1E71099_SM930P5_SM711.unl	9.30p5	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. **Associated server fix**: QCCR1E71099
QCCR1E71099_SM930P5_SM920.unl	9.30p5	9.20	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. **Associated server fix**: QCCR1E71099
QCCR1E71099_SM930P5_SM930.unl	9.30p5	9.30	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. **Associated server fix**: QCCR1E71099
QCCR1E71139_SM930P5_SM930.unl	9.30p5	9.30	Works with server fix QCCR1E71139 to solve this issue: When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.
QCCR1E31941_SM930P4_SM930.unl	9.30P4	9.30	Enables users to use a pre-configured decimal symbol when completing numeric fields. **Note:** This enhancement requires a 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 or later without applying this applications change. **Associated server fix**: QCCR1E31941.
QCCR1E73452_SM930P4.unl	9.30P4	7.11 - 9.30	Enables Mandanten restricting queries to be updated correctly after a profile is edited. **Associated server fix**: QCCR1E71897

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E67072_SM930P4_SM930.unl	9.30P3	7.11 and 9.20	Enables users to take advantage of the new KMStatusListener background process. **Note:** This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine. **Associated server fix**: QCCR1E67071
QCCR1E70163_SM930P4_SM711.unl	9.30P3	7.11	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687
QCCR1E70163_SM930P4_SM920.unl	9.30P3	9.20	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687
QCCR1E70163_SM930P4_SM930.unl	9.30P3	9.30	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687
QCCR1E67647_SM930P3.unl	9.30P3	7.11 - 9.30	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request. **Associated server fix**: QCCR1E54192
QCCR1E67610_SM930P2.unl	9.30P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. **Associated server fix**: QCCR1E64290

Tip: If your application version is 7.11 ap3, 9.21 ap3, 9.30 ap3, 9.31 or later, you are recommended to use Unload Manager to load an unload file, because Unload Manager can help you create a backup of your old data and reconcile conflicts during the installation of the unload; if your application version is other than any of these, Unload Manager is not available and you can use Database Manager instead.

To load an unload file using Unload Manager:

1. Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.

2. Double-click **Apply Unload**. A wizard opens.

3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.

4. Double-click a conflicting object in the table to open the merge tool:

   a. Merge the object, and then select the **Reconciled** check box.

   b. Click **Save** to go back to the wizard.

5. Click **Next** after all the conflicting objects are reconciled.

6. Click **Yes** on the confirmation window to apply the unload.

7. Click **Finish**.

   Now, the unload has been applied and at the same time your old data backed up.

To load an unload file using Database Manager:

1. Make sure the Windows client is configured for server-side load/unload.
   a. From the Windows client, go to **Window** > **Preferences** > **HP Service Manager**.

   b. Unselect **Client Side Load/Unload** if is flagged.

   c. Restart the Windows client.

2. Open **Tailoring** > **Database Manager**.

3. Right-click the form or open the More Actions menu and select **Import/Load**.

4. Browse to the unload file, and view the contents of an unload file before importing it by clicking **List Contents**.

5. Make a backup copy of all files to be modified by this unload. For detailed steps, see "Backup and backout instructions" on page 95.

6. Fill in the following fields.

Field	Description
File Name	Type the name and path of the file to load.
Import Descriptor	Since unload files do not require an Import Descriptor record, leave this field blank.
File Type	Select the source operating system of the unload file.
Messages Option —	
All Messages	Select this option to see all messages that Service Manager generates loading the file.
Messages Option —	
Totals Only	Select this option to see only the total number of files Service Manager loads.
Messages Option — None	Select this option to hide all messages that Service Manager generates when loading the file.

7. Click **Load FG**.

Service Request Catalog (SRC) installation

Service Manager 9.33 includes the SRC package (`sm9.33.0026_SRC.zip`), which contains the following files:

- a .war file for SRC 9.33 (`src-9.33.war`)

- a migration tool for upgrading customizations from an SRC 1.4 or SRC 9.32 deployment to SRC 9.33 (`src-migration-9.33.zip`)

- an encryption tool for generating an encrypted password (`encryptor-9.33.zip`)

- a validation tool that you can use to help ensure that your manifest.xml file is valid and usable (validator-9.33.zip)

- documents including the new Help document for SRC 9.33 (SRC9.33_Help_Center.zip)

> **Note:** Unlike previous releases, the 9.33 version of the Service Request Catalog online help was not translated in this release. Because of this, the default online help remains the 9.32 version for all languages. However, we have included the English language 9.33 version of the online help in the SRC 9.33 package under the /docs directory.

Before you proceed, download the *Service Request Catalog 9.33 Interactive Installation Guide* and *Service Request Catalog 9.33 Customization Guide* from the HP Software Manuals Site:

http://h20230.www2.hp.com/selfsolve/manuals

These guides provide details about deploying the .war file and the usage of the three tools.

> **Note:** Users who want to use Service Request Catalog on their tablet devices can download the HP Service Request Catalog app to their device from Google Play or the Apple Appstore. To locate these apps, search for "HP SRC" in the appropriate store.

New Customers

1. Install SRC 9.33, deploy the `src-9.33.war` file by following the instructions in the *Service Request Catalog 9.33 Interactive Installation Guide*.

2. Configure SRC 9.33 by following the instructions in the *Service Request Catalog 9.33 Customization Guide*.

Existing Customers

1. Install SRC 9.33, as described above.

2. Migrate the customizations from your old deployment to SRC 9.33.
   - SRC 1.4 and SRC 9.32 customers: Run the SRC migration tool to migrate your specific customizations from your old SRC deployment to SRC 9.33. For details, see the *Service Request Catalog 9.33 Customization Guide*.

   - SRC 1.2x or 1.3 customers: Manually restore your customizations.

Mobile Applications installation

Service Manager 9.33 includes a new version of the Mobility client (sm9.33.0006_Mobility.zip). New customers can directly install the new Mobility client by deploying the webapp-9.33.0006.war file, while existing customers can only uninstall their old Mobility client and then install the new one.

Installation Steps

> **Note:** The Service Manager 9.33 Mobility client supports Apache Tomcat 7.0 (7.0.32 or greater) and and IBM WebSphere 8.5 (8.5.5 or greater) web application servers.

For more information about how install the Service Manager 9.33 Mobility client, refer to the *Service Manager 9.33 Mobile Applications User Guide*.

Application changes required for SM9.31 and for SM9.30

The Service Manager 9.33 Mobility client can work with the SM9.33, SM9.32, SM9.31, or SM9.30 applications; however, if using the SM9.31 or SM9.30 applications, before users can use the Mobility client, you ,as an administrator, need to make additional application changes by either importing or manually implementing the unload files shipped with the Mobility client package (be sure to import or implement them in listed order):

- mobile2-update-9.30-9.31.unl

- mobile2-new-9.30-9.31.unl

For details, see the *Service Manager 9.33 Mobile Applications User Guide*.

Knowledge Management (KM) update installation

This release does not contain any KM update. The latest KM package has been shipped with the SM9.32 release, which you can download from the following HP website:

http://support.openview.hp.com/selfsolve/document/KM00495878

For installation instructions, see the *Service Manager 9.32 Release Notes*.

ODBC Driver update installation

This release does not contain any ODBC Driver update. The latest ODBC Driver package has been shipped with the Service Manager 9.30p4, Service Manager 9.30p5, and Service Manager 9.31 releases.

You can download the latest package from the following website:

http://support.openview.hp.com/selfsolve/document/KM00207925

The ODBC Driver package contains the following updated files:

- Scodbc32.dll

- sci18n.dll

- sccl32.dll

To install the ODBC Driver update, follow these steps:

1. Extract the files to your ODBC Driver installation folder. For example: C:\Program Files\Peregrine Systems\ServiceCenter 6.2\ODBC Driver.

2. When prompted, replace the three old DLL files with the new ones.

Language Pack installation

Service Manager 9.33 includes language packs for the Service Manager server in 15 supported languages other than English. For a list of supported languages, see "Local language support" on page 120.

For detailed installation instructions, see the *Service Manager 9.33 Language Pack Installation Guide*, which is included in the *SM9.33 Upgrade Documentation Center*:

http://support.openview.hp.com/selfsolve/document/KM00729516

Online Help installation

Service Manager 9.33 includes only an English version of the online help. For installation instructions, see the *SM9.33 Interactive Installation Guide* that is included in the the *SM9.33 Upgrade Documentation Center*. This is available to download from the following HP Software Manuals website:

http://support.openview.hp.com/selfsolve/document/KM00729516

You can download the Service Manager 9.33 online help from the following website:

http://support.openview.hp.com/selfsolve/document/KM00729523

Service Manager Support Matrix and Applications Content Compatibility Matrix

The Support Matrix lists supported versions of operating systems, browsers, HP Software products, and other compatibility and support information.

The Applications Content Compatibility Matrix (named *Compatibility Matrix for Service Manager Applications Content*) provides compatibility information for Service Manager applications content packs (for example, Process Designer Content Packs).

Note: 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 Access levels.

To register for an HP Passport ID, go to HP Passport Registration.

To access the Support Matrix and Applications Content 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.

Local language support

This section includes the localization information for this release.

User interface localization

The following table lists the supported languages for the Service Manager clients. All languages listed are supported, except the two right-to-left display languages (Arabic and Hebrew), which are not supported for the Mobility client.

Language	Windows Client	Web Client	Mobility Client	SRC Client
Arabic	√	√	×	√
Brazilian Portuguese	√	√	√	√
Chinese Simplified	√	√	√	√
Czech	√	√	√	√
Dutch	√	√	√	√
English	√	√	√	√
French	√	√	√	√
German	√	√	√	√
Hebrew	√	√	×	√
Hungarian	√	√	√	√
Italian	√	√	√	√
Japanese	√	√	√	√
Korean	√	√	√	√
Polish	√	√	√	√
Russian	√	√	√	√
Spanish	√	√	√	√

Service Manager applications language packs

A language pack is available for each of the languages listed in the table above.

Documentation localization

This release includes only English documentation.

> **Note:** Unlike previous releases, the 9.33 version of the Service Request Catalog online help was not translated in this release. Because of this, the default online help remains the 9.32 version for all languages. However, we have included the English language 9.33 version of the online help in the SRC 9.33 package (SRC9.33_Help_Center.zip) under the /docs directory.
>
> For more information, see .