

HP Service Manager

Software Version: 9.3x

For the supported Windows® and UNIX® operating systems

Compatibility Matrix for Service Manager Applications Content

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How to Use This Document

This document contains the compatibility matrix information about the HP Service Manager (SM) Applications content across SM 9.3x Applications core versions. In the future, when a new SM 9.3x Applications core version or new SM Applications content is released, this document will be updated.

If you find differences between this document and the Release Notes for SM Applications content or core version (for example, the SM 9.31 Release Notes), use the information in this document as final.

In addition, special installation notes and hints for some specific content are also provided in this document. For example, Process Designer Content Pack (PDCP) 9.30.2 is compatible with SM 9.31 according to the compatibility matrix, but when you install this content on SM 9.31, you need to follow a specific installation order.

Notes:

- The following types of Applications unload releases are not covered in this document:
 - Applications unloads in SM hot fixes
 - Applications unloads in SM Binary Patches
 - Applications unloads in SM SRC hot fixes

Normally, these Applications unloads will be merged into the next core version.

- This compatibility matrix document only covers SM Applications content that is released by HP, not the SM content that is released by HP partners.
- This compatibility matrix document only covers content on SM 9.3x Applications core versions, not on SM 7.x or SM 9.2x versions.
- SM Applications core versions refer to SM 9.30 GA Applications, SM 9.30 Applications patches, SM 9.31 GA Applications, and so on.
- SM Applications content refers to SM content packs that contains SM Applications code. Some SM content packs such as the Operation Orchestration content pack only contains jar file.

Service Manager Applications Content Release Order

The following table lists all the SM Applications content released by HP in the order of the release timeline.

The list also includes SM 9.3x Applications core versions starting from the SM 9.30 GA Applications. This is for your reference to apply the correct installation/upgrade order for some specific combinations of content and core version that require an installation/upgrade order (see "[Compatibility Matrix](#)" on [page 8](#)).

SM Applications Content Release Order by Release Date

SM Applications Content	Release Timeline
SM 9.30 GA Applications	June, 2011
Operational Reports for Service Manager	June, 2011
HTML Email Solution for Service Manager	August, 2011
SM 9.30 Applications Patch 1	January, 2012
Collaboration Content for Service Manager	January, 2012
Survey Integration Content for Service Manager	February, 2012
UCMDB Integration Content Pack for Service Manager	March, 2012
Process Designer Content Pack 9.30.1	June, 2012
SM 9.30 Applications Patch 2	July, 2012
SM 9.30 Applications Patch 3	September, 2012
SM 9.31 GA Applications	October, 2012
Process Designer Content Pack 9.30.2	January, 2013
Process Designer Content Pack 9.30.3	June, 2013
SM 9.32 GA Applications	August, 2013
Mobile ESS Content Pack	January, 2014
SM 9.33 GA Applications	January, 2014
Survey Integration Content Pack 9.32.1	April, 2014

SM Applications Content Release Order by Release Date, continued

SM Applications Content	Release Timeline
SM 9.34 GA Applications	July, 2014
Case Exchange Content Pack	September, 2014
Smart Analytics for Service Manager	September, 2014
SM 9.35 GA Applications	April, 2015

For more details of each content pack, visit HP Live Network: <https://hpln.hp.com/group/service-manager>.

For more details of each core version, visit HP Software Support Online (SSO) portal: <https://softwaresupport.hp.com/>.

Notes:

- For the Operational Reports content, you cannot find the package specifically for SM 9.3x on HP live network; however, the package for SM 9.21 still works on SM 9.3x. Alternatively, you can obtain this content from the CD package of the SM 9.30 GA release.
- Process Designer Content Pack 9.30.0 is not listed in the table above because it is obsolete.
- To avoid confusion, the following table clarifies the mapping between the formal release names and their aliases for Process Designer content packs:

Formal Release Name	Alias
Process Designer Content Pack 9.30.0 (obsolete now)	PDCP 1
Process Designer Content Pack 9.30.1	PDCP 2
Process Designer Content Pack 9.30.2	PDCP 3
Process Designer Content Pack 9.30.3	PDCP 4

Compatibility Matrix and Installation Hints

This section provides the compatibility information for Service Manager Applications content against SM 9.3x core versions and some installation hints.

Compatibility Matrix

The following table shows the compatibility matrix between SM Applications content and SM 9.3x core versions.

Compatibility Matrix

	SM 9.30 GA	SM 9.30 AP1	SM 9.30 AP2	SM 9.30 AP3	SM 9.31 GA	SM 9.32 GA	SM 9.33 GA	SM 9.34 GA	SM 9.35 GA
Operational Reports for Service Manager	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
HTML Email Solution for Service Manager	Yes	Yes	Yes	Yes	Yes	Merged in core	Merged in core	Merged in core	Merged in core
Collaboration Content for Service Manager	Yes	Yes	Yes	Yes	Merged in core	Merged in core	Merged in core	Merged in core	Merged in core
Survey Integration Content for Service Manager	Yes	Yes	Yes	Yes	Yes	Merged in core	Merged in core	Merged in core	Merged in core
Survey Integration Content Pack 9.32.1	No	No	No	No	No	Yes	Yes	Merged in core	Merged in core

Compatibility Matrix, continued

	SM 9.30 GA	SM 9.30 AP1	SM 9.30 AP2	SM 9.30 AP3	SM 9.31 GA	SM 9.32 GA	SM 9.33 GA	SM 9.34 GA	SM 9.35 GA
UCMDB Integration Content Pack for Service Manager	Yes	Yes with order	Yes with order	Yes with order	Merged in core	Merged in core	Merged in core	Merged in core	Merged in core
Process Designer Content Pack 9.30.1	Yes	Yes with order	No	No	Yes with order and unload	No	No	No	No
Process Designer Content Pack 9.30.2	Yes	Yes with order	Yes with order	Yes with order	Yes with order	Yes with unload	Yes with unload	Yes with unload	Yes with unload
Process Designer Content Pack 9.30.3	No	No	No	No	Yes with order	Yes with unload	Yes with unload	Yes with unload	Yes with unload
Mobile ESS Content Pack	No	No	No	No	No	Yes	Yes	Yes	Merged in core
Case Exchange Content Pack	No	No	No	No	No	No	No	Yes	Merged in core
Smart Analytics for Service Manager	No	No	No	No	No	No	No	Yes	Merged in core

The following table describes the details of different compatibility options listed in the [Compatibility Matrix](#) table.

Compatibility Option Description

Compatibility Option	Description
Yes	This content is supported on this core version. No need to follow additional installation steps or installation order.

Compatibility Option Description, continued

Compatibility Option	Description
Yes with unload	This content is supported on this core version. <ul style="list-style-type: none"> • Need to install an additional compatibility unload after installing the Applications core version and content. As for how to obtain the compatibility unload, refer to the Release Notes for each specific Applications core version. • No need to follow the release time order to upgrade/install the Applications core version and content.
Yes with order	This content is supported on this core version. <ul style="list-style-type: none"> • Need to follow the release time order to upgrade/install the Applications core version and content. • No need to install additional compatibility unload.
Yes with order and unload	This content is supported on this core version. <ul style="list-style-type: none"> • Need to follow the release time order to upgrade/install the Applications core version and content. • Also need to install an additional compatibility unload after installing the Applications core version and content. As for how to obtain the compatibility unload, refer to the Release Notes for each specific Applications core version.
Merged in core	This content is already in this core version; if the functionality of this content is required on this core version, no need to install this content separately.
No	This content is not supported on this core version.

Notes:

- Operational Report, HTML Email, Collaboration, Survey Integration, UCMDB Integration and Mobile ESS content packs do not have installation order with each other, and they also do not have installation order with Process Designer Content Packs.
- Process Designer Content Packs are accumulative, and they can be installed separately. For example, Process Designer Content Pack 9.30.2 includes the features in Process Designer Content Pack 9.30.1, so you can install Process Designer Content Pack 9.30.2 directly without first installing Process Designer Content Pack 9.30.1. Whenever possible, HP recommends that you install the latest version of Process Designer Content Pack.

- If you are on SM 9.32 and you have ever enabled the primary key mode, installing Process Designer Content Pack 9.30.2 is not supported, even if you disable the primary key mode at a later time.
- Process Designer Content Pack 9.30.1:

Although Process Designer Content Pack 9.30.1 is compatible with SM 9.31 features in general, it is not compatible with SM 9.31 Mobility.
- Process Designer Content Pack 9.30.2:

For the combination of Process Designer Content Pack 9.30.2 and SM 9.31 GA, you must use SM 9.31 Patch 3 as your SM binaries, which can be downloaded from SSO.
- Process Designer Content Pack 9.30.3:
 - Although Process Designer Content Pack 9.30.3 is compatible with SM 9.31 features in general, it is not compatible with SM 9.31 Mobility.

In addition, for the combination of Process Designer Content Pack 9.30.3 and SM 9.31 GA, you must use SM 9.31 Patch 3 as your SM binaries, which can be downloaded from SSO.
 - Process Designer Content Pack 9.30.3 already contains the HTML Email Solution content:

If Process Designer Content Pack 9.30.3 is already installed and you want to use the HTML Email Solution, you do not need to install the HTML Email Solution content additionally.

If the HTML Email Solution content is already installed, Process Designer Content Pack 9.30.3 can still be installed on top of it without affecting its functionality. However, before applying Process Designer Content Pack 9.30.3, you must set the `current.value` for `htmltemplates` in the `counters` table to the maximum value of the `htmltemplates` table's `id` field:
 - i. Open Database Manager, search for the `counters` table, and then search for `htmltemplates` by Table Name.
 - ii. In the **Current Value** field, set it to the maximum value of the `htmltemplates` table's **id** field.
- Case Exchange Content Pack

Case Exchange Content Pack is compatible with Process Designer Content Pack 9.30.2 and 9.30.3, but you need to install Process Designer Content Pack 9.30.2 and 9.30.3 before Case Exchange Content Pack.

- Smart Analytics for Service Manager
 - SM 9.34 Smart Analytics contains the Mobile ESS content.
 - If SM 9.34 Smart Analytics is installed, you can use the Mobile ESS feature without installing the Mobile ESS content additionally.
 - If the Mobile ESS content is already installed, you can still install Smart Analytics on top of it without affecting its functionality.
 - For SM 9.34 Smart Analytics to work with Process Designer Content Pack 9.30.3, you need to apply the unload file (SM9.34SmartAnalytics_HF1.unl) that came with SM 9.34 Smart Analytics Hot Fix 1. To obtain the hotfix package, contact your HP Support.

In addition, if you have already applied Process Designer Content Pack 9.30.3, when you apply the hotfix, you may encounter the following two conflicts and you need to resolve them manually.

Object Type	Object Name
WorkflowPhase	phaseName="Categorization" and workflowName="ServiceDesk" and tableName="incidents"
WorkflowPhase	phaseName="Work In Progress" and workflowName="ServiceDesk" and tableName="incidents"

- If you install SM 9.34 Smart Analytics on SM 9.34 with Process Designer Content Pack 9.30.2 installed, you may encounter the following conflict and you need to resolve it manually.

Object Type	Object Name
menu	SYSTEM ADMINISTRATION

Language Packs for Content Packs

The language packs for Process Designer Content Pack 9.30.1 and Process Designer Content Pack 9.30.3 have been released on HP Live Network. The following table describes the compatibility and the installation order between the language packs for Process Designer Content Packs and the language packs for Service Manager.

	Language Pack for Process Designer Content Pack 9.30.1	Language Pack for Process Designer Content Pack 9.30.3
SM 9.30 Language Pack	<p>Follow this installation order:</p> <ol style="list-style-type: none"> 1. Install SM 9.30 language pack. 2. Install the language pack for Process Designer Content Pack 9.30.1. 	<p>Follow this installation order:</p> <ol style="list-style-type: none"> 1. Install SM 9.30 language pack. 2. Install the language pack for Process Designer Content Pack 9.30.3.
SM 9.32 Language Pack	Not supported.	<p>To support this combination, a compatibility unload is needed.</p> <p>For detailed instructions, see the "Applying the compatibility unload for SM 9.32 language pack" section in <i>Application Manager Guide for Process Designer Content Pack 9.30.3 Language Pack</i>, which is released together with the language pack for Process Designer Content Pack 9.30.3 on HP Live Network (http://hpln.hp.com).</p>

	Language Pack for Process Designer Content Pack 9.30.1	Language Pack for Process Designer Content Pack 9.30.3
SM 9.33 Language Pack	Not supported.	To support this combination, a compatibility unload is needed. For detailed instructions, see the "Applying the compatibility unload for SM 9.33 language pack" section in <i>Application Manager Guide for Process Designer Content Pack 9.30.3 Language Pack</i> , which is released together with the language pack for Process Designer Content Pack 9.30.3 on HP Live Network (http://hpln.hp.com).
SM 9.34 Language Pack	Not supported.	To support this combination, a compatibility unload is needed. For detailed instructions, see the "Applying the compatibility unload for SM 9.34 language pack" section in <i>Application Manager Guide for Process Designer Content Pack 9.30.3 Language Pack</i> , which is released together with the language pack for Process Designer Content Pack 9.30.3 on HP Live Network (http://hpln.hp.com).
SM 9.35 Language Pack	Not supported.	To support this combination, a compatibility unload is needed. For detailed instructions, see the "Applying the compatibility unload for SM 9.35 language pack" section in <i>Application Manager Guide for Process Designer Content Pack 9.30.3 Language Pack</i> , which is released together with the language pack for Process Designer Content Pack 9.30.3 on HP Live Network (http://hpln.hp.com).

Note: For detailed instructions on installing these language packs, refer to Release Notes for each language pack.

Installation Hints

Apart from Operation Reports, all other SM Applications content can only work on SM 9.3x Applications core versions. Therefore, if you are in an SM Applications core version earlier than SM 9.3x, you need to upgrade SM Applications core version first.

Typically, before you install the SM Applications content that you want to use, you need to refer to the [Compatibility Matrix table](#) and [Release Order table](#) to decide your installation/upgrade path.

The following are some typical scenarios to help you install SM Applications content:

- [Scenario 1: For new customers to install both Process Designer Content Pack 9.30.3 and SM 9.32](#)
- [Scenario 2: Install SM 9.32 Applications on top of SM 9.31 and Process Designer Content Pack 9.30.2](#)
- [Scenario 3: Install SM 9.31 Applications on top of SM 9.30 GA and Process Designer Content Pack 9.30.2](#)
- [Scenario 4: Install Process Designer Content Pack 9.30.3 on top of SM 9.30 GA and Process Designer Content Pack 9.30.1](#)

The following are some more scenarios to help you further understand how to use the [Compatibility Matrix table](#) and [Release Order table](#):

- [Scenario 5: Understand “Yes with order”](#)
- [Scenario 6: Understand “Yes with unload”](#)
- [Scenario 7: Understand “Yes with order and unload”](#)
- [Scenario 8: Understand “Yes with order and unload”](#)
- [Scenario 9: Understand some incompatibility cases for “Yes with order”](#)

Scenario 1: For new customers to install both Process Designer Content Pack 9.30.3 and SM 9.32

If you are a new customer and you want to use Process Designer Content Pack 9.30.3 and SM 9.32, follow these steps:

1. Install the SM 9.30 GA server and Applications.
2. Upgrade SM server from SM 9.30 GA to SM 9.32 GA.

Note: Since you plan to use SM 9.32 Applications, you do not need to load the unload files in the `platform_unloads` folder of the SM 9.32 GA Server Patch installation package.

3. Check the compatibility option for Process Designer Content Pack 9.30.3 and SM 9.32 Applications in the [Compatibility Matrix table](#).

The compatibility option is “Yes with unload”.

4. In this case, you can first upgrade SM Applications from SM 9.30 GA to SM 9.32 Applications, then install and *enable* Process Designer Content Pack 9.30.3, and lastly apply the compatibility unload. For more information about installing the compatibility unload, see "[Installation Order 2: from SM 9.32 Applications to Process Designer Content Pack 9.30.3](#)" on page 31.

Note: For this fresh installation scenario, because there is no customization, when applying the compatibility unload, you are recommended to use the database manager instead of the unload manager to simplify the installation.

Scenario 2: Install SM 9.32 Applications on top of SM 9.31 and Process Designer Content Pack 9.30.2

If you are on SM 9.31 with Process Designer Content Pack 9.30.2 and you want to upgrade to SM 9.32 Applications, follow these steps:

1. Check compatibility option for the Process Designer Content Pack 9.30.2 and SM 9.32 Applications in the [Compatibility Matrix table](#).

The compatibility option is “Yes with unload”.

2. In this case, you can upgrade to SM 9.32 Applications by following the instructions as described in "[Installation Order 1: from Process Designer Content Pack 9.30.2 to SM 9.32 Applications](#)" on page 23.

Scenario 3: Install SM 9.31 Applications on top of SM 9.30 GA and Process Designer Content Pack 9.30.2

If you are on SM 9.30 GA with Process Designer Content Pack 9.30.2 and you want to upgrade to SM 9.31 Applications, follow these steps:

1. Check the compatibility option for Process Designer Content Pack 9.30.2 and SM 9.31 Applications in the [Compatibility Matrix table](#).

The compatibility option is "Yes with order".

2. Check the [Release Order table](#).

Process Designer Content Pack 9.30.2 is released after SM 9.31 Applications.

3. In this case, you cannot upgrade to SM 9.31 Applications while you have already installed Process Designer Content Pack 9.30.2. This is because the compatibility option for this combination is "Yes with order", so you must install SM 9.31 Applications prior to Process Designer Content Pack 9.30.2 according to the release time order.

However, instead of SM 9.31 Applications, you can choose to upgrade to SM 9.32 Applications as the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.2 and SM 9.32 Applications. For more information, see "[Process Designer Content Pack 9.30.2 Compatibility Unload with SM 9.32](#)" on page 23.

Scenario 4: Install Process Designer Content Pack 9.30.3 on top of SM 9.30 GA and Process Designer Content Pack 9.30.1

If you are on SM 9.30 GA with Process Designer Content Pack 9.30.1 and you want to use Process Designer Content Pack 9.30.3, follow these steps:

1. Go through the [Compatibility Matrix table](#) to see which SM Applications core versions are supported for Process Designer Content Pack 9.30.3.

It supports only SM 9.31 Applications and SM 9.32 Applications. Therefore, you need to upgrade your SM core version because the supported core version is different than your current version. For example, you decide to upgrade your Service Manager to SM 9.32 Applications.

2. Check the Process Designer Content Pack 9.30.3 compatibility options for SM 9.32 Applications.

It is “Yes with unload”.

3. In this case, you can first upgrade from SM 9.30 GA Applications to SM 9.32 Applications, then install and *enable* Process Designer Content Pack 9.30.3, and lastly install the compatibility unload. For more information about installing the compatibility unload, see ["Installation Order 2: from SM 9.32 Applications to Process Designer Content Pack 9.30.3"](#) on page 31.

Scenario 5: Understand “Yes with order”

If you are on SM 7.11 and you want to use Process Designer Content Pack 9.30.2, follow these steps:

1. Go through the [Compatibility Matrix table](#) to see which SM Applications core versions are supported for Process Designer Content Pack 9.30.2.

It supports all the SM 9.3x core versions.

2. The supported core version is different than your current version, so you need to upgrade your core version. For example, upgrade to SM 9.31 GA Applications.

Tip: You are recommended to use SM Upgrade Utilities for the upgrade. For more information, refer to the Upgrade Guide for each core version.

3. Check the compatibility option between Process Designer Content Pack 9.30 and SM 9.31 GA Applications.

It is “Yes with order”, so you need to check the [Release Order table](#).

4. Check the [Release Order table](#).

Process Designer Content Pack 9.30.2 is released after SM 9.31 GA Applications.

5. In this case you can first upgrade from SM 7.11 to SM 9.31 GA Applications, and then install Process Designer Content Pack 9.30.2.

Scenario 6: Understand “Yes with unload”

If you are on SM 7.11 and you want to use Process Designer Content Pack 9.30.3, follow these steps:

1. Go through the [Compatibility Matrix table](#) to see which SM Applications core versions are supported for Process Designer Content Pack 9.30.3.

It supports only SM 9.31 or SM 9.32 GA Applications.

2. The supported core version is different than your current version, so you need to upgrade your core version. For example, upgrade to SM 9.32 GA Applications.

Tip: You are recommended to use SM Upgrade Utilities for the upgrade. For more information, refer to the Upgrade Guide for each core version.

3. Check the compatibility option between Process Designer Content Pack 9.30.3 and SM 9.32 GA Applications.

It is “Yes with unload”.

4. In this case, you can first upgrade from SM 7.11 to SM 9.32 GA Applications, then install Process Designer Content Pack 9.30.3, and lastly install the compatibility unload.

Scenario 7: Understand “Yes with order and unload”

If you are on SM 7.11 and you want to use Process Designer Content Pack 9.30.1, follow these steps:

1. Go through the [Compatibility Matrix table](#) to see which SM Applications core versions are supported for Process Designer Content Pack 9.30.1.

It supports SM 9.30 GA Applications, SM 9.30 AP1, and SM 9.31 GA Applications.

2. Decide the core version to which you want to upgrade. For example, upgrade to SM 9.31 GA Applications.

Tip: You are recommended to use SM Upgrade Utilities for the upgrade. For more information, refer to the Upgrade Guide for each core version.

3. Check the compatibility option between Process Designer Content Pack 9.30.1 and SM 9.31 GA Applications.

It is “Yes with order and unload”.

4. Check the [Release Order table](#).

Process Designer Content Pack 9.30.1 is released before SM 9.31 GA Applications but after SM 9.30 GA Applications.

5. In this case, you can first upgrade to SM 9.30 GA Applications, then install Process Designer Content Pack 9.30.1, then upgrade to SM 9.31 GA Applications, and lastly apply the compatibility unload.

You cannot first upgrade to SM 9.31 GA Applications and then install Process Designer Content Pack 9.30.1, because Process Designer Content Pack 9.30.1 is required to be installed before SM 9.31 GA Applications according to the [Release Order table](#).

Scenario 8: Understand “Yes with order and unload”

If you are a new customer and you want to use Process Designer Content Pack 9.30.1 on SM 9.31 GA Applications, follow these steps:

1. Go through the [Compatibility Matrix table](#) to see which SM Applications core versions are supported for Process Designer Content Pack 9.30.1.

It supports SM 9.30 GA Applications, SM 9.30 AP1, and SM 9.31 GA Applications. Therefore, you can use Process Designer Content Pack 9.30.1 on SM 9.31 GA Applications.

2. Check the compatibility option between Process Designer Content Pack 9.30.1 and SM 9.31 GA Applications.

It is “Yes with order and unload”.

3. Check the [Release Order table](#).

Process Designer Content Pack 9.30.1 is released before SM 9.31 GA Applications but after SM 9.30 GA Applications.

4. In this case, you first need to install SM 9.30 GA Applications, then install Process Designer Content Pack 9.30.1, then upgrade to SM 9.31 GA Applications, and lastly apply the compatibility unload.

Scenario 9: Understand some incompatibility cases for “Yes with order”

If you are on SM 9.31 GA and you want to use Process Designer Content Pack 9.30.1, follow these steps:

1. Go through the [Compatibility Matrix table](#) to see which SM Applications core versions are supported for Process Designer Content Pack 9.30.1.

It supports SM 9.30 GA Applications, SM 9.30 AP1, and SM 9.31 GA Applications. The supported core versions includes your current version, so no need to upgrade.

2. Check the compatibility option between Process Designer Content Pack 9.30.1 and SM 9.31 GA Applications.

It is “Yes with order and unload”.

3. Check the [Release Order table](#).

Process Designer Content Pack 9.30.1 is released before SM 9.31 GA Applications.

4. In this case, you cannot install Process Designer Content Pack 9.30.1 on top of SM 9.31 GA Applications because Process Designer Content Pack 9.30.1 needs to be installed before installing SM 9.31 GA Applications according to the release time order.

Compatibility Unload Installation

This section describes the details on installing the compatibility unload when it is indicated in the [Compatibility Matrix table](#).

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Process Designer Content Pack 9.30.1 Compatibility Unload with SM 9.31

The compatibility option is "Yes with order and unload" for the combination of Process Designer Content Pack 9.30.1 and SM 9.31. Therefore, apart from installing Process Designer Content Pack 9.30.1 and SM 9.31 based on the release order in the [Release Order table](#), you also need to apply a compatibility unload (QCCR1E78589_SM931_PD2.un1) by following the instructions below:

1. According to the release order in the [Release Order table](#), first install Process Designer Content Pack 9.30.1.
2. Apply SM 9.31 Applications.

When applying SM 9.31 Applications, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.1 and SM 9.31](#) table.

- If you have not customized the records listed in renamed record list above in Process Designer Content Pack 9.30.1, keep the Process Designer 9.30.1 version (do not merge it with the SM 9.31 Applications) during the installation of SM 9.31.
 - For those customized records that are not in renamed record list, you need to resolve the conflicts before applying the compatibility unloads.
3. Apply the compatibility unload (QCCR1E78589_SM931_PD2.un1) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on page 36.
 4. After you resolve all the renamed records, follow the *Applications Patch Manager Guide* (released with SM 9.31) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.2 Compatibility Unload with SM 9.32

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.2 and SM 9.32 Applications. That means, with the compatibility files, you can either install your system from Process Designer Content Pack 9.30.2 to SM 9.32 Applications, or from SM 9.32 Applications to Process Designer Content Pack 9.30.2.

To download the compatibility files, follow these steps:

1. Go to HP Live Network at <http://hpln.hp.com>.
2. Navigate to **Home > Service Manager > Content Catalog**.
3. Click the **Process Designer Content Packs for Service Manager** link, and then click **Downloads**.
4. Click the **9.30.2** folder.
5. Click **SM932_PD3_compatibility files** to download the SM932_PD3_compatibility.zip file.
6. Unzip the SM932_PD3_compatibility.zip file, which contains the following files:
 - PD3_SM932.dta
 - PD3_SM932_sigs.dta
 - SM932_PD3_compatibility.unl

After you download the compatibility files, follow the instructions in the installation order that corresponds to your scenario.

Installation Order 1: from Process Designer Content Pack 9.30.2 to SM 9.32 Applications

If you have already installed Process Designer Content Pack 9.30.2, follow these steps to install SM 9.32 Applications:

1. Move PD3_SM932.dta and PD3_SM932_sigs.dta to the data folder in SM 9.32 Applications Patch installation package.
2. Follow the *Applications Patch Manager Guide* (released with SM 9.32) to install SM 9.32 Applications Patch.

Installation Order 2: from SM 9.32 Applications to Process Designer Content Pack 9.30.2

If you have already upgraded to SM 9.32 or newly installed SM 9.32, and later you want to install Process Designer Content Pack 9.30.2, follow these steps:

1. Install Process Designer Content Pack 9.30.2.

When applying Process Designer Content Pack 9.30.2, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.32](#) table.

- If you have not customized the records listed in the unload change list in SM 9.32, keep the SM 9.32 version (do not merge it with the Process Designer Content Pack 9.30.2) during the installation of Process Designer Content Pack 9.30.2.
- For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.

Note: In addition, if you see the following error record generated and you have not customized it, you do not need to resolve the conflict as it will be handled by the compatibility unload.

Object Type	Object Name
WorkflowPhase	externalKnowledgekmdocument

2. Apply the compatibility unload (SM932_PD3_compatibility.unl) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to ["Installing Compatibility Unload"](#) on page 36.
3. After you resolve all the renamed or error records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.2) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.2 Compatibility Unload with SM 9.33

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.2 and SM 9.33 Applications. That means, with the

compatibility files, you can either install your system from Process Designer Content Pack 9.30.2 to SM 9.33 Applications, or from SM 9.33 Applications to Process Designer Content Pack 9.30.2.

To download the compatibility files, follow these steps:

1. Go to HP Live Network at <http://hpln.hp.com>.
2. Navigate to **Home > Service Manager > Content Catalog**.
3. Click the **Process Designer Content Packs for Service Manager** link, and then click **Downloads**.
4. Click the **9.30.2** folder.
5. Click **SM933_PD3_compatibility files** to download the SM933_PD3_compatibility.zip file.
6. Unzip the SM933_PD3_compatibility.zip file, which contains the following files:
 - PD3_SM933.dta
 - PD3_SM933_sigs.dta
 - SM933_PD3_compatibility.unl

After you download the compatibility files, follow the instructions in the installation order that corresponds to your scenario.

Installation Order 1: from Process Designer Content Pack 9.30.2 to SM 9.33 Applications

If you have already installed Process Designer Content Pack 9.30.2, follow these steps to install SM 9.33 Applications:

1. Move PD3_SM933.dta and PD3_SM933_sigs.dta to the data folder in SM 9.33 Applications Patch installation package.
2. Follow the *Applications Patch Manager Guide* (released with SM 9.33) to install SM 9.33 Applications Patch.

Installation Order 2: from SM 9.33 Applications to Process Designer Content Pack 9.30.2

If you have already upgraded to SM 9.33 or newly installed SM 9.33, and later you want to install Process Designer Content Pack 9.30.2, follow these steps:

1. Install Process Designer Content Pack 9.30.2.

When applying Process Designer Content Pack 9.30.2, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.33](#) table.

- If you have not customized the records listed in the unload change list in SM 9.33, keep the SM 9.33 version (do not merge it with the Process Designer Content Pack 9.30.2) during the installation of Process Designer Content Pack 9.30.2.
- For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.

Note: In addition, if you see the following error record generated and you have not customized it, you do not need to resolve the conflict as it will be handled by the compatibility unload.

Object Type	Object Name
WorkflowPhase	externalKnowledgekmdocument

2. Apply the compatibility unload (SM933_PD3_compatibility.un1) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on page 36.
3. After you resolve all the renamed or error records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.2) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.2 Compatibility Unload with SM 9.34

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.2 and SM 9.34 Applications. That means, with the compatibility files, you can either install your system from Process Designer Content Pack 9.30.2 to SM 9.34 Applications, or from SM 9.34 Applications to Process Designer Content Pack 9.30.2.

To download the compatibility files, follow these steps:

1. Go to HP Live Network at <http://hpln.hp.com>.
2. Navigate to **Home > Service Manager > Content Catalog**.
3. Click the **Process Designer Content Packs for Service Manager** link, and then click **Downloads**.
4. Click the **9.30.2** folder.
5. Click **SM934_PD3_compatibility files** to download the SM934_PD3_compatibility.zip file.
6. Unzip the SM934_PD3_compatibility.zip file, which contains the following files:
 - PD3_SM934.dta
 - PD3_SM934_sigs.dta
 - SM934_PD3_compatibility.unl

After you download the compatibility files, follow the instructions in the installation order that corresponds to your scenario.

Installation Order 1: from Process Designer Content Pack 9.30.2 to SM 9.34 Applications

If you have already installed Process Designer Content Pack 9.30.2, follow these steps to install SM 9.34 Applications:

1. Move PD3_SM934.dta and PD3_SM934_sigs.dta to the data folder in SM 9.34 Applications Patch installation package.
2. Follow the *Applications Patch Manager Guide* (released with SM 9.34) to install SM 9.34 Applications Patch.

Installation Order 2: from SM 9.34 Applications to Process Designer Content Pack 9.30.2

If you have already upgraded to SM 9.34 or newly installed SM 9.34, and later you want to install Process Designer Content Pack 9.30.2, follow these steps:

1. Install Process Designer Content Pack 9.30.2.

When applying Process Designer Content Pack 9.30.2, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34](#) table.

- If you have not customized the records listed in the unload change list in SM 9.34, keep the SM 9.34 version (do not merge it with the Process Designer Content Pack 9.30.2) during the installation of Process Designer Content Pack 9.30.2.
- For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.

Note: In addition, if you see the following error record generated and you have not customized it, you do not need to resolve the conflict as it will be handled by the compatibility unload.

Object Type	Object Name
WorkflowPhase	externalKnowledgekmdocument

2. Apply the compatibility unload (SM934_PD3_compatibility.un1) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on page 36.
3. After you resolve all the renamed or error records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.2) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.2 Compatibility Unload with SM 9.35

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.2 and SM 9.35 Applications. That means, with the compatibility files, you can either install your system from Process Designer Content Pack 9.30.2 to SM 9.35 Applications, or from SM 9.35 Applications to Process Designer Content Pack 9.30.2.

To download the compatibility files, follow these steps:

1. Go to HP Live Network at <http://hpln.hp.com>.
2. Navigate to **Home > Service Manager > Content Catalog**.
3. Click the **Process Designer Content Packs for Service Manager** link, and then click **Downloads**.
4. Click the **9.30.2** folder.
5. Click **SM935_PD3_compatibility files** to download the SM935_PD3_compatibility.zip file.
6. Unzip the SM935_PD3_compatibility.zip file, which contains the following files:
 - PD3_SM935.dta
 - PD3_SM935_sigs.dta
 - SM935_PD3_compatibility.unl

After you download the compatibility files, follow the instructions in the installation order that corresponds to your scenario.

Installation Order 1: from Process Designer Content Pack 9.30.2 to SM 9.35 Applications

If you have already installed Process Designer Content Pack 9.30.2, follow these steps to install SM 9.35 Applications:

1. Move PD3_SM935.dta and PD3_SM935_sigs.dta to the data folder in SM 9.35 Applications Patch installation package.
2. Follow the *Applications Patch Manager Guide* (released with SM 9.35) to install SM 9.35 Applications Patch.

Installation Order 2: from SM 9.35 Applications to Process Designer Content Pack 9.30.2

If you have already upgraded to SM 9.35 or newly installed SM 9.35, and later you want to install Process Designer Content Pack 9.30.2, follow these steps:

1. Install Process Designer Content Pack 9.30.2.

When applying Process Designer Content Pack 9.30.2, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35](#) table.

- If you have not customized the records listed in the unload change list in SM 9.35, keep the SM 9.35 version (do not merge it with the Process Designer Content Pack 9.30.2) during the installation of Process Designer Content Pack 9.30.2.
- For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.

Note: In addition, if you see the following error record generated and you have not customized it, you do not need to resolve the conflict as it will be handled by the compatibility unload.

Object Type	Object Name
WorkflowPhase	externalKnowledgekmdocument

2. Apply the compatibility unload (SM935_PD3_compatibility.un1) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on page 36.
3. After you resolve all the renamed or error records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.2) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.3 Compatibility Unload with SM 9.32

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.3 and SM 9.32 Applications. That means, you can either install your system from Process Designer Content Pack 9.30.3 to SM 9.32 Applications, or from SM 9.32 Applications to Process Designer Content Pack 9.30.3.

Installation Order 1: from Process Designer Content Pack 9.30.3 to SM 9.32 Applications

If you have already installed SM 9.31 and Process Designer Content Pack 9.30.3, and then you want to upgrade to SM 9.32, follow these steps:

1. Make sure that you have enabled Process Designer Help Desk before upgrading to SM 9.32.
2. Upgrade your Service Manager to SM 9.32.

The additional compatibility unload will be installed automatically during the installation of SM 9.32, so you do not need to manually install it.

Installation Order 2: from SM 9.32 Applications to Process Designer Content Pack 9.30.3

If you have already upgraded to SM 9.32 or newly installed SM 9.32, and later you want to install Process Designer Content Pack 9.30.3, follow these steps to apply a compatibility unload (SM932_PD4_compatibility.unl):

1. Install Process Designer Content Pack 9.30.3, and make sure that Process Designer Help Desk is enabled.

When applying Process Designer Content Pack 9.30.3, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32](#) table.

- If you have not customized the records listed in the unload change list in SM 9.32, keep the SM 9.32 version (do not merge it with the Process Designer Content Pack 9.30.3) during the installation of Process Designer Content Pack 9.30.3.
 - For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.
2. Apply the compatibility unload (SM932_PD4_compatibility.unl) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on page 36.

Note: This compatibility unload is released in the 9.30.3 folder under the **Downloads** section for Process Designer Content Packs on HP Live Network (<http://hpln.hp.com>).

3. After you resolve all the renamed records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.3) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.3 Compatibility Unload with SM 9.33

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.3 and SM 9.33 Applications. That means, you can either install your system from Process Designer Content Pack 9.30.3 to SM 9.33 Applications, or from SM 9.33 Applications to Process Designer Content Pack 9.30.3.

Installation Order 1: from Process Designer Content Pack 9.30.3 to SM 9.33 Applications

If you have already installed Process Designer Content Pack 9.30.3 and you want to upgrade your Service Manager to SM 9.33, follow these steps:

1. Make sure that you have enabled Process Designer Help Desk before upgrading to SM 9.33.
2. Upgrade your Service Manager to SM 9.33.

The additional compatibility unload will be installed automatically during the installation of SM 9.33, so you do not need to manually install it.

Installation Order 2: from SM 9.33 Applications to Process Designer Content Pack 9.30.3

If you have already upgraded to SM 9.33 or newly installed SM 9.33, and later you want to install Process Designer Content Pack 9.30.3, follow these steps to apply a compatibility unload (SM933_PD4_compatibility.unl):

1. Install Process Designer Content Pack 9.30.3, and make sure that Process Designer Help Desk is enabled.

When applying Process Designer Content Pack 9.30.3, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33 table](#).

- If you have not customized the records listed in the unload change list in SM 9.33, keep the SM 9.33 version (do not merge it with the Process Designer Content Pack 9.30.3) during the installation of Process Designer Content Pack 9.30.3.
 - For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.
2. Apply the compatibility unload (SM933_PD4_compatibility.unl) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on page 36.

Note: This compatibility unload is released in the 9.30.3 folder under the **Downloads** section for Process Designer Content Packs on HP Live Network (<http://hpln.hp.com>).

3. After you resolve all the renamed records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.3) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.3 Compatibility Unload with SM 9.34

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.3 and SM 9.34 Applications. That means, you can either install your system from Process Designer Content Pack 9.30.3 to SM 9.34 Applications, or from SM 9.34 Applications to Process Designer Content Pack 9.30.3.

Installation Order 1: from Process Designer Content Pack 9.30.3 to SM 9.34 Applications

If you have already installed Process Designer Content Pack 9.30.3 and you want to upgrade your Service Manager to SM 9.34, follow these steps:

1. Make sure that you have enabled Process Designer Help Desk before upgrading to SM 9.34.
2. Upgrade your Service Manager to SM 9.34.

The additional compatibility unload will be installed automatically during the installation of SM 9.34, so you do not need to manually install it.

Installation Order 2: from SM 9.34 Applications to Process Designer Content Pack 9.30.3

If you have already upgraded to SM 9.34 or newly installed SM 9.34, and later you want to install Process Designer Content Pack 9.30.3, follow these steps to apply a compatibility unload (SM934_PD4_compatibility.unl):

1. Install Process Designer Content Pack 9.30.3, and make sure that Process Designer Help Desk is enabled.

When applying Process Designer Content Pack 9.30.3, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34](#) table.

- If you have not customized the records listed in the unload change list in SM 9.34, keep the SM 9.34 version (do not merge it with the Process Designer Content Pack 9.30.3) during the installation of Process Designer Content Pack 9.30.3.
 - For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.
2. Apply the compatibility unload (SM934_PD4_compatibility.unl) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on page 36.

Note: This compatibility unload is released in the 9.30.3 folder under the **Downloads** section for Process Designer Content Packs on HP Live Network (<http://hpln.hp.com>).

3. After you resolve all the renamed records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.3) to create and apply production patch to your production system.

Process Designer Content Pack 9.30.3 Compatibility Unload with SM 9.35

According to the [Compatibility Matrix table](#), the compatibility option is "Yes with unload" for the combination of Process Designer Content Pack 9.30.3 and SM 9.35 Applications. That means, you can either install your system from Process Designer Content Pack 9.30.3 to SM 9.35 Applications, or from SM 9.35 Applications to Process Designer Content Pack 9.30.3.

Installation Order 1: from Process Designer Content Pack 9.30.3 to SM 9.35 Applications

If you have already installed Process Designer Content Pack 9.30.3 and you want to upgrade your Service Manager to SM 9.35, follow these steps:

1. Make sure that you have enabled Process Designer Help Desk before upgrading to SM 9.35.
2. Upgrade your Service Manager to SM 9.35.

The additional compatibility unload will be installed automatically during the installation of SM 9.35, so you do not need to manually install it.

Installation Order 2: from SM 9.35 Applications to Process Designer Content Pack 9.30.3

If you have already upgraded to SM 9.35 or newly installed SM 9.35, and later you want to install Process Designer Content Pack 9.30.3, follow these steps to apply a compatibility unload (SM935_PD4_compatibility.unl):

1. Install Process Designer Content Pack 9.30.3, and make sure that Process Designer Help Desk is enabled.

When applying Process Designer Content Pack 9.30.3, a certain amount of renamed records will be generated, as listed in the [Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35](#) table.

- If you have not customized the records listed in the unload change list in SM 9.35, keep the SM 9.35 version (do not merge it with the Process Designer Content Pack 9.30.3) during the installation of Process Designer Content Pack 9.30.3.
 - For those customized records that are not in the unload change list, you need to resolve the conflicts before applying the compatibility unloads.
2. Apply the compatibility unload (SM935_PD4_compatibility.unl) to resolve the renamed records by using the SM Unload Manager or the SM Database Manager. For details, refer to "[Installing Compatibility Unload](#)" on the next page.

Note: This compatibility unload is released in the 9.30.3 folder under the **Downloads** section for Process Designer Content Packs on HP Live Network (<http://hpln.hp.com>).

3. After you resolve all the renamed records, follow the *Applications Patch Manager Guide for Content Packs* (released with Process Designer Content Pack 9.30.3) to create and apply production patch to your production system.

Installing Compatibility Unload

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. If you have not customized it (for example, you are a new customer installing SM 9.32 and Process Designer Content Pack 9.30.3, and you do not have any tailored record.), you can directly use the unload object and mark it as reconciled. Otherwise, you need to merge the record and then mark it as reconciled.
 - 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.
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**.

Note: If you have customized the records that are in the unload change list, you still need to manually merge your customization after you load the compatibility unload.

Change List in Compatibility Unload

For the compatibility option “Yes with unload” or “Yes with unload and order”, it requires additional installation of a compatibility unload that usually comes with each core version release.

You are recommended to use the Unload Manager to import the unload files. For how to use the Unload Manager, see ["Installing Compatibility Unload" on the previous page](#).

This unload installation can override your customization if your customization is within the same change list of the compatibility unload. Therefore, you are recommended to back up your customization code based on the change list provided in this document.

For the detailed change lists, see the following sections:

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Note: For SM 9.31, the unload change list is also included in the SM 9.31 Release Notes. After SM 9.31, the change list is only included in this document.

Unload Change List for Process Designer Content Pack 9.30.1 and SM 9.31

Unload Change List for Process Designer Content Pack 9.30.1 and SM 9.31

Object Type	Object Name
Application Cluster	cm.change.catphase
Application Cluster	cm3.last.task.process
Application Cluster	db.mass.functions
Application Cluster	display
Application Cluster	sla.refresh.active
Application Cluster	trigger.cm3t.post.edit
Object	cm3r
Process	cm.chg.cat
Process	cm.chg.phase

Unload Change List for Process Designer Content Pack 9.30.1 and SM 9.31, continued

Object Type	Object Name
Process	template.init
ScriptLibrary	ApprovalUtil
ScriptLibrary	ChangeOperatorInfo
ScriptLibrary	changeManagement
ScriptLibrary	tableAccess
activityactions	Update Activitiescm3r
format	CM.change.approvalen
format	CM.change.approvalprepen
format	CM.change.closureen
format	CM.change.implementationen
format	CM.change.loggingen
format	CM.change.planningen
format	CM.change.reviewen
formatctrl	cm3r
formatctrl	cm3rcatphase.main
link	cm3r

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.32

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.32

Object Type	Object Name
screlconfig	cm3r
wizard	Set Change State - Start
svcCatInterface	Open a Change
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalUtil
ScriptLibrary	ChangeOperatorInfo

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.32, continued

Object Type	Object Name
ScriptLibrary	RuleEngine
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	changeManagement
ScriptLibrary	changePlan
ScriptLibrary	processDesignerChangeUpgrade
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	security
ScriptLibrary	svcCatInterface
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.update
States	change.close
States	change.view
States	patchrelresults.view
displayoption	change.view_merge
displayoption	cm.close.display_merge
displayoption	scm.advanced_massupdate
WorkflowPhase	AbandonedGeneric Taskcm3t
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	WaitingGeneric Taskcm3t
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.32, continued

Object Type	Object Name
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t
WorkflowPhase	closedNetworkcm3t
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	reviewKnowledgekmdocument
WorkflowPhase	reviseKnowledgekmdocument
WorkflowPhase	triageKnowledgekmdocument
Object	cm3r
datadict	WorkflowPhase
datadict	cm3r
menu	ChM
menu	SYSTEM ADMINISTRATION
link	cm3r
formatctrl	AlertDef
formatctrl	cm3r
format	enWorkflowPhase
format	encm3r.cigroup.g
format	enkmdocument.errormsg

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.32, continued

Object Type	Object Name
format	enkmdocument.external
format	enkmdocument.howto
format	enkmdocument.probsol
format	enkmdocument.reference
format	enoperator.g
format	ensc.manage.approval.g
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
cm3rcatphase	Change Implementation
code	ag.editor
code	approval.build
code	approval.inbox
code	approval.init
code	cm.change.catphase
code	cm3.last.task.process
code	dbdict.utility
code	display
code	se.external.action
code	sla.refresh.active
activityactions	Update Activitiescm3r
globallists	localizedTables
unload	PD3_932_Support

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.33

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.33

Object Type	Object Name
activityactions	Update Activitiescm3r
cm3rcatphase	Change Implementation
code	ag.editor
code	approval.build
code	approval.inbox
code	approval.init
code	cm.change.catphase
code	cm3.last.task.process
code	dbdict.utility
code	display
code	Ruleset.run
code	se.external.action
code	sla.refresh.active
datadict	cm3r
datadict	WorkflowPhase
displayoption	change.view_merge
displayoption	cm.close.display_merge
displayoption	scm.advanced_massupdate
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
format	cm3r.cigroup.g
format	kmdocument.errormsg
format	kmdocument.external

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.33, continued

Object Type	Object Name
format	kmdocument.howto
format	kmdocument.probsol
format	kmdocument.reference
format	operator.g
format	sc.manager.approval.g
format	WorkflowPhase
formatctrl	AlertDef
formatctrl	cm3r
globallists	localizedTables
link	cm3r
menu	ChM
menu	SYSTEM ADMINISTRATION
Object	cm3r
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.update
screlconfig	cm3r
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalUtil
ScriptLibrary	changeManagement
ScriptLibrary	ChangeOperatorInfo
ScriptLibrary	changePlan
ScriptLibrary	processDesignerChangeUpgrade
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	RuleEngine

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.33, continued

Object Type	Object Name
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	security
ScriptLibrary	svcCatInterface
States	change.close
States	change.view
States	patchrelresult.view
svcCatInterface	Open a Change
unload	PD3_93_Support
wizard	Set Change State - Start
WorkflowPhase	AbandonedGeneric Taskcm3t
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t
WorkflowPhase	closedNetworkcm3t
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.33, continued

Object Type	Object Name
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	reviewKnowledgekmdocument
WorkflowPhase	reviseKnowledgekmdocument
WorkflowPhase	triageKnowledgekmdocument
WorkflowPhase	WaitingGeneric Taskcm3t

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34

Object Type	Object Name
activityactions	Update Activitiescm3r
cm3rcatphase	Change Implementation
code	ag.editor
code	approval.build
code	approval.inbox
code	approval.init
code	cm.change.catphase
code	cm3.last.task.process
code	dbdict.utility
code	display
code	Ruleset.run
code	se.external.action
code	sla.refresh.active
datadict	cm3r
datadict	WorkflowPhase

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34, continued

Object Type	Object Name
displayoption	change.view_merge
displayoption	change.view_redraw
displayoption	change.view_timeperiod.confliction.recalculate
displayoption	cm.close.display_merge
displayoption	scm.advanced_massupdate
displayscreen	change.open.display
displayscreen	change.view
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
format	advFind.search.task
format	chm.discover.assess
format	chm.discover.backout
format	chm.discover.closure
format	chm.discover.implement
format	chm.discover.verification
format	chm.emergency.approval
format	chm.emergency.backout
format	chm.emergency.build.test
format	chm.emergency.implmt
format	chm.emergency.pir
format	chm.emergency.registration
format	chm.emergency.rsk.imp
format	chm.normal.backout
format	chm.normal.build.test
format	chm.normal.cmdb.update
format	chm.normal.dcab.approval
format	chm.normal.deployment

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34, continued

Object Type	Object Name
format	chm.normal.pir
format	chm.normal.registration
format	chm.normal.risk.impact
format	chm.normal.rsk.impÂ
format	chm.normal.tcab.approval
format	chm.normal.validation
format	chm.standard.backout
format	chm.standard.execution
format	chm.standard.pir
format	chm.standard.pln.sch
format	chm.standard.registration
format	chm.subform.pln.sch
format	chm.task
format	CM.task
format	cm3r.cigroup.g
format	cm3t.Create.Release
format	cm3t.Identify.Affected.Systems
format	cm3t.Update.Affected.Systems
format	kmdocument.errormsg
format	kmdocument.external
format	kmdocument.howto
format	kmdocument.probsol
format	kmdocument.reference
format	operator.g
format	sc.manager.approval.g
format	WorkflowPhase
formatctrl	AlertDef

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34, continued

Object Type	Object Name
formatctrl	cm3r
formatctrl	cm3t
globallists	localizedTables
link	cm3r
menu	APPROVER GEN
menu	ChM
menu	CM GEN
menu	HOME
menu	SYSTEM ADMINISTRATIONÂ
menu	timeperiod main
Object	cm3r
Process	change.open.save
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.open.save
Process	cm.update
screlconfig	cm3r
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalUtil
ScriptLibrary	changeManagement
ScriptLibrary	ChangeOperatorInfo
ScriptLibrary	changePlan
ScriptLibrary	processDesignerChangeUpgrade
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	RuleEngine

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34, continued

Object Type	Object Name
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	security
ScriptLibrary	svcCatInterface
States	change.close
States	change.view
States	patchrelresult.view
svcCatInterface	Open a Change
unload	PD3_93_Support
wizard	Set Change State - Start
Workflow	Emergencycm3r
Workflow	Normalcm3r
Workflow	Standard Changecm3r
WorkflowPhase	AbandonedGeneric Taskcm3t
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t
WorkflowPhase	Change ApprovalHardwarecm3r
WorkflowPhase	Change ApprovalMaintenancecm3r
WorkflowPhase	Change ApprovalNetworkcm3r
WorkflowPhase	Change ApprovalSoftwarecm3r
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t
WorkflowPhase	closedNetworkcm3t

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.34, continued

Object Type	Object Name
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	DCAB ApprovalNormalcm3r
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	ECAB ApprovalEmergencycm3r
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	reviewKnowledgekmdocument
WorkflowPhase	reviseKnowledgekmdocument
WorkflowPhase	triageKnowledgekmdocument
WorkflowPhase	WaitingGeneric Taskcm3t

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35

Object Type	Object Name
activityactions	Update Activitiescm3r
cm3rcatphase	Change Implementation
code	ag.editor
code	approval.build
code	approval.inbox
code	approval.init

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35, continued

Object Type	Object Name
code	cm.change.catphase
code	cm3.last.task.process
code	dbdict.utility
code	display
code	Ruleset.run
code	rca.setup.globals
code	se.external.action
code	sla.refresh.active
datadict	cm3r
datadict	WorkflowPhase
displayoption	change.view_merge
displayoption	change.view_redraw
displayoption	change.view_timeperiod.confliction.recalculate
displayoption	cm.close.display_merge
displayoption	scm.advanced_massupdate
displayscreen	change.open.display
displayscreen	change.view
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
format	advFind.search.task
format	chm.discover.assess
format	chm.discover.backout
format	chm.discover.closure
format	chm.discover.implement
format	chm.discover.verification
format	chm.emergency.approval
format	chm.emergency.backout

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35, continued

Object Type	Object Name
format	chm.emergency.build.test
format	chm.emergency.implmt
format	chm.emergency.pir
format	chm.emergency.registration
format	chm.emergency.rsk.imp
format	chm.normal.backout
format	chm.normal.build.test
format	chm.normal.cmdb.update
format	chm.normal.dcab.approval
format	chm.normal.deployment
format	chm.normal.pir
format	chm.normal.registration
format	chm.normal.risk.impact
format	chm.normal.rsk.imp聽
format	chm.normal.tcab.approval
format	chm.normal.validation
format	chm.standard.backout
format	chm.standard.execution
format	chm.standard.pir
format	chm.standard.pln.sch
format	chm.standard.registration
format	chm.subform.pln.sch
format	chm.task
format	CM.task
format	cm3r.cigroup.g
format	cm3t.Create.Release
format	cm3t.Identify.Affected.Systems

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35, continued

Object Type	Object Name
format	cm3t.Update.Affected.Systems
format	kmdocument.errormsg
format	kmdocument.external
format	kmdocument.howto
format	kmdocument.probsol
format	kmdocument.reference
format	operator.g
format	sc.manager.approval.g
format	WorkflowPhase
formatctrl	AlertDef
formatctrl	cm3r
formatctrl	cm3t
globallists	localizedTables
link	cm3r
menu	APPROVER GEN
menu	ChM
menu	CM GEN
menu	HOME
menu	SYSTEM ADMINISTRATION聽
menu	timeperiod main
Object	cm3r
Process	change.open.save
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.open.save

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35, continued

Object Type	Object Name
Process	cm.update
screlconfig	cm3r
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalUtil
ScriptLibrary	changeManagement
ScriptLibrary	ChangeOperatorInfo
ScriptLibrary	changePlan
ScriptLibrary	processDesignerChangeUpgrade
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	RuleEngine
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	security
ScriptLibrary	svcCatInterface
States	change.close
States	change.view
States	patchrelresult.view
svcCatInterface	Open a Change
unload	PD3_93_Support
wizard	Set Change State - Start
Workflow	Emergencycm3r
Workflow	Normalcm3r
Workflow	Standard Changecm3r
WorkflowPhase	AbandonedGeneric Taskcm3t
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t
WorkflowPhase	Change ApprovalHardwarecm3r
WorkflowPhase	Change ApprovalMaintenancecm3r

Unload Change List for Process Designer Content Pack 9.30.2 and SM 9.35, continued

Object Type	Object Name
WorkflowPhase	Change ApprovalNetworkcm3r
WorkflowPhase	Change ApprovalSoftwarecm3r
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t
WorkflowPhase	closedNetworkcm3t
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	DCAB ApprovalNormalcm3r
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	ECAB ApprovalEmergencycm3r
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	reviewKnowledgekmdocument
WorkflowPhase	reviseKnowledgekmdocument
WorkflowPhase	triageKnowledgekmdocument
WorkflowPhase	WaitingGeneric Taskcm3t

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32

Object Type	Object Name
Object	cm3r
Object	imTask
Object	incidents
Object	probsummary
Object	rootcause
Process	cc.search
Process	change.open.save
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.update
Process	document.chgCat
Process	im.dmeUpdate
Process	im.incident.clone
Process	im.task.create
Process	inbox.init.view
Process	pbm.task.create
Process	template.init
code	Ruleset.run
code	alert.process
code	apm.compute.linked.close
code	apm.server.initer

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
code	apm.setup.globals
code	approval.approve
code	approval.build
code	approval.delegation.get.groups
code	approval.inbox
code	approval.init
code	cc.gotoprob
code	cc.required.actions
code	cc.search
code	cc.set.linked
code	cm.change.catphase
code	cm3.last.task.process
code	cm3.query.build
code	display
code	document.chgCat
code	ocm.query.build
code	rca.setup.search
code	record.update.conflicts
code	scheduler
code	scm.advanced
code	se.base.method
code	se.call.process
code	se.external.action
code	se.search.engine
code	se.view.engine
code	sla.refresh.active
code	sm.update.affected.services

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
code	svcCat.create.request
code	trigger.probsubsummary.edit
code	trigger.screlate.post
code	trigger.subscription.cm3r
code	us.check.depend.canclose
code	us.link
RuleSet	im.clear.vars
RuleSet	im.dmeUpdate
RuleSet	im.fields.validation
RuleSet	im.incident.closure.after.merge
RuleSet	im.set.activity.vars
RuleSet	im.set.open.inform
RuleSet	im.standard.mandatory
RuleSet	im.task.clear.vars
RuleSet	im.task.set.activity.vars
RuleSet	kmdocument_preview
RuleSet	pbm.standard.mandatory
RuleSet	sd.first.call.close
RuleSet	sd.standard.mandatory
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalDelegationGroups
ScriptLibrary	ApprovalUtil
ScriptLibrary	ArrayUtil
ScriptLibrary	BasicDAO
ScriptLibrary	ChangeOperatorInfo
ScriptLibrary	IncidentDAO
ScriptLibrary	KMCollection_Update_Triggers

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
ScriptLibrary	ProcessDesignHelpDeskEnableManager
ScriptLibrary	QueryHelper
ScriptLibrary	RuleEngine
ScriptLibrary	RuleWizardHelpers
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	ScAPI_Dispatcher
ScriptLibrary	ScAPI_RAD
ScriptLibrary	ScAPI_svcCatRequest
ScriptLibrary	SeExternalHelper
ScriptLibrary	Template
ScriptLibrary	TemplateFilter
ScriptLibrary	Workflow
ScriptLibrary	WorkflowTriggers
ScriptLibrary	activityUpdatesTailoring
ScriptLibrary	changeManagement
ScriptLibrary	changePlan
ScriptLibrary	conditionXmlParser
ScriptLibrary	htmlemailtemplates
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	security
ScriptLibrary	settings
ScriptLibrary	svcCatInterface
ScriptLibrary	tableAccess
ScriptLibarray	processDesignerChangeUpgrade
WorkflowPhase	AbandonedGeneric Taskcm3t
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	ClosureIncidentprobsummary
WorkflowPhase	KM 1 TriageKM Documentcm3r
WorkflowPhase	KM 2 ReviseKM Documentcm3r
WorkflowPhase	KM 3 Review Read-onlyKM Documentcm3r
WorkflowPhase	KM 4 ConcludeKM Documentcm3r
WorkflowPhase	Phase 1WorkflowDemoWorkflowDemo
WorkflowPhase	Phase 2WorkflowDemoWorkflowDemo
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	WaitingGeneric Taskcm3t
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t
WorkflowPhase	closedNetworkcm3t
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument
WorkflowPhase	newtestWorkflowDemo
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	reviewKnowledgekmdocument

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
WorkflowPhase	reviseKnowledgekmdocument
WorkflowPhase	triageKnowledgekmdocument
Workflow	Incident TaskimTask
Workflow	Problemrootcause
Workflow	Problem Taskrootcausetask
activityactions	Save Activitiesincidents
activityactions	Update Activitiescm3r
activityactions	Update Activitiesincidents
activityactions	Update Activitiesprobsummary
activityactions	Update Activitiesrootcause
activityactions	Update Activitiesrootcausetask
bdmmapping	incident1.1
bdmmapping	incident1.2
displayoption	cm.list.display_masscancel
displayoption	kmdocFlow.open_deletedoc
displayoption	kmdocFlow.open_save
displayoption	kmdocFlow.open_save draft
displayoption	kmquery.default_newsearch_1
displayoption	scm.advanced_massupdate
displayoption	wizard.display.eaf.editSetting_do nothing_1
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
extaccess	IncidentIncidentManagement
extaccess	InteractionServiceDesk
extaccess	ProblemProblemManagement
extaccess	ProblemTaskProblemManagement
format	enAlertDef.g

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
format	enApprovalLog.vj.g.horz
format	enCM.change.approval
format	enCM.change.approvalprep
format	enCM.change.closure
format	enCM.change.dme.vj
format	enCM.change.implementation
format	enCM.change.logging
format	enCM.change.planning
format	enCM.change.review
format	enWorkflowPhase
format	enchm.discover.assess
format	enchm.discover.backout
format	enchm.discover.closure
format	enchm.discover.implement
format	enchm.discover.verification
format	enchm.emergency.approval
format	enchm.emergency.backout
format	enchm.emergency.build.test
format	enchm.emergency.implmt
format	enchm.emergency.pir
format	enchm.emergency.registration
format	enchm.emergency.rsk.imp
format	enchm.normal.backout
format	enchm.normal.build.test
format	enchm.normal.dcab.approval
format	enchm.normal.deployment
format	enchm.normal.pir

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
format	enchm.normal.registration
format	enchm.normal.rsk.imp
format	enchm.normal.tcab.approval
format	enchm.standard.backout
format	enchm.standard.execution
format	enchm.standard.pir
format	enchm.standard.pln.sch
format	enchm.standard.registration
format	enchm.subform.activity
format	encm3r.cigroup.g
format	encm3r.release
format	encm3r.release.close
format	encm3r.subscription
format	enhtmltemplates
format	enim.task.subform.activities
format	eninfo.company.g
format	enkmdocument.errormsg
format	enkmdocument.external
format	enkmdocument.howto
format	enkmdocument.probsol
format	enkmdocument.reference
format	enoperator.g
format	enpbm.problem.subform.categorization
format	enpbm.task.subform.detail
format	ensc.manage.approval.g
format	ensd.interaction.subform.categorization
format	entemp.edit.ooflow

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
format	entemp.readonly.ooflow
format	enwiz.slo.resp.3b
formatctrl	AlertDef
formatctrl	ApprovalDef
formatctrl	cm3r
formatctrl	extaccess
formatctrl	operator
formatctrl	probsummary
formatctrl	svcCat.request.info
formatctrl	wiz.slo.resp.2
kmknowledgebase	KnownError_Library
kmknowledgebase	Problem_Library
link	cm3r
link	incidents
link	probsummary
link	rootcause
menu	CC PD
menu	ChM
menu	ESSM
menu	ESSM-Approval
menu	HELPDESK GEN
menu	HOME
menu	NOTIFICATIONS
menu	SYSTEM ADMINISTRATION
menu	TAILORING
svcCatInterface	Open a Change
unload	PD4_932_Support

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
wizard	Approval Delegation - Prep Select Group
wizard	Approval Delegation - Select Module
wizard	Set Change State - Start
wizard	editSetting.selectConfig
htmltemplates	Survey Templateen
htmltemplates	Survey Template Simpleen
format	enhtmltemplates
globallists	Interaction Local Completion Codes
globallists	Interactions Activity Types
globallists	Problem Activity Types
globallists	Problemtask Activity Types
States	change.close
States	change.view
States	cm.list
States	imIncident.view
States	imTask.view
States	pbm.task.view
States	pbm.view
States	sd.view
displayoption	change.view_merge
displayoption	cm.close.display_merge
displayoption	imIncident.view_merge
displayoption	imIncident.view_save_1
displayoption	imTask.view_merge
displayoption	pbm.task.view_merge
displayoption	pbm.view_merge
displayoption	sd.view_merge

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.32, continued

Object Type	Object Name
displayscreen	change.viewENG
displayscreen	cm.close.displayENG
displayscreen	cm.list.displayENG
displayscreen	imIncident.viewENG
displayscreen	imTask.viewENG
displayscreen	pbm.task.viewENG
displayscreen	pbm.viewENG
displayscreen	sd.viewENG
inbox	nullMy Group's To Do ListTodo%NONE%
language	heE
probcause	probAutomatically ClosedAutomatically Closed
probcause	probCancelledCancelled
probcause	probFulfilledFulfilled
probcause	probInvalidInvalid
probcause	probNot ReproducibleNot Reproducible
probcause	probOut of ScopeOut of Scope
probcause	probRequest RejectedRequest Rejected
probcause	probSolved by Change/Service RequestSolved by Change/Service Request
probcause	probSolved by User InstructionSolved by User Instruction
probcause	probSolved by WorkaroundSolved by Workaround
probcause	probUnable to solveUnable to solve
probcause	probWithdrawn by UserWithdrawn by User
secRights	DEFAULTIncident Tasks
secRights	SD agent/managerIncident Tasks
secRights	incident managerIncident Management Configuration
cm3rcatphase	Change Implementation

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33

Object Type	Object Name
Object	cm3r
Object	imTask
Object	incidents
Object	probsummary
Object	rootcause
Process	cc.search
Process	change.open.save
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.update
Process	document.chgCat
Process	im.dmeUpdate
Process	im.incident.clone
Process	im.task.create
Process	inbox.init.view
Process	pbm.task.create
Process	slo.refresh.resp
Process	template.init
code	Ruleset.run
code	alert.process
code	apm.compute.linked.close

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
code	apm.server.initer
code	apm.setup.globals
code	approval.approve
code	approval.build
code	approval.delegation.get.groups
code	approval.inbox
code	approval.init
code	cc.gotoprob
code	cc.required.actions
code	cc.search
code	cc.set.linked
code	cm.change.catphase
code	cm3.last.task.process
code	cm3.query.build
code	display
code	document.chgCat
code	ocm.query.build
code	rca.setup.search
code	record.update.conflicts
code	scheduler
code	scm.advanced
code	se.base.method
code	se.call.process
code	se.external.action
code	se.search.engine
code	se.view.engine
code	sla.set.current.state

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
code	sla.refresh.active
code	sm.update.affected.services
code	svcCat.create.request
code	trigger.probsummary.edit
code	trigger.screlate.post
code	trigger.subscription.cm3r
code	us.check.depend.canclose
code	us.link
RuleSet	im.clear.vars
RuleSet	im.dmeUpdate
RuleSet	im.fields.validation
RuleSet	im.incident.closure.after.merge
RuleSet	im.set.activity.vars
RuleSet	im.set.open.inform
RuleSet	im.standard.mandatory
RuleSet	im.task.clear.vars
RuleSet	im.task.set.activity.vars
RuleSet	kmdocument_preview
RuleSet	pbm.standard.mandatory
RuleSet	sd.first.call.close
RuleSet	sd.standard.mandatory
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalDelegationGroups
ScriptLibrary	ApprovalUtil
ScriptLibrary	ArrayUtil
ScriptLibrary	BasicDAO
ScriptLibrary	ChangeOperatorInfo

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
ScriptLibrary	IncidentDAO
ScriptLibrary	KMCollection_Update_Triggers
ScriptLibrary	ProcessDesignHelpDeskEnableManager
ScriptLibrary	QueryHelper
ScriptLibrary	RuleEngine
ScriptLibrary	RuleWizardHelpers
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	ScAPI_Dispatcher
ScriptLibrary	ScAPI_RAD
ScriptLibrary	ScAPI_svcCatRequest
ScriptLibrary	SeExternalHelper
ScriptLibrary	Template
ScriptLibrary	TemplateFilter
ScriptLibrary	Workflow
ScriptLibrary	WorkflowTriggers
ScriptLibrary	activityUpdatesTailoring
ScriptLibrary	changeManagement
ScriptLibrary	changePlan
ScriptLibrary	conditionXmlParser
ScriptLibrary	htmlmailtemplates
ScriptLibrary	processDesignerChangeUpgrade
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	security
ScriptLibrary	settings
ScriptLibrary	svcCatInterface
ScriptLibrary	tableAccess
WorkflowPhase	AbandonedGeneric Taskcm3t

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	ClosureIncidentprobsummary
WorkflowPhase	KM 1 TriageKM Documentcm3r
WorkflowPhase	KM 2 ReviseKM Documentcm3r
WorkflowPhase	KM 3 Review Read-onlyKM Documentcm3r
WorkflowPhase	KM 4 ConcludeKM Documentcm3r
WorkflowPhase	Phase 1WorkflowDemoWorkflowDemo
WorkflowPhase	Phase 2WorkflowDemoWorkflowDemo
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	WaitingGeneric Taskcm3t
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t
WorkflowPhase	closedNetworkcm3t
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument
WorkflowPhase	newtestWorkflowDemo

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	reviewKnowledgekmdocument
WorkflowPhase	reviseKnowledgekmdocument
WorkflowPhase	triageKnowledgekmdocument
Workflow	Incident TaskimTask
Workflow	Problemrootcause
Workflow	Problem Taskrootcausetask
activityactions	Save Activitiesincidents
activityactions	Update Activitiescm3r
activityactions	Update Activitiesincidents
activityactions	Update Activitiesprobsummary
activityactions	Update Activitiesrootcause
activityactions	Update Activitiesrootcausetask
bdmmapping	incident1.1
bdmmapping	incident1.2
displayoption	cm.list.display_masscancel
displayoption	kmdocFlow.open_deletedoc
displayoption	kmdocFlow.open_save
displayoption	kmdocFlow.open_save draft
displayoption	kmquery.default_newsearch_1
displayoption	scm.advanced_massupdate
displayoption	wizard.display.eaf.editSetting_do nothing_1
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
extaccess	IncidentIncidentManagement
extaccess	InteractionServiceDesk
extaccess	ProblemProblemManagement

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
extaccess	ProblemTaskProblemManagement
format	enAlertDef.g
format	enApprovalLog.vj.g.horz
format	enCM.change.approval
format	enCM.change.approvalprep
format	enCM.change.closure
format	enCM.change.dme.vj
format	enCM.change.implementation
format	enCM.change.logging
format	enCM.change.planning
format	enCM.change.review
format	enWorkflowPhase
format	enchm.discover.assess
format	enchm.discover.backout
format	enchm.discover.closure
format	enchm.discover.implement
format	enchm.discover.verification
format	enchm.emergency.approval
format	enchm.emergency.backout
format	enchm.emergency.build.test
format	enchm.emergency.implmt
format	enchm.emergency.pir
format	enchm.emergency.registration
format	enchm.emergency.rsk.imp
format	enchm.normal.backout
format	enchm.normal.build.test
format	enchm.normal.dcab.approval

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
format	enchm.normal.deployment
format	enchm.normal.pir
format	enchm.normal.registration
format	enchm.normal.rsk.imp
format	enchm.normal.tcab.approval
format	enchm.standard.backout
format	enchm.standard.execution
format	enchm.standard.pir
format	enchm.standard.pln.sch
format	enchm.standard.registration
format	enchm.subform.activity
format	encm3r.cigroup.g
format	encm3r.release
format	encm3r.release.close
format	encm3r.subscription
format	enhtmltemplates
format	enim.task.subform.activities
format	eninfo.company.g
format	enkmdocument.errormsg
format	enkmdocument.external
format	enkmdocument.howto
format	enkmdocument.probsol
format	enkmdocument.reference
format	enoperator.g
format	enpbm.problem.subform.categorization
format	enpbm.task.subform.detail
format	ensc.manage.approval.g

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
format	ensd.interaction.subform.categorization
format	entemp.edit.ooflow
format	entemp.readonly.ooflow
format	enwiz.slo.resp.3b
formatctrl	AlertDef
formatctrl	ApprovalDef
formatctrl	cm3r
formatctrl	extaccess
formatctrl	operator
formatctrl	probsummary
formatctrl	svcCat.request.info
formatctrl	wiz.slo.resp.2
kmknowledgebase	KnownError_Library
kmknowledgebase	Problem_Library
link	cm3r
link	incidents
link	probsummary
link	rootcause
menu	CC PD
menu	ChM
menu	ESSSM
menu	ESSSM-Approval
menu	HELPDESK GEN
menu	HOME
menu	NOTIFICATIONS
menu	TAILORING
svcCatInterface	Open a Change

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
unload	PD4_933_Support
wizard	Approval Delegation - Prep Select Group
wizard	Approval Delegation - Select Module
wizard	Set Change State - Start
wizard	editSetting.selectConfig
htmltemplates	Survey Templateen
htmltemplates	Survey Template Simpleen
format	enhtmltemplates
globallists	Interaction Local Completion Codes
globallists	Interactions Activity Types
globallists	Problem Activity Types
globallists	Problemtask Activity Types
States	change.close
States	change.view
States	cm.list
States	imIncident.view
States	imTask.view
States	pbm.task.view
States	pbm.view
States	sd.view
displayoption	change.view_merge
displayoption	cm.close.display_merge
displayoption	imIncident.view_merge
displayoption	imIncident.view_save_1
displayoption	imTask.view_merge
displayoption	pbm.task.view_merge
displayoption	pbm.view_merge

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.33, continued

Object Type	Object Name
displayoption	sd.view_merge
displayscreen	change.viewENG
displayscreen	cm.close.displayENG
displayscreen	cm.list.displayENG
displayscreen	imIncident.viewENG
displayscreen	imTask.viewENG
displayscreen	pbm.task.viewENG
displayscreen	pbm.viewENG
displayscreen	sd.viewENG
inbox	nullMy Group's To Do ListTodo%NONE%
language	heE
probcause	probAutomatically ClosedAutomatically Closed
probcause	probCancelledCancelled
probcause	probFulfilledFulfilled
probcause	probInvalidInvalid
probcause	probNot ReproducibleNot Reproducible
probcause	probOut of ScopeOut of Scope
probcause	probRequest RejectedRequest Rejected
probcause	probSolved by Change/Service RequestSolved by Change/Service Request
probcause	probSolved by User InstructionSolved by User Instruction
probcause	probSolved by WorkaroundSolved by Workaround
probcause	probUnable to solveUnable to solve
probcause	probWithdrawn by UserWithdrawn by User
secRights	DEFAULTIncident Tasks
secRights	SD agent/managerIncident Tasks
secRights	incident managerIncident Management Configuration
cm3rcatphase	Change Implementation

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34

Object Type	Object Name
activityactions	Save Activitiesincidents
activityactions	Update Activitiescm3r
activityactions	Update Activitiesincidents
activityactions	Update Activitiesprobsummary
activityactions	Update Activitiesrootcause
activityactions	Update Activitiesrootcausetask
bdmmapping	incident1.1
bdmmapping	incident1.2
cm3rcatphase	Change Implementation
code	alert.process
code	apm.compute.linked.close
code	apm.server.initer
code	apm.setup.globals
code	approval.approve
code	approval.build
code	approval.delegation.get.groups
code	approval.inbox
code	approval.init
code	cc.gotoprob
code	cc.required.actions
code	cc.search
code	cc.set.linked
code	cm.change.catphase

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
code	cm3.last.task.process
code	cm3.query.build
code	display
code	document.chgCat
code	ocm.query.build
code	rca.setup.search
code	record.update.conflicts
code	Ruleset.run
code	scheduler
code	scm.advanced
code	se.base.method
code	se.call.process
code	se.external.action
code	se.search.engine
code	se.view.engine
code	sla.refresh.active
code	sla.set.current.state
code	sm.update.affected.services
code	svcCat.create.request
code	trigger.probsummary.edit
code	trigger.screlate.post
code	trigger.subscription.cm3r
code	us.check.depend.cancelclose
code	us.link
displayoption	change.view_merge
displayoption	change.view_redraw
displayoption	change.view_timeperiod.confliction.recalculate

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
displayoption	cm.close.display_merge
displayoption	cm.list.display_masscancel
displayoption	imIncident.view_ok_1
displayoption	imIncident.view_merge
displayoption	imIncident.view_save_1
displayoption	imTask.view_merge
displayoption	kmdocFlow.open_deletedoc
displayoption	kmdocFlow.open_save
displayoption	kmdocFlow.open_save draft
displayoption	kmquery.default_newsearch_1
displayoption	pbm.task.view_merge
displayoption	pbm.view_merge
displayoption	scm.advanced_massupdate
displayoption	sd.view_merge
displayoption	wizard.display.eaf.editSetting_do nothing_1
displayscreen	apm.edit.problem
displayscreen	cc.edit.incident
displayscreen	change.open.display
displayscreen	change.view
displayscreen	cm.close.display
displayscreen	cm.list.display
displayscreen	imIncident.new
displayscreen	imIncident.view
displayscreen	imTask.view
displayscreen	pbm.open
displayscreen	pbm.task.view
displayscreen	pbm.view

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
displayscreen	sd.new
displayscreen	sd.view
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
extaccess	IncidentIncidentManagement
extaccess	InteractionServiceDesk
extaccess	ProblemProblemManagement
extaccess	ProblemTaskProblemManagement
format	advFind.search.task
format	AlertDef.g
format	ApprovalLog.vj.g.horz
format	chm.discover.assess
format	chm.discover.backout
format	chm.discover.closure
format	chm.discover.implement
format	chm.discover.verification
format	chm.emergency.approval
format	chm.emergency.backout
format	chm.emergency.build.test
format	chm.emergency.implmt
format	chm.emergency.pir
format	chm.emergency.registration
format	chm.emergency.rsk.imp
format	chm.normal.backout
format	chm.normal.build.test
format	chm.normal.dcab.approval
format	chm.normal.deployment

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
format	chm.normal.pir
format	chm.normal.registration
format	chm.normal.rsk.imp
format	chm.normal.tcab.approval
format	chm.standard.backout
format	chm.standard.execution
format	chm.standard.pir
format	chm.standard.pln.sch
format	chm.standard.registration
format	chm.subform.activity
format	chm.subform.pln.sch
format	chm.task
format	CM.change.approval
format	CM.change.approvalprep
format	CM.change.closure
format	CM.change.dme.vj
format	CM.change.implementation
format	CM.change.logging
format	CM.change.planning
format	CM.change.review
format	CM.task
format	cm3r.cigroup.g
format	cm3r.release
format	cm3r.release.close
format	cm3r.sub.workflow.g
format	cm3r.subscription
format	cm3t.Create.Release

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
format	cm3t.Identify.Affected.Systems
format	cm3t.Update.Affected.Systems
format	htmltemplates
format	im.incident.categorization
format	im.incident.closure
format	im.incident.investigation
format	im.incident.logging
format	im.incident.recovery
format	im.incident.review
format	im.task.subform.activities
format	info.company.g
format	kmdocument.errormsg
format	kmdocument.external
format	kmdocument.howto
format	kmdocument.probsol
format	kmdocument.reference
format	operator.g
format	pbm.problem.abandonment
format	pbm.problem.categorization
format	pbm.problem.closure
format	pbm.problem.investigation
format	pbm.problem.logging
format	pbm.problem.resolution
format	pbm.problem.review
format	pbm.problem.subform.categorization
format	pbm.task.subform.detail
format	probsummary.qbe.g

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
format	sc.manage.approval.g
format	sd.interaction.categorization
format	sd.interaction.closure
format	sd.interaction.logging
format	sd.interaction.review
format	sd.interaction.subform.categorization
format	sd.interaction.withdrawal
format	sd.interaction.workinprogress
format	temp.edit.ooflow
format	temp.readonly.ooflow
format	wiz.slo.resp.3b
format	WorkflowPhase
formatctrl	AlertDef
formatctrl	ApprovalDef
formatctrl	cm3r
formatctrl	cm3t
formatctrl	environment.rc
formatctrl	extaccess
formatctrl	operator
formatctrl	probsummary
formatctrl	svcCat.request.info
formatctrl	wiz.slo.resp.2
globallists	Interaction Local Completion Codes
globallists	Interactions Activity Types
globallists	Problem Activity Types
globallists	Problemtask Activity Types
htmltemplates	Survey Template Simpleen

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
htmltemplates	Survey Templateen
inbox	nullMy Group's To Do ListTodo%NONE%
kmknowledgebase	KnownError_Library
kmknowledgebase	Problem_Library
language	heE
link	cm3r
link	incidents
link	probsummary
link	rootcause
menu	ADMIN
menu	CC PD
menu	ChM
menu	CM GEN
menu	ESSSM
menu	ESSSM-Approval
menu	HELPDESK GEN
menu	HOME
menu	IM GEN
menu	NOTIFICATIONS
menu	PM GEN
menu	SYSTEM ADMINISTRATION
menu	TAILORING
Object	cm3r
Object	imTask
Object	incidents
Object	probsummary
Object	rootcause

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
probcause	probAutomatically ClosedAutomatically Closed
probcause	probCancelledCancelled
probcause	probFulfilledFulfilled
probcause	probInvalidInvalid
probcause	probNot ReproducibleNot Reproducible
probcause	probOut of ScopeOut of Scope
probcause	probRequest RejectedRequest Rejected
probcause	probSolved by Change/Service RequestSolved by Change/Service Request
probcause	probSolved by User InstructionSolved by User Instruction
probcause	probSolved by WorkaroundSolved by Workaround
probcause	probUnable to solveUnable to solve
probcause	probWithdrawn by UserWithdrawn by User
Process	cc.search
Process	change.open.save
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.open.save
Process	cm.update
Process	document.chgCat
Process	im.dmeUpdate
Process	im.incident.clone
Process	im.task.create
Process	inbox.init.view
Process	pbm.task.create
Process	slo.refresh.resp

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
Process	template.init
RuleSet	im.clear.vars
RuleSet	im.dmeUpdate
RuleSet	im.fields.validation
RuleSet	im.incident.closure.after.merge
RuleSet	im.set.activity.vars
RuleSet	im.set.open.inform
RuleSet	im.standard.mandatory
RuleSet	im.task.clear.vars
RuleSet	im.task.set.activity.vars
RuleSet	kmdocument_preview
RuleSet	pbm.standard.mandatory
RuleSet	sd.first.call.close
RuleSet	sd.standard.mandatory
ScriptLibrary	activityUpdatesTailoring
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalDelegationGroups
ScriptLibrary	ApprovalUtil
ScriptLibrary	ArrayUtil
ScriptLibrary	BasicDAO
ScriptLibrary	changeManagement
ScriptLibrary	ChangeOperatorInfo
ScriptLibrary	changePlan
ScriptLibrary	conditionXmlParser
ScriptLibrary	htmlmailtemplates
ScriptLibrary	IncidentDAO
ScriptLibrary	KMCollection_Update_Triggers

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
ScriptLibrary	processDesignerChangeUpgrade
ScriptLibrary	ProcessDesignHelpDeskEnableManager
ScriptLibrary	QueryHelper
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	RuleEngine
ScriptLibrary	RuleWizardHelpers
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	ScAPI_Dispatcher
ScriptLibrary	ScAPI_RAD
ScriptLibrary	ScAPI_svcCatRequest
ScriptLibrary	security
ScriptLibrary	SeExternalHelper
ScriptLibrary	settings
ScriptLibrary	svcCatInterface
ScriptLibrary	tableAccess
ScriptLibrary	Template
ScriptLibrary	TemplateFilter
ScriptLibrary	Workflow
ScriptLibrary	WorkflowTriggers
secRights	DEFAULTIncident Tasks
secRights	incident managerIncident Management Configuration
secRights	SD agent/managerIncident Tasks
States	change.close
States	change.view
States	cm.list
States	imIncident.view
States	imTask.view

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
States	pbm.task.view
States	pbm.view
States	sd.view
svcCatInterface	Open a Change
svcCatInterface	Open an Incident
unload	PD4_93_Support
wizard	Approval Delegation - Prep Select Group
wizard	Approval Delegation - Select Module
wizard	editSetting.selectConfig
wizard	Set Change State - Start
Workflow	Emergencycm3r
Workflow	Incidentprobsummary
Workflow	Incident TaskimTask
Workflow	Normalcm3r
Workflow	Problem Taskrootcausetask
Workflow	Problemrootcause
Workflow	Standard Changecm3r
WorkflowPhase	AbandonedGeneric Taskcm3t
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
WorkflowPhase	closedNetworkcm3t
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	Categorizationprobsummary
WorkflowPhase	ClosureIncidentprobsummary
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	DCAB ApprovalNormalcm3r
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	ECAB ApprovalEmergencycm3r
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument
WorkflowPhase	Investigationprobsummary
WorkflowPhase	KM 1 TriageKM Documentcm3r
WorkflowPhase	KM 2 ReviseKM Documentcm3r
WorkflowPhase	KM 3 Review Read-onlyKM Documentcm3r
WorkflowPhase	KM 4 ConcludeKM Documentcm3r
WorkflowPhase	Loggingprobsummary
WorkflowPhase	Recoveryprobsummary
WorkflowPhase	Reviewprobsummary
WorkflowPhase	newtestWorkflowDemo
WorkflowPhase	Phase 1WorkflowDemoWorkflowDemo
WorkflowPhase	Phase 2WorkflowDemoWorkflowDemo
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	reviewKnowledgekmdocument
WorkflowPhase	reviseKnowledgekmdocument

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.34, continued

Object Type	Object Name
WorkflowPhase	TCAB ApprovalNormalcm3r
WorkflowPhase	triageKnowledgekmdocument
WorkflowPhase	WaitingGeneric Taskcm3t

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35

Object Type	Object Name
activityactions	Save Activitiesincidents
activityactions	Update Activitiescm3r
activityactions	Update Activitiesincidents
activityactions	Update Activitiesprobsummary
activityactions	Update Activitiesrootcause
activityactions	Update Activitiesrootcausetask
bdmmapping	incident1.1
bdmmapping	incident1.2
cm3rcatphase	Change Implementation
code	alert.process
code	apm.compute.linked.close
code	apm.server.initer
code	apm.setup.globals
code	approval.approve
code	approval.build
code	approval.delegation.get.groups
code	approval.inbox
code	approval.init
code	cc.gotoprob

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
code	cc.required.actions
code	cc.search
code	cc.set.linked
code	cm.change.catphase
code	cm3.last.task.process
code	cm3.query.build
code	display
code	document.chgCat
code	ocm.query.build
code	rca.setup.globals
code	rca.setup.search
code	record.update.conflicts
code	Ruleset.run
code	scheduler
code	scm.advanced
code	se.base.method
code	se.call.process
code	se.external.action
code	se.search.engine
code	se.view.engine
code	sla.refresh.active
code	sla.set.current.state
code	sm.update.affected.services
code	svcCat.create.request
code	trigger.independs.after.add
code	trigger.probsummary.edit
code	trigger.screlate.post

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
code	trigger.subscription.cm3r
code	us.check.depend.cancelclose
code	us.link
displayoption	change.view_merge
displayoption	change.view_redraw
displayoption	change.view_timeperiod.confliction.recalculate
displayoption	cm.close.display_merge
displayoption	cm.list.display_masscancel
displayoption	imIncident.view_merge
displayoption	imIncident.view_ok_1
displayoption	imIncident.view_save_1
displayoption	imTask.view_merge
displayoption	kmDocFlow.open_deletedoc
displayoption	kmDocFlow.open_save
displayoption	kmDocFlow.open_save_draft
displayoption	kmquery.default_newsearch_1
displayoption	pbm.open_find
displayoption	pbm.open_unlink
displayoption	pbm.task.view_merge
displayoption	pbm.view_merge
displayoption	scm.advanced_massupdate
displayoption	sd.view_merge
displayoption	wizard.display.eaf.editSetting_do nothing_1
displayscreen	apm.edit.problem
displayscreen	cc.edit.incident
displayscreen	change.open.display
displayscreen	change.view

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
displayscreen	cm.close.display
displayscreen	cm.list.display
displayscreen	imIncident.new
displayscreen	imIncident.view
displayscreen	imTask.view
displayscreen	pbm.open
displayscreen	pbm.task.view
displayscreen	pbm.view
displayscreen	sd.new
displayscreen	sd.view
extaccess	ChangeChangeManagement
extaccess	ChangeTaskChangeManagement
extaccess	IncidentIncidentManagement
extaccess	InteractionServiceDesk
extaccess	ProblemProblemManagement
extaccess	ProblemTaskProblemManagement
format	advFind.search.task
format	AlertDef.g
format	ApprovalLog.vj.g.horz
format	chm.discover.assess
format	chm.discover.backout
format	chm.discover.closure
format	chm.discover.implement
format	chm.discover.verification
format	chm.emergency.approval
format	chm.emergency.backout
format	chm.emergency.build.test

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
format	chm.emergency.implmt
format	chm.emergency.pir
format	chm.emergency.registration
format	chm.emergency.rsk.imp
format	chm.normal.backout
format	chm.normal.build.test
format	chm.normal.dcab.approval
format	chm.normal.deployment
format	chm.normal.pir
format	chm.normal.registration
format	chm.normal.rsk.imp
format	chm.normal.tcab.approval
format	chm.standard.backout
format	chm.standard.execution
format	chm.standard.pir
format	chm.standard.pln.sch
format	chm.standard.registration
format	chm.subform.activity
format	chm.subform.pln.sch
format	chm.task
format	CM.change.approval
format	CM.change.approvalprep
format	CM.change.closure
format	CM.change.dme.vj
format	CM.change.implementation
format	CM.change.logging
format	CM.change.planning

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
format	CM.change.review
format	CM.task
format	cm3r.cigroup.g
format	cm3r.km.g
format	cm3r.release
format	cm3r.release.close
format	cm3r.sub.workflow.g
format	cm3r.subscription
format	cm3t.Create.Release
format	cm3t.Identify.Affected.Systems
format	cm3t.Update.Affected.Systems
format	htmltemplates
format	im.incident.categorization
format	im.incident.closure
format	im.incident.investigation
format	im.incident.logging
format	im.incident.recovery
format	im.incident.review
format	im.task.subform.activities
format	info.company.g
format	kmdocument.errormsg
format	kmdocument.external
format	kmdocument.howto
format	kmdocument.probsol
format	kmdocument.reference
format	operator.g
format	pbm.problem.abandonment

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
format	pbm.problem.categorization
format	pbm.problem.closure
format	pbm.problem.investigation
format	pbm.problem.logging
format	pbm.problem.resolution
format	pbm.problem.review
format	pbm.problem.subform.categorization
format	pbm.task.subform.detail
format	probsummary.qbe.g
format	sc.manage.approval.g
format	sd.interaction.categorization
format	sd.interaction.closure
format	sd.interaction.logging
format	sd.interaction.review
format	sd.interaction.subform.categorization
format	sd.interaction.withdrawal
format	sd.interaction.workinprogress
format	slamodulecontrol
format	temp.edit.ooflow
format	temp.readonly.ooflow
format	wiz.slo.resp.3b
format	WorkflowPhase
formatctrl	AlertDef
formatctrl	ApprovalDef
formatctrl	cm3r
formatctrl	cm3t
formatctrl	environment.rc

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
formatctrl	extaccess
formatctrl	operator
formatctrl	probsummary
formatctrl	svcCat.request.info
formatctrl	wiz.slo.resp.2
globallists	Interaction Local Completion Codes
globallists	Interaction Status
globallists	Interactions Activity Types
globallists	Problem Activity Types
globallists	Problemtask Activity Types
htmltemplates	Survey Template Simpleen
htmltemplates	Survey Templateen
inbox	nullMy Group's To Do ListTodo%NONE%
kmknowledgebase	KnownError_Library
kmknowledgebase	Problem_Library
language	heE
link	cm3r
link	incidents
link	probsummary
link	rootcause
menu	ADMIN
menu	CC PD
menu	ChM
menu	CM GEN
menu	ESSM
menu	ESSM-Approval
menu	HELPDESK GEN

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
menu	HOME
menu	IM GEN
menu	IM PD
menu	NOTIFICATIONS
menu	PM GEN
menu	PM PD
menu	SYSTEM ADMINISTRATION
menu	TAILORING
Object	cm3r
Object	imTask
Object	incidents
Object	probsummary
Object	rootcause
Object	settings
probcause	probAutomatically ClosedAutomatically Closed
probcause	probCancelledCancelled
probcause	probFulfilledFulfilled
probcause	probInvalidInvalid
probcause	probNot ReproducibleNot Reproducible
probcause	probOut of ScopeOut of Scope
probcause	probRequest RejectedRequest Rejected
probcause	probSolved by Change/Service RequestSolved by Change/Service Request
probcause	probSolved by User InstructionSolved by User Instruction
probcause	probSolved by WorkaroundSolved by Workaround
probcause	probUnable to solveUnable to solve
probcause	probWithdrawn by UserWithdrawn by User
Process	cc.search

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
Process	change.open.save
Process	change.update.save
Process	cm.approve
Process	cm.chg.cat
Process	cm.chg.phase
Process	cm.open.save
Process	cm.update
Process	document.chgCat
Process	im.dmeUpdate
Process	im.incident.clone
Process	im.task.create
Process	inbox.init.view
Process	pbm.task.create
Process	slo.refresh.resp
Process	template.init
Process	us.screlate
RuleSet	im.clear.vars
RuleSet	im.dmeUpdate
RuleSet	im.fields.validation
RuleSet	im.incident.closure.after.merge
RuleSet	im.set.activity.vars
RuleSet	im.set.open.inform
RuleSet	im.standard.mandatory
RuleSet	im.task.clear.vars
RuleSet	im.task.set.activity.vars
RuleSet	kmdocument_preview
RuleSet	pbm.standard.mandatory

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
RuleSet	sd.first.call.close
RuleSet	sd.standard.mandatory
ScriptLibrary	activityUpdatesTailoring
ScriptLibrary	ApplyChangeModel
ScriptLibrary	ApprovalDelegationGroups
ScriptLibrary	ApprovalUtil
ScriptLibrary	ArrayUtil
ScriptLibrary	BasicDAO
ScriptLibrary	BDM_Mapping_Callback_Executor
ScriptLibrary	changeManagement
ScriptLibrary	ChangeOperatorInfo
ScriptLibrary	changePlan
ScriptLibrary	conditionXmlParser
ScriptLibrary	htmlmailtemplates
ScriptLibrary	IncidentDAO
ScriptLibrary	KMCollection_Update_Triggers
ScriptLibrary	processDesignerChangeUpgrade
ScriptLibrary	ProcessDesignHelpDeskEnableManager
ScriptLibrary	QueryHelper
ScriptLibrary	recordUpdateConflicts
ScriptLibrary	RuleEngine
ScriptLibrary	RuleWizardHelpers
ScriptLibrary	ScAPI_ApprovalDelegation
ScriptLibrary	ScAPI_Dispatcher
ScriptLibrary	ScAPI_RAD
ScriptLibrary	ScAPI_svcCatRequest
ScriptLibrary	sdUtil

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
ScriptLibrary	security
ScriptLibrary	SeExternalHelper
ScriptLibrary	settings
ScriptLibrary	svcCatInterface
ScriptLibrary	tableAccess
ScriptLibrary	Template
ScriptLibrary	TemplateFilter
ScriptLibrary	Workflow
ScriptLibrary	WorkflowTriggers
secRights	DEFAULTIncident Tasks
secRights	incident managerIncident Management Configuration
secRights	SD agent/managerIncident Tasks
States	change.close
States	change.view
States	cm.list
States	imIncident.view
States	imTask.view
States	pbm.task.view
States	pbm.view
States	sd.view
svcCatInterface	Open a Change
svcCatInterface	Open an Incident
unload	PD4_93_Support
wizard	Approval Delegation - Prep Select Group
wizard	Approval Delegation - Select Module
wizard	editSetting.selectConfig
wizard	Set Change State - Start

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
Workflow	Emergencycm3r
Workflow	Incident TaskimTask
Workflow	Incidentprobsummary
Workflow	Normalcm3r
Workflow	Problem Taskrootcausetask
Workflow	Problemrootcause
Workflow	Standard Changecm3r
WorkflowPhase	AbandonedGeneric Taskcm3t
WorkflowPhase	ActiveGeneric Taskcm3t
WorkflowPhase	CancelledGeneric Taskcm3t
WorkflowPhase	Categorizationprobsummary
WorkflowPhase	CategorizationServiceDeskincidents
WorkflowPhase	closedCreate Groupcm3t
WorkflowPhase	closedCreate Releasecm3t
WorkflowPhase	closedDelete Groupcm3t
WorkflowPhase	ClosedGeneric Taskcm3t
WorkflowPhase	closedHardwarecm3t
WorkflowPhase	closedIdentify Affected Systemscm3t
WorkflowPhase	closedMaintenancecm3t
WorkflowPhase	closedNetworkcm3t
WorkflowPhase	closedSoftwarecm3t
WorkflowPhase	closedUpdate Affected Systemscm3t
WorkflowPhase	closedUpdate Groupcm3t
WorkflowPhase	ClosureIncidentprobsummary
WorkflowPhase	ClosureServiceDeskincidents
WorkflowPhase	concludeKnowledgekmdocument
WorkflowPhase	DCAB ApprovalNormalcm3r

Unload Change List for Process Designer Content Pack 9.30.3 and SM 9.35, continued

Object Type	Object Name
WorkflowPhase	draftKnowledgekmdocument
WorkflowPhase	ECAB ApprovalEmergencycm3r
WorkflowPhase	externalKnowledgekmdocument
WorkflowPhase	internalKnowledgekmdocument
WorkflowPhase	Investigationprobsummary
WorkflowPhase	KM 1 TriageKM Documentcm3r
WorkflowPhase	KM 2 ReviseKM Documentcm3r
WorkflowPhase	KM 3 Review Read-onlyKM Documentcm3r
WorkflowPhase	KM 4 ConcludeKM Documentcm3r
WorkflowPhase	Loggingprobsummary
WorkflowPhase	LoggingServiceDeskincidents
WorkflowPhase	newtestWorkflowDemo
WorkflowPhase	Phase 1WorkflowDemoWorkflowDemo
WorkflowPhase	Phase 2WorkflowDemoWorkflowDemo
WorkflowPhase	Recoveryprobsummary
WorkflowPhase	retiredKnowledgekmdocument
WorkflowPhase	ReviewGeneric Taskcm3t
WorkflowPhase	reviewKnowledgekmdocument
WorkflowPhase	Reviewprobsummary
WorkflowPhase	reviseKnowledgekmdocument
WorkflowPhase	TCAB ApprovalNormalcm3r
WorkflowPhase	triageKnowledgekmdocument
WorkflowPhase	WaitingGeneric Taskcm3t
WorkflowPhase	Work In ProgressServiceDeskincidents

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