

HP Service Manager

For the supported Windows and Unix systems

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Patch 2 Release Notes

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What's new in this release

This section describes the important changes in this release.

Tip: As of Service Manager 9.33, the "Installation Information" section of the patch detail page will contain a link to a knowledge base article that contains links to all the previous release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.3x patches:

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

Web client improvement

In the Service Manager Windows client, if you select the "Show context-sensitive help debug information" option in the Preferences and try to view the description information of a field, it shows not only the field description information but also the debug information such as the field name as it exists in the database. Prior to Service Manager 9.33p2, the Web client has no way to show the field names. See "[QCCR1E99915](#)" on page 8.

To improve this situation, a new parameter, `viewcontexthelp`, was introduced in the Service Manager 9.33p2 release. In the HP Service Manager Web client, if you append "`viewcontexthelp=true`" to the URL and view the field help information of a field, it shows both the field description information and the debug information such as the field name as it exists in the database. See "[Web parameter: viewcontexthelp](#)" below.

Note: The parameter of `viewcontexthelp` is only supported in the Power User mode (`index.do`) and Self-Service User mode (`ess.do`), and is not supported in the other two Accessible modes (`accessible.do` and `accessible-ess.do`).

Web parameter: viewcontexthelp

Web parameters change the behavior of Web clients connecting to the Web tier. You can set some of these parameters from the Web client login URL, some from the Web tier configuration file (`web.xml`), and some from both.

Parameter

`viewcontexthelp`

Description

This parameter enables the Web client to display the same context-sensitive help debug information (field) in field help as the Windows client does. To enable this feature, append "`viewcontexthelp=true`" to the Web client URL.

Note: This feature is only supported in the Power User mode (`index.do`) and Self-Service User mode (`ess.do`), and is not supported in the other two Accessible modes

(accessible.do and accessible-ess.do).

Valid if set from

Web client URL

Requires restart of Web application server?

No

Default value

false

Possible values

true or false

Example usage

http://myhost:8080/index.do?viewcontexthelp=true

Mobility performance improvement

Prior to Service Manager 9.33p2, if you use handsets with lower performance such as Blackberry 7.x, the Service Manager Mobility browser hangs and the "Loading..." page is displayed forever when you are trying to view the detail of a Change record in the Service Manager Mobility. See ["QCCR1E103594" on page 13](#).

Here are the known issues and the best practices for low performance handsets:

1. You are recommended to customize your .mobile forms, so there are only limited Tabs in the detail form and limited fields in each Tab. For example in OOB system, the browser may hang when you try to view the detail of a record if the number of Tabs is greater than 10.
2. In the detail view of a record, if you tap an inactive Tab, the contents in the Tab may be shown with about 1 to 3 seconds delay .
3. If an operation results in the switching from the detail view to the list view (for example, filling in a field through a Comfill button), better set a small "recordlistcount" value in the web.properties file so as to make the operation successful.
4. If an operation results in the reloading of the current detail view of a record (for example, saving a record without filling in all mandatory fields), better keep the number of Tabs to less than 3 so as to make the operation successful.
5. In the case of saving a record without filling in all mandatory fields, it may not function correctly even if there are less than 3 Tabs. For example, the focus may not jump to the target mandatory field or the target inactive Tab may be still inactive. In this case, you need to manually find out the mandatory field Tab by Tab and set a value for it.

Handsets related log information available

Handsets related log information is available from Service Manager 9.33p2 in the perf.log file in the Service Manager Mobility, when the parameter remote.log is set to true in the WEB-INF\classes\META-INF\app.properties file. See ["QCCR1E103596 " on page 13](#).

Mobility supporting Service Manager 9.31 with PDCP4

If you have the PDCP4 with the Mobility Applications installed on the same server, the mobile function is not compatible with the PD4 function and they will not work correctly together. See ["QCCR1E103595" on page 13](#).

If you are using Service Manager 9.31 with PDCP4 installed, you need to configure Service Manager to implement the Mobile Applications by importing the `mobile2-new-9.31-pd4.unl` unload file when it is required. You also need to load the `mobile2-new-9.31-pd4.unl` unload file to add support for the Service Manager Mobile Applications.

For more information about how to install the Service Manager 9.33 Mobility client, refer to the [Service Manager 9.33 Mobile Applications User Guide](#).

Open Localization Toolkit support for Service Manager 9.33

The HP Service Manager Open Localization Toolkit enables HP partners to localize Service Manager and Service Request Catalog (SRC) for Service Manager into non-supported languages. Service Manager 9.33 patch 2 provides the `setupLP_SM_933.xml` file, the Language Builder configuration file specific for Service Manager 9.33 version. See ["QCCR1E105667" on page 13](#).

For more information, refer to the [HP Service Manager Open Localization Toolkit User Guide](#).

Enhancements

This release includes the following enhancement type fixes.

CR	Module	Problem	Solution
QCCR1E99915	Web Client	In the Service Manager Windows client, if you select the "Show context-sensitive help debug information" option in the Preferences and try to view the description information of a field, it shows not only the field description information but also the debug information such as the field name as it exists in the database. But in the Web client, there's no such option and it shows the field information only.	In the Service Manager Web client, if you append "viewcontexthelp=true" to the URL and view the field help information of a field, it shows both the field description information and the debug information such as the field name as it exists in the database.

Fixed defects

This release fixes the following defects.

Server

CR	Problem	Solution
QCCR1E70925	When the views under the "group by" feature are refreshed or initially displayed, the first group is automatically expanded after upgrading to Service Manager 7.11.410 (Patch 17) in the Web client.	Now the To Do queue groups will not be automatically expanded when you switch between queues or views.
QCCR1E100977	The "Maximum number of application tabs exceeded" message displayed to the user is not localized.	The "Maximum number of application tabs exceeded" message displayed to the user is localized.
QCCR1E101306	IR regen takes too long and it is performed as SYNC mode.	Replace IR regen with ASYNC mode, and increase the throughput of the IR queue process.
QCCR1E101744	Error messages such as "RTE E STRING is not null terminated!!!" exist in the log.	The error messages do not exist in the log now.
QCCR1E101756	When you open the format sc.manage.problem.g, all the assignment groups are returned in the soap response twice.	The assignment groups will not be returned in the soap response if the value list equals to the display list.
QCCR1E102310	The "search" function on the Service Catalog screen is inaccurate in a case sensitive database.	The IR search results are now consistent between case sensitive and insensitive databases.

CR	Problem	Solution
QCCR1E102418	<p>After you apply PDCP4 (according to Applications Patch manager Guide for Content Packs (from June 2013), Step 8 of chapter "Applying the Content Release" on page 16) and stop the Windows service, a core dump is generated and the following error is reported to the log file.</p> <pre>3164(5612) 12/04/2013 12:49:30 RTE E !!! SCException Win32 Exception: 0xC0000005 (instruction 0x100F1D12 while reading address 0x0AC07744) caught in system!!!</pre>	<p>The error will not occur when you apply PDCP4 and stop the Windows service now.</p>
QCCR1E103808	<p>When you rename an assignment group by using a javascript, the new name cannot be found by exact match search.</p>	<p>When you rename an assignment group by using a javascript, the new name can be found by exact match search.</p>
QCCR1E104099	<p>Service Manager leaves some SCAGW files in the var/tmp directory on all the three LINUX APP servers. These files are in "deleted" state and are removed only when the Service Manager process is stopped.</p>	<p>Now these temporary files are removed clearly and immediately once they are not needed.</p>
QCCR1E104364	<p>After you upgrade the Service Manager Server to 9.32.p2, the old record value in the activity table is changed.</p>	<p>The old record value after the upgrade is the same as the value before the upgrade.</p>
QCCR1E104338	<p>Capabilities missing occurs after you add a capability word to a new ess user.</p>	<p>No capabilities missing occurs after you add a capability word to a new ess user.</p>
QCCR1E104514	<p>Service Manager keeps reading the computer CI even though it has reached the end of the file, which may result in some duplicate records.</p>	<p>When Service Manager reaches the end of the computer CIs, it stops reading the file and then returns. No duplicate records are returned.</p>

CR	Problem	Solution
QCCR1E104872	The warning message for sqlupper is not clear.	More information about sqlupper usage has been added in the warning message.
QCCR1E104868	When the user attempts to open a change after the load of Process Designer 9.30.06, the following SQL error is displayed. SQL code=904 message=ORA-00904: "GROUPED_DATA"."COUNT (*)": invalid identifier	No SQL error is displayed when the user opens a change after the load of Process Designer 9.30.06.
QCCR1E105483	When you operate the following SQL queries, Service Manager scans the full table and this results in the performance degradation. SELECT * FROM SCHEDULEM1 WHERE UPPER("SCHEDULE_ID")= :Y	The SQL statement that Service Manager generates has been optimized to avoid the full table scan.
QCCR1E105515	When you are creating a new change in the Web client, the change category and the first subcategory are expanded, and the first change type is pre-selected.	Now the "change category" will not be expanded until one list item is selected by the user. This is the change which also affects those tab windows brought up by "Change management > Change Queue" or "Incident management > Incident Queue" menu items.
QCCR1E105665	In sqlupper mode, if you use grouping, inefficient query resulted by performance degradation occurs when group number grows.	Using grouping in sqlupper mode improves query efficiency without performance degradation now.
QCCR1E106190	JGroups report the "failed to collect all ACKs" error and the system is unstable.	JGroups do not report the "failed to collect all ACKs" error and the system is more stable now.
QCCR1E106486	The dashboard (chart) pages cannot be refreshed every 60 seconds and the "refresh" button does not work in the Windows client.	Service Manager updates the dashboard data in real-time manner now, so that the dashboard (Chart) pages are refreshed every 60 seconds and the user can also click the "refresh" button to update the dashboard in the Windows client.

CR	Problem	Solution
QCCR1E106458	<p>When you operate the following SQL queries, Service Manager scans the full table and this results in the performance degradation. This is because Service Manager cannot handle RECORD_KEY data type correctly.</p> <pre>SELECT * FROM SYSLOGM1 WHERE UPPER("RECORD_KEY")= :Y</pre>	The performance degradation does not exist now.

Web client

CR	Problem	Solution
QCCR1E103851	HTML Viewer does not dynamically refresh when you switch between tabs in the web client.	HTML Viewer can dynamically refresh when you switch between tabs in the web client.

Windows client

CR	Problem	Solution
QCCR1E103023	In the Windows client, when the cursor is positioned in the Journal field of an Interaction, if you switch to another window/program and then switch back, the Journal field scrolls down to the bottom.	In the Windows client, when the cursor is positioned in the Journal field of an Interaction, if you switch to another window/program and then switch back, the Journal field remains unchanged and will not scroll down to the bottom.
QCCR1E103369	If you modify the value of a cell in a Table in the Windows client, the original value is displayed after the cell loses focus.	Now if you modify the value of a cell in a Table in the Windows client, the new value is displayed after the cell loses focus.
QCCR1E104031	In the Windows client, only the value of the last modified Comfill is saved in each row in the unload script utility.	In the Windows client, all values of modified Comfills are saved in each row in the unload script utility.
QCCR1E107188	During a normal operation, the Windows client hangs due to the memory usage increase.	The memory is ensured to be released properly to avoid the out of memory error, so that the Windows client doesn't hang.

Mobility

CR	Problem	Solution
QCCR1E103594	The browser hangs in Blackberry OS7.1 based devices and the "Loading..." page is displayed forever when you are trying to view the detail of a Change record in Service Manager Mobility.	Now it is successful for you to view the detail of a Change record in Service Manager Mobility.
QCCR1E103596	Handsets related log information is unavailable in the perf.log file in the Service Manager Mobility, even if the parameter remote.log is set to true in the WEB-INF\classes\META-INF\app.properties file.	Handsets related log information is available in the perf.log file in the Service Manager Mobility, after the parameter remote.log is set to true in the WEB-INF\classes\META-INF\app.properties file.
QCCR1E103595	In a Service Manager 9.31 system with PDCP4, if you install Mobility Applications on it, the mobile function or the PD function will not work correctly.	In a Service Manager 9.31 system with PDCP4 installed, after you install Mobility Applications on it, both the PD and the mobile will work correctly now.

Open Localization Toolkit

CR	Problem	Solution
QCCR1E105667	<p>Custom Language Builders does not work when you use Language Builder, an HP tool, to build custom Language packs.</p> <p>When trying to run custom language builders - the installers can't find JRE and also stop in the middle. This is part of the custom web build that is done for every new web binary release.</p>	An updated Language Builder configuration file is provided for Service Manager 9.33 version.

Known problems, limitations, and workarounds

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

Issues in Service Manager 9.31 and patches

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

Global ID	Problem	Workaround
QCCR1E57385	When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 upon CIT initial connectivity test if exec-shield is not set properly.	<p>Use one of the following solutions to solve this issue on Unix.</p> <p>Solution 1:</p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p>Solution 2:</p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none">1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <code><Service Manager server installation path>\LegacyIntegration\RUN</code>. <p>Note: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p> <pre># sysctl -w kernel.exec-shield=0</pre> <pre># sysctl -w kernel.randomize_va_space=0</pre> <ol style="list-style-type: none">2. Start the legacy listener.

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

Global ID	Problem	Workaround
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	<p>This request is caused by the product running in an unsupported configuration. Change to a documented and supported configuration. If the problem still exists in a supported environment, contact HP Support.</p> <p>To work around this issue, do not use "RECORD_KEY" as a SQL Name for a field in dbdict. This field name is reserved by Service Manager. To do this, follow these steps:</p> <ol style="list-style-type: none"> 1. Enter dbdict in the Service Manager command line box. 2. Enter "esdquestions" in to the search field, and then click the Search button. 3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.
QCCR1E74808	After clicking the Cancel button in the Condition Editor from the Workflow Editor, the current tab sometimes becomes a blank screen and the tab cannot be closed.	No workaround is currently available.
QCCR1E105052	In Task Planner, the tooltip of a task displays the change phases with their names instead of their display names.	No workaround is currently available.

Issues in Service Manager 9.32 and patches

Service Manager Issues

Global ID	Problem	Workaround
QCCR1E64377	In the web client, when a Configuration Item (CI) record is opened, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph). This issue occurs only when JRE 6 is used.	As Oracle has fixed this Applet issue, JRE 6 customers need to upgrade their JRE to the latest JRE6 or JRE7 on the machine that runs Internet Explorer or Firefox in order for CI Visualization to display CI labels correctly.
QCCR1E95725	Due to a known issue in JDK (bug id:7196513), CI icons are not displayed correctly in Firefox when Httponly cookies are enabled in the web application server.	When Httponly cookies are enabled, users can only use Internet Explorer 7 or higher for CI icons to display correctly. As Oracle has fixed the Httponly cookie issue as of JDK 7u6, users need to install the latest 32-bit JRE (7u6 or above) on the machine that runs Internet Explorer 7 or higher. Note: In Service Manager 9.33, users can only use Internet Explorer 8 or higher for CI icons to display correctly.
QCCR1E95963	An error occurs when loading a dbdict twice in an unload file. The two dbdict records have the same name, but different key types: the first one has unique key, while the second's key type is primary key.	Do not export to an unload file a dbdict record whose key type has changed.

Global ID	Problem	Workaround
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNot found Exception error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	There are two workarounds: <ul style="list-style-type: none"> • Use Internet Explorer instead of Firefox. • If using Firefox, import the client certificate into the Java console on the end user's machine. Here are the steps for Windows 7: <ol style="list-style-type: none"> a. Open Control Panel, and in the Control Panel Search box enter "Java Control Panel". b. Double-click the Java console icon to open the Java console. c. On the Security tab, click Manage Certificates d. On the Certificates window, select certificate type: Client Authentication, and click Import. e. Follow the wizard and import the client user's certificate.
QCCR1E97492	Clicking the Back button on the CI Visualization page (which opens when you click More > Expand CI Visualization in a CI record) causes a Firefox crash.	No workaround is currently available.
QCCR1E97603	If a format that contains a button with Enable condition is created or modified by using a Service Manager 9.31 patch 1 server, when using it in Service Manager 9.31 GA or earlier, the client crashes. However, formats created by using the Service Manager 9.31 GA or earlier server work fine.	Upgrade both of the Service Manager server and client to the same patch level: Service Manager 9.31 patch 1 or later.
QCCR1E94657	When PDCP4 is applied, the first group on the form is not shown in the Jump Address drop down list.	Move the scroll bar to the top-most position and then you will see the first group.

Global ID	Problem	Workaround
QCCR1E97856	In a single-line text field, some special characters whose HTML code is &#x... ; (where ... stands for a hex number) are not represented as their original format. Instead, they display as &#x... ;. However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).	No workaround is currently available.
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields. To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control.
QCCR1E96391	Restful API: Results are in the wrong order when sorted by an array field. This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E97898	Restful API: A 400 Bad Request error occurs when a RESTful API request is a cross-table join query.	<p>The RESTful API framework supports simple queries and Service Manager native queries.</p> <p>Currently RESTful API framework does not support cross-table SQL queries.</p>
QCCR1E98320	When a record is removed after being read, the Merge function still allows the user to merge the record and the user's input is lost.	No workaround is currently available.
QCCR1E98227	In Approval Delegation wizard, go to another page (do not change the delegation module) after choose the operator to delegate in "Select Approval Groups" page, then back to "Select Approval Groups" page again. You will find a blank line is displayed in the right table, instead of the operator record.	This is only a display issue, and will not impact the functionality. If you need to remove the operator from the delegation list, choose the blank line, and then click the remove icon; otherwise the operator will be successfully delegated once you save the update.
QCCR1E98576	When there are conflicted updates on system fields, the system displays the message "The conflicted fields cannot be merged. Reload the record.", whereas the Merge button is available. Actually, the merge function should not be available in such case.	Ignore the Merge button. Reload the latest record to edit this record again.
QCCR1E98398	When you are updating a record and adding attachments to this record, if your updates conflict with another users' updates or the updates of a background process, the attachments will be lost after either automatic or manual merge.	After automatic or manual merge, add the attachments again before saving the merged result of the record.
QCCR1E98411	SRC failed to retrieve service catalog items from Service Manager on upgrade from Service Manager 7.11 to Service Manager 9.32.	<p>In the svcCatalog dbdict, the id.attach field is character type, which should be number type. The id.attach field is an alias of the id field in the svcCatalog table.</p> <p>To fix the issue, change the field type using the Dbdict Utility.</p>

Global ID	Problem	Workaround
QCCR1E98618	<p>Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32.</p> <p>Subcategory data is not upgraded.</p>	<p>If necessary, manually add the subcategory data.</p> <ol style="list-style-type: none"> 1. Enter <code>db</code> in the Service Manager command line box. 2. In the Table field, enter <code>subcategory</code>, and click Search. 3. For each Category in the dropdown list, add the following Areas (enter a value in the Area field and click Add): <code>access</code>, <code>data</code>, <code>failure</code>, <code>hardware</code>, <code>performance</code>, and <code>security</code>.
QCCR1E98475	<p>With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks Save & New in an interaction record opened through a search.</p> <ol style="list-style-type: none"> 1. Open an interaction through a search. 2. Update the Title. 3. Another back-end process has updated the Title to another value. 4. Click Save & New. An error occurs: This record has changed since you selected it. <p>You cannot perform Merge for the conflicted updates as expected.</p>	<p>If you encounter the error "This record has changed since you selected it." when clicking the Save & New button on an interaction opened through a search, to avoid abandoning your updates, do not use the Save & New button to save your updates; instead, first click the Save button to save your updates with the merged result, and then register a new interaction from the navigation menu.</p>

Service Request Catalog Issues

Global ID	Problem	Workaround
QCCR1E90074	When entering a search string in Service Request Catalog, auto-complete does not work if the browser's preferred language is set to an East Asian language (for example, Simplified Chinese).	No workaround is currently available.
QCCR1E98339	Custom fields do not load the DEFAULT company value when the checkout panel is empty for one of the three checkout panels of your company.	After upgrade, you should manually add the same structure configuration of the DEFAULT company for the empty checkout panel of your company. For example, before upgrade, you, as an SRC administrator, only defined custom fields for the Service Catalog checkout panel for your company. After upgrade to Service Manager 9.32, if you want to use the support checkout panel and generic support checkout panel in SRC correctly, you need to manually add OOB configurations for the Support Catalog and Generic Support checkout panels, which you can copy from those panels of the DEFAULT company.
QCCR1E103491	When SRC starts in FIPS mode, JCE cannot authenticate the provider JsafeJCE.	Replace cryptojce-6.1.jar and cryptojcommon-6.1.jar in the SRC .war files with those from the encryptor tool folder in the same release package.

Issues in Service Manager 9.33 and patches

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

Global ID	Problem	Workaround
QCCR1E101782	In Trusted Sign-On (TSO) mode, if users log in to the web client with Simplified Chinese in Internet Explorer 10 running on Windows 8 or Windows 2012, the web client still displays in English instead of in Simplified Chinese.	No workaround is currently available.
QCCR1E103847	An arrow connector in a Process Designer workflow might be misaligned when the destination phase is vertically too close to another phase (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	To resolve the issue, move the destination phase away enough from the adjacent phase.
QCCR1E103858	It displays auto-open tasks in the task planner window (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	No workaround is currently available.

Backup and backout instructions

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

Server

Backup

Before you apply the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.30\Server.

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

Backout

Service Manager has supported FIPS mode since version 9.32. To run Service Manager in FIPS mode, you must upgrade your database to the 256-bit AES encryption algorithm. Once you change all of the encrypted fields to use the new 32 character encryption you cannot roll back the RTE and still read the encrypted data.

After installing the patch, do the following to backout:

1. Stop the Service Manager server.
2. Remove the existing server installation folder.
3. Copy the backup folder back.

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

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

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See "[Applications](#)" on page 27.
5. For Unix-based platforms other than Linux, make a backup of your JRE if you have not yet upgraded to JRE 1.7.
6. Restart the Service Manager server.

Web Tier

Backup

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

- web.xml file
- application-context.xml
- log4j.properties
- splash screen
- style sheets
- any other customizations you made, including your webtier-`<version>`.war (webtier-ear-`<version>`.ear) file.

Backout

To roll back to the old web tier:

1. Delete or uninstall the existing web tier.
2. Clear the cache of your web application server (for example, Tomcat).
3. Redeploy the old web tier.
4. Restore your old customizations.

Windows client

Backup

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

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

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

Backout

1. Uninstall the new Windows client.
2. Reinstall the previous Windows client.
3. Restore your old Windows connections and configurations.

Applications

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

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

Backup

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

To use Unload Manager to make a backup:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

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

To use Database Manager to make a backup:

1. Go to Database Manager, select **Import/Load** from **More** or the More Actions menu, and browse to the unload file.
2. Click **List Contents** on the menu bar, to view a list of files that have been updated in this unload.

See the following figure for an example.

```

Process
{"svc.add.cart", {"$.callnextprocess=true"}, {"{"$.get.record", {"name", "file", "text", "string1"}, {"incident.id in $.file", "$L.svcCart", "$L.sdID", "$L.svcCart"}, not null(incident.id in $
RAD - money.format (10)
scmessage
{"cs", "10", 20, "Neopravitelná chyba v aplikaci: %S na panelu %S", "error", {}, "02/28/12 15:33:24", 4, "ramuro"}}
{"de", "10", 20, "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, "02/28/12 15:33:32", 3, "ramuro"}}
{"en", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:33:12", 66, "ramuro"}}
{"es", "10", 20, "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, "02/28/12 15:33:36", 5, "ramuro"}}
{"fr", "10", 20, "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, "02/28/12 15:33:46", 3, "ramuro"}}
{"hu", "10", 20, "Visszaállíthatatlan hiba lépett fel az %S alkalmazásban a %S panelen", "error", {}, "02/28/12 15:33:51", 3, "ramuro"}}
{"it", "10", 20, "Errore irreversibile nell'applicazione: %S nel riquadro %S", "error", {}, "02/28/12 15:35:08", 3, "ramuro"}}
{"iten", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:23", 3, "ramuro"}}
{"ja", "10", 20, "أسوأ خطأ غير قابل للتعديل في تطبيق (%S) على لوحة (%S)", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}}
{"ko", "10", 20, "머플리케이션에 복구할 수 없는 오류 %S이(가) 패널 %S에서 발생했습니다.", "error", {}, "02/28/12 15:35:44", 3, "ramuro"}}
{"no", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:51", 3, "ramuro"}}
{"pl", "10", 20, "Nieodwracalny błąd w aplikacji: %S, panel %S.", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}}
{"pt", "10", 20, "Erro irre recuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"}}
{"pt-Br", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"}}
{"ru", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"}}
{"zh-Hans", "10", 20, "“%S” 应用程序中不可恢复的错误: %S 面板 %S", "error", {}, "03/14/13 01:34:16", 5, "lmingyan"}}
ScriptLibrary
{"svcCartHelper", "/* @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems* @author Alex Corvino*/*** This function i
datadict
{"activity", {"miscellaneous", "FALCON", "01/21/96 17:00:00", "cblanc", "06/19/07 00:58:57", "cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
{"en", "1000", 10, "Please specify Area name", "fc", {}, "12/01/10 09:33:44", 0, "rolfel"}}
  
```

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

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

3. Go to Database Manager, in the Table field enter a file name you got in step 2, and click the Search button.
4. If the format selection page shows, select the proper format by double-clicking it (for example, select the device format for the device file), and then search for the file record.
5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record displays.

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

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

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

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

Backout

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

To roll back to your old data using Unload Manager:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file display.
4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to return to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the backup unload.
7. Click **Finish**.

To roll back to your old data using Database Manager:

1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

Knowledge Management Search Engine

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

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

Backup

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

1. Make a backup of the search engine installation folder. For example, C:\Program Files\HP\Service Manager 9.30\Search Engine Backup
2. Make a backup of the files to be modified by the unload files in the KM patch.
3. Make a backup of your schemastub.xml file under directory <SM server>/RUN/km/styles/.

Backout

After installing the patch, do the following to backout:

1. Stop your KM search engine.
2. Remove the existing search engine installation folder.
3. Copy the backup folder back.
4. Rollback the previous JDK installation and change the JAVA_HOME environment variable back.
5. Be sure to roll back KM related changes on the Service Manager server and application sides, including the kmsolr_unloads files and the server's schemastub file.
6. Restart your KM search engine.
7. Perform a full re-indexing on all of your knowledgebases.

Installation notes

This section provides instructions on installing each component in this patch release. You can also refer to the *Service Manager 9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

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

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

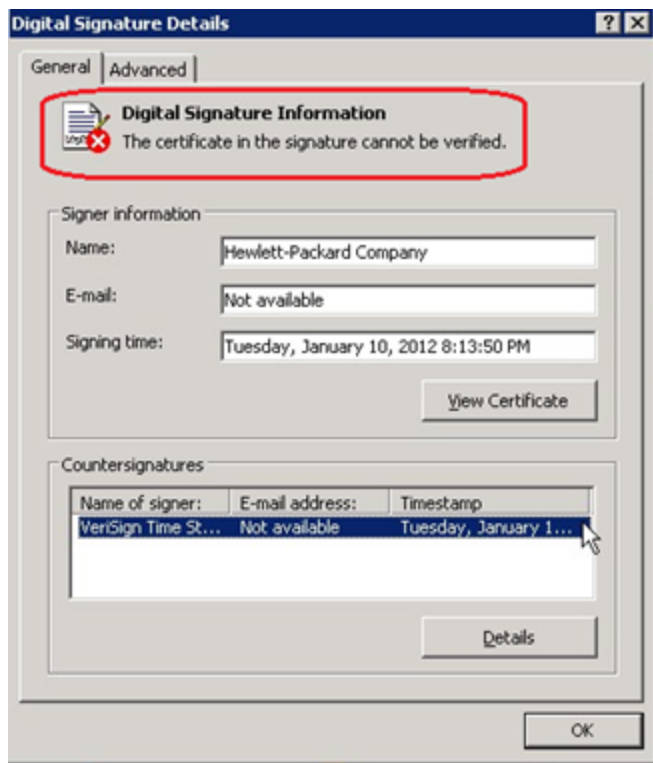
http://support.openview.hp.com/sc/support_matrices.jsp

For more information, see "[Service Manager Support Matrix and Applications Content Compatibility Matrix](#)" on page 47.

Digital signature notice

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

The certificate in this signature cannot be verified.



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: <https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140>

Server update installation

The server update for your operating system consists of a compressed file, sm9.33.2003-P2_<OS>.zip (or .tar), which contains updated files of the Service Manager server. These files add to or replace the files in the [SM Server Root]\([SM Server Root])\RUN, irlang, bin, legacyintegration, and platform_unloads directories.

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

Built-in troubleshooting tool (SM Doctor)

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

Upgrade paths

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

- Service Manager 9.30 GA, and 9.30 Patch/Hotfix
- Service Manager 9.31, and 9.31 Patch/Hotfix
- Service Manager 9.32, and 9.32 Patch/Hotfix
- Service Manager 9.33, and 9.33 Patch/Hotfix

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.30 GA server, and then directly apply this server patch.
- **Existing SC6.2, Service Manager 7.11 and 9.21 customers:** Uninstall the old server, install the Service Manager 9.30 GA server, and then apply this server patch.
- **Existing Service Manager 9.30, 9.31, 9.32, and 9.33 customers:** Apply this server patch.

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

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

For installation instructions of the server patch, see "[Server patch installation steps](#)" below.

Compatibility mode for installation on Windows Server 2012

As of Service Manager 9.32, Windows Server 2012 is supported. Be aware that compatibility mode is required for installing the Service Manager 9.30 GA server on Windows Server 2012 (not required for Windows Server 2008). To run your server installation in compatibility mode, do the following:

1. Right-click the server's setupwin32.exe file icon.
2. Click **Properties > Compatibility**.
3. Click **Run this program in compatibility mode for**, and then select **Windows Vista (Service Pack 2)**.
4. Click **Apply**, and then click **OK**.
5. Run the setupwin32.exe file to complete the installation.

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

Server patch installation steps

Caution:

- The server patch will upgrade your embedded Tomcat to version 6.0.37, and therefore requires additional steps.
- The server patch will upgrade your JGroups (in the RUN/lib directory) to version 3.2.
- Starting with Service Manager 9.31p2, the Service Manager server requires JRE 1.7. For Windows and Linux, the embedded JRE has already upgraded to version 1.7; for other Unix-based platforms, you need to manually perform this JRE upgrade.

The JRE upgrade will cause external web service calls over SSL to fail if the remote endpoint does not support Server Name Indication (SNI), which is by default activated in JRE 1.7. Once Service Manager is upgraded to use JRE 1.7, it starts to use SNI extensions during the SSL handshake. If the remote endpoint does not support SNI, the web service call will fail with an error message. To solve this issue, do either of the following:

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

```
JVMOption2:-Djsse.enableSNIExtension=false
```

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

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Make a backup of the Server installation directory. See also "[Backup and backout instructions](#)" on page 25.
4. Delete the RUN/tomcat directory. Tomcat in this directory will be upgraded to version 6.0.37 when you extract the server files later.
5. Delete the RUN/lib directory.
6. For Windows and Linux platforms, delete the RUN/jre directory.

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

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

C:\ProgramFiles\HP\Service Manager 9.30\Server
8. For UNIX servers, set the file permissions for all Service Manager files to "755."
9. For the following Unix servers, manually upgrade to one of the following JRE versions, if you have not already done so.

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

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

- b. Set your JAVA_HOME environment variable to point to JDK (if you have JDK installed) or JRE (if you have only JRE installed).
- c. Execute `\RUN\removeLinks.sh` to remove the old symbolic links and then execute `\RUN\setupLinks.sh` to create new symbolic links.
- d. Run the following command to check that the JRE version is correct:

```
RUN\jre\bin\java -version
```

10. If you have made any customizations/changes to the original RUN/tomcat folder, restore them in the new RUN/tomcat folder.
11. Your old schemastub.xml file (in the `<SM_Server_Home>\RUN\km\styles\` directory) has been updated to a newer version. Either keep your old file by copying it back or keep the updated version (a KM knowledgebase full reindexing is then required).
12. Run the `sm -unlockdatabase` command.

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

13. Restart the Service Manager server.
14. Restart the Service Manager clients.
15. Verify the version using either of the methods:
- From the Windows client, click **Help > About Service Manager Server**. The server version should be: **Release 9.33.2003 build P2**.
 - From the server's RUN folder, run the `sm -version` command. The server version should be:

```
Version: 9.33.2003
```

```
Patch level: P2
```

Web tier installation

The web tier update consists of a compressed file, `sm9.33.2003-P2_Web_Tier.zip`, which contains the installation files (both the `.war` and `.ear` files) that are required to install the Service Manager 9.33p2 web tier. Installing the new web tier will upgrade your web client to this release level.

The installation steps are similar to those of version 9.33. See the *Service Manager 9.33 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

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

New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.33.2003-P2_Web_Tier.zip` file in this release.

Existing customers

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

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

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see "[Backup and backout instructions](#)" on page 25.
2. Delete or uninstall the existing web tier `.war` (or the `.ear`) file.
3. Clear the cache of your web application server.
4. Deploy the new `webtier-9.33.war` (or `.ear`) file by following the instructions in the *Service Manager 9.33 Upgrade Documentation Center*.

Note: It is best practice to deploy with a unique context root. For example, `/webtier-sm9.33.2003-P2`.

5. Use a diff utility to compare the new web tier's `web.xml` file against your backed-up version to

ensure that any new parameters are properly merged into the files used in your final deployment. Do this for application-context.xml as well as any other files you may have customized (such as style sheets and splash screens).

6. Make any new customizations that are necessary for your deployment.
7. Restart the web application server.
8. Check the version by clicking the HP logo (About HP Service Manager) icon.

The web tier version should be: sm9.33.2003-P2.

Windows Client Installation

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

The Windows client update consists of a compressed file, sm9.33.2003-P2_Windows_Client.zip, which contains the executable installation files of the new Windows client. Installing the new Windows client will upgrade your Windows client to this patch level.

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

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

New Customers

You only need to install the new Windows client.

Existing Customers

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

To install the new Windows client:

1. Stop the Service Manager Windows client.
2. Make necessary backups. For details, see "[Backup and backout instructions](#)" on page 25.
3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
4. Run setup.exe from this Windows client patch to install the new client.

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

The client should be Release: **9.33.2003-P2**.

Windows Client Configuration Utility installation

This release does not contain any updates to the Windows Client Configuration Utility. You can download the latest Windows Client Configuration Utility shipped with the Service Manager 9.33 release.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

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

Applications Update installation

This release does not contain any updates to the Service Manager 9.33 applications. You can download the latest applications shipped with the Service Manager 9.33 release.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

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

Application Unload installation

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

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

This patch release includes the unload files that come with the server update. When you extract sm9.33.2003-P2_<OS>.zip (or .tar), it will add the files to the following directory:

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

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

Unload file naming convention

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

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or higher.

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

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

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

Unload files included in the current patch

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

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E9914 7_SM933_ SM930.unl	9.33	9.30, 9.31, and 9.32	Fixes an issue in which the first tab of a Notebook is reset to be the active tab when a new interaction is opened through the "Return to blank interaction" environment settings. Associated server fix: QCCR1E99147
QCCR1E9939 8_SM932P2.unl	9.32p2	7.11, 9.21, 9.30, and 9.31	Enables the inactivity timer function to work correctly when the version of applications is lower than the version of the server. Associated server fix: QCCR1E99398

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E19946_SM933.unl	9.33	7.11, 9.21, 9.30, 9.31, and 9.32	<p>Enables extra columns in the "Attachments" section of records.</p> <p>Associated server fix: QCCR1E19946</p>
QCCR1E31324_SM932.unl	9.32	7.11, 9.21, 9.30 and 9.31	<p>Fixes this issue : With Syslog audit turned on, only a syslog record showing login is created; no record for logoff is recorded if the user does not log out "normally."</p> <p>Associated server fix: QCCR1E31324</p>
QCCR1E96802_SM931P3.unl	9.31p3	7.11, 9.21, 9.30 and 9.31	<p>Changes the behavior when handling web service request user passwords. See the Service Manager 9.31p3 Release Notes.</p> <p>Associated server fix: QCCR1E96802</p>
QCCR1E52767_SM931P3_SM930.unl	9.31p3	9.30	<p>Fixes the issue that users cannot add data policy definitions on joined tables.</p> <p>Note: You do not need to load this unload if you are running on Service Manager 9.31, 9.21, or 7.11 applications.</p> <p>Associated server fix: QCCR1E52767</p>
QCCR1E76724_SM931P2_SM930.unl	9.31p2	9.30 and 9.31	<p>Fixes the issue that after deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration.</p> <p>Associated server fix: QCCR1E76724</p>
QCCR1E76227_SM930P6_SM930.unl	9.31	9.30	<p>Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobility Client.</p> <p>Note: Not needed for the Service Manager 9.32 or later Mobility client.</p>

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E7879 4_SM930P6_ SM930.unl	9.31	9.30	<p>Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager 9.31 Mobility Client.</p> <p>Note: Not needed for the Service Manager 9.32 or later Mobility client.</p>
QCCR1E7679 6_SM930P6_ SM930.unl	9.31	9.30	<p>Provides the ability to turn on debugging dynamically for user sessions or schedulers.</p> <p>Note: This unload requires the Service Manager 9.31 server.</p>
QCCR1E7109 9_SM930P5_ SM711.unl	9.30p5	7.11	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>
QCCR1E7109 9_SM930P5_ SM920.unl	9.30p5	9.20	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>
QCCR1E7109 9_SM930P5_ SM930.unl	9.30p5	9.30	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>
QCCR1E7113 9_SM930P5_ SM930.unl	9.30p5	9.30	<p>Works with server fix QCCR1E71139 to solve this issue: When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.</p>

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E3194 1_SM930P4_ SM930.unl	9.30P4	9.30	<p>Enables users to use a pre-configured decimal symbol when completing numeric fields.</p> <p>Note: This enhancement requires a 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 or later without applying this applications change.</p> <p>Associated server fix: QCCR1E31941.</p>
QCCR1E7345 2_SM930P4.unl	9.30P4	7.11 - 9.30	<p>Enables Mandanten restricting queries to be updated correctly after a profile is edited.</p> <p>Associated server fix: QCCR1E71897</p>
QCCR1E6707 2_SM930P4_ SM930.unl	9.30P3	7.11 and 9.20	<p>Enables users to take advantage of the new KMStatusListener background process.</p> <p>Note: This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> <p>Associated server fix: QCCR1E67071</p>
QCCR1E7016 3_SM930P4_ SM711.unl	9.30P3	7.11	<p>Fixes the issue that the KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E7016 3_SM930P4_ SM920.unl	9.30P3	9.20	<p>Fixes the issue that the KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E7016 3_SM930P4_ SM930.unl	9.30P3	9.30	<p>Fixes the issue that the KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E6764 7_SM930P3.unl	9.30P3	7.11 - 9.30	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request. Associated server fix: QCCR1E54192
QCCR1E6761 0_SM930P2.unl	9.30P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. Associated server fix: QCCR1E64290

Loading unload files

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

To load an unload file using Unload Manager:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

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

To load an unload file using Database Manager:

1. Make sure the Windows client is configured for server-side load/unload.
 - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
 - b. Unselect **Client Side Load/Unload** if is flagged.
 - c. Restart the Windows client.
2. Open **Tailoring > Database Manager**.
3. Right-click the form or open the More Actions menu and select **Import/Load**.
4. Browse to the unload file, and view the contents of an unload file before importing it by clicking **List Contents**.
5. Make a backup copy of all files to be modified by this unload. For detailed steps, see "[Backup and backout instructions](#)" on page 25.
6. Fill in the following fields.

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

7. Click **Load FG**.

Service Request Catalog (SRC) installation

This release does not contain any updates to SRC. You can download the latest SRC shipped with the Service Manager 9.33 release.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

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

Mobile Applications installation

Service Manager 9.33 patch 2 includes a new version of the Mobility client (sm9.33.2001_Mobility.zip). New customers can directly install the new Mobility client by deploying the webapp-9.33.2001.war file, while existing customers can only uninstall their old Mobility client and then install the new one.

For more information about how to install the Service Manager 9.33 Mobility client, refer to the [Service Manager 9.33 Mobile Applications User Guide](#).

Application changes required for Service Manager 9.31 and for Service Manager 9.30

The Service Manager 9.33 Mobility client can work with the Service Manager 9.33, Service Manager 9.32, Service Manager 9.31, or Service Manager 9.30 applications; however, if using the Service Manager 9.31 or Service Manager 9.30 applications, before users can use the Mobility client, you, as an administrator, need to make additional application changes by either importing or manually implementing the unload files shipped with the Mobility client package (be sure to import or implement them in listed order):

- mobile2-update-9.30-9.31.unl
- mobile2-new-9.30-9.31.unl
- mobile2-new-9.31-pd4.unl

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

Knowledge Management (KM) update installation

This release does not contain any KM updates. You can download the latest KM package shipped with the Service Manager 9.32 release.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

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

ODBC Driver update installation

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

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

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

Language Pack installation

This release does not contain any language pack updates. You can download the latest language packs shipped with the Service Manager 9.33 release.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

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

Online Help installation

This release does not contain any online help updates. You can download the latest online help shipped with the Service Manager 9.33 release.

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

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

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

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

Service Manager Support Matrix and Applications Content Compatibility Matrix

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

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

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

To access the Support Matrix and Applications Content Compatibility Matrix:

1. Use a browser to navigate to the Software Support Online (SSO) web page:
http://support.openview.hp.com/sc/support_matrices.jsp
2. Log on with your Customer ID and password or your HP Passport sign-in.
3. Navigate to the applicable information.

