

# HP Service Manager

Software Version: 9.34

For the supported Windows® and UNIX® operating systems

## Smart Analytics Release Notes

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Software Release Date: September 2014



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# HP SM Smart Analytics Release Notes

This document provides an overview of the current release for HP SM Smart Analytics. You can find information about the following in this document:

["Features in this release" below](#)

["Installation Notes" on the next page](#)

["Known issues and limitations" on page 7](#)

## Features in this release

Built on Service Manager 9.34 and using an OEM-licensed version of HP Autonomy IDOL, HP SM Smart Analytics heralds the debut of the "Big Data" edition of Service Manager. This powerful SM-IDOL integration drives automation further into ITSM processes by mining unstructured data and by translating that data into machine-accessible structured information. This first release focuses on:

- Improving the processes of Help Desk management
- Reducing the time and effort expended on interaction submittals by end users and IT professionals
- Accelerating the process of problem management

SM Smart Analytics enables your Service Manager to become a more intelligent and efficient system by extracting and understanding your content. SM Smart Analytics includes the following features in this release:

### **Smart Ticket**

With Smart Ticket, you can quickly submit a Service Desk ticket by just entering a description or attaching a screenshot. SM Smart Analytics will intelligently populate other fields such as category or affected services by extracting and analyzing the content that you entered in the ticket.

### **Hot Topic Analytics**

Hot Topic Analytics intelligently displays an interactive diagram indicating the hot topics among recent incidents so that you can easily discover incident trends and identify problem candidates.

# Installation Notes

## Prerequisites

SM Smart Analytics must be applied on a Service Manager system that meets the following release level:

- Server: SM 9.34 Patch 1
- Web tier and Windows client: SM 9.34
- Applications: SM 9.34

**Note:** You can obtain these installation packages from the SM Smart Analytics installation media (T5001-15075.iso). For installation instructions, refer to Service Manager *Release Notes* on HP Software Support Online (SSO):  
<http://support.openview.hp.com/selfsolve/document/KM00705452>

## Installation Steps

To install SM Smart Analytics, follow the steps in the *Smart Analytics Administrator's Guide*, which is available in the documentation folder on the product installation media (T5001-15075.iso).

**Note:** You must purchase the license for SM Smart Analytics before you are able to use this module. If you did not order your own copy of this software, please contact your HP sales representative or HP Software business partner to obtain the appropriate license.

## Known issues and limitations

This release has the following known issues:

Global ID	Known Issue	Workaround
QCCR1E114065	If you instal the Mobility4SmartAnalyticsCP9.34.1.0025.unl file on an SM 9.34 system with Process Designer Content Pack 9.30.3 (PDCP4) applied, the following error message is displayed:  update terminated - could not access row id	No impact on functionality. Ignore the error message.

This release has the following limitations:

- **Security**

SM Smart Analytics supports the multi-company mode in this release. However, "append query" for individual users is not supported.

- **Smart Ticket**

In this release, IT agents are unable to use the Optical Character Recognition (OCR) feature when creating interactions for users in the out-of-box environment. However, when PD is enabled, IT agents can use the "Image2Text" feature to copy and paste messages to the interaction records.

