HP Service Manager

For the supported Windows and Unix systems

Software Version: 7.11

Release Notes

Document Release Date: October 2013

Software Release Date: October 2013

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Contents

This document is an overview of the changes made to HP Service Manager 7.11 in patch 21. It contains important information that is not included in other documentation.

What's new in this release

This section describes important changes in this release.

Embedded JRE upgrade (server, Windows client, and client configuration utility)

This patch release upgrades the Java Runtime Environment (JRE) in the Service Manager server and Windows client to JRE 7.

Server

The JRE that is embedded in theService Manager server for x86-based systems is upgraded to version 1.7.0_15.

The Service Manager server for non-x86-based systems (such as Solaris, HP-UX, and AIX) does not include an embedded JRE. In order to use one of these platforms, you must install one of the following JRE versions, and make sure that `server/RUN/jre` is a symbolic link that points to the new JRE.

Platform	JRE Version
Solaris 9	JRE 6 (update 20 or later)*
Solaris 10	JRE 7 (update 15 or later)
HP-UX	JRE 7 (JRE_7.0.04 or later)
AIX	JRE 7 (SR4 or later)

Note:

- Oracle stopped issuing updates for Java Runtime Environment (JRE) 6 in February 2013. Additionally, JRE 6 will enter the Extended Support phase in December 2013. Therefore, Service manager 7.11p21 upgrades the embedded version of JRE to JRE 7. However, JRE 7 is not supported by Oracle Solaris 9. Therefore, we recommend that you upgrade to Solaris 10.
- This upgrade requires additional steps when you install the server patch. For details, see "Server update installation" on page 26.
- If you need to roll back this server patch, you must also restore your old JRE. For details, see "Backup and backout instructions" on page 17.

Windows Client

The JRE that is embedded in the Windows client is upgraded to version 1.7.0_25.

Embedded JRE is upgraded (client configuration utility)

The JRE that is embedded in the Service Manager client configuration utility is upgraded from JRE 1.5.0_11 to JRE 1.7.0_25.

Obsolete threadstacksize parameter removed

The obsolete `threadstacksize` parameter is removed from the **sm -helpthreading** command output. In versions of Service Manager earlier than 7.11p21, this parameter is displayed when you run the command. However, the parameter has no effect and is ignored. It will continue to be ignored.

Service Manager7.11 webtier can be deployed on JRE 6- or JRE 7-based application servers

The Service Manager7.11 webtier was previously certified for application servers that run JRE 6 or JRE 7. However, certain workarounds (for example, the "-Dsun.lang.ClassLoader.allowArraySyntax=true" JVM setting) were required for a successful deployment. These issues are now fixed, and you no longer need to apply workarounds for a successful deployment.

sm -version RTE command now returns patch and hotfix information

Previously, the **sm -version** RTE command returned only the version string and build number. After you apply Service Manager 7.11p21, the **sm -version** RTE command also returns the exact patch or hotfix level (for example, P2HF2).

New parameters and RAD functions

This release introduces the following new parameters and RAD functions.

maxpagesize parameter

The `maxpagesize` parameter helps to avoid high memory consumption by getList requests when the "Record list request count" option is set to a large value.

Parameter

`maxpagesize`

Description

This parameter defines the maximum number of records that the Windows client requests from the server when the client displays a record list.

Valid if set from

- Server's OS command prompt
- Initialization file (`sm.ini`)

Requires restart of Service Manager server?

No. However, you must log in again.

Default value

8000

Possible values

- 0: No size limit
- 8000 to 80,000

Certifications

This release includes the following support matrix changes.

Added Support

- JRE 7 (for the Service Manager server, the Windows client, and the Windows client configuration utility)
- RedHat Enterprise Linux 5.7 (for the Knowledge Management server)

Fixed defects

This release fixes the following defects.

Server

CR	Problem	Solution
QCCR1E47888	Knowledge Management Search Engine (Verity K2) does not run on RedHat Enterprise Linux 5.7.	Knowledge Management Search Engine (Verity K2) now runs on RedHat Enterprise Linux 5.7.
QCCR1E65082	When a JavaScript triggers a pop-up panel or a RAD application workflow with rio/fdisp, a "Signal 11" error occurs. **Note:** This behavior can occur when any RAD application or panel internally calls evsuspend to perform an asynchronous operation.	An error message is written to the log file (and a GUI alert appears if Service manager is running in GUI mode), and the "Signal 11" error no longer occurs.
QCCR1E70907	**_populateRecList()** calls itself recursively until the available memory is exhausted and a "Signal 11" error occurs.	The memory leak does not occur.
QCCR1E76258	Memory leak messages appear in the log file after Service Manager starts and then shuts down on a Unix-based system.	The memory leak that occurs after the Service Manager system starts and then shuts down on Unix-based systems is fixed.
QCCR1E76737	The Service Manager process hangs and does not send any messages to the cluster.	The Service Manager process can communicate with the cluster without any issues.
QCCR1E79333	A memory leak occurs when you shut down Service Manager when there is an inactive process.	There is no memory leak when you shut down Service Manager when there is an inactive process.

CR	Problem	Solution
QCCR1E88441	When you run the **sm -helpthreading** command, obsolete `threadstacksize` parameters are still displayed.	This parameter is no longer returned when users run the **sm -helpthreading** command.
QCCR1E89108	When you execute JavaScripts that call doSOAPRequest() or doHTTPRequest(), a large number of error messages is logged in the sm.log file. In the SPARKS logs, these messages appear over 10,000 time in just a few hours.	The error messages are no longer generated.
QCCR1E89779	When you use the (get.module.license) RAD function in a horizontally-scaled environment, the function leaks JVM memory.	The JVM memory leak does not occur.
QCCR1E89890	After you log a new incident, Grouped Views are not updated correctly.	When you log a new incident, the group number is not updated in order to maintain consistency with existing incidents. You must click the **Refresh** button to update Grouped Views.
QCCR1E90287	When you collect logs from different machines in an RTE that spans multiple time zones, the timestamps are inconsistent due to the difference in time zone. Therefore, it is hard to identify specific logs by using the timestamp.	A time zone field is added to the sysinfo line of the sm.log file. The field appears as follows: `"Process sm 9.32.0002 (0002-SNAPSHOT) System: 13047 (0x073A1300) on PC (x64 64-bit) running Windows 7 SP1 (6.1 Build 7601) Timezone GMT+08:00 from QR-33049"`
QCCR1E92152	The Update Change webservice does not work and may cause server crashes.	The Update Change webservice works correctly and does not cause server crashes.
QCCR1E93065	After a session is terminated, the memory usage of the web services servlet does not decrease.	The memory usage of the web services servlet decreases when a session is terminated.
QCCR1E91996	The Service Manager documentation describes the default value of the `agstackl` parameter as 400. The correct value is 600.	The documentation is updated to the correct value.

CR	Problem	Solution
QCCR1E93394	The `autodebughttp` parameter is not an 'official' parameter.	The reference to the `autodebughttp` parameter is removed.
QCCR1E94700	Low memory issues occur in the CIT servlet in Service Manager Application.	No memory leak occurs when RCString is read.
QCCR1E94815	Double backslashes are inserted before a period (.) in email addresses. Therefore, Unix sendmail rejects Service Manager emails.	Double backslashes are no longer inserted into email addresses.
QCCR1E94945	The SCAutoListener servlet does not respond for 5 minutes after startup.	The communication code is adjusted, and the issue no longer occurs.
QCCR1E95074	When the "Record list request count" option is set to a large value (for example, 1,000,000) in the Windows client preferences, high memory usage occurs.	A new parameter (`maxpagesize`) is introduced to avoid high memory consumption by one getList request when the "Record list request count" option is set to a large value. This parameter defines the maximum number of records that the Windows client requests from the server when the client displays a record list. The default value is 8000.
QCCR1E95205	When you use the "view/group by" functionality, records are displayed under the wrong groupings.	All records are displayed under the correct groupings when you use the "view/group by" functionality.
QCCR1E95484	When you import unload files, memory leaks occur.	No memory leaks occur when you import unload files.
QCCR1E95796	The search results form of a Query-by-Example (QBE) list is unnecessarily refreshed because the listid is updated incorrectly.	The search results form of a QBE list is refreshed only when necessary.
QCCR1E96157	When the KMUpdate process fails, incremental updates do not continue.	Incremental updates continue if the KMUpdate process fails.

CR	Problem	Solution
QCCR1E97003	You cannot run a **vrir** command on external IR files.	You can successfully run a **vrir** command, whether the input file is the full path of the IR file or the file name with its path set in `ir_prefix` parameter.
QCCR1E97612	You cannot identify the patch or hotfix information from the RTE log or from the **sm -version** RTE command. The **sm -version** RTE command displays the version string and build number, but you cannot determine which patches or hotfixes are applied from this information.	When you run the **sm -version** RTE command, the exact patch level (for example, P2HF2) is displayed.
QCCR1E97699	When numbers files are used, a memory leak occurs.	No memory leak occurs when number files are used.
QCCR1E98273	Memory corruption occurs when you execute a **system_unload** command.	The memory corruption does not occur.
QCCR1E98497	When an extremely long query is run, a buffer overrun occurs and the memory next to the buffer is overwritten.	The issue in which memory is overwritten is fixed by adding the necessary checking logic.
QCCR1E98603	When a long string is parsed by executing **RAD: null(val($L.numeral, 1))**, a "Signal 11" error occurs.	The "Signal 11" error no longer occurs when an invalid string is parsed.
QCCR1E99940	This patch upgrades the JRE version to JRE 7. When Service Manager starts, it performs a JRE validation that does not allow a JRE version below JRE 7 update15. However, JRE 7 is not supported by Solaris 9. Therefore, Service Manager does not start on Solaris 9-based systems.	Service Manager does not perform JRE validation at startup on Solaris 9-based systems.

Web client

CR	Problem	Solution
QCCR1E69798	List Builder does not work the same way in the web client and in the Windows client. Specifically, the web client does not save List Builder values correctly.	The List Builder now works correctly in both the web client and the Windows client.

CR	Problem	Solution
QCCR1E89976	When you type a valid entry into a combo box or a comfill if a "value List" is specified and if "Combo Button Visible" is set to "true" in the web client, the typed input is mixed with the auto-matched entry.	When you type a valid entry into a combo box or a comfill if a "value List" is specified and if "Combo Button Visible" is set to "true" in the web client, the typed input auto-completes successfully and is not mixed with the auto-matched entry.
QCCR1E90312	You may receive a JavaScript error in the Windows Internet Explorer status bar when you use the Service Manager web client.	There is no JavaScript error in the Windows Internet Explorer status bar when you use the Service Manager web client.
QCCR1E91089	Characters such as a simple quote (') are displayed incorrectly in the Service Manager web client.	Characters such as a simple quote (') are displayed correctly in the Service Managerweb client.
QCCR1E96246	When you view the User Selections of a catalog item in the Service Manager web client, the input field is too small for you to enter text if a long name is used for the label.	When you view the User Selections of a catalog item in the Service Manager web client, the input field remains the same size if a long name is used for the label.
QCCR1E96406	The **Count** button does not work when the Include Value list of a security group contains long doublebyte strings.	The **Count** button works as expected when the Include Value list of a security group contains long doublebyte strings.
QCCR1E96752	The container that holds the description of a catalog item does not resize with the object that it contains.	The description field fits the size of the container.
QCCR1E98426	After you drag a splitter bar in Firefox 17 or in a later version of Firefox, the Service Manager 7.11 web client displays a blank page.	After you drag a splitter bar in Firefox 17 or in a later version of Firefox, the Service Manager 7.11 web client displays re-sized webpages correctly.

CR	Problem	Solution
QCCR1E98524	In the Service Manager 7.11 System Navigator, the position of the highlighted node area does not match that of the node label in Mozilla Firefox17 and in later versions of Firefox.	In the Service Manager 7.11 System Navigator, the position of the highlighted node area and that of the node label match correctly.
QCCR1E99052	The Service Manager 7.11 webtier was previously certified for application servers that run JRE 6 or JRE 7. However, certain workarounds (for example, the "-Dsun.lang.ClassLoader.allowArraySyntax=true" JVM setting) were required for a successful deployment.	These issues are now fixed, and you no longer need to apply workarounds for a successful deployment.

Windows client

CR	Problem	Solution
QCCR1E29823	Assume that the first element in an array field contains a value. When you enter a value in the second element and perform a Fill action, the second element is populated with the value of the first element. However, if you then click to move the cursor out of the second element, the value reverts to the correct value.	Assume that the first element in an array field contains a value. When you enter a value in the second element and perform a Fill action, the second element is populated with the correct value.
QCCR1E54677	If you add an attachment to an Incident record, click any **Fill** button, and then click on the attachment, the following error message is displayed: "Could not open attachment."	You can open newly-added attachments in any record before you save the changes for the record, even after you perform a Fill action.
QCCR1E55918	When you attempt to escalate an interaction to an incident by using the wizard, if you click the **Next** button and then continuing to click while the server is working, the user session breaks.	The Windows client will now complete processing of any given request action before allowing another request to be sent to the Service Manager server.
QCCR1E83940	When you double-click a record in the record list to display its detailed information in the Windows client, unexpected behavior may occur on the Details form.	When you double-click a record in the record list to display its detailed information in the Windows client, no unexpected behavior occurs.

CR	Problem	Solution
QCCR1E89095	The function keys do not work when you view a "Note" (pm.note.g) form.	The function keys work when you view a "Note" (pm.note.g) form.
QCCR1E95895	You cannot open attachments with long names in the Windows client.	You can successfully open attachments with long names in the Windows client.
QCCR1E97320	After you apply Service Manager 7.11 patch 16 to the Windows client, the associated wizard selects the first group in the list and returns to the record when you fill an assignment group .	After you apply Service Manager 7.11 patch 16 to the Windows client, the associated wizard displays the group list when you fill an assignment group .
QCCR1E98323	The JRE version for the Client Configuration Utility is still JRE1.5.0_11.	The JRE version for the Client Configuration Utility is upgraded from JRE1.5.0_11 to JRE 1.7.0_25.

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 applying the server patch, make a backup of the server installation folder. For example, `C:\Program Files\HP\Service Manager` 7.11`\Server`.

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

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 19.
5. 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 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:

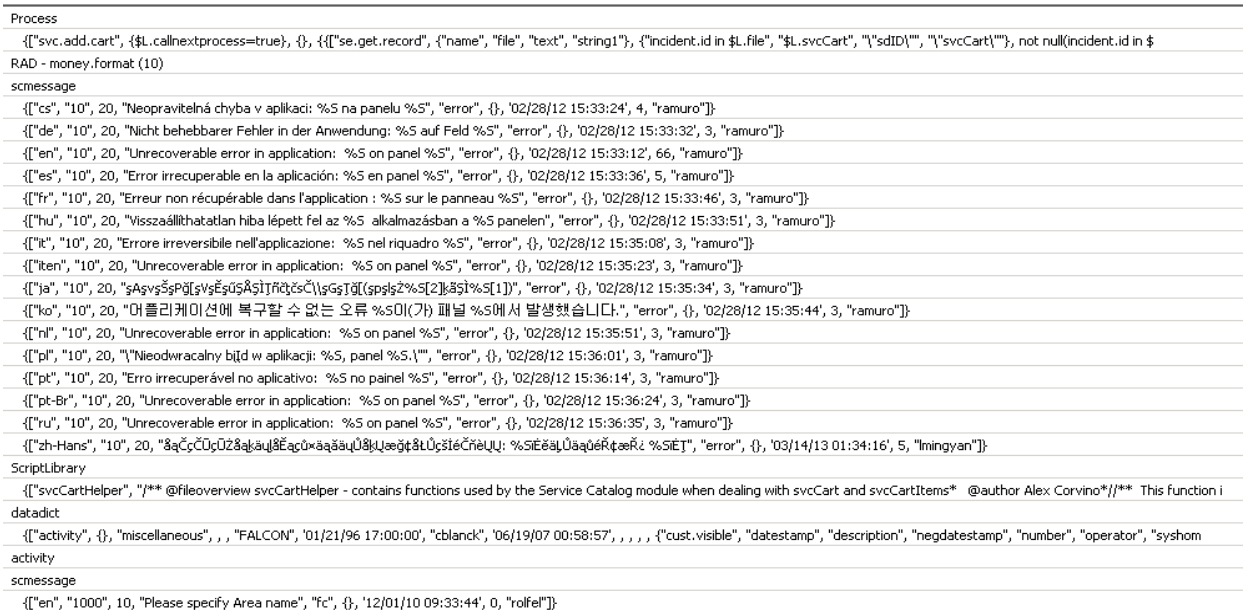
1. Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object 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.



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:

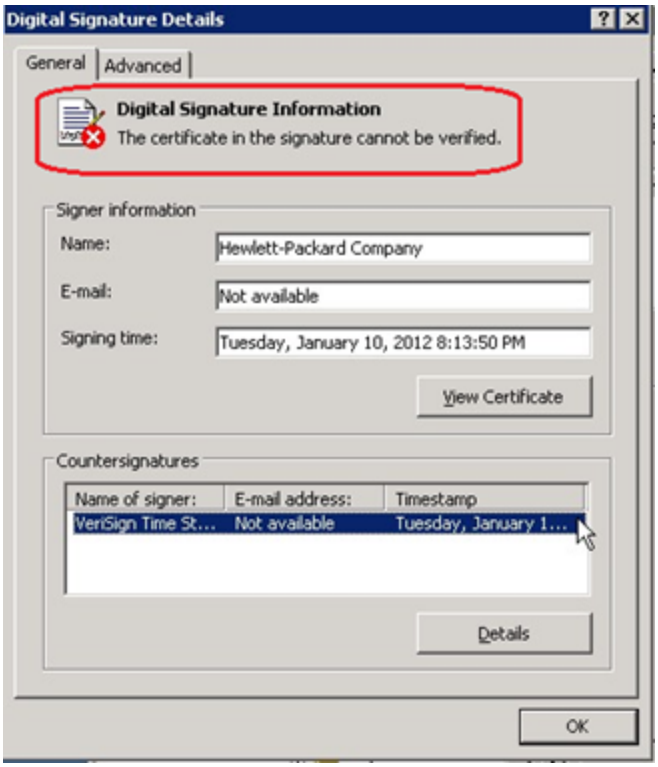
1. Go to Database Manager, click **More** > **Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

Installation notes

This section provides instructions on how to install each component in this patch release.

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-based system that does not have the new VeriSign root or intermediate certificate installed, a “The certificate in this signature cannot be verified.” verification error is displayed when you right-click the file, and then go to **Properties** > **Digital Signatures** > **Details**.



To resolve this issue, enable Windows Update or download and install the G5 Root certificate that is described at the following website:

https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140

Web tier installation

The Web Tier update consists of a compressed file, sm7.11.655-P21_Web_Tier.zip. The specific upgrade process depends on your particular web application server, but follows the same steps as deploying a new installation. For more information, refer to the *Service Manager Interactive Installation Guide*.

The upgrade does not automatically save your Web Tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version.

To install the new Web Tier, follow these steps:

1. Make necessary backups. For details, see "Backup and backout instructions" on page 17.
2. Delete or uninstall the existing webtier-7.11.war (or the webtier.ear-7.11.ear) file.
3. Clear the cache of your web application server (for example, Tomcat).
4. Deploy the new webtier-7.11.war (or the webtier.ear-7.11.ear) file following the instructions in the Service Manager Installation Guide.

   Note:

   - We recommend that you enable HTTPOnly cookies in your web application server to help prevent malicious JavaScript injection. To enable HTTPOnly cookies, see Enabling HTTPOnly cookies in your Web Application Server.
   - It is best practice to deploy with a unique context root. For example: `/webtier-7.11.655`

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.

   Note: Be sure to set the `securelogin` and `sslport` parameters.

7. Restart the web application server.

   Note: Before you access the new web tier, we recommend that all users empty their browser cache.

8. Log in to the web tier and check the version by clicking the HP logo icon at the top left of the screen. The version number of the web tier should be as follows:

7.11.655

Enabling HTTPOnly cookies in your Web Application Server

We recommend that you enable HTTPOnly cookies in your web application server to help prevent malicious JavaScript injection. The following examples demosntrate how to enable HTTPOnly cookies in different web application servers.

Web Application Server	How to Enable 'HTTPOnly' Cookies
Tomcat 6.0.20+	Can be enabled for all web applications in conf/context.xml: `<Context useHttpOnly="true"> ... </Context>`
Oracle WebLogic 9.2 MP4, 10.0 MP2, and 10.3.1	Enabled by default.
Oracle WebLogic 10.3.0	You need to apply a security patch (p8176461_103_Generic), and after that HttpOnly cookies are enabled by default. The security patch can be downloaded using My Oracle Support (MOS).

JBoss 5.1	Enable by setting useHttpOnly=true in the context.xml file, which is located in `jboss/server/<myserver>/deploy/jbossweb.sar/`.
	`<Context cookies="true" crossContext="true">`
	`  <SessionCookie secure="true" httpOnly="true" />`
	
	`</Context>`

Web Application Server	How to Enable 'HTTPOnly' Cookies
IBM WebSphere 6.1.0.45 and 7.0.0.27	Enable through the following properties: • com.ibm.ws.security.addHttpOnlyAttributeToCookies • com.ibm.ws.webcontainer.httpOnlyCookies **Known issue:** If Service Manager 7.11 is deployed on WAS 7.0.0.27, and FireFox is used to search "Approved Document" in the Knowledge Management module, you may encounter automatic logout issue. Follow these steps to fix this issue by removing the incorrect URL for the background-image used for the knowledge document: 1. Log on to the Windows client. 2. From the Navigation menu, click **Knowledge Management** > **Manage Document Types**. 3. Select the **Reference** record. 4. Modify the **Default View** from the **Associated Document View** view list. 5. Remove the incorrect URL in the CSS class .documentTitle. For example, remove the following: `url("44ee44677b0f021810318488:kmrtBackground.gif: kmattachments:2").` 6. Save the change. 7. Do the same for the other four records to avoid other similar problems.

Windows client installation

The Windows client update consists of a compressed file (sm7.11.655_Windows_Client.zip), which contains the executable installation files.

To install the Windows client update, follow these steps:

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

3. Run `setup.exe` and install the client by following the instructions in the Service Manager Installation Guide.

4. Click **Help** > **About Service Manager Client** to check the version number. The version number of the client should be as follows:

   7.11.**655**.

Windows client configuration utility installation

Service Manager 7.11p21 includes an updated version of the Windows Client Configuration Utility (sm7.11.655_Windows_Client_Configuaration.zip). Specifically, the Java Runtime Environment (JRE) in the Service Manager client configuration utility is updated to JRE 1.7.0_25.

For detailed installation instructions, see the *Service Manager 7.11 Installation Guide*, which is available from the HP Software Manuals Site:

http://support.openview.hp.com/selfsolve/document/KM753873

Server update installation

The server update for your operating system consists of a compressed file (`sm`7.11.655-P21_`<OS>.zip` (or `.tar`)), which contains the Service Manager server files. These files add to or replace the files in the `[SM Server Root]\ ([SM Server Root]/) RUN`, `irlang`, `legacyintegration`, and `platform_unloads` directories.

Note: If you have a load balanced system, you must upgrade all server instances.

To install the Server update, follow these steps:

1. Stop all Service Manager clients.

2. Stop the Service Manager server.

3. Back up the **Run** directory.

4. Delete the **RUN/tomcat** directory. Tomcat in this directory will be upgraded to version 6.0.36 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 7.11p21. This is to avoid conflicts between the old 1.6-based JRE and new the 1.7-based JRE.

7. Extract the compressed files for your operating system into the main Service Manager directory on the server. The default path is: `C:\Program Files\HP\Service Manager 7.11\Server`.

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

9. On the following Unix servers, manually upgrade to JRE1.7 if you have not already done so. To this, follow these steps:

   a. Install correct JRE or JDK version for your specific platform.

      - Solaris10
      - JRE1.7 (update 15 or greater)
      - Solaris9
      - JRE1.6 (update 20 or greater)
      - HP-UX
      - JRE1.7 (JRE_7.0.04 or greater)
      - AIX
      - JRE1.7 (SR4 or greater)

   b. Set your `JAVA_HOME` environment variable to point to JDK1.7 (if you have JDK1.7 installed) or JRE1.7 (if you have only JRE1.7 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.

12. Restart the Service Manager server.

13. Restart the Service Manager clients.

14. Check the version in **Help** > **About Service Manager Server**. The version number of the client should be as follows:

    7.11.655

Note: This patch upgrades the embedded Java Runtime Environment (JRE) from JRE 6 to JRE 7, which uses Server Name Indication (SNI) extensions during the SSL handshakes. If the endpoint does not support SNI, then SSL-encrypted calls to the webservice fail. For more information about this issue, go to the following HP Support webpage:

http://support.openview.hp.com/selfsolve/document/KM00491282

Application unload installation

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 sm7.11.655-P21_<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.

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. Note that this is always the number of the parent CR of a CR family (if any).
- 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 that are included in the current patch

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

Unload file	Introduced in 7.11 patch	Used for apps version (s)	Description
QCCR1E71099_ SM711P19.unl	P19	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. See server fix QCCR1E71099.
QCCR1E67072_ SM711P18.unl	P18	7.11	Improves the performance of the Knowledge Management update process (KMUpdate).
QCCR1E67610_ SM711P18.unl	P18	7.11	Enables Service Manager to block potentially dangerous attachments.
QCCR1E49721_ SM711P17.unl	P17	7.11	Allows a translation of Display/Value Lists on dynamic forms. This is a required fix for the Export to Excel redesign.
QCCR1E56678_ SM711P17.unl	P17	7.11	Lists the records in the right group order when a record list is refreshed.
QCCR1E58562_ SM711P17.unl	P17	7.11	Includes applications changes for the Export to Excel redesign.
QCCR1E59385_ SM711P16.unl	P16	7.11	Improves performance by removing the duplicate select from JavaScript sloDisplay.getListSLOs. — If you haven't tailored the JavaScript sloDisplay, load QCCR1E59385_SM711P16.unl file — If you have tailored the JavaScript, see installation for tailored sloDisplay JavaScript in the SM711 patch 17 release notes.
QCCR1E59389_ SM711P16.unl	P16	7.11	Improves performance by removing extra selects from the various displayscreen and displaycache records. — If you haven't tailored the display screens, load QCCR1E59389_SM711P16.unl. — If you have tailored the display screens, see installation for tailored displayscreen and displaycache records in the SM711 patch 17 release notes.

Unload file	Introduced in 7.11 patch	Used for apps version (s)	Description
QCCR1E55713_SM711p15.unl	P15	7.11	Includes application changes to reduce database I/O on login.
QCCR1E57766_SM711p15.unl	P15	7.11	Includes application changes to reduce jgroups traffic on login.
QCCR1E55852_SM711p14.unl	P14	7.11	Includes a new activity timer that makes the communication between SM processes more efficient.

To load an unload file:

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 options menu and select **Import/Load**.

4. 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.

Note: You can view the contents of an unload file before importing it by clicking List Contents.

5 Click **Load FG**.

ODBC driver update installation

This release does not include an ODBC driver update. The last ODBC driver update was released together with Service Manager 7.11p19. To download this update, go to the following SSO website:

http://support.openview.hp.com/selfsolve/document/KM1448270

The ODBC driver update contains the following updated DLL files:

- Scodbc32.dll
- Sci18n.dll
- Sccl32.dll

To install the ODBC driver update, follow these steps:

1. Extract the files to your ODBC driver installation folder (for example: C:\Program Files\HP\Service Manager 7.11\Server\ODBC driver).

2. When you are prompted to do so, replace the three old DLL files with the new files.

Service Manager compatibility matrix

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

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 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.