

HP Service Manager

Software Version: 9.21
supported Windows and Unix systems

Patch 9 Release Notes

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The title page of this document contains the following identifying information:

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This document is an overview of the changes made to HP Service Manager 9.21 for patch 9. 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.

Important: Based on customer feedback, the overall quality of Service Manager has been an area of concern over the last number of years. To that end, the Service Manager R&D team has spent a significant amount of effort improving the quality of Service Manager, and recent customer feedback is very positive. Many defects that have been in the product for many years are now fixed in the SM 9.3x. The issues resolved in this build patch cover only the most critical fixes. To gain better performance and user experience, we strongly recommend that you apply the latest binaries from SM 9.3x instead of this build patch.

In most cases SM 9.3x binaries are compatible with SM 7.1x and SM 9.2x applications. Therefore, you are not required to perform a full upgrade to take advantage of the latest Service Manager technology. Specific compatibility details are listed in the SM 9.3x release notes.

Certifications

This release includes the following support matrix changes.

Added support

- Windows 2008 and Windows 2008 R2 (for the K2 Search Engine server)

Discontinued support

- Windows XP

See also the compatibility matrix for Service Manager 9.21 on the Software Support Online (SSO) site: http://support.openview.hp.com/sc/support_matrices.jsp

Enhancements

This release includes the following enhancement.

CR	Module	Problem	Solution
QCCR1E113188	Server	Support of Windows 2008 is needed for the K2 search engine.	Windows 2008 and Windows 2008 R2 are now supported for the K2 search engine.

Fixed Defects

This release fixes the following defects.

Server

CR	Problem	Solution
QCCR1E76968	<p>When Service Manager web service integrations are at the rate of 10K per hour, the following message occurs:</p> <p>Web service negative start attribute, start from first record</p>	<p>If the start attribute has no value in the SOAP request, the "Web service negative start attribute, start from first record" message no longer exists.</p>
QCCR1E99897	<p>When you try to add a new scaccess record after you upgrade the Service Manager RTE, an error occurs during the login process.</p>	<p>The error does not occur when you add a new scaccess record.</p>
QCCR1E103106	<p>When you apply customize applications patch, it fails with a "Signal 11" error.</p>	<p>The "Signal 11" error is caused by a NULL pointer. Service Manager now checks the pointer whether it is NULL before using it. Therefore, the process does not fail and no "Signal 11" error occurs.</p>

Windows Client

CR	Problem	Solution
QCCR1E104455	<p>When you save an unload record in the Windows client, the following error occurs:</p> <pre><_arrayCompare: entry 1: invalid argument (us.sort.as,start)></pre>	<p>When you save an unload record in the Windows client, it is saved without any error.</p>

Known Problems, Limitations, and Workarounds

The following table lists the known issues discovered in this release.

Global ID	Known Issue	Workaround
QCCR1E89890	Grouped Views are not correctly updated after logging a new incident.	When you log a new incident, to keep consistency with actual incidents, the group number is not updated. You need to click the Refresh button to update grouped Views.
QCCR1E72809	After closing a ticket (such as an Interaction or Incident) and returning to the view, the queue is not synchronized correctly.	As a workaround, click the Refresh button to solve the view display issue.

Documentation Errata

The following documentation item is incorrect.

Location:

Online help: Help topic "Startup parameter: agstackl"

Error: :

The default value of this parameter is 400.

Correction:

The default value of this parameter is 600.

Backout Instructions

If you want to restore your Service Manager system to its original state after installing this patch, follow these guidelines.

Server

To backout your server changes, make a backup before installing the patch and then roll back.

Backup

Before applying the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.21\Server.

Note: If you have a load balanced system, be sure to back up the server installation folder for every server instance respectively.

Backout

To restore your Service Manager server to its original state after installing the patch, do the following:

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 as the version of the embedded Tomcat may have dependency with specific server version.

4. Restart the Service Manager server.

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

Web Tier

Backup

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

- web.xml file
- application-context.xml
- splash screen
- style sheets
- any other customizations you made, including your webtier-9.21.war (webtier-ear-9.21.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

To roll back to your old Windows client, you need to do backup before installing the new Windows client and then reinstall the previous Windows client.

Backup

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

Backup

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

To use Unload Manager to make a backup:

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

Details of the unload file appear.

4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

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

To use Database Manager to make a backup:

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

See the following figure for an example.

```

Process
{"svc.add.cart", {"L.callnextprocess=true"}, {"{"se.get.record", {"name", "file", "text", "string1"}, {"incident.id in $.file", "${L.svcCart", "${sdID}", "${svcCart}"}, not null(incident.id in $
RAD - money.format (10)
scmessage
{"cs", "10", "20", "Neopravitelná chyba v aplikaci: %S na panelu %S", "error", {}, "02/28/12 15:33:24", 4, "ramuro"}}
{"de", "10", "20", "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, "02/28/12 15:33:32", 3, "ramuro"}}
{"en", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:33:12", 66, "ramuro"}}
{"es", "10", "20", "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, "02/28/12 15:33:36", 5, "ramuro"}}
{"fr", "10", "20", "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, "02/28/12 15:33:46", 3, "ramuro"}}
{"hu", "10", "20", "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", "%sAsvs$Pq[sVs$S0$A$1]NççsC[sG$T[sps$z%$[2]s$1%$[1]]", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}}
{"ko", "10", "20", "어플리케이션에 복구할 수 없는 오류 %S(%) 파일 %S에서 발생했습니다.", "error", {}, "02/28/12 15:35:44", 3, "ramuro"}}
{"nl", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:51", 3, "ramuro"}}
{"pl", "10", "20", "%Nieodwracalny b[ł]d w aplikacji: %S, panel %S.%", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}}
{"pt", "10", "20", "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"}}
{"pt-Br", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"}}
{"ru", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"}}
{"zh-Hans", "10", "20", "%aCçCÜç0Z8aäUj8Eacü×äääUÜ8kUaeçt&LÜçsleChèLU: %SÈäLÜäqèRçæRç: %SEI", "error", {}, "03/14/13 01:34:16", 5, "lmingyan"}}
ScriptLibrary
{"svcCartHelper", "/* @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems* @author Alex Corvino*/** This function i
datadict
{"activity", {}, "miscellaneous", , , "FALCON", '01/21/96 17:00:00', "cblanck", '06/19/07 00:58:57', , , , {"cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
{"en", "1000", "10", "Please specify Area name", "fc", {}, '12/01/10 09:33:44', 0, "rolfel"}}

```

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

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

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

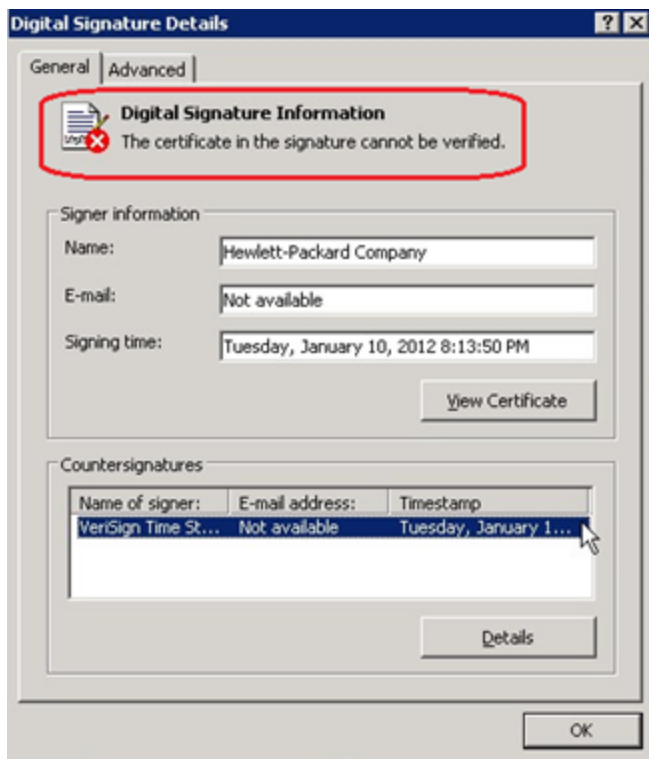
1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

Installation Notes

This section provides instructions on installing 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 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**, a verification error will display: "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>

Web Tier Installation

This release does not contain any updates to the Web Tier. The latest Web Tier was released together with the Service Manager 9.21p8 release. You can download the latest Web Tier shipped with the Service Manager 9.21p8 release:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00685823>

Windows Client Installation

The Windows client update consists of a compressed file, sm9.21.706-P9_Windows_Client.zip, which contains the executable installation files.

To install the Windows client update:

1. Stop the Service Manager Windows client.
2. Make necessary backups. For details, see "[Backout Instructions](#)" on page 11.
3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
4. Run `setup.exe` and install the client by following the instructions in the Service Manager Installation Guide.
5. Check the version in **Help > About Service Manager Client**.

The client should be Release: **9.21.706**.

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 9.21p8 release:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00685831>

For detailed installation instructions, see the *Service Manager 9.20 Installation Guide*, which is available from the HP Software Manuals Site:

<http://support.openview.hp.com/selfsolve/document/KM912628>

Server Update Installation

The server update for your operating system (OS) consists of a compressed file, `sm9.21.706-P9_<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.

Caution: This server update will upgrade the embedded Tomcat to version 6.0.36, and therefore requires additional steps.

Note: The SM9.21p8 server requires JRE 1.7 (except for Solaris 9). 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
```

To install the Server update:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Make a backup of the Server installation directory. See also "[Backout Instructions](#)" on page 11.
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 9.21p7. 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. The default path is: C:\Program Files\HP\Service Manager 9.21\Server.
8. For UNIX servers, set the file permissions for all Service Manager files to 755.
9. For UNIX servers other than Solaris 9, manually upgrade to JRE1.7.

Note: Solaris 9 does not support JRE7. You can run the SM server on Solaris 9 with only JRE 1.6.0_20 or later.

- a. Install either JDK1.7 or JRE1.7 for your specific platform.

Solaris 10	JRE1.7 (update 15 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 1.7:

```
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. Make sure the server is stopped, and run the `sm -unlockdatabase` command.

Note: 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.

Caution: This step is required the first time you upgrade to 9.21p6 or later; it is also required whenever you change the server's IP address after your upgrade to 9.21p6 or later.

12. Restart the Service Manager server.

- Restart the Service Manager clients.
- Check the version in **Help > About Service Manager Server**. The server should be Release: 9.21.706.

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 sm9.21.706-P9_<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. 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, for Service Manager server 9.21, the compatible applications versions are 7.11 and 9.20.

Application Updates in Previous Patches

The following table lists the unload files introduced in previous patch release.

Unload file	Introduced in 9.21 patch	Used for applications version(s)	Description
QCCR1E29881_SM921P1.unl	P1	7.11 and 9.20	Includes application changes to reduce database I/O on login.
QCCR1E57766_SM921P1.unl	P1	7.11 and 9.20	Includes application changes to reduce jgroups traffic on login.
QCCR1E59753_SM921P2.unl	P2	7.11 and 9.20	Includes application changes to fix the ToDo bar.
QCCR1E31545_SM921P2_SM711.unl	P2	7.11	Prevents backslashes included in a template from being duplicated in the output. Note: This file is not required for Applications 7.00.
QCCR1E31545_SM921P2_SM920.unl	P2	9.20	Prevents backslashes included in a template from being duplicated in the output.
QCCR1E48580_SM921P3_SM711.unl	P3	7.11	Enables translation of Display/Value lists on dynamic forms. This is a required fix for the Export to Excel redesign.
QCCR1E48580_SM921P3_SM920.unl	P3	9.20	Enables translation of Display/Value lists on dynamic forms. This is a required fix for the Export to Excel redesign.
QCCR1E48513_SM921P3_SM711.unl	P3	7.11	Lists the records in the right group order when a record list is refreshed.
QCCR1E58562_SM921P3_SM711.unl	P3	7.11	Includes applications changes for Export to Excel redesign.

Unload file	Introduced in 9.21 patch	Used for applications version(s)	Description
QCCR1E58562_ SM921P3_ SM920.unl	P3	9.20	Includes applications changes for Export to Excel redesign.
QCCR1E67610_ SM921P4.unl	P4	7.11 and 9.20	Enables you to block potentially dangerous attachments.
QCCR1E67072_ SM921P4.unl	P4	7.11 and 9.20	Enables you to improve the Knowledge Management update process (KMUpdate) performance.
QCCR1E67647_ SM921P5.unl	P5	7.11 and 9.20	Updated the scmessage record from "Doc Engine call failed" to include the message number.
QCCR1E70163_ SM921P5_ SM711.unl	P5	7.11	Prevents the KMUpdate process from terminating when the Search Engine server is shut down or an indexing document error occurs.
QCCR1E70163_ SM921P5_ SM920.unl	P5	9.20	Prevents the KMUpdate process from terminating when the Search Engine server is shut down or an indexing document error occurs.
QCCR1E71099_ SM921P6_ SM711.unl	P6	7.11	Enables the Value Lists to be displayed instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.
QCCR1E71099_ SM921P6_ SM920.unl	P6	9.20	Enables the Value Lists to be displayed instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.

Applying 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 "[Backout Instructions](#)" on page 11.

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**.

ODBC Driver Update Installation

Note: This release does not contain any ODBC Driver update. The latest ODBC Driver patch has been shipped with the SM9.21p6 release, which you can download from <http://support.openview.hp.com/selfsolve/document/KM00234051>

The ODBC Driver update contains the following updated files:

- Scodbc32.dll
- sci18n.dll
- sccl32.dll

To install the ODBC Driver update:

1. Extract the files to your ODBC Driver installation folder, for example: C:\Program Files\Peregrine Systems\ServiceCenter 6.2\ODBC Driver.
2. When prompted, replace the three old DLL files with the new ones.

Knowledge Management Import Utility Update Installation

Note: This release does not contain any Knowledge Management update. The latest Knowledge Management Import Utility patch has been shipped with the SM9.21p7 release, which you can download from:

<http://support.openview.hp.com/selfsolve/document/KM00438944>

To install the knowledge Management Import Utility Update:

1. Extract `km-import-9.21.zip` in the Knowledge Management package (`sm9.21.624-P7_KM.zip`) to a local drive.
2. For detailed instructions on the use of the import utility, see the README file packaged in the `km-import-9.21.zip` file.

Service Manager Verified Environments

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.

Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. Service Manager 9.21 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Service Manager 9.21 or later does not provide language packs. A language pack of Service Manager 9.20 is available for each of the following languages: Japanese, French, Italian, German, Spanish, Korean, Russian, Brazilian Portuguese (UI only), Dutch (UI only), Polish (UI only), Czech (UI only), Hungarian (UI only), and Simplified Chinese.

Service Manager 9.21 or later can only work with Service Request Catalog (SRC) 1.20, which is English only.

