HP Service Manager

Software Version: 9.40

For the supported Windows® and UNIX® operating systems

Service Manager 9.40 Release Notes

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Contents

Introduction to Service Manager 9.40

HP Service Manager 9.40 has been designed to improve the productivity of your IT Service Desk, and to harness the analytical potential of Big Data. The Smart Analytics feature uses an OEM-licensed version of HP IDOL to mine your data and provide you with graphical reports that help you discover incident trends and identify problem candidates. The new Service Manager Reports feature delivers you operational reports and dashboards to speed up analysis and time to resolution. Additionally, there are significant changes to the user experience, including new layouts that maximize your screen space, and color markup that highlights noteworthy content such as critical issues. These enhancements help you to move from a reactive to a proactive model of IT Service Desk management.

Customers who choose to use Service Manager 9.40 Codeless mode (for more information, see "Introducing HP Service Manager 9.40 Codeless and Classic modes" on the next page) will benefit from a version of Service Manager in which Process Designer workflows are fully-implemented for certain modules, including Change Management, Request Fulfillment, Service Level Management, Knowledge Management, and Help Desk (Incident Management, Problem Management, and Service Desk). Other customers who are upgrading from version 7.1x/9.2x/9.3x to version 9.40 can also benefit from a new Service Level Management module that is reimplemented on Process Designer.

The Case Exchange framework is now available in the out-of-box system, which supports case exchange between two Service Manager systems or between Service Manager and Service Anywhere. Additionally, a survey tool, Service Manager Survey, is incorporated directly into Service Manager, eliminating the need to integrate with third-party survey tools.

These great features and more are summarized in the "What's new in this release" section below. But that's not all... the journey of improving overall product quality didn't stop either: we resolved over 400 defects and implemented over 50 customer-requested enhancements. And the Service Manager team is already busy working on the next set of features and product improvements. Stay tuned!

As always, we encourage you to actively participate in making Service Manager better. Please follow us on Twitter at @HPITSM, join our LinkedIn group "HP ITSM," or join the discussion on our blog.

Introducing HP Service Manager 9.40 Codeless and Classic modes

HP Service Manager 9.40 is available in two modes: Service Manager Codeless and Service Manager Classic.

Service Manager Codeless incorporates the Process Designer functionality that was previously available through content packs, together with further enhancements that are not available to users of Service Manager Classic. Primarily, this involves implementing Process Designer-based workflows for a number of modules.

> **Note:** Process Designer is a graphical interface that enables you to develop the workflows that control the flow of a single record throughout its lifecycle within HP Service Manager.

For detailed information about the different installation and upgrade paths to Service Manager Codeless and Service Manager Classic, refer to the *Service Manager 9.40 Installation and Upgrade Documentation Center*, which ships with the first product DVD and is also published on the HP Software Support Online (SSO) website:

https://softwaresupport.hp.com

> **Caution:** The Service Manager Help is split into two versions, correspondingly. You must ensure that you install the appropriate version of the help server.
>
> These release notes apply to both Service Manager Classic and Service Manager Codeless. Content that applies to one mode only is highlighted as such.

The following table describes which of the new features and enhancements in Service Manager 9.40 apply to each of the two modes.

Feature or enhancement	Service Manager Codeless	Service Manager Classic
Process Designer-based Change Management module	√	
Process Designer-based Service Desk module	√	
Process Designer-based Incident Management module	√	

Feature or enhancement	Service Manager Codeless	Service Manager Classic
Process Designer-based Problem Management module	√	
Process Designer-based Request Fulfillment module	√	
Process Designer-based Knowledge Management module	√	√
Process Designer-based Service Level Management module	√	√
Process Designer framework enhancements[1]	√	√

[1]Enhancements to Task Planner are available for Service Manager Codeless only.

Using Deployment Manager for easy Service Manager deployment and maintenance

The Service Manager 9.40 installation DVD includes HP ITSM Deployment Manager (referred to as Deployment Manager). Deployment Manager is a free administration tool provided by HP that can help you deploy and maintain your Service Manager environments as well as ease the setup and maintenance of Service Manager integrations with other HP products. We highly recommend you to install Deployment Manager and use it to manage your environments and Service Manager 9.40 deployment. Note that the Application Upgrade utility is still required for upgrading the applications from earlier versions.

For more information about Deployment Manager, its compatibility matrix and features, and to download the very latest version, visit the following HP Live Network website:

https://hpln.hp.com/group/itsm-deployment-manager

What's new in this release

In addition to the usual new features and enhancements, all content packs that were released for Service Manager 9.3x are merged into HP Service Manager 9.40. This section describes the important changes made since the release of Service Manager 9.34.

Feature	Prerequisites
The Smart Analytics functionality that was previously available through a content pack, in addition to a number of more recent enhancements, is now incorporated directly into Service Manager. For more information, see "Smart Analytics" on page 13	• Service Manager 9.40 server • Service Manager 9.40 applications (either Classic or Codeless mode)
The new Service Manager Reports feature provides reports and dashboards to enable faster analysis and improved time to resolution. For more information, see "Service Manager Reports" on page 14	• Service Manager 9.40 server • Service Manager 9.40 web client • Service Manager 9.40 applications (either Classic or Codeless mode)
HP Service Manager 9.40 introduces a number of experience improvements in the web client. For more information, see "User experience improvements in the web client" on page 15	• Service Manager 9.40 server • Service Manager 9.40 applications (for Color Indicator) • Service Manager 9.30 or later applications (for the new System Navigator; requires QCCR1E114612_SM940_SM930.unl - see the *Configuration notes for the user experience improvements in the web client* section in "Web tier installation" on page 127.)
The Process Designer Change module and Help Desk modules that were previously available through content packs are now incorporated directly into Service Manager Codeless with further enhancements. For more information, see the following topics: • "Help Desk (Service Manager Codeless only)" on page 17	• Service Manager 9.40 server • Service Manager 9.40 applications (Codeless mode)

• "Change Management (Service Manager Codeless only)" on page 21	
The Request Fulfillment application is re-implemented in Service Manager Codeless to enable business staff to improve their productivity and the quality of business services and products. For more information, see "Request Fulfillment (Service Manager Codeless only)" on page 23	• Service Manager 9.40 server • Service Manager 9.40 applications (Codeless mode)
The Service Level Management module is re-implemented to better support ITIL alignment. For more information, see "Service Level Management " on page 24	• Service Manager 9.40 server • Service Manager 9.40 applications (either Classic or Codeless mode)
The Process Designer framework receives the following enhancements: • "Workflow viewer and workflow editor enhancements" on page 25 • "Condition Editor enhancements" on page 26 • "New and enhanced rule types" on page 26 • "Improved development auditing" on page 27	• Service Manager 9.40 server • Service Manager 9.40 applications (either Classic or Codeless mode) or Service Manager 9.3x (9.30 or later) applications (requires QCCR1E106292_SM940_SM930.unl and QCCR1E112012_SM940_SM931.unl)
The Process Designer framework receives the following enhancements: • "Task Planner enhancements (Service Manager Codeless only)" on page 26	• Service Manager9.40 server • Service Manager 9.40 applications (Codeless mode only)
The Case Exchange functionality that was previously available through a content pack is now incorporated directly into Service Manager. For more information, see "Case Exchange " on page 28	• Service Manager 9.40 server • Service Manager 9.40 applications (either Classic or Codeless mode)
Relationship Manager, Entity Relationship Diagrams, and the Missing Reference Report utility are three new tools to help you manage entity relationships in your	• Service Manager 9.40 server • Service Manager 9.40 applications (either Classic or Codeless mode)

Service Manager system. For more information, see "Entity relationship management tools" on page 28	
The Mobile applications self-service functionality that was previously available through a content pack is now incorporated directly into Service Manager. For more information, see "Mobile Applications enhancements" on page 30	• Service Manager 9.40 server • Service Manager 9.40 applications (either Classic or Codeless mode)
The new Service Manager Survey feature enables you to create and send surveys directly from Service Manager. You no longer have to connect to third-party survey solutions. For more information, see "Service Manager Survey" on page 30	• Service Manager 9.40 server • Service Manager 9.40 applications (Codeless mode)

Smart Analytics

Smart Analytics heralds the debut of the "Big Data" edition of Service Manager. Using an OEM-licensed version of HP IDOL, this powerful Service Manager-IDOL integration drives automation further into ITSM processes by mining unstructured data and by extracting information from different types of data. In Service Manager 9.40, Smart Analytics focuses on the following benefits:

- Improving Help Desk management processes

- Reducing the time and effort expended on interaction submissions by end users and IT professionals

- Accelerating the Problem Management process

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

Smart Ticket

With Smart Ticket, you can quickly submit a Service Desk record by entering a description or attaching a picture. Smart Analytics intelligently populates other fields, such as the category or affected services, by extracting and analyzing the content that you entered in the record.

Hot Topic Analytics

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

> **Note:** In this release, Hot Topic Analytics does not support accessibility features.

For more information about using Smart Analytics, see the *Smart Analytics Administrator and User Guide*.

Service Manager Reports

The Service Manager Reports feature provides reports and dashboards to enable faster analysis and improved time to resolution. Service Manager reports organize data into various chart formats, and dashboards display one or more reports. In this way, Service Manager Reports can provide global information about critical activities or metrics.

The Service Manager Reports feature provides light-weight reporting for active operational data. As such, the reports are designed to retrieve, represent, and visualize at most 100,000 active records out of millions. To define analytic reports against the entire dataset, we recommend that you use third party business intelligence tools.

Important: Please note that this initial release of Service Manager Reports has minimal calculation capabilities. As such, we recommend that you continue to use Crystal Reports or other third party tools for calculation-intensive reporting.

Service Manager Reports schedules assist report managers or administrators to send reports or dashboard information to the relevant users or user groups at scheduled intervals. The report schedule specifies who is to be notified, when they are notified, and the notification method.

Service Manager monitors the performance impact of reports and dashboards. If the time spent on generating a report exceeds the time threshold that the administrator sets, the report performance log collects the information and displays it on the Report Running Status dashboard. Report Administrators can take the following measures to eliminate the impact of the slow reports:

- Enable the cache

- Enable database replication

- Enable indexing for the table query

- Disable the report

After you upgrade to Service Manager 9.40, MySM is disabled.

- MySM is not supported on Service Manager 9.40 applications + Service Manager 9.40 server. Customers can leverage the new Service Manager Reports feature to meet their requirements. Service Manager Reports can incorporate the charts and pages created in MySM by using the provided migration script.

- MySM is supported on Service Manager 9.3x applications + Service Manager 9.40 binary. Existing customers can continue to use MySM after upgrading to Service Manager 9.40 server only.

User experience improvements in the web client

HP Service Manager 9.40 introduces the following user experience improvements in the web client.

New System Navigator

HP Service Manager 9.40 provides a new System Navigator, which has the following enhancements:

- You can easily switch the System Navigator between the following two modes:

  - Sidebar mode. In the sidebar mode, the System Navigator only displays the icons of the top-level menu items.

  - Accordion mode. The accordion mode looks and works similar to the traditional System Navigator.

  > **Note:** You can use the Alt+N keyboard shortcut to switch the System Navigator between the sidebar and accordion modes.
  >
  > The web browser remembers the current System Navigator mode when you log out, and displays it at your next login.

- You can customize the icons of the first-level menu items. Out-of-box deployments of Service

Manager 9.40 include a range of icons that you can define for use in your system.

● New color settings are available to enhance the branding capability for the new System Navigator.

Vertical layout

Service Manager 9.40 provides a new vertical layout for the list pane and the detail pane. You can easily toggle between the horizontal and vertical layouts by using the [icon] switch.
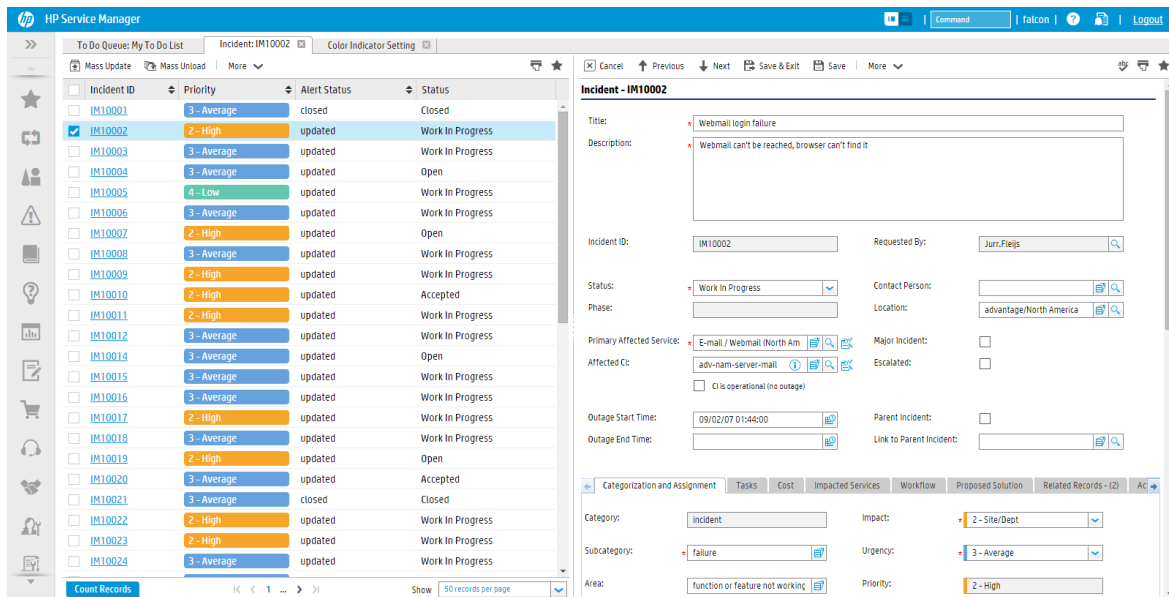
The vertical layout presents more information in the detail pane and lists more records in the list pane. This layout reduces the number of columns that are displayed in the list pane. To compensate, a hover window displays the values of all the fields that are configured as record list columns when you hover the mouse over a record ID in the record list.

Color indicator

The color indicator applies a color mark-up on a field if the value of the field matches the pre-defined color indicator setting. The color indicator settings apply to record lists, detail forms, and reporting. For example, a color indicator may mark the **Priority** field in the record list, the **Impact**, **Urgency**, and **Priority** fields in the record detail.

Service Manager 9.40 includes out-of-box color indicator settings for the **Severity**, **Priority**, and **Impact** fields in several tables.

Enhanced Quick Jump

The following new capabilities are introduced to the Quick Jump component to enable users to move even faster among sections in record details:

- **Expand All**: Expand all first-level sections in record details.

- **Collapse All**: Collapse all first-level sections in record details.

- **Back To Top**: Go back to the top of record details.

Quick help

Service Manager 9.40 provides a quick help that lists all the keyboard shortcuts in the web client . You can open this quick help by using one of the following methods:

- Click the **Help** button

  - If the web client does not have online help, the shortcut list opens directly.

  - If the web client has online help, a drop-down menu appears. Click **Shortcut List** from the drop-down menu.

- Use the keyboard shortcut: Alt+Ctrl+/

Process Designer-based modules

In HP Service Manager 9.41 Codeless, the following modules are fully reimplemented on Process Designer workflows.

Help Desk (Service Manager Codeless only)

Service Manager Codeless incorporates all the functionality previously included in Process Designer Content Pack 9.30.3 for the Help Desk modules (Service Desk, Incident Management, and Problem Management), together with new enhancements.

Functionality merged from Process Designer Content Pack 9.30.3

Process Designer Content Pack 9.30.3 introduced the following new features that are now merged into Service Manager Codeless:

- Implementation of the Process Designer framework and workflows for the Help Desk modules (Service Desk, Incident Management, and Problem Management)

- Support for interaction between Process Designer-based Help Desk modules and other modules

- Support for phase-based Response SLOs (referred to as Service Level Targets (SLTs) in Service Manager 9.40) for Service Desk and for Incident Management

- Introduction of Incident tasks to Help Desk, and support for Service Level Targets for Incident tasks

- A Process Designer security mechanism for Help Desk modules, including:

  - New Process Designer security areas for Help Desk modules

  - New Process Designer security roles for Help Desk modules

  - Help Desk security profiles are migrated to security roles and rights

  - Access rights for the navigation menu and for the Inbox are replaced by Process Designer security roles and rights

- The following usability improvements:

  - Simplification of related records in Help Desk modules

  - The ability to switch between the Group style and the Tab style for a Notebook control in the web client

  - The addition of record numbers to record titles, including Interactions, Incidents, Incident tasks, Problems, and Problem tasks

  - A real-time counter in the Attachments and Related Records sections

  - Enhancements to the ability to trace phase transition in the workflow figure

- The following Process Designer framework enhancements:

○ Workflow-based rule sets to replace file level format control

○ Workflow-based actions can be re-used across phases

○ Workflow backend transitions enable cross-module interaction

○ A new tool that exports workflows into an unload file, so that you can copy workflows from one Process Designer-based system to another Process Designer-based system

○ Phase orders to specify the sequences for Process target calculation

New enhancements in Service Desk

Automatic updates of records

Service Manager Codeless enhances the Service Desk by providing an auto-update feature between an interaction and a related incident, problem, change, or request. After the initial escalation of an interaction (where the status of the interaction updates the related link), the auto-update feature will update an interaction when certain status changes occur in the related record.

In addition, when customer-visible activities in related records occur, these activities can also be reflected in the interaction record.

For more information, see the "Automatic updates of Service Desk records" topic in the Service Manager Codeless Help Center.

New Categories

- You can now escalate from an interaction directly to a problem.

- A new "compliment" category has been added, which follows the same workflow as complaints.

Behavior change

In this version of Service Manager, you may escalate an interaction only one time. Previous versions of Service Manager that had Process Designer Content Pack 9.30.3 applied allowed you to escalate an interaction multiple times.

New enhancements in Problem Management

Problem Management in Service Manager Codeless includes the following enhancements.

- The "Review Details" field in the Major Problem Review section is now mandatory during the Review phase of problems that are designated as "Major Problems."

- Problems now have a "Source" field, which allows you to specify the origin of the problem as an end user, event, an internal source, or elsewhere.

- A new "Contact Person" field is added, and is populated from the interaction record when a problem is directly escalated from an interaction.

- Known Errors are separated from Problems and given their own identifier. For details, see the "Open a Known Error" topic in the Service Manager Codeless Help Center.

- A new cost tab is added.

- You can modify the categorization of the problem while using the closure wizard.

- You can send a survey directly from the problem to a designated recipient. For more information, see "Service Manager Survey" on page 30.

New enhancements in Incident Management

Incident Management in HP Service Manager 9.41 Codeless has a number of small enhancements:

- Incidents can now be designated as the parent or child of another incident; and include supporting fields such as "Parent Incident" to designate whether an incident is parent, and "Link to Parent Incident" to designate a child and to create the actual link to the parent incident.

- Incidents now have a **Source** field, which allows you to specify the origin of the incident as an end user, event, an internal source, or elsewhere.

- Incidents can now link directly to known errors.

- You can send a survey directly from the incident to a designated recipient. For more information, see "Service Manager Survey" on page 30.

- A new cost tab is added.

- You can modify the categorization of the incident while using the closure wizard.

- You can mark an incident as a major incident. After you do this, Service Manager notifies the specified Incident Manager, and the **Review Details** field in the **Major Incident Review** section is mandatory in the Review phase.

- The legacy solution matching for incidents is replaced with an enhanced one, which enables you to link a newly-created incident with an existing record.

Change Management (Service Manager Codeless only)

The Change Management application in HP Service Manager 9.41 Codeless is reimplemented on Process Designer. The Process Designer based Change Management workflows (including Change and Change Tasks workflows) are easier to maintain than the legacy ones.

ITIL aligned Change workflows

The new Change Management workflows (Change Proposal, Normal Change, Standard Change, and Emergency Change) in the out-of-box system are aligned with the latest version of ITIL:

- Change Proposal: The Change Proposal process allows users to analyze, evaluate, and develop a business case for a change. A Change Proposal is used to describe and document a large, proposed change, usually when the proposed change has significant impact on the organization's IT infrastructure (for example, such as when an organization wants to move all their existing servers to a Linux-based environment). Such changes usually involve planning and evaluation, feasibility studies and the like.

  Note: To support change proposals, Knowledge Management has added two new document subtypes: Business Case and Project Information.

- Normal Change: The Normal Change process defines the steps necessary to process changes that are categorized, prioritized, planned and follow all approvals before deployment. Normal Changes can be further categorized as Major, Significant, and Minor.

- Standard Change: The Standard Change process defines the steps necessary to process a pre-authorized change that follows a standard procedure. For example, routine database backup or the provision of standard equipment to a new employee.

- Emergency Change: The Emergency Change process defines the steps necessary to process changes that are intended only to repair an IT service error as soon as possible.

Change Models and Change Categories

Change Management can be configured such that new change records are created from either a Change Model or a Change Category.

- A Change Model allows you to define a set of change settings, such as Category, Subcategory, Company, Change Template, Service, Department, Allowed Roles (security roles), and Tasks. When a change is created based on this change model, the change record is automatically populated with the predefined values in the change model.

- A Change Category has a workflow associated with it and one or more subcategories defined for it. The out-of-box system provides the following change categories: Change Proposal, Standard Change, Normal Change, and Emergency Change.

Task Workflows and Task Categories

To work with the new change workflows, a number of Change Task categories are provided. Each of the task categories has a Process Designer based task workflow associated with it. Additionally, change tasks can be planned within change records by using Task Planner, or planned within change models.

Other enhancements

- A **Cost** tab is added to Change records to evaluate the business cost of downtime.

- Remediation planning is expanded for failed changes to allow other options than "back out."

- Change categorization is enhanced:
  - A "Significant" sub-category is added for Normal changes. Significant changes are more larger in scope than minor changes but do not require the enhanced planning and review of a major change.

  - You can modify the categorization of the change while using the closure wizard.

- A Review Required option is provided for Standard, Normal, and Emergency changes, which is used to disallow changes to bypass the Post Implementation Review phase. Once you turn on this flag, the change record cannot bypass the Post Implementation Review phase, and the system automatically sends a notification to the Change Coordinator and Change Manager once the change record enters the Post Implementation Review phase.

- The previous "Backout" phase is renamed to the more general "Remediation" phase to more aptly reflect the different mitigation scenarios that may occur as a result of an unsuccessful change. This clarifies the fact that some remediation plans may require an action other than backing out the change, such as taking no action, trying to implement the change again, raise a problem, and so on.

- You can send a survey directly from a change record to a designated recipient. For more information, see the documentation on the "Service Manager Survey" on page 30.

- "Scope," "Financial Impact," and "Rejection Reason" fields are added to Change records for better ITIL alignment.

Request Fulfillment (Service Manager Codeless only)

The Request Fulfillment application enables business staff to improve their productivity and the quality of business services and products. It can also help to reduce the cost of providing services and the effort involved in requesting and receiving access to services. Moreover, the use of the Request Fulfillment application can increase the control level of an organization's services and the number of fulfilled requests.

Request Fulfillment includes the following key features:

- The Request model, which defines the prerequisites, required authorizations, and sequenced or parallel standard tasks that are used to fulfill the service request

- A detailed and customizable product catalog

- Scheduling of service requests and tasks

- Automated request fulfillment

- Order and stock management

- Interaction with other Service Manager applications, such as Service Catalog, Configuration Management, Service Desk, Incident Management, Change Management, and Service Level Management

- Integration with other products:

  - Providing a common web service interface so that other products are able to access service requests and tasks

  - Integration with Asset Manager for request fulfillment billing

For the Request Fulfillment processes and best practices, see the corresponding sections in the *Processes and Best Practices Guide* for Service Manager Codeless.

Service Level Management

Service Level Management in Service Manager 9.40 implements Process Designer for management of Service Level Agreements (SLAs), Underpinning Contracts (UCs), and Operational Level Agreements (OLAs). In addition, the following terminology changes are implemented: service level objectives are renamed to service level targets (in forms and display values only; the underlying table columns and code have not changed due to compatibility considerations), response objectives are now process targets, and availability objectives are now service targets. These changes apply to both Service Manager Classic and Service Manager Codeless.

In addition, all three types of service agreements are now treated as equal, and the relationships between them are clarified to show the OLAs and UCs as supporting (underpinning) agreements to an SLA. Support for regular service reviews has been added through the addition of service review fields, and the addition of new Knowledge document subtypes for service quality plans, and service improvement plans.

The following image shows the workflow for service agreements:
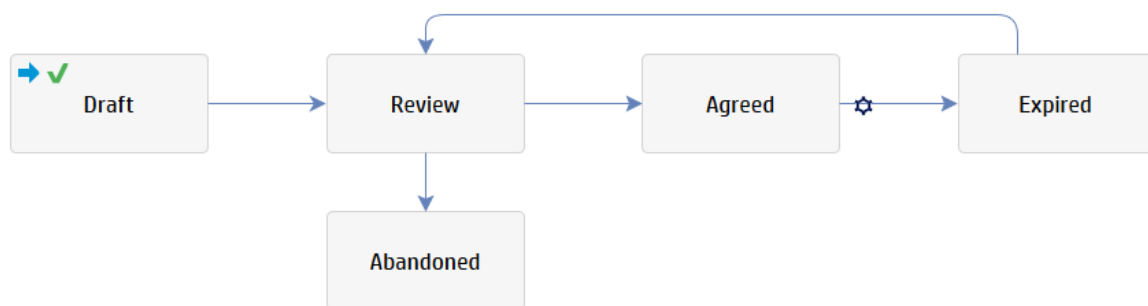
> **Note:** Other aspects of Service Level Management, such as the management and behavior of Service Level Targets (SLTs), Service Contracts, Outage handling, and Service Level Management data have not been modified.

For more information on the new Service Level Management, see the entire Service Level Management documentation set in the Help Center.

Knowledge Management

This release includes a number of small enhancements to Knowledge Management. Reference documents now have a new "Subtype" field to support a wider variety of documentation types. These types are described as follows:

- Service Design Package (a document that provides the initial outline of a service agreement and denotes what agreements will be required, who the signatories shall be, and other process oriented details).

- Service Quality Plan (SQP, a long term quality improvement plan for a service agreement)

- Service Improvement Plan (SIP, a limited short term improvement plan for a service agreement)

- Business case (provides a business justification for a change proposed by a formal Change Proposal)

- Project Information (provides information about the project proposed by a formal Change Proposal)

- Availability Plan (A plan to ensure that existing and future availability requirements for IT services can be provided cost-effectively)

Process Designer framework enhancements

This release includes the following enhancements to the Process Designer framework.

Workflow viewer and workflow editor enhancements

The user experience of viewing, creating, and editing Process Designer workflows is enhanced with the following new features:

- You can now copy and paste phases within a workflow.

- You can now add descriptions to transitions between phases, as well as to phases and workflows.

- The description field for transitions, phases, and workflows now supports formatting (such as italics and bold text) and hyperlinks.

- You can now view the description of a phase by hovering the mouse over the phase in the workflow viewer.

- An icon is now displayed in phases in the workflow viewer and workflow editor if the phase has approvals.

> **Note:** In Service Manager Classic, the Knowledge Management and Survey Integration workflows are Process Designer-based.

Condition Editor enhancements

The Condition Editor widget is completely redesigned with an easy-to-use graphical interface that includes the following new features:

- You can now build conditions by using meaningful operators instead of characters. For example, the enhanced Condition Editor uses "Greater than" instead of ">" and "Not equals" instead of "!=."

- You can drag and drop individual expressions within conditions. This makes it very easy to modify complex conditions that have many nested expressions.

- You can now copy and paste conditions between condition editors. For example, if you want to apply the same complex condition to an automatic transition in two different workflows, you can create the condition by using Condition Editor in one workflow, copy it, open Condition Editor in the second workflow, and then paste the condition.

- Condition validation is now built into Condition Editor. You cannot save an invalid condition, and the specific elements in the condition that fail validation are highlighted in the graphical interface.

Task Planner enhancements (Service Manager Codeless only)

Task Planner is now available for Request Fulfillment as well as for Change Management, and can be used at both the record and model level. The Task Information section in change models, changes, request models, and requests now contains a graphic display of the tasks that are planned for that record. You can open Task Planner directly from this section by clicking **Edit**.

You can now use Task Planner to configure input and output fields in tasks and to set the recommended maximum number of concurrent tasks.

Task Planner is now customizable. You can add fields to Task Planner and configure the mapping between the statuses of tasks and the statuses that are displayed by Task Planner.

New and enhanced rule types

New rules

Popup Message Box rule

This rule enables you to create and configure popup message boxes that appear to end users.

Assignment Rule rule

This rule enables you to automatically distribute records (such as tasks or records) to the groups and assignees who are most able to process them.

Run Action rule

This rule automatically runs actions (defined by rule sets and/or backend transitions) on records that have a specified relationship to the record that triggers the rule. For example, you can use this rule to change the workflow phase of related records under specific conditions.

Run Scheduled Action rule

This rule automatically runs an action (defined by rule sets and/or backend transitions) on records after a specified length of time has passed. For example, you can use this rule to automatically close incident records that have been in a Resolved state for a certain number of days.

Enhanced rule

Start or Stop Clock rule

This rule enables you to start or stop an HP Service Manager clock to measure elapsed time.

In Service Manager 9.40, the rule is enhanced to enable you to set the timezone of the clock, schedule the clock, and include fields in the clock name when you set the clock name by using JavaScript.

> **Note:** Additionally, the execution order of rule sets and format control is updated so that rule sets are always executed before format control, and the "update" format control is run instead of the "add" format control when a workflow transition occurs. These changes prevent an issue in which rule sets may run twice.

Improved development auditing

Changes to Process Designer elements, such as workflows, phases, or rules, are now logged in the devaudit table. This allows you to track the customizations that you make by using Process Designer, and to unload them from your development environment.

> **Note:** These enhancements also apply to the Process Designer framework, which is present in both Service Manager Classic and Service Manager Codeless.

Case Exchange

The out-of-box HP Service Manager 9.40 includes all the functionality of the Case Exchange Content Pack for Service Manager 9.34. This functionality makes use of the Case Exchange framework and enables the setup of the following Case Exchange integrations for the Incident Management module:

- The integration between two Service Manager systems

  > **Note:** The other Service Manager version must be 9.40, or 9.34 that has Case Exchange Content Pack applied.

  Service Manager 9.40 provides two out-of-box integration templates: CaseExchangeSM_SM_Pull and CaseExchangeSM_SM_Push. These two templates allow you to set up the integration with the other Service Manager system by using the Pull or Push mechanism respectively.

- The integration between Service Manager and Service Anywhere

  Service Manager 9.40 provides an out-of-box integration template: CaseExchangeSM_SAW. This template allows you to set up the integration with Service Anywhere by using the Pull mechanism.

For more information about how to create the above Case Exchange integrations, refer to the following online help section:

System Administration > Integrations > Case Exchange framework > Enable Case Exchange with another system

Entity relationship management tools

Three entity relationship management tools are introduced in Service Manager 9.40: Entity Relationship Diagrams, a Missing Reference Report utility, and Relationship manager. Both the Entity Relationship Diagram utility and the Missing Reference Report utility consume the output provided by Relationship Manager.

Entity Relationship Diagram utility

The Entity Relationship Diagram utility presents entity relationships for selected files and fields in your database in interactive diagrams (called Entity Relationship Diagrams or ERDs). You can also export the diagrams to PDF format.

> **Note:** This utility is intended to replace the legacy Entity Relationship Diagram creation utility, which is still accessible from the product user interface (**Tailoring** > **Tailoring Tools** > **ERD Create Records**). The ERD diagrams in PDF format that were generated using the legacy ERD creation utility are obsolete, and are no longer provided with the Service Manager documentation.

To access this utility, navigate to **Tailoring** > **SQL Utilities** > **Entity Relationship Diagram**.

Missing Reference Report utility

This utility can generate a report for selected files to help you identify and solve potential data integrity problems (missing references).

> **Note:** Running the Missing Reference Report utility will consume some system resources depending on the data volumes of the selected tables. Additionally, running this utility with the **Check LOB fields** option enabled may have a large impact on system performance depending on the data volumes of the relevant LOB fields. To minimize the potential performance impact, we recommend that you do not run the utility during peak usage times.

Relationship Manager

Relationship Manager is a tool that can automatically discover entity relationships between tables and fields in your HP Service Manager system by querying the erddef, link, and relatedObjectMap tables, and then save the results in the relation table.

To access Relationship Manager, navigate to **Tailoring** > **Tailoring Tools** > **Relationship Manager**.

More information

For more information about these tools, see the following topics in the online help:

- *System Administration > Database Administration > Entity relationship management > Relationship Manager*

- *System Administration > Database Administration > Entity relationship management > Entity Relationship Diagram utility*

- *System Administration> Database Administration > Entity relationship management > Missing Reference Report utility*

Mobile Applications enhancements

Service Manager 9.40 Mobile Applications introduces the following new enhancements.

Self-service user interface

As of Service Manager 9.40, the employee self-service (ESS) functionality that was previously available through content packs is now incorporated directly into Service Manager. The Service Manager Mobile Applications self-service user view is intended for end-users as an entry point to Service Desk and provides a simplified Service Desk interface for users to perform the following tasks:

- Search the knowledge base

- Submit a self-service request

- Submit a smart request

- View opened and closed tickets

- View, approve, or deny pending approval requests

For more information on installing and using Service Manager Mobile Applications, see the *HP Service Manager Mobile Applications User Guide.*

New mobile operating system support

Service Manager 9.40 Mobile Applications supports iOS 8.x.

Service Manager Survey

Prior to version 9.40, HP Service Manager allowed you to set up a scheduled survey only through the survey integration. As of version 9.40, Service Manager additionally provides the Service Manager Survey tool, which enables you to implement email surveys in Service Manager independently without integration with a third-party survey tool.

The Service Manager Survey feature is based on the HTML Email solution (JavaMail), and enables users to manually send individual surveys directly from a record to selected users. Additionally, it enables the system to automatically send scheduled surveys to specified users through an out-of-box internal survey connector based on the survey integration framework.

When users receive a survey link, they can click the link or copy the link into the address bar of a web browser, and then log in to Service Manager to complete the survey. They can also view open surveys that they have been invited to join and closed survey that they have completed in the Service Manager portal. In the out-of-box system, Service Manager surveys are designed to achieve the following goals:

- Collect user satisfaction ratings for the following areas: the level of service provided, the speed of response that the user received, and the level of communication regarding the service.

- Collect additional comments from the user (if any)

- Allow the user to select if a complaint or compliment needs to be registered. If the user selects to do so, the system automatically generates an interaction record (complaint or compliment category) with the information that the user provided, and sends an email to the user with information about the interaction record. The user can click the record link to view the record details and status.

Other enhancements

Additionally, HP Service Manager 9.40 includes the following enhancements.

Service Request Catalog enhancements

Service Request Catalog 9.40 introduces the following new enhancements.

Notification of updates for your requests

To improve the overall communication between IT and end users, a new flag is added to the **Your Requests** list to inform the requesters about updates that are made to their requests by IT operators.

Once a "Visible to Customer" update is added to a request, a flag that contains the following message is displayed to the requester:

```
This record has new updates.
```

Copy read-only fields

You can now copy read-only fields in SRC pages such as Catalog Item Details, Request Details, Approval Details, and Subscription Details.

For example, you can copy the request ID of an item on the Your Request Details View page.

SRC user interface improvement

The SRC user interface is updated.

Approve requests and view request details

Users can now approve or deny request fulfillment records on the Your Approvals Request page, and view their current approvals on the Request Approval Details page.

Enhanced integration with UCMDB Browser

In this release, the UCMDB integration has been enhanced. Once you have enabled an integration to UCMDB and UCMDB Browser, a **Primary CI History in UCMDB** tab is added for each problem record whose Primary CI is synchronized from UCMDB. You can view the CI changes on that primary CI for root cause investigation.

The steps to enable an integration to UCMDB and UCMDB Browser are the same as in previous releases. For details, see the *Enable an integration to HP Universal CMDB* topic in the online help.

Support of Unicode data type for Microsoft SQL Server

Prior to version 9.40, HP Service Manager used the VARCHAR, CHAR, and TEXT data types to store text strings in a Microsoft SQL Server database. Microsoft SQL Server relies on database collation to support a specific language. Although some languages share the same collation, most languages do not. As a result, Service Manager did not support multiple languages when running on a SQL Server database. Service Manager 9.40 is enhanced to support the Unicode data type on SQL Server.

Note: This feature is available for new customers only. Existing customers who have upgraded to version 9.40 cannot use this feature.

During a new installation of the Service Manager 9.40 server, when you run the server configuration utility, if you select the **Use Unicode Data Type** check box for SQL Server (see the following figure), Service Manager creates data with the Unicode data type when it loads the applications and demo data, except for the following system tables: dbdict, licenseinfo, lock, and lockshared.
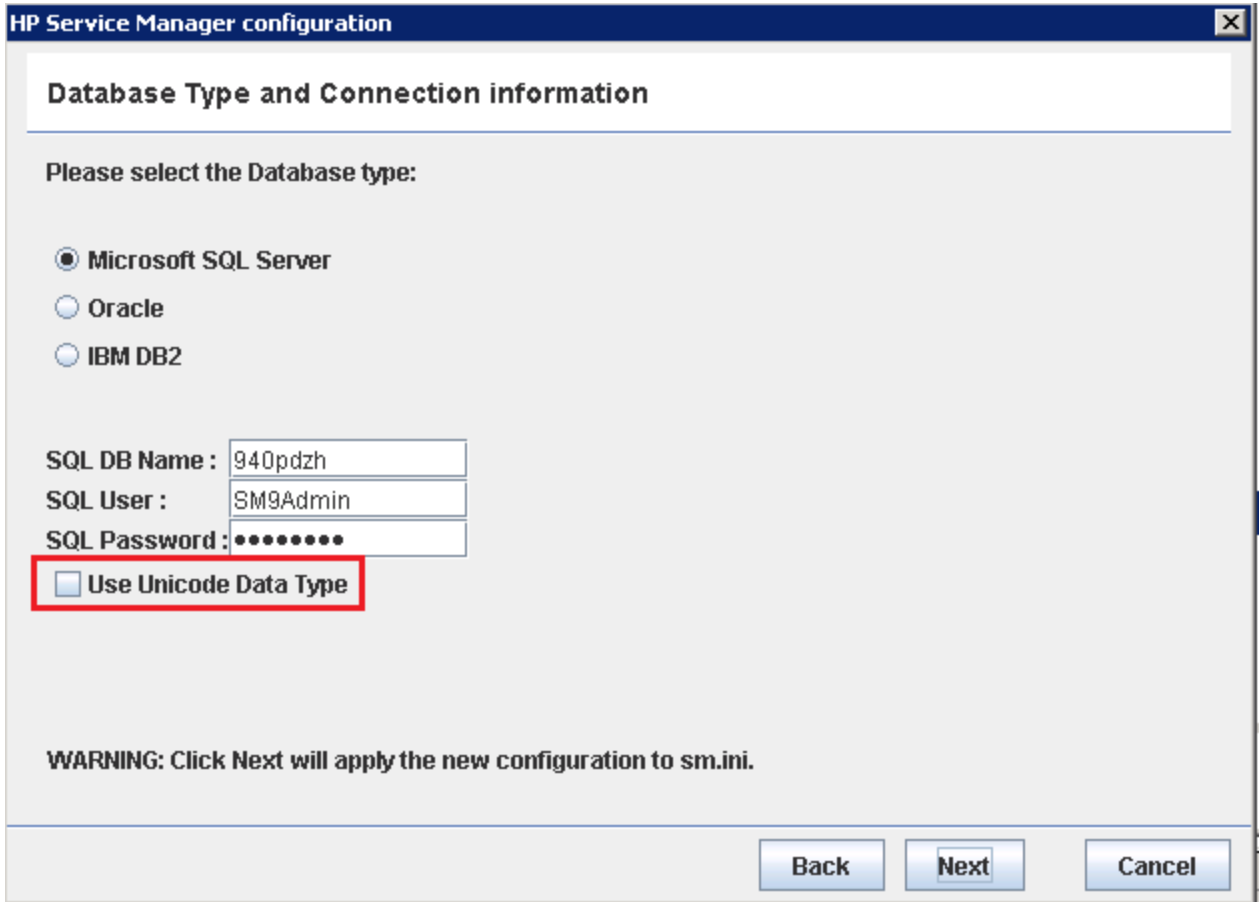
The following table details the mapping between the old and new data types.

Non-Unicode	Unicode
VARCHAR	NVARCHAR
CHAR	NCHAR **Note:** This occurs only when the CHAR field length is greater than 1.
TEXT	NVARCHAR(MAX)

For more information, see the following topic in the online help:

System Administration > Database Administration > Microsoft SQL Server database Unicode support

Encryption of client keystore passwords

Service Manager supports the encryption of keystore passwords in the Windows and web clients.

Windows client

The Windows client keystore password that you enter in **Window** > **Preferences** > **HP Service Manager** > **Security** is automatically encrypted and stored in the following file:

<*Your user workspace dir*
>\ServiceManager\workspace\.metadata\.plugins\org.eclipse.core.runtime\.settingssettings\com.hp.ov
.sm.client.eclipse.base.prefs

Known issue

If you have installed one or multiple instances of the Windows client earlier than version 9.34.p2 on the same host, after you install the Service Manager 9.40 Windows client on the same host and put all the instances into alternate use, you may have problems with the **Use SSL Encryption** option or the **Use Trusted Sign-on** connection option. Therefore, we strongly recommend you to uninstall all other Windows client instances before you install the Service Manager 9.40 Windows client. If you still have problems with the **Use SSL Encryption** option or the **Use Trusted Sign-on** connection option after you upgrade your Windows client (for example, you may roll back to an earlier version and then upgrade Service Manager to version 9.40), you need to update the com.hp.ov.sm.client.eclipse.base.prefs file. To do so, follow these steps:

1. Open the following preference file with a text editior:
   <*your home folder*
   >\ServiceManager\workspace\.metadata\.plugins\org.eclipse.core.runtime\.settingssettings\com.
   hp.ov.sm.client.eclipse.base.prefs

   For example, your home folder can be C:\Users\<*your username*>.

2. Modify the value of the *safePassword* parameter from "true" to "false," or delete this parameter.

3. Save and close the file.

4. Restart the Windows client.

5. Navigate to **Window** > **Preferences** > **HP Service Manager** > **Security**, and re-enter the client keystore password.

Web client

The *keystorePassword* parameter has been removed from the web tier configuration file (web.xml) since Service Manager 9.34p2, and you must enter your web client keystore password in a webtier.properties file that is located in the following folder:

<Customize-Folder>/config/webtier.properties (where, *<Customize-Folder>* is the folder specified in the *customize-folder* parameter in the web.xml file.)

> **Tip:** You can use the *<Webtier>*/WEB-INF/webtier.properties file as a template for your *<Customize-Folder>*/config/webtier.properties file.

When the web application server is started, Service Manager changes this value to an encrypted string. The following steps describe how you set a new or update an existing web client keystore password.

To set a web client keystore password using the <Customize-Folder>, follow these steps:

1. Make sure the *customize-folder* parameter is configured in the web tier configuration file (web.xml).

2. Create a webtier.properties file in the <Customize-Folder>/config directory.

   > **Note:** Make sure the web application server has read/write access to this directory.

3. Open the file in a text editor, and add the following line to the file:

   keystorePassword=*< your keystore password in clear text format>*

4. Save and close the file.

5. Restart the web application server.

   The password you entered is now encrypted. In the meantime, Service Manager adds the following line to the webtier.properties file:

   safePassword=true

To update an existing keystore password for the web client, follow these steps:

1. Stop the web application server.

2. Open the webtier.properties file with a text editior.

3. Modify the value of the *safePassword* parameter from **true** to **false**, or delete this parameter.

4. Modify the value of the *keystorePassword* parameter to a new password.

5. Save and close the file.

6. Restart the web application server.

Primary key feature enabled by default

By default, the Service Manager 9.40 server has the primary key feature enabled. You no longer need to specify primary_key_mode:1 in the sm.ini file to enable the primary key feature. Therefore, the primary_key_mode server configuration parameter is removed (obsolete). For example, when you add a key to a dbdict record, the primary key type is always available for selection.

The rest of the primary key feature behaves almost the same way as in previous releases, except that Service Manager does not convert a unique key to a primary key unless you explicitly change the unique key to a primary key either in the Service Manager client or by running the **system_addconstraint** command.

- If you already have the primary_key_mode parameter specified in the server's sm.ini file, remove it. If you do not do so, an error message is generated in the server log, indicating that the command could not be recognized.

- The updated primary key feature requires Service Manager server 9.40 and applications 9.32 or later.

Allowing only attachments with certain file extensions from the web client

To prevent potentially dangerous files from being attached to Service Manager records, the Service Manager server provides support for blocking certain types of attachments submitted through the Windows and web clients, as well as through web services, based on a pre-defined list of forbidden file extensions (a so-called "blacklist"). Only attachments whose file types are in this blacklist are blocked. For detailed information on this feature, see the following topics in the online help:

- *Support for blocking attachments with certain file extensions*

- *Customize the forbidden list of attachment file extensions*

Beginning with the Service Manager 9.40 release, the web client provides additional protection using a so-called "whitelist" to control what types of attachments are allowed to be submitted to Service Manager. From the web client, you can submit only attachments whose file types are in this whitelist. In the out-of-box system, this whitelist includes the following file types, which are considered safe:

- bmp

- jpg

- jpeg

- png

- gif

- txt

- log

- unl

- csv

This whitelist is defined in the web tier configuration file (web.xml) as shown below. You can modify this list, but you do so at your own risk.

```
<servlet>
    <description>File Upload Servlet.</description>
    <display-name>File Upload Servlet</display-name>
    <servlet-name>FileUpload</servlet-name>
    <servlet-class>com.hp.ov.sm.client.webtier.FileUploadServlet</servlet-class>
    <init-param>
      <param-name>allowed</param-name>
      <param-value>bmp,jpg,jpeg,png,gif,txt,log,unl,csv</param-value>
    </init-param>
  </servlet>
  <servlet>
    <description>Image Upload Servlet.</description>
    <display-name>Image Upload Servlet</display-name>
    <servlet-name>ImageUpload</servlet-name>
    <servlet-class>com.hp.ov.sm.client.webtier.FileUploadServlet</servlet-class>
    <init-param>
```

```
      <param-name>allowed</param-name>
      <param-value>bmp,jpg,jpeg,png,gif</param-value>
    </init-param>
    <init-param>
      <param-name>success</param-name>
      <param-value>../imageUploaded.jsp</param-value>
    </init-param>
  </servlet>
  <servlet>
    <description>Attachment upload servlet</description>
    <display-name>Attachment Upload Servlet</display-name>
    <servlet-name>AttachmentUpload</servlet-name>
    <servlet-class>com.hp.ov.sm.client.webtier.FileUploadServlet</servlet-class>
    <init-param>
      <param-name>allowed</param-name>
      <param-value>bmp,jpg,jpeg,png,gif,txt,log,unl,csv</param-value>
    </init-param>
    <init-param>
      <param-name>success</param-name>
      <param-value>../attachmentUploaded.jsp</param-value>
    </init-param>
  </servlet>
  <servlet>
    <description>Attachment upload servlet for AJAX request</description>
    <display-name>Attachment Upload Servlet for AJAX request</display-name>
    <servlet-name>AttachmentUploadAjax</servlet-name>
    <servlet-class>com.hp.ov.sm.client.webtier.FileUploadAjaxServlet</servlet-
class>
    <init-param>
      <param-name>allowed</param-name>
      <param-value>bmp,jpg,jpeg,png,gif,txt,log,unl,csv</param-value>
    </init-param>
  </servlet>
  <servlet>
    <description>Unique attachment upload servlet</description>
    <display-name>Unique Upload Servlet</display-name>
    <servlet-name>UniqueUpload</servlet-name>
    <servlet-class>com.hp.ov.sm.client.webtier.FileUploadServlet</servlet-class>
    <init-param>
      <param-name>allowed</param-name>
      <param-value>bmp,jpg,jpeg,png,gif,txt,log,unl,csv</param-value>
    </init-param>
    <init-param>
      <param-name>success</param-name>
      <param-value>../uniqueUploaded.jsp</param-value>
    </init-param>
  </servlet>
```

> **Note:** As a result of this new whitelist functionality, users are no longer able to upload certain previouly-allowed attachment types from the web client. Examples of this may include Office documents and compressed files, such as .zip and .tar files. If your business needs require users to upload these attachment types, you need to modify the whitelist in the web.xml configuration file to include them. Doing so will restore the attachment functionality from previous versions of Service Manager. Note that, in order to adhere to security best practices, we do not recommend that you add these additional attachment file types.

Enhancements for reporting on cost

To promote the simplified management of costs for incidents, problems, requests, and changes, HP Service Manager 9.41 Codeless adds a new **Cost** tab to incidents, problems, requests, changes, and their associated tasks. On the Cost tab, operators can enter any parts and the quantity used to resolve the issue, implement a change, or record labor hours. The information on the Cost tab is rolled up into a single Total Costs value, which is the sum of all labor and parts from any tasks plus any costs recorded directly within the record.

Accessibility improvements

In addition to the default accessibility functions of the web client, HP Service Manager 9.40 also includes accessibility support for the following components:

- Embedded Service Manager Calendar

- Service Manager Reports

- Process Designer Request Fulfillment

Deprecations

As of this release, the following functionality items are deprecated.

Deprecated features

Feature	Notes
SCSMTP	You can use SCAuto email instead to enable inbound email.
SCAuto Fax and Pager	You can use the Service Manager Email solution instead for notification purposes.

Deprecated features, continued

Feature	Notes
MySM	This feature is replaced by Service Manager Reports.
K2 Search Engine	This search engine requires a version of Service Manager applications earlier than 9.30, which is not supported by Service Manager 9.40 server and client.
Web tier spell-checker	Modern web browsers support spell check natively. Therefore, the spell check function that is built into the Service Manager web tier is no longer supported.
primary_key_mode	This server parameter is obsolete because the primary key feature is enabled by default in this release.

Certifications

HP Service Manager 9.40 includes the following certification changes.

Added support

Support has been added for the following items.

Service Manager server

- Red Hat Enterprise Linux 7.0

- Oracle Enterprise Linux 7.0

Databases

- SQL Server 2014

Mobility client: Handset

- iOS 8.x

Service Request Catalog for tablets

- iOS 8.x

Discontinued support

Support for the following items has been discontinued.

Service Manager server

- Red Hat Enterprise Linux 5.4

- Oracle Enterprise Linux 5 (Update 4)

Databases

- Oracle 11R1

> **Note:** We strongly recommend that you use Oracle 11R2 (Oracle 11.2.0.3 or later) and avoid the use of Oracle 11R1. Our experience has shown numerous problems with the Oracle 11.1 release, including both stability and performance, that are improved in the Oracle 11.2 release and cannot be mitigated by changes to the Service Manager code base.

- SQL Server 2005

Virtualization support

- VMWare vSphere 4

Windows client

- Windows Vista (32-bit and 64-bit)

Web tier: web client

- Internet Explorer 8, 9

Web tier: application servers

- Apache Tomcat 6.0

Before deploying the 9.40 web tier on Tomcat, be sure to back up your old web tier configuration files. For details, see Web tier backout instructions.

Web tier: web servers

- IIS 7.0

Mobility client: Handset

- iOS 5.x, 6.x

Service Request Catalog: Application server

- Tomcat 6.0

Service Request Catalog: Browser

- Internet Explorer 8, 9

Service Request Catalog: Web server

- IIS 7.0

Service Request Catalog for tablets

- iOS 5.x, 6.x

New parameters

This release introduces the following new parameters.

Parameter: requestviaproxy

Parameter

requestviaproxy

Description

This parameter specifies if the Service Manager Windows client is allowed to connect to the server through a proxy. Enable this parameter only if, for security reasons, your production environment requires each Windows client to connect to the server through a proxy. This functionality works as described in the following situations:

- When *requestviaproxy* is enabled, the Windows client can connect to the server either with or without a proxy.

- When *requestviaproxy* is disabled, the Windows client can connect to the server successfully only if the client is not behind a proxy. An error message pops up when the Windows client is attempting to connect to the server through a proxy.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0 (Disabled)

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Command line: **sm -httpPort:13080 –requestviaproxy:1**

Initialization file: `requestviaproxy:1`

Parameter: keystorePass

Parameter

keystorePass

Description

This parameter defines the password to the Java keystore containing the certificate of the HP Service Manager server. HP Service Manager uses this keystore to encrypt and decrypt messages sent to clients in servlet implementations. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

changeit

Possible values

Password to the Java keystore that contains signed certificate of the HP Service Manager server

Example usage

Command line: **sm -httpPort:13080 –httpsPort:13081 –keystoreFile:smsrv.keystore – keystorePass:changeit**

Initialization file: `keystorePass:changeit`

Parameter: semaphoreWaitTime

Parameter

semaphoreWaitTime

Description

This parameter defines the number of seconds the Service Manager server waits for a semaphore before generating a core dump. The default value is 0 (no core dump will be generated).

> **Note:** This parameter takes effect on Windows servers only.

To use this functionality, be sure to set the *enablecoredump* parameter to 1. The following table describes the server behavior when these two parameters are set to 1 or 0.

Enablecoredump value	semaphoreWaitTime value	Behavior
1	n	The server generates a core dump after waiting n seconds for a semaphore.
0	n	The server does not generate a core dump.
1 or 0	0	The server does not generate a core dump.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 or n seconds

Example usage

Command line: **sm -enablecoredump:1 — semaphoreWaitTime:10**

Initialization file: `semaphoreWaitTime:10`

Parameter: certExpireWarningDays

Parameter

certExpireWarningDays

Description

This parameter specifies the number of days before the user's certificate expires when Service Manager starts to issue a warning message at user login.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

30

Possible values

Number of days

> **Note:** If, after you set the value, you are within the warning period, the warning message appears immediately at login. Otherwise, the warning message appears at the configured number of days before the certificate expires.

Example usage

Command line: `sm -certExpireWarningDays:30`

Web parameter: disableKeyHelp

Parameter

disableKeyHelp

Description

By default, Service Manager displays contextual help for each field on a form. This parameter allows you to disable the contextual help.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Disabled)

false (Enabled)

Example usage

```
<context-param>
 <param-name>disableKeyHelp</param-name>
 <param-value>true</param-value>
 </context-param>
```

Web parameter: preventDuplicatedAttachmentName

Parameter

preventDuplicatedAttachmentName

Description

This parameter controls whether to prevent an attachment that has the same file name as an existing attachment from being uploaded to Service Manager. If this parameter is enabled, a pop-up message box prompts you to change the name of the attachment when you upload an attachment with a file name that already exists.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Do not allow the upload of attachments with duplicate names)

false (Allow the upload of attachments with duplicate names)

Example usage

```
<context-param>
 <param-name>preventDuplicatedAttachmentName</param-name>
 <param-value>true</param-value>
 </context-param>
```

Web parameter: enableSidebarMenu

Parameter

enableSidebarMenu

Description

This parameter specifies if the System Navigator of the web client can use the sidebar mode and icons.

The icons in the System Navigator require the 9.40 version of Service Manager application and Run-Time Environment (RTE). When you use an earlier version of Service Manager application or RTE, we recommend that you set the value of the *Enablesidebarmenu* parameter to "false" to disable the icons and the sidebar mode of the System Navigator. Otherwise, the Service Manager web client uses the default icon for all menu items in the System Navigator.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>
  <param-name>enableSidebarMenu</param-name>
  <param-value>true</param-value>
</context-param>
```

Startup parameter: dashboard_export_path

Parameter

dashboard_export_path

Description

This parameter specifies the path to save the exported report and dashboard files.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

home/sm940/temp

Possible values

None

Example usage

Initialization file: `dashboard_export_path:home/sm940/temp`

Startup parameters: dashboardonreplicatedb

Parameter

dashboardonreplicatedb

Description

This parameter defines whether queries against a replicated database for dashboard reporting are enabled.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Initialization file: dashboardonreplicatedb

Startup parameter: dashboardquerycache_dbtime

Parameter

dashboardquerycache_dbtime

Description

This parameter defines the time threshold in milliseconds for queries against the database when a report is generated. If the time exceeds this threshold, Service Manager saves the query results to the reporting cache.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

100

Possible values

Number of milliseconds

Example usage

Command line: **sm -httpPort:13080 -dashboardquerycache_dbtime:100**

Initialization file: dashboardquerycache_dbtime:100

Startup parameter: dashboardquerycache_enable

Parameter

dashboardquerycache_enable

Description

This parameter defines whether caching query results in the database is enabled or disabled.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1 (enabled)

Possible values

0 (disabled)

Example usage

Command line: **sm -httpPort:13080 -dashboardquerycache_enable:1**

Initialization file: dashboardquerycache_enable:1

Startup parameter: dashboardquerycache_expire

Parameter

dashboardquerycache_expire

Description

This parameter defines the expiration time in minutes of one database query in reporting cache.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

10

Possible values

Number of minutes

Example usage

Command line: **sm -httpPort:13080 –dashboardquerycache_expire:10**

Initialization file: `dashboardquerycache_expire:10`

Startup parameter: clean

Parameter

clean

Description

This parameter enables the Service Manager Reports functionality to exclude a message from email notifications about exported dashboards and reports. By default, this parameter is not enabled, and a message that resembles the following one appears above the header of each Service Manager Reports email notification:

HP Service Manager Operator: *<operator name>* SCenter_cc:

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0, 1

Example usage

Initialization file: `clean:1`

Information Retrieval (IR) expert parameters: ir_ asynchronous (updated)

Parameter

ir_asynchronous

Description

This parameter defines whether the HP Service Manager server immediately updates information retrieval files (synchronously) or whether the server creates a schedule record to process the files (asynchronously).

> **Caution:** Be aware that the synchronous IR mode could cause performance issues. For this reason, you are not recommended to change this parameter from its default value.

When the server is running in asynchronous IR mode, you can start the processing of scheduled IR records by using the **sm -que:ir** command. If the scheduled process stops without clearing the shared memory, you can start the process again by using the **sm -que:ir** command.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (synchronous record handling)

1 (asynchronous record handling)

Example usage

Command line: **sm -httpPort:13080 -ir_asynchronous:1**

Initialization file: `ir_asynchronous:1`

SQL parameters: [oracle_replicate]

Parameter

[oracle_replicate]

Description

This parameter creates a section header in the initialization file for information about a replicated Oracle™ database. You only need to provide this parameter if you have created a replicated database and are using an Oracle database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: [oracle_replicate]

SQL parameters: [sqlserver_replicate]

Parameter

[sqlserver_replicate]

Description

This parameter creates a section header in the initialization file for information about a replicated Microsoft™ SQL Server database. You only need to provide this parameter if you have created a replicated database and are using an SQL Server database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: [sqlserver_replicate]

RAD function: isfileexist

A RAD function that determines whether a file exists or not. If the file exists, this function returns true. Otherwise, this function returns false.

Function

isfileexist

Format

isfileexist("*filepath*")

Parameters

The *filepath* variable is the full file path.

Example

```
$L.filepath="c:\\note.txt"
L.ret=isfileexist($L.filepath)
if ($L.ret=false) then ($L.void=rtecall("msg", $L.code, "File doesn't exist"))
else ($L.void=rtecall("msg", $L.code, "File exists"))
```

JavaScript function: isfileexist

Determines whether a file exists or not.

Syntax

isfileexist("*filepath*")

Arguments

The following argument is valid for this function.

Name	Data type	Required	Description
filepath	String	Yes	This argument is the full file path.

Return values

A Boolean value: `true` or `false`.

The function returns `true` if the file exists. Otherwise, this function returns "false."

Description

This function determines whether a file exists or not and returns a boolean value of "true" if the file exists.

Example

This example attempts to determine whether the note.txt file exists or not in c:\\.

```
if ( system.functions.isfileexist("c:\\note.txt"))
      print ("file exist")
else
      print ("file doesn't exist");
```

Enhancements

This release includes the following enhancement type fixes. The following table includes all enhancements that were implemented after the release of Service Manager 9.34.P1.

Applications

CR	Problem	Solution
QCCR1E18989	You cannot use an array of approval group names as recipients in the Notification Engine.	The RAD process of the mailer is redesigned to allow an array of approval group names to be used as recipients in the Notification Engine.
QCCR1E20061	When emails are sent, an individual email is generated for each recipient instead of a single email being generated and then sent to multiple recipients.	When emails are sent, a single email is generated and then sent to multiple recipients.
QCCR1E51293	The system continues the process of relating a change when you click the Cancel button without providing a related reason.	Now a Skip button is added to skip the step of providing a related reason.
QCCR1E53023	Service Catalog bundle items cannot be created under the same request.	Service Catalog bundle items can now be created under the same request.
QCCR1E53369	When you enter the search text in the "What are you searching for" box in the an Employee Self Service (ESS) client of the Knowledge Management module, the system does not perform the search when you presses the "Enter" key. Instead, you have to navigate to the **Search** button first. This is not convenient to use.	Now the system performs the search when you press the "Enter" key.
QCCR1E63929	An enhancement is requested to make the **Set Reminder** option available when a user views a record in the Request Management module.	The **Set Reminder** option is added in the Request

CR	Problem	Solution
		Fulfillment module of Service Manager Codeless.
QCCR1E71635	The system does not validate the field values in the new Process Designer based Request Fulfillment module.	Now the system validates the field values.
QCCR1E71639	The system does not validate the field values on the request task form in the new Process Designer based Request Fulfillment module.	Now the system validate the values and the new request task form replaces the legacy line item form.
QCCR1E90162	When you edit an existing "group" expression, individual expressions can be edited, but the operator between them cannot.	When you edit an existing "group" expression, the operator can be edited as well.
QCCR1E95960	When a change record is moved to the next phase, the task conditions for the change model are not evaluated correctly, and thus the changes are not saved.	The task conditions can be evaluated correctly and the required activities can be executed successfully now.
QCCR1E98064	The Clock rule has the following limitations: • Operators cannot set the schedule for a clock. • Operators cannot set the time zone for a clock. • Operators cannot set the name that includes fields for a clock.	Now these limitations are removed.
QCCR1E99134	An interaction remains in the "Categorize" status even though it has been escalated. The status should be automatically changed to "Dispatched".	The status is now automatically changed to "Dispatched".
QCCR1E99207	Performance is slow when you log in to Service Manager.	Service Manager now lazy loads all global lists to optimize login performance.
QCCR1E99711	The number of attachments is not displayed in the change management module.	It is now displayed in the change management

CR	Problem	Solution
		module.
QCCR1E100481	In the Form Designer, field names from a table must be manually specified. The functionality for selecting available field names from a list is required.	Now you can select available field names after specifying a file name.
QCCR1E101652	When Process Designer Content Pack 9.30.3 is applied, the "Open - Linked" status and other related statuses no longer exist. To prevent an interaction SLO from breaching, the Service Desk workflow automatically sets the status of a new interaction to "Categorize." Escalated interactions that are also updated to the "Categorize" status and can no longer reach the "Open - Linked" status, the SLA clocks do not stop, and no schedule record that is used to set the interaction status can be found.	Now, the status of an escalated interaction is automatically set to "Dispatched."
QCCR1E104238	Some out-of-the-box fields are stored in the M2 table. These fields need to be moved to the M1 table.	All the out-of-the-box fields in the M2 table have been moved to the M1 table.
QCCR1E112070	You cannot select multiple field values in the item options and save the items for ordering.	You can now select multiple field values and save them. The system saves the selected multiple values in the cart items for the potential fulfillment workflows that you can implement.
QCCR1E112660	The status of an interaction is changed to "Callback" after a new incident is created. However the correct status should be "Dispatched".	The status is now changed to "Dispatched".
QCCR1E115156	Some time zone settings are not updated for 2014.	Now the time zone settings are updated for 2014.

Documentation

CR	Problem	Solution
QCCR1E73872	In the set.search panel of the the svcCat.display.catalog RAD application, an expression on line 5 hard-codes part of the query by specifying the description field as an exact match (description=). However, if you have a system in which you have disabled IR (because of the irdisable:1 parameter, bugs, performance, or other reasons), your catalog searches will never return any matches. Additionally, there is no known issue warning customers that performing Service Catalog searches requires IR to be working, and that the IR key definition for the catalog must include the description field.	The following description is added to the documentation to warn customers: IR search must be enabled for Service Catalog search. To enable IR search, set the ir_disable parameter to 0. To enable Service Catalog search, the description and desplayName fields in the svcDisplay DBDICT are set as the IR key by default.

Integrations

CR	Problem	Solution
QCCR1E94259	You cannot enable the OMi event drill-down function when the querySecurity parameter is set to "true."	The OMi event drill-down function works as expected when the querySecurity parameter is set to "true."

Service Request Catalog

CR	Problem	Solution
QCCR1E115234	The SRC user interface does not match the new HP user experience style.	The SRC user interface is now aligned with the new HP user experience style.
QCCR1E118713	The SRC tablet app does not support iOS 8.x.	The SRC tablet app now supports iOS 8.x.

Server

CR	Problem	Solution
QCCR1E92679	There is no option to use "NVARCHAR" as the SQL data type in Service Manager. In addition, out-of-box deployments of Service Manager should use "NVARCHAR" instead of "VARCHAR."	You can now create a SQL Server database that uses the "NVARCHAR" data type by using the server configuration utility.
QCCR1E99207	Performance is slow when you log in to Service Manager.	Service Manager now lazy loads all global lists to optimize login performance.
QCCR1E101195	The value of the numberoflogfiles parameter cannot be larger than 10.	Now the largest possible value of the numberoflogfiles parameter is 100.
QCCR1E104656	When you invoke the readFile JavaScript global method for a file that does not exist, you receive an error message.	The new bool isfileexist (filepath) function is added to evaluate whether a file exists or not.
QCCR1E105640	Information Retrieval (IR) in synchronous mode leads to performance issues.	The default value of the ir_asynchronous parameter is changed to 1 (asynchronous mode). We do not recommend that you use synchronous mode for Information Retrieval (IR).
QCCR1E105636	There is no warning if SSL certificates are about to expire.	If your SSL certificates are about to expire, the Service Manager server logs a message in the server log (sm.log). The certExpireWarningDays parameter is added to enable you to configure the warning period.
QCCR1E110971	There is a file named HPSM7_pdf.txt in the RUN folder.	The file name is changed from HPSM7_ pdf.txt to HPSM_pdf.txt.
QCCR1E111419	The dbdict utility does not support changing the SQL type from non-unicode to unicode.	The dbdict utility now supports changing the SQL type from non-unicode to unicode. The following SQL type changes are supported: • From varchar to nvarchar (when the length is not shortened) • From char to nchar (when the length is not shortened)

CR	Problem	Solution
		Note: SQL type changes from text to nvarchar (max) are not supported because the text type is deprecated in Service Manager 9.40.
QCCR1E111576	Cross table queries do not support the "distinct" filter.	Cross table queries now support the "distinct" filter.

Upgrade

CR	Problem	Solution
QCCR1E103532	Objects that are unchanged in the old applications version are not upgraded by the upgrade utility.	The locale name will be printed in sm.log, as follows: `7116( 2816) 01/23/2014 16:57:34 RTE I Process sm 9.40.0000 (-SNAPSHOT) System: 13080 (0x784DFB00) on PC (x64 64-bit) running Windows 7 SP1 (6.1 Build 7601) Timezone GMT+08:00 Locale en_US from QR-33049`
QCCR1E108518	When you apply a custom upgrade, the system handles "Already Current" objects, and performance decreases significantly.	To speed up the custom upgrade process, a "Filter out the objects which are not changed?" option is added to the custom upgrade wizard. When this option is selected, objects that do not exist in the upgrade result, together with objects that have the "Already Current", "Kept Customer" or "Kept Customer Non-OOB" results type are ignored when you perform the custom upgrade. **Note:** With the option selected, do the following before you create a custom upgrade if you still want any unchanged objects to be included in custom upgrade: ● Objects that do not exist in the upgrade result: export the objects as an unload file, and then import them into the production system after you apply the custom upgrade. ● Objects with "Already Current", "Kept Customer" or "Kept Customer Non-OOB", result types: mark their result type as "Reconciled".
QCCR1E110822	When you resolve upgrade conflicts, the "Merge", and	When you resolve upgrade conflicts, the "Merge", "Mark as Reconciled", "Revert", and "Choose Upgrade" actions are present as buttons in the toolbar.

CR	Problem	Solution
	"Mark as Reconciled" buttons are located in the "more…" menu, which is inconvenient.	
QCCR1E113881	The Service Manager Upgrade Assessment Toolkit does not support Service Manager 9.31 with Process Designer Content Pack 9.30.3.	The base version data of Service Manager 9.31 with Process Designer Content Pack 9.30.3 is added to the Service Manager Upgrade Assessment Toolkit.
QCCR1E113873	SQL Compare Utility only displays the new fields in the upgraded version.	SQL Compare Utility also displays modified fields, new and modified primary keys, new and modified unique keys, and new and modified keys that have no duplicates in the upgraded version.
QCCR1E113878	The Service Manager Upgrade Assessment Toolkit does not support the Service Manager 9.20 applications.	The Service Manager 9.20 base version data is added to the Service Manager Upgrade Assessment Toolkit.
QCCR1E113880	The Service Manager Upgrade Assessment Toolkit does not support Service Manager 9.31 with Process Designer Content Pack 9.30.2.	The base version data of Service Manager 9.31 with Process Designer content pack 9.30.2 is added to the Service Manager Upgrade Assessment Toolkit.
QCCR1E113879	The Service Manager Upgrade Assessment Toolkit does not support the Service Manager 9.30 applications.	The Service Manager 9.30 base version data is added to the Service Manager Upgrade Assessment Toolkit .
QCCR1E114153	After you click the "Apply an Upgrade" button, the upgrade path changes.	Now the upgrade path cannot be changed after you click the "Apply an Upgrade" button.

Web client

CR	Problem	Solution
QCCR1E93344	You cannot switch the split mode between the vertical mode and the horizontal mode in a list detail page.	Now you can click a button to switch between the vertical mode and the horizontal mode.
QCCR1E102042	The frames and graphics of the workflow cannot be read by screen readers (such as JAWS) and are not accessible by the keyboard.	When you press the Tab key and move the focus on the Workflow, the current phase and the next potential phase can be read by screen readers.
QCCR1E103315	If you expand multiple collapsible sections in the details form, and then navigate to the bottom of the details view, you will have to scroll up a long way to reach the top of the detail view. There is no quick method for you to return to the top of the view.	If you expand multiple collapsible sections in the details form, and then navigate to the bottom of the details view, you can now quickly return to the top of the details view by clicking the newly added "Back to Top" button in the Jump Address combo list on the toolbar.
QCCR1E103496	You cannot expand or Collapse all collapsible sections in the detail view in the Web client.	Now there are two newly added buttons (Expand All and Collapse All) in the Jump Address combo list on the toolbar, so that you can expand or collapse all collapsible sections in the detail view in the Web client. **Note**: Expand All and Collapse All only work for the first level sections and they will not change the status of child sections (groups).
QCCR1E112070	You cannot select multiple field values in the item options and save the items for ordering.	You can now select multiple field values and save them. The system saves the selected multiple values in the cart items for the potential fulfillment workflows that you can implement.
QCCR1E116578	The Security Rights field is not removed.	The Security Rights field is removed.

Fixed defects

This release fixes the following defects. The following table includes all fixes that were implemented after the release of Service Manager 9.34.P1.

Applications

CR	Problem	Solution
QCCR1E31634	You cannot add security folders for known error tasks.	Now you can add the security folders.
QCCR1E49784	When you create a new change, if you click the "Apply Template" button and then click the "Fill" button to fill in the "Affected CI" or the "Associated CIs" field, the CI that you select is not added to the field. Instead, you get an error message.	The CI that you select is now added correctly.
QCCR1E51146	If the Folder Entitlement functionality is enabled, the suspended incidents are not automatically activated even though you have set the the schedule to activate them.	Now the suspended incidents can be activated as scheduled.
QCCR1E54032	When a "Required Action" record is created for an interaction and a related incident is reopened via the "Required Action" record, a second active "Required Action" record is created for the incident. This results in multiple active "Required Action" records for the same interaction. **Note**: The functionality works well if the related record is a change record.	Now when a second active "Required Action" record is created for the incident, the original "Required Action" record is set to "inactive".
QCCR1E58958	On the Polish version of Excel 2003 or 2007, the .csv files exported via the "Export to Text File" functionality of the Windows client displays corrupted characters.	Exported files can now be displayed correctly.
QCCR1E62029	Users are unable to delete views through the Manage Favorites option in the Web client. This is reproducible on the out-of-box data of Service Manager 7.11.281. The Delete button is available only if the Manager field is populated with the log-in name of the operator who created the view. This has to be performed by an administrator, but users should be able to create or	Now the field is filled with the operator name, and the views can be deleted by the operator.

CR	Problem	Solution
	delete personal views without populating the field.	
QCCR1E72884	After you upgrade to Process Designer and specify a unique change.task.link in the cm3catphase record table, the specified link does not work correctly. Instead, the fields are always mapped to the record from the parent change when you create a new task.	After your upgrade to Process Designer and specify a unique change.task.link in the cm3tcatphase record table, the specified link works.
QCCR1E79428	When the Process Designer Content Pack is applied, the "Copy Record" option for changes causes the change number to be empty (NULL) if a notification is configured by a rule set.	Now number is no longer empty.
QCCR1E79884	When you duplicate an interaction record, and then immediately escalate the interaction, the original interaction is lost.	When you duplicate an interaction record, and then immediately escalate the interaction, the original interaction is not lost.
QCCR1E84689	Documents with invalid or poorly formed HTML or documents that contain unknown character sets cannot be indexed. These documents can be indexed correctly if they are run through "HTML Tidy" first. As these documents come in from "KMImport", implementing "JTidy" into the import process is required so that the documents are properly formatted.	Now the documents can be displayed properly.
QCCR1E88645	When the phase value is changed to "Change Assessment & Planning", the "Evaluation & Change Closure" phase form is still used.	Now the correct phase form is used when the phase is changed.
QCCR1E90790	RAD applications check the record size limit incorrectly, which causes performance issues.	RAD applications now check the record size limit correctly, and performance is not affected.
QCCR1E91238	System performance is not good when you log in to Service Manager.	This issue occurs because the inbox table has a composite key that is set on multiple fields. This slows down the query performance if the inbox table has a large number of records. Now, the unique key of inbox

CR	Problem	Solution
		table is changed to one single primary key, and the performance issue is resolved.
QCCR1E92230	Security roles are not interpreted correctly after templates that have related folder definitions are applied.	Now the security roles are interpreted correctly.
QCCR1E92836	After you create a new task and go through the new workflow, the status field has the value of "1". When this record is displayed in the "To Do" queue, the status field of this task is displayed as "1" instead of "Ready".	Now the status is displayed as a string instead of a number.
QCCR1E94864	The ChM Membership details are not copied when you use the User Quick Add Utility to add an operator.	Now the details are copied.
QCCR1E95347	The average response time for Change.Approver login is too long. It takes 8.3 seconds in a scenario that has 600 concurrent users.	The Change.Approver login now only takes around 6 seconds in the scenario that has 600 concurrent users.
QCCR1E96754	When the "Return to Blank Interaction?" option is selected, the system wrongly returns to the closed interaction page.	Now the system returns to the new interaction page.
QCCR1E97298	The title of the problem record cannot be edited.	The title of the problem record can be edited.
QCCR1E97369	An error occurs when you move the current phase record of a survey workflow to the next phase, and thus you can't move to the next phase successfully.	No error occurs any longer and you can move to the next phase successfully.
QCCR1E97391	Some default permissions are not mapped to out-of-box security roles as described in product documentation.	Now all the default permissions are mapped to the out-of-box security roles appropriately.
QCCR1E97626	With the Process Designer functionality enabled, when an incident is created via the SOAP web service and the "Category" field is not specified, the incident is not created successfully.	Now a default value is set for the incident category and the incident can be created successfully.
QCCR1E97823	The "New Update Type" field in the problem task editing form is wrongly marked as mandatorily required.	The field is now marked correctly.

CR	Problem	Solution
QCCR1E97786	The Journal Update field of an incident task is updated before the record is successfully saved.	Now the field is not updated before the successful saving of the record.
QCCR1E97790	The "HTML Templates" menu is not translated.	The menu is now translated.
QCCR1E97981	The "Open an Incident" connector does not work in the service catalog module.	The connector now works properly.
QCCR1E98060	Operators who don't have the "view" permission for the Service Desk module are listed in the "Delegate To" list for service approval delegation.	Now only operators who have the "view" permission are listed.
QCCR1E98065	The "service catalog approval delegation" functionality uses the change approval groups instead of the approval groups defined in operator role of the service desk module.	Now correct groups are used.
QCCR1E98056	The "Mass Update" functionality should not be available in the "My To Do List" view or "My Group's To Do List" view although the current user has the "update" permission for all the modules.	Now the functionality is not available in this situation.
QCCR1E98063	The "Approval Delegate" function for the Change Management module does not work correctly.	The function now works as expected.
QCCR1E98082	There are some special "TAB" characters in the "MigrationSetting" table.	The "TAB" characterss in the "MigrationSettting" table are removed.
QCCR1E98083	The query "current.phase=null", instead of "null (current.phase)", is used in the "MigrationSetting" table.	Now the correct query is used.
QCCR1E98093	Some items in the Link Type list of the Related Records menu are not translated.	The items are now translated.
QCCR1E98091	Localized strings are not used in the "Update Type" list in the incident module.	Now the localized strings are used.
QCCR1E98206	In a non-English environment, workflows are not displayed correctly in the "Find related information" page.	The workflows are now displayed correctly.
QCCR1E98217	When you select a service, the iterations through the records in the "cirelationships" table are very time-consuming. For example, the system response is very slow when you create a service with a large amount of nested "cirelationship" definitions.	Now the performance of this operation is improved.

CR	Problem	Solution
QCCR1E98216	There are a few English strings on the user interface.	These strings are localized now.
QCCR1E98329	The change model cannot be updated if either the start or end phase of the planned task contains the ampersand character.	The change model can be updated if either the start or end phase of the planned task contains the ampersand character.
QCCR1E98412	The icons for the "Close Invalid Request" and "Apply Template" buttons are missing when you create or search records in a localized environment.	The icons for the "Close Invalid Request" and "Apply Template" buttons are now displayed correctly in the localized environment.
QCCR1E98502	The "Completion Code" and "Solution" values are not translated.	They are now translated.
QCCR1E98485	The "Customer Visible" option of an incident record is not reset to false after the record is saved.	When an incident record is saved, the "Customer Visible" option is reset to false.
QCCR1E98475	With Process Designer Content Pack 9.30.3 installed, the Merge functionality does not work when you click the Save & New button after you edit an interaction record opened through a search. Thus you cannot perform the Merge functionality for the conflicting updates.	The Merge functionality is available when you click the Save & New button.
QCCR1E98563	The label of the "Close Interaction" button is displayed as "clickme".	Now the scmessage for a button is copied together with the workflow and thus the button label is displayed correctly.
QCCR1E98652	The "Survey Management" menu is not translated.	The menu is now translated.
QCCR1E98677	If you clear the "Copy Rule Sets" check box in the "copy workflow" wizard, the HP proprietary rule sets are not copied when you clone a workflow.	HP proprietary rule sets are now copied.
QCCR1E98680	The "Fill" functionality for the "Delegate to" field does not work properly when you input part of an operator name.	The functionality can now work properly.
QCCR1E98716	If you update the information on the Activities tab of an incident without selecting an update type, your updates	The updates are now saved properly.

CR	Problem	Solution
	are not saved.	
QCCR1E98797	The string "nextphase" is not translated for 15 languages.	The string is now translated for those languages.
QCCR1E98851	The rule set "sd.general" in the out-of-box interaction workflow contains an nonexistent field and is useless.	Now the rule set is removed.
QCCR1E98856	The items in the drop-down lists of "Reason for Change", "Risk Assessment", "New Update Type", "Activity Type", "Closure Code" are not translated in the change creation form.	These items are now translated.
QCCR1E98911	The items in the drop-down menu lists of "Match" and "With" are not translated in the "Solution Matching" form.	These items are now translated.
QCCR1E98909	The drop-down menu list of "Closure Code", "New Update", and "Risk Assessment" in the change task form are not translated.	They are now translated.
QCCR1E98907	The items in the drop-down lists of "New Update Type" "Activity Type", and "Risk Assessment" in some out-of-box change record forms are not translated for some languages (CN, FR, JA, RU, and DE).	The items are now translated.
QCCR1E98903	The items in the drop-down lists of "View", "Phase", "Status", "Approval Status", "Closure Code", and "Risk Assessment" in the search changes form are not translated for some languages (CN, FR, JA, RU, and DE).	These items are now translated.
QCCR1E98914	The items in the drop-down lists of "View", "Approval Status", and "Completion Code" are not translated in some lanuages (CN, FR, JA, RU, and DE).	These items are now translated.
QCCR1E98904	The items in the drop-down lists of "View", "Phase", "Closure Code", and "Risk Assessment" in the search task form are not translated in some languages (CN, FR, JA, RU, and DE).	These items are now translated.
QCCR1E98910	The items in the drop-down list of "Status" are not translated in some languages (CN,FR,JA,RU,and DE).	The items are now translated.
QCCR1E98908	In the environment administration form of the problem management module, the page title of "Environment" is not translated.	Now the page title is translated.
QCCR1E98942	Some strings in the phase column of the incident tasks are not translated.	The strings are now translated.

CR	Problem	Solution
QCCR1E98943	The value strings in the status box are not translated for the cancelled incident tasks.	Now the value strings are translated.
QCCR1E98941	The value strings in status box are not translated for all the closed modules.	Now the value strings are translated.
QCCR1E98957	The string "Full/Partial" is not translated.	The string is now translated.
QCCR1E98973	The drop-down list items for the "abandon phase" in the "closure code" form are not translated.	The items are now translated.
QCCR1E98977	In the first phase of a Knowledge Management document category, the reasons for the change record listed in the drop-down menu are not translated.	These strings are now translated.
QCCR1E98961	In the change editing form, the string "reopen" on the toolbar is not translated .	The string is now translated.
QCCR1E99006	The terms "Hardware Release" and "Software Release" are not translated.	These terms are now translated.
QCCR1E99047	Some fields are truncated on the Investigation and Resolution tab of the Problem detail page.	The truncation issue is now fixed.
QCCR1E99137	Task categories cannot be used to create tasks for a change record via a SOAP request.	Now the task categories can be used to create tasks.
QCCR1E99301	After the Process Designer Content Pack 9.30.3 is installed, even after an operator opens a change record with the "pending review" status, the record is still displayed as "Pending Review".	Now when a change record has been opened by an operator in the Pending Review group, it is no longer displayed as "Pending Review".
QCCR1E99495	In the out-of-box system when you set the display option "Modify column" to true, the functionality works well and the option is available for all views. However if you use the functionality after using the "by assignment group" display option, either an error message is displayed or the client crashes.	Service Manager does not allow users to customize virtual views like "Active Incidents assigned to Application" after the "by assignment group" option is used in the incident queue. Now an appropriate warning message is displayed.
QCCR1E99529	The working copy of a document is not removed from the indexed documents after it is reverted from the "pending" status.	The working copy of the document is now removed.

CR	Problem	Solution
QCCR1E99528	The Survey area and the Survey Configuration area are missing from the Role area list.	Now the issue does not exist.
QCCR1E99710	A change record is locked when a user with the "View only" permission views one of its related change records.	The change record is no longer locked.
QCCR1E99742	When you open a change record after a manual phase transition, the "On Enter" rule set is run once, but when you press a button to perform an action, the rule set "On Enter" is run again.	When you press a button to perform an action, the rule set "On Enter" is not run again.
QCCR1E100128	The workflow based rule sets on the "update" event are not executed when you perform manual transitions between Workflow phases.	Now the rule sets are executed properly.
QCCR1E100116	When the "Lock Parent Record" option is not selected for a change task, the parent change record is still locked when you view it.	The parent change record is no longer locked.
QCCR1E100118	The value types do not match the system fields in the Condition Editor.	Now the value types match the system fields.
QCCR1E100258	The help information on the "app.control" field in the "cm3rcatphase" table is not accurate because approvals are not restricted based on the setting.	Now information is added to indicate that the "override approval" function ignores this parameter.
QCCR1E100435	When an array is returned for setting a field value for a rule set, the data can't be displayed because there is another array within the array.	Now the array values can be displayed correctly.
QCCR1E100588	In Process Designer, the Task Planner for the change management module does not consider task dependencies when a task is closed.	Task dependencies are now considered when a task is closed.
QCCR1E100652	In the initial expressions of the Process Designer approval related processes for incident records, the value of $G.roleRights is changed to bypass the check but is not changed back in the final expressions.	In the initial expressions of the Process Designer approval related processes for incident records, the value of $G.roleRights is changed to bypass the check and it is changed back in the final expressions.
QCCR1E100647	Sometimes a task can be manually activated although it has dependencies on another task that is not yet completed or closed.	A rule set is added to prevent the task from being activated manually

CR	Problem	Solution
		in this case.
QCCR1E100728	After upgrading to Service Manager 9.31.2004, the Knowledge Management search times out when it executes a query with 0 documents found but the message returned indicates that the search is successful. The message should indicate that there has been a time-out issue with the search.	Now an appropriate message is returned.
QCCR1E101054	In the Task Planner, the drop-down lists for "Start Phase" and "End Phase" are not restricted based on the task category selected.	Now the lists are restricted based on the task category selected.
QCCR1E101089	When you order from the catalog within an interaction, the following error message is displayed after you click Save on the interaction form: file:(incidents) key:(incident.id=SD00000383) (se.base.method,update.record) The record being updated has been modified since read (se.base.method,update.record)	No error message is displayed now.
QCCR1E101119	Numeric values are treated as the char type in the Process Designer rule sets.	Numeric values are now treated correctly.
QCCR1E101272	If you edit a Knowledge Management document and enter some information in the "Update Comments" field and then publish the document internally or externally. the comments entered are not saved, and no update record is created in the "activityKMDoc" table.	Now the update comments are saved.
QCCR1E101297	After you upgrade Service Manager from 7.11, some information in the "Kmusagehistory" table is lost.	The lost information is now added back.
QCCR1E101530	When you respectively load two unload files with the same numbers of formats and queries, the content from the second unload file is missing.	The issue is caused by the duplicate formats in the unload records and now all the content can be unloaded correctly.
QCCR1E102141	The value of the "List format" character tailoring field is set to null, whereas the value of the "QBE format" character field should be used.	The value of the "QBE format" field is now correctly mapped to the "List format" field.
QCCR1E102453	The headings in a Knowledge Management document cannot be read by JAWS correctly.	The "h2" tag is added and the headings can now be read by JAWS correctly.

CR	Problem	Solution
QCCR1E102556	When a change record is moved to a new phase, "cm.auto.open.task" executes a query "logical.name=logical.name" in the "cm3r" table on "joincigroup" even if "logical.name" is null. This causes a scan of millions of possible records.	Now the system skips the query if "logical.name" is null.
QCCR1E102893	If you sort the ID column of the changeModel.qbe table for a second time, wrong records are returned.	Now correct records are returned if you sort the column again.
QCCR1E103015	Once the Process Designer functionality is applied to the change management module, a message indicating that the ECAB approval is pending should be displayed when an emergency change is pending the ECAB approval.	Now an appropriate message is displayed.
QCCR1E103042	After you apply Process Designer Content Pack 9.30.3, related interaction records are not closed in the Change Management module.	Related interaction records are now closed after the change record is closed.
QCCR1E103193	If you change the value of the "Assignment Group" field in an incident record, the value of the "asgnchg" field is not increased.	Now the value is increased appropriately.
QCCR1E103191	If you do not specify any status in the "Configuration Item" window, the message "Please provide a Status" appears and a search page is displayed. However the "Configuration Item" window should continue to be displayed.	When the message is displayed, the "Configuration Item" window is still displayed.
QCCR1E103257	When a problem management task is closed before its scheduled expiration time, a "past due" notification is still sent.	Now the notification is no longer sent unexpectedly.
QCCR1E103242	After logging in from the ESS portal, if you select the "View Open Requests" item, and then update a record, the service list is blank and you cannot update the record successfully.	Now the service list is initialized when you view an existing request, and thus you can update the record successfully.
QCCR1E103259	The use of the Folder Entitlement feature results in the applications reading all the "datadict" records at various points in the workflow and that negatively impacts the system response time.	Now the "dbdict" mapping is changed so that not all the records are read, and thus the system response time is improved.
QCCR1E103564	After the application patch HPSM 00456 is applied, the	Now the filter works

CR	Problem	Solution
	filter function for the "Relationships" of the "Configuration Item" doesn't operate properly. The "Upstream Configuration Item" with the "Physical" Relationship Type is also displayed.	properly and no extra information is displayed..
QCCR1E103607	The Unload Manager cannot merge the "displaycache" conflicts.	Now the "displaycache" conflicts can be merged properly.
QCCR1E104106	HTML notifications cannot be sent to the approver in the Change Management module.	HTML notifications can now be sent successfully.
QCCR1E104107	When you review a change that has been denied, you can see in the approval tab that the change has been denied and the person who denied it, but you cannot drill down into the Approval log to access the comments.	Now you can drill down into the Approval Log and access the comments.
QCCR1E104190	In the Accessibility client, the "Before this Date" and "After this Date" labels on the Change Management search screen are not read by JAWS.	The "Before this Date" and "After this Date" labels can be read by JAWS.
QCCR1E104525	If there is a workflow with default transition between two phases, and a rule set is placed on the initialization of the first phase, the rule set is wrongly triggered for the second phase as well.	Now the rule set is no longer triggered twice.
QCCR1E105012	The filters don't work if a view is selected in the Search form.	The filters now work properly.
QCCR1E105156	After installing Process Designer Content Pack 4, you encounter the following error when you do a search on the Search form of the change management module: "Process panel eval.expressions in RAD us.link encountered error in line 3 (us.link,eval.expressions)"	Now the search works properly with no error messages.
QCCR1E105337	A variable cannot be passed from a workflow rule to a process in the same rule set.	A variable can be passed from a workflow rule to a process in the same rule set.
QCCR1E105549	After you apply Process Designer Content Pack 9.30.3, updates to journals are not successfully saved to an interaction record by using the SOAP or REST interface.	The journal updates can be successfully saved now.
QCCR1E105608	After you apply Service Manager 9.21 Application Patch 3, some fields are added as the "intType" type in the "extaccess" table for some objects (such as "Change" (name=cm3r)). Therefore, the web service no longer	Now the web service works properly.

CR	Problem	Solution
	works correctly until you remove this added entry.	
QCCR1E105799	On the non-English client, the icons on the buttons of the Process Designer workflows are missing.	Now the icons are displayed properly on the buttons.
QCCR1E105905	After enabling the Folder Entitlement functionality, when you update an incident that includes a folder, with the Customer Visible check box selected, the related interactions record is not updated, even though the Linker background process has full permission to the folder in both modules.	Now the Linker background process can update the interactions correctly.
QCCR1E105933	When you save a change record in the "pending" status, notifications should be sent to all the approvers. However, the notification is sent to one "current.pending.groups" approver only, even when the "current.pending.groups" has more than one value.	Notifications are now sent to all the pending approvers.
QCCR1E105939	In a system with the Process Designer Content Pack installed, when you use the SOAP API to send a "CreateChangeRequest" request with missing fields, the function still returns the success code "0" although no change record is created due to validation errors.	Now the error code "71" is returned.
QCCR1E105977	If you add expressions to the link record "screlate.incidents.cm3r" that refers to $L.related, and order an item from the service catalog module that uses the catalog connector "Open a Change", the fulfillment process fails with the following error: RTE E Cannot evaluate expression (svcCat.init.interface,fill.info)	Now the fulfillment process can be successful.
QCCR1E106572	A record that is editable on one tab is read-only on another tab.	The form editing condition function is now affected by record modification and thus the editing status of a record is set consistently.
QCCR1E106769	The system is slow when you click "order from catalog" in a load balancing environment.	The system response is now faster in this situation.
QCCR1E106767	In a multiple language environment, the cart items are not displayed in the language that the users used when they logged in.	Now the correct language is used.

CR	Problem	Solution
QCCR1E107094	After you use a custom change model that has tasks created in the Task Planner to create a change record, only the last task created in the planner can be seen by the assigned group in the "To do" queue, other tasks cannot be seen unless the record is created and saved.	All the tasks can now be seen in the "To do" queue.
QCCR1E107508	Many "eventout" records are generated because the update notifications of the incidents are not processed by Javamail when the event class batch size is bigger than zero.	Now validations are added to avoid the situation.
QCCR1E107540	Validations used for "interaction to incident" escalation do not always work correctly.	Now these validations work correctly all the time.
QCCR1E107519	Users who have access to the "Mass Update" functionality can update any CIs, regardless of the assignment groups of each CI.	Now if the current user does not have the "update" permission for a record, the "Mass Update" functionality does not update that record.
QCCR1E107932	If you select Cancel and then return to the change record, the workflows do not work properly because the status field contains wrong information.	The status field contains correct information and thus the workflows can work properly now.
QCCR1E107904	The task status is displayed as a number instead of a string.	The task status is now displayed as a string.
QCCR1E108178	The Pending Approval emails are still sent to the approvers even if an approval request has been denied.	The emails are no longer sent if an approval request has been denied.
QCCR1E108195	The status information in the task planner and the task planner editor is not the same.	Now the status information is consistent.
QCCR1E108319	In the problem management module, if you use a variable $rc.update corresponding to the "New Update" label on the Activities tab, and initialize the variable as an array type {} in the displayscreen "pbm.view" record, there should be a warning message indicating that "New Update" is required when you save the record.	Now an appropriate message is displayed.
QCCR1E108274	The first letter of the word "Explanation" should not be capitalized in the popup message.	Now the capitalization issue is corrected.
QCCR1E108699	The date for the target order and the target completion	The date is correct in the

CR	Problem	Solution
	is incorrect in the dependent groups.	dependent groups now.
QCCR1E108674	The format for a record is incorrect when you stop at the "auto transition" step and then save the changes.	The format for the record is now correct.
QCCR1E108683	The Edit button is not disabled when you select more than one actions on the Action tab.	The Edit button is now disabled appropriately.
QCCR1E108788	The "Reopen settings" functionality should be removed in the Help Desk module after the Process Designer functionality is applied.	The "Reopen settings" functionality is now removed.
QCCR1E108755	The Delete button is not enabled when at least one task is selected, and it is not disabled when no task is enabled.	Now the button is enabled and disabled properly.
QCCR1E109087	The value of "$G.auth.categories" is not initialized correctly.	Now the value is initialized correctly.
QCCR1E109090	Some categories of problem records do not allow the records to be copied. If you copy a problem record of such a category, a warning message is displayed. However the message is not clearly written.	The message is rewritten and it is now clear and accurate.
QCCR1E109229	If you fill in the "New update type" and "New update" fields on the Activities tab when you work on a problem record, the data you have filled in gets lost if other operations that cause the page to refresh are performed, for example, validation of user input.	The data you filled in no longer gets lost after operations that cause the page to refresh.
QCCR1E109439	After an incident record is closed, the SLO status is breached before the expiration time is reached.	Now the SLO status is not breached before the expiration time is reached.
QCCR1E109465	The affected service devices are not displayed correctly when they are selected from the list of affected services in a change request.	Now the affected service devices are displayed correctly.
QCCR1E109655	It takes the trigger a long time to add a new child to a big relationship.	The performance for the "cirelationship" trigger is now improved.
QCCR1E109618	The editing form is closed when you click the "Save & Exit" button even if field validation fails.	The system does not close the editing form if field validation fails.
QCCR1E109754	When you select "Custom sort" to sort the interactions in the interaction list page, the sorting no longer works when the page is refreshed.	The sorting still works when the page is refreshed.

CR	Problem	Solution
QCCR1E109843	If two threads address a CI or its relations, and one removes a relationship, the other thread may not display the relationship changes accurately.	Please refer to the documented Workaround. HP does not plan to implement further changes to fix this issue.
QCCR1E110453	In the workflow for the Process Designer Content Pack, the date validation in the rule set is not completed localized. The term "greater than or equal" is always in English.	Now the date validation in the rule set is completely localized.
QCCR1E110537	If you use a default template for change categories with the Folder Entitlement functionality enabled, an error is generated when you try to create a new change of those categories.	Now no error is generated any longer.
QCCR1E110821	The status of the "Title" field in a problem record is wrongly set to read-only after you save the problem.	The field is now editable after you save the problem.
QCCR1E110825	The workflow "After successful update" is not triggered if you use JavaScript to change the phase of a record and then run the doAction("save") function.	Now the workflow is triggered properly.
QCCR1E110905	If the member list of an affected service is too long and you create an incident with the affected incident and its member CI, a SQL error occurs.	Now no SQL error occurs in this situation.
QCCR1E111067	The order of the elements in the source code does not match the logical or visual order of the elements in the wizard form.	Now the order matches.
QCCR1E111285	When multiple SLOs are defined in a SLA, and the SLA record is suspended, the SLOs are incorrectly set to "achieved" and the wrong or the last SLA is set to "suspended".	Now a new option "Use Legacy Unordered Suspend Process" is provided to support the legacy unordered suspended processes.
QCCR1E111325	The "Initial state" and the "Final state" of the "slo.qbe" list show wrong values as compared to the initial and final state of the same SLO in the "slo.view" list.	The values shown are now correct.
QCCR1E111374	When there are multiple pending approvals for a change record, the "Mass Approve" option does not work for a member of an approval group.	The member can now approve multiple change requests with the "Mass Approve" option.
QCCR1E111359	It takes the system a long time to perform the SLA	Now the SLA calculation

CR	Problem	Solution
	calculation when there are empty IDs in the SLO responses.	is optimized.
QCCR1E111354	The comments entered in the Service Manager client are not listed in the Activity Logs of Service Request Catalog.	The comments are now listed.
QCCR1E111567	A knowledge management workflow is not transitioned to the next phase based on the predefined rule set.	Now the workflow is transitioned correctly.
QCCR1E112179	The function "verifyChangeCategory" in the Scriptlibrary "changeManagement" does not validate the category for change tasks correctly.	The function now validates the category for change tasks correctly.
QCCR1E112165	When you configure the task categories in the change management module, if you type "D" in field "Workflow" of the search form and then click Fill, all the categories are listed instead of only the categories starting with "D".	The filter can now work properly.
QCCR1E112510	After you import CIs to the table "cirelationship", you get the following error when you browse the list of CIs: Script 'ciVisualizationGraph' line 827: ERROR out of memory at char 1) and (Script 'ciVisualizationGraph' line 804: ERROR TypeError: to has no properties at char 1) And then Service Manager stops working.	The root cause for this issue is that there is a CI record that does not exist in the "cirelationship" table. When the system looks for related CI records based on the CI relationship, it encounters an NPE issue. Please refer to the documented workaround. HP does not plan to implement further changes to fix this issue.
QCCR1E112599	The Calendar help topics are not really task-oriented and need to be reorganized.	Reorganized the Calendar help topics as suggested.
QCCR1E112659	Extra line breaks are added when you update a problem record for the first time.	No extra line breaks are added now.
QCCR1E112865	When a rule set is run to set the value for a field of the datetime type, the operation fails with the following error:	Now the field can be updated successfully.

CR	Problem	Solution
	Process panel run.javascript in RAD Ruleset.run encountered error in line 5 (Ruleset.run,run.javascript) Cannot evaluate expression (Ruleset.run,run.javascript) Bad arg(2) oper = (Ruleset.run,run.javascript) Cannot evaluate expression (Ruleset.run,run.javascript) Cannot evaluate expression (Ruleset.run,run.javascript) Bad arg(2) oper = (Ruleset.run,run.javascript) Cannot evaluate expression (Ruleset.run,run.javascript) ^ record.first_touch=Wed Jun 11 2014 17:12:54 GMT+0300 (GTB Daylight Time Script 'RuleEngine' line 1040: ERROR SyntaxError: missing ; before statement at char 24	
QCCR1E112858	Closing an incident through the web services returns "success" although the task actually fails.	Closing an incident through the web services does not return "success" if the task actually fails.
QCCR1E112819	The phase transition buttons are displayed on the ESS form.	The "ignore transition" flag is set and the transition buttons are no longer displayed.
QCCR1E112866	An interaction record cannot be closed after phase transition because it has been locked.	The record is now unlocked upon phase transition.
QCCR1E112917	When you order a catalog item bundle that has dependencies defined at the model level, the values for the fields group.parent, dependency.type, and vendor.time.zone are missing. However if the same item is selected when you open a quote manually, all the values are populated as expected.	When you create quote records in different ways, the values for the fields group.parent, vendor.time.zone, and dependency.type are filled with consistent values.
QCCR1E113046	If you set the value of the parameter "viewrecordlist" to false in the web.xml file, the Mass Update and Mass Approve buttons are missing when you search the change requests.	Now a new display screen is added for the Process Designer environment, and the buttons can be displayed properly.
QCCR1E113461	When a bundle is ordered several times and the quote is moved to the next phase, the line items should be updated for all bundles. That is to say, if one of the items in the bundle changes its status to "Ordered", in all the bundles in the quote the status of that item	Now the status of the items is updated properly.

CR	Problem	Solution
	should be changed to "Ordered" as well.	
QCCR1E113420	The color bar of the entry record is missing in the full calendar when the "." character is set as the date separator.	Now the date separator from the "tzfile" is used and the color bar is displayed properly.
QCCR1E113540	For the Timeperiod Configuration area, The "secRights" functionality for "Timeperiod.Approval" and "Timeperiod.Manager" does not function as described in user documentation.	Now the functionality works as described in user documentation.
QCCR1E113598	When users request an item from the service catalog, a service desk record and a quote record are created. During this process , 9 line items, instead of 6 line items, are created based on the dependencies configured.	Now no duplicate line items are created.
QCCR1E113635	The workflow back end transition record cannot be saved when you use the 9.40 web client together with the 9.31 Process Designer 3 environment.	Because the workflow properties are introduced since Process Designer 4, now the Workflow Property button is not visible in such an environment.
QCCR1E113752	When a Business Service with a large number of related CIs is selected, the Service Manager servlet does not work properly and eventually terminates.	Now the system performance is improved when a CI record is displayed.
QCCR1E113844	The "Always" option in rule set conditions does not work.	The "Always" option in rule set conditions works properly.
QCCR1E113921	The administrators do not have the "add" permission in the database manager.	Now the administrators have such permission.
QCCR1E113978	The "Search Interaction" item is displayed in the menu but cannot be used.	Now the item is not displayed.
QCCR1E114212	After subscription changes are opened, errors are found in the Service Manager log.	After subscription changes are opened, no errors are found in the Service Manager log.
QCCR1E114168	The translated field names on the change editing screen are not displayed properly.	The names are now displayed properly.
QCCR1E114463	For a change record, the Subcategory field on the detail form is a free text box and the field is read-only.	The field is now changed to be a combo box and it

CR	Problem	Solution
		is editable.
QCCR1E114525	The field "parent.phase" in the change task record is not in sync with the current phase of the parent change request record.	Now the field is in sync with the current phase of the parent change request record.
QCCR1E114694	The system should not display that a change task is in conflict with a time period, because the affected service for the change task is empty, which is different from the affected service of the time period.	This is a cache issue. Now additional logic is added and there are no conflicts any longer.
QCCR1E114755	When you use the "order from catalog" functionality to create a service catalog interaction from an interaction record, the items are deleted when you create the next request.	Now the items are no longer deleted.
QCCR1E114798	There is an Exception error when you save the format control "probsummary".	Now the format control can be saved successfully.
QCCR1E114967	When you use the dot (".") character as the date separator, the change calendar routines fail.	The change calendar routines no longer fail when you use the dot (".") character as the date separator.
QCCR1E114923	The upper case conversion for the field "change coordinator" sometimes leads to wrongly saved data.	Now the case conversion functionality is removed.
QCCR1E115009	Changes are not displayed correctly with the predefined color on the calendar based on the "Color Preference" conditions.	Changes are displayed correctly with the predefined color on the calendar based on the "Color Preference" conditions.
QCCR1E115006	An error message is displayed if you open the change detail form when there are conditions in the active change embedded calendar configuration.	Now no error message is displayed.
QCCR1E115244	The calculation for "approvaldel.show.groups" in Format Control is not correct.	The calculation is now correct.
QCCR1E115344	The usage condition doesn't work in time period category.	Now the application can evaluate the usage condition based on different context.
QCCR1E115443	In the Process Designer environment, the ID of the	Now the IDs are

CR	Problem	Solution
	"Calculate Time Period" option is the same as the ID of the "Approval->Approval" option.	different.
QCCR1E115441	The "New Value" field and the "Changed Properties" fields overlap on the "chm.cm3t.Update.Affected.Systems" form.	Now the fields no longer overlap.
QCCR1E115535	The "Risk and impact analysis" fields in the emergency change form are actually planning fields.	Now the label of the "Risk and impact analysis" tab in the emergency form is renamed to "Plan and Schedule".
QCCR1E115542	The translated text for the "planned" status does not exist, which makes an error message incomplete.	The translated text is added and thus the error message is complete.
QCCR1E115540	When Process Designer Content Pack 4 is applied, the known error records are migrated to the "rootcause" table, and that causes the incorrect calculation of the number of the related records by the system.	Now the number of the related records can be calculated correctly.
QCCR1E115641	Setting a relative value in an array of a date/time field in a template is not correctly applied to incident records.	The values are now transformed to absolute dates and thus the value can be correctly set.
QCCR1E115582	When orders are created, the "rmo.create.order" operation does not check all the line items.	Now all line items are checked.
QCCR1E115726	Some fields in the "cm3r" table have the same description.	Now these fields have different descriptions.
QCCR1E115813	The format control "rootcause" calls the JavaScript function lib.rcaCI.affectedCI () twice.	Now the duplicate JavaScript call is removed.
QCCR1E115857	The title "Change Calendar" is used in the incident "IM.close.incident" form.	Now the title is corrected.
QCCR1E115879	No tooltips are available for the menu buttons in the "Task Plan" for Change Management.	Tooltips are available for the menu buttons in the "Task Plan" for Change Management.
QCCR1E115953	It is not a good solution to use the trigger "timeperiod.conflict.notification.after.change.approved" to send emails when a change conflicts with one of the TPs.	Now the trigger is removed and the mail notification is moved into "cm.update.save", which

CR	Problem	Solution
		is called during the approval process.
QCCR1E115951	Some labels and fields overlap on the Related Records tab of the New Problem form.	Now the labels and fields no longer overlap.
QCCR1E116050	It takes a long time for the system to display a Relationship Graph and you cannot expand CI groups in the graph once it is displayed.	Now it takes less time for the system to display a Relationship Graph and the CI groups can be expanded correctly.
QCCR1E116118	The interaction handle time saved in the system is incorrect. The saving time is used instead of the record creation time.	Now the correct handle time is saved in the system.
QCCR1E116148	When you move to another output event without making changes to the current record, a message box is displayed asking whether you want to save your changes.	Now no message box is displayed if no update is made for the current record.
QCCR1E116196	In the New Support Catalog Item Triplet Wizard of the service catalog module, you cannot fill in the Area field and the Subarea field.	Now the fields can be filled in properly.
QCCR1E116189	In Process Designer Content Pack 4, when duplicate keys are found during incident creation, an error message "This record has changed since you selected it." is displayed.	Now correct error message is displayed for the key duplication issue.
QCCR1E116240	The code in the text import wizard uses the octal numeral system.	Now the binary numeral system is used instead.
QCCR1E116277	Duplicate translated strings are displayed under the "Group By Field" drop-down list.	Duplicate translated strings are no longer displayed.
QCCR1E116455	The currency code for YTL should be TRY, instead of TRL.	Now the currency code is changed to TRY.
QCCR1E116533	The DEFAULT folder record cannot be found when the Folder Entitlement functionality is enabled.	Now the record can be found.
QCCR1E116560	When you do a "true search" for problem tasks, you may find the following warning message in the sm.log file: RTE W A Link line for 'vj.id.9' needed by 'Alert.horz.vj' in 'pbm.task.active' could not be found. RTE W A Link line for 'vj.id.9' needed by 'vj.id.9' in 'pbm.task.active' could not be found.	The warning messages are not generated any longer.

CR	Problem	Solution
QCCR1E116696	When there are two "Request Level Approvals" and they have different types: One is "All must Approve" and the other is "One must Approve", the approval of the "One must Approve" type does not work, because even though one of the two approvers already approved, the request is still in the pending status.	All the approvals work properly now.
QCCR1E116685	After you request withdrawal of an interaction, you see two "Change Category" options under the "More" menu, while the "Copy Record" option is missing.	Now you can see one "Change Category" option and one "Copy Record" option under the "More" menu.
QCCR1E117039	If you have performed the merge operation when you close a problem, the Description field might be missing from the Problem form.	Now the field is displayed correctly on the Problem form.
QCCR1E117178	It takes a long time for the system to display a Relationship Graph and you cannot expand CI groups in the graph once it is displayed.	Now it takes less time for the system to display a Relationship Graph and the CI groups can be expanded correctly.
QCCR1E117226	In JavaScript, the properties "SecuritySetupEnvironment" and "modifyTemplate" of the "$G.sm.environment" variable are not converted to the boolean type.	These properties are now converted to the boolean type.
QCCR1E117273	The term "incident" is used in the description for the problem category.	The description is now corrected.
QCCR1E117230	When you use the "Link New Record" functionality to create a new record for an incident without selecting any link type, the field name used in the error message is not consistent with the actual field name on the form.	Now the field names are consistent.
QCCR1E117294	After recalculation, the message is "Recalculation of the time period confliction completed." The message should be changed to "Recalculation of time period conflicts complete".	The message is now updated as suggested.
QCCR1E117413	Boolean values like "FALSE" or "False" are not supported in the enhanced text import wizard.	Boolean values are now supported in the enhanced text import wizard.
QCCR1E117515	Inconsistent terms are used for creating a new record in different modules.	Now the term "Create New" is used for creating a new record in all the

CR	Problem	Solution
		modules.
QCCR1E117594	The "Calculate Time Period Conflict" option is missing when you navigate back from a closed change task of a change.	The "Calculate Time Period Conflict" option is now displayed when the current change satisfies the "visible" condition.
QCCR1E117706	The relationship type of the interaction and the incident newly created from the interaction is empty.	Now the system sets the relationship type as "Related...", for example, "Related Incidents" for incident records.
QCCR1E117750	An "Exception" error occurs if you click the "edit current delegation" button without selecting a delegation record.	Now the first delegation record is opened for editing if no delegation record is selected previously and no errors occur any longer.
QCCR1E117817	When an operator has the update permissions for both "when assigned" and "when assigned to workgroup", the "when assigned" permission does not work.	Now the "when assigned" permission works in this situation.
QCCR1E117919	The SQL query string of the filter for "changemodel" is incorrect.	The SQL query string of the filter for "changemodel" is correct.
QCCR1E117901	You cannot select other effects when you use the "Generate schedule maintenance" functionality for a request record.	Now you can select other effects for request records.
QCCR1E118148	It costs 10 seconds to save one workflow including 15 workflow phases.	Now it costs only around 3 seconds to save one workflow including 15 workflow phases.
QCCR1E118319	When the Process Designer content pack is installed, new related interactions or incidents cannot be created successfully.	When the Process Designer content pack is installed, new interactions or incidents can now be created successfully.
QCCR1E118359	The query authorization is not implemented in some RESTful APIs. For example, some users can do all RESTful requests regardless of their permissions with	Now query authorization is implemented for all the RESTful APIs.

CR	Problem	Solution
	UCMDB APIs.	
QCCR1E118361	Newly copied standard workflows cannot be deleted due to an HTTP 500 error.	Now correct function is used to parse workflow name and the workflows can be deleted.
QCCR1E118457	The system performance is poor when you fill the "Affected Service" value in an interaction record.	Now the performance issue is fixed.
QCCR1E118432	Operator names that contain special characters cannot be saved and searched.	Now such operator names can be saved and searched.
QCCR1E118850	The Line Item approvals are not displayed in the Approval inbox view.	The query for the Approval inbox view is modified and now the Line Item Approvals are displayed properly.

Documentation

CR	Problem	Solution
QCCR1E77717	The Service Manager 9.30 Sizing Deployment Guide and the Service Manager 9.30 Interactive Installation Guide describe different specifications for the configuration of the Knowledge Management search server (SOLR).	The Service Manager Sizing Deployment Guide is updated with the correct specifications.
QCCR1E84547	IR search is not supported for the Arabic language.	IR search is not supported for the Arabic language, customers should use Solr instead.
QCCR1E100549	The Operations Orchestration integration documentation in the online help incorrectly describes the location of the keystore during the integration of Service Manager 9.31 and Operations Orchestration 10.01.	Added the following note to the "Enable SSL connection from Service Manager to Operations Orchestration" topic in the Operations Orchestration integration documentation in the online help: **Note**: If your Operations Orchestration system does not contain any keystores in these

CR	Problem	Solution
		folders, skip this task.
QCCR1E105498	The Upgrade Guide does not specify how to delete the delete.tmp field in dbdict.	The Upgrade Guide is updated to specify the steps to delete the delete.tmp field in dbdict.
QCCR1E112167	In the online help, the Incident Exchange (OMi - SM) integration is incorrectly referred to as the "SMOMi integration" or "OMi integration," which are not the official name of the integration.	Updated the integration name to "Incident Exchange (OMi - SM) integration."
QCCR1E114123	The "Create SM Operational Reports" section in the Operational Reports Guide incorrectly states that when you configure the login account, the password should be left empty.	Updated the Operational Reports Guide and removed the instruction to leave the Password field blank.
QCCR1E115563	Some sub-phases in the process of running an out-of-box upgrade should be modified or removed from the Upgrade Guide.	The sub-phases in the process of running an out-of-box upgrade are updated in the Upgrade Guide.
QCCR1E117432	The return value of the security.getRights, security.getToken, and security.hasRight Java Script functions is not clearly documented.	The description and examples are updated to reflect the correct return value.

Integrations

CR	Problem	Solution
QCCR1E102297	In a UCMDB integration, updates to the cirelationship table generate duplicate key errors if no valid ddmRule is found for the cirelationship table.	The cirelationship table can be updated successfully in UCMDB integrations.

Mobility

CR	Problem	Solution
QCCR1E95686	"Value List" values are displayed in the Comfill widget instead of "Display List" values.	"Display List" values are displayed in the Comfill widget.

CR	Problem	Solution
QCCR1E97881	An "Invalid thread number" error occurs when a new update is cancelled.	There is no invalid thread now.
QCCR1E98610	You cannot select the final candidate value in a combobox list if the combobox is located at the bottom of the form on a BlackBerry10 device.	You can now select the final candidate value in a combobox list as expected.
QCCR1E98612	UI forms are not resized correctly after you rotate the screen of a BlackBerry10 device from vertical to horizontal.	Forms are resized correctly now.
QCCR1E108665	When you access Service Manager Mobility by using the Chrome browser without first enabling the mobile simulator, a 404 page is displayed. Additionally, you cannot fix this situation by enabling the simulator unless you clean up the client cookies.	A new parameter (override.client.device) is added to the WEB-INF\classes\META-INF\app.properties file. The default value of the parameter is "mobile." This allows you to access Service Manager Mobility without enabling the simulator.
QCCR1E113749	The process of selecting a language in the Mobility client login page is not user friendly.	The CSS file is refined to make the process of selecting a language in the Mobility client login page more user friendly.
QCCR1E114216	Employee Self Service users cannot log in to Service Manager by using the mobility client when TSO is enabled.	Employee Self Service users can successfully log in to Service Manager by using the mobility client when TSO is enabled.
QCCR1E115183	The out-of-box template for a Knowledge Management Problem/solution article is incorrect.	The template for Problem/solution articles is corrected.
QCCR1E115236	The content of a Group control is not displayed in some conditions. For example, if you add a Group control in a Subform and use the Subform in another Group control or a Notebook tab, the content of the Group inside the Subform is not displayed when the form is displayed in Mobile applications.	The content of a Group control is now displayed in all conditions. For example, if you add a Group control in a Subform and use the Subform in another Group control or a Notebook tab, the content of the Group inside the Subform is displayed correctly when the form is displayed in Mobile applications.
QCCR1E115350	When you rotate the screen of an iOS device, the dropdown menu and attachment feature do not work correctly if the iOS toolbar is displayed.	The dropdown menu and attachment feature now work as expected.
QCCR1E115494	When you retract an approved Change,	The warning message that is displayed is

CR	Problem	Solution
	the warning message that is displayed is not user friendly.	now correct.
QCCR1E117264	When you cannot log in to the Mobile client because the maximum number of concurrent sessions is reached, the Mobile client does not display the correct message.	Now, the login error message is retrieved from the server, and the server message is displayed.
QCCR1E117258	After you approve a pending change approval record, the "My Pending Approvals" list view remains empty.	After you approve a pending change approval record, the "My Pending Approvals" list view is refreshed correctly.
QCCR1E117606	When a Change Approval record is displayed with a long Approval group name, the change ID column is not visible.	The Change ID column is moved so that the Change ID is visible even if the Change Approval record has a long approval group name.
QCCR1E117640	If you switch languages to log in to mobility many times, the language of the ESS KM search page becomes mixed.	The language of the ESS KM search page is displayed correctly now.
QCCR1E117880	Long text strings are not displayed correctly in the Employee Self Service approvals inbox.	Long text strings in the Employee Self Service approvals inbox now end with three dots instead of being truncated suddenly.
QCCR1E118007	The home page icon of the Mobility web app on mobile devices is the same HP logo for both the ESS mode and STD mode.	Different icons are now used for the ESS and STD modes.

Service Request Catalog

CR	Problem	Solution
QCCR1E93720	If an interaction is created in Service Manager, the operator in the Callback Contact field cannot see the ticket in SRC.	Callback Contact of an interaction now has the ability to see the interaction in SRC.
QCCR1E97979	You experience slow performance in a Service Manager system that has Process Designer Content Pack 9.30.3 applied when you approve a service interaction.	There is no performance issue in a Service Manager system that has Process Designer Content Pack 9.30.3 applied when you approve a service interaction.

CR	Problem	Solution
QCCR1E97978	You experience slow performance in a Service Manager system that has Process Designer Content Pack 9.30.3 applied when you submit a service item request or check the request status transactions.	There is no performance issue in a Service Manager system that has Process Designer Content Pack 9.30.3 applied when you submit a service item request or check the request status transactions.
QCCR1E106032	In Android 4.3 and above, SRC apps crash after you click the attachment button.	In Android 4.3 and above, the attachment button works correctly.
QCCR1E107925	SRC displays empty values and does not let users select a row if it is "false". If a field is false and if it is in the user selection, then SRC shows only an empty/blank value for the rows and then does not let the users select the row.	SRC displays false value and can let users select a row if it is "false". If a field is false and if it is in the user selection, then SRC shows false value for the rows and user can select the row now.
QCCR1E108449	Removed localized catalog items are not actually removed from SRC.	Removed localized catalog items are removed from SRC and are not displayed to users.
QCCR1E108945	For Requests with multiple line items and approvals on those line items, if one of the line item approvals is denied, then all the approve and deny buttons are disabled. In this way, the requester has to create an entirely new request for the other line items as they are unable to be approved.	For Requests with multiple line items and approvals on those line items, if one of the line item approvals is denied, the approve and deny buttons of other line items are not affected.
QCCR1E109043	The visibility condition doesn't work on the second item options in one bundle.	The visibility condition works normally now.
QCCR1E110116	The Approval and deny button is still enabled for a request even if it has already been approved by another operator.	The Approval and deny button is not enabled for a request if it has already been approved by another operator.
QCCR1E115216	Request fulfillment status of a bundle item is missing if the item name is different from its displayed name.	Request fulfillment status is displayed correctly by matching catalog item status with catalog item ID instead of item name.
QCCR1E117186	The copyright in logout page for SRC TSO is outdated.	The copyright in logout page/error page in TSO has been changed to 2010–2014 for SRC9.40.

Server

CR	Problem	Solution
QCCR1E89890	After you log a new incident, Grouped Views are not updated correctly.	Now, after you log a new incident, Grouped View are updated correctly and automatically.
QCCR1E96226	Your user session is terminated when you try to add an empty attachment to an interaction record by using a JavaScript.	You can now add an empty attachment by using a JavaScript.
QCCR1E97549	The KM Search Engine consumes a large amount of memory when it indexes for .xlsx, .docx, and .pptx files.	The KM Search Engine now consumes less memory when it indexes for .xlsx, .docx, and .pptx files.
QCCR1E97977	The SRC login process may take more than 9 seconds when Process Designer Content Pack 90.3.3 is applied to the Service Manager server.	The SRC login process suffers no performance issues.
QCCR1E100692	If you run a JavaScript query that resembles the following example against the dbdict, a "Signal 11" error occurs on the RTE. ```var file = new SCFile('dbdict');var sql = "select name,field from dbdict";var result = file.doSelect(sql);while (result == RC_SUCCESS) { print(file.name + " - " + file.field); result = file.getNext();}```	In this situation, the following message is now displayed to notify the user that this type of JavaScript is not supported: ```Select aggregate field "field" from file "dbdict" is not supported```
QCCR1E100720	When mail delivery fails, the following error is generated: RTE E scautod_create failed; SCAuto error 801	This error is not generated when mail delivery fails.
QCCR1E100784	Incorrect use of the setOrderBy() function leads to a "Signal 11" error.	The following error message is displayed if the setOrderBy() function is used incorrectly: SCFile.setSortOrder() expects two ARRAY parameters, for sort fields and sort sequences, and the array lengths must be equal.

CR	Problem	Solution
QCCR1E100919	A "Signal 11" error occurs when the doHTTPRequest() function parses an invalid parameter.	When the doHTTPRequest() function parses an invalid parameter, an error message is generated.
QCCR1E102832	Service Manager stops responding when the que:ir command holds IRQUEUE for a long time.	The que:ir command does not hold IRQUEUE for a long time.
QCCR1E103014	When a list view is invoked on the Windows client or web on the client, the Marquee is not automatically refreshed.	An issue in the Service Manager message publish/subscribe mechanism is fixed, and the Marquee is now automatically refreshed when a list view is invoked on the Windows client or web on the client.
QCCR1E103180	The SLA scheduler process fails and a signal 11 error occurs.	The signal 11 error was caused by the releasing of an uninitialized pointer in the SLA scheduler. This issue is now fixed.
QCCR1E103357	When you run an incorrect command from a list details page, a notification message is not displayed.	When you run an incorrect command from a list details page, a notification message is displayed.
QCCR1E103869	There is no parameter or property file for the sm -svc_import command to determine which directory or .xml file(s) should be imported.	The following two parameters are introduced to implement the functionality: -svc_files: "Comma separated list of files for import/export operation." -svc_excludefiles: "Comma separated list of files to exclude for import/export operation."
QCCR1E103839	Change workflows are not displayed when you log in to the Spanish language version of Service Manager.	This issue was caused by a variable that is not always initialized in a "format"-related function. This issue is now fixed.
QCCR1E105381	You cannot view Change Approval records if they contain a dot (.) as a date separator.	This issue is fixed by parsing a date with the correct date separator.
QCCR1E106288	The Service Manager server takes 3 seconds to process the requestProcessed() function.	The wait time is reduced to 100ms.

CR	Problem	Solution
QCCR1E106434	Suppose you are modifying a record in the Web client and set value to a field by clicking a button, which opens a new Tab for you to make selections. Before you make selections on the new Tab you click the original Tab to view the record information, and then go back to the new Tab to make selections, you find the selected value is not set for the field in the original Tab.	Suppose you are modifying a record in the Web client and set value to a field by clicking a button which opens a new Tab for you to make selections. Before you make selections on the new Tab you click the original Tab to view the record information, and then go back to the new Tab to make selections, you find the selected value is set for the field in the original Tab. **Note:** • You should customize your RAD to use the new RAD function setParentThreadDataOutOfDate(), so that when there are data changes in the original Tab after the new Tab is displayed an notification is sent to server. • Because the original Tab is reloaded after the value is selected for the field and the new Tab is closed, all the data changes on the record in the original Tab you make after the new Tab is displayed are lost after the original Tab is reloaded. So you should avoid making changes to the record in the original Tab after a new Tab is displayed for you to select value.
QCCR1E106996	The Service Manager SCAuto servlet disconnects from the network due to a null pointer exception.	The Service Manager SCAuto servlet is not disconnected from the network due to a null pointer exception.

CR	Problem	Solution
QCCR1E109961	Signal 11 errors are recorded in the log when Service Manager shuts down.	No Signal 11 errors occur when Service Manager shuts down.
QCCR1E110016	A Signal 11 error occurs when Service Manager processes a web service.	A memory issue is fixed and the Signal 11 error no longer occurs.
QCCR1E111543	The Service Manager Windows Client cannot communicate with the server through a proxy.	The requestviaproxy parameter is introduced to allow the Windows client to connect to the server through a proxy. The parameter is enabled by default.
QCCR1E111654	IR Queue processing is slow.	IR Queue processing performs as expected.
QCCR1E112034	A memory leak occurs if a field type in the SQL server is defined as "NCHAR."	The memory for NCHAR type fields is correctly freed.
QCCR1E113187	The Service Manager RTE JavaScript engine sometimes incorrectly performs garbage collection on objects that are still being used, which may cause memory corruption.	The Service Manager RTE JavaScript engine does not recycle objects that are still being used.
QCCR1E113277	Some processes stop responding when a new user session is created, which causes a login failure.	This issue is fixed.
QCCR1E113671	When you upgrade the Service Manager server, and you have an unsupported version of the Oracle Client, the following Oracle error occurs: Detected an unsupported version of Oracle Server	Now, when you upgrade the Service Manager server, and you have an unsupported version of the Oracle Client, the following error is recorded in the sm.log file: Detected an unsupported version of Oracle Client
QCCR1E114591	You cannot generate an index for the fsyslib library.	You can now generate an index for the fsyslib library.
QCCR1E115291	When you click Knowledge Management > Search Knowledgebase > KM Doc Id to search for a Knowledge Management document, it takes a long time (approximately 2 to 5 minutes), to open the document. The issue occurs for Knowledge Management articles that have a large number of attached files and for all users including Administrator.	The waiting time to open Knowledge Management articles is now acceptable.
QCCR1E115933	The icon for the "Change Time Zone" menu item is missing when you open one new time period in	The icon for the "Change Time Zone" menu item is displayed

CR	Problem	Solution
	all non-EN locales.	correctly.
QCCR1E116887	Values in the "Counter" field in the irqueue table do not increase automatically. This causes errors, and records are not inserted in the table when keys are converted to primary keys.	After the sm -system_addconstraint:irqueue:2 command is run to convert the irqueue table's unique key to a primary key when the ir_asynchronous:1 and primary_key_mode:1 parameters are configured in the sm.ini file, IR can regenerate any file.
QCCR1E116873	The "SCFile.getAttachment" JavaScript function does not work.	The "SCFile.getAttachment" JavaScript function now works as expected.

Upgrade

CR	Problem	Solution
QCCR1E105160	The following duplicate key error occurs after you perform an upgrade: `The record being added contains a duplicate key (apm.upgrade.data,add.save.record) file: (inbox) key:(container.id=,inbox.name=My Group's To Do List,inbox.type=Todo,operator.name=%NONE%) (apm.upgrade.data,add.save.record)`	There is no error after you perform an upgrade. Additionally, if the Upgrade Utility adds a record containing the same key value as an existing record, the key value of the existing record is automatically prefixed with a HHmmsssss-style timestamp to avoid duplicate a key error. At the same time, a message that resembles the following is logged in the except.log file: `file:xxxx, updated the field yyyy value from zzzz to 023308424zzzz` **Note:** The HHmmsssss-style timestamp is composed of hour (two bits), minute (two bits), second (two bits), and

CR	Problem	Solution
		millisecond (three bits).
QCCR1E112042	After an upgrade, changes to tailored Unique Keys are treated as exceptions and are recorded in except.log. For example: `dbdict:cm3rsubcat, Unique Key is {"category", "subcategory", "added.field1", "added.field2"} -- expected to be:{"category", "subcategory"}`	Now after an upgrade, changes to tailored Unique Keys are not treated as exceptions in except.log.
QCCR1E112766	The upgrade logs are incorrect when the upgrade path does not end with "\" or "/".	The upgrade logs are correct when the upgrade path does not end with "\" or "/".
QCCR1E114371	The value of "Out of Box tables have been deleted" indicator is not correct in the High Level report.	The value of the "Out of Box tables have been deleted" indicator is now correct in the High Level report.
QCCR1E114891	The unique keys of the notificationrevision dbdict and the notification dbdict are not consistent. The unique key of the notification dbdict is "id" and the unique key of the notificationrevision dbdict is "name, str.condition, sc.revision."	The unique keys of the notificationrevision dbdict and the notification dbdict are synchronized. The unique key of the notification dbdict is "id" and the unique key of the notificationrevision dbdict is "id, sc.revision."
QCCR1E116170	The Application build date is not correct after you perform an upgrade.	The Application build date is now correct after you perform an upgrade.
QCCR1E117247	The value of the "SC/SM Indexes not in RDBMS" indicator is not correct in High Level Report.	Now the value of the "SC/SM Indexes not in RDBMS" indicator is correct in High Level Report.

Web client

CR	Problem	Solution
QCCR1E67492	The wizard form overlaps with the 'Previous' and 'Next' buttons in the Execute OO Flow wizard.	This defect is fixed.

CR	Problem	Solution
QCCR1E91667	If you specify the number 000123 in the description field of the task planner and save the information, the "000" part is missing when you open the task planner again.	Now the value of the description field can be displayed correctly when you open the task planner again.
QCCR1E91879	The "Caption Condition" for the group widget does not work in the Web client.	The "Caption Condition" for the group widget now works in the Web client.
QCCR1E95509	The web client crashes when you mass-close interaction records.	This defect is fixed.
QCCR1E96678	When the maximum number of sessions on the server is exceeded, you are redirected to the goodbye page without any error messages if you try to access the webtier.	When the maximum number of sessions on the server is exceeded, you are redirected to a page with the following error message if you try to access the webtier: `<Max Sessions Exceeded>`
QCCR1E96694	The workflow graph is not displayed if the description of a workflow contains a special character such as "\b" or "\n".	The workflow graph is displayed normally if the description of a workflow contains a special character such as "\b" or "\n".
QCCR1E96692	Workflow data disappears in the "Workflows" page after saving a workflow which contains double quote (") in its description.	Workflow data no longer disappears in the "Workflows" page after saving a workflow which contains double quote (") in its description.
QCCR1E97708	When the "Unload Manager" page is resized in Internet Explorer, there are some overlap issues, and the position of the "Previous" and "Cancel" buttons cannot be adjusted properly.	Now the page can be resized properly.
QCCR1E98857	The first paragraph in a TextArea becomes the last paragraph after a page refresh is triggered by the Data Changed Event.	Now the content in a TextArea remains unchanged after a page refresh is triggered by the Data Changed Event.
QCCR1E98981	In the "Open New Problem" form, the "No records" and the "None" labels are not translated.	The labels are now translated.
QCCR1E100665	In a localized environment, when you create a new change request and save it without specifying a title, a message with untranslated strings is displayed.	Now the strings in the message are translated.

CR	Problem	Solution
QCCR1E101341	The Organize Favorite window still enables the 'open' and 'delete' buttons when no filter is selected after a delete action.	The Organize Favorite window no longer enables the 'open' and 'delete' buttons when no filter is selected after a delete action.
QCCR1E102109	The layout of the Detail page is changed after you open the task editor.	Now the layout is no longer changed.
QCCR1E102340	The launch of Task Planner is very slow, which is a potential performance issue.	The launch of Task Planner is normal.
QCCR1E102455	When you move the focus to a relationship graph within a CI record by using the Tab key, the screen reader does not read anything. Thus, a visually impaired user loses the reference point within the form.	This defect is fixed by moving the focus to an additional element that has the description of the relationship graph so that the screen reader can read this description.
QCCR1E103882	Suppose your computer is set to a locale that implements Daylight Saving Time (DST), and the clock is automatically adjusted for DST. When you select the switch-over date of DST through a calendar widget in the web client, the value displayed is the previous day.	Suppose your computer is set to a locale that implements Daylight Saving Time (DST), and the clock is automatically adjusted for DST. When you select the switch-over date of DST through a calendar widget in the web client, the value displayed is the day you selected.
QCCR1E103935	In SM TSO environment, if you set IIS HTTP Redirect URL to the full path of SM webtier including index.do (for example:http://myhost.mydomain:8888/sm9.33.0035_TSO/index.do), your attempt to access the webtier fails with the warning message: You recently refreshed the current page. If needed, save your work in the other tab first, and then continue. This warning message does not disappear after you click the "Continue" button in the message window.	This defect is fixed and you no longer receive the warning message.
QCCR1E104520	When you create a new workflow that has certain special characters in the description table, the workflow list will be emptied.	Special characters string in the description table of a new workflow no longer causes empty workflow list.
QCCR1E104974	Special characters are not properly handled in the Condition Editor drop-down list.	Now the special characters are properly handled.

CR	Problem	Solution
QCCR1E1059 20	The system hangs and the workflow cannot be opened any more if the "\'" character is added in the display name of the phase in the workflow editor.	The system no longer hangs and the workflow can be opened properly.
QCCR1E1064 34	Suppose you are modifying a record in the Web client and set value to a field by clicking a button, which opens a new Tab for you to make selections. Before you make selections on the new Tab you click the original Tab to view the record information, and then go back to the new Tab to make selections, you find the selected value is not set for the field in the original Tab.	Suppose you are modifying a record in the Web client and set value to a field by clicking a button which opens a new Tab for you to make selections. Before you make selections on the new Tab you click the original Tab to view the record information, and then go back to the new Tab to make selections, you find the selected value is set for the field in the original Tab. **Note:** • You should customize your RAD to use the new RAD function setParentThreadDataOutOfDate(), so that when there are data changes in the original Tab after the new Tab is displayed an notification is sent to server. • Because the original Tab is reloaded after the value is selected for the field and the new Tab is closed, all the data changes on the record in the original Tab you make after the new Tab is displayed are lost after the original Tab is reloaded. So you should avoid making changes to the record in the original Tab after a new Tab is displayed for you to select value.

CR	Problem	Solution
QCCR1E1068 02	The popup subform is always displayed at the center of the page in Internet Explorer.	The popup subform on comfill can follow the mouse move.
QCCR1E1070 33	A long running transaction may results in the following 403 error page: Sorry, you are not authorized to access the specified resource.	Long running transactions now result in the expected timeout page: You have been logged out due to session timeout.
QCCR1E1070 73	Error tooltips are displayed when you add workflow based actions.	Now no error tooltips are displayed any longer.
QCCR1E1071 30	When you configure the "Workflow Based Actions", other fields are not resized accordingly if you resize one field.	Now the fields are resized accordingly.
QCCR1E1071 08	The bottom of the "Display Form" field is truncated in phase forms.	Now the bottom of the field is no longer truncated.
QCCR1E1070 81	Newly added or updated records are not resized properly when you adjust the width of the browser window.	Now the records are resized properly.
QCCR1E1089 36	Keyboard users cannot access the table cells in the workflow list table.	Now keyboard users can access the table cells.
QCCR1E1090 07	If a Comfill field is used to display an array of datetime values, there is an array of controls displayed for this field. But the "Open Calendar" button is only displayed for the last control.	Now the "Open Calendar" button is displayed for all the controls.
QCCR1E1105 26	The Quick Jump combobox will be hidden when you shrink the browser window size.	The Quick Jump combobox will not be hidden when you shrink the browser window size.
QCCR1E1110 37	The new UI style is not applied to the log-out page.	Now the style is applied.
QCCR1E1114 85	When the web client loads a large quantity of data in a table, Internet Explorer does not respond for a long time.	Now, when the web client loads a large quantity of data in a table, the web client initially shows only the top 19 rows and the last row, as well as a "Show Next 50' button. You can click the "Show Next 50" button to display another 50 rows. If there are no more rows, the "Show Next 50" button does not appear.

CR	Problem	Solution
QCCR1E1120 15	The focus style for the "Jump Address" combo box is not consistent with other elements in the page in accessible mode.	The focus style for the "Jump Address" combo box is consistent with other elements in the page in accessible mode.
QCCR1E1120 97	The Calendar opened through the "Calendar" menu in the System Navigator overlaps the Option Menu in Accessible view.	Now the Option menu is removed from the Calendar tab opened through the "Calendar" menu in the System Navigator in the Accessible view.
QCCR1E1124 47	JAWS does not read the field name of the "Impact" field in the new problem creation page.	Now the field can be read by JAWS.
QCCR1E1128 53	Suppose you design a form to add a Table as the only control and use it as a Subform (checkbox checked for both attributes Virtual Join and Display Using Table). If this Subform is then used by another Subform, when the form is displayed in the Web client, the Table content is displayed twice.	Suppose you design a form to add a Table as the only control and use it as a Subform (checkbox checked for both attributes Virtual Join and Display Using Table). If this Subform is then used by another Subform, when the form is displayed in the Web client, the Table content is displayed only once.
QCCR1E1134 17	If you change the branding configuration "Main Page Header Background", the background color of a Date Picker is changed accordingly.	Now the background color of the Date Picker remains unchanged.
QCCR1E1134 57	The Box Line property does not work for the Combo Box and Comfill. For example, after you change the value for the Box Line property of a Combo Box, the window size of the drop-down list of the Combo Box remains unchanged in the web client.	The Box Line property now works for the Combo Box and Comfill. For example, after you change the value for the Box Line property of a Combo Box, the window size of the drop-down list of the Combo Box changes accordingly in the web client.
QCCR1E1135 06	No value is shown for the Decimal widget in accessible mode.	Value is shown and can be read by JAWs in accessible mode.
QCCR1E1140 66	When the first column of the "qbe" list is empty, a link with the text "Detail" is displayed by default and this is confusing.	Now when the first column of the "qbe" list is empty, a link with the " -- " text is displayed instead.
QCCR1E1141 74	Usability is poor when you delete a workflow that has an HP logo.	The delete button is disabled for users who do not have a licence.

CR	Problem	Solution
QCCR1E114282	The print layout of the detailed information of an incident record is not the same as that in the details view. For example, the Assignment Group field is not printed on the same line as the Incident ID field.	The print layout of the detail information of an incident record is the same as that in the detail view. **Note:** When printing, although each field is still kept in the same horizontal section as that in the detail view, it is not exactly the same position as that in the detail view.
QCCR1E114349	The Option Menu caption is displayed in accessible.do and overlaps the title even when there is no More menu items.	The Option Menu caption is removed if there is no options.
QCCR1E114392	The "Check all" check box doesn't work in the Problem Management module.	Now table IDs are used instead of table names and therefore the check box works properly.
QCCR1E114830	The subform is not refreshed even its input is the same with the field that triggers auto complete.	The subform that use virtual join will be refreshed when selecting a candidate value from the auto-fill drop down list for the same field with subform.
QCCR1E114979	The contents in a Subform may overlap other controls in the Web client if the browser window is not maximized.	Now the contents in a Subform does not overlap other controls in the Web client if the browser window is of non-full screen.
QCCR1E115434	In the workflow detail page, if you press any key when the focus is on the workflow phase, a JavaScript error message is displayed.	Now no error message is displayed.
QCCR1E116736	You cannot save a workflow when the workflow data is big.	This defect is fixed by increasing the timeout setting for ajax request timeout.
QCCR1E116847	The focus line for full "Edit Cart" link in "Catalog Item" notebook tab is incorrect for an interaction.	This defect is fixed by distinguishing image, button, and linkLabel when setting captions.
QCCR1E117607	The Caption Condition does not work for a read-only Comfill Control.	This defect is fixed.
QCCR1E118490	There is no accessible warning to inform users that JavaScript was disabled in the browser.	If JavaScript is disabled in a

CR	Problem	Solution
		user's browser, the user is redirected to a separate page displaying a message that states Service Manager requires JavaScript be enabled. In addition, the user is allowed to navigate to the login page again once JavaScript is enabled.

Windows client

CR	Problem	Solution
QCCR1E91872	The Windows client fails to respond to Keyboard event after you save a group widget with empty caption. The response succeeds again only after a re-connection.	The Windows client now respond to Keyboard event even after you save a group widget with empty caption.
QCCR1E110467	The X and Y axes are not displayed for some Chart widgets in the Windows client.	The X and Y axes are now displayed for all Chart widgets in the Windows client.

Known problems, limitations, and workarounds

This software release has the following known issues and limitations.

Issues in HP Service Manager 9.41 Classic and in HP Service Manager 9.41 Codeless

Global ID	Problem	Workaround
QCCR1E124120	The new Service Manager Survey feature does not work in Service Manager 9.40 Classic.	There is currently no workaround available.
QCCR1E119102	Internet Explorer 10 or 11 cannot open some Service Manager pages, such as calendar and dashboard pages, because of the pages hanging and not loading. Additionally, when you access one of these pages with the **F12 developer tools** open, an "Access is denied" message appears on the console. This issue may occur when an automatic Internet Explorer upgrade has happened in the background, because both Internet Explorer 10 and 11 have an **Install new versions automatically** setting in the About Internet Explorer dialog. The Service Manager web tier uses the local storage functionality of Internet Explorer. The local storage file is stored under your user profile folder (normally, it is C:\Users\<*username*>\Appdata\LocalLow). When Internet Explorer is upgraded, this folder is probably protected, and any attempts to visit the local storage object will throw a Javascript error.	Restart your Windows operating system.
QCCR1E115067	Auto complete for the comfill in the "Link to Parent Incident" field of the incident form works incorrectly.	Upgrade the JRE to the latest version.
QCCR1E115514	Auto-complete for the the comfill in the "Link to Parent Incident" field in the Incident form does not work correctly.	There is currently no workaround available.
QCCR1E115283	The color indicator does not work for the field that retrieves the values from the DVD.	There is currently no workaround available.
QCCR1E113128	You cannot select the foreground color in Color Indicator Setting by using the keyboard.	There is currently no workaround

Global ID	Problem	Workaround
		available.
QCCR1E114911	Fields in ERDs that are duplicated in dbdict are not displayed correctly.	There is currently no workaround available.
QCCR1E116553	Truncation and overlapping of elements on the details page of records occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E118076	A Javascript error may occur when you sort a column.	There is currently no workaround available.
QCCR1E118066	Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E117293	When you rebuild relationships in Relationship Manager, link type relationships that have a "fixed" status are removed.	There is currently no workaround available.
QCCR1E115272	ERDs cannot be recovered when you open another tab in the same browser.	There is currently no workaround available.
QCCR1E93098	When you modify a problem record, and then try to close the record whilst a backend process modifies the record at the same time, you are prompted with a message that asks you to merge the conflict. However, after the record is merged, you cannot close the problem record.	There is currently no workaround available.
QCCR1E117837	When an administrator tries to configure the Service Catalog connector, they may see some "dirty" data, such as "XXX_tobeusedbypd." **Note:** You can ignore this "dirty" data.	There is currently no workaround available.
QCCR1E118260	When you search for an incident, interaction, or change in a heavily-populated database, the operation takes more than 20 seconds.	Change the first unique key to the primary key for the modules that have this issue.
QCCR1E116869	The primary key is lost after you change the length of a field	Manually recreate

Global ID	Problem	Workaround
	in a dbdict.	the primary key.
QCCR1E112005	Due to a limitation in Oracle 11g, records in the patchrelresults and scmessage tables that have a Primary Key cannot be unloaded correctly in an Oracle 11g database.	Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload.
QCCR1E119225	Timeperiod categories that have names that contain non-English characters are not displayed in the correct category group.	There is currently no workaround available.
QCCR1E119311	On Linux, if you run the server configuration script (`<SM installation path>/Server/configure`) on a graphic user interface (GUI), an error occurs.	Run the script on a console by using this command: **configure - consolemode**

Process Designer framework issues

Global ID	Problem	Workaround
QCCR1E111068	When you click a Change model in the navigation tree in Firefox, a TypeError occurs.	Use Internet Explorer or Chrome.
QCCR1E112202	When a workflow description tooltip contains too many lines, the background color is incorrectly displayed as white.	There is currently no workaround available.
QCCR1E113131	When you save a record for which an additional form is configured, the display returns to the primary form.	There is currently no workaround available.
QCCR1E115310	Hotkeys are not supported for menu items in the workflows page.	There is currently no workaround available.
QCCR1E115608	You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.	Manually change the display option ID.
QCCR1E115772	In Internet Explorer, the workflow viewer may unexpectedly scroll right or down if you have a scroll bar and the browser zooms in.	There is currently no workaround available.
QCCR1E115828	You cannot expand or collapse the workflow list folder by using the Space key. This behavior is therefore not consistent with accesibility	There is currently no workaround available.

Global ID	Problem	Workaround
	behaviour in the standard client.	
QCCR1E116043	The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task.	Reload the record.
QCCR1E116343	The query editor may be launched with an incorrect query record table name.	There is currently no workaround available.
QCCR1E116937	Requests that have an open request task cannot transition to the next phase, but activities can be saved.	There is currently no workaround available.
QCCR1E117452	When you update the values of the "Open in phase" and "Close by phase" fields in a task, the changes are not reflected in tooltips.	There is currently no workaround available.
QCCR1E117042	When you approve a record , and that approval triggers an automatic transition, open task validation is bypassed and the automatic transition occurs even if open tasks exist.	There is currently no workaround available.
QCCR1E117154	There is no reminder to users that they must set the table name of a rule set in order to populate the "Group Field Name" and "Service Field Name" drop-down lists in the Assignment rule configuration form.	There is currently no workaround available.
QCCR1E117366	The User Option condition does not work correctly when the option value is an array type.	In Condition Editor, set the value of User Option UO1 = {"1"} instead of User Option UO1 = "1"
QCCR1E118589	If you use the task editor to edit a task in a change model, and then try to save the change model, you receive a "The record being updated has been modified since read" error message.	Close the current change model and open it again to update the changes in the change model other than the task editor changes.
QCCR1E118741	Inconsistencies can occur between Change categories and "Open in Phase'/'Close by Phase" tasks in change models.	Manually update the "Open in Phase" and "Close by Phase" in Task Planner.
QCCR1E119196	A deadlock occurs if a dependent task instance is not created in Task Planner.	Add a manual workflow transition from the "Waiting" phase to the "Canceled" phase. This enables you to cancel planned tasks manually.

Upgrade issues

Global ID	Problem Description	Workaround
QCCR1E117762	If you tailor the primary key in the inbox dbdict before you perform an upgrade, an error occurs during the upgrade process.	Return the primary key to its original state.
QCCR1E117551	You receive the following error after you upgrade Service Manager: `Invalid object name 'CM3RM2'` **Note:** Ignore this error if CM3RM2 is created after the upgrade.	There is currently no workaround available.
QCCR1E118790	The operators/groups in Approval Definition are not correct after you upgrade to Service Manager 9.40.	To workaround this issue, add the correct operators/groups to the Approval Definition manually.
QCCR1E118814	Several secRights and secRole records are suffixed by "_migrated" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.40.	Manually remove the "_migrated" suffix from the profile name.
QCCR1E118817	Some lines of links are suffixed by "_disabled_by_PDRM" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.40.	Manually remove the lines of links that are suffixed by "_disabled_by_PDRM."
QCCR1E118821	Several records are suffixed by "_disabled_by_PDRM" or "_disabled_by_PDHD" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.40.	Manually remove the records that have a "_disabled_by_PDRM" or "_disabled_by_PDHD" suffix.
QCCR1E118823	Several records are suffixed by "_for_pd4_tobe_used" after you upgrade Service Manager 7.11, 9.21, or 9.3x to Service Manager 9.40.	There is currently no workaround available. **Note:** Do not delete these records.
QCCR1E119273	The "Significant" and "KM Change" change subcategories are not added during the upgrade process.	Manually add the subcategories.

Mobile Applications issues

Global ID	Problem	Workaround
QCCR1E117439	The chm.cm3r.release.mobile form retrieves members from the "COORDINATOR" group as the Change Coordinator values. However, the current data source table is "cm3groups," which is for Service Manager Classic.	Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.
QCCR1E103336	There is no split line between the Updates tab and the Approval tab in an Emergency Change record when you use the Google Chrome browser for Android.	There is currently no workaround available.
QCCR1E117328	A Reject Reason is filed in the retraction page with an empty Reject Reason option.	There is currently no workaround available.
QCCR1E117598	The Array comfill is displayed as a black block when you use the Mobile Applications in the self-service user view.	There is currently no workaround available.
QCCR1E117318	When you use Mobile applications and the web client on Service Manager 9.34 P4 or on Service Manager 9.40, you cannot upload attachments to an interaction when the "delay assigning interaction id" option is selected in Service Desk.	There is currently no workaround available.
QCCR1E115349	Items in the "My open Requests" and "My Closed Requests" lists are not displayed in the correct order. The latest request to be created does not appear at the top.	There is currently no workaround available.
QCCR1E118626	Pictures attached to interactions are not saved to the local gallery in IOS 8.1.1.	Use the Chrome browser instead of Safari.
QCCR1E101053	The Service Manager Mobile Applications hang when you drill down to the working copy of a KM article.	There is currently no workaround available.

Smart Analytics issues

Global ID	Problem	Workaround
QCCR1E118509	The "not" condition is missing when you perform hot topic analytics from a list.	There is currently no workaround available.
QCCR1E118508	When you perform hot topic analytics from a list, and the condition field is not in the IDOL index, error messages are displayed.	There is currently no workaround available.
QCCR1E118215	The Distributed Image Server does not support large size images (over 1MB) in concurrent user testing.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E118907	Hot Topic Analytics does not support accessibility as expected.	There is currently no workaround available.

Accessibility issues

Global ID	Problem	Workaround
QCCR1E118830	JAWS does not read the label for the text box in the Advanced Filter dialog box in the calendar.	There is currently no workaround available.
QCCR1E118831	JAWS does not read the label for the text box in the Filter dialog box in the calendar.	There is currently no workaround available.
QCCR1E118837	When JAWS is in "cursor on" mode, JAWS reads "read-only" for the drop-down field in the date filter dialog box, and cannot be operated by using the keyboard.	There is currently no workaround available.
QCCR1E118901	When JAWS is in "cursor on" mode, JAWS does not focus on, or support keyboard navigation to, the Delete/In Group specific filter field.	There is currently no workaround available.

Service Manager Reports issues

Global ID	Problem	Workaround
QCCR1E113455	The remote path and mapping path cannot be set in the File Server Base Path if you do not start Service Manager with administrative privelages.	Start Service Manager as an administrator.
QCCR1E102485	You cannot drill down into a pie chart that uses a simple query.	There is currently no workaround available.
QCCR1E104840	Only administrators can create a report on the activity table of each module. However, if an administrator creates and shares a report, users who receive the shared report can subsequently create reports.	Administrators can share reports with users who need to create reports.
QCCR1E116868	You cannot modify the order of pivot fields in Hebrew in a dashboard or preview panel.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E113689	You cannot export schedules to the file server if the schedule name includes a question mark ("?").	There is currently no workaround available.
QCCR1E103975	Daylight saving time is not supported by the **tochar()** method in adhoc SQL.	There is currently no workaround available.
QCCR1E102491	The partition color of charts with simple queries is incorrect.	There is currently no workaround available.
QCCR1E109588	List reports cannot retrieve data from replicated databases.	There is currently no workaround available.
QCCR1E109691	Date/time values are not supported in multi-level "group by" fields.	There is currently no workaround available.
QCCR1E110835	Reports that have long legend text do not print as expected.	Shorten the legend label.
QCCR1E105868	Service Manager loads reports in a dashboard one-by-one.	There is currently no workaround available.
QCCR1E105815	Service Manager server CPU utilization is higher than expected when the ToDo queue is set as the landing page and the inbox size exceeds 50K.	Check the inbox size periodically, and control the size manually.
QCCR1E109576	When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen.	Refresh the dashboard before exporting a report.
QCCR1E118434	The temp file in the Tomcat temp directory cannot be deleted after the session is closed.	There is currently no workaround available.
QCCR1E106689	The list header of a view in the dashboard and in the ToDo queue are not the same.	Define the list field to match the qbe of the table.
QCCR1E109286	The whole pivot table report is exported when you de-select some options in the filter.	There is currently no workaround available.
QCCR1E112905	The report/Dashboard definition page is displayed in the old	There is currently

Global ID	Problem	Workaround
	style when you open it from the favorites and dashboard area.	no workaround available.
QCCR1E112573	Exported charts are inconsistent with the charts in the browser because the export function and the dashboard use different rendering methods.	There is currently no workaround available.
QCCR1E111387	"Title list" type reports are displayed with all columns in the ToDo queue.	There is currently no workaround available.
QCCR1E106640	Query conditions in the condition box and condition builder are not consistent.	There is currently no workaround available.
QCCR1E118269	The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.	Set a dedicated Service Manager instance for the reporting schedule.
QCCR1E111234	You can export reports as a PDF only in the system language font.	There is currently no workaround available.
QCCR1E117603	The meaning of the text string "inbox" is not always clear.	There is currently no workaround available.

Applications issues

Global ID	Problem	Workaround
QCCR1E118791	When you use the fill function to populate an Assignee field, the operation takes more than 10 seconds to complete.	Map the the assignment.groups field to an alias table in the operator dbdict, and create an index for the field.
QCCR1E118983	If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_ BIN, which does not support Chinese), when you create an HTML Template with a name containing text in that language, save the template and open the template again through a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text.	Click **Tailoring** > **Database Dictionary**, search for "htmltemplates," click the **htmlcode** field, and then change the SQL RC value to "true."
QCCR1E119106	If your SQL Server database uses Unicode with a	Click **Tailoring** > **Database**

Global ID	Problem	Workaround
	collation that does not support a specific language (for example, Latin1_General_100_ BIN, which does not support Chinese), when you create a knowledge document whose title contains characters in the unsupported language, the document is displayed correctly. However, if you search in the Knowledge Library using keywords from the document, the document is returned in the search results with characters in that language displayed as unrecognizable text.	**Dictionary**, search for "kmknowledgebaseupdates,"click the **recdata** field, and then change the SQL RC value to "True." If you already have garbled data in your search results, perform a full index against that library.
QCCR1E89819	The "Request TCAB Approval" step in the Normal Change workflow takes more than 100 seconds to complete when there are 6000 users in the database.	Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).
QCCR1E117326	The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.	There is currently no workaround available.

Issues in HP Service Manager 9.41 Codeless only

Global ID	Problem	Workaround
QCCR1E118616	The **Create One Request Fulfillment Record for each Device of Class X at location Y** effect option in Scheduled Maintenance does not work correctly.	There is currently no workaround available.
QCCR1E114145	If two items in a bundle have the same user option name, only the last user option can be referenced by the system for evaluation.	Do not use duplicate user options for items in one service catalog bundle.
QCCR1E117903	When you cancel a planned	There is currently no workaround available.

Global ID	Problem	Workaround
	purchase task before you finish creating it, validation of the task still occurs.	
QCCR1E113121	When you order a bundle without a connector, and when this bundle contains a sub-bundle with a connector, the connector that is defined in sub-bundle does not take effect.	There is currently no workaround available.
QCCR1E119205	When you click the Backout button in a Change record, you receive the following error message and cannot back out the Change: `You must enter the Backout Method for the change.`	Change Management in Service Manager Codeless includes validation on rulesets during transitions, and you can use this to bypass format control valition. To do this, follow these steps: 1. Open cm3r.discover formatcontrol. 2. On the Validation tab, locate the line that contains the "You must enter the Backout Method for the change" validation messsage. 3. Change the update and delete condition from `current.phase in $file="Discovery Back Out"` to `nullsub($G.pd.change.enabled, false)=false and current.phase in $file="Discovery Back Out"`.
QCCR1E119273	The "Significant" and "KM Change" change subcategories are not added during the upgrade process.	Manually add the subcategories.

Deferred issues

Global ID	Problem Description	Deferral comment
QCCR1E105815	Service Manager server CPU utilization is higher than the benchmark during peak time if landing page (dashboard) is	The potential inbox size was validated with customers in the early design review phase. According to feedback at the time, inbox sizes are not likely to exceed 50,000 records in the next two years. The CPU issue occurs only when the inbox size exceeds the restricted quantity. When the inbox size is 100,000 records, the peak time database CPU% is 44%. When the inbox size is 50,000 records, the peak time

Global ID	Problem Description	Deferral comment
	enabled.	database CPU% is 16%.
QCCR1E105868	The Service Manager server should support more threads loading data simultaneously in one user session.	This is a legacy RTE issue; Service Manager does not support multiple threads. Changing this requires a major effort to redesign the whole implementation.
QCCR1E100987	In the Mobile client, the user session count increases until no new users can log in.	To work around this issue, add a Service Manager servlet to increase the maximum number of sessions.
QCCR1E111283	Every click on the Problem Hunter button triggers a search of the IDOL server.	Deferred as there is limited impact, according to current performance testing results.
QCCR1E118210	Synchronous API calls to IDOL on Smart Ticket OCR are not supported.	Deferred as OCR is a back-end task which will not impact the experience of end users.
QCCR1E118215	The Distributed Image Server does not support large size images (over 1MB) in concurrent users testing.	Deferred as over 96% of customers' attached images are below 500KB.
QCCR1E111026	There is no warning message to access the Restful API Service Doc if the *restaccessviabrowser* parameter is not enabled.	This is by design but will be changed in a later release.
QCCR1E113589	The response time when a large number of tasks is mass updated is longer than expected.	There is a popup window to warn end users that performance may suffer when they update more than 10 tasks.

Backup and backout instructions

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

Server

Backup

Before you install the Service Manager server, 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.

Following these steps to back out the installation:

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 the next page.

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

- The folder that is defined in the *customize-folder* parameter in the web.xml file

- 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, we recommended that you 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 not listed above, Unload Manager is not available, and you can use Database Manager instead.

To use Unload Manager to make a backup, follow these steps:

1. Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.

2. Double-click **Apply Unload** to open the wizard.

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, follow these steps:

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 $L.file", "$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, "şAşvşŠşPğ[şVşĔşűŞÅŞİTñčţčsČ\\şGşŢğ[(şpşİşŹ%S[2]kåŞİ%S[1])", "error", {}, '02/28/12 15:35:34', 3, "ramuro"]}
{["ko", "10", 20, "어플리케이션에 복구할 수 없는 오류 %S이(가) 패널 %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 biļd 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, "åqČçČŪçŪŽŝåąkäuļŝĔąçûxáąăäuŪåkŲaeğ¢ŝLŪçšIéČñèŲŲ: %SiĔéäŲŪäąúéŘ¢æŘ¿ %SiĔŢ", "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.

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 is displayed.

> **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 instructions.

To roll back to your old data using Unload Manager, follow these steps:

1. Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.

2. Double-click **Apply Unload** to open the wizard.

3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file are displayed.

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, follow these steps:

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 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 installing the KM component and upgrading the JDK and KM-embedded Tomcat, perform the following tasks:

- Make a backup of the search engine installation folder. For example, `C:\Program Files\HP\Service Manager 9.30\Search Engine Backup`

- Make a backup of the files to be modified by the unload files in the KM patch.

- Make a backup of your schemastub.xml file under directory `<SM server>/RUN/km/styles/`.

Backout

After installing KM, follow these steps:

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 release. All components are shipped in three product installation DVDs because of the total size of their installation files.

For more detailed instructions, refer to the *Service Manager 9.40 Installation and Upgrade Documentation Center*, which ships with product DVD 3.

> **Note:** The *Installation and Upgrade Documentation Center* in DVD 3 replaces the version in DVD 1. You can also find the latest version of this document from the HP Software Support Online (SSO) website: **https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01313928**

Before you proceed, we recommend that you consult the latest *Service Manager 9.40 Support Matrix* at the following website:

https://softwaresupport.hp.com/group/softwaresupport/support-matrices

> **Tip:** You can find Service Manager 9.3x and 9.4x document links from this knowledge document on SSO: Service Manager 9.3x and 9.4x Document Matrix

Server installation

The installation files for Windows and Linux (setupserver.exe and setupLinuxX64.bin) ship with Service Manager installation DVD 1, while the installation files for other supported platforms (AIX, HP-UX, and Solaris) ship with DVD 3.

> **Note:** If you use an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 or later is required for Service Manager 9.40. For more information, see the latest *Service Manager 9.40 Support Matrix* at https://softwaresupport.hp.com/group/softwaresupport/support-matrices

For detailed installation instructions, see the *Interactive Installation Guide*, which you can access from the *Installation and Upgrade Documentation Center*.

> **Note:** The Service Manager 9.40 installation media does not include a version of Microsoft SQL Server Express, which is used for testing and demonstration purposes only. If you need to install SQL Server Express, you can download it from the relevant Microsoft website.

Built-in troubleshooting tool (SM Doctor)

SM Doctor is installed in the smdoctor directory of the server. For information on how to use this tool, see the *Guides and reference > Troubleshooting > HP Service Manager Doctor* section in the online help.

Web tier installation

The web tier webtier-9.40.war file ships with Service Manager installation DVD 1, and the webtier-ear-9.40.ear file ships with DVD 3.

For detailed instructions on how to deploy the new web tier, see the Interactive Installation Guide, which you can access from the *Service Manager 9.40 Installation and Upgrade Documentation Center*.

New customers

Deploy the new web tier from product installation DVD 1 or DVD 3, depending on your web application server.

Existing customers

To upgrade your web tier to this release level, you must back up and uninstall your old web tier, and then install the new web tier. To keep your custom changes, you must back up your customized files and restore your customizations in the new deployment.

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see Web tier backout instructions.

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-9.40.war or webtier-ear-9.40.ear file.

> **Note:** It is best practice to deploy with a unique context root. For example, /webtier-9.40.

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: **9.40.xxxx**.

Configuration notes for the user experience improvements in the web client

Sidebar mode

The sidebar mode only works in Power User view (index.do) and Enterprise Self-Service view (ess.do), but does not work in Accessible view (accessible.do) and Self-Service Accessible view (accessible_ess.do).

Accordion mode

When you deploy the Service Manager 9.40 web client together with a version of the Service Manager applications that is earlier than 9.40, you need to perform the following actions:

- You must install the QCCR1E114612_SM940_SM930.unl file. Otherwise, the System Navigator does not work.

- We recommend that you set the *Enablesidebarmenu* parameter to "False" to disable the icons and the sidebar mode of the System Navigator. Otherwise, the Service Manager web client uses the default icon for all menu items.

Quick help

Service Manager 9.40 moves the keyboard shortcut configurations from the web.xml file to the shortcut.xml file, which is located in the web tier's WEB-INF folder.

If you have customized keyboard shortcuts in a previous version of Service Manager and you upgrade to Service Manager 9.40, you must move the keyboard shortcut configurations from your old web.xml file

into the shortcut.xml file. Otherwise, your customized keyboard shortcuts do not work. For more information about how to configure the shortcut.xml file, refer to the following online help topic:

System Administration > Tailoring > Web tier > Editing Web client Key bindings

If the configuration of the shortcut.xml file is incorrect, the shortcut list displays an error message.

Windows client installation

Note: No features are being added to the Service Manager Windows (Eclipse) client. We recommend 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 installer (setupclient.exe) contains the executable installation files of the new Windows client.

Note: The Windows client installer will also install the Client Configuration Utility in the <Service Manager installation path>\Client\ClientConfiguration directory. To run the utility, double-click the confutil.bat file in this directory. However, we recommend that you use the web client if you want to provide end users with a customized client.

New customers

You only need to install the new Windows client. For detailed steps, see the *Installation and Upgrade Documentation Center* on product installation DVD 1.

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 Windows client backout instructions.

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

4. Run **setupclient.exe** from product DVD 1 to install the new client. For details, see the *Installation and Upgrade Documentation Center*.

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

   The client should be Release: **9.40.xxxx**.

Applications installation or upgrade

Note: Upgrading your applications to version 9.40 is recommended but optional. Before upgrading your applications, you must first upgrade your server and Windows or web client.

Installation and upgrade paths

New customers

If you are a new customer of Service Manager, install the Service Manager 9.40 applications by running the Server Configuration Utility. When you click the **Upload Data** button, the 9.40 applications and out-of-box data are installed.

Existing customers

If you are an existing customer of Service Manager 7.1x/9.2x/9.3x (excluding versions of 9.3x that have PDCP 9.30.1 or 9.30.2 applied), upgrade your applications to version 9.40 by installing one of the upgrade packages:

- Applications Upgrade Utility for English (Application_Upgrade_EN-9.40.zip) from the product installation media (DVD 1)

- Applications Upgrade Utility for Multi-Languages (sm9.40.0605_Application_Upgrade.zip in HPSM_ 00671.zip) from the HP Software Support Online web site

For upgrade instructions, see the *Service Manager 9.40 Installation and Upgrade Documentation Center*.

Note: If you are an existing customer of Service Manager 9.3x with PDCP 9.30.1 or 9.30.2 applied,

> you must apply PDCP 9.30.3 first, and then upgrade to Service Manager 9.40. If your applications
> version is earlier than 7.1x, you cannot directly upgrade to version 9.40. Instead, you can upgrade to
> version 9.3x (for example, 9.34) first, and then further upgrade to version 9.40.

About the Service Manager 9.40 Classic and Codeless modes

Service Manager 9.40 can be deployed in two different modes:

- HP Service Manager 9.41 Classic: Classic describes a 9.40 system that was upgraded from an earlier Service Manager release and in which Process Designer (PD) has not been enabled. In HP Service Manager 9.41 Classic, the Knowledge Management and Service Level Management applications are implemented on Process Designer. All other modules will continue to use non-PD, traditionally tailored applications.

- HP Service Manager 9.41 Codeless: Codeless describes a 9.40 system in which Process Designer has been enabled for Knowledge Management, Service Level Management, Service Desk, Incident Management, Problem Management, Change Management, and Request Fulfillment.

For new installations of Service Manager 9.40 (not upgrades), Service Manager is automatically installed using the Codeless mode.

The following table describes which modules are based on Process Designer in each mode.

Modules	Classic mode	Codeless mode
Knowledge Management	Process Designer	Process Designer
Service Level Management	Process Designer	Process Designer
Service Desk	Classic Tailoring	Process Designer
Incident Management	Classic Tailoring	Process Designer
Problem Management	Classic Tailoring	Process Designer
Change Management	Classic Tailoring	Process Designer
Request Management	Classic Tailoring	Process Designer

The following table describes which installation or upgrade path reaches which mode.

Path	Mode	Note
New installation	Codeless	Directly installs 9.40 in Codeless mode.
Upgrade from SM9.3x with Process Designer Content Pack 9.30.3 applied	Codeless	Directly upgraded to 9.40 Codeless after running the Upgrade Utility.
Upgrade from SM9.3x with Process Designer Content Pack 9.30.1 or 9.30.2 applied	N/A	Direct upgrade is not supported. Must upgrade to Process Designer Content Pack 9.30.3 first and then upgrade to 9.40 Codeless.
Upgrade from SM7.1x/9.2x/9.3x with no Process Designer Content Pack applied	Classic	Directly upgraded to 9.40 Classic after running the Upgrade Utility. Customers can then manually migrate to 9.40 Codeless by following the instructions in the Process Designer Migration Guide.
Upgrade from SC6.2x/SM7.0x	N/A	Direct upgrade is not supported. Must upgrade to 9.3x first and then to 9.40 Classic.

Application Unload installation

Note: All unload files in the server's platform_unloads directory in this release have been already merged into Service Manager applications 9.40 . These files are provided just in case you do not plan to upgrade to applications 9.40 while still want to take advantage of the relevant new features or fixes. Unload files included in this release are for Service Manager 9.3x applications, because the server and clients in this release do not support applications versions earlier than 9.3x. For the specific applications version to which each unload applies, see the "Applicable applications version" column in the following table.

Unload Files Included in the Current Patch

This release includes the following unload files.

Unload	Applicable applications version	Description
QCCR1E19946_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables extra columns in the "Attachments" section of records.
QCCR1E31324_ SM940_	9.3x (9.30 or later)	Fixes the issue that with Syslog audit turned on only a syslog record showing login is created and no record for logoff is recorded if the

Unload	Applicable applications version	Description
SM930.unl		user does not log out "normally."
QCCR1E31941_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables users to use a pre-configured decimal symbol when they complete numeric fields.
QCCR1E52767_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that users cannot add data policy definitions on joined tables.
QCCR1E67072_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables users to take advantage of the new KMStatusListener background process.
QCCR1E67610_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables you to block potentially dangerous attachments from being submitted to Service Manager through the clients (Windows, web, or web services).
QCCR1E67647_ SM940_ SM930.unl	9.3x (9.30 or later)	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.
QCCR1E70163_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that the KMUpdate process terminates abnormally.
QCCR1E71099_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables a QBE list to display Value Lists instead of the data directly retrieved from the database when you add a field by using **Modify Columns**.
QCCR1E71139_ SM940_ SM930.unl	9.3x (9.30 or later)	Solves the issue that 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's password has expired in the local database.
QCCR1E73452_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables Mandanten restricting queries to be updated correctly after a profile is edited.
QCCR1E76724_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes an issue in which a "Signal 11" error occurs when an IR regeneration is performed after the unique key of cm3r is deleted.
QCCR1E76796_ SM940_ SM930.unl	9.3x (9.30 or later)	Provides the ability to turn on debugging dynamically for user sessions or schedulers.

Unload	Applicable applications version	Description
QCCR1E78794_ SM940_ SM930.unl	9.3x (9.30 or later)	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through theService Manager 9.31 Mobility client. **Note:** This unload is not needed for the Service Manager 9.32 or later Mobility client.
QCCR1E99147_ SM940_ SM930.unl	9.3x (9.30 or later)	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.
QCCR1E99398_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables the inactivity timer function to work correctly when the Service Manager applications version is lower than the server version.
QCCR1E103456_ SM940_ SM932.unl	9.3x (9.32 or later)	Enables the "Any of these words" text search option when you export records to Excel or to a text file.
QCCR1E103581_ SM940_ SM932.unl	9.3x (9.32 or later)	Adds support for the auto-complete feature in the web client. **Note:** After loading this unload file, you still need to perform the following tasks to enable auto-complete for a specific Comfill field in a form: 1. Make sure that the **comfillAutoComplete** parameter is set to true in the web tier configuration file (web.xml). The default value is true. 2. Make sure the **Auto Complete** property of this field is enabled in Forms Designer. By default, this property is disabled.
QCCR1E106292_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables caching of the globallist and locallist files.
QCCR1E112012_ SM940_ SM931.unl	9.3x (9.31 or later)	Solves the issue that PD Framework components (including Condition Editor , Query Editor , Workflow Editor, and Task Planner) do not work correctly if an earlier version of the applications is running on the 9.40 RTE and web tier. **Note:** This unload is required if you are running 9.3x applications on the 9.40 platform.

Unload	Applicable applications version	Description
QCCR1E114612_ SM940_ SM930.unl	9.3x (9.30 or later)	The following SM9.40 features are using enhanced Remote JavaScript Service: Service Manager Calendar, Service Manager Reports, and PD Framework components (including Condition Editor , Query Editor , Workflow Editor and Task Planner). When running SM9.3x applications, the Remote JavaScript Service must be upgraded by loading this unload file so that these features can work correctly. **Note:** This unload is required if you are running 9.3x applications on the 9.40 platform.

How to load an unload file

Tip: If your application version is 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.

For detailed steps, search for the following topic in the online help: *Load an unload file*.

Smart Analytics installation

Smart Analytics in this release ships with product installation DVD 2. The SmartAnalytics folder contains the installation files for Windows (setupSmartAnalyticsWindowsX64.exe) and Linux (setupSmartAnalyticsLinuxX64.bin).

For installation and configuration instructions, see the *Smart Analytics Administrator and User Guide*, which you can access from both the *Installation and Upgrade Documentation Center* document on product DVD 1 or from the online help.

New customers

Install and configure Smart Analytics 9.40 by following the instructions in the *Smart Analytics Administrator and User Guide*.

Existing customers

Customers who have installed Smart Analytics 9.34 must back up certain configuration files and data, reinstall Smart Analytics 9.40, and then restore the original configurations. For details, see the *Smart Analytics Administrator and User Guide.*

Service Request Catalog (SRC) installation

Service Manager 9.40 installation DVD 1 includes the SRC package (`src-9.40.zip`), which contains the following files:

- A .war file for SRC 9.40 (`src-9.40.war`)

- A migration tool for upgrading customizations from an earlier deployment to SRC 9.40 (`src-migration-9.40.zip`)

- An encryption tool for generating an encrypted password (`encryptor-9.40.zip`)

- A validation tool that you can use to help ensure that your manifest.xml file is valid and usable (validator-9.40.zip)

> **Note:** In this release, the English version of the online help is updated for Service Request Catalog 9.40, while the localized versions are still based on SRC 9.32.

Before you proceed, read the *Service Request Catalog 9.40 Interactive Installation Guide* and the *Service Request Catalog 9.40 Customization Guide* available from the Installation and Upgrade Documentation Center.

> **Note:** Users who want to use Service Request Catalog on their tablet devices can download the HP Service Request Catalog app to their device from Google Play or the Apple Apps Store. To locate these apps, search for "HP SRC" in the appropriate store.
>
> The HP Service Request Catalog 9.40 tablet app supports Service Request Catalog versions 9.40, 9.34 and 9.33 (the SRC .war file).

New Customers

1. Deploy the `src-9.40.war` file by following the instructions in the *Service Request Catalog 9.40 Interactive Installation Guide*.

2. Configure SRC 9.40 by following the instructions in the *Service Request Catalog 9.40 Customization Guide*.

Existing Customers

1. Install SRC 9.40, as described above.

2. Migrate your customizations from the old deployment to SRC 9.40.
   - SRC 1.4, 9.32, 9.33, or 9.34 customers: Run the SRC migration tool to migrate your specific customizations from your old SRC deployment to SRC 9.40. For details, see the *Service Request Catalog 9.40 Customization Guide*.

   - SRC 1.2x or 1.3 customers: Manually restore your customizations.

Mobility client installation

Service Manager 9.40 product DVD 1 includes a compressed file (mobility-9.40.zip), which packages the following files:

- Mobility client installation file (mobility-9.40.war)

- Mobility client self-service interface unload (MOBILITY_ESS_SM940_SM932.unl)

New customers can directly install the new Mobility client by deploying the mobility-9.40.war file, while existing customers must uninstall their old Mobility client and then install the new one.

The Mobile ESS module is included in the Service Manager 9.40 applications, but not in earlier versions of the Service Manager applications that are supported by the Service Manager 9.40 platform (that is, Service Manager 9.34, 9.33, or 9.32). The .unl file is provided for customers running an older version of the Service Manager applications who want to use the Mobile ESS module.

Installation steps

Note: The Service Manager 9.40 Mobility client supports Apache Tomcat 7.0 (7.0.54 or greater) web application servers. Additionally, it can only work with Service Manager server 9.40 and applications 9.32 or later.

For more information about how to install the Service Manager 9.40 Mobility client, refer to the *Service Manager 9.40 Mobile Applications User Guide*, which you can access from the *Service Manager Installation and Upgrade Documentation Center*.

Enabling the Mobility self-service interface when running applications 9.32 or later

The Service Manager 9.40 Mobility client comes with a self-service user interface. However, if you are running the 9.32 or later applications, you must load the **MOBILITY_ESS_SM940_SM932.unl** file to enable this interface. For instructions on how to load an unload file, see .

Knowledge Management (KM) Search Engine and Import Utility installation

The KM component in this release includes the installation files for the KM Solr Search Engine (setup.exe and setup.bin), as well as the KM Import Utility (km-import-9.40.zip).

Service Manager 9.40 does not support the K2 Search Engine. This search engine requires a version of Service Manager applications earlier than 9.30, which is not supported by Service Manager 9.40 server and client.

Note: The KM Search Engine installation contains an unload file, which contains all Search Engine related application fixes after the Service Manager 9.30 release. These fixes are already merged into the Service Manager 9.40 applications. However, if your applications version is 9.3x, you must load this unload file after you install the KM Search Engine.

The file path of this unload file is: *<SearchEngine>*\kmsolr_unloads\QCCR1E91035_SM940_SM930.unl.

For detailed installation and configuration instructions, see the *Knowledge Management Search Engine Guide*, which you can access from the *Service Manager Installation and Upgrade Documentation Center* document on the product DVD or from the HP Software Support Online (SSO) website.

KM Search Engine

New customers

1. Make sure you have already installed Service Manager server and clients 9.40.

2. Install Service Manager 9.40 KM Search Engine. For installation instructions, see the *Knowledge Management Search Engine Guide*.

3. If you are running a 9.3x version of the Service Manager applications, load QCCR1E91035_SM940_ SM930.unl into your Service Manager system.

   Caution: Skip this step if you are running the Service Manager 9.40 applications.

4. Start your KM Search Engine.

5. Configure your search servers and knowledgebases, and perform a full indexing for all of your knowledgebases. For details, see the *Knowledge Management Search Engine Guide*.

Existing customers

Existing customer must reinstall the new KM Search Engine, and reconfigure their search server and knowledgebases.

1. Make sure your Service Manager server and clients have upgraded to version 9.40.

2. Stop your KM Search Engine.

3. Make a backup of your Search Engine installation folder and other necessary backups. See the KM Search Engine backout instructions.

4. Optionally, update the JDK installed on your search engine server host to JDK7 Update 67 or later.

5. Reinstall the new KM Search Engine by running the setup.exe or setup.bin file. For details, see the *Knowledge Management Search Engine Guide*.

6. If you are running a 9.3x version of the Service Manager applications, load QCCR1E91035_SM940_
SM930.unl into your Service Manager system.

> **Caution:** Skip this step if you are running the Service Manager 9.40 applications.

7. Restart your KM search engine.

8. Reconfigure your search servers and knowledgebases, and then perform a full re-index of all of
your knowledgebases. For details, see the *Knowledge Management Search Engine Guide*.

KM Import Utility installation

> **Note:** The **km-import-9.40**.zip file included in this release is same with the one shipped with
previous releases.

Extract **km-import-9.40.zip** in the Knowledge Management package to a local drive. For detailed
instructions on the use of the import utility, see the README file packaged in this .zip file.

ODBC Driver installation

The Service Manager 9.40 ODBC Driver installer (ServiceManager ODBC Driver.exe) ships with product
installation DVD 2.

For detailed installation steps, see the *Interactive Installation Guide*, which you can access from the
Installation and Upgrade Documentation Center.

Online Help installation

Service Manager 9.40 includes two English versions of the online help for two types of customers:

- Customers running HP Service Manager 9.41 Codeless

- Customers running HP Service Manager 9.41 Classic

The Online Help ships with product installation DVD 1 as two .zip files (sm_help_codeless.zip and sm_
help_classic.zip). Additionally, you can download the latest version of each zip file from the HP Software
Support Online (SSO) site: https://softwaresupport.hp.com

For detailed installation steps, see the *Interactive Installation Guide*, which you can access from the *Installation and Upgrade Documentation Center*.

Language Pack installation

Service Manager 9.40 includes language packs for the Service Manager server in 16 supported languages other than English. For a list of supported languages, see the *Service Manager 9.40 Language Pack Release Notes* that are included on the Service Manager 9.40 Language Pack DVD.

For detailed installation instructions, see the *Service Manager 9.40 Language Pack Installation Guide*, which is available from the HP Software Manuals website:

https://softwaresupport.hp.com

Service Manager support matrix

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

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:

1. Use a browser to navigate to the Software Support Online (SSO) web page:

   https://softwaresupport.hp.com/group/softwaresupport/support-matrices

2. Log on with your Customer ID and password or your HP Passport sign-in.

3. Navigate to the applicable information.

Send Documentation Feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Service Manager 9.40 Release Notes (Service Manager 9.40)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to ovdoc-ITSM@hp.com.

We appreciate your feedback!