HP Service Manager

Software Version: 9.34

For the supported Windows® and UNIX® operating systems

Patch 4 Release Notes

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What's new in this release

In this release, the primary key feature is updated. See "Primary key feature enabled by default" below.

This release also fixes a number of defects. See "Fixed defects" on page 6.

> **Tip:** As of Service Manager 9.33, the *Installation Information* section of the patch detail page will contain a link to a knowledge base article that contains links to all the previous release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.3x patches:
>
> https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00705452

Primary key feature enabled by default

In Service Manager 9.34p4, the primary key feature is enabled by default. Therefore, you no longer need to specify *primary_key_mode:1* in the sm.ini file to enable the primary key feature. Additionally, the primary_key_mode server configuration parameter is now obsolete and is therefore removed. 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 applications 9.32 or later.

Fixed defects

This release fixes the following defects.

SRC

CR	Problem	Solution
QCCR1E109026	The first parent category is always displayed in SRC if the item has two or more parent categories.	The parent category is displayed as you selected in SRC if the item has two or more parent categories.
QCCR1E117186	The copyright on the logout page for SRC TSO is outdated.	The copyright on the logout/error page in TSO has been changed to 2010–2015 for SRC9.35.
QCCR1E117597	SRC does not support approval delegation by the approval group.	SRC supports approval delegation by the approval group now.
QCCR1E118424	When you use custom images, the pointer flickers when you hover the mouse over empty spaces in tabs in the SRC Portal.	When you use custom images, the pointer does not flicker when you hover the mouse over empty spaces in tabs in the SRC Portal.
QCCR1E118447	The SRC Date/Time widget uses the 12-hour time format even though the 24-hour time format is set in the DateTimeFormat.properties file.	Now the SRC Date/Time widget uses 12/24-hour time format when the 12/24-hour time format is set in the DateTimeFormat.properties file.

Server

CR	Problem	Solution
QCCR1E99419	When you use the Oracle JSSE framework to trace TLS/SSL connections (javax.net.debug=ssl) on the Service Manager RTE on a Windows-based platform, no output is produced in the sm_<PID>stdouterr.log files.	Now when you use the Oracle JSSE framework to trace TLS/SSL connections (javax.net.debug=ssl) on the Service Manager RTE on a Windows-based platform, the output will be captured and put into the sm_<PID>stdouterr.log files.
QCCR1E103180	The SLA scheduler process fails and a signal 11 error occurs.	The signal 11 error was caused by the release of an uninitialized pointer in the SLA scheduler. This issue is now fixed.
QCCR1E111416	When you open a new incident, you can enter an invalid date time value in the **Outage Start** field. If you then click the **Save** button, the **Outage Start** field is reset to empty after the page is refreshed. It is inconvenient for you to make corrections against the invalid value.	When you open a new incident, you can enter an invalid date time value in the **Outage Start** field. If you then click the **Save** button, this invalid value of **Outage Start** field is retained after the page is refreshed.
QCCR1E111599	System unload and system load do not support or enforce primary keys.	System unload and system load support primary keys now. When you perform system unload or system load operations, the primary key is exported or imported as expected.
QCCR1E111654	IR Queue processing is slow.	Now IR Queue processing performs as expected.
QCCR1E112398	When you walk through a table and calculate the record number one by one, the result is wrong if the value of the *sqlupper* parameter is set to 1.	When you walk through a table when the value of the *sqlupper* parameter is set to 1, the Service Manager RTE uses the new count and fetch queries to correctly calculate the record number.

CR	Problem	Solution
QCCR1E117367	When you click the **Count Records** button after you search for the records of an array field, the total count of the matching records displayed on the page is incorrect in the Service Manager web and Windows clients.	When you click the **Count Records** button after you search for the records of an array field, the total count of the matching records displayed on the page is correct in the Service Manager web and Windows clients.
QCCR1E118766	When you try to import new columns from SQL into the file in dbdict, unexpected fields appear. This happens in development, testing, and acceptance environments. This error does not occur for other tables. In a Development environment, the issue occurs when you try to import a newly added db field. However, in the other environments, the issue even occurs when you run the import function without adding a new db field.	Unexpected fields disappear when you try to import new columns to main tables from SQL.
QCCR1E118920	Generated queries are flagged as having an error in some dashboards.	Now the generated query is not flagged as containing any errors.
QCCR1E118906	If the cross-table join query is used, and one record meets the filling condition, the field is not filled automatically if you click the **Fill** button.	When only one record meets the filling condition, the field is filled automatically if you click the **Fill** button regardless if it is a cross-table join query or not.
QCCR1E119066	Rejoined nodes are not visible on the System Status page after JGroups are split and merged again.	Now rejoined nodes are visible on the System Status page after JGroups are split and merged again.
QCCR1E119298	When an internal server error occurs when Service Manager processes an MTOM request, SM does not send a fault response in the correct content type.	When an internal server error occurs when Service Manager processes an MTOM request, SM sends a fault response in the content type as text or xml.

CR	Problem	Solution
QCCR1E119986	Some temporary files are not cleaned up after you upload attachments by using a web service request.	Now the temporary files are cleaned up.

Web client

CR	Problem	Solution
QCCR1E52992	File names containing certain characters do not work in the Service Manager web client. For example, if you modify a ticket and attach a file containing some certain characters in the file name, such as two or more periods in a row (..), the number sign (#), or the percent sign (%), the file can be saved to the ticket successfully but you cannot open or download it later.	File names containing certain characters such as two or more periods in a row (..), the number sign (#), or the percent sign (%), can work now in the Service Manager web client.
QCCR1E56910	A vertical scroll bar is displayed when there are too many records in a table. If you scroll to view the additional rows in the table, the column header row scrolls away.	A vertical scroll bar is displayed when there are too many records in a table. If you scroll to view the additional rows in the table, the column header row remains at the top of the table and only the data rows scroll.
QCCR1E92990	The **Popup Subform Enabled Condition** property for a Comfill does not work on the web client.	The **Popup Subform Enabled Condition** property for a Comfill now works on the web client.
QCCR1E111041	When an input field inside an editable table gets focus, JAWS does not read aloud the information of the column that it belongs to.	When an input field inside an editable table gets focus, JAWS now reads aloud the information of the column that it belongs to.

CR	Problem	Solution
QCCR1E111158	The web client does not use appropriate HTML heading tags (H1, H2 etc..) for some of the web page headlines.	The web client now uses appropriate HTML heading tags (H1, H2 etc..) for web page headlines for the following widgets: 1. The Option menu: H2; 2. The System Navigator: H2; 3. The active tab of a Notebook control: the heading level defined in Forms Designer; 4. The header of a popup dialogue: H2. The Heading Level property is available in previous releases for the Label, Wrap Label and Group controls. After you set value for this property in the Forms Designer, appropriate HTML heading tags can be generated for the web pages.
QCCR1E111416	When you open a new incident, you can enter an invalid date time value in the **Outage Start** field. If you then click the **Save** button, the **Outage Start** field is reset to empty after the page is refreshed. It is inconvenient for you to make corrections against the invalid value.	When you open a new incident, you can enter an invalid date time value in the **Outage Start** field. If you then click the **Save** button, this invalid value of **Outage Start** field is retained after the page is refreshed.
QCCR1E111433	Sometimes the label for a form field is not read aloud by JAWS. For example, if you set focus to a field whose label has a Caption Condition, or to a read-only input field, its related label is not read aloud by JAWS.	Now if you set focus to a field, its related label is always read aloud by JAWS.

CR	Problem	Solution
QCCR1E111639	A new tab is opened if you drill down a record from the ToDo queue list in the web client. However, if you then close the new tab, telephony does not work any more for the ToDo queue tab.	A new tab is opened if you drill down a record from the ToDo queue list in the web client. If you then close the new tab, telephony still works for the ToDo queue tab.
QCCR1E112399	When a toolbar button with shortcut keys is focused, its shortcut text is not read aloud by JAWS. JAWS only read aloud the text on the button.	When a toolbar button with shortcut keys is focused, its shortcut text, instead of the text on the button, is now read aloud by JAWS.
QCCR1E114274	If a label control with a proper HTML heading level is placed before a radio control in the same line, then it is not displayed in Internet Explorer 8.	If a label control with a proper HTML heading level is placed before a radio control in the same line, then it is now displayed in Internet Explorer 8.
QCCR1E114979	The contents in a Subform may overlap other controls in the web client if the browser window is not maximized to the full screen.	Now the contents in a Subform does not overlap other controls in the web client if the browser window is not maximized to the full screen.
QCCR1E118490	If you access Service Manager web client by using a browser with Javascript disabled, a blank page is displayed instead of the login page.	If you access Service Manager web client by using a browser with Javascript disabled, an information page is displayed: `JavaScript is currently not supported or is disabled by this browser. You need to enable JavaScript to be able to use Service Manager.` There's also a link on the page for you to navigate to the login page once you have enabled JavaScript.
QCCR1E118657	Suppose you have three tasks for a change plan, and the task IDs are set to 1, 2, and 3 respectively. The Task Condition value is not empty for Task 2 but is empty for Task 3. In the Task Planner, if you delete Task 2 and click OK to save the change, an invisible condition of Task 2 is populated to Task 3, dominating its creation when it reaches its Open In Phase.	Suppose you have three tasks for a change plan, and the task IDs are set to 1, 2, and 3 respectively. The Task Condition value is not empty for Task 2 but is empty for Task 3. In the Task Planner, if you delete Task 2 and click OK to save the change, the creation of Task 3 is not affected when it reaches its Open In Phase.

CR	Problem	Solution
QCCR1E118877	Sometimes the time period conflict symbol is not displayed in the Native Change Calendar.	Now the time period conflict symbol is always displayed in the Native Change Calendar.
QCCR1E118955	Suppose the expression of the Visible Condition of a Comfill control uses the value of a Text Area field. In Firefox, after you change the value of the Text Area field and focus out of it, the Visible Condition of the Comfill does not take effect immediately. You need to focus back to the Text Area field to make the Visible Condition of the Comfill to take effect.	Suppose the expression of the Visible Condition of a Comfill control uses the value of a Text Area field. After you change the value of the Text Area field and focus out of it, the Visible Condition of the Comfill takes effect immediately in all supported browsers.
QCCR1E119031	If the label for a mandatory Comfill or Combo box control has a Caption Condition, the required state of the control is not read aloud by JAWS.	The required state of a mandatory Comfill or Combo box control is now always read aloud by JAWS, even if the label for this mandatory Comfill or Combo box control has a Caption Condition.
QCCR1E119202	If you design a form to set a certain Heading Level to a Group control which displays the total number of records in it as part of its caption, then after the form is displayed in the web client, JAWS cannot read aloud the Heading Level for the Group.	Now JAWS can read aloud the Heading Level for the Group control even if it displays the total number of records in it as part of its caption.

Known problems, limitations, and workarounds

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

Issues in Service Manager 9.31 and patches

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

Global ID	Problem	Workaround

QCCR1E57385	When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 errors upon CIT initial connectivity test if exec-shield is not set properly.	Use one of the following solutions to work around this issue.
		
		Solution 1:
		
		Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.
		
		Solution 2:
		
		Before connecting Connect-It to the Legacy Listener connector, do the following:
		
		1. Add usethreading:0 in the sc.ini file, which is located in \<Service Manager server installation path\>\LegacyIntegration\RUN.
		
		    Note: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:
		
		    # sysctl -w kernel.exec-shield=0
		
		    # sysctl -w kernel.randomize_va_space=0
		
		2. Start the legacy listener.

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

Global ID	Problem	Workaround
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	This request is caused by the product running in an unsupported configuration. Change to a documented and supported configuration. If the problem still exists in a supported environment, contact HP Support. To work around this issue, do not use "RECORD_KEY" as a SQL Name for a field in dbdict. This field name is reserved by Service Manager. To do this, follow these steps: 1. Enter `dbdict` in the Service Manager command line box, and then press **Enter**. 2. Open the problematic dbdict which has the "record.key" field defined. 3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.
QCCR1E74808	After clicking the **Cancel** button in the Condition Editor from the Workflow Editor, the current tab sometimes becomes a blank screen and the tab cannot be closed.	No workaround is currently available.
QCCR1E105052	In Task Planner, the tooltip of a task displays the change phases with their names instead of their display names.	No workaround is currently available.

Issues in Service Manager 9.32 and patches

Service Manager Issues

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

Global ID	Problem	Workaround
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNot found Exception error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	There are two workarounds: • Use Internet Explorer instead of Firefox. • If using Firefox, import the client certificate into the Java console on the end user's machine. Here are the steps for Windows 7: a. Open Control Panel, and i n the Control Panel Search box enter "Java Control Panel". b. Double-click the Java console icon to open the Java console. c. On the **Security** tab, click **Manage Certificates ...**. d. On the Certificates window, select certificate type: **Client Authentication**, and click **Import**. e. Follow the wizard and import the client user's certificate.
QCCR1E97492	Clicking the **Back** button on the CI Visualization page (which opens when you click **More** > **Expand CI Visualization** in a CI record) causes a Firefox crash.	No workaround is currently available.
QCCR1E97603	If a format that contains a button with Enable condition is created or modified by using a Service Manager 9.31 patch 1 server, when using it in Service Manager 9.31 GA or earlier, the client crashes. However, formats created by using the Service Manager 9.31 GA or earlier server work fine.	Upgrade both of the Service Manager server and client to the same patch level: Service Manager 9.31 patch 1 or later.

Global ID	Problem	Workaround
QCCR1E94657	When PDCP4 is applied, the first group on the form is not shown in the Jump Address drop down list.	Move the scroll bar to the top-most position and then you will see the first group.
QCCR1E97856	In a single-line text field, some special characters whose HTML code is &#x...; (where … stands for a hex number) are not represented as their original format. Instead, they display as &#x...;. However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).	No workaround is currently available.
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields. To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control.

Global ID	Problem	Workaround
QCCR1E96391	Restful API: Results are in the wrong order when sorted by an array field. This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.	No workaround is currently available.
QCCR1E97898	Restful API: A 400 Bad Request error occurs when a RESTful API request is a cross-table join query.	The RESTful API framework supports simple queries and Service Manager native queries. Currently RESTful API framework does not support cross-table SQL queries.
QCCR1E98320	When a record is removed after being read, the Merge function still allows the user to merge the record and the user's input is lost.	No workaround is currently available.
QCCR1E98227	In Approval Delegation wizard, go to another page (do not change the delegation module) after choose the operator to delegate in "Select Approval Groups" page, then back to "Select Approval Groups" page again. You will find a blank line is displayed in the right table, instead of the operator record.	This is only a display issue, and will not impact the functionality. If you need to remove the operator from the delegation list, choose the blank line, and then click the remove icon; otherwise the operator will be successfully delegated once you save the update.
QCCR1E98576	When there are conflicted updates on system fields, the system displays the message "The conflicted fields cannot be merged. Reload the record.", whereas the Merge button is available. Actually, the merge function should not be available in such case.	Ignore the Merge button. Reload the latest record to edit this record again.

Global ID	Problem	Workaround
QCCR1E98398	When you are updating a record and adding attachments to this record, if your updates conflict with another users' updates or the updates of a background process, the attachments will be lost after either automatic or manual merge.	After automatic or manual merge, add the attachments again before saving the merged result of the record.
QCCR1E98411	SRC failed to retrieve service catalog items from Service Manager on upgrade from Service Manager 7.11 to Service Manager 9.32.	In the svcCatalog dbdict, the id.attach field is character type, which should be number type. The id.attach field is an alias of the id field in the svcCatalog table. To fix the issue, change the field type using the Dbdict Utility.
QCCR1E98618	Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32. Subcategory data is not upgraded.	If necessary, manually add the subcategory data. 1. Enter `db` in the Service Manager command line box. 2. In the Table field, enter `subcategory`, and click **Search**. 3. For each Catagory in the dropdown list, add the following Areas (enter a value in the Area field and click **Add**): `access`, `data`, `failure`, `hardware`, `performance`, and `security`.

Global ID	Problem	Workaround
QCCR1E98475	With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks **Save & New** in an interaction record opened through a search. 1. Open an interaction through a search. 2. Update the Title. 3. Another back-end process has updated the Title to another value. 4. Click **Save & New**. An error occurs: `This record has changed since you selected it.` You cannot perform Merge for the conflicted updates as expected.	If you encounter the error "This record has changed since you selected it." when clicking the **Save & New** button on an interaction opened through a search, to avoid abandoning your updates, do not use the **Save & New** button to save your updates; instead, first click the **Save** button to save your updates with the merged result, and then register a new interaction from the navigation menu.

Service Request Catalog Issues

Global ID	Problem	Workaround
QCCR1E90074	When entering a search string in Service Request Catalog, auto-complete does not work if the browser's preferred language is set to an East Asian language (for example, Simplified Chinese).	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E98339	Custom fields do not load the DEFAULT company value when the checkout panel is empty for one of the three checkout panels of your company.	After upgrade, you should manually add the same structure configuration of the DEFAULT company for the empty checkout panel of your company. For example, before upgrade, you, as an SRC administrator, only defined custom fields for the Service Catalog checkout panel for your company. After upgrade to Service Manager 9.32, if you want to use the support checkout panel and generic support checkout panel in SRC correctly, you need to manually add OOB configurations for the Support Catalog and Generic Support checkout panels, which you can copy from those panels of the DEFAULT company.
QCCR1E103491	When SRC starts in FIPS mode, JCE cannot authenticate the provider JsafeJCE.	Replace cryptojce-6.1.jar and cryptojcommon-6.1.jar in the SRC .war files with those from the encryptor tool folder in the same release package.

Issues in Service Manager 9.33 and patches

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

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

Issues in Service Manager 9.34 and patches

Global ID	Problem	Workaround
QCCR1E105375	Service Request Catalog does not allow approval delegation for the Time Period module.	No workaround is currently available.
QCCR1E106074	When you add custom multi-text fields to the Service Checkout page, the fields are not displayed correctly on the Resubmit page on an iPad.	No workaround is currently available.
QCCR1E107572	When you use the arrow keys to move up, down, left, and right through cells, JAWS reads "Not in the table" incorrectly.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E107573	When you put the focus on a column header after you switch the mode to table layer, JAWS reads the names of the first column header to the column header currently in focus incorrectly.	No workaround is currently available.
QCCR1E107712	In Internet Explorer 11, pressing F1 does not bring up the Service Manager help information.	To work around this issue,follow these steps: 1. Start Internet Explorer 11 from a desktop computer, and then log in to Service Manager. 2. Press **Alt** to access the menu bar in Internet Explorer. 3. In the **Tools** menu, select **Compatibility View settings**. 4. A dialog box appears, in which the "Add this website:" field is prepopulated with the host name or IP address of your webtier host. Click **Add** to add the website to the compatibility view list. 5. Click **Close**. The Service Manager web page refreshes and opens in compatibility mode.
QCCR1E107983	In Google Chrome, you are unable to use the **Tab** key to move the focus to or off the HTML Editor.	No workaround is currently available.
QCCR1E108558	When "Virtual PC cursor" is enabled, JAWS reads a group name three times when you expand the group.	No workaround is currently available.
QCCR1E109151	The grouping grid changes to a paging grid when you sort a table in the "Select a Time Period category" page.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E109390	Revisions cannot be added when you apply PDCP4 production data to Service Manager 9.34 applications that were upgraded from Service Manager 9.32 applications.	No workaround is currently available.
QCCR1E109577	When you log in to the web client by using Internet Explorer 8 for the first time, all the characters are displayed in an italic font.	Refresh the page in Internet Explorer.
QCCR1E110285	When JAWS 15 runs in Internet Explorer 10 or 11, the focus does not return to the correct radio button when you press **Shift**+**Tab**.	No workaround is currently available.
QCCR1E105370	The Quick Jump component is not displayed in certain screen resolutions.	No workaround is currently available.
QCCR1E110695	The MySM details page is not displayed in Hebrew or Arabic.	No workaround is currently available.
QCCR1E110784	Sortable column headers for editable tables do not have a sort icon.	No workaround is currently available.
QCCR1E110085	JAWS reads the words "read only" when the focus is on a language combo box.	No workaround is currently available.
QCCR1E110343	The Auto Complete function does not work for some fields of the **timeperioddefine** format.	No workaround is currently available.
QCCR1E111031	The customized Accessible Description for the recordlist table in a wizard cannot be read by JAWS.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E111202	When JAWS13 is working with Asian languages such as Chinese, Japanese or with the Arabic language, the "System Navigator" and "Pagination" navigations cannot be listed in "Landmarks."	No workaround is currently available.
QCCR1E111084	You cannot use the keyboard to operate on a List Builder control when JAWS is running.	No workaround is currently available.
QCCR1E109267	The Label of the Parent Record field cannot be displayed correctly when saving an incident record.	No workaround is currently available.
QCCR1E110722	Accessibility to the Time period rules table and the Time period occurrences table is not good on a time period record detail form.	No workaround is currently available.
QCCR1E112188	If a Comfill field has Auto Complete enabled and a data change event (not 0) defined, and a post expression/post JavaScript is defined for the link for this field, the data change event may not work.	Do not enable **Auto Complete** for the Comfill field.
QCCR1E110332	Calendar and Timeperiod in the Module drop-down list item on the SecArea Search page are not translated.	Search for "securityModules" in the global list, and then manually add translated strings for the target language.
QCCR1E111326	Cannot open timeperiod and entry records in Embedded Calendar in Internet Explorer 11.	Use an older version of Internet Explorer or use a different browser such as Firefox or Chrome.

Global ID	Problem	Workaround
QCCR1E111994	The Timeperiod Manager cannot see the **Approval Definition** menu when the system has no Process Designer content pack applied.	To work around this issue,follow these steps: 1. Log in to Service Manager Windows client as a system administrator. 2. Type `menu` in Service Manager Command line, and then press **Enter**. 3. Type `timeperiod` in the **Menu Name** field, and then click **Search**. 4. Locate the row with the description of Approval Definitions. 5. Remove `and jscall ("security.hasRight", "Common Configuration","view")=true"` from the Condition field.
QCCR1E112097	The Option menu is overlapped by full calendar in the Service Manager accessible web client.	No workaround is currently available.
QCCR1E111131	Calendar and Timeperiod in the Module drop-down list are not translated in the Security Area Search page. To see this issue, follow these steps: 1. Log in to the web client with a non-English language. 2. Go to **System Administration** > **Security** > **Security Area**. 3. Click the "Module" drop-down list.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E119985	When you are updating an Incident, if you input an invalid date time value to the **Outage Start** or the **Outage End** field, you cannot close this incident tab by clicking the **Cancel** button. The same problem also happens when you are opening a new Incident, opening a new Change, or updating an existing Change.	Correct the invalid input before you click the **Cancel** button.
QCCR1E120076	On the wizard page of **Approval Delegation** > **Set Delegate**, when you input an invalid date time value to the **Valid From** or the **Valid To** field, the value will be cleared after you click the **Next** button.	No workaround is currently available.

Backup and backout instructions

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

Server

Backup

Before you apply the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.34\Server.

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

Backout

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

After installing the patch, do the following to backout:

1. Stop the Service Manager server.

2. Remove the existing server installation folder.

3. Copy the backup folder back.

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

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

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See "Applications" on page 33.

5. For Unix-based platforms other than Linux, make a backup of your JRE if you have not yet upgraded to JRE 1.7.

6. Restart the Service Manager server.

Web tier

Backup

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

- web.xml

- application-context.xml

- log4j.properties

- splash screen

- style sheets

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

   > **Note:** This item is only for version 9.34P2 or later.

- any other customizations you made, including your webtier-<version>.war (webtier-ear-<version>.ear) file.

Backout

To roll back to the old web tier, follow these steps:

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

To backup the Windows client, follow these steps:

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.

    > **Note:** For version 9.34P2 or later, make a backup of the keystore password preference file:
    > <workspace
    > dir>\.metadata\.plugins\org.eclipse.core.runtime\.settings\com.hp.ov.sm.client.eclipse.base.p
    > refs.

Backout

To roll back to the old Windows client, follow these steps:

1. Uninstall the new Windows client.

2. Reinstall the previous Windows client.

3. Restore your old Windows connections and configurations.

Applications

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

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

Backup

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

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

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

2. Double-click **Apply Unload**. A wizard opens.

3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.

4. Double-click a conflicting object in the table to open the merge tool:

   a. Merge the object, and then select the **Reconciled** check box.

   b. Click **Save** to go back to the wizard.

5. Click **Next** after all the conflicting objects are reconciled.

6. Click **Yes** on the confirmation window to apply the unload.

7. Click **Finish**.

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

To use Database Manager to make a backup, 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, " şAşvşŜşPğ[şVşĚşûŞÅŞÌŢñčţčsČ\\şGşŢğ[(şpşļşŽ%S[2]kăŞÌ%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 bĮ[d w aplikacji: %S, panel %S.\"", "error", {}, '02/28/12 15:36:01', 3, "ramuro"]}
  {["pt", "10", 20, "Erro irrecuperável no aplicativo:  %S no painel %S", "error", {}, '02/28/12 15:36:14', 3, "ramuro"]}
  {["pt-Br", "10", 20, "Unrecoverable error in application:  %S on panel %S", "error", {}, '02/28/12 15:36:24', 3, "ramuro"]}
  {["ru", "10", 20, "Unrecoverable error in application:  %S on panel %S", "error", {}, '02/28/12 15:36:35', 3, "ramuro"]}
  {["zh-Hans", "10", 20, "åąČçČŰçŰŽåąkäųĮåĚąçûxäąăäųŪå}ĻJæğţåŁŪçšĺéČñèŲŲ: %SiĚěäĮŪäąûéŘŧæŘ¿ %SiĚŢ", "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

File	Record
dbdict	activity **Note:** The "activity" file with no records actually represents the dbdict record of the activity file.
scmessage	The record whose message class is "fc" and message number is 1000.

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

4. If the format selection page shows, select the proper format by double-clicking it (for example, select the `device` format for the `device` file), and then search for the file record.

5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record displays.

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

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

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

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

Backout

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

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

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

2. Double-click **Apply Unload**. A wizard opens.

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

4. Double-click a conflicting object in the table to open the merge tool:

   a. Merge the object, and then select the **Reconciled** check box.

   b. Click **Save** to return to the wizard.

5. Click **Next** after all the conflicting objects are reconciled.

6. Click **Yes** on the confirmation window to apply the backup unload.

7. Click **Finish**.

To roll back to your old data using Database Manager, 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**.

SRC

Backup

Before deploying new SRC war package, back up the following files if they have been customized:

- WEB-INF/classes/applicationcontext.properties

- WEB-INF/classes/lwssofmconf.xml

- WEB-INF/classes/cacConfiguration.properties

- WEB-INF/web.xml

- Custom.properties

- secure/configuration folder

Backout

To roll back to the old SRC, follow these steps:

1. Delete or uninstall the existing SRC.

2. Clear the cache of your web application server.

3. Redeploy the old SRC war package.

4. Restore your old customizations.

Knowledge Management search engine

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

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

Backup

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

1. Make a backup of the search engine installation folder. For example, C:\Program Files\HP\Service Manager 9.34\Search Engine Backup.

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

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

Backout

After installing the patch, follow these steps to backout:

1. Stop your KM search engine.

2. Remove the existing search engine installation folder.

3. Copy the backup folder back.

4. Rollback the previous JDK installation and change the `JAVA_HOME` environment variable back.

5. Be sure to roll back KM related changes on the Service Manager server and application sides, including the `kmsolr unloads` files and the server's `schemastub` file.

6. Restart your KM search engine.

7. Perform a full re-indexing on all of your knowledgebases.

Installation notes

This section provides instructions on installing each component in this patch release. You can also refer to the *Service Manager 9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01042968

Before you proceed, HP recommends that you consult the latest *Service Manager 9.34 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content*. These are available at the following website:

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

For more information, see "Service Manager support matrix and applications content compatibility matrix" on page 60.

Digital signature notice

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

The certificate in this signature cannot be verified.
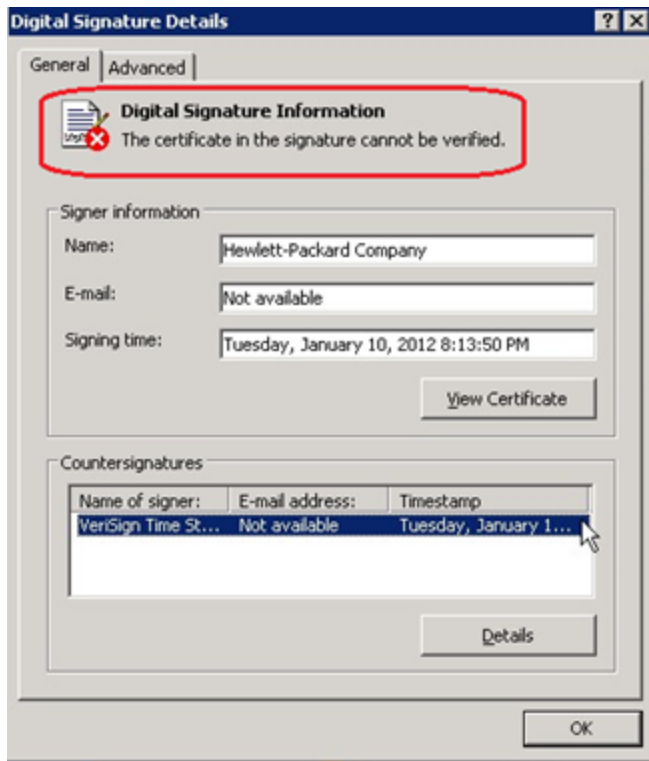
To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140.

Server update installation

The server update for your operating system consists of a compressed file, sm9.34.4001-P4_<OS>.zip (or .tar), which contains updated files of the HP Service Manager server. These files add to or replace the files in the [SM Server Root]\([SM Server Root]/)RUN, irlang, bin, legacyintegration, and platform_ unloads directories.

> **Note:** If you use an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 is required for Service Manager 9.30p5, Service Manager 9.31, Service Manager 9.32 and later. For more information, see the latest *Service Manager 9.34 Support Matrix* at https://softwaresupport.hp.com/group/softwaresupport/support-matrices.

Built-in troubleshooting tool (SM Doctor)

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

Upgrade paths

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

- Service Manager 9.30 GA, and 9.30 Patch/Hotfix

- Service Manager 9.31, and 9.31 Patch/Hotfix

- Service Manager 9.32, and 9.32 Patch/Hotfix

- Service Manager 9.33, and 9.33 Patch/Hotfix

- Service Manager 9.34 GA, and 9.34 Patch/Hotfix

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.30 GA server, and then directly apply this server patch.

- **Existing SC6.2, Service Manager 7.11 and 9.21 customers:** Uninstall the old server, install the Service Manager 9.30 GA server, and then apply this server patch.

- **Existing Service Manager 9.30, 9.31, 9.32, 9.33 and 9.34 customers:** Apply this server patch.

The installation steps are similar to those of Service Manager 9.34. For installation instructions of the Service Manager 9.34 server, see the *Service Manager 9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01042968

For installation instructions of the server patch, see "Server patch installation steps" on the next page.

Compatibility mode for installation on Windows Server 2012

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

1. Right–click the server's setupwin32.exe file icon.

2. Click **Properties** > **Compatibility**.

3. Click **Run this program in compatibility mode for**, and then select **Windows Vista (Service Pack 2)**.

4. Click **Apply**, and then click **OK**.

5. Run the setupwin32.exe file to complete the installation.

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

Server patch installation steps

Caution:
- The server patch will upgrade your embedded Tomcat to version 6.0.37, and therefore requires additional steps.

- The server patch will upgrade your JGroups (in the RUN/lib directory) to version 3.2.

- Starting with Service Manager 9.31p2, the Service Manager server requires JRE 1.7. For Windows and Linux, the embedded JRE has already upgraded to version 1.7; for other Unix-based platforms, you need to manually perform this JRE upgrade.

  The JRE upgrade will cause external web service calls over SSL to fail if the remote endpoint does not support Server Name Indication (SNI), which is by default activated in JRE 1.7. Once Service Manager is upgraded to use JRE 1.7, it starts to use SNI extensions during the SSL

handshake. If the remote endpoint does not support SNI, the web service call will fail with an error message. To solve this issue, do either of the following:

- Activate SNI at the remote end point (recommended)

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

  JVMOption2:-Djsse.enableSNIExtension=false

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

To install the new sever patch, follow these steps:

1. Stop all Service Manager clients.

2. Stop the Service Manager server.

3. Make a backup of the Server installation directory. See also "Backup and backout instructions" on page 30.

4. Delete the RUN/tomcat directory. Tomcat in this directory will be upgraded to version 6.0.37 when you extract the server files later.

5. Delete the RUN/lib directory.

6. For Windows and Linux platforms, delete the RUN/jre directory.

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

7. Extract the compressed files for your operating system into the main Service Manager directory on the server. By default, the file is saved in C:\ProgramFiles\HP\Service Manager 9.34\Server.

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

9. For the following Unix servers, manually upgrade to one of the following JRE versions, if you have not already done so.

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

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

    b. Set your JAVA_HOME environment variable to point to JDK (if you have JDK installed) or JRE (if you have only JRE installed).

    c. Execute **\RUN\removeLinks.sh** to remove the old symbolic links and then execute **\RUN\setupLinks.sh** to create new symbolic links.

    d. Run the following command to check that the JRE version is correct:

        RUN\jre\bin\java –version

10. If you have made any customizations/changes to the original RUN/tomcat folder, restore them in the new RUN/tomcat folder.

11. Your old schemastub.xml file (in the *<SM_Server_Home>*\RUN\km\styles\ directory) has been updated to a newer version. Either keep your old file by copying it back or keep the updated version (a KM knowledgebase full reindexing is then required).

12. Run the **sm -unlockdatabase** command.

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

13. Restart the Service Manager server.

14. Restart the Service Manager clients.

15. Verify the version using either of the methods:

    ■ From the Windows client, click **Help** > **About Service Manager Server**. The server version should be: **Release 9.34.4001 build P4**.

- From the server's RUN folder, run the **sm -version** command. The server version should be:

  ```
  Version: 9.34.4001

  Patch level: P4
  ```

Web tier installation

The web tier update consists of a compressed file, sm9.34.4001-P4_Web_Tier.zip, which contains the installation files (both the .war and .ear files) that are required to install the HP Service Manager 9.34-P4 web tier. Installing the new web tier will upgrade your web client to this release level.

For installation instructions, see the *SM9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01042968

New customers

You only need to install the new web tier using the .war or .ear file from the sm9.34.4001-P4_Web_Tier.zip file in this release.

Existing customers

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

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

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see "Backup and backout instructions" on page 30.

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-9.34.war (or .ear) file by following the instructions in the *Service Manager 9.34 Upgrade Documentation Center*.

   Note: It is best practice to deploy with a unique context root, for example, /webtier-9.34.4001-P4.

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: **9.34.4001**-P4.

Windows Client Installation

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

This release does not contain any updates to the Windows Client. You can download the latest Windows Client shipped with the Service Manager 9.34 Patch 3.

For installation instructions, see the *SM9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-
/facetsearch/document/KM01042968

New Customers

You only need to install the new Windows client.

Existing Customers

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

To install the new Windows client:

1. Stop the Service Manager Windows client.

2. Make necessary backups. For details, see "Backup and backout instructions" on page 30.

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

4. Run setup.exe from this Windows client patch to install the new client.

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

    The client should be Release: **9.34.4001**-P4.

Windows Client Configuration Utility installation

This release does not contain any updates to the Windows Client Configuration Utility. You can download the latest Windows Client Configuration Utility shipped with the Service Manager 9.34 release.

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

https://softwaresupport.hp.com/group/softwaresupport/search-result/-
/facetsearch/document/KM00705452

Applications Update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.34. An applications upgrade is optional, and you can install the Service Manager 9.34 Applications or Upgrade package according to your current applications version.

You can find the download links for the SM 9.34 Applications or Upgrade package as well as Release Notes from knowledge document *Overview of Service Manager 9.3x Releases*:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00705452

Application unload installation

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

This patch release includes the unload files that come with the server update. When you extract sm9.34.4001-P4_<OS>.zip (or .tar), it will add the files to the following directory:

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

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

Unload file naming convention

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

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.

- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch

2 and should be used for patch 2 or higher.

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

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

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

Unload files included in the current patch

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

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E114378_ SM934P2_ SM932.unl	9.34p2	9.34	Fixes this issue: The Auto complete feature needs RTE to change the line value of"cursor.line to the value of the line when calling cursor.field.name.set. **Associated server fix**: QCCR1E114378
QCCR1E112815_ SM934P1_ SM934.unl	9.34p1	9.34	Fixes this issue: The Time Period Management menu and sub-menus are not displayed after upgrading to Service Manager 9.34. **Associated server fix**: QCCR1E112815
QCCR1E103456_ SM934_SM932.unl	9.34	9.32	Fixes this issue: When you use the "Any of these words" text search option to export records to Excel or to a text file, some records are not exported. **Associated server fix**: QCCR1E103456

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E103581_ SM934_SM932.unl	9.34	9.32	Fixes this issue: The auto complete feature is not supported by the web client. **Associated server fix**: QCCR1E103581
QCCR1E106292_ SM934.unl	9.34	7.11 - 9.34	Fixes this issue: The globallist and locallist files are not cached. This causes heavy database traffic during the login process, especially when the globalist or locallist file is large. **Associated server fix**: QCCR1E106292
QCCR1E99147_ SM933_SM930.unl	9.33	9.30, 9.31, and 9.32	Fixes this issue: The first tab of a Notebook is reset to be the active tab when a new interaction is opened through the "Return to blank interaction" environment settings. **Associated server fix**: QCCR1E99147
QCCR1E99398_ SM932P2.unl	9.32p2	7.11, 9.21, 9.30, and 9.31	Enables the inactivity timer function to work correctly when the version of applications is lower than the version of the server. **Associated server fix**: QCCR1E99398
(To be updated)	9.32p2		(the unload file for SRC)
QCCR1E19946_ SM933.unl	9.33	7.11, 9.21, 9.30, 9.31, and 9.32	Enables extra columns in the "Attachments" section of records. **Associated server fix**: QCCR1E19946
QCCR1E31324_ SM932.unl	9.32	7.11, 9.21, 9.30 and 9.31	Fixes this issue: With Syslog audit turned on, only a syslog record showing login is created; no record for logoff is recorded if the user does not log out "normally." **Associated server fix**: QCCR1E31324
QCCR1E96802_ SM931P3.unl	9.31p3	7.11, 9.21, 9.30 and 9.31	Changes the behavior when handling web service request user passwords. See the Service Manager 9.31p3 Release Notes. **Associated server fix**: QCCR1E96802

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E52767_ SM931P3_ SM930.unl	9.31p3	9.30	Fixes this issue: Users cannot add data policy definitions on joined tables. **Note:** You do not need to load this unload if you are running on Service Manager 9.31, 9.21, or 7.11 applications. **Associated server fix**: QCCR1E52767
QCCR1E76724_ SM931P2_ SM930.unl	9.31p2	9.30 and 9.31	Fixes this issue: After deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration. **Associated server fix**: QCCR1E76724
QCCR1E76227_ SM930P6_ SM930.unl	9.31	9.30	Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobility Client. **Note:** Not needed for the Service Manager 9.32 or later Mobility client.
QCCR1E78794_ SM930P6_ SM930.unl	9.31	9.30	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager9.31 Mobility Client. **Note:** Not needed for the Service Manager 9.32 or later Mobility client.
QCCR1E76796_ SM930P6_ SM930.unl	9.31	9.30	Provides the ability to turn on debugging dynamically for user sessions or schedulers. **Note:** This unload requires the Service Manager 9.31 server.
QCCR1E71099_ SM930P5_ SM711.unl	9.30p5	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. **Associated server fix**: QCCR1E71099

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E71099_ SM930P5_ SM920.unl	9.30p5	9.20	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. **Associated server fix**: QCCR1E71099
QCCR1E71099_ SM930P5_ SM930.unl	9.30p5	9.30	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. **Associated server fix**: QCCR1E71099
QCCR1E71139_ SM930P5_ SM930.unl	9.30p5	9.30	Works with server fix QCCR1E71139 to solve this issue: When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.
QCCR1E31941_ SM930P4_ SM930.unl	9.30P4	9.30	Enables users to use a pre-configured decimal symbol when completing numeric fields. **Note:** This enhancement requires a 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 or later without applying this applications change. **Associated server fix**: QCCR1E31941.
QCCR1E73452_ SM930P4.unl	9.30P4	7.11 - 9.30	Enables Mandanten restricting queries to be updated correctly after a profile is edited. **Associated server fix**: QCCR1E71897

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E67072_ SM930P4_ SM930.unl	9.30P3	7.11 and 9.20	Enables users to take advantage of the new KMStatusListener background process. **Note:** This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine. **Associated server fix**: QCCR1E67071
QCCR1E70163_ SM930P4_ SM711.unl	9.30P3	7.11	Fixes this issue: The KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687
QCCR1E70163_ SM930P4_ SM920.unl	9.30P3	9.20	Fixes this issue: The KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687
QCCR1E70163_ SM930P4_ SM930.unl	9.30P3	9.30	Fixes this issue: The KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687
QCCR1E67647_ SM930P3.unl	9.30P3	7.11 - 9.30	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request. **Associated server fix**: QCCR1E54192
QCCR1E67610_ SM930P2.unl	9.30P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. **Associated server fix**: QCCR1E64290

Loading unload files

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

Database Manager instead.

To load an unload file using Unload Manager, follow these steps:

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

2. Double-click **Apply Unload**. A wizard opens.

3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.

4. Double-click a conflicting object in the table to open the merge tool:

   a. Merge the object, and then select the **Reconciled** check box.

   b. Click **Save** to go back to the wizard.

5. Click **Next** after all the conflicting objects are reconciled.

6. Click **Yes** on the confirmation window to apply the unload.

7. Click **Finish**.

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

To load an unload file using Database Manager, follow these steps:

1. Make sure the Windows client is configured for server-side load/unload.

   a. From the Windows client, go to **Window** > **Preferences** > **HP Service Manager**.

   b. Unselect **Client Side Load/Unload** if is flagged.

   c. Restart the Windows client.

2. Open **Tailoring** > **Database Manager**.

3. Right-click the form or open the More Actions menu and select **Import/Load**.

4. Browse to the unload file, and view the contents of an unload file before importing it by clicking **List Contents**.

5. Make a backup copy of all files to be modified by this unload. For detailed steps, see "Backup and backout instructions" on page 30.

6. Fill in the following fields.

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

7. Click **Load FG**.

Service Request Catalog (SRC) installation

Service Manager 9.34.p4 includes the SRC package (`src9.34p4.0020.zip`), which contains the following files:

- a .war file for SRC 9.34.p4 (`src-9.34p4.war`)

- Unload files for SRC 9.34.p4 and previous versions

Unload file naming convention

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

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.

- SRCxxxPxx: The minimum SRC patch level that requires the unload file. For example, SRC934p2, which means the unload file comes with the SRC9.34 patch 2 and should be used for patch 2 or higher.

> **Note:** Sometimes this portion contains an additional hot fix number, for example, SRC934p2HF1. This example means the unload file is intended for SRC934 patch 2 Hot Fix 1 or higher.

- SMxxx: The SM applications version that requires the unload file. For example, SM934, which means the unload file is intended only for Service Manager applications version 9.34.

Unload files included in the SRC 9.34 patches

The following are unload files included in the SRC 9.34 patch releases.

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E106361_ SRC934p2_ SM934.unl	SRC9.34.p2	9.34	Fixes this issue: Multiple selection is not supported in a Lookup window in SRC when you submit a request for Service Catalog items. **Associated SRC fix**: QCCR1E106361
QCCR1E108784_ SRC934p2_ SM934.unl	SRC9.34.p2	9.34	Fixes this issue: When the SRC login session number exceeds the operator's max logins, the following unfriendly error message is displayed: `Error:Unexpected Exception: Runtime error or exception incurred in server. Please contact your Administrator` **Associated SRC fix**: QCCR1E108784

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E89679_ SRC934p3_ SM934.unl	SRC9.34.p3	9.34	Fixes this issue: After catalog items synchronized to SRC, inactive catalog items are still available in the auto-completed hint list of the **Search** box in the **Tab** header in SRC. **Associated SRC fix**: QCCR1E89679

Before you proceed, download the *Service Request Catalog 9.34 Interactive Installation Guide* and *Service Request Catalog 9.34 Customization Guide* from the HP Software Manuals Site:

http://h20230.www2.hp.com/selfsolve/manuals

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 Appstore. To locate these apps, search for "HP SRC" in the appropriate store.

New Customers

1. Install SRC 9.34.p4, deploy the `src-9.34p4.war` file by following the instructions in the *Service Request Catalog 9.34 Interactive Installation Guide*.

2. If there are unload files in the SRC zip package, you must load them into Service Manager by using Unload Manager.

   Note: Make sure to install unload files for previous patches at first if they have not been loaded to Service Manager.

3. Configure SRC 9.34.p4 by following the instructions in the *Service Request Catalog 9.34 Customization Guide*.

Existing Customers

1. Install SRC 9.34.p4, as described above.

2. Migrate the customizations from your old deployment to SRC 9.34.p4.

Mobile Applications installation

This release does not contain any Mobility updates. You can download the latest Mobility package shipped with the HP Service Manager 9.34 release.

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

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00705452

Knowledge Management (KM) update installation

This release does not contain any KM updates. You can download the latest KM package shipped with the Service Manager 9.34 release.

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

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00705452

ODBC Driver update installation

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

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

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00705452

Language pack installation

This release does not contain any language pack updates. You can download the latest language packs shipped with the HP Service Manager 9.34 release.

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

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00705452

Online help installation

This release does not contain any online help updates. You can download the latest online help shipped with the HP Service Manager 9.34 release.

Service Manager 9.34 includes only an English version of the online help. For installation instructions, see the *Service Manager 9.34 Interactive Installation Guide* that is included in the *Service Manager 9.34 Upgrade Documentation Center*. This is available to download from the following HP Software Manuals website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01042968

You can download the Service Manager 9.34 Help Center from the following website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01043155

Service Manager support matrix and applications content compatibility matrix

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

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

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

To register for an HP Passport ID, go to HP Passport Registration.

To access the Support Matrix and Applications Content Compatibility Matrix, follow these steps:

1. Use a browser to navigate to the following support matrices web page on HP Software Support Online (SSO):

   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 Patch 4 Release Notes (Service Manager 9.34)

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!