

# HP Service Manager

Software Version: 7.11

For the supported Windows® and Unix® operating systems

## Patch 23 Release Notes

Document Release Date: February 2015  
Software Release Date: February 2015



## Legal Notices

### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notice

© 1994-2015 Hewlett-Packard Development Company, L.P.

### Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

For a complete list of open source and third party acknowledgements, visit the HP Software Support Online web site and search for the product manual called HP Service Manager Open Source and Third Party License Agreements.

## Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <https://softwaresupport.hp.com>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## Support

Visit the HP Software Support Online website at: <https://softwaresupport.hp.com>

This website provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support website to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal website. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this website is <http://h20230.www2.hp.com/sc/solutions/index.jsp>

# Contents

<b>What's new in this release</b> .....	<b>4</b>
Server parameter: sslProtocols .....	4
Certifications .....	4
<b>Enhancements</b> .....	<b>6</b>
<b>Fixed defects</b> .....	<b>7</b>
Server .....	7
Web client .....	11
<b>Backup and backout instructions</b> .....	<b>12</b>
Server .....	12
Web tier .....	13
Windows client .....	13
Applications .....	14
<b>Installation notes</b> .....	<b>18</b>
Digital signature notice .....	18
Web tier installation .....	19
Windows client installation .....	21
Windows client configuration utility installation .....	22
Server update installation .....	22
Application unload installation .....	24
ODBC driver update installation .....	27
<b>Service Manager compatibility matrix</b> .....	<b>29</b>

This document is an overview of the changes made to HP Service Manager 7.11 in patch 23. It contains important information that is not included in other documentation.

# What's new in this release

This section describes important changes in this release.

## Server parameter: sslProtocols

This parameter enables you to specify the protocols to use when Service Manager clients (Windows, web, or web services) are connecting to the server through Secure Socket Layer (SSL) or when the Service Manager server is connecting as a client to another application through SSL.

**Note:** It provides an option to disable the SSLv3 protocol for Service Manager for security considerations (by specifying `sslProtocols:TLSv1,TLSv1.1,TLSv1.2`).

To specify the protocols for SSL connections, follow these steps:

1. Add this parameter to the `sm.ini` file. The parameter value should be a comma-separated list of any combinations of the following values: SSLv3, TLSv1, TLSv1.1, and TLSv1.2. The default value is: `SSLv3,TLSv1,TLSv1.1,TLSv1.2`.

For example:

```
sslProtocols:TLSv1,TLSv1.1,TLSv1.2
```

If this parameter is not present in the `sm.ini` file, the default value is used.

2. Restart the server.

## Certifications

This release includes the following support matrix changes.

### Added support

- Firefox 24 and later

### **Discontinued support**

- Windows XP
- Firefox versions 17 through 23

## Enhancements

This release includes the following enhancements.

CR	Problem	Solution
QCCR1E98998	Windows XP is no longer required in the support documentation.	Windows XP is removed from the Support Matrix.
QCCR1E98986	Mozilla Firefox 24 is not certified for the Service Manager web client.	Mozilla Firefox 24 and latest versions are now certified for the Service Manager web client. Note: By default, Firefox 26 blocks all Java plugins. Therefore, when you use the telephony, workflow, or Visualize CI plugins with Firefox 26, you are prompted for authorization before the plugin starts. Simply click "Allow " to continue. For detailed information, refer to its release notes: <a href="http://www.mozilla.org/en-US/firefox/26.0/releasenotes/">http://www.mozilla.org/en-US/firefox/26.0/releasenotes/</a>

## Fixed defects

This release fixes the following defects.

### Server

CR	Problem	Solution
QCCR1E70834	The Load Balancer and background processes unexpectedly terminate in a horizontally scaled Service Manager environment.	This "jgroups node got shunned" issue is solved by changing the JGROUP configuration.
QCCR1E70925	When the views under the 'group by' feature are refreshed or initially displayed, the first group is automatically expanded after upgrading to Service Manager 7.11.410 (Patch 17) in the Web client.	Now the To Do queue groups will not be automatically expanded when you switch between queues or views.
QCCR1E78828	The BSM/SM integration using the CI Alert Retrieval Service fails to parse JSON data.	This issue occurred when the JSON file length exceeded 32KB. The RTE code now works as expected when the JSON file length is larger than 32KB.
QCCR1E88327	The RTE Signal 11 error occurs when you run the "xml.setContent" js function.	The Signal 11 error does not occur when you run the "xml.setContent" js function.

CR	Problem	Solution
QCCR1E96284	<p>The following message is received:</p> <p>The record being updated has been modified since read when saving around 10% of operator records.</p> <p>From the log trace, it looks like the operator capability array is truncated.</p>	<p>This issue was caused by the attempt to remove those capabilities merged from the template record when a templated record became non-templated (see QCCR1E32145). After this fix, the capabilities that came from the template record will remain unchanged.</p>
QCCR1E96706	<p>Type checking does not work as expected and may cause performance issues.</p>	<p>Type checking is now performed by each RAD thread independently and no longer impacts performance.</p>
QCCR1E101263	<p>User session crash on saving particular datadict record (cm3t).</p>	<p>The "buffer out of bound" Java stream bug is fixed.</p>
QCCR1E101794	<p>In JavaScript, when you assign an array variable that is not empty to the variable itself and then print its value, the value is NULL.</p>	<p>Now when you assign an array variable that is not empty to the variable itself, the value is not NULL any more.</p>



CR	Problem	Solution
QCCR1E104187	The core dump is not generated immediately when an exception is thrown from a JAVA part.	<p>The Java Virtual Machine Tool Interface (JVMTI) is now used to monitor the JVM events. The JVMTI is loaded during the initialization of the JVM. When a JAVA exception is thrown, a callback function that is registered for the exception event is called to generate a core dump.</p> <p><b>Note:</b> To generate a core dump when a JAVA exception is thrown, add the following parameters to the server configuration file (sm.ini) (take Linux for example):</p> <pre>JVMOption0: -agentpath:libsm.so=opt1,opt2 CatchMethods: findResourceInternal ThrowMethods: parse enablecoredump: 1</pre>
QCCR1E104185	The following error is recorded in the server log file: JRTE E sendResponse() execute failed - Invalid byte 2 of 3-byte UTF-8 sequence	This error is not recorded in the server log file.
QCCR1E104624	When you save a record, the Service Manager client is terminated unexpectedly.	The Service Manager client is not terminated unexpectedly when you save a record.

CR	Problem	Solution
QCCR1E105515	When you are creating a new change in the Web client, the change category and the first subcategory are expanded, and the first change type is pre-selected.	Now the "change category" group will not be expanded until one of its list item is selected by the user. This change also affects those tab windows brought up by "Change management > Change Queue" or "Incident management > Incident Queue" menu items.
QCCR1E110852	The label for the "Apply Template" button is partly truncated in the Enterprise Self-Service (ESS) view.	The label for the "Apply Template" button is displayed completely in ESS view.
QCCR1E112126	When logging on to Service Manager by using the web client, the change categories are expanded. The first subcategory is also expanded and the first change type is pre-selected.	Now the first category will not be expanded when you click New, Search, or other buttons on the ToDo Queue menu.
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.
QCCR1E116873	The "SCFile.getAttachment" JavaScript function does not work.	The "SCFile.getAttachment" JavaScript function now works as expected.

## Web client

CR	Problem	Solution
QCCR1E101344	A Virtual Join in the Web client displays only the first row of the list instead of the full list.	A Virtual Join in the Web client now displays all rows of the list.
QCCR1E104627	If two Text Area controls in two different notebook tabs share the same input value, and one of the tabs has a DVD visible condition that is evaluated to false, the first line will be the last line after the page is refreshed due to a form submit action.	If two Text Area controls in two different notebook tabs share the same input value, and one of the Tabs has a DVD visible condition evaluated to false, the content in the Text Area remains unchanged after the page is refreshed due to a form submit action.

## Backup and backout instructions

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

### Server

#### Backup

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

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

#### Backout

1. Stop the Service Manager server.
2. Remove the existing server installation folder.
3. Copy the backup folder back.

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

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

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 14](#).
5. Restart the Service Manager server.

## Web tier

### Backup

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

- web.xml file
- application-context.xml
- log4j.properties
- splash screen
- style sheets
- any other customizations you made, including your webtier-`<version>.war` (webtier-ear-`<version>.ear`) file.

### Backout

To roll back to the old web tier:

1. Delete or uninstall the existing web tier.
2. Clear the cache of your web application server (for example, Tomcat).
3. Redeploy the old web tier.
4. Restore your old customizations.

## Windows client

### Backup

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

**Note:** This is the out-of-the-box home directory, and could differ from yours if you made

changes to <Client>\configuration\config.ini file. If so, back up the files from the location specified in that file.

2. Make a backup of your certificate configuration files if any (**Window > Preferences > HP Service Manager > Security**). For example, your CA certificates file and client keystore file.

### **Backout**

1. Uninstall the new Windows client.
2. Reinstall the previous Windows client.
3. Restore your old Windows connections and configurations.

## Applications

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

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

### **Backup**

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

To use Unload Manager to make a backup:

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



File	Record
Process	svc.add.cart
application	money.format  <b>Note:</b> The <code>scmessage</code> 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  <b>Note:</b> The “activity” file with no records actually represents the dbdict record of the activity file.
scmessage	The record whose message class is “fc” and message number is 1000.

- Go to Database Manager, in the Table field enter a file name you got in step 2, and click the Search button.
- If the format selection page shows, select the proper format by double-clicking it (for example, select the `device` format for the `device` file), and then search for the file record.
- 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.

- 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.

- Repeat steps 3 through 6 to back up the rest of the files you got in step 2.

### Backout

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



To roll back to your old data using Unload Manager:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**.  
Details of the unload file display.
4. Double-click a conflicting object in the table to open the merge tool:
  - a. Merge the object, and then select the **Reconciled** check box.
  - b. Click **Save** to return to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the backup unload.
7. Click **Finish**.

To roll back to your old data using Database Manager:

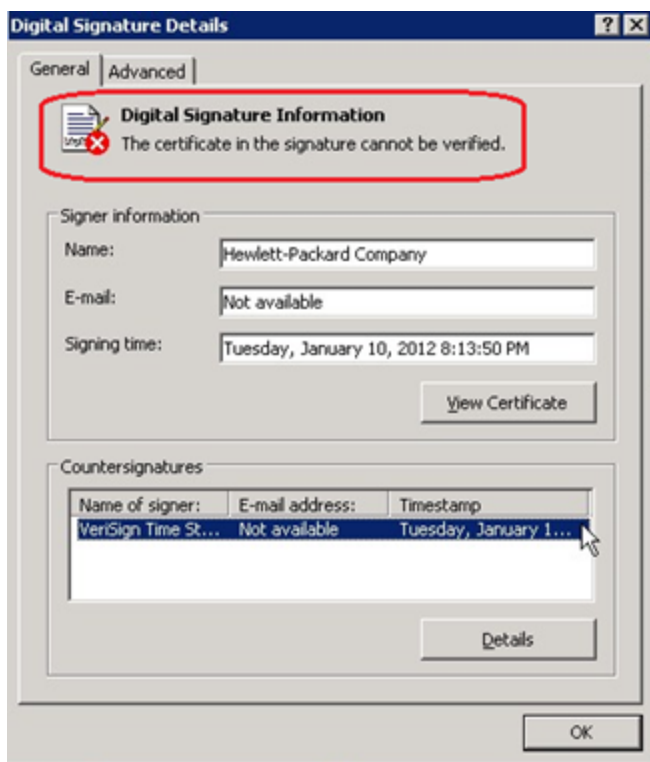
1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

## Installation notes

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

### Digital signature notice

HP signs Windows executable files with a digital signature. Since January 2012, this process has been updated to use a new VeriSign root certificate. On a Windows-based system that does not have the new VeriSign root or intermediate certificate installed, a “The certificate in this signature cannot be verified.” verification error is displayed when you right-click the file, and then go to **Properties** > **Digital Signatures** > **Details**.



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

<https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&act=CROSSLINK&id=S019140>

## Web tier installation

The Web Tier update consists of a compressed file, `sm7.11.752-P23_Web_Tier.zip`. The specific upgrade process depends on your particular web application server, but follows the same steps as deploying a new installation. For more information, refer to the *Service Manager Interactive Installation Guide*.

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

To install the new Web Tier, follow these steps:

1. Make necessary backups. For details, see ["Backup and backout instructions" on page 12](#).
2. Delete or uninstall the existing `webtier-7.11.war` (or the `webtier.ear-7.11.ear`) file.
3. Clear the cache of your web application server (for example, Tomcat).
4. Deploy the new `webtier-7.11.war` (or the `webtier.ear-7.11.ear`) file following the instructions in the Service Manager Installation Guide.

**Note:**

- We recommend that you enable HTTPOnly cookies in your web application server to help prevent malicious JavaScript injection. To enable HTTPOnly cookies, see [Enabling HTTPOnly cookies in your Web Application Server](#).
- It is best practice to deploy with a unique context root. For example: `/webtier-7.11.752`

5. Use a diff utility to compare the new Web tier's `web.xml` file against your backed-up version to ensure that any new parameters are properly merged into the files used in your final deployment. Do this for `application-context.xml` as well as any other files you may have customized (such as style sheets and splash screens).
6. Make any new customizations that are necessary for your deployment.

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

7. Restart the web application server.

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

- Log in to the web tier and check the version by clicking the HP logo icon at the top left of the screen. The version number of the web tier should be as follows: **7.11.752**

### Enabling HTTPOnly cookies in your Web Application Server

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

Web Application Server	How to Enable 'HTTPOnly' Cookies
Tomcat 6.0.20+	Can be enabled for all web applications in conf/context.xml: <pre>&lt;Context useHttpOnly="true"&gt; ... &lt;/Context&gt;</pre>
Oracle WebLogic 9.2 MP4, 10.0 MP2, and 10.3.1	Enabled by default.
Oracle WebLogic 10.3.0	You need to apply a security patch (p8176461_103_Generic), and after that HttpOnly cookies are enabled by default. The security patch can be downloaded using My Oracle Support (MOS).
JBoss 5.1	Enable by setting useHttpOnly=true in the context.xml file, which is located in jboss/server/<myserver>/deploy/jbossweb.sar/. <pre>&lt;Context cookies="true" crossContext="true"&gt;   &lt;SessionCookie secure="true" httpOnly="true" /&gt; &lt;/Context&gt;</pre>

Web Application Server	How to Enable 'HTTPOnly' Cookies
IBM WebSphere 6.1.0.45 and 7.0.0.27	<p>Enable through the following properties:</p> <ul style="list-style-type: none"> <li>• com.ibm.ws.security.addHttpOnlyAttributeToCookies</li> <li>• com.ibm.ws.webcontainer.httpOnlyCookies</li> </ul> <p><b>Known issue:</b></p> <p>If Service Manager 7.11 is deployed on WAS 7.0.0.27, and FireFox is used to search "Approved Document" in the Knowledge Management module, you may encounter automatic logout issue.</p> <p>Follow these steps to fix this issue by removing the incorrect URL for the background-image used for the knowledge document:</p> <ol style="list-style-type: none"> <li>1. Log on to the Windows client.</li> <li>2. From the Navigation menu, click <b>Knowledge Management &gt; Manage Document Types</b>.</li> <li>3. Select the <b>Reference</b> record.</li> <li>4. Modify the <b>Default View</b> from the <b>Associated Document View</b> view list.</li> <li>5. Remove the incorrect URL in the CSS class .documentTitle. For example, remove the following:           <pre>url("44ee44677b0f021810318488:kmrtBackground.gif:kmattachments:2").</pre> </li> <li>6. Save the change.</li> <li>7. Do the same for the other four records to avoid other similar problems.</li> </ol>

## Windows client installation

The Windows client update consists of a compressed file (sm7.11.752\_Windows\_Client.zip), which contains the executable installation files. Specifically, the embedded Java Runtime Environment (JRE) 1.7 in the Windows client is updated to a higher 1.7 version.

To install the Windows client update, follow these steps:

1. Stop the Service Manager Windows client.
2. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
3. Run `setup.exe` and install the client by following the instructions in the [Service Manager Installation Guide](#).
4. Click **Help > About Service Manager Client** to check the version number. The version number of the client should be as follows: **7.11.752**.

## Windows client configuration utility installation

Service Manager 7.11p23 includes an updated version of the Windows Client Configuration Utility (sm7.11.752-P23\_Windows\_Client\_Configuration.zip). Specifically, the Java Runtime Environment (JRE) 1.7 in the client configuration utility is updated to a higher 1.7 version.

For detailed installation instructions, see the [Service Manager 7.11 Installation Guide](#).

## Server update installation

The server update for your operating system consists of a compressed file (sm7.11.752-P23\_<OS>.zip (or .tar)), which contains the Service Manager server files. These files add to or replace the files in the [SM Server Root] \ ([SM Server Root] /) `RUN`, `irlang`, `legacyintegration`, and `platform_unloads` directories.

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

To install the Server update, follow these steps:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Back up the **Run** directory.
4. Delete the **RUN/tomcat** directory. Tomcat in this directory will be upgraded to version 6.0.36 when you extract the server files later.
5. Delete the **RUN/lib** directory.

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

**Note:** This step is required only when you are upgrading from a server version earlier than 7.11p23. This is to avoid conflicts between the old 1.6-based JRE and new the 1.7-based JRE.

7. Extract the compressed files for your operating system into the main Service Manager directory on the server. The default path is: C:\Program Files\HP\Service Manager 7.11\Server.
8. For UNIX servers, set the file permissions for all Service Manager files to 755.
9. On the following Unix servers, manually upgrade to JRE1.7 as needed if you have not already done so. To do this, follow these steps:
  - a. Install a supported JRE or JDK version for your specific platform.
    - Solaris 10: JRE1.7 (update 15 or greater)
    - Solaris 9: JRE1.6 (update 20 or greater)
    - HP-UX: JRE1.7 (JRE\_7.0.04 or greater)
    - AIX: JRE1.7 (SR4 or greater)
  - b. Set your `JAVA_HOME` environment variable to point to the JDK above (if you have JDK installed) or JRE above (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. Restart the Service Manager server.
12. Restart the Service Manager clients.
13. Check the version in **Help > About Service Manager Server**. The version number of the client should be as follows: **7.11.752**

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

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00491282>

## Application unload installation

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

This patch release includes the unload files that come with the server update. When you extract sm7.11.752-P23\_<OS>.zip (or .tar), it will add the files to the following directory:

[SM Server Root]\platform\_unloads ([SM Server Root]/platform\_unloads)

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

## Unload file naming convention

The unload files use the following naming convention: <CR\_ID>\_SMxxxPxx\_SMxxx.unl, where:

- <CR\_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345. Note that this is always the number of the parent CR of a CR family (if any).
- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or higher.

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



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

**Note:** If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx\_SM930P4.unl is normally intended for applications versions 7.11, 9.20, and 9.30 (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload file description. For information on the applicable applications versions for each unload file included in the current patch, see Unload Files Included in the Current Patch.

## Unload files that are included in the current patch

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

Unload file	Introduced in 7.11 patch	Used for apps version (s)	Description
QCCR1E71099_SM711P19.unl	P19	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. See server fix QCCR1E71099.
QCCR1E67072_SM711P18.unl	P18	7.11	Improves the performance of the Knowledge Management update process (KMUpdate).
QCCR1E67610_SM711P18.unl	P18	7.11	Enables Service Manager to block potentially dangerous attachments.
QCCR1E49721_SM711P17.unl	P17	7.11	Allows a translation of Display/Value Lists on dynamic forms. This is a required fix for the Export to Excel redesign.
QCCR1E56678_SM711P17.unl	P17	7.11	Lists the records in the right group order when a record list is refreshed.
QCCR1E58562_SM711P17.unl	P17	7.11	Includes applications changes for the Export to Excel redesign.

Unload file	Introduced in 7.11 patch	Used for apps version (s)	Description
QCCR1E59385_SM711P16.unl	P16	7.11	Improves performance by removing the duplicate select from JavaScript sloDisplay.getListSLOs.  — If you haven't tailored the JavaScript sloDisplay, load QCCR1E59385_SM711P16.unl file  — If you have tailored the JavaScript, see installation for tailored sloDisplay JavaScript in the SM711 patch 17 release notes.
QCCR1E59389_SM711P16.unl	P16	7.11	Improves performance by removing extra selects from the various displayscreen and displaycache records.  — If you haven't tailored the display screens, load QCCR1E59389_SM711P16.unl.  — If you have tailored the display screens, see installation for tailored displayscreen and displaycache records in the SM711 patch 17 release notes.
QCCR1E55713_SM711p15.unl	P15	7.11	Includes application changes to reduce database I/O on login.
QCCR1E57766_SM711p15.unl	P15	7.11	Includes application changes to reduce jgroups traffic on login.
QCCR1E55852_SM711p14.unl	P14	7.11	Includes a new activity timer that makes the communication between SM processes more efficient.

To load an unload file:

1. Make sure the Windows client is configured for server-side load/unload.
  - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
  - b. Unselect **Client Side Load/Unload** if is flagged.
  - c. Restart the Windows client.
2. Open **Tailoring > Database Manager**.
3. Right-click the form or open the options menu and select **Import/Load**.

4. Fill in the following fields.

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

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

5 Click **Load FG**.

## ODBC driver update installation

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

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM1448270>

The ODBC driver update contains the following updated DLL files:

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

To install the ODBC driver update, follow these steps:

1. Extract the files to your ODBC driver installation folder (for example: C:\Program Files\HP\Service Manager 7.11\Server\ODBC driver).
2. When you are prompted to do so, replace the three old DLL files with the new files.

## Service Manager compatibility matrix

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

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

To register for an HP Passport ID, go to [HP Passport Registration](#).

To access the Compatibility Matrix:

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

