

HP Service Manager

Software Version: 9.40

For the supported Windows® and Unix® operating systems

Applications Upgrade Utility for Multi-languages Release Notes

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What's new in this release

HP Service Manager 9.40 Applications Upgrade Utility for Multi-languages (hereinafter referred to as the Upgrade Utility) contains the latest language packs, including the Process Designer Content Pack 9.30.3 language packs. If your Service Manager system already has an SM7.1x/9.2x/9.3x language pack installed, use this Upgrade Utility to upgrade or flag any changed records for reconciliation in all the supported languages that are installed on the Service Manager system.

Note: You can also use the Upgrade Utility to upgrade an English version of SM7.1x/9.2x/9.3x to Service Manager 9.40. If you want to install more language packs after the upgrade, refer to the *HP Service Manager 9.40 Language Pack Installation Guide*.

Enhancements

This release includes the following enhancements.

CR	Problem	Solution
QCCR1E119711	The Service Manager 9.40 Applications Upgrade Utility does not support Language Pack upgrade.	The Service Manager 9.40 Applications Upgrade Utility for Multi-languages supports Language Pack upgrade.
QCCR1E119712	The 3waymerge out-of-box data for Service Manager 9.40 Applications Upgrade Utility for Multi-languages needs to be updated.	Updated the 3waymerge out-of-box data for Service Manager 9.40 Applications Upgrade Utility for Multi-languages.
QCCR1E119713	When running the Service Manager Applications Upgrade Utility and upgrading the language packs, you can select or deselect the supported non-English languages to be upgraded.	Language selection is disabled in the upgrade wizard when upgrading the language packs. All the supported languages that are installed on your Service Manager system will be upgraded.

Installation notes

This release contains the HPSM_00671.zip package for installation of the Upgrade Utility and the Upgrade Assessment Toolkit version 9.40. You can also visit [HP Software Support](#) and download this zip package by searching for HP Service Manager 9.40 Applications Upgrade Utility for Multi-languages.

Follow these steps to extract the installation files:

1. Extract HPSM_00671.zip to get sm9.40.0605_Application_Upgrade.zip.
2. Extract sm9.40.0605_Application_Upgrade.zip to get the AppUpgrade folder and the AssessmentToolkit folder for installation of the Upgrade Utility and the Upgrade Assessment Toolkit, respectively.

For detailed information about the upgrade paths and how to install the Upgrade Utility, refer to the **Upgrade the applications** section and the embedded Applications Upgrade Guides in the [HP Service Manager 9.40 Installation and Upgrade Documentation Center](#).

For detailed information about how to install the Upgrade Assessment Toolkit, refer to the *HP Service Manager Upgrade Assessment Toolkit User Guide*.

Verified Environments

The HP Service Manager 9.40 Applications Upgrade Utility for Multi-languages supports all the supported platforms and databases of HP Service Manager 9.40.

The Support Matrix lists supported versions of operating systems, browsers, HP Software products, and other compatibility and support information. To access the HP Service Manager Support Matrix, visit <https://softwaresupport.hp.com/group/softwaresupport/support-matrices#SM>.

For the support matrix of the Upgrade Assessment Toolkit version 9.40, refer to the *HP Service Manager Upgrade Assessment Toolkit User Guide* shipped with this release.

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