

HP Service Manager

Software Version: 9.35

For the supported Windows® and UNIX® operating systems

Release Notes

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Introduction to Service Manager 9.35

HP is continuously improving the 9.3x release series of Service Manager to better serve you until you are ready to move to the 9.4x release series. Service Manager 9.35 is available as a patch with several attractive themes. The ["What's new in this release"](#) section describes the feature differences between version 9.35 and 9.40.

Service Manager 9.35 inherits the exciting features of Service Manager 9.34 Smart Analytics, with enhancements such as the distributed setup of the Image Servers and the use of the Hot Topic Analytics feature in more modules. With the Smart Analytics features, Service Manager can mine your data and provide you with graphical reports that help you discover incident trends and identify problem candidates. You can easily improve the productivity of your IT Service Desk by using the generated analytical information.

In addition to Smart Analytics, Service Manager 9.35 also incorporates the functionalities of the Case Exchange content pack and the Mobile Applications content pack, which were released earlier. With the Case Exchange framework, you can conveniently exchange data between two Service Manager systems or between a Service Manager system and a Service Anywhere system. For Mobile Applications, now the Employee Self-service (ESS) functionality is provided. Users can now use a simplified Service Desk interface to search the knowledge base or submit service requests.

Several enhancements have been made to Service Request Catalog (SRC) in this release, to make the tool more robust and versatile. For example, now TLS/SSL connections between the Service Request Catalog web application server and the web browser are enabled by default, which provides you with a more secure environment. Another example is that now SRC users can filter the Interaction search results based on the search fields predefined by a Service Manager system administrator.

These great features and more are summarized in ["What's new in this release" on the next page](#). But that's not all... the journey of improving overall product quality didn't stop either: we resolved nearly 270 defects and implemented 14 customer-requested enhancements. And the Service Manager team is already busy working on the next set of features and product improvements. Stay tuned!

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

What's new in this release

This section describes the important changes in Service Manager 9.35.

The following table describes the prerequisites of the new features in this release and compares the availability of these features with version 9.40. Before you start to use the new features, make sure the prerequisites are met. You can also use the feature comparison result as one of the considerations for Service Manager upgrading.

Feature	Prerequisites	Available in 9.40
Smart Analytics	<ul style="list-style-type: none">• Service Manager 9.35 Applications• Service Manager 9.35 server• Service Manager 9.35 client• Service Manager 9.35 Smart Analytics server for Linux (64-bit) or Windows (64-bit)	Yes
Case Exchange	<ul style="list-style-type: none">• Service Manager 9.35 Applications• Service Manager 9.35 server	Yes
JRE 8 support	The following components in Service Manager 9.35 require JRE 8: <ul style="list-style-type: none">• Service Manager 9.35 server• Service Manager 9.35 Windows client and its Configuration Utility	No
Mobile Applications enhancements	<ul style="list-style-type: none">• Service Manager 9.35 Applications• Service Manager 9.35 Mobile Applications client	Yes
Service Request Catalog enhancements	<ul style="list-style-type: none">• Service Manager 9.35 Applications• Service Request Catalog 9.35	No

Smart Analytics

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

With the Smart Ticket and Hot Topic Analytics features, Smart Analytics enables Service Manager to become a more intelligent and efficient system. In addition to the functionalities provided in Service Manager 9.34 Smart Analytics, Service Manager 9.35 Smart Analytics introduces the following enhancements:

- You can install Image Servers in a distributed setup.
- Hot Topic Analytics is provided for the Service Desk, Incident Management, and Problem Management modules.
- The Query Editor is added to Hot Topic Analytics so that you can build complex queries to refine the intelligent analysis performed by Hot Topic Analytics.
- You have more tailoring choices (for which corresponding tailoring instructions are provided).

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

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

Case Exchange

HP Service Manager Case Exchange is a solution that exchanges data between two Service Manager systems or between a Service Manager system and a Service Anywhere system. You can use the Case Exchange framework to transfer data between the two integrated systems and view or process the exchanged data in your native environment.

Service Manager 9.35 includes all the functionality of the Case Exchange Content Pack for Service Manager 9.34. You can use the Case Exchange framework to set up the following integrations for the Incident Management module:

- The integration of two Service Manager systems

Note: The other Service Manager system must be 9.34 that has the Case Exchange Content Pack applied or later versions.

Service Manager 9.35 includes two integration templates: CaseExchangeSM_SM_Pull and CaseExchangeSM_SM_Push. These two templates allow you to set up the integration with the other Service Manager system by using the Pull or Push mechanism. One improvement made in this

release is the ability to turn on the attachment transferring functionality for both Service Manager systems when the Push mechanism is used.

- The integration of Service Manager and Service Anywhere

Service Manager 9.35 provides an integration template: CaseExchangeSM_SAW. This template allows you to set up the integration with a Service Anywhere system by using the Pull mechanism.

For more information about using the Case Exchange functionalities, refer to the following online help section:

System Administration > Integrations > Case Exchange framework

JRE 8 support

As Oracle does not provide further updates for Java SE Runtime Environment (JRE) 7, HP Service Manager 9.35 starts supporting JRE 8. This section introduces the JRE 8 support of different Service Manager 9.35 components.

- The Service Manager 9.35 server requires the following upgrades of the embedded JRE.

Server platform	JRE upgrade
Windows	After you apply the Service Manager 9.35 server patch, the embedded JRE is automatically upgraded to version 8.0.40.
Linux	After you apply the Service Manager 9.35 server patch, the embedded JRE is automatically upgraded to version 8.0.40.
HP-UX	You need to manually install JRE 1.8.0 or a later version, and make Server/RUN/jre a symbolic link that points to the JRE 8.
AIX	<p>You need to manually install JRE 1.8.0 or a later version, and make Server/RUN/jre a symbolic link that points to the JRE 8.</p> <p>Note: The JRE 8 upgrade supports AIX 7 7100-03 or higher and AIX 6 6100-07 or higher.</p>

Note: Solaris 9 and Solaris 10 do not support JRE 8, so you need to manually install JRE 1.6.0_20 or its later updates for Solaris 9 and JRE 1.7.0_45 or its later updates for Solaris 10, and then make Server/RUN/jre a symbolic link that points to the JRE 6 or 7.

- The Service Manager 9.35 web client requires a 32-bit version of JRE 5 or greater; however, a 32-bit version of JRE 8 is recommended.
- The Service Manager 9.35 Knowledge Management Search Engine requires JDK 6 (Update 21 or greater), JDK 7 (Update 67 or greater), or JDK 8.
- The embedded JRE version in Service Manager 9.35 Windows client and its Configuration Utility is upgraded to JRE 8.

See [HP Service Manager 9.35 Support Matrix](#) for more information. You can also get more information about Java SE Runtime Environment from the Oracle website at <http://www.oracle.com>.

Mobile Applications enhancements

Service Manager 9.35 Mobile Applications introduces the following new enhancements.

Self-service user interface

As of Service Manager 9.35, the Employee Self-service (ESS) functionality that was previously available through content packs is now incorporated directly into Service Manager. The Service Manager Mobile Applications self-service user view is intended for end-users as an entry point to Service Desk and provides a simplified Service Desk interface for users to perform the following tasks:

- Search the knowledge base
- Submit a self-service request
- Submit a smart request
- View opened and closed tickets
- View, approve, or deny pending approval requests

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

New mobile operating system support

Service Manager 9.35 Mobile Applications supports iOS 8.x.

New parameter

The *maxRequestPerSecond* parameter in the HP Service Manager Mobile Applications configuration file (web.xml) defines the maximum number of requests allowed per second for one user session from the Service Manager Mobile Applications client. The default value for this parameter is 10. To allow unlimited requests, set the value to -1.

New behavior change

When searching the knowledge base in the Service Manager Mobile Applications self-service user view, the maximum length of the query keyword string is limited to 1024 characters. Any query string longer than 1024 characters will be truncated to 1024 characters.

Service Request Catalog enhancements

Service Request Catalog 9.35 introduces the following new enhancements.

Enable TLS/SSL connection

To ensure secure data transmission, the default value of the `src.security.secureLogin` parameter is set as `true` to enable a TLS/SSL connection between the Service Request Catalog web application server and the web browser. If you don't want to enable the TLS/SSL connection, you can set the value of the parameter to `false`.

Note: TLS/SSL creates an encrypted connection that allows private information to be transmitted without the risk of eavesdropping, data tampering, or message forgery. HP recommends enabling TLS/SSL communication between the Service Request Catalog (SRC) web application server and the web browser.

Query fields auto-fill

The Lookup fields in the dynamic user options and the Checkout Panel are automatically filled when only one result is returned.

Improved ID affiliation

Approvers can view the Request ID and its affiliated Cart Item IDs as necessary, so that it is easy for them to identify the cart items to be approved or denied.

Advanced search for interactions

Service Request Catalog supports advanced search for interactions.

Administrators can customize the search fields in Service Manager, and then Service Request Catalog users can filter the search results based on the predefined search fields.

Setting variables as the default values for custom fields

You can use variables as the default values for fields in the Checkout Panel.

Multiple selection for user options

Users now are able to select multiple values (for example, multiple CIs from the device table) in an Item Option field when they order a catalog item in Service Request Catalog.

View attachments in Change records

Change approvers can view the attachments in the Change approval records when they approve Change requests.

Copy read-only fields

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

User option template

Service Manager client users are able to save the existing User Selections in a catalog item as a template, and then apply the template to one single catalog item or mass-apply it to selected catalog items.

Primary key feature enabled by default

In Service Manager 9.35, 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.

Note: 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.

Note: The updated primary key feature requires Service Manager applications 9.32 or later.

Out-of-box user password policy updated

Compared with previous versions, Service Manager 9.35 uses an updated user password policy to elevate the protection level for user passwords. This includes adding a default value for some settings and changing the selected or unselected state of some options.

In general, new passwords now must conform to the following rules.

Setting or option	Default value/state	Rule
Min Password Length	10	Must contain at least 10 characters.

Setting or option	Default value/state	Rule
Max Password Length	128	Must contain no more than 128 characters.
Require Mixed Case	Selected	Must contain at least one uppercase character and at least one lowercase character.
Require Non-Alpha Chars	Selected	Must contain at least one digit (0 - 9) or special character.
Min Required	1	
Use Time Period	Selected	Must expire in 90 days.
Max Pwd Lifetime	90 00:00:00	
Keep Password History	Selected	When resetting their password, users are prevented from using any of the last 10 values.
Prompt for Value	Selected	When resetting the password for an operator using the Reset Operators Password option, the administrator is prompted to enter a new password. The system no longer automatically populates the user's password field with the user name.

New text strings to be localized

This release has introduced a number of new text strings, all of which have been localized except for a few as listed in the following table. You can easily localize them using the native2ascii tool. For detailed localization instructions, see knowledge article [KM00779834](#).

The following table lists the text string added in this release.

File	New text string	Description
cpe_web.properties	FileUploadServlet.File_prefix_illegal=File name contains illegal characters	This label is for the error log message that is generated when the name of an attached file contains characters that are not permitted.

Certifications

This release includes the following new certifications:

Service Manager server

Operating system

- Red Hat Enterprise Linux 6.6
- Oracle Enterprise Linux 6.6
- Novell SUSE Linux Enterprise Server 12

Database

- SQL Server 2014
- Oracle 12c on HP-UX

Note: In this release, a new installation package (sm9.35.0012_HP-UX-IA64-ORCL12C.tar) is provided so that the Service Manager server running on HP-UX can connect to Oracle 12c.

Service Manager web client

Web application server

- Weblogic 12c

JRE 8

- Certified for web application servers that are compatible with JRE 8
- Certified for all supported browsers

Service Manager Mobile Applications client

Handset

- iOS 8

JRE 8

- Certified for the web application servers that are compatible with JRE 8
- Certified for all supported browsers

Service Request Catalog

Service Request Catalog for tablets

- iOS 8

JRE 8

- Certified for Tomcat
- Certified for all supported browsers

For more information about the certifications in Service Manager 9.35, refer to the [Support Matrix](#) document.

Other enhancements

Additionally, HP Service Manager 9.35 includes the following enhancements.

Language pack installation

Unlike in previous releases, the language packs for all supported languages in this release are provided in the same package. By default, the languages that are already installed in your system are automatically detected and selected during language pack installation. You can change the selections based on your needs.

For more information, see "[Language pack installation](#)" on page 108.

Type of files that are not allowed as attachments

The web client provides additional protection by using a "whitelist" to control the types of attachments that can be submitted to Service Manager. From the web client, you can submit only attachments of

which the file types are in this whitelist. In the out-of-box system, this whitelist includes these file types, which are considered safe: bmp, jpg, jpeg, png, gif, txt, log, unl, and csv.

For more information, refer to the subsections about attachment handling in the Database Administration section of the Service Manager online help.

Hash code string added to SRC URLs

Starting from Service Manager 9.35, a hash code string is appended to the URLs that are used to access SRC. This requires the value of `sm.hostname` in the SRC configuration file `applicationContext.properties` to be the same as the host name portion of the `queryhashcode` parameter in the `sm.ini` file.

Note: If you use an SRC URL that is generated from a Service Manager version earlier than 9.35 to access the SRC server, you may fail because the URL does not contain the hash code string. To fix this issue, SRC administrators can set `src.enableQueryHash=false` in the `applicationcontext.properties` file.

For more information, refer to the *Service Request Catalog Interactive Installation Guide* in the *Service Manager Installation and Upgrade Documentation Center*.

Enhancements

This release includes the following enhancement type fixes.

Applications

CR	Problem	Solution
QCCR1E104010	It is not possible to set variables as default values of columns in SRC tailoring.	Now variables and Javascript functions can be used as the default values in SRC tailoring.
QCCR1E112070	You cannot select multiple field values in the item options, and then save the item.	You can select multiple field values, and then save them. The system saves the selected values in the cart items for the potential fulfillment workflow, which you can implement.
QCCR1E115156	Some time zone settings are not updated for 2014.	Now the time zone settings are updated for 2014.
QCCR1E115335	SRC does not support advanced search for interaction records.	SRC now supports advanced search for interaction records in the Request Inbox page.

Documentation

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

SRC

CR	Problem	Solution
QCCR1E98633	Appropriate Request ID number and Cart Item number for each approval item of which approvers are asked to provide an approval decision are not displayed.	Now both the Request ID number and the Cart Item number can be completely displayed in the section with the approval decision buttons.
QCCR1E104010	It is not possible to set variables as default values of columns in SRC tailoring.	Now variables and Javascript functions can be used as the default values in SRC tailoring.
QCCR1E106018	SRC query fields with the query that returns a single record are not automatically filled. Instead, you must fill the field and select the single record.	The query fields are now automatically filled, no matter they're mandatory or not. This mechanism only works when you submit new requests. It does not work when you resubmit/update requests.
QCCR1E115335	SRC does not support advanced search for interaction records.	SRC now supports advanced search for interaction records in the Request Inbox page.

Server

CR	Problem	Solution
QCCR1E111419	The dbdict utility does not support changing the SQL type from non-unicode to unicode.	<p>The dbdict utility now supports changing the SQL type from non-unicode to unicode. The following SQL type changes are supported:</p> <ul style="list-style-type: none"> • From varchar to nvarchar (when the length is not shortened) • From char to nchar (when the length is not shortened) <p>Note: SQL type changes from text to nvarchar (max) are not supported because the text type is deprecated in Service Manager 9.35.</p>

Upgrade

CR	Problem	Solution
QCCR1E110822	The Merge and Mark as Reconciled buttons for resolving upgrade conflicts are located in the More... menu and this is inconvenient.	The "Merge", "Mark as Reconciled", "Revert", and "Choose Upgrade" actions are now available as buttons on the toolbar.
QCCR1E112193	Users can select a base version in the Upgrade Wizard.	Base version selection in Upgrade Wizard is disabled.
QCCR1E112620	The replaced RAD does not have the PRE prefix after the upgrading.	The replaced RAD now has the PRE prefix.
QCCR1E114153	After you click the Apply an Upgrade button, the upgrade path can be changed.	Now the upgrade path can no longer be changed in this case.

Web client

CR	Problem	Solution
QCCR1E98987	Oracle Weblogic 12 is not certified for Service Manager Web Tier.	Oracle Weblogic 12 is now certified for Service Manager Web Tier.
QCCR1E112070	You cannot select multiple field values in the item options, and then save the item.	You can select multiple field values, and then save them. The system saves the selected values in the cart items for the potential fulfillment workflow, which you can implement.
QCCR1E119906	Mozilla Firefox 31 is not certified for Service Manager web client.	Mozilla Firefox 31 is now certified for Service Manager web client.

Fixed defects

This release fixes the following defects.

Applications

CR	Problem	Solution
QCCR1E113230	You cannot use the keyboard to remove an item from the Delivery Objectives table.	You can now use the keyboard to remove the item.
QCCR1E31634	You cannot add security folders for known error tasks.	Now you can add the security folders.
QCCR1E58958	On the Polish version of Excel 2003 or 2007, the .csv files exported via the "Export to Text File" functionality of the Windows client displays corrupted characters.	Exported files can now be displayed correctly.
QCCR1E96094	You cannot update the catalog information in an Interaction after you resubmit the request.	You can update the catalog information in an Interaction after you resubmit the request.
QCCR1E97513	No approval log is displayed for line item approvals in the Interaction record UI.	Approval logs are displayed for line item approvals in the Interaction record UI.
QCCR1E97845	When you try to use a view that was generated from the workflowphase table, an error occurs.	You can generate views from the workflowphase table as expected.
QCCR1E97981	The "Open an Incident" connector does not work in the service catalog module.	The connector now works properly.
QCCR1E101272	If you enter some information in the "Update Comments" field of a Knowledge Management document, and then publish the document internally or externally, the comments entered are not saved. Additionally, no update record is created in the "activityKMDoc" table.	Now the update comments are saved.

CR	Problem	Solution
QCCR1E102369	The recurring cost of a bundle is not displayed on the Interaction details page.	The recurring cost of a bundle is displayed on the Interaction details page.
QCCR1E103257	When a problem management task is closed before its scheduled expiration time, a "past due" notification is unexpectedly sent.	Now the notification is no longer sent.
QCCR1E105012	The filters don't work if a view is selected in the Search form.	The filters now work properly.
QCCR1E105608	After you apply Service Manager 9.21 Application Patch 3, some fields are added as the "intType" type in the "extaccess" table for some objects, such as "Change" (name=cm3r). Therefore, the web service no longer works correctly until you remove this added entry.	Now the web service works properly.
QCCR1E106767	In a multiple language environment, cart items are not displayed in the language that the you use to log in.	Now items are displayed in the correct language.
QCCR1E106769	The system is slow when you click order from catalog in a load-balanced environment.	The system response is now faster in this situation.
QCCR1E107094	After you use a custom change model that has tasks created in the Task Planner to create a change record, only the last task created in the planner can be seen by the assigned group in the "To do" queue; other tasks cannot be seen unless the record is created and saved.	All the tasks can now be seen in the "To do" queue.
QCCR1E107540	Validations used for "interaction to incident" escalation do not always work correctly.	Now these validations work correctly all the time.
QCCR1E107508	Update notifications of incidents are not processed by Javamail when the event class batch size is larger than zero. Therefore, many "eventout" records are generated.	Now validations are added to avoid the situation.

CR	Problem	Solution
QCCR1E108699	The target order and target completion dates are incorrect in the dependent groups of a Request.	The date is now correct in the dependent groups.
QCCR1E108989	The BSGFunctions JavaScript can cause user sessions to consume 100% of CPU resources.	The BSGFunctions JavaScript works as expected.
QCCR1E108990	The usage of Request Management license is not calculated correctly for users who have "view only" rights.	User who do not have "update" rights for the Request Management module do not consume a license.
QCCR1E109439	After an incident record is closed, the SLO status is breached before the expiration time is reached.	Now the SLO status is not breached before the expiration time is reached.
QCCR1E109655	The "cirelationship" trigger takes a long time to add a new child to a large CI (that is, a CI with many sub-CIs).	The performance for the "cirelationship" trigger is now improved.
QCCR1E109618	When you edit a CI and then click Save & Exit , the form is closed to further editing even if field validation fails.	The form is not closed to editing if field validation fails.
QCCR1E109754	When you select Custom sort to sort the interactions in the interaction list page, the list is no longer sorted after you refresh the page.	The list is still sorted after the page is refreshed.
QCCR1E109843	If two threads address a CI or its relations, and one removes a relationship, the other thread may not display the relationship changes accurately.	Please refer to the documented Workaround. HP does not plan to implement further changes to fix this issue.
QCCR1E110479	When the number of affected CIs for a query string exceeds 64, you receive an error message.	When the number of affected CIs for a query string exceeds 64, you receive a "Too many child element" message instead of the application error message.
QCCR1E110537	If you apply a default template to change categories with the Folder Entitlement functionality enabled, an error is generated when you try to create a new change that belongs to one of those categories.	Now no error is generated.

CR	Problem	Solution
QCCR1E111031	The customized accessible description for the recordlist table in a wizard cannot be read by JAWS.	The description can now be read by JAWS.
QCCR1E111067	The order of the elements in the source code does not match the logical or visual order of the elements in the wizard form.	The order of the elements in the source code matches the logical or visual order of the elements in the wizard form.
QCCR1E111285	When multiple SLOs are defined in an SLA, and then the SLA record is suspended, the SLOs are incorrectly set to "achieved." Additionally, the incorrect or the last SLA is set to "suspended."	Now a new "Use Legacy Unordered Suspend Process" option is provided to support the legacy unordered suspended processes.
QCCR1E111359	It takes the system a long time to perform the SLA calculation when there are empty IDs in the SLO responses.	Now the SLA calculation is optimized.
QCCR1E111325	The "Initial state" and the "Final state" of the "slo.qbe" list display incorrect values compared to the initial and final state of the same SLO in the "slo.view" list.	The values displayed are now correct.
QCCR1E111414	In SRC, the Category, Area, and Subarea fields of registered interaction records are not localized for end users.	The fields are now localized in SRC.
QCCR1E112009	An unrecoverable error occurs and Applications Patch Manager stops running when you apply Applications Patch Manager to a database two times.	No error occurs when you apply Applications Patch Manager to a database two times.
QCCR1E112179	The verifyChangeCategory function in the "changeManagement" Scriptlibrary does not validate the category for change tasks correctly.	The function now validates the category for change tasks correctly.

CR	Problem	Solution
QCCR1E112510	<p>After you import CIs to the "cirelationship" table and then browse the list of CIs, you receive the following error message:</p> <pre>Script 'ciVisualizationGraph' line 827: ERROR out of memory at char 1) and (Script 'ciVisualizationGraph' line 804: ERROR TypeError: to has no properties at char 1) Additionally, Service Manager stops responding.</pre>	<p>The root cause for this issue is a CI record that does not exist in the "cirelationship" table. When the system searches for related CI records based on the CI relationship, it encounters an NPE issue. Please refer to the documented workaround. HP does not plan to implement further changes to fix this issue.</p>
QCCR1E112790	<p>When you select a lot of change records to Mass Approve, the popup box is populated for each record if you belong to more than one group.</p>	<p>When you select a lot of change records to Mass Approve, the popup box is populated once.</p>
QCCR1E112736	<p>Permission to create a new Time Period incorrectly depends on the Change Management license. No license check should be performed when you create a new Time Period.</p>	<p>License dependencies are removed from the Time Period module.</p>
QCCR1E112858	<p>After you try to close an incident by using the web services, a "success" message is returned even if the task fails.</p>	<p>After you try to close an incident by using the web services, a "success" message is not returned if the task fails.</p>
QCCR1E112917	<p>When you order a catalog item bundle that has dependencies defined at the model level, the values for the fields group.parent, dependency.type, and vendor.time.zone are missing. However if the same item is selected when you open a quote manually, all the values are populated as expected.</p>	<p>When you create quote records in different ways, the values for the fields group.parent, vendor.time.zone, and dependency.type are filled with consistent values.</p>
QCCR1E113237	<p>When you create a new Incident in multi-company mode, the Company field is not automatically populated.</p>	<p>When you create a new Incident in multi-company mode, the Company field is automatically populated.</p>
QCCR1E113420	<p>The color bar of the entry record is missing in the full calendar when the "." character is set as the date separator.</p>	<p>Now the date separator from the "tzfile" is used and the color bar is displayed properly.</p>

CR	Problem	Solution
QCCR1E113461	When a bundle is ordered several times and the quote is moved to the next phase, the line items should be updated for all bundles. That is to say, if one of the items in the bundle changes its status to "Ordered", in all the bundles in the quote the status of that item should be changed to "Ordered" as well.	Now the status of the items is updated properly.
QCCR1E113446	After you apply the 9.34 applications patch to a Process Designer Content Pack 4-enabled I10n environment, a rename record is created for the "System Administration" menu item.	No rename record is created after you apply the 9.34 applications patch to a Process Designer Content Pack 4-enabled I10n environment.
QCCR1E113598	When users request an item from the service catalog, a service desk record and a quote record are created. During this process , 9 line items, instead of 6 line items, are created based on the dependencies configured.	Now no duplicate line items are created.
QCCR1E113752	When a Business Service with a large number of related CIs is selected, the Service Manager servlet does not work properly and eventually terminates.	Now the system performance is improved when a CI record is displayed.
QCCR1E113916	An error occurs after you execute the "PurgeOutOfBoxData" unload script.	No error occurs after you execute the "PurgeOutOfBoxData" unload script.
QCCR1E114212	After the subscription changes are opened, errors are found in the Service Manager log.	After the subscription changes are opened, no errors are found in the Service Manager log.
QCCR1E114225	The device Format Control contains conditions for JavaScript code that is now removed.	The redundant code is removed from the device Format Control conditions.
QCCR1E114340	When you enable the attachment-handling feature in two Service Manager systems that are integrated by using Case Exchange, an endless loop of attachment exchange occurs.	When you enable the attachment-handling feature in two Service Manager systems that are integrated by using Case Exchange, attachment exchange works as expected.
QCCR1E114595	When you open a KM document from SRC, the document is incorrectly formatted.	KM Documents are correctly displayed in SRC.

CR	Problem	Solution
QCCR1E114694	The system incorrectly notifies you that a Change task is in conflict with a time period because the affected service for the Change task is empty and therefore differs from the affected service of the time period.	This is a cache issue. Now additional logic is added and there are no longer any conflicts.
QCCR1E114798	There is an Exception error when you save the format control "probsummary".	Now the format control can be saved successfully.
QCCR1E114821	You cannot create a new bundle in SRC if you try to add the "open an incident" connector as a new item.	Both the bundle and the item are created as expected.
QCCR1E114967	When you use the dot (".") character as the date separator, the change calendar routines fail.	The change calendar routines no longer fail when you use the dot (".") character as the date separator.
QCCR1E115009	Changes are not displayed on the calendar with the color that is defined in the "Color Preference" conditions.	Changes are displayed on the calendar with the color that is defined in the "Color Preference" conditions.
QCCR1E115071	Some data that should be purged by the PurgeAll and PurgeOutOfBoxData unload scripts is missing from the scripts.	The missing data is added to the PurgeAll and PurgeOutOfBoxData unload scripts.
QCCR1E115006	An error message is displayed if you open the change detail form when there are conditions in the active change embedded calendar configuration.	Now no error message is displayed.
QCCR1E115244	The calculation for "approval.del.show.groups" in Format Control is not correct.	The calculation is now correct.
QCCR1E115344	Usage conditions do not work for Time Period categories.	Now the application can evaluate the usage condition based on different contexts.
QCCR1E115443	In the Process Designer environment, the ID of the "Calculate Time Period" option is the same as the ID of the "Approval->Approval" option.	Now the IDs are different.
QCCR1E115582	When orders are created, the "rmo.create.order" operation does not check all the line items.	Now all line items are checked.

CR	Problem	Solution
QCCR1E115641	When you set a relative value in an array of a date/time field in a template, the value is not correctly applied to Incident records.	The values are now transformed to absolute dates and thus the value can be correctly set.
QCCR1E115756	When you try to automatically fill the Group/Operator field in the Approvals/Review tab of a Task Phase record, you receive an error message.	You can automatically fill the Group/Operator field in the Approvals/Review tab of a Task Phase record as expected.
QCCR1E115821	You can switch to another Change approval before you have approved all of the pending child approvals in the current one.	When you try to switch to another Change approval before you have approved all of the pending child approvals in the current one, the view remains in the current approval.
QCCR1E115813	The format control "rootcause" calls the JavaScript function lib.rcaCI.affectedCI () twice.	Now the duplicate JavaScript call is removed.
QCCR1E115857	The title "Change Calendar" is used in the incident "IM.close.incident" form.	Now the title is corrected.
QCCR1E116050	It takes a long time for the system to display a Relationship Graph and you cannot expand CI groups in the graph once it is displayed.	Now it takes less time for the system to display a Relationship Graph and the CI groups can be expanded correctly.
QCCR1E116148	When you move to another output event without making changes to the current record, a message box is displayed asking whether you want to save your changes.	Now no message box is displayed if no update is made to the current record.
QCCR1E116240	The text import wizard uses the octal numeral system.	The text import wizard now uses the binary numeral system.
QCCR1E116427	The handle time is longer than the open time when you create an Interaction record.	The handle time equals the open time when you create an Interaction record.

CR	Problem	Solution
QCCR1E116654	<p>You cannot load an unload file, and you receive the following error message:</p> <pre>Process panel merge.sql.mapping in RAD file.load encountered error in line 1 (file.load,merge.sql.mapping) Cannot evaluate expression (file.load,merge.sql.mapping) Bad arg(2) oper = (file.load,merge.sql.mapping) Cannot evaluate expression (file.load,merge.sql.mapping) Script 'xmlHelpers' line 117: ERROR TypeError: element has no properties at char 1</pre>	The file is loaded successfully and you do not receive any error message.
QCCR1E116696	When a catalog item has an "All must Approve" and a "One must Approve" request level approval, the "One must Approve" approval does not work (that is the request is still in the "pending" state after one of the approvers has approved the request).	All the approvals work as expected now.
QCCR1E116922	Service Manager does not generate SRC URLs for line item level approvals correctly.	Service Manager generates SRC URLs for line item level approvals correctly.
QCCR1E117178	It takes a long time for the system to display a Relationship Graph and you cannot expand CI groups in the graph once it is displayed.	Now it takes less time for the system to display a Relationship Graph and the CI groups can be expanded correctly.
QCCR1E117167	<p>When you add a link from a record in the KM document reference editor to another record, you receive the following message:</p> <pre>\$L.object.name "x" updated.</pre>	<p>When you add a link from a record in the KM document reference editor to another record, you receive the following message:</p> <pre>Knowledge Document "x" updated.</pre>
QCCR1E117294	After recalculation, the message is "Recalculation of the time period confliction completed." The message should be changed to "Recalculation of time period conflicts complete".	The message is now updated as suggested.

CR	Problem	Solution
QCCR1E117314	Alert are not generated when an Interaction is updated by the Linker process.	Alerts are generated when an Interaction is updated by the Linker process.
QCCR1E117775	In a French localized system, "UNSUSPENDED" is displayed in English in the update.action field when an incident is unsuspended.	The message is localized to French.
QCCR1E117801	The ApprovalDelegationGroups functions only work for individual modules. The functions do not work for all modules.	The ApprovalDelegationGroups functions now work for all modules.
QCCR1E118158	Service Catalog user selections are not stored correctly for each localization.	Service Catalog user selections are stored correctly for each localization.
QCCR1E118307	When you add an attachment to a record and then save another record (a join file) that has the same unique key, the attachment is removed from the original record and added to the join file.	When you add an attachment to a record and then save another record (a join file) that has the same unique key, the attachment remains attached to the original record.
QCCR1E118359	Query authorization is not implemented for some RESTful APIs. For example, some users can perform all RESTful requests, regardless of their permissions for UCMDB APIs.	Query authorization is implemented for all RESTful APIs.
QCCR1E118452	A "Please provide an update" message is incorrectly displayed when you retract an approval.	A "Please provide an update" message is no longer displayed when you retract an approval.
QCCR1E118443	You can switch to another Change approval before you have approved all of the pending child approvals in the current one.	When you try to switch to another Change approval before you have approved all of the pending child approvals in the current one, the view remains in the current approval.
QCCR1E118590	UserOptions are not displayed as mandatory fields in the web client.	UserOptions are displayed as mandatory fields in the web client.
QCCR1E118637	When you order a Support Catalog item in SRC after tailoring SRC to display the full name, the contact for this request is not set correctly in Service Manager.	When you order a Support Catalog item in SRC after tailoring SRC to display the full name, the contact for this request is set correctly in Service Manager.

CR	Problem	Solution
QCCR1E118702	When scheduled maintenance objects are configured to be created only inside or only outside a specified working schedule, the default time zone is always.	The time zone is considered when tasks are created only inside or only outside the working schedule.
QCCR1E118765	The "Current Stock" heading is not formatted correctly.	The "Current Stock" heading now uses the "header level 2" style.
QCCR1E118787	When you apply the "Service=" filter to the Change Calendar, a list of records in which the service is named "All" is displayed, instead of a list of records for all services. The same issue occurs when you apply the same filter to locations, departments, and environments.	When you apply the "Service=" filter to the Change Calendar, all records are displayed.
QCCR1E118992	When you double-click the approval log in an Interaction form to view the detailed approval log information, nothing happens.	When you double-click the approval log in an Interaction form, the detailed approval log information is displayed.
QCCR1E119092	When you enter an invalid department name in a non-English version of Service Manager, "Invalid Department Requester" is displayed in English.	The string "Invalid Department Requester" is no longer hard-coded. When you enter an invalid department name in a non-English version of Service Manager, a localized version of the message is displayed.
QCCR1E119256	When you resubmit a pending request, the recurring cost is not updated.	When you resubmit a pending request, the recurring cost is updated.
QCCR1E119300	You cannot set the value of a field in a template if this field value depends on another field value.	You can set the value of a field in a template even if this field value depends on another field value.
QCCR1E119371	When you update a CI relationship record, the uCMDB ID is not updated in the cirelationship1to1 file.	When you update a CI relationship record, the uCMDB ID is updated in the cirelationship1to1 file.
QCCR1E119365	Interactions that have "Telephone" notification types are not moved to the "Callback" status when the related quote is closed.	Interactions move to the correct status when the related quote is closed.
QCCR1E119363	When you resubmit a Request in SRC and update the contact details, the contact for the request is not updated correctly in Service Manager.	When you resubmit a Request in SRC and update the contact details, the contact for the request is updated correctly in Service Manager.

CR	Problem	Solution
QCCR1E119336	When you double-click the approval line in an Interaction record to view the approval details, nothing happens.	When you double-click the approval line in an Interaction record, the approval details are displayed.
QCCR1E119409	When you use double separators () to insert multiple hard breaks (blank lines) into the description(action field) of probsummary in an eventin record, the last double separator is not converted to a hard break.	When you use double separators () to insert multiple hard breaks (blank lines) into the description(action field) of probsummary in an eventin record, the last double separator is converted to a hard break as expected.
QCCR1E119403	The value of the first.call field in the incidents table changes to "false" if the Interaction is submitted by using SRC. The value stays "false," even if the same operator closes the Interaction by using the Windows client. If the Interaction is submitted by using the Windows client, and if the Interaction is closed by the logged-on operator, the value of the first.call field remains "true."	The value of the first call field is set to "true" after an Interaction is submitted by using SRC. The behavior of ESS and the web client is consistent.
QCCR1E119475	The rmo.create.order RAD expression creates multiple order records for line items.	The rmo.create.order RAD expression creates only one order records for each line item.
QCCR1E119618	When Case Exchange transfer an Incident that has Spanish characters in the description from SAW to Service Manager, the Spanish characters are displayed incorrectly in Service Manager.	The Spanish characters are displayed correctly in Service Manager.
QCCR1E119676	The Change process does not release the lock on a Change record.	The Change process does releases the lock on a Change record.
QCCR1E119678	After you apply the workaround that is described in QCCR1E117801, you no longer receive "Approval Added" notifications.	The notification configuration of the checkDelegation function supports now Approvals and other objects (such as cm3r and timeperiod).
QCCR1E119980	When you open a Change from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted incorrectly.	When you open a Change from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted correctly.
QCCR1E120116	Dates in the user options of bundled items are not formatted consistently.	Dates in the user options of bundled items are formatted consistently.

CR	Problem	Solution
QCCR1E120561	When you open a Request from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted incorrectly.	When you open a Request from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted correctly.
QCCR1E120609	<p>Suppose that you have submitted a request that contains multiple items. Each item has a recurring cost. If the recurring cost value is 0 for any item except for the first and last one, the following error message is displayed when you view the submitted request:</p> <p><Retrieving *** from the server failed. Try again.></p>	You can now view a submitted request successfully without any error, even if the request contains special items.

CR	Problem	Solution
QCCR1E120959	<p>When you try to upgrade Service Manager, the upgrade fails and the following errors are generated when you apply a production patch:</p> <pre> 24946(45269) 02/12/2015 14:36:00 RTE E Error: SQL code=1741 message=ORA-01741: illegal zero- length identifier 24946(45269) 02/12/2015 14:36:00 RTE E API = OCISstmtExecute [in sqociExecOne], Statement = CREATE TABLE /*P4 [HPPCHREAssignment; n1; oracle11; ; Tot bytes: 0]*/ HPPCHREASSIGNMENTN1 /* Tconstraints */ (/*P4[name; 1; m1; 0]*/ "NAME" VARCHAR2(60) NULL, /*P4[assignment2; 2; n1; 0] */ "" NULL, /*P4[assignment3; 3; n1; 0]*/ "" NULL, /*P4 [reassignment; 4; n1; 0]*/ "" NULL, /*P4[calendar.name; 7; n1; 0]*/ "" NULL, /*P4[duty.hours; 8; n1; 0]*/ "" NULL, /*P4 [printer.name; 9; n1; 0]*/ "" NULL, /*P4[type; 10; n1; 0]*/ "" NULL, /*P4[format; 11; n1; 0]*/ "" NULL, /*P4[reassign; 12; n1; 0]*/ "" NULL, /*P4[route.to; 13; n1; 0]*/ "" NULL, /*P4[route.if; 14; n1; 0]*/ "" NULL, /*P4 [oti.name; 20; n1; 0]*/ "" NULL, /*P4[oti.assignment; 21; n1; 0]*/ "" NULL, /*P4[time.zone; 22; n1; 0]*/ "" NULL, /*P4[initial.acr; 51; n1; 0]*/ "INITIAL_ACR" VARCHAR2(60) NULL) STORAGE (INITIAL 4K) </pre>	<p>Application Patch Manager now applies production patches successfully when NULLTABLE is defined in the updated dbdict.</p>
QCCR1E121141	<p>Automatic approval (when the "Preapprove on Open" option is set to "true") does not work for Service Desk interactions. The interaction remains in the "Pending Approval" status.</p>	<p>Automatic approval works as expected for Service Desk interactions.</p>

CR	Problem	Solution
QCCR1E121452	The approval status of an Approval record is displayed as "Pending" when the record is approved in the Interaction record.	The approval status of an Approval record is displayed as "Approved" when the record is approved in the Interaction record.
QCCR1E115953	It is not a good solution to use the trigger "timeperiod.conflict.notification.after.change.approved" to send emails when a change conflicts with one of the TPs.	Now the trigger is removed and the mail notification is moved into "cm.update.save", which is called during the approval process.

Documentation

CR	Problem	Solution
QCCR1E78368	<p>The Applications Patch Manager Guide for Content Releases does not correctly describe the View/Merge Results process.</p> <p>The Applications Patch Manager Guide for Content Releases suggests the following:</p> <p>"The XML for the new object is shown on the left side, and the XML for your tailored object is shown on the right side with the differences highlighted.</p> <p>5. For simple objects and elements, use the arrow [...].</p> <p>6. Click SAVE.</p> <p>7. Change the Result to Merged and then click Save.</p> <p>8. Test the updated functionality of the merged object.</p> <p>9. When you are satisfied that the object is working correctly, right-click the detail page and then click Mark as Reconciled in the drop-down menu."</p> <p>However, the option of "Mark as Reconciled" is only available for those entries with a result of "Renamed."</p>	<p>The Applications Patch Manager guide is now updated by removing the information regarding the Merged result, which should not be used.</p>
QCCR1E84547	<p>The IR search functionality is not supported for the Arabic language.</p>	<p>The IR search is not supported for the Arabic language. You can use Solr instead.</p>

CR	Problem	Solution
QCCR1E100549	The Operations Orchestration integration documentation in the online Help incorrectly describes the location of the keystore during the integration of Service Manager 9.31 and Operations Orchestration 10.01.	<p>Added the following note to the "Enable SSL connection from Service Manager to Operations Orchestration" topic in the Operations Orchestration integration documentation in the online Help.</p> <p>Note: If your Operations Orchestration system does not contain any keystores in these folders, skip this task.</p>
QCCR1E112167	In the online Help, the Incident Exchange (OMi - SM) integration is incorrectly referred to as the "SMOMi integration" or "OMi integration," which is not the official name of the integration.	Updated the integration name to "Incident Exchange (OMi - SM) integration."
QCCR1E115563	Some subphases in the process of running an out-of-box upgrade need to be modified or removed from the Upgrade Guide.	The subphases in the process of running an out-of-box upgrade are updated in the Upgrade Guide.
QCCR1E115890	The RAD function strraw() that exports array data to a delimiter-separated string is not documented in the Programming Guide.	This function is now documented in the Programming Guide.
QCCR1E115898	The information is incomplete in help topic "Add or edit help records". It does not state that new or revised help records must be reviewed before they can be published.	Added information about the help review process.
QCCR1E119101	The documentation for the Oracle CI mode does not reflect the new method about using the sqlupper:1 parameter.	Added information about using the sqlupper:1 feature to the "Oracle case sensitivity" topic in the online Help and the database preparation section in the Interactive Installation Guide.

CR	Problem	Solution
QCCR1E119574	The cursor.field.contents function does not return any focused content when a row in a record list is selected in the Web client.	The description of the function is updated in online Help and Programming Guide to indicate that this function does not support record lists in the Web client.
QCCR1E119928	In the Service Manager Interactive Installation Guide, there is no documentation about deploying the web tier on WebSphere 8.5.	Updated the Interactive Installation Guide to include information about deploying the web tier on WebSphere 8.5.
QCCR1E120030	Description for the parameter querysecurity in sm.ini is not correct in the online Help.	Now the description is correct in the online Help.
QCCR1E120772	Some workflow diagrams in the Knowledge Management section of the Processes and Best Practices Guide are incorrect or inconsistent with the description in the corresponding tables.	The workflow diagrams have been corrected in the Knowledge Management section of the Processes and Best Practices Guide.

Integrations

CR	Problem	Solution
QCCR1E94259	You cannot enable the OMi event drill-down function when the querySecurity parameter is set to "true."	The OMi event drill-down function works as expected when the querySecurity parameter is set to "true."
QCCR1E102297	In a UCMDB integration, updates to the cirelationship table generate duplicate key errors if no valid ddmRule is found for the cirelationship table.	The cirelationship table can be updated successfully in UCMDB integrations.
QCCR1E112495	Case exchange hangs when it processes inbound requests after running four hours of benchmark testing.	Now Case Exchange no longer hangs in this case.
QCCR1E119644	When you use the pull mechanism of Case Exchange in Service Manager and log in to the system with Spanish enabled, no Case Exchange widget is displayed in the incident detail page.	Now the Case Exchange widget is displayed in the incident detail page in this case.

Localization

CR	Problem	Solution
QCCR1E119458	The cost of an item is not displayed when a session is opened in the French language environment.	Now the cost of the item is displayed.

Mobility

CR	Problem	Solution
QCCR1E113749	The background colors of the two buttons are similar to those of their container so they are not easily distinguished in the drop-down list of the language combo box in the Mobility applications.	The background colors are now different and the buttons are easily distinguished in the drop-down list of the language combo box.
QCCR1E114216	Employee Self-service users cannot log in to Service Manager by using the Mobile Applications client when TSO is enabled.	Employee Self-service users can successfully log in to Service Manager by using the Mobile Applications client when TSO is enabled.
QCCR1E115183	The out-of-box template for a Knowledge Management Problem/solution article is incorrect.	Now the template is correct for Problem/solution articles.
QCCR1E115236	The content of a Group control is not displayed in some conditions. For example, if you add a Group control in a subform and use the subform in another Group control or a Notebook tab, the content of the Group inside the subform is not displayed when the form is displayed in Mobile applications.	The content of a Group control is now displayed in all conditions.
QCCR1E115350	When you rotate the screen of an iOS device, the drop-down menu and the attachment feature do not work correctly if the iOS toolbar shows.	The drop-down menu and the attachment feature now work as expected.

CR	Problem	Solution
QCCR1E115494	When you retract an approved Change, the warning message that is displayed is not user friendly.	The warning message that is displayed is now correct.
QCCR1E117264	When you cannot log in to the Mobile client because the maximum number of concurrent sessions is reached, the Mobile client does not display the correct message.	Now, the login error message is retrieved from the server, and the correct message is displayed.
QCCR1E117258	After you approve a pending change approval record, the "My Pending Approvals" list view remains empty.	Now the "My Pending Approvals" list view is refreshed correctly.
QCCR1E117606	When a Change Approval record is displayed with a long Approval group name, the change ID column is not visible.	The Change ID column is moved so that the Change ID is visible even if the Change Approval record has a long approval group name.
QCCR1E117640	If you switch languages to log in to the Mobile Applications client many times, the languages are mixed in the ESS KM search page.	The language of the ESS KM search page is displayed correctly now.
QCCR1E117880	Long text strings are not displayed correctly in the Employee Self Service approvals inbox.	Long text strings in the Employee Self Service approvals inbox now end with three dots instead of being truncated suddenly.
QCCR1E118007	The favorite icon of the Mobility Applications is the same for both the Employee Self-service mode and the Standard mode.	Now the favorite icons are different for the Employee Self-service mode and the Standard mode.
QCCR1E119775	If Lightweight Single Sign-On (LW-SSO) is enabled on the Service Manager server and the Mobile Applications client, after you log in with the Mobile Applications client, a blank page is displayed with an "Internal Server Error" error message.	Now the main page is displayed successfully without any error messages.
QCCR1E119982	The title is not completely displayed in the Request details page even though you scroll the screen.	The user interface is modified and the title can be completely displayed.

SRC

CR	Problem	Solution
QCCR1E65181	In the System Status screen, no Device ID is displayed when you logged in from the Service Request Catalog client.	In the System Status screen, Device ID is displayed as WS-SRC in this case.
QCCR1E93720	If an interaction is created in Service Manager, the operator in the Callback Contact field cannot see the ticket in SRC.	Callback Contact of an interaction now has the ability to see the interaction in SRC.
QCCR1E101538	Links to other Knowledge Management systems do not work in SRC.	Now the links work in SRC.
QCCR1E101823	In the Contact Search pop-up window, the Tab key does not work properly in Internet Explorer. For example, if you set focus to the First Name field and press Tab, the focus goes to the Contact Name field. If you press Tab again, the focus goes back to the First name field and the Last Name field does not have a chance to get focus.	In the Contact Search pop-up window, the Tab key now works properly in all supported browsers. Each focusable control in the form can get the focus and you can navigate through each control using the Tab key.
QCCR1E111414	In SRC, the Category, Area, and Subarea fields of registered interaction records are not localized for end users.	The fields are now localized in SRC.
QCCR1E114551	Downloading catalog item attachments does not work.	Now the attachments can be downloaded successfully.
QCCR1E114854	The message for loading category failure is not user-friendly.	Now a clear message is displayed.
QCCR1E115305	Categories are also displayed in the auto-complete suggestion list, and clicking on a suggestion that is a category does not take you to the category screen.	Categories are not displayed in the auto-complete suggestion list now.

CR	Problem	Solution
QCCR1E115303	Clicking on a suggestion that includes several words performs an “OR-search” that does not show the most relevant results at the beginning of the page.	Now the most relevant results are displayed.
QCCR1E119471	Some screenshots and tables in SRC Customization Guide are not correct.	The screenshots and the tables in SRC Customization Guide are corrected now.
QCCR1E120123	The configuration of a custom field in the Service Checkout Panel is overwritten when there's another custom field that has the same name in General Support Checkout Panel.	Now different custom fields that have the same name do not overwrite each other incorrectly.
QCCR1E120535	The name of the delegation approver can't be fully displayed on the delegation detail panel.	The name can now be fully displayed on the delegation detail panel, and if the name is too long, it is displayed in multiple lines.
QCCR1E120787	When a launcher is created with a long name in SRC, the title gets truncated and the result is that only part of the text is displayed.	Now the title is displayed as a tip when the mouse is hovered over it.
QCCR1E121115	The item description in the SRC catalog detail screen contains many extra spaces between lines or paragraphs.	Now the item description is displayed correctly without extra spaces.
QCCR1E121316	A loading spinner is displayed when you type in the user selection field (which has dynamic dependency configured) in the request page. It's unnecessary and not user-friendly.	Now the loading spinner is removed.
QCCR1E121320	On an iOS tablet, the input widget of the user selection ignores the first character that you type when the field is mandatory and highlighted in the yellow color.	Now the first character typed won't be ignored in this case.
QCCR1E122019	In the Service Request Catalog Tablet, the Request Inbox does not fully occupy the screen when there's no record in the inbox.	The Request Inbox now fully occupies the screen.

Server

CR	Problem	Solution
QCCR1E65181	In the System Status screen, no Device ID is displayed when you logged in from the Service Request Catalog client.	In the System Status screen, Device ID is displayed as WS-SRC in this case.
QCCR1E75931	You cannot add an attachment immediately by using the "Delay Assigning Interaction Ticket" option.	Now you can add an attachment immediately by using the option.
QCCR1E103357	When you run an incorrect command from a list details page, a notification message is not displayed.	A notification message is now displayed.
QCCR1E103869	There is no parameter or property file for the sm -svc_ import command to determine which directory or .xml file(s) should be imported.	The following two parameters are introduced to implement the functionality: <ul style="list-style-type: none">• svc_files: "Comma separated list of files for import/export operation."• svc_excludefiles: "Comma separated list of files to exclude for import/export operation."
QCCR1E110743	Records with the field type "nvarchar(3000)" cannot be added.	Such records can now be added successfully.
QCCR1E110742	Service Manager RTE cannot save/load nvarchar fields correctly.	The fields can now be saved/loaded correctly.
QCCR1E111801	Cyrillic characters in file names of attachments are replaced by spaces when Service Manager gets the attachment using the REST requests.	Cyrillic characters in file names of attachments are encoded in UTF-8. These file names are displayed correctly if the client supports RFC6266.
QCCR1E112034	Memory leak issues occur if a field type in SQL Server is defined as "NCHAR".	The memory leak issues no longer occur.

CR	Problem	Solution
QCCR1E112412	In a grouped QBE list, after you make modifications to a record that change its group, the focus jumps to the first record of the QBE list.	If you make modifications to a record that changes its group, the record still keeps the focus no matter it is in QBE list or in the Todo Queue. If you delete a record, the succeeding record becomes the current row. If you delete the last record, the preceding record becomes the current row. This solution works in QBE List mode, which is the default mode. However, it doesn't work if the value of viewrecordlist parameter is set to 0 in the sm.ini file.
QCCR1E112414	The 9.34 Smart Analytics Content Pack cannot be applied successfully and RTE Signal 11 error messages are found in the log.	The NULL pointer causes the signal 11 issue and the issue is fixed now.
QCCR1E112475	Record locks remain on the system after the system is shut down.	Record locks are cleared after you run the sm -unlockdatabase command and restart the Service Manager service.
QCCR1E112582	When you click the Use Solution button, the solution from the Knowledge Management document is incorrectly formatted in the Solution field of the interaction record.	Now the system can correctly convert and into a carriage return and the information is correctly formatted.
QCCR1E114304	After you create a view using the JOIN query, the view works fine in the details page. However if you click any of the records listed in the Menu navigator for that view, all the records are displayed in the tool.	Now if you click any of the records listed in the Menu navigator for that view, only the detailed information for the record specified by the menu item is displayed.
QCCR1E114591	You cannot generate an index for the fsyslib library.	You can now generate an index for the fsyslib library.

CR	Problem	Solution
QCCR1E115291	<p>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.</p> <p>The issue occurs for Knowledge Management articles that have a large number of attached files and for all users including Administrator.</p>	The waiting time to open Knowledge Management articles is now acceptable.
QCCR1E115510	Incident search does not work properly when you use the text or check box variables in the search criteria.	Incident search now works properly in this case.
QCCR1E115679	If you do not set the smtp password parameter in the "sm -emailout" command or the sm.ini file, the emailout functionality does not start up successfully because of errors.	Now the emailout functionality starts up successfully without the smtp password parameter being set.
QCCR1E116376	Signal 11 error messages are found in logs after you perform a binary update to 9.34.0032.	The issue that causes the errors is fixed. The error messages can no longer be found in the log file.
QCCR1E116652	When you load an unload that contains the dbdict table again, the system hangs.	The system no longer hangs in this case.
QCCR1E116873	The "SCFile.getAttachment" JavaScript function does not work.	The "SCFile.getAttachment" JavaScript function now works as expected.
QCCR1E116887	Values in the "Counter" field in the irqueue table do not increase automatically. This causes errors, and records are not inserted in the table when keys are converted to primary keys.	Now the counter field in the irqueue table is updated with a value as expected, and records are inserted without errors in the irqueue table.

CR	Problem	Solution
QCCR1E117221	When lots of Java Exception are thrown, JVM GC could not collect the memory of these Java Exceptions due to the RTE code design limitation, therefore, the Java Exceptions are accumulated and an out-of-memory error occurs.	Now if lots of Java Exception are thrown, these exceptions are released by the RTE code and no more Java memory leak errors occur.
QCCR1E118284	The linker bg process crashes because a signal 11 error occurs in the getnumber() JavaScript API.	Now there is no signal 11 error when the getnumber() JavaScript API is called.
QCCR1E118562	The error message "Message: Failed to retrieve request details" is displayed when Service Manager tries to show an interaction in Service Request Catalog.	The error message is no longer displayed in this case.
QCCR1E118717	Data of the non-time types shouldn't be displayed in the drop-down list of the timestamp field for Hot Topic Analytics configuration.	Only the data of the time type is displayed in the drop-down list now.
QCCR1E118880	When attachments are sent out through REST API, file names that contain non-ascii characters can't be displayed correctly.	<p>When attachments are sent out through REST API, and file names contain only ascii characters, please use the HTTP header: Content-Disposition: attachment; filename=plain-text-file-name, for example, Content-Disposition: attachment; filename=test1.txt.</p> <p>If file names contain non-ascii characters, please use the HTTP header: Content-Disposition: attachment; filename*=encode-charaset"encoded-text-file-name, for example, Content-Disposition: attachment; filename*=UTF-8"%E6%99%93%E6%B9%984.txt.</p>
QCCR1E119288	The Calendar page hangs when you select dates and refresh several times.	Now the calendar page no longer hangs.

CR	Problem	Solution
QCCR1E119853	Hot topic mandanten restricting queries are set to be case sensitive by default.	Now the case sensitivity of the queries is decided by that of the corresponding modules.
QCCR1E120010	In Service Manager RTE and applications, the result of nullsub(fax, "")="" is different between version 9.33.0035 and 9.30.021 under Oracle RDBMS.	Now nullsub(fax, "")="" works correctly and returns the same result for both Service Manager versions.
QCCR1E120047	The "emailout servlet running Process Low on Java Memory" error message is displayed and mails are no longer sent out.	Now this error does not occur.
QCCR1E120459	Service Manager RTE crashes after you create a language installer.	Now Service Manager RTE runs without any exception.
QCCR1E120574	When users update a changeTask by typing an invalid value for the Date/Time field, the value is cleared after they click the Save button.	Now the value is retained after the Save button is clicked.
QCCR1E120632	Smart Interaction OCR can only save and display the extracted image content in the Description field. Tailoring is not supported.	Tailoring is now supported and Smart Interaction OCR can save and display the extracted image content in other fields.
QCCR1E120686	If groupname is set but ir_asynchronous is not set in sm.ini, IR searches in Service Catalog do not work.	IR searches in Service Catalog now work as expected.
QCCR1E121492	Numeric fields cannot be indexed in Hot Topic Analytics.	Now the numeric field indexing functionality is added for Hot Topic Analytics.
QCCR1E121732	SM servlet leave cluster, there is no any message in SM log file	Now a message like "xxx is suspected of having crashed" will be printed to log file
QCCR1E121761	A newly started node cannot be found by load balancer immediately	A newly started node can be found by load balancer immediately
QCCR1E121823	When Service Manager converts the unique key of the help table to a primary key, a signal 11 error message is generated.	The signal 11 error message is no longer generated.

CR	Problem	Solution
QCCR1E121969	Service Manager doesn't support unique key in structure fields when it extends a smart ticket to the Change module.	Now Service Manager supports unique key in structure fields when it extends a smart ticket to the Change module.

Upgrade

CR	Problem	Solution
QCCR1E111997	The description labels "Replaced" and "Kept Customer Non-OOB" are missing for the upgrade result.	The labels are now added.
QCCR1E112766	The upgrade logs are incorrect when the upgrade path does not end with "\" or "/".	The upgrade logs are now correct even when the upgrade path does not end with "\" or "/".
QCCR1E114371	The value of the "Out of Box tables have been deleted" indicator is not correct in the High Level report.	The value of the indicator is now correct.
QCCR1E115282	The assignment, contacts, and operator tables must not be upgraded by the Upgrade Utility.	These tables are no longer upgraded.
QCCR1E115451	The Upgrade Utility always displays the number of records as 70 when it loads upgrade.mak during the upgrading.	The number of records is now displayed correctly.
QCCR1E116170	The Application build date is not correct after you perform an upgrade.	The Application build date is now correct.
QCCR1E117401	The Portuguese language is not changed to Brazilian Portuguese after product upgrading.	Now the language is changed after product upgrading.
QCCR1E117377	The Upgrade Utility cannot upgrade Service Manager from a non-standard application version.	Now the utility checks whether the version is supported before performing the upgrading.
QCCR1E117458	After you upgrade with the French language package, Redundant Hebrew and Indonesian languages are displayed when you log in.	Now no redundant languages are displayed after the upgrading.

CR	Problem	Solution
QCCR1E120690	<p>The following error message is displayed in the message console during product upgrading:</p> <pre> Cannot evaluate expression (apm.upgrade.revision.new.dbdict, created.msg) Unable to locate application \"sm.patchrel.log\" (apm.upgrade.revision.new.dbdict, created.msg) </pre>	The error message is no longer displayed now.
QCCR1E120693	<p>When you upgrade applications from ServiceCenter 6.2 to Service Manager 9.34, the following error message is generated:</p> <pre> API=OCIStmtExecute [in sqociExecOne], Statement=INSERT INTO TODOLISTM1 ("RECORD_ID", "STATUS", "DESCRIPTION", "TARGET_DATE", "FOLDER", "URGENCY", "PRIORITY", "GROUP", "A SSIGNEE", "COMPANY", ITEMTYPE) SELECT m1."INCIDENT_ID", m1."OPEN", m1."TITLE", m1."NEEDED_BY_TIME", m1."FOLDER", m1."SEVERITY", m1."PRIORITY_CODE", m1."ASSIGNMENT", m1."O WNER_NAME", m1."COMPANY", 'incidents' FROM incidentsm1 m1 LEFT OUTER JOIN incidentsm1 m1 ON m1."INCIDENT_ID" = m1."INCIDENT_ID" WHERE not (m1."OPEN" ='Closed') AN D m1.RECORD_NUMBER=1 (apm.upgrade.todo,execute.insert.select) SQL code=918 message=ORA-00918: column ambiguously defined (apm.upgrade.todo,execute.insert.select) </pre>	The error no longer occurs when your upgrade applications from ServiceCenter 6.2.

Web client

CR	Problem	Solution
QCCR1E92421	In Internet Explorer 9, the memory consumed by a tab page keeps increasing when you operate within the tab page (for example, navigate through the record list).	Now the memory consumed by the tab page increases reasonably when you operate within the tab page.

CR	Problem	Solution
QCCR1E93311	In the paging bar of the record list, the Show combo box and its list items are not read properly by JAWS.	Now the Show combo box and its list items are read properly by JAWS. Known issue: JAWS 13 recognizes this combo box as a read-only control, but JAWS 15 does not.
QCCR1E96678	When the maximum number of sessions on the server is exceeded, you are redirected to the goodbye page without any error messages if you try to access the web tier.	Now you are redirected to a page with the following error message if you try to access the web tier: <Max Sessions Exceeded>.
QCCR1E99709	When a message that contains line breaks such as "\n" is displayed in a message box generated by the RAD "mb.ok" in the web client, the line breaks do not break the message into multiple lines.	Now the line breaks break the message into multiple lines.
QCCR1E101792	The drop-down list of the Jump Address combo box overlaps with the Workflow applet in the web client in Chrome.	Now combo box is not overlapped with the Workflow applet.
QCCR1E102286	There is no timestamp for SOAP traces in the Webtier log by default.	The timestamp is now appended for SOAP traces in the Webtier log by default.
QCCR1E103041	A Java security warning message is displayed when you open the MySM page.	Now the MySM page can be displayed without any warning message.
QCCR1E103882	If your computer is set to a locale that implements Daylight Saving Time (DST), the clock is automatically adjusted for DST. However, when you select the switch-over date of DST through a calendar widget in the web client, the value displayed is the previous day.	Now the value displayed is the day you selected.

CR	Problem	Solution
QCCR1E103935	<p>In the Service Manager TSO environment, if you set the IIS HTTP Redirect URL to the full path of the web tier including index.do, for example, <code>http://myhost.mydomain:8888/sm9.33.0035_TSO/index.do</code>, your attempt to access the web tier fails with the following warning message:</p> <p>The Service Manager main application is already open in another browser tab or you recently refreshed the current page. If needed, save your work in the other tab first, and then continue.</p> <p>This warning message does not disappear after you click the Continue button in the message window.</p>	<p>Now you no longer receive the warning message.</p>

CR	Problem	Solution
QCCR1E104398	The purpose of the frames used in the web client is unclear to screen readers. If you use JAWS key strokes to navigate frames in a page, you always hear some meaningless descriptions.	<p>With the title attribute set for all frames, the purpose of the frames used in the web client is clear to screen readers now.</p> <p>The value of the title attribute setting varies are determined by the location of the frames as described below:</p> <ol style="list-style-type: none"> 1. For the frame in the detail-only view or list-only view, it is the header label of the current active tab. 2. As to the frames in the list-detail view, it is the summary of the record list for the frame in the List pane, for example, "Record List, Grouped by Assignment Group, Sorted by Open Time Ascending". And it is the label for the current active tab header for the frame in the Detail pane. 3. For other invisible frame without any content, it is "Empty". <p>Known issue: Frames that are invisible on the web page are still visible to JAWS. This is an issue in JAWS.</p>
QCCR1E104754	A blank page is displayed if you set focus to a read-only field of a record and press Backspace.	Nothing happens if you set focus to a read-only field of a record and press Backspace.
QCCR1E111037	The new UI style is not applied to the log-out page.	Now the style is applied.
QCCR1E111014	After you turn on the Windows High Contrast mode, some controls, such as check boxes, radio buttons, image buttons, sort indicators in the Record list header, and submenu indicators for the More action menu, are not clearly visible in the web client.	Now except some controls in the Process Designer and Calendar module, all other controls are clearly visible in the web client when you turn on the Windows High Contrast mode.

CR	Problem	Solution
QCCR1E112015	The focus style for the "Jump Address" combo box is not consistent with the other elements in the page in the accessible mode.	The focus style is now consistent with the other elements.
QCCR1E112029	For an array of Comfills displayed in the magnified table, if you type some strings in one Comfill to call out the auto-completed drop-down list and then press Esc key, the magnified table disappears but the drop-down list does not.	Now both the drop-down list and the magnified table disappear.
QCCR1E112853	If you design a form by adding a Table as the only control and use it as a subform by selecting both the Virtual Join and the Display Using Table attributes, and then use this subform in another subform, the table content is displayed twice when that form is displayed in the Web client.	Now the table content is displayed only once.
QCCR1E113023	Suppose you have an array variable that stores two values, and in the Forms Designer you assign the first value to the input property of a read-only field and assign the second value to the input property of an editable field. If you then access the array in the Web client through a related Display Option record, the first value of the array is always empty.	Now if you access an array of data in the Web client through a related Display Option record, each value in the array is recognized correctly.
QCCR1E113457	The Box Line property does not work for the Combo Box and Comfill controls. For example, after you change the value of the Box Line property for a Combo Box, the window size of the drop-down list for the Combo Box remains unchanged in the web client.	The Box Line property now works for the Combo Box and Comfill controls.
QCCR1E113417	If you change the branding configuration "Main Page Header Background", the background color of the Date Picker is changed unexpectedly.	Now the background color of the Date Picker remains unchanged.
QCCR1E113506	The value of a read-only Decimal control is not displayed in the web client in the accessible mode.	The value is now displayed in the web client in the accessible mode.

CR	Problem	Solution
QCCR1E114282	The layout of the printed detailed information of an incident record is not the same as that in the details view. For example, the Assignment Group field is not printed on the same line as the Incident ID field.	The layout is now the same as that in the detail view. Limitation: Although each field is kept in the same horizontal section in the printed page as that in the detail view, it is not exactly in the same position as that in the detail view.
QCCR1E114504	If you input multiple lines of text into an HTML Editor for a field whose data type is array in the Web client and separate each line with the Enter key, you can only view the first line of the text after you save the record.	The HTML Editor now supports array values and you can view all lines of the text.
QCCR1E114637	The property "Maximum Characters Beep" does not work in the Web client.	The property now works in the Web client that uses browsers other than Internet Explorer 8.
QCCR1E114830	Suppose a Comfill control with the Auto Complete feature enabled and a Subform control with the Virtual Join feature enabled share the same "input" field, if you change the Comfill value through the Auto Completed drop-down list, the content in the Subform is not refreshed.	Now the content in the Subform is refreshed accordingly.
QCCR1E114863	When you insert an ordered or an un-ordered list in the HTML Editor, the Shift+Enter key combination does not work correctly. Each time when these keys are pressed, a numbered or bullet item instead of an empty item is created.	Now the key combination works correctly.
QCCR1E115961	No text alternative is available for the HP logo in the log-in page.	A text alternative is available for the HP logo in the log-in page.
QCCR1E115986	The contrast ratio of the placeholders for the two input text boxes in the log-in form does not meet the requirement of Contrast (Minimum) in the Web Content Accessibility Guidelines (WCAG) 2.0.	The contrast ratio now meets the requirement.
QCCR1E116055	The focus of the log-in button is not clearly visible in the accessible mode.	Now the focus of the log-in button is clearly visible.

CR	Problem	Solution
QCCR1E116047	If you use the Tab key to move focus inside a table in the detail form, each cell of the table gets focus one by one. There is no shortcut key available to quickly move focus inside a table.	<p>For tables in the detail form, the following shortcut keys are now provided to move through table cells quickly:</p> <ul style="list-style-type: none"> • Ctrl + home/end: Move to first/last cell in the table • Home/End : Move to first/last cell of current row <p>Note: When JAWS is running, the shortcut keys do not work. However JAWS has its own set of shortcut keys to move through the table. For example, you can switch to table layer by pressing Insert + Space, followed by T, and then use Ctrl + Alt + Home/End to move to first/last cell of table.</p>
QCCR1E116111	The mandatory state displayed for a Date control is inconsistent with that read by JAWS.	The state is now consistent with that read by JAWS.
QCCR1E116679	The Caption Condition for a control does not work if its expression contains a reference to an invisible field whose caption is also set dynamically by using Caption Condition.	<p>The Caption Condition for a control now works correctly in this case.</p> <p>Limitation: This fix only works when you define the invisible field as a Text control. Other types like Combo Box are not supported.</p>
QCCR1E116750	In Service Manager web client 9.33 or later, when you modify an existing knowledge document that were created with Internet Explorer in earlier web client versions by pressing Enter to add an item to an ordered or un-ordered list, the new empty line does not have a number or bullet.	<p>Now the new empty line always has a number or bullet.</p> <p>Note: The issue still exists for a few old knowledge documents with redundant HTML <div> tags enclosed in the tag. In this case, you can work around the issue by removing the redundant <div> tags enclosed in the tag in the source mode of an HTML editor.</p>

CR	Problem	Solution
QCCR1E116845	If you set focus to a read-only field and press the backspace key, the page refreshes unexpectedly. In addition, if you continue pressing the backspace key for multiple times, you are logged out in some occasions.	If you set focus to a read-only field and press the backspace key, nothing happens now.
QCCR1E116847	The focus style is incorrect for the "Edit Cart" link in the "Catalog Item" notebook tab of an interaction record.	The focus style is correct now.
QCCR1E117120	After you log in to Service Manager via the web client, you see some warning messages in the webtier log file, regarding some missing resources in the bundle "com.hp.ov.cwc.web.cwc_labels".	Now you no longer see the messages in the log file.
QCCR1E117200	If you use the default value 8 for the Box Line property of a Comfill or Combo Box, they are still displayed with 6 lines in the web client.	Now they are displayed with 8 lines in the web client.
QCCR1E117607	The Caption condition does not work for the read-only Comfill control.	Now the Caption condition works correctly.
QCCR1E117998	If you log in to Service Manager via Trust Sign On, you cannot see the "installed components" displayed on the About page.	Now you can see the "installed components" correctly displayed.
QCCR1E118793	Java applets do not work in Internet Explorer if the JRE version on a computer is upgraded to 1.7.0_71.	Java applets now work in the Internet Explorer after the JRE version on a computer is upgraded to 1.7.0_75.
QCCR1E119067	If you set a read-only condition for a Dynamic Form control, the read-only text fields and text area fields inside them are displayed with a white strip on both the left side and the right side in the web client.	Now the fields are displayed with correct background color.
QCCR1E119500	The line thickness of the focus indicator for a table cell is too low in the accessible client.	The line thickness is now okay in the accessible client.
QCCR1E119661	The new font-style does not have the max-age attribute and is not cached in the local browser.	The new font-style now has the max-age attribute and is cached in the local browser.
QCCR1E119660	If the font files are not included in the compression list, it takes the system a long time to load the log-in page.	Now it takes less time for the system to load the log-in page.

CR	Problem	Solution
QCCR1E119943	The smart ticket task page hangs when you add multiple companies with a specific character in the company code.	The smart ticket task page is displayed correctly.
QCCR1E120524	There is no focus indicator for the OK or Cancel button in the "Specify Image Location" window in the Windows High Contrast mode.	Now the focus indicator is available for the OK or Cancel button.
QCCR1E120516	There is a dashed frame around the comfill button after the focus leaves in Internet Explorer 8.	There is no dashed frame around the comfill button any longer.
QCCR1E120554	The label for "Field In Interaction" is not read by JAWS in the "Add Filter Criteria" wizard page.	<p>After you take the value of the "Name" property of the "Field In Interaction" field and set it to the "Label for" property of its label, the label for the "Field In Interaction" field is read by JAWS.</p> <p>Note: If the "Input" for a label is set with a variable, and this label needs to be linked to a widget, you must specify the "name" of the target widget as the "Label for" value for this label.</p>
QCCR1E120585	If the content to be displayed in an HTML Viewer contains a link, and you set an unquoted string for the href attribute of this link, for example, , you are unable to print a form that contains this HTML Viewer in the web client.	Now you can print the form successfully.
QCCR1E120660	<p>If you save an operator record without changing the password in the Web client, the following error message is sometimes displayed:</p> <p>The entered password exceeds the maximum length allowed.</p>	Now the record is saved successfully without any password related error messages.

CR	Problem	Solution
QCCR1E120859	In the Web client, search results with a record list consume some memory in Internet Explorer 9, and the memory is not released after the search tab is closed.	Now in Internet Explorer 9, the memory consumption gets big improvement when you search incidents and then close the search tab.
QCCR1E120920	If you set an expression for the Visible Condition property of a combo box or date control, non-empty field values are displayed as empty in the print preview page.	Now non-empty field values are displayed correctly in the print preview page.
QCCR1E121635	Tables in the detail form are not displayed in the print view of Internet Explorer 8.	The tables are now displayed correctly.
QCCR1E122133	JAWS does not read the required state change triggered by the mandatory condition.	JAWS reads the required state change triggered by the mandatory condition.

Windows client

CR	Problem	Solution
QCCR1E57084	If you input multiple lines of text into an HTML Editor for a field whose data type is array in the Windows Client by separating each line with the Enter key, you can only view the first line of the text after you save the record.	The HTML Editor now supports array values and you can view all the lines of the text.
QCCR1E105611	After you go through the records in the QBE list in the Windows client, you might see the following error messages in the file <i><user home directory>\ServiceManager\workspace\metadata\log:</i> <pre><[ERROR] Exception setting XML Model: java.lang.NullPointerException></pre>	Now you no longer see these error messages in the log file.
QCCR1E111821	In the windows client, suppose the current focus is in an editable field (a Text, Combo box, Comfill, or Decimal control). If you then move focus into an HTML Editor and paste some content into it, the previously focused editable field also gets the pasted content.	Now the previously focused editable field does not get the pasted content.

CR	Problem	Solution
QCCR1E112030	If you use an array for the input property of each column in a table, the array index may not work. For example, "desc" is an array and you design a table to use "desc, 2" for the input of the first column, and "desc, 1" for the second column. When the table is displayed in the Windows client, the first column still uses the first element of the array, and so does the second column.	The array index now works in this situation.
QCCR1E117587	If you configure the Windows client with the HP Service Manager Client Configuration Utility to hide server parameters, the Connections Dialog is not automatically displayed when you open the Windows client.	When you open the Windows client, the Connections Dialog is always automatically displayed, even after you configure the Windows client with the HP Service Manager Client Configuration Utility to hide server parameters.
QCCR1E120739	The "Accessible Description" property is not available for the "Graph" control.	The property is now available for the "Graph" widget.

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 9.35

Global ID	Problem	Workaround
QCCR1E115514	The auto complete functionality for the Comfill control does not work properly for the Link to Parent Incident field of the Incident form.	No workaround is currently available.
QCCR1E120737	The service filter in the Interaction Hot Topic page does not display a list of values for user selection.	No workaround is currently available.
QCCR1E120360	The default value of the date field cannot be submitted in the Arabic version of Service Request Catalog.	No workaround is currently available.
QCCR1E121885	A duplicated line appears when you input some characters in the HTML Editor.	You can use one of the options below to solve the issue: <ul style="list-style-type: none">• Move the mouse out of the HTML Editor for a while.• Click Source twice.

Global ID	Problem	Workaround
QCCR1E122315	<p>Users who use the LDAP integration see the following error message when they log in to Service Manager 9.35 for the first time:</p> <p>The system requires you to choose a new password. That password has been used before.</p>	Click System Administration > Base System Configuration > Miscellaneous > System Information Record, Passwords > Password Standards , and then clear the Keep Password History check box.
QCCR1E122316	For users who use the LDAP integration, if their passwords meet the LDAP password policy but not the Service Manager password policy, they cannot log in to Service Manager.	Click System Administration > Base System Configuration > Miscellaneous > System Information Record, Passwords > Password Composition , and then make the Service Manager password policy weaker than the LDAP password policy.
QCCR1E122448	An error message is displayed when users request a service item from the Service Request Catalog Hebrew user interface and they cannot submit the request successfully.	You can create the service item in English and then set the locale to Hebrew. After that, users can submit requests for the item from the Service Request Catalog Hebrew user interface successfully.

Global ID	Problem	Workaround
QCCR1E110999	Service Manager crashes when you use the Open Localization Toolkit to create a language pack.	<p>Update the OOB_UPG_COMPLETE message and the CUSTOM_UPG_COMPLETE message following the steps below:</p> <ol style="list-style-type: none"> 1. Log in to Service Manager as a system administrator. 2. Type <code>db</code> in the Service Manager command line, and then press Enter. The Database Manager opens. 3. Type <code>scmessage</code> in the Table field, and then click Search. 4. Click message.edit. 5. Type <code>upg</code> in the Class field, type <code>OOB_UPG_COMPLETE</code> in the Message Number field, and then click Search. 6. Change the description in the Text field to <code>upgrade is only for English version</code>. 7. Click Save and OK. 8. Type <code>upg</code> in the Class field, type <code>CUSTOM_UPG_COMPLETE</code> in the Message Number field, and then click Search. 9. Change the description in the Text field to <code>We need to update this message. Otherwise, sm will crash when create language builder</code>. 10. Click Save and OK.

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.
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.

Global ID	Problem	Workaround
QCCR1E107712	In Internet Explorer 11, pressing F1 does not bring up the Service Manager help information.	<p>To work around this issue, follow these steps:</p> <ol style="list-style-type: none"> 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.
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.

Global ID	Problem	Workaround
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.
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.

Global ID	Problem	Workaround
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.
QCCR1E111994	The Timeperiod Manager cannot see the Approval Definition menu when the system has no Process Designer content pack applied.	<p>To work around this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to Service Manager Windows client as a system administrator. 2. Type <code>menu</code> in Service Manager Command line, and then press Enter. 3. Type <code>timeperiod</code> in the Menu Name field, and then click Search. 4. Locate the row with the description of Approval Definitions. 5. Remove and <code>jsCall</code> ("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.

Global ID	Problem	Workaround
QCCR1E111131	<p>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:</p> <ol style="list-style-type: none"> 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.
QCCR1E119985	<p>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.</p>	Correct the invalid input before you click the Cancel button.
QCCR1E120076	<p>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.</p>	No workaround is currently available.

Issues in Service Manager 9.33 and patches

Global ID	Problem	Workaround
QCCR1E100136	<p>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.</p>	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 9.32 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.

Global ID	Problem	Workaround
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.	<p>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.</p> <p>Note: In Service Manager 9.33, users can only use Internet Explorer 8 or higher for CI icons to display correctly.</p>
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.
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.	<p>There are two workarounds:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> a. Open Control Panel, and in 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.

Global ID	Problem	Workaround
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.
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 <code>&#x...;</code> (where ... stands for a hex number) are not represented as their original format. Instead, they display as <code>&#x...;</code> . 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	<p>Restful API: Results are in the wrong order when sorted by an array field.</p> <p>This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.</p>	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.	<p>The RESTful API framework supports simple queries and Service Manager native queries.</p> <p>Currently RESTful API framework does not support cross-table SQL queries.</p>
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.
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.

Global ID	Problem	Workaround
QCCR1E98411	SRC failed to retrieve service catalog items from Service Manager on upgrade from Service Manager 7.11 to Service Manager 9.32.	<p>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.</p> <p>To fix the issue, change the field type using the Dbdict Utility.</p>
QCCR1E98618	<p>Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32.</p> <p>Subcategory data is not upgraded.</p>	<p>If necessary, manually add the subcategory data.</p> <ol style="list-style-type: none"> 1. Enter <code>db</code> in the Service Manager command line box. 2. In the Table field, enter <code>subcategory</code>, and click Search. 3. For each Category 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.
QCCR1E98475	<p>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.</p> <ol style="list-style-type: none"> 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. <p>You cannot perform Merge for the conflicted updates as expected.</p>	<p>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.</p>

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.
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 9.31 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.	<p>Use one of the following solutions to work around this issue.</p> <p>Solution 1:</p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p>Solution 2:</p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none">1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <Service Manager server installation path>\LegacyIntegration\RUN. <div><p>Note: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p><pre># sysctl -w kernel.exec-shield=0</pre><pre># sysctl -w kernel.randomize_va_space=0</pre></div> <ol style="list-style-type: none">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.	<p>Note: This issue only exists in Web service integrations. Therefore, the Service Manager clients do not have this problem.</p> <p>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 underlying string value, which is BASE64 encoded.</p> <p>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.</p> <p>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.</p>
QCCR1E75182	HTML email truncates the body of the message and sends the HTML code without translating it.	<p>When the content of an HTML email template exceeds 8192 bytes in size, the content will be truncated and displayed as HTML code.</p> <p>Make sure your HTML email templates do not exceed this size limit.</p>
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.

Global ID	Problem	Workaround
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.	<p>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.</p> <p>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:</p> <ol style="list-style-type: none">1. Enter <code>dbdict</code> 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.

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 9.35\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 back out:

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 81](#).
5. For Unix-based platforms other than Linux, make a backup of your JRE if you have not yet upgraded to JRE 7 or JRE 8.
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
- the folder specified in the *customize-folder* web client parameter
- 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, 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 back up 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-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 9.34.p2 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.prefs
```

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.

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

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.

```
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, "Neopraviteľná 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"}}}
{{{"ken", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:23", 3, "ramuro"}}}
{{{"ja", "10", 20, "%A%v%$P%g%y%$Q%$Å%j%I%Ń%ć%š%č%|%G%j%Q(%$pg%Z%$%$[2]%$š%$%$[%]%", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}}}
{{{"ko", "10", 20, "머플리케이션에 복구할 수 없는 오류 %S0(7) 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 błąd w aplikacji: %S, panel %S.%", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}}}
{{{"pt", "10", 20, "Erro irreperável 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, "%äçÇCÜÇDzâqâüqâËægöxââââüqâUæqðâUçîçCñêUçU: %SëääUââôêRçæRîç %SIE", "error", {}, "03/14/13 01:34:16", 5, "Imingyan")}}

ScriptLibrary
{{{"svc.CartHelper", "/*** @fileoverview svc.CartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItem*s * @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"}}
```

File	Record
Process	svc.add.cart
application	money.format
	<p>Note: The <code>scmessage</code> records listed under each RAD application are messages used in this RAD application; no backup is needed for them.</p>

File	Record
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity Note: The “activity” file with no records actually represents the dbdict record of the activity file.
scmessage	The record whose message class is “fc” and message number is 1000.

3. Go to Database Manager, in the Table field enter a file name you got in *step 2*, and click the **Search** button.
4. If the format selection page shows, select the proper format by double-clicking it (for example, select the *device* format for the *device* file), and then search for the file record.
5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record 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

Make a backup of the entire SRC installation folder.

Backout

Remove the new SRC installation folder and copy the SRC installation backup folder back to the web application server.

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 9.30\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.xml file.
6. Restart your KM search engine.
7. Perform a full re-index 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 9.35 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

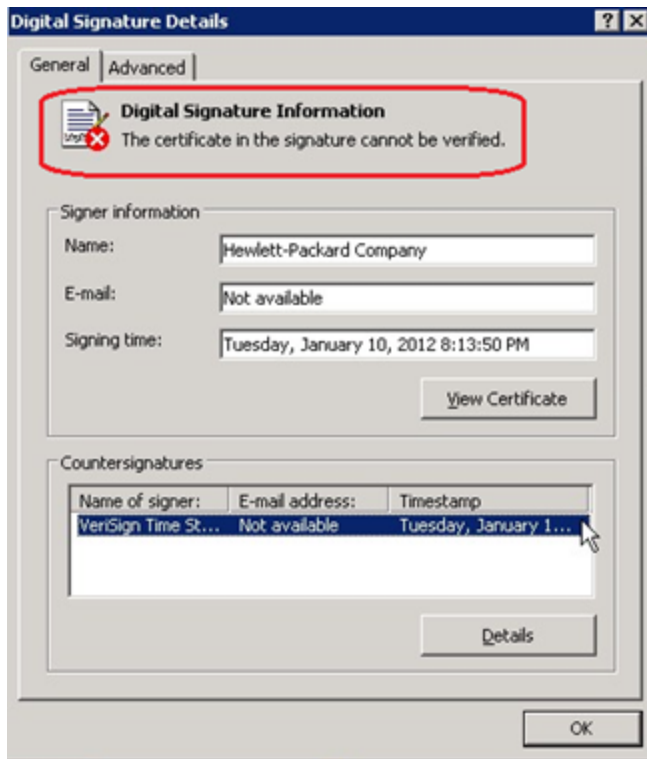
Before you proceed, HP recommends that you consult the latest *Service Manager 9.35 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content*. These are available at the following website:

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

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=S019140>.

Server update installation

The server update for your operating system consists of a compressed file, sm9.35.0012_<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 more information, see the latest *Service Manager 9.35 Support Matrix* at this website: <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 an earlier Service Manager 9.3x system.

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 9.3x customers:** Apply this server patch.

For installation instructions of the Service Manager 9.35 server, see the *Service Manager 9.35 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

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, perform the following steps:

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 6.0.41, and therefore requires additional steps.
- The server patch will upgrade your JGroups (in the RUN/lib directory) to version 3.2.
- For Windows and Linux, the server's embedded JRE has already upgraded to version 8; 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 7 and JRE 8. Once Service Manager is upgraded to use JRE 7 or JRE 8, 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 78](#).
4. Delete the RUN/tomcat directory. Tomcat in this directory will be upgraded to version 6.0.41 after the server patch is installed.
5. Delete the RUN/lib directory.
6. For Windows and Linux platforms, delete the RUN/jre directory.

Note: This is to avoid conflicts between the old JRE and new JRE.

7. Extract the compressed files for your operating system into the main Service Manager directory on the server.

Note: Two packages are provided for HP-UX. Use sm9.35.0012_HP-UX-IA64-ORCL12C.tar only when an Oracle 12c database is used, and use sm9.35.0012_HP-UX-IA64.tar in other cases.

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 an appropriate version of JRE for your platform.

Solaris 10, 11.1	JRE 7 (update 60 or greater)
Solaris 9	JRE 6 (update 20 or greater)
HP-UX	JRE 7 (JRE_7.0.09 or greater) or JRE 8
AIX	JRE 7 (SR6 FP1) or JRE 8 Caution: To use JRE 8, your AIX version must be one of the following: <ul style="list-style-type: none">○ AIX7 7100-03 or later○ AIX6 6100-07 or later

Caution: Service Manager can run on Solaris 9 with JRE 6. However, HP recommends that you upgrade to Solaris 10 or 11.1 to take advantage of JRE 7. If you still want to run the server on Solaris 9, an extra configuration is required. Without this configuration, when you start the Service Manager server, the following error will occur:

" fatal: libm.so.2: open failed: No such file or directory. "

This is a fundamental problem of Solaris 9, because there is no " libm.so.2 " on Solaris 9, while the Service Manager server requires this " libm.so.2 " to work. Use the following configuration to avoid this issue:

- Log in to server host as a root user.
- Run the following commands to create a link between **libm.so.1** and **libm.so.2**:


```
n cd /usr/lib n ln - s libm.so.1 libm.so.2
```
- Run the export LD_ NOVERSION=1 command to set the environment variable LD_ NOVERSION.

- b. Set your JAVA_HOME environment variable to point to the correct 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 full reindex for the knowledgebases 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 9.35.0012**.
From the server's RUN folder, run the **sm -version** command. The server version should be:

Version: 9.35.0012

Web tier installation

The web tier update consists of a compressed file, sm9.35.0012_Web_Tier.zip, which contains the installation files (both the .war and .ear files) that are required to install the HP Service Manager 9.35 web tier. Installing the new web tier will upgrade your web client to this release level.

For installation instructions, see the *Service Manager 9.35 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

New customers

You only need to install the new web tier using the .war or .ear file from the sm9.35.0012_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 78](#).
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 webtier-9.35.0012.war (or .ear) file by following the instructions in the *Service Manager 9.35 Installation and Upgrade Documentation Center*.

Note: It is best practice to deploy with a unique context root. For example, /webtier-9.35.0012.

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: **9.35.0012**.

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 Mobile Applications client) to end users. You still need the Windows client to perform administrative tasks.

The Windows client update consists of a compressed file, sm9.35.0012_Windows_Client.zip, which contains the executable installation files of the new Windows client. Installing the new Windows client will upgrade your Windows client to this release level. This version of the Windows client comes with an embedded JRE 8.

For installation instructions, see the *Service Manager 9.35 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

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 78.

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: **9.35.0012**.

Windows Client Configuration Utility installation

Service Manager 9.35 includes an updated version of the Windows Client Configuration Utility (sm9.35.0012_Windows_Client_Configuration.zip). This version comes with an embedded JRE 8.

For installation instructions, see the *Service Manager 9.35 Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

Applications update installation

Note:

- Upgrading your applications to version 9.35 is optional. Before upgrading your applications, you must first upgrade your server and Windows or web client.
- Upgrading your applications from 9.35 to 9.40 is not supported because Service Manager 9.40 is released before 9.35.

You apply the 9.35 applications using either the Service Manager 9.35 Applications Patch Manager (sm9.35.0012_Application.zip) or Upgrade Utility (sm9.35.0012_Application_Upgrade.zip) depending on your current application version. You must also be aware of the dependencies if you have already installed or plan to install Service Manager 9.3x content patches.

Upgrading to the 9.35 applications

Existing customers and new customers can upgrade to the 9.35 applications using different approaches. For installation instructions, see the *SM9.35 Installation and Upgrade Documentation Center*, which is available to download from the HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

For existing customers:

1. Upgrade the Service Manager server and clients to version 9.35.
2. To upgrade from a 9.3x version of the applications, use the Service Manager 9.35 Applications Patch Manager.
3. To upgrade from the 6.2, 7.11, or 9.21 applications, use the Service Manager 9.35 Upgrade Utility.

For new customers:

1. Install the Service Manager 9.30 GA server and load Service Manager 9.30 GA demo data.
2. Install the Service Manager 9.35 server patch.
3. Install the Service Manager 9.35 Windows or web client.
4. Upgrade to the Service Manager 9.35 applications using the Service Manager 9.35 Applications Patch Manager.

Prerequisites

- Service Manager applications release level
 - If using the Applications Patch Manager: 9.3x (9.30, 9.30 Applications Patch, 9.31, 9.32, 9.33, or 9.34)
 - If using the Upgrade Utility: 6.2, 7.1x, or 9.2x
- Service Manager applications release language: Any languages supported by Service Manager 9.35
- Service Manager client and server release level: 9.35 or greater
- The Service Manager server process must have read-write access to the database

Content patch dependencies

Note: This release provides a PDCP4 compatibility unload file, which can resolve the conflicts that occur after a Service Manager 9.3x system with Process Designer Content Pack 9.30.3 applied has upgraded to applications version 9.35. You can download this unload file from the HP Live Network website:

<https://hpln.hp.com/>

For content patch dependency information, refer to the *Compatibility Matrix for Service Manager Applications Content* document, which is available from the HP Support Matrices portal:

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

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 sm9.35.0012.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, 9.2x, and 9.3x (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
QCCR1E112070_SM935_SM711.unl	9.35	7.11	Enables users to select multiple field values in item options and save them to the cart item.
QCCR1E112070_SM935_SM921.unl	9.35	9.21	Enables users to select multiple field values in item options and save them to the cart item.
QCCR1E112070_SM935_SM930.unl	9.35	9.30 through 9.34	Enables users to select multiple field values in item options and save them to the cart item.
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
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 through 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
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

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E114378_ SM934P2_ SM932.unl	9.34p2	9.32	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
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
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
QCCR1E52767_ SM931P3_ SM930.unl	9.31p3	9.30	Fixes this issue: Users cannot add data policy definitions on joined tables. <div>Note: You do not need to load this unload if you are running on Service Manager 9.31, 9.21, or 7.11 applications.</div> Associated server fix: QCCR1E52767

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
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 Mobile Applications Client. Note: Not needed for the Service Manager 9.32 or later Mobile Applications 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 Manager 9.31 Mobile Applications Client. Note: Not needed for the Service Manager 9.32 or later Mobile Applications 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
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

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
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	<p>Enables users to use a pre-configured decimal symbol when completing numeric fields.</p> <p>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.</p> <p>Associated server fix: QCCR1E31941.</p>
QCCR1E73452_ SM930P4.unl	9.30P4	7.11 through 9.30	<p>Enables Mandanten restricting queries to be updated correctly after a profile is edited.</p> <p>Associated server fix: QCCR1E71897</p>
QCCR1E67072_ SM930P4_ SM930.unl	9.30P3	7.11 and 9.20	<p>Enables users to take advantage of the new KMStatusListener background process.</p> <p>Note: This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> <p>Associated server fix: QCCR1E67071</p>
QCCR1E70163_ SM930P4_ SM711.unl	9.30P3	7.11	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E70163_ SM930P4_ SM920.unl	9.30P3	9.20	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E70163_ SM930P4_ SM930.unl	9.30P3	9.30	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E67647_ SM930P3.unl	9.30P3	7.11 through 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 through 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 it 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 78](#).

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**.

Smart Analytics installation

The SmartAnalytics installation packages sm9.35.0003_SmartAnalytics_Windows.zip and sm9.35.0003_SmartAnalytics_Linux.tar respectively contains the installation files for Windows (setupSmartAnalyticsWindowsX64.exe) and Linux (setupSmartAnalyticsLinuxX64.bin).

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

New customers

Install and configure Smart Analytics 9.35 by following the instructions in the *Smart Analytics Administrator and User Guide*.

Existing customers

Customers who have installed Smart Analytics 9.34 must back up certain configuration files and data, reinstall Smart Analytics 9.35, and then restore the original configurations. For details, see the *Smart Analytics Administrator and User Guide*.

Service Request Catalog (SRC) installation

Service Manager 9.35 includes the SRC package (sm9.35.0156_SRC.zip), which contains the following files:

- The .war file for SRC 9.35 (src-9.35.war)
- The migration tool for upgrading customizations from an earlier SRC deployment to SRC 9.35 (src-migration-9.35.zip)
- The encryption tool for generating an encrypted password (encryptor-9.35.zip)
- The validation tool that you can use to help ensure that your manifest.xml file is valid and usable (validator-9.35.zip)
- Documents, including the new Help document for SRC 9.35 (SRC9.35_Help_Center.zip)

Note: The English version of the online help provided in this package is for SRC 9.35, while the non-English versions are for SRC 9.32 and do not include updates for new features introduced in later versions of SRC.

Before you proceed, download the *Service Request Catalog 9.35 Interactive Installation Guide* and *Service Request Catalog 9.35 Customization Guide* from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

These guides provide details about deploying the .war file and the usage of the three tools.

Note: Service Manager 9.35 provides a new version of the HP Service Request Catalog app. 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 this app, search for "HP SRC" in the appropriate store.

New Customers

1. Install SRC 9.35, deploy the `src-9.35.war` file by following the instructions in the *Service Request Catalog 9.35 Interactive Installation Guide*.
2. Configure SRC 9.35 by following the instructions in the *Service Request Catalog 9.35 Customization Guide*.

Existing Customers

1. Install SRC 9.35, as described above.
2. Migrate the customizations from your old deployment to SRC 9.35.
 - SRC 1.4 and SRC 9.3x customers: Run the SRC migration tool to migrate your specific customizations from your old SRC deployment to SRC 9.35. For details, see the *Service Request Catalog 9.35 Customization Guide*.
 - SRC 1.2x or 1.3 customers: Manually restore your customizations.

Using the SRC tablet application

Users who want to use Service Request Catalog on their tablet devices can download the HP Service Request Catalog application to their device from Google Play or the Apple Apps Store. To locate the SRC application, search for "HP SRC" in the appropriate store.

For the versions of Service Request Catalog (the SRC .war file) that the HP Service Request Catalog tablet application supports, refer to the [Support Matrix](#) document.

Mobile Applications installation

Service Manager 9.35 includes a new version of the Mobile Applications client (sm9.35.0001_Mobility.zip). This package includes the following files:

- Mobile Applications client deployment .war file (webapp-9.35.0001.war)
- Mobile Applications client self-service user interface unload for applications version 9.32 or later (MOBILITY_ESS_SM935_SM932.unl)
- Unload files for applications versions 9.30 and 9.31 (mobile2-update-9.30-9.31.unl, mobile2-new-9.30-9.31.unl, and mobile2-new-9.31-pd4.unl)

New customers can directly install the new Mobile Applications client by deploying the webapp-9.35.0001.war file, while existing customers can only uninstall their old Mobile Applications client and then install the new one.

Installation instructions

Note: The Service Manager 9.35 Mobile Applications client supports Apache Tomcat 7.0 (7.0.54 or greater) and IBM WebSphere 8.5 (8.5.5 or greater) web application servers.

For more information about how to install the Service Manager 9.35 Mobile Applications client, refer to the *Service Manager 9.35 Mobile Applications User Guide*.

Enabling the Mobile Applications client when running applications versions 9.31 and 9.30

The Service Manager 9.35 Mobile Applications client can work with the SM9.3x applications (9.30 through 9.35); however, if you are running the SM9.31 or SM9.30 applications, before users can use the Mobile Applications client, you need to make additional application changes by either importing or manually implementing the following unload files in listed order:

- mobile2-update-9.30-9.31.unl
- mobile2-new-9.30-9.31.unl (If using the SM9.31 or SM9.30 applications with PDCP4 applied, load mobile2-new-9.31-pd4.unl instead)

For more information, see the *Service Manager 9.35 Mobile Applications User Guide*.

Enabling the Mobile Applications ESS user interface when running applications 9.3x earlier than 9.35

The Service Manager 9.35 Mobile Applications client has already an employee self-service (ESS) user interface enabled when working with the Service Manager 9.35 server and applications.

If you have upgraded your server to version 9.35 and are still running the 9.32, 9.33 or 9.34 applications, you must load the MOBILITY_ESS_SM935_SM932.unl file to enable this interface.

If running Service Manager applications 9.30 or 9.31, to enable the ESS interface, you must enable the Mobile Applications client for users first as described above, and then load the MOBILITY_ESS_SM935_SM932.unl file.

Knowledge Management (KM) Update Installation

Service Manager 9.35 does not contain any updates to the Knowledge Management (KM) module. The latest SM9.3x KM package is the [Service Manager 9.34 KM package](#).

The installation steps of the KM package are basically the same as those documented in the [Service Manager 9.34 Release Notes](#), except that the optional Tomcat and JDK upgrade steps in the KM Search Engine installation section need to be adjusted to use Tomcat 6.0.41 (instead of 6.0.36) and JDK 8 (instead of JDK 7). Tomcat 6.0.41 and JDK 8 have been certified for the KM search engine in this release.

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 the *Overview of Service Manager 9.3x Releases* knowledge document:

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

Language pack installation

Service Manager 9.35 includes a language pack package (sm9.35.0004_LanguagePack.zip). You can find the download link of this language pack package from the *Overview of Service Manager 9.3x Releases* knowledge document:

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

Unlike in previous releases, the language packs for all supported languages in this release are provided in the same package. When you install the language pack package, the languages that are already installed in your system are automatically detected and selected by default. You can choose to install all selected languages or some of them.

For installation instructions, see the *Service Manager 9.35 Language Pack Installation Guide*, which you can download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

Online help installation

Service Manager online help

Service Manager 9.35 includes only an English version of the online help. For installation instructions, see the *Service Manager 9.35 Interactive Installation Guide*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

Service Request Catalog (SRC) online help

The SRC online help is accessible from the product user interface. The English version is for SRC 9.35, and the non-English versions are for SRC 9.32.

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 Release Notes (Service Manager 9.35)

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!

