

HP Service Manager

Software Version: 7.11

For the supported Windows® and Unix® operating systems

Patch 24 Release Notes

Document Release Date: May 2015

Software Release Date: May 2015

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This document is an overview of the changes made to HP Service Manager 7.11 in patch 24. It contains important information that is not included in other documentation.

Service Manager 7.1x end of support statement

The end of support date for Service Manager 7.1x is May 31, 2015. On that date, support for Service Manager 7.1x will end, with the exception of Service Manager 7.1x applications with server, web, and client binaries upgraded to Service Manager 9.3x. For more information, see the following HP Software Support website:

<https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01006232>

To read the latest HP Software Support guidelines, see the following HP Software Support website:

<https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM00868611>

What's new in this release

This section describes important changes in this release.

Embedded JRE Upgraded (Server, Windows client, and Windows client configuration tool)

This patch release upgrade the embedded JRE in the Service Manager server, Windows client, and Windows client configuration tool.

Server

The server embedded JRE for x86 systems has been upgraded to version 1.7.0_80.

Since the Service Manager server does not come with an embedded JRE for non-x86 systems (Solaris, HP-UX, and AIX), users using these platforms need to install one of the following JRE1.7 versions and make sure `server/RUN/jre` is a symbolic link pointing to the JRE1.7.

| Platform | JRE Version |
|---|--------------------------------|
| All supported Windows and Linux platforms | JRE1.7 (update 80 or greater) |
| Solaris | JRE1.7 (update 80 or greater) |
| HP-UX | JRE1.7 (JRE_7.0.12 or greater) |
| AIX | JRE1.7 (SR8 or greater) |

Note: After you upgrade the JRE version on AIX, please check that the LIBPATH variable contains the following line:

```
$JRE_HOME/lib/ppc:$JRE_HOME/lib/ppc/j9vm
```

`$JRE_HOME` is a placeholder for the directory in which the JRE is installed.

Caution: As JRE1.7 is not supported by Solaris 9, we recommend that you upgrade your server operating system to Solaris 10.

Windows client

The Windows client embedded JRE has been upgraded to version 1.7.0_80.

Windows client configuration tool

The Windows client configuration tool embedded JRE has been upgraded to version 1.7.0_80.

Certifications

This release includes the following support matrix changes.

Added Support

- JRE 7 Update 80 (Service Manager server, web tier, Windows client, and Windows client configuration tool)

Discontinued Support

- None

Enhancements

N/A.

Fixed defects

N/A.

Backup and backout instructions

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

Server

Backup

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

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

Backout

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

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

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

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 11](#).
5. Restart the Service Manager server.

Web tier

Backup

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

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

Backout

To roll back to the old web tier:

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

Windows client

Backup

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

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

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

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

Backout

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

Applications

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

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

Backup

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

To use Unload Manager to make a backup:

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

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

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

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

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

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

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

Backout

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

To roll back to your old data using Unload Manager:

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

To roll back to your old data using Database Manager:

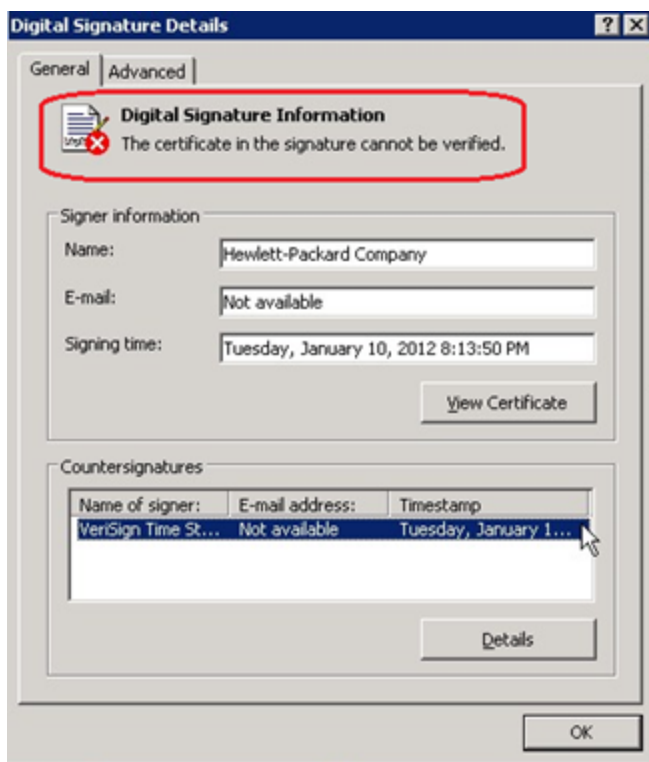
1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

Installation notes

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

Digital signature notice

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



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

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

Web tier installation

This release does not include any Web Tier updates. The last any Web Tier updates were released together with Service Manager 7.11p23. To download the Service Manager 7.11p23 Web Tier patch, go to the following HP Software Support website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01404795>

Windows client installation

The Windows client update consists of a compressed file (sm7.11.801_Windows_Client.zip), which contains the executable installation files. Specifically, the embedded Java Runtime Environment (JRE) 1.7 in the Windows client is updated to a higher 1.7 version.

To install the Windows client update, follow these steps:

1. Stop the Service Manager Windows client.
2. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
3. Run `setup.exe` and install the client by following the instructions in the [Service Manager Installation Guide](#).
4. Click **Help > About Service Manager Client** to check the version number. The version number of the client should be as follows: **7.11.801**.

Windows client configuration utility installation

Service Manager 7.11p24 includes an updated version of the Windows Client Configuration Utility (sm7.11.801-P24_Windows_Client_Configuration.zip). Specifically, the Java Runtime Environment (JRE) 1.7 in the client configuration utility is updated to a higher 1.7 version.

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

Server update installation

The server update for your operating system consists of a compressed file (`sm7.11.801-P24_<OS>.zip` (or `.tar`)), which contains the Service Manager server files. These files add to or replace the files in the `[SM Server Root]\ ([SM Server Root]/) RUN, irlang, legacyintegration, and platform_unloads` directories.

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

To install the Server update, follow these steps:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Back up the **RUN** directory.
4. Delete the **RUN/tomcat** directory. Tomcat in this directory will be upgraded to version 6.0.36 when you extract the server files later.
5. Delete the **RUN/lib** directory.
6. For Windows and Linux platforms, delete the **RUN/jre** directory.

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

7. Extract the compressed files for your operating system into the main Service Manager directory on the server. The default path is: `C:\Program Files\HP\Service Manager 7.11\Server`.
8. For UNIX servers, set the file permissions for all Service Manager files to `755`.
9. Manually upgrade to JRE1.7 on the Unix servers as needed, if you have not already done so. To do this, follow these steps:

- a. Install a supported JRE or JDK version for your specific platform.
 - All supported Windows and Linux platforms: 1.7.0.80 or greater
 - Solaris 10: JRE1.7: 1.7.0.80 or greater
 - Solaris 9: JRE1.6: update 20 or greater
 - HP-UX: JRE1.7: JRE 1.7.0.12 or greater
 - AIX: JRE1.7: SR8 or greater
- b. Set your `JAVA_HOME` environment variable to point to the JDK above (if you have JDK installed) or JRE above (if you have only JRE installed).
- c. Execute `\RUN\removeLinks.sh` to remove the old symbolic links and then execute `\RUN\setupLinks.sh` to create new symbolic links.
- d. Run the following command to check that the JRE version is correct:

`RUN\jre\bin\java -version`

Note: Additionally, after you upgrade the JRE version on AIX, please check that the `LIBPATH` variable contains the following line:

```
$JRE_HOME/lib/ppc:$JRE_HOME/lib/ppc/j9vm
```

`$JRE_HOME` is a placeholder for the directory in which the JRE is installed.

10. If you have made any customizations/changes to the original **RUN/tomcat** folder, restore them in the new **RUN/tomcat** folder.
11. Restart the Service Manager server.
12. Restart the Service Manager clients.
13. Check the version in **Help > About Service Manager Server**. The version number of the client should be as follows: **7.11.801**

Note: This patch upgrades the embedded Java Runtime Environment (JRE) to JRE 7, which uses Server Name Indication (SNI) extensions during the SSL handshakes. If the endpoint does not

support SNI, then SSL-encrypted calls to the webservice fail. For more information about this issue, go to the following HP Software Support web page:

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

Application unload installation

This patch release does not include any application unload files from previous patch releases.

Unload files that are included in the current patch

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

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

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

To load an unload file:

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

4. Fill in the following fields.

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

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

5 Click **Load FG**.

ODBC driver update installation

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

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

The ODBC driver update contains the following updated DLL files:

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

To install the ODBC driver update, follow these steps:

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

Service Manager compatibility matrix

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

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

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

To access the Compatibility Matrix:

1. Use a browser to navigate to the HP Software Support webpage:

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

2. Log on with your Customer ID and password or your HP Passport sign-in.
3. Navigate to the applicable information.

