

# HP Service Manager

Software Version: 9.35

For the supported Windows® and UNIX® operating systems

## Patch 1 Release Notes

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Software Release Date: June 2015



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## What's new in this release

The Service Manager 9.35 patch 1 release provides defect fixes for the Service Manager 9.3x server, web client, and Service Request Catalog (SRC).

## New text strings to be localized

This release has introduced a number of new text strings 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 strings added in this release.

File	New text string	Description
cwc_labels.properties (in <Web Tier>\WEB-INF\lib\cwc-9.35-1001.jar)	Ext.Toolbar.showHiddenMenusTooltip=Show Hidden Menus	The label of the ">>" button that appears on the web client toolbar when there are too many buttons to display. This label can be read by JAWS.
cwc_labels.properties (in <Web Tier>\WEB-INF\lib\cwc-9.35-1001.jar)	Ext.Toolbar.showHiddenMenusLongDesc=Clicking this button will show all hidden buttons as menu items	The tooltip that is displayed when you hover your mouse over the ">>" button on the web client toolbar.

## Fixed defects

This release fixes the following defects.

### SRC

CR	Problem	Solution
QCCR1E122197	When creating a request in SRC using a catalog item that has check boxes in the user selection settings, you cannot see the check boxes selected or cleared in SRC request details. If you clear the check boxes, the check boxes are invisible. If you select the check boxes, the label is shown with no value.	The check box is shown when it is selected. To keep the same behavior with other user selections, the check box is hidden when it is unselected.
QCCR1E122680	The Interaction ID is truncated in SRC Approval Queue when it has 18 characters.	The Interaction ID label size is increased to support 18 characters.  <b>Note:</b> The Interaction ID is truncated when it has more than 18 characters and a tooltip is shown when you hover the mouse cursor over it.
QCCR1E123401	If a user selection name in a Service Catalog item is too long, the name is truncated on the request details page after the service catalog item is submitted.	The user selection name is fully displayed now.

## Server

CR	Problem	Solution
QCCR1E116039	If you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34, the check box status becomes "unchecked" after moving a user selection up in the web client.	<p>If you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34, the check box can keep checked/unchecked status after moving a user selection up or down in the web client.</p> <p><b>Note:</b> To enable this function in the table of User Selections Template, you must complete the following steps in the Windows client:</p> <ol style="list-style-type: none"> <li>1. Open the svcOptionsTemplate.viiew format in Forms Designer.</li> <li>2. Select the table in the "User Selections Definition" tab.</li> <li>3. In the Properties pane, if the "Selection Field" is empty, enter "option.names" in this field.</li> <li>4. Click "OK" twice to save this form.</li> </ol>
QCCR1E121003	After upgrade, there are large dump files generated, which consume almost the whole disk space.	The server no longer generates unnecessary dump files.

CR	Problem	Solution
QCCR1E121225	Module license usage sometimes exceeds login license usage.	Module license usage now reflects the actual usage.
QCCR1E122234	In Service Manager database, when trying to import columns from a new table using the "import new columns from SQL" dbdict utility, the result is a signal 11 error and the client session terminates. This can be done successfully when the dbdict record is created in Service Manager in advance.	No signal 11 happens when importing columns from a new table to Service Manager database using the "import new columns from SQL" dbdict utility.
QCCR1E123336	After completing the "contact" field by clicking Fill, the focus was set to the wrong field - it kept returning to the "subcategory" field.	Now the focus is set to the correct field after completing a field using the Fill button.
QCCR1E123778	Sporadically, Service Manager does not respond to web service requests properly.	Service Manager now sends the web service responses properly.
QCCR1E123817	A truncation error message appears when you add new configuration item with a long name on Service Manager 9.3x with DB2.	The truncation error message no longer appears when you add new configuration item with a long name on Service Manager 9.3x with DB2.



## Web client

CR	Problem	Solution
QCCR1E80251	In the web client, users can only see the latest 50 messages in the "Message and Alert" window.	<p>Administrators can configure the "maxMessageNumber" parameter in the webtier.properties file so that users can see up to 500 messages in the "Message and Alert" window. The default value of this parameter is 50, and the maximum allowed value is 500.</p> <div data-bbox="971 787 1370 1020" style="background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> When the number of new messages ("N") is larger than 99, "N.." is displayed in a red circle on top of the message icon.</p> </div>
QCCR1E104626	If the content for a cell of a QBE record list is very long, the content is truncated and an ellipsis ("...") is appended at the end. You can see the entire content only after you increase the column width to some extent.	<p>If the content in a cell of the QBE record list is truncated, you can place the mouse over the cell to see the entire content in the form of tooltip.</p> <p><b>Known issue in Internet Explorer (IE):</b></p> <p>If the cell width is less than but very close to the total length of the content, although an ellipsis appears, no tooltip is displayed when you move mouse over the cell. However, if you decrease the cell width a little bit, the tooltip is displayed.</p> <p>In some cases, the tooltip is still displayed for some cells even if the entire content is already displayed.</p>

CR	Problem	Solution
QCCR1E108081	The state of a disable button is not read aloud by JAWS.	<p>The state of a disable button is read aloud by JAWS.</p> <p><b>Note:</b> If you are using Internet Explorer 9, the disabled state of the button may not be read properly by JAWS.</p>
QCCR1E115456	Suppose you design a form to make an control the next Tab stop of a Comfill and set the Visible condition of the element to be dependent on the value of the Comfill. If the control is invisible initially, after you change the value of the Comfill which makes the control visible and then press the Tab key, the control is set to be visible but does not obtain the focus.	Now the control is set to be visible and obtains the focus at the same time.
QCCR1E115955	In case there are too many buttons on the toolbar, only some of the buttons are displayed and the others are hidden. In addition, a button with the image ">>" is displayed for you to bring up the hidden buttons as menu items. However, the purpose of this ">>" button is unclear both visually and audibly.	Now when you put the mouse over the button with the image ">>", a tooltip is displayed: "Clicking this button will show all hidden buttons as menu items". In addition, if the button obtains the focus when JAWS is running, JAWS reads it as a "Show Hidden Menus" button.

CR	Problem	Solution
QCCR1E116039	<p>After you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34 or upgrade your applications to version SM9.35, the User Selection Template function is enabled. However, when you open a service catalog item with multiple user selections and then click one or more check boxes of the user selections and move the user selections up or down, the check boxes become unchecked.</p>	<p>The check boxes keep checked status after you move one or more user selections up or down in the web client.</p> <p><b>Note:</b> To take advantage of this fix, you must additionally configure the <code>svcOptionsTemplate.view</code> format:</p> <ol style="list-style-type: none"> <li>1. Log in to the Windows client as an administrator.</li> <li>2. In Forms Designer, open the <code>svcOptionsTemplate.view</code> format in Design mode.</li> <li>3. Select the table in the "User Selections Definition" tab.</li> <li>4. In the Properties pane, if the <b>Selection Field</b> field is empty, enter <code>option.names</code> in this field.</li> <li>5. Click "OK" twice to save this form.</li> </ol>
QCCR1E116054	<p>In the accessible web client, If you focus on one of the column headers of an attachment table and press the Down arrow, the first row is selected with a blue rectangle on the upper left corner of the check box cell.</p>	<p>In the accessible web client, If you focus on one of the column headers of an attachment table and press the Down arrow, the first row is selected without any unexpected link highlighted.</p>

CR	Problem	Solution
QCCR1E116571	If you use the JAWS command Down arrow to navigate through page elements, the label for a control is always read aloud twice by JAWS.	Now if you use the JAWS command Down arrow to navigate through page elements, the label for a control is read aloud once by JAWS.
QCCR1E116783	If you assign a valid Data Changed Event to a Combo box, after the value of the Combo box is changed in the Web client, the page is refreshed. However, the focus is not set back to the Combo box after that. This applies to all controls that have the Data Changed Event property.	For all controls that have the Data Changed Event property, now the focus is set back to the control after the page is refreshed.
QCCR1E118345	If the More Actions button is displayed as a menu item in the menu expanded by the ">>" button, you are unable to bring up the submenu of the More Actions button using keystrokes when JAWS is running.	If the More Actions button is displayed as a menu item in the menu expanded by the ">>" button, now you can bring up the submenu of the More Actions button using keystrokes when JAWS is running.
QCCR1E119179	Sometimes the Find button of a Comfill does not work. For example, in the detail page of a record A, you may click the Find button of a Comfill to show its detail information (record B), and you may then perform a certain operation to show record C. If record C shares the same form name as record A, the Find buttons of the Comfills on this page sometimes do not work.	Now the find button of a Comfill always works.
QCCR1E119451	The Calendar popup always shows Sunday in the first column when you log in through SSO/TSO, no matter how the parameter "startDayofWeek" is configured in the web.xml file.	The Calendar popup shows the first column according to the "startDayofWeek" configuration in the web.xml file when you log in through SSO/TSO
QCCR1E119520	Suppose you set the Array Length property of a Comfill control to a number greater than one. If this control is displayed on the web client as an array of read-only Comfill widgets, when you tab through these Comfills, each one gets the focus twice.	Now each read-only Comfill widget gets the focus once.

CR	Problem	Solution
QCCR1E121083	If you resize the browser window so that it is too small to show all Notebook tabs in a form, after the form is loaded for the first time, the Notebook scroll buttons are not displayed, and you can only resize the browser window in order to see them.	Now you can see the scroll buttons after a form with many Notebook tabs is loaded for the first time.
QCCR1E121191	Suppose you add an User Selection with display type of Pick List of Radio buttons to a catalog item, and you set a very long label for one of the radio buttons. When you order this catalog item in the web client, the long radio label is displayed beyond the border of the radio group.	Now the long radio label is wrapped and is displayed inside the border of the radio group.
QCCR1E121257	In a Service Manager system with the Smart Analytics feature, if you open the "Hot Topic Analytics for Problem" page and click the "Print" button in the toolbar, the Analytics information is not displayed in the print view.	Now the Analytics information is displayed in the print view.
QCCR1E121450	Suppose there is a field whose name contains an apostrophe ('), and you set this field as a "Group By" field for a view. When this view is displayed in the web client, nothing is displayed for the record list, and there is a Javascript error in the browser console:  <expected '>.	Now the record list is displayed correctly for the view in the web client without any errors.
QCCR1E121572	If you enable auto-complete for "User names and passwords on forms" in Internet Explorer (IE), and change the parameter disableLoginAutoComplete to false in web.xml to enable auto-complete for the login form, on your later login attempts after a successful login, the password is not auto-completed in the login form in all versions of IE except IE11.	If you enable the auto-complete for "User names and passwords on forms" in Internet Explorer (IE), and change the parameter disableLoginAutoComplete to false in web.xml to enable auto-complete for the login form, on your later login attempts after a successful login, the password is auto-completed in the login form.

CR	Problem	Solution
QCCR1E121718	Some Service Catalog item images are much smaller than others in the web client in Internet Explorer 11.	Service Catalog item images are displayed in the same size in the web client in Internet Explorer 11.
QCCR1E121734	If you use a field that is named "groups" for the "input" property of a record list column, when you access the Web client, the record list hangs and is not loaded successfully.	When you access the Web client, the record list is loaded successfully in the Web client.
QCCR1E122205	One meaningless frame name is listed by JAWS after the pop-up subform is open.	No meaningless frame name is listed by JAWS after the pop-up subform is open.
QCCR1E122270	When checking one or more user selections in the user selection templates or catalog item definition, you cannot access the dynamic field description wizard by clicking the selection name.	When checking one or more user selections in the user selection templates or catalog item definition, you can access the dynamic field description wizard by clicking the selection name.
QCCR1E122554	When you paste MS Word documents in the HTML editor while contributing KM articles, the web client does not prompt you to clean the text before pasting.	When you paste MS Word documents in the HTML editor while contributing KM articles, the web client prompts you to clean the text before pasting.
QCCR1E122609	When there are too many buttons on the toolbar, only part of the buttons are displayed and the others are hidden. In addition, a button with the image ">>" is displayed for you to show the hidden buttons as menu items. However, menu items for pure image buttons are not read correctly by JAWS.	<p>Now menu items for pure image buttons are read correctly by JAWS.</p> <p><b>Known issue:</b></p> <p>If the menu only contains pure image buttons, the width of the menu is wider than it was in previous versions.</p>
QCCR1E123129	If all fields in a form are read-only, after the form is displayed in the web client, you are unable to see the initial focus indicator.	If all fields in a form are read-only, after the form is displayed in the web client, you are able to see the initial focus indicator because now this initial focus is set to the first read-only field.

<b>CR</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E123742	The state of a radio button with an empty value cannot be sent to the server, resulting in the wrong search results.	The state of the radio button with an empty value now can be sent to the server so that you can get the proper search results.

## 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 P1

Global ID	Problem	Workaround
QCCR1E123523	In accessible mode, unexpected blank place is displayed for image menu items of the menu brought up by the "Show hidden menu" button.	No workaround is available.
QCCR1E123833	In Internet Explorer (IE) 9, the state of a disabled button cannot be read by JAWS 13.	Use a supported browser other than IE 9.

### 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 <b>Link to Parent Incident</b> 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.



Global ID	Problem	Workaround
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.	<p>You can use one of the options below to solve the issue:</p> <ul style="list-style-type: none"> <li>• Move the mouse out of the HTML Editor for a while.</li> <li>• Click <b>Source</b> twice.</li> </ul>
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 <b>System Administration &gt; Base System Configuration &gt; Miscellaneous &gt; System Information Record, Passwords &gt; Password Standards</b> , and then clear the <b>Keep Password History</b> 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 <b>System Administration &gt; Base System Configuration &gt; Miscellaneous &gt; System Information Record, Passwords &gt; Password Composition</b> , 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
QCCR1E109833	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"> <li>1. Log in to Service Manager as a system administrator.</li> <li>2. Type <code>db</code> in the Service Manager command line, and then press Enter. The Database Manager opens.</li> <li>3. Type <code>scmessage</code> in the <b>Table</b> field, and then click <b>Search</b>.</li> <li>4. Click <b>message.edit</b>.</li> <li>5. Type <code>upg</code> in the <b>Class</b> field, type <code>OOB_UPG_COMPLETE</code> in the <b>Message Number</b> field, and then click <b>Search</b>.</li> <li>6. Change the description in the <b>Text</b> field to <code>upgrade is only for English version</code>.</li> <li>7. Click <b>Save</b> and <b>OK</b>.</li> <li>8. Type <code>upg</code> in the <b>Class</b> field, type <code>CUSTOM_UPG_COMPLETE</code> in the <b>Message Number</b> field, and then click <b>Search</b>.</li> <li>9. Change the description in the <b>Text</b> field to <code>We need to update this message. Otherwise, sm will crash when create language builder</code>.</li> <li>10. Click <b>Save</b> and <b>OK</b>.</li> </ol>

## Issues in Service Manager 9.34 and patches

<b>Global ID</b>	<b>Problem</b>	<b>Workaround</b>
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"> <li>1. Start Internet Explorer 11 from a desktop computer, and then log in to Service Manager.</li> <li>2. Press <b>Alt</b> to access the menu bar in Internet Explorer.</li> <li>3. In the <b>Tools</b> menu, select <b>Compatibility View settings</b>.</li> <li>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 <b>Add</b> to add the website to the compatibility view list.</li> <li>5. Click <b>Close</b>. The Service Manager web page refreshes and opens in compatibility mode.</li> </ol>
QCCR1E107983	In Google Chrome, you are unable to use the <b>Tab</b> 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.

Global ID	Problem	Workaround
QCCR1E109577	When you log in to the web client by using Internet Explorer 8 for the first time, all the characters are displayed in an italic font.	Refresh the page in Internet Explorer.
QCCR1E110285	When JAWS 15 runs in Internet Explorer 10 or 11, the focus does not return to the correct radio button when you press <b>Shift+Tab</b> .	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 <b>timeperioddefine</b> format.	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.

Global ID	Problem	Workaround
QCCR1E110722	Accessibility to the Time period rules table and the Time period occurrences table is not good on a time period record detail form.	No workaround is currently available.
QCCR1E112188	If a Comfill field has Auto Complete enabled and a data change event (not 0) defined, and a post expression/post JavaScript is defined for the link for this field, the data change event may not work.	Do not enable <b>Auto Complete</b> for the Comfill field.
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 <b>Approval Definition</b> 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"> <li>1. Log in to Service Manager Windows client as a system administrator.</li> <li>2. Type <code>menu</code> in Service Manager Command line, and then press <b>Enter</b>.</li> <li>3. Type <code>timeperiod</code> in the <b>Menu Name</b> field, and then click <b>Search</b>.</li> <li>4. Locate the row with the description of Approval Definitions.</li> <li>5. Remove and jscall <code>("security.hasRight", "Common Configuration", "view")=true</code> from the Condition field.</li> </ol>
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"> <li>1. Log in to the web client with a non-English language.</li> <li>2. Go to <b>System Administration &gt; Security &gt; Security Area</b>.</li> <li>3. Click the "Module" drop-down list.</li> </ol>	No workaround is currently available.
QCCR1E119985	<p>When you are updating an Incident, if you input an invalid date time value to the <b>Outage Start</b> or the <b>Outage End</b> field, you cannot close this incident tab by clicking the <b>Cancel</b> 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 <b>Cancel</b> button.
QCCR1E120076	<p>On the wizard page of <b>Approval Delegation &gt; Set Delegate</b>, when you input an invalid date time value to the <b>Valid From</b> or the <b>Valid To</b> field, the value will be cleared after you click the <b>Next</b> button.</p>	No workaround is currently available.

## Issues in Service Manager 9.33 and patches

Global ID	Problem	Workaround
QCCR1E100136	After the installation of a language pack, the Windows client, if running on an Arabic Windows 2008, displays the tooltips of the 'Added' and 'Forced'/'Updated' columns in the content pack results as reversed.	No workaround is currently available.
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.
QCCR1E95725	Due to a known issue in JDK (bug id:7196513), CI icons are not displayed correctly in Firefox when Httponly cookies are enabled in the web application server.	When Httponly cookies are enabled, users can only use Internet Explorer 7 or higher for CI icons to display correctly. As Oracle has fixed the Httponly cookie issue as of JDK 7u6, users need to install the latest 32-bit JRE (7u6 or above) on the machine that runs Internet Explorer 7 or higher.  <b>Note:</b> In Service Manager 9.33, users can only use Internet Explorer 8 or higher for CI icons to display correctly.
QCCR1E95963	An error occurs when loading a dbdict twice in an unload file. The two dbdict records have the same name, but different key types: the first one has unique key, while the second's key type is primary key.	Do not export to an unload file a dbdict record whose key type has changed.

Global ID	Problem	Workaround
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNot found Exception error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	<p>There are two workarounds:</p> <ul style="list-style-type: none"> <li>• Use Internet Explorer instead of Firefox.</li> <li>• 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"> <li>a. Open Control Panel, and in the Control Panel Search box enter "Java Control Panel".</li> <li>b. Double-click the Java console icon to open the Java console.</li> <li>c. On the <b>Security</b> tab, click <b>Manage Certificates ....</b></li> <li>d. On the Certificates window, select certificate type: <b>Client Authentication</b>, and click <b>Import</b>.</li> <li>e. Follow the wizard and import the client user's certificate.</li> </ul> </li> </ul>
QCCR1E97492	Clicking the <b>Back</b> button on the CI Visualization page (which opens when you click <b>More &gt; Expand CI Visualization</b> 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.

Global ID	Problem	Workaround
QCCR1E97856	In a single-line text field, some special characters whose HTML code is &#x...; (where ... stands for a hex number) are not represented as their original format. Instead, they display as &#x...;. However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).	No workaround is currently available.
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields.  To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control.
QCCR1E96391	Restful API: Results are in the wrong order when sorted by an array field.  This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.	No workaround is currently available.
QCCR1E97898	Restful API: A 400 Bad Request error occurs when a RESTful API request is a cross-table join query.	The RESTful API framework supports simple queries and Service Manager native queries.  Currently RESTful API framework does not support cross-table SQL queries.

Global ID	Problem	Workaround
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.
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>

Global ID	Problem	Workaround
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"> <li>1. Enter <code>db</code> in the Service Manager command line box.</li> <li>2. In the Table field, enter <code>subcategory</code>, and click <b>Search</b>.</li> <li>3. For each Category in the dropdown list, add the following Areas (enter a value in the Area field and click <b>Add</b>):  <code>access, data, failure, hardware, performance, and security</code>.</li> </ol>
QCCR1E98475	<p>With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks <b>Save &amp; New</b> in an interaction record opened through a search.</p> <ol style="list-style-type: none"> <li>1. Open an interaction through a search.</li> <li>2. Update the Title.</li> <li>3. Another back-end process has updated the Title to another value.</li> <li>4. Click <b>Save &amp; New</b>. An error occurs:  This record has changed since you selected it.</li> </ol> <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 <b>Save &amp; New</b> button on an interaction opened through a search, to avoid abandoning your updates, do not use the <b>Save &amp; New</b> button to save your updates; instead, first click the <b>Save</b> button to save your updates with the merged result, and then register a new interaction from the navigation menu.</p>

**Service Request Catalog Issues**

<b>Global ID</b>	<b>Problem</b>	<b>Workaround</b>
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.

**Issues in Service Manager 9.31 and patches**

<b>Global ID</b>	<b>Problem</b>	<b>Workaround</b>
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><b>Solution 1:</b></p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p><b>Solution 2:</b></p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none"><li>1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <code>&lt;Service Manager server installation path&gt;\LegacyIntegration\RUN</code>.</li></ol> <div data-bbox="938 926 1370 1293" style="background-color: #f0f0f0; padding: 10px;"><p><b>Note:</b> 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"><li>2. Start the legacy listener.</li></ol>

Global ID	Problem	Workaround
QCCR1E67491	<p>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>	<div data-bbox="878 296 1370 489" style="background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> This issue only exists in Web service integrations. Therefore, the Service Manager clients do not have this problem.</p> </div> <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	<p>HTML email truncates the body of the message and sends the HTML code without translating it.</p>	<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>



Global ID	Problem	Workaround
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	<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"> <li>1. Enter dbdict in the Service Manager command line box, and then press <b>Enter</b>.</li> <li>2. Open the problematic dbdict which has the "record.key" field defined.</li> <li>3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.</li> </ol>
QCCR1E74808	After clicking the <b>Cancel</b> 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 37.
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
- <webtier>\images\obj16\ folder
- 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
```

3. Make a backup of the following folder:  
`<Client>\plugins\com.hp.ov.sm.client.eclipse.user_  
9.35.1001\src\resources\icons\obj16\.`

### Backout

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

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

# Applications

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

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

## Backup

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

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

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

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

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

1. Go to Database Manager, select **Import/Load** from **More** or the More Actions menu, and browse to the unload file.
2. Click **List Contents** on the menu bar, to view a list of files that have been updated in this unload.

See the following figure for an example.

```

Process
{"svc.add.cart", {"$L.callnextprocess=true"}, {"{"se.get.record", {"name", "file", "text", "string1"}, {"incident.id in $L.file", "$L.svcCart", "$sdID()", "$svcCart()", not null(incident.id in $
RAD - money.format (10)
scmessage
{"cs", "10", "20", "Neopravitelná chyba v aplikaci: %S na panelu %S", "error", {}, "02/28/12 15:33:24", 4, "ramuro"}}
{"de", "10", "20", "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, "02/28/12 15:33:32", 3, "ramuro"}}
{"en", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:33:12", 66, "ramuro"}}
{"es", "10", "20", "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, "02/28/12 15:33:36", 5, "ramuro"}}
{"fr", "10", "20", "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, "02/28/12 15:33:46", 3, "ramuro"}}
{"hu", "10", "20", "Visszaállíthatatlan hiba lépett fel az %S alkalmazásban a %S panelen", "error", {}, "02/28/12 15:33:51", 3, "ramuro"}}
{"it", "10", "20", "Errore irreversibile nell'applicazione: %S nel riquadro %S", "error", {}, "02/28/12 15:35:08", 3, "ramuro"}}
{"iten", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:23", 3, "ramuro"}}
{"ja", "10", "20", "%sAsvs$Pq[sVs$S0$5]Tf0ççC\|sGstq[(sp$2%$[2]:$5]1%5[1]", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}}
{"ko", "10", "20, "어플리케이션에 복구할 수 없는 오류 %S0(가) 패널 %S에서 발생했습니다.", "error", {}, "02/28/12 15:35:44", 3, "ramuro"}}
{"nl", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:51", 3, "ramuro"}}
{"pl", "10", "20, "%Nieodwracalny b[ł]d w aplikacji: %S, panel %S.%", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}}
{"pt", "10", "20, "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"}}
{"pt-Br", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"}}
{"ru", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"}}
{"zh-Hans", "10", "20, "%aqçCÜçÜZ8aqç8Eacú×aaäüÜ8tJaeçt8tLÜçšléCñèlU: %SIEäLÜaaèRçæRç %SEI", "error", {}, "03/14/13 01:34:16", 5, "lmingyan"}}
ScriptLibrary
{"svcCartHelper", "/* @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems* @author Alex Corvino*/** This function i
datadict
{"activity", {}, "miscellaneous", , "FALCON", "01/21/96 17:00:00", "cblandk", "06/19/07 00:58:57", , , , {"cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
{"en", "1000", "10, "Please specify Area name", "fc", {}, "12/01/10 09:33:44", 0, "rolfel"}}
    
```

This figure shows the contents of an unload file that contains changes to the following files:

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

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

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

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

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

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

- 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:

- Go to **System Administration > Ongoing Maintenance > Unload Manager**.
- Double-click **Apply Unload**. A wizard opens.
- 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>

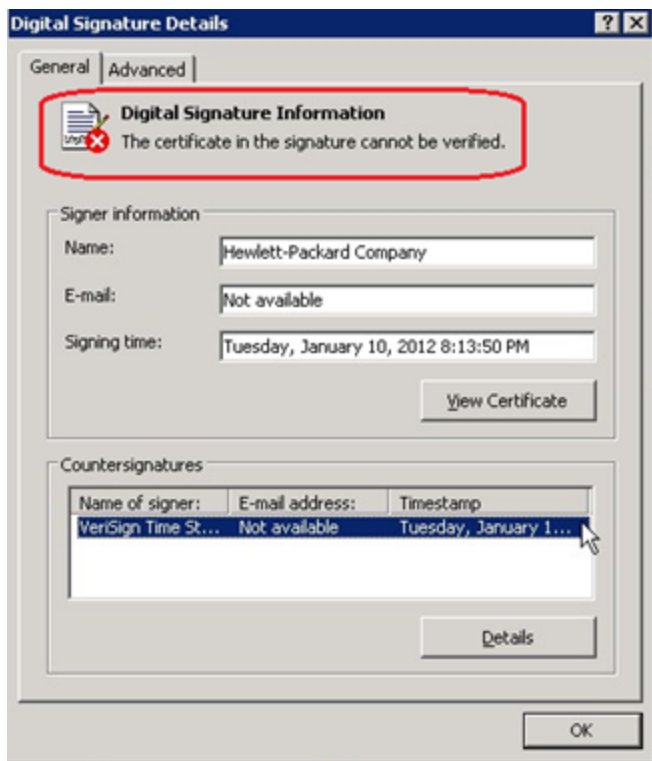
Before you proceed, HP recommends that you consult the latest *Service Manager 9.35 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content*. These are available at the following website:

<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, sm9.35.1001-P1\_<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 34](#).
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 sm9.35.1001-P1\_HP-UX-IA64-ORCL12C.tar only when an Oracle 12c database is used, and use sm9.35.1001-P1\_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:

- 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:

- i. Log in to server host as a root user.
- ii. 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
```
- iii. 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 9.35.1001 build P1**
  - From the server's RUN folder, run the **sm -version** command. The server version should be:  
  
**Version: 9.35.1001**  
  
**Patch level: P1**



## Web tier installation

The web tier update consists of a compressed file, `sm9.35.1001-P1_Web_Tier.zip`, which contains the installation files (both the `.war` and `.ear` files) that are required to install the new 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](#).

## New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.35.1001-P1_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 34](#).
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.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-P1.

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: **9.35.1001-P1**.

## Windows Client Installation

This release does not contain any updates to the Windows Client. You can download the latest Windows Client shipped with the Service Manager 9.35 release. You can find the download links for the SM9.35 Windows client and the release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

**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.

## Windows Client Configuration Utility installation

This release does not contain any updates to the Windows Client Configuration Utility. You can download the latest Windows Client Configuration Utility shipped with the Service Manager 9.35 release. You can find the download links for the SM9.35 Windows Client Configuration Utility and the release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## Applications update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.35. An applications upgrade is optional, and you can install the Service Manager 9.35 Applications or Upgrade package according to your current applications version.

You can find the download links for the SM 9.35 Applications or Upgrade package as well as the Release Notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## 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 sm9.35.1001-P1\_<OS>.zip (or .tar), it will add the files to the following directory:

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

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

### Unload file naming convention

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

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

**Note:** Sometimes this portion contains an additional hot fix number, for example,

SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or higher.

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

**Note:** If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx\_SM930P4.unl is normally intended for applications versions 7.11, 9.2x, 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.  <b>Associated server fix:</b> QCCR1E103456
QCCR1E103581_SM934_SM932.unl	9.34	9.32	Fixes this issue: The auto complete feature is not supported by the web client.  <b>Associated server fix:</b> QCCR1E103581

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E106292_ SM934.unl	9.34	7.11 through 9.34	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E106292</p>
QCCR1E112815_ SM934P1_ SM934.unl	9.34p1	9.34	<p>Fixes this issue: The Time Period Management menu and sub-menus are not displayed after upgrading to Service Manager 9.34.</p> <p><b>Associated server fix:</b> QCCR1E112815</p>
QCCR1E114378_ SM934P2_ SM932.unl	9.34p2	9.32	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E114378</p>
QCCR1E99147_ SM933_ SM930.unl	9.33	9.30, 9.31, and 9.32	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E99147</p>
QCCR1E99398_ SM932P2.unl	9.32p2	7.11, 9.21, 9.30, and 9.31	<p>Enables the inactivity timer function to work correctly when the version of applications is lower than the version of the server.</p> <p><b>Associated server fix:</b> QCCR1E99398</p>
QCCR1E19946_ SM933.unl	9.33	7.11, 9.21, 9.30, 9.31, and 9.32	<p>Enables extra columns in the "Attachments" section of records.</p> <p><b>Associated server fix:</b> QCCR1E19946</p>
QCCR1E31324_ SM932.unl	9.32	7.11, 9.21, 9.30 and 9.31	<p>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."</p> <p><b>Associated server fix:</b> QCCR1E31324</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E96802_ SM931P3.unl	9.31p3	7.11, 9.21, 9.30, and 9.31	<p>Changes the behavior when handling web service request user passwords. See the Service Manager 9.31p3 Release Notes.</p> <p><b>Associated server fix:</b> QCCR1E96802</p>
QCCR1E52767_ SM931P3_ SM930.unl	9.31p3	9.30	<p>Fixes this issue: Users cannot add data policy definitions on joined tables.</p> <p><b>Note:</b> You do not need to load this unload if you are running on Service Manager 9.31, 9.21, or 7.11 applications.</p> <p><b>Associated server fix:</b> QCCR1E52767</p>
QCCR1E76724_ SM931P2_ SM930.unl	9.31p2	9.30 and 9.31	<p>Fixes this issue: After deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration.</p> <p><b>Associated server fix:</b> QCCR1E76724</p>
QCCR1E76227_ SM930P6_ SM930.unl	9.31	9.30	<p>Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobile Applications Client.</p> <p><b>Note:</b> Not needed for the Service Manager 9.32 or later Mobile Applications client.</p>
QCCR1E78794_ SM930P6_ SM930.unl	9.31	9.30	<p>Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager9.31 Mobile Applications Client.</p> <p><b>Note:</b> Not needed for the Service Manager 9.32 or later Mobile Applications client.</p>
QCCR1E76796_ SM930P6_ SM930.unl	9.31	9.30	<p>Provides the ability to turn on debugging dynamically for user sessions or schedulers.</p> <p><b>Note:</b> This unload requires the Service Manager 9.31 server.</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E71099_ SM930P5_ SM711.unl	9.30p5	7.11	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p><b>Associated server fix:</b> QCCR1E71099</p>
QCCR1E71099_ SM930P5_ SM920.unl	9.30p5	9.20	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p><b>Associated server fix:</b> QCCR1E71099</p>
QCCR1E71099_ SM930P5_ SM930.unl	9.30p5	9.30	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p><b>Associated server fix:</b> QCCR1E71099</p>
QCCR1E71139_ SM930P5_ SM930.unl	9.30p5	9.30	<p>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.</p>
QCCR1E31941_ SM930P4_ SM930.unl	9.30P4	9.30	<p>Enables users to use a pre-configured decimal symbol when completing numeric fields.</p> <div data-bbox="821 1262 1370 1530" style="background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> 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> </div> <p><b>Associated server fix:</b> 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><b>Associated server fix:</b> QCCR1E71897</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
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><b>Note:</b> This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> <p><b>Associated server fix:</b> QCCR1E67071</p>
QCCR1E70163_ SM930P4_ SM711.unl	9.30P3	7.11	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p><b>Associated server fix:</b> QCCR1E69687</p>
QCCR1E70163_ SM930P4_ SM920.unl	9.30P3	9.20	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p><b>Associated server fix:</b> QCCR1E69687</p>
QCCR1E70163_ SM930P4_ SM930.unl	9.30P3	9.30	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p><b>Associated server fix:</b> QCCR1E69687</p>
QCCR1E67647_ SM930P3.unl	9.30P3	7.11 through 9.30	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E54192</p>
QCCR1E67610_ SM930P2.unl	9.30P2	7.11 through 9.30	<p>Enables you to block potentially dangerous attachments.</p> <p><b>Associated server fix:</b> QCCR1E64290</p>

**Loading unload files**

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



Database Manager instead.

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

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

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

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

1. Make sure the Windows client is configured for server-side load/unload.
  - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
  - b. Unselect **Client Side Load/Unload** if is flagged.
  - c. Restart the Windows client.
2. Open **Tailoring > Database Manager**.
3. Right-click the form or open the More Actions menu and select **Import/Load**.
4. Browse to the unload file, and view the contents of an unload file before importing it by clicking **List Contents**.
5. Make a backup copy of all files to be modified by this unload. For detailed steps, see ["Backup and backout instructions" on page 34](#).

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 SM9.35p1 release does not contain a Smart Analytics package. You can download the latest Smart Analytics package shipped with the HP Service Manager 9.35 release. 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.

## Service Request Catalog (SRC) installation

The SRC package in this release (src935p1.0017.zip) contains an updated version of the SRC war file (src-9.35p1.war).

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 SRC migration, encryption, and validation tools.

### **New Customers**

1. Deploy the `src-9.35p1.war` file by following the instructions in the *Service Request Catalog 9.35 Interactive Installation Guide*.
2. Configure SRC by following the instructions in the *Service Request Catalog 9.35 Customization Guide*.

### **Existing Customers**

1. Deploy the `src-9.35p1.war` file, as described above.
2. Migrate the customizations from your old deployment to SRC 9.35 p1.
  - SRC 1.4 and SRC 9.3x customers: Run the SRC 9.35 migration tool to migrate your specific customizations from your old SRC deployment to SRC 9.35 p1. 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**

This release does not contain any Mobility updates. You can download the latest Mobility package shipped with the HP Service Manager 9.35 release. You can find the download links for the SM9.35 Mobility client and the release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## Knowledge Management (KM) Update Installation

This release does not contain any updates to the Knowledge Management (KM) module. You can download the latest SM9.3x KM package shipped with the Service Manager 9.34 release. You can find the download links for the latest KM package and release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

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 latest ODBC Driver package and the release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## Language pack installation

This release does not contain any language pack updates. You can download the latest language packs shipped with the HP Service Manager 9.35 release.

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.

## Online help installation

This release does not contain any online help updates. You can download the latest online help shipped with the HP Service Manager 9.35 release.

### **Service Manager online help**

Service Manager 9.35 includes only an English version of the online help. For online help installation instructions, see the *Service Manager 9.35 Interactive Installation Guide* that is included in the *Service*

*Manager 9.35 Upgrade Documentation Center.*

You can download the Service Manager 9.35 installation and upgrade documents, as well as the Help Center, from the [Service Manager 9.3x/9.4x Document Matrix](#).

### **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.

## Service Manager support matrix and applications content compatibility matrix

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

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

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

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

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

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

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

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

# Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

## **Feedback on Patch 1 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](mailto:ovdoc-ITSM@hp.com).

We appreciate your feedback!

