HP Service Manager

Software Version: 9.40

For the supported Windows® and UNIX® operating systems

Patch 3 Release Notes

Document Release Date: August 2015

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Contents

What's new in this release

This section describes the important changes in this release.

Tip: The following knowledge base article contains links to all the previous 9.4x release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.4x patches.

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01384297

Enhanced query hash algorithm

This release introduces an enhanced query hash algorithm, which ensures a higher level of system security when the Service Manager web client or Service Request Catalog (SRC) is handling URLs. By default, this functionality is disabled for backward compatibility.

Prerequisites

To use this functionality, your system must have the following configurations:

- Service Manager server, web client, and SRC version 9.40 patch 3.
- (For the web client) Service Manager 9.3x or 9.4x (earlier than 9.41) applications with QCCR1E118520_SM941_SM930.unl or QCCR1E118520_SM941_SM940.unl applied. These unload files are available from the server's platform_unloads directory in this release (see "Application Unload installation" on page 50).

  (For SRC) Service Manager 9.4x (earlier than 9.41) applications with QCCR1E120868_SRC940p3_SM940.unl applied. This unload file is available from the SRC package in this release (see "Service Request Catalog (SRC) installation" on page 56).

  Note: SRC 9.40 can work with Service Manager 9.4x applications only. Therefore, there is no SRC unload for Service Manager 9.3x applications.

  Caution: After applying the unload for this functionality, restart your Service Manager server.

Additionally, after applying the unload, you need to tailor the System Information Record form (info.company.g). For more information, see "Tailoring the System Information Record form" below.

Tailoring the System Information Record form

To enable this functionality in a Service Manager system running the 9.3*x* or 9.4*x* (earlier than 9.41) applications, after applying the unload for your applications version, you still need to tailor the System Information Record form. To do so, follow these steps:

1. Log in to the Service Manager Windows client as a system administrator.
2. Open the info.company.g format in Forms Designer in Design mode.
3. In the General tab, add a check box with the following settings in the Properties pane.

Property	Setting
Caption	Enable Enhanced Query Hash
input	strong.queryhash.flag

4. In the General tab, add another check box with the following settings in the Properties pane.

Visible Condition	[strong.queryhash.flag]
Caption	Allow Legacy Query Hash
input	keep.old.queryhash.flag

5. Click **OK** twice to save this format.
6. Restart the Service Manager server.
7. Go to **System Administration** > **Base System Configuration** > **Miscellaneous** > **System Information Record**, and then click the **General** tab to verify the two check boxes are successfully added.

   Now, you are ready to configure this functionality. For details, see "How to use this functionality" on the next page.

How to use this functionality

Two options are added to the **General** tab of the System Information Record. See the following table for details.

Option	Default value	Description
Enable Enhanced Query Hash	false	When this option is set to true (selected), the Service Manager server generates query hashes based on the enhanced query hash algorithm. For security considerations, we recommend you to enable this option. By default, this option is disabled so that your system can continue to use the legacy algorithm and work as before. **Caution:** Before you enable this option, make sure that your system meets the prerequisites described above.
Allow Legacy Query Hash	true	This option is available only when the **Enable Enhanced Query Hash** option is enabled. By default, this option is enabled so that the Service Manager web client or SRC can accept URLs with query hashes that are generated based on either the legacy or the enhanced algorithm. If you deselect this option, the client displays an error message when processing URLs with a legacy query hash, indicating the hash code is invalid. **Note:** Use this option only during your transition from the legacy to the enhanced algorithm. Once no URLs with legacy query hashes exist in your system, we recommend you to disable this option.

Service Request Catalog enhancements

This release introduces the following new enhancement for Service Request Catalog.

Set variables as the default values for custom fields

When you enter a variable or an expression as the default value and select the **Is Expression** check box at the same time, the tailoring values for custom fields are automatically filled in the user interface.

This also applies to CI information retrieval and fulfillment. If you use variables as the default value for the item title and description fields, the title of the items are automatically filled when you submit these items in your cart.

This enhancement supports the following content:

- Traditional expressions in Service Manager applications, such as name in $lo.operator
- Jscall syntax to return advanced query results, such as the location of a logged in user. As long as a predefined JavaScript expression can return a query result, it can be set as a default value in custom fields.

  Note: To use jscall, make sure you define the Javascript function in the Script library first.

- Any RAD expressions
- Text, Multiple Text, Checkbox, and Pick List default value types. Different value types support different data types, as shown in the following table.

Default value types	Supported data type	Examples
Text/MultiText	Character, Logical, Number, Date, and Time	■ $lo.operator ■ jscall("srcLib.getDefaultName") ■ "default value:"+$G.my.currency
Checkbox	Logical	■ "falcon"=name in $lo.operator ■ $G.my.currency="USD" ■ jscall("srcLib.getDefaultCheckBox") **Note:** The expression for Checkbox only returns the values “true” and “false”.
Pick List	Character, Number, Date, and Time	■ jscall("srcLib.getNumber") ■ jscall("srcLib.getNumber")+1

- Pre-defined variables in Service Manager

Default value	Definition	Content displayed
$src.cart.item.name	The name of the cart item	■ The name of the item or bundle, if there is only one item or bundle in the cart ■ **Multiple cart items request**, if there are mutiple items in the cart
$src.cart.item.name.list	The list of the cart item	■ The name of the item or bundle, if there is only one item or bundle in the cart ■ A name list for all items, if there are mutiple items in the cart
$src.cart.size	The size of the cart item	The number of items in the cart

Note: When your customization is complete, you must restart the Service Manager web application server (for example, Tomcat) for the changes to take effect.

Use case 1: Add a new My Location label to the Additional Information section

In an out-of-box deployment, when you create a support request in Service Request Catalog, only one Urgency label is available in the Additional Information section in the support Checkout panel.

If your location is required for the request, you can add a new **My Location** label to this **Additional Information** section. In this new label, your location is defined as a variable and the value is automatically filled according to your location information.

To complete any of the Service Manager tailoring tasks, start with these basic steps.

1. Start a Service Manager Windows client session. Make sure the Service Manager Windows client connects to a Service Manager 9.40 server. The client can be an earlier version, but the server must be a 9.40 server.
2. Expand the left Navigation pane.
3. Click **Tailoring** > **SRC Tailoring**. Service Manager displays an SRC Configuration wizard. The first page of the wizard lists existing configurations. There can be a maximum of three configurations

that add new sections with custom fields to the Support catalog, Services catalog, or Support checkout panel.

To add a new **My Location** label that applies the variable as the default value, follow these steps:

4. On the Service Request Catalog Configuration Wizard home page, click **Support Checkout**.
5. Select the label ID for the **Additional Information** section.
6. Click **Add New Custom Field** to add a new custom field for the location of the operator.
7. Select **Add a Label** and then type **My Location** as the label name.
8. In the **Field Name** drop-down list, select **Contact Location**.
9. In the **Modifiability** drop-down list, set the field permission to **Create and Update**. **Create and Update** changes the field when an operator submits a new request and updates a request if the request is resubmitted.
10. In the **Display Type** drop-down list, select the **Text** option, and then click **Next**.
11. In the **Lookup Table** field, select **Location** as the lookup table.
12. In the **Lookup Field Name** field, select **Location** as the lookup field name.
13. Select the **Default Value** option to specify a default value.
14. Select the **Is Expression** option.
15. In the input box, type the following expression as the default value:

    jscall("LocationDefault.getLocation",name in $lo.operator)

    Note: Make sure that the results of the expressions that you specify for the lookup table and lookup field name match a record in the lookup field. Otherwise, the default value is not set correctly.

16. Click **Next** to add the the **My Location** label as a new field, and then click **Finish**.

After the tailoring takes effect in Service Request Catalog, the new **My Location** label is added to the **Additional Information** section in Support Checkout panel when you create a support request. The value of the **My Location** field is automatically filled according to your location information.

Use case 2: Automatically enter an interaction title and its description

In an out-of-box deployment, when you submit a service request in Service Request Catalog, the Title and Description fields are empty. You need to enter the content manually.

To complete any of the Service Manager tailoring tasks, start with these basic steps.

1. Start a Service Manager Windows client session. Make sure the Service Manager Windows client connects to a Service Manager 9.40 server. The client can be an earlier version, but the server must be a 9.40 server.
2. Expand the left Navigation pane.
3. Click **Tailoring** > **SRC Tailoring**. Service Manager displays an SRC Configuration wizard. The first page of the wizard lists existing configurations. There can be a maximum of three configurations that add new sections with custom fields to the Support catalog, Services catalog, or Support checkout panel.

To add variables as a default value to the **Title** and **Description** fields, follow these steps:

4. On the Service Request Catalog Configuration Wizard home page, click **Service Checkout**.
5. Select the label ID for the **Delivery Information** section.
6. Click the **Title** label to modify the default value for the title field, and then click **Next**.
7. Select the **Default Value** option to specify a default value.
8. Select the **Is Expression** option.
9. In the input box, type the following expression as the default value. This expression retrieves the item name and uses it as the title.

   ```
   $src.cart.item.name
   ```

10. Click **Next**. The **Delivery Information** section opens again, as shown in step 5.
11. Click the **Description** label to modify the default value of the title field, and then click **Next**.

12. Select the **Default Value** option to specify a default value.
13. Select the **Is Expression** option.
14. In the input box, type the following expression as the default value. This expression retrieves the item name and use it as the description.

    $src.cart.item.list

15. Click **Next**. When the **Delivery Information** section opens again, as shown in step 5, and then click **Finish**.

The following table displays the effect of setting different variables in the **Title** and **Description** fields.

Variables	Only one item	Only one bundle	Multiple items
$src.cart.item.name (for **Title**)	Item name	Bundle name	Multiple cart items request
$src.cart.item.name.list (for **Description**)	Item name	Bundle name	A name list for all items
jscall ("srcLib.getDescText",$src.cart.size,$src.cart.item.name.list) (for **Description**)	No content	No content	A name list for all items

After the tailoring takes effect in Service Manager, the **Title** and **Description** fields are automatically filled when you create a service request.

Embedded JRE Upgrade (Server)

This patch release upgrade the embedded JRE in the HP Service Manager server. The server embedded JRE for x86 systems has been upgraded to version 1.8.0_51.

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 JRE versions and make sure server/RUN/jre is a symbolic link pointing to the correct JRE version.

Platform	JRE Version
All supported Windows and Linux platforms	JRE 8 (update 51 or greater)
Solaris	JRE 7 (update 80 or greater)
HP-UX	JRE 7 (JRE_7.0.12 or greater) or JRE 8 (JRE_8.0.02 or greater)
AIX	JRE 7 (SR8 or greater) or JRE 8 (SR1FP10)

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.

New SRC parameters

This release introduces the following new SRC parameters.

Parameter	Description
src.encryption.LWCrypto.enable=true	Change the encryption method mode for the src.trustStorePassword and src.keyStorePassword parameters. true use the LWCrypto AES algorithm (LWCrypto by default). false use the encryption algorithm for FIPS (AES 256-bit). To use this algorithm, you must install the Java Cryptography Extension (JCE). You can download the JCE from the Oracle web site.
randomRawKey=	Specify the value of the random key used to secure data after the encryption. **Note:** Do not modify the value of this key since it is auto-generated. If you want to update TSO certification and change the password, remember to remove the random key and its value as well.

New text strings to be localized

This release has introduced a number of new text strings. 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
service_ exception.properties	SBP116=The query hash parameter is required. Please contact your Administrator.	This string is for the exception message that is generated when there is no hash query in an SRC link.
service_ exception.properties	SBP117=The query hash in the URL has expired. Please contact your Administrator.	This string is for the exception message that is generated when SRC supports strong hash query only but there is a legacy hash query in an SRC link.
cpe_web.properties	WebControllerUrlHashGenerator.expired.query.hash=The query hash in the URL has expired. If you have bookmarked the URL, please update the query hash to {0}	This string is for the exception message that is generated when the query hash in a URL has expired.

New message records to be localized

This release has introduced a number of new message records. You need to manually create localized versions of these message records in the scmessages table.

The following table lists the message records added in this release.

Message class and ID	New message	Description
scmessage class="SvcCatAPI" and message.id="191"	Invalid queryhash key, length of queryhash key must be greater than 0.	This message is generated when SRC supports strong hash query but the key is invalid.
scmessage class="SvcCatAPI" and message.id="192"	Decrypt queryhash key failed.	This message is generated when SRC supports strong hash query but failed to decrypt it.

Enhancements

This release includes the following enhancement type fixes.

SRC

CR	Problem	Solution
QCCR1E104010	It is not possible to set variables as the default values of columns in SRC tailoring.	Now variables and JavaScript functions can be used as the default values of columns in SRC tailoring. To enable this feature, import the QCCR1E104010_SRC940p3_SM940.unl file to Service Manager before starting the SRC server.

Fixed defects

This release fixes the following defects.

SRC

CR	Problem	Solution
QCCR1E110287	When you open a support ticket and press Tab to shift the focus to a specific field (for example, the Description field), the field is highlighted but you cannot enter any data until you click inside the field.	When you open a support ticket and press Tab to shift the focus to a specific field, the field is highlighted and you can enter data as expected.
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.
QCCR1E123599	The SRC fulfillment status field is not displayed when you view the Additional Details area of an Interaction.	The fullfillment status is displayed in the Additional Detials area if its value is not null.
QCCR1E123652	An unexpected error occurs when you switch the request inbox from the opened request list on last pagination to the closed request list.	No error occurs when you switch the request inbox from the opened request list on last pagination to the closed request list.
QCCR1E124606	When you manually enter a date in a mandatory date field in service catalog item user selections, the system displays a This field is required error message.	No error message is displayed when you manually enter a date in a mandatory date field in service catalog item user selections.

CR	Problem	Solution
QCCR1E127218	SRC parameters in the applicationContext.properties file need enhancement.	In the applicationContext.properties file, preceding asterisks (*) are added to the *src.trustStorePassword* parameter and the *src.keyStorePassword* parameter during SRC startup if these parameters are not null. The system replaces the values of the two parameters with encrypted strings, and adds a random key (randomRawKey) for the encryption. To update the TSO certification and change the password, remove the asterisk and replace the encrypted string with a new password. You must remove the random key and its value as well.

Server

CR	Problem	Solution
QCCR1E75931	You cannot add an attachment immediately by using the **Delay Assigning Interaction Ticket** option.	Now you can add an attachment immediately by using the **Delay Assigning Interaction Ticket** option.
QCCR1E122633	When you click the Select all button in the web client, the multiselect.selection ("rows") RAD function returns an incorrect index.	When you click the Select all button in the web client, the multiselect.selection("rows") RAD function returns the same index that is returned when you select all records one by one.
QCCR1E123272	The SRC login process takes more than 30 minutes because the Service Manager RTE executes redundant SQLs.	The time taken to log in to SRC is normal now.
QCCR1E124122	The system displays the signal 11 error when creating a new dbdict.	No signal 11 error is displayed when creating a new dbdict.

CR	Problem	Solution
QCCR1E124604	Service Manager 9.40 displays error messages that resembles the following: RTE I globallist '$G.' contains too many items! num=nnn Although this kind of message is RTE I information only, it reveals a protential performance issue, especially when using large global lists in the format. For example : 25295(26800) 04/17/2015 15:53:45 RTE I globallist '$G.timezone.java.ids' contains too many items! num=600 25295(26800) 04/17/2015 15:53:45 RTE I globallist '$G.full.locations.names' contains too many items! num=5982 25295(26800) 04/17/2015 15:53:45 RTE I globallist '$G.location.names' contains too many items! num=5982 25295(26800) 04/17/2015 15:53:45 RTE I globallist '$G.files' contains too many items! num=827 25295(26800) 04/17/2015 15:53:46 RTE I globallist '$G.tables.dsp' contains too many items! num=675	The format of the messages is changed to RTE A Performance-7-$G.xxx, Globallist $G.xxx contains too many items! num=nn ; application (apm.global.initer), panel(start.loop). You can use the *alertfilters* Service Manager parameter to filter out unwanted messages. For example, alertfilters:Performance-7-$G.timezone.java.ids.
QCCR1E124968	You receive the following error message when you update a Change record: Error ORA-01036: illegal variable name/number	The system no longer displays the error message when you update a Change record.
QCCR1E125203	When a JS heap "out of memory" issue occurs, no core dump file is provided to help the user analyze the detailed memory allocation information.	Now, a core dump file is generated automatically when a JS heap "out of memory" issue occurs.

CR	Problem	Solution
QCCR1E125855	When using the RequestTask.wsdl file and running the UpdateRequestTask Request, the system cannot validate the Response. The following error message is displayed: line -1: Missing message part with name [{http://schemas.hp.com/SM/7} UpdateRequestTaskResponse].	Now when using RequestTask.wsdl to run the UpdateRequestTask Request, the Response is validated without error.

Web client

CR	Problem	Solution
QCCR1E121083	When you resize the browser window so that it becomes too small to show all Notebook tabs in a form, the Notebook scroll buttons are not displayed after the form is loaded for the first time. You can only resize the browser window to display all Notebook tabs.	Now you can see the scroll buttons when a form with many Notebook tabs is loaded for the first time.
QCCR1E123694	Suppose you have a Comfill on a form and specify a Data Changed Event to it, which displays the field information. After the form is displayed on the web client, if you change the value of the Comfill and then directly click into another field, the field information displayed is from the other field instead of the Comfill.	Now the field information displayed is from the Comfill.

CR	Problem	Solution
QCCR1E124950	If there are more than 25 Request Task categories in the drop-down list, users cannot see and select the category after the 25th item in the task editor.	Each Request Task category can be selected even if the count of categories exceeds 25 in the drop-down list. **Note:** If you fill one value in the Task Category field in the task editor and the value matches the prefix of an item in the combo list, the drop-down list displays this item. Meanwhile, if you click the drop-down button on the right side of the Task Category field, the drop-down list also displays the matched item. To display all items in the combo list, you must clean the value in the Task Category field, and then click the drop-down button again.

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 9.4x, including those that are already documented in previous release notes.

Issues in Service Manager 9.40 and patches (Service Manager Classic and Service Manager Codeless)

Global ID	Problem	Workaround
QCCR1E119102	Internet Explorer 10 or 11 cannot open some Service Manager pages, such as calendar and dashboard pages, because of the pages hanging and not loading. Additionally, when you access one of these pages with the **F12 developer tools** open, an “Access is denied” message appears on the console. This issue may occur when an automatic Internet Explorer upgrade has happened in the background, because both Internet Explorer 10 and 11 have an **Install new versions automatically** setting in the About Internet Explorer dialog. The Service Manager web tier uses the local storage functionality of Internet Explorer. The local storage file is stored under your user profile folder (normally, it is C:\Users\<*username*>\Appdata\LocalLow). When Internet Explorer is upgraded, this folder is probably protected, and any attempts to visit the local storage object will throw a Javascript error.	Restart your Windows operating system.
QCCR1E115067	Auto complete for the comfill in the "Link to Parent Incident" field of the incident form works incorrectly.	Upgrade the JRE to the latest version.
QCCR1E115514	Auto-complete for the the comfill in the "Link to Parent Incident" field in the Incident form does not work correctly.	There is currently no workaround available.
QCCR1E115283	The color indicator does not work for the field that retrieves the values from the DVD.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E113128	You cannot select the foreground color in Color Indicator Setting by using the keyboard.	There is currently no workaround available.
QCCR1E114911	Fields in ERDs that are duplicated in dbdict are not displayed correctly.	There is currently no workaround available.
QCCR1E116553	Truncation and overlapping of elements on the details page of records occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E118076	A Javascript error may occur when you sort a column.	There is currently no workaround available.
QCCR1E118066	Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E117293	When you rebuild relationships in Relationship Manager, link type relationships that have a "fixed" status are removed.	There is currently no workaround available.
QCCR1E115272	ERDs cannot be recovered when you open another tab in the same browser.	There is currently no workaround available.
QCCR1E93098	When you modify a problem record, and then try to close the record whilst a backend process modifies the record at the same time, you are prompted with a message that asks you to merge the conflict. However, after the record is merged, you cannot close the problem record.	There is currently no workaround available.
QCCR1E117837	When an administrator tries to configure the Service Catalog connector, they may see some "dirty" data, such as "XXX_ tobeusedbypd." **Note:** You can ignore this "dirty" data.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E118260	When you search for an incident, interaction, or change in a heavily-populated database, the operation takes more than 20 seconds.	Change the first unique key to the primary key for the modules that have this issue.
QCCR1E116869	The primary key is lost after you change the length of a field in a dbdict.	Manually recreate the primary key.
QCCR1E112005	Due to a limitation in Oracle 11g, records in the patchrelresults and scmessage tables that have a Primary Key cannot be unloaded correctly in an Oracle 11g database.	Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload.
QCCR1E119225	Timeperiod categories that have names that contain non-English characters are not displayed in the correct category group.	There is currently no workaround available.
QCCR1E119311	On Linux, if you run the server configuration script (<SM installation path>/Server/configure) on a graphic user interface (GUI), an error occurs.	Run the script on a console by using this command: **configure -consolemode**
QCCR1E119057	When creating a new table, the field whose DB type is varchar (max) or nvarchar(max) is recognized as TEXT or NTEXT in SM for SQL Server when the ODBC driver is “SQL Server.”	There is currently no workaround available.
QCCR1E126631	When you select a task category in the Task Editor and then click the drop-down button again, you will find only the current value is available.	To display all values, clean the combo field and then click the drop-down button again.

Process Designer framework issues

Global ID	Problem	Workaround
QCCR1E111068	When you click a Change model in the navigation tree in Firefox, a TypeError occurs.	Use Internet Explorer or Chrome.

Global ID	Problem	Workaround
QCCR1E112202	When a workflow description tooltip contains too many lines, the background color is incorrectly displayed as white.	There is currently no workaround available.
QCCR1E113131	When you save a record for which an additional form is configured, the display returns to the primary form.	There is currently no workaround available.
QCCR1E115310	Hotkeys are not supported for menu items in the workflows page.	There is currently no workaround available.
QCCR1E115608	You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.	Manually change the display option ID.
QCCR1E115772	In Internet Explorer, the workflow viewer may unexpectedly scroll right or down if you have a scroll bar and the browser zooms in.	There is currently no workaround available.
QCCR1E115828	You cannot expand or collapse the workflow list folder by using the Space key. This behavior is therefore not consistent with accesibility behaviour in the standard client.	There is currently no workaround available.
QCCR1E116043	The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task.	Reload the record.
QCCR1E116343	The query editor may be launched with an incorrect query record table name.	There is currently no workaround available.
QCCR1E116937	Requests that have an open request task cannot transition to the next phase, but activities can be saved.	There is currently no workaround available.
QCCR1E117452	When you update the values of the "Open in phase" and "Close by phase" fields in a task, the changes are not reflected in tooltips.	There is currently no workaround available.
QCCR1E117042	When you approve a record , and that approval triggers an automatic transition, open task validation is bypassed and the automatic transition occurs even if open tasks exist.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E117154	There is no reminder to users that they must set the table name of a rule set in order to populate the "Group Field Name" and "Service Field Name" drop-down lists in the Assignment rule configuration form.	There is currently no workaround available.
QCCR1E117366	The User Option condition does not work correctly when the option value is an array type.	In Condition Editor, set the value of User Option UO1 = {"1"} instead of User Option UO1 = "1"
QCCR1E118589	If you use the task editor to edit a task in a change model, and then try to save the change model, you receive a "The record being updated has been modified since read" error message.	Close the current change model and open it again to update the changes in the change model other than the task editor changes.
QCCR1E118741	Inconsistencies can occur between Change categories and "Open in Phase'/'Close by Phase" tasks in change models.	Manually update the "Open in Phase" and "Close by Phase" in Task Planner.
QCCR1E119196	A deadlock occurs if a dependent task instance is not created in Task Planner.	Add a manual workflow transition from the "Waiting" phase to the "Canceled" phase. This enables you to cancel planned tasks manually.

Upgrade issues

Global ID	Problem Description	Workaround
QCCR1E117762	If you tailor the primary key in the inbox dbdict before you perform an upgrade, an error occurs during the upgrade process.	Return the primary key to its original state.
QCCR1E117551	You receive the following error after you upgrade Service Manager: Invalid object name 'CM3RM2' **Note:** Ignore this error if CM3RM2 is created after the upgrade.	There is currently no workaround available.

Global ID	Problem Description	Workaround
QCCR1E118790	The operators/groups in Approval Definition are not correct after you upgrade to Service Manager 9.40.	To workaround this issue, add the correct operators/groups to the Approval Definition manually.
QCCR1E118814	Several secRights and secRole records are suffixed by "_migrated" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.40.	Manually remove the "_migrated" suffix from the profile name.
QCCR1E118817	Some lines of links are suffixed by "_disabled_by_PDRM" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.40.	Manually remove the lines of links that are suffixed by "_disabled_by_PDRM."
QCCR1E118821	Several records are suffixed by "_disabled_by_PDRM" or "_disabled_by_PDHD" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.40.	Manually remove the records that have a "_disabled_by_PDRM" or "_disabled_by_PDHD" suffix.
QCCR1E118823	Several records are suffixed by "_for_pd4_tobe_used" after you upgrade Service Manager 7.11, 9.21, or 9.3x to Service Manager 9.40.	There is currently no workaround available. **Note:** Do not delete these records.
QCCR1E119273	The "Significant" and "KM Change" change subcategories are not added during the upgrade process.	Manually add the subcategories.

Mobile Applications issues

Global ID	Problem	Workaround
QCCR1E117439	The chm.cm3r.release.mobile form retrieves members from the "COORDINATOR" group as the Change Coordinator values. However, the current data source table is "cm3groups," which is for Service Manager Classic.	Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.
QCCR1E103336	There is no split line between the Updates tab and the Approval tab in an Emergency Change record when you use the Google Chrome browser for Android.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E117328	A Reject Reason is filed in the retraction page with an empty Reject Reason option.	There is currently no workaround available.
QCCR1E117598	The Array comfill is displayed as a black block when you use the Mobile Applications in the self-service user view.	There is currently no workaround available.
QCCR1E117318	When you use Mobile applications and the web client on Service Manager 9.34 P4 or on Service Manager 9.40, you cannot upload attachments to an interaction when the "delay assigning interaction id" option is selected in Service Desk.	There is currently no workaround available.
QCCR1E115349	Items in the "My open Requests" and "My Closed Requests" lists are not displayed in the correct order. The latest request to be created does not appear at the top.	There is currently no workaround available.
QCCR1E118626	Pictures attached to interactions are not saved to the local gallery in IOS 8.1.1.	Use the Chrome browser instead of Safari.
QCCR1E101053	The Service Manager Mobile Applications hang when you drill down to the working copy of a KM article.	There is currently no workaround available.

Smart Analytics issues

Global ID	Problem	Workaround
QCCR1E118509	The "not" condition is missing when you perform hot topic analytics from a list.	There is currently no workaround available.
QCCR1E118508	When you perform hot topic analytics from a list, and the condition field is not in the IDOL index, error messages are displayed.	There is currently no workaround available.
QCCR1E118215	The Distributed Image Server does not support large size images (over 1MB) in concurrent user testing.	There is currently no workaround available.
QCCR1E118907	Hot Topic Analytics does not support accessibility as expected.	There is currently no workaround available.

Accessibility issues

Global ID	Problem	Workaround
QCCR1E118831	JAWS does not read the label for the text box in the Filter dialog box in the calendar.	There is currently no workaround available.

Service Manager Reports issues

Global ID	Problem	Workaround
QCCR1E113455	The remote path and mapping path cannot be set in the File Server Base Path if you do not start Service Manager with administrative privelages.	Start Service Manager as an administrator.
QCCR1E102485	You cannot drill down into a pie chart that uses a simple query.	There is currently no workaround available.
QCCR1E104840	Only administrators can create a report on the activity table of each module. However, if an administrator creates and shares a report, users who receive the shared report can subsequently create reports.	Administrators can share reports with users who need to create reports.
QCCR1E116868	You cannot modify the order of pivot fields in Hebrew in a dashboard or preview panel.	There is currently no workaround available.
QCCR1E113689	You cannot export schedules to the file server if the schedule name includes a question mark ("?").	There is currently no workaround available.
QCCR1E103975	Daylight saving time is not supported by the **tochar()** method in adhoc SQL.	There is currently no workaround available.
QCCR1E102491	The partition color of charts with simple queries is incorrect.	There is currently no workaround available.
QCCR1E109588	List reports cannot retrieve data from replicated databases.	There is currently no workaround available.
QCCR1E109691	Date/time values are not supported in multi-level "group by" fields.	There is currently no workaround available.
QCCR1E110835	Reports that have long legend text do not print as expected.	Shorten the legend label.

Global ID	Problem	Workaround
QCCR1E105868	Service Manager loads reports in a dashboard one-by-one.	There is currently no workaround available.
QCCR1E105815	Service Manager server CPU utilization is higher than expected when the ToDo queue is set as the landing page and the inbox size exceeds 50K.	Check the inbox size periodically, and control the size manually.
QCCR1E109576	When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen.	Refresh the dashboard before exporting a report.
QCCR1E118434	The temp file in the Tomcat temp directory cannot be deleted after the session is closed.	There is currently no workaround available.
QCCR1E106689	The list header of a view in the dashboard and in the ToDo queue are not the same.	Define the list field to match the qbe of the table.
QCCR1E109286	The whole pivot table report is exported when you de-select some options in the filter.	There is currently no workaround available.
QCCR1E112905	The report/Dashboard definition page is displayed in the old style when you open it from the favorites and dashboard area.	There is currently no workaround available.
QCCR1E112573	Exported charts are inconsistent with the charts in the browser because the export function and the dashboard use different rendering methods.	There is currently no workaround available.
QCCR1E111387	"Title list" type reports are displayed with all columns in the ToDo queue.	There is currently no workaround available.
QCCR1E106640	Query conditions in the condition box and condition builder are not consistent.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E118269	The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.	Set a dedicated Service Manager instance for the reporting schedule.
QCCR1E111234	You can export reports as a PDF only in the system language font.	There is currently no workaround available.
QCCR1E117603	The meaning of the text string "inbox" is not always clear.	There is currently no workaround available.

Applications issues

Global ID	Problem	Workaround
QCCR1E118791	When you use the fill function to populate an Assignee field, the operation takes more than 10 seconds to complete.	Map the the assignment.groups field to an alias table in the operator dbdict, and create an index for the field.
QCCR1E118983	If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create an HTML Template with a name containing text in that language, save the template and open the template again through a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text.	Click **Tailoring** > **Database Dictionary**, search for "htmltemplates," click the **htmlcode** field, and then change the SQL RC value to "true."

Global ID	Problem	Workaround
QCCR1E119106	If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_ BIN, which does not support Chinese), when you create a knowledge document whose title contains characters in the unsupported language, the document is displayed correctly. However, if you search in the Knowledge Library using keywords from the document, the document is returned in the search results with characters in that language displayed as unrecognizable text.	Click **Tailoring** > **Database Dictionary**, search for "kmknowledgebaseupdates,"click the **recdata** field, and then change the SQL RC value to "True." If you already have garbled data in your search results, perform a full index against that library.
QCCR1E89819	The "Request TCAB Approval" step in the Normal Change workflow takes more than 100 seconds to complete when there are 6000 users in the database.	Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).
QCCR1E117326	The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.	There is currently no workaround available.

Service Request Catalog (SRC) issues

Global ID	Problem	Workaround
QCCR1E107928	SRC client cannot display all user selections of a catalog item if you have configured too many user selections.	There is currently no workaround available.

Issues in Service Manager 9.40 and patches (Service Manager Codeless only)

Global ID	Problem	Workaround
QCCR1E118616	The **Create One Request Fulfillment Record for each Device of Class X at location Y** effect option in Scheduled Maintenance does not work correctly.	There is currently no workaround available.
QCCR1E114145	If two items in a bundle have the same user option name, only the last user option can be referenced by the system for evaluation.	Do not use duplicate user options for items in one service catalog bundle.
QCCR1E117903	When you cancel a planned purchase task before you finish creating it, validation of the task still occurs.	There is currently no workaround available.
QCCR1E113121	When you order a bundle without a connector, and when this bundle contains a sub-bundle with a connector, the connector that is defined in sub-bundle does not take effect.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E119205	When you click the Backout button in a Change record, you receive the following error message and cannot back out the Change: You must enter the Backout Method for the change.	Change Management in Service Manager Codeless includes validation on rulesets during transitions, and you can use this to bypass format control valition. To do this, follow these steps: 1. Open cm3r.discover formatcontrol. 2. On the Validation tab, locate the line that contains the "You must enter the Backout Method for the change" validation messsage. 3. Change the update and delete condition from current.phase in $file="Discovery Back Out" to nullsub($G.pd.change.enabled, false)=false and current.phase in $file="Discovery Back Out".
QCCR1E119273	The "Significant" and "KM Change" change subcategories are not added during the upgrade process.	Manually add the subcategories.

Deferred issues

Global ID	Problem Description	Deferral comment
QCCR1E105815	Service Manager server CPU utilization is higher than the benchmark during peak time if landing page (dashboard) is enabled.	The potential inbox size was validated with customers in the early design review phase. According to feedback at the time, inbox sizes are not likely to exceed 50,000 records in the next two years. The CPU issue occurs only when the inbox size exceeds the restricted quantity. When the inbox size is 100,000 records, the peak time database CPU% is 44%. When the inbox size is 50,000 records, the peak time database CPU% is 16%.

Global ID	Problem Description	Deferral comment
QCCR1E105868	The Service Manager server should support more threads loading data simultaneously in one user session.	This is a legacy RTE issue; Service Manager does not support multiple threads. Changing this requires a major effort to redesign the whole implementation.
QCCR1E100987	In the Mobile client, the user session count increases until no new users can log in.	To work around this issue, add a Service Manager servlet to increase the maximum number of sessions.
QCCR1E111283	Every click on the Problem Hunter button triggers a search of the IDOL server.	Deferred as there is limited impact, according to current performance testing results.
QCCR1E118210	Synchronous API calls to IDOL on Smart Ticket OCR are not supported.	Deferred as OCR is a back-end task which will not impact the experience of end users.
QCCR1E118215	The Distributed Image Server does not support large size images (over 1MB) in concurrent users testing.	Deferred as over 96% of customers' attached images are below 500KB.
QCCR1E111026	There is no warning message to access the Restful API Service Doc if the *restaccessviabrowser* parameter is not enabled.	This is by design but will be changed in a later release.
QCCR1E113589	The response time when a large number of tasks is mass updated is longer than expected.	There is a popup window to warn end users that performance may suffer when they update more than 10 tasks.

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 9.40\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 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 the next page.
5. 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
- splash screen
- branding files (style sheets and fonts)
- <Customize-Folder>/config/webtier.properties (where, <Customize-Folder> is the folder specified in the customize-folder parameter in the web.xml file.)
- 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 backup 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-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.

   Note: Make a backup of the keystore password preference file: <workspace dir>\.metadata\.plugins\org.eclipse.core.runtime\.settings\com.hp.ov.sm.client.eclipse.base.prefs.

Backout

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

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

Applications

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

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

Backup

Tip: If your application version is 9.30 ap3, 9.31 or later, we recommended that you 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 not listed above, Unload Manager is not available, and you can use Database Manager instead.

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

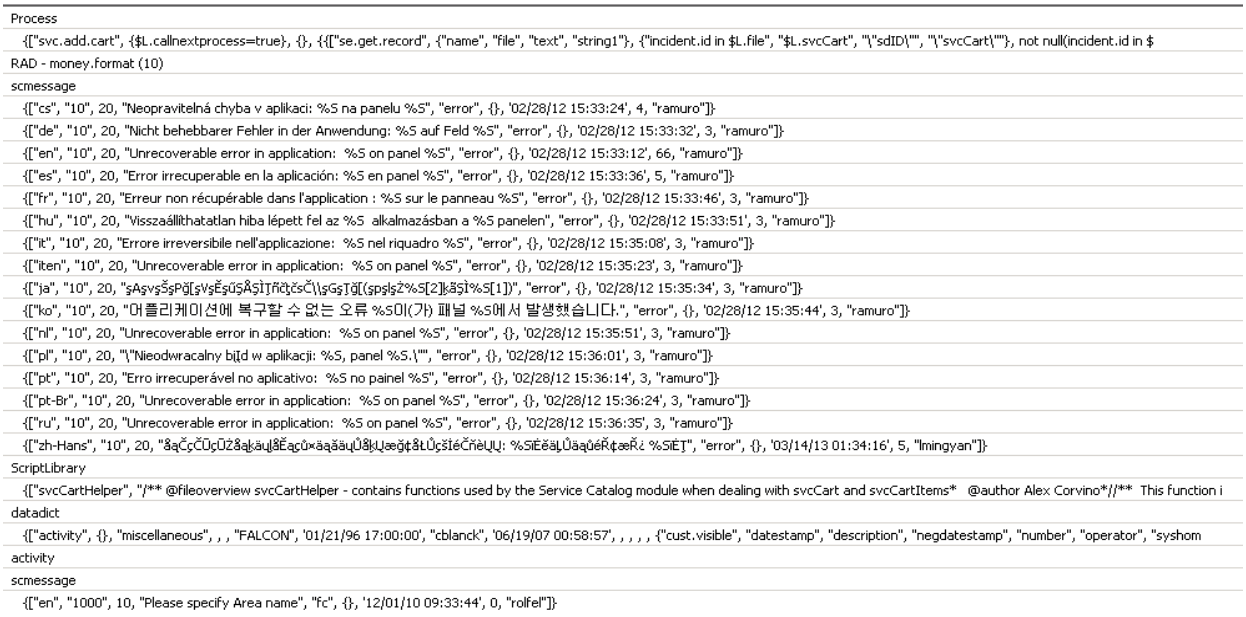
1. Go to **System Administration** > **Ongoing Maintenance** > **Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object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



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 **Note:** The scmessage 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.

3. Go to Database Manager, in the Table field enter a file name you got in *step 2*, and click the **Search** button.

4. If the format selection page shows, select the proper format by double-clicking it (for example, select the device format for the device file), and then search for the file record.
5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record displays.

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

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

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

7. Continue to follow *steps 3* through *step 6* to back up the rest of the files you got in *step 2*.

Backout

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

To roll back to your old data using Unload Manager, follow these steps:

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

To roll back to your old data using Database Manager, follow these steps:

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

SRC

Backup

Before deploying new SRC war package, back up the following files if they have been customized:

- WEB-INF/classes/applicationcontext.properties
- WEB-INF/classes/lwssofmconf.xml
- WEB-INF/classes/cacConfiguration.properties
- WEB-INF/web.xml
- Custom.properties
- secure/configuration folder

Backout

To roll back to the old SRC, follow these steps:

1. Delete or uninstall the existing SRC.
2. Clear the cache of your web application server.
3. Redeploy the old SRC war package.
4. Restore your old customizations.

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 9.40\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 file.
6. Restart your KM search engine.
7. Perform a full re-indexing on all of your knowledgebases.

Installation notes

This section provides instructions on installing each component in this patch release.

Before you proceed, HP recommends that you consult the latest *Service Manager 9.40 Support Matrix*, which is available at the following website:

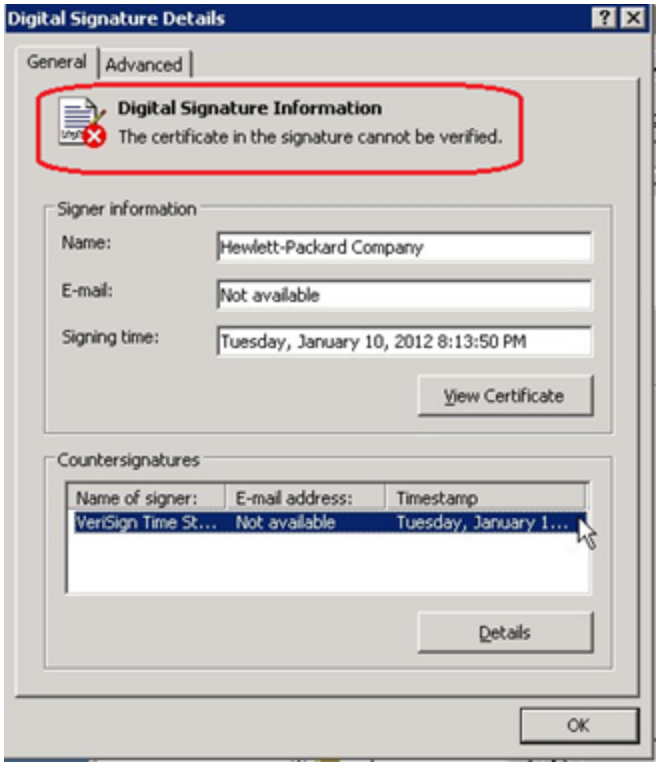
https://softwaresupport.hp.com/group/softwaresupport/support-matrices

For more information, see "Service Manager support matrix " on page 61.

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=SO19140.

Server update installation

The server update for your operating system consists of a compressed file, sm9.40.3006-P3_<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 or later is required. For more information, see the latest *Service Manager 9.40 Support Matrix* at https://softwaresupport.hp.com/group/softwaresupport/support-matrices.

Upgrade paths

This server patch must be applied on top of the Service Manager 9.40 server.

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.40 server, and then directly apply this server patch.
- **Existing customers prior to Service Manager 9.40**: Upgrade to the Service Manager 9.40 server, and then apply this server patch.
- **Existing Service Manager 9.40 customers:** Apply this server patch directly.

For installation instructions of the Service Manager 9.40 server, see the *Service Manager 9.40 Installation and Upgrade Documentation Center*, which is available to download from the following website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01313928

For installation instructions of the server patch, see "Server patch installation steps" on the next page.

Server patch installation steps

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 36.
4. For Windows and Linux platforms, delete the RUN/jre directory.

   Note: This is to avoid the conflicts between the old JRE and the new JRE.
5. Extract the compressed files for your operating system into the main Service Manager directory on the server. By default, the file is saved in C:\ProgramFiles\HP\Service Manager 9.40\Server.
6. For UNIX servers, set the file permissions for all Service Manager files to "755."
7. For the following Unix servers, make sure that you use one of the following JRE versions.

a. Install JRE as appropriate for your platform.

Solaris	JRE 7 (update 80 or greater)
HP-UX	JRE 7 (JRE_7.0.12 or greater) or JRE 8 (JRE_8.0.02 or greater)
AIX	JRE 7 (SR8 or greater) or JRE 8 (SR1FP10) **Tip:** You can check the JRE version on AIX by running the **$<JRE_INSTALL_DIR>/bin/java -version** command, in which <JRE_INSTALL_DIR> is the JRE installation directory. If you are working with JRE 8, make sure that the system outputs consist of the following line: Java(TM) SE Runtime Environment (build pap3280sr1fp10ifix-20150723_01(SR1 FP10+IV75420))

b. Set your JAVA_HOME environment variable to point to 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

8. If you have made any customizations/changes to the original RUN/tomcat folder, restore them in the new RUN/tomcat folder.

9. Run the **sm -unlockdatabase** command.

Note: This is required whenever you change the server's IP address. 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.

10. Restart the Service Manager server.

11. Restart the Service Manager clients.
12. Verify the version using either of the methods:
    - From the Windows client, click **Help** > **About Service Manager Server**. The server version should be: **Release 9.40.3006 build P3**.
    - From the server's RUN folder, run the **sm -version** command. The server version should be:

      Version: 9.40.3006

      Patch level: P3

Web tier installation

The web tier update consists of a compressed file, sm9.40.3006-P3_Web_Tier.zip, which contains the installation files (both the .war and .ear files) that are required to install the HP Service Manager 9.40 P3 web tier. Installing the new web tier will upgrade your web client to this release level.

For installation instructions, see the *HP Service Manager 9.40 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01313928

New customers

You only need to install the new web tier using the .war or .ear file from the sm9.40.3006-P3_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: When 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.

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 36.
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 new webtier-9.40.war (or .ear) file by following the instructions in the *Service Manager 9.40 Installation and Upgrade Documentation Center*.

   Note: It is best practice to deploy with a unique context root, for example, /webtier-9.40.3006-P3.

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: **9.40.3006**-P3.

Windows Client Installation

Note: No features are being added to the Service Manager Windows (Eclipse) client. We recommend that Service Manager administrators deploy one of the other three clients (web client, SRC client or Mobility client) to end users. You still need the Windows client to perform administrative tasks.

This release does not contain any updates to the Windows Client. You can download the latest Windows Client shipped with Service Manager 9.40 Patch 2.

You can find the download links for the SM9.4x patches and release notes from knowledge document *Overview of Service Manager 9.4x Releases*:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01384297

For installation instructions, see the *HP Service Manager 9.40 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01313928

The Windows client installer will also install the Client Configuration Utility in the <Service Manager installation path>\Client\ClientConfiguration directory. To run the utility, double-click the confutil.bat file in this directory. However, we recommend that you use the web client if you want to provide end users with a customized client.

Applications Update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.40. An applications upgrade is optional, and you can install the Service Manager 9.40 Applications or Upgrade package according to your current applications version.

You can find the SM 9.40 Applications or Upgrade package as well as *HP Service Manager 9.40 Release Notes* in the Service Manager 9.40 installation media.

Application Unload installation

If a binary 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 sm9.40.3006-P3_<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, SM940P1, which means the unload file comes with the server updates in Service Manager 9.40 patch 1 and should be used for patch 1 or higher.
- SMxxx: The Service Manager applications version that requires the unload file. For example, SM930, which means the unload file is intended only for Service Manager applications version 9.30.

  Note: If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the binary version, unless otherwise specified. For example, QCCR1Exxxx_SM940.unl is normally intended for applications versions 9.3x and 9.40 (which are compatible with Service Manager 9.40 binaries), 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

Note: All unload files in the server's platform_unloads directory in this release have been already merged into Service Manager applications 9.40. These files are provided just in case you have not yet upgraded to applications 9.40 while still want to take advantage of the relevant fixes. Unload files included in this release are for Service Manager 9.3x applications, because the server and clients in this release do not support applications versions earlier than 9.3x. For the specific applications version to which each unload applies, see the "Applicable applications version" column in the following table.

This release includes the following unload files.

Unload	Applicable applications version	Description
QCCR1E19946_SM940_SM930.unl	9.3x (9.30 or later)	Enables extra columns in the "Attachments" section of records.
QCCR1E31324_SM940_SM930.unl	9.3x (9.30 or later)	Fixes the issue that with Syslog audit turned on only a syslog record showing login is created and no record for logoff is recorded if the user does not log out "normally."
QCCR1E31941_SM940_SM930.unl	9.3x (9.30 or later)	Enables users to use a pre-configured decimal symbol when they complete numeric fields.
QCCR1E52767_SM940_SM930.unl	9.3x (9.30 or later)	Fixes the issue that users cannot add data policy definitions on joined tables.
QCCR1E67072_SM940_SM930.unl	9.3x (9.30 or later)	Enables users to take advantage of the new KMStatusListener background process.
QCCR1E67610_SM940_SM930.unl	9.3x (9.30 or later)	Enables you to block potentially dangerous attachments from being submitted to Service Manager through the clients (Windows, web, or web services).
QCCR1E67647_SM940_SM930.unl	9.3x (9.30 or later)	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.
QCCR1E70163_SM940_SM930.unl	9.3x (9.30 or later)	Fixes the issue that the KMUpdate process terminates abnormally.
QCCR1E71099_SM940_SM930.unl	9.3x (9.30 or later)	Enables a QBE list to display Value Lists instead of the data directly retrieved from the database when you add a field by using **Modify Columns**.
QCCR1E71139_SM940_SM930.unl	9.3x (9.30 or later)	Solves the issue that 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's password has expired in the local database.

Unload	Applicable applications version	Description
QCCR1E73452_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables Mandanten restricting queries to be updated correctly after a profile is edited.
QCCR1E76724_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes an issue in which a "Signal 11" error occurs when an IR regeneration is performed after the unique key of cm3r is deleted.
QCCR1E76796_ SM940_ SM930.unl	9.3x (9.30 or later)	Provides the ability to turn on debugging dynamically for user sessions or schedulers.
QCCR1E78794_ SM940_ SM930.unl	9.3x (9.30 or later)	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through theService Manager 9.31 Mobility client. **Note:** This unload is not needed for the Service Manager 9.32 or later Mobility client.
QCCR1E99147_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes an issue in which 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.
QCCR1E99398_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables the inactivity timer function to work correctly when the Service Manager applications version is lower than the server version.
QCCR1E103456_ SM940_ SM932.unl	9.3x (9.32 or later)	Enables the "Any of these words" text search option when you export records to Excel or to a text file.

Unload	Applicable applications version	Description
QCCR1E103581_SM940_SM932.unl	9.3x (9.32 or later)	Adds support for the auto-complete feature in the web client. **Note:** After loading this unload file, you still need to perform the following tasks to enable auto-complete for a specific Comfill field in a form: 1. Make sure that the **comfillAutoComplete** parameter is set to true in the web tier configuration file (web.xml). The default value is true. 2. Make sure the **Auto Complete** property of this field is enabled in Forms Designer. By default, this property is disabled.
QCCR1E106292_SM940_SM930.unl	9.3x (9.30 or later)	Enables caching of the globallist and locallist files.
QCCR1E112012_SM940_SM931.unl	9.3x (9.31 or later)	Solves the issue that PD Framework components (including Condition Editor, Query Editor, Workflow Editor, and Task Planner) do not work correctly if an earlier version of the applications is running on the 9.40 RTE and web tier. **Note:** This unload is required if you are running 9.3x applications on the 9.40 binary.
QCCR1E112070_SM940_SM930.unl	9.3x (9.30 or later)	Enables users to select multiple field values in the item options and save the items for ordering.

Unload	Applicable applications version	Description
QCCR1E114612_ SM940_ SM930.unl	9.3x (9.30 or later)	The following SM9.40 features are using enhanced Remote JavaScript Service: Service Manager Calendar, Service Manager Reports, and PD Framework components (including Condition Editor, Query Editor, Workflow Editor, and Task Planner). When running SM9.3x applications, the Remote JavaScript Service must be upgraded by loading this unload file so that these features can work correctly. **Note:** This unload is required if you are running 9.3x applications on the 9.40 binary.
QCCR1E118520_ SM940P3_ SM930.unl	9.3x (9.30 or later)	Enhances the Service Manager query hash algorithm.
QCCR1E118520_ SM940P3_ SM940.unl	9.40	Enhances the Service Manager query hash algorithm.

How to load an unload file

Tip: If your application version is 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.

For detailed steps, search for the *Load an unload file* topic in the *Service Manager Help Center*.

Smart Analytics installation

This release does not contain any Smart Analytics updates. The Smart Analytics package ships with Service Manager 9.40 installation DVD 2.

For installation and configuration instructions, see the *Smart Analytics Administrator and User Guide*, which you can access from both the *Installation and Upgrade Documentation Center* document on Service Manager 9.40 DVD 1 and the online help.

Service Request Catalog (SRC) installation

Service Manager 9.40.p3 includes the SRC package (src9.40p3.0028.zip), which contains the following files:

- A .war file for SRC 9.40.p3 (src-9.40p3.war)
- Unload files for SRC 9.40.p3 and previous versions

Unload file naming convention

The unload files use the following naming convention: <CR_ID>_SRCxxxPxx_SMxxx.unl, where:

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- SRCxxxPxx: The minimum SRC patch level that requires the unload file. For example, SRC940p1, which means the unload file comes with the SRC9.40 patch 1 and should be used for patch 1 or higher.
- SMxxx: The Service Manager applications version that requires the unload file. For example, SM940, which means the unload file is intended only for Service Manager applications version 9.40.

Unload files included in the SRC 9.40 patches

The following are unload files included in the SRC 9.40 patch releases.

Unload file	Introduced in which patch	Used for apps version(s)	Description
QCCR1E104010_ SRC940p3_ SM940.unl	SRC 9.40 p3	SM 940	Fixes the following issue: It is not possible to set variables as the default values of columns in SRC tailoring.
QCCR1E120868_ SRC940p3_ SM940.unl	SRC 9.40 p3	SM 940	Enhances the SRC query hash algorithm.

Note: In this release, the English version of the online help is updated for Service Request Catalog 9.40, while the localized versions are still based on SRC 9.32.

Before you proceed, read the *Service Request Catalog 9.40 Interactive Installation Guide* and *Service Request Catalog 9.40 Customization Guide* available from the Installation and Upgrade Documentation Center.

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

The HP Service Request Catalog 9.40 tablet app supports Service Request Catalog versions 9.40, 9.34 and 9.33 (the SRC .war file).

New Customers

1. Deploy the src-9.40p3.war file by following the instructions in the *Service Request Catalog 9.40 Interactive Installation Guide*.
2. If there are unload files in the SRC zip package, you must load them into Service Manager by using Unload Manager.

   Note: Make sure to install unload files for previous patches at first if they have not been loaded to Service Manager.

3. Configure SRC 9.40.p3 by following the instructions in the *Service Request Catalog 9.40 Customization Guide*.

Existing Customers

1. Install SRC 9.40.p3, as described above.
2. Migrate the customizations from your old deployment to SRC 9.40.p3.

Note: In the applicationContext.properties file, preceding asterisks (*) are added to the *src.trustStorePassword* parameter and the *src.keyStorePassword* parameter during SRC startup if these parameters are not null. The system replaces the values of the two parameters with encrypted strings, and adds a random key (randomRawKey) for the encryption. To update the TSO certification and change the password, remove the asterisk and replace the encrypted string with a new password. You must remove the random key and its value as well.

Mobility client installation

This release does not contain any Mobility client updates. The latest Mobility client package ships with the Service Manager 9.40 Patch 1.

You can find the download links for the SM9.4x patches and release notes from knowledge document *Overview of Service Manager 9.4x Releases*:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01384297

For more information about how to install the Service Manager 9.40 Mobility client, refer to the *Service Manager 9.40 Mobile Applications User Guide*, which you can access from the *Service Manager Installation and Upgrade Documentation Center*.

Knowledge Management (KM) update installation

This release does not contain any KM updates. You can find the KM package that shipped with the Service Manager 9.40 DVD 1.

For installation instructions, see the *Service Manager 9.40 Release Notes* and *Service Manager 9.40 Installation and Upgrade Documentation Center*, which are available to download from the following HP Software Support Online website.

Note: JDK 8 Update 51 and Tomcat 6.0.44 have been certified on this release of the KM Search Engine. Upgrading to JDK 8 or Tomcat 6.0.44 is optional but recommended.

To install the KM Search Engine update, follow these steps:

1. Stop your KM Search Engine.
2. Make a backup of your Search Engine installation folder and other necessary backups. See the instructions in "Knowledge Management search engine" on page 42.
3. Optionally, update the JDK installed on your search engine server host to JDK 8 Update 51, if you have not already done so.

   Note: If you are using a Windows platform, be aware that if you do not update your JDK, later

you will need to copy your old installasservice.cmd and startup.cmd files back (located directly under your search engine backup folder).

4. (Optional) Update the KM embedded Tomcat to version 6.0.44.
   a. Download the Tomcat 6.0.44 zip file specific for your operating system.

      Caution: The KM search engine requires a 32-bit Tomcat if running on a 32-bit operating system, and a 64-bit Tomcat on a 64-bit operating system.

   b. Extract the zip file to overwrite your existing Tomcat folder.

      Caution: Before this step, be sure not to remove the embedded Tomcat folder, which contains certain files that do not exist in the Tomcat 6.0.44 zip file that you downloaded. This way these files will remain after you overwrite the old Tomcat folder.

   c. Copy your old Tomcat configuration file (server.xml in the conf folder) back to the updated Tomcat folder.
5. Make sure you have already installed the SM9.40 server package.

   Note: The server package will update your schemastub.xml file to support the new features. If you do not want to use the new features, copy your old schemastub.xml file back from the backup of your server's RUN directory so that your search engine can continue to work.

6. Copy all files and folders in the knowledgemanagement folder to your existing search engine installation folder (for example: C:\Program Files (x86)\HP\Service Manager 9.40\Search_Engine).
7. (Windows platforms only) If you selected to not update your JDK, copy your old installasservice.cmd and startup.cmd files back.
8. If you are running a 9.3x version of the Service Manager applications, load QCCR1E91035_SM940_SM930.unl into your Service Manager system.

   Caution: Skip this step if you are running the Service Manager 9.40 applications.

9. Restart your KM search engine.
10. Log off Service Manager and log back in for your changes to take effect.
11. Perform a full re-indexing for all of your knowledgebases.

ODBC Driver update installation

This release does not contain any ODBC Driver updates. The latest ODBC Driver package has been shipped with the Service Manager 9.40 DVD1.

You can find the download links for the SM9.4x patches and release notes from knowledge document *Overview of Service Manager 9.4x Releases*:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01384297

Online help installation

This release does not contain any online help updates. You can download the latest online help for HP Service Manager 9.40 release from the following HP Software Support Online website:

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

For installation instructions, see the *Service Manager 9.40 Interactive Installation Guide*, which is available to download from the following HP Software Support Online website:

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294596

Language pack installation

This release does not contain any language pack updates. The Service Manager 9.40 language packs have been shipped with the Service Manager 9.40 Language Pack installation DVD.

Service Manager support matrix

The Support 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 Support 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 3 Release Notes (Service Manager 9.40)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to ovdoc-ITSM@hp.com.

We appreciate your feedback!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