

HP Service Manager

Software Version: 9.35

For the supported Windows® and UNIX® operating systems

Patch 2 Release Notes

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Contents

What's new in this release	5
Service Manager JGroups on TCP	5
Embedded JRE Upgrade (Server)	5
New behavior changes for Combo boxes	5
Title attribute added for an auto-complete comfill in the accessible web client	8
Automatic encryption of security parameters	9
SRC advance search supports lookup field configuration	10
Certifications	10
Added support	11
Discontinued support	11
New parameters	11
New SRC parameters	12
New changes for Service Manager Doctor	13
New text string to be localized	14
Enhancements	15
Mobility	15
SRC	15
Server	16
Fixed defects	17
Mobility	17
SRC	18
Server	19
Supportability	20
Web client	21
Documentation	27
Known problems, limitations, and workarounds	28
Issues in Service Manager 9.35 P2	28
Issues in Service Manager 9.35 P1	29

Issues in Service Manager 9.35	29
Issues in Service Manager 9.34 and patches	32
Issues in Service Manager 9.33 and patches	36
Issues in Service Manager 9.32 and patches	37
Issues in Service Manager 9.31 and patches	42
Backup and backout instructions	46
Server	46
Web tier	47
Windows client	48
Applications	49
SRC	52
Knowledge Management search engine	52
Installation notes	54
Digital signature notice	54
Server update installation	55
Web tier installation	60
Windows Client Installation	61
Windows Client Configuration Utility installation	62
Applications update installation	63
Application unload installation	63
Smart Analytics installation	70
Service Request Catalog (SRC) installation	70
Mobile Applications installation	73
Knowledge Management (KM) Update Installation	73
ODBC Driver update installation	75
Language pack installation	75
Online help installation	75
Service Manager support matrix and applications content compatibility matrix	76
Send Documentation Feedback	77

What's new in this release

This section describes the important changes in this release.

Service Manager JGroups on TCP

Currently, Service Manager JGroups runs on User Datagram Protocol (UDP) using IP multicasting. However, JGroups on UDP cannot be run in cloud environment.

Instead of using IP multicasting, Transmission Control Protocol (TCP) sends multiple unicast messages to cluster members, so JGroups on TCP can be run in an IP multicasting disabled environment.

For details about JGroups TCP mode parameters and configurations, see [Service Manager JGroups on TCP User Guide](#).

Embedded JRE Upgrade (Server)

This patch release upgrade the embedded JRE to higher versions.

Since the Service Manager server does not come with an embedded JRE for non-x86 systems (Solaris, HP-UX, and AIX), users using the AIX platform need to install JRE 7 (SR8 or greater) or JRE 8 (SR1FP10) and make sure `server/RUN/jre` is a symbolic link pointing to the correct JRE version.

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 behavior changes for Combo boxes

This release introduces the following behavior changes for Service Manager Combo boxes.

Combo box types

There are two types of combo boxes in Service Manager web client: **Select-only** and **Non-selectonly**.

You can set the **Select Only** property for most of the combo boxes in **Forms Designer**.

Property	Usage
Select Only	<p>Select this option to require the user to select from the Combo Box drop-down list. If the user makes a manual entry, the value must already exist in the drop-down list (defined in the Value List and Display List properties).</p> <p>Clear this option to allow the user to select from the drop-down list or to manually enter a value.</p>

Combo box UI

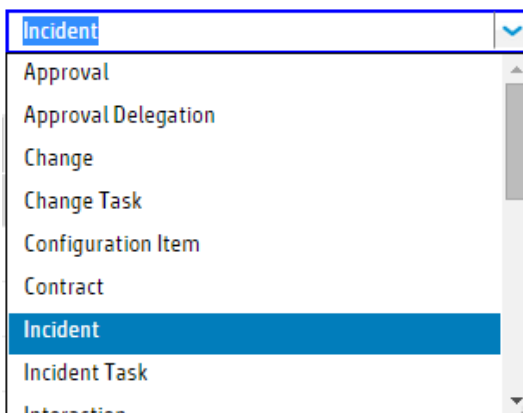
The combo box looks still the same: an input box + a trigger button, as shown in the following figure.

Queue:

- Display value:
 - For a select-only combo box, only a valid value from its dropdown list can be set displayed;
 - For a non-selectonly combo box, any value can be set and displayed.
- Focus:
 - The input box is the only focusable control for a combo. The trigger button is not focusable now but is still clickable.
 - When a combo box gets focus, JAWS recognizes it as a combo box.

Expand the drop-down list

The drop-down list of a combo box is displayed just under the combo box, as shown in the following figure.



There are four ways to expand the drop-down list of a combo box:

- Use key stroke: Alt+Down Arrow, or Down Arrow only;
- Type a valid text into the input box;
- Click into the input box (only available for a select-only combo box);
- Click the trigger button;

After the drop-down list is expanded, JAWS recognizes it as a listbox.

- If the input box has a valid value, the matching value is highlighted in the drop-down list and is read by JAWS;
- If the input box is empty, the first item is highlighted in the drop-down list and is read by JAWS.

Collapse the drop-down list

After the drop-down list is expanded, you can collapse it by using one of the following ways:

- Press **ESC** to collapse it without updating the value in the input box;
- Press **Enter** to select the highlighted item and collapse it;
- Press **Tab** to set focus to the next element without changing the value in the input box;
- Click the trigger button;
- Click into the input box (only available for select-only combo box);
- Click elsewhere to make the combo box lose focus.

Moving through items in the dropdown list

After the drop-down list is expanded, you can then use the UP/DOWN arrow to move through items in the list box. During this process:

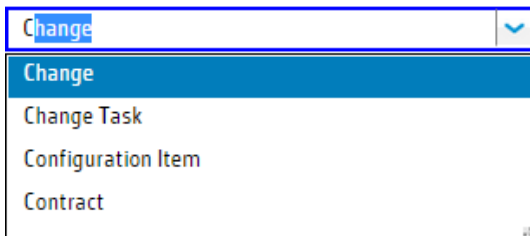
- JAWS reads each highlighted item.
- The value in the input box is not updated.

Search and Auto-complete

You can type a text into the input box of a combo to search for a valid value.

- If there is no matching value, the drop-down list is not open.
- If there are matching values, the drop-down list is open, showing all matching values.

For a select-only combo box, the text is also auto-completed in the input box, as shown in the following figure.



For a non-selectonly combo box, the text is not auto-completed, as shown in the following figure.



Make a selection

After the drop-down list of a combo box is expanded, you can make a selection to update the value in the input box by either of the following two ways:

- Press **Enter** to select the highlighted item;
- Use Mouse to click on any item you want to select.

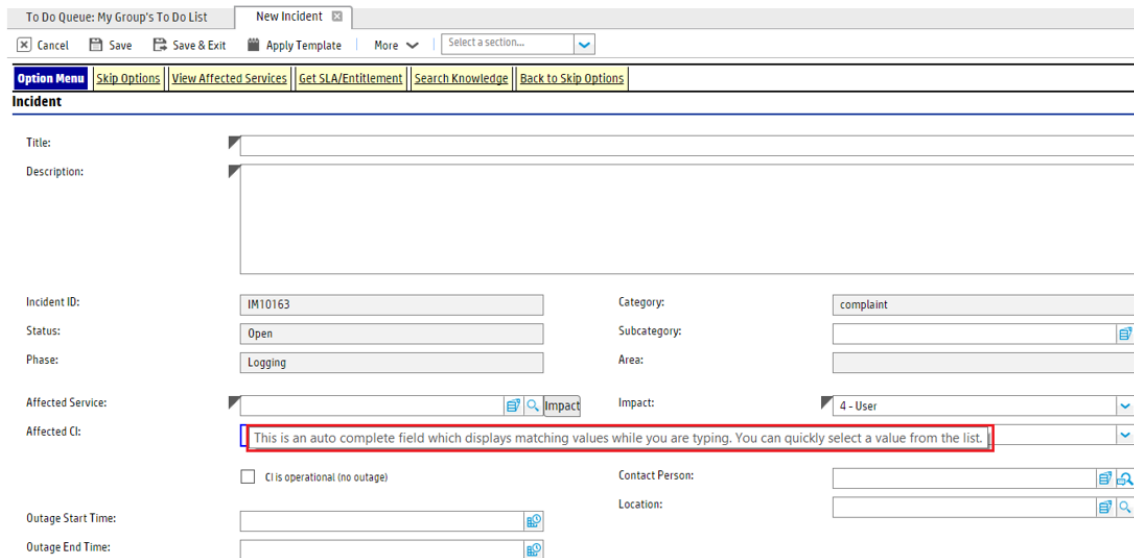
After a selection is made, the input box is updated with the selected value and the dropdown list is collapsed.

Title attribute added for an auto-complete comfill in the accessible web client

Out-of-box, the auto complete feature is available for many Comfill fields in Service Manager.

Property	Usage
Auto Complete	<p>Enable the auto complete feature for this control.</p> <p>Note: This setting takes effect only when the comfillAutoComplete parameter is set to true. Auto complete is supported only for Service Manager 9.34 or later versions.</p>

Now in the Accessible web client, when a auto-complete Comfill gets focus, JAWS can announce the title. If you move mouse over this control, the title is displayed as a tooltip.



Automatic encryption of security parameters

Before this release, you need to use the **sm -encrypt** command to encrypt parameter values in the sm.ini file to protect passwords and authentication information.

Now starting from Service Manager 9.35 patch 2, the values of the following security parameters in the sm.ini file are encrypted automatically during the server startup. You do not need to encrypt them manually.

- changeencrkey
- upgradeencralg
- encryptionkey
- sqllogin

- ldapbindpass
- smtppassword
- keystorePass
- truststorePass
- ssl_trustedClientsPwd

SRC advance search supports lookup field configuration

Before this release, if you use the SRC advance search feature to search a lookup field (such as a contact lookup), the lookup widget is not displayed in the SRC UI search panel to display the option list.

Now starting from Service Manager 9.35 patch 2, a lookup widget is added to the advanced search field to display the option list. If the searched field contains an option list, the new widget is displayed, and you can type keywords directly or select from the option list.

To support lookup configuration, a new **Validation Rule** section has been added to in advanced search configuration wizard when you click **Tailoring > SRC Tailoring > Advanced Search** in Service Manager. Now you can perform one of the following **Validation Rule** actions:

- Select the **None** option if no validation rule is applied.
- Select the **Record in Global List** option to enable globalist validation. You can click the **Global List** drop-down list to specify a value. In this way, from the Service Manager advanced search function, you can pick up a value from the drop-down list as pre-defined in the global list.
- Select the **Record in Table** option to enable lookup table validation. You can click the **Table Name** and **Field Name** drop-down lists to specify a value. In this way, from the Service Manager advanced search function, you can click the lookup button to pick up a value from the list.

Certifications

HP Service Manager 9.35P2 includes the following certification changes.

Added support

Support has been added for the following items.

Mobility client

Handset:

- Android 5.x

Service Request Catalog

Tablet:

- Android 5.x

Discontinued support

Support for the following item has been discontinued.

Service Manager server

- Solaris 9

New parameters

This release introduces the following new parameters.

Parameter	Description	Default value
jgroupstcp:<value>	When the value is set as 1, it indicates JGroups on TCP. When the value is set as 0, it indicates JGroups on UDP.	The default value is 0.

<code>gossiprouterhosts:<value></code>	A comma-delimited list of GossipRouters. SM nodes read this parameter to find all GossipRouters (started by adding command lines to the sm.cfg file). In the following example, there are two GossipRouters on HostA and HostB, at port 12001: <code>gossiprouterhosts:HostA[12001],HostB[12001]</code>	
<code>asyncrefreshlbinterval:<value></code>	Refreshes the LoadBalancer status every n seconds.	The default value is 10 seconds.
<code>grouptcpjointimeout:<value></code>	The number of seconds to wait for the node to join a group successfully.	The default value is 300 seconds.
<code>grouptcpbindport:<value></code>	Specifies the bind port for each group member to communicate with each other. By default, Service Manager tries to assign port 7800 for each member. If this is not possible, it tries the next higher port (7801) and so on, until it finds an unused port.	The default value is 7800.

New SRC parameters

This release introduces the following new SRC parameters.

Parameter	Description
<code>src.encryption.LWCrypto.enable=true</code>	Change the encryption method mode for the <code>src.trustStorePassword</code> and <code>src.keyStorePassword</code> parameters. <code>true</code> use the LWCrypto AES algorithm (LWCrypto by default). <code>false</code> 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.

Parameter	Description
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 changes for Service Manager Doctor

This release introduces the following changes for Service Manager Doctor.

Running Service Manager Doctor

Caution: If the SQL Server database is used for Service Manager, download the Microsoft JDBC Driver for SQL Server 4.1. Follow the install instructions to install the driver. The sqljdbc41.jar file must be in the installation folder of the driver.

Check whether the system environment variable **CLASSPATH** exists. If not, create it and set the value to the absolute path of the sqljdbc41.jar file; otherwise, add the absolute path of the file to the **CLASSPATH** value.

Extended Service Manager commands (esm)

Extended Service Manager commands return Service Manager specific information that the current Service Manager Runtime commands may not return but is helpful for diagnosis.

Option	Description	Usage
- keystore	Checks the Service Manager certificate, including these files: <ul style="list-style-type: none"> • Server.keystore • Trustedclients.keystore • cacerts <p>Note: When running this command, if the server certificate passwords (keystorePass, truststorePass and ssl_trustedClientsPwd) are encrypted in the sm.ini file, SM Doctor prompts the user to enter the passwords in the command line (command line mode) or enter them in a dialog (GUI mode).</p>	esm - keystore

Connect to database dialog box

Based on the database that Service Manager uses and whether the `sqllogin` parameter is encrypted in the `sm.ini` file, Service Manager Doctor displays different fields in the Connect to database dialog box to prompt you for the log-in information of the Service Manager database.

- If SQL Server is used and the `sqllogin` parameter is encrypted, Service Manager Doctor prompts you for the listening TCP port, user name, and password.
- If SQL Server is used but the `sqllogin` parameter is not encrypted, Service Manager Doctor prompts you for the listening TCP port.
- If a database other than SQL Server is used and the `sqllogin` parameter is encrypted, Service Manager Doctor prompts you for the user name and password.

New text string to be localized

The following table lists the text string added in this release, as well as the corresponding properties file in the Windows client.

Files	New text strings	Description
xslstrings.properties	accessibleAutoCompleteComfill=This is an auto complete field which displays matching values while you are typing. You can quickly select a value from the list.	This string is the indicator of an autocomplete comfill. It is displayed as a tooltip when you hover your mouse over the comfill. It is also read by JAWS if you set focus to the control.

You can easily localize them using the `native2ascii` tool. For detailed localization instructions, see knowledge article [KM00779834](#).

Enhancements

This release includes none enhancement type fixes.

Mobility

CR	Problem	Solution
QCCR1E121936	Android 5.x is not certified for the Mobility client.	Android 5.x is certified for the Mobility client.

SRC

CR	Problem	Solution
QCCR1E121938	Android 5.x is not certified for SRC Tablet.	Android 5.x is certified for SRC Tablet.
QCCR1E122085	If you use the SRC advance search feature to search a lookup field (such as a contact lookup), the lookup widget is not displayed in the SRC UI search panel to display the option list.	<p>A lookup widget is added to the advanced search field to display the option list. If the searched field contains an option list, the new widget is displayed, and you can type keywords directly or select from the option list.</p> <p>To enable this feature in SRC and to enable lookup search for Requested For field by default, follow these steps:</p> <ol style="list-style-type: none"> 1. Apply hotfix QCCR1E122984_SRC935_SM935.unl file 2. Import the QCCR1E122085_SRC935p2_SM935.unl file 3. Import the QCCR1E126654_SRC935p2_SM935.unl file, type sl to go to the ScriptLibrary, search for upgradeAdvanceSearchConfig, and then execute the script.

Server

CR	Problem	Solution
QCCR1E127681	RTE needs to support cc and bcc when sending out emails based on the eventout queue.	<p>RTE can support cc, bcc, and reply to when sending out emails based on the eventout queue.</p> <p>In email event out, the evsysopt field is used to judge whether you want to use cc and bcc fields . If the value for this field is set to 0 or empty, it indicates that the format for the evfields field is user.to^user.from^user.array^subject^text. If the value for this field is set to 1, it indicates that the format for the evfields field is user.to^user.from^user.cc^user.bcc^reply.to^subject^text format.</p> <p>The following script is an example for your reference:</p> <pre>var eventout = new SCFile("eventout"); eventout.evtype = "email"; eventout.evtime = system.functions.tod(); eventout.evexpire = system.functions.tod(); eventout.evsysseq = String(Number(new Date())); eventout.evsepchar = "^"; eventout.evfields = "tim@hp.com^smith@hp.com^John@hp.com^marry@hp.com^smith@hp.com ;John@hp.com ^hello^hello all"; eventout.evsysopt = "1"; eventout.doSave();</pre>

Fixed defects

This release fixes the following defects.

Mobility

CR	Problem	Solution
QCCR1E123681	If Trusted Sign-On (TSO) and a load balancer are configured in the Service Manager server, you are not directly logged in, and the login page is displayed instead of the main page, when you access the SM Mobile Applications.	Now you are directly logged in, and the main page is displayed.
QCCR1E124705	After you update your Chrome browser to version 43, if you access the Mobile Applications client and expand a combo box, the selected item in the drop-down list mismatches the highlighted region, so that it is very hard for you to make a selection.	Now there is no mismatch and you can make a selection easily.
QCCR1E125134	After you update your Chrome browser to version 43, you cannot expand the Queue combo box in the top left corner of the main page in the Mobile Applications client.	After you update your Chrome browser to version 43, you can now expand the Queue combo box in the top left corner of the main page in the Mobile Applications client.
QCCR1E125787	After you update your Chrome browser to version 43, if you access the Mobile Applications client login page and expand the language combo box, each item in the drop-down list is displayed as an empty item.	Now each item in the drop-down list is displayed correctly.
QCCR1E126549	After you update your Chrome browser to version 44, if you select an item from the drop-down list of a combo box in the Mobile Applications client, the screen is masked and the client stops responding.	Now the screen mask disappears, and you can continue use the client as expected.

SRC

CR	Problem	Solution
QCCR1E110287	When you open a support ticket and press the Tab key 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 the Tab key to shift the focus to a specific field, the field is highlighted and you can enter data as expected.
QCCR1E123599	The SRC fulfillment status field is not displayed when you view the Additional Details area of an Interaction.	The fulfillment status is displayed in the Additional Details area if its value is not null.
QCCR1E124513	When you hover your mouse on the SRC user account pop-up menu, the pointer is Text Select.	When you hover your mouse on the SRC user account pop-up menu, the pointer is Link Select now.
QCCR1E124606	When you manually enter a date in a mandatory date field in service catalog item user selections, the system displays the following error message: This field is required	No error message is displayed when you manually enter a date in a mandatory date field in service catalog item user selections.
QCCR1E127806	SRC parameters in the applicationContext.properties file need enhancement.	In the applicationContext.properties file, preceding asterisks (*) are added to the <i>src.trustStorePassword</i> parameter and the <i>src.keyStorePassword</i> 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.

CR	Problem	Solution
QCCR1E126654	The current SRC out-of-box data for advanced search does not have the field linked to lookup search. The out-of-box lookup search enabled field should be displayed in SRC.	SRC out-of-box data for advanced search has the field linked to lookup search and a lookup search enabled field is displayed in SRC.

Server

CR	Problem	Solution
QCCR1E122633	When you click the Select all button in the web client, the multiselect.selection ("rows") RAD function returns an incorrect index.	Service Manager now sends the web service responses properly.
QCCR1E124185	If the <i>external_lb</i> parameter is configured in the sm.ini file, HP Connect-It and HP Service Manager Client fail to connect to the Service Manager server, and the following exceptions are generated: SM Server is running under an external load balancer environment. Client request was intended to send to SM Server directly. Could not continue the process!	You can now include <code>-external_lb:0</code> in a command when you start a servlet from the operating system command prompt. This forces the servlet node not to run in external load balancer mode. Only <code>-external_lb:0</code> can be added to a command. <code>-external_lb:1</code> and <code>external_lb</code> are not recognized in commands. As the servlet node does not work in external load balancer mode, it rejects any connections from a hardware load balancer.
QCCR1E124415	If a query condition is incorrect (for example, if the query contains <code>agreement.id="123a"</code> term, or the <code>agreement.id</code> is a number type field), all records are returned incorrectly.	When you type a term such as <code>agreement.id="123a"</code> for a number type field, you receive the following error message: <code>Fail to convert string data type to number type due to invalid input data(123a)</code> <code>(se.search.engine,select.records)</code>
QCCR1E124778	Service Manager suffers from poor performance because the Java heap memory usage frequently grows to more than 90%.	The Java heap memory does not frequently grow to more than 90%. Once the Java memory usage grows to more than 90%, Service Manager requires JVM to run GC.

CR	Problem	Solution
QCCR1E124814	Some temporary files are not cleaned up when Service Manager acts as a web service client to send out records with attachments.	Now the temporary files are cleaned up.
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.
QCCR1E125127	In the viewrecordlist=false mode, when you drill down an Incident ticket from the "true" search result list and set focus to a widget in the opened detail form, if you then cancel and switch to another ticket in the list, the focus of the previous ticket will be set to the new ticket.	Now in the viewrecordlist=false mode, when you switch tickets among the result list, the previous focus will not be sent by RTE.
QCCR1E125697	When you use WebService to integrate a third party tool into Service Manager and when that tool is configured to check the WSDL and XSD, the Webservice response is incorrect. Specifically, the response contains attributes (hasuploadby, hasuploaddate, and isNew) that are not defined in WSDL.	When you use WebService to integrate a third party tool into Service Manager and when that tool is configured to check the WSDL and XSD, the Webservice response does not contain attributes (hasuploadby, hasuploaddate, and isNew) that are not defined in WSDL.
QCCR1E126187	The support for Solaris9 should be removed from 9.35 support matrix.	The support for Solaris9 is removed from 9.35 support matrix since P2 release.
QCCR1E127116	The Self Service Ticketing value in the stathistory table should change according to the number of self service logins, but it is always 0.	Now the Self Service Ticketing value in the stathistory table is the same as the number of self service logins.

Supportability

CR	Problem	Solution
QCCR1E127344	The SMDocor cannot get the sqlserver database information after the JRE is upgrade to JRE1.8	Now SMDocor can get the sqlserver database information after the JRE is upgrade to JRE1.8.

Web client

CR	Problem	Solution
QCCR1E96121	If you expand a combo box and use the Up/Down arrow to move through items in the drop-down list, the input box of the combo box is immediately updated with the highlighted item and you cannot press the ESC key to cancel the change and collapse the combo box.	If you expand a combo box and use the Up/Down arrow to move through items in the drop-down list, the input box of the combo box is not updated with the highlighted item and you can press the ESC key to collapse the combo box without making any changes.
QCCR1E107806	Invisible buttons in a message box are still read aloud by JAWS. For example, if you click the Save button without filling some of the required fields, a message box is displayed with only an OK button, but JAWS reads "OK, YES, NO, CANCEL."	Now only visible buttons in a message box are read aloud by JAWS.
QCCR1E110085	The language combo box in the login page is read aloud as read-only by JAWS so that it is impossible for a screen reader user to change the language.	Now the language combo box in the login page is not read aloud as read-only by JAWS.
QCCR1E110529	The Select Time combo box in a date picker is recognized by JAWS 15 as a button.	Now the Select Time combo box in a date picker is recognized by JAWS 15 as a combo box.
QCCR1E111512	JAWS15 recognizes the Select Time combo box in the date picker as a link.	Now JAWS15 recognizes the Select Time combo box in the date picker as a combo box.
QCCR1E111511	When JAWS is running, if you press the Tab key to navigate through elements in a date picker, you can hear something related to table column and row.	When JAWS is running, if you press the Tab key to navigate through elements in a date picker, now you can only hear the information of the focused element.

CR	Problem	Solution
QCCR1E115705	<p>Some of the option menu items are not functioning in the Accessible web client. For example, if you open the Task Queue and click the Chart by field count Task Number option menu, an error page is displayed:</p> <p>Sorry, you are not authorized to access the specified resource.</p>	<p>Now all option menu items are functioning in the Accessible web client.</p>
QCCR1E116115	<p>The behavior of combo boxes in the web client is inconsistent. For example, for the language combo box in the login page, you can expand the drop-down list by pressing the Enter key in the input box. However, for a combo box in a detail form, you need to tab to the trigger button and press Enter to expand the drop-down list.</p>	<p>Now all combo boxes in the web client share the same behavior.</p> <p>Known issues</p> <ul style="list-style-type: none"> • If there is a record list on the web page and you press the Tab key to set focus to it, the grid border receives focus first in accessible mode by using IE8. By using all other browsers, the first column header receives focus first. • When you use the Up/Down arrow to move through items in the expanded drop-down list of a combo box, JAWS 13 always reads the selected item twice.
QCCR1E119401	<p>In Internet Explorer, if you press the Tab key to navigate through elements on a detail form, the Add Files... button for uploading attachments gets focused twice.</p>	<p>Now in Internet Explorer 10 and later versions, if you press the Tab key to navigate through elements in the detail form, the Add Files... button for uploading attachments gets focused once.</p> <p>Known issue:</p> <p>If you have uploaded a file and then upload it again immediately, nothing happened in IE10, IE11 and Chrome, whereas the same file is uploaded successfully in Firefox.</p>
QCCR1E122772	<p>The clear button displayed in Internet Explorer for the Jump Address combo box overlaps the trigger button.</p>	<p>The clear button displayed in Internet Explorer for the Jump Address combo box is now displayed on the left of the trigger button.</p>

CR	Problem	Solution
QCCR1E122968	If you expand the Select Time combo box in a date picker and then click the header of any of the thread tabs, the combo box is still expanded.	Now the Select Time combo box is collapsed if you click elsewhere.
QCCR1E122969	If you expand the Show combo box in the paging bar of a record list, and then click the header of any of the thread tabs, the combo box is still expanded.	Now the Show combo box is collapsed if you click elsewhere.
QCCR1E123116	When a link label is displayed in the web client, the width of the clickable area exceeds the content width. You can click outside of the link label to perform an action that is expected to be only available when clicking inside a link lable.	Now the width of the clickable area of a link label is the same as that of the content, and you can only click inside the link label to perform an expected action.
QCCR1E123248	Suppose you are searching for the same record list in two tabs on the web client. After you updated some of the records in one tab so that they no longer match the search criteria, if you perform the multiselect.selection RAD function for the records in the other tab, you are logged out of the session and there is a signal 11 error in the log file on the server.	Now your web session is still active and there is no signal 11 error in the log file on the server.
QCCR1E123524	The clickable area of the Add Files... button for uploading attachments extends to the left and overlaps other elements. You can click outside of the button to activate it.	Now you can only click inside the button area to activate it.
QCCR1E123821	If you specify a GIF image as the image property of a link label in Forms Designer, the image is not displayed in the web client.	<p>Now a GIF image can be displayed for a link label in the web client.</p> <p>Note: Now when specifying an image property of a link label or a button in Forms Designer, you need to provide the file name as well as the file name extension.</p>

CR	Problem	Solution
QCCR1E124297	Suppose you are scrolling down in a tab in the web client, If you switch to another tab and switch back, the scroll position is lost and the top of the content in the tab is displayed in Internet Explorer 10 and 11.	Now the scrolling position is remembered in all supported browsers, after you switch back to a tab, the content of the scrolled position is displayed.
QCCR1E124497	The memory consumption increases quickly if you open and close tabs for a large number of times in Internet Explorer 11.	The rate of the memory consumption increase is very low now if you open and close tabs for a large number of times in Internet Explorer 11.
QCCR1E124561	You are unable to use a mouse to select from the Suggestions list box in the Spell check pop-up window in Internet Explorer 11.	You can use a mouse to select from the Suggestions list box in the Spell check pop-up window in Internet Explorer 11.
QCCR1E124976	Sometimes certain buttons on the pagination bar of a record list do not work. For example, suppose you have a record list with two pages. After the record list is loaded, if you click the "Next Page" button, and then click the "First Page" button, and finally click the "Next Page" button again, nothing happens.	Now all buttons on the pagination bar of a record list works fine.
QCCR1E125198	The single quote in the frame name of the "My Group's To Do List" view page is displayed as "'" in the "Frames List" dialog in JAWS.	Now the single quote in a frame name is still displayed as a single quote.
QCCR1E125382	After a message box is open, JAWS 13 sometimes reads something not related to the message box. For example, you may sometimes hear "OK link", but if you press the Enter key, one of the option menu items is focused.	After a message box is open, JAWS 13 now reads the correct information in the message box. For example, you may hear the content of a message and then the "OK button", if you press the Enter key, the message box is closed.

CR	Problem	Solution
QCCR1E125605	Suppose you have two tabs which only contain a detail pane, each has a Jump Address combo box in the toolbar. If you expand the Jump Address combo box in the first tab, the drop-down list is displayed far away from the input box. If you then close one of the tabs, you are unable to expand the Jump Address combo box in the remaining tab.	Now the drop-down list for the Jump Address combo box in the first tab that is displayed just under the input box. If you then close one of the tabs, you can still expand the Jump Address combo box in the remaining tab.
QCCR1E125589	For an empty single-selection record list, if you move the focus to one of the column headers and press the Down Arrow key, you can see a JavaScript error message in the browser console: <'getAt(...).id' is null or not an object>	No JavaScript error message appears in the browser console now.
QCCR1E125935	For a combo box which is displaying the expanded drop-down list with a scroll bar, you cannot tab out from the combo box if you hover the mouse on the scroll bar.	You can now tab out from the combo box in such situation.
QCCR1E125943	The trigger button of a combo box always expands the drop-down list instead of toggling it between the states of expanded and collapsed.	The trigger button of a combo box now toggles the drop-down list between the states of expanded and collapsed.
QCCR1E126101	When you try to modify a record that is locked by someone else, an error message is popped up, and you can see the focus indicator on the OK button. However, if JAW 13 is running, the OK button is not read aloud and if you press the Enter key, the message box is not closed.	Now the OK button that has focus indicator gets the real focus.
QCCR1E126569	If you set focus to a group in a record list and then click on a control outside the grid, the control gets the focus indicator. But at the same time, the focus indicator of the group is not lost.	Now the control gets the focus indicator and the focus indicator of the group is lost.

CR	Problem	Solution
QCCR1E126783	The select time combo box is expanded with the matching items in the drop-down list after you type more than two valid characters. If you then press the Up or Down arrow to move through the matching items, JAWS always reads the text you typed instead of the selected matching item.	Now if you press the Up or Down arrow to move through the matching items in the select time combo box, JAWS always reads the selected matching item.
QCCR1E127089	The dynamically generated new row of an array of combo boxes still uses the index of the first one for some of the attributes.	The dynamically generated new row of an array of combo boxes now uses the the correct index for all attributes.
QCCR1E127083	Suppose the message box is the first one ever popped up in the web client when you managing favorites for a selected folder or dashboard. For example, the "Delete favorites" message box. If JAWS is running, the message box is not recognized as an alert dialog.	Now the message box is recognized by JAWS as an alert dialog.
QCCR1E127273	If you design a form to set the "Label for" property of a label to the name of a Comfill with array length greater than 1, after the form is displayed in the web client, the label is not linked to the Comfill. For example, if you click the label, the Comfill deos not get focus.	Now after the form is displayed in the web client, the label is linked to the Comfill. For example, if you click the label, the Comfill gets focus.
QCCR1E127304	The "Accessible Description" property related information is not generated for a read-only Comfill in the web client.	The "Accessible Description" property related information is now generated for a read-only Comfill in the web client.
QCCR1E127315	If all the three properties: Accessible Description, Mandatory and Mandatory Condition are set for a control, then the string "This is a required field" is sometimes unexpectedly displayed in its title tooltip in the web client even if it is actually not mandatory.	Now the string "This is a required field" is not displayed in the title tooltip of a field in the web client.

CR	Problem	Solution
QCCR1E127358	If a Comfill is inside a Virtual Join Subform, the label for the Comfill is not read by JAWS.	Now the label for a Comfill is always read by JAWS.

Documentation

CR	Problem	Solution
QCCR1E127838	Lookup search part is missing in SRC online help.	Lookup search part is included in SRC online help.

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 P2

Global ID	Problem	Workaround
QCCR1E127396	Memory leaks in Oracle Client 12.1.0.1.0 and 12.1.0.2.0.	<p>Only Oracle Client 12 has this issue, to work around, please use Oracle Client 10.x or Oracle Client 11.x.</p> <div style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> <p>Note: After changing the Oracle Client, SM Server may cannot statup and you notice below message in sm.log, please follow the guide in Service Manager online help to configure the <i>allowunsupporteddbversion</i> parameter. Detected an unsupported version of Oracle Client. To override this please enable the parameter [allowunsupporteddbversion] and restart Service Manager to continue.</p> </div>
QCCR1E127732	The page will hang after you try to fill incident subcategory on Android Chrome version 44.	Refresh the page when page hangs.

Issues in Service Manager 9.35 P1

Global ID	Problem	Workaround
QCCR1E123523	In accessible mode, unexpected blank space 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 Link to Parent Incident field of the Incident form.	No workaround is currently available.
QCCR1E120737	The service filter in the Interaction Hot Topic page does not display a list of values for user selection.	No workaround is currently available.
QCCR1E120360	The default value of the date field cannot be submitted in the Arabic version of Service Request Catalog.	No workaround is currently available.
QCCR1E121885	A duplicated line appears when you input some characters in the HTML Editor.	You can use one of the options below to solve the issue: <ul style="list-style-type: none"> • Move the mouse out of the HTML Editor for a while. • Click Source twice.

Global ID	Problem	Workaround
QCCR1E122315	<p>Users who use the LDAP integration see the following error message when they log in to Service Manager 9.35 for the first time:</p> <p>The system requires you to choose a new password. That password has been used before.</p>	<p>Click System Administration > Base System Configuration > Miscellaneous > System Information Record, Passwords > Password Standards, and then clear the Keep Password History check box.</p>
QCCR1E122316	<p>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.</p>	<p>Click System Administration > Base System Configuration > Miscellaneous > System Information Record, Passwords > Password Composition, and then make the Service Manager password policy weaker than the LDAP password policy.</p>
QCCR1E122448	<p>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.</p>	<p>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.</p>

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"> 1. Log in to Service Manager as a system administrator. 2. Type <code>db</code> in the Service Manager command line, and then press Enter. The Database Manager opens. 3. Type <code>scmessage</code> in the Table field, and then click Search. 4. Click message.edit. 5. Type <code>upg</code> in the Class field, type <code>OOB_UPG_COMPLETE</code> in the Message Number field, and then click Search. 6. Change the description in the Text field to <code>upgrade is only for English version</code>. 7. Click Save and OK. 8. Type <code>upg</code> in the Class field, type <code>CUSTOM_UPG_COMPLETE</code> in the Message Number field, and then click Search. 9. Change the description in the Text field to <code>We need to update this message. Otherwise, sm will crash when create language builder</code>. 10. Click Save and OK.

Issues in Service Manager 9.34 and patches

Global ID	Problem	Workaround
QCCR1E105375	Service Request Catalog does not allow approval delegation for the Time Period module.	No workaround is currently available.
QCCR1E106074	When you add custom multi-text fields to the Service Checkout page, the fields are not displayed correctly on the Resubmit page on an iPad.	No workaround is currently available.
QCCR1E107572	When you use the arrow keys to move up, down, left, and right through cells, JAWS reads "Not in the table" incorrectly.	No workaround is currently available.
QCCR1E107573	When you put the focus on a column header after you switch the mode to table layer, JAWS reads the names of the first column header to the column header currently in focus incorrectly.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E107712	In Internet Explorer 11, pressing F1 does not bring up the Service Manager help information.	<p>To work around this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Start Internet Explorer 11 from a desktop computer, and then log in to Service Manager. 2. Press Alt to access the menu bar in Internet Explorer. 3. In the Tools menu, select Compatibility View settings. 4. A dialog box appears, in which the "Add this website:" field is prepopulated with the host name or IP address of your webtier host. Click Add to add the website to the compatibility view list. 5. Click Close. The Service Manager web page refreshes and opens in compatibility mode.
QCCR1E107983	In Google Chrome, you are unable to use the Tab key to move the focus to or off the HTML Editor.	No workaround is currently available.
QCCR1E108558	When "Virtual PC cursor" is enabled, JAWS reads a group name three times when you expand the group.	No workaround is currently available.
QCCR1E109151	The grouping grid changes to a paging grid when you sort a table in the "Select a Time Period category" page.	No workaround is currently available.
QCCR1E109390	Revisions cannot be added when you apply PDCP4 production data to Service Manager 9.34 applications that were upgraded from Service Manager 9.32 applications.	No workaround is currently available.
QCCR1E109577	When you log in to the web client by using Internet Explorer 8 for the first time, all the characters are displayed in an italic font.	Refresh the page in Internet Explorer.

Global ID	Problem	Workaround
QCCR1E110285	When JAWS 15 runs in Internet Explorer 10 or 11, the focus does not return to the correct radio button when you press Shift+Tab .	No workaround is currently available.
QCCR1E105370	The Quick Jump component is not displayed in certain screen resolutions.	No workaround is currently available.
QCCR1E110695	The MySM details page is not displayed in Hebrew or Arabic.	No workaround is currently available.
QCCR1E110784	Sortable column headers for editable tables do not have a sort icon.	No workaround is currently available.
QCCR1E110085	JAWS reads the words "read only" when the focus is on a language combo box.	No workaround is currently available.
QCCR1E110343	The Auto Complete function does not work for some fields of the timeperioddefine format.	No workaround is currently available.
QCCR1E111202	When JAWS13 is working with Asian languages such as Chinese, Japanese or with the Arabic language, the "System Navigator" and "Pagination" navigations cannot be listed in "Landmarks."	No workaround is currently available.
QCCR1E111084	You cannot use the keyboard to operate on a List Builder control when JAWS is running.	No workaround is currently available.
QCCR1E109267	The Label of the Parent Record field cannot be displayed correctly when saving an incident record.	No workaround is currently available.
QCCR1E110722	Accessibility to the Time period rules table and the Time period occurrences table is not good on a time period record detail form.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E112188	If a Comfill field has Auto Complete enabled and a data change event (not 0) defined, and a post expression/post JavaScript is defined for the link for this field, the data change event may not work.	Do not enable Auto Complete for the Comfill field.
QCCR1E111326	Cannot open timeperiod and entry records in Embedded Calendar in Internet Explorer 11.	Use an older version of Internet Explorer or use a different browser such as Firefox or Chrome.
QCCR1E111994	The Timeperiod Manager cannot see the Approval Definition menu when the system has no Process Designer content pack applied.	<p>To work around this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to Service Manager Windows client as a system administrator. 2. Type <code>menu</code> in Service Manager Command line, and then press Enter. 3. Type <code>timeperiod</code> in the Menu Name field, and then click Search. 4. Locate the row with the description of Approval Definitions. 5. Remove and <code>jscall ("security.hasRight", "Common Configuration", "view")=true</code> from the Condition field.
QCCR1E112097	The Option menu is overlapped by full calendar in the Service Manager accessible web client.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E111131	<p>Calendar and Timeperiod in the Module drop-down list are not translated in the Security Area Search page. To see this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to the web client with a non-English language. 2. Go to System Administration > Security > Security Area. 3. Click the "Module" drop-down list. 	No workaround is currently available.
QCCR1E119985	<p>When you are updating an Incident, if you input an invalid date time value to the Outage Start or the Outage End field, you cannot close this incident tab by clicking the Cancel button. The same problem also happens when you are opening a new Incident, opening a new Change, or updating an existing Change.</p>	Correct the invalid input before you click the Cancel button.
QCCR1E120076	<p>On the wizard page of Approval Delegation > Set Delegate, when you input an invalid date time value to the Valid From or the Valid To field, the value will be cleared after you click the Next button.</p>	No workaround is currently available.

Issues in Service Manager 9.33 and patches

Global ID	Problem	Workaround
QCCR1E100136	<p>After the installation of a language pack, the Windows client, if running on an Arabic Windows 2008, displays the tooltips of the 'Added' and 'Forced'/'Updated' columns in the content pack results as reversed.</p>	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E101782	In Trusted Sign-On (TSO) mode, if users log in to the web client with Simplified Chinese in Internet Explorer 10 running on Windows 8 or Windows 2012, the web client still displays in English instead of in Simplified Chinese.	No workaround is currently available.
QCCR1E103847	An arrow connector in a Process Designer workflow might be misaligned when the destination phase is vertically too close to another phase (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	To resolve the issue, move the destination phase away enough from the adjacent phase.
QCCR1E103858	It displays auto-open tasks in the task planner window (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	No workaround is currently available.

Issues in Service Manager 9.32 and patches

Service Manager Issues

Global ID	Problem	Workaround
QCCR1E64377	In the web client, when a Configuration Item (CI) record is opened, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph). This issue occurs only when JRE 6 is used.	As Oracle has fixed this Applet issue, JRE 6 customers need to upgrade their JRE to the latest JRE6 or JRE7 on the machine that runs Internet Explorer or Firefox in order for CI Visualization to display CI labels correctly.

Global ID	Problem	Workaround
QCCR1E95725	Due to a known issue in JDK (bug id:7196513), CI icons are not displayed correctly in Firefox when Httponly cookies are enabled in the web application server.	<p>When Httponly cookies are enabled, users can only use Internet Explorer 7 or higher for CI icons to display correctly. As Oracle has fixed the Httponly cookie issue as of JDK 7u6, users need to install the latest 32-bit JRE (7u6 or above) on the machine that runs Internet Explorer 7 or higher.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: In Service Manager 9.33, users can only use Internet Explorer 8 or higher for CI icons to display correctly.</p> </div>
QCCR1E95963	An error occurs when loading a dbdict twice in an unload file. The two dbdict records have the same name, but different key types: the first one has unique key, while the second's key type is primary key.	Do not export to an unload file a dbdict record whose key type has changed.
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNotFoundException error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	<p>There are two workarounds:</p> <ul style="list-style-type: none"> • Use Internet Explorer instead of Firefox. • If using Firefox, import the client certificate into the Java console on the end user's machine. Here are the steps for Windows 7: <ol style="list-style-type: none"> a. Open Control Panel, and in the Control Panel Search box enter "Java Control Panel". b. Double-click the Java console icon to open the Java console. c. On the Security tab, click Manage Certificates d. On the Certificates window, select certificate type: Client Authentication, and click Import. e. Follow the wizard and import the client user's certificate.

Global ID	Problem	Workaround
QCCR1E97492	Clicking the Back button on the CI Visualization page (which opens when you click More > Expand CI Visualization in a CI record) causes a Firefox crash.	No workaround is currently available.
QCCR1E97603	If a format that contains a button with Enable condition is created or modified by using a Service Manager 9.31 patch 1 server, when using it in Service Manager 9.31 GA or earlier, the client crashes. However, formats created by using the Service Manager 9.31 GA or earlier server work fine.	Upgrade both of the Service Manager server and client to the same patch level: Service Manager 9.31 patch 1 or later.
QCCR1E94657	When PDCP4 is applied, the first group on the form is not shown in the Jump Address drop down list.	Move the scroll bar to the top-most position and then you will see the first group.
QCCR1E97856	In a single-line text field, some special characters whose HTML code is <code>&#x...;</code> (where ... stands for a hex number) are not represented as their original format. Instead, they display as <code>&#x...;</code> . However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).	No workaround is currently available.
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields. To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control.

Global ID	Problem	Workaround
QCCR1E96391	<p>Restful API: Results are in the wrong order when sorted by an array field.</p> <p>This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.</p>	No workaround is currently available.
QCCR1E97898	Restful API: A 400 Bad Request error occurs when a RESTful API request is a cross-table join query.	<p>The RESTful API framework supports simple queries and Service Manager native queries.</p> <p>Currently RESTful API framework does not support cross-table SQL queries.</p>
QCCR1E98320	When a record is removed after being read, the Merge function still allows the user to merge the record and the user's input is lost.	No workaround is currently available.
QCCR1E98227	In Approval Delegation wizard, go to another page (do not change the delegation module) after choose the operator to delegate in "Select Approval Groups" page, then back to "Select Approval Groups" page again. You will find a blank line is displayed in the right table, instead of the operator record.	This is only a display issue, and will not impact the functionality. If you need to remove the operator from the delegation list, choose the blank line, and then click the remove icon; otherwise the operator will be successfully delegated once you save the update.
QCCR1E98576	When there are conflicted updates on system fields, the system displays the message "The conflicted fields cannot be merged. Reload the record.", whereas the Merge button is available. Actually, the merge function should not be available in such case.	Ignore the Merge button. Reload the latest record to edit this record again.
QCCR1E98398	When you are updating a record and adding attachments to this record, if your updates conflict with another users' updates or the updates of a background process, the attachments will be lost after either automatic or manual merge.	After automatic or manual merge, add the attachments again before saving the merged result of the record.

Global ID	Problem	Workaround
QCCR1E98411	SRC failed to retrieve service catalog items from Service Manager on upgrade from Service Manager 7.11 to Service Manager 9.32.	<p>In the svcCatalog dbdict, the id.attach field is character type, which should be number type. The id.attach field is an alias of the id field in the svcCatalog table.</p> <p>To fix the issue, change the field type using the Dbdict Utility.</p>
QCCR1E98618	<p>Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32.</p> <p>Subcategory data is not upgraded.</p>	<p>If necessary, manually add the subcategory data.</p> <ol style="list-style-type: none"> 1. Enter <code>db</code> in the Service Manager command line box. 2. In the Table field, enter <code>subcategory</code>, and click Search. 3. For each Category in the dropdown list, add the following Areas (enter a value in the Area field and click Add): access, data, failure, hardware, performance, and security.
QCCR1E98475	<p>With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks Save & New in an interaction record opened through a search.</p> <ol style="list-style-type: none"> 1. Open an interaction through a search. 2. Update the Title. 3. Another back-end process has updated the Title to another value. 4. Click Save & New. An error occurs: This record has changed since you selected it. <p>You cannot perform Merge for the conflicted updates as expected.</p>	<p>If you encounter the error "This record has changed since you selected it." when clicking the Save & New button on an interaction opened through a search, to avoid abandoning your updates, do not use the Save & New button to save your updates; instead, first click the Save button to save your updates with the merged result, and then register a new interaction from the navigation menu.</p>

Service Request Catalog Issues

Global ID	Problem	Workaround
QCCR1E90074	When entering a search string in Service Request Catalog, auto-complete does not work if the browser's preferred language is set to an East Asian language (for example, Simplified Chinese).	No workaround is currently available.
QCCR1E98339	Custom fields do not load the DEFAULT company value when the checkout panel is empty for one of the three checkout panels of your company.	After upgrade, you should manually add the same structure configuration of the DEFAULT company for the empty checkout panel of your company. For example, before upgrade, you, as an SRC administrator, only defined custom fields for the Service Catalog checkout panel for your company. After upgrade to Service Manager 9.32, if you want to use the support checkout panel and generic support checkout panel in SRC correctly, you need to manually add OOB configurations for the Support Catalog and Generic Support checkout panels, which you can copy from those panels of the DEFAULT company.

Issues in Service Manager 9.31 and patches

Global ID	Problem	Workaround
QCCR1E63663	The Service Manager client loses connectivity during JavaScript execution of the file.list RAD application.	No workaround available. Created a knowledge article (KM1166532), which states that Service Manager does not currently support calls from JavaScript on RAD applications that use the rio/fdisp panels.

Global ID	Problem	Workaround
QCCR1E57385	When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 errors upon CIT initial connectivity test if exec-shield is not set properly.	<p>Use one of the following solutions to work around this issue.</p> <p>Solution 1:</p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p>Solution 2:</p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none">1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <code><Service Manager server installation path>\LegacyIntegration\RUN</code>. <div data-bbox="938 869 1370 1205" style="background-color: #f0f0f0; padding: 10px;"><p>Note: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p><pre># sysctl -w kernel.exec-shield=0</pre><pre># sysctl -w kernel.randomize_va_space=0</pre></div> <ol style="list-style-type: none">2. Start the legacy listener.

Global ID	Problem	Workaround
QCCR1E67491	When the collation of the db instance is Chinese_PRC_BIN, Web service clients fail to connect to Service Manager. Only ASCII operator names are supported, so only ASCII operator names can be used.	<p>Note: This issue only exists in Web service integrations. Therefore, the Service Manager clients do not have this problem.</p> <p>When Service Manager is handling an incoming SOAP request, the authorization string is decoded by BASE64Decoder. Service Manager uses the decoded string value to construct a UTF-8 string that is used in the RTE. However, the authorization string is in the header and Service Manager does not know the charset or encoding of the underlying string value, which is BASE64 encoded.</p> <p>Therefore, if the underlying string value is not UTF-8, this problem will occur. In Service Manager, when fetching an operator record from the database, no matter what collation the database uses, the operator record finally will get a UTF-8 operator value. However, even if users put the same value in the authorization header, the operator name may differ because of the charset/encoding issue. Because of this, the operator will fail to log on.</p> <p>This is a limitation of Service Manager. Do not use non-ASCII characters in operator names. Created a knowledge article (KM1442479) to document this limitation.</p>
QCCR1E75182	HTML email truncates the body of the message and sends the HTML code without translating it.	<p>When the content of an HTML email template exceeds 8192 bytes in size, the content will be truncated and displayed as HTML code.</p> <p>Make sure your HTML email templates do not exceed this size limit.</p>
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	<p>This request is caused by the product running in an unsupported configuration. Change to a documented and supported configuration. If the problem still exists in a supported environment, contact HP Support.</p> <p>To work around this issue, do not use "RECORD_KEY" as a SQL Name for a field in dbdict. This field name is reserved by Service Manager. To do this, follow these steps:</p> <ol style="list-style-type: none"> 1. Enter <code>dbdict</code> in the Service Manager command line box, and then press Enter. 2. Open the problematic dbdict which has the "record.key" field defined. 3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.
QCCR1E74808	After clicking the Cancel button in the Condition Editor from the Workflow Editor, the current tab sometimes becomes a blank screen and the tab cannot be closed.	No workaround is currently available.
QCCR1E105052	In Task Planner, the tooltip of a task displays the change phases with their names instead of their display names.	No workaround is currently available.

Backup and backout instructions

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

Server

Backup

Before you apply the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.35\Server.

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

Backout

Service Manager has supported FIPS mode since version 9.32. To run Service Manager in FIPS mode, you must upgrade your database to the 256-bit AES encryption algorithm. Once you change all of the encrypted fields to use the new 32 character encryption, you cannot roll back the RTE and still read the encrypted data.

After installing the patch, do the following to back out:

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

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

Note: If you have a horizontally scaled system, make sure that every server instance is

replaced with its backup.

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 49](#).
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_
9.35.2003\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", {"$.callnextprocess=true"}, {"{"se.get.record", {"name", "file", "text", "string1"}, {"incident.id in $.file", "$$.svcCart", "$$.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", "%sAsvsSpP[sVsE$U$Å$]TfRççC\|sG$Tq[(sps$z%$[2]:$]1%$[1]", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}}
{"ko", "10", "20", "어플리케이션에 복구할 수 없는 오류 %S(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", "%āççÜçÜZ&aj&u|âÉacú×aaâauÜ&|Jaeçç&LÜççieÇñèUJ: %SiEâLÜaâççæRç: %SiEJ", "error", {}, "03/14/13 01:34:16", 5, "Imingyan"}}
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
	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

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

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

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

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

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

- 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>

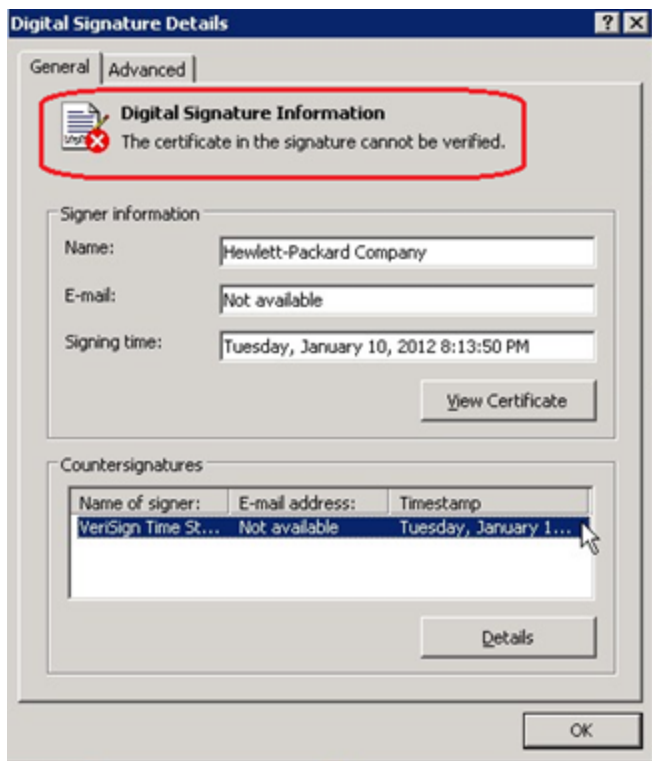
Before you proceed, HP recommends that you consult the latest *Service Manager 9.35 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content*. These are available at the following website:

<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, sm9.35.2003-P2_<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 46](#).
4. Delete the RUN/lib directory.
5. For Windows and Linux platforms, delete the RUN/jre directory.

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

6. 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 sm9.35.2003-P2_HPUX-IA64-ORCL12C.tar only when an Oracle 12c database is used, and use sm9.35.2003-P2_HPUX-IA64.tar in other cases.

7. For UNIX servers, set the file permissions for all Service Manager files to "755."
8. 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	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 <code>\$<JRE_INSTALL_DIR>/bin/java -version</code> command, in which <code><JRE_INSTALL_DIR></code> 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 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`

- 9. If you have made any customizations/changes to the original `RUN/tomcat` folder, restore them in the new `RUN/tomcat` folder.
- 10. 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).
- 11. 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.

- 12. Restart the Service Manager server.

13. Restart the Service Manager clients.
14. Verify the version using either of the methods:
 - From the Windows client, click **Help > About Service Manager Server**. The server version should be:

Release 9.35.2003 build P2

- From the server's RUN folder, run the **sm -version** command. The server version should be:

Version: 9.35.2003

Patch level: P2

Web tier installation

The web tier update consists of a compressed file, sm9.35.2003-P2_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 sm9.35.2003-P2_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 46](#).
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-P2.

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: **9.35.2003-P2**.

Windows Client Installation

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

The Windows client update consists of a compressed file, sm9.35.2003-P2_Windows_Client.zip, which contains the executable installation files of the new Windows client. Installing the new Windows client

will upgrade your Windows client to this release level. This version of the Windows client comes with an embedded JRE 8.

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

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

New Customers

You only need to install the new Windows client.

Existing Customers

You need to back up and uninstall the old Windows client, and then install the new Windows client.

To install the new Windows client:

1. Stop the Service Manager Windows client.
2. Make necessary backups. For details, see "[Backup and backout instructions](#)" on page 46.
3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
4. Run **setup.exe** from this Windows client patch to install the new client.
5. Check the version in **Help > About Service Manager Client**.

The client should be Release: **9.35.2003-P2**.

Windows Client Configuration Utility installation

This release includes an updated version of the Windows Client Configuration Utility (sm9.35.2003-P2_Windows_Client_Configuration.zip). This version comes with an embedded JRE 8.

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

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

Applications update installation

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 sm9.35.2003-P2_<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. Associated server fix: QCCR1E103456
QCCR1E103581_SM934_SM932.unl	9.34	9.32	Fixes this issue: The auto complete feature is not supported by the web client. Associated server fix: QCCR1E103581

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>Associated server fix: 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>Associated server fix: 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>Associated server fix: 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>Associated server fix: 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>Associated server fix: 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>Associated server fix: 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>Associated server fix: QCCR1E31324</p>
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>Associated server fix: QCCR1E96802</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E52767_ SM931P3_ SM930.unl	9.31p3	9.30	<p>Fixes this issue: Users cannot add data policy definitions on joined tables.</p> <p>Note: 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>Associated server fix: 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>Associated server fix: 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>Note: 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>Note: 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>Note: This unload requires the Service Manager 9.31 server.</p>
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>Associated server fix: QCCR1E71099</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
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>Associated server fix: 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>Associated server fix: 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="821 995 1370 1241" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: This enhancement requires a 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 or later without applying this applications change.</p> </div> <p>Associated server fix: QCCR1E31941.</p>
QCCR1E73452_ SM930P4.unl	9.30P4	7.11 through 9.30	<p>Enables Mandanten restricting queries to be updated correctly after a profile is edited.</p> <p>Associated server fix: QCCR1E71897</p>
QCCR1E67072_ SM930P4_ SM930.unl	9.30P3	7.11 and 9.20	<p>Enables users to take advantage of the new KMStatusListener background process.</p> <div data-bbox="821 1556 1370 1696" style="background-color: #f0f0f0; padding: 5px;"> <p>Note: This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> </div> <p>Associated server fix: QCCR1E67071</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E70163_ SM930P4_ SM711.unl	9.30P3	7.11	Fixes this issue: The KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E70163_ SM930P4_ SM920.unl	9.30P3	9.20	Fixes this issue: The KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E70163_ SM930P4_ SM930.unl	9.30P3	9.30	Fixes this issue: The KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E67647_ SM930P3.unl	9.30P3	7.11 through 9.30	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request. Associated server fix: QCCR1E54192
QCCR1E67610_ SM930P2.unl	9.30P2	7.11 through 9.30	Enables you to block potentially dangerous attachments. Associated server fix: QCCR1E64290

Loading unload files

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

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

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

4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

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

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

1. Make sure the Windows client is configured for server-side load/unload.
 - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
 - b. Unselect **Client Side Load/Unload** if 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 46.

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 SM9.35p2 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

Service Manager 9.35.p2 includes the SRC package (src9.35p2.0025.zip), which contains the following files:

- A .war file for SRC 9.35.p2 (src-9.35p2.war)
- Unload files for SRC 9.35.p2 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, SRC935p1, which means the unload file comes with the SRC9.35 patch 1 and should be used for patch 1 or higher.
- SMxxx: The Service Manager applications version that requires the unload file. For example, SM935, which means the unload file is intended only for Service Manager applications version 9.35.

Unload files included in the SRC 9.35 patches

The following are unload files included in the SRC 9.35 patch releases.

Unload file	Introduced in which patch	Used for apps version (s)	Description
QCCR1E122984_SRC935_SM935.unl	SRC 9.35	SM935	After you apply this unload file, the configuration data for the advanced search functionality in SRC no longer gets lost when the application production patch is applied for the second time.
QCCR1E122085_SRC935p2_SM935.unl	SRC 9.35 p2	SM935	After you apply this unload file, a lookup widget is added to the advanced search field to display the option list.
QCCR1E126654_SRC935p2_SM935.unl	SRC 9.35 p2	SM935	After you apply this unload file and execute the script function, you can see the correct out-of-box record for contact lookup window in SRC for advanced search feature.

Note: In this release, the English version of the online help is updated for Service Request Catalog 9.35, while the localized versions are still based on SRC 9.32.

Before you proceed, read the *Service Request Catalog 9.35 Interactive Installation Guide* and *Service Request Catalog 9.35 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 9.35 tablet app supports Service Request Catalog versions 9.34 and 9.33 (the SRC .war file).

New Customers

1. Deploy the `src-9.35p2.war` file by following the instructions in the *Service Request Catalog 9.35 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 9.35.p2 by following the instructions in the *Service Request Catalog 9.35 Customization Guide*.

Existing Customers

1. Install SRC 9.35.p2, as described above.
2. Migrate the customizations from your old deployment to SRC 9.35.p2.

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.

Mobile Applications installation

Service Manager 9.35.2003-P2 includes a new version of the Mobile Applications client (sm9.35.2000_Mobility.zip). New customers can directly install the new Mobile Applications client by deploying the webapp-9.35.2000.war file, while existing customers can only uninstall their old Mobile Applications client and then install the new one.

Installation instructions

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

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

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 9.35 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.

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 52.
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 `installservice.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 SM9.35 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 9.35\Search_Engine`).

7. (Windows platforms only) If you selected to not update your JDK, copy your old `installservice.cmd` and `startup.cmd` files back.

8. Restart your KM search engine.

9. Log off Service Manager and log back in for your changes to take effect.

10. 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 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 2 Release Notes (Service Manager 9.35)

Just add your feedback to the email and click send.

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

We appreciate your feedback!

