

# HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

## Service Manager 9.41 Release Notes

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Software Release Date: September 2015



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# Introduction to Service Manager 9.41

HP Service Manager 9.41 includes the following improvements:

- Smart Search provides Service Manager users with a more powerful search capability, including the ability to search across more sources of information than before.
- A number of new features (such as the logical name and Global ID solutions, and the ASM integration) enable Service Manager to integrate more smoothly than ever with HP UCMDB.
- The transition to a Process Designer-based system is made much easier with the introduction of Service Manager Hybrid mode (a Process Designer-based mode that supports legacy tailoring), and an automated migration tool that migrates most legacy features to Process Designer with limited manual effort.
- Service Manager Collaboration is a feature-rich instant messaging solution that replaces Enterprise Collaboration-based messaging and integrates with Microsoft Office Lync.

These great features and more are summarized in the "[What's new in this release](#)" section below. But that's not all... the journey of improving overall product quality didn't stop either: we resolved over 480 defects and implemented over 55 customer-requested enhancements. And the Service Manager team is already busy working on the next set of features and product improvements. Stay tuned!

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

## What's new in this release

This section describes the important changes made since the release of Service Manager 9.40.

Feature	Prerequisites *
<p><b>Service Manager Hybrid mode</b></p> <p>For more information, see <a href="#">"Hybrid mode" on page 13.</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Process Designer Content Pack 9.30.2</li> </ul>
<p><b>Smart Search</b></p> <p>For more information, see <a href="#">"Smart Search" on page 10.</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Smart Analytics</li> </ul>
<p><b>Hot Topic Analytics enhancement</b></p> <p>For more information, see <a href="#">"Hot Topic Analytics enhancements" on page 10.</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Smart Analytics</li> </ul>
<p><b>Service Manager Upgrade Utility enhancement</b></p> <p>For more information, see <a href="#">"Service Manager Upgrade Utility enhancements" on page 17.</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 Upgrade Utility</li> </ul>
<p><b>Service Manager Mobility enhancements</b></p> <p>For more information, see <a href="#">"Service Manager Mobility enhancements" on page 17.</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Service Manager 9.41 Mobility</li> </ul>
<p><b>Service Manager Collaboration</b></p> <p>For more information, see <a href="#">"Service Manager Collaboration" on page 14.</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Service Manager 9.41 web tier</li> <li>• Service Manager Collaboration</li> </ul>
<p><b>Service Manager Reports enhancements</b></p> <p>For more information, see <a href="#">"Service Manager Reports enhancements" on page 14.</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Service Manager 9.41 web tier</li> </ul>

<p><b>HTML Editor whitelist</b></p> <p>For more information, see "<a href="#">HTML Editor whitelist</a>" on <a href="#">page 18</a>.</p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 web tier</li> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Service Manager 9.41 Windows client</li> </ul>
<p><b>Service Level Management enhancements</b></p> <p>For more information, see "<a href="#">Service Level Management enhancements</a>" on <a href="#">page 15</a>.</p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> </ul>
<p><b>Service Request Catalog enhancements</b></p> <p>For more information, see "<a href="#">Service Request Catalog enhancements</a>" on <a href="#">page 16</a>.</p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 applications</li> <li>• Service Request Catalog 9.41</li> </ul>
<p><b>Logical Name solution</b></p> <p>For more information, see "<a href="#">Logical Name solution</a>" on <a href="#">page 11</a></p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Service Request Catalog 9.41</li> <li>• Service Manager 9.41 web tier</li> <li>• Service Manager 9.41 Windows client</li> <li>• Service Manager 9.41 Mobility</li> </ul>
<p><b>Streamlined Interaction</b></p> <p>For more information, see "<a href="#">Streamlined interaction</a>" on <a href="#">page 15</a>.</p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications (Codeless and Hybrid only)</li> </ul>
<p><b>To-Do alerts</b></p> <p>For more information, see "<a href="#">Other enhancements</a>" on <a href="#">page 14</a>.</p>	<ul style="list-style-type: none"> <li>• Service Manager 9.41 server</li> <li>• Service Manager 9.41 applications</li> <li>• Service Manager 9.41 web tier</li> </ul>

\* Unless otherwise indicated, new features apply to all three modes of Service Manager (Classic, Codeless, and Hybrid).

**Tip:** The "Installation Information" section of the patch details page contains a link to a knowledge base article that contains links to all the previous release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.4x patches:

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

## Big data expansion

Service Manager 9.41 continues HP's expansion into big data analysis capabilities.

## Smart Search

Smart Search is a brand new search experience that enables you to search across Service Manager modules and into a variety of content such as SharePoint sites (including SharePoint documents with entitlement), static webpages, and shared folders. Smart Search provides a greater search capability than SOLR, and supports various operators such as AND, OR, NEAR, NOT, BEFORE, and AFTER. You can integrate multiple knowledge libraries by configuring different search connectors, so that all change analysts, incident analysts, request analysts, service desk analysts, problem analysts, change managers, incident managers, request managers, service desk managers, problem managers, and SRC users can search all the information that they can access.

By configuring Smart Search preconditions and actions, IT users can search for content from different libraries easily and quickly. Users can also process a record with the context aware search, which automatically searches and displays records or articles related to the current record. From the search result, users can perform actions such as copying solutions or finding similar records, so as to improve the resolution rate and reduce resolution time.

## Hot Topic Analytics enhancements

Hot Topic Analytics in the new version of Smart Analytics for Service Manager 9.41 includes the following enhancements:

- **Hot Topic Analytics is now available in three modules**

After you enable Smart Analytics in an out-of-box system, you can use Hot Topic Analytics for the Service Desk, Incident Management, and Problem Management modules. Additionally, you can access Hot Topic Analytics from the report dashboards for these modules.

- **Creating knowledge articles**

Now you can easily create knowledge articles based on the analysis performed by Hot Topic Analytics.

- **Setting parent/child relationship among incidents**

When you review the hot topics suggested by Hot Topic Analytics in Incident Management, you can use the Set Parent action to open a wizard, and then select the parent and child incident. The system will suggest a list of parent incidents, ordered by their relevance to the selected child incidents, and then you can select the parent for the child incidents. You can also create a new parent incident from the same wizard.

- **New RESTful APIs**

New RESTful APIs are provided for Hot Topic Analytics, as well as Smart Ticket and Smart Search.

## Improved ITSM solution

Service Manager 9.41 makes it easier than ever to integrate Service Manager with other HP products.

## Logical Name solution

In previous versions of Service Manager, the **device** table used the **logical.name** field (labeled **CI Identifier**) as both a unique key field and a CI display name field, and used the **id** field (labeled **CI Name**) to display CI identification numbers. As a result, duplicate CI names were not allowed, while some external systems that integrate with Service Manager, such as HP Universal CMDB (UCMDB), allow duplicate CI names, which caused so-called "duplicate logical names issue." Moreover, other modules that consume CI data, such as the Incident and Change modules, cannot have their CI data automatically synchronized when CIs are renamed or removed, which leads to data integrity loss.

The following features of the logical name solution in Service Manager 9.41 resolve these problems:

- Updated Configuration Item dbdict and form
- Allowing user-specified CI Identifiers for new CIs
- Ensuring cross-module CI data integrity through the Reference Field mechanism
- Skipping Query Rewriting in link line records
- Auto Complete in the web client
- Behavior changes of the Fill and Find functions
- Updated DEM Reconciliation Rules functionality

- New or updated RAD and JavaScript functions
- Support for CI reports

**Tip:**

- For more detailed information about this solution and the post-upgrade manual tasks required to adopt it in a production environment, see the [Service Manager Logical Name Solution](#) white paper.
- To enable the logical name solution, you must upgrade the Service Manager applications, server, and clients to version 9.41. If you are still running an earlier version of the applications, the solution is not enabled and your integrations are not impacted.

## Integrating Service Manager 9.41 with other HP Products

Service Manager 9.41 has implemented code changes to resolve the impact of the logical name solution on integrations. A few integrations also require code changes on the other endpoint product side, which are available only after the Service Manager 9.41 release and hence require manual changes by the customer at the time of the Service Manager 9.41 release.

**Note:** For more detailed information, see the [Service Manager Logical Name Solution](#) white paper.

## Global ID solution

Service Manager 9.41 supports HP's Global ID solution for product integrations such as HP Service Asset Configuration Management (SACM).

Previously, the identification of CIs from the UCMDB and UD solutions was difficult, and potentially resulted in the duplication of CIs in products such as Service Manager, Asset Manager, and Run-time Service Model. The Global ID solution uses the UCMDB global ID as a reconciliation key in the data push framework, thus facilitating the reconciliation of CIs across Service Manager and other products.

For more information, refer to [HP Software Recommendations for Global ID Best Practices in CMS](#).

## Support of Automated Service Modeling (ASM)

As version of 9.41, Service Manager supports the ASM functionality in the UCMDB Browser. Service CIs and consumer-provider relationships that are discovered by ASM can be pushed to Service Manager; additionally, you can tailor Service Manager such that Service Manager users can access ASM in the context of a business service, and access Impact Simulation in the context of an affected CI.

Support of ASM enables Service Manager users to view the accurate service trees that are discovered by ASM and facilitates service modeling in Service Manager.

**Note:** Automated Service Modeling requires the UCMDB ASM Enhanced package to be deployed in UCMDB.

For more information, refer to the following Service Manager Help Center topic: **System Administration > Integrations > HP Universal CMDB (UCMDB) > HP Universal CMDB Browser.**

## Ease of upgrade

This release introduces HP Service Manager 9.41 Hybrid, a third mode of Service Manager (alongside Classic and Codeless modes). Hybrid mode is designed to ease your transition to Process Designer.

## Hybrid mode

In Hybrid mode, Process Designer technology can be fully functional, but the mode also supports legacy technology such as Format Control. Service Manager 9.41 Hybrid is designed explicitly to ease the transition between Service Manager Classic and Service Manager Codeless by enabling you to continue to take advantage of your previous investments in legacy tailoring. This mode is available only to customers who are upgrading from a Service Manager 9.3x system that has Process Designer Content Pack 9.30.2 (PDCP3) applied.

**Note:** If you are upgrading a Service Manager 9.3x system that has Process Designer Content Pack 9.30.1 (PDCP2) applied, you can upgrade to Hybrid mode by first applying PDCP3.

When you upgrade to Service Manager 9.41 Hybrid, a migration tool that is embedded into the Applications Upgrade Utility automatically migrates some legacy technology to Process Designer (for example, the tool automatically generates Process Designer workflows that continue to use legacy

states, format control, and process). The extra steps in the Applications Upgrade Utility that comprise the migration tool are displayed automatically when you upgrade from an applicable system.

Additionally, further manual tailoring enables you to continue using even more legacy features (for example, you can run the legacy Request Management module and the Process Designer-based Request Fulfillment module in parallel).

For detailed information, refer to the [Service Manager Hybrid Migration Guide](#).

## Other enhancements

This release also includes the following enhancements.

## Service Manager Collaboration

As of version 9.41, HP Service Manager Collaboration supersedes the previous HP Enterprise Collaboration (EC) based instant messaging solution. As an instant messaging tool embedded in Service Manager, Service Manager Collaboration enables Service Manager IT operators to collaborate in real time (or anytime) when handling an Interaction, Incident, Incident Task, Request, Request Task, Problem, Problem Task, Change, or Change Task. Service Manager users who do not log on to Service Manager but are available on Microsoft Office Lync can also be invited to a Collaboration conversation.

**Note:** The chat server can be deployed on the Windows system only, but it works well with the Service Manager servers on all the platforms such as Linux.

For more information, refer to the "Service Manager Collaboration" section in the Service Manager 9.41 Help Center.

## Service Manager Reports enhancements

In Service Manager 9.41, Service Manager Reports can display in the same report both the raw data from the system and the new data calculated from the raw data. Particularly, you can generate a duration report that displays Service Level Management information against status, phase, and assignment group changes, such as the duration of record handling.

The following is a summary of the implementation.

- **Calculation Report and duration Report**

Calculation Reports can reorganize the standard report data to show an overlapping report, which can display both the raw standard report and the calculated report. Duration Reports can count and display the time duration reports against status, phase and assignment group changes depending on the system data provided by the SLM module license and configuration.

- **Data preparation framework for duration reports**

The `Timedurationdata` background scheduled process extracts and processes the raw time stamp for field status changes, based on the system data provided by the SLM module license and configuration. The results are saved as field change metrics in the intermediate tables. You can apply these tables to display time duration metrics in reports.

## Service Level Management enhancements

Service Level Management is enhanced in this version to support calculating the Process Target expiration based on assignment groups, so that you can monitor the performance of internal/external teams as per the agreed Operational Level Agreements or Underpinning Contracts. In addition, we offer a new calculation type to calculate the Process Target expiration time based on your work schedule.

For more information about these features, refer to the following topics in the Service Manager 9.41 Help Center:

- **Service Level Management > Service Level Management overview > Service agreements overview > Working with service agreements > Service Level Agreement performance and reporting > Calculation of Process Target metrics**

## Streamlined interaction

**Note:** The streamlined interaction solution is disabled by default. This enables you to continue to use your existing interaction workflows without any issues or additional configuration after you upgrade to Service Manager 9.41. To use the new streamlined interaction solution, simply manually enable it after you upgrade to Service Manager 9.41 Codeless or Service Manager 9.41 Hybrid.

For information about how to enable the streamlined interaction solution, see the Service Manager 9.41 Help Center (Codeless version).

To increase IT agents' efficiency and to enhance user experience, Service Manager 9.41 introduces a new, streamlined interaction solution. This streamlined interaction solution provides the following features and benefits:

- A simplified, intuitive form for interaction logging that requires fewer fields to fill and fewer clicks
- A streamlined workflow that requires fewer steps in interaction handling
- Status synchronization between interaction and fulfillment records:
  - End users have full visibility of fulfillment status
  - IT agents can focus on fulfillment records
- Visibility on the attachment of interaction in the fulfillment record

**Note:** This enhancement is also implemented in Codeless mode when streamlined interaction is disabled.

- Consolidated menu entry for interaction creation, which is based on whether Smart Analytics and the streamlined interaction solution are enabled or not

For more information on the streamlined interaction solution, see the Service Desk section in Service Manager 9.41 Help Center (Codeless version) and the Service Manager 9.41 Processes and Best Practices Guide (Codeless version).

## Service Request Catalog enhancements

Service Request Catalog 9.41 introduces the following new enhancements:

- **SRC Survey**

SRC Survey is based on the HP Service Manager HTML Email solution (JavaMail) and applies the out-of-box internal Survey connector. By sending surveys from the records, you can collect user satisfaction by ratings or open comments. The system automatically generates an interaction record of a Complaint or Compliment category if the user registers an interaction. The administrators can add new questions to surveys and customize the answer types in the survey.

- **Show related records**

The request details page lists all related records in the Fulfillment Summary section. The information includes the ID, the title, and the status of the related record.

## Service Manager Mobility enhancements

Service Manager Mobility in this version includes the following enhancements:

- A Related Records tab is added to the Detail view of a record in the power user view in Service Manager 9.41 Codeless.
- A list of related records is added to the open tickets and the closed tickets in the self-service user view.
- The display name of a CI can be displayed in comfill for mobility. Now you can fill a CI by its display name.
- When Smart Analytics is enabled, the attachments in the knowledge base library can be searched directly.
- When Smart Analytics is enabled, the search will perform a spell check to return meaningful results. For example, if you search for "offica," the search result will return records that include the term "office" if there is no exact result for "offica."
- The **Open Ticket** button is renamed to **Submit a Request** in the self-service user view.

## Service Manager Upgrade Utility enhancements

Service Manager Upgrade Utility in this version includes the following enhancements:

- Provides a simplified UI wizard by grouping the upgrade process to various phases with sequential step numbers.
- Provides two extra wizard screens for the customers who are upgrading from Service Manager 9.3x with Process Designer Content Pack 9.30.2 (PDCP3) applied to Service Manager 9.41 Hybrid.
- Removes the data scan option.

## HTML Editor whitelist

The HTML Editor enables you to visually add and edit rich text content formatted with HTML tags. Though the HTML Editor is powerful, web sites may be abused without a proper security control. Therefore, as of HP Service Manager 9.41, you can use the HTML Editor whitelist to define a list of allowed HTML elements.

For more information about the HTML Editor whitelist, see *HP Service Manager 9.41 Help Center > System Administration > Tailoring > Form creation > Forms Designer > Creating and editing forms > Enabling HTML in forms > Enable HTML Editor whitelist.*

## Demo data unload file

Service Manager 9.41 provides a demo data unload file (demodata.unl) for testing and demonstrating the 9.41 new features after you have upgraded to the 9.41 applications on a fresh installation environment. This demo data package is for Service Manager 9.41 Codeless only. To import the data package, you must use the new Apply Demo Data wizard provided by Service Manager 9.41. For detailed instructions about how to access the Apply Demo Data wizard and load the demo data package, see *HP Service Manager Installation and Upgrade Documentation Center.*

## To-Do alerts

To-Do alerts are operator-specific notifications that appear in a floating window at the top of the screen immediately after an operator logs in to the system. The window appears only when there are pending alerts. The operator can view and acknowledge the To-Do alerts, and check the details of the records listed. The To-Do alerts feature must be enabled for individual operators by an administrator.

For more information about the HTML Editor whitelist, see *HP Service Manager 9.41 Help Center > System Administration > Status and notifications > Alerts.*

## User experience improvements (web client)

Service Manager 9.41 includes the following user experience improvements to the web client.

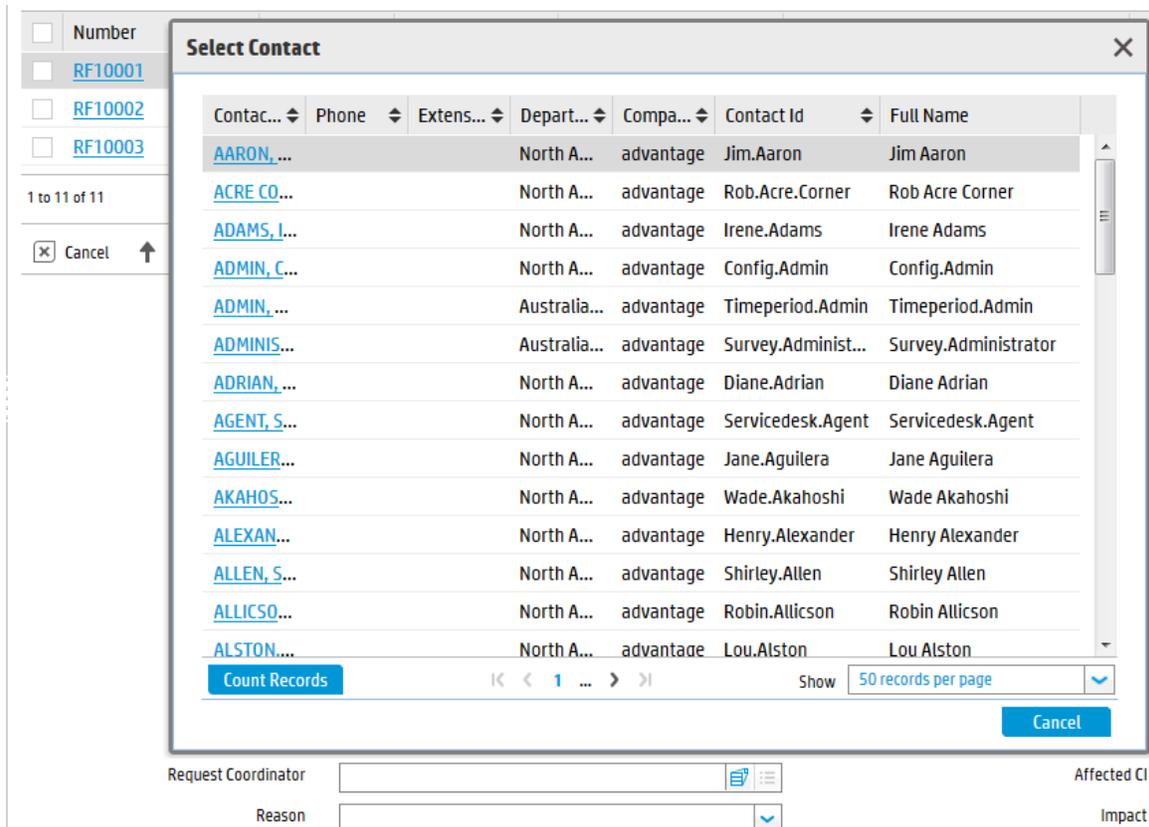
## Pop-up Fill window and message box

### Pop-up Fill window

This improvement significantly speeds up end user's daily operations.

In previous versions, when you click Fill for a field, the original tab page is refreshed to display a new tab. After you select a value from the new tab, the new tab page is refreshed back to the original page.

In Service Manager 9.41, the original page is retained and a pop-up window is displayed. After you select a record from the window, the tab page is immediately updated with the selected value.



### Pop-up message box

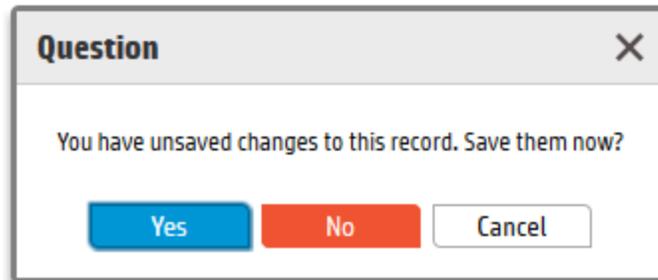
This improvement reduces page jumps so that users no longer have to shift their attention back and forth, which creates a smoother user experience.

In previous versions, message boxes are displayed in a new blank page and you cannot see the current record you are working on. In Service Manager 9.41, message boxes are displayed as a pop-up box on the current record page so that you do not lose the context.

### Incident - IM10003

Title:

Description:



## Additional CI columns for Auto Complete

This improvement provides additional CI columns when the user input has triggered Auto Complete, to facilitate you to select the correct CI. See the following figure.

Display Name	CI Identifier	Environment	Type	Config Admi...
advantage-DesktopGroup	advantage-...		Business S...	Hardware
advantage-LaptopGroup	advantage-...		Business S...	Hardware
advantage-MACGroup	advantage-...		Business S...	Hardware
advantage-ServerGroup	advantage-...		Business S...	Hardware
advantage-UnixGroup	advantage-...		Business S...	Hardware
advantage-WindowsGroup	advantage-...		Business S...	Hardware
advantageGroups	advantage...		Business S...	Hardware

Administrators can customize the list of CI attributes by specifying the Auto Complete Table Columns in the data policy of the device table.

## Minimizing full page refreshes

This improvement provides quicker and smoother page loading by minimizing full page refreshes.

In previous releases, before loading new content, the web client performs a full page refresh by removing the original content first.

In Service Manager 9.41, if the frame of the page is not changed, the web client prevents the browser from performing a full page refresh and only dynamically updates the field values on the page. For example, when you click **Save** in a record or click **Next** in a list-detail page, the page is no longer refreshed and only the field values are dynamically updated.

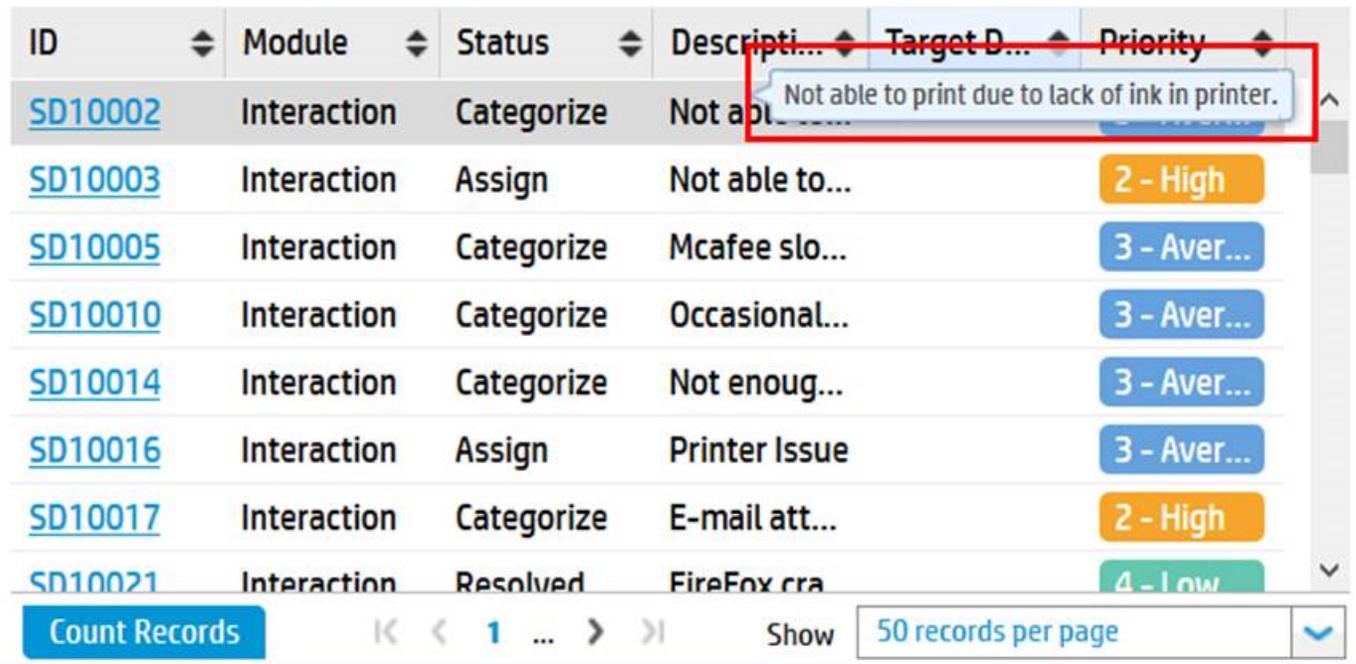
Only when the frame of the page is changed, for example, when you move from a list-detail page to a detail-only page or vice versa, the web client performs a full page refresh.

## View Detailed Information (Find) function

The Find function in previous versions is now renamed to **View Detailed Information** with a new icon image, and the function now works differently for reference fields and normal fields. For details, see the "Find function" section in ["Logical Name solution" on page 11](#).

## View content that has been truncated to fit in a column

If the content of a column in a list cannot be fully displayed within the configured column width, the content is truncated and appended by an ellipsis (...). As of Service Manager9.41, you can view the truncated content by hovering the mouse over it. After a few seconds, the content appears in a tooltip, as displayed in the following image.



The screenshot shows a table with columns: ID, Module, Status, Descripti..., Target D..., and Priority. The 'Descripti...' column for the first row (ID: SD10002) is truncated to 'Not ab...'. A red box highlights this cell, and a tooltip appears above it containing the text 'Not able to print due to lack of ink in printer.' The table also includes a 'Count Records' button, navigation arrows, a page number '1', and a 'Show 50 records per page' dropdown.

ID	Module	Status	Descripti...	Target D...	Priority
<a href="#">SD10002</a>	Interaction	Categorize	Not ab...		
<a href="#">SD10003</a>	Interaction	Assign	Not able to...		2 - High
<a href="#">SD10005</a>	Interaction	Categorize	Mcafee slo...		3 - Aver...
<a href="#">SD10010</a>	Interaction	Categorize	Occasional...		3 - Aver...
<a href="#">SD10014</a>	Interaction	Categorize	Not enoug...		3 - Aver...
<a href="#">SD10016</a>	Interaction	Assign	Printer Issue		3 - Aver...
<a href="#">SD10017</a>	Interaction	Categorize	E-mail att...		2 - High
<a href="#">SD10021</a>	Interaction	Resolved	FireFox cra		4 - Low

## Inactivity timer default behavior change

The inactivity timer is a feature that administrators can configure to close user sessions that have been idle for a specified period of time. In Service Manager9.41, this feature is enabled by default (for new installations only), and the time-out value is set to 30 minutes.

For more information about the inactivity timer and how to configure it, see the following topic in the Service Manager Help Center:

**System Administration > System Security > Inactivity timer**

## Deprecations

The following functionality items are deprecated as of this release.

### Deprecated items

Item	Notes
<i>security.hasRight</i> function	<p>The <i>security.getRight</i> function is the recommended method to retrieve security token values. All out-of-box instances of the <i>security.hasRight</i> function are replaced with the <i>security.getRight</i> in Service Manager 9.41.</p> <p>If your tailoring makes use of the <i>security.hasRight</i> function, you may continue to use it as the behavior of the function is not changed. If you need to use record level control, you can use access variables such as <code>\$L.tableAccess.new</code>, <code>\$L.tableAccess.update</code>, or <code>\$L.tableAccess.delete</code> in the document engine.</p>
Report Exerciser	

In addition, the following previously deprecated items are fully removed as of this release.

### Removed items

Item	Notes
SCSMTP	<p>Deprecated in Service Manager 9.40.</p> <p>You can use SCAuto email instead to enable inbound email.</p>
SCAuto Fax and Pager	<p>Deprecated in Service Manager 9.40.</p> <p>You can use the Service Manager Email solution instead for notification purposes.</p>
<p>The following parameters:</p> <ul style="list-style-type: none"> <li>• <i>ir_save_interval</i></li> <li>• <i>ir_sharedlock</i></li> <li>• <i>ir_techload</i></li> <li>• <i>usemasterlink</i></li> <li>• <i>sourcecontroldirectory</i></li> <li>• <i>load_type_new</i></li> </ul>	<p>These parameters were deprecated in an earlier release and are now removed from Service Manager 9.41 and from the Help Center.</p>

**Removed items, continued**

Item	Notes
<ul style="list-style-type: none"> <li>• <i>cache_percent</i></li> </ul>	

The following functionality items are deprecated as of the release of Service Manager 9.40.

**Deprecated items**

Item	Notes
MySM	This feature is replaced by Service Manager Reports.
K2 Search Engine	This search engine requires a version of Service Manager applications earlier than 9.30, which is not supported by Service Manager 9.40 server and client.
Web tier spell-checker	Modern web browsers support spell check natively. Therefore, the spell check function that is built into the Service Manager web tier is no longer supported.

## Certifications

HP Service Manager 9.41 includes the following certification changes.

## Added support

Support has been added for the following items.

**Databases**

- DB2 10.5

**Web tier**

Application server:

- Tomcat 8.0

Web server:

- Apache HTTP Server 2.4

**Mobility client**

Application server:

- Tomcat 8.0

Handset:

- Android 5.x

### **Service Request Catalog**

Application server:

- Tomcat 8.0

Web server:

- Apache HTTP Server 2.4

Tablet:

- Android 5.x

## Discontinued support

Support for the following items has been discontinued.

### **Web tier application servers:**

- JBoss EAP 5.1

**Note:** For more information about the JBoss EAP support in Service Manager, see "[JRE 7 end of support](#)" below

## JRE 7 end of support

Oracle Java 7 (JRE 7) has reached the end of public updates. As a result, HP will not support JRE 7 for Service Manager 9.41. Instead, we recommend that customers on Service Manager 9.41 use JRE 8. This applies to all Service Manager components such as Service Manager server, Solr search engine, and web elements such as the web client, mobility client, and SRC running on a Tomcat application server.

**Caution:**

Since Oracle does not provide a compatible JRE 8 version for Solaris, HP recommends that customers use an alternate operating system.

Application server vendors such as Oracle still support products such as JBoss 5.1 and JBoss 5.2. Both these versions of JBoss may be run with Java 6 and Java 7. These versions of Java have reached end of public updates, and security fixes for these versions of Java are not available for public download without a premium Oracle Java SE Support account. As a result, customers without premium Oracle Java SE Support would be exposed to future security and defects affecting Java. Based on this information, HP has temporarily suspended support for JBoss Enterprise Application Platform (EAP) on 9.41. JBOSS will return to the 9.41 matrix once final issue mitigation is completed for JBOSS 6.x which runs JRE 8. The target is currently 9.41 P1 though this is subject to change.

For application servers that provide a vendor-specific embedded JRE, the JRE will be considered as a transparent technology that is supported with the caveats listed in the compatibility matrix's "Transparent Technology and virtualization" section.

## New parameters

This release introduces the following new parameter.

Parameter	Description
maxMessageNumber	This parameter defines the maximum number of messages displayed in the Messages And Alerts window.
generateIndexDDL	This command enables the Service Manager server to generate the DDL of indexes and constraints for your database and save the DDL to the following file: <Server installation directory>/RUN/ddls/index.ddl.
mailBCC	Specifies a list of blind carbon copy (BCC) recipients to all emails.

Additionally, the following previously hidden parameters are made public in this release.

Parameter	Description
debugjni	This parameter provides detailed debugging in the Java Native Interface implementation.
debugadhocsql	This parameter enables adhocsql debugging messages.
dbcachequery	This parameter creates a cache for a comma separated list of table names.
sqlnullclause	This parameter allows to use nulls first clause in SQL statements.
arraysizelimit	Defines the maximum number of entries in an array (for example, a drop-down box).
recordlistcount	Sets the default number of records displayed in a record list.
ir_opt_path	This parameter defines the IR option file path for the morphological analyzer.

For more information about these parameters, refer to the "System configuration parameters" section of the Service Manager Help Center.

## Enhancements

This release includes the following enhancement type fixes. The following table includes all enhancements that were implemented after the release of Service Manager 9.40.

## Applications

CR	Problem	Solution
QCCR1E59064	<p>Service Level Agreement (SLA) applies only to the group that closes an incident. In Incident Management, Service Manager shows the state of an SLA (whether the SLA is met or not). However, the response time of the Service Level Objectives (SLOs) needs to be logged independently for each assignment group.</p>	<p>OLA/UC now supports group based calculation as follows:</p> <ol style="list-style-type: none"> <li>1. The system logs each assignment change, for example, "IM10001, assigned from A to B at what time".</li> <li>2. This historical data is used when the OLA/UC status and expiration time is calculated.</li> <li>3. There is a separately place for module records to show the OLA/UC expiration information.</li> <li>4. All the sloresponses records that are calculated are stored in a new table for analytical needs.</li> <li>5. Calculation of OLA/UC on assignment groups supports different algorithm, such as "current group" or "all groups".</li> </ol>
QCCR1E61759	<p>The current Service Level Management (SLM) implementation in Service Manager is too rudimentary. It relies on the premise that there is only one internal support organization. As such, the implementation of Service Level Objectives (SLO's) is very basic, and the system does not differentiate functionally between an Operation Level Agreement (OLA) and an SLA. If any SLO linked to an OLA breaches, then</p>	<p>OLA/UC now supports group based calculation as follows.</p> <ol style="list-style-type: none"> <li>1. System logs assignment changes, such as "IM10001, assigned from A to B at what time".</li> <li>2. This historical data is used when the system calculates the OLA/UC status and expiration time.</li> <li>3. Now there is separate place for</li> </ol>

CR	Problem	Solution
	<p>the SLA will also be breached. For a lot of organizations, this is not correct, as OLA is only an internal agreement and not customer-facing.</p>	<p>module records to show OLA/UC expiration information.</p> <ol style="list-style-type: none"> <li>4. All the sloresponse records that are calculated at the moment are stored in a new table for analytical needs.</li> <li>5. Calculation of OLA/UC on assignment groups also supports different algorithm, such as "current group" or "all groups".</li> </ol>
<p>QCCR1E66808</p>	<p>There is no way to monitor UC and OLA because the sloresponse records are deleted when the incident no longer has the vendor field or the incident is passed from one assignment group to another. The sloresponse records contain valuable information for Service Level Management (SLM) and should never be deleted.</p>	<p>Now the sloresponse records are logged in a new table sloresponsehist. Every time when the SLM calculation is triggered, the data of the related sloresponse records is logged to the new table, so that historical data is kept in the system.</p>
<p>QCCR1E74733</p>	<p>The Apply Change Model functionality is missing from the Process Designer Content Pack.</p>	<p>This requirement was implemented in Process Designer Content Pack 3 as a new feature.</p>
<p>QCCR1E76048</p>	<p>Before creating changes, all Change Model entries are listed in the screen and there is no way to define filters to show only entries that are valid for the connected user. Service Manager developers will have more flexibility if filters can be set in this screen, because the listed Change Models based on the connected user's attributes and the Change Models' attributes can be restricted.</p>	<p>This requirement was implemented as a new feature in Process Designer Content Pack 3.</p>
<p>QCCR1E99207</p>	<p>Performance is slow when you log in to Service Manager.</p>	<p>Service Manager now lazy-loads all global lists to optimize its log-in performance.</p>
<p>QCCR1E104010</p>	<p>It is not possible to set variables as the default values of columns in SRC tailoring.</p>	<p>Now variables and JavaScript functions can be used as the default values of columns in SRC tailoring.</p> <p>To enable this feature, import the QCCR1E104010_SRC940p3_SM940.unl file to Service Manager before starting the SRC server.</p>

CR	Problem	Solution
QCCR1E104896	<p>When you upgrade Service Manager from earlier 9.3x versions, Renamed RAD applications are not automatically merged and you cannot easily merge them manually.</p>	<p>A Merge option is available for Renamed RAD applications. This option enables you to automatically replace your tailored RAD application with a new one.</p> <p>To use this option, perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Navigate to System Administration &gt; Ongoing Maintenance &gt; Patch Release &gt; View/Merge Results.</li> <li>2. Locate a Renamed RAD application through a search.</li> <li>3. Click More or the More Actions icon and select Merge. Service Manager will automatically create a backup of the old object by renaming it OLD9.3x.xxxx and then rename the new object by removing the prefix NEW9.3x.xxxx from the object name. The result is then marked as "Reconciled."</li> </ol> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> The option does not work if the Process Designer content pack is installed.</p> </div>
QCCR1E106237	<p>Knowledge Management using SOLR can index many kinds of attachments. However, some attachments, such as password protected files or older files not supported by the TIKA parser, will be rejected by SOLR. This is fine and is working as designed. However, the drawback is that when a document is rejected because of its attachment the document body itself is not indexed.</p>	<p>The Knowledge Management document body itself is now indexed even when the document is rejected because of its bad attachment.</p>
QCCR1E111672	<p>The system does not recalculate the due time for the SLOs that are based on the end of business day definition after they are resumed from suspension and thus they are showed as being breached.</p>	<p>The system now recalculates the due time in this case.</p>

## Enhancements

CR	Problem	Solution
QCCR1E112272	The Knowledge Management File Crawling (fsyslib) does not crawl UNC directories.	With smart search, it can now crawl the UNC directories.
QCCR1E113821	As of SM 9.40, the Fax and Page functions are obsolete. Hence all the relevant code needs to be removed in Service Manager.	Corresponding code are now removed.
QCCR1E115335	SRC does not support advanced search for interaction records.	SRC now supports advanced search for interaction records in the Request Inbox page.
QCCR1E115943	User-defined inboxes have no validation. There is nothing in the tool to ensure that inboxes are either valid or efficient when users create them.	A button is added to validate the inbox query.
QCCR1E117435	In Service Manager 9.33 with Process Designer 9.30.3 content pack installed, the return value of the function "hasRight" in the script library "security" changes to the string type, which is a boolean type in Service Manager 9.31.	The hasRight function is quite confusing, so it is deprecated now. You can use the getRight function to retrieve the security token value. All the places that use hasRight are replaced with getRight in the out-of-box environment, and all the places that have issue using hasRight are fixed. However, you can keep using the hasRight function because its behavior is not changed.
QCCR1E119131	The messages section needs to display the number of messages and allow users to take actions from each message.	The "top alert" feature is now available for these purposes.
QCCR1E119214	The rule configuration information is stored as XML, and at runtime the XML is parsed to retrieve the rule configuration information. Thus the performance is negatively impacted because the XML parsing is slow.	Now the JSON format is used instead of the XML format and the performance is improved.
QCCR1E119220	The JavaScript function combinCommonPhase uses parse_evaluate(), which leads to slow performance.	The function now uses the JavaScript method insertDatum instead of parse_evaluate to avoid performance impact.
QCCR1E119223	Unnecessary function calls in the FOR expression in JavaScript should be avoided.	Now there are no longer unnecessary function calls in this case.

CR	Problem	Solution
QCCR1E119924	The iterate function in the "Underscore" and "c" ScriptLibraries does not return anything. If you want to do a follow-up action based on the execution status of the query, you need to run a second file query or use a temporary variable. It will be much more convenient if the function can return the object reference "this".	Now the iterate function returns a boolean value, in which "true" means the records are found and processed, while "false" means no records are selected.
QCCR1E121813	Similar to the popup message functionality of Outlook when a new message arrives, Service Manager should support the functionality of a popup from the client when an incident record is assigned to a support group, so that no additional actions are required from users for locating each record in the queue.	A "Top Alert" feature is now available in Service Manager to address this need.
QCCR1E121923	When an incident is resolved, its solution information is not transferred to the corresponding interaction record.	The solution information is now transferred.
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"> <li>1. Apply hotfix QCCR1E122984_SRC935_SM935.unl file</li> <li>2. Import the QCCR1E122085_SRC935p2_SM935.unl file</li> <li>3. Import the QCCR1E126654_SRC935p2_SM935.unl file, type sl to go to the ScriptLibrary, search for "upgradeAdvanceSearchConfig," and then execute the script.</li> </ol>

CR	Problem	Solution
QCCR1E123003	The JavaScript function security.hasRight is confusing, because users expect Boolean to be returned, but actually hasRight returns null/string/array of string in different cases depending on the type of the security right.	The hasRight function is now deprecated and you can use the getRight function to retrieve the security token value. All the places that use hasRight are replaced with getRight in the out-of-box environment. The behavior of the hasRight function is not changed, so you can keep using it if necessary. If you need the record level control, you can use access variables such as \$L.tableAccess.new, \$L.tableAccess.update, or \$L.tableAccess.delete in the document engine.
QCCR1E122997	When you add a "validation against table" rule for a field, the system always validates the value of the field whether it changes or not.	Now you can use the "Always Check Validity" option to control the validation. If the option is selected, the system always validates the value; otherwise, the system validates the value only when it changes.
QCCR1E123015	The save action is called twice by the automatic transition, and this impacts the performance of the system.	Now the save action is called only once.
QCCR1E123013	Adding a column in the related records section requires Javascript code changes.	Now Javascript code changes are no longer required in this case.

## Documentation

CR	Problem	Solution
QCCR1E104707	The cross-table query documentation needs to be improved to use examples to better explain what each of the two references means and refers to:  SM Help > Tailoring >Links > Joining tables SM Help > System Administration > Database Administration > Data persistence > Database performance tuning > Cross-table join query improvements	This release offers the documentation solutions as follows:  1. Removed SM Help > Tailoring >Links > Joining tables.  2. Moved the "Cross-table join query improvements" to SM Help > System Administration > Database Administration > Data persistence > Queries.

CR	Problem	Solution
		<p>3. When you search for "Cross table query", the Cross-table join query improvements topic is returned as the first search result.</p> <p>4. Emphasized that the table alias are mandatory for the cross table queries. See System Administration &gt; Database Administration &gt; Data persistence &gt; Queries &gt; Cross-table join query improvements &gt; Cross-table join query examples and use cases.</p>
QCCR1E114409	The SCSMTP functionality cannot be used in Service Manager 9.41.	The SCSMTP functionality is removed from Service Manager 9.41.
QCCR1E117567	Need to provide information in the Applications Patch Manager Guide and clarify that it's necessary to add these parameters in sm.ini:  sessiontimeout:60  ir_disable:1	Updated the Applications Patch Manager Guide and added the following parameters:  sessiontimeout:60  ir_disable:1
QCCR1E119457	The interactive Installation Guide for Linux should contain a clear statement on the necessity of configuring UDP buffer sizing.	Updated the interactive Installation Guide with this statement about UDP buffer sizing "Adjust the UDP buffer size to 20MB or higher."
QCCR1E120120	Service Manager online help needs to state explicitly that Format Control is invoked during background process execution.	The online help has been updated with a statement: The options on this Format Control record execute during all Request/Task processing (including background processing) except approval processing.

## Integrations

CR	Problem	Solution
QCCR1E76479	Currently, the device table (CMDB database) has the following two essential fields for identifying CIs:  - id, which contains the internal,	One field, display.name, is added to the device table to store CI display names, and the logical.name field is made unique and non-editable.

CR	Problem	Solution
	<p>technical key for a CI (for example, CI0123456)</p> <p>- logical.name, which contains the name of the CI. This field is also visible to users and is therefore the field for which users search. However, the logical.name field is not unique, even though it is the primary key of the table.</p> <p>All modules (Incident Management, Change Management, Problem Management, etc.) use the logical.name field for internal representation of the relationship to a CI (for example, Affected Service in Incident Management) as well as for visual feedback for the user (displayed CI name).</p>	
QCCR1E106297	<p>When pushing a Switch from UCMDB to Service Manager, the logical.name field is populated with a value that contains all interfaces related to that CI, which are concatenated with an underscore (_). When the Switch has many related interfaces, the CI Identifier value is too long.</p>	<p>Now, Service Manager uses the display.name in the device table, which can have duplicate values, to store display labels pushed from UCMDB. Therefore, CI names are now pushed to the display.name field by mapping DisplayLabel in UCMDB to DisplayName in Service Manager.</p>
QCCR1E120691	<p>Service Manager cannot save multiple impacted services in an OMI-SM integration.</p>	<p>Service Manager can save multiple impacted services in an OMI-SM integration.</p>

## Mobility

CR	Problem	Solution
QCCR1E121936	<p>Android 5.x is not certified for the Mobile Applications client.</p>	<p>Android 5.x is certified for the Mobile Applications client.</p>

## Server

CR	Problem	Solution
QCCR1E92703	There is no blind carbon copy (bcc) feature in SM emailout that matches the corresponding feature in scsmtp.	The new mailBCC parameter is added to the sm.ini file. The value of mailBCC is a comma separated list of user email accounts.
QCCR1E98994	SUSE Linux Enterprise Server 11 SP3 is not supported by Service Manager.	Service Manager supports SUSE Linux Enterprise Server 11 SP3.
QCCR1E100098	Service Manager client only supports TLS v1.0. However, the Germany security standards recommend to use the TLS protocol for SSL implementations so as to ensure that the softwares products support TLS v1.2.	Service Manager now supports TLS v1.2.
QCCR1E113821	As of SM 9.40, the Fax and Page functions are obsolete. Hence all the relevant code needs to be removed in Service Manager.	Corresponding code are now removed.
QCCR1E119513	You cannot choose DB2 as the backend RDBMS in the server configuration wizard.	Now DB2 is added to the options in the server configuration wizard.
QCCR1E121782	DB2 10.5 is not certified for Service Manager.	DB2 10.5 is certified for Service Manager.
QCCR1E122530	When ORACLE CI is migrated to CS plus sqlupper, the most time-consuming step is to generate the necessary index for the CS database. A command that lists the DDL indexes for the Service Manager system needs to be provided.	<p>For ORACLE CS plus sqlupper, follow these two steps:</p> <ol style="list-style-type: none"> <li>1. Run the following command to get the constraints: -generateIndexDDL</li> <li>2. Run the following command to create the UPPER index: -system_createupperindex:ALL</li> </ol> <p>For ORACLE Clj, CS, or other database, run the following command to get all the DDLs and constraints: -generateIndexDDL</p>

## Service Request Catalog

CR	Problem	Solution
QCCR1E98633	The appropriate Request ID number and Cart Item number are not displayed for each approval item for which approvers are asked to provide an approval decision.	Now both the Request ID number and the Cart Item number are displayed in the section that contains the approval decision buttons.
QCCR1E104010	It is not possible to set variables as the default values of columns in SRC tailoring.	<p>Now variables and JavaScript functions can be used as the default values of columns in SRC tailoring.</p> <p>To enable this feature, import the QCCR1E104010_SRC940p3_SM940.unl file to Service Manager before starting the SRC server.</p>
QCCR1E106018	SRC query fields for which the query returns a single record are not automatically filled. Instead, you must fill the field and select the single record.	<p>The query fields are now automatically filled, whether they are mandatory or not.</p> <p>This mechanism only works when you submit new requests. It does not work when you resubmit or update requests.</p>
QCCR1E115335	SRC does not support advanced search for interaction records.	SRC now supports advanced search for interaction records in the Request Inbox page.
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"> <li>1. Apply hotfix QCCR1E122984_SRC935_SM935.unl file</li> <li>2. Import the QCCR1E122085_SRC935p2_SM935.unl file</li> </ol>

CR	Problem	Solution
		3. Import the QCCR1E126654_SRC935p2_SM935.unl file, type sl to go to the ScriptLibrary, search for "upgradeAdvanceSearchConfig," and then execute the script.
QCCR1E126887	Apache HTTP Server 2.4 is not certified for SRC.	Apache HTTP Server 2.4 is now certified for SRC.

## Upgrade

CR	Problem	Solution
QCCR1E119713	When you use the HP Service Manager Applications Upgrade Utility to upgrade the language packs, you can select which supported non-English languages are upgraded.	Language selection is disabled in the upgrade wizard. When you upgrade the language packs, all supported languages that are installed on your Service Manager system are upgraded.
QCCR1E119711	The Service Manager 9.40 Applications Upgrade Utility does not support language pack upgrades.	The Service Manager 9.40 Applications Upgrade Utility supports language pack upgrades.

## Web client

CR	Problem	Solution
QCCR1E70921	Service Manager Collaboration users cannot get notifications when they log on to Service Manager if the notifications were received during their offline time.	Service Manager Collaboration users can get notifications when they log on to Service Manager if the notifications were received during their offline time.
QCCR1E71168	A user is not added to the participant list automatically when he/she opens the conversation window. However, he/she can manage the other	A user is added to the participant list automatically when he/she opens the conversation window. Consequently, he/she can manage the other participants.

CR	Problem	Solution
	participants.	
QCCR1E71662	Changes to the suggested users and incident/interaction title will not be synchronized to EC after the conversation is created.	The conversation title and suggested users are saved in Service Manager only.
QCCR1E98988	Apache HTTP Server 2.4 is not certified for Service Manager web tier.	Apache HTTP Server 2.4 is certified for Service Manager web tier.
QCCR1E100098	Service Manager client only supports TLS v1.0. However, the Germany security standards recommend to use the TLS protocol for SSL implementations so as to ensure that the software products support TLS v1.2.	Service Manager now supports TLS v1.2.
QCCR1E121416	Tomcat 8.0 is not certified on Service Manager.	<p>Tomcat 8.0 is now certified on Service Manager.</p> <p><b>Note:</b> Make sure change the following code in Tomcat server.xml:</p> <pre>&lt;Connector port="8080" protocol="HTTP/1.1" connectionTimeout="20000" redirectPort="8443" /&gt;</pre> <p>To</p> <pre>&lt;Connector port="8080" protocol="org.apache.coyote.http11.Http11NioProtocol" connectionTimeout="20000" redirectPort="8443" /&gt;</pre>

## Windows client

CR	Problem	Solution
QCCR1E118018	The Service Manager 9.4x Windows client does not display a warning message when you connect to the	After you log in successfully, a message is displayed to inform you that the client version is incompatible with the server

## Enhancements

CR	Problem	Solution
	9.3x RTE.	version.
QCCR1E120004	The UI editor in RAD expression fields is not easy to use.	The UI editor for RAD expression fields is now the same as the script editor UI control.
QCCR1E123286	The Eclipse client JavaScript Editor is not easy to use.	The Eclipse client JavaScript Editor now supports auto-complete of code and an "undo" function.

## Fixed defects

This release fixes the following defects. The following table includes all fixes that were implemented after the release of Service Manager 9.40.

### Applications

CR	Problem	Solution
QCCR1E74409	Users cannot create new bundles under the Manage Catalog function.	Users can now create new bundles in this case.
QCCR1E26993	Certain QBEs are displayed with a huge gap of white space between the record list and the buttons.	<p>This issue is resolved by adjusting the height of the contacts.qbe.g form from 300 to 65.</p> <p><b>Note:</b> For different resolutions, Internet Explorer may still not show the Back button, but this is consistent with the behavior of the other Service Manager client pages.</p>
QCCR1E30225	Code debugging messages are written to the ServiceCenter log after an approval operation is performed.	Now no debugging messages are written to the log.
QCCR1E31538	The "contacts.add.operator" and "contacts.mass.add.operator" process records contain invalid "Initial Expressions".	These records now don't contain any invalid "Initial Expressions".
QCCR1E7477	The following error is generated when you save a Knowledge Management document after adding a link to another document in it: Length (32 bytes) of data for field linkid in kmdocument exceeds max (30 bytes), truncated (se.base.method,update.record).	You can check this <a href="#">knowledge article</a> and follow the instructions to work around the issue.
QCCR1E31911	In the operator record, when a user is granted the "SLA" right in "Named Applications" , the named license in the Service Level Management module cannot be calculated correctly.	Now the license can be calculated correctly.

## Fixed defects

CR	Problem	Solution
QCCR1E8501	In the Search Data Policy Records form, there are two tabs with the same name "General", which is confusing.	One of the tabs is renamed now.
QCCR1E47640	The Discovery Event Manaver Rules Managed Fields Structure column does not have structures in the dbdict(s) table, and thus the function getAllFields () in the ScriptLibrary record GetFieldNames skips fields when it builds lists of field names and structure names.	The function now works correctly.
QCCR1E57428	On a localized French language system, closing a quote that has been associated with an interaction results in an incorrectly translated pop-up message:  "Ce quote est associe a 1 interaction(s) ouverte(s). En frocer la fermeture?" The word "quote" should be translated to "devis."	The word is now translated.
QCCR1E90371	Anyone who has the "change view" right can create Scheduled Maintenance records for change records.	Now only users with both the "Template Mass Update" and the "Complex Mass Update" rights can use the Scheduled Maintenance function for change records.
QCCR1E96094	You cannot update the catalog information in an Interaction after you resubmit the request.	You can update the catalog information in an Interaction after you resubmit the request.
QCCR1E97513	No approval logs are displayed for line item approvals in the user interface of interaction records.	Now the approval logs are displayed.
QCCR1E97845	When you try to use a view that was generated from the workflowphase table, an error occurs.	You can generate views from the workflowphase table as expected.
QCCR1E98029	An extra line is added for each line when you apply a multiple-line field template to a record.	No extra lines are added now in this case.
QCCR1E98903	The items in the drop-down lists of "View", "Phase", "Status", "Approval Status", "Closure Code", and "Risk Assessment" in the search changes form are not translated for some languages	These items are now translated.

Fixed defects

CR	Problem	Solution
	(CN, FR, JA, RU, and DE).	
QCCR1E99304	No outage confirmation page is displayed when you close change records containing affected CI with "CI down" marked.	The outage confirmation page is now displayed in this case.
QCCR1E101139	The caption of the operator datadict is not updated after the Application Patch Manager is applied.	Now the caption is updated.
QCCR1E102369	The recurring cost of a bundle is not displayed on the Interaction details page.	The recurring cost of a bundle is displayed on the Interaction details page.
QCCR1E105189	Users cannot configure the reviewer for a change record.	The format of the change phase is modified and now users can configure the reviewer.
QCCR1E106466	The stathistory table does not contain any record for the login license.	Now the login license is tracked in the stathistory table.
QCCR1E108077	There is no "For" information for the "Description of the Activity Performed:" text area in the page "Activity Log - Service Desk".	The "For" information is available now. In addition, the vertical or horizontal text area is kept and the label is aligned so that the "For" information can be added and Jaws can read the content accordingly.
QCCR1E108370	The message string "You have review authority for these groups. The default is to select for all groups. You may remove a group from the list by unchecking its name." is not translated.	The string is now translated.
QCCR1E108989	The BSGFunctions JavaScript can cause user sessions to consume 100% of CPU resources.	The BSGFunctions JavaScript works as expected.
QCCR1E108990	The usage of Request Management license is not calculated correctly for users who have the "view only" rights.	Now only users who have the "update" rights for the Request Management module consume a license.
QCCR1E109540	After an interaction is resolved by documenting a solution in the "Solution" field and by setting the status to "Resolved," the solution should be made visible to the end user in Service Request Catalog.	The solution is visible to the end user when the interaction is resolved.

Fixed defects

CR	Problem	Solution
QCCR1E110123	<p>When the FolderRights Delete condition "When assigned to workgroup" is used, the following error message is generated when you close an incident:</p> <pre> Process panel check.folder in RAD se.folder.check encountered error in line 9 (se.folder.check,check.folder) Cannot evaluate expression (se.folder.check,check.folder) Cannot evaluate expression (se.folder.check,check.folder) Bad arg(1) oper ; (se.folder.check,check.folder) Cannot evaluate expression (se.folder.check,check.folder) Bad arg(2) oper = (se.folder.check,check.folder) Cannot evaluate expression (se.folder.check,check.folder) Script 'tableAccess' line 200: ERROR TypeError: object has no properties at char 1 Unrecoverable error in application: apm.first on panel call.open Unrecoverable error in application: se.view.engine on panel check.folders                     </pre>	<p>Now users with the "Close" right are able to close incident records when the folder entitlement is enabled.</p>
QCCR1E110479	<p>When the number of affected CIs for a query string exceeds 64, you receive an error message.</p>	<p>When the number of affected CIs for a query string exceeds 64, you receive a "too many child element" message instead of the application error message.</p>
QCCR1E110789	<p>When you customize a view by adding a column for a related table, no records are displayed in the record list, Instead, only the column that was selected is displayed.</p>	<p>Now records are properly displayed in the record list.</p>
QCCR1E111414	<p>In SRC, the Category, Area, and Subarea fields of registered interaction records are not localized for the end users.</p>	<p>The Category, Area, and Subarea fields are now localized in SRC.</p>
QCCR1E113230	<p>You cannot use the keyboard to remove an item from the Delivery Objectives table.</p>	<p>You can now use the keyboard to remove the item.</p>
QCCR1E113606	<p>The RAD function apm.global.initer has a</p>	<p>Now the correct variable is used.</p>

## Fixed defects

CR	Problem	Solution
	syntax error in the panel evaluate.msg. The last expression assigns a value to a variable \$L.IValueHodler [sic!]. However, the correct variable should be \$L.IValueHolder.	
QCCR1E113916	An error occurs after you execute the "PurgeOutOfBoxData" unload script.	No error occurs after you execute the "PurgeOutOfBoxData" unload script.
QCCR1E114225	The device Format Control contains conditions for JavaScript code that is now removed.	The redundant code is removed from the device Format Control conditions.
QCCR1E114340	When you enable the attachment-handling feature in two Service Manager systems that are integrated by using Case Exchange, an endless loop of attachment exchange occurs.	When you enable the attachment-handling feature in two Service Manager systems that are integrated by using Case Exchange, attachment exchange works as expected.
QCCR1E114821	You cannot create a new bundle in SRC if you try to add the "open an incident" connector as a new item.	Both the bundle and the item are created as expected.
QCCR1E115508	Selected Service Level Target (SLT) cannot be deleted successfully from an agreement.	The selected SLT can now be deleted successfully.
QCCR1E115756	When you try to automatically fill the Group/Operator field in the Approvals/Review tab of a Task Phase record, you receive an error message.	You can automatically fill the Group/Operator field in the Approvals/Review tab of a Task Phase record as expected.
QCCR1E115808	If an administrator establishes resets of existing approvals that are controlled by a variable in a workflow, the approval reset fails and some error messages are displayed on the screen.	Now the Approvals Reset Condition in WorkflowPhase works correctly and thus the approval reset no longer fails.
QCCR1E115821	You can switch to another Change approval before you have approved all of the pending child approvals in the current one.	When you try to switch to another Change approval before you have approved all of the pending child approvals in the current one, the view remains in the current approval.
QCCR1E115845	The Auto Complete functionality for the Comfill control does not work for the Assignee Field of the Known Error record.	Now the functionality works properly.

CR	Problem	Solution
QCCR1E116039	<p>After you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34 or upgrade your applications to version SM9.35, the User Selection Template function is enabled. However, when you open a service catalog item with multiple user selections and then click one or more check boxes of the user selections and move the user selections up or down, the check boxes become unchecked.</p>	<p>The check boxes keep checked status after you move one or more user selections up or down in the web client.</p> <p><b>Note:</b> To take advantage of this fix, you must additionally configure the svcOptionsTemplate.view format:</p> <ol style="list-style-type: none"> <li>1. Log in to the Windows client as an administrator.</li> <li>2. In Forms Designer, open the svcOptionsTemplate.view format in Design mode.</li> <li>3. Select the table in the "User Selections Definition" tab.</li> <li>4. In the Properties pane, if the "Selection Field" field is empty, enter "option.names" in this field.</li> <li>5. Click "OK" twice to save this form.</li> </ol>
QCCR1E116427	<p>The handle time is longer than the open time when you create an Interaction record.</p>	<p>The handle time equals the open time when you create an Interaction record.</p>
QCCR1E116630	<p>After a cm3rcategory record is saved, the phases array contains duplicated information.</p>	<p>Now the phases array does not contain duplicated information.</p>
QCCR1E116654	<p>You cannot load an unload file, and you receive the following error message:</p> <pre>Process panel merge.sql.mapping in RAD file.load encountered error in line 1 (file.load,merge.sql.mapping) Cannot evaluate expression (file.load,merge.sql.mapping) Bad arg(2) oper = (file.load,merge.sql.mapping) Cannot evaluate expression (file.load,merge.sql.mapping) Script 'xmlHelpers' line 117: ERROR TypeError: element has no properties at</pre>	<p>The file is loaded successfully and you do not receive any error message.</p>

## Fixed defects

CR	Problem	Solution
	char 1	
QCCR1E116861	The recalculation and resetting condition that is set for Approval and Alert in WorkflowPhase does not work.	The condition now works as expected.
QCCR1E117101	The translation of the activity log is inconsistent.	Now the activity log is always in English.
QCCR1E117167	When you add a link from a record in the KM document reference editor to another record, you receive the following message: \$L.object.name "" updated.	When you add a link from a record in the KM document reference editor to another record, you receive the following message: Knowledge Document "" updated.
QCCR1E117165	After the "self-service" security role is granted to an operator with access to index.do (for example, problem.analyst), the operator gets the write rights for the whole Service Desk module.	A function that limits the security right only to ess.do is now provided.
QCCR1E117314	No alerts are generated when an interaction is updated by the Linker process.	Alerts are generated now in this case.
QCCR1E117363	The Change ID is not incremented by one if the record is created by a web service.	Now the change ID is incremented by one.
QCCR1E117775	In a French localized system, "UNSUSPENDED" is displayed in English in the update.action field when an incident is unsuspending.	The message is localized to French.
QCCR1E117766	In Service Manager 9.33 with Process Designer Content Pack 9.30.2, the \$L.phase variable is not available at the "On display" stage.	Now the variable is available at the "On display" stage.
QCCR1E117801	The ApprovalDelegationGroups functions only work for individual modules. The functions do not work for all modules.	The ApprovalDelegationGroups functions now work for all modules.
QCCR1E117818	You cannot check out successfully in one session if at the same time you use another session to order an item from the catalog and then check out.	You can now check out successfully in this case.
QCCR1E117904	The string "Primary Affected Services matches 'Application' " for creating new incidents or new interactions is hard-	The string is now translated.

## Fixed defects

CR	Problem	Solution
	coded and thus not translated.	
QCCR1E118158	Service Catalog user selections are not stored correctly for each localization.	Service Catalog user selections are stored correctly for each localization.
QCCR1E118307	When you add an attachment to a record and then save another record (a join file) that has the same unique key, the attachment is removed from the original record and added to the join file.	When you add an attachment to a record and then save another record (a join file) that has the same unique key, the attachment remains attached to the original record.
QCCR1E118452	A "Please provide an update" message is incorrectly displayed when you retract an approval.	A "Please provide an update" message is no longer displayed when you retract an approval.
QCCR1E118443	You can switch to another Change approval before you have approved all of the pending child approvals in the current one.	When you try to switch to another Change approval before you have approved all of the pending child approvals in the current one, the view remains in the current approval.
QCCR1E118593	Service Manager crashes when the CiVisualization tab is opened.	Service Manager no longer crashes in this case.
QCCR1E118590	User options are not displayed as mandatory fields in the web client.	User options are displayed as mandatory fields in the web client.
QCCR1E118604	If the DDMRule is configured to update the CI directly, and changes of managed fields are discovered, the status of the dataModEvent that is written into Service Manager is "discovered" instead of "processed". However, the status should be "processed" as the CI has already been updated.	Now the status is corrected.
QCCR1E118637	When you order a Support Catalog item in SRC after tailoring SRC to display the full name, the contact for this request is not set correctly in Service Manager.	When you order a Support Catalog item in SRC after tailoring SRC to display the full name, the contact for this request is set correctly in Service Manager.
QCCR1E118650	The report category "Interaction" and "License" are hard-coded and thus not translated.	These strings are now translated.
QCCR1E118677	The string "Known Error" on the known error searching page is hard-coded and thus not translated.	The string is no longer hard-coded and is translated now.
QCCR1E118702	The system does not consider the time	The system now considers the time zone

## Fixed defects

CR	Problem	Solution
	zone when you create tasks inside or outside the current work schedule.	in this case.
QCCR1E118765	The 'Current Stock' heading is not formatted correctly.	The 'Current Stock' heading now uses the "header level 2" style.
QCCR1E118787	When you apply the "Service=" filter to the Change Calendar, a list of records in which the service is named "All" is displayed, instead of a list of records for all services. The same issue occurs when you apply the same filter to locations, departments, and environments.	When you apply the "Service=" filter to the Change Calendar, all records are displayed.
QCCR1E118791	It takes more than 10 seconds for the Assignee cost field to respond if there are more than 13,000 operators.	Now the performance is improved and it takes less time for the field to respond in this case.
QCCR1E118789	The name of the out-of-box dashboard "KM Overview" cannot be easily understood.	The name is now changed to "Knowledge Overview".
QCCR1E118839	The system performance is poor when users open the "Submit a Request" or "Submit a Smart Request" page in the ESS portal.	The system performance is now improved.
QCCR1E118950	The change model cannot be updated if its category field is not set because the category field is read-only on the page.	The category field is now mandatory while users add change models, and thus the value of the category field is always available for updating.
QCCR1E118992	When you double-click the approval log in an Interaction form to view the detailed approval log information, nothing happens.	When you double-click now, the detailed approval log information is displayed.
QCCR1E118985	The Fill button does not work for the Category field in the problem searching form.	Now the Fill button works properly for the Category field.
QCCR1E119092	When you enter an invalid department name in a non-English version of Service Manager, "Invalid Department Requester" is displayed in English.	The string "Invalid Department Requester" is no longer hard-coded. When you enter an invalid department name in a non-English version of Service Manager, a localized version of the message is displayed.
QCCR1E119058	The activity type and new update type drop-down lists in Request and Request	The items are now translated.

## Fixed defects

CR	Problem	Solution
	Task are hard-coded and thus not translated.	
QCCR1E119198	In the Problem Settings form, the label for posting link to known error is not user-friendly.	Now the label is changed to be more user-friendly.
QCCR1E119205	Unplanned change records cannot be backed out.	Unplanned change records can now be backed out.
QCCR1E119213	The string "Ordering" in the status drop-down list for order requests is not translated.	The string is now translated.
QCCR1E119224	Service Manager performs unnecessary operations when a variable is null.	No unnecessary operations are performed now.
QCCR1E119256	When you resubmit a pending request, the recurring cost is not updated.	When you resubmit a pending request, the recurring cost is updated.
QCCR1E119254	The part number field of the Product Catalog should not be editable.	The field is now read-only.
QCCR1E119300	You cannot set the value of a field in a template if this field value depends on another field value.	You can set the value of a field in a template even if this field value depends on another field value.
QCCR1E119371	When you update a CI relationship record, the UCMDB ID is not updated in the cirelationship1to1 file.	Now the UCMDB ID is updated in the cirelationship1to1 file.
QCCR1E119365	Interactions that have "Telephone" notification types are not moved to the "Callback" status when the related quote is closed.	Interactions move to the correct status when the related quote is closed.
QCCR1E119336	When you double-click the approval line in an Interaction record to view the approval details, nothing happens.	When you double-click the approval line in an Interaction record, the approval details are displayed.
QCCR1E119363	When you resubmit a Request in SRC and update the contact details, the contact for the request is not updated correctly in Service Manager.	When you resubmit a Request in SRC and update the contact details, the contact for the request is updated correctly in Service Manager.
QCCR1E119391	The slaactive records are not created if all the values in the interaction record match previously logged ones by the same operator.	The slaactive records can now be created correctly in this case.

## Fixed defects

CR	Problem	Solution
QCCR1E119409	When you use double separators (     ) to insert multiple hard breaks (blank lines) into the description(action field) of probsummary in an eventin record, the last double separator is not converted to a hard break.	When you use double separators (     ) to insert multiple hard breaks (blank lines) into the description(action field) of probsummary in an eventin record, the last double separator is converted to a hard break as expected.
QCCR1E119403	The value of the first.call field in the incidents table changes to "false" if the Interaction is submitted by using SRC. The value stays "false," even if the same operator closes the Interaction by using the Windows client. If the Interaction is submitted by using the Windows client, and if the Interaction is closed by the logged-on operator, the value of the first.call field remains "true."	The value of the first call field is set to "true" after an Interaction is submitted by using SRC. The behavior of ESS and the web client is consistent.
QCCR1E119475	The rmo.create.order RAD expression creates multiple order records for line items.	The rmo.create.order RAD expression creates only one order records for each line item.
QCCR1E119618	When Case Exchange transfer an Incident that has Spanish characters in the description from SAW to Service Manager, the Spanish characters are displayed incorrectly in Service Manager.	The Spanish characters are displayed correctly in Service Manager.
QCCR1E119676	The Change process does not release the lock on a Change record.	The Change process does releases the lock on a Change record.
QCCR1E119678	After you apply the workaround that is described in QCCR1E117801, you no longer receive "Approval Added" notifications.	The the notification configuration of the checkDelegation function supports now Approvals and other objects (such as cm3r and timeperiod).
QCCR1E119743	Stop words remain in the query item when you search in the knowledge base.	Stop words are now stripped in this case.
QCCR1E119763	An exception is generated if you click the consolidate relationship on the CI page.	Now no exception is generated in this case.
QCCR1E119809	The Cost that is displayed on the Bundle tab of the Quote record is incorrect.	The Cost is now correct.
QCCR1E119980	When you open a Change from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted	When you open a Change from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted

Fixed defects

CR	Problem	Solution
	incorrectly.	correctly.
QCCR1E120023	The WHERE clause in views created using Multi Level Query cannot be parsed successfully and thus the result is incorrect.	Views created using Multi Level Query can show results correctly now.
QCCR1E120089	After Knowledge Management (KM) and Service Request Catalog (SRC) are integrated, you have to manually re-index the knowledge library so as to view the KM articles.	Now KM articles are automatically re-indexed for the search engine.
QCCR1E120116	Dates in the user options of bundled items are not formatted consistently.	Dates in the user options of bundled items are formatted consistently.
QCCR1E120561	When you open a Request from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted incorrectly.	When you open a Request from the Service Request Catalog and view the quote details, the value in the Date/time field of the user options is formatted correctly.
QCCR1E120609	Suppose that you have submitted a request that contains multiple items and each item has a recurring cost. If the recurring cost value is 0 for any item except for the first and last one, the following error message is displayed when you view the submitted request:	You can now view a submitted request successfully without any error, even if the request contains special items.
QCCR1E120679	An exception error is generated if you click "consolidate relationship" when you view the CI page.	Now no exception error is generated in this case.
QCCR1E120746	Unrecoverable errors are generated when you set an invalid workflow phase.	These errors are no longer generated in this case.
QCCR1E120780	You get an error message when you delete an incident from the Display Option of apm.edit.problem.	Now no error message is generated in this case.
QCCR1E120959	When you try to upgrade Service Manager, the upgrade fails and the following errors are generated when you apply a production patch:  24946( 45269) 02/12/2015 14:36:00 RTE E Error: SQL code=1741 message=ORA-	Application Patch Manager now applies production patches successfully when NULLTABLE is defined in the updated dbdict.

Fixed defects

CR	Problem	Solution
	<p>01741: illegal zero-length identifier                      24946( 45269) 02/12/2015 14:36:00 RTE                      E API=OCISmtExecute [in sqociExecOne],                      Statement=CREATE TABLE /*P4                      [HPPCHREAssignment; n1; oracle11;;                      Tot bytes: 0]*/ HPPCHREASSIGNMENTN1                      /* Tconstraints */ (                      /*P4[name; 1; m1; 0]*/ "NAME"                      VARCHAR2(60) NULL,                      /*P4[assignment2; 2; n1; 0]*/ "" NULL,                      /*P4[assignment3; 3; n1; 0]*/ "" NULL,                      /*P4[reassignment; 4; n1; 0]*/ "" NULL,                      /*P4[calendar.name; 7; n1; 0]*/ "" NULL,                      /*P4[duty.hours; 8; n1; 0]*/ "" NULL,                      /*P4[printer.name; 9; n1; 0]*/ "" NULL,                      /*P4[type; 10; n1; 0]*/ "" NULL,                      /*P4[format; 11; n1; 0]*/ "" NULL,                      /*P4[reassign; 12; n1; 0]*/ "" NULL,                      /*P4[route.to; 13; n1; 0]*/ "" NULL, /*P4                      [route.if; 14; n1; 0]*/ "" NULL,                      /*P4[oti.name; 20; n1; 0]*/ "" NULL,                      /*P4[oti.assignment; 21; n1; 0]*/ "" NULL,                        /*P4[time.zone; 22; n1; 0]*/ "" NULL,                      /*P4[initial.acr; 51; n1; 0]*/ "INITIAL_ACR"                      VARCHAR2(60) NULL ) STORAGE (INITIAL                      4K)</p>	
QCCR1E120961	An invalid query is generated when you create a report.	Now no invalid query is generated in this case.
QCCR1E121056	If you navigate into a sub-category where both items and categories are displayed, Service Manager displays the svcCatalog.select.item screen, which causes the pictures of the category to be stretched and thus the number of the displayed items changes when you click the Back button.	Now the number of the displayed items does not change.
QCCR1E121141	Automatic approval (when the "Preapprove on Open" option is set to "true") does not work for Service Desk interactions. The interaction remains in the "Pending Approval" status.	Automatic approval works as expected for Service Desk interactions.
QCCR1E121152	The number of the pending approvals is not correct in the Service Desk overview	Now the number is correct.

## Fixed defects

CR	Problem	Solution
	dashboard.	
QCCR1E121382	The QBE defined in a stored query is not displayed when it is called from a menu item.	The QBE is now displayed in this case.
QCCR1E121452	The approval status of an Approval record is displayed as "Pending" when the record is approved in the Interaction record.	The approval status of an Approval record is displayed as "Approved" when the record is approved in the Interaction record.
QCCR1E121578	The alert schedules with "late notice" or "due date notice" are still active even after the corresponding items are already closed or cancelled. This is a problem because those schedules send unnecessary notifications about the due date or late date continuously.	Now no notifications are sent after the corresponding items are closed or cancelled.
QCCR1E121606	If the group CI has more than 2000 CIs, the CI Visualization Graph crashes due to an out-of-memory error if you click "Expand Group" on the group CI.	The CI Visualization Graph now works well in this case.
QCCR1E121624	If the option "Save & Exit" is used to save updates on changes, the value of the "visible to customer" check box is always saved as true if it is not selected and thus the updates cannot be saved successfully.	Updates that are not visible to customers can now be saved successfully in this case.
QCCR1E121651	In the Chinese environment, redundant single quotation marks are displayed for the string "Configuration" under the operator details section in Chinese.	Now no redundant quotation marks are displayed.
QCCR1E121668	The same translated Chinese strings are displayed under the "Urgency" drop-down list when a service level target is added.	Now no duplicate strings are displayed.
QCCR1E121702	The string "Month" in generated reports is hard-coded.	The string is no longer hard-coded and now it is translated.
QCCR1E121751	Submission of the second "Saved Cart" item results in the creation of an incorrect interaction record.	Now you cannot submit a request again if it is already submitted.
QCCR1E121816	The expiration time of a Service Level Target is not correct when the incident	The expiration time is now correct in this case.

## Fixed defects

CR	Problem	Solution
	is created in non-business hours.	
QCCR1E121881	The value of the comfill field cannot be automatically filled after you click the fill button.	The value can now be automatically filled in this case.
QCCR1E121942	The menu label "Unload Manager" contains two spaces.	The menu label is correct now.
QCCR1E121971	Smart Search cannot find any records if the length of the incident management record in the number table is changed.	Now the records that match the search condition are found.
QCCR1E122025	After the probsummary table is converted to the primary key mode, an error is generated when an interaction is escalated to an existing incident.	Now interactions can be successfully escalated to existing incidents in the primary key mode.
QCCR1E122109	The date cannot be parsed correctly when you configure a template for a task in a Change Plan.	The function parseDateTime in the template of Script Library is updated and now the date can be parsed correctly.
QCCR1E122128	With the Use Paging option enabled in the Incident Environment record, the value of the Total Pages field in the problem record is always NULL when an incident is opened or saved.	Now the value is no longer NULL in this case.
QCCR1E122243	The change.copy RAD cannot handle WorkflowPhase with the same Name and the same FirstPhase name on different tables, and there will be an exception when you copy the change records in Process Designer.	The RAD can now handle WorkflowPhase correctly, and there are no longer exceptions in this case.
QCCR1E122298	The Unload Manager does not handle primary keys well.	The Unload Manager now works fine at the primary key mode.
QCCR1E122293	The primary key is not handled well by the function getFileUniqueKey in Survey_Utilities and CalendarUtilities.	Now the issue is fixed in the function getFileUniqueKey by returning lib.dbdictHelper.getUniqueKey(fileName).
QCCR1E122267	The status of the check box is changed to "unchecked" after you move up a user selection in the User Selection Templates.	The status of the check box is no longer changed in this case.
QCCR1E122291	You get an error "Error: SQL code=1722	Now you no longer get such an error

Fixed defects

CR	Problem	Solution
	message="ORA-01722: invalid number" when you save an incident.	when you save an incident.
QCCR1E122315	When LDAP is available and a new LDAP user that is not in the local DB is added, Service Manager 9.35 Applications indicate that the password has been used before and prompt the user to choose a new password when the newly added user logs in for the first time.	Now Service Manager 9.35 Applications do not prompt the newly added user to change the password.
QCCR1E122316	LDAP users whose password meets the LDAP password policy but not the password policy of Service Manager cannot log in to Service Manager.	The Service Manager password policy is ignored when LDAP users log in to the system.
QCCR1E122327	Some out-of-box JavaScript code cannot pass compilation.	All the out-of-box JavaScript code can now pass compilation.
QCCR1E122410	Change records exported to a CSV file are displayed in one column in Excel.	Now the records are displayed correctly in Excel.
QCCR1E122588	The RAD compile dates (code vs enclapplication) are inconsistent and the release version and release date are not up-to-date.	The values of the "release version" and the "release date" of the new and updated RAD applications in the 9.4x versions are updated correctly. However the "compile date" of the code record is not useful for customers any more since 9.40, because it is the compile time of the build, rather than the application update time. Only the "compile date" of the enclapplication record is meaningful for customers.
QCCR1E122714	After you add an automatic transition to a request workflow between the first two phases, the "Related Action Filename:" and the "Related Action ID:" fields of the related svcCartItem record are not saved back.	The fields are now saved back.
QCCR1E122755	The out-of-box log-in performance of Service Manager 9.35 has downgraded, comparing to that of Service Manager 9.34..	Now the performance is the same as 9.34.
QCCR1E122844	The package of the Application Patch Manager does not include the record type "nameduser".	The package now includes the record type "nameduser".

## Fixed defects

CR	Problem	Solution
QCCR1E122929	The "expiration.time" in sloresponse is calculated incorrectly (after working hours) when the status is changed from "suspended" to "achieved".	The "expiration.time" in sloresponse is calculated correctly now.
QCCR1E122984	The configuration data for the advanced search functionality in SRC gets lost when the application production patch is applied for the second time.	The configuration data no longer gets lost after the application production patch is applied.
QCCR1E123021	The Process Designer Data Migration tool does not work if the migrationSetting condition contains the character ",".	The Process Designer Data migration tool works even if the migrationSetting condition contains the character ",".
QCCR1E123327	The related records in a change record disappear when you open an existing task in the change record.	The related records no longer disappear in this case.
QCCR1E123541	You may get a trigger error if you import text of which the size is over 200 lines.	Now there are no longer trigger errors in this case.
QCCR1E123535	The preview function in user selection templates does not work.	The function now works.
QCCR1E123596	Syntax errors are displayed when you create a CI of which the CI Identifier name contains double quotes.	Validations are added on the device formatcontrol and double quotes can no longer be input.
QCCR1E123603	The rebuilt group option does not work when you add approvers/members to a new change group.	The option now works.
QCCR1E123913	Users cannot view the approval log by double-clicking the Approval Log Action link in a Process Designer enabled environment.	Users can now view the approval log in this case.
QCCR1E123911	Users cannot view the approval information in a Process Designer enabled environment by double-clicking the Current Approvals line.	Users can now view the approval information in this case.
QCCR1E123921	The query for the approval inbox is not built correctly when the custom function appendCustomApprovalSql() (ScriptLibrary ApprovalCustomPlugin) is used.	The code of the approval.inbox RAD application is updated and now the query is built correctly.
QCCR1E124128	The CreateOptionsLookup API does not	The API now works.

## Fixed defects

CR	Problem	Solution
	work.	
QCCR1E124170	Some dbdict records based on the Unicode mode of the SQL Server Native Client ODBC driver are not upgraded.	All the dbdict records are upgraded successfully now.
QCCR1E124231	For the auto-complete functionality, no messages are displayed for affected services in interaction records.	Now messages are displayed in the drop-down list.
QCCR1E124338	The link expression fields are too small and can not be extended by default.	The sizes of the fields are now appropriate and can be extended by default.
QCCR1E124540	There is no View Detailed Information button beside the Affected Configuration Item field in the change detail page.	Now the button is added in all the forms related to change requests.
QCCR1E124613	The user interface for adding a new rule is read-only, so no new rule can be added.	You can add a new rule now.
QCCR1E124658	When providing a Delivery Target on a Service Catalog Item, a calendar can be associated with the Delivery Target. Based on that, when you select a 9-5 calendar and associate it with the Delivery Target, the calendar is not applied to the result calculated in the Expected Finish Date on a Request Fulfillment (RF) record. Instead, a 7x24 calendar is used to calculate the date.	Now the time calculation is based on the correct calendar.
QCCR1E124665	The code of the Script Library tableFunctions_getGIDisplayValue contains errors.	Now the code does not contain any error.
QCCR1E124921	The drill-down results of a report do not match the report query if the query contains multiple parts, such as number#"IM10001" or number#"IM10002".	The drill-down results now match the report query.
QCCR1E124993	The user interface for adding a group is read-only, so no new group can be added.	You can add a new group now.
QCCR1E125000	After a new kmknowledgebase is added, the kmquery dbdict structure is not	Now the field of kmquery dbdict maps to the SQL table correctly.

## Fixed defects

CR	Problem	Solution
	complete.	
QCCR1E125130	Users might find that the title "Process Window" is hard coded when they add a service level target for an agreement.	The title is no longer hard coded.
QCCR1E125263	The vendor widget overlaps on the CI record and an extra widget is shown in the form.	The layout of the format configurationItemNode is adjusted and the issue is now resolved.
QCCR1E125502	There are some hard-coded menu items in the System status page.	Now these items are no longer hard-coded and thus are translated.
QCCR1E125595	The title of the closing request form on the ESS portal is hard-coded and thus always displayed in English.	Now the title is no longer hard-coded.
QCCR1E126030	Searching interactions by a service recipient does not return all the matched interaction records.	Now all the matched interaction records are returned.
QCCR1E126067	The term "Parent Incident" is hard-coded.	The term is no longer hard-coded and is translated in 9.41.
QCCR1E126192	If you use Hot Topic Analytics to analyze interaction records and create an incident, only the incident ID is displayed for related incidents in the interaction form.	Now all the required information is displayed for related incidents.
QCCR1E126178	After editing a request that has already been submitted, users cannot resubmit the request successfully.	Now users can resubmit the request successfully in this case.
QCCR1E126477	When Service Manager (SM) exports an SM report as a PDF file, it does not format the fractional part of numeric values correctly.	Now the fractional parts are correctly formatted.
QCCR1E127215	The system schedule of class "ocm" does not exist in a Process Designer upgraded environment.	The system schedule is now created in this case.

## Documentation

CR	Problem	Solution
QCCR1E78368	<p>The Applications Patch Manager Guide for Content Releases does not correctly describe the View/Merge Results process.</p> <p>The Applications Patch Manager Guide for Content Releases suggests the following:</p> <p>"The XML for the new object is shown on the left side, and the XML for your tailored object is shown on the right side with the differences highlighted.</p> <p>5. For simple objects and elements, use the arrow [...].</p> <p>6. Click SAVE.</p> <p>7. Change the Result to Merged and then click Save.</p> <p>8. Test the updated functionality of the merged object.</p> <p>9. When you are satisfied that the object is working correctly, right-click the detail page and then click Mark as Reconciled in the drop-down menu."</p> <p>However, the option of "Mark as Reconciled" is only available for those entries with a result of "Renamed."</p>	<p>The Applications Patch Manager guide is now updated by removing the information regarding the Merged result, which should not be used.</p>
QCCR1E110166	<p>An error message like the following is displayed:</p> <p>RTE E Joining tables of derived file type like JOIN_FILE or MERGED_FILE is not supported. (scm.advanced,get.records.1)</p>	<p>The topic in the Help Center that describes the limitations of cross-table joins is now updated.</p>
QCCR1E115898	<p>The information is incomplete in help topic "Add or edit help records". It does not state that new or revised help records must be reviewed before they can be published.</p>	<p>The information is now complete in help topic "Add or edit help records", which clearly states that new or revised help records must be reviewed before they can be published.</p>
QCCR1E115890	<p>The RAD function straw() that exports array data to a delimiter-separated string is not documented in the</p>	<p>The function is now documented in the Programming Guide.</p>

CR	Problem	Solution
	Programming Guide.	
QCCR1E119454	"UDP buffer sizing" is referred to as "UDB buffer sizing" in the interactive Installation Guide.	The typo is corrected in the document.
QCCR1E119574	The cursor.field.contents function does not return any focused content when a row in a record list is selected in the web client.	The description of the function is updated in online Help and Programming Guide to indicate that this function does not support record lists in the web client.
QCCR1E120030	The online help contains an incorrect description of the querysecurity parameter in sm.ini.	The description is corrected.
QCCR1E120772	Some workflow diagrams in the Knowledge Management section of the Processes and Best Practices Guide are incorrect or inconsistent with the description in the corresponding tables.	The workflow diagrams in the Knowledge Management section of the Processes and Best Practices Guide have been corrected.
QCCR1E124025	The "Configure your mobile application to work with SSL" section is missing in the 9.35 and 9.40 Mobility Guide.	The "Configure your mobile application to work with SSL" section is removed as of Service Manager 9.34.p2. Now, the "Update port number for the Mobile Applications client" topic is added to provide similar information in case that users have their own port mappings.
QCCR1E124016	"SSLv3" needs to be removed from the default value of the "sslProtocols" parameter.	"SSLv3" is removed from the default value of the "sslProtocols" parameter in the online help.
QCCR1E124845	More information about customizing logos and images should be added to the "How to customize logo" section in SRC customization guide.	The required information has been added.
QCCR1E125043	In the help topic that describes the "ssl_trustedClientsPwd" parameter, the following message is wrong and should be removed:  Important: Do not encrypt this parameter value in the HP Service Manager initialization file. This parameter value is sent directly to the relevant Java component so the server does not have an opportunity to decrypt	The note is now removed.

CR	Problem	Solution
	the value.	
QCCR1E126106	Some Service Manager parameters returned by the "sm help" command are inconsistent with those described in Service Manager Help Center.	<p>Service Manager parameters returned by the "sm help" command are now consistent with those described in Service Manager Help Center.</p> <p>The following new parameters to Service Manager 9.41 Help Center are added:</p> <ul style="list-style-type: none"> <li>ir_opt_path</li> <li>debugjni</li> <li>debugadhocsql</li> <li>dbcachequery</li> <li>sqlnullclause</li> <li>recordlistcount</li> <li>arraysizelimit</li> <li>Recordsizelimit</li> </ul> <p>The following parameters are removed from Service Manager 9.41 Help Center:</p> <ul style="list-style-type: none"> <li>ir_save_interval</li> <li>ir_sharedlock</li> <li>ir_techload</li> <li>usemasterlink</li> <li>sourcecontroldirectory</li> <li>load_type_new</li> <li>cache_percent</li> </ul>
QCCR1E106409	The description is incorrect in the "Data relationships and the link file" topic from the Service Manager online help.	The description is now corrected.
QCCR1E127838	The topic about the lookup search is missing in the SRC online help.	The topic is added back.

## Integrations

CR	Problem	Solution
QCCR1E117975	The "Available Recipients" and "Selected Recipients" text strings that are displayed when you create a new survey are hardcoded.	The text strings are now localized.
QCCR1E117986	When you access the Release Control Change Calendar from Service Manager, select a	When affected items or logical names in a change record contain

CR	Problem	Solution
	change record, and then click the "Change Calendar" tab, no changes are displayed in the change calendar.	special characters, the record's calendar information is displayed correctly.
QCCR1E120261	Service Manager Incidents issued from OMi cannot be created successfully.	Service Manager Incidents issued from OMi can be created successfully.
QCCR1E120278	The affected service of an Incident that is created from an OMi event is incorrectly set to "Applications," due to incorrect BDM mapping for the field.	The Affected Service is set correctly.
QCCR1E120984	There is a mismatch in the BDM mapping between OMi and Service Manager for the assignment object field in Service Manager. <ol style="list-style-type: none"> <li>1. "\$bdm.assignment" never obtains a value</li> <li>2. "\$bdm.affects.configuration_item" never obtains a value</li> <li>3. "\$bdm.is_registered_for.configuration_item" is a structure and not a scalar field</li> </ol>	The assignment value is now set according to the value sent by OMI.
QCCR1E121044	When Service Manager tries to save a logical.name value during OMi-SM integration, a "logical.name cannot be blank" validation error occurs.	Service Manager saves logical.name values correctly during OMi-SM integration.
QCCR1E121118	After you apply the unload file that is included in QCCR1E110172, the OMi SM integration still has performance issues until you add a missing index to the ID field of the probsummary dbdict.	The index is added to the ID field of the probsummary dbdict.
QCCR1E125447	The system information record contains obsolete fields.	The obsolete fields are removed.
QCCR1E126336	"SurveyConnector" is in the Survey Connectors menu is hardcoded and not translated.	The text string is translated.

## Localization

CR	Problem	Solution
QCCR1E118330	The term "Pivot" is incorrectly translated in	The term "Pivot" is correctly

CR	Problem	Solution
	Chinese language versions of Service Manager.	translated in Chinese language versions of Service Manager.
QCCR1E119458	The cost of an item is not displayed when a session is opened in the French language environment.	Now the cost of the item is displayed.
QCCR1E125530	The Where the Configuration Item is function is missed when you search CI resources in the Hebrew language version of Service Manager.	The missing function appears as expected.

## Mobility

CR	Problem	Solution
QCCR1E101053	The Mobile client hangs when you drill down to the working copy of a KM article.	The working copy of KM articles are no longer displayed in the Mobility client.
QCCR1E119775	If Lightweight Single Sign-On (LW-SSO) is enabled on the Service Manager server and on the Mobile client, a blank page is displayed together with the following error message when you log in to the Mobile Applications client:	The main page is displayed successfully without any error messages.
QCCR1E119982	Titles are not completely displayed in the Request details page on Chinese language versions of the Mobile client. This issue occurs even if you scroll the screen.	The user interface is modified and long titles are completely displayed.
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

CR	Problem	Solution
		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 to use the client as expected.

## Service Request Catalog

CR	Problem	Solution
QCCR1E127838	The topic about the lookup search is missing in the SRC online help.	The topic is added back.
QCCR1E65181	On the System Status screen, no Device ID is displayed after you log in from the Service Request Catalog client.	On the System Status screen, the Device ID is displayed as WS-SRC in this case.
QCCR1E101538	Links to other Knowledge Management systems do not work in SRC.	Now the links to other Knowledge Management systems work in SRC.
QCCR1E101823	In the Contact Search pop-up window, the Tab key does not work properly in Internet Explorer. For example, if you set focus to the First Name field and press Tab, the focus goes to the Contact Name field. If you press Tab again, the focus goes back to the First name field and the Last Name field does not have a chance to get focus.	In the Contact Search pop-up window, the Tab key now works properly in all supported browsers. Each focusable control in the form can get the focus and you can navigate through each control using the Tab key.
QCCR1E109540	After an interaction is resolved by documenting a solution in the "Solution" field and by setting the status to "Resolved," the solution should be made visible to the end user in Service Request Catalog.	The solution is visible to the end user when the interaction is resolved.

## Fixed defects

CR	Problem	Solution
QCCR1E110287	When you open a support ticket and press Tab to shift the focus to a specific field (for example, the Description field), the field is highlighted but you cannot enter any data until you click inside the field.	When you open a support ticket and press Tab to shift the focus to a specific field, the field is highlighted and you can enter data as expected.
QCCR1E111414	In SRC, the Category, Area, and Subarea fields of registered interaction records are not localized for the end users.	The Category, Area, and Subarea fields are now localized in SRC.
QCCR1E114595	When you open a KM document from SRC, the document is incorrectly formatted.	KM Documents are correctly displayed in SRC.
QCCR1E114551	Downloading catalog item attachments does not work.	Now the attachments can be downloaded successfully.
QCCR1E114854	The message for loading category failure is not user-friendly.	Now a clear message for loading category failure is displayed.
QCCR1E115303	When you click on a suggestion that includes several words and perform an "OR-search," the most relevant results are not displayed at the beginning of the page.	Now the most relevant results are displayed at the beginning of the page.
QCCR1E115305	Categories are also displayed in the auto-complete suggestion list, and clicking on a suggestion that is a category does not take you to the category screen.	Categories are not displayed in the auto-complete suggestion list now.
QCCR1E117597	SRC does not support delegating approvals to approval groups.	SRC supports delegating approvals to approval groups.
QCCR1E119471	Some screenshots and tables in the SRC Customization Guide are not correct.	The screenshots and the tables in SRC Customization Guide are correct now.
QCCR1E120535	The name of the delegation approver cannot be fully displayed on the delegation detail panel.	The name can now be fully displayed on the delegation detail panel. In addition, long names are displayed across multiple lines.
QCCR1E120787	When a launcher is created with a long name in SRC, the title is truncated and only part of the text is displayed.	Now the title is displayed as a tip when you hover the mouse cursor over it.
QCCR1E121115	Text in the Item Description section of the SRC catalog detail screen is	Now the item description is rendered correctly on the SRC catalog detail

## Fixed defects

CR	Problem	Solution
	displayed with extra spaces between lines and paragraphs.	screen.
QCCR1E121983	When you tap a text field to input text on the Request form on an iPad, the form scrolls upwards and the cursor of the text field moves outside the field's border.	Now, the cursor behaves as expected.
QCCR1E122019	In the Service Request Catalog Tablet, the Request Inbox does not fully occupy the screen when there is no record in the inbox.	The Request Inbox now fully occupies the screen.
QCCR1E122197	When creating a request in SRC using a catalog item that has check boxes in the user selection settings, you cannot see the check boxes selected or cleared in SRC request details. If you clear the check boxes, the check boxes are invisible. If you select the check boxes, the label is shown with no value.	The check box is shown when it is selected. To keep the same behavior with other user selections, the check box is hidden when it is unselected.
QCCR1E122318	The Bundle Fixed Cost value is changed to "0" on the Verify Delivery Information screen if its Item Additional Cost value is null.	The Bundle Fixed Cost value is displayed correctly now.
QCCR1E122680	The Interaction ID is truncated in SRC Approval Queue when it has 18 characters.	The Interaction ID label size is increased to support 18 characters. Note: The Interaction ID is truncated when it has more than 18 characters and a tooltip is shown when you hover the mouse cursor over it.
QCCR1E123401	If a user selection name in a Service Catalog item is too long, the name is truncated on the request details page after the service catalog item is submitted.	The user selection name is fully displayed now.
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.
QCCR1E123652	An unexpected error occurs when you switch the request inbox from the opened request list on last pagination to the closed request list.	No error occurs when you switch the request inbox from the opened request list on last pagination to the closed request list.

## Fixed defects

CR	Problem	Solution
QCCR1E123835	Strings in some text fields are truncated if it they are too long.	The string are now fully displayed.
QCCR1E124606	When you manually enter a date in a mandatory date field in service catalog item user selections, the system displays a "This field is required" error message.	No error message is displayed when you manually enter a date in a mandatory date field in service catalog item user selections.
QCCR1E125854	The link to the "What's new" page in the SRC dashboard does not direct you to the correct online help page.	The link to the "What's new" page in the SRC dashboard directs you to the correct online help page.
QCCR1E126176	In the Service Approval detail page and in the Service Request detail page, the "Comment & History" button is not displayed when there are no history logs and journal updates. Therefore, you cannot access the "post comment" feature.	In the Service Approval detail page and in the Service Request detail page, the "Comment & History" button is displayed even when there are no history logs and journal updates. This enables you to access the "post comment" feature.

## Server

CR	Problem	Solution
QCCR1E79768	The following error message appears in the sm.log file:  RTE E STRING is not null terminated!!!	The error message no longer appears now.
QCCR1E57772	If you set the debugjavascript parameter in the sm.ini file or in a command line, the Service Manager server does not start and generates a core dump.	This issue is resolved.
QCCR1E75931	You cannot add an attachment immediately by using the "Delay Assigning Interaction Ticket" option.	Now you can add an attachment immediately by using the "Delay Assigning Interaction Ticket" option.
QCCR1E102397	When you perform an "or" search against a join file (such as device or bizservice), you receive incorrect results.	Now the correct results are returned for Or search performed against join files.
QCCR1E103184	Trace data is not accurate on the "count" statements on Oracle.	This issue has been fixed in Service Manager 9.32.

## Fixed defects

CR	Problem	Solution
QCCR1E106803	From time to time, us.launch.external fails to open new browser windows when SSO is enabled.	The Service Manager web client can open new browser windows when SSO is enabled.
QCCR1E110743	Records with the field type "nvarchar (3000)" cannot be added.	Such records can now be added successfully.
QCCR1E110742	The Service Manager RTE cannot save or load nvarchar fields correctly.	The fields can now be saved and loaded correctly.
QCCR1E111013	When the Service Manager server files are stored on a NAS storage, the Service Manager load balancer does not correctly use the system hostname for connections, so that all client connections fail.	You can now configure the "preferredFQHN" or "groupbindaddress" parameter in the sm.ini file to make the Service Manager load balancer use the correct system hostname for connections.
QCCR1E111416	When you open a new incident, you can enter an invalid date time value in the "Outage Start" field. If you then click the "Save" button, the "Outage Start" field is reset to empty after the page is refreshed. It is inconvenient for you to make corrections to the invalid value. The same problem exists when updating an incident, opening a new change, and updating a change.	When you open a new incident, you can enter an invalid date time value in the "Outage Start" field. If you then click the "Save" button, this invalid value of "Outage Start" field is retained after the page is refreshed.
QCCR1E111801	Cyrillic characters in the names of attached files are replaced by spaces when Service Manager fetches the attachment by using REST requests.	CCyrillic characters in the names of attached files are now encoded in UTF-8. These file names are displayed correctly if the client supports RFC6266.
QCCR1E112412	After you make modifications to a record and change its group in a grouped QBE list, the focus jumps to the first record of the QBE list.	If you make modifications to a record and change its group, the record still retains the focus, whether it is in QBE list or in the Todo Queue. If you delete a record, the succeeding record becomes the current row. If you delete the last record, the preceding record becomes the current row. This solution works in the default QBE List mode. However, it does not work if the value of the viewrecordlist parameter is set to 0 in the sm.ini file.
QCCR1E112475	Record locks remain on the system after the system is shut down.	Record locks are cleared after you run the sm -unlockdatabase command and restart the Service Manager service.

Fixed defects

CR	Problem	Solution
QCCR1E112582	When you click the Use Solution button, the solution from the Knowledge Management document is incorrectly formatted in the Solution field of the interaction record.	Now the system can correctly convert and into a carriage return and the information is correctly formatted.
QCCR1E115510	Incident search does not work properly when you use the text or check box variables in the search criteria.	Incident search now works properly in this case.
QCCR1E115679	If you do not set the smtp password parameter in the "sm -emailout" command or the sm.ini file, the emailout functionality does not start up successfully because of errors.	Now the emailout functionality starts up successfully without the smtp password parameter being set.
QCCR1E116039	After you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34 or upgrade your applications to version SM9.35, the User Selection Template function is enabled. However, when you open a service catalog item with multiple user selections and then click one or more check boxes of the user selections and move the user selections up or down, the check boxes become unchecked.	<p>The check boxes keep checked status after you move one or more user selections up or down in the web client.</p> <p><b>Note:</b> To take advantage of this fix, you must additionally configure the svcOptionsTemplate.view format:</p> <ol style="list-style-type: none"> <li>1. Log in to the Windows client as an administrator.</li> <li>2. In Forms Designer, open the svcOptionsTemplate.view format in Design mode.</li> <li>3. Select the table in the "User Selections Definition" tab.</li> <li>4. In the Properties pane, if the "Selection Field" field is empty, enter "option.names" in this field.</li> <li>5. Click "OK" twice to save this form.</li> </ol>
QCCR1E116012	When you open a CI in an inbox, the device type-specific fields are empty in the details form.	<p>When you open a CI in an inbox, the device type-specific fields are filled in the details form.</p> <p><b>Note:</b> After you replace the RTE, the</p>

CR	Problem	Solution
		<p>device-specific fields are correctly displayed in the details form. When you switch to the customized view in inbox, however, you receive the following error message because the cross table direct SQL query is not supported:                      "Joining tables of derived file type like JOIN_FILE or MERGED_FILE is not supported"</p> <p>To avoid the error message, follow these steps:</p> <ol style="list-style-type: none"> <li>1. In the computer dbdict file, map the printers (array) field to the a1 table.</li> <li>2. In the printers (structure) field (that is, the child property of the printers (array) field), click to clear the Attribute File and Unique Attribute File fields.</li> </ol> <p>After you remove this mapping, the computer dbdict is not a MERGED file and the error message does not exist any longer. However, this operation is risky because APP might need the mapping.</p>
QCCR1E116376	"Signal 11" error messages are found in logs after you perform a binary update.	The issue that causes the errors is fixed. The error messages can no longer be found in the log file.
QCCR1E116374	When you click the [x] button to close a record window that contains an unsaved update, and then click Cancel in the message box, the focus is lost.	When you click the [x] button to close a record window that contains an unsaved update, and then click Cancel in the message box, the focus is retained.
QCCR1E116652	When you load an unload that contains the dbdict table again, the system hangs.	The system no longer hangs in this case.
QCCR1E116943	An endless loop occurs when printing the stack frame to the Service Manager server log.	Now, the endless loop no longer occurs when printing the stack frame to the Service Manager server log.

## Fixed defects

CR	Problem	Solution
QCCR1E117221	When many Java exception are thrown, JVM GC does not collect the memory of these Java exceptions due to an RTE code design limitation. Therefore, the Java exceptions accumulate and an out-of-memory error occurs.	Now if many Java exception are thrown, these exceptions are released by the RTE code and no more Java memory leak errors occur.
QCCR1E118160	When you click Integration Manager in the Integration section of the system navigator in the web client, the client session is terminated, and errors are generated in the sm.log file.	When you access this menu item, no error occurs and the client session is not terminated.
QCCR1E118284	The linker bg process crashes because a "Signal 11" error occurs in the getnumber() JavaScript API.	Now there is no "Signal 11" error when the getnumber() JavaScript API is called.
QCCR1E118562	The error message "Message: Failed to retrieve request details" is displayed when Service Manager tries to show an interaction in Service Request Catalog.	The error message is no longer displayed in this case.
QCCR1E118717	Non-time type data should not be displayed in the drop-down list of the timestamp field for Hot Topic Analytics configuration.	Only time type data is displayed in the drop-down list now.
QCCR1E118766	<p>When you try to import new columns from SQL into the file in dbdict, unexpected fields appear. This happens in development, testing, and acceptance environments. This error does not occur for other tables.</p> <p>In a development environment, the issue occurs when you try to import a newly added db field. However, in the other environments, the issue even occurs when you run the import function without adding a new db field.</p>	Unexpected fields no longer appear when you try to import new columns to main tables from SQL.
QCCR1E118763	When you upgrade Service manager, the "secRole" link is not upgraded.	This issue was caused by a bug in the implementation of "make.sig" function, and is now fixed.
QCCR1E118880	When attachments are sent through the REST API, file names that contain non-ascii characters are not displayed correctly.	When attachments are sent through the REST API, and the file names contain only ascii characters, please use the following HTTP header:

CR	Problem	Solution
		<p>Content-Disposition: attachment;filename=plain-text-file-name</p> <p>For example, "Content-Disposition: attachment;filename=test1.txt."</p> <p>If the file names contain non-ascii characters, please use the following HTTP header: Content-Disposition: attachment;filename*=encode-charaset"encoded-text-file-name</p> <p>For example, "Content-Disposition: attachment;filename*=UTF-8"%E6%99%93%E6%B9%984.txt"</p>
QCCR1E118906	If a cross-table join query is used, and one record meets the filling condition, the field is not filled automatically if you click the Fill button.	When only one record meets the filling condition, the field is filled automatically if you click the Fill button, whether a cross-table join query is used or not.
QCCR1E118915	Hot Topics Analytics cannot index boolean values.	Hot Topics Analytics can now index boolean values from Service Manager data into the Smart Analytics engine.
QCCR1E119012	The "generated by" field is not always correct when the system exports the report at background with the language other than English.	The "generated by" field now is correct when the system exports the report at background with the language other than English.
QCCR1E119066	Rejoined nodes are not visible at System Status after JGroups split and merge again.	Now rejoined nodes are visible at System Status after JGroups split and merge again.
QCCR1E119083	Smart Ticket overwrites the value of the "Service" field after an ESS user enters a value.	Smart Ticket does not overwrite the value entered by the ESS user.
QCCR1E119225	When you create a Timeperiod category with a name that contains localized characters in the name, the category is not displayed in the correct category type group when you create a new time period.	The Timeperiod category is displayed as expected.
QCCR1E119288	The Calendar page hangs when you select dates, and then refresh the page several times.	Now the calendar page no longer hangs.

## Fixed defects

CR	Problem	Solution
QCCR1E119298	When an internal server error occurs when Service Manager processes an MTOM request, Service Manager does not send a fault response in the correct content type.	When an internal server error occurs when Service Manager processes an MTOM request, Service Manager sends a fault response in the text or xml format.
QCCR1E119334	When you enable the mandanten folder, filters in the Hot Topic Analytics form do not work properly.	Indexing is enhanced to support the mandanten folder.
QCCR1E119381	There is a typo in the Smart Ticket tuning status message.	The typo is fixed.
QCCR1E119539	Incident IDs in Hot Topic Analytics are truncated.	Incident IDs in Hot Topic Analytics are correctly displayed.
QCCR1E119727	The cm3r dbdict is not upgraded when you perform an applications upgrade.	The cm3r dbdict is upgraded as expected when you perform an applications upgrade.
QCCR1E119853	Hot topic mandanten restricting queries are set to be case sensitive by default.	Now the case sensitivity of the queries is decided by that of the corresponding modules.
QCCR1E120010	In the Service Manager RTE and applications, the result of nullsub(fax, "") = "" is different between version 9.33.0035 and 9.30.021 under Oracle RDBMS.	Now nullsub(fax, "")="" works correctly and returns the same result for both Service Manager versions.
QCCR1E119999	The redirect URL of a loadbalanced Service manager deployment is not correct when the original URL contains a question mark and a parameter.	The Service Manager server returns the correct redirect URL to client.
QCCR1E120047	The system displays the "emailout servlet running Process Low on Java Memory" error message and no longer sends out mails.	Now this error does not occur.
QCCR1E120286	Smart Ticket may return three suggestions for the same service to address a problem description.	When the Smart Analytics engine suggests multiple results for the same service, duplicates are removed and only distinct services are displayed to users.
QCCR1E120459	The Service Manager RTE crashes after you create a language installer.	Now The Service Manager RTE runs without any exception.
QCCR1E120450	Assume that the scmessage table in a case-insensitive database contains	Now the returned record is correct even if the database is case-insensitive.

## Fixed defects

CR	Problem	Solution
	records that have the same name but different capitalization (for example, "Description" and description"). In this situation, the incorrect record may be returned when the table is queried.	
QCCR1E120462	Some GUI messages are not translated.	Now all GUI messages are translated.
QCCR1E120574	When you update a Change Task by typing an invalid value in the Date/Time field, the value is cleared after you click "Save."	Now the value is retained after you click "Save."
QCCR1E120542	The value of each field in a JavaScript oldrecord variable is not initialized to null before insert trigger.	The value of each field in a JavaScript oldrecord variable is initialized to null before insert trigger.
QCCR1E120632	Smart Interaction OCR can only save and display the extracted image content in the Description field. Tailoring is not supported.	Tailoring is now supported and Smart Interaction OCR can save and display the extracted image content in other fields.
QCCR1E120686	If groupname is set but ir_asynchronous is not set in sm.ini, IR searches in Service Catalog do not work.	IR searches in Service Catalog now work as expected.
QCCR1E120698	A "Signal 11" error occurs when Service Manager cannot find the OCI library.	No "Signal 11" error occurs when Service Manager cannot find the OCI library.
QCCR1E120853	Service Manager sessions are terminated and a "Signal 11" error is generated after a long running transaction is completed.	Long running transactions are completed as expected.
QCCR1E121003	After an upgrade, large dump files are generated, which consume almost all the available disk space.	The server no longer generates unnecessary dump files.
QCCR1E121225	Module license usage sometimes exceeds login license usage.	Module license usage now reflects the actual usage.
QCCR1E121285	During the system upgrade process, the secRole field on the operator table is remapped as an array table ("a" table data type > VARCHAR) rather than a Text field for performance reasons. However, it does not return the same results as before mapping.	Now the Service manager RTE translates a query such as "arrayField="string1" and arrayField="string2" to "index ("string1",arrayField)>0 and index ("string2",arrayField)>0", and returns the correct result.
QCCR1E121266	When probsummary is a merge file and	When probsummary is a merge file and

## Fixed defects

CR	Problem	Solution
	select query is "false," RESTful services consumes 99% of the processor capacity, and the incident creation process is slow.	select query is "false," RESTful services create an incident as expected.
QCCR1E121390	TSO/SSO does not handle case-sensitive databases well.	Now, when SSO/TSO is enabled, the Service Manager server attempts a case-insensitive login after a case-sensitive login has failed. This occurs whether LDAP is disabled or not.
QCCR1E121492	Numeric fields cannot be indexed in Hot Topic Analytics.	Now the numeric field indexing functionality is added for Hot Topic Analytics.
QCCR1E121657	When you perform a search in the Knowledgebase and no result is returned, the "search within result" checkbox is hidden. Therefore, you cannot clear this option.	The component is changed from a checkbox to a button.
QCCR1E121674	When a user logs in to the index.do portal on a Process Designer-based system, ess.only security rights are applied to the user incorrectly.	When a user logs in to the index.do portal on a Process Designer-based system, ess.only security rights are not applied to the user.
QCCR1E121716	You cannot enter a time interval higher than 23:59:59 (for example, 1 00:00:00) in the Duration field of process target SLTs. In this situation, you receive the following error message: Field contains an invalid date/time value	Now you can enter time intervals higher than 23:59:59, by using the format "days hh:mm:ss," for example: 1 00:00:00.
QCCR1E121732	When a Service Manager servlet leaves a cluster, no message is generated in the Service Manager log file.	A message that resembles the following is now added to the log file. is suspected of having crashed
QCCR1E121761	Newly started nodes are not found by the load balancer immediately.	Newly started nodes are found by the load balancer immediately.
QCCR1E121823	When Service Manager converts the unique key of the help table to a primary key, a "Signal 11" error message is generated.	The "Signal 11" error message is no longer generated.
QCCR1E121969	Service Manager does not support unique keys in structure fields when it extends Smart Tickets to the Change module.	Now Service Manager supports unique keys in structure fields when it extends Smart Tickets to the Change module.

Fixed defects

CR	Problem	Solution
QCCR1E122176	The Data Cleansing Config record can be saved without a value in the mandatory "Module Name" field.	The Data Cleansing Config record can no longer be saved without a value in the mandatory "Module Name" field.
QCCR1E122219	The Service Manager log contains the following message, which causes concern about what the user should do next: Oracle version incompatible between Server and Client, Never try to reconnect Oracle	The message is updated.
QCCR1E122234	When you try to import columns from a new table to the Service Manager database by using the "import new columns from SQL" dbdict utility, a "Signal 11" error is generated and the client session terminates. However, this operation can be performed successfully when the dbdict record is created in Service Manager in advance.	No "Signal 11" error is generated when you import columns from a new table to the Service Manager database by using the "import new columns from SQL" dbdict utility.
QCCR1E122266	When you click "Apply rule" in Smart Ticket, log information is displayed incorrectly.	A meaningful message is now displayed.
QCCR1E122321	If a user's password expires whilst a server that has LDAP enabled is shut down, a "Signal 11" error is generated when you attempt to change the expired password for the user.	No "Signal 11" error is generated in this situation.
QCCR1E122633	When you click the Select all button in the web client, the multiselect.selection ("rows") RAD function returns an incorrect index.	When you click the Select all button in the web client, the multiselect.selection ("rows") RAD function returns the same index that is returned when you select all records one by one.
QCCR1E122874	Executing query '1 in assets="adv-Unix-101"' in Service Manager Expert Search causes a SQL error.  For the MSSQL database: SQL State: 42000-8180 Message: [Microsoft][ODBC SQL Server Driver][SQL Server]Statement(s) could not be prepared. (se.search.engine,select.records)	This kind of query is now translated to a SQL statement as follows: 'a3.record_number = 1 AND a3.asset = ?'  Currently, the RTE supports the following operators in the query:  1. All logical operators;  2. TR and NTR

CR	Problem	Solution
	<p>SQL State: 42000-102 Message: [Microsoft][ODBC SQL Server Driver][SQL Server]Incorrect syntax near 'a3'. (se.search.engine,select.records) API=SQLExecute [in sqmssqlSelectSome], Statement=SELECT DISTINCT m1."NUMBER" FROM CM3RM1 m1 JOIN CM3RA3 a3 ON (m1."NUMBER" = a3."NUMBER") WHERE ((? in a3."ASSETS"=?)) ORDER BY m1."NUMBER" ASC</p>	<p>3. Like</p> <p>If other operators are used in the query, the query will be translated to "1=1" and may cause performance issues.</p> <p>For example, the following queries are supported:</p> <pre>'1 in assets ="adv-Unix-101"' '7 in assets &gt;"adv-Unix-101"' '7 in assets#"adv-Desktop"' '7 in assets like "adv-*-104"'</pre> <p>Note that only 1 array member can be used in the same query. For example, 1 in assets ="adv-Unix-101" and 2 in assets ="adv-Unix-102" is NOT supported because in the final SQL statement there will be "a3.record_number = 1 AND a3.record_number = 2" which is always false for any RDBMS.</p>
QCCR1E123132	The configure utility tool does not include the DB2 option.	Now the dbconfigs.properties file is included in server packages. The DB2 option is available.
QCCR1E123272	The SRC login process takes more than 30 minutes because the Service Manager RTE executes redundant SQLs.	The time taken to log in to SRC is normal now.
QCCR1E123336	After you populate the "contact" field by clicking Fill, the focus is set to the wrong field. The focus always returns to the "subcategory" field.	Now the focus is set correctly after you populate the "contact" field by using the Fill button.
QCCR1E123491	If you configure Smart Ticket to automatically fill more fields than the two out-of-box fields (service and category/subcategory/area), tickets submitted from ESS users are not automatically filled.	Smart Ticket is enhanced to automatically fill all defined fields.
QCCR1E123591	The Image-to-Text function only supports the user's contact language. English text cannot be recognized and displayed appropriately when the user's contact language is not English.	The Image-to-Text functionality now supports English in addition to the user's contact language.
QCCR1E123778	Sporadically, Service Manager does not	Service Manager now sends the web

Fixed defects

CR	Problem	Solution
	respond to web service requests properly.	service responses properly.
QCCR1E123817	A truncation error message appears when you add a new configuration item that has a long name to Service Manager with DB2.	The truncation error message no longer appears when you add a new configuration item that has a long name to Service Manager with DB2.
QCCR1E123850	When you run the <code>sm -system_ addconstraint</code> command, the unique key is converted to the primary key but you do not receive a warning message.	When you run the <code>sm -system_ addconstraint</code> command, you receive a "The conversion from an unique key to primary key cannot be reverted" warning message, and you are prompted to choose "yes" or "no." If you select "yes," this command continues. Otherwise, the command stops.
QCCR1E124122	You receive a "Signal 11" error when you create a new dbdict.	You do not receive any errors when you create a new dbdict.
QCCR1E124185	If the <code>external_lb</code> parameter is configured in the <code>sm.ini</code> 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 "agreement.id="123a"," when agreement.id is a number type field), all records are returned incorrectly.	When you input a term such as "agreement.id="123a"" for a number type field, you receive the following error message:  Fail to convert string data type to number type due to invalid input data (123a) (se.search.engine,select.records)
QCCR1E124604	Service Manager displays error messages that resembles the following:  RTE I globallist '\$G.' contains too many items! num=nnn  Although this kind of message is RTE I	The format of the messages is changed to "RTE A Performance-7-\$G.xxx, Globallist \$G.xxx contains too many items! num=nn ; application (apm.global.initer), panel(start.loop)."  You can use the alertfilters Service

Fixed defects

CR	Problem	Solution
	<p>information only, it reveals a potential performance issue, especially when large global lists are used in the format.</p> <p>For example :</p> <p>25295( 26800) 04/17/2015 15:53:45 RTE I globallist '\$G.timezone.java.ids' contains too many items! num=600</p> <p>25295( 26800) 04/17/2015 15:53:45 RTE I globallist '\$G.full.locations.names' contains too many items! num=5982</p> <p>25295( 26800) 04/17/2015 15:53:45 RTE I globallist '\$G.location.names' contains too many items! num=5982</p> <p>25295( 26800) 04/17/2015 15:53:45 RTE I globallist '\$G.files' contains too many items! num=827</p> <p>25295( 26800) 04/17/2015 15:53:46 RTE I globallist '\$G.tables.dsp' contains too many items! num=675</p>	<p>Manager parameter to filter out the unwanted messages. For example, alertfilters:Performance-7-\$G.timezone.java.ids.</p>
QCCR1E124778	<p>Service manager suffers from poor performance because the Java heap memory usage frequently grows to more than 90%.</p>	<p>The Java heap memory does not frequently grow to more than 90%. Once java memory usage grows to more than 90%, Service Manager requires JVM to run GC.</p>
QCCR1E124814	<p>Some temporary files are not cleaned up when Service Manager acts as a web service client to send out records with attachments.</p>	<p>Now the temp files are cleaned up.</p>
QCCR1E124968	<p>You receive the following error message when you update a Change record:</p> <p>Error ORA-01036: illegal variable name/number</p>	<p>The system no longer displays the error message when you update a Change record.</p>
QCCR1E125127	<p>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.</p>	<p>Now in the "viewrecordlist=false" mode, when you switch tickets among the result list, the previous focus will not be sent by RTE.</p>
QCCR1E125203	<p>When a JS heap "out of memory" issue</p>	<p>Now, a core dump file is generated</p>

## Fixed defects

CR	Problem	Solution
	occurs, no core dump file is provided to help the user analyze the detailed memory allocation information.	automatically when a JS heap "out of memory" issue occurs.
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.
QCCR1E125855	When using the RequestTask.wsdl file and running the UpdateRequestTask Request, the system cannot validate the Response. The following error message is displayed: line -1: Missing message part with name <code>[[http://schemas.hp.com/SM/7} UpdateRequestTaskResponse]</code> .	Now when using RequestTask.wsdl to run the UpdateRequestTask Request, the Response is validated without error.
QCCR1E126191	If you configure Hot Topic Analytics to create a Change record from the results of analyzing Incidents, an extra related link is incorrectly added to the incident.	Only one related link, which points to the newly created Change record, is added to the Incident.
QCCR1E126197	When you define new Hot Topic Analytics, you may find that drop-down lists are empty.	The drop-down lists now use another global list variable, which is initialized before you arrive at this configuration page.
QCCR1E126566	OCR automatically inserts messages such as "Text from image" and "The following text was recognized from the attached image" into interaction records. These terms and phrases may affect the performance of Hot Top Analytics or Smart Ticket.	These template messages are now added to the data cleaning configuration, and will be removed when indexed into IDOL.
QCCR1E126559	When you use Hot Topic Analytics to analyze incidents and create a problem, the related record information is not removed if you cancel the problem record creation before you submit it.	This issue no longer occurs.
QCCR1E126671	If you configure Hot Topic Analytics to create a change ticket based on the results of incident analysis, the cancel	The ticket creation is cancelled when you click "Cancel" in the change model selection page.

CR	Problem	Solution
	operation fails when you click "Cancel" in the change model selection page.	
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	Service Manager Doctor cannot get the SQL Server database information after JRE is upgraded to JRE1.8.	Now Service Manager Doctor can get the information.

## Upgrade

CR	Problem	Solution
QCCR1E118821	Some records are suffixed with "_disabled_by_PDRM" or "_disabled_by_PDHD" after Service Manager is upgraded from 9.3x with Process Designer to 9.40.	To work around the issue, manually remove these records.
QCCR1E119273	The "Significant" and "KM Change" Change subcategories are not added during the upgrade process.	The "Significant" and "KM Change" Change subcategories are added during the upgrade process.
QCCR1E119274	After you upgrade to a Process Designer-based version of Service Manager, the Additional Phase Information format is incorrect. Some tabs are not removed.	The Additional Phase Information format is correct after you upgrade to a Process Designer-based version of Service Manager.
QCCR1E119922	The "SQLServer" sqldbinfo record is not updated before the dbdict. Therefore, an M2 table may be created incorrectly.	The "Maximum Row Size" field in the "SQLServer" sqldbinfo record is set to 0 at first during the upgrade process.
QCCR1E120693	When you upgrade applications from ServiceCenter 6.2 to Service Manager 9.34, the following error message is generated:	The error no longer occurs when you upgrade applications from ServiceCenter 6.2.

Fixed defects

CR	Problem	Solution
	<p>API=OCISmtExecute [in sqociExecOne], Statement=INSERT INTO TODOLISTM1 ( "RECORD_ID", "STATUS", "DESCRIPTION", "TARGET_DATE", "FOLDER", "URGENCY", "PRIORITY", "GROUP", "ASSIGNEE", "COMPANY", ITEMTYPE) SELECT m1."INCIDENT_ ID",m1."OPEN",m1."TITLE",m1."NEEDED_BY_ TIME", m1."FOLDER", m1."SEVERITY", m1."PRIORITY_CODE", m1."ASSIGNMENT", m1."O WNER_NAME", m1."COMPANY", 'incidents' FROM incidentsm1 m1 LEFT OUTER JOIN incidentsm1 m1 ON m1."INCIDENT_ID" = m1."INCIDENT_ID" WHERE not (m1."OPEN" ='Closed') AN D m1.RECORD_NUMBER=1 (apm.upgrade.todo,execute.insert.select)</p> <p>SQL code=918 message=ORA-00918: column ambiguously defined (apm.upgrade.todo,execute.insert.select)</p>	
QCCR1E120690	<p>The following error message is displayed in the message console during the upgrade process:</p> <p>Cannot evaluate expression (apm.upgrade.revision.new.dbdict,created.msg) Unable to locate application \"sm.patchrel.log\" (apm.upgrade.revision.new.dbdict,created.msg)</p>	The error message is not displayed.
QCCR1E122513	When errors occur during the application upgrade process, additional error messages are recorded in the log and displayed to the user, which may confuse the user.	The error messages are now more clear and less confusing.
QCCR1E123456	If you create a custom upgrade and select the "Filter out the objects which are not changed?" option, some RAD application source code records are missing after you after you apply the custom upgrade.	If you create a custom upgrade and select the "Filter out the objects which are not changed?" option, no RAD application source code records are missing after you after you apply the custom upgrade.
QCCR1E123639	When you upgrade Service Manager 940, the Upgrade Utility invokes the ProcessDesignerRequestEnableManager. enableProductCatalogLink function. However, if a link records contains null fields, you receive the following error message:	There is no error message during the upgrade process.

Fixed defects

CR	Problem	Solution
	<p>Script 'ProcessDesignerRequestEnableManager' line 1389: ERROR TypeError: link[fields[k]] has no properties at char 1</p>	
QCCR1E124661	<p>The dbdict update process that occurs when you upgrade Service manager is not robust. If the update of one dbdict record fails, the whole upgrade process stops.</p>	<p>If the update of one dbdict record fails, the remaining upgrade process proceeds as expected.</p>
QCCR1E124851	<p>You cannot upgrade Service Manager 9.33 to Service Manager 9.4x if the Oracle Database is set to Primary Key mode.</p>	<p>You can upgrade Service Manager 9.33 to Service Manager 9.4x if the Oracle Database is set to Primary Key mode.</p>
QCCR1E124978	<p>After an upgrade, you cannot create a Change Task in some Change phases because the "Available" value of these phases is set to false.</p>	<p>Change phase retain the "Available" value after an upgrade.</p>
QCCR1E125137	<p>A caption in the Device table is not changed correctly after you perform an upgrade.</p>	<p>The caption is updated correctly after you perform an upgrade.</p>
QCCR1E125202	<p>A Request Automation Task cannot automatically move to the "Complete" or "Review" phases after an OO flow succeeds or fails.</p>	<p>A Request Automation Task can automatically move to the "Complete" or "Review" phases after an OO flow succeeds or fails.</p>
QCCR1E125446	<p>The upgrade process fails due to a Signal 11 error. You receive the following error messages:</p> <pre>JRTE I Termination signal: 11 RTE I -Memory : S(1323196883) O(1021625228) MAX(-1824767061) - MALLOC's Total(-257206578) RTE I ==&gt; Signal 11: User=falcon, Application=apm.upgrade.wizard.ux, Panel=maldatas.revise RTE I RAD thread id 12, last option key 10 RTE I Last format name upg.wiz.dbdict.ready.ux.g RTE I Application trace RTE I apm.upgrade.wizard.ux maldatas.revise line:6 RTE I apm.upgrade.main.ux apply RTE I sm.upgrade.ux call.apply.upgrade RTE I Application trace end</pre>	<p>The upgrade does not fail.</p>
QCCR1E125828	<p>The ComfillAutoComplete ScriptLibrary is not</p>	<p>You can now manually merge the</p>

CR	Problem	Solution
	added when you perform a Kept Customer, non-OOB, upgrade.	ComfillAutoComplete ScriptLibrary when you perform a Kept Customer, non-OOB, upgrade.

## Web client

CR	Problem	Solution
QCCR1E52992	The files containing certain characters in their file names do not work in the Service Manager web client. For example, if you modify a ticket and attach a file containing some certain characters (such as two or more periods in a row (.), the number sign (#), or the percent sign (%)) in the file name, the file can be saved to the ticket successfully but you cannot open or download it later.	The files containing certain characters (such as two or more periods in a row (.), the number sign (#), or the percent sign (%)) in their file names now work in the Service Manager web client.
QCCR1E56910	A vertical scroll bar is displayed when there are too many records in a table. If you scroll to view the additional rows in the table, the column header row scrolls away.	A vertical scroll bar is displayed when there are too many records in a table. If you scroll to view the additional rows in the table, the column header row remains at the top of the table and only the data rows scroll.
QCCR1E63628	When there are no records in the To-Do list, the next/last page buttons are not disabled.	When there are no records in the To-Do list, the next/last page buttons are disabled.
QCCR1E80251	In the web client, users can only see the latest 50 messages in the "Message and Alert" window.	Administrators can configure the "maxMessageNumber" parameter in the webtier.properties file so that users can see up to 500 messages in the "Message and Alert" window. The default value of this parameter is 50, and the maximum allowed value is 500.  <b>Note:</b> When the number of new messages ("N") is larger than 99, "N.." is displayed in a red circle on top of the message icon.

Fixed defects

CR	Problem	Solution
QCCR1E92990	The Popup Subform Enabled Condition property for a Comfill does not work on the web client.	The Popup Subform Enabled Condition property for a Comfill now works on the web client.
QCCR1E93311	In the paging bar of the record list, the Show combo box and its list items are not read properly by JAWS.	Now the Show combo box and its list items are read properly by JAWS.  [Known issue] JAWS 13 recognizes this combo box as a read-only control, but JAWS 15 does not.
QCCR1E99709	When a message that contains line breaks such as "\n" is displayed in a message box generated by the "mb.ok" RAD command in the web client, the line breaks do not break the message into multiple lines.	Now the line breaks break the message into multiple lines.
QCCR1E101792	The drop-down list of the Jump Address combo box overlaps the Workflow applet in the web client in Chrome.	Now the drop-down list of the Jump Address combo box does not overlap the Workflow applet.
QCCR1E101818	The text size of the Tool Bar buttons does not change when the browser text size changes.	The text size of the Tool Bar buttons also changes when the browser text size changes.
QCCR1E102286	There is no timestamp for SOAP traces in the webtier log by default.	The timestamp is now appended for SOAP traces in the webtier log by default.
QCCR1E103041	A Java security warning message is displayed when you open the MySM page.	Now the MySM page can be displayed without any warning.
QCCR1E104398	The purpose of the frames used in the web client is unclear to screen readers. If you use JAWS key strokes to navigate frames in a page, you always hear some meaningless descriptions.	With the title attribute set for all frames, the purpose of the frames used in the web client is clear to screen readers now.  The value of the title attribute setting varies are determined by the location of the frames as described below:  1. For the frame in the detail-only view or list-only view, it is the header label of the current active tab.  2. As to the frames in the list-detail view, it is the summary of the

CR	Problem	Solution
		<p>record list for the frame in the List pane, for example, "Record List, Grouped by Assignment Group, Sorted by Open Time Ascending". And it is the label for the current active tab header for the frame in the Detail pane.</p> <p>3. For other invisible frame without any content, it is "Empty".</p> <p>Known issue: Frames that are invisible on the web page are still visible to JAWS. This is an issue in JAWS.</p>
QCCR1E104626	<p>If the content for a cell of the QBE record list is very long, the content is truncated and an ellipsis ("...") is appended to the end. You can see the complete content only after you increase the column width.</p>	<p>If the content for a cell of the QBE record list is truncated, you can place the mouse over the cell to see the complete content in the form of tooltip.</p> <p>Known issue in Internet Explorer (IE):</p> <p>If the cell width is less than but very close to the total length of the content, although an ellipsis appears, no tooltip is displayed when you move the mouse over the cell. However, if you decrease the cell width a little bit, the tooltip is displayed.</p> <p>In some cases, the tooltip is still displayed for some cells even if the complete content is already displayed.</p>
QCCR1E104754	<p>A blank page is displayed if you move the focus to a read-only field of a record and then press Backspace.</p>	<p>Nothing happens if you move the focus to a read-only field of a record and then press Backspace.</p>
QCCR1E108081	<p>JAWS cannot read the state of a disabled button.</p>	<p>JAWS can read the state of a disabled button.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p><b>Note:</b> If you are using Internet Explorer 9, JAWS may not read the disabled state of the button properly.</p> </div>
QCCR1E108586	<p>The auto fill functionality on comfill and combo boxes in the web client do not</p>	<p>The auto fill functionality on comfill and combo boxes in the web client work</p>

CR	Problem	Solution
	work when entering a number of rows greater than the array length specified for the field.	correctly when entering a number of rows greater than the array length specified for the field.
QCCR1E110978	The "Skip Options" menu item in the "Option Menu" does not work in the accessible web client. For example, if you move the focus to the menu item and then press Enter, nothing happened.	The "Skip Options" menu item in the "Option Menu" now works in the accessible web client. For example, if you move the focus to the menu item and then press Enter, the focus is moved to the last menu item which is named "Back to Skip Options". You can then press Tab to move the focus away from the Option Menu section, on press Enter to move the focus back to the "Skip Options" menu item.
QCCR1E110966	When JAWS is running and the focus is on the current active tab header, you are unable to use Left/Right Arrows to switch to other tabs.	<p>When JAWS is running and the focus is on the current active tab header, you can use Left/Right Arrows to switch to other tabs.</p> <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p><b>Note:</b> Due to some page structure changes, there are some behavior changes when you use JAWS keystrokes.</p> <ol style="list-style-type: none"> <li>1. Press the 1 number key, JAWS reads "[current active tab header] + heading level one". After that, the following behaviors occur: Press Tab to move the focus to the first button in the toolbar. Press Shift + Tab to move the focus to the current active tab header.</li> <li>2. Press H, JAWS reads "wrapping to the top" + "list of open tabs" + "heading level 2". After that, the following behaviors occur: Press H again, JAWS reads [text of current active tab header] + "heading level one". Press Tab to move the focus to the current active tab header. Press Shift + Tab to move the</li> </ol> </div>

CR	Problem	Solution
		<p>focus to the last item in the System Navigator.</p> <p>Known issue: If the focus is within a record list, JAWS 15 cannot read the heading information when pressing H or any number key.</p>
QCCR1E111014	<p>After you turn on the High Contrast mode on Windows, some controls are not clearly visible in the web client. These controls include check boxes, radio buttons, image buttons, sort indicators in the Record list header, and submenu indicators for the More action menu,</p>	<p>Now except some controls in the Process Designer and Calendar module, all other controls are visible clearly in the web client when you turn on the High Contrast mode on Windows.</p>
QCCR1E111041	<p>When an input field inside an editable table gets focus, JAWS does not read aloud the information of the column that it belongs to.</p>	<p>When an input field inside an editable table gets focus, JAWS now reads aloud the information of the column that it belongs to.</p>
QCCR1E111044	<p>If you move the focus to the selection check box of a row in a record list, the screen reader reads that it is a "Select row" check box as well as its state. However, the screen reader also recognizes the check boxes of other rows as a "Select row" check box. You are unable to differentiate each row.</p>	<p>If you move the focus to the selection check box of a row in a record list, the screen reader reads that it is a "Select row" check box as well as its state. In addition, the screen reader also reads the content of first column of the row so that you can differentiate each row.</p> <p><b>Note:</b> It is recommended to put the column that can identify a specific row as the first column when designing a table.</p>
QCCR1E111158	<p>The web client does not use appropriate HTML heading tags (for example, H1, H2 and so on) for some web page headlines.</p>	<p>The web client now uses appropriate HTML heading tags for web page headlines for the following widgets:</p> <ol style="list-style-type: none"> <li>1. The Option menu: H2;</li> <li>2. The System Navigator: H2;</li> <li>3. The active tab of a Notebook control: the heading level defined in Forms Designer;</li> </ol>

CR	Problem	Solution
		<p>4. The header of a pop-up dialogue: H2.</p> <div style="background-color: #e0e0e0; padding: 5px; border: 1px solid #ccc;"> <p><b>Note:</b> The Heading Level property is available in previous releases for the Label, Wrap Label and Group controls. After you set value for this property in the Forms Designer, appropriate HTML heading tags can be generated for the web pages.</p> </div>
QCCR1E111340	When pressing the Tab key to navigate the attachment table, the screen reader cannot recognize the buttons in the last two columns in the attachment table.	When pressing the Tab key to navigate the attachment table, the screen reader can recognize the buttons in the last two columns in the attachment table.
QCCR1E111416	When you open a new incident, you can enter an invalid date time value in the "Outage Start" field. If you then click the "Save" button, the "Outage Start" field is reset to empty after the page is refreshed. It is inconvenient for you to make corrections to the invalid value. The same problem exists when updating an incident, opening a new change, and updating a change.	When you open a new incident, you can enter an invalid date time value in the "Outage Start" field. If you then click the "Save" button, this invalid value of "Outage Start" field is retained after the page is refreshed.
QCCR1E111433	Sometimes JAWS does not read the label for a form field. For example, if you move the focus to a field whose label has a Caption Condition, or move the focus to a read-only input field, JAWS does not read the label for these fields.	Now JAWS reads the related lab if you move the focus to a field.
QCCR1E111639	A new tab is opened if you drill down a record from the ToDo queue list in the Web client. However, if you then close the new tab, telephony does not work any more for the ToDo queue tab.	A new tab is opened if you drill down a record from the ToDo queue list in the Web client. If you then close the new tab, telephony still works for the ToDo queue tab.
QCCR1E112029	For an array of Comfills displayed in the magnified table, if you type some strings in one Comfill to call out the auto-completed drop-down list and	For an array of Comfills displayed in the magnified table, if you type some strings in one Comfill to call out the auto-completed drop-down list and

## Fixed defects

CR	Problem	Solution
	then press the Esc key, the magnified table disappears whereas the drop-down list does not.	then press the Esc key, both the drop-down list and the magnified table disappear.
QCCR1E112399	When a toolbar button with shortcut keys is focused, JAWS does not read its shortcut text. JAWS only reads the text on the button.	When a toolbar button with shortcut keys is focused, JAWS now reads its shortcut text instead of reading the text on the button.
QCCR1E113023	Suppose you have an array variable that stores two values, and in the Forms Designer you assign the first value to the input property of a read-only field and assign the second value to the input property of an editable field. If you access the array in the web client through a related Display Option record, the first value of the array is always empty.	Now if you access an array of data in the web client through a related Display Option record, each value in the array is recognized correctly.
QCCR1E113288	The font size becomes smaller in the accessibility mode after adopting the HP Experience UI in the web client.	The font size now looks bigger in the accessibility mode.
QCCR1E114274	If a label control with a proper HTML heading level is placed before a radio control in the same line, then it is not displayed in Internet Explorer 8.	If a label control with a proper HTML heading level is placed before a radio control in the same line, then it is now displayed in Internet Explorer 8.
QCCR1E114504	If you input multiple lines of text into an HTML Editor for a field whose data type is array in the Web client and separate each line with the Enter key, you can only view the first line of the text after you save the record.	The HTML Editor now supports array values and you can view all lines of the text.
QCCR1E114637	The property "Maximum Characters Beep" does not work in the Web client.	The property now works in the Web client that uses browsers other than Internet Explorer 8.
QCCR1E114863	When you insert an ordered or an unordered list in the HTML Editor, the Shift+Enter key combination does not work correctly. Each time when these keys are pressed, a numbered or bullet item instead of an empty item is created.	Now the key combination works correctly.
QCCR1E115456	Suppose you have designed a form to	Now the control obtains the focus when

Fixed defects

CR	Problem	Solution
	<p>make an control the next Tab stop of a Comfill and set the Visible condition of the element to be dependent on the value of the Comfill. If the control is invisible initially, after you change the value of the Comfill which makes the control visible and then press the Tab key, the control is set to be visible but does not obtain the focus.</p>	<p>it is set to be visible.</p>
<p>QCCR1E115955</p>	<p>In case there are too many buttons on the toolbar, only some of the buttons are displayed and the others are hidden. In addition, a button with the image "&gt;&gt;" is displayed for you to bring up the hidden buttons as menu items. However, the purpose of this "&gt;&gt;" button is unclear both visually and audibly.</p>	<p>Now when you put the mouse over the button with the image "&gt;&gt;", a tooltip is displayed: "Clicking this button will show all hidden buttons as menu items". In addition, if the button obtains the focus when JAWS is running, JAWS reads it as a "Show Hidden Menus" button.</p>
<p>QCCR1E115961</p>	<p>No text alternative is available for the HP logo in the log-in page.</p>	<p>A text alternative is available for the HP logo in the log-in page.</p>
<p>QCCR1E115986</p>	<p>The contrast ratio of the placeholders for the two input text boxes in the log-in form does not meet the requirement of Contrast (Minimum) in the Web Content Accessibility Guidelines (WCAG) 2.0.</p>	<p>The contrast ratio now meets the requirement.</p>
<p>QCCR1E115975</p>	<p>The comfill field's value is not cleared successfully when it is selected by auto complete.</p>	<p>The comfill field's value is cleared successfully when it is selected by auto complete.</p>
<p>QCCR1E116054</p>	<p>In the accessible web client, If you focus on one of the column headers of an attachment table and press the Down arrow, the first row is selected with a blue rectangle on the upper left corner of the check box cell.</p>	<p>In the accessible web client, If you focus on one of the column headers of a attachment table and press Down arrow, the first row is selected without any unexpected link highlighted.</p>
<p>QCCR1E116039</p>	<p>After you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34 or upgrade your applications to version SM9.35, the User Selection Template function is enabled. However, when you open a service catalog item with multiple user selections and then</p>	<p>The check boxes keep checked status after you move one or more user selections up or down in the web client.</p> <div data-bbox="922 1738 1360 1864" style="background-color: #e0e0e0; padding: 5px;"> <p><b>Note:</b> To take advantage of this fix, you must additionally configure the svcOptionsTemplate.view</p> </div>

CR	Problem	Solution
	<p>click one or more check boxes of the user selections and move the user selections up or down, the check boxes become unchecked.</p>	<p>format:</p> <ol style="list-style-type: none"> <li>1. Log in to the Windows client as an administrator.</li> <li>2. In Forms Designer, open the svcOptionsTemplate.view format in Design mode.</li> <li>3. Select the table in the "User Selections Definition" tab.</li> <li>4. In the Properties pane, if the "Selection Field" field is empty, enter "option.names" in this field.</li> <li>5. Click "OK" twice to save this form.</li> </ol>
<p>QCCR1E116047</p>	<p>If you press the Tab key to move the focus inside a table in the detail form, each cell of the table gets focused one by one. There is no shortcut key available to quickly move the focus inside a table.</p>	<p>For tables in the detail form, the following shortcuts are now available to navigate through table cells quickly:</p> <ol style="list-style-type: none"> <li>1. Ctrl + Home/End: Move the focus to the first/last cell in the table.</li> <li>2. Home/End: Move the focus to the first/last cell of the current row.</li> </ol> <p><b>Note:</b> The above shortcuts do not work when JAWS is running. However, JAWS has its own set of shortcut keys to move the focus through the table. For example, you can switch to the JAWS table layer mode by the using JAWS command "INSERT+SPACEBAR, T", and then use Ctrl + Alt + Home/End to move the focus move to the first/last cell of the table.</p>
<p>QCCR1E116055</p>	<p>The focus of the log-in button is not clearly visible in the accessible mode.</p>	<p>Now the focus of the log-in button is clearly visible.</p>
<p>QCCR1E116111</p>	<p>The mandatory state displayed for a</p>	<p>The state is now consistent with that read by JAWS.</p>

Fixed defects

CR	Problem	Solution
	Date control is inconsistent with that read by JAWS.	
QCCR1E116571	If you use the JAWS command Down arrow to navigate through page elements, the label for a control is always read aloud twice by JAWS.	Now if you use the JAWS command Down arrow to navigate through page elements, the label for a control is read aloud once by JAWS.
QCCR1E116536	JAWS 13 reads the current active tab headers as heading level 1, whereas JAWS 15 does not.	The current active tab headers are no longer read as heading level 1. Instead, these tab headers are read as tabs by all screen readers.
QCCR1E116679	The Caption Condition for a control does not work if its expression contains a reference to an invisible field whose caption is also set dynamically by using Caption Condition.	The Caption Condition for a control now works correctly in this case. Limitation: This fix only works when you define the invisible field as a Text control. Other types like Combo Box are not supported.
QCCR1E116725	Suppose you open the detail information of a change task by clicking the link in the task planner and then close the task. After you click OK to close the task planner, the value of the taskActive field in the closed task is still true.	Suppose you open the detail information of a change task by clicking the link in the task planner and then close the task. After you click OK to close the task planner, the value of the taskActive field in the closed task is false.
QCCR1E116783	If you assign a valid Data Changed Event to a Combo box, after the value of the Combo box is changed in the Web client, the page is refreshed. However, the focus is not set back to the Combo box after that. This applies to all controls that have the Data Changed Event property.	For all controls that have the Data Changed Event property, now the focus is set back to the control after the page is refreshed.
QCCR1E116750	In Service Manager web client 9.33 or later, when you modify an existing knowledge document that were created with Internet Explorer in earlier web client versions by pressing Enter to add an item to an ordered or un-ordered list, the new empty line does not have a number or bullet.	<p>Now the new empty line always has a number or bullet.</p> <div style="background-color: #e0e0e0; padding: 5px;"> <p><b>Note:</b> The issue still exists for a few old knowledge documents with redundant HTML &lt;div&gt; tags enclosed in the &lt;li&gt; tag. In this case, you can work around the issue by removing the redundant &lt;div&gt; tags enclosed in the &lt;li&gt; tag in the source mode of an HTML</p> </div>

Fixed defects

CR	Problem	Solution
		editor.
QCCR1E117120	After you log on to Service Manager by using the web client, some warning messages are displayed in the web tier log file and indicate some missing resources in the "com.hp.ov.cwc.web.cwc_labels" bundle.	Now these warning messages are no longer displayed in the log file.
QCCR1E117200	If you use the default value 8 for the Box Line property of a Comfill or Combo Box, they are still displayed with 6 lines in the web client.	Now they are displayed with 8 lines in the web client.
QCCR1E117607	The Caption condition does not work for the read-only Comfill control.	Now the Caption condition works correctly.
QCCR1E117998	If you log on to Service Manager from the web client via Trust Sign On, you cannot see the "installed components" appearing on the About page.	Now the "installed components" are correctly displayed after you log on to Service Manager from the web client via Trust Sign On.
QCCR1E118013	When you select the October month in Calendar regardless of the year, the last Sunday of the month has two duplicate entries.	The last Sunday of October is displayed only once in Calendar.
QCCR1E118076	<p>Several JavaScript errors occur in the message console when sorting a column.</p> <p>For example:                      Uncaught ReferenceError: cwc is not defined                      Uncaught ReferenceError: Ext is not defined</p> <p>However it doesn't impact any user function.</p>	There is no error message when sorting a column.
QCCR1E118265	The form for catalog items overlaps the text in the web client.	The form for catalog items is displayed with scroll bars when the text height exceeds the default height in the web client.
QCCR1E118345	If the More Actions button is displayed as a menu item in the menu expanded	If the More Actions button is displayed as a menu item in the menu expanded

Fixed defects

CR	Problem	Solution
	by the ">>" button, you are unable to bring up the submenu of the More Actions button using keystrokes when JAWS is running.	by the ">>" button, now you can bring up the submenu of the More Actions button using keystrokes when JAWS is running.
QCCR1E118338	In Task Planner, you cannot manually enter the date time value in the Additional field, which is the Date/Time data type.	Now you cannot manually enter the date time value in the Additional field in Task Planner.
QCCR1E118598	The screen reader does not read the summary of Time Period Record List Panel and Object Record List Panel in Calendar when these summaries get focused.	The screen reader now reads the summary of Time Period Record List Panel and Object Record List Panel when these summaries get focused.
QCCR1E118657	Suppose you have three tasks for a change plan, and the task IDs are set to 1, 2, and 3 respectively. The Task Condition value is not empty for Task 2 but is empty for Task 3. If you delete Task 2 and click OK to save the change in the Task Planner, an invisible condition of Task 2 is populated to Task 3 and dominates its creation when it reaches its Open In Phase.	Suppose you have three tasks for a change plan, and the task IDs are set to 1, 2, and 3 respectively. The Task Condition value is not empty for Task 2 but is empty for Task 3. If you delete Task 2 and click OK to save the change in the Task Planner, the creation of Task 3 is not affected when it reaches its Open In Phase.
QCCR1E118625	The HTML tags are not displayed correctly in the message dialog.	The HTML tags are displayed correctly in the message dialog.
QCCR1E118745	The out-of-box icons are not updated. These icons include mail.png, rmail.png, logo256.png, and question.png.	These icons are updated out-of-box.
QCCR1E118771	The "Check All" check box in Workflow Editor does not support keyboard navigation.	Now the "Check All" check box in Workflow Editor supports keyboard navigation.
QCCR1E118837	The date operator combo box in the Date Picker window cannot be operated by using the keyboard when JAWS is in "cursor on" mode. In addition, JAWS cannot read the list options.	Now the date operator combo box in the Date Picker window can be operated by using the keyboard and JAWS can read the list options.
QCCR1E118830	JAWS does not read the label for the text box in the Advanced Filter dialog box in Service Manager Calendar.	Now JAWS reads the label for the text box in the Advanced Filter dialog box in Service Manager Calendar.
QCCR1E118831	Messages are not read after pressing	Messages are now read after pressing

Fixed defects

CR	Problem	Solution
	Tab on the filter panel.	Tab on the filter panel.
QCCR1E118901	JAWS does not read the messages when you use the Tab key in the filter panel.	Now JAWS reads the messages when you use the Tab key in the filter panel.
QCCR1E118978	The check box status is displayed incorrectly when you click the "Show All" button.	The check box status is displayed correctly when you click the "Show All" button.
QCCR1E118995	After the new content is loaded in the detail-only tab, the "Expand All" and "Collapse All" buttons of the Quick Jump widget do not work.	After thhe new content is loaded in the detail-only tab, the "Expand All" and "Collapse All" buttons work as expected now.
QCCR1E119023	When trying to collapse the Navigator with no menu items, the page crashes with the following JavaScript error : Uncaught TypeError: Cannot read property 'getHeight' of undefined	When trying to collapse the Navigator with no menu items, the page no longer crashes.
QCCR1E119031	If the label for a mandatory Comfill or Combo box field has a Caption Condition, JAWS cannot read the required state of the field.	Even if the label for this mandatory Comfill or Combo box field has a Caption Condition, JAWS can read the required state of a mandatory Comfill or Combo box field.
QCCR1E119061	When you open the Shortcut dialog at the first time, the focus is on it. However, when you open the Shortcut dialog at the second time, the focus is not on it.	No matter when you open the Shortcut dialog, the focus is always on it.
QCCR1E119067	If you set a read-only condition for a Dynamic Form control, the read-only text fields and text area fields inside them are displayed with a white strip on both the left side and the right side in the web client.	Now the fields are displayed with correct background color.
QCCR1E119179	Sometimes the Find button of a Comfill does not work. For example, in the detail page of a record A, you may click the Find button of a Comfill to show its detail information (record B), and you may then perform a certain operation to show record C. If record C shares the same form name as record A, the Find buttons of the Comfills on this page	Now the find button of a Comfill always works.

Fixed defects

CR	Problem	Solution
	sometimes do not work.	
QCCR1E119204	The screen reader does not tell the users how to open the filter selection window when the focus is on a filter field in Calendar.	The screen reader now tells the users to press the Space key to open the filter selection window.
QCCR1E119200	When you click the Collapse All button of the Quick Jump widget and then press Alt + J, the focus does not move to the Quick Jump input box. Instead, the focus stays inside the detail form below.	Now when you click the Collapse All button of the Quick Jump widget and then press Alt + J, the focus moves to the Quick Jump input box.
QCCR1E119202	If you design a form and set a certain Heading Level to a Group control which displays the total number of records as part of its caption, JAWS cannot read the Heading Level for the Group after the form is displayed in the web client.	Now JAWS can read the Heading Level for the Group control even if it displays the total number of records as part of its caption.
QCCR1E119201	The HP Proprietary option is editable when a workflow is marked as HP Proprietary.	_The HP Proprietary option is disabled when a workflow is marked as HP Proprietary.
QCCR1E119236	The datetime value is cleared if you try to edit the datetime condition that was created previously in Condition Editor.	The datetime value is displayed correctly if you try to edit the datetime condition that was created previously in Condition Editor.
QCCR1E119239	The operator value is not displayed correctly.	The operator value is now correctly displayed.
QCCR1E119401	In Internet Explorer, if you press Tab to navigate through elements on a detail form, the "Add Files..." button for uploading attachments gets focused twice.	<p>Now in Internet Explorer 10 and later versions, if you press Tab to navigate through elements in the detail form, the "Add Files..." button for uploading attachments gets focused once.</p> <p>Known issue: 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>
QCCR1E119451	The Calendar pop-up always shows Sunday in the first column when you log on to Service Manager by using SSO/TSO, no matter how the parameter "startDayOfWeek" is configured in the	The Calendar pop-up shows the first column based on the "startDayOfWeek" configuration in the web.xml file when you log on to Service Manager by using SSO/TSO.

CR	Problem	Solution
	<p>web.xml file.</p> <p>For 9.41:</p> <p>The configurations of "startDayofWeek" in web.xml and/or "First Day of Week" in "Login Profiles" of the operator record are ignored when you log on to Service Manager by using SSO/TSO.</p>	<p>For 9.41:</p> <p>The configurations of the "startDayofWeek" parameter in web.xml and "First Day of Week" in "Login Profiles" of the operator record take effect for both TSO and non-TSO logins.</p> <p>If "First Day of Week" is set, it supercedes the "startDayofWeek" setting. Otherwise, the "startDayofWeek" setting works.</p>
QCCR1E119520	<p>Suppose you set the Array Length property of a Comfill control to a number greater than one. If this control is displayed on the web client as an array of read-only Comfill widgets, when you tab through these Comfills, each one gets the focus twice.</p>	<p>Now each read-only Comfill widget gets the focus once.</p>
QCCR1E119500	<p>The line thickness of the focus indicator for a table cell is too low in the accessible client.</p>	<p>The line thickness is now okay in the accessible client.</p>
QCCR1E119660	<p>If the font files are not included in the compression list, it takes the system a long time to load the log-in page.</p>	<p>Now it takes less time for the system to load the log-in page.</p>
QCCR1E119661	<p>The new font-style does not have the max-age attribute and is not cached in the local browser.</p>	<p>The new font-style now has the max-age attribute and is cached in the local browser.</p>
QCCR1E119732	<p>After you click the Collapse All button or the Expand All button in the Quick Jump widget, the group state cannot be stored and restored when the page is refreshed (expanded/collapsed).</p>	<p>Now after you click the Collapse All button or the Expand All button in the Quick Jump widget, the group state can be stored and restored after when the page is refreshed (expanded/collapsed).</p>
QCCR1E119878	<p>In list-detail/lis-only page, the shortcut key for "Select column" in column header in list page works well. However, the same function in "Todo" queue page does not work.</p>	<p>The shortcut key for "Select column" in the column header in "ToDo" queue page works well now.</p>
QCCR1E119943	<p>The smart ticket task page hangs when you add multiple companies with a specific character in the company code.</p>	<p>The smart ticket task page is displayed correctly.</p>

Fixed defects

CR	Problem	Solution
QCCR1E120027	Suppose you designed a form and added a Text control and a Notebook control in a row. After the form is displayed in the web client, if the Text control contains a very long string, the Notebook only occupies a very limited space in the print view.	Suppose you designed a form and added a Text control and a Notebook control in a row. After the form is displayed in the web client, the Text control and the Notebook control occupies about the same space in the print view.
QCCR1E120516	There is a dashed frame around the comfill button after the focus leaves in Internet Explorer 8.	There is no dashed frame around the comfill button any longer.
QCCR1E120524	There is no focus indicator for the OK button or the Cancel button in the Specify Image Location window in Windows High Contrast mode.	Now the focus indicator is available for the OK button or the Cancel button in the Specify Image Location window in Windows High Contrast mode.
QCCR1E120554	JAWS does not read the label for "Field In Interaction" in the Add Filter Criteria wizard page.	<p>JAWS reads the label for "Field In Interaction" after you take the value of the "Name" property of the "Field In Interaction" field and set it to the "Label for" property of its label.</p> <div style="background-color: #e0e0e0; padding: 5px; border: 1px solid #ccc;"> <p><b>Note:</b> If the "Input" for a label is set with a variable and this label needs to be linked to a widget, you must specify the "name" of the target widget as the "Label for" value for this label.</p> </div>
QCCR1E120660	If you save an operator record without changing the password in the Web client, the following error message is sometimes displayed: The entered password exceeds the maximum length allowed.	Now the record is saved successfully without any password related error messages.
QCCR1E120920	When setting an expression for the Visible Condition property of a combo box or for the date control, non-empty field values are displayed as empty on the print preview page.	Now non-empty field values are displayed correctly on the print preview page.
QCCR1E121083	When you resize the browser window so that it becomes too small to show all Notebook tabs in a form, the Notebook scroll buttons are not displayed after the form is loaded for the first time.	Now you can see the scroll buttons when a form with many Notebook tabs is loaded for the first time.

## Fixed defects

CR	Problem	Solution
	You can only resize the browser window to display all Notebook tabs.	
QCCR1E121191	Suppose you added a User Selection with display type of Pick List of Radio buttons to a catalog item, and then set a very long label for one of the radio buttons. When you order this catalog item in the web client, the display of the long radio label exceeds the border of the radio group.	Now the long radio label is wrapped and is displayed inside the border of the radio group.
QCCR1E121257	In a Service Manager system with the Smart Analytics feature, if you open the "Hot Topic Analytics for Problem" page and click the "Print" button in the toolbar, the Analytics information is not displayed in the print view.	Now the Analytics information is displayed in the print view.
QCCR1E121337	Branding does not work well when compactLayout is enabled	Branding works well when compactLayout is enabled
QCCR1E121401	Unable to call out the drop-down list for any combo box on a dynamic form.	Now you can call out the drop-down list for any combo box on a dynamic form.
QCCR1E121450	Suppose there is a field whose name contains an apostrophe ('), and you set this field as a "Group By" field for a view. When this view is displayed in the web client, nothing is displayed for the record list. The system displays the following JavaScript error in the browser console: .	Now the record list is displayed correctly for the view in the web client without any errors.
QCCR1E121572	If you enable auto-complete for "User names and passwords on forms" in Internet Explorer (IE), and change the parameter disableLoginAutoComplete to false in web.xml to enable auto-complete for the login form, on your later login attempts after a successful login, the password is not auto-completed in the login form in all versions of IE except IE11.	If you enable the auto-complete for "User names and passwords on forms" in Internet Explorer (IE), and change the parameter disableLoginAutoComplete to false in web.xml to enable auto-complete for the login form, on your later login attempts after a successful login, the password is auto-completed in the login form.
QCCR1E121635	Tables on the detail form are not displayed in the print preview.	Tables on the detail form are now displayed in the print preview.
QCCR1E121718	Some Service Catalog item images are	Service Catalog item images are

## Fixed defects

CR	Problem	Solution
	much smaller than others on the web client in Internet Explorer 11.	displayed in the same size on the web client in Internet Explorer 11.
QCCR1E121734	If you use a field which is named "groups" for the "input" property of a record list column, the record list hangs when you access the web client.	The record list is loaded successfully when you access the web client.
QCCR1E121922	When a magnified table is open and the first cell is not a link or an input box, the initial focus is lost and you are unable to press Tab to move the focus inside the table.	Now the initial focus is in the first cell in a magnified table and you can press Tab to move the focus through each cell.
QCCR1E122133	JAWS does not read the required state change triggered by a mandatory condition.	JAWS reads the required state change triggered by a mandatory condition.
QCCR1E122205	One meaningless frame name is listed by JAWS after the pop-up subform is open.	No meaningless frame name is listed by JAWS after the pop-up subform is open.
QCCR1E122270	When checking one or more user selections in the user selection templates or catalog item definition, you cannot access the dynamic field description wizard by clicking the selection name.	When checking one or more user selections in the user selection templates or catalog item definition, you can access the dynamic field description wizard by clicking the selection name.
QCCR1E122399	The pie chart label is not correct when the group by field is number type field and the value is globalist.	Treat the numeric field as a string when there is a global list associated with a numeric field.
QCCR1E122554	When you paste MS Word documents in the HTML editor while contributing KM articles, the web client does not prompt you to clean the text before pasting.	When you paste MS Word documents in the HTML editor while contributing KM articles, the web client prompts you to clean the text before pasting.
QCCR1E122609	When there are too many buttons on the toolbar, only part of the buttons are displayed and the others are hidden. In addition, a button with the image ">>" is displayed for you to show the hidden buttons as menu items. However, menu items for pure image buttons are not read correctly by JAWS.	Now menu items for pure image buttons are read correctly by JAWS. Known issue: If the menu only contains pure image buttons, the width of the menu is wider than it was in previous versions.
QCCR1E122662	You cannot easily see the content of some elements on a form when these	Now you can easily see the content of the read-only elements on a form.

## Fixed defects

CR	Problem	Solution
	elements are in the read-only state. These elements include checkbox, radio button, and so on.	
QCCR1E122898	The tooltips in the line report are overlapped.	The tooltips are now resizable. The system only displays one tooltip at one time and closes the previous tooltip when rendering a new tooltip.
QCCR1E122994	With Internet Explorer 10, the web client hangs for several seconds when closing a tab that contains an inactive workflow notebook page.	With Internet Explorer 10, the web client works fine now when closing a tab.
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 label.	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.
QCCR1E123129	If all fields in a form are read-only, after the form is displayed in the web client, you are unable to see the initial focus indicator.	If all fields in a form are read-only, after the form is displayed in the web client, you are able to see the initial focus indicator because now this initial focus is set to the first read-only field.
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 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.
QCCR1E123694	Suppose you have a Comfill on a form and specify a Data Changed Event to it, which displays the field information. After the form is displayed on the web	Now the field information displayed is from the Comfill.

## Fixed defects

CR	Problem	Solution
	client, if you change the value of the Comfill and then directly click another field, the field information displayed is from the other field instead of the Comfill.	
QCCR1E123742	The state of a radio button with an empty value cannot be sent to the server, resulting in the wrong search results.	The state of the radio button with an empty value now can be sent to the server so that you can get the proper search results.
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.	Now a GIF image can be displayed for a link label in the web client. 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.
QCCR1E123969	The Dashboards cannot be opened from the navigation menu after LW-SSO is configured. If you log on to Service Manager by using SSO, the system displays the following error: An error has occurred while processing a request for: /webtier/dashboard.do Please contact your Administrator or see server logs for more details Error: null	The Dashboards can be opened from the navigation menu without errors after LW-SSO is configured.
QCCR1E124211	The login performance is downgraded because of the additional request for beep.mp3.	Now the system only loads the beep.mp3 file when it is required.
QCCR1E124230	Auto complete does not work.	Auto complete works fine after modified the changeModel linkline (service) target field from name to logical.name and adjusted the auto complete JavaScript.
QCCR1E124561	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.
QCCR1E124714	Message icon number is displayed incorrectly in SM accessible mode.	Message icon number is now displayed correctly in SM accessible mode.
QCCR1E124950	If there are more than 25 Request Task categories in the drop-down list, users	Each Request Task category can be selected even if the count of categories

CR	Problem	Solution
	cannot see and select the category after the 25th item in the task editor.	<p>exceeds 25 in the drop-down list.</p> <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p><b>Note:</b> If you fill one value in the Task Category field in the task editor and the value matches the prefix of an item in the combo list, the drop-down list displays this item. Meanwhile, if you click the drop-down button on the right side of the Task Category field, the drop-down list also displays the matched item. To display all items in the combo list, you must clean the value in the Task Category field, and then click the drop-down button again.</p> </div>
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.
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.

## Windows client

CR	Problem	Solution
QCCR1E57084	Assume that you use the HTML editor to input multiple lines of text into a data-type field in the Windows Client. You separate each line by using the Enter key. In this situation, only the first line of text is displayed after you save the	The HTML editor now supports array values and all the lines of text are displayed.

CR	Problem	Solution
	record.	
QCCR1E105611	<p>The performance of the Windows client is poor in some situations. When this happens, the following error message may appear in the " directory &gt;\ServiceManager\workspace \.metadata\log" log file:</p> <p>[ERROR] Exception setting XML Model: java.lang.NullPointerException</p>	<p>The performance of the Windows client is improved to an acceptable level, and the error message is not written to the log file.</p>
QCCR1E111821	<p>Assume that you are using the Windows client and that the focus is in an editable field (that is, a Text, Combo box, Comfill, or Decimal Control field). You then move focus to an HTML editor and paste some content into it. In this situation, the content is also pasted into the editable field that was previously in focus.</p>	<p>No content is pasted into the editable field that was previously in focus..</p>
QCCR1E112030	<p>If you use an array for the input property of each column in a table, the array index may not work. For example, "desc" is an array and you design a table to use "desc, 2" as the input of the first column and to use "desc, 1" for the second column. When the table is displayed in the Windows client, both columns use the first element of the array.</p>	<p>If you use an array for the input property of each column in a table, the array index works as expected. For example, "desc" is an array and you design a table to use "desc, 2" as the input of the first column and to use "desc, 1" for the second column. When the table is displayed in the Windows client, each column is displayed with correct data.</p>
QCCR1E117587	<p>If you configure the Windows client with the HP Service Manager Client Configuration Utility to hide server parameters, the Connections dialog box is not automatically displayed when you start the Windows client.</p>	<p>When you start the Windows client, the Connections dialog box is automatically displayed, even after you configure the Windows client with the HP Service Manager Client Configuration Utility to hide server parameters.</p>
QCCR1E120585	<p>If the content to be displayed in an HTML Viewer contains a link, and you set an unquoted string for the href attribute of this link, for example, href=http://abc.com&gt;, you are unable to print a form that contains this HTML Viewer in the web client.</p>	<p>Now you can print the form successfully.</p>
QCCR1E120739	<p>The "Accessible Description" property is not available for the "Graph" control.</p>	<p>The "Accessible Description" property is now available for the "Graph" control.</p>

## 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 (Service Manager 9.40 and patches).

### Issues in Service Manager 9.41 Classic and in Service Manager 9.41 Codeless

Global ID	Problem	Workaround
QCCR1E128412	On Unix platforms, the legacy listener does not work if Service Manager server uses the Oracle 12c instant client.	There is currently no workaround available.
QCCR1E124820	After you add the "Service Display Name" field to a Change view and specify the "Service" field as a group-by field, an error occurs and the view does not load when you sort the view by Service Display Name.	Add either the "Service" field or the "Service Display Name" field to both the view and the list of group-by fields.  <b>Note:</b> The "Service" field is preferred because this field is populated with CI Display Name values. There is no need to add the second level field, Service Display Name.
QCCR1E127867	The "Chart by" functionality does not work when there is an outer join field in the view.	Use Service Manager Reports instead.
QCCR1E127873	In the Service Manager (SM) Hybrid mode, calling the SM RESTful API for UCMDB integration for the first time will fail.	Make a call to the API after you set up the SM Hybrid environment.
QCCR1E127871	In the "Chart by" form, "sm.device.display.name" is displayed as the value of the "Display Name" column.	There is currently no workaround available.
QCCR1E127858	The index status is not updated into the Knowledge Management knowledge base, and thus the library cannot be searched in the main search page and	Drill down into the Knowledge Maintenance page for the library to synchronize the index status into the Knowledge Management knowledge

Global ID	Problem	Workaround
	the context-aware page.	base.
QCCR1E127872	The IDOL content service does not start on machines that have 24 CPU cores configured.	<p>You can apply a workaround if the following error appears in the application.log of the content server:</p> <pre>[1] 70-Error: Error: Attempt to open [ =..)0] failed. (No such file or directory). The file open mode [rb] does not permit creation of a new file.</pre> <p>In this case, modify the following parameters in the configuration of the content server, and then restart the content server.</p> <pre>[Server] Threads=x [AsyncActions] Threads=y let x+y&lt;32</pre>
QCCR1E127858	The new library index status is not updated in the "kmknowledgebase" table when you click Full Reindex in the Knowledge Maintenance page.	Refresh the status in library configuration.
QCCR1E127861	The logical.name of the CI is displayed on the "Edit OO flow" widget for Emergency Change records in the "Build and Test" phase.	There is currently no workaround available.
QCCR1E127862	Duplicate Ctrl+Home/End shortcuts are defined in the system keyboard shortcut list.	<p>To work around the issue, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Open the web tier configuration file "..\WEB-INF\shortcut.xml".</li> <li>2. Remove line 20 and line 21, and then save it.                     <pre>&lt;shortcut name = "NavSection.Home.Key" desc_ref="NavSection.Home.Value"/&gt; &lt;shortcut name = "NavSection.End.Key" desc_ref="NavSection.End.Value"/&gt;</pre> </li> <li>3. Restart the Application Server.</li> </ol>
QCCR1E126469	Chrome 44 refuses to send https requests to a web server with a self-signed SSL certificate. Additionally, you	Use Chrome 43 instead.

Global ID	Problem	Workaround
	receive the following error message:  Failed to load resource: net::ERR_INSECURE_RESPONSE  Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.	
QCCR1E124206	Service Manager survey does not support multiple company.	There is currently no workaround available.
QCCR1E124149	Record that do not satisfy query conditions for selected lines are displayed in the calculation chart report.	There is currently no workaround available.
QCCR1E124144	You cannot drill down into the calculation and duration charts when the aggregator is set to MIN or MAX.	There is currently no workaround available.
QCCR1E124821	Auto-complete does not work when the link line of the associated field has the "Skip Query Rewriting" option enabled.	There is currently no workaround available.
QCCR1E122174	SMC does not support RTL.	There is currently no workaround available.
QCCR1E124466	Error messages displayed in English are not indexed in localized language versions.	There is currently no workaround available.
QCCR1E125500	If you enable the <i>preventDuplicatedAttachmentName</i> parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	There is currently no workaround available.
QCCR1E126359	English text in screenshots is not recognized correctly when your contact language is Arabic.	There is currently no workaround available.
QCCR1E119401	If you enable the <i>preventDuplicatedAttachmentName</i> parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	There is currently no workaround available.
QCCR1E127213	The Content1 service cannot be started by "Start Service" in the IDOL installer.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E121838	Labels overlap on Stacked Horizontal bar charts in Reports.	There is currently no workaround available.
QCCR1E122115	Values less than 0 are not displayed correctly in bar or area charts.	There is currently no workaround available.
QCCR1E125879	The additional Request Overview (PD) (Global) dashboard and its reports are displayed in Classic mode.	There is currently no workaround available.
QCCR1E122716	You cannot drill down into the index for fsylib.	There is currently no workaround available.
QCCR1E127170	You cannot tailor OO flows.	There is currently no workaround available.
QCCR1E123090	Special characters cannot be searched for in IDOL.	There is currently no workaround available.
QCCR1E123438	An error message with an unclear meaning is displayed when the OMNI Group Server is offline.	There is currently no workaround available.
QCCR1E124369	Some returned results from external libraries are not highlighted.	There is currently no workaround available.
QCCR1E124633	When you set all Index Weight values to "No Index" and then click Save, the configuration is saved incorrectly.	There is currently no workaround available.
QCCR1E126198	The Smart Search Configuration tab is incorrectly named "environment: knowledge management".	There is currently no workaround available.
QCCR1E126737	Links in the file system search results do not open in Firefox or Chrome.	There is currently no workaround available.
QCCR1E126780	The pagination count is not correct in the main search page.	There is currently no workaround available.
QCCR1E126842	The "Set parent" button in Smart Search should not be shown for non-Process Designer-based Incidents.	There is currently no workaround available.
QCCR1E126847	The reported number of search results from the catalog library is not correct.	There is currently no workaround available.
QCCR1E126848	SharePoint pages are indexed into IDOL incorrectly.	There is currently no workaround available.
QCCR1E126852	Type ahead cannot use the display value	There is currently no workaround

Global ID	Problem	Workaround
	of a global list in the advanced filter function in Smart Search.	available.
QCCR1E126886	The Change Service value does not display the CI Display Name.	There is currently no workaround available.
QCCR1E126901	Preconditions should be merged if there are multiple preconditions for a file, but the criteria conflict.	There is currently no workaround available.
QCCR1E126974	The reported number of search results is incorrect.	There is currently no workaround available.
QCCR1E126978	You cannot select the ID-title in Smart Search in Internet Explorer 10.	There is currently no workaround available.
QCCR1E127031	No error message is displayed in the library if the attachment is not indexed successfully.	There is currently no workaround available.
QCCR1E127368	If you use fields that are not in the form in the match criteria of a predefined filter in Smart Search, Smart Search does not work.	Add the fields used in the match criteria of the predefined filter in context aware search into the form of the current working ticket.
QCCR1E127036	The filter is saved too slowly when you click "search within results" in Internet Explorer 10.	There is currently no workaround available.
QCCR1E124715	You cannot connect to IDOL with an IPv6 address.	There is currently no workaround available.
QCCR1E124520	On a tablet, the back and forward buttons do not work correctly in IDOL external webpage details pages.	There is currently no workaround available.
QCCR1E125084	The number of search results changes after you click to view the next page.	There is currently no workaround available.
QCCR1E126163	In the HS environment, locked sessions cannot be killed from the Show Locks format (system.status.locks.g).	There is currently no workaround available.
QCCR1E125549	If there is 127.0.0.1 in the hosts file, the hostname is displayed as "localhost.localdomain" in the result of the command "sm -reportlbstatus".	There is currently no workaround available.
QCCR1E127029	The average response time of the "src01_02_search" transaction is more than 2s in 9.41, compared to that of 0.8s	There is currently no workaround available.

Global ID	Problem	Workaround
	in the previous release.	
QCCR1E125884	The old Knowledge Management search icon is still displayed.	There is currently no workaround available.
QCCR1E127213	The "Content1" service cannot be started by the "Start Service" function in the IDOL installer.	There is currently no workaround available.
QCCR1E121838	In the "Stacked Horizontal bar" report, the value label is truncated.	There is currently no workaround available.
QCCR1E125879	An additional Request Overview (Global) dashboard and its reports are displayed in the Classic mode.	There is currently no workaround available.
QCCR1E122716	Users cannot drill down into index for fsylib links.	The fsyslib link refers to URLs with the "file://" protocol in search results. However, Firefox and Chrome do not open such links when they are clicked in the result page or in the pages that are originated from outside the local machine. This is a design decision made by those browsers to improve security. Internet Explorer supports this functionality by default.
QCCR1E123433	The display name is not displayed in the mass update interface. Instead, only the logical name is displayed.	There is currently no workaround available.
QCCR1E120454	The datadict record cannot be saved when the display name is changed.	There is currently no workaround available.
QCCR1E127326	UCMDB federation is blocked.	There is currently no workaround available.
QCCR1E126189	The detail page is not synchronized with the tab on BlackBerry.	There is currently no workaround available.
QCCR1E127429	The detail information in the Survey page is not RTL in AR/HE.	There is currently no workaround available.
QCCR1E127624	Data unloaded from the SQLSERVER NVARCHAR database cannot be loaded into the Oracle database.	There is currently no workaround available.
QCCR1E122190	If you set a fuzzy search condition before, the comfill box that has the reference table setting on displays an	There is currently no workaround available.

Global ID	Problem	Workaround
	empty list.	
QCCR1E119964	When a new record is added in dbdict, the alias of type is not removed and the alias for display.name is not created.	There is currently no workaround available.
QCCR1E120414	Logical name, instead of display name, is displayed.	There is currently no workaround available.
QCCR1E121852	The Fill button does not work if the values of the "diaplay list" and "value list" are set in Windows client.	There is currently no workaround available.
QCCR1E122160	The comfill control of the CI in the "Add Filter Criteria" wizard does not work.	There is currently no workaround available.
QCCR1E123135	The CI Display Name is not displayed on the "Asset Allocation" form.	There is currently no workaround available.
QCCR1E123311	An "No Record Found" error is displayed when characters are deleted from the end of the value filled by the auto complete functionality.	There is currently no workaround available.
QCCR1E123536	The logical.name of the CI is displayed for the "Create Template from Record" interface of an incident record.	There is currently no workaround available.
QCCR1E123716	The order is not correct for CI Name in the pivot table.	There is currently no workaround available.
QCCR1E124360	A tab cannot be closed in the dialog mode.	There is currently no workaround available.
QCCR1E124423	Reference cannot be set on the member of an array of a structure.	There is currently no workaround available.
QCCR1E124820	The view is broken if you sort a field that has been a group field.	There is currently no workaround available.
QCCR1E125032	The style of the popup window is lost when the session is refreshed.	There is currently no workaround available.
QCCR1E125204	When the Affected CI in the cross table is exported as a list, the logical name is displayed.	There is currently no workaround available.
QCCR1E126003	No validation is done when you input an invalid CI in a service level target.	There is currently no workaround available.
QCCR1E126006	The logical name of a CI is displayed in	There is currently no workaround

Global ID	Problem	Workaround
	the "Additional Properties" tab in a Request task.	available.
QCCR1E127712	An "invalid CI" error message is displayed when you select the CI through the auto complete functionality.	There is currently no workaround available.
QCCR1E121670	The value of the comfill control is not restored if it is an array list in the change record.	There is currently no workaround available.
QCCR1E127303	Chinese characters sent from Lync are displayed as "?????" in Service Manager Collaboration.	There is currently no workaround available.
QCCR1E127347	Lync users cannot send messages back if the conversation session is broken.	There is currently no workaround available.
QCCR1E127610	A "Failed to get history message" message is displayed when the conversation history contains messages from both Openfire and Lync.	There is currently no workaround available.
QCCR1E127664	The opened conversation saved in the local storage might be lost after page refreshing.	There is currently no workaround available.
QCCR1E127732	The page is hung after you fill the incident subcategory in Chrome (version 44) on Android.	Refresh the page in this case, and the list will be displayed. You can then select an item and save the record successfully.
QCCR1E127779	The result field is blank when you search something from the knowledge base in SRC in Hebrew.	There is currently no workaround available.
QCCR1E127744	A few strings that are displayed in the following user interface elements are not translated: <ul style="list-style-type: none"> <li>• Smart Analytics Assistant configuration form and Time Duration Checkpoint form in the upgrade environment</li> <li>• Upgrade Utility dialog boxes</li> </ul>	There is currently no workaround available.
QCCR1E127953	The string "has been acknowledged" in the To-do Alert popup message is not translated.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E128218	When you are adding/modifying CI relationships, the following Relationship Type values are available for selection: <b>Accesses, Aggregation, ClientServer, Composition</b> , and so on, (which are correct values). However, when you are viewing CI relationships in the CI detail form, you can select only the following Relationship Type values as a filter: <b>All, Logical, and Physical</b> (which are no longer used in Service Manager 9.41).	There is currently no workaround available.

## Issues in Service Manager 9.41 Codeless only

Global ID	Problem	Workaround
QCCR1E127567	The incident category "request for change" is not localized in the Service Manager Hybrid mode.	There is currently no workaround available.
QCCR1E126631	When you select a value for a task category in the task planner two times, only one value is available the second time.	To see all list items, clean the combo field and click the drop-down button again.
QCCR1E126641	Related record information for Phase, Status, and Title in the Interaction details page is not displayed until you exit the related Incident session.	There is currently no workaround available.
QCCR1E127857	An error that indicates the query field "pd.enabled" in "upginfo" is not defined in "dbdict" is generated when smupgrade is invoked.	Purge data and reload preupg.bin again after preupg.bin is loaded for the first time.

## Issues in Service Manager 9.40 Classic and in Service Manager 9.40 Codeless

Global ID	Problem	Workaround
QCCR1E119102	Internet Explorer 10 or 11 cannot open some Service Manager pages, such as calendar and dashboard pages, because of	Restart your Windows operating system.

Global ID	Problem	Workaround
	<p>the pages hanging and not loading. Additionally, when you access one of these pages with the <b>F12 developer tools</b> open, an "Access is denied" message appears on the console.</p> <p>This issue may occur when an automatic Internet Explorer upgrade has happened in the background, because both Internet Explorer 10 and 11 have an <b>Install new versions automatically</b> setting in the About Internet Explorer dialog.</p> <p>The Service Manager web tier uses the local storage functionality of Internet Explorer. The local storage file is stored under your user profile folder (normally, it is C:\Users\<i>username</i>\Appdata\LocalLow). When Internet Explorer is upgraded, this folder is probably protected, and any attempts to visit the local storage object will throw a Javascript error.</p>	
QCCR1E115514	Auto-complete for the the comfill in the "Link to Parent Incident" field in the Incident form does not work correctly.	There is currently no workaround available.
QCCR1E115283	The color indicator does not work for the field that retrieves the values from the DVD.	There is currently no workaround available.
QCCR1E113128	You cannot select the foreground color in Color Indicator Setting by using the keyboard.	There is currently no workaround available.
QCCR1E114911	Fields in ERDs that are duplicated in dbdict are not displayed There is currently no workaround available. correctly.	
QCCR1E116553	Truncation and overlapping of elements on the details page of records occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E118066	Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.

Global ID	Problem	Workaround
QCCR1E117293	When you rebuild relationships in Relationship Manager, link type relationships that have a "fixed" status are removed.	There is currently no workaround available.
QCCR1E115272	ERDs cannot be recovered when you open another tab in the same browser.	There is currently no workaround available.
QCCR1E93098	When you modify a problem record, and then try to close the record whilst a backend process modifies the record at the same time, you are prompted with a message that asks you to merge the conflict.  However, after the record is merged, you cannot close the problem record.	There is currently no workaround available.
QCCR1E118260	When you search for an incident, interaction, or change in a heavily-populated database, the operation takes more than 20 seconds.	Change the first unique key to the primary key for the modules that have this issue.
QCCR1E116869	The primary key is lost after you change the length of a field in a dbdict.	Manually recreate the primary key.
QCCR1E112005	Due to a limitation in Oracle 11g, records in the patchrelresults and scmessage tables that have a Primary Key cannot be unloaded correctly in an Oracle 11g database.	Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload.
QCCR1E119311	On Linux, if you run the server configuration script (<SM installation path>/Server/configure) on a graphic user interface (GUI), an error occurs.	Run the script on a console by using this command:  <b>configure -consolemode</b>

**Process Designer framework issues**

Global ID	Problem	Workaround
QCCR1E111068	When you click a Change model in the navigation tree in Firefox, a TypeError occurs.	Use Internet Explorer or Chrome.
QCCR1E112202	When a workflow description tooltip contains too many lines, the background color is incorrectly displayed as white.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E113131	When you save a record for which an additional form is configured, the display returns to the primary form.	There is currently no workaround available.
QCCR1E115310	Hotkeys are not supported for menu items in the workflows page.	There is currently no workaround available.
QCCR1E115608	You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.	Manually change the display option ID.
QCCR1E115772	In Internet Explorer, the workflow viewer may unexpectedly scroll right or down if you have a scroll bar and the browser zooms in.	There is currently no workaround available.
QCCR1E115828	You cannot expand or collapse the workflow list folder by using the Space key. This behavior is therefore not consistent with accessibility behaviour in the standard client.	There is currently no workaround available.
QCCR1E116043	The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task.	Reload the record.
QCCR1E116343	The query editor may be launched with an incorrect query record table name.	There is currently no workaround available.
QCCR1E116937	Requests that have an open request task cannot transition to the next phase, but activities can be saved.	There is currently no workaround available.
QCCR1E117042	When you approve a record , and that approval triggers an automatic transition, open task validation is bypassed and the automatic transition occurs even if open tasks exist.	There is currently no workaround available.
QCCR1E117154	There is no reminder to users that they must set the table name of a rule set in order to populate the "Group Field Name" and "Service Field Name" drop-down lists in the Assignment rule configuration form.	There is currently no workaround available.
QCCR1E117366	The User Option condition does not work correctly when the option value is an array type.	In Condition Editor, set the value of User Option U01 = {"1"} instead of User Option U01 = "1"

Global ID	Problem	Workaround
QCCR1E118589	If you use the task editor to edit a task in a change model, and then try to save the change model, you receive a "The record being updated has been modified since read" error message.	Close the current change model and open it again to update the changes in the change model other than the task editor changes.
QCCR1E118741	Inconsistencies can occur between Change categories and "Open in Phase"/"Close by Phase" tasks in change models.	Manually update the "Open in Phase" and "Close by Phase" in Task Planner.

**Upgrade issues**

Global ID	Problem Description	Workaround
QCCR1E117762	If you tailor the primary key in the inbox dbdict before you perform an upgrade, an error occurs during the upgrade process.	Return the primary key to its original state.
QCCR1E117551	You receive the following error after you upgrade Service Manager:  Invalid object name 'CM3RM2'  <b>Note:</b> Ignore this error if CM3RM2 is created after the upgrade.	There is currently no workaround available.
QCCR1E118790	The operators/groups in Approval Definition are not correct after you upgrade to Service Manager 9.41.	To workaround this issue, add the correct operators/groups to the Approval Definition manually.
QCCR1E118814	Several secRights and secRole records are suffixed by "_migrated" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	Manually remove the "_migrated" suffix from the profile name.
QCCR1E118817	Some lines of links are suffixed by "_disabled_by_PDRM" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	Manually remove the lines of links that are suffixed by "_disabled_by_PDRM."
QCCR1E118821	Several records are suffixed by "_disabled_by_PDRM" or "_disabled_by_PDHD" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	Manually remove the records that have a "_disabled_by_PDRM" or "_disabled_by_PDHD" suffix.
QCCR1E118823	Several records are suffixed by "_for_pd4_tobe_used" after you upgrade Service	There is currently no workaround available.

Global ID	Problem Description	Workaround
	Manager 7.11, 9.21, or 9.3x to Service Manager 9.41.	<b>Note:</b> Do not delete these records.

**Mobile Applications issues**

Global ID	Problem	Workaround
QCCR1E117439	The chm.cm3r.release.mobile form retrieves members from the "COORDINATOR" group as the Change Coordinator values. However, the current data source table is "cm3groups," which is for Service Manager Classic.	Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.
QCCR1E103336	There is no split line between the Updates tab and the Approval tab in an Emergency Change record when you use the Google Chrome browser for Android.	There is currently no workaround available.
QCCR1E117328	A Reject Reason is filed in the retraction page with an empty Reject Reason option.	There is currently no workaround available.
QCCR1E117598	The Array comfill is displayed as a black block when you use the Mobile Applications in the self-service user view.	There is currently no workaround available.
QCCR1E115349	Items in the "My open Requests" and "My Closed Requests" lists are not displayed in the correct order. The latest request to be created does not appear at the top.	There is currently no workaround available.
QCCR1E118626	Pictures attached to interactions are not saved to the local gallery in IOS 8.1.1.	Use the Chrome browser instead of Safari.

**Smart Analytics issues**

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

Global ID	Problem	Workaround
QCCR1E118907	Hot Topic Analytics does not support accessibility as expected.	There is currently no workaround available.

**Service Manager Reports issues**

Global ID	Problem	Workaround
QCCR1E113455	The remote path and mapping path cannot be set in the File Server Base Path if you do not start Service Manager with administrative privileges.	Start Service Manager as an administrator.
QCCR1E102485	You cannot drill down into a pie chart that uses a simple query.	There is currently no workaround available.
QCCR1E104840	Only administrators can create a report on the activity table of each module. However, if an administrator creates and shares a report, users who receive the shared report can subsequently create reports.	Administrators can share reports with users who need to create reports.
QCCR1E116868	You cannot modify the order of pivot fields in Hebrew in a dashboard or preview panel.	There is currently no workaround available.
QCCR1E113689	You cannot export schedules to the file server if the schedule name includes a question mark ("?").	There is currently no workaround available.
QCCR1E103975	Daylight saving time is not supported by the <b>tochar()</b> method in adhoc SQL.	There is currently no workaround available.
QCCR1E102491	The partition color of charts with simple queries is incorrect.	There is currently no workaround available.
QCCR1E109588	List reports cannot retrieve data from replicated databases.	There is currently no workaround available.
QCCR1E109691	Date/time values are not supported in multi-level "group by" fields.	There is currently no workaround available.
QCCR1E110835	Reports that have long legend text do not print as expected.	Shorten the legend label.
QCCR1E105868	Service Manager loads reports in a dashboard one-by-one.	There is currently no workaround available.
QCCR1E105815	Service Manager server CPU utilization is higher than expected when the ToDo queue is set as the landing page and the inbox size exceeds 50K.	Check the inbox size periodically, and control the size manually.

Global ID	Problem	Workaround
QCCR1E109576	When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen.	Refresh the dashboard before exporting a report.
QCCR1E118434	The temp file in the Tomcat temp directory cannot be deleted after the session is closed.	There is currently no workaround available.
QCCR1E106689	The list header of a view in the dashboard and in the ToDo queue are not the same.	Define the list field to match the qbe of the table.
QCCR1E109286	The whole pivot table report is exported when you de-select some options in the filter.	There is currently no workaround available.
QCCR1E112905	The report/Dashboard definition page is displayed in the old style when you open it from the favorites and dashboard area.	There is currently no workaround available.
QCCR1E112573	Exported charts are inconsistent with the charts in the browser because the export function and the dashboard use different rendering methods.	There is currently no workaround available.
QCCR1E111387	"Title list" type reports are displayed with all columns in the ToDo queue.	There is currently no workaround available.
QCCR1E106640	Query conditions in the condition box and condition builder are not consistent.	There is currently no workaround available.
QCCR1E118269	The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.	Set a dedicated Service Manager instance for the reporting schedule.
QCCR1E111234	You can export reports as a PDF only in the system language font.	There is currently no workaround available.
QCCR1E117603	The meaning of the text string "inbox" is not always clear.	There is currently no workaround available.

**Applications issues**

Global ID	Problem	Workaround
QCCR1E118983	If your SQL Server database uses Unicode with a collation that does not support a	Click <b>Tailoring &gt; Database Dictionary</b> , search for "htmltemplates," click the <b>htmlcode</b> field, and then change the

Global ID	Problem	Workaround
	specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create an HTML Template with a name containing text in that language, save the template and open the template again through a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text.	SQL RC value to "true."
QCCR1E119106	If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create a knowledge document whose title contains characters in the unsupported language, the document is displayed correctly. However, if you search in the Knowledge Library using keywords from the document, the document is returned in the search results with characters in that language displayed as unrecognizable text.	Click <b>Tailoring &gt; Database Dictionary</b> , search for "kmknowledgebaseupdates," click the <b>reodata</b> field, and then change the SQL RC value to "True."  If you already have garbled data in your search results, perform a full index against that library.
QCCR1E89819	The "Request TCAB Approval" step in the Normal Change workflow takes more than 100 seconds to complete when there are 6000 users in the database.	Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).
QCCR1E117326	The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.	There is currently no workaround available.

## Issues in Service Manager 9.40 Codeless only

Global ID	Problem	Workaround
QCCR1E118616	The <b>Create One Request Fulfillment</b>	There is currently no workaround

Global ID	Problem	Workaround
	<b>Record for each Device of Class X at location Y</b> effect option in Scheduled Maintenance does not work correctly.	available.
QCCR1E114145	If two items in a bundle have the same user option name, only the last user option can be referenced by the system for evaluation.	Do not use duplicate user options for items in one service catalog bundle.
QCCR1E117903	When you cancel a planned purchase task before you finish creating it, validation of the task still occurs.	There is currently no workaround available.
QCCR1E113121	When you order a bundle without a connector, and when this bundle contains a sub-bundle with a connector, the connector that is defined in sub-bundle does not take effect.	There is currently no workaround available.
QCCR1E119273	The "Significant" and "KM Change" change subcategories are not added during the upgrade process.	Manually add the subcategories.

## Deferred issues

Global ID	Problem Description	Deferral comment
QCCR1E105815	Service Manager server CPU utilization is higher than the benchmark during peak time if landing page (dashboard) is enabled.	The potential inbox size was validated with customers in the early design review phase. According to feedback at the time, inbox sizes are not likely to exceed 50,000 records in the next two years. The CPU issue occurs only when the inbox size exceeds the restricted quantity. When the inbox size is 100,000 records, the peak time database CPU% is 44%. When the inbox size is 50,000 records, the peak time database CPU% is 16%.
QCCR1E105868	The Service Manager server should support more threads loading data simultaneously in one user session.	This is a legacy RTE issue; Service Manager does not support multiple threads. Changing this requires a major effort to redesign the whole implementation.

Global ID	Problem Description	Deferral comment
QCCR1E100987	In the Mobile client, the user session count increases until no new users can log in.	To work around this issue, add a Service Manager servlet to increase the maximum number of sessions.
QCCR1E111283	Every click on the Problem Hunter button triggers a search of the IDOL server.	Deferred as there is limited impact, according to current performance testing results.
QCCR1E118210	Synchronous API calls to IDOL on Smart Ticket OCR are not supported.	Deferred as OCR is a back-end task which will not impact the experience of end users.
QCCR1E118215	The Distributed Image Server does not support large size images (over 1MB) in concurrent users testing.	Deferred as over 96% of customers' attached images are below 500KB.
QCCR1E111026	There is no warning message to access the Restful API Service Doc if the <i>restaccessviabrowser</i> parameter is not enabled.	This is by design but will be changed in a later release.
QCCR1E113589	The response time when a large number of tasks is mass updated is longer than expected.	There is a popup window to warn end users that performance may suffer when they update more than 10 tasks.
QCCR1E127817	Fulfillment Process should be configurable for Legacy Service Desk workflow	Do not use this configuration for the legacy Service Desk module. This is only for streamlined interaction.

# Backup and backout instructions

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

## Server

### Backup

Before you apply the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.40\Server.

**Note:** If you have a horizontally-scaled system, you must 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.

Follow these steps to back out the installation:

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 128](#).
5. Restart the Service Manager server.

## Web tier

### Backup

Before you deploy the new web tier, back up the following items:

- lwssofmconf.xml
- web.xml file
- application-context.xml
- log4j.properties
- splash screen
- style sheets
- The folder that is defined in the *customize-folder* parameter in the web.xml file
- <webtier>\images\obj16\ folder
- Any other customizations that 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

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

**Note:** This is the out-of-the-box home directory, and could differ from yours if you made changes to <Client>\configuration\config.ini file. If so, back up the files from the location specified in that file.

2. Make a backup of your certificate configuration files if any (**Window > Preferences > HP Service Manager > Security**). For example, your CA certificates file and client keystore file.
3. Make a backup of the following folder:  
<Client>\plugins\com.hp.ov.sm.client.eclipse.user\_  
x.xx.xxxx\src\resources\icons\obj16\.

### Backout

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

## Applications

If you plan to upgrade your applications to this patch 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, we recommended that you use Unload Manager to make a backup of the files to be modified by an unload file, because Unload Manager can create a backup of your old data during the installation of the unload. If your application version is not listed above, Unload Manager is not available, and you can use Database Manager instead.

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

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

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

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

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

See the following figure for an example.

```

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

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

File	Record
Process	svc.add.cart
application	money.format <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> The scmessage records listed under each RAD application are messages used in this RAD application; no backup is needed for them.</p> </div>
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> The “activity” file with no records actually represents the dbdict record</p> </div>

File	Record
	of the activity file.
scmessage	The record whose message class is “fc” and message number is 1000.

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

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

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

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

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

## Backout

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

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

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload** to open the wizard.
3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file are displayed.

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**.

## Solr Search Engine

To back out your Solr 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 installing the KM patch component and upgrading the JDK and KM-embedded Tomcat, perform the following tasks:

- Make a backup of the search engine installation folder. For example, C:\Program Files\HP\Service Manager 9.40\Search Engine Backup
- Make a backup of the files to be modified by the unload files in the KM patch.
- Make a backup of your schemastub.xml file under directory <SM server>/RUN/km/styles/.

## Backout

After installing the KM patch, follow these steps:

1. Stop your Solr search engine.
2. Remove the existing search engine installation folder.
3. Copy the backup folder back.
4. Rollback the previous JDK installation and change the `JAVA_HOME` environment variable back.
5. Be sure to roll back KM related changes on the Service Manager server and application sides, including the `kmsolr_unloads` files and the server's `schemastub` file.
6. Restart your Solr search engine.
7. Perform a full re-indexing on all of your knowledgebases.

## Installation notes

This section provides instructions for installing each component in this patch release. For more detailed instructions, refer to the *Service Manager 9.41 Installation and Upgrade Documentation Center*, which you can download from the following HP Software Support Online (SSO) website:

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

Before you proceed, we recommend that you consult the latest *Service Manager 9.41 Support Matrix* at the following website:

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

## Using Deployment Manager for easy Service Manager deployment and maintenance

ITSM Deployment Manager is a free administration tool provided by HP that can help you deploy and maintain your Service Manager environments as well as ease the setup and maintenance of Service Manager integrations with other HP products. We highly recommend you to install Deployment Manager and use it to manage your environments and Service Manager 9.41 deployment. Note that the Application Upgrade utility is still required for upgrading the applications from earlier versions.

For more information about ITSM Deployment Manager, its compatibility matrix and features, and to download the very latest version, visit the following HP Live Network website:

**<https://hpln.hp.com/group/itsm-deployment-manager>**

## Server update installation

The server update for your operating system consists of a compressed file, sm9.41.0020\_<OS>.zip (or .tar), which contains updated files of the HP Service Manager server. These files add to or replace the files in the [SM Server Root]\([SM Server Root])\RUN, irlang, bin, legacyintegration, and platform\_unloads directories.

**Note:** If you use an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 or later is required for Service Manager 9.41. For more information, see the latest *Service Manager 9.41 Support Matrix* at <https://softwaresupport.hp.com/group/softwaresupport/support-matrices>

### **Built-in troubleshooting tool (SM Doctor)**

The server patch will install the HP Service Manager Doctor (SM Doctor) tool in the `<SM server root>\(<SMserver 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 9.4x system.

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.40 GA server, and then apply this server patch.
- **Existing SC6.2, Service Manager 7.11/9.21/9.3x customers:** Uninstall the old server, install the Service Manager 9.40 GA server, and then apply this server patch.
- **Existing Service Manager 9.4x customers:** Apply this server patch.

For installation instructions for the Service Manager 9.41 server, see the *Service Manager 9.41 Interactive Installation Guide*, which you can download from this site:

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

## JRE upgrade

For Windows and Linux, the server's embedded JRE is automatically upgraded to version 8 after you apply the server patch; for other Unix-based platforms, you need to manually perform this JRE upgrade. Before you proceed, pay attention to the following issues.

### **Preventing failure of external web service calls over SSL**

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 8. Once Service Manager is upgraded to use 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
```

### Running the server on Linux with JRE 8

If you are using a horizontal implementation on Linux, after you upgrade the server to version 9.41, you may not be able to kill a locked session from the Show Locks format (`system.status.locks.g`). This issue occurs only when JRE 8 is used and only on certain Linux versions.

If it occurs, perform the following steps for the hosts file of each server to solve the issue:

1. Open the hosts file of your server host (`/etc/hosts`).
2. Comment out the following line: `127.0.0.1 localhost`

That is, change the line to the following: `#127.0.0.1 localhost`

3. Make sure the hosts file specifies only one host name for your server's IP.
4. Repeat the steps above for the rest of the server hosts.

## Server patch installation steps

### Caution:

- The server patch will upgrade your embedded Tomcat to version 6.0.44, and therefore requires additional steps.
- The server patch will upgrade your JGroups (in the `RUN/lib` directory) to version 3.2.

**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 125](#).
4. Delete the RUN/tomcat directory. Tomcat in this directory will be upgraded to a higher version after the server patch is installed.
5. Delete the RUN/lib directory.
6. (For Windows and Linux platforms only) Delete the RUN/jre directory.

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

7. Extract the compressed files for your operating system into the main Service Manager directory on the server.
8. (For UNIX servers only) Set the file permissions for all Service Manager files to "755."
9. For the following Unix servers, manually upgrade to one of the following JRE versions, if you have not already done so.

- a. Install an appropriate version of JRE for your platform.

HP-UX	JRE 8 (JRE_8.0.02 or greater)
AIX	<p>JRE 8 (SR1FP10)</p> <p><b>Caution:</b> To use JRE 8, your AIX version must be one of the following:</p> <ul style="list-style-type: none"> <li>• AIX7 7100-03 or later</li> <li>• AIX6 6100-07 or later</li> </ul> <p><b>Note:</b> You can check the JRE version on AIX by running the <code>\$&lt;JRE_INSTALL_DIR&gt;/bin/java -version</code> command, in which <code>&lt;JRE_INSTALL_DIR&gt;</code> is the JRE installation directory. Make sure that the system output consists of the following line:</p> <pre>Java(TM) SE Runtime Environment (build pap3280sr1fp10ifix-20150723_01(SR1 FP10+IV75420))</pre>
Solaris	JRE 7 (update 80 or greater)

- b. Set your `JAVA_HOME` environment variable to point to the correct JDK (if you have JDK installed) or JRE (if you have only JRE installed).
- c. Execute `\RUN\removeLinks.sh` to remove the old symbolic links and then execute `\RUN\setupLinks.sh` to create new symbolic links.
- d. Run the following command to check that the JRE version is correct:

**`RUN\jre\bin\java -version`**

10. If you have made any customizations/changes to the original `RUN/tomcat` folder, restore them in the new `RUN/tomcat` folder.
11. Your old `schemastub.xml` file (in the `<SM_Server_Home>\RUN\km\styles\` directory) has been updated to a newer version. Either keep your old file by copying it back or keep the updated version (a full reindex for the knowledgebases is then required).
12. Run the `sm -unlockdatabase` command.

**Note:** This step is required the first time you upgrade to 9.30p4 or later; it is also required whenever you change the server's IP address after your upgrade to 9.30p4 or later. The purpose of this step is to prevent stale license information from being kept in the system. In a scaling implementation, you can run this command from any one of your servers.

13. Restart the Service Manager server.
14. Restart the Service Manager clients.
15. Verify the version using either of the methods:
  - From the Windows client, click **Help > About Service Manager Server**. The server version should be: **Release9.41.0020**.From the server's RUN folder, run the **sm -version** command. The server version should be:

```
Version: 9.41.0020
```

## Web tier installation

The web tier update consists of a compressed file, `sm9.41.0020_Web_Tier.zip`, which contains the installation files (both the `.war` and `.ear` files) that are required to install the HP Service Manager 9.41 web tier. Installing the new web tier will upgrade your web client to this release level.

For installation instructions, see the *Service Manager 9.41 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

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

## New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.41.0020_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. To keep your custom changes, you must back up your customized files and then

merge your customizations into the new deployment.

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see [Web tier backout instructions](#).
2. Delete or uninstall the existing web tier .war (or the .ear) file.
3. Clear the cache of your web application server.
4. Deploy the new webtier-9.41.war file or webtier-ear-9.41.ear file.

**Note:** It is best practice to deploy with a unique context root. For example, /webtier-9.41.

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: **9.41.xxxx**.

## Configuration notes for the user experience improvements in the web client

### Sidebar mode

The sidebar mode only works in Power User view (index.do) and Employee Self-Service view (ess.do), but does not work in Accessible view (accessible.do) and Self-Service Accessible view (accessible\_ess.do).

### Accordion mode

When you deploy the Service Manager 9.4x web client together with a version of the Service Manager applications that is earlier than 9.40, you need to perform the following actions:

- You must install the QCCR1E114612\_SM940\_SM930.unl file. Otherwise, the System Navigator does not work.
- We recommend that you set the *Enablesidebarmenu* parameter to "False" to disable the icons and the sidebar mode of the System Navigator. Otherwise, the Service Manager web client uses the default icon for all menu items.

### Quick help

Service Manager 9.40 or later moves the keyboard shortcut configurations from the web.xml file to the shortcut.xml file, which is located in the web tier's WEB-INF folder.

If you have customized keyboard shortcuts in a previous version of Service Manager and you upgrade to Service Manager 9.40 or later, you must move the keyboard shortcut configurations from your old web.xml file into the shortcut.xml file. Otherwise, your customized keyboard shortcuts do not work. For more information about how to configure the shortcut.xml file, refer to the following online help topic:

*System Administration > Tailoring > Web tier > Editing Web client Key bindings*

If the configuration of the shortcut.xml file is incorrect, the shortcut list displays an error message.

## Windows client installation

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

The Windows client update consists of a compressed file, sm9.41.0020\_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 patch level. This version of the Windows client comes with an embedded JRE 8.

For installation instructions, see the *Service Manager 9.41 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>

**Note:** The Windows client installer will also install the Client Configuration Utility in the *<Service Manager installation path>\Client\ClientConfiguration* directory. To run the utility, double-click the

confutil.bat file in this directory. However, we recommend that you use the web client if you want to provide end users with a customized client.

## New customers

You only need to install the new Windows client. For detailed steps, see the *Installation and Upgrade Documentation Center*.

## 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, follow these steps:

1. Stop the Service Manager Windows client.
2. Make necessary backups. For details, see [Windows client backout instructions](#).
3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
4. Run **setupclient.exe** to install the new client. For details, see the *Installation and Upgrade Documentation Center*.
5. Check the version in **Help > About Service Manager Client**.

The client should be Release: **9.41.xxxx**.

## Applications installation or upgrade

**Note:** Upgrading your applications to version 9.41 is recommended but optional. Before upgrading your applications, you must first upgrade your server and Windows or web client. For detailed installation and upgrade instructions, see the *Service Manager Installation and Upgrade Documentation Center*.

## About the Service Manager 9.41 Classic, Codeless, and Hybrid modes

Service Manager 9.41 can be deployed in three modes:

- **HP Service Manager 9.41 Classic:** Classic describes a 9.41 system that was upgraded from an earlier Service Manager release and in which Process Designer (PD) has not been enabled. In HP Service Manager 9.41 Classic, the Knowledge Management and Service Level Management applications are implemented on Process Designer. All other modules will continue to use non-PD, traditionally tailored applications.
- **HP Service Manager 9.41 Codeless:** Codeless describes a 9.41 system in which Process Designer has been enabled for Knowledge Management, Service Level Management, Service Desk, Incident Management, Problem Management, Change Management, and Request Fulfillment.

For new installations of Service Manager 9.41 (not upgrades), Service Manager is automatically installed using the Codeless mode.

- **HP Service Manager 9.41 Hybrid:** Hybrid is a mode of Service Manager in which the Process Designer technology is fully implemented, yet that allows you to continue using legacy features such as Format Control. Hybrid is designed to ease the transition between Classic mode and Codeless mode, by enabling you to take advantage of the Process Designer technology whilst retaining your previous investment in tailoring.

**Note:** Hybrid is available only to customers who are upgrading from a Service Manager 9.3x system that has Process Designer Content Pack 9.30.2 (PDCP3) applied.

The following table describes which modules are based on Process Designer in each mode.

Module	Classic mode	Codeless mode	Hybrid mode
Knowledge Management	Process Designer	Process Designer	Process Designer
Service Level Management	Process Designer	Process Designer	Process Designer
Service Desk	Classic Tailoring	Process Designer	Process Designer
Incident Management	Classic Tailoring	Process Designer	Process Designer
Problem Management	Classic Tailoring	Process Designer	Process Designer

Module	Classic mode	Codeless mode	Hybrid mode
Change Management	Classic Tailoring	Process Designer	Process Designer
Request Management	Classic Tailoring	Not available	Classic Tailoring
Request Fulfillment	Not available	Process Designer	Process Designer

## Installation and upgrade paths

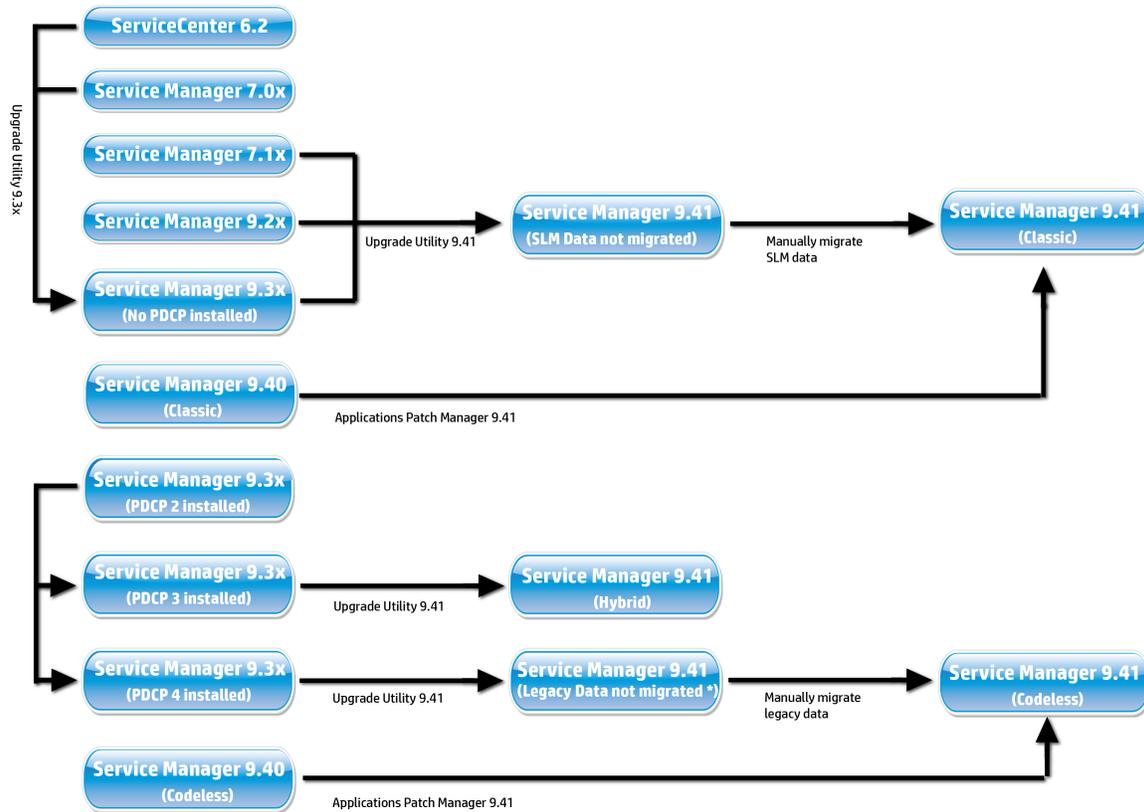
### New customers

If you are a new customer of Service Manager, install the Service Manager 9.40 applications first and then run the applications patch manager to upgrade to version 9.41.

### Existing customers

- If you are running Service Manager 9.40, upgrade to version 9.41 by running the Applications Patch Manager.
- If you are running Service Manager 6.2/7.0/7.1x/9.2x/9.3x (without a Process Designer content pack applied), upgrade your applications to 9.41 Classic by running the Upgrade Utility.
- If you are running Service Manager 9.3x with a Process Designer content pack applied, you can select to upgrade to Service Manager 9.41 Hybrid or Codeless depending on your current PDCP version, by running the Upgrade Utility.

The following diagram illustrates the supported upgrade paths.



**Note:**  
 This diagram illustrates the recommended applications upgrade paths only. All paths and arrows symbolize direct upgrades.  
 \* It is unnecessary to migrate legacy data of interaction, incident, problem and known error.

## Application Unload installation

**Note:** All unload files in the server’s platform\_unloads directory in this release have been already merged into Service Manager applications 9.41 . These files are provided just in case you do not plan to upgrade to applications 9.41 while still want to take advantage of the relevant new features or fixes. Unload files included in this release are for Service Manager 9.3x applications, because the server and clients in this release do not support applications versions earlier than 9.3x. For the specific applications version to which each unload applies, see the "Applicable applications version" column in the following table.

### Unload Files Included in the current patch

This release includes the following unload files.

<b>Unload</b>	<b>Applicable applications version</b>	<b>Description</b>
QCCR1E118520_ SM940P3_ SM930.unl	9.3x (9.30 or later)	Enables the enhanced query hash algorithm for the web client.
QCCR1E118520_ SM941_ SM940.unl	9.40	Enables the enhanced query hash algorithm for the web client.
QCCR1E112070_ SM940_ SM930.unl	9.3x (9.30 or later)	For Service Catalog User Selection multi-selection support.
QCCR1E112070_ SM941_ SM930.unl	9.3x (9.30 or later)	For Service Catalog User Selection multi-selection support.
QCCR1E112815_ SM940_ SM934.unl	9.34	Fixes an issue in which Time Period Management menus are not displayed correctly due to incorrect menu condition settings.
QCCR1E19946_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables extra columns in the "Attachments" section of records.
QCCR1E31324_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that with Syslog audit turned on only a syslog record showing login is created and no record for logoff is recorded if the user does not log out "normally."
QCCR1E31941_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables users to use a pre-configured decimal symbol when they complete numeric fields.
QCCR1E52767_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that users cannot add data policy definitions on joined tables.
QCCR1E67072_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables users to take advantage of the new KMStatusListener background process.
QCCR1E67610_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables you to block potentially dangerous attachments from being submitted to Service Manager through the clients (Windows, web, or web services).
QCCR1E67647_ SM940_ SM930.unl	9.3x (9.30 or later)	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request.

Unload	Applicable applications version	Description
QCCR1E70163_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that the KMUpdate process terminates abnormally.
QCCR1E71099_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables a QBE list to display Value Lists instead of the data directly retrieved from the database when you add a field by using <b>Modify Columns</b> .
QCCR1E71139_ SM940_ SM930.unl	9.3x (9.30 or later)	Solves the issue that when Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user's password has expired in the local database.
QCCR1E73452_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables Mandanten restricting queries to be updated correctly after a profile is edited.
QCCR1E76724_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes an issue in which a "Signal 11" error occurs when an IR regeneration is performed after the unique key of cm3r is deleted.
QCCR1E76796_ SM940_ SM930.unl	9.3x (9.30 or later)	Provides the ability to turn on debugging dynamically for user sessions or schedulers.
QCCR1E78794_ SM940_ SM930.unl	9.3x (9.30 or later)	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager 9.31 Mobility client.  <b>Note:</b> This unload is not needed for the Service Manager 9.32 or later Mobility client.
QCCR1E99147_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes an issue in which the first tab of a Notebook is reset to be the active tab when a new interaction is opened through the "Return to blank interaction" environment settings.
QCCR1E99398_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables the inactivity timer function to work correctly when the Service Manager applications version is lower than the server version.
QCCR1E103456_ SM940_ SM932.unl	9.3x (9.32 or later)	Enables the "Any of these words" text search option when you export records to Excel or to a text file.
QCCR1E103581_ SM940_ SM932.unl	9.3x (9.32 or later)	Adds support for the auto-complete feature in the web client.  <b>Note:</b> After loading this unload file, you still need to perform

Unload	Applicable applications version	Description
		<p>the following tasks to enable auto-complete for a specific Comfill field in a form:</p> <ol style="list-style-type: none"> <li>1. Make sure that the <b>comfillAutoComplete</b> parameter is set to true in the web tier configuration file (web.xml). The default value is true.</li> <li>2. Make sure the <b>Auto Complete</b> property of this field is enabled in Forms Designer. By default, this property is disabled.</li> </ol>
QCCR1E106292_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables caching of the globallist and locallist files.
QCCR1E112012_ SM940_ SM931.unl	9.3x (9.31 or later)	<p>Solves the issue that PD Framework components (including Condition Editor , Query Editor , Workflow Editor, and Task Planner) do not work correctly if an earlier version of the applications is running on the 9.40 RTE and web tier.</p> <p><b>Note:</b> This unload is required if you are running 9.3x applications on the 9.40 platform.</p>
QCCR1E114612_ SM940_ SM930.unl	9.3x (9.30 or later)	<p>The following SM9.40 features are using enhanced Remote JavaScript Service: Service Manager Calendar, Service Manager Reports, and PD Framework components (including Condition Editor , Query Editor , Workflow Editor and Task Planner). When running SM9.3x applications, the Remote JavaScript Service must be upgraded by loading this unload file so that these features can work correctly.</p> <p><b>Note:</b> This unload is required if you are running 9.3x applications on the 9.40 platform.</p>

### How to load an unload file

**Tip:** If your application version is 9.30 ap3, 9.31, or a later version, we recommend that you 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 you are running an application version that is not one of these, Unload Manager is not available, and you can use

Database Manager instead.

For detailed steps, search for the following topic in the online help: *Load an unload file*.

## Smart Analytics installation

The Smart Analytics package in this release includes the installation files for Windows (setupSmartAnalyticsWindowsX64.exe) and Linux (setupSmartAnalyticsLinuxX64.bin).

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

## New customers

Install and configure Smart Analytics 9.41 by following the instructions in the *Smart Analytics Administrator and User Guide*.

## Existing customers

Customers who have installed Smart Analytics 9.34 or 9.40 must back up certain configuration files and data, install Smart Analytics 9.41, and then restore the original configurations. For details, see the *Smart Analytics Administrator and User Guide*.

## Collaboration installation

As of version 9.41, Service Manager replaces the HP Enterprise Collaboration based the Collaboration solution with a built-in instance messaging mechanism for web client users. To use the new solution, you need to install and set up a chat server (sm9.41.0020\_ChatServer.zip) and then enable collaboration in the Service Manger system.

For detailed deployment and configuration instructions, see the *Service Manager 9.41 Interactive Installation Guide*.

## Service Request Catalog (SRC) installation

Service Manager 9.41 includes the SRC package (src-9.41.zip), which contains the following files:

- A .war file for SRC 9.41 (src-9.41.war)
- A migration tool for upgrading customizations from an earlier deployment to SRC 9.41 (src-migration-9.41.zip)
- An encryption tool for generating an encrypted password (encryptor-9.41.zip)
- A validation tool that you can use to help ensure that your manifest.xml file is valid and usable (validator-9.41.zip)

**Note:** In this release, the English version of the online help is updated for Service Request Catalog 9.41, while the localized versions are still based on SRC 9.32.

Before you proceed, read the *Service Request Catalog 9.41 Interactive Installation Guide* and the *Service Request Catalog 9.41 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 9.41 tablet app supports Service Request Catalog versions 9.33 through 9.41 (the SRC .war file).

## New Customers

1. Deploy the src-9.41.war file by following the instructions in the *Service Request Catalog 9.41 Interactive Installation Guide*.
2. Configure SRC 9.41 by following the instructions in the *Service Request Catalog 9.41 Customization Guide*.

## Existing Customers

1. Install SRC 9.41, as described above.
2. Migrate your customizations from the old deployment to SRC 9.41.
  - SRC 1.4, 9.32, 9.33, 9.34, 9.35, or 9.40 customers: Run the SRC migration tool to migrate your specific customizations from your old SRC deployment to SRC 9.41. For details, see the *Service Request Catalog 9.41 Customization Guide*.
  - SRC 1.2x or 1.3 customers: Manually restore your customizations.

## Mobility client installation

Service Manager 9.41 includes a compressed file (mobility-9.41.zip), which packages the following files:

- Mobility client installation file (mobility-9.41.war)
- Mobility client self-service interface unload (MOBILITY\_ESS\_SM941\_SM932.unl)

New customers can directly install the new Mobility client by deploying the mobility-9.41.war file, while existing customers must uninstall their old Mobility client and then install the new one.

The Mobile ESS module is included in the Service Manager 9.40 or later applications, but not in earlier versions of the Service Manager applications that are supported by the Service Manager 9.4x platform (that is, Service Manager 9.34, 9.33, or 9.32). The .unl file is provided for customers running an older version of the Service Manager applications who want to use the Mobile ESS module.

## Installation steps

**Note:** The Service Manager 9.41 Mobility client supports Apache Tomcat 7.0 and 8.0 web application servers. Additionally, it can only work with Service Manager server 9.40 or later and applications 9.32 or later.

For more information about how to install the Service Manager 9.41 Mobility client, refer to the *Service Manager 9.41 Mobile Applications User Guide*, which you can access from the *Service Manager Installation and Upgrade Documentation Center*.

## Enabling the Mobility self-service interface when running applications 9.32, 9.33, or 9.34

The Service Manager 9.41 Mobility client comes with a self-service user interface. However, if you are running the 9.32, 9.33, or 9.34 applications, you must load the MOBILITY\_ESS\_SM941\_SM932.unl file to enable this interface. For instructions on how to load an unload file, see ["Application Unload installation" on page 144](#).

## Knowledge Management (KM) Search Engine and Import Utility installation

As of Service Manager 9.41, Smart Analytics introduces the IDOL Search Engine. Service Manager 9.41 supports both the Solr Search Engine and the IDOL Search Engine.

### IDOL Search Engine

Service Manager 9.41 Smart Analytics includes a Smart Search feature based on the IDOL Search Engine. If you want to use the IDOL Search Engine for Knowledge Management, you do not need to install or upgrade the Solr Search Engine.

For more information on how to install and configure the IDOL Search Engine, see the HP Service Manager 9.41 *Smart Analytics Administrator and User Guide*.

### Solr Search Engine

This release includes a package for the Solr Search Engine and Import Utility:

- `\kmsolr_unloads\QCCR1E91035_SM940_SM930.unl`: This unload file contains all Solr Search Engine related application fixes that were released after Service Manager 9.30. These fixes are already merged into the Service Manager 9.40 or later applications. However, if your applications version is 9.3x, you must load this unload file after you install the Solr Search Engine.
- `knowledgemanagement` folder: Contains updated files of the Solr Search Engine
- `km-import-9.41.zip`: The installation files of KM Import Utility version 9.41.

## New customers

1. Make sure that you have already installed Service Manager 9.41 server and clients.
2. Install the Service Manager 9.40 Solr Search Engine . For installation instructions, see the *Service Manager 9.40 Knowledge Management Search Engine Guide*.
3. Extract the files in the knowledgemanagement folder in the 9.41 km patch .zip file to your Solr Search Engine installation directory to overwrite your existing files.
4. If you are running a 9.3x version of the Service Manager applications, load QCCR1E91035\_SM940\_SM930.unl into your Service Manager system.

**Caution:** Skip this step if you are running the Service Manager 9.4x applications.

5. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.
6. Optionally, 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 Solr 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.
7. Start your Solr Search Engine.
  8. Configure your search servers and knowledgebases, and perform a full indexing for all of your knowledgebases. For details, see the *Service Manager 9.41 Solr Search Engine Guide*.

## Existing customers

Existing customers must install the Service Manager 9.40 Solr Search Engine first, and then apply the Service Manager 9.41 Solr Search Engine patch.

1. Make sure that your Service Manager server and clients have upgraded to version 9.41.
2. Stop your Solr Search Engine.
3. Make a backup of your Solr Search Engine installation folder and other necessary backups.
4. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.
5. Optionally, 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 Solr 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.
6. Extract the files in the knowledgemanagement folder in the 9.41 km patch .zip file to your Solr Search Engine installation directory to overwrite your existing files.
7. If you are running a 9.3x version of the Service Manager applications, load QCCR1E91035\_SM940\_SM930.unl into your Service Manager system.

**Caution:** Skip this step if you are running the Service Manager 9.4x applications.

8. If your sm.ini file already contains the following line, remove it.

```
KMSearchEngineClass:com.hp.ov.sm.server.plugins.knowledgemanagement.solr.KMSolrSearch
```

**Note:**

- Skip this step if you are running Service Manager 9.3x applications.
- This parameter is no longer needed for the Service Manager 9.41 Solr Search Engine. If it is present in the sm.ini file, a warning message will occur in the Service Manager server log (sm.log).

9. Restart your Solr search engine.
10. Restart the Service Manager service.
11. Perform a full re-index of all of your knowledgebases. For details, see the *Service Manager 9.41 Solr Search Engine Guide*.

## KM Import Utility installation

**Note:** The **km-import-9.41.zip** file included in this release is same with the one shipped with previous releases.

To install this utility, extract **km-import-9.41.zip** in the Knowledge Management package to a local drive. For detailed instructions on the use of the import utility, see the README file packaged in this .zip file.

## ODBC Driver installation

This release does not contain any ODBC Driver updates. The latest ODBC Driver package was shipped with the 9.40 release.

For detailed installation steps, see the *Service Manager 9.41 Interactive Installation Guide*, which you can download from the following HP Software Support Online (SSO) website:

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

# Help Center installation

## Service Manager Help Center

Service Manager 9.41 includes two English versions of the Help Center:

- Help Center for HP Service Manager 9.41 Codeless
- Help Center for HP Service Manager 9.41 Classic

**Note:** There is no Hybrid mode-specific version of the Service Manager Help Center.

Customers running Service Manager 9.41 Hybrid should refer to the Service Manager Codeless help center for information about the Process Designer framework and how to tailor Process Designer.

For information about specific functionality, refer to either the Service Manager Classic or Service Manager Codeless Help Center, depending on the functionality that you use for each business module (modules in Service Manager 9.41 Hybrid support functionality from both Classic and Codeless modes). For more information about the reimplementations of specific modules and functionality in Service Manager Hybrid, refer to Appendix A of the [Service Manager Hybrid Migration Guide](#).

The Help Center ships with Service Manager 9.41 as two .zip files (sm9.41\_help\_codeless.zip and sm9.41\_help\_classic.zip). Additionally, you can download the latest version of each zip file from the HP Software Support Online (SSO) site:

<https://softwaresupport.hp.com>

For detailed installation steps, see the *Interactive Installation Guide*, which you can access from the *Installation and Upgrade Documentation Center*.

## Service Request Catalog (SRC) online help

The SRC online help is accessible from the product user interface. The English version is for SRC 9.41, and the non-English versions are for SRC 9.32.

## Language Pack installation

Service Manager 9.41 includes language packs for the Service Manager server in 16 supported languages other than English. For a list of supported languages, see "[Local language support](#)" on [page 158](#).

For detailed installation instructions, see the *Service Manager 9.41 Language Pack Installation Guide*, which is available from the following website:

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

# Service Manager support matrix

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

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:

1. Use a browser to navigate to the Software Support Online (SSO) web page:  
<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.

## Local language support

The Service Manager 9.41 Language Pack introduces localized versions of the Service Manager clients and applications. All languages listed in the following table are fully supported, except the two right-to-left display languages (Arabic and Hebrew), which are not supported by the Mobility client.

**Note:** The demo data that is included with Service Manager 9.41 is provided for testing or demonstration purposes only. Therefore, the data is not localized.

Language	Windows Client	Web Client	Mobility Client	SRC Client	Applications
Arabic	√	√		√	√
Brazilian Portuguese	√	√	√	√	√
Chinese Simplified	√	√	√	√	√
Czech	√	√	√	√	√
Dutch	√	√	√	√	√
French	√	√	√	√	√
German	√	√	√	√	√
Hebrew	√	√		√	√
Hungarian	√	√	√	√	√
Italian	√	√	√	√	√
Japanese	√	√	√	√	√
Korean	√	√	√	√	√
Polish	√	√	√	√	√
Russian	√	√	√	√	√
Spanish	√	√	√	√	√
Turkish	√	√	√	√	√

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**Feedback on Service Manager 9.41 Release Notes (Service Manager 9.41)**

Just add your feedback to the email and click send.

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We appreciate your feedback!

