

# HP Service Manager Exchange with SAP Solution Manager

for Windows Server 2008, 2012, and Linux operating system

## Release Notes

### Software version: 1.10 Patch 2 / Oct 2015

This document provides an overview of the changes in HP Service Manager Incident Exchange (SMSSMEX) version 1.10 patch 2. It contains important information not included in the manual.

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## In This Version

This software release introduces the following changes:

- Adds the following new support matrix:

Component	Platform	Versions
Service Manager	---	9.34, 9.35, 9.40, and 9.41 applications
SMSSMEX OS	Windows Server	2012, 2012 R2
	Linux	SUSE 11 SPx, 12
SMSSMEX Database	Microsoft® SQL Server	2012, 2014
	Oracle Standard and Enterprise Edition	12c
WebLogic Server	---	12c

- Deprecates the following support matrix:

Component	Platform	Versions
Service Manager	ServiceCenter	6.2

SMSSMEX OS	Windows Server	2003, 2003 R2 (32-bit)
SMSSMEX Database	Microsoft® SQL Server	2005
	Oracle Standard and Enterprise Edition	9.x, 10.x

- Updates the following content in the \SMSSMEX directory:

Directory	Content
\jdk	Internal JDK 8
\tomcat	Tomcat 7.0.62

## Installation Notes

You can either perform a fresh installation of SMSSMEX v1.10 patch 2 on a new environment or upgrade your existing SMSSMEX v1.10 to SMSSMEX v1.10 patch 2. For detailed instructions, see *HP Service Manager Exchange with SAP Solution Manager Installation and Administration Guide > Installing and Configuring SMSSMEX*.

## Enhancements and Fixes

This software release includes the following enhancement type fix.

Global ID	Problem	Solution
QCCR1E122572	Request SMSSMEX to be compatible with SQL Server 2012 standard and Windows Server 2012 standard (64-bit).	SMSSMEX is now compatible with SQL Server 2012 standard and Windows Server 2012 standard (64-bit).
QCCR1E124331	<p>The system displays the following error messages when installing SMSSMEX 1.10 on Linux SUSE 10 by running the <b>./install.bin -i console</b> command.</p> <pre>Installer User Interface Mode Not Supported</pre> <p>The installer cannot run in this UI mode. To specify the interface mode, use the <b>-i</b> command-line option, followed by the UI mode identifier. The valid UI modes identifiers are GUI, Console, and Silent.</p>	SMSSMEX 1.10 can be installed on Linux SUSE 10 successfully by running the <b>./install.bin -i console</b> command.
QCCR1E128828	The PriorityCode field does not take effect in FieldMapping.	The Field Mapping is now correct.

QCCR1E127753	The following error is received when SMSSMEX tries to pull data from Service Manager:  [OvHdRequestListener] DEBUG com.hp.ov.ictex - Caught runtimeexception during task handling!  java.lang.NullPointerException	SMSSMEX pulls data from Service Manager successfully without exceptions.
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## Known Problems, Limitations, and Workarounds

This software release includes the following known issues and limitations.

Global ID	Problem	Workaround
QCCR1E129072	GIF files are not supported on the toolbar as button icons.	Store the .png files in the "toolbar/" folder, instead of the "obj16/" folder.
QCCR1E128427	Failed to deploy ovictex.war on WebLogic 11.	There is currently no workaround available.
QCCR1E126649	Failed to invoke the GUI wizard to install SMSSMEX on SUSE12.	There is currently no workaround available.
QCCR1E128958	When running non-PD in Service Manager 9.41 Hybrid mode, Service Manager tickets are closed directly if the solution is rejected by SAP Solution Manager.	To fix this issue, change the condition of auto transition from <code>In Process -- Closure to Status in CurrentRecord = "Closed"</code> in the Migrated Incident workflow.
QCCR1E128778	Error occurs when upgrading from SM 9.31 with PDCP3 to 9.41 Hybrid.	To fix this issue, apply a hotfix for QCCR1E128778 during the SM 9.31 with PD3 to SM 9.41 Hybrid upgrade process. The hotfix is available from <a href="#">HP Software Support</a> .

## Support

You can visit the HP Software Support web site at:

<https://softwaresupport.hp.com/>

This web site provides contact information and details about the products, services, and support that HP Software offers.

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- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts

- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

To register for an HP Passport ID, go to the following URL:

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