

HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

Patch 1 Release Notes

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What's new in this release

This section describes the important changes made in the release of Service Manager 9.41p1.

* 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>

Enhanced Set Reminder function on mobile

This release introduces an enhanced Set Reminder function on mobile. After you enable the Set Reminder option, you can follow the Set Reminder wizard on your mobile to complete the same reminder settings as you set from the web client. For more information, see "[QCCR1E123225](#)" on [page 12](#).

Service Request Catalog (SRC) enhancements

This release introduces the following enhancements for SRC.

Support of hiding user selections

SRC now supports hiding user selections on the catalog item detail page.

Note: To hide user selections, you need to set the `src.ui.enableUserOption` parameter as `false` in the `applicationcontext.properties` file.

Support of integration with SiteMinder Authentication

Before this release, the SRC Tablet applications for Android did not support integration with SiteMinder Authentication. Now the integration with SiteMinder Authentication is supported under certain conditions. For more details about the conditions, refer to [this knowledge article](#).

Notification before terminating an inactive Lync conversation in the back end

As of version 9.41p1, when a Lync conversation has been inactive for a certain period of time, Service Manager sends a message to the Lync users before terminating the session at the back end.

This makes the users aware of the session termination so that they will not send further messages to the conversation because these messages will not reach SM Collaboration.

For more information, see ["QCCR1E127347" on page 21](#).

New parameters

This release introduces the following new parameter.

Parameter	Description
enableTableEllipsis	Enables the web client to display an ellipsis (...) at the end of a table cell when the content in the cell is too long to be fully displayed.

Web parameter: enableTableEllipsis

Parameter

enableTableEllipsis

Description

This parameter enables the web client to display an ellipsis ("...") at the end of the content displayed in a table cell when the content is too long to be fully displayed. The ellipsis indicates that the table cell has more content than what is displayed.

By default, this parameter is set to false and the web client behaves the same as in previous versions.

Note: This parameter affects only read-only Table widgets.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>enableTableEllipsis</param-name>  
  <param-value>>true</param-value>  
</context-param>
```

Certifications

HP Service Manager 9.41 includes the following certification changes.

Added support

Support has been added for the following items.

Web tier

Web application server: JBoss EAP 6.4

Server

JRE: JRE_8.0.03 for HP-UX

Deprecations

The following functionality items are deprecated as of Service Manager 9.41.

Deprecated items

Item	Notes
<i>security.hasRight</i> function	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

Deprecated items, continued

Item	Notes
	replaced with the <i>security.getRight</i> in Service Manager 9.41. 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.
Report Exerciser	

In addition, the following previously deprecated items are fully removed as of Service Manager 9.41.

Removed items

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

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	Modern web browsers support spell check natively. Therefore, the spell check function

Deprecated items, continued

Item	Notes
spell-checker	that is built into the Service Manager web tier is no longer supported.

Enhancements

This release includes the following enhancement type fixes. The following table includes all enhancements that were implemented after the release of Service Manager 9.41.

Server

CR	Problem	Solution
QCCR1E127681	The Service Manager server needs to support bcc and cc fields when sending out emails based on the eventout queue.	<p>The Service Manager server now supports the cc, bcc, and reply.to fields for outbound emails.</p> <p>In email eventout, the evsysopt field is used to determine whether you want to use cc and bcc fields:</p> <ul style="list-style-type: none"> • If the value for this field is set to 0 or empty, it indicates that the format for the evfields field is user.to^user.from^user.array^subject^text. • If the value for this field is set to 1, it indicates that the format for the evfields field is user.to^user.from^user.cc^user.bcc^reply.to^subjext^text. <p>The following script is an example for your reference:</p> <pre>var eventout = new SCFile("eventout"); eventout.evtype = "email"; eventout.evtime = system.functions.tod(); eventout.evexpire = system.functions.tod(); eventout.evsysseq = String(Number(new Date())); eventout.evsepchar = "^"; eventout.evfields = "tim@hp.com^smith@hp.com^John@hp.com^marry@hp.com^smith@hp.com ;John@hp.com ^hello^hello all"; eventout.evsysopt = "1"; eventout.doSave();</pre>

Web client

CR	Problem	Solution
QCCR1E78954	Service Manager needs to support JBoss EAP 6.	Service Manager now supports JBoss EAP 6.4.

Mobility

CR	Problem	Solution
QCCR1E123225	The "Set Reminder" feature is not supported well on the Mobility client. Some widgets are not correctly displayed, such as the Radio button control widget and the Duration Date control widget.	<p>After you enable the Set Reminder option, you can follow the Set Reminder wizard on your mobile to complete the same reminder settings as you do from the web client.</p> <p>Note: To take advantage of this fix, you need to load the QCCR1E123225_SM941P1_SM932.unl file located in the mobility client package.</p>

Service Request Catalog

CR	Problem	Solution
QCCR1E90366	Service Request Catalog (SRC) does not support hiding user selections on the catalog item details form.	SRC supports hiding user selections on the catalog item details form now. Note: To hide user selections on the form, set the src.ui.enableUserOption parameter to false in the applicationcontext.properties file.

CR	Problem	Solution
QCCR1E123264	The SRC Tablet applications for Android does not support integration with SiteMinder Authentication.	<p>Integration with SiteMinder Authentication is now supported under certain conditions. For details about these conditions, refer to the knowledge document KM01723958.</p> <p>This fix is delivered through the Service Manager 9.41 SRC Tablet application. You can download the application from Apple App Store or Google Play.</p>

Fixed defects

This release fixes the following defects. The following table includes all fixes that were implemented after the release of Service Manager 9.41.

Server

CR	Problem	Solution
QCCR1E97065	When Service Manager is using an Oracle database, the Advanced Filter does not support double "NOT" queries, such as "Not (Alert Time Is Not Empty)".	When Service Manager is using an Oracle database, the Advanced Filter now supports double "NOT" queries, such as "Not (Alert Time Is Not Empty)".
QCCR1E125022	The QBE list returned from an Incident text search is changed after you modify and then save an incident record in the list.	The QBE list keeps the same after you modify and save the incident record in the list.
QCCR1E125846	When running on Linux, Service Manager generates RTE E messages in the server log at system shutdown.	Now the messages about lock release no longer appears in the server log at system shutdown.
QCCR1E127225	In a list/detail page, the focus jumps to the next record in the QBE list for a joindef record when its key field is modified and saved in the detail pane. For example, this issue occurs when you update the CI Identifier value of a Business Service CI. <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: This issue occurs only to joindef records. A configuration item (CI) whose type is bizservice belongs to the "joinbizservice" file (which consists of two files named "device" and "bizservice") and is therefore a joindef record. A CI whose type is application/runningsoftware belongs only to the "device" file and is therefore a non-joindef record.</p> </div>	Now the previously selected joindef record in the list remains selected after you modify and save its key field in the detail pane.
QCCR1E128042	When a Service Catalog Item request submitted from SRC is displayed in Service Manager, the User Option	Now the User Option value is not truncated.

CR	Problem	Solution
	value is truncated.	
QCCR1E128509	After an interaction/ocml is closed, Service Manager returns to the wrong page of the inbox and the wrong record is displayed.	After an interaction/ocml is closed, Service Manager now moves the focus to the next record of the current page.

Web client

CR	Problem	Solution
QCCR1E94735	When you log in to the web client with a non-English language in a TSO environment and then are forcibly logged out due to session timeout, the "timeout" page is displayed in English and the login page is also displayed in English after you click the Login button in the "timeout" page.	Now both the "timeout" page and login page are displayed in the language with which you log in to the web client.
QCCR1E96121	If you expand a combo box and use the Up/Down arrow to move through items in the dropdown list, the input box of the combo box is immediately updated with the highlighted item and you cannot press ESC to cancel the change and collapse the combo box.	If you expand a combo box and use the Up/Down arrow to move through items in the dropdown list, now the input box of the combo box is not updated with the highlighted item and you can press ESC to collapse the combo box without making any changes.
QCCR1E101727	When you magnify a table in a record displayed in a form and then open another record displayed in the same form, the magnifying state is not changed.	Now, when you access the same form, the magnifying state is cleared if the form is displaying a different record.
QCCR1E107806	Invisible buttons in a message box are still read aloud by JAWS. For example, if you click the Save button without filling some of the required fields, a message box is displayed with only an OK button, but JAWS reads "OK, YES, NO, CANCEL."	Now only visible buttons in a message box are read aloud by JAWS.
QCCR1E110085	The language combo box in the login page is read aloud as read-only by JAWS so that it is impossible for a screen	Now the language combo box in the login page is not read aloud as read-only by JAWS.

CR	Problem	Solution
	reader user to change the language.	
QCCR1E110529	The "Select Time" combo box in a date picker is recognized by JAWS 15 as a button.	Now the "Select Time" combo box in a date picker is recognized by JAWS 15 as a combo box.
QCCR1E111511	When JAWS is running, if you press the Tab button to navigate through elements in a date picker, you can hear something related to table column and row.	When JAWS is running, if you press the Tab button to navigate through elements in a date picker, now you can only hear the information of the focused element.
QCCR1E111512	JAWS15 recognizes the select time combo box in the date picker as a link.	Now JAWS15 recognizes the select time combo box in the date picker as a combo box.
QCCR1E116115	The behavior of combo boxes in the web client is inconsistent. For example, for the language combo box in the login page, you can expand the drop-down list by pressing the Enter key in the input box. However, for a combo box in a detail from, you need to tab the trigger button and press Enter to expand the drop-down list.	<p>Now all combo boxes in the web client share the same behavior.</p> <p>[Behavior changes]</p> <ul style="list-style-type: none"> • The trigger button of a combo box is not focusable but is still clickable; • There are four ways to expand the drop-down list of a combo box: Use key stroke: Alt+Down Arrow, or Down Arrow only; Type a valid text into the input box; Click into the input box (only available for a select-only combo box); Click the trigger button; • After the drop-down list is expanded, If the input box has a valid value, the matching value is highlighted in the drop-down list; If the input box is empty, the first item is highlighted in the drop-down list. • After the drop-down list is expanded, you can then use the UP/DOWN arrow to move through items in the list box. During this process, the value in the input box is NOT updated; • After the drop-down list is expanded, you can close it by using any of the following ways:

CR	Problem	Solution
		<ul style="list-style-type: none"> ○ Press the ESC key to close it without updating the value in the input box; ○ Press the Enter key to update the value in the input box to the highlighted item and close it; ○ Click the trigger button; ○ Click into the input box (only available for select-only combo box); ○ Click elsewhere to make the combo box lose focus. ● You can type a text into the input box of a combo to search for a valid item; If there is no matching value, the drop-down list is not expanded; If there are matching values, the drop-down list is expanded, showing all matching items. For a select-only combo box, the text is also auto-completed in the input box; for a non-select-only combo box, the text is not auto-completed. ● After the drop-down list of a combo box is expanded, you can make a selection to update the value in the input box by either of the following two ways: Press the Enter key to select the highlighted item; Use Mouse to click on any item you want to select; ● After a selection is made, the drop-down list is collapsed and the focus is set back to the input box of the combo box.
<p>QCCR1E122004</p>	<p>If a Computer Telephony Integration (CTI) protocol is being initiated on the web client and your homepage is set to a dashboard, the web client takes no action when you attempt to open a</p>	<p>Now DDE can work correctly no matter whether your home page is set to a dashboard or not.</p>

CR	Problem	Solution
	ticket through Dynamic Data Exchange (DDE).	
QCCR1E122772	The clear button displayed in Internet Explorer for the Jump Address combo box overlaps the trigger button.	The clear button displayed in Internet Explorer for the Jump Address combo box is now displayed on the left of the trigger button.
QCCR1E122968	If you expand the "Select Time" combo box in a date picker and then click the header of any of the thread tabs, the combo box is still expanded.	Now the "Select Time" combo box is collapsed if you click elsewhere.
QCCR1E122969	If you expand the "Show" combo box in the paging bar of a record list, and then click the header of any of the thread tabs, the combo box is still expanded.	Now the "Show" combo box is collapsed if you click elsewhere.
QCCR1E123931	In Internet Explorer, if a Group object is not set to Default to Expanded, the Comfill widgets inside the Group object overlaps with each other.	The Comfill widgets inside the Group object no longer overlap with each other now.
QCCR1E124297	Suppose you are scrolling down in a tab in the web client, If you switch to another tab and switch back, the scroll position is lost and the top of the content in the tab is displayed in Internet Explorer 10 and 11.	Now the scrolling position is remembered in all supported browsers. After you switch back to a tab, the content of the scrolled position is displayed.
QCCR1E124888	The "Description" column of the activity.list form shows only the first line when carriage return(CR) / line feed (LF) characters are included in the text (using the Enter key). As a result, the user has no way to know that the description has more lines to display.	The enableTableEllipsis parameter is added to the web tier configuration file (web.xml) to solve this issue. When this parameter is set to 'true', if the content is too long to be fully displayed in a table cell, an ellipsis ('...') is displayed at the end of cell. By default, this parameter is set to 'false', and the behavior keeps the same as in previous releases.
QCCR1E125382	After a message box is open, JAWS sometimes reads something not related to the message box. For example, you may sometimes hear "OK link"; however, if you press the Enter key, one of the option menu items is focused.	After a message box is open, JAWS now reads the correct information in the message box. For example, you may hear the content of a message and then the "OK button", and if you press the Enter key, the message box is closed.
QCCR1E125834	When pressing the Tab key in a popup dialog, there are two extra Tab stops if	Now, there are no longer two extra tab stops. When you press Shift-Tab at the

CR	Problem	Solution
	you press Shift-Tab at the first field and then press Tab at the last button on the toolbar.	first field, focus is set to the last button of toolbar directly. When you press Tab at the last button of the toolbar, focus is set to the first field in the dialog directly.
QCCR1E125814	If the visibility condition of a group widget is configured based on a read-only field, invisible group data is displayed in the print preview page.	Invisible group data is not displayed in the print preview page now.
QCCR1E125935	If a combo box is displaying an expanded drop-down list with a scroll bar, you cannot tab out from the combo box when you hover the mouse on the scroll bar.	You can now tab out from the combo box in such a situation.
QCCR1E125943	The trigger button of a combo box always expands the drop-down list instead of toggling it between the states of expanded and collapsed.	The trigger button of a combo box now toggles the drop-down list between the states of expanded and collapsed.
QCCR1E126101	When you try to modify a record that is locked by someone else, an error message is popped up, and you can see the focus indicator on the OK button. However, if JAWS is running, the OK button is not read aloud and if you press the Enter key, the message box is not closed.	Now the OK button that has focus indicator gets the real focus.
QCCR1E126026	The "Add Favorite" button cannot be seen in the web client when the web client host uses the High Contrast Black or High Contrast White theme.	The "Add Favorite" button now can be seen in the web client when either of these High Contrast themes is used.
QCCR1E126558	In Internet Explorer, when you print a detail form that contains one label and text area, the print preview looks good but overlapping text is shown when you select to print to a PDF or printer.	The page now can be printed properly by using Internet Explorer.
QCCR1E126569	If you set focus to a group in a record list and then click a control outside of the grid, the control gets the focus indicator. However, at the same time, the focus indicator of the group is not lost.	Now the control gets the focus indicator and the focus indicator of the group is lost.
QCCR1E126690	JAWS cannot read out the Advanced	JAWS now can read out the Advanced

CR	Problem	Solution
	Filter list after the list is expanded.	Filter list after the list is expanded.
QCCR1E126783	The Select Time combo box is expanded with the matching items in the drop-down list after you type more than two valid characters. If you then press the Up or Down arrow to move through the matching items, JAWS always reads the text you typed instead of the selected matching item.	Now if you press the Up or Down arrow to move through the matching items in the select time combo box, JAWS always reads the selected matching item.
QCCR1E126865	Some meaningful images of SM Collaboration cannot be displayed in High Contrast mode. Additionally, some elements of SM Collaboration are displayed without a focus indicator when they are focused, and therefore users cannot see which element is focused.	Now the meaningful images for SM Collaboration are displayed, and a focus style is applied when SM Collaboration elements are focused.
QCCR1E127056	When a Textbox works as a drop-down list, JAWS reads the list as "type text". As a result, the user does not know that there is a need to choose from the list.	JAWS now reads out the list items correctly.
QCCR1E127083	Suppose the message box is the first one ever popped up in the web client when you manage favorites for a selected folder or dashboard. For example, the "Delete favorites" message box. If JAWS is running, the message box is not recognized as an alert dialog.	Now the message box is recognized by JAWS as an alert dialog.
QCCR1E127089	The dynamically generated new row of an array of combo boxes still uses the index of the first one for some of the attributes.	The dynamically generated new row of an array of combo boxes now uses the the correct index for all attributes.
QCCR1E127273	If you design a form to set the "Label for" property of a label to the name of a Comfill with the array length greater than 1, after the form is displayed in the web client, the label is not linked to the Comfill. For example, if you click the label, the Comfill does not get focused.	Now after the form is displayed in the web client, the label is linked to the Comfill. For example, if you click the label, the Comfill gets focused.
QCCR1E127304	The "Accessible Description" property related information is not generated for a read-only Comfill in the web client.	The "Accessible Description" property related information is now generated for a read-only Comfill in the web client.

CR	Problem	Solution
QCCR1E127315	If all these three properties: Accessible Description, Mandatory, and Mandatory Condition are set for a control, then the string "This is a required field" is sometimes unexpectedly displayed in the title tooltip in the web client even if it is actually not mandatory.	Now the string "This is a required field" is not displayed in the title tooltip of a field in the web client.
QCCR1E127347	When a Lync conversation is terminated in the back end due to inactivity timeout, the Lync users are not notified and may still send messages to the Lync conversation; however, these messages cannot reach SM Collaboration.	<p>Now, the system sends a notification message to the Lync users when it is about to terminate the conversation in the back end.</p> <p>Note: Administrators can configure the inactivity timer setting for Lync users by adding the following parameter to the <Openfire_home>\lyncagent\LyncAgent.exe.config file:</p> <pre><add key="conversationRecycleInterval" value="5"/></pre> <p>Where, an example value, 5 (minutes), is used. This parameter specifies the number of minutes that the system will wait to terminate an inactive conversation in the back end. By default, this entry is not present in the file and a default value of 30 (minutes) is used.</p>
QCCR1E127358	If a Comfill is inside a Virtual Join subform, the label for the Comfill is not read by JAWS.	Now the label for a Comfill is always read by JAWS.
QCCR1E127441	When a combo box widget is too close to the right border of the window, its pop-up list moves to the left by several pixels to avoid the vertical scroll bar. As a result, the pop-up list is misaligned with the combo box widget.	Now the width of the pop-up list of the combo box is reduced so that the pop-up list is aligned correctly with the combo box widget.
QCCR1E127499	ActiveMQ in the chat server runs into out-of-memory due to improper out-of-box configuration. As a result, users	The ActiveMQ configuration is tuned and the out-of-memory issue no longer occurs.

CR	Problem	Solution
	cannot log in to SM Collaboration.	
QCCR1E127603	An InstanceAlreadyExistsException error occurs when stopping the Openfire server or service.	The InstanceAlreadyExistsException error does not occur when stopping the Openfire server or service.
QCCR1E127610	A "Failed to get history message" message is displayed when the conversation history contains messages from Openfire and Lync.	When the conversation history contains messages from Openfire and Lync, the conversation history is loaded successfully without this error.
QCCR1E127655	When many alerts arrive in a short period of time, the alerts are inserted into Document Object Model (DOM) one by one. As a result, the alert window does not respond for some time because of rendering.	Now a new mechanism is used to process all the command messages per heartbeat.
QCCR1E127664	Opened conversations saved in local storage may be lost after the user performs a page refresh.	Opened conversations saved in local storage now open correctly after a page refresh.
QCCR1E127722	In the drop-down list for an auto-completed Comfill control in the web client, if the currently selected item is the last one, when you press the Down arrow, the first item in the list is scrolled to and selected.	In the drop-down list for an auto-completed Comfill control in the web client, if the currently selected item is the last one, when you press the Down arrow, nothing happens and the last item is still selected.
QCCR1E127773	The Smart Search Dashboard has a rendering issue in Internet Explorer 10 and 11.	The Smart Search Dashboard now has no rendering issues in Internet Explorer 10 and 11.
QCCR1E127862	Duplicate Ctrl+Home/End shortcuts are displayed on the quick help panel.	Only one Ctrl+Home/End shortcut is displayed on the quick help panel.
QCCR1E127870	If the user clicks the Logout button and then clicks Cancel, no window pops up when the user clicks the Logout button again.	The Logout window now pops up when the user clicks the Logout button again.
QCCR1E127881	Focus is missing after the user clicks the Cancel button in the logout confirmation window.	Focus is set back to the User Information icon after the user clicks the Cancel button in the logout confirmation window.
QCCR1E127966	The drop-down list of an auto-completed comfill can not be scrolled into view if the comfill is near the bottom of the screen.	Now the drop-down list of an auto-completed comfill can be scrolled into view if needed.

CR	Problem	Solution
QCCR1E128077	When a library is selected in the Smart Search library panel, a number is displayed next to the library to indicate the number of records in the library. When the library is deselected, this number disappears. This is by design. However, JAWS reads off the state change of the library as something like "Library Incidents zero check box checked library Incidents four check box checked", which is confusing to users.	JAWS now reads the number correctly.
QCCR1E128083	JAWS should read out "Remove filter link" in the Context Aware Search panel as "Remove filter link graphic" or "Remove filter button".	JAWS now reads it out as "Remove filter button".
QCCR1E128085	In the Smart Search dialog, JAWS reads out the dash ("-") for internal libraries. For example, "heading level for IM10211 dash" .	Now JAWS skips the dash for internal libraries. For example, "heading level for IM10211".
QCCR1E128086	When the main frame of the smart search dialog is maximized, JAWS reads out the smart search dialog as "search button close search dialog", which is incorrect.	Now, when the smart search dialog is maximized, the Close button is focused and JAWS reads out the Close button as "Close search dialog".
QCCR1E128088	JAWS reads off a page number link in the Smart Search dialog as " link" (for example, "2 link").	JAWS now reads off a page number link as "page link".
QCCR1E128090	When focus is on the Close icon in the "General Filters" panel, JAWS reads out unexpected content as in "Close left parentheses ESC right parentheses button".	When focus is on the Close icon in the "General Filters" panel, JAWS now reads out only the expected content , that is, "Close button".
QCCR1E128092	When no suitable filter options are listed for the text filter in the "Library Filter" panel in the Smart Search Dialog, JAWS is silent.	Now, when no suitable filter options are available, JAWS reads it out as "No result found".
QCCR1E128093	In Accessible mode, the scroll bar at the right side of the library filter panel cannot be automatically scrolled when you are tabbing through the library list. As a result, JAWS cannot read out the list.	The scroll bar at the right side of the library filter panel is automatically scrolled and the listed items are read out in sequence when you are tabbing through the library list.

CR	Problem	Solution
QCCR1E128099	The "Clear All" and "Remove Filter" buttons appear in different panels in the Smart Search dialog (for example, Clear All appears in the Set General Filter panel, Set Library Panel, and Search Results page) and are read out as the same in these panels.	JAWS now reads the buttons in different panels with additional context text to distinguish them from each other.
QCCR1E128103	<p>In Internet Explorer, no response is returned when you perform the following steps in the Context Aware Search panel:</p> <ol style="list-style-type: none"> 1. Press Tab to focus on the My Favorite button, and then press Enter. 2. Press Shift+Tab to focus on the Global Search button. 3. Press Alt+Ctrl+U. 	Now pressing Alt+Ctrl+U will always open the Context Aware Search panel.
QCCR1E128723	If there is an empty item at the top of the list of a combo box and the item is the selected one, users can select the last item by pressing the UP arrow key.	If there is an empty item at the top of the list of a combo box and the item is the selected one, users can no longer select the last item by pressing the UP arrow key.
QCCR1E128879	When the user selects a record from the To-Do Alert pop-up window, the record loads behind the To-Do Alert window.	When the user selects a record from the To-Do Alert pop-up window, the To-Do Alert window is now hidden when the record opens.
QCCR1E129036	At the first row of an editable table, when you type characters in a select-only combo box after its pop-up list is shown, a new row is automatically added. The pop-up list does not disappear when you click outside of the combo box.	The pop-up list now disappears when you click outside of the combo box.
QCCR1E129624	For messages that are older than two days in the SM Collaboration message history, the corresponding Lync user information is missing in this history.	<p>For messages that are older than two days in the SM Collaboration message history, the corresponding Lync user information is no longer missing in this history.</p> <p>Note: This behavior applies to messages that are sent after you</p>

CR	Problem	Solution
		apply this fix. Lync user information that is lost before you apply this fix cannot be recovered.

Mobility

CR	Problem	Solution
QCCR1E125623	When you use wizards on the mobility client, the buttons that should be greyed out are not greyed out as expected and still clickable.	When you use wizards on the mobility client, the buttons are greyed out accordingly. To take advantage of this fix, you need to load the QCCR1E125623_SM941P1_SM930.unl file located in the mobility client package.
QCCR1E127571	When you access the mobility client on the BlackBerry or iOS7 native browser and expand a combo box, the selected item in the drop-down list mismatches the highlighted region, which makes it difficult for you to make a selection.	Now there is no mismatch and you can make a selection easily.

Service Request Catalog

CR	Problem	Solution
QCCR1E126156	After the user clicks an image on the SRC catalog item detail page to display it, SRC still allows the user to click other components on the screen.	When an image is displayed on the catalog item detail page, SRC now does not allow clicking outside of the image. The user has to close the image before clicking other components on the screen.
QCCR1E127779	If Smart Analytics is enabled from Service Manager and user's login language is Hebrew, KM search does not work in SRC. This is because of the failure of some SRC API calls.	The API calls are now corrected.

Supportability

CR	Problem	Solution
QCCR1E128184	If Service Manager uses a SQL Server database, you need to download and install the Microsoft JDBC Driver manually before SM Doctor can access the database.	The Service Manager server now has the open source jTDS JDBC Driver embedded so that you no longer need to manually download the Microsoft JDBC Driver.
QCCR1E128911	The SM Doctor release package includes out-of-date documentation.	The out-of-date documents are removed from the SM Doctor release package. You can find the latest version of the documents from the Service Manager online help.

Known problems, limitations, and workarounds

This software release has the following known issues and limitations. This is a cumulative list of known issues and limitations in Service Manager, including those that are already documented in previous release notes (Service Manager 9.40 and patches, and Service Manager 9.41).

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

Global ID	Problem	Workaround
QCCR1E128546	On a virtual machine with Interl(R) Core (TM)2 Duo CPU T7700 @2.40 Ghz, 2.59 GHz(4Processors), memory leak happens on the http connector server.	There is currently no workaround available.
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. Note: 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.

Global ID	Problem	Workaround
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 the context-aware page.	Drill down into the Knowledge Maintenance page for the library to synchronize the index status into the Knowledge Management knowledge 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<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.
QCCR1E126469	<p>Chrome 44 refuses to send https requests to a web server with a self-signed SSL certificate. Additionally, you receive the following error message:</p> <pre>Failed to load resource: net::ERR_INSECURE_RESPONSE</pre> <p>Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.</p>	Use Chrome 43 instead.
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	There is currently no workaround available.

Global ID	Problem	Workaround
	displayed in the calculation chart report.	
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.
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.

Global ID	Problem	Workaround
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 of a global list in the advanced filter function in Smart Search.	There is currently no workaround 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.

Global ID	Problem	Workaround
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 in the previous release.	There is currently no workaround available.
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.

Global ID	Problem	Workaround
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 empty list.	There is currently no workaround available.
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.

Global ID	Problem	Workaround
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 the "Additional Properties" tab in a Request task.	There is currently no workaround 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.
QCCR1E127732	The page is hung after you fill the	Refresh the page in this case, and the

Global ID	Problem	Workaround
	incident subcategory in Chrome (version 44) on Android.	list will be displayed. You can then select an item and save the record successfully.
QCCR1E127744	A few strings that are displayed in the following user interface elements are not translated: <ul style="list-style-type: none"> Smart Analytics Assistant configuration form and Time Duration Checkpoint form in the upgrade environment Upgrade Utility dialog boxes 	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.
QCCR1E128218	When you are adding/modifying CI relationships, the following Relationship Type values are available for selection: Accesses, Aggregation, ClientServer, Composition , 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: All, Logical , and Physical (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.

Global ID	Problem	Workaround
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	<p>Internet Explorer 10 or 11 cannot open some Service Manager pages, such as calendar and dashboard pages, because of the pages hanging and not loading. Additionally, when you access one of these pages with the F12 developer tools open, an "Access is denied" message appears on the console.</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 Install new versions automatically 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>	Restart your Windows operating system.
QCCR1E115514	Auto-complete for the the comfill in the "Link to Parent Incident" field in the Incident form does not work correctly.	There is currently no workaround available.
QCCR1E115283	The color indicator does not work for the field that retrieves the values from the DVD.	There is currently no workaround available.

Global ID	Problem	Workaround
QCCR1E113128	You cannot select the foreground color in Color Indicator Setting by using the keyboard.	There is currently no workaround available.
QCCR1E114911	Fields in ERDs that are duplicated in dbdict are not displayed 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.
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.

Global ID	Problem	Workaround
QCCR1E119311	On Linux, if you run the server configuration script (<SM installation path>/Server/configure) on a graphic user interface (GUI), an error occurs.	Run the script on a console by using this command: configure -consolemode

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.
QCCR1E113131	When you save a record for which an additional form is configured, the display returns to the primary form.	There is currently no workaround available.
QCCR1E115310	Hotkeys are not supported for menu items in the workflows page.	There is currently no workaround available.
QCCR1E115608	You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.	Manually change the display option ID.
QCCR1E115772	In Internet Explorer, the workflow viewer may unexpectedly scroll right or down if you have a scroll bar and the browser zooms in.	There is currently no workaround available.
QCCR1E115828	You cannot expand or collapse the workflow list folder by using the Space key. This behavior is therefore not consistent with accesibility behaviour in the standard client.	There is currently no workaround available.
QCCR1E116043	The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task.	Reload the record.
QCCR1E116343	The query editor may be launched with an incorrect query record table name.	There is currently no workaround available.
QCCR1E116937	Requests that have an open request task cannot transition to the next phase, but	There is currently no workaround available.

Global ID	Problem	Workaround
	activities can be saved.	
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"
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' Note: 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.

Global ID	Problem Description	Workaround
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 Manager 7.11, 9.21, or 9.3x to Service Manager 9.41.	There is currently no workaround available. Note: 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	There is currently no workaround available.

Global ID	Problem	Workaround
	created does not appear at the top.	
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.
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 tochar() method in adhoc SQL.	There is currently no workaround available.

Global ID	Problem	Workaround
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.
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	There is currently no workaround

Global ID	Problem	Workaround
	condition builder are not consistent.	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 specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create an HTML Template with a name containing text in that language, save the template and open the template again through a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text.	Click Tailoring > Database Dictionary , search for "htmltemplates," click the htmlcode field, and then change the SQL RC value to "true."
QCCR1E119106	If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create a knowledge document whose title contains characters in the unsupported language, the document is displayed correctly. However, if you search in the Knowledge Library using keywords from the document, the document is returned in the search results with characters in that language displayed as unrecognizable text.	Click Tailoring > Database Dictionary , search for "kmknowledgebaseupdates," click the reodata 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).

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

Global ID	Problem Description	Deferral comment
	time if landing page (dashboard) is enabled.	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.
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 the next page](#).
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.

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.

SM Collaboration

Backup

Before you deploy the new Openfire chat server, perform the following steps:

1. Stop your existing Openfire.
2. Rename the existing Openfire folder.
3. Make a backup of the following items:
 - <Openfire_Home>\conf\crowd.properties
 - <Openfire_Home>\conf\openfire.xml
 - <Openfire_Home>\conf\security.xml
 - <Openfire_Home>\plugins\lwssoplugin\lwssofmconf.xml
 - <Openfire_Home>\lib\ojdbc-xxxx.jar (the JDBC driver if you copied it to this folder before)
 - Any other customizations that you made

Backout

If you want to roll back after you deploy the new version, perform the following steps:

1. Remove the new Openfire installation folder.
2. Restore the renamed Openfire folder.

Installation notes

This section provides instructions for installing each component in this patch release:

- Server
- Windows client
- Web tier
- Chat Server
- Mobility client
- Service Request Catalog (SRC)

For Service Manager 9.4x components that are not included in this release, you can find the download links to their latest versions and specific release notes from [here](#).

Before you proceed, we recommend that you consult the latest *Service Manager 9.41 Support Matrix*.

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-P1.1005_<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. 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 9.40 server, see the *Service Manager 9.40 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, SNI cannot be activated. In this case, 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 (in sm.ini)
```

```
sm -JVMOption2: -Djsse.enableSNIExtension=false (in sm.cfg)
```

Running the server on Linux with JRE 8

If you are using a horizontal implementation on Linux, after you upgrade the server, 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 45](#).
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_8.0.03 or greater)
AIX	<p>JRE 8 (SR1FP10)</p> <p>Caution: To use JRE 8, your AIX version must be one of the following:</p> <ul style="list-style-type: none"> • AIX7 7100-03 or later • AIX6 6100-07 or later <p>Note: You can check the JRE version on AIX by running the <code>\$<JRE_INSTALL_DIR>/bin/java -version</code> command, in which <code><JRE_INSTALL_DIR></code> is the JRE installation directory. 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:

Release 9.41.1005 build P1

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

Version: 9.41.1005

Patch Level: P1

Web tier installation

The web tier update consists of a compressed file, `sm9.41.1005-P1_Web_Tier.zip`, which contains the installation files (both the `.war` and `.ear` files) that are required to install the HP Service Manager web tier. Installing the new web tier will upgrade your web client to this release level.

For detailed deployment steps, see the *Service Manager 9.41 Interactive Installation Guide*, which is available to download from [here](#).

Note: Service Manager 9.41p1 adds support of JBoss EAP 6.4. For information on how to deploy the web tier on JBoss, see "[Deploying the web tier on JBoss EAP 6.4](#)" on the next page.

New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.41.1005-P1_Web_Tier.zip` file in this release.

Existing customers

To upgrade your web tier to this patch level, you must back up and uninstall your old web tier, and then install the new web tier. 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-P1**.

Deploying the web tier on JBoss EAP 6.4

As of version 9.41p1, the Service Manager web tier adds support for JBoss. Currently, the supported version is JBoss EAP 6.4.

Note: The following steps are for Windows. The steps for other operating systems are similar.

To deploy the 9.41p1 web tier on JBoss EAP 6.4, follow these steps:

1. Download and install Oracle JDK 1.8 from the Oracle web site.
2. Set the JAVA_HOME environment variable to your JDK 1.8 installation directory.
3. Download the binary version of JBoss EAP 6.4 from the JBoss website.
4. Extract the JBoss package to a local directory.

Tip: For more information about JBoss deployment, refer to the %JBOSS_HOME%\standalone\deployments\README.txt file.

5. Add the JBOSS_HOME environment variable, and set it to the JBoss installation directory (see step 4).
6. Make the following changes to JBoss.
 - a. Add the following path entries (which are highlighted in red) to the %JBOSS_HOME%\modules\system\layers\base\sun\jdk\main\module.xml file :

```
<dependencies>

    <system export="true">

        <paths>

            <path name="com/sun/org/apache/xalan/internal/xsltc"/>

                <path
name="com/sun/org/apache/xalan/internal/xsltc/dom"/>

                <path
name="com/sun/org/apache/xalan/internal/xsltc/runtime"/>

                <path name="com/sun/org/apache/xerces/internal/dom"/>

                <path name="com/sun/org/apache/xerces/internal/jaxp"/>

                <path name="com/sun/org/apache/xerces/internal/util"/>

                <path name="com/sun/org/apache/xml/internal/dtm"/>

                <path name="com/sun/org/apache/xml/internal/dtm/ref"/>

                <path
name="com/sun/org/apache/xml/internal/serializer"/>

        
```

```

...
    </paths>
  <exports>
    <include-set>
      <path name="META-INF/services"/>
    </include-set>
  </exports>
</system>
</dependencies>

```

- b. In the %JBOSS_HOME%\modules\system\layers\base\javax\xml\jaxp-provider\main\module.xml file, comment out the "xalan" dependency:

```

<module xmlns="urn:jboss:module:1.1" name="javax.xml.jaxp-provider">
  <dependencies>
    <!--<module name="org.apache.xalan" services="import"/>-->
    <module name="org.apache.xerces" services="import"/>
    <module name="org.codehaus.woodstox" services="import"/>
  </dependencies>
</module>

```

- c. In the %JBOSS_HOME%\modules\system\layers\base\javax\ws\rs\api\main\module.xml file, comment out the "resteasy" dependency:

```

<dependencies>
  <!--<module name="org.jboss.resteasy.resteasy-jaxrs"
  services="export"/>-->
</dependencies>

```

- d. In the %JBOSS_HOME%\standalone\configuration\standalone.xml file, comment out the extension and subsystem reference (according to the specific JBoss launch mode):

```

...
  <!--<extension module="org.jboss.as.jaxrs"/>-->

```

...

```
<!--<subsystem xmlns="urn:jboss:domain:jaxrs:1.0"/>-->
```

7. Extract the webtier-9.41.war file to a folder. For example, a folder named webtier-9.41.
8. Rename the webtier-9.41 folder to webtier-9.41.war.
9. Make necessary changes to the web.xml located in the webtier-9.41.war/WEB-INF/ directory.
10. Copy the webtier-9.41.war folder to %JBOSS_HOME%\standalone\deployments\ folder.
11. Open your operating system command prompt, and execute the following command to create a deployment marker file:

```
echo>> %JBOSS_HOME%\standalone\deployments\webtier-9.41.war.dodeploy
```

The filesystem deployment scanner in JBoss EAP 6 relies on this marker file, which serves as a sort of command, to deploy or redeploy the web tier content.

12. Start JBOSS manually from the %JBOSS_HOME%\bin directory by clicking the standalone.bat file.
13. Wait until **webtier-9.41.war.dodeploy** in the %JBOSS_HOME%\standalone\deployments\ directory is changed to **webtier-9.41.war.deployed**.
14. Launch the web client URL to test the connection.

For example, test with this URL: <http://localhost:8080/webtier-9.41>

Note: The JBoss communications ports are defined in the %JBOSS_HOME%\standalone\configuration\standalone.xml file. The default HTTP port is 8080.

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, sm9.41.1005-P1_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 updated version of JRE 8.

For installation instructions, see the *Service Manager 9.41 Interactive Installation Guide*, which is available to download from [here](#).

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.

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.
5. Check the version in **Help > About Service Manager Client**.

The client should be Release: **9.41.xxxx-P1**.

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.

Unload	Applicable applications version	Description
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).

Unload	Applicable applications version	Description
QCCR1E67647_ SM940_ SM930.unl	9.3x (9.30 or later)	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request.
QCCR1E70163_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that the KMUpdate process terminates abnormally.
QCCR1E71099_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables a QBE list to display Value Lists instead of the data directly retrieved from the database when you add a field by using Modify Columns .
QCCR1E71139_ SM940_ SM930.unl	9.3x (9.30 or later)	Solves the issue that when Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user's password has expired in the local database.
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. Note: This unload is not needed for the Service Manager 9.32 or later Mobility client.
QCCR1E99147_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes an issue in which the first tab of a Notebook is reset to be the active tab when a new interaction is opened through the "Return to blank interaction" environment settings.
QCCR1E99398_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables the inactivity timer function to work correctly when the Service Manager applications version is lower than the server version.
QCCR1E103456_ SM940_ SM932.unl	9.3x (9.32 or later)	Enables the "Any of these words" text search option when you export records to Excel or to a text file.

Unload	Applicable applications version	Description
QCCR1E103581_ SM940_ SM932.unl	9.3x (9.32 or later)	<p>Adds support for the auto-complete feature in the web client.</p> <p>Note: After loading this unload file, you still need to perform the following tasks to enable auto-complete for a specific Comfill field in a form:</p> <ol style="list-style-type: none"> 1. Make sure that the comfillAutoComplete parameter is set to true in the web tier configuration file (web.xml). The default value is true. 2. Make sure the Auto Complete property of this field is enabled in Forms Designer. By default, this property is disabled.
QCCR1E106292_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables caching of the globallist and locallist files.
QCCR1E112012_ SM940_ SM931.unl	9.3x (9.31 or later)	<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>Note: 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>Note: 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*.

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 (sm9.41.1005-P1_ChatServer.zip) and then enable Collaboration in the Service Manger system.

New customers

Deploy this version of the chat server and enable Collaboration in the Service Manager system. . For detailed deployment and configuration instructions, see the *Service Manager 9.41 Interactive Installation Guide*, which is available to download from [here](#). You can also find more detailed instructions in knowledge document [KM01949030](#).

Existing customers

1. Make necessary backups of the old Openfire installation. For details, see "[SM Collaboration](#)" on [page 52](#).
2. Unzip the new Openfire package to your target folder.
3. Run `\bin\openfire.exe`, and make sure the new Openfire is working fine.
4. Stop `openfire.exe`.
5. Copy your backup items back.
6. Restart Openfire.

Service Request Catalog (SRC) installation

Service Manager 9.41p1 includes the SRC package (src9.41p1.0013.zip), which contains the SRC deployment file (src-9.41p1.war).

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*, which are available to download from [here](#).

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 App 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 9.41p1.

New customers

1. Deploy the `src-9.41p1.war` file by following the instructions in the *Service Request Catalog 9.41 Interactive Installation Guide*.
2. Configure SRC 9.41p1 by following the instructions in the *Service Request Catalog 9.41 Customization Guide*.

Existing customers

1. Install SRC 9.41p1, as described above.
2. Migrate your customizations from the old deployment to SRC 9.41p1.
 - SRC 1.4, 9.32, 9.33, 9.34, 9.35, or 9.4x customers: Run the SRC migration tool to migrate your specific customizations from your old SRC deployment to SRC 9.41p1. 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 9.41p1 includes a compressed file (`sm9.41.1012-P1_Mobility.zip`), which contains the following files:

- Mobility client installation file (`webapp-9.41.1012.war`)
- Mobility client self-service interface unload (`MOBILITY_ESS_SM941_SM932.unl`)

- Unload to fix the issue in QCCR1E123225 (QCCR1E123225_SM941P1_SM932.unl)
- Unload to fix the issue in QCCR1E125623 (QCCR1E125623_SM941P1_SM930.unl)

New customers can directly install the new Mobility client by deploying the webapp-9.41.1012.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 9.41p1 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 9.41p1 Mobility client, refer to the *Service Manager 9.41 Mobile Applications User Guide*, which you can access from [here](#).

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

The Service Manager 9.41p1 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 64.

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 Patch 1 Release Notes (Service Manager 9.41)

Just add your feedback to the email and click send.

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

We appreciate your feedback!

