

Identifying and updating mismatched SQL Server/Client versions running with HP Service Manager

In general, it is suggested to use same version of SQL Server and SQL Client for HP Service Manager, however, some of customers would use old version of SQL Client because Windows system has it by default. Most SM functionality works well even lower version of SQL Client but it has a potential risk and it could make some issue if Service Manager would run SQL version-specific task like dbdict remapping.

Proactively, customer needs to check its version matching and eliminate potential risk if existing.

Table of Contents

1. How to identify Service Manager binary(RTE) version from Service Manager's log.....	1
2. How to identify Microsoft SQL Server and Client version from Service Manager's log.....	3
3. How to clarify Microsoft SQL version exactly.....	3
4. Where to download Microsoft SQL Native Client for HP Service Manager	4
5. How to setup 32bit ODBC for Service Manager.....	9

1. How to identify Service Manager binary(RTE) version from Service Manager's log

HP Service Manager's log show Service Manager binary(RTE) version and it is required to use right version of SQL Server according to HP Service Manager Support matrix.

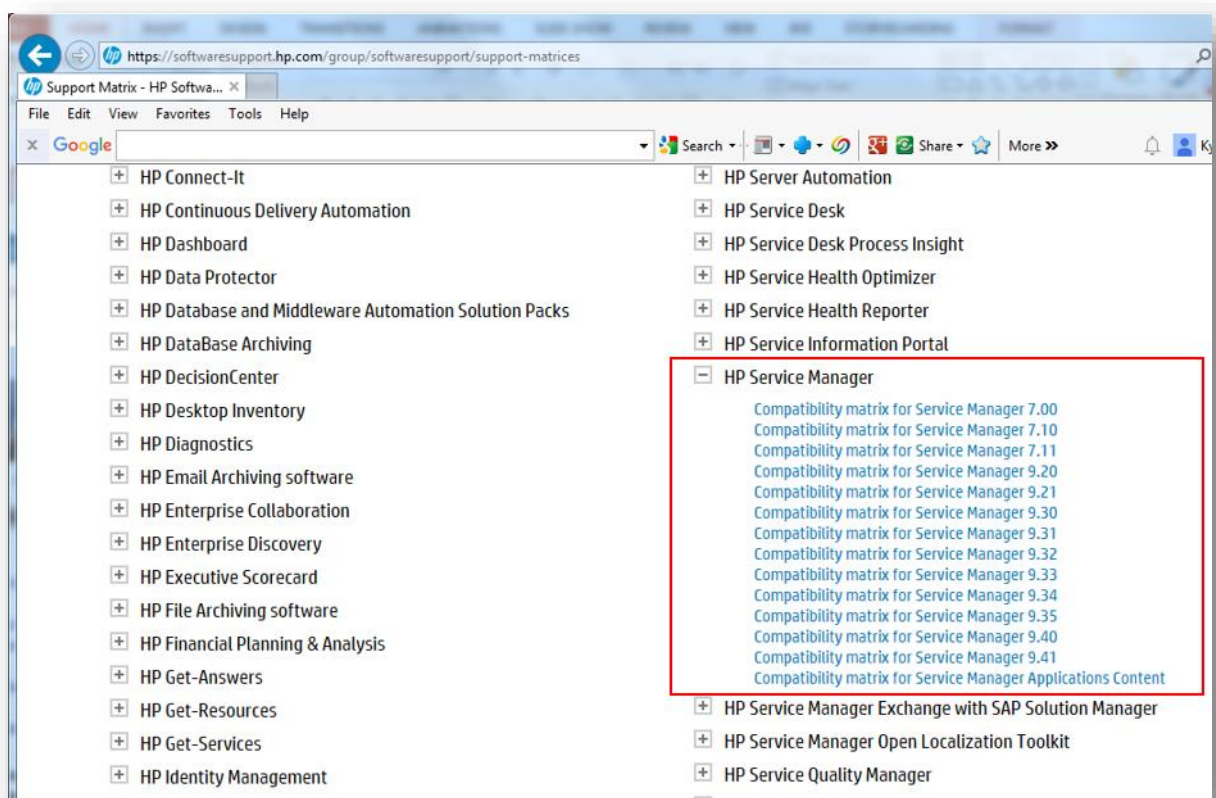
example > C:\Program Files (x86)\HP\Service Manager 9.30\Server\logs\sm.log

4448(4704) 04/26/2015 13:50:36 RTE I Process sm 9.34.2003 (P2) System: 13100 (0x784DFB00)

on PC (x64 64-bit) running Windows Server 2008 R2 Enterprise SP1 (6.1 Build 7601) Timezone GMT+09:00 from prod002

➔ Service Manager binary(RTE) version is 9.34.2003

- Search keyword, "Process sm", then, we can recognize service manager binary(RTE) version exactly
- Check supported Microsoft SQL Server version according to Service Manager Support matrix, <https://softwaresupport.hp.com/group/softwaresupport/support-matrices>



Support matrix has been updating continuously, so customer needs to check actual information by access online.

2. How to identify Microsoft SQL Server and Client version from Service Manager's log

Service Manager's log shows SQL Server and Client version in service manager log.

example 1> C:\Program Files (x86)\HP\Service Manager 9.30\Server\logs\sm.log

```
1904( 2704) 04/26/2015 12:18:49 RTE I Connected to Data source 'sm934' SQL server  
'SMPROD01' version: 11.0.2100 through SQL driver version: 6.1.7601 using database 'sm934' as  
user 'dbo'
```

➤ MS SQL Server version is 11.0.2100 from "SQL server 'SMPROD01' version: 11.0.2100"

MS SQL Client version is 6.1.7601 from "SQL driver version: 6.1.7601"

SQL client version is lower than SQL Server, so need to install MS SQL Client, "11.0.2100"

example 2> C:\Program Files (x86)\HP\Service Manager 9.30\Server\logs\sm.log

```
3744( 4124) 04/24/2015 14:53:22 RTE I Connected to Data source 'smcust' SQL server  
'SMPROD02' version: 11.0.2100 through SQL driver version: 11.0.2100 using database 'SMDB' as  
user 'dbo'
```

➤ SQL Server and client are same version, 11.0.21.00, so no action is required.

3. How to clarify Microsoft SQL version exactly

As below image, Microsoft SQL Server has many kinds of version according to its service pack.

	<u>RTM (no SP)</u>	SP1	SP2	SP3	SP4
↓ SQL Server 2016 codename ?	CTP3.2				
↓ SQL Server 2014 codename Hekaton SQL14	12.0.2000.8	12.0.4100.1 or 12.1.4100.1			
↓ SQL Server 2012 codename Denali	11.0.2100.60	11.0.3000.0 or 11.1.3000.0	11.0.5058.0 or 11.2.5058.0	11.0.6020.0 or 11.3.6020.0	
↓ SQL Server 2008 R2 codename Kilimanjaro	10.50.1600.1	10.50.2500.0 or 10.51.2500.0	10.50.4000.0 or 10.52.4000.0	10.50.6000.34 or 10.53.6000.34	
↓ SQL Server 2008 codename Katmai	10.0.1600.22	10.0.2531.0 or 10.1.2531.0	10.0.4000.0 or 10.2.4000.0	10.0.5500.0 or 10.3.5500.0	10.0.6000.29 or 10.4.6000.29
↓ SQL Server 2005 codename Yukon	9.0.1399.06	9.0.2047	9.0.3042	9.0.4035	9.0.5000
↓ SQL Server 2000 codename Shiloh	8.0.194	8.0.384	8.0.532	8.0.760	8.0.2039
↓ SQL Server 7.0 codename Sphinx	7.0.623	7.0.699	7.0.842	7.0.961	7.0.1063

Reference: *Microsoft SQL Server Version List*, <http://sqlserverbuilds.blogspot.com>

Example>

1904(2704) 04/26/2015 12:18:49 RTE I Connected to Data source 'sm934' SQL server 'SMPROD01' version: **11.0.2100** through SQL driver version: **6.1.7601** using database 'sm934' as user 'dbo'

➤ 11.0.2100 is SQL Server 2012 (no Service Pack)

6.1.7601 is quite old version which is included in Windows OS by default.

4. Where to download Microsoft SQL Native Client for HP Service Manager

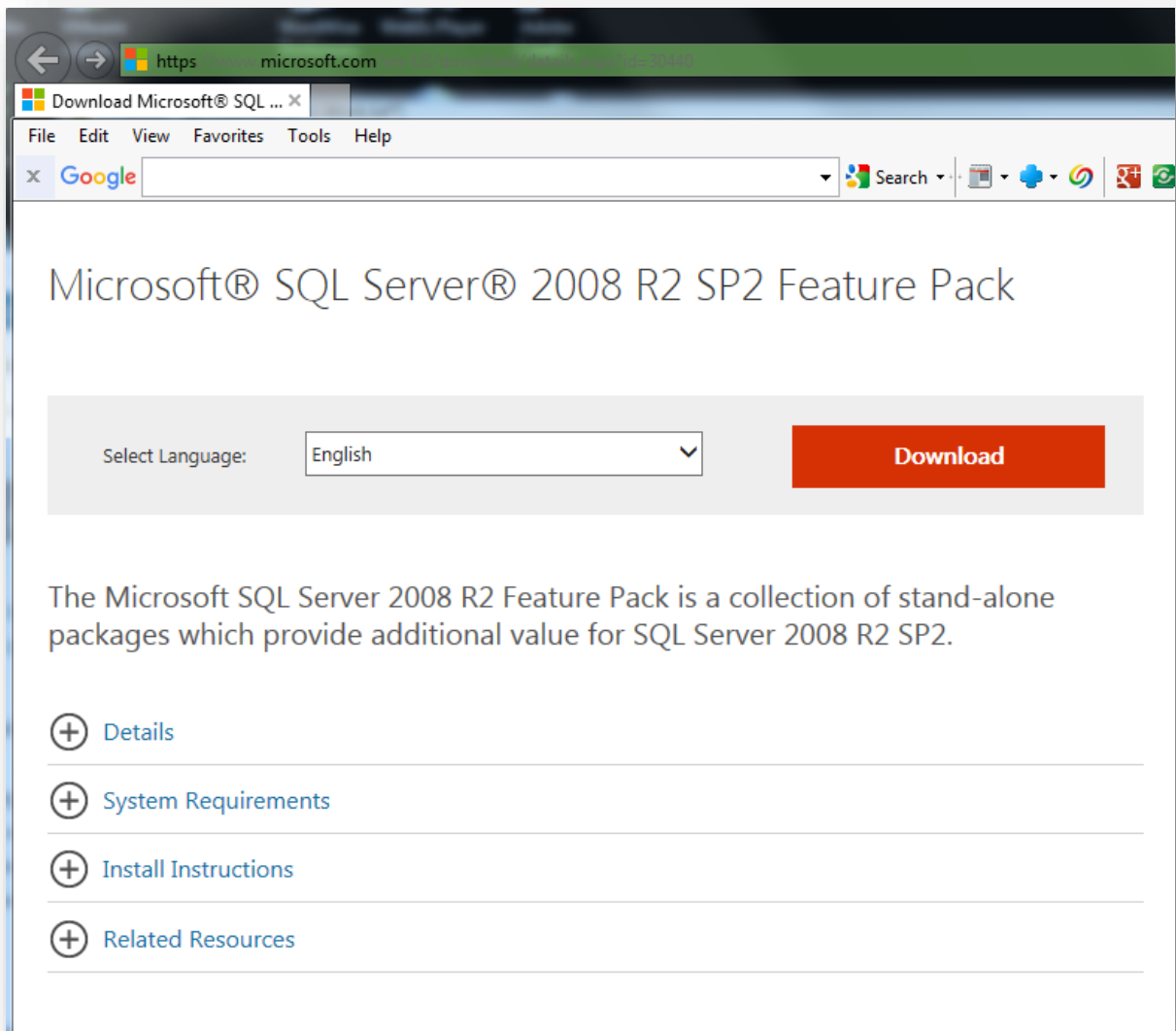
HP Service Manager is 32 bit application and it needs 32bit SQL Native client.

- Microsoft SQL Server 2012 native client 32bit,

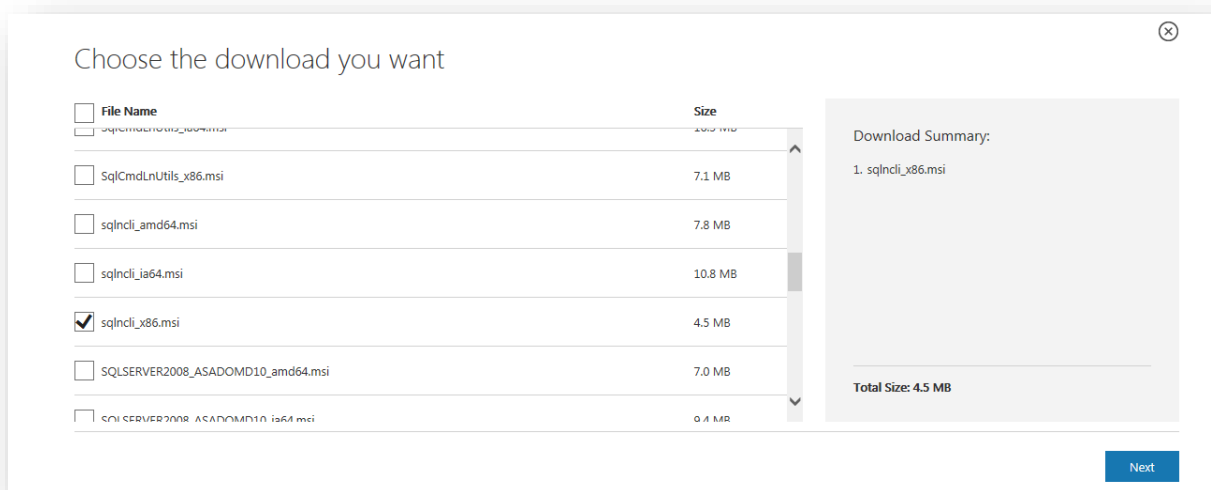
<http://go.microsoft.com/fwlink/?LinkID=239647&clid=0x409>

- Microsoft SQL Server 2008 R2 SP2 native client 32bit,

<https://www.microsoft.com/en-US/download/details.aspx?id=30440>



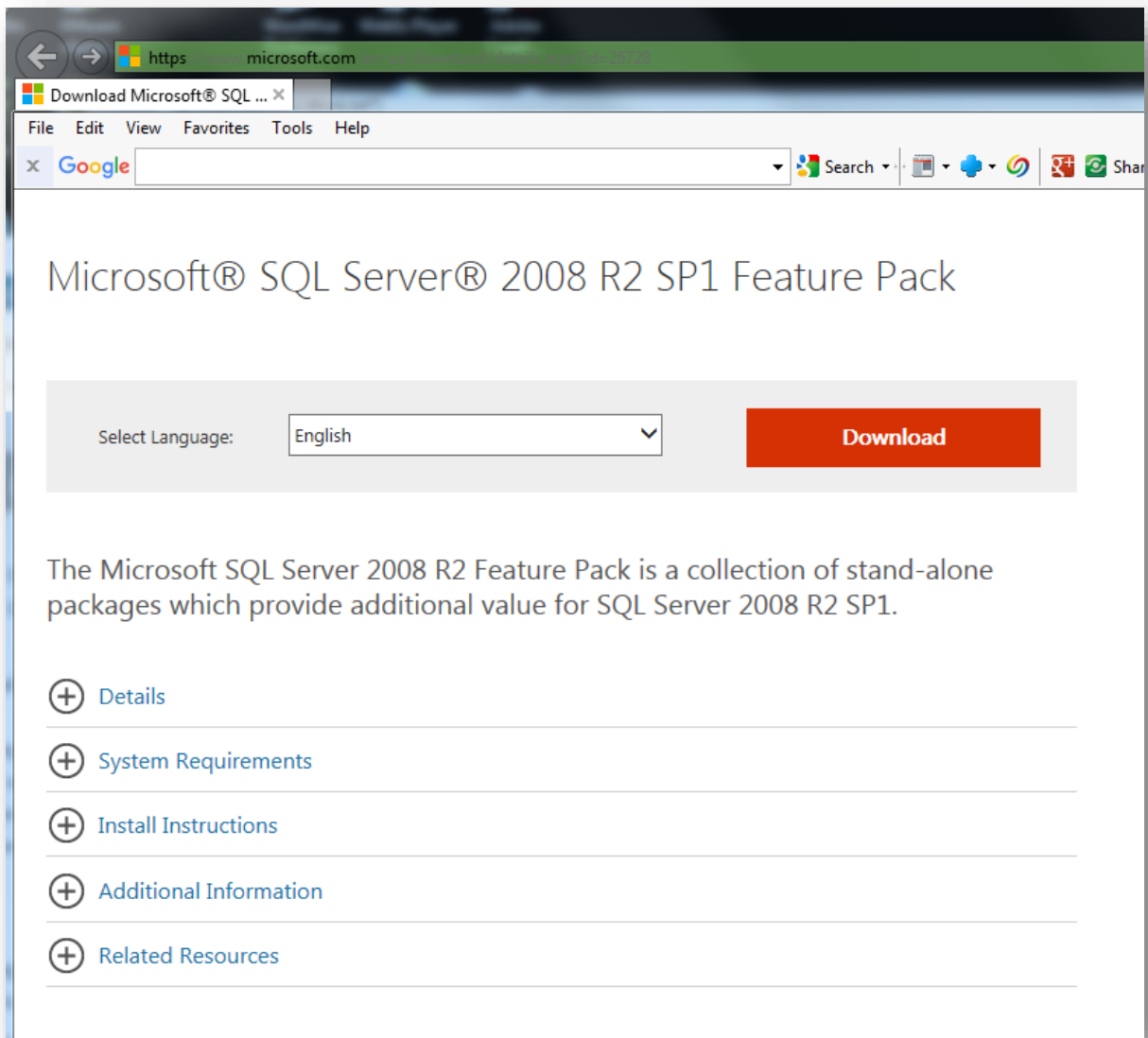
click "[Download](#)" button



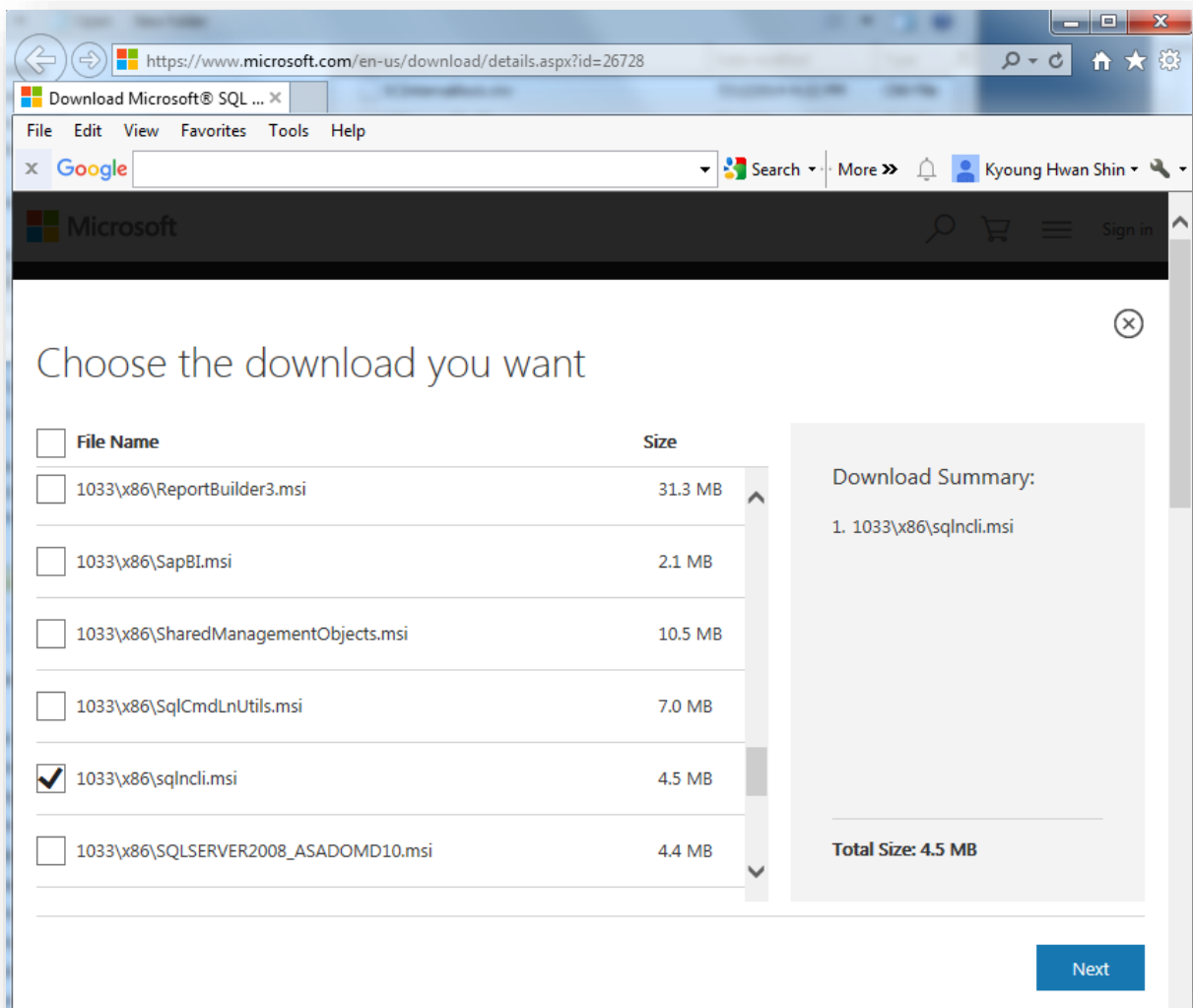
choose 'sqlncli_x86.msi'

- Microsoft SQL Server 2008 R2 SP1 native client 32bit,

<https://www.microsoft.com/en-us/download/details.aspx?id=26728>



click "Download" button



choose '1033\x86\sqlncli.msi'

- Microsoft SQL Server 2008 R2 native client 32bit,

<http://go.microsoft.com/fwlink/?LinkID=188400&clcid=0x409>

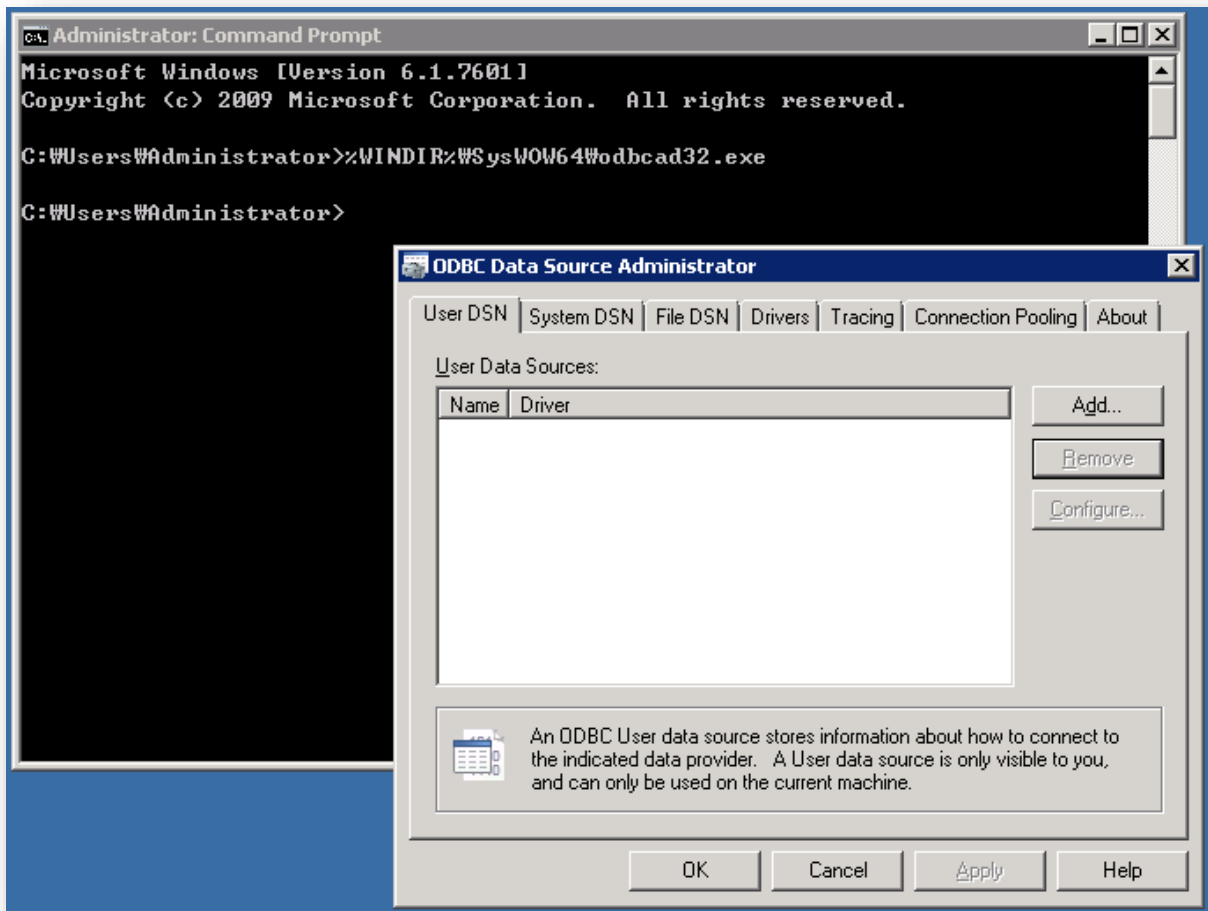
reference, *Download SQL Server Native Client* <https://www.connectionstrings.com/download-sql-server-native-client/>

5. How to setup 32bit ODBC for Service Manager

HP Service Manager is 32 bit application and it uses 32bit ODBC library.

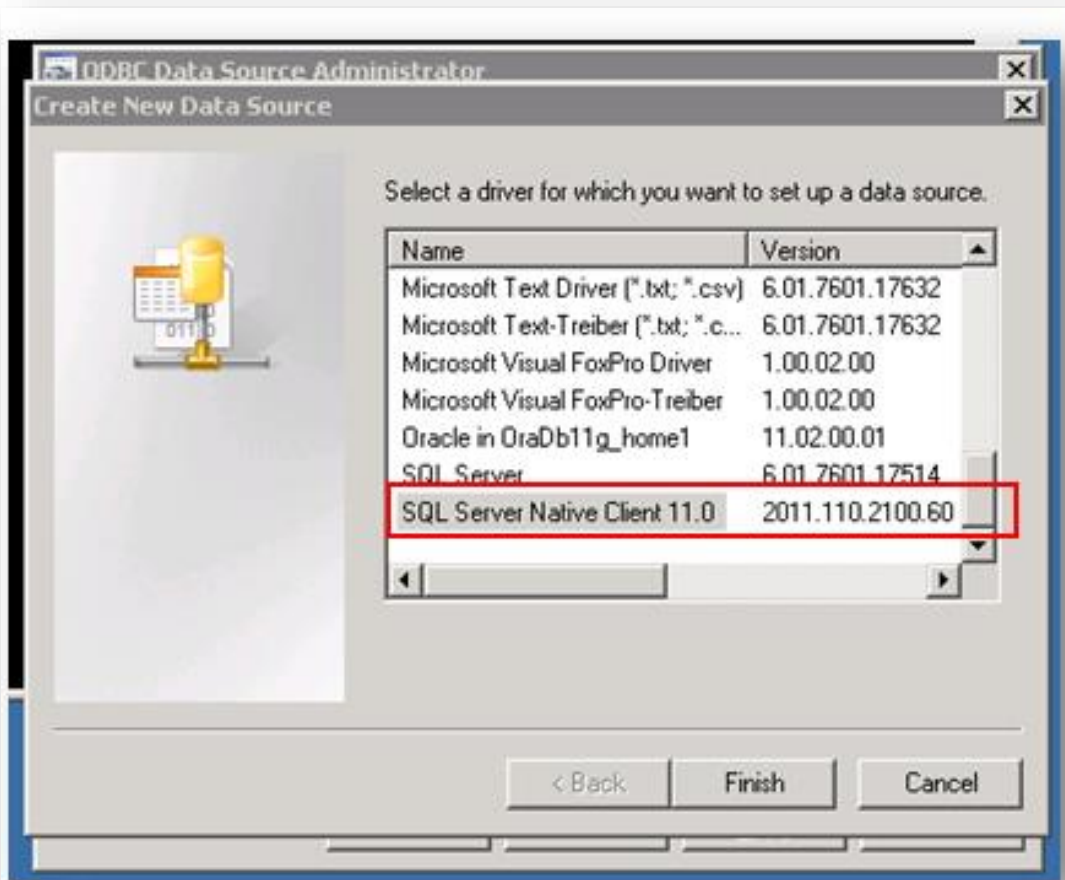
- launch 32bit ODBC tool

In order to configure 32bit ODBC for Service Manager, execute this command in command prompt
%WINDIR%\SysWOW64\odbcad32.exe



Click 'Add...' button

- Choose right driver and then click 'Finish' button.



As example, 'SQL Server Native Client 11.0 2011.110.2100.60' is selected.

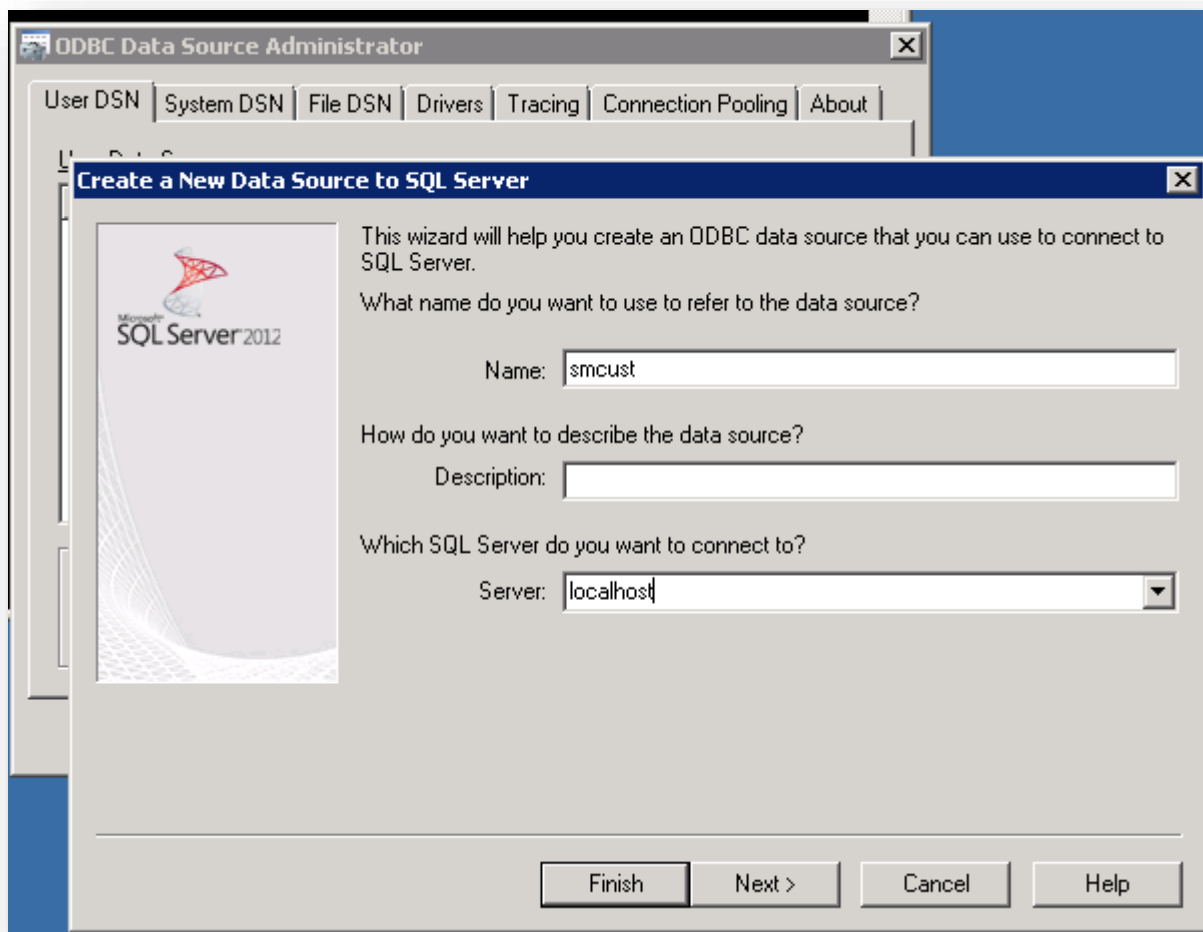
SQL Server Native Client **11.0 2011.110.2100.60** → **110.2100** is SQL Server 2012(no SP) according to chart.

c.f) SQL Server **6.0.1.7601.17514** : Windows OS default version. We don't use it for Service Manager

	RTM (no SP)	SP1	SP2	SP3	SP4
↓ SQL Server 2016 codename ?	CTP3.2				
↓ SQL Server 2014 codename Hekaton SQL14	12.0.2000.8	12.0.4100.1 or 12.1.4100.1			
↓ SQL Server 2012 codename Denali	11.0.2100.60	11.0.3000.0 or 11.1.3000.0	11.0.5058.0 or 11.2.5058.0	11.0.6020.0 or 11.3.6020.0	
↓ SQL Server 2008 R2 codename Kilimanjaro	10.50.1600.1	10.50.2500.0 or 10.51.2500.0	10.50.4000.0 or 10.52.4000.0	10.50.6000.34 or 10.53.6000.34	
↓ SQL Server 2008 codename Katmai	10.0.1600.22	10.0.2531.0 or 10.1.2531.0	10.0.4000.0 or 10.2.4000.0	10.0.5500.0 or 10.3.5500.0	10.0.6000.29 or 10.4.6000.29
↓ SQL Server 2005 codename Yukon	9.0.1399.06	9.0.2047	9.0.3042	9.0.4035	9.0.5000
↓ SQL Server 2000 codename Shiloh	8.0.194	8.0.384	8.0.532	8.0.760	8.0.2039
↓ SQL Server 7.0 codename Sphinx	7.0.623	7.0.699	7.0.842	7.0.961	7.0.1063

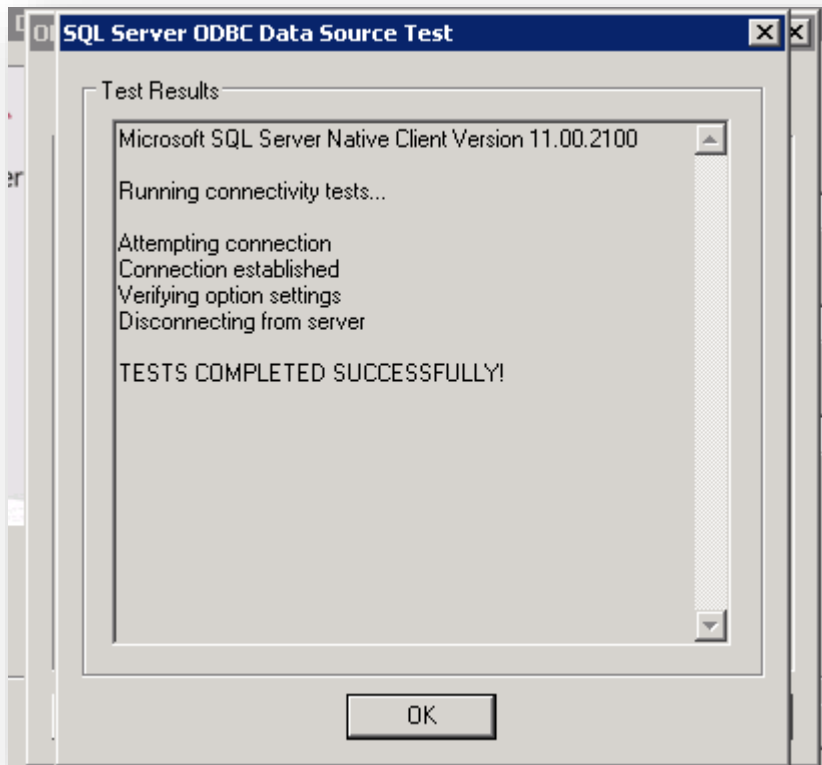
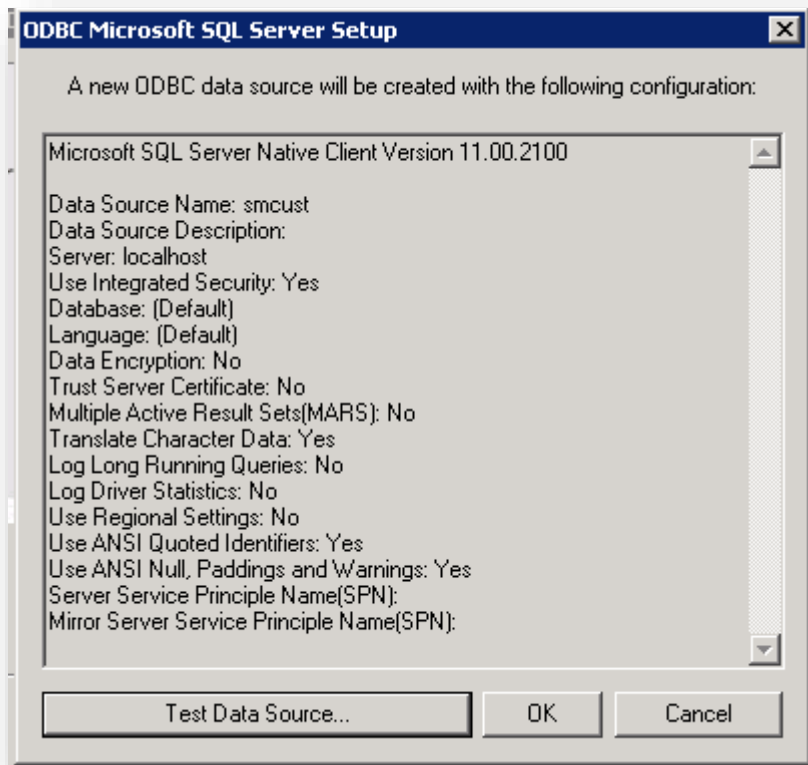
Reference: *Microsoft SQL Server Version List*, <http://sqlserverbuilds.blogspot.com>

- Input ODBC name and its SQL database, and then click 'Finish' button



As example, localhost is selected.

- Verify its connection by clicking 'Test Data Source ...'



- Finally, "smcust" is created as 32bit ODBC connection.

