

HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

Service Manager 9.41 Patch 2 Release Notes

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Contents

What's new in this release	5
Supported items	5
Enhancements	6
Web client	6
Mobility	6
Fixed defects	7
Applications	7
SRC	7
Server	8
Web client	8
Known issues, limitations, and workarounds	10
Known issues	10
Deferred issues	26
Installation notes	28
Backup and backout instructions	29
Server	29
Web tier	30
Windows client	31
Applications	31
SRC	35
Solr Search Engine	35
Digital signature notice	36
Server update installation	37
Upgrade paths	38
Web tier installation	42
Deploying the web tier on JBoss EAP 6.4	44

Configuration notes for the user experience improvements in the web client	47
Windows client installation	47
Applications Update installation	49
Application Unload installation	49
Service Request Catalog (SRC) installation	53
Mobility client installation	55
Additional information	56
Send Documentation Feedback	57

What's new in this release

This section describes the important changes in this release.

Tip: The following knowledge base article contains links to all the previous 9.4x 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>

Supported items

HP Service Manager 9.41P2 includes the following certification changes.

Added support

Support has been added for the following item.

Mobility client

- iOS 9

Discontinued support

Support for the following item has been discontinued.

Web tier and Service Request Catalog

- Internet Explorer 10

Enhancements

This release includes the following enhancements. The following tables include all enhancements that were implemented after the release of Service Manager 9.41P1.

Web client

CR	Summary
QCCR1E129149	To-Do Alerts are now automatically acknowledged when you click a link in the alert

Mobility

CR	Summary
QCCR1E128757	The Mobility client now supports iOS9

Fixed defects

This release fixes the following defects. The following tables include all fixes that were implemented after the release of Service Manager 9.41P1.

Applications

CR	Summary
QCCR1E129332	Values cannot be entered in fields that are made from a global list

Mobility

CR	Summary
QCCR1E118816	You receive a "Request failed" message when your Mobility client user session times out
QCCR1E129373	Mobility client sessions are not cleaned up as expected after the sessions time out

SRC

CR	Summary
QCCR1E126562	SRC does not simultaneously support PD requests and non-PD quotes
QCCR1E127429	Text in the Survey Detail pane is not displayed correctly in Arabic and Hebrew versions of SRC
QCCR1E130115	You receive an error message when you remove a denied approval status catalog from a request approval record and then resubmit the request
QCCR1E130349	Service and support request counts are zeroed when you click the browser refresh button in SRC
QCCR1E130499	Cannot view the subscription details page when you open SRC in Hebrew

Server

CR	Summary
QCCR1E104801	Error message when you perform a mass update of incidents that removes records from the QBE
QCCR1E129582	"...SM/RUN/headless': File exists" error message when you run an "sm" command

Web client

CR	Summary
QCCR1E127610	A "Failed to get history message" message is displayed when the conversation history contains messages from Openfire or Lync
QCCR1E127664	Opened conversations that are saved in local storage are lost when you refresh the web client
QCCR1E127870	The logout window is not displayed when you cancel a logout operation and then click Logout again
QCCR1E127881	Nothing receives the focus after you cancel a logout operation
QCCR1E128211	The calendar bar disappears from the calendar page after you click the < or > button in high contrast mode
QCCR1E128209	The arrow icon next to column headers is not highlighted in high contrast mode
QCCR1E128688	The "Show Next 50" and "Show All" buttons do not work in Internet Explorer
QCCR1E129304	Page navigation buttons on the Calendar widget are not clearly displayed in high contrast mode
QCCR1E129303	The menu list for "Select Favorite" is not displayed in the Calendar widget in high contrast mode
QCCR1E129302	The current day on the calendar is not highlighted in high contrast mode
QCCR1E129504	JAWS does not read out the state of checkboxes for selected columns in the ToDo queue
QCCR1E129677	When you press the down arrow key while the focus is on a combobox, the focus skips an item

Fixed defects

CR	Summary
QCCR1E130079	The button that is in focus is not highlighted in high contrast mode
QCCR1E130081	The left-hand border of the group section banner is not displayed in high contrast mode
QCCR1E130214	When you view the web tier in high contrast mode, the selected day in the date picker dialog box is displayed in the same style as the unselected days
QCCR1E130624	Autocomplete becomes case sensitive when you enter text in a combo box

Known issues, limitations, and workarounds

This 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 and patches).

Known issues

Global ID	Issue	Workaround
QCCR1E130718	When you rotate the screen of an iOS9-based device to landscape and then back to portrait, the Mobility client page is incorrectly displayed.	To work around this issue, refresh the browser.
QCCR1E128546	On a virtual machine with Interl(R) Core(TM)2 Duo CPU T7700 @2.40 Ghz, 2.59 GHz (4Processors), a memory leak occurs 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.	<p>Add either the "Service" field or the "Service Display Name" field to both the view and the list of group-by fields.</p> <p>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.</p>
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,	Make a call to the API after you set

Global ID	Issue	Workaround
	calling the SM RESTful API for UCMDB integration for the first time will fail.	up the SM Hybrid environment.
QCCR1E127871	In the "Chart by" form, "sm.device.display.name" is displayed as the value of the "Display Name" column.	There is currently no workaround available.
QCCR1E127858	The index status is not updated into the Knowledge Management knowledge base, and thus the library cannot be searched in the main search page and 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	Chrome 44 refuses to send https requests to a web server with a self-signed SSL certificate. Additionally, you receive the following error message:	Use Chrome 43 instead.

Global ID	Issue	Workaround
	<p>Failed to load resource: net::ERR_INSECURE_RESPONSE</p> <p>Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.</p>	
QCCR1E124206	Service Manager survey does not support multiple company.	There is currently no workaround available.
QCCR1E124149	Record that do not satisfy query conditions for selected lines are displayed in the calculation chart report.	There is currently no workaround available.
QCCR1E124144	You cannot drill down into the calculation and duration charts when the aggregator is set to MIN or MAX.	There is currently no workaround available.
QCCR1E124821	Auto-complete does not work when the link line of the associated field has the "Skip Query Rewriting" option enabled.	There is currently no workaround available.
QCCR1E122174	SMC does not support RTL.	There is currently no workaround available.
QCCR1E124466	Error messages displayed in English are not indexed in localized language versions.	There is currently no workaround available.
QCCR1E125500	If you enable the <i>preventDuplicatedAttachmentName</i> parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	There is currently no workaround available.
QCCR1E126359	English text in screenshots is not recognized correctly when your contact language is Arabic.	There is currently no workaround available.
QCCR1E119401	If you enable the <i>preventDuplicatedAttachmentName</i> parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	There is currently no workaround available.
QCCR1E121838	Labels overlap on Stacked Horizontal bar charts in Reports.	There is currently no workaround available.

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

Global ID	Issue	Workaround
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.
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.

Global ID	Issue	Workaround
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.
QCCR1E122716	Users cannot drill down into index for fsylib links.	The fsylib 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.

Global ID	Issue	Workaround
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.
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.

Global ID	Issue	Workaround
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 incident subcategory in Chrome (version 44) on Android.	Refresh the page in this case, and the list will be displayed. You can then select an item and save the record successfully.
QCCR1E127744	<p>A few strings that are displayed in the following user interface elements are not translated:</p> <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	There is currently no workaround available.

Global ID	Issue	Workaround
	Relationship Type values as a filter: All , Logical , and Physical (which are no longer used in Service Manager 9.41).	
QCCR1E127567	The incident category "request for change" is not localized in the Service Manager Hybrid mode.	There is currently no workaround available.
QCCR1E126631	When you select a value for a task category in the task planner two times, only one value is available the second time.	To see all list items, clean the combo field and click the drop-down button again.
QCCR1E126641	Related record information for Phase, Status, and Title in the Interaction details page is not displayed until you exit the related Incident session.	There is currently no workaround available.
QCCR1E127857	An error that indicates the query field "pd.enabled" in "upginfo" is not defined in "dbdict" is generated when smupgrade is invoked.	Purge data and reload preupg.bin again after preupg.bin is loaded for the first time.
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</p>	Restart your Windows operating system.

Global ID	Issue	Workaround
	attempts to visit the local storage object will throw a Javascript error.	
QCCR1E115514	Auto-complete for the the comfill in the "Link to Parent Incident" field in the Incident form does not work correctly.	There is currently no workaround available.
QCCR1E115283	The color indicator does not work for the field that retrieves the values from the DVD.	There is currently no workaround available.
QCCR1E113128	You cannot select the foreground color in Color Indicator Setting by using the keyboard.	There is currently no workaround available.
QCCR1E114911	Fields in ERDs that are duplicated in dbdict are not displayed There is currently no workaround available. correctly.	
QCCR1E116553	Truncation and overlapping of elements on the details page of records occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E118066	Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
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.

Global ID	Issue	Workaround
QCCR1E116869	The primary key is lost after you change the length of a field in a dbdict.	Manually recreate the primary key.
QCCR1E112005	Due to a limitation in Oracle 11g, records in the patchrelresults and scmessage tables that have a Primary Key cannot be unloaded correctly in an Oracle 11g database.	Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload.
QCCR1E119311	On Linux, if you run the server configuration script (<SM installation path>/Server/configure) on a graphic user interface (GUI), an error occurs.	Run the script on a console by using this command: configure -consolemode
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	There is currently no workaround

Global ID	Issue	Workaround
	incorrect query record table name.	available.
QCCR1E116937	Requests that have an open request task cannot transition to the next phase, but activities can be saved.	There is currently no workaround available.
QCCR1E117042	When you approve a record , and that approval triggers an automatic transition, open task validation is bypassed and the automatic transition occurs even if open tasks exist.	There is currently no workaround available.
QCCR1E117154	There is no reminder to users that they must set the table name of a rule set in order to populate the "Group Field Name" and "Service Field Name" drop-down lists in the Assignment rule configuration form.	There is currently no workaround available.
QCCR1E117366	The User Option condition does not work correctly when the option value is an array type.	In Condition Editor, set the value of User Option UO1 = {"1"} instead of User Option UO1 = "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.
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	<p>You receive the following error after you upgrade Service Manager:</p> <p>Invalid object name 'CM3RM2'</p> <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p>Note: Ignore this error if CM3RM2 is created after the upgrade.</p> </div>	There is currently no workaround available.
QCCR1E118790	The operators/groups in Approval Definition	To workaround this issue, add the

Global ID	Issue	Workaround
	are not correct after you upgrade to Service Manager 9.41.	correct operators/groups to the Approval Definition manually.
QCCR1E118814	Several secRights and secRole records are suffixed by "_migrated" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	Manually remove the "_migrated" suffix from the profile name.
QCCR1E118817	Some lines of links are suffixed by "_disabled_by_PDRM" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	Manually remove the lines of links that are suffixed by "_disabled_by_PDRM."
QCCR1E118821	Several records are suffixed by "_disabled_by_PDRM" or "_disabled_by_PDHD" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	Manually remove the records that have a "_disabled_by_PDRM" or "_disabled_by_PDHD" suffix.
QCCR1E118823	Several records are suffixed by "_for_pd4_tobe_used" after you upgrade Service 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.
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	There is currently no workaround available.

Global ID	Issue	Workaround
	correct order. The latest request to be 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.
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.
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.
QCCR1E102491	The partition color of charts with simple queries is incorrect.	There is currently no workaround available.

Global ID	Issue	Workaround
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 condition builder are not consistent.	There is currently no workaround available.

Global ID	Issue	Workaround
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.
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 recdata field, and then change the SQL RC value to "True." If you already have garbled data in your search results, perform a full index against that library.
QCCR1E89819	The "Request TCAB Approval" step in the Normal Change workflow takes more than 100 seconds to complete when there are 6000 users in the database.	Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).
QCCR1E117326	The total cost of a Request, Incident, Problem,	There is currently no workaround

Global ID	Issue	Workaround
	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.	available.
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 time if landing page (dashboard) is enabled.	The potential inbox size was validated with customers in the early design review phase. According to feedback at the time, inbox sizes are not likely to exceed 50,000 records in the next two years. The CPU issue occurs only when the inbox size exceeds the restricted quantity. When the inbox size is 100,000 records, the peak time

Global ID	Problem Description	Deferral comment
		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.

Installation notes

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

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

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 [here](#).

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

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 9.41\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.

```

Process
{["svc.add.cart", {"$L.callnextprocess=true"}, {"["se.get.record", {"name", "file", "text", "string1"}, {"incident.id in $.file", "$L.svcCart", "$sdID", "$svcCart"}], not null(incident.id in $
RAD - money.format (10)
scmessage
{"cs", "10", "20", "Neopravitelná chyba v aplikaci: %S na panelu %S", "error", {}, "02/28/12 15:33:24", 4, "ramuro"}}
{"de", "10", "20", "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, "02/28/12 15:33:32", 3, "ramuro"}}
{"en", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:33:12", 66, "ramuro"}}
{"es", "10", "20", "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, "02/28/12 15:33:36", 5, "ramuro"}}
{"fr", "10", "20", "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, "02/28/12 15:33:46", 3, "ramuro"}}
{"hu", "10", "20", "Visszaállíthatatlan hiba lépett fel az %S alkalmazásban a %S panelen", "error", {}, "02/28/12 15:33:51", 3, "ramuro"}}
{"it", "10", "20", "Errore irreversibile nell'applicazione: %S nel riquadro %S", "error", {}, "02/28/12 15:35:08", 3, "ramuro"}}
{"iten", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:23", 3, "ramuro"}}
{"ja", "10", "20, "sAsvsSpP[sVsEsU5Á5i]ñççC[sGstj[(spsgz%S[2]85i%5[1]]", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}}
{"ko", "10", "20, "어플리케이션에 복구할 수 없는 오류 %S(가) 패널 %S에서 발생했습니다.", "error", {}, "02/28/12 15:35:44", 3, "ramuro"}}
{"nl", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:51", 3, "ramuro"}}
{"pl", "10", "20, "Nieodwracalny błąd w aplikacji: %S, panel %S.", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}}
{"pt", "10", "20, "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"}}
{"pt-Br", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"}}
{"ru", "10", "20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"}}
{"zh-Hans", "10", "20, "âqCçÜçÜ28âjâuj8Eaqçü×âqâqÜ8kUaeçt&tUççleCñeLU: %SIEäLUâqêRçæRç: %SIE", "error", {}, "03/14/13 01:34:16", 5, "Imingyan"}}
ScriptLibrary
{"svcCartHelper", "/* @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems* @author Alex Corvino*/** This function i
datadict
{"activity", {}, "miscellaneous", , "FALCON", "01/21/96 17:00:00", "cblank", "06/19/07 00:58:57", , , , {"cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
{"en", "1000", "10, "Please specify Area name", "fc", {}, "12/01/10 09:33:44", 0, "rolfel"}}
    
```

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

File	Record
Process	svc.add.cart
application	money.format <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Note: The scmessage records listed under each RAD application are messages used in this RAD application; no backup is needed for them.</p> </div>
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Note: The “activity” file with no records actually represents the dbdict record of the activity file.</p> </div>
scmessage	The record whose message class is “fc” and message number is 1000.

- Go to Database Manager, in the Table field enter a file name you got in step 2, and click the Search button.

4. If the format selection page shows, select the proper format by double-clicking it (for example, select the device format for the device file), and then search for the file record.
5. Click **More** (or the More Actions menu) > **Export/Unload** after the file record is displayed.

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

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

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

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

Backout

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

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

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

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

1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

SRC

Backup

Before deploying new SRC war package, back up the following files if they have been customized:

- WEB-INF/classes/applicationcontext.properties
- WEB-INF/classes/lwssofmconf.xml
- WEB-INF/classes/cacConfiguration.properties
- WEB-INF/web.xml
- Custom.properties
- secure/configuration folder

Backout

To roll back to the old SRC, follow these steps:

1. Delete or uninstall the existing SRC.
2. Clear the cache of your web application server.
3. Redeploy the old SRC war package.
4. Restore your old customizations.

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 9.41\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

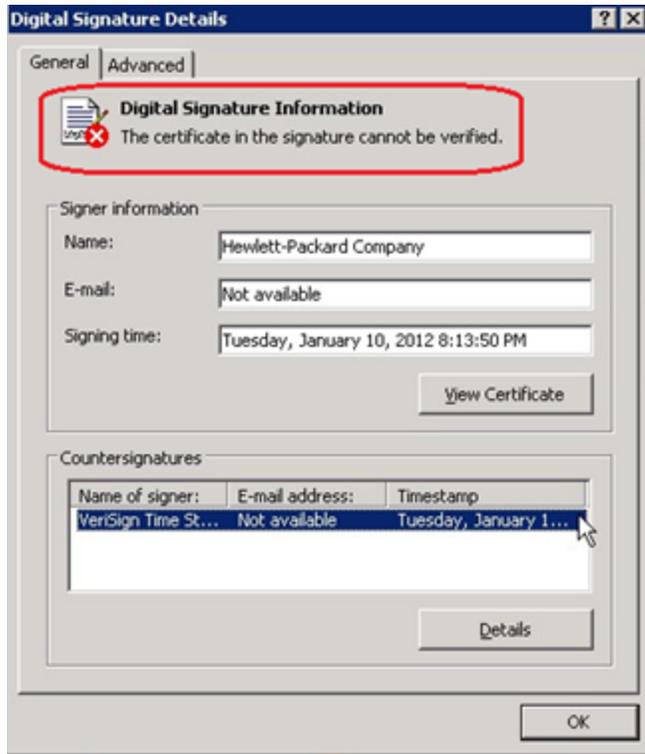
After installing the KM patch, follow these steps:

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.

Digital signature notice

HP signs Windows executable files with a digital signature. Since January 2012, this process has been updated to use a new VeriSign root certificate. On a Windows system that does not have the new VeriSign root or intermediate certificate installed, when the user right-clicks the file and then goes to **Properties > Digital Signatures > Details**, the following verification error is displayed:

The certificate in this signature cannot be verified.



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: <https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=5019140>

Server update installation

The server update for your operating system consists of a compressed file, sm9.41.2003-P2_<OS>.zip (or .tar), which contains updated files of the HP Service Manager server. These files add to or replace the files in the [SM Server Root]\([SM Server Root])\RUN, irlang, bin, legacyintegration, and platform_unloads directories.

Note: If you use an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 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` 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 29](#).
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:

Release9.41.2003 build P2

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

Version: 9.41.2003

Patch Level: P2

Web tier installation

The web tier update consists of a compressed file, `sm9.41.2003-P2_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 page 44.

New customers

You only need to install the new web tier using the .war or .ear file from the sm9.41.2003-P2_Web_Tier.zip file in this release.

Existing customers

To upgrade your web tier to this patch level, you must back up and uninstall your old web tier, and then install the new web tier. 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: **9.41.2003-P2**.

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 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, `sm9.41.2003-P2_Windows_Client.zip`, which contains the executable installation files of the new Windows client. Installing the new Windows client will upgrade your Windows client to this 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: **9.41.2003-P2**.

Applications Update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.41. An applications upgrade is optional, and you can install the Service Manager 9.41 Applications or Upgrade package according to your current applications version.

You can find the SM 9.41 Applications or Upgrade package as well as *HP Service Manager 9.41 Release Notes* in the Service Manager 9.41 installation media.

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
QCCR1E99207_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables Service Manager to lazy load global lists. This reduces the login time in environments that contain a large number of global lists.
QCCR1E124742_ SM941_ SM930.unl	9.3x (9.30 or later)	Merges the module configuration requests that are sent from the web client to the server during the login process. This helps to reduce the login time.
QCCR1E129332_ SM941_ SM940.unl	9.40	Enables you to enter values in fields that are made from a global list when you use the 9.41 web client together with the 9.40 RTE and applications.

Unload	Applicable applications version	Description
QCCR1E129149_ SM941P2_ SM941.unl	9.41	Enables To-Do Alerts to be automatically acknowledged without the user having to click the Acknowledge button.
QCCR1E118520_ SM940P3_ SM930.unl	9.3x (9.30 or later)	Enables the enhanced query hash algorithm for the web client.
QCCR1E118520_ SM940P3_ 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.

Unload	Applicable applications version	Description
QCCR1E67610_SM940_SM930.unl	9.3x (9.30 or later)	Enables you to block potentially dangerous attachments from being submitted to Service Manager through the clients (Windows, web, or web services).
QCCR1E67647_SM940_SM930.unl	9.3x (9.30 or later)	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request.
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)	<p>Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager 9.31 Mobility client.</p> <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p>Note: This unload is not needed for the Service Manager 9.32 or later Mobility client.</p> </div>
QCCR1E99147_SM940_	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

Unload	Applicable applications version	Description
SM930.unl		blank interaction" environment settings.
QCCR1E99398_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables the inactivity timer function to work correctly when the Service Manager applications version is lower than the server version.
QCCR1E103456_ SM940_ SM932.unl	9.3x (9.32 or later)	Enables the "Any of these words" text search option when you export records to Excel or to a text file.
QCCR1E103581_ SM940_ SM932.unl	9.3x (9.32 or later)	<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)	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

Unload	Applicable applications version	Description
		<p>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*.

Service Request Catalog (SRC) installation

Service Manager 9.41p2 includes the SRC package (`src9.41p2.0017.zip`), which contains:

- The SRC deployment file (`src-9.41p2.war`)
- Unload files for SRC 9.41.p2 and for previous versions

Unload file naming convention

The unload files use the following naming convention: `<CR_ID>_SRCxxxPxx_SMxxx.unl`, where:

- `<CR_ID>`: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- `SRCxxxPxx`: The minimum SRC patch level that requires the unload file. For example, SRC940p1, which means the unload file comes with the SRC9.40 patch 1 and should be used for patch 1 or higher.

- SMxxx: The Service Manager applications version that requires the unload file. For example, SM941, which means the unload file is intended only for Service Manager applications version 9.41.

Unload files included in the SRC 9.41 patches

The following unload file is included in the SRC 9.41 patch releases.

Unload file	Introduced in which patch	Used for apps version(s)	Description
QCCR1E126562_SRC941P2_SM941.unl	SRC 9.41 p2	SM 941	Enables SRC to support both Process Designer-based requests and non-Process Designer-based quotes simultaneously.

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 9.41p2.

New customers

1. Deploy the `src-9.41p2.war` file by following the instructions in the *Service Request Catalog 9.41 Interactive Installation Guide*.
2. Configure SRC 9.41p2 by following the instructions in the *Service Request Catalog 9.41 Customization Guide*.

Existing customers

1. Install SRC 9.41p2, as described above.
2. Migrate your customizations from the old deployment to SRC 9.41p2.

Mobility client installation

Service Manager 9.41p2 includes a compressed file (sm9.41.2000-P2_Mobility.zip), which contains the following files:

- Mobility client installation file (webapp-9.41.2000.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-9.41.2000.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 9.41p2 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 9.41p2 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 9.41p2 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 49.

Additional information

- [Service Manager 9.41 Installation and Upgrade Documentation Center](#) (for detailed instructions on how to install Service Manager, including all backup and backout procedures)
- [Service Manager Support Matrices](#)
- As always, we encourage you to actively participate in making Service Manager better. Please follow us on Twitter at [@HPITSM](#), join our LinkedIn group "[HP ITSM](#)," or join the discussion on [our blog](#).

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Feedback on Service Manager 9.41 Patch 2 Release Notes (Service Manager 9.41)

Just add your feedback to the email and click send.

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We appreciate your feedback!

