

# HP Service Manager

Software Version: 9.41

For supported Windows® and UNIX® operating systems

## Service Manager 9.41 Patch 3 Release Notes

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# 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>

## FIPS compliance enhancement

Starting with version 9.32, Service Manager (SM) supports the implementation of FIPS validated AES-256 data encryption for encrypted fields in the Service Manager database.

Starting with version 9.41p3, Service Manager further enhances its FIPS compliance by adding support of the implementation of FIPS 140-2 validated TLS connections and Lightweight Single Sign-On (LW-SSO), as well as support of FIPS compliant random algorithms.

For more information about this enhancement and instructions on how to enable FIPS mode in Service Manager, see the "Configuring FIPS Mode in Service Manager" white paper.

## FIPS validated TLS connections

Service Manager 9.41p3 adds support of the implementation of FIPS validated TLS connections, managed by a FIPS validated cryptographic provider.

The SM *fipsmode* parameter determines whether the SM Server runs in FIPS or non-FIPS mode:

- *fipsmode:2*: The SM Server runs in FIPS mode.
- *fipsmode:0* (default): The SM Server runs in non-FIPS mode.

**Caution:** To enable FIPS mode in Service Manager, all truststore files and keystore files must use PKCS12 format.

## FIPS validated LW-SSO

When FIPS mode is enabled on the Service Manager Server side, you have the option to enable an LW-SSO framework that is implemented by using a FIPS-compliant provider, such as the JsafeJCE provider or the IBMJCEFIPS provider.

## New server patch installation tool for Windows-based servers

Service Manager 9.41p3 includes a new server patch installation tool (PatchSetup.bat) and a new server patch uninstallation tool (PatchUninstall.bat) for Windows-based systems. The installation tool is located in the patch directory after you unzip the patch, and the uninstallation tool is created in the *<SM Installation>\\_uninstall* directory after you run the installation tool.

**Note:** Running these tools will overwrite the configuration files (such as the LWSSO configuration file and XML files for Jgroups) in the RUN directory in the Service Manager server installation directory. Remember to reapply any changes that you have made to these files after you run the patch installation or uninstallation tool.

For detailed information about how to use the new tools, refer to the ["Server update installation"](#) and ["Backup and backout instructions"](#) sections.

## New parameters

This release introduces the following new parameters.

### Parameter: ciphers

**Parameter**

*ciphers*

**Description**

This parameter defines an array of cipher suites used for SSL connections for the embedded Tomcat of the Service Manager Server.

When "fipsmode:2" is specified in the Server configuration file (sm.ini), the Server uses the following value by default:

TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA,TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA

**Valid if set from**

Server's operating system command prompt

Initialization file (sm.ini)

**Requires restart of the Service Manager server?**

Yes

**Default value**

TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA,TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA

**Possible values**

An array of FIPS 140-2 compliant cipher suites

**Example usage**

Command line: **sm -httpport:13080 -ciphers:TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA,TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA**

Initialization file: **ciphers:TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256,TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA,TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA**

## Parameter: fipsmode

**Parameter**

*fipsmode*

**Description**

This parameter determines if the Service Manager server runs in FIPS 140-2 compliant mode ("FIPS mode"). This parameter can have one of the following values:

**Caution:** In a horizontal scaling environment, this parameter must be set to the same value in all server nodes.

- 0 (default): FIPS mode is disabled. Service Manager uses the 64-bit DES encryption algorithm, and SSL connections to the Service Manager server do not use TLS protocols that are implemented by using a FIPS validated provider. By default, FIPS mode is disabled in Service Manager.
- 2: Service Manager uses the 256-bit AES data encryption algorithm, and SSL connections to the Service Manager server use TLS protocols that are implemented by using a FIPS validated provider. Additionally, FIPS mode enables you to use FIPS compliant Lightweight Single Sign-On (LW-SSO) and random algorithms.

**Note:** For backward compatibility, if you used "fipsmode:1" to enable FIPS compliant 256-bit AES data encryption only, you can continue to use this configuration without any problems.

When FIPS mode is enabled on the Service Manager Server side, all clients (Windows Client, Web Tier Client, Mobility Client, SRC, and Web Service integrations), LDAP Servers, and the Solr Search Engine can communicate with the Service Manager Server through only TLS (either FIPS validated TLS or normal TLS); however, the recommended best security practice is to run all of them in FIPS mode as well.

For more information, see [Overview of FIPS mode](#).

**Valid if set from**

Server's operating system command prompt

Initialization file (sm.ini)

**Requires restart of the Service Manager server?**

Yes

**Default value**

0

**Possible values**

0, 2

**Example usage**

Command line: **sm -httpport:13080 -fipsmode:2**

Initialization file: fipsmode:2



## Parameter: keystoreType

### Parameter

*keystoreType*

### Description

This parameter defines the type of keystore file used for the Service Manager Server certificate.

If not specified, the default value is "JKS"; however, when "fipsmode:2" is specified in the Server configuration file (sm.ini), the Server uses "PKCS12" by default.

### Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

### Requires restart of the Service Manager server?

Yes

### Default value

If the *fipsmode* parameter is set to 2, the default value is PKCS12.

If the *fipsmode* parameter is set to 0, the default value is JKS.

### Possible values

If the *fipsmode* parameter is set to 2, this parameter must be set to PKCS12.

If the *fipsmode* parameter is set to 0, this parameter must be set to JKS.

### Example usage

Command line: **sm -httpport:13080 -keystoreType:PKCS12**

Initialization file: keystoreType:PKCS12

## Parameter: sslEnabledProtocols

### Parameter

*sslEnabledProtocols*

### Description

This parameter defines a comma separated list of SSL protocols to support for HTTPS connections of the Service Manager Server. If specified, only the protocols that are listed and supported by the SSL implementation will be enabled. If not specified, the JVM default (excluding SSLv2 and SSLv3 if the JVM enables either or both of them by default) is used.

When "fipsmode:2" is specified in the Server configuration file (sm.ini), the Server uses the following value by default:

TLSv1, TLSv1.1, TLSv1.2

**Valid if set from**

Server's operating system command prompt

Initialization (sm.ini) file

**Requires restart of the Service Manager server?**

Yes

**Default value**

TLSv1, TLSv1.1, TLSv1.2

**Possible values**

Any combinations of the following values (comma-separated): TLSv1, TLSv1.1, and TLSv1.2

**Note:** If the web tier is deployed under WebSphere, then TLSv1 must be included in the values. TLSv1.2 is mandatory.

**Example usage**

sslEnabledProtocols:TLSv1,TLSv1.1,TLSv1.2

## Parameter: truststoreType

**Parameter**

*truststoreType*

**Description**

This parameter defines the type of key store used for the Service Manager Server's trust store.

If not specified, the default value is "JKS"; however, when "fipsmode:2" is specified in the Server configuration file (sm.ini), the Server uses "PKCS12" by default.

**Valid if set from**

Server's operating system command prompt

Initialization file (sm.ini)

**Requires restart of the Service Manager server?**

Yes

**Default value**

If the *fipsmode* parameter is set to 2, the default value is PKCS12.

If the *fipsmode* parameter is set to 0, the default value is JKS.

**Possible values**

If the *fipsmode* parameter is set to 2, this parameter must be set to PKCS12.

If the *fipsmode* parameter is set to 0, this parameter must be set to JKS.

**Example usage**

Command line: **sm -httpport:13080 -truststoreType:PKCS12**

Initialization file: truststoreType:PKCS12

## Parameter: useHostinWSDL

**Parameter**

*useHostinWSDL*

**Description**

When this parameter is enabled, the Service Manager server replaces the host name in the schema location in the webservice response with the host name in the web service request URL.

This parameter is required for web service requests when multiple HWLBs are located before the Service Manager RTE.

**Valid if set from**

Server's operating system command prompt

Initialization file (sm.ini)

**Requires restart of the Service Manager server?**

No

**Default value**

None

**Possible values**

None

**Example usage**

Initialization file: useHostinWSDL

Command line: **sm -useHostinWSDL**

## Parameter: src.queryHashCode

**Parameter**

*src.queryHashCode*

**Description**

This parameter is used to set the host and port to build query hash code. To make sure that the query hash feature works correctly, you must set `#{sm.hostname}` and `#{sm.port}` to match the values that are set in the hostname portion of queryhashcode in sm.ini.

**Valid if set from**

SRC application context properties file (applicationContext.properties)

**Requires restart of the Service Manager server?**

No

**Note:** Requires a restart of the SRC server.

**Default value**

The previously configured `#{sm.hostname}` and `#{sm.port}` values

**Possible values**

Any valid values for `#{sm.hostname}` and `#{sm.port}`

**Caution:** The values must correspond to the `#{sm.hostname}` and `#{sm.port}` values that are set in the hostname portion of queryhashcode in sm.ini.

**Example usage**

SRC application context properties file: `src.queryHashCode=#{sm.hostname}:#{sm.port}`

## Parameter: src.ui.showErrorMessageBar

### Parameter

*src.ui.showErrorMessageBar*

### Description

This parameter determines the behavior of the error message bar that appears when invalid or missing data is found in an SRC request. This parameter can be used to disable the message bar, to require the message bar to be manually closed by the user, or to automatically close after a set period of time.

### Valid if set from

SRC application context properties file (applicationContext.properties)

### Requires restart of the Service Manager server?

No

**Note:** Requires a restart of the SRC server.

### Default value

-1

### Possible values

-1 (or lower): The message bar is displayed until the user closes it

0: The message bar is never displayed

1 (or greater): The time (measured in seconds) for which the message bar is displayed. The message bar is closed after this time has elapsed.

### Example usage

SRC application context properties file: `src.ui.showErrorMessageBar=2`

## Supported items

HP Service Manager 9.41P3 includes the following certification changes.

## Added support

Support has been added for the following item.

### **Service Manager Windows client**

- Windows 10 (with Internet Explorer 11 only)

## Discontinued support

Support for the following items has been discontinued.

### **Service Manager server**

- Novell SUSE Linux Enterprise 10 SP1

### **Service Manager Windows client**

- Windows 8

## WebSphere Application Server and JRE

As of Service Manager 9.41p3, if you use WAS 7 for the Application server, you must make sure that your WAS version is 7.0.0.15 or later, or that you upgrade the WAS-embedded JRE to JRE6 SR9 or later.

## Enhancements

### SRC

CR	Problem	Solution
QCCR1M2359	SRC does not allow the cancellation of Service Requests from the SRC user interface.	Now you can cancel the Service Requests from the SRC user interface.
QCCR1E129134	SRC does not allow the "request for" person to update or cancel the Support Requests from the SRC user interface.	Now the "request for" person and "callback contact" person can update or cancel the Support Requests from the SRC user interface.
QCCR1E129225	SRC always opens a new browser tab to display URLs from the launcher.	<p>A new property "target" is added for the launcher in SRC_ROOT\secure\configuration\manifest.xml.</p> <p>You can choose displaying URLs from the launcher in a new tab or from the current tab by setting "target" with "_blank" or "_self".</p>
QCCR1E131418	Cannot change both the widget colors on the dashboard page and the KM list header colors on the search result page.	<p>Now you can customize both the widget colors on the dashboard page (Your Approvals, Your request, and Assistant) and the KM list header colors on the search result page by modifying the style.css file.</p> <p><b>Note:</b> You must re-compile the style.css to style.swf. Refer to the SRC customization guide for detailed instructions.</p>

## Server

CR	Problem	Solution
QCCR1E106064	The Schema location and the endpoint address are not set correctly for the web service client.	A new useHostinWSDL parameter has been added to solve this problem. When this parameter is enabled, the Service Manager server sets the schema location to the HOST field in the http request header.

## Web client

CR	Problem	Solution
QCCR1E88189	<p>Service Manager provides the following three methods to access a URL from a form:</p> <ul style="list-style-type: none"> <li>• The "Text Area" control</li> <li>• The "Link Label" control</li> <li>• The "HTML Viewer" control</li> </ul> <p>However, each of these methods has disadvantages in some situations.</p>	<p>A text area widget that can contain external URLs is introduced to Service Manager.</p> <p>When a text area is not in focus (such as in view mode), http:// and https:// URLs are displayed as hyperlinks. You can click the hyperlink to open the URL in a new browser page.</p> <p>When a text area is in focus (such as in the edit mode), you can modify the text in the text area, but the URL is not displayed as a hyperlink and is not clickable.</p> <p><b>Limitation:</b> If a user searches for a keyword from the browser search bar, returns the focus to the textbox, and then clicks the "Next" button on the search bar, the searched-for words in the text area are not highlighted.</p> <p><b>Note:</b> This enhancement is not supported in Accessible mode.</p>



Enhancements

CR	Problem	Solution
QCCR1E130449	<p>As of version 9.40, it is possible to enable the record list hover for the vertical layout in Service Manager webtier.</p> <p>For more details, refer to Service Manager Help Center &gt; Vertical Layout. This request is to extend the record list hover for the horizontal layout as well.</p>	<p>Now the hover page is active in both horizontal and vertical layouts.</p>
QCCR1E131156	<p>Text that starts with ftp:// or notes:// in the text area control is not clickable.</p>	<p>When the focus is not on the text area control, text that starts with ftp:// or notes:// in text area controls is automatically converted to a clickable link.</p> <div data-bbox="922 814 1369 930" style="background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> This enhancement is not supported in Accessible mode.</p> </div>

## Windows client

CR	Problem	Solution
QCCR1E131246	<p>Windows 10 is not certified for the Service Manager Windows client.</p>	<p>Windows 10 is now certified for Service Manager Windows client with Internet Explorer 11. The Edge browser is not supported.</p>

## Fixed defects

### Mobility

CR	Problem	Solution
QCCR1E131566	When you access a locked incident record by using the mobility client, the page hangs and you are forced to log out if the <b>Lock on Display</b> option is enabled.	The page no longer hangs and you can view the locked incident record.
QCCR1E131554	The page hangs when you save journal updates on the mobility client.	You can save the record successfully now when adding journal updates on the mobility client.

### SRC

CR	Problem	Solution
QCCR1E129862	The request button on the More Support panel does not work if you open the SRC search results page in a new browser tab.	The request button on More Support panel now works if you open the SRC search results page in a new tab.
QCCR1E130492	An end user can modify the value of an item option field on the screen when the field is evaluating its condition.	When a form field is evaluating its condition, the system displays a pop-up mask to prevent the user from modifying the value.
QCCR1E131415	The SRC Lookup table content is not properly displayed for long fields.	The SRC Lookup table automatically adjusts column width for long fields.
QCCR1E132151	The "Expand All" and "Collapse All" buttons are displayed with shadows.	The "Expand All" and "Collapse All" buttons are displayed in the correct icon style.
QCCR1E132054	When you use a logical name in an SRC bundle request, the logical value is displayed.	When you use a logical name in an SRC bundle request, the logical display name is displayed.

## Fixed defects

CR	Problem	Solution
QCCR1E132593	Query Hash does not work in SRC when a hardware load balancer is used.	Query Hash now works in SRC when a hardware load balancer is used. To do this, you must configure the <code>src.queryHashCode</code> parameter in the <code>applicationcontext.properties</code> file.
QCCR1E132550	The message bar that displays the message "Invalid or missing data is found in your request" does not disappear when you enter all the required data.	You can customize the duration for which the message bar is displayed by configuring the <code>src.ui.showErrorMessageBar</code> parameter in the <code>applicationcontext.properties</code> file.

## Server

CR	Problem	Solution
QCCR1E130416	You are unable to connect to the Service Manager server due to a "Win32 Exception: 0xC0000094" error.	The Win32 exception (which was caused by an IR memory issue) is now fixed.
QCCR1E130749	AlertDef cannot save negative times in "calc interval," and a "Field contains an Invalid Date/Time value" error is generated.	Now AlertDef can save negative times in "calc interval" successfully.
QCCR1E131250	When you use a mobile phone to take a photo of a computer screen, Smart Analytics cannot recognize the text in the photo.	<p>To improve text recognition, Smart Analytics now decreases the resolution of the photo to reduce image noise.</p> <p>Follow these steps to update the Image Server configuration file after you applied the QCCR1E131250_SM941P2HF1_SM940.unl unload file:</p> <ol style="list-style-type: none"> <li>1. Browse to the <code>/ImageServer1</code> directory, and then open the <code>ImageServer1.cfg</code> file.</li> <li>2. Navigate to the <code>[Analyze]</code> section, and then change <code>'dococrtask'</code> to <code>'DocOCRTask'</code>.</li> </ol>

Fixed defects

CR	Problem	Solution
		<ol style="list-style-type: none"> <li>3. Navigate to the [DocOCRTask] section, and then change 'OCRmode=document' to 'OCRmode=photo'.</li> <li>4. Save your changes and close this file.</li> <li>5. Restart the Image Server.</li> </ol>
QCCR1E131683	<p>Assume that several cirelationship records have a logical.name value that exceeds the varchar(200) size that is defined in dbdict. In this situation, when you attempt to edit or delete one of these records, the following error occurs, and the record cannot be edited or deleted: LockHandler: lock failed, length of the key should be less than 200</p>	<p>Now you can enlarge the SQL column size of the "resourcenam" field in the "lock" file in its dbdict. Meanwhile, you must also perform the following changes:</p> <ol style="list-style-type: none"> <li>1. In dbdict of the "lock" file, you must enlarge the SQL column size of the "lockid" field to a value that is approximately 2.7 times larger than the size of "resourenam". Meanwhile, this value must less than the limit of the database. For example, SQL Server has the 900 bytes limitation when a field is part of an index, the field size of "lockid" must be less than VARCHAR(800) and the "resourcenam" must be less than VARCHAR(300).</li> <li>2. In the "lockshared" file, you must also apply the above changes to the "lockid" field and the "resourcenam" field, respectively. Now the "lock" file and the "lockshared" file have the same "lockid" fields and "resourenam" fields, and these equivalent fields have the same SQL column size.</li> </ol>
QCCR1E131733	<p>Unable to launch external HTML view in a browser using us.launch.external.</p>	<p>You can launch external HTML view in a browser using us.launch.external successfully.</p>

## Web client

CR	Problem	Solution
QCCR1E132353	When you click the "Next Month" button quickly in the Change Calendar or Date/time picker in Internet Explorer 10, the next month is skipped and the month that follows it is displayed instead.	The correct next month is now displayed.
QCCR1E96379	The "Last" button in the paging bar is not clickable until you have accessed the last page or performed the "Count Records" operation.	<p>The "Last" button is now clickable when the page number is more than one. When you click this button, the system counts the records and displays the total page numbers and record numbers on each page.</p> <p><b>Note:</b> The "Last" button is not clickable if the current page is the last one.</p>
QCCR1E127871	On the Dashboard, the "Display Name" field incorrectly displays the "sm.device.display.name" field name.	The "Display Name" field on the Dashboard now displays the correct field caption ("Display Name").
QCCR1E128734	When you use web client in Internet Explorer, type Chinese/Japanese characters on the login page, and then press Enter, the screen is refreshed and displays the "Invalid login name/password. Please try again." error message.	Now there is no error message when you type Chinese/Japanese characters and then press Enter.
QCCR1E128889	The 403 Error occurs when clicking the toggle list-detail view button.	The toggle list-detail view button now works fine.
QCCR1E130923	JAWS always reads "View detail information" when the focus is on a record link in a table. However, sometimes selecting the link performs an action such as filling fields in the form instead of opening a details page. In this	<p>In this situation, JAWS now reads out a message such as "Hit to Fill Value" instead of "View detailed information".</p> <p><b>Limitation:</b> The information that JAWS reads out for the string "Double-Click to Fill Value" does not change if the form</p>

Fixed defects

CR	Problem	Solution
	situation, the information that JAWS reads out is incorrect.	has been accessed before. To work around this issue, restart the web application server.  <b>Note:</b> The fix for this issue includes an update to the properties file. Therefore, until localized versions of Service Manager are next released, this fix applies only to English language versions of Service Manager.
QCCR1E130933	Some files in the WEB-INF folder are unnecessarily copied to the webtier root folder so that you can see these duplicated files in both places.	These files are kept in the WEB-INF folder only and you cannot see them in the webtier root folder now.
QCCR1E131060	Many JavaScript errors occur when you open a dbdict record.	Now, no JavaScript errors occur when you open a dbdict record.
QCCR1E131348	After unretiring a "Retired" KM document, you cannot edit the document content in the reference HTML editor from the web client.	You can edit the document content in the reference HTML editor after unretiring a "Retired" KM document.

## Windows client

CR	Problem	Solution
QCCR1E131727	There is no table property that can be used to identify what JAWS should read when a link in the table is in focus.	The "Double-Click To Fill Value" property is added for table widgets.  <b>Limitation:</b> The information that JAWS reads out for the string "Double-Click to Fill Value" does not change if the form has been accessed before. To work around this issue, restart the web application server.

## SM Collaboration

CR	Problem	Solution
QCCR1E131760	The "Failed to join conversation" error message appears when connecting the chat to an Oracle database.	Now the chat server works well when connecting the chat to an Oracle database.

## 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
QCCR1E132020	When FIPS mode is enabled ( <i>fipsmode:2</i> is specified in the <i>sm.ini</i> file), Service Manager initialization might be slow in Linux/Unix environments. This issue is caused by a lack of entropy (randomness) available on the system used for random number generation and can commonly occur on systems that are not receiving much direct user input, such as virtual machines.	You can direct the JVM to use <i>/dev/urandom</i> with the following directive:  Add the following line to the Server's <i>sm.ini</i> file:  <code>-Djava.security.egd=file:/dev/urandom</code>  Alternatively, you can add the following line to the <i>jre/lib/security/java.security</i> file:  <code>securerandom.source=file:/dev/urandom</code>  For additional information, see the following important third-party information:  <a href="http://bugs.java.com/view_bug.do?bug_id=6521844">http://bugs.java.com/view_bug.do?bug_id=6521844</a>  <a href="http://www.2uo.de/myths-about-urandom/">http://www.2uo.de/myths-about-urandom/</a>
QCCR1E130573	When you use Java 8 and the Jsafe 6.2, the TLS connection cannot choose the ECDHE ciphers.	Do not set the ECHDE cipher in the <i>cipher</i> parameter in the <i>sm.ini</i> file.
QCCR1E132194	The <i>ssl</i> configuration topic of the Smart Analytics document is missing information to configure <i>level2proxy</i> and <i>image server</i> . The information to	See the corrected configuration topic at:  <a href="#">How to configure TSL/SSL for two-way authentication between Service Manager and Smart Analytics</a>



Global ID	Issue	Workaround
	configure the CFS server is also incorrect.	
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> <div style="background-color: #e0e0e0; padding: 5px;"> <p><b>Note:</b> The "Service" field is preferred because this field is populated with CI Display Name values. There is no need to add the second level field, Service Display Name.</p> </div>
QCCR1E127867	The "Chart by" functionality does not work when there is an outer join field in the view.	Use Service Manager Reports instead.
QCCR1E127873	In the Service Manager (SM) Hybrid mode, calling the SM RESTful API for UCMDB integration for the first time will fail.	Make a call to the API after you set up the SM Hybrid environment.
QCCR1E127871	In the "Chart by" form, "sm.device.display.name" is displayed as the value of the "Display Name" column.	There is currently no workaround available.
QCCR1E127858	The index status is not updated into the Knowledge Management	Drill down into the Knowledge Maintenance page for the library to

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	knowledge base, and thus the library cannot be searched in the main search page and the context-aware page.	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&lt;32</pre>
QCCR1E127858	The new library index status is not updated in the "kmknowledgebase" table when you click Full Reindex in the Knowledge Maintenance page.	Refresh the status in library configuration.
QCCR1E127861	The logical.name of the CI is displayed on the "Edit OO flow" widget for Emergency Change records in the "Build and Test" phase.	There is currently no workaround available.
QCCR1E126469	<p>Chrome 44 refuses to send https requests to a web server with a self-signed SSL certificate. Additionally, you receive the following error message:</p> <pre>Failed to load resource: net::ERR_INSECURE_RESPONSE</pre> <p>Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.</p>	Use Chrome 43 instead.
QCCR1E124206	Service Manager survey does not support multiple company.	There is currently no workaround available.

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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 "preventDuplicatedAttachmentName" 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 "preventDuplicatedAttachmentName" parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	There is currently no workaround available.
QCCR1E121838	Labels overlap on Stacked Horizontal bar charts in Reports.	There is currently no workaround available.
QCCR1E122115	Values less than 0 are not displayed correctly in bar or area charts.	There is currently no workaround available.
QCCR1E125879	The additional Request Overview (PD)	There is currently no workaround

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

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

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	"src01_02_search" transaction is more than 2s in 9.41, compared to that of 0.8s in the previous release.	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.
QCCR1E127624	Data unloaded from the SQLSERVER NVARCHAR database cannot be loaded into the Oracle database.	There is currently no workaround available.

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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.

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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"> <li>• Smart Analytics Assistant configuration form and Time Duration Checkpoint form in the upgrade environment</li> <li>• Upgrade Utility dialog boxes</li> </ul>	There is currently no workaround available.
QCCR1E127953	The string "has been acknowledged" in the To-do Alert popup message is not translated.	There is currently no workaround available.
QCCR1E128218	When you are adding/modifying CI relationships, the following	There is currently no workaround available.



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	<p>Relationship Type values are available for selection: <b>Accesses, Aggregation, ClientServer, Composition</b>, and so on, (which are correct values). However, when you are viewing CI relationships in the CI detail form, you can select only the following Relationship Type values as a filter: <b>All, Logical, and Physical</b> (which are no longer used in Service Manager 9.41).</p>	
QCCR1E127567	<p>The incident category "request for change" is not localized in the Service Manager Hybrid mode.</p>	<p>There is currently no workaround available.</p>
QCCR1E126631	<p>When you select a value for a task category in the task planner two times, only one value is available the second time.</p>	<p>To see all list items, clean the combo field and click the drop-down button again.</p>
QCCR1E126641	<p>Related record information for Phase, Status, and Title in the Interaction details page is not displayed until you exit the related Incident session.</p>	<p>There is currently no workaround available.</p>
QCCR1E127857	<p>An error that indicates the query field "pd.enabled" in "upginfo" is not defined in "dbdict" is generated when smupgrade is invoked.</p>	<p>Purge data and reload preupg.bin again after preupg.bin is loaded for the first time.</p>
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 <b>F12 developer tools</b> open, an "Access is denied" message appears on the console.</p> <p>This issue may occur when an automatic Internet Explorer upgrade has happened in the background, because both Internet Explorer 10 and</p>	<p>Restart your Windows operating system.</p>

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	<p>11 have an <b>Install new versions automatically</b> setting in the About Internet Explorer dialog.</p> <p>The Service Manager web tier uses the local storage functionality of Internet Explorer. The local storage file is stored under your user profile folder (normally, it is C:\Users\<i>username</i>\Appdata\LocalLow). When Internet Explorer is upgraded, this folder is probably protected, and any attempts to visit the local storage object will throw a Javascript error.</p>	
QCCR1E115514	Auto-complete for the the comfill in the "Link to Parent Incident" field in the Incident form does not work correctly.	There is currently no workaround available.
QCCR1E115283	The color indicator does not work for the field that retrieves the values from the DVD.	There is currently no workaround available.
QCCR1E113128	You cannot select the foreground color in Color Indicator Setting by using the keyboard.	There is currently no workaround available.
QCCR1E114911	Fields in ERDs that are duplicated in dbdict are not displayed There is currently no workaround available.	correctly.
QCCR1E116553	Truncation and overlapping of elements on the details page of records occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E118066	Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.	Resize the details page to make it wider or use the horizontal layout.
QCCR1E117293	When you rebuild relationships in	There is currently no workaround

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

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	displayed as white.	
QCCR1E113131	When you save a record for which an additional form is configured, the display returns to the primary form.	There is currently no workaround available.
QCCR1E115310	Hotkeys are not supported for menu items in the workflows page.	There is currently no workaround available.
QCCR1E115608	You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.	Manually change the display option ID.
QCCR1E115772	In Internet Explorer, the workflow viewer may unexpectedly scroll right or down if you have a scroll bar and the browser zooms in.	There is currently no workaround available.
QCCR1E115828	You cannot expand or collapse the workflow list folder by using the Space key. This behavior is therefore not consistent with accessibility behaviour in the standard client.	There is currently no workaround available.
QCCR1E116043	The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task.	Reload the record.
QCCR1E116343	The query editor may be launched with an incorrect query record table name.	There is currently no workaround available.
QCCR1E116937	Requests that have an open request task cannot transition to the next phase, but activities can be saved.	There is currently no workaround available.
QCCR1E117042	When you approve a record , and that approval triggers an automatic transition, open task validation is bypassed and the automatic transition occurs even if open tasks exist.	There is currently no workaround available.
QCCR1E117154	There is no reminder to users that they must set the table name of a rule set in	There is currently no workaround available.

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	order to populate the "Group Field Name" and "Service Field Name" drop-down lists in the Assignment rule configuration form.	
QCCR1E117366	The User Option condition does not work correctly when the option value is an array type.	In Condition Editor, set the value of User Option U01 = {"1"} instead of User Option U01 = "1"
QCCR1E118589	If you use the task editor to edit a task in a change model, and then try to save the change model, you receive a "The record being updated has been modified since read" error message.	Close the current change model and open it again to update the changes in the change model other than the task editor changes.
QCCR1E118741	Inconsistencies can occur between Change categories and "Open in Phase"/"Close by Phase" tasks in change models.	Manually update the "Open in Phase" and "Close by Phase" in Task Planner.
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> <p><b>Note:</b> Ignore this error if CM3RM2 is created after the upgrade.</p>	There is currently no workaround available.
QCCR1E118790	The operators/groups in Approval Definition are not correct after you upgrade to Service Manager 9.41.	To workaround this issue, add the correct operators/groups to the Approval Definition manually.
QCCR1E118814	Several secRights and secRole records are suffixed by "_migrated" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	Manually remove the "_migrated" suffix from the profile name.
QCCR1E118817	Some lines of links are suffixed by "_	Manually remove the lines of links that

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	disabled_by_PDRM" after you upgrade Service Manager 9.3x (with Process Designer applied) to Service Manager 9.41.	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.  <div style="background-color: #e0e0e0; padding: 5px;"><b>Note:</b> Do not delete these records.</div>
QCCR1E117439	The chm.cm3r.release.mobile form retrieves members from the "COORDINATOR" group as the Change Coordinator values. However, the current data source table is "cm3groups," which is for Service Manager Classic.	Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.
QCCR1E103336	There is no split line between the Updates tab and the Approval tab in an Emergency Change record when you use the Google Chrome browser for Android.	There is currently no workaround available.
QCCR1E117328	A Reject Reason is filed in the retraction page with an empty Reject Reason option.	There is currently no workaround available.
QCCR1E117598	The Array comfill is displayed as a black block when you use the Mobile Applications in the self-service user view.	There is currently no workaround available.
QCCR1E115349	Items in the "My open Requests" and "My Closed Requests" lists are not displayed in the correct order. The latest request to be created does not appear at the top.	There is currently no workaround available.

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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 <b>tochar()</b> method in adhoc SQL.	There is currently no workaround available.

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QCCR1E102491	The partition color of charts with simple queries is incorrect.	There is currently no workaround available.
QCCR1E109588	List reports cannot retrieve data from replicated databases.	There is currently no workaround available.
QCCR1E109691	Date/time values are not supported in multi-level "group by" fields.	There is currently no workaround available.
QCCR1E110835	Reports that have long legend text do not print as expected.	Shorten the legend label.
QCCR1E105868	Service Manager loads reports in a dashboard one-by-one.	There is currently no workaround available.
QCCR1E105815	Service Manager server CPU utilization is higher than expected when the ToDo queue is set as the landing page and the inbox size exceeds 50K.	Check the inbox size periodically, and control the size manually.
QCCR1E109576	When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen.	Refresh the dashboard before exporting a report.
QCCR1E118434	The temp file in the Tomcat temp directory cannot be deleted after the session is closed.	There is currently no workaround available.
QCCR1E106689	The list header of a view in the dashboard and in the ToDo queue are not the same.	Define the list field to match the qbe of the table.
QCCR1E109286	The whole pivot table report is exported when you de-select some options in the filter.	There is currently no workaround available.
QCCR1E112905	The report/Dashboard definition page is displayed in the old style when you open it from the favorites and dashboard area.	There is currently no workaround available.
QCCR1E112573	Exported charts are inconsistent with	There is currently no workaround



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	the charts in the browser because the export function and the dashboard use different rendering methods.	available.
QCCR1E111387	"Title list" type reports are displayed with all columns in the ToDo queue.	There is currently no workaround available.
QCCR1E106640	Query conditions in the condition box and condition builder are not consistent.	There is currently no workaround available.
QCCR1E118269	The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.	Set a dedicated Service Manager instance for the reporting schedule.
QCCR1E111234	You can export reports as a PDF only in the system language font.	There is currently no workaround available.
QCCR1E117603	The meaning of the text string "inbox" is not always clear.	There is currently no workaround available.
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 <b>Tailoring &gt; Database Dictionary</b> , search for "htmltemplates," click the <b>htmlcode</b> 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	Click <b>Tailoring &gt; Database Dictionary</b> , search for "kmknowledgebaseupdates," click the <b>recdata</b> field, and then change the SQL RC value to "True."  If you already have garbled data in your search results, perform a full index against that library.

Global ID	Issue	Workaround
	<p>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.</p>	
QCCR1E89819	<p>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.</p>	<p>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).</p>
QCCR1E117326	<p>The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.</p>	<p>There is currently no workaround available.</p>
QCCR1E118616	<p>The <b>Create One Request Fulfillment Record for each Device of Class X at location Y</b> effect option in Scheduled Maintenance does not work correctly.</p>	<p>There is currently no workaround available.</p>
QCCR1E114145	<p>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.</p>	<p>Do not use duplicate user options for items in one service catalog bundle.</p>
QCCR1E117903	<p>When you cancel a planned purchase task before you finish creating it, validation of the task still occurs.</p>	<p>There is currently no workaround available.</p>
QCCR1E113121	<p>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.</p>	<p>There is currently no workaround available.</p>

Global ID	Issue	Workaround
QCCR1E119273	The "Significant" and "KM Change" change subcategories are not added during the upgrade process.	Manually add the subcategories.

## Deferred issues

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

Global ID	Problem Description	Deferral comment
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
- Applications
- Service Request Catalog (SRC)
- Mobility client
- Knowledge Management Solr search engine
- SM Collaboration

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 9.40\Server`). If you have used the `PatchSetup.bat` tool to install the current server patch, a backup is already made by the tool.

**Note:** If you have a horizontally-scaled system, you must back up the server installation folder for each server instance.

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.

### Backout (Unix and Linux)

Follow these steps to back out the installation:

1. Stop the Service Manager server.
2. Remove the existing server installation folder.
3. Copy the backup folder back.

**Note:** Make sure that the embedded Tomcat is also replaced with the backup, because the version of the embedded Tomcat may have dependency on a specific server version.

**Note:** If you have a horizontally-scaled system, make sure that every server instance is replaced with its backup.

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 49](#).
5. Restart the Service Manager server.

### **Backout (Windows)**

Follow these steps to back out the installation:

1. Stop the Service Manager server.
2. Double-click the PatchUninstall.bat file (the file is located in the *<SM Installation>\\_uninstall* directory) or run it from the Windows command prompt.

**Note:** You can only use the server patch uninstallation tool if you have applied the current patch by using the server patch installation tool. Furthermore, you can only use the tool to restore a version that was backed up by the server patch installation tool.

If you cannot use the tool to back out your Windows-based Service Manager server, follow the steps for Linux and Unix-based systems instead.

3. When prompted, enter the full path of the Service Manager server backup directory. A list of the available backups is displayed.
4. Select the desired backup version and confirm your selection.

**Note:** If you have a horizontally-scaled system, make sure that every server instance is replaced with its backup.

5. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 49](#).
6. Restart the Service Manager server.

If the tool fails to back out the server patch, the details are recorded in the PatchUninstall.log file.

## 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"]}
{["itn", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:23", 3, "ramuro"]}
{["ja", "10", "20", "%sAsvsSpP[sVsEsUsAsi]NcCsC[sGstI[(spsgz%S[2]sS1%S[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 b[ł]d w aplikacji: %S, panel %S.%", "error", {}, "02/28/12 15:36:01", 3, "ramuro"]}
{["pt", "10", "20", "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"]}
{["pt-Br", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"]}
{["ru", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"]}
{["zh-Hans", "10", "20", "%aCpCÜcÜZ8ajauj8EacüxäaäqÜ8kUaeqt&tLÜçsleCñeLUU: %SIEäLUäqerRæR: %SEI", "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  <b>Note:</b> The scmessage records listed under each RAD application are messages used in this RAD application; no backup is needed for them.
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity  <b>Note:</b> The “activity” file with no records actually represents the dbdict record of the activity file.
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.

# SM Collaboration

## Backup

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

1. Stop your existing Openfire.
2. Rename the existing Openfire folder.
3. Make a backup of the following items:

- <Openfire\_Home>\conf\crowd.properties
- <Openfire\_Home>\conf\openfire.xml
- <Openfire\_Home>\conf\security.xml
- <Openfire\_Home>\plugins\lwssoplugin\lwssofmconf.xml
- <Openfire\_Home>\lib\ojdbc-xxxx.jar (the JDBC driver if you copied it to this folder before)
- Any other customizations that you made

### **Backout**

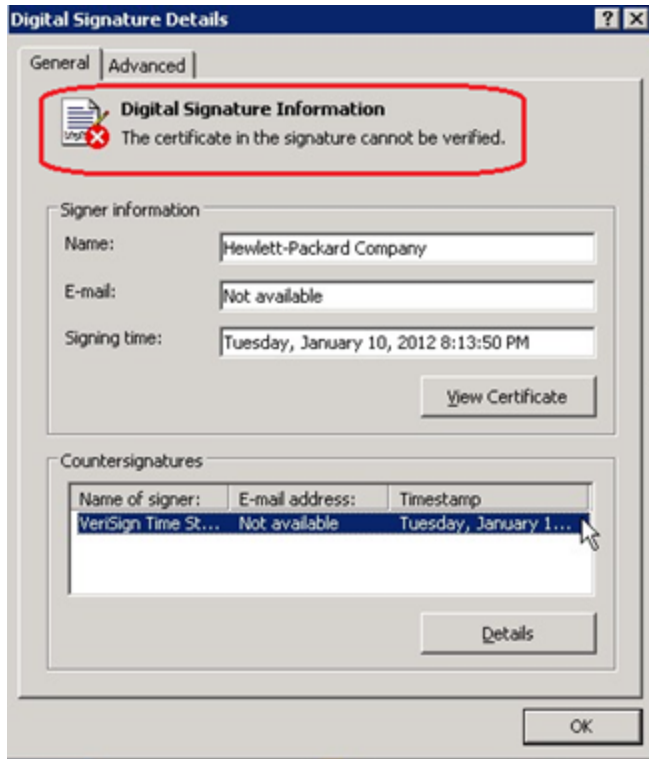
If you want to roll back after you deploy the new version, perform the following steps:

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

## 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, sm9.41.3016-P3\_<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 (Unix and Linux)

### Caution:

- The server patch will upgrade your embedded Tomcat to version 8.0.28, 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 46.](#)
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 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_8.0.04 or greater)
AIX	<p>JRE 8 (SR2FP10)</p> <p><b>Caution:</b> To use JRE 8, your AIX version must be one of the following:</p> <ul style="list-style-type: none"> <li>• AIX7 7100-03 or later</li> <li>• AIX6 6100-07 or later</li> </ul> <p><b>Note:</b> You can check the JRE version on AIX by running the <code>\$&lt;JRE_INSTALL_DIR&gt;/bin/java -version</code> command, in which <code>&lt;JRE_INSTALL_DIR&gt;</code> is the JRE installation directory. Make sure that the system output consists of the following line:</p> <pre>Java(TM) SE Runtime Environment (build pap3280sr2fp10-20160108_01(SR2 FP10))</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 following methods:
  - From the Windows client, click **Help > About Service Manager Server**. The server version should be:

**Release9.41.3016 build P3**

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

**Version: 9.41.3016**

**Patch Level: P3**

## Server patch installation steps (Windows)

**Caution:**

- The server patch will upgrade your embedded Tomcat to version 8.0.28, 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 server patch, follow these steps:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.

3. Double-click the PatchSetup.bat file (the file is located in the patch directory) or run it from the Windows command prompt.
4. When prompted, enter the full path of the current Service Manager server installation directory and the full path of the Service Manager server backup directory.
5. If you have made any customizations/changes to the original RUN/tomcat folder, restore them in the new RUN/tomcat folder.
6. 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).
7. 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.

8. Restart the Service Manager server.
9. Restart the Service Manager clients.
10. Verify the version using either of the following methods:
  - From the Windows client, click **Help > About Service Manager Server**. The server version should be:  
**Release9.41.3016build P3**
  - From the server's RUN folder, run the **sm -version** command. The server version should be:  
**Version: 9.41.3016**  
**Patch Level: P3**

If the tool fails to install the server patch, the details are recorded in the PatchSetup.log file.

## Web tier installation

The web tier update consists of a compressed file, `sm9.41.3016-P3_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 [here](#).

### Note:

- Service Manager 9.41p1 adds support of JBoss EAP 6.4. For information on how to deploy the web tier on JBoss, see "[Deploying the web tier on JBoss EAP 6.4](#)" on the next page.
- As of Service Manager 9.41p3, if you use WAS 7 for the Application server, you must make sure that your WAS version is 7.0.0.15 or later, or that you upgrade the WAS-embedded JRE to JRE6 SR9 or later.

## New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.41.3016-P3_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: **9.41.3016-P3**.

## 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"/>-->

```

- e. Add the following system property to the %JBOSS\_HOME%\standalone\configuration\standalone.xml file:

```

<system-properties> <property
name="org.apache.tomcat.util.http.Parameters.MAX_COUNT" value="5000"/>
</system-properties>

```

**Note:** <system-properties>...</system-properties> must be located between </extensions> and <management>.

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, sm9.41.3016-P3\_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: **9.41.3016-P3**.

## 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.
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.

Unload	Applicable applications version	Description
QCCR1E112815_ SM940_ SM934.unl	9.34	Fixes an issue in which Time Period Management menus are not displayed correctly due to incorrect menu condition settings.
QCCR1E19946_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables extra columns in the "Attachments" section of records.
QCCR1E31324_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that with Syslog audit turned on only a syslog record showing login is created and no record for logoff is recorded if the user does not log out "normally."
QCCR1E31941_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables users to use a pre-configured decimal symbol when they complete numeric fields.
QCCR1E52767_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that users cannot add data policy definitions on joined tables.
QCCR1E67072_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables users to take advantage of the new KMStatusListener background process.
QCCR1E67610_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables you to block potentially dangerous attachments from being submitted to Service Manager through the clients (Windows, web, or web services).
QCCR1E67647_ SM940_ SM930.unl	9.3x (9.30 or later)	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request.
QCCR1E70163_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes the issue that the KMUpdate process terminates abnormally.
QCCR1E71099_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables a QBE list to display Value Lists instead of the data directly retrieved from the database when you add a field by using <b>Modify Columns</b> .
QCCR1E71139_ SM940_	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

Unload	Applicable applications version	Description
SM930.unl		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> <p><b>Note:</b> This unload is not needed for the Service Manager 9.32 or later Mobility client.</p>
QCCR1E99147_ SM940_ SM930.unl	9.3x (9.30 or later)	Fixes an issue in which the first tab of a Notebook is reset to be the active tab when a new interaction is opened through the "Return to blank interaction" environment settings.
QCCR1E99398_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables the inactivity timer function to work correctly when the Service Manager applications version is lower than the server version.
QCCR1E103456_ SM940_ SM932.unl	9.3x (9.32 or later)	Enables the "Any of these words" text search option when you export records to Excel or to a text file.
QCCR1E103581_ SM940_ SM932.unl	9.3x (9.32 or later)	<p>Adds support for the auto-complete feature in the web client.</p> <p><b>Note:</b> 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"> <li>1. Make sure that the <b>comfillAutoComplete</b> parameter is set to true in the web tier configuration file (web.xml). The default value is true.</li> </ol>



Unload	Applicable applications version	Description
		<p>2. Make sure the <b>Auto Complete</b> property of this field is enabled in Forms Designer. By default, this property is disabled.</p>
QCCR1E106292_ SM940_ SM930.unl	9.3x (9.30 or later)	Enables caching of the globallist and locallist files.
QCCR1E112012_ SM940_ SM931.unl	9.3x (9.31 or later)	<p>Solves the issue that PD Framework components (including Condition Editor , Query Editor , Workflow Editor, and Task Planner) do not work correctly if an earlier version of the applications is running on the 9.40 RTE and web tier.</p> <p><b>Note:</b> This unload is required if you are running 9.3x applications on the 9.40 platform.</p>
QCCR1E114612_ SM940_ SM930.unl	9.3x (9.30 or later)	<p>The following SM9.40 features are using enhanced Remote JavaScript Service: Service Manager Calendar, Service Manager Reports, and PD Framework components (including Condition Editor , Query Editor , Workflow Editor and Task Planner). When running SM9.3x applications, the Remote JavaScript Service must be upgraded by loading this unload file so that these features can work correctly.</p> <p><b>Note:</b> This unload is required if you are running 9.3x applications on the 9.40 platform.</p>

**How to load an unload file**

**Tip:** If your application version is 9.30 ap3, 9.31, or a later version, we recommend that you use Unload Manager to load an unload file, because Unload Manager can help you create a backup of your old data and reconcile conflicts during the installation of the unload. If you are running an application version that is not one of these, Unload Manager is not available, and you can use Database Manager instead.

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

## Service Request Catalog (SRC) installation

Service Manager 9.41p3 includes the SRC package (`src9.41p3.0039.zip`), which contains:

- The SRC deployment file (`src-9.41p3.war`)
- Unload files for SRC 9.41.p3 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
QCCR1M2359_ SRC941P3_ SM941.unl	SRC 9.41p3	SM 9.41	Enables you to cancel support requests directly from the SRC UI.
QCCR1E129134_ SRC941P3_ SM941.unl	SRC 9.41p3	SM 9.41	Enables "request for" and "callback contact" users to update or cancel Support Requests directly from the SRC UI.
QCCR1E126562_ SRC941P2_ SM941.unl	SRC 9.41 p2	SM 9.41	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 9.41p3.

### New customers

1. Deploy the `src-9.41p3.war` file by following the instructions in the *Service Request Catalog 9.41 Interactive Installation Guide*.
2. Configure SRC 9.41p3 by following the instructions in the *Service Request Catalog 9.41 Customization Guide*.

### Existing customers

1. Install SRC 9.41p3, as described above.
2. Migrate your customizations from the old deployment to SRC 9.41p3.

## Mobility client installation

Service Manager 9.41p3 includes a compressed file (`sm9.41.3000-P3_Mobility.zip`), which contains the following files:

- Mobility client installation file (`webapp-9.41.3000.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 9.41p3 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 9.41p3 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 9.41p3 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 69.

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

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

## IDOL Search Engine

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

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

## Solr Search Engine

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

- \kmsolr\_unloads\QCCR1E91035\_SM940\_SM930.unl: This unload file contains all Solr Search Engine related application fixes that were released after Service Manager 9.30. These fixes are already merged into the Service Manager 9.40 or later applications. However, if your applications version is 9.3x, you must load this unload file after you install the Solr Search Engine.
- \kmsolr\_unloads\QCCR1E128475\_SM941P3\_SM940.unl: This unload is used to enable HTTPS connections for the Solr Search Engine. Loading this unload will add a new option, SSL Enabled, in the Knowledge Management Environment record (**Knowledge Management > Administration > Environment**). See also the following HPE white paper:

[Configuring FIPS Mode in Service Manager](#)

- knowledgemanagement folder: Contains updated files of the Solr Search Engine
- km-import-9.41.zip: The installation files of KM Import Utility version 9.41.

### New customers

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

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

5. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.
6. Optionally, update the KM embedded Tomcat to version 6.0.44.

- a. Download the Tomcat 6.0.44 zip file specific for your operating system.

**Caution:** The Solr search engine requires a 32-bit Tomcat if running on a 32-bit operating system, and a 64-bit Tomcat on a 64-bit operating system.

- b. Extract the zip file to overwrite your existing Tomcat folder.

**Caution:** Before this step, be sure not to remove the embedded Tomcat folder, which contains certain files that do not exist in the Tomcat 6.0.44 zip file that you downloaded. This way these files will remain after you overwrite the old Tomcat folder.

- c. Copy your old Tomcat configuration file ( server.xml in the conf folder) back to the updated Tomcat folder.

7. Start your Solr Search Engine.
8. Configure your search servers and knowledgebases, and perform a full indexing for all of your knowledgebases. For details, see the *Service Manager 9.41 Solr Search Engine Guide*.

### Existing customers

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

1. Make sure that your Service Manager server and clients have upgraded to version 9.41.
2. Stop your Solr Search Engine.
3. Make a backup of your Solr Search Engine installation folder and other necessary backups.
4. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.
5. Optionally, update the KM embedded Tomcat to version 6.0.44.
  - a. Download the Tomcat 6.0.44 zip file specific for your operating system.

**Caution:** The Solr search engine requires a 32-bit Tomcat if running on a 32-bit operating system, and a 64-bit Tomcat on a 64-bit operating system.

- b. Extract the zip file to overwrite your existing Tomcat folder.

**Caution:** Before this step, be sure not to remove the embedded Tomcat folder, which contains certain files that do not exist in the Tomcat 6.0.44 zip file that you downloaded. This way these files will remain after you overwrite the old Tomcat folder.

- c. Copy your old Tomcat configuration file ( server.xml in the conf folder) back to the updated Tomcat folder.
6. Extract the files in the knowledgemanagement folder in the 9.41 km patch .zip file to your Solr Search Engine installation directory to overwrite your existing files.
7. If you are running a 9.3x version of the Service Manager applications, load QCCR1E91035\_SM940\_SM930.unl into your Service Manager system.

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

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

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

**Note:**

- o Skip this step if you are running Service Manager 9.3x applications, or if you are running the Service Manager 9.40 (or earlier) RTE.
- o This parameter is no longer needed for the Service Manager 9.41 RTE. If it is present in the sm.ini file, a warning message will occur in the Service Manager server log (sm.log).

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

## KM Import Utility installation

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

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

## Collaboration installation

As of version 9.41, Service Manager replaces the HP Enterprise Collaboration based the Collaboration solution with a built-in instance messaging mechanism for web client users. To use the new solution, you need to install and set up a chat server (sm9.41.3016-P3\_ChatServer.zip) and then enable Collaboration in the Service Manger system.

### New customers

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

### Existing customers

1. Make necessary backups of the old Openfire installation. For details, see "[SM Collaboration](#)" on [page 54](#).
2. Unzip the new Openfire package to your target folder.
3. Run `\bin\openfire.exe`, and make sure the new Openfire is working fine.
4. Stop `openfire.exe`.
5. Copy your backup items back.
6. Restart Openfire.



## 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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