

HP Service Manager

Software Version: 9.34

For the supported Windows® and UNIX® operating systems

Patch 5 Release Notes

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What's new in this release

This section describes important changes in this release.

This release also fixes a number of defects. See "[Fixed defects](#)" on page 8.

Tip: As of Service Manager 9.33, the *Installation Information* section of the patch detail page will contain a link to a knowledge base article that contains links to all the previous release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.3x patches:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00705452>

Service Request Catalog enhancements

This release introduces the following new enhancement for Service Request Catalog.

SRC allows the "request for" and "callback contact" person to update or cancel the Support Requests from the SRC user interface

Support Requests can now be updated or canceled within the SRC user interface.

SRC allows you to cancel the Service Requests from the SRC user interface

Service Requests can now be canceled within the SRC user interface.

Embedded JRE Upgraded (Server, Windows client, and Windows client configuration tool)

This patch release upgrades the embedded JRE in the HP Service Manager server, Windows client, and Windows client configuration tool.

Server

The server embedded JRE for x86 systems has been upgraded to version 1.8.0_72.

Since the Service Manager server does not come with an embedded JRE for non-x86 systems (Solaris, HP-UX, and AIX), users using these platforms need to install one of the following JRE1.8 versions and make sure `server/RUN/jre` is a symbolic link pointing to the JRE1.8.

Platform	JRE Version
All supported Windows and Linux platforms	JRE1.8 (update 72 or greater)
HP-UX	JRE1.8 (JRE_8.0.04 or greater)
AIX	JRE1.8 (SR2 or greater)

Caution: HP-UX 11.31 supports JRE1.8 (JRE_8.0.04 or greater), whereas HP-UX 11.23 supports JRE 1.7 only. Currently the highest JRE 1.7 version for HP-UX is 1.7.0.15.

Note: After you upgrade the JRE version on AIX, please check that the LIBPATH variable contains the following line:

```
$JRE_HOME/lib/ppc:$JRE_HOME/lib/ppc/j9vm
```

`$JRE_HOME` is a placeholder for the directory in which the JRE is installed.

Windows client

The Windows client embedded JRE has been upgraded to version 1.8.0_72.

Windows client configuration tool

The Windows client configuration tool embedded JRE has been upgraded to version 1.8.0_72.

Deprecations

The following items are deprecated as of this release.

Service Manager server

- Novell SUSE Linux Enterprise 10 SP1

Service Manager Windows client

- Windows 8

Enhancements

This release includes the following enhancement type fixes.

SRC

CR	Problem	Solution
QCCR1M2359	SRC does not allow the cancellation of Service Requests from the SRC user interface.	Now the Service Requests can be cancelled in SRC.
QCCR1E129134	SRC does not allow the "request for" person to update/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 in SRC.

Fixed defects

This release fixes the following defects.

SRC

CR	Problem	Solution
QCCR1E101823	In the Contact Search pop-up window, the Tab key does not work properly in Internet Explorer. For example, if you set focus to the First Name field and then press Tab , the focus goes to the Contact Name field. If you press Tab again, the focus goes back to the First name field and the Last Name field does not have a chance to get focus.	In the Contact Search pop-up window, the Tab key now works properly in all supported browsers. Each focusable control on the form can get the focus and you can navigate through each control using the Tab key.
QCCR1E110287	When you open a support ticket and press Tab to shift the focus to a specific field (for example, the Description field), the field is highlighted but you cannot enter any data until you click inside the field.	When you open a support ticket and press Tab to shift the focus to a specific field, the field is highlighted and you can enter data as expected.
QCCR1E120787	When a launcher is created with a long name in SRC, the title is truncated and only part of the text is displayed.	Now the title is displayed as a tip when you hover the mouse cursor over it.
QCCR1E121115	Text in the Item Description section of the SRC catalog detail screen is displayed with extra spaces between lines and paragraphs.	Now the item description is rendered correctly on the SRC catalog detail screen.
QCCR1E122197	When creating a request in SRC using a catalog item that has check boxes in the user selection settings, you cannot see the check boxes selected or cleared in SRC request details. If you clear the check boxes, the check boxes are invisible. If you select the check boxes, the label is shown with no value.	The check box is shown when it is selected. To keep the same behavior with other user selections, the check box is hidden when it is unselected.

CR	Problem	Solution
QCCR1E122680	The Interaction ID is truncated in SRC Approval Queue when it has 18 characters.	<p>The Interaction ID label size is increased to support 18 characters.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: The Interaction ID is truncated when it has more than 18 characters and a tooltip is shown when you hover the mouse cursor over it.</p> </div>
QCCR1E123401	If a user selection name in a Service Catalog item is too long, the name is truncated on the request details page after the service catalog item is submitted.	The user selection name is fully displayed now.
QCCR1E123599	The SRC fulfillment status field is not displayed when you view the Additional Details area of an Interaction.	The fulfillment status is displayed in the Additional Details area if its value is not null.
QCCR1E124513	When you hover your mouse on SRC user account popup menu, the pointer is Text Select.	When you hover your mouse on SRC user account popup menu, the pointer is Link Select now.
QCCR1E124606	When you manually enter a date in a mandatory date field in service catalog item user selections, the system displays a This field is required error message.	No error message is displayed when you manually enter a date in a mandatory date field in service catalog item user selections.
QCCR1E128568	SRC does not support switching from the TSO login to the general login under TSO environment.	SRC now supports switching from the TSO login to the general login under TSO environment.

Mobility

CR	Problem	Solution
QCCR1E125134	After you update your Chrome browser to version 43, you cannot expand the Queue combo box in the top left corner of the main page in the Mobile Applications client.	After you update your Chrome browser to version 43, you can now expand the Queue combo box in the top left corner of the main page in the Mobile Applications client.
QCCR1E125787	After you update your Chrome browser to version 43, if you access the Mobile Applications client login page and expand the language combo box, each item in the drop-down list is displayed as an empty item.	Now each item in the drop-down list is displayed correctly.
QCCR1E126549	After you update your Chrome browser to version 44, if you select an item from the drop-down list of a combo box in the Mobile Applications client, the screen is masked and the client stops responding.	Now the screen mask disappears, and you can continue to use the client as expected.

Server

CR	Problem	Solution
QCCR1E112412	After you make modifications to a record and change its group in a grouped QBE list, the focus jumps to the first record of the QBE list.	Now if you make modifications to a record and change its group, the record still retains the focus no matter it is in QBE list or in the Todo Queue. If you delete a record, the succeeding record becomes the current row. If you delete the last record, the preceding record becomes the current row. This solution works in the default QBE List mode. However, it does not work if the value of the <i>viewrecordlist</i> parameter is set to 0 in the sm.ini file.

CR	Problem	Solution
QCCR1E116039	After you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34, the User Selection Template function is enabled. However, when you open a service catalog item with multiple user selections and then select one or more check boxes of the user selections and move the user selections up or down, the check boxes become unchecked.	<p>The check boxes keep the checked status after you move one or more user selections up or down in the web client.</p> <p>Note: To apply this fix, you must additionally configure the <code>svcOptionsTemplate.view</code> format by following these steps:</p> <ol style="list-style-type: none"> 1. Log on to the Service Manager Windows client as a system administrator. 2. In Forms Designer, open the <code>svcOptionsTemplate.view</code> format in Design mode. 3. Select the table on the User Selections Definition tab. 4. In the Properties pane, if the Selection Field field is empty, type <code>option.names</code> in this field. 5. Click OK twice to save your changes.
QCCR1E118284	The linker bg process crashes because a <code>Signal 11</code> error occurs in the <code>getnumber()</code> JavaScript API.	Now there is no <code>Signal 11</code> error when the <code>getnumber()</code> JavaScript API is called.
QCCR1E120047	The system displays the emailout servlet running Process Low on Java Memory error message and no longer sends out mails.	Now this error no longer occurs.
QCCR1E120459	The Service Manager RTE crashes after you create a language installer.	Now the Service Manager RTE runs without any exception.
QCCR1E121003	After an upgrade, the server generates large dump files and these files consume almost all the available disk space.	The server no longer generates unnecessary dump files.

CR	Problem	Solution
QCCR1E121716	<p>You cannot enter a time interval higher than 23:59:59 (for example, 1 00:00:00) in the Duration field of process target SLTs. In this situation, the system displays the following error message:</p> <p>Field contains an invalid date/time value</p>	<p>Now you can enter time intervals higher than 23:59:59 by using the format <code>days hh:mm:ss</code>. For example: 1 00:00:00.</p>
QCCR1E122633	<p>When you click the Select all button in the web client, the <code>multiselect.selection("rows")</code> RAD function returns an incorrect index.</p>	<p>When you click the Select all button in the web client, the <code>multiselect.selection("rows")</code> RAD function returns the same index that is returned if you select all the records one by one.</p>
QCCR1E124185	<p>If the <code>external_lb</code> parameter is configured in the <code>sm.ini</code> file, both HP Connect-It and HP Service Manager Client fail to connect to the Service Manager server, and the following exceptions are generated:</p> <p>SM Server is running under an external load balancer environment. Client request was intended to send to SM Server directly. Could not continue the process!</p>	<p>You can now include -external_lb:0 in a command when you start a servlet from the operating system command prompt. This forces the servlet node not to run in external load balancer mode.</p> <p>Only -external_lb:0 can be added to a command. -external_lb:1 and external_lb are not recognized in commands. As the servlet node does not work in external load balancer mode, it rejects any connections from a hardware load balancer.</p>
QCCR1E125697	<p>When you use WebService to integrate a third party tool to Service Manager and the tool is configured to check the WSDL and XSD, the Webservice response is incorrect. Specifically, the response contains attributes (<code>hasuploadby</code>, <code>hasuploaddate</code>, and <code>isNew</code>) that are not defined in WSDL.</p>	<p>When you use WebService to integrate a third party tool to Service Manager and the tool is configured to check the WSDL and XSD, the Webservice response does not contain attributes (<code>hasuploadby</code>, <code>hasuploaddate</code>, and <code>isNew</code>) that are not defined in WSDL.</p>

CR	Problem	Solution
QCCR1E128509	After an interaction/OCML is closed, Service Manager returns to the wrong page of the inbox and displays the wrong record.	After an interaction/OCML is closed, Service Manager now moves the focus to the next record of the current page.
QCCR1E132443	The tab for a problem record disappears after you click an external URL link.	Now the tab for a problem record does not disappear after you click an external URL link.
QCCR1E132700	<p>The IR Regen has already been completed in a customer's production server. However, the customer cannot use text search. The system displays the following error:</p> <p>Query request not processed because of previous I/O Error on file ir.probsummary (cc.search,select)</p> <p>Command sm -util > vrir against probsummary shows failed.</p> <p>Customer has about 296,000 records in the probsummary table which generated approximately 1.5M scirexpert entries with the ir.probsummary names.</p>	Now the text search works fine, and VRIR will not report any error when checking upon a successfully finished IR REGEN.
QCCR1E117221	When the system throws many Java exceptions, JVM GC does not collect the memory of these Java exceptions due to an RTE code design limitation. Therefore, the Java exceptions accumulate and an out-of-memory error occurs.	Now when the system throws many Java exceptions, these exceptions are released by the RTE code and no more Java memory leak errors occur.

Web client

CR	Problem	Solution
QCCR1E80251	In the web client, users can only see the latest 50 messages in the Message and Alert window.	<p>Administrators can configure the <i>maxMessageNumber</i> parameter in the <i>webtier.properties</i> file so that users can see up to 500 messages in the Message and Alert window. The default value of this parameter is 50, and the maximum allowed value is 500.</p> <div data-bbox="1008 789 1370 1020" style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>Note: When the number of new messages ("N") is larger than 99, "N.." is displayed in a red circle on top of the message icon.</p> </div>
QCCR1E114830	Suppose a Comfill control and a Subform control share the same "input" field. The Comfill control has the Auto Complete feature enabled, whereas the Subform control has the Virtual Join feature enabled. If you change the Comfill value by using the Auto Complete drop-down list, the content of the "input" field in the Subform is not refreshed.	Now the content in the Subform is refreshed accordingly.

CR	Problem	Solution
QCCR1E116039	<p>After you import the unload file QCCR1E106361_SM934_SRC934p2.unl in SM 9.34, the User Selection Template function is enabled. However, when you open a service catalog item with multiple user selections and then select one or more check boxes of the user selections and move the user selections up or down, the check boxes become unchecked.</p>	<p>The check boxes keep the checked status after you move one or more user selections up or down in the web client.</p> <p>Note: To apply this fix, you must additionally configure the <code>svcOptionsTemplate.view</code> format by following these steps:</p> <ol style="list-style-type: none"> 1. Log on to the Service Manager Windows client as a system administrator. 2. In Forms Designer, open the <code>svcOptionsTemplate.view</code> format in Design mode. 3. Select the table on the User Selections Definition tab. 4. In the Properties pane, if the Selection Field field is empty, type <code>option.names</code> in this field. 5. Click OK twice to save your changes.
QCCR1E116845	<p>If you set focus to a read-only field and press the backspace key, the page refreshes unexpectedly. In addition, if you continue pressing the backspace key for multiple times, you are logged out in some occasions.</p>	<p>If you set focus to a read-only field and press the backspace key, nothing happens now.</p>

CR	Problem	Solution
QCCR1E119179	Sometimes the Find button of a Comfill does not work. For example, in the detail page of a record A, you may click the Find button of a Comfill to show its detail information (record B), and you may then perform a certain operation to show record C. If record C shares the same form name as record A, the Find buttons of the Comfills on this page sometimes do not work.	Now the find button of a Comfill always works.
QCCR1E119451	The Calendar pop-up always shows Sunday in the first column when you log on to Service Manager by using SSO/TSO, no matter how the parameter <i>startDayofWeek</i> is configured in the web.xml file.	The Calendar pop-up shows the first column based on the <i>startDayofWeek</i> configuration in the web.xml file when you log on to Service Manager by using SSO/TSO.
QCCR1E120585	If the content to be displayed in an HTML Viewer contains a link, and you set an unquoted string for the href attribute of this link (for example, <code><href=http://abc.com></code>), you are unable to print a form that contains this HTML Viewer in the web client.	Now you can print the form successfully.
QCCR1E120660	If you save an operator record without changing the password in the web client, sometimes the system displays the following error message: The entered password exceeds the maximum length allowed.	Now the record is saved successfully without any password related error messages.
QCCR1E121083	When you resize the browser window so that it becomes too small to show all Notebook tabs in a form, the Notebook scroll buttons are not displayed after the form is loaded for the first time. You can only resize the browser window to display all Notebook tabs.	Now you can see the scroll buttons when a form with many Notebook tabs is loaded for the first time.
QCCR1E121191	Suppose you added a User Selection with display type of Pick List of Radio buttons to a catalog item, and then set a very long label for one of the radio buttons. When you order this catalog item in the web client, the display of the long radio label exceeds the border of the radio group.	Now the long radio label is wrapped and is displayed inside the border of the radio group.

CR	Problem	Solution
QCCR1E121718	Some Service Catalog item images are much smaller than others on the web client in Internet Explorer 11.	Service Catalog item images are displayed in the same size on the web client in Internet Explorer 11.
QCCR1E121734	If you use a field which is named "groups" for the "input" property of a record list column, the record list hangs when you access the web client.	The record list is loaded successfully when you access the web client.
QCCR1E123193	When you fill all dependent pull-down lists and click a higher level field, the lower level dependent fields are cleared.	When you click a higher level field, the content of the lower level fields is kept on the form as long as the higher level field is not changed.
QCCR1E127148	When you use the Comfill widget in web client, each keystroke triggers a Data Changed Event and it is difficult to enter data.	When you use the Comfill widget in web client, the keystroke no longer triggers a Data Changed Event.
QCCR1E127385	When a user is logged out after a long query due to the socketReadTimeout exception in the Service Manager web client, the user session is still active regardless of the session-timeout value in the web.xml file.	When a user is logged out due to the socketReadTimeout exception, the session is ended right away.
QCCR1E128212	The list is displayed as blank when the column value is array.	The list can be displayed normally now.
QCCR1E128498	The web client displays the Http status 500 error when the <i>unpackWARs</i> parameter is set to <i>false</i> in Tomcat.	Web client can be deployed and accessed without errors even if the <i>unpackWARs</i> parameter is set to <i>false</i> in Tomcat.
QCCR1E128843	In the Service Manager web client with French localization, an apostrophe(') is displayed as "'" when <i>\$G.show.menu.forms</i> is enabled.	Now the apostrophe is correctly displayed in this case.
QCCR1E130384	When you use web browsers that support HTML5, the number of attachment files that you can upload does not match the value of the <i>maxattachmentcount</i> parameter.	Now you can upload files as defined by the value of the <i>maxattachmentcount</i> parameter in this case.

CR	Problem	Solution
QCCR1E132882	After you log on to the Service Manager web client by using Internet Explorer, you can press X to clear the values in comfils and then click Fill for new queries. However, the values in the fields are not cleared and are still used for the new queries.	After you log on to the Service Manager web client by using Internet Explorer, you can press X to clear the values in comfils and empty the fields for the queries.

Windows client

CR	Problem	Solution
QCCR1E117587	If you configure the Windows client with the HP Service Manager Client Configuration Utility to hide server parameters, the Connections dialog box is not automatically displayed when you start the Windows client.	When you start the Windows client, the Connections dialog box is automatically displayed, even after you configure the Windows client with the HP Service Manager Client Configuration Utility to hide server parameters.

Known problems, limitations, and workarounds

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

Issues in Service Manager 9.31 and patches

Global ID	Problem	Workaround
QCCR1E63663	The Service Manager client loses connectivity during JavaScript execution of the file.list RAD application.	No workaround available. Created a knowledge article (KM1166532), which states that Service Manager does not currently support calls from JavaScript on RAD applications that use the rio/fdisp panels.

Global ID	Problem	Workaround
QCCR1E57385	When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 errors upon CIT initial connectivity test if exec-shield is not set properly.	<p>Use one of the following solutions to work around this issue.</p> <p>Solution 1:</p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p>Solution 2:</p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none">1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <code><Service Manager server installation path>\LegacyIntegration\RUN</code>. <div data-bbox="951 926 1370 1329" style="background-color: #f0f0f0; padding: 10px;"><p>Note: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p><pre># sysctl -w kernel.exec-shield=0</pre><pre># sysctl -w kernel.randomize_va_space=0</pre></div> <ol style="list-style-type: none">2. Start the legacy listener.

Global ID	Problem	Workaround
QCCR1E67491	When the collation of the db instance is Chinese_PRC_BIN, Web service clients fail to connect to Service Manager. Only ASCII operator names are supported, so only ASCII operator names can be used.	<p>Note: This issue only exists in Web service integrations. Therefore, the Service Manager clients do not have this problem.</p> <p>When Service Manager is handling an incoming SOAP request, the authorization string is decoded by BASE64Decoder. Service Manager uses the decoded string value to construct a UTF-8 string that is used in the RTE. However, the authorization string is in the header and Service Manager does not know the charset or encoding of the underlying string value, which is BASE64 encoded.</p> <p>Therefore, if the underlying string value is not UTF-8, this problem will occur. In Service Manager, when fetching an operator record from the database, no matter what collation the database uses, the operator record finally will get a UTF-8 operator value. However, even if users put the same value in the authorization header, the operator name may differ because of the charset/encoding issue. Because of this, the operator will fail to log on.</p> <p>This is a limitation of Service Manager. Do not use non-ASCII characters in operator names. Created a knowledge article (KM1442479) to document this limitation.</p>
QCCR1E75182	HTML email truncates the body of the message and sends the HTML code without translating it.	<p>When the content of an HTML email template exceeds 8192 bytes in size, the content will be truncated and displayed as HTML code.</p> <p>Make sure your HTML email templates do not exceed this size limit.</p>

Global ID	Problem	Workaround
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	<p>This request is caused by the product running in an unsupported configuration. Change to a documented and supported configuration. If the problem still exists in a supported environment, contact HP Support.</p> <p>To work around this issue, do not use "RECORD_KEY" as a SQL Name for a field in dbdict. This field name is reserved by Service Manager. To do this, follow these steps:</p> <ol style="list-style-type: none"> 1. Enter dbdict in the Service Manager command line box, and then press Enter. 2. Open the problematic dbdict which has the "record.key" field defined. 3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.
QCCR1E74808	After clicking the Cancel button in the Condition Editor from the Workflow Editor, the current tab sometimes becomes a blank screen and the tab cannot be closed.	No workaround is currently available.
QCCR1E105052	In Task Planner, the tooltip of a task displays the change phases with their names instead of their display names.	No workaround is currently available.

Issues in Service Manager 9.32 and patches

Service Manager Issues

Global ID	Problem	Workaround
QCCR1E64377	In the web client, when a Configuration Item (CI) record is opened, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph). This issue occurs only when JRE 6 is used.	As Oracle has fixed this Applet issue, JRE 6 customers need to upgrade their JRE to the latest JRE6 or JRE7 on the machine that runs Internet Explorer or Firefox in order for CI Visualization to display CI labels correctly.
QCCR1E95725	Due to a known issue in JDK (bug id:7196513), CI icons are not displayed correctly in Firefox when Httponly cookies are enabled in the web application server.	When Httponly cookies are enabled, users can only use Internet Explorer 7 or higher for CI icons to display correctly. As Oracle has fixed the Httponly cookie issue as of JDK 7u6, users need to install the latest 32-bit JRE (7u6 or above) on the machine that runs Internet Explorer 7 or higher. Note: In Service Manager 9.33, users can only use Internet Explorer 8 or higher for CI icons to display correctly.
QCCR1E95963	An error occurs when loading a dbdict twice in an unload file. The two dbdict records have the same name, but different key types: the first one has unique key, while the second's key type is primary key.	Do not export to an unload file a dbdict record whose key type has changed.

Global ID	Problem	Workaround
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNot found Exception error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	<p>There are two workarounds:</p> <ul style="list-style-type: none"> • Use Internet Explorer instead of Firefox. • If using Firefox, import the client certificate into the Java console on the end user's machine. Here are the steps for Windows 7: <ul style="list-style-type: none"> a. Open Control Panel, and in the Control Panel Search box enter "Java Control Panel". b. Double-click the Java console icon to open the Java console. c. On the Security tab, click Manage Certificates d. On the Certificates window, select certificate type: Client Authentication, and click Import. e. Follow the wizard and import the client user's certificate.
QCCR1E97492	Clicking the Back button on the CI Visualization page (which opens when you click More > Expand CI Visualization in a CI record) causes a Firefox crash.	No workaround is currently available.
QCCR1E97603	If a format that contains a button with Enable condition is created or modified by using a Service Manager 9.31 patch 1 server, when using it in Service Manager 9.31 GA or earlier, the client crashes. However, formats created by using the Service Manager 9.31 GA or earlier server work fine.	Upgrade both of the Service Manager server and client to the same patch level: Service Manager 9.31 patch 1 or later.

Global ID	Problem	Workaround
QCCR1E94657	When PDCP4 is applied, the first group on the form is not shown in the Jump Address drop down list.	Move the scroll bar to the top-most position and then you will see the first group.
QCCR1E97856	In a single-line text field, some special characters whose HTML code is &#x...; (where ... stands for a hex number) are not represented as their original format. Instead, they display as &#x...;. However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).	No workaround is currently available.
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields. To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control.

Global ID	Problem	Workaround
QCCR1E96391	<p>Restful API: Results are in the wrong order when sorted by an array field.</p> <p>This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.</p>	No workaround is currently available.
QCCR1E97898	Restful API: A 400 Bad Request error occurs when a RESTful API request is a cross-table join query.	<p>The RESTful API framework supports simple queries and Service Manager native queries.</p> <p>Currently RESTful API framework does not support cross-table SQL queries.</p>
QCCR1E98320	When a record is removed after being read, the Merge function still allows the user to merge the record and the user's input is lost.	No workaround is currently available.
QCCR1E98227	In Approval Delegation wizard, go to another page (do not change the delegation module) after choose the operator to delegate in "Select Approval Groups" page, then back to "Select Approval Groups" page again. You will find a blank line is displayed in the right table, instead of the operator record.	This is only a display issue, and will not impact the functionality. If you need to remove the operator from the delegation list, choose the blank line, and then click the remove icon; otherwise the operator will be successfully delegated once you save the update.
QCCR1E98576	When there are conflicted updates on system fields, the system displays the message "The conflicted fields cannot be merged. Reload the record.", whereas the Merge button is available. Actually, the merge function should not be available in such case.	Ignore the Merge button. Reload the latest record to edit this record again.

Global ID	Problem	Workaround
QCCR1E98398	When you are updating a record and adding attachments to this record, if your updates conflict with another users' updates or the updates of a background process, the attachments will be lost after either automatic or manual merge.	After automatic or manual merge, add the attachments again before saving the merged result of the record.
QCCR1E98411	SRC failed to retrieve service catalog items from Service Manager on upgrade from Service Manager 7.11 to Service Manager 9.32.	<p>In the svcCatalog dbdict, the id.attach field is character type, which should be number type. The id.attach field is an alias of the id field in the svcCatalog table.</p> <p>To fix the issue, change the field type using the Dbdict Utility.</p>
QCCR1E98618	<p>Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32.</p> <p>Subcategory data is not upgraded.</p>	<p>If necessary, manually add the subcategory data.</p> <ol style="list-style-type: none"> 1. Enter <code>db</code> in the Service Manager command line box. 2. In the Table field, enter <code>subcategory</code>, and click Search. 3. For each Category in the dropdown list, add the following Areas (enter a value in the Area field and click Add): <code>access</code>, <code>data</code>, <code>failure</code>, <code>hardware</code>, <code>performance</code>, and <code>security</code>.

Global ID	Problem	Workaround
QCCR1E98475	<p>With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks Save & New in an interaction record opened through a search.</p> <ol style="list-style-type: none"> 1. Open an interaction through a search. 2. Update the Title. 3. Another back-end process has updated the Title to another value. 4. Click Save & New. An error occurs: This record has changed since you selected it. <p>You cannot perform Merge for the conflicted updates as expected.</p>	<p>If you encounter the error "This record has changed since you selected it." when clicking the Save & New button on an interaction opened through a search, to avoid abandoning your updates, do not use the Save & New button to save your updates; instead, first click the Save button to save your updates with the merged result, and then register a new interaction from the navigation menu.</p>

Service Request Catalog Issues

Global ID	Problem	Workaround
QCCR1E90074	<p>When entering a search string in Service Request Catalog, auto-complete does not work if the browser's preferred language is set to an East Asian language (for example, Simplified Chinese).</p>	<p>No workaround is currently available.</p>

Global ID	Problem	Workaround
QCCR1E98339	Custom fields do not load the DEFAULT company value when the checkout panel is empty for one of the three checkout panels of your company.	After upgrade, you should manually add the same structure configuration of the DEFAULT company for the empty checkout panel of your company. For example, before upgrade, you, as an SRC administrator, only defined custom fields for the Service Catalog checkout panel for your company. After upgrade to Service Manager 9.32, if you want to use the support checkout panel and generic support checkout panel in SRC correctly, you need to manually add OOB configurations for the Support Catalog and Generic Support checkout panels, which you can copy from those panels of the DEFAULT company.
QCCR1E103491	When SRC starts in FIPS mode, JCE cannot authenticate the provider JsafeJCE.	Replace cryptojce-6.1.jar and cryptojcommon-6.1.jar in the SRC .war files with those from the encryptor tool folder in the same release package.

Issues in Service Manager 9.33 and patches

Global ID	Problem	Workaround
QCCR1E100136	After the installation of a language pack, the Windows client, if running on an Arabic Windows 2008, displays the tooltips of the 'Added' and 'Forced'/'Updated' columns in the content pack results as reversed.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E101782	In Trusted Sign-On (TSO) mode, if users log in to the web client with Simplified Chinese in Internet Explorer 10 running on Windows 8 or Windows 2012, the web client still displays in English instead of in Simplified Chinese.	No workaround is currently available.
QCCR1E103847	An arrow connector in a Process Designer workflow might be misaligned when the destination phase is vertically too close to another phase (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	To resolve the issue, move the destination phase away enough from the adjacent phase.
QCCR1E103858	It displays auto-open tasks in the task planner window (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	No workaround is currently available.

Issues in Service Manager 9.34 and patches

Global ID	Problem	Workaround
QCCR1E105375	Service Request Catalog does not allow approval delegation for the Time Period module.	No workaround is currently available.
QCCR1E106074	When you add custom multi-text fields to the Service Checkout page, the fields are not displayed correctly on the Resubmit page on an iPad.	No workaround is currently available.
QCCR1E107572	When you use the arrow keys to move up, down, left, and right through cells, JAWS reads "Not in the table" incorrectly.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E107573	When you put the focus on a column header after you switch the mode to table layer, JAWS reads the names of the first column header to the column header currently in focus incorrectly.	No workaround is currently available.
QCCR1E107712	In Internet Explorer 11, pressing F1 does not bring up the Service Manager help information.	<p>To work around this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Start Internet Explorer 11 from a desktop computer, and then log in to Service Manager. 2. Press Alt to access the menu bar in Internet Explorer. 3. In the Tools menu, select Compatibility View settings. 4. A dialog box appears, in which the "Add this website:" field is prepopulated with the host name or IP address of your webtier host. Click Add to add the website to the compatibility view list. 5. Click Close. The Service Manager web page refreshes and opens in compatibility mode.
QCCR1E107983	In Google Chrome, you are unable to use the Tab key to move the focus to or off the HTML Editor.	No workaround is currently available.
QCCR1E108558	When "Virtual PC cursor" is enabled, JAWS reads a group name three times when you expand the group.	No workaround is currently available.
QCCR1E109151	The grouping grid changes to a paging grid when you sort a table in the "Select a Time Period category" page.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E109390	Revisions cannot be added when you apply PDCP4 production data to Service Manager 9.34 applications that were upgraded from Service Manager 9.32 applications.	No workaround is currently available.
QCCR1E109577	When you log in to the web client by using Internet Explorer 8 for the first time, all the characters are displayed in an italic font.	Refresh the page in Internet Explorer.
QCCR1E110285	When JAWS 15 runs in Internet Explorer 10 or 11, the focus does not return to the correct radio button when you press Shift+Tab .	No workaround is currently available.
QCCR1E105370	The Quick Jump component is not displayed in certain screen resolutions.	No workaround is currently available.
QCCR1E110695	The MySM details page is not displayed in Hebrew or Arabic.	No workaround is currently available.
QCCR1E110784	Sortable column headers for editable tables do not have a sort icon.	No workaround is currently available.
QCCR1E110085	JAWS reads the words "read only" when the focus is on a language combo box.	No workaround is currently available.
QCCR1E110343	The Auto Complete function does not work for some fields of the timeperioddefine format.	No workaround is currently available.
QCCR1E111031	The customized Accessible Description for the recordlist table in a wizard cannot be read by JAWS.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E111202	When JAWS13 is working with Asian languages such as Chinese, Japanese or with the Arabic language, the "System Navigator" and "Pagination" navigations cannot be listed in "Landmarks."	No workaround is currently available.
QCCR1E111084	You cannot use the keyboard to operate on a List Builder control when JAWS is running.	No workaround is currently available.
QCCR1E109267	The Label of the Parent Record field cannot be displayed correctly when saving an incident record.	No workaround is currently available.
QCCR1E110722	Accessibility to the Time period rules table and the Time period occurrences table is not good on a time period record detail form.	No workaround is currently available.
QCCR1E112188	If a Comfill field has Auto Complete enabled and a data change event (not 0) defined, and a post expression/post JavaScript is defined for the link for this field, the data change event may not work.	Do not enable Auto Complete for the Comfill field.
QCCR1E110332	Calendar and Timeperiod in the Module drop-down list item on the SecArea Search page are not translated.	Search for "securityModules" in the global list, and then manually add translated strings for the target language.
QCCR1E111326	Cannot open timeperiod and entry records in Embedded Calendar in Internet Explorer 11.	Use an older version of Internet Explorer or use a different browser such as Firefox or Chrome.

Global ID	Problem	Workaround
QCCR1E111994	The Timeperiod Manager cannot see the Approval Definition menu when the system has no Process Designer content pack applied.	<p>To work around this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to Service Manager Windows client as a system administrator. 2. Type <code>menu</code> in Service Manager Command line, and then press Enter. 3. Type <code>timeperiod</code> in the Menu Name field, and then click Search. 4. Locate the row with the description of Approval Definitions. 5. Remove and jscall (<code>"security.hasRight", "Common Configuration", "view"=true</code>) from the Condition field.
QCCR1E112097	The Option menu is overlapped by full calendar in the Service Manager accessible web client.	No workaround is currently available.
QCCR1E111131	<p>Calendar and Timeperiod in the Module drop-down list are not translated in the Security Area Search page. To see this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to the web client with a non-English language. 2. Go to System Administration > Security > Security Area. 3. Click the "Module" drop-down list. 	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E119985	When you are updating an Incident, if you input an invalid date time value to the Outage Start or the Outage End field, you cannot close this incident tab by clicking the Cancel button. The same problem also happens when you are opening a new Incident, opening a new Change, or updating an existing Change.	Correct the invalid input before you click the Cancel button.
QCCR1E120076	On the wizard page of Approval Delegation > Set Delegate , when you input an invalid date time value to the Valid From or the Valid To field, the value will be cleared after you click the Next button.	No workaround is currently available.

Backup and backout instructions

In case you need to restore your HP 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 9.34\Server.

Note: If you have a horizontally scaled system, be sure to back up the server installation folder for each server instance.

Backout

Service Manager has supported FIPS mode since version 9.32. To run Service Manager in FIPS mode, you must upgrade your database to the 256-bit AES encryption algorithm. Once you change all of the encrypted fields to use the new 32 character encryption you cannot roll back the RTE and still read the encrypted data.

After installing the patch, do the following to backout:

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

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

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

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

Web tier

Backup

Before deploying the new web tier, make a backup of the following items:

- web.xml
- application-context.xml
- log4j.properties
- splash screen
- style sheets
- <Customize-Folder>/config/webtier.properties (where, <Customize-Folder> is the folder specified in the customize-folder parameter in the web.xml file.)

Note: This item is only for version 9.34P2 or later.

- any other customizations 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

To backup the Windows client, follow these steps:

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.

Note: For version 9.34P2 or later, make a backup of the keystore password preference file:
<workspace
dir>\.metadata\plugins\org.eclipse.core.runtime\settings\com.hp.ov.sm.client.eclipse.base.p
refs.

Backout

To roll back to the old Windows client, follow these steps:

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 release 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, you are recommended to 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 other than any of these, 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**. A wizard opens.
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[sVsEsU5Ás]TñčšC[sGst]([spsgz%$[2]šš]1%$[1])", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}]
  [{"ko", "10", "20", "어플리케이션에 복구할 수 없는 오류 %S(가) 패널 %S에서 발생했습니다.", "error", {}, "02/28/12 15:35:44", 3, "ramuro"}]
  [{"nl", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:51", 3, "ramuro"}]
  [{"pl", "10", "20", "Nieodwracalny błąd w aplikacji: %S, panel %S.", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}]
  [{"pt", "10", "20", "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"}]
  [{"pt-Br", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"}]
  [{"ru", "10", "20", "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"}]
  [{"zh-Hans", "10", "20", "šaqCÜcÜZšajauj8Eacü×aaäquÜšUaeqš&tLÜçšleCñeLUU: %SšEäLUäqšRçæRç: %SšE", "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 Note: 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 Note: 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 displays.

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. Continue to follow *steps 3* through *step 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.

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**. A wizard opens.
3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file display.
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.

Knowledge Management search engine

To back out your Knowledge Management (KM) 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 applying the KM patch and upgrading the JDK and KM embedded Tomcat, do the following:

1. Make a backup of the search engine installation folder. For example, C:\Program Files\HP\Service Manager 9.34\Search Engine Backup.
2. Make a backup of the files to be modified by the unload files in the KM patch.
3. Make a backup of your schemastub.xml file under the <SM server>/RUN/km/styles/ directory .

Backout

After installing the patch, follow these steps to backout:

1. Stop your KM 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 KM search engine.
7. Perform a full re-indexing on all of your knowledgebases.

Installation notes

This section provides instructions on installing each component in this patch release. You can also refer to the *Service Manager 9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

<https://softwaresupport.hp.com/km/KM01042968>

Before you proceed, HP recommends that you consult the latest *Service Manager 9.34 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content*. These are available at the following website:

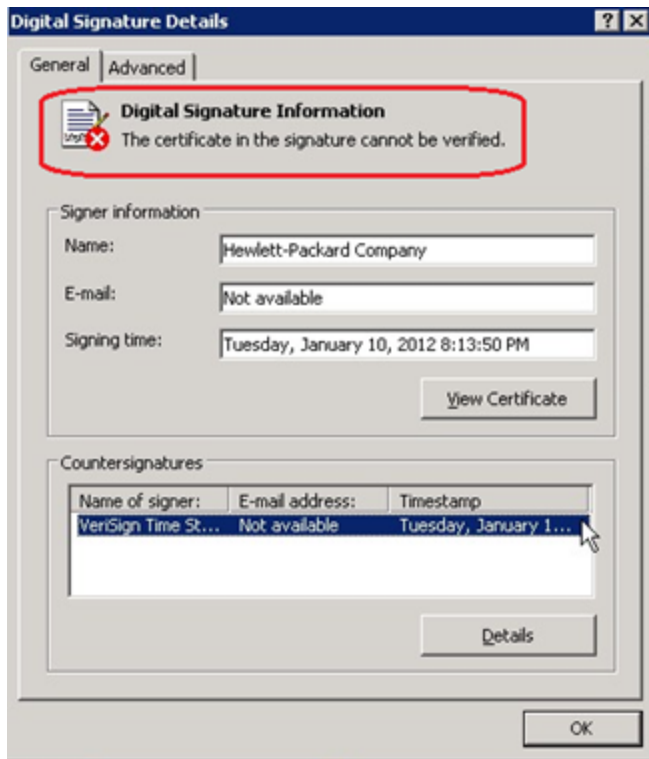
<https://softwaresupport.hp.com/group/softwaresupport/support-matrices>

For more information, see "[Service Manager support matrix and applications content compatibility matrix](#)" on page 66.

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=S019140>.

Server update installation

The server update for your operating system consists of a compressed file, sm9.34.5003-P5_<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 is required for Service Manager 9.30p5, Service Manager 9.31, Service Manager 9.32 and later. For more information, see the latest *Service Manager 9.34 Support Matrix* at <https://softwaresupport.hp.com/group/softwaresupport/support-matrices>.

Built-in troubleshooting tool (SM Doctor)

Additionally, as of Service Manager 9.32, the server patch includes an installation of the HP Service Manager Doctor (SM Doctor) tool. The server patch will install the tool in the <SM server root>\(<SM server 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 one of the following versions/patch levels of the Service Manager server:

- Service Manager 9.30 GA, and 9.30 Patch/Hotfix
- Service Manager 9.31, and 9.31 Patch/Hotfix
- Service Manager 9.32, and 9.32 Patch/Hotfix
- Service Manager 9.33, and 9.33 Patch/Hotfix
- Service Manager 9.34 GA, and 9.34 Patch/Hotfix

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.30 GA server, and then directly apply this server patch.
- **Existing SC6.2, Service Manager 7.11 and 9.21 customers:** Uninstall the old server, install the Service Manager 9.30 GA server, and then apply this server patch.
- **Existing Service Manager 9.30, 9.31, 9.32, 9.33 and 9.34 customers:** Apply this server patch.

The installation steps are similar to those of Service Manager 9.34. For installation instructions of the Service Manager 9.34 server, see the *Service Manager 9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01042968>

For installation instructions of the server patch, see "[Server patch installation steps](#)" on the next page.

Compatibility mode for installation on Windows Server 2012

As of Service Manager 9.32, Windows Server 2012 is supported. Be aware that compatibility mode is required for installing the Service Manager 9.30 GA server on Windows Server 2012 (not required for Windows Server 2008). To run your server installation in compatibility mode, do the following:

1. Right-click the server's setupwin32.exe file icon.
2. Click **Properties > Compatibility**.
3. Click **Run this program in compatibility mode for**, and then select **Windows Vista (Service Pack 2)**.
4. Click **Apply**, and then click **OK**.
5. Run the setupwin32.exe file to complete the installation.

When you uninstall your server on Windows Server 2012, you should also use compatibility mode. To do this, set your Windows server uninstaller file (_uninst\uninstaller.exe) to compatibility mode as described above, and then uninstall the server using the uninstaller or Control Panel.

Server patch installation steps

Caution:

- The server patch will upgrade your embedded Tomcat to version 6.0.37, and therefore requires additional steps.
- The server patch will upgrade your JGroups (in the RUN/lib directory) to version 3.2.
- For Windows and Linux, the embedded JRE has already upgraded to version 8; for other Unix-based platforms, you need to manually perform this JRE upgrade.

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 7 and JRE 8. Once Service Manager is upgraded to use JRE 7 or 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, and SNI cannot be activated, add the following `JVMOption<n>` parameter either to the `sm.ini` file, or to the start command of the servlet(s) in the `sm.cfg` file:

```
JVMOption2: -Djsse.enableSNIExtension=false
```

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 36](#).
4. Delete the `RUN/tomcat` directory. Tomcat in this directory will be upgraded to version 6.0.37 when you extract the server files later.
5. Delete the `RUN/lib` directory.
6. For Windows and Linux platforms, delete the `RUN/jre` directory.

Note: This step is required only when you are upgrading from a server version earlier than 9.31p2. This is to avoid conflicts between the old 1.6-based JRE and new 1.7-based JRE.

7. Extract the compressed files for your operating system into the main Service Manager directory on the server. By default, the file is saved in `C:\ProgramFiles\HP\Service Manager 9.34\Server`.
8. For UNIX servers, 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.

Solaris	JRE 7 (update 80 or greater)
HP-UX	JRE 7 (JRE_7.0.12 or greater) or JRE 8 (JRE_8.0.04 or greater)
AIX	JRE 7 (SR8 or greater) or JRE 8 (SR2 or greater)

Tip: You can check the JRE version on AIX by running the `$<JRE_INSTALL_DIR>/bin/java -version` command, in which `<JRE_INSTALL_DIR>` is the JRE installation directory. If you are working with JRE 8, make sure that the system outputs consist of the following line:

```
Java(TM) SE Runtime Environment (build pap3280sr2fp10-20160108_01(SR2 FP10))
```

- b. Set your `JAVA_HOME` environment variable to point to 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 KM knowledgebase full reindexing is then required).
12. Run the `sm -unlockdatabase` command.

Note: This step is required the first time you upgrade to 9.30p4 or later; it is also required whenever you change the server's IP address after your upgrade to 9.30p4 or later. The purpose of this step is to prevent stale license information from being kept in the system. In a scaling implementation, you can run this command from any one of your servers.

13. Restart the Service Manager server.

14. Restart the Service Manager clients.
15. Verify the version using either of the methods:
 - From the Windows client, click **Help > About Service Manager Server**. The server version should be: **Release 9.34.5003 build P5**.
 - From the server's RUN folder, run the **sm -version** command. The server version should be:

Version: 9.34.5003

Patch level: P5

Web tier installation

The web tier update consists of a compressed file, `sm9.34.5003-P5_Web_Tier.zip`, which contains the installation files (both the `.war` and `.ear` files) that are required to install the HP Service Manager 9.34-P5 web tier. Installing the new web tier will upgrade your web client to this release level.

For installation instructions, see the *SM9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

<https://softwaresupport.hp.com/km/KM01042968>

New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.34.5003-P5_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. The upgrade does not automatically save your web tier customizations. To keep your changes, you must back up your customized files and restore your customizations in the new deployment.

Note: If you plan to deploy the web tier on Tomcat 7.0 by using the Tomcat Manager, you must set the `max-file-size` and `max-request-size` parameters (default: 52428800) in the `<Tomcat 7.0_Home>webapps\manager\WEB-INF\web.xml` file to a value greater than the size of the web tier

.war file, otherwise the deployment request will be rejected because the web tier .war file exceeds the default maximum values. This restriction does not exist in Tomcat 6.0.

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see "[Backup and backout instructions](#)" on page 36.
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-9.34.war (or .ear) file by following the instructions in the *Service Manager 9.34 Upgrade Documentation Center*.

Note: It is best practice to deploy with a unique context root, for example, /webtier-9.34.5003-P5.

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: **9.34.5003-P5**.

Windows Client Installation

Note: No features are being added to the Service Manager Windows (Eclipse) client. HP recommends 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, sm9.34.5003-P5_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 release level.

For installation instructions, see the *SM9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

<https://softwaresupport.hp.com/km/KM01042968>

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:

1. Stop the Service Manager Windows client.
2. Make necessary backups. For details, see "[Backup and backout instructions](#)" on page 36.
3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
4. Run setup.exe from this Windows client patch to install the new client.
5. Check the version in **Help > About Service Manager Client**.

The client should be Release: **9.34.5003-P5**.

Windows Client Configuration Utility installation

This release includes an updated version of the Windows Client Configuration Utility (sm9.34.5003-P5_Windows_Client_Configuration.zip). This version comes with an embedded JRE 8.

For installation instructions, see the *Service Manager 9.34 Upgrade Documentation Center*, which is available to download from the following HP Software Manuals website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01042968>

Applications Update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.34. An applications upgrade is optional, and you can install the Service Manager 9.34 Applications or Upgrade package according to your current applications version.

You can find the download links for the SM 9.34 Applications or Upgrade package as well as Release Notes from knowledge document *Overview of Service Manager 9.3x Releases*:

<https://softwaresupport.hp.com/km/KM00705452>

Application unload installation

If a platform fix (in most cases, a server fix) also requires an applications change to resolve the relevant issue, an unload file is provided. Unload files introduced in earlier patches are also included in this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files that are intended for your applications version. For more details about these applications updates, see the Release Notes for those patches.

This patch release includes the unload files that come with the server update. When you extract sm9.34.5003-P5_<OS>.zip (or .tar), it will add the files to the following directory:

```
[SM Server Root]\platform_unloads ([SM Server Root]/platform_unloads)
```

Note: Unload files should be installed in their patch order. That is, those introduced in patch 1 should be applied first, then those introduced in patch 2, and so on. However, unload files introduced in the same patch can be installed in a random order, unless otherwise specified.

Unload file naming convention

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

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or higher.

Note: Sometimes this portion contains an additional hot fix number, for example, SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or higher.

- SMxxx: The Service Manager applications version that requires the unload file. For example, SM711, which means the unload file is intended only for Service Manager applications version 7.11.

Note: If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx_SM930P4.unl is normally intended for applications versions 7.11, 9.20, and 9.30 (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload file description. For information on the applicable applications versions for each unload file included in the current patch, see [Unload Files Included in the Current Patch](#).

Unload files included in the current patch

The following are unload files included in the current patch release.

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E114378_SM934P2_SM932.unl	9.34p2	9.34	Fixes this issue: The Auto complete feature needs RTE to change the line value of "cursor.line to the value of the line when calling cursor.field.name.set. Associated server fix: QCCR1E114378
QCCR1E112815_SM934P1_SM934.unl	9.34p1	9.34	Fixes this issue: The Time Period Management menu and sub-menus are not displayed after upgrading to Service Manager 9.34. Associated server fix: QCCR1E112815
QCCR1E103456_SM934_SM932.unl	9.34	9.32	Fixes this issue: When you use the "Any of these words" text search option to export records to Excel or to a text file, some records are not exported. Associated server fix: QCCR1E103456

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E103581_ SM934_SM932.unl	9.34	9.32	Fixes this issue: The auto complete feature is not supported by the web client. Associated server fix: QCCR1E103581
QCCR1E106292_ SM934.unl	9.34	7.11 - 9.34	Fixes this issue: The globallist and locallist files are not cached. This causes heavy database traffic during the login process, especially when the globalist or locallist file is large. Associated server fix: QCCR1E106292
QCCR1E99147_ SM933_SM930.unl	9.33	9.30, 9.31, and 9.32	Fixes this issue: 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. Associated server fix: QCCR1E99147
QCCR1E99398_ SM932P2.unl	9.32p2	7.11, 9.21, 9.30, and 9.31	Enables the inactivity timer function to work correctly when the version of applications is lower than the version of the server. Associated server fix: QCCR1E99398
QCCR1E19946_ SM933.unl	9.33	7.11, 9.21, 9.30, 9.31, and 9.32	Enables extra columns in the "Attachments" section of records. Associated server fix: QCCR1E19946
QCCR1E31324_ SM932.unl	9.32	7.11, 9.21, 9.30 and 9.31	Fixes this issue: With Syslog audit turned on, only a syslog record showing login is created; no record for logoff is recorded if the user does not log out "normally." Associated server fix: QCCR1E31324
QCCR1E96802_ SM931P3.unl	9.31p3	7.11, 9.21, 9.30 and 9.31	Changes the behavior when handling web service request user passwords. See the Service Manager 9.31p3 Release Notes. Associated server fix: QCCR1E96802

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E52767_ SM931P3_ SM930.unl	9.31p3	9.30	<p>Fixes this issue: Users cannot add data policy definitions on joined tables.</p> <p>Note: You do not need to load this unload if you are running on Service Manager 9.31, 9.21, or 7.11 applications.</p> <p>Associated server fix: QCCR1E52767</p>
QCCR1E76724_ SM931P2_ SM930.unl	9.31p2	9.30 and 9.31	<p>Fixes this issue: After deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration.</p> <p>Associated server fix: QCCR1E76724</p>
QCCR1E76227_ SM930P6_ SM930.unl	9.31	9.30	<p>Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobility Client.</p> <p>Note: Not needed for the Service Manager 9.32 or later Mobility client.</p>
QCCR1E78794_ SM930P6_ SM930.unl	9.31	9.30	<p>Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager9.31 Mobility Client.</p> <p>Note: Not needed for the Service Manager 9.32 or later Mobility client.</p>
QCCR1E76796_ SM930P6_ SM930.unl	9.31	9.30	<p>Provides the ability to turn on debugging dynamically for user sessions or schedulers.</p> <p>Note: This unload requires the Service Manager 9.31 server.</p>
QCCR1E71099_ SM930P5_ SM711.unl	9.30p5	7.11	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E71099_ SM930P5_ SM920.unl	9.30p5	9.20	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>
QCCR1E71099_ SM930P5_ SM930.unl	9.30p5	9.30	<p>Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns.</p> <p>Associated server fix: QCCR1E71099</p>
QCCR1E71139_ SM930P5_ SM930.unl	9.30p5	9.30	<p>Works with server fix QCCR1E71139 to solve this issue: When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.</p>
QCCR1E31941_ SM930P4_ SM930.unl	9.30P4	9.30	<p>Enables users to use a pre-configured decimal symbol when completing numeric fields.</p> <div data-bbox="821 1066 1370 1335" style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>Note: This enhancement requires a 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 or later without applying this applications change.</p> </div> <p>Associated server fix: QCCR1E31941.</p>
QCCR1E73452_ SM930P4.unl	9.30P4	7.11 - 9.30	<p>Enables Mandanten restricting queries to be updated correctly after a profile is edited.</p> <p>Associated server fix: QCCR1E71897</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E67072_ SM930P4_ SM930.unl	9.30P3	7.11 and 9.20	Enables users to take advantage of the new KMStatusListener background process. Note: This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine. Associated server fix: QCCR1E67071
QCCR1E70163_ SM930P4_ SM711.unl	9.30P3	7.11	Fixes this issue: The KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E70163_ SM930P4_ SM920.unl	9.30P3	9.20	Fixes this issue: The KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E70163_ SM930P4_ SM930.unl	9.30P3	9.30	Fixes this issue: The KMUpdate process terminates abnormally. Associated server fix: QCCR1E69687
QCCR1E67647_ SM930P3.unl	9.30P3	7.11 - 9.30	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. Associated server fix: QCCR1E54192
QCCR1E67610_ SM930P2.unl	9.30P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. Associated server fix: QCCR1E64290

Loading unload files

Tip: If your application version is 7.11 ap3, 9.21 ap3, 9.30 ap3, 9.31 or later, you are recommended to 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 your application version is other than any of these, Unload Manager is not available and you can use

Database Manager instead.

To load an unload file using Unload Manager, follow these steps:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
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 load an unload file using Database Manager, follow these steps:

1. Make sure the Windows client is configured for server-side load/unload.
 - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
 - b. Unselect **Client Side Load/Unload** if is flagged.
 - c. Restart the Windows client.
2. Open **Tailoring > Database Manager**.
3. Right-click the form or open the More Actions menu and select **Import/Load**.
4. Browse to the unload file, and view the contents of an unload file before importing it by clicking **List Contents**.
5. Make a backup copy of all files to be modified by this unload. For detailed steps, see ["Backup and backout instructions" on page 36](#).

6. Fill in the following fields.

Field	Description
File Name	Type the name and path of the file to load.
Import Descriptor	Since unload files do not require an Import Descriptor record, leave this field blank.
File Type	Select the source operating system of the unload file.
Messages Option —	
All Messages	Select this option to see all messages that Service Manager generates loading the file.
Messages Option —	
Totals Only	Select this option to see only the total number of files Service Manager loads.
Messages Option — None	Select this option to hide all messages that Service Manager generates when loading the file.

7. Click **Load FG**.

Service Request Catalog (SRC) installation

Service Manager 9.34.p5 includes the SRC package (`src9.34p5.0011.zip`), which contains the following files:

- a .war file for SRC 9.34.p5 (`src-9.34p5.war`)
- Unload files for SRC 9.34.p5 and 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, SRC934p2, which means the unload file comes with the SRC9.34 patch 2 and should be used for patch 2 or higher.

Note: Sometimes this portion contains an additional hot fix number, for example, SRC934p2HF1. This example means the unload file is intended for SRC934 patch 2 Hot Fix 1 or higher.

- SMxxx: The SM applications version that requires the unload file. For example, SM934, which means the unload file is intended only for Service Manager applications version 9.34.

Unload files included in the SRC 9.34 patches

The following are unload files included in the SRC 9.34 patch releases.

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E106361_SRC934p2_SM934.unl	SRC9.34.p2	9.34	Fixes this issue: Multiple selection is not supported in a Lookup window in SRC when you submit a request for Service Catalog items. Associated SRC fix: QCCR1E106361
QCCR1E108784_SRC934p2_SM934.unl	SRC9.34.p2	9.34	Fixes this issue: When the SRC login session number exceeds the operator's max logins, the following unfriendly error message is displayed: Error:Unexpected Exception: Runtime error or exception incurred in server. Please contact your Administrator Associated SRC fix: QCCR1E108784

Unload file	Introduced in 9.3x patch	Used for apps version (s)	Description
QCCR1E89679_ SRC934p3_ SM934.unl	SRC9.34.p3	9.34	Fixes this issue: After catalog items synchronized to SRC, inactive catalog items are still available in the auto-completed hint list of the Search box in the Tab header in SRC. Associated SRC fix: QCCR1E89679
QCCR1E129134_ SRC934p5_ SM934.unl	SRC9.34.p5	9.34	Fixes this issue: SRC does not allow the "request for" person to update or cancel the Support Requests from the SRC user interface. Associated SRC fix: QCCR1E129134
QCCR1M2359_ SRC934p5_ SM934.unl	SRC9.34.p5	9.34	Fixes this issue: SRC does not allow the cancellation of Service Requests from the SRC user interface. Associated SRC fix: QCCR1M2359

Before you proceed, download the *Service Request Catalog 9.34 Interactive Installation Guide* and *Service Request Catalog 9.34 Customization Guide* from [HP Software Support](#).

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 Appstore. To locate these apps, search for "HP SRC" in the appropriate store.

New Customers

1. Install SRC 9.34.p5, deploy the `src-9.34p5.war` file by following the instructions in the *Service Request Catalog 9.34 Interactive Installation Guide*.
2. If there are unload files in the SRC zip package, you must load them into Service Manager by using Unload Manager.

Note: Make sure to install unload files for previous patches at first if they have not been loaded to Service Manager.

3. Configure SRC 9.34.p5 by following the instructions in the *Service Request Catalog 9.34 Customization Guide*.

Existing Customers

1. Install SRC 9.34.p5, as described above.
2. Migrate the customizations from your old deployment to SRC 9.34.p5.

Mobile Applications installation

Service Manager 9.34-P5 includes a new version of the Mobility client (sm9.34.5001_Mobility.zip). New customers can directly install the new Mobility client by deploying the webapp-9.34.5001.war file, while existing customers can only uninstall their old Mobility client and then install the new one.

Installation Steps

Note: The Service Manager 9.34 Mobility client supports Apache Tomcat 7.0 (7.0.54 or greater) and IBM WebSphere 8.5 (8.5.5 or greater) web application servers.

For more information about how install the Service Manager 9.34 Mobility client, refer to the *Service Manager 9.34 Mobile Applications User Guide*.

Application changes required for SM9.31 and for SM9.30

The Service Manager 9.34 Mobility client can work with the SM9.34, SM9.33, SM9.32, SM9.31, or SM9.30 applications; however, if using the SM9.31 or SM9.30 applications, before users can use the Mobility client, you need to make additional application changes by either importing or manually implementing the unload file shipped with the Mobility client package (be sure to import or implement them in listed order):

- mobile2-update-9.30-9.31.unl
- mobile2-new-9.30-9.31.unl (If using the SM9.31 or SM9.30 applications with PDCP4 applied, load mobile2-new-9.31-pd4.unl instead)

For details, see the *Service Manager 9.34 Mobile Applications User Guide*.

Knowledge Management (KM) update installation

This release does not contain any KM updates. You can download the latest KM package shipped with the Service Manager 9.34 release.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

<https://softwaresupport.hp.com/km/KM00705452>

ODBC Driver update installation

This release does not contain any ODBC Driver updates. The latest ODBC Driver package has been shipped with the HP Service Manager 9.30p4, 9.30p5, and 9.31 releases.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

<https://softwaresupport.hp.com/km/KM00705452>

Language pack installation

This release does not contain any language pack updates. You can download the latest language packs shipped with the HP Service Manager 9.34 release.

You can find the download links for the SM9.3x patches and release notes from knowledge document *Overview of Service Manager 9.3x Releases*:

<https://softwaresupport.hp.com/km/KM00705452>

Online help installation

This release does not contain any online help updates. You can download the latest online help shipped with the HP Service Manager 9.34 release.

Service Manager 9.34 includes only an English version of the online help. For installation instructions, see the *Service Manager 9.34 Interactive Installation Guide* that is included in the *Service Manager 9.34*

Upgrade Documentation Center. This is available to download from the following HP Software Manuals website:

<https://softwaresupport.hp.com/km/KM01042968>

You can download the Service Manager 9.34 Help Center from the following website:

<https://softwaresupport.hp.com/km/KM01043155>

Service Manager support matrix and applications content compatibility matrix

The Support Matrix lists supported versions of operating systems, browsers, HP Software products, and other compatibility and support information.

The Applications Content Compatibility Matrix (named *Compatibility Matrix for Service Manager Applications Content*) provides compatibility information for Service Manager applications content packs (for example, Process Designer Content Packs).

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

To access the Support Matrix and Applications Content Compatibility Matrix, follow these steps:

1. Use a browser to navigate to the following support matrices web page on HP Software Support Online (SSO):

<https://softwaresupport.hp.com/group/softwaresupport/support-matrices>

2. Log on with your Customer ID and password or your HP Passport sign-in.
3. Navigate to the applicable information.

Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Patch 5 Release Notes (Service Manager 9.34)

Just add your feedback to the email and click send.

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

We appreciate your feedback!

