

# HP Service Manager

Software Version: 9.35

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.

### Service Request Catalog enhancements

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

#### **SRC allows to extract DNs from SANs (Subject Alternative Name)**

Now SRC supports extracting DNs from SANs (Subject Alternative Name).

### Web tier enhancements

This release introduces the following new enhancements for Service Manager web tier.

#### **The Service Manager web tier supports IIS 8.0 and IIS 8.5**

Now IIS 8.0 and IIS 8.5 are certified on the Service Manager web tier.

#### **The Service Manager web tier supports TLS v1.2**

Now TLS v1.2 is certified on the Service Manager web tier to meet the Germany security standards.

### 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\_102.

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 JRE versions and make sure `server/RUN/jre` is a symbolic link pointing to the correct JRE version.

Platform	JRE Version
All supported Windows and Linux platforms	JRE1.8 (update 102)
HP-UX	JRE1.8 (JRE_8.0.07 or greater)
AIX	JRE1.8 (SR3FP10 or greater)

**Caution:** HP-UX 11.31 supports JRE1.8 (JRE\_8.0.07 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\_102.

### Windows client configuration tool

The Windows client configuration tool embedded JRE has been upgraded to version 1.8.0\_102.

## Certifications

HP Service Manager 9.35P5 includes the following certification changes.

### Added support

Support has been added for the following items.

#### Service Manager web client

- IIS 8.0 and 8.5

### Discontinued support

Support for the following item has been discontinued.

**Server platform**

- Novell SUSE Linux Enterprise Server 10

**Windows client**

- Windows 8



## Enhancements

This release includes the following enhancement type fixes.

### SRC

CR	Problem	Solution
QCCR1E133931	SRC does not support extracting DNs from SANs (Subject Alternative Name).	Now SRC supports extracting DNs from SANs (Subject Alternative Name).

### Web client

CR	Problem	Solution
QCCR1E98989	The Service Manager web tier does not support IIS 8.0 and IIS 8.5.	The Service Manager web tier now supports IIS 8.0 and IIS 8.5.
QCCR1E100098	Service Manager client supports TLS v1.0 only. However, the Germany security standards recommend to use the TLS protocol for SSL implementations so as to ensure that the software products support TLS v1.2.	Service Manager now supports TLS v1.2.

## Fixed defects

This release fixes the following defects.

## Packaging

CR	Problem	Solution
QCCR1E133353	All platform unloads are included in the server package only, including those that are required for webtier fixes.	Webtier-specific unloads are now included in the webtier package.

## SRC

CR	Problem	Solution
QCCR1E132150	SRC does not support multiple CAC certificates simultaneously.	Now SRC supports multiple CAC certificates simultaneously.

## Server

CR	Problem	Solution
QCCR1E96440	The session crashes and a Signal 11 error is generated when you perform an IR search on corrupt IR data.	You can now perform an IR search on corrupt IR data as expected.
QCCR1E129336	The IRQUEUE process hangs when an ESS user has a lock on a record.	Now this deadlock issue is fixed and the IRQUEUE process does not hang any more.

CR	Problem	Solution
QCCR1E131129	Memory utilization is high on ports that are used for a TeMIP-SM Integration. The memory utilization increases to 1.7 GB and never recedes; this requires restarting the integration port.	Now, when the number of table records exceeds 1M, the RTE will not try to locate the previously selected record by fetching all records into memory. The RTE will try to locate the previously selected record among the first 1M fetched records only.
QCCR1E131700	The <code>tagquery</code> RTE call cannot generate the query from tag for view of cross-table join query when the primary key is enabled.	Now the <code>tagQuery</code> RTE call works correctly with cross-table join queries.
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.
QCCR1E132480	The Service Manager RTE uses an incorrect data type for the bind parameters when updating the primary key. This prevents the SQL server from using the index. This issue causes performance degradation in the Service Manager and Release Control databases, which in turn leads to deadlocks.	Now this issue is fixed, and the performance is back to normal.
QCCR1E132700	<p>After you perform an IR Regen, text search does not work and the system displays the an error that resembles the following:</p> <p>Query request not processed because of previous I/O Error on file <code>ir.probsummary (cc.search,select)</code></p> <p>When this issue occurs, running the <b>sm -util &gt; vrir</b> command against <code>probsummary</code> returns a failure.</p>	Now the text search works as expected, and VRIR does not report any errors when you check a successful IR Regen.
QCCR1E133909	Service Manager sends mails without a socket write timeout value.	Service Manager sends mails with a socket write timeout value.
QCCR1E134760	Servlets crash at random, regardless of whether they are on a server that contains a load balancer or not.	Now the crash do not happen.

## Web client

CR	Problem	Solution
QCCR1E90891	When you click the <b>Manage Favorites</b> button in the web client, then click the <b>Move To</b> or <b>Copy To</b> button, the pop-up menu displays the top-level folders only. Therefore, you cannot move or copy an item to a subfolder.	When you click the <b>Copy/Move To</b> button, the pop-up menu displays subfolders, and you can move or copy an item to a subfolder.  <b>Note:</b> You need to click the navigation to find the subfolder first.
QCCR1E131902	The <b>Add Files</b> button in attachment becomes unresponsive in a TSO environment under Internet Explorer 11.	The <b>Add Files</b> button in attachment is responsive when uploading multiple files in a TSO environment under Internet Explorer 11.
QCCR1E132297	The issue occurs in Service Manager web client with french localization. When a user creates a Service Catalog request and browses the catalog in the svcCatalog.select format, the user cannot select the category if it contains an apostrophe (for example, Délégation de gestes Gardian à l'Opérateur).	The category is now selectable even if its name contains the apostrophe character.
QCCR1E132331	Cannot move or copy a chart to the dashboard.	The chart can be moved or copied to the dashboard now.
QCCR1E132481	When you upload an attachment with a file name or file suffix that contains illegal characters, the error message that is displayed is not clear.	Now the error message states that the file name is not correct when the file name or file suffix contains illegal characters.

CR	Problem	Solution
QCCR1E133413	On the Service Manager web client, when you set the forceDownload parameter to false and then open a *.txt file from attachment control in the IE browser, the file format is lost.	The *.txt file can be opened in an IE browser window with proper format now.
QCCR1E133711	When opening a URL in an email notification of a problem ticket, the system hangs and displays "loading" after you click the <b>Cancel</b> button.	The MySM tab now remains its display after you open a ticket from a URL, and the page does not hang after you close the ticket tab.

## 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 Manager9.35 P4

Global ID	Problem	Workaround
QCCR1E130718	When you rotate the screen of an iOS9-based device to landscape and then back to portrait, the Mobility client page is incorrectly displayed.	To work around this issue, refresh the browser.

### Issues in Service Manager 9.35 P3

Global ID	Problem	Workaround
QCCR1E129407	Service Manager does not work properly with Oracle 12c when MAX_STRING_SIZE is set to EXTENDED.	No workaround is available.

## Issues in Service Manager 9.35 P2

Global ID	Problem	Workaround
QCCR1E127396	Memory leaks in Oracle Client 12.1.0.1.0 and 12.1.0.2.0.	<p>If you have an Oracle support account, download and apply the latest bundle patch 12.1.0.2.8 at <a href="https://updates.oracle.com/Orion/PatchDetails/process_form?patch_num=21454170">https://updates.oracle.com/Orion/PatchDetails/process_form?patch_num=21454170</a>. Otherwise, use Oracle Client 11.2 (11.2.0.3 or later).</p> <p><b>Note:</b> After changing the Oracle Client, SM Server may not able to start up and you notice below message in sm.log, please follow the guide in Service Manager online help to configure the <i>allowunsupporteddbversion</i> parameter.</p> <p>Detected an unsupported version of Oracle Client. To override this please enable the parameter [<i>allowunsupporteddbversion</i>] and restart Service Manager to continue.</p>
QCCR1E127732	The page will hang after you try to fill incident subcategory on Android Chrome version 44.	Refresh the page when page hangs.

## Issues in Service Manager 9.35 P1

Global ID	Problem	Workaround
QCCR1E123523	In accessible mode, unexpected blank place is displayed for image menu items of the menu brought up by the "Show hidden menu" button.	No workaround is available.
QCCR1E123833	In Internet Explorer (IE) 9, the state of a disabled button cannot be read by JAWS 13.	Use a supported browser other than IE 9.

## Issues in Service Manager 9.35

Global ID	Problem	Workaround
QCCR1E115514	The auto complete functionality for the Comfill control does not work properly for the <b>Link to Parent Incident</b> field of the Incident form.	No workaround is currently available.
QCCR1E120737	The service filter in the Interaction Hot Topic page does not display a list of values for user selection.	No workaround is currently available.
QCCR1E120360	The default value of the date field cannot be submitted in the Arabic version of Service Request Catalog.	No workaround is currently available.
QCCR1E121885	A duplicated line appears when you input some characters in the HTML Editor.	You can use one of the options below to solve the issue: <ul style="list-style-type: none"> <li>• Move the mouse out of the HTML Editor for a while.</li> <li>• Click <b>Source</b> twice.</li> </ul>
QCCR1E122315	Users who use the LDAP integration see the following error message when they log in to Service Manager 9.35 for the first time:  The system requires you to choose a new password. That password has been used before.	Click <b>System Administration &gt; Base System Configuration &gt; Miscellaneous &gt; System Information Record, Passwords &gt; Password Standards</b> , and then clear the <b>Keep Password History</b> check box.



Global ID	Problem	Workaround
QCCR1E122316	For users who use the LDAP integration, if their passwords meet the LDAP password policy but not the Service Manager password policy, they cannot log in to Service Manager.	Click <b>System Administration &gt; Base System Configuration &gt; Miscellaneous &gt; System Information Record, Passwords &gt; Password Composition</b> , and then make the Service Manager password policy weaker than the LDAP password policy.
QCCR1E122448	An error message is displayed when users request a service item from the Service Request Catalog Hebrew user interface and they cannot submit the request successfully.	You can create the service item in English and then set the locale to Hebrew. After that, users can submit requests for the item from the Service Request Catalog Hebrew user interface successfully.

Global ID	Problem	Workaround
QCCR1E109833	Service Manager crashes when you use the Open Localization Toolkit to create a language pack.	<p>Update the OOB_UPG_COMPLETE message and the CUSTOM_UPG_COMPLETE message following the steps below:</p> <ol style="list-style-type: none"> <li>1. Log in to Service Manager as a system administrator.</li> <li>2. Type <code>db</code> in the Service Manager command line, and then press Enter. The Database Manager opens.</li> <li>3. Type <code>scmessage</code> in the <b>Table</b> field, and then click <b>Search</b>.</li> <li>4. Click <b>message.edit</b>.</li> <li>5. Type <code>upg</code> in the <b>Class</b> field, type <code>OOB_UPG_COMPLETE</code> in the <b>Message Number</b> field, and then click <b>Search</b>.</li> <li>6. Change the description in the <b>Text</b> field to <code>upgrade is only for English version</code>.</li> <li>7. Click <b>Save</b> and <b>OK</b>.</li> <li>8. Type <code>upg</code> in the <b>Class</b> field, type <code>CUSTOM_UPG_COMPLETE</code> in the <b>Message Number</b> field, and then click <b>Search</b>.</li> <li>9. Change the description in the <b>Text</b> field to <code>We need to update this message. Otherwise, sm will crash when create language builder</code>.</li> <li>10. Click <b>Save</b> and <b>OK</b>.</li> </ol>

## Issues in Service Manager 9.34 and patches

<b>Global ID</b>	<b>Problem</b>	<b>Workaround</b>
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.
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.

Global ID	Problem	Workaround
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"> <li>1. Start Internet Explorer 11 from a desktop computer, and then log in to Service Manager.</li> <li>2. Press <b>Alt</b> to access the menu bar in Internet Explorer.</li> <li>3. In the <b>Tools</b> menu, select <b>Compatibility View settings</b>.</li> <li>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 <b>Add</b> to add the website to the compatibility view list.</li> <li>5. Click <b>Close</b>. The Service Manager web page refreshes and opens in compatibility mode.</li> </ol>
QCCR1E107983	In Google Chrome, you are unable to use the <b>Tab</b> 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.
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.

Global ID	Problem	Workaround
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 <b>Shift+Tab</b> .	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 <b>timeperioddefine</b> format.	No workaround is currently available.
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.

Global ID	Problem	Workaround
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 <b>Auto Complete</b> for the Comfill field.
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.
QCCR1E111994	The Timeperiod Manager cannot see the <b>Approval Definition</b> 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"> <li>1. Log in to Service Manager Windows client as a system administrator.</li> <li>2. Type <code>menu</code> in Service Manager Command line, and then press <b>Enter</b>.</li> <li>3. Type <code>timeperiod</code> in the <b>Menu Name</b> field, and then click <b>Search</b>.</li> <li>4. Locate the row with the description of Approval Definitions.</li> <li>5. Remove and jscall <code>("security.hasRight", "Common Configuration", "view")=true</code> from the Condition field.</li> </ol>
QCCR1E112097	The Option menu is overlapped by full calendar in the Service Manager accessible web client.	No workaround is currently available.

Global ID	Problem	Workaround
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"> <li>1. Log in to the web client with a non-English language.</li> <li>2. Go to <b>System Administration &gt; Security &gt; Security Area</b>.</li> <li>3. Click the "Module" drop-down list.</li> </ol>	No workaround is currently available.
QCCR1E119985	<p>When you are updating an Incident, if you input an invalid date time value to the <b>Outage Start</b> or the <b>Outage End</b> field, you cannot close this incident tab by clicking the <b>Cancel</b> button. The same problem also happens when you are opening a new Incident, opening a new Change, or updating an existing Change.</p>	Correct the invalid input before you click the <b>Cancel</b> button.
QCCR1E120076	<p>On the wizard page of <b>Approval Delegation &gt; Set Delegate</b>, when you input an invalid date time value to the <b>Valid From</b> or the <b>Valid To</b> field, the value will be cleared after you click the <b>Next</b> button.</p>	No workaround is currently available.

## 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.
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 9.32 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.  <b>Note:</b> 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"> <li>• Use Internet Explorer instead of Firefox.</li> <li>• 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"> <li>a. Open Control Panel, and in the Control Panel Search box enter "Java Control Panel".</li> <li>b. Double-click the Java console icon to open the Java console.</li> <li>c. On the <b>Security</b> tab, click <b>Manage Certificates ....</b></li> <li>d. On the Certificates window, select certificate type: <b>Client Authentication</b>, and click <b>Import</b>.</li> <li>e. Follow the wizard and import the client user's certificate.</li> </ul> </li> </ul>
QCCR1E97492	Clicking the <b>Back</b> button on the CI Visualization page (which opens when you click <b>More &gt; Expand CI Visualization</b> 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.
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.

Global ID	Problem	Workaround
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.
QCCR1E96391	Restful API: Results are in the wrong order when sorted by an array field.  This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.	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.	The RESTful API framework supports simple queries and Service Manager native queries.  Currently RESTful API framework does not support cross-table SQL queries.

Global ID	Problem	Workaround
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.
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 data-bbox="911 1339 1349 1518">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 data-bbox="911 1549 1333 1612">To fix the issue, change the field type using the Dbdict Utility.</p>

Global ID	Problem	Workaround
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"> <li>1. Enter <code>db</code> in the Service Manager command line box.</li> <li>2. In the Table field, enter <code>subcategory</code>, and click <b>Search</b>.</li> <li>3. For each Category in the dropdown list, add the following Areas (enter a value in the Area field and click <b>Add</b>):  <code>access, data, failure, hardware, performance, and security</code>.</li> </ol>
QCCR1E98475	<p>With Process Designer Content Pack 9.30.3 applied, the Merge functionality does not work when a user clicks <b>Save &amp; New</b> in an interaction record opened through a search.</p> <ol style="list-style-type: none"> <li>1. Open an interaction through a search.</li> <li>2. Update the Title.</li> <li>3. Another back-end process has updated the Title to another value.</li> <li>4. Click <b>Save &amp; New</b>. An error occurs:  This record has changed since you selected it.</li> </ol> <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 <b>Save &amp; New</b> button on an interaction opened through a search, to avoid abandoning your updates, do not use the <b>Save &amp; New</b> button to save your updates; instead, first click the <b>Save</b> button to save your updates with the merged result, and then register a new interaction from the navigation menu.</p>

**Service Request Catalog Issues**

<b>Global ID</b>	<b>Problem</b>	<b>Workaround</b>
QCCR1E90074	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).	No workaround is currently available.
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.

**Issues in Service Manager 9.31 and patches**

<b>Global ID</b>	<b>Problem</b>	<b>Workaround</b>
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><b>Solution 1:</b></p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p><b>Solution 2:</b></p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none"><li>1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <code>&lt;Service Manager server installation path&gt;\LegacyIntegration\RUN</code>.</li></ol> <div data-bbox="938 926 1370 1293" style="background-color: #f0f0f0; padding: 10px;"><p><b>Note:</b> 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"><li>2. Start the legacy listener.</li></ol>

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><b>Note:</b> 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"> <li>1. Enter dbdict in the Service Manager command line box, and then press <b>Enter</b>.</li> <li>2. Open the problematic dbdict which has the "record.key" field defined.</li> <li>3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.</li> </ol>
QCCR1E74808	After clicking the <b>Cancel</b> 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.

## Installation notes

This section provides instructions on installing each component in this patch release. You can also refer to the *Service Manager 9.35 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

Before you proceed, HP recommends that you consult the latest *Service Manager 9.35 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>

## 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 9.35\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 back out:

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 37](#).
5. For Unix-based platforms other than Linux, make a backup of your JRE if you have not yet upgraded to JRE 7 or JRE 8.
6. 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
- the folder specified in the *customize-folder* web client parameter
- splash screen
- style sheets

- <webtier>\images\obj16\ folder
- 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 back up the Windows client, follow these steps:

1. Make a backup of your Windows client home folder, for example, C:\Users\<username>\ServiceManager. Your connections and personalized settings are stored in this folder.

**Note:** This is the out-of-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 9.34.p2 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.prefs
```

3. Make a backup of the following folder if you have added or modified any icons:  
<Client>\plugins\com.hp.ov.sm.client.eclipse.user\_  
<version>\src\resources\icons\obj16\.

## 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.



File	Record
Process	svc.add.cart
application	money.format  <div style="background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> The <code>scmessage</code> records listed under each RAD application are messages used in this RAD application; no backup is needed for them.</p> </div>
ScriptLibrary	svcCartHelper
datadict	activity
dbdict	activity  <div style="background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> The “activity” file with no records actually represents the dbdict record of the activity file.</p> </div>
scmessage	The record whose message class is “fc” and message number is 1000.

3. 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

Make a backup of the entire SRC installation folder.



## Backout

Remove the new SRC installation folder and copy the SRC installation backup folder back to the web application server.

# 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 9.30\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

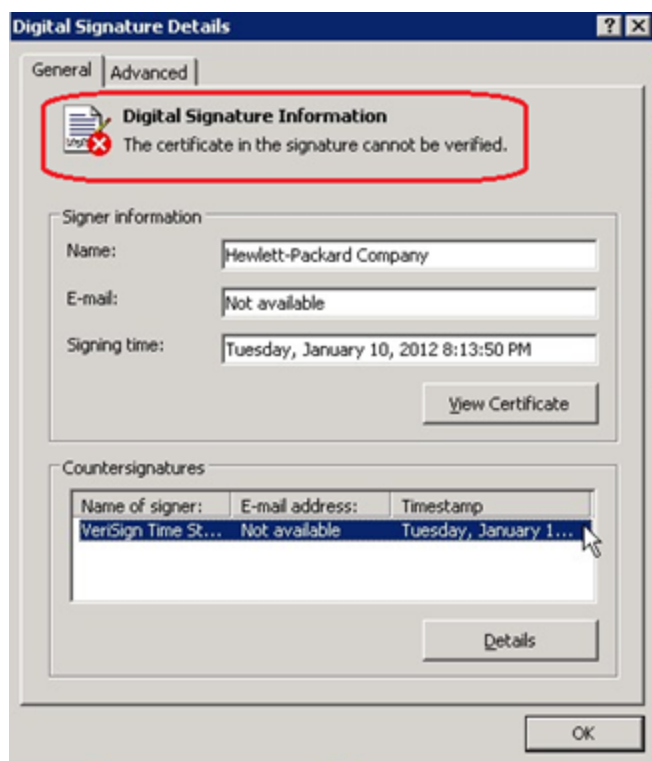
After installing the patch, follow these steps to backout:

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.xml file.
6. Restart your KM search engine.
7. Perform a full re-index on all of your knowledgebases.

## Digital signature notice

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

**The certificate in this signature cannot be verified.**



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: <https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&act=CROSSLINK&id=S019140>.

## Server update installation

The server update for your operating system consists of a compressed file, sm9.35.5006-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 more information, see the latest *Service Manager 9.35 Support Matrix* at this website:

<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 an earlier Service Manager 9.3x system.

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 9.3x customers:** Apply this server patch.

For installation instructions of the Service Manager 9.35 server, see the *Service Manager 9.35 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

## 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, perform the following steps:

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 6.0.41, 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 server's 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 34](#).
4. Delete the RUN/lib directory.
5. For Windows and Linux platforms, delete the RUN/jre directory.

**Note:** This is to avoid conflicts between the old JRE and new JRE.

6. Extract the compressed files for your operating system into the main Service Manager directory on the server.

**Note:** Two packages are provided for HP-UX. Use sm9.35.5006-P5\_HPUX-IA64-ORCL12C.tar only when an Oracle 12c database is used, and use sm9.35.5006-P5\_HPUX-IA64.tar in other cases.

7. For UNIX servers, set the file permissions for all Service Manager files to "755."
8. 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_8.0.07 or greater)
AIX	JRE 7 (SR8 or greater) or JRE 8 (SR3FP10 or greater)  <b>Tip:</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. If you are working with JRE 8, make sure that the system outputs consist of the following line:  Java(TM) SE Runtime Environment (build pap3280sr3fp10-20160720_02(SR3fp10))

- 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`**

- 9. If you have made any customizations/changes to the original `RUN/tomcat` folder, restore them in the new `RUN/tomcat` folder.
- 10. 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).
- 11. 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.

- 12. Restart the Service Manager server.

13. Restart the Service Manager clients.
14. Verify the version using either of the methods:
  - From the Windows client, click **Help > About Service Manager Server**. The server version should be:

**Release 9.35.5006 build P5**

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

**Version: 9.35.5006**

**Patch level: P5**

## Server 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 sm9.35.5006-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, QCCR1Exxx\_SM930P4.unl is normally intended for applications versions 7.11, 9.2x, and 9.3x (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
QCCR1E118520_ SM935P3_ SM711.unl	9.35	7.11	Fixes this issue: The query hash algorithm is weak and the salt is hard-coded.  <b>Associated server fix:</b> QCCR1E118520
QCCR1E118520_ SM935P3_ SM921.unl	9.35	9.21	Fixes this issue: The query hash algorithm is weak and the salt is hard-coded.  <b>Associated server fix:</b> QCCR1E118520
QCCR1E118520_ SM935P3_ SM930.unl	9.35	9.30 through 9.34	Fixes this issue: The query hash algorithm is weak and the salt is hard-coded.  <b>Associated server fix:</b> QCCR1E118520



Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E103456_SM934_SM932.unl	9.34	9.32	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E103456</p>
QCCR1E106292_SM934.unl	9.34	7.11 through 9.34	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E106292</p>
QCCR1E112815_SM934P1_SM934.unl	9.34p1	9.34	<p>Fixes this issue: The Time Period Management menu and sub-menus are not displayed after upgrading to Service Manager 9.34.</p> <p><b>Associated server fix:</b> QCCR1E112815</p>
QCCR1E114378_SM934P2_SM932.unl	9.34p2	9.32	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E114378</p>
QCCR1E99147_SM933_SM930.unl	9.33	9.30, 9.31, and 9.32	<p>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.</p> <p><b>Associated server fix:</b> QCCR1E99147</p>
QCCR1E99398_SM932P2.unl	9.32p2	7.11, 9.21, 9.30, and 9.31	<p>Enables the inactivity timer function to work correctly when the version of applications is lower than the version of the server.</p> <p><b>Associated server fix:</b> QCCR1E99398</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
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."  <b>Associated server fix:</b> 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.  <b>Associated server fix:</b> QCCR1E96802
QCCR1E52767_ SM931P3_ SM930.unl	9.31p3	9.30	Fixes this issue: Users cannot add data policy definitions on joined tables.  <div style="background-color: #f0f0f0; padding: 5px;"> <b>Note:</b> You do not need to load this unload if you are running on Service Manager 9.31, 9.21, or 7.11 applications.           </div> <b>Associated server fix:</b> QCCR1E52767
QCCR1E76724_ SM931P2_ SM930.unl	9.31p2	9.30 and 9.31	Fixes this issue: After deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration.  <b>Associated server fix:</b> QCCR1E76724
QCCR1E76227_ SM930P6_ SM930.unl	9.31	9.30	Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobile Applications Client.  <div style="background-color: #f0f0f0; padding: 5px;"> <b>Note:</b> Not needed for the Service Manager 9.32 or later Mobile Applications client.           </div>
QCCR1E78794_ SM930P6_ SM930.unl	9.31	9.30	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager 9.31 Mobile Applications Client.  <div style="background-color: #f0f0f0; padding: 5px;"> <b>Note:</b> Not needed for the Service Manager 9.32 or later Mobile Applications client.           </div>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E76796_ SM930P6_ SM930.unl	9.31	9.30	<p>Provides the ability to turn on debugging dynamically for user sessions or schedulers.</p> <p><b>Note:</b> 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><b>Associated server fix:</b> QCCR1E71099</p>
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><b>Associated server fix:</b> 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><b>Associated server fix:</b> 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> <p><b>Note:</b> 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> <p><b>Associated server fix:</b> QCCR1E31941.</p>

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E73452_ SM930P4.unl	9.30P4	7.11 through 9.30	Enables Mandanten restricting queries to be updated correctly after a profile is edited.  <b>Associated server fix:</b> QCCR1E71897
QCCR1E67072_ SM930P4_ SM930.unl	9.30P3	7.11 and 9.20	Enables users to take advantage of the new KMStatusListener background process.  <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p><b>Note:</b> This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> </div> <b>Associated server fix:</b> QCCR1E67071
QCCR1E70163_ SM930P4_ SM711.unl	9.30P3	7.11	Fixes this issue: The KMUpdate process terminates abnormally.  <b>Associated server fix:</b> QCCR1E69687
QCCR1E70163_ SM930P4_ SM920.unl	9.30P3	9.20	Fixes this issue: The KMUpdate process terminates abnormally.  <b>Associated server fix:</b> QCCR1E69687
QCCR1E70163_ SM930P4_ SM930.unl	9.30P3	9.30	Fixes this issue: The KMUpdate process terminates abnormally.  <b>Associated server fix:</b> QCCR1E69687
QCCR1E67647_ SM930P3.unl	9.30P3	7.11 through 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.  <b>Associated server fix:</b> QCCR1E54192
QCCR1E67610_ SM930P2.unl	9.30P2	7.11 through 9.30	Enables you to block potentially dangerous attachments.  <b>Associated server fix:</b> 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 34](#).
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**.

## Web tier installation

The web tier update consists of a compressed file, `sm9.35.5006-P5_Web_Tier.zip`, which contains both the installation files (the `.war` and `.ear` files) and the unload files that are required to install the new web tier. Installing the new web tier will upgrade your web client to this release level.

For installation instructions, see the [Service Manager 9.35 Installation and Upgrade Documentation Center](#).

## New customers

You only need to install the new web tier using the .war or .ear file from the sm9.35.5006-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 34](#).
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 webtier-9.35.war (or .ear) file by following the instructions in the *Service Manager 9.35 Installation and Upgrade Documentation Center*.

**Note:** It is best practice to deploy with a unique context root. For example, /webtier-9.35-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.

- Restart the web application server.
- Check the version by clicking the HP logo (**About HP Service Manager**) icon.

The web tier version should be: **9.35.5006-P5**.

## Web tier application unload installation

The web tier package in this release includes the following unload files.

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
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. <b>Associated server fix:</b> QCCR1E19946
QCCR1E103581_SM934_SM932.unl	9.34	9.32	Fixes this issue: The auto complete feature is not supported by the web client. <b>Associated server fix:</b> QCCR1E103581
QCCR1E112070_SM935_SM711.unl	9.35	7.11	Enables users to select multiple field values in item options and save them to the cart item.
QCCR1E112070_SM935_SM921.unl	9.35	9.21	Enables users to select multiple field values in item options and save them to the cart item.
QCCR1E112070_SM935_SM930.unl	9.35	9.30	Enables users to select multiple field values in item options and save them to the cart item.

See [Unload file naming convention](#) for detailed information about the unload file naming convention.

## 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 Mobile Applications client) to end users. You still need the Windows client to perform administrative tasks.



The Windows client update consists of a compressed file, sm9.35.5006-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. This version of the Windows client comes with an embedded JRE 1.8 (update 102).

For installation instructions, see the *Service Manager 9.35 Installation and Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

## 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 34.
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: **9.35.5006-P5**.

## Windows Client Configuration Utility installation

This release includes an updated version of the Windows Client Configuration Utility (sm9.35.5006-P5\_Windows\_Client\_Configuration.zip). This version comes with an embedded JRE 1.8 (update 102).

For installation instructions, see the *Service Manager 9.35 Upgrade Documentation Center*, which is available to download from the following HP Software Support Online (SSO) website:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01294561>

## Applications update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.35. An applications upgrade is optional, and you can install the Service Manager 9.35 Applications or Upgrade package according to your current applications version.

You can find the download links for the SM 9.35 Applications or Upgrade package as well as the Release Notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## Service Request Catalog (SRC) installation

Service Manager 9.35.p5 includes the SRC package (`src9.35p5.0011.zip`), which contains the following files:

- A .war file for SRC 9.35.p5 (`src-9.35p5.war`)
- Unload files for SRC 9.35.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, SRC935p1, which means the unload file comes with the SRC9.35 patch 1 and should be used for patch 1 or higher.
- `SMxxx`: The Service Manager applications version that requires the unload file. For example, SM935, which means the unload file is intended only for Service Manager applications version 9.35.

## SRC application unload installation

The SRC package in this release includes the following unload files.

Unload file	Introduced in which patch	Used for apps version (s)	Description
QCCR1M2359_ SRC935P4_ SM935.unl	SRC 9.35 p4	SM935	After you apply this unload file, Service Requests can be cancelled from the SRC user interface.
QCCR1E129134_ SRC935P4_ SM935.unl	SRC 9.35 p4	SM935	After you apply this unload file, the "request for" person and "callback contact" person can update or cancel the Support Requests from the SRC user interface.
QCCR1E122984_ SRC935_ SM935.unl	SRC 9.35	SM935	After you apply this unload file, the configuration data for the advanced search functionality in SRC no longer gets lost when the application production patch is applied for the second time.
QCCR1E122085_ SRC935p2_ SM935.unl	SRC 9.35 p2	SM935	After you apply this unload file, a lookup widget is added to the advanced search field to display the option list.
QCCR1E126654_ SRC935p2_ SM935.unl	SRC 9.35 p2	SM935	After you apply this unload file and execute the script function, you can see the correct out-of-box record for contact lookup window in SRC for advanced search feature.
QCCR1E120868_ SRC935p3_ SM935.unl	SRC 9.35 p3	SM935	Enhances the SRC query hash algorithm.

**Note:** In this release, the English version of the online help is updated for Service Request Catalog 9.35, while the localized versions are still based on SRC 9.32.

Before you proceed, read the *Service Request Catalog 9.35 Interactive Installation Guide* and *Service Request Catalog 9.35 Customization Guide* available from the Installation and Upgrade Documentation Center.

**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 Apps Store. To locate these apps, search for "HP SRC" in the appropriate store.

The HP Service Request Catalog 9.35 tablet app supports Service Request Catalog versions 9.34 and 9.33 (the SRC .war file).

### New Customers

1. Deploy the `src-9.35p5.war` file by following the instructions in the *Service Request Catalog 9.35 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 9.35.p5 by following the instructions in the *Service Request Catalog 9.35 Customization Guide*.

### Existing Customers

1. Install SRC 9.35.p5, as described above.
2. Migrate the customizations from your old deployment to SRC 9.35.p5.

**Note:** In the `applicationContext.properties` file, preceding asterisks (\*) are added to the `src.trustStorePassword` parameter and the `src.keyStorePassword` parameter during SRC startup if these parameters are not null. The system replaces the values of the two parameters with encrypted strings, and adds a random key (`randomRawKey`) for the encryption. To update the TSO certification and change the password, remove the asterisk and replace the encrypted string with a new password. You must remove the random key and its value as well.

## Mobile Applications installation

This release includes a new version of the Mobile Applications client (`sm9.35.5000_Mobility.zip`). New customers can directly install the new Mobile Applications client by deploying the `webapp-9.35.5000.war` file, while existing customers can only uninstall their old Mobile Applications client and then install the new one.

## Installation instructions

**Note:** The Service Manager 9.35 Mobile Applications 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 to install the Service Manager 9.35 Mobile Applications client, refer to the *Service Manager 9.35 Mobile Applications User Guide*.

This patch includes the following two new unload files for mobility:

- QCCR1E123225\_SM935P3\_SM932.unl, to fix QCCR1E123225
- QCCR1E125623\_SM935P3\_SM930.unl, to fix QCCR1E125623

### Enabling the Mobile Applications client when running applications versions 9.31 and 9.30

The Service Manager 9.35 Mobile Applications client can work with the SM9.3x applications (9.30 through 9.35); however, if you are running the SM9.31 or SM9.30 applications, before users can use the Mobile Applications client, you need to make additional application changes by either importing or manually implementing the following unload files 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 more information, see the *Service Manager 9.35 Mobile Applications User Guide*.

### Enabling the Mobile Applications ESS user interface when running applications 9.3x earlier than 9.35

The Service Manager 9.35 Mobile Applications client has already an employee self-service (ESS) user interface enabled when working with the Service Manager 9.35 server and applications.

If you have upgraded your server to version 9.35 and are still running the 9.32, 9.33 or 9.34 applications, you must load the MOBILITY\_ESS\_SM935\_SM932.unl file to enable this interface.

If running Service Manager applications 9.30 or 9.31, to enable the ESS interface, you must enable the Mobile Applications client for users first as described above, and then load the MOBILITY\_ESS\_SM935\_SM932.unl file.

# Knowledge Management (KM) Update Installation

This release does not contain any updates to the Knowledge Management (KM) module. You can download the latest SM9.3x KM package shipped with the Service Manager 9.35 release. You can find the download links for the latest KM package and release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

**Note:** JDK 8 Update 72 and Tomcat 6.0.44 have been certified on this release of the KM Search Engine. Upgrading to JDK 8 or Tomcat 6.0.44 is optional but recommended.

To install the KM Search Engine update, follow these steps:

1. Stop your KM Search Engine.
2. Make a backup of your Search Engine installation folder and other necessary backups. See the instructions in "[Knowledge Management search engine](#)" on page 41.
3. Optionally, update the JDK installed on your search engine server host to JDK 8 Update 51, if you have not already done so.

**Note:** If you are using a Windows platform, be aware that if you do not update your JDK, later you will need to copy your old `installservice.cmd` and `startup.cmd` files back (located directly under your search engine backup folder).

4. (Optional) 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 KM 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.
5. Make sure you have already installed the SM9.35 server package.

**Note:** The server package will update your `schemastub.xml` file to support the new features. If you do not want to use the new features, copy your old `schemastub.xml` file back from the backup of your server's RUN directory so that your search engine can continue to work.

6. Copy all files and folders in the `knowledgemanagement` folder to your existing search engine installation folder (for example: `C:\Program Files (x86)\HP\Service Manager 9.35\Search_Engine`).
7. (Windows platforms only) If you selected to not update your JDK, copy your old `installservice.cmd` and `startup.cmd` files back.
8. Restart your KM search engine.
9. Log off Service Manager and log back in for your changes to take effect.
10. Perform a full re-indexing for all of your knowledgebases.

## Smart Analytics installation

The SM9.35p5 release does not contain a Smart Analytics package. You can download the latest Smart Analytics package shipped with the HP Service Manager 9.35 release. You can find the download links for the SM9.3x patches and release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## 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 latest ODBC Driver package and the release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## 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 9.35 release.

You can find the download links for the SM9.3x patches and release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

## 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 9.35 release.

### **Service Manager online help**

Service Manager 9.35 includes only an English version of the online help. For online help installation instructions, see the *Service Manager 9.35 Interactive Installation Guide* that is included in the *Service Manager 9.35 Upgrade Documentation Center*.

You can download the Service Manager 9.35 installation and upgrade documents, as well as the Help Center, from the [Service Manager 9.3x/9.4x Document Matrix](#).

### **Service Request Catalog (SRC) online help**

The SRC online help is accessible from the product user interface. The English version is for SRC 9.35, and the non-English versions are for SRC 9.32.



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