Service Manager

Software Version: 9.50

For supported Windows® and Linux® operating systems

Release Notes

Hewlett Packard Enterprise

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Contents

What's new in Service Manager 9.50?

Service Manager 9.50 includes the following new features, enhancements, and support changes:

Service Manager Service Portal

The new HPE Service Manager Service Portal enables IT departments to offer their services in an online shopping experience, similar to the experience today at

popular online retailers. With Service Manager Service Portal, users can order, track, and manage their IT services, access knowledge articles, and more.

The following table describes some key features that Service Manager Service Portal brings to end users.

Feature	Description
Shop	The Shop application enables the HPE Service Manager Service Portal consumer to shop for catalog items, place orders, and monitor and manage details related to these orders.
Request Support	By using the Request Support application, end users can get support assistance from IT in a simple, easy, and interactive way. If Smart Analytics is enabled in Service Manager, users can use the Smart Ticket feature to submit requests in Service Manager Service Portal.
Knowledge	The Knowledge application enables end users to browse knowledge and support articles. End users can scroll up and down a list of articles to browse, search by keyword, and sort or set filters to customize the display.
Survey	Users can receive survey links through email and then open the links to respond to the surveys directly from the Service Manager Service Portal user interface. In addition, users can also click the **Surveys** tile on the launch pad to respond to their open surveys, as well as view their closed surveys. For more information, see the Service Manager Service Portal online help.
Chat	End users can click the chat button in the Service Manager Service Portal to communicate with either a virtual agent (Sage) or a Service Desk IT agent in real-time to quickly address the service requests and support requests as they arise. Service Manager Process Designer Assignment rule settings streamlines the End User Chat process and automatically routes the chat requests to the correct Service Desk assignment group. Sage simulates the way a human being responds to a question and helps to reduce IT support costs by suggesting Knowledge Management document links and Service Catalog item links or automating common cases. Therefore, end users can receive prompt, concise answers when they need them the most. **Note:** To use the virtual client, your enterprise must own an HPE Smart Analytics license and set up Smart Analytics. For more information, search for the "End User Chat" topic in the Service Manager Help Center.
Hot News	The Hot News application enables end users to view RSS feeds in Service Manager Service Portal.
My Workstream	HPE Service Manager Service Portal workstream contains a series of feeds on your activities, and allows your administrator to share announcements.

Instructions how to migrate from Service Request Catalog to Service Manager Service Portal are available in the "Service Manager Service Portal Administration Guide" section of the Service Manager Help Center.

Smart Email

Feature	Description
Smart Email	Smart Email is a new feature that enables users to interact with Service Manager through email messages. The supported features are as follows: • Automatic record creation based on an inbound email • Automatic replies (outbound email) with links to suggested solutions, including KM articles and service catalog offerings, that are based on the inbound email. • Email-based approval for service catalog items • Email-based commenting • Integrating with Smart Ticket • Supporting Hot Topic Analytics for interactions or incidents created from email For more information, search for the "Smart Email" topic in the Service Manager Help Center.

Service Manager Collaboration

Feature	Description
Service Manager Chat	Service Manager 9.50 Collaboration has a more extensive concept, which combines IT Collaboration (previously knows as SMC) and End User Chat. IT Collaboration enables Service Manager IT operators to collaborate in real-time (or anytime) when handling an Interaction, Incident, Incident Task, Request, Request Task, Problem, Problem Task, Change, or Change Task. End User Chat builds a communication channel between Service Manager Service Desk agents and Service Manager Service Portal users or the Employee Self-Service (ESS) portal users so as to increase IT efficiency, improve customer satisfaction and reduce IT support costs. Additionally, the virtual agent accelerates solution delivery without human intervention. Powered by Smart Analytics, it provides 24x7 support and automatically proposes KM articles and Catalog offerings as solutions. The virtual agent can be customized to propose other solutions as required.

Feature	Description
	Note: In this release, Service Manager Collaboration supports English, German, French, Spanish, Italian, and Dutch. It does not support JAWS. For more information, search for the "IT Collaboration" and "End User Chat" topics in the Service Manager Help Center. **Note:** Service Manager Collaboration does not support right-to-left text alignment in this release.

Process Designer

Feature	Description
Hybrid mode enhancement	In Service Manager 9.50, the Applications Upgrade Utility is enhanced to automatically migrate the Classic Change module to Process Designer. This makes Hybrid mode available to all customers who are upgrading from a Service Manager 9.3*x* system that has legacy technology applied or from a Service Manager 9.4*x* Hybrid system. For more information, search for the "Service Manager modes: Classic, Codeless, and Hybrid" topic in the Service Manager Help Center.
Classic mode dropped	Service Manager 9.50 is not available in Classic mode. If you are upgrading from a Classic mode version of Service Manager, you must upgrade to either of the Process Designer-based modes of Service Manager: Codeless and Hybrid. Migration functionality is built into the Applications Upgrade Utility to help you do this. For more information, search for the "Service Manager modes: Classic, Codeless, and Hybrid" topic in the Service Manager Help Center.

Service Manager Survey

Feature	Description
Service Manager Survey framework enhancement	The Service Manager Survey functionality is extended to support Service Manager Service Portal as the survey portal and support the use of multiple survey templates for ESS, SRC, and Service Manager Service Portal surveys. The SM Survey tailoring mechanism is also significantly simplified. Users can easily create custom questionnaires without the need to tailor any forms. Each questionnaire can be used for all SM surveys (ESS, SRC, and Service Manager

Feature	Description
	Service Portal).
	Note: This enhancement does not affect Survey Integration. Surveys that are based on an external connector work the same way as before.
	For more information, search for the "Service Manager Survey" topic in the Service Manager Help Center.

Service Manager Reporting

Feature	Description
Use notification when sending emails for the exported reports	When exporting reports as email attachments, you can select the **Use Notification** check box and then select a notification definition to send emails by following the notification rules. Additionally, you can add customized notification definition records.
	For more information, search for the "Create a report schedule" topic in the Service Manager Help Center.
Hot Topic Map is now available in both report and dashboard	After you enable Smart Analytics in your Service Manager system, you can create Hot Topic Map reports for Service Manager survey, the Service Desk module, Incident Management module, and Problem Management module. Additionally, you can add Hot Topic Maps to the report dashboards for these modules.
	For more information, search for the "Hot Topic Map" topic in the Service Manager Help Center.
New Drill Down Process option	The behavior of dashboards with a category of ToDo can be configured to the same of the To Do Queue now. This release adds a new option **Drill Down Process** to the New Report Wizard. You can use this new option to specify whether clicking a record in the report will drill down to the record stored in the ToDo table or to the record details page.
Automatic refresh for a dashboard	This release adds a new check box **Support Auto Refresh** to each dashboard to enable automatic refresh for a specific dashboard. With this option, both the dashboard owner and audience can view up-to-date data in the dashboard.
	For more information, search for the "Enable automatic refresh for a dashboard" topic in the Service Manager Help Center.
	Note: This check box is hidden if your report administrator has disabled the Auto Refresh functionality for dashboards.
Run calculation report and	This release adds a new check box **Run in Frontend** to each calculation report and duration report. You can select this check box to run the current calculation

Feature	Description
duration report in frontend	or duration report immediately. When clicking the **Refresh** button on the Preview tab of a saved report, the system generates a preview of the current report at once. For more information, search for the "Report calculation chart properties" and "Report duration chart properties" topics in the Service Manager Help Center.

Service Manager ChatOps

Feature	Description
Service Manager ChatOps	Service Manager 9.50 is supported for the ChatOps solution. Service Manager ChatOps is a simplified collaboration model that enables people, processes, tools and bots (chat robots) to exchange information, trigger activities and automate manual tasks in a simpler, and more cost-efficient and rapid way. Compared to traditional collaboration tools, Service Manager ChatOps provides two unique differentiators: • A war room, that is, a central place for a specific topic or task, where both people and chat bots gather to raise questions, respond to inquiries, track progress, monitor status, and make decisions. • Systems of engagement, which centralizes various tools in war rooms, and enables people to quickly get needed information and easily what is going on, and chat bots are able to automate most of ops-related tasks. For more information, see the following HPE Live Network website: Servicce Portal ChatOps on the HPE Live Network

Service Manager server

Feature	Description
Server embedded JRE upgrade	The embedded JRE in the HPE Service Manager server for Windows is now OpenJDK 8. For Linux, the HPE Service Manager server has no jre embedded. You need to manually install an OpenJDK JRE or create a symbolic link to an Oracle JRE.
Dynamic debugging using JavaScript	Now you can send the dynamic debugging messages using Service Manager JavaScript. In addition, you can also customize the output directory and the log file name for the debugging messages.

Feature	Description
	For more information, search for the "Set debugging parameters using dynamic debugging" topic in the Service Manager Help Center.
Support of SQL Server AlwaysOn	The Service Manager Server now supports a cluster of SQL Server instances with the SQL Server AlwaysOn functionality enabled. For more information, search for the "Support of SQL Server AlwaysOn" topic in the Service Manager Help Center.

Service Manager web client

Feature	Description
Configuration of web parameters	As of version 9.50, you can set most context parameters of the Web application and all initialization parameters of Servlets from both the web.xml file and the webtier.properties files. The parameters configured in these files take precedence in the following order: • Custom webtier.properties located in the *<customize-folder>*/config folder • Default webtier.properties located in the *<webtier>*/WEB-INF folder • Default web.xml located in the *<webtier>*/WEB-INF folder For more information, search for the "Web tier parameters" topic in the Service Manager Help Center.

Service Manager Windows client

Feature	Description
JavaScript editor	The JavaScript editor on Service Manager Windows client has the following enhancements: • Content assist • Syntax highlighting • Quick outline • Hyperlink • Keyboard shortcuts

Service Request Catalog

Feature	Description
Set variables as the default values for custom fields	When you enter a variable or an expression as the default value and select the **Is Expression** check box at the same time, the tailoring values for custom fields are automatically filled in the user interface. This also applies to CI information retrieval and fulfillment. If you use variables as the default value for the item title and description fields, the title of the items are automatically filled when you submit these items in your cart. This enhancement supports the following content: • Traditional expressions in Service Manager applications, such as name in $lo.operator • Jscall syntax to return advanced query results, such as the location of a logged in user (As long as a predefined JavaScript expression can return a query result, it can be set as a default value in custom fields) **Note:** To use jscall, make sure you define the Javascript function in the Script library first. • Any RAD expressions • Text, Multiple Text, Checkbox, and Pick List default value types • Pre-defined variables in Service Manager

Smart Analytics

Feature	Description
Smart Analytics enhancements	Smart Analytics are enhanced in this release: • The installer is optimized for installation and upgrade. • Hot topic analytics is available for surveys, and as a report in the Dashboard. • The image-to-text feature is improved for better Optical Character Recognition (OCR) quality. • Smart Search is supported in self-service user view (ess.do). • Context-aware search is supported for the Title field when you create a knowledge document.

Security

Feature	Description
Support of SAML Single Sign-On (SSO)	The SAML SSO solution leverages HPE Identity Manager (IdM) as the service provider (SP) and requires the use of Microsoft Active Directory Services (ADFS) as the identity provider (IdP). Based on SAML 2.0, this solution supports the Service Manager web tier, SRC, and Mobility Client, and is compatible with both the legacy LW-SSO solution and FIPS mode. **Note:** Currently, SAML SSO is not supported by Service Manager Service Portal. If you are already using or planning to use Service Manager Service Portal as an end user portal, HPE does not recommend you to enable SAML SSO. For more information, search for the "SAML Single Sign-On" topic in the Service Manager Help Center.
Enhanced FIPS 140-2 compliance	The FIPS compliance of Service Manager is significantly enhanced to support the following: • FIPS validated TLS connections • FIPS validated LW-SSO • FIPS compliant random number generation algorithms **Note:** This enhancement is ported from Service Manager 9.41p3. For more information, search for the "FIPS mode" topic in the Service Manager Help Center.

Installation and upgrade

Feature	Description
Service Manager Upgrade Utility enhancements	Service Manager Upgrade Utility in this version includes the following enhancements: • Automatically purge the existing upgrade files before loading the pre-upg.bin file. • Automatically load the Upgrade Utility file transfer.bin. • Automatically detect the out-of-box upgrade and custom upgrade.

Feature	Description

	• The **smupgrade** command is now obsolete. Instead, you can access the following options in **System Administration** > **Ongoing Maintenance** > **Upgrade Utility**.
	
	  ○ SQL Compare Utility
	
	  ○ View/Merge Results
	
	  ○ Apply Upgrade
	
	  ○ Create Custom Upgrade
	
	• Provides field merge UI when solving conflicts of renamed upgrade result for simple objects.

Location of client unload files changed	Previously, all platform unloads were included in the server package only, including those that are required for Windows client and web client fixes. In Service Manager 9.50, unloads are now split between the following packages: • Unloads related to the server, or to the server and the client: in the Server installer (<Server installation path>\platform_unloads) • Unloads related to the web client: webtier-9.50.zip\unloads • Unloads related to the Windows client: windows-client-9.50.zip\unloads

Integrations

Feature	Description

SM-UCMDB integration	The following enhancements are introduced for this integration:
	
	• The SM side integration setup is moved from the System Information Record to Integration Manager (SMIS), which is a central place for integration configuration.
	
	  For more information, search for the "How to Add the Connection Information" topic in the Service Manager Help Center.
	
	• The Get Related and Impact Simulation widgets of the UCMDB Browser are embedded in Service Manager. Users can access them in the context of an affected service or CI in the Configuration, Change, Incident, Problem, and Interaction modules.
	
	  Note: By default, the two UCMDB Browser widgets are disabled in Service Manager. To use them, you need to enable them individually.
	
	  For more information, search for the "Centralized Service Modeling and Impact Analysis" topic in the Service Manager Help Center.

Feature	Description
Computer Telephony Integration	This integration is enhanced to support an additional method, which uses native HTML and JavaScript instead of the CTI applet. This method is supported only for Service Manager 9.50 or later, and does not require the installation of any CTI support code the first time you connect using the telephony URL. For more information, search for the "Computer Telephony Integration (CTI) with the web client" topic in the Service Manager Help Center.
Change Task Automation	Service Manager 9.50 allows you to link change tasks to Operations Orchestration OO flows. This enables you to automate implementation of change tasks by manually or automatically launching OO flows. For more information, search for the "Automated fulfillment of change tasks" topic in the Service Manager Help Center.
AutoPass licensing enhancement	The AutoPass licensing mechanism is enhanced with the following new capabilities: • Support of integration with HPE Usage Hub for centralized license monitoring • New server command that enables automated license update For more information, search for the "Integrate with HPE Usage Hub for license monitoring" and "Update your license file" topics in the Service Manager Help Center.

User experience enhancements

Feature	Description
Service Manager rebranding	Service Manager and the Service Manager Help Center both now use HPE branding.
HTML5 desktop notifications	As of version 9.50, the HPE Service Manager web client also supports HTML5 desktop notifications for incoming Service Manager Collaboration conversation messages and new conversation invitations in the following scenarios: • When the browser is open and the Service Manager web client is not the currently active webpage, the notification appears on the lower-right corner. Click this notification to return to the Service Manager web client webpage. • When the browser is minimized, the browser window icon flashes in the taskbar. Click the browser window icon to return to the Service Manager web client webpage. **Note:** Before using the HTML5 desktop notification feature on Google Chrome and Mozilla Firefox, you must configure the browser settings and

Feature	Description
	allow the Service Manager web client URL to show notifications.
Drag and drop attachments	You can now drag and drop supported files from your local drive directly to the "Attachments" section of records. For more information, search for the "Add an attachment" topic in the Service Manager Help Center.
Contextual menu	A Service manager contextual "More" menu is displayed instead of the browser menu when you right-click lists on the details pane of a record in the web client. For more information, search for the "Configure the behavior when you right-click in the web client" topic in the Service Manager Help Center.

ITIL alignment

Feature	Description
Configuration Management	• In addition to recording activity updates, the Configuration Management module also provides field-level audit history for updates to a configuration item (CI). For more information, search for the "View the audit history of a configuration item" topic in the Service Manager Help Center. • When an outage occurs and the associated CI has an SLT, the outage costs to the business are calculated and stored in the outagedetail records. The default Outage Cost per Hour is only applied if you do not specify Outage Cost per Hour in the CI form. You can configure the default Outage Cost per Hour in the Configuration Management Environment record. For more information, search for the "Configure the Configuration ni qManagement environment record" topic in the Service Manager Help Center. • In a CI record, you can view related records of more types. For example, you can view documents related to a CI through the newly added **Related Documents** tab. You can also check the counts of each related record type. For more information, search for the "View related records for a CI record" topic in the Service Manager Help Center.
Availability Management	• The availability requirements for any service are documented in the Service Level Agreement and agreed by the IT Service provider and the customer. An Availability Plan is a document which outlines the calculated forecast needs for a service to be able to meet those needs for the next business year. Its primary purpose is to define and document a plan to fulfill the forecasted requirements.

Feature	Description
	For more information, search for the "View the availability plan of a business service" topic in the Service Manager Help Center.
	• Reliability is a measure of how long a service or component can perform its function without interruption. The Component Reliability functionality in the Configuration Management module automatically calculates the reliability of a service or component, and presents the information in a monthly report.
	For more information, search for the "View component reliability" topic in the Service Manager Help Center.
	• The Configuration Management module allows you to view outage information of a business or component, as well as the records affected by each outage.
	For more information, search for the "View component availability" topic in the Service Manager Help Center.
Knowledge Management	• The Knowledge Management module provides an option **Notify Service Subscribers on Publish** that enables the system to immediately notify users upon the publication of a document that is important to them. Each knowledge document can be associated to a service so that the system can immediately notify users who have subscribed to the associated service upon the publication of the document.
	For more information, search for the "Notify service subscribers of the publication of a document" topic in the Service Manager Help Center.
	• New fields and tabs are added in the definition form of knowledge document. When creating or editing a knowledge document, you can add tags and specify associated business services which can be used as search keywords and displayed to end users. You can also link one document to another through the **Related Records** tab. In addition, you can trigger context-aware search to search for similar knowledge documents if you use Smart Analytics 9.50 as the search engine.
	For more information, search for the "Create a knowledge document" topic in the Service Manager Help Center.
	• When you search knowledgebases using Solr, more advanced search filters are available so that you can perform a more accurate search. For example, you can search by affected services. You can also define different search criteria for each of the specified knowledgebase to narrow down your search results.
	For more information, search for the "Use advanced search" topic in the Service Manager Help Center.
Service Catalog	• Service Manager 9.50 provides an out-of-box Service Catalog workflow which conforms to the principles of ITIL 2011 Edition. You can adapt this default workflow to meet your specific process and business needs.

Feature	Description
	For more information, search for the "Service Catalog Management process" topic in the Service Manager Help Center.
	• Several new tabs and fields are added in the Service Catalog item and bundle detail forms so that you can provide more information about the service item or bundle. You can log fulfillment summary and value proposition for a service item, update activities regarding it or associate a service item with existing or new change records and knowledge documents. For more information, search for the "Edit a bundle or item" topic in the Service Manager Help Center.

Documentation

Feature	Description
Centralized help center	Service Manager product manuals and online help are now centralized in a single help center. The restructured help center now contains the following information nodes: • Release notes • Get started • Install • Upgrade • Integrate • Administer • Use • Troubleshoot • Develop The help center is released as a .zip file on HPE Software Support Online website and also published on the HPE Software Documentation Portal.

New parameters, commands, and files

The following parameters, commands, and files were introduced in this release.

Name	Type	Description
useHostinWSDL	Parameter	When this parameter is enabled, the Service Manager server replaces the host name in the schema location in the webservice response with the host name in the web service request URL.
enableGetOriginalUrl	Parameter	When this parameter is enabled, the webtier obtains the original URL from the browser before a user logs in (in TSO or LWSSO mode).
asyncrefreshlbinterval	Parameter	This parameter determines the interval (measured in seconds) at which the status of the loadbalancer is refreshed.
gossiprouterhosts	Parameter	This parameter provides a list of available GossipRouters. Service Manager nodes read this parameter to identify all GossipRouters (this behavior requires the addition of command lines in the sm.cfg file).
grouptcpbindport	Parameter	This parameter specifies the bind port for each group member to communicate with each other. By default, Service Manager tries to assign port 7800 for each member. If this is not possible, it tries the next higher port (7801) and so on, until it finds an unused port.
grouptcpjointimeout	Parameter	This parameter determines the number of seconds within which a Service Manager node must successfully join a Jgroup before the operation times out.
jgroupstcp	Parameter	This parameter determines whether Service Manager Jgroups run on Transmission Control Protocol (TCP) or on User Datagram Protocol (UDP) .
fipsmode	Parameter	Determines whether the Service Manager Server runs in FIPS 140-2 compliant mode ("FIPS mode").
updatelicense	Parameter	Automatically loads a new AutoPass license file into the existing one.
idmsigningkey	Parameter	Specifies a key that is used to sign HPE Identity Manager (IdM) tokens when SAML

Name	Type	Description
		SSO is enabled for the Service Manager Server.
idmssoenabled	Parameter	Determines whether HPE Identity Manager (IdM) Single Sign-On is enabled for the Service Manager Server.
usagehubaddress	Parameter	Defines the IP address or fully qualified domain name (FQDN) of the HPE Usage Hub host.
sqlalwayson	Parameter	Enables SQL Server AwaysOn when HPE Service Manager is running on a SQL Server (2012 or later) database cluster.
enableTableEllipsis	Parameter	For certain read-only controls in record details area, you can enable this parameter to display '...' at the end of the text fields when the input value is too long to be shown completely.
enableMoreContextMenu	Parameter	When this parameter is enabled, a contextual "More" menu is displayed when you right-click lists on the details pane of a record in the web client.
rememberLang	Parameter	When this parameter is enabled, the browser's language preference is remembered.
maxRequestPerSecond	Parameter	This parameter defines the maximum number of requests that is allowed per second for one user session.
jsDebug	Parameter	This parameter enables the web client to load unminified JavaScript files. **Note:** *jsDebug* is a previously hidden parameter that is made public in this release.
sideBarButtonNumberToCollapse	Parameter	This parameter defines the number of side bar buttons to be collapsed.
connectionTimeout	Parameter	This parameter defines the number of milliseconds that the server waits for a Service Manager client request before the server assumes that the client session has timed out and closes the connection.

Name	Type	Description
denyattachwithoutext	Parameter	This parameter enables the Service Manager server to check the contents of attachments without file extensions submitted through web services.

Added support

Service Manager 9.50 adds support for the following operating systems and technologies:

Java

- Open Java Development Kit (OpenJDK)

  Note: OpenJDK is supported by all Service Manager components that require a JRE or JDK: server, web tier, Windows client, SRC, Service Manager Service Portal, mobility client, and Solr search engine.

Virtualization

- KVM (kernel version 3.10.0 or later)
- VMWare vSphere 6.0

Application server

- Apache Tomcat 8.5

Web server

- IIS 8.5 and 8.0 for the web tier and Service Request Catalog

Mobile OS

- iOS 9.x for Service Request Catalog

For more information, see the Support Matrix.

Enhancements

Service Manager 9.50 includes the following enhancement requests.

ID	Component	Summary	Added in version
QCCR1E125306	Applications	Added an option that enables you to control whether or not an operator's full name is displayed in the Change Module	9.50
QCCR1E130200	Applications	Service Manager can now calculate next.breach on several duty tables	9.50
QCCR1E131047	Applications	The us.set.reminder RAD application now works for ocmq and ocml	9.50
QCCR1E101396	Applications	A "Mass Mark as Reconciled" button for the renamed records is added to the application patch manager	9.50
QCCR1E74805	Applications	Existing data in CI records are not replaced by a NULL value when incoming SOAP requests from UCMDB have a value for a field in the extaccess record	9.50
QCCR1E129693	Applications	The Service Manager-SAP Integration Apps code is now included in out-of-box versions of Service Manager.	9.50
QCCR1E132670	Applications	Mass close functionality is now available in Process Designer-based environments	9.50
QCCR1E123224	Applications	A "search change model" function is now available when you create a new Change	9.50
QCCR1E118631	Applications	You can now implement approvals in Knowledge Management Process Designer workflows	9.50
QCCR1E104944	Applications	Dynamic fields added for the User Selections of a Service Catalog item are no longer displayed when their Visible Condition validation is set to false	9.50
QCCR1E126889	Applications	You can now select a notification definition in the report scheduler	9.50
QCCR1E128634	Applications	The behavior of ToDo category dashboards	9.50

ID	Component	Summary	Added in version
		can now be configured to the same as the To Do Queue	
QCCR1E130320	Applications	Auto refresh now works for the Dashboard on the web tier	9.50
QCCR1E135053	Applications	Duration and Calculation reports can be run in real-time in the front-end	9.50
QCCR1E31480	Applications	You can now override the setting of the Visible to Customer option	9.50
QCCR1E52999	Applications	In a CI View, you are able to select fields from joined (attribute) tables to use in the Advanced Filter	9.50
QCCR1E129149	Applications	To-Do Alerts are now automatically acknowledged when you click a record ID link in the alert	9.50
QCCR1E109766	Applications	HTML email templates in multiple languages are now included in the Service Manager language pack	9.50
QCCR1E132431	Applications	When you modify columns in a QBE list, the changes are applied to the fill function	9.50
QCCR1E116757	Applications	Condition Editor - Look up function is not supported for security manual list type setting.	9.50
QCCR1E127103	Applications	You are now able to see in which Workflow, Workflow Phase, or transition a RuleSet is used	9.50
QCCR1E126939	Documentation	The documentation is updated to describe how the multiple user selections feature works	9.50
QCCR1E96956	Documentation	The Service Manager documentation is updated to emphasize that SMIS is included out-of-box since Service Manager 9.2x	9.50
QCCR1E130471	Documentation	Clarified the documentation that describes how to extend Smart Ticket to the Incident module	9.50
QCCR1E129392	Documentation	An example about how to use Approval Roles in Service Catalog approvals correctlyis added to the Service Manager	9.50

ID	Component	Summary	Added in version
		Help Center"	
QCCR1E128291	Integrations	Request Task OO flows can now be executed if the parent request is in the "Order" workflow	9.50
QCCR1E130538	Integrations	UCMDB configuration is moved to Integration Manager	9.50
QCCR1E123225	Mobility	The "Set Reminder" feature is now supported on the Mobility client	9.50
QCCR1E128757	Mobility	The Mobility client now supports iOS9	9.50
QCCR1E98895	Server	The Service Manager web client now supports SP-initiated web browser SSO using the SAML 2.0	9.50
QCCR1E131643	Server	RTE supports openJDK8	9.50
QCCR1E127681	Server	The Service Manager server now supports the cc, bcc, and reply.to fields for outbound emails	9.50
QCCR1E109766	Server	HTML email templates in multiple languages are now included in the Service Manager language pack	9.50
QCCR1E90971	Server	Service Manager now supports the SQL Server AlwaysOn feature	9.50
QCCR1E132716	Server	adhocSql now supports LDAP files	9.50
QCCR1E132199	Server	UNIX-based versions of the Service Manager RTE log unmangled function names in the stack trace logs	9.50
QCCR1E105563	Server	You can now disable the log messages generated by the routine working of the CIT Web Service connector	9.50
QCCR1E129394	Server	A KM export tool is now included in Service Manager	9.50
QCCR1E132904	Server	"Sidebar Suggestions" in Smart Analytics can now be triggered manually	9.50
QCCR1E107121	Server	Service Manager now processes synced BSM/OMI Incidents in multiple threads	9.50

ID	Component	Summary	Added in version
QCCR1E106064	Server	A new parameter is added to enable the Service Manager server to set the schema location to the HOST field in the http request header	9.50
QCCR1E133021	Server	SOLR's embedded Tomcat version is upgraded to version 8.0.32	9.50
QCCR1E131612	Server	A method is introduced that returns the current status of the trigger	9.50
QCCR1E124014	Server	The Service Manager server now logs the time spent on every step of connecting to an Oracle database	9.50
QCCR1E129134	SRC	The "Request For" user can update or close support requests in SRC	9.50
QCCR1E130661	SRC	Through API tailoring, the SRC Checkout Panel field can now use a condition that queries other fields	9.50
QCCR1E90366	SRC	You can now hide user selections on the catalog item details form in SRC	9.50
QCCR1E132114	SRC	SRC now supports the customization of widget color and search result panel color	9.50
QCCR1E133931	SRC	SRC can now extract the DN from a SAN (Subject Alternative Name)	9.50
QCCR1E129225	SRC	You can now configure SRC to open URLs in either the current tab or a new tab	9.50
QCCR1E123264	SRC	The SRC Tablet application for Android now supports integration with SiteMinder Authentication	9.50
QCCR1E131418	SRC	You can now change the widget colors on the dashboard page and the KM list header colors on the search result page	9.50
QCCR1E124268	SRC	SRC Tablet now supports iOS 9	9.50
QCCR1M2359	SRC	You can now cancel Service Requests from the SRC user interface	9.50
QCCR1E132582	Upgrade and installation	The Service Manager language pack now includes html tempate records	9.50

ID	Component	Summary	Added in version
QCCR1E130698	Upgrade and installation	The Upgrade Utility and Apps Patch Manager menus are combined	9.50
QCCR1E131033	Upgrade and installation	Field level merge is supported for simple objects when you resolve conflicts created by renamed objects during an upgrade	9.50
QCCR1E132482	Upgrade and installation	The ScriptLibrary merge window now uses a Javascript editor style	9.50
QCCR1E132835	Upgrade and installation	The Compare Merge window displays XML using a color syntax when you view upgrade conflicts	9.50
QCCR1E132580	Upgrade and installation	The Upgrade Utility folder structure is simplified	9.50
QCCR1E104622	Web client	The More actions menu is now displayed when right-click in the web client	9.50
QCCR1E154152	Web client	You can now dynamically resize drop-down list windows	9.50
QCCR1E131640	Web client	The Service Manager web tier now supports OpenJDK	9.50
QCCR1E130264	Web client	You no longer need to log in to Servicce Portal if you are already logged in to Service Manager when LW-SSO is configured in both Service Manager and Servicce Portal	9.50
QCCR1E79882	Web client	You can now drag and drop files to the web client attachment area	9.50
QCCR1E48958	Web client	The mouse pointer now changes into a hand icon when you hover over default links in the main menu of the Service Manager employee self-service ess.do form	9.50
QCCR1E104944	Web client	Dynamic fields added for the User Selections of a Service Catalog item are no longer displayed when their Visible Condition validation is set to false	9.50
QCCR1E88189	Web client	A new Link label adds clickable external URLs to text area controls	9.50
QCCR1E131156	Web client	Text that starts with ftp:// or notes:// is now clickable in text area controls	9.50

ID	Component	Summary	Added in version
QCCR1E130449	Web client	The record list hover page now works for both the horizontal and vertical layouts	9.50
QCCR1E129149	Web client	To-Do Alerts are now automatically acknowledged when you click a record ID link in the alert	9.50
QCCR1E98989	Web client	The Service Manager web tier supports IIS 8.0 and 8.5	9.50
QCCR1E131246	Windows client	The Service Manager Windows client now supports Windows 10	9.50
QCCR1E127849	Windows client	The Windows client JavaScript editor is enhanced	9.50

Fixed defects

Service Manager 9.50 fixes the following defects.

ID	Component	Summary	Fixed in versions
QCCR1E130401	Applications	All Survey emails display the same content in the Description field	9.50
QCCR1E130962	Applications	SLO does not work according to the condition set in Request Management	9.50
QCCR1E132719	Applications	Calendar works very slow when its related globallists includes lots of values	9.50
QCCR1E132937	Applications	When notification emails for multiple surveys are sent to the same recipient, the oldest survey notification email is incorrectly sent each time	9.50
QCCR1E133386	Applications	Disable OOB RAD email notification	9.50
QCCR1E134331	Applications	Normalized.query is not displayed correctly when you set a date field in the filter of a view	9.50
QCCR1E127564	Applications	Dates entered in SRC items are shown in SM user options as GMT.	9.50
QCCR1E123684	Applications	Performance issue when you work with cm3r data and a time period is defined	9.50
QCCR1E129720	Applications	The Calendar's description box displays "null" on multiple lines	9.50
QCCR1E57229	Applications	The Query file name is incorrectly spelled in the "incidents" data map	9.50
QCCR1E122910	Applications	Purge/Archive does not work correctly	9.50
QCCR1E84450	Applications	Cannot import archived Incident records to SM	9.50
QCCR1E67554	Applications	Cannot stop the alert scheduler by using the "s" command from the system status	9.50
QCCR1E125009	Applications	Unrecoverable error in RAD: contract.software.compliance on the init.model panel	9.50
QCCR1E130107	Applications	Templates with quotation marks in the name cause issues	9.50

ID	Component	Summary	Fixed in versions
QCCR1E131254	Applications	The "Page" option still exists in the "Set Reminder" function	9.50
QCCR1E132791	Applications	An incorrect long SRC URL is generated by Service Manager when "querysecurity" is disabled and "WebServer URL" is set in the System Information Record	9.50
QCCR1E132892	Applications	The list of filters for certain operations is not sorted alphabetically	9.50
QCCR1E133169	Applications	An error occurs when you try to export data from the cm3r table	9.50
QCCR1E133459	Applications	Changes made to views in the "to-do" queue override the default settings applied in "My Preferences"	9.50
QCCR1E133500	Applications	The legacy Smart Search feature does not work as expected	9.50
QCCR1E133971	Applications	Variables do not work in the stored.query RD application	9.50
QCCR1E134320	Applications	The performance of the Data Migration Tool is not good in normal update mode	9.50
QCCR1E134741	Applications	An error message is displayed when you close a page in Service Desk by clicking the "X" button	9.50
QCCR1E69293	Applications	State and Process "base.search" references other records in the system that do not exist. This State and Process is not used and should be deleted.	9.50
QCCR1E8946	Applications	Typo in scmessage	9.50
QCCR1E123062	Applications	A blank pop-up window is displayed when you change an expired password and the LDAP server is down	9.50
QCCR1E125088	Applications	Background process does not work with kmgroup records because the $G.km.environment variable is null	9.50
QCCR1E127789	Applications	Login is very slow if the SLA table contains a large number of records	9.50
QCCR1E122083	Applications	After you upgrade to Service Manager Codeless, the Process Designer Content Pack version information is not updated correctly	9.50

ID	Component	Summary	Fixed in versions
QCCR1E127171	Applications	Need to update RAD sm.patchrel.write.file on the logic of disconnect panel	9.50
QCCR1E101463	Applications	After daylight saving time (DST) starts, Scheduled Maintenance Tasks creates one incident a minute for two to three hours	9.50
QCCR1E127195	Applications	Unable to create Incidents by using Scheduled Maintenance Tasks	9.50
QCCR1E134458	Applications	Set Reminder (us.set.reminder) does not take into account imTask records	9.50
QCCR1E134735	Applications	The scheduler does not initialize the environment variables consistently in the foreground	9.50
QCCR1E64152	Applications	Log-in Performance Improvements: Global List Evaluation Improvements	9.50
QCCR1E64156	Applications	Log-in Performance Improvements: Improve build.list and fillcombo to benefit from the select column functionality	9.50
QCCR1E129700	Applications	An Array field saves an incorrect value selected from a global list of countries	9.50
QCCR1E134993	Applications	Scheduled exports do not contain delimiters between the record columns	9.50
QCCR1E67589	Applications	The capability word 'mod.time.limit' does not actually do anything and should be removed	9.50
QCCR1E125231	Applications	Incorrect date calculation using holidays and dutyhours	9.50
QCCR1E125775	Applications	Context-aware search is triggered automatically only when you change the description of an incident	9.50
QCCR1E133561	Applications	The "kmknowledgebasetemp" datadict record is missing	9.50
QCCR1E133739	Applications	When the Smart Analytics training process interrupted for some time, it cannot be resumed	9.50
QCCR1E134554	Applications	When Smart Analytics indexes a large number of records and once KMUpdate crashes, the system cannot resume indexing from the break point	9.50
QCCR1E134615	Applications	The Installation guide is not clear about how to set up distributed servers	9.50

ID	Component	Summary	Fixed in versions
QCCR1E134641	Applications	When an Assignment Group of Incidents is empty, the text "NULL" in the Grouping View is not localized	9.50
QCCR1E134702	Applications	Context aware search is slower than global search	9.50
QCCR1E135072	Applications	Some data is lost when Smart Search indexes a library that has millions of data points	9.50
QCCR1E135335	Applications	The minimum training sample setting is ignored	9.50
QCCR1E135336	Applications	The Smart Ticket setting for the minimum number of training samples is used as the maximum number of training samples	9.50
QCCR1E135853	Applications	You cannot initiate a search by pressing Enter	9.50
QCCR1E136024	Applications	The first search for each key word after indexing results in a timeout	9.50
QCCR1E136029	Applications	Smart Analytics incremental indexing fails and cannot recover	9.50
QCCR1E136410	Applications	Data is lost when the catalog library is indexed	9.50
QCCR1E136533	Applications	The default stop phase is empty in qssp on a Linux distribution	9.50
QCCR1E107968	Applications	UCMDB customer ID of 1 is not allowed in Company records	9.50
QCCR1E124589	Applications	Auto-closure does not work properly in SM when logical.name is enabled in BDM mapping	9.50
QCCR1E128690	Applications	IDOL emebedded JRE6 should be removed from the Smart Analytics package	9.50
QCCR1E131250	Applications	When you use a mobile phone to take a photo of a computer screen, Smart Analytics cannot recognize the text in the photo	9.50
QCCR1E133663	Applications	Operations Orchestration flows cannot be automatically triggered when a change is approved	9.50
QCCR1E135017	Applications	The task phase is delayed if one task succeeds while the other fails in a Service Manager and Operations Orchestration integration	9.50
QCCR1E119210	Applications	The "State", "phase", and "category" fields are not localized in some Request Fulfillment, Time period, and Change forms	9.50

ID	Component	Summary	Fixed in versions
QCCR1E125623	Applications	Buttons are not grayed out as expected when you use wizards in the Mobility client	9.50
QCCR1E133292	Applications	When you change the sub-category of requests and changes, the category and subcategory lists are hard-coded	9.50
QCCR1E133293	Applications	When you create a change or timeperiod, the model and category names contain hard-coded values	9.50
QCCR1E116592	Applications	The subscribed service is missing from the Subscription Item when you set the Subscription Request Model to "Change Management"	9.50
QCCR1E120848	Applications	The Activity log is corrupted after switching category	9.50
QCCR1E121582	Applications	The Affected Services list retains information when you remove all Affected CIs	9.50
QCCR1E124420	Applications	The Affected Services list retains information even when you remove all the Affected CIs	9.50
QCCR1E124498	Applications	Error message when you enter the "Affected CI" in a Change	9.50
QCCR1E124499	Applications	Display error when clicking either the "View Opened Tasks" option or the "Create New Task task" optionin the Change logging phase	9.50
QCCR1E124806	Applications	Change Management record search does not work when you use the "Opened by", "Updated By", and"Closed by" fields	9.50
QCCR1E125529	Applications	An invalid global list is set for the "phase" field in the standard change workflow form	9.50
QCCR1E127575	Applications	The Change phase is still changed when you click the "No" button on the confirmation pop-up window	9.50
QCCR1E128408	Applications	The Change title and Change Task title on the Details page are hardcoded	9.50
QCCR1E128572	Applications	When you open a Change, no activity record is created	9.50
QCCR1E128721	Applications	The title of the "Custom Sort" pop-up window is hardcoded	9.50
QCCR1E133286	Applications	Dependent tasks are created as Active in Request	9.50

ID	Component	Summary	Fixed in versions
		Fullfilment whilst the parent task is still Waiting	
QCCR1E133744	Applications	The Time Period option is not displayed in the Look For drop-down list	9.50
QCCR1E58615	Applications	Risk Assessment is misspelled ("Risk Assesment") on every Change Management form	9.50
QCCR1E119514	Applications	Closing or reopening change tasks causes outage processing errors	9.50
QCCR1E123593	Applications	Filter function of "Relationships" of "Configuration Item" doesn't operate normally	9.50
QCCR1E127093	Applications	The CI relation graph performance is poor	9.50
QCCR1E128409	Applications	No "Available" status is listed on the CI status drop-down list when some CI records are marked as "Available"	9.50
QCCR1E131603	Applications	There is no label for the text area in the "Location" group in a configuration item record detail page	9.50
QCCR1E133574	Applications	English text strings are displayed when you search CIs by using the advanced filter	9.50
QCCR1E30816	Applications	The background color of the Delete Device Type wizard is not user friendly	9.50
QCCR1E131584	Applications	Various fields in the "Financial" section of a contract record details page have the same name, which is confusing when they are read by JAWS	9.50
QCCR1E119033	Applications	"Work In Progress" is displayed in English in a localized SM940 PD environment	9.50
QCCR1E119880	Applications	There is no global list for the "current.phase" fields in the probsummary datadict	9.50
QCCR1E124835	Applications	Cannot create an Incident if set Alert Location to Object.	9.50
QCCR1E126876	Applications	The pm.number field is always null in assignmentchg records when you use the Delay Assigning Incident Number option	9.50
QCCR1E133219	Applications	"update terminated - could not access row id" error when you update an incident in the web client	9.50
QCCR1E75577	Applications	Multiple usergrids cause custom sorts to fail	9.50

ID	Component	Summary	Fixed in versions
QCCR1E129127	Applications	Error messages when you edit a published KM document and click an update from the past updates section	9.50
QCCR1E133158	Applications	Documentation related to the "Tags" functionality for the "Reference" document type is missing within Contribute Knowledge	9.50
QCCR1E114276	Applications	The focus order is not correct in the "New a Problem" page when the "useservertabs" parameter is set to true	9.50
QCCR1E125496	Applications	Fail to open a Known Error record from the view in Favortes and dashboards panel	9.50
QCCR1E127312	Applications	Invalid values in the date/time field are not cleared after you receive the "Error" dialog in "Search Problems" / "Search Problem Management Tasks"	9.50
QCCR1E131711	Applications	There is no label for the text area field in the "Description" tab of the "screlate.search.rc.ke.pd.g" form	9.50
QCCR1E126802	Applications	The "This field is required" string is hardcoded when the required field is null in the add request task UI	9.50
QCCR1E122590	Applications	"Visible to Customer" updates in Request Tasks do not work correctly	9.50
QCCR1E123589	Applications	Sequence/Dependencies do not work correctly in Model records	9.50
QCCR1E125311	Applications	The owner="null" query is used incorrectly when you select CIs in a request task	9.50
QCCR1E129518	Applications	"Copy and Save" quotes should automatically copy all the line items under that Quote and avoid prompt line items selection	9.50
QCCR1E129719	Applications	Automatic closure of request tasks does not work correctly	9.50
QCCR1E131025	Applications	After you upgrade to Hybrid mode, legacy quote requests cannot be saved	9.50
QCCR1E131095	Applications	The rm.subtotal RAD on the set.fields panel contains unwanted rtecalls to log functions	9.50
QCCR1E131778	Applications	Order by is reverted back to default when a list is refreshed	9.50

ID	Component	Summary	Fixed in versions
QCCR1E133885	Applications	the type of the Urgency field is incorrect in the "Wizard: Edit Template Value" page when you perform a mass update of request records	9.50
QCCR1E134806	Applications	Localized actions in workflows are no longer translated after they are copied to another workflow	9.50
QCCR1E136621	Applications	Error when adding an approval delegation for the Request module and folder entitlement is enabled	9.50
QCCR1E136622	Applications	Error when adding an approval delegation for the Service Desk module when folder entitlement is enabled	9.50
QCCR1E113401	Applications	Inactive items are displayed in the "popular items" tile in SRC	9.50
QCCR1E121302	Applications	Missingfield help for Sort Order in Service Catalog Item	9.50
QCCR1E125939	Applications	Date time userOption is not parsed as local time in the svcCartItem details page	9.50
QCCR1E126617	Applications	The Service Catalog Item datetime user option in the Request details page is not parsed as local time	9.50
QCCR1E126692	Applications	The svcCartItem user options in a Request details page are not displayed in the order that is defined in joinsvcDisplay	9.50
QCCR1E127570	Applications	User selections are not synchronized between English and localized catalog items when you add new User Selections to the original English version	9.50
QCCR1E127674	Applications	You cannot check out the items in saved Carts and Templates	9.50
QCCR1E129608	Applications	You cannot remove an item from the cart and then add it again in SRC	9.50
QCCR1E130509	Applications	Non-English categories are not displayed in the catalog screen if catalog items have no English svcDisplay record	9.50
QCCR1E132301	Applications	A "Service is not valid" error message is displayed up after you select the "new CI for Service field" in the Service Catalog "Open an Incident" connector wizard	9.50
QCCR1E134535	Applications	You cannot perform a DB options lookup by using a	9.50

ID	Component	Summary	Fixed in versions
		query that contains the RAD index function from Propel	
QCCR1E135337	Applications	You cannot query the probsummary table in Service Manager from within a catalog item in Propel	9.50
QCCR1E135651	Applications	Issue with the ScAPI_GetOptionsLookup script when you query the device table	9.50
QCCR1E30467	Applications	The drop-down list for Approval Activities uses the actual field name instead of its caption	9.50
QCCR1E60689	Applications	There is a spelling error in the "Approval Condition" form	9.50
QCCR1E103538	Applications	The Service Desk module UI that enables you to configure HTML an email template name is not user-friendly	9.50
QCCR1E122689	Applications	Interaction records disappear when you use the re-submit function on the web ESS client	9.50
QCCR1E124483	Applications	Received email notification follows the sender's local language for Interaction creation/cancellation/closure	9.50
QCCR1E125265	Applications	The open format is incorrect when an operator opens a locked interaction if you select the "lock on display" option in a security role of that operator	9.50
QCCR1E126479	Applications	The "Trigger To", "Trigger From", "Escalation", and "Escalate From" text strings are hardcoded	9.50
QCCR1E130531	Applications	When you duplicate an interaction, the original interaction overwrites the source interaction	9.50
QCCR1E130671	Applications	The parameter format is incorrect on Survey Template	9.50
QCCR1E131775	Applications	Table summaries are not displayed when you use the sdUtil.getAttachmentHTML script	9.50
QCCR1E136581	Applications	Solutions are not posted to Interactions from related Incidents	9.50
QCCR1E118139	Applications	The string "and" is hardcoded in a pop-up window if there are multiple required fields remain blank in all non-English locales	9.50
QCCR1E118628	Applications	The string "Process Targets" is hardcoded in pop-	9.50

ID	Component	Summary	Fixed in versions
		up windows that are displayed after you add SLT(s) to a process target	
QCCR1E118797	Applications	The "Effective From", "Expiration Date", "Next Service Review Date", and "Next Agreement Review Date" text strings are hardcoded on pop-up messages that appear when a value is invalid	9.50
QCCR1E123082	Applications	The valid Owner Group field is overwritten when saving an SLA record	9.50
QCCR1E124530	Applications	Incorrect data in slaactive records.	9.50
QCCR1E126524	Applications	The "New Agreement" text string is I18N concatenated, which causes bad translation into French	9.50
QCCR1E126696	Applications	Request to update the expression of the set.schedule label in RAD sla.schedule.state.change.expression	9.50
QCCR1E127278	Applications	SLA Breach Alerts are triggered at incorrect times	9.50
QCCR1E127332	Applications	Outage spreading does not correctly flag upstream CIs, depending on the order that you close the involved incidents	9.50
QCCR1E130964	Applications	SLOs do not work with certain conditions in Request Management	9.50
QCCR1E131053	Applications	You cannot base an SLA on a planned date	9.50
QCCR1E99168	Applications	The Incident Managment Environment form contains two obsolete check boxes	9.50
QCCR1E132748	Applications	The calendar does not work correctly for years later than 2050	9.50
QCCR1E125773	Applications	You cannot drill down into a report that contains Known Error data based on rootcause	9.50
QCCR1E127243	Applications	The "Open Interactions by Priority" report displays closed interactions instead of open interactions	9.50
QCCR1E132917	Applications	Draft KM documents cannot be accessed from Dashboard/Report	9.50
QCCR1E131817	Applications	An HTTP 400 error occurs while querying resources that have "non standard" characters	9.50
QCCR1E134961	Applications	The eval method is used in Restful-related code	9.50

ID	Component	Summary	Fixed in versions
QCCR1E99489	Applications	In the web client, the navigation menu item "Manage Favorites -> Create New Folder" is always selectable	9.50
QCCR1E118864	Applications	When you add an attachment to a ticket, whatever the activity type is changed to "Update", regardless of the original user selection	9.50
QCCR1E108074	Applications	Search function issues with joined tables: Failed to validate query	9.50
QCCR1E131463	Applications	Only English email are sent to users when you use the alert function in a localized environment	9.50
QCCR1E126504	Applications	Delegate all approvals does not work as expected	9.50
QCCR1E129520	Applications	You cannot select a delegator when folder entitlement is enabled for service catalog delegation	9.50
QCCR1E123634	Applications	"Approval status" and "applied to" are hard coded in all non-EN locales	9.50
QCCR1E126757	Applications	Change Approval does not work correctly	9.50
QCCR1E127874	Applications	Change Approval order is not following its sequence of ApprovalDef when approving	9.50
QCCR1E128780	Applications	Change Approval order is not following its sequence of ApprovalDef when approving	9.50
QCCR1E133767	Applications	The Change Management Approval Override capability is not available for non-SysAdmin users	9.50
QCCR1E127175	Applications	Export report list to text file failed when the viewrecordlist parameter is set to false	9.50
QCCR1E129349	Applications	The "apm.global.refresh" RAD application throws an error and crashes	9.50
QCCR1E132228	Applications	"Global" is the only option displayed in the Data cleansing drop-down list after you set the system to display the Dashboard as Service Manager home page in "My Preferences"	9.50
QCCR1E132959	Applications	When you add new categories or items, numerous errors are logged in sm.bg.bgmonitor_B.log	9.50
QCCR1E108072	Applications	Search function issues with joined tables: Invalid syntax for query.Failed parsing (cc.search,select)	9.50

ID	Component	Summary	Fixed in versions
QCCR1E128541	Applications	No task records are returned from the All Open Tasks view	9.50
QCCR1E101386	Applications	HTML notifications display the date text in English even if the htmltemplate is set to another language	9.50
QCCR1E118381	Applications	XML tags that are included in the Description or Activity Update of a notification email are truncated	9.50
QCCR1E124008	Applications	No Configuration Item displayed in a Change reminder email	9.50
QCCR1E127620	Applications	Notifications do not work correctly for Assignment Groups	9.50
QCCR1E130608	Applications	Some English strings are hardcoded on htmltemplate	9.50
QCCR1E130965	Applications	Some htmltemplate titles do not support localization	9.50
QCCR1E131553	Applications	Security entitlement for an update is verified against the state of record after the update instead of before the update	9.50
QCCR1E118983	Applications	The image field in dbdict htmltemplate does not support localization	9.50
QCCR1E133051	Applications	The Fill function does not work correctly for link fields in the Configuration Item template	9.50
QCCR1E76905	Applications	There is an invalid column "Category" in qbe format:Template.qbe	9.50
QCCR1E132270	Applications	The display list for Pending Documents under KM does not use group by status	9.50
QCCR1E125971	Applications	Concatenate strings in Collaboration Configuration page	9.50
QCCR1E123922	Applications	"no en label defined" is displayed when you add a field with localized strings to the SRC checkout panel in all non-EN locales	9.50
QCCR1E99392	Applications	The layout of RAD forms is changed, and some content is hidden	9.50
QCCR1E129723	Applications	New fields that are added to dbdict are sometimes mapped to nulltable	9.50

ID	Component	Summary	Fixed in versions
QCCR1E127369	Applications	An unrecoverable error occurs when you select the imMatchQuery record	9.50
QCCR1E131056	Applications	After you perform an upgrade, smin eventin records are not processed as expected	9.50
QCCR1E104692	Applications	Horizonal and vertical scollbars are present in the kmdocument.viewexternalwithview form in Internet Explorer 11	9.50
QCCR1E131267	Applications	JAWS reads out incorrect label information on the Interaction Categories page	9.50
QCCR1E131280	Applications	There is no accessible description label for certain controls.	9.50
QCCR1E131472	Applications	The Rules and Occurrences tables in the Time Period module use such a small font size that the item in focus is not shown clearly enough	9.50
QCCR1E131555	Applications	Redundant content ("read only, to move through among the items, pleas use the arrow key") is read out when you open the "Approval Inbox" page.	9.50
QCCR1E131663	Applications	Text in the text area changes when the cursor is focused on it	9.50
QCCR1E131681	Applications	JAWS reads out "Comparison: checkbox not checked" incorrectly when you shift the focus to the "Not" option	9.50
QCCR1E131749	Applications	JAWS reads the Approval Inbox menu items (in Service Desk) in the wrong order	9.50
QCCR1E89710	Applications	The background of the Asset Allocation form is not consistent with that of other forms	9.50
QCCR1E98087	Applications	Webpage hangs when doing a true search for the applicationfields table	9.50
QCCR1E128036	Applications	Typo for validation word	9.50
QCCR1E106599	Applications	The Sort Field (To/Target) and Sort Order (To/Target) options in link records do not display QBE list in the selected order	9.50
QCCR1E129208	Applications	The category value is displayed when typing *** in the subarea comfill with the auto complete feature enabled	9.50

ID	Component	Summary	Fixed in versions
QCCR1E130169	Applications	Category values are displayed when you type "***" in the Area comfill	9.50
QCCR1E131471	Applications	After you modify the columns in a QBE list, values in the new columns are not available when you perform a Fill	9.50
QCCR1E134938	Applications	Wrong value is copied from the cursor if "recurse fill" is set to true for the link line of a CI field	9.50
QCCR1E102313	Applications	The Description field in the cm3catphase table is not automatically updated when you set the display name of a workflow phase	9.50
QCCR1E127329	Applications	When you define a Task Plan for a Request Model, the Dependent Task is not activated when the condition of the previous task evaluates to "false"	9.50
QCCR1E130728	Applications	The status of Interactions with a "Telephone" notification type changes to "Callback" when you close only one related Incident	9.50
QCCR1E132396	Applications	Service Manager cannot perform database inserts due to duplicate key errors on the "workflowhistory" table	9.50
QCCR1E133978	Applications	The migration from legacy SLA to the new Agreement is slow	9.50
QCCR1E134952	Applications	Service Manager loses data when you use a Case Sensitive database	9.50
QCCR1E129332	Applications	Values cannot be entered in fields that are made from a global list	9.50
QCCR1E127351	Applications	Rule Sets do not support Approvers in Assignment Groups	9.50
QCCR1E128892	Applications	The Process Designer Rule for sending HTML emails selects the language for template based on the user's language instead of the recipient's language	9.50
QCCR1E131933	Applications	An untranslated text string appears in the "Service Field Name" drop-down list	9.50
QCCR1E102145	Applications	After you enable Process Designer, the 'Assignment groups' character field is not mapped correctly (it is set to "null")	9.50

ID	Component	Summary	Fixed in versions
QCCR1E102147	Applications	After you enable Process Designer, the 'Authorized categories' character field is not mapped correctly (it is set to "null")	9.50
QCCR1E102148	Applications	After you enable Process Designer, the 'Manage format' character field is not mapped correctly (it is set to "null")	9.50
QCCR1E102149	Applications	After you enable Process Designer, the 'Initial view' character field is not mapped correctly (it is set to "null")	9.50
QCCR1E102151	Applications	After you enable Process Designer, the 'Search format' character field is not mapped correctly (it is set to "null")	9.50
QCCR1E102152	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102154	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102164	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102167	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102170	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102171	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102172	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial	9.50

ID	Component	Summary	Fixed in versions
		view' are set to null	
QCCR1E102174	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102175	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102180	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102206	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E102208	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format', 'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	9.50
QCCR1E131847	Applications	Security roles do not work correctly in some situations when the Update right is "When Assigned to workgroup"	9.50
QCCR1E131602	Applications	Dependent tasks are created in the Active phase when the parent task status is still Waiting	9.50
QCCR1E132920	Applications	The status of child tasks status is inconsistent after the parent task is cancelled	9.50
QCCR1E132925	Applications	The status of child tasks in Task Planner is not set to Waiting if parent task was cancelled	9.50
QCCR1E133901	Applications	When a task is cancelled or withdrawn, follow-on and parent tasks are incorrectly activated	9.50
QCCR1E131322	Applications	Format Control is executed in an incorrect order in Hybrid mode	9.50
QCCR1E52903	Applications	A blank pop-up error window is generated when an LDAP-authenticated user attempts to change the password within ServiceCenter	9.50

ID	Component	Summary	Fixed in versions
QCCR1E128617	Applications	CI creation via Web Service fails due to a JavaScript error	9.50
QCCR1E131375	Applications	Fields in tables are not highlighted clearly when they are in focus	9.50
QCCR1E127079	Applications	"If One Record: Display as List" option in wizards does not work as expected in the web client	9.50
QCCR1E128026	Applications	When you use the "wizard" to update some fields, and then press the "Cancel" Button, data entered in the wizard is returned to the "record"	9.50
QCCR1E130217	Applications	The comparison value changes to an invalid one when you click Cancel to quit the "Advance Filter" wizard page	9.50
QCCR1E126562	Applications	SRC does not support both Process Designer-based requests and non-Process Designer-based quotes simultaneously	9.50
QCCR1E130263	Applications	The update button is always greyed out in SRC when folder entitlement is enabled	9.50
QCCR1E130627	Applications	When you query the SRC item options field with "U:\FE", no result is returned	9.50
QCCR1E131973	Applications	Cannot resolve an Incident in a Service Manager and Operations Orchestration integration	9.50
QCCR1E135369	Applications	Incidents are not closed in TeMIP 6.x to Service Manager 9.41 Codeless integrations	9.50
QCCR1E104634	Documentation	Root cause analysis required that we add debugleaks:1 to the sm.ini file. This parameter is not documented in the online help.	9.50
QCCR1E111655	Documentation	IR Queue parameter ir_irqueue_max_locktime is not documented in the online help.	9.50
QCCR1E118785	Documentation	The "HTMLTemplatesAdmin" and "RESTful API" capability words are not documented in the Help Center	9.50
QCCR1E123678	Documentation	Interactive Upgrade Guide missed purge step before loading preupg.bin	9.50
QCCR1E135597	Documentation	You cannot create groups in Views based on array-type fields	9.50

ID	Component	Summary	Fixed in versions
QCCR1E112805	Documentation	The "allowed" web client parameter is missing from the System Configuration Parameters section in the online help	9.50
QCCR1E113225	Documentation	The "Create an operator template" help topic contains an incorrect note about using operator templates as the login accounts	9.50
QCCR1E114930	Documentation	Help server documentation does not explain how to implement value-depend bitmaps for Table Column widget	9.50
QCCR1E118646	Documentation	Information in the "Create a system default operator record" topic is incorrect	9.50
QCCR1E120000	Documentation	The Service Manager help center contains an Incorrect maximum value for the agstackl parameter	9.50
QCCR1E120020	Documentation	New features, Add constraint not clear and is not doing what it is supposed to.	9.50
QCCR1E120525	Documentation	The Service Manager Help does not describe the limitations of the auto-complete functions clearly	9.50
QCCR1E120855	Documentation	The groupsubnetaddress parameter is not documented correctly	9.50
QCCR1E122908	Documentation	No Mass Close button	9.50
QCCR1E125495	Documentation	The default value for the ir_languagefiles_path parameter is incorrect in the online help documentation	9.50
QCCR1E126931	Documentation	No reports are exported even though you specify an export path for the dashboard_export_path parameter in the sm.ini file	9.50
QCCR1E128381	Documentation	User not prompted to close related Interactions and documentation is not clear on the topic	9.50
QCCR1E128709	Documentation	Documentation for the maxhttpreqresponse parameter is unclear	9.50
QCCR1E130405	Documentation	The Service Manager documentation does not describe a behavior change for the "Validate against Table" rule	9.50
QCCR1E130554	Documentation	A description of the Lock rendering style property is missing from Service Manager Help Center	9.50

ID	Component	Summary	Fixed in versions
QCCR1E130735	Documentation	The description of the "Options" field in the "Localize a Service Catalog item" help topic is confusing	9.50
QCCR1E134068	Documentation	The ESS Only option on the security rights form is not documented in the Service Manager documentation	9.50
QCCR1E105865	Documentation	Help contains incorrect information about how to deny operators password modification privileges	9.50
QCCR1E110039	Documentation	documentation does not include how to switch off log rotation for single servlet	9.50
QCCR1E113562	Documentation	Parmdata.h is not aligned with the documentation	9.50
QCCR1E113993	Documentation	Documentation for the msglog parameter contains an inaccurate note	9.50
QCCR1E114135	Documentation	The Solr Search Engine Guide does not contain information on how to keep partial indexed documents searchable before the initial indexing phase is complete	9.50
QCCR1E115982	Documentation	The 12346 port is used by Service Manager, but it is not documented	9.50
QCCR1E120491	Documentation	Help topic UTF-8 Conversion is obsolete	9.50
QCCR1E121442	Documentation	"Updates to IR files" topic in the Service Manager Help does not correctly indicate the default mode	9.50
QCCR1E121754	Documentation	The "Example: response time monitoring (RTM) output" topic is located in the wrong section of the help	9.50
QCCR1E126046	Documentation	The Help Center does not state that the core file is not written to the defined corepath location if the corepath location does not already exist	9.50
QCCR1E128345	Documentation	The capability words documentation refers to a JavaScript function (checkExclusivePermission) that does not exist	9.50
QCCR1E130539	Documentation	Incorrect documentation about the Service Manager server parameter debugnode and other similiar parameters	9.50
QCCR1E130865	Documentation	Help documentation contains references to the obsolete products NAPA and Get-It	9.50

ID	Component	Summary	Fixed in versions
QCCR1E131416	Documentation	The Help server refers to a "listrepository" file, however the file cannot be found in the Service Manager database	9.50
QCCR1E135436	Documentation	Removed stop words are not listed in the Smart Analytics Administration Guide	9.50
QCCR1E118951	Documentation	The Service Manager web tier LW-SSO configuration is not described correctly	9.50
QCCR1E129787	Documentation	Confusing description about Managing approvals in Change Management in the Service Manager Codeless online help	9.50
QCCR1E133116	Documentation	The documentation does not state that Service Manager does not support automatic switching between two hosts	9.50
QCCR1E102946	Documentation	The documentation for the "heartbeatinterval" parameter incorrectly states that the value can be set from the Windows client	9.50
QCCR1E104594	Documentation	The online help contains a typing error in the content for "Join syntax example 1"	9.50
QCCR1E129668	Documentation	There is no documentation about how to define the shortcut for the Fill action in the shortcut.xml file	9.50
QCCR1E130614	Documentation	Forms Designer Notebook widget "Lock Rendering Style" is not documented	9.50
QCCR1E131529	Documentation	The documentation for Version Control best practices is unclear	9.50
QCCR1E102008	Documentation	The SRC encryptor does not work with the documented default values	9.50
QCCR1E103547	Documentation	Default SD email template "IM.browse.pd" is not described in document when PD is installed	9.50
QCCR1E121166	Documentation	Issue in SRC documentation about supported operators for Dynamic User Options	9.50
QCCR1E77914	Documentation	Description of the "Emergency Change" field is not correct in the Best Practices Guide (Codeless version)	9.50
QCCR1E118475	Documentation	Document should emphasize that HTTP "Put/Delete" method is used by SM client	9.50

ID	Component	Summary	Fixed in versions
QCCR1E135041	Documentation	The Service Manager Interactive Installation Guide incorrectly recommends that the Oracle user for Service Manager be granted with the "select any dictionary" privilege	9.50
QCCR1E135855	Documentation	Incorrect license instructions in Interactive Installation Guide	9.50
QCCR1E122376	Documentation	"Unsupported java version" error when you are run the "configure" or "smstart" script after installing Service Manager from the setupLinuxX64.bin installer	9.50
QCCR1E115892	Documentation	The Programming Guide is missing information about rtecall("select")	9.50
QCCR1E121563	Documentation	Custom scmessage records for the scbutton, scballoon, sccaption, and sctitle message classes are not found by the Service Manager RTE	9.50
QCCR1E124608	Documentation	The RAD sleep function and its JS equivalent system.functions.sleep() are not documented in the Programming Guide	9.50
QCCR1E130042	Documentation	Programming Guide incorrectly states that JavaScript method: SCDatum.setType() is deprecated	9.50
QCCR1E113096	Documentation	There is no documentation about how Service Manager and UCMDB handle failed push requests	9.50
QCCR1E120623	Documentation	SM9.40 Upgrade guide is not clear on the 3waymerge\oob XML files	9.50
QCCR1E108985	Documentation	The "Wizard Order of Execution" section in the Wizard Guide refers to a diagram that is not included in the document	9.50
QCCR1E135509	Documentation	The Service Manager 9.50 Collaboration documentation does not state that you must be logged in to Lync at all times for the feature to work	9.50
QCCR1E128870	Integrations	SM/OMi integrations do not return the Assigned Group back to OMi	9.50
QCCR1E124706	Integrations	Service Manager sends redundant requests to OMi	9.50
QCCR8D38450	Integrations	Error message in Service Manager when you view the "cause" incident of incidents that are related in OMi	9.50

ID	Component	Summary	Fixed in versions
QCCR1E131413	Integrations	Incidents cannot pass through case exchange from Service Manager to Service Anywhere if an object entity is defined by a property value that contains a dot	9.50
QCCR1E133374	Integrations	The out-of-box configuration for case exchange does not work in Process Designer-based environment	9.50
QCCR1E130423	Integrations	When you define a scheduled survey and preview it, a new surveyInternal record is created	9.50
QCCR1E130478	Integrations	The ddmRule is processed regardless of the value of its condition in SM-UCMDB integrations	9.50
QCCR1E135512	Integrations	"Messages": ["A JSONObject text must begin with '{' at character 1"] error message when a record is not found	9.50
QCCR1E116537	Localization	The text string "Rule Occurrence" in the message "Rule Occurrence should be greater than or equal to 1" is hardcoded	9.50
QCCR1E118137	Localization	When you create a ticket and leave a mandatory field empty, the displayed error message is hardcoded	9.50
QCCR1E119684	Localization	The hardcoded string "Receipt information" is displayed on the "Request Management Receiving Log" page	9.50
QCCR1E121279	Localization	When you enter invalid input into a mandatory field, the displayed error message is hardcoded	9.50
QCCR1E121639	Localization	OOB data for product catalog categories under Request Fulfillment is not localized completely	9.50
QCCR1E121677	Localization	Hardcoded error message if the string length of a description exceeds 127 characters when you add a service catalog to an agreement	9.50
QCCR1E122560	Localization	Text in the Environment drop-down list in the CI details page is hardcoded	9.50
QCCR1E123618	Localization	When you log in as sdapprover, the text string "Approval" is hardcoded in all non-English locales	9.50
QCCR1E126527	Localization	When you add a new field to the Incident table, the "field.window" title string is hardcoded	9.50

ID	Component	Summary	Fixed in versions
QCCR1E126828	Localization	The message "There are no Affected CIs specified" is hardcoded when you click the "Add Attributes/Relationships" button on the Create New Change page	9.50
QCCR1E127779	Localization	If Smart Analytics is enabled from Service Manager and your login language is Hebrew, KM search does not work in SRC	9.50
QCCR1E128497	Localization	There are translation issues in the warning messages for Change Task mandatory fields	9.50
QCCR1E133146	Localization	The "Records per page" text string is hardcoded when you view the Parent Incident on the Incident details page	9.50
QCCR1E133946	Localization	The bizservice Service status CI drop-down list is hardcoded in all non-English locales	9.50
QCCR1E135016	Localization	The KM Reference Subtype drop-down list is hardcoded in all non-English locales	9.50
QCCR1E98376	Localization	Library names are not translated in KM search and KM Advanced search	9.50
QCCR1E134413	Mobility	A list of records is displayed instead of a specific record when you click a URL in an email that opens the Mobility client	9.50
QCCR1E100670	Mobility	If more than one prefix is defined for a file in $G.unisearch.types, only the first prefix works when you search for records on the Mobility client	9.50
QCCR1E101182	Mobility	Slow performance when you add a solution to an Incident and save the Incident	9.50
QCCR1E126164	Mobility	The Interaction service does not retain updated values when an error message is displayed	9.50
QCCR1E133758	Mobility	An error occurs when you click the Refresh button whilst viewing a record list on the Mobility client	9.50
QCCR1E118213	Mobility	The webpage enters a redirect loop when you enter an incorrect Mobility URL in the browser address bar	9.50
QCCR1E118816	Mobility	You receive a "Request failed" message when your Mobility client user session times out	9.50
QCCR1E125623	Mobility	Buttons are not grayed out as expected when you	9.50

ID	Component	Summary	Fixed in versions
		use wizards in the Mobility client	
QCCR1E125856	Mobility	The Mobile client page hangs when you click the Cancel button on the details page to return to the list page	9.50
QCCR1E127571	Mobility	The selected item in the dropdown list of a combo box mismatches the highlighted region on BlackBerry and iOS7 native browsers	9.50
QCCR1E127732	Mobility	The page stops responding after you try to fill the Incident subcategory field on an Android device with Chrome 44	9.50
QCCR1E127913	Mobility	After you select a value from a fill list on the second tab of a page in the Mobility client, the first tab is displayed	9.50
QCCR1E129373	Mobility	Mobility client sessions are not cleaned up as expected after the sessions time out	9.50
QCCR1E131554	Mobility	The page stops responding when you save journal updates on the Mobility client	9.50
QCCR1E131566	Mobility	The page stops responding when you access a locked Incident record by using the Mobility client if the Lock on Display option is enabled	9.50
QCCR1E132794	Mobility	Field labels in the Mobility client that contain long text are truncated and suffixed with "..."	9.50
QCCR1E133299	Mobility	Virtual Join tables are not displayed correctly on tabs in the Mobility client	9.50
QCCR1E133353	Install and upgrade	Webtier unloads are included in the server package	9.50
QCCR1E132342	Install and upgrade	You cannot install Smart Analytics on Linux	9.50
QCCR1E135567	Install and upgrade	Cannot turn off Administration Mode during Service Manager Windows Client installation	9.50
QCCR1E103751	Server	Documented parameter 'usedmemcompmode'does not appear in 'sm -helpall' output	9.50
QCCR1E130749	Server	AlertDef cannot save negative times in "calc interval", and a "Field contains an Invalid Date/Time value" error is generated	9.50

ID	Component	Summary	Fixed in versions
QCCR1E132631	Server	A hard coded tooltip string ("Edit in Phase") is displayed when you move the mouse over the string "Edit"	9.50
QCCR1E131683	Server	"LockHandler: lock failed, length of the key should be less than 200" error when you try to delete records	9.50
QCCR1E130148	Server	After you use the KMDocumentExport tool to export a file that has a wide character in the file name, the file name changes to messy code	9.50
QCCR1E134510	Server	The "svc_import" process crashes if the imported XML contains NULL values	9.50
QCCR1E134553	Server	KMUpdate runs low on memory and crashes when it indexes 3M incidents	9.50
QCCR1E73672	Server	When you use the writeFile() JavaScript to output an attachment, Japanese characters in file names are output as garbage characters	9.50
QCCR1E126888	Server	After short period of stable operation, Service Manager user sessions are terminated with Signal 11 error messages	9.50
QCCR1E127384	Server	The ("isnumeric") rtecall does not work as expected	9.50
QCCR1E132120	Server	REST calls fail randomly with a "missing) in parenthetical" HTTP 500 error	9.50
QCCR1E104801	Server	Error message when you perform a mass update of incidents that removes records from the QBE	9.50
QCCR1E119658	Server	The REST URL does not support non-English strings	9.50
QCCR1E131733	Server	You are unable to launch an external HTML view in a browser by using us.launch.external	9.50
QCCR1E134507	Server	Difference between loading records through an unload and the "sm -svc_import" command	9.50
QCCR1E127871	Server	"Display Name" field displays as "sm.device.display.name" in Dashboard	9.50
QCCR1E132443	Server	The tab for a problem record disappears after you click an external URL link	9.50
QCCR1E128509	Server	The wrong record is displayed after one interaction	9.50

ID	Component	Summary	Fixed in versions
		or OCML is closed	
QCCR1E124719	Server	"SQL code=932 message=ORA-00932: inconsistent datatypes: expected DATE got CHAR" error when you try to upgrade the Service manager binary files	9.50
QCCR1E125022	Server	The QBE list that is returned when you perform a text search on Incidents is changed after you modify and then save an incident record in the list	9.50
QCCR1E127396	Server	Memory leaks in Oracle Client 12.1.0.1.0 and 12.1.0.2.0	9.50
QCCR1E128042	Server	NVARCHAR array is truncated	9.50
QCCR1E129094	Server	A Signal 11 error occurs when you preview a report that retrieves data from a merged file	9.50
QCCR1E131815	Server	A Signal 11 error is generated when you change a workflow phase to Request PIR	9.50
QCCR1E132480	Server	Perfomance issue on Service Manager leads to database deadlocks	9.50
QCCR1E132718	Server	Modify the error message to clearly state that LDAP file does not support joining	9.50
QCCR1E133268	Server	The latest SLA record data is not displayed in Service Manager when the SLA is updated in the back-end database	9.50
QCCR1E136119	Server	An incremental index of hot topics does not finish successfully	9.50
QCCR1E97065	Server	When Service Manager uses an Oracle database, the Advanced Filter does not support double "NOT" queries	9.50
QCCR1E108070	Server	The record count in the drill-down list does not match the count in the chart that is displayed for the week() report for SqlServer	9.50
QCCR1E127867	Server	"Chart by" does not work when there is an outer join field in the View	9.50
QCCR1E133002	Server	Boolean fields are shown as string types with ADHOC SQL	9.50
QCCR1E133817	Server	Bar Charts in the Dashboard do not respect	9.50

ID	Component	Summary	Fixed in versions
		summer time	
QCCR1E134779	Server	"SQL code=932 message=ORA-00932: inconsistent datatype" error when some views that use tod() in the criteria and Group By are displayed	9.50
QCCR1E129336	Server	The IRQUEUE process hangs when an ESS user has a lock on a record	9.50
QCCR1E132700	Server	Error message after completing an IR Regen	9.50
QCCR1E96440	Server	Session crashes with signal 11 after an IR search	9.50
QCCR1E127225	Server	The focus jumps to the next record in a QBE list of joindef records when the key field is changed	9.50
QCCR1E122827	Server	Duplicate locks appear in the Service Manager environment after you replicate the database	9.50
QCCR1E136244	Server	Terminated sessions are not cleaned up, until eventually all available connections are used and users can no longer log in to Service Manager	9.50
QCCR1E134743	Server	Error message when an operator sorts a queue or view by service	9.50
QCCR1E55008	Server	Sorting "displayoption" twice caused Signal 11	9.50
QCCR1E104966	Server	"RTE W executeXML: SCEventStrInAndOut returned no output event" message is written to the sm.log file when Connect-It is running	9.50
QCCR1E121553	Server	The reportlic and reportlocks reports are missing a time stamp	9.50
QCCR1E121199	Server	Restful API query expressions do not support I18N	9.50
QCCR1E132720	Server	JRTE W failed to read full Byte Order Mark; read 1 bytes instead of 4 bytes	9.50
QCCR1E126690	Server	JAWS cannot read the Advanced Filter list after the list is expanded	9.50
QCCR1E126690	Server	JAWS cannot read the Advanced Filter list after the list is expanded	9.50
QCCR1E126691	Server	The tool tip for precondition in context aware need be read.	9.50
QCCR1E127056	Server	When a Textbox works as a drop-down list, JAWS reads the list name as "type text"	9.50

ID	Component	Summary	Fixed in versions
QCCR1E127773	Server	Smart Search Dashboard has rendering issue in Internet Explorer 11	9.50
QCCR1E127800	Server	The General filter does not work correctly for external libraries	9.50
QCCR1E127844	Server	The previously-indexed library is not displayed in the library search results list when you re-index a library from Smart Search Configuration	9.50
QCCR1E127858	Server	When you perform a full reindex of external connector libraries, the status of the external KM libraries remains "not started"	9.50
QCCR1E128077	Server	JAWS does not work fine when number beside library is changed	9.50
QCCR1E128083	Server	JAWS should read "Remove filter link" in the Context Aware Search panel as "Remove filter button"	9.50
QCCR1E128085	Server	In the Smart Search dialog, JAWS reads out the dash ("-") for internal libraries	9.50
QCCR1E128086	Server	When the main frame of the smart search dialog is maximized, JAWS reads out the smart search dialog as "search button close search dialog", which is incorrect	9.50
QCCR1E128088	Server	JAWS reads off a page number link in the Smart Search dialog as "link" (for example, "2 link")	9.50
QCCR1E128090	Server	When focus is on the Close icon in the "General Filters" panel, JAWS reads out unexpected content as in "Close left parentheses ESC right parentheses button"	9.50
QCCR1E128092	Server	When no suitable filter options are listed for the text filter in the "Library Filter" panel in the Smart Search Dialog, JAWS is silent	9.50
QCCR1E128093	Server	The scroll bar at the right side of the library filter panel does not automatically scroll when you are tabbing through the library list	9.50
QCCR1E128099	Server	The "Clear All" and "Remove Filter" buttons appear in different panels in the Smart Search dialog and are read out as the same in these panels	9.50
QCCR1E128102	Server	Nothing is read out when the search results span	9.50

ID	Component	Summary	Fixed in versions
		more than one page	
QCCR1E128103	Server	Pressing "Alt+Ctrl+U"does not work for the "Global Search" button	9.50
QCCR1E128478	Server	HTTP Connector causes memory leak	9.50
QCCR1E128546	Server	Memory leak on the HTTP connector server	9.50
QCCR1E128993	Server	Some records are not included in a patch when you create a custom patch by using the Applications Patch Manager	9.50
QCCR1E130310	Server	No subcatagory suggestions after you change the IDOL server and then retrain the catagory from Smart Ticket	9.50
QCCR1E132049	Server	EXIF format JPEG files are not recognized by the image-to-text converter	9.50
QCCR1E132194	Server	Missing and incorrect information in the ssl configuration topic of the Smart Analytics document	9.50
QCCR1E132232	Server	When you install a distributed content server on Linux, there are no configuration steps to specify the Smart Analytics Server IP	9.50
QCCR1E132303	Server	There is a spelling error when you try to install Smart Search content, and you cannot complete the installation	9.50
QCCR1E132304	Server	The installer does not install the default choice of components	9.50
QCCR1E132565	Server	The "ISKNOWNERROR_MATCH" field is not indexed to the IDOL Server, therefore you cannot search for "Known Error" records	9.50
QCCR1E134700	Server	The query count process causes long query times	9.50
QCCR1E133909	Server	Service Manager sends mails without a socket write timeout value	9.50
QCCR1E131129	Server	Sorting a verylarge table causes high memory consumption	9.50
QCCR1E122838	Server	sm -reportsem and sm -reportshm still show an entry for Resource Locks	9.50

ID	Component	Summary	Fixed in versions
QCCR1E127587	Server	Memory leak when you load an unload file that was exported with UCS-2 characters	9.50
QCCR1E128531	Server	Scheduler fails with a Signal 11 error due to a very long field name	9.50
QCCR1E130201	Server	A signal 11 error occurs when a web service call is used to create an Interaction	9.50
QCCR1E134760	Server	Servlets crash at random, regardless of whether they are on a server that contains a load balancer or not	9.50
QCCR1E129204	Server	"RTE utalloc found 4 memory leaks of 128 bytes (12288 bytes with overhead)"error in the sm.log file	9.50
QCCR1E71136	Server	A memory leak occurs on the Service Manager server, and memory remains in use even after users log off	9.50
QCCR1E79129	Server	The Service Manager main thread incorrectly reports a memory leak on Linux-based platforms	9.50
QCCR1E120786	Server	one server out of four in a HZ scaled env is sporadically not visible to the others	9.50
QCCR1E128150	Server	Cannot connect to Service Manager once 50 users are logged in	9.50
QCCR1E90531	Server	Sessions time out after they are configured to time out	9.50
QCCR1E125846	Server	When you shut down a Linux-based system, Service Manager generates RTE E messages in the server log	9.50
QCCR1E131760	Server	"illegal use of LONG datatype" error message when connecting the chat server to an Oracle database	9.50
QCCR1E113562	Server	Parmdata.h is not aligned with the documentation	9.50
QCCR1E126698	Server	"RTE E Error: SQL code=24324 message=ORA-24324: service handle not initialized" error when the "ldapauthenticateonly" LDAP parameter is configured in the sm.ini file	9.50
QCCR1E129582	Server	"...SM/RUN/headless': File exists" error message when you run an "sm" command	9.50
QCCR1E134734	Server	The scheduler does not start when there is a space	9.50

ID	Component	Summary	Fixed in versions
		in the log path	
QCCR1E122979	SRC	Error occurs if "time period" delegation is enabled	9.50
QCCR1E128800	SRC	The browser will not load the new SRC style unless the old style is removed from the cache	9.50
QCCR1E134297	SRC	The value of src.sm.connectionTimeout is incorrectly in milliseconds	9.50
QCCR1E126805	SRC	"Back to previous page" is not working properly on the Support module on SRC	9.50
QCCR1E127022	SRC	SRC performance issue when displaying a form with a large number of user selections	9.50
QCCR1E130115	SRC	You receive an error message when you remove a denied approval status catalog from a request approval record and then resubmit the request	9.50
QCCR1E130492	SRC	An end user can modify the value of an item option field on the screen when the field is evaluating its condition	9.50
QCCR1E132054	SRC	When you use a logical name in an SRC bundle request, the logical value is displayed	9.50
QCCR1E132797	SRC	The activity log on the Service Request details page is not displayed if the Request URL is from an earlier version of SRC	9.50
QCCR1E73766	SRC	You cannot review the detailed information of an inactive item in a bundle	9.50
QCCR1E128120	SRC	Unclear wording on the "Assistance" widget of the SRC dashboard	9.50
QCCR1E130349	SRC	When you click the web browser refresh button to refresh the SRC request inbox, the count of request records changes to zero	9.50
QCCR1E132550	SRC	The message bar that displays the message "Invalid or missing data is found in your request" does not disappear when you enter all the required data	9.50
QCCR1E127429	SRC	Text in the Survey Detail panel is not displayed correctly in Arabic and Hebrew versions of SRC	9.50
QCCR1E130499	SRC	If you set the browser language to Hebrew and then	9.50

ID	Component	Summary	Fixed in versions
		log in to SRC, a blank page is displayed when you try to view the details page of a subscription	
QCCR1E128223	SRC	Recurring session timeout message box if you set the session timeout value to two minutes the web.xml file and then restart SRC	9.50
QCCR1E128568	SRC	SRC does not support switching from the TSO login to the general login in a TSO environment	9.50
QCCR1E132593	SRC	Query Hash does not work in SRC when a hardware load balancer is used	9.50
QCCR1E128107	SRC	There is unexpected misalignment of columns in the QBE when you use multiple user selections with table based queries	9.50
QCCR1E133351	SRC	You cannot view catalog item details in a bundle if the name and display name of the item are different	9.50
QCCR1E129862	SRC	The request button on the More Support panel does not work if you open the SRC search results page in a new browser tab	9.50
QCCR1E132150	SRC	SRC does not support multiple CAC certificates simultaneously	9.50
QCCR1E132890	SRC	When you unsubscribe from a subscription, the previously added comment is displayed in the comment area on the unsubscribe confirmation window	9.50
QCCR1E132262	SRC	The "ScAPI_Survey .getFiedType ()" method always returns a character-type value, even if the sub-type of the array is not character	9.50
QCCR1E126156	SRC	After you click an image on the SRC catalog item detail page to display the item, SRC incorrectly allows you to click other components on the screen	9.50
QCCR1E126562	SRC	SRC does not support both Process Designer-based requests and non-Process Designer-based quotes simultaneously	9.50
QCCR1E131415	SRC	The SRC Lookup table content is not properly displayed for long fields	9.50
QCCR1E131650	SRC	When all fields in the "Item Options" panel are invisible, the panel is still visible	9.50

ID	Component	Summary	Fixed in versions
QCCR1E132086	SRC	When you log out from SRC, the displayed copyright date is 2010-2014	9.50
QCCR1E132151	SRC	The "Expand All" and "Collapse All" buttons are incorrectly displayed with shadows	9.50
QCCR1E136690	SRC	Item options are invisible in SRC when the option visible condition is set top "true"	9.50
QCCR1E136103	SRC	Previous All types of approval delegation details are not displayed when All types of delegation are displayed	9.50
QCCR1E128184	Supportability	If Service Manager uses a SQL Server database, you need to download and install the Microsoft JDBC Driver manually before SM Doctor can access the database	9.50
QCCR1E128911	Supportability	Remove out-of-date documentation from SM Doctor release package	9.50
QCCR1E128112	Install and upgrade	Service Manager applications upgrade intermittently fails with errors	9.50
QCCR1E128848	Install and upgrade	An error occurs during Hybrid migration when a category table includes an alias array field	9.50
QCCR1E129033	Install and upgrade	After an upgrade, Service manager is unable to open a log file or to write to the log file	9.50
QCCR1E131356	Install and upgrade	Upgrade process from 9.35pd4 to 9.41 takes 12 hours to complete	9.50
QCCR1E121170	Install and upgrade	When you log on to Service Manager after an upgrade, you are unable to open and view the upgrade results	9.50
QCCR1E122083	Install and upgrade	After you upgrade to Service Manager Codeless, the Process Designer Content Pack version information is not updated correctly	9.50
QCCR1E127398	Install and upgrade	The last number for the idoldatafilter class in the number table is not updated after an upgrade	9.50
QCCR1E127792	Install and upgrade	"Script 'settings'line 500: ERROR TypeError: newCategories has no properties at char 1" error when your upgrade Service Manager	9.50
QCCR1E128426	Install and upgrade	An error occurs when you apply a production upgrade if the application version is 9.31 or lower	9.50

ID	Component	Summary	Fixed in versions
QCCR1E128778	Install and upgrade	An error occurs when you upgrade to Hybrid mode	9.50
QCCR1E127568	Install and upgrade	Error message when you try to upgrade from a version of Service Manager that has PDCP4 and the PT_BR/ZH_CN language pack installed	9.50
QCCR1E129502	Install and upgrade	After you you upgrade Service Manager, some added fields in the kmquery dbdict are mapped to n1 table	9.50
QCCR1E134505	Install and upgrade	After you upgrade the Service Manager applications, you find that the upgrade utility has added various new and incorrectly mapped array fields in different dbdict	9.50
QCCR1E135413	Install and upgrade	The Service Manager Upgrade utility cannot identify dbdict field types that have a lower case name	9.50
QCCR1E134651	Install and upgrade	After you upgrade Service Manager, the sequential number file issues incorrect SQL to the back-end Oracle database in SQL	9.50
QCCR1E112184	Web client	The Phase field content and the workflow title are not localized on a localized environment	9.50
QCCR1E127441	Web client	The drop-down list is misaligned with the combo box widget	9.50
QCCR1E127641	Web client	In *.properties, double quotes will break the js codes and lead to page crash	9.50
QCCR1E127654	Web client	The system might be slow if a lot of alerts arrive	9.50
QCCR1E127655	Web client	Potential performance issue caused by rendering of To-Do alert items	9.50
QCCR1E127862	Web client	Duplicate Ctrl+Home and Ctrl+End shortcuts are displayed on the quick help panel	9.50
QCCR1E127870	Web client	The logout window is not displayed when you cancel a logout operation and then click Logout again	9.50
QCCR1E130500	Web client	Unexpected error occurs when you use invalid queries to search for request models	9.50
QCCR1E130933	Web client	Some files in WEB-INF are unnecessarily copied to the webtier root folder	9.50

ID	Component	Summary	Fixed in versions
QCCR1E133034	Web client	When the web tier is deployed on WebSphere, users cannot log in to the web client because of a garbage login page	9.50
QCCR1E107806	Web client	JAWS reads the invisible buttons in a message box	9.50
QCCR1E110529	Web client	JAWS recognizes the "Select Time" combo box in a date picker as a button	9.50
QCCR1E114262	Web client	The "Enter" key has incorrect response on the Select Related Records page with JAWS	9.50
QCCR1E125834	Web client	When pressing the Tab key in a popup dialog, there are two extra Tab stops if you press Shift-Tab at the first field and then press Tab at the last button on the toolbar	9.50
QCCR1E128739	Web client	Current focus item in Advanced Filter Panel should be read rather than the next item on list	9.50
QCCR1E79398	Web client	508 Compliance: The JAWS screen reader does not read the notebook title on the screen	9.50
QCCR1E126026	Web client	The "Add Favorite" button cannot be seen with the hight contrast Black/White theme.	9.50
QCCR1E127216	Web client	Cannot hide the ">>" button on the toolbarinaccessible mode	9.50
QCCR1E110085	Web client	The language combo box in the login page is read aloud as read-only by JAWS	9.50
QCCR1E111511	Web client	When JAWS is running and you tab through elements in a date picker, JAWS reads something that is related to table column and row	9.50
QCCR1E111512	Web client	JAWS15 recognizes the Select Time combo box in the date picker as a link	9.50
QCCR1E116115	Web client	Combo boxes have inconsistent behaviors on the web client	9.50
QCCR1E119996	Web client	There are display issues in PD environment when high contrast mode is used	9.50
QCCR1E122924	Web client	The "Add Favorite" icon cannot be displayed in high contrast mode	9.50
QCCR1E123365	Web client	The focus is on the incorrect position after you open "Show hidden menu" with the ">>" image button	9.50

ID	Component	Summary	Fixed in versions
QCCR1E125198	Web client	The single quote in the frame name of the "My Group's To Do List" view page is displayed as "&#39" in the "Frames List" dialog in JAWS	9.50
QCCR1E125382	Web client	JAWS sometimes reads something that is not related to a message box	9.50
QCCR1E126101	Web client	Sometimes the "OK" button in a message box that has the focus indicator does not get the real focus	9.50
QCCR1E126783	Web client	For the matching items of the select time combo box filtered by more than two valid characters, JAWS always reads the inputted text instead of each selected item	9.50
QCCR1E127083	Web client	JAWS does not recognize the first message box that is displayed as an alert dialog when managing favorites for a selected folder or dashboard	9.50
QCCR1E127273	Web client	If you set the "Label for" property of a label to the name of a Comfill with the array length greater than 1, the label is not linked to the Comfill in the web client	9.50
QCCR1E127304	Web client	The system does not generate the "Accessible Description" property related information for a read-only Comfill in the web client	9.50
QCCR1E127315	Web client	Sometimes the system displays the "This is a required field" string in the title tooltip of an optional field in the web client	9.50
QCCR1E127358	Web client	JAWS does not read the label for a Comfill in a Virtual Join subform	9.50
QCCR1E127721	Web client	JAWS does not recognize the pop-up message box as an alert dialog when a user moves/copies/deletes favorites without selecting a folder/dashboard	9.50
QCCR1E128209	Web client	The arrow icon next to column headers is not highlighted in high contrast mode	9.50
QCCR1E128211	Web client	The calendar bar disappears from the calendar page after you click the < or > button in high contrast mode	9.50
QCCR1E129023	Web client	JAWS reads nothing when you press "Ctrl+Alt+N" to move the focus to the first toolbar button in the	9.50

ID	Component	Summary	Fixed in versions
		navigator	
QCCR1E129297	Web client	Maximize background image does not display in Hot Topic Analytics page under Windows high contrast mode	9.50
QCCR1E129299	Web client	In High Contrast mode, Hot Topic Analytics can not identify the checkbox checked status	9.50
QCCR1E129300	Web client	All button background images can not display on Query Editor popup window under Windows high contrast mode	9.50
QCCR1E129302	Web client	The current day on the calendar is not highlighted in high contrast mode	9.50
QCCR1E129303	Web client	The menu list for "Select Favorite" is not displayed in the Calendar widget in high contrast mode	9.50
QCCR1E129304	Web client	Page navigation buttons on the Calendar widget are not clearly displayed in high contrast mode	9.50
QCCR1E129504	Web client	JAWS does not read out the state of checkboxes for selected columns in the ToDo queue	9.50
QCCR1E130079	Web client	The button that is in focus is not highlighted in high contrast mode	9.50
QCCR1E130081	Web client	The left-hand border of the group section banner is not displayed in high contrast mode	9.50
QCCR1E130206	Web client	JavaScript error occurs when you select one condition operation type in "Query Editor" window	9.50
QCCR1E130214	Web client	The selected day in the date picker dialog box is not highlighted in high contrast mode	9.50
QCCR1E130923	Web client	JAWS always reads "View detailed information" when the focus is on a record link in a table even when you select the link to perform another action	9.50
QCCR1E131004	Web client	If you view a customized table that contains data with JAWS running, the first cell is not displayed as being in focus by default.	9.50
QCCR1E131179	Web client	Incorrect "aria_label" is set for the select row checkbox in request model list table	9.50
QCCR1E131771	Web client	"Dialog" is read out after checking the "CI Down?" / "Pending Changes?" / "Critical CIs?" checkbox in	9.50

ID	Component	Summary	Fixed in versions
		dialog "Search Configuration Items".	
QCCR1E131781	Web client	The focus is not visible for first cell after selecting a record in "Related Records" / "Task" table in Internet Explorer.	9.50
QCCR1E132337	Web client	Images on the Change Task workflow phase detail page cannot be displayed in high contrast mode	9.50
QCCR1E115475	Web client	"Out of table, [first cell content] frame" is read off when a row is selected for a table which has other buttons after the table with JAWS15.	9.50
QCCR1E126569	Web client	The focus indicator on a group still remains after another control receives the focus	9.50
QCCR1E128689	Web client	The characters in table column header are covered in the Service Manager accessible mode	9.50
QCCR1E129214	Web client	The focus in login page is wrong when you press Tab from the language combo drop down list.	9.50
QCCR1E97291	Web client	Incorrect behavior when swtiching from the index.do web client to ess.do and then opening an invlid index.do URL in a new browser tab	9.50
QCCR1E121878	Web client	URL parameters are not retained when you log out the web client on WAS 8.5.5	9.50
QCCR1E94735	Web client	The login page displays incorrect language after a forced logout when connecting with SSO	9.50
QCCR1E120947	Web client	system.functions.cursor_field_name() returns incorrect value in the web client	9.50
QCCR1E96564	Web client	Unclear informational message when user is submitting a request in ess.do if email notification configuration is set up	9.50
QCCR1E103795	Web client	The page goes back to logging record after you click the confirmation box to create the ticket	9.50
QCCR1E94280	Web client	Cannot close the error page tab after failing to open an incident from a url	9.50
QCCR1E118254	Web client	Cannot save the attached file in IE on a Windows 2008 operating system	9.50
QCCR1E127177	Web client	Unable to download attachments that contain special characters in the file names	9.50

ID	Component	Summary	Fixed in versions
QCCR1E131661	Web client	Attachment file names are downloaded always with a file name of "NaN"	9.50
QCCR1E133413	Web client	The file formatting is lost when you open a .txt attachment in the web client with Internet Explorer	9.50
QCCR1E120982	Web client	The Help icon should not be visible to end users	9.50
QCCR1E123744	Web client	The field name is displayed as null when viewing the help information from a read-only text area control	9.50
QCCR1E127245	Web client	The system displays a blank quick help panel on WebLogic	9.50
QCCR1E110808	Web client	In Chinese environment, JavaScript error occurs when you view a document environment which is created in English environment	9.50
QCCR1E105400	Web client	Cannot unload an Audit Delta successfully	9.50
QCCR1E104340	Web client	Page number focus is not on the current page number	9.50
QCCR1E73470	Web client	An error occurs when you cancel an incident that was just closed	9.50
QCCR1E120813	Web client	The QBE is filled with wrong data when you close the affected services page accessed through "More"->"View Affected Services" in an Incident record	9.50
QCCR1E128212	Web client	The list is not displayed if the column value in listdetail is array	9.50
QCCR1E128889	Web client	403 Error occurs when you click the "toggle list-detail view" button	9.50
QCCR1E128843	Web client	In the Service Manager web client with French localization, an apostrophe(') is displayed as "'" when $G.show.menu.forms is enabled.	9.50
QCCR1E110449	Web client	Error page is displayed when you mass update several incident records	9.50
QCCR1E111709	Web client	Cannot log activitiy updates after creating an incident/interaction through clicking the "New" button in "Incident/Interaction" todo Queue page.	9.50
QCCR1E119808	Web client	Creating new Change for a category is very slow on	9.50

ID	Component	Summary	Fixed in versions
		the web tier	
QCCR1E134070	Web client	Time Period Management is so slow that a new Rule cannot be added	9.50
QCCR1E121855	Web client	The table value is not displayed in the print preview page when you use a text area field as DVD visible condition on a table column	9.50
QCCR1E123661	Web client	Cannot display the "Attachment" notebook name on the Print Detail page when PD is enabled	9.50
QCCR1E123828	Web client	Text overlapped on the form for catalog items on the print detail page	9.50
QCCR1E125814	Web client	The print preview displays invisible group data if the group visibility condition is based on a read-only field	9.50
QCCR1E126558	Web client	Label and text area overlap in IE printing	9.50
QCCR1E130324	Web client	The read-only checkbox with read-only condition in a subform can be modified after you click the "Print" button	9.50
QCCR1E131182	Web client	The DVD field cannot be displayed correctly after you click the Print Page button	9.50
QCCR1E131253	Web client	The attachments frame overlaps in print page of incident details	9.50
QCCR1E134619	Web client	Overlapping text displayed when printing Quotes and Interactions that use the HTML Viewer	9.50
QCCR1E93293	Web client	Print button on workflow list page does not work	9.50
QCCR1E127385	Web client	The session-timeout parameter does not work after the socketReadTimeout took effect	9.50
QCCR1E78390	Web client	Web tier timeout during execution of a long-running task	9.50
QCCR1E97374	Web client	A "Webpage has expired" message is displayed when opening the web client in a new tab using the browser's Duplicate option	9.50
QCCR1E122004	Web client	CTI/DDE does not work for Service Manager 9.40 web tier when the homepage is Dashboard	9.50
QCCR1E134216	Web client	Issue when using web client telephony URL (telephonyuser=1)	9.50

ID	Component	Summary	Fixed in versions
QCCR1E101636	Web client	A text field with array setting 2 is displayed in "Dynamic Field Validations - Validation Rule" wizard page for 2 seconds unexpectedly	9.50
QCCR1E122527	Web client	Service Manager does not work when the security manager is enabled on the web application server	9.50
QCCR1E124888	Web client	The Description column on the activity.list form does not inform a user that there is more information than displayed when the updates consist of mutiple lines	9.50
QCCR1E127089	Web client	The dynamically generated new row of an array of combo boxes still uses the index of the first combo box for some of the attributes	9.50
QCCR1E49217	Web client	The value of the resolution.code on the IM.close.incident format can be cleared	9.50
QCCR1E130384	Web client	When you log on Service Manager web client by using web browsers that support HTML5, the actual maximum number of attachment files does not match the value of the "maxattachmentcount" parameter	9.50
QCCR1E130400	Web client	Attachment widget size issue	9.50
QCCR1E131902	Web client	The "Add Files" button becomes unresponsive (or the entire web tier hangs) using Internet Explorer 11	9.50
QCCR1E132481	Web client	The error message is not clear when the file name or file suffix contains illegal characters while uploading an attachment	9.50
QCCR1E133005	Web client	When Trusted Sign-On (TSO) is configured in Service Manager, you cannot select multiple files to upload from the web tier in Internet Explorer 11	9.50
QCCR1E133212	Web client	Unable to add an attachment that has been previously deleted	9.50
QCCR1E93459	Web client	Error page displayed when viewing KM attachment whose file name contains a special character	9.50
QCCR1E125683	Web client	The text on the "Add Files..." button for uploading attachments is displayed out of the button on accessible.do	9.50
QCCR1E97896	Web client	In the ESS client, the popup search window displayed after clicking Fill for a field contains large	9.50

ID	Component	Summary	Fixed in versions
		blank space	
QCCR1E132353	Web client	Change Calendar skips months when clicking Next Month in the web client using Internet Explorer 11	9.50
QCCR1E129783	Web client	Dashboard chart does not refresh automatically after you switch tabs	9.50
QCCR1E128894	Web client	Check boxes on the filter page of view configuration setting in inbox do not work	9.50
QCCR1E105800	Web client	Cannot expand the group after sorting the view several times	9.50
QCCR1E91882	Web client	Foreground Color and Foregroud Color Condition do not work for Collapsible Group	9.50
QCCR1E108443	Web client	The "Page size selection" combo box in the Paging Toolbar is displayed incorrectly after page refresh in Chrome	9.50
QCCR1E117561	Web client	When you submit a Service Catalog request, JavaScript error occurs if you attach an invalid file before filling a combo box	9.50
QCCR1E120528	Web client	The drop down list is still displayed after you select a value from the Task Category drop down list in Task Planner	9.50
QCCR1E120688	Web client	The drop down list collapses automatically when you scroll quickly into it to select one drop down item	9.50
QCCR1E122969	Web client	The "Show" combo-box still expands after you clicked any other place out of the current frame	9.50
QCCR1E125935	Web client	Unable to tab out from an expanded combo box with a scroll bar if the mouse cursor is on the scroll bar	9.50
QCCR1E125943	Web client	The trigger button of a combo box always expands the drop-down list	9.50
QCCR1E128060	Web client	Cannot select the value in a drop-down list in an editable table	9.50
QCCR1E128723	Web client	Users can select the last item in a drop-down list for combo box in a dynamic form by pressing the UP arrow key	9.50

ID	Component	Summary	Fixed in versions
QCCR1E129036	Web client	The pop-up list of a combo box does not disappear when you click outside the combo box.	9.50
QCCR1E130178	Web client	After typing some text in language combo box, you cannot move focus to username/password fields	9.50
QCCR1E130624	Web client	Autocomplete becomes case-sensitive when you enter text in a combo box	9.50
QCCR1E130695	Web client	When you tab out from queue combo box, the data in the record list table does not change based on the value of the queue combo box	9.50
QCCR1E130729	Web client	The dropdown list for combo box is still open when the characters specified do not match any item	9.50
QCCR1E131060	Web client	JavaScript errors occur when opening a dbdict record	9.50
QCCR1E134877	Web client	The Relationship Subtype value is not cleared when a Relationship Type is changed	9.50
QCCR1E96121	Web client	Unable to press ESC to cancel the selection from the drop down list of a combo box	9.50
QCCR1E104147	Web client	Comfill content cannot be saved successfully when you select records using the Fill button	9.50
QCCR1E112050	Web client	JavaScript error occurs when you invoke the fill button	9.50
QCCR1E122698	Web client	When you select a candidate value from the auto fill drop-down list, the fill form pops up	9.50
QCCR1E127148	Web client	When you use the Comfill widget in web client, each keystroke triggers a Data Changed Event and it is difficult to enter data	9.50
QCCR1E127722	Web client	In the drop-down list of an auto-completed Comfill control on the web client, if you press the Down arrow key on the last item, the system scrolls to the first item and selects this item	9.50
QCCR1E127966	Web client	The drop-down list of an auto-completed comfill is not scrolled into view if the comfill is near the bottom of the screen	9.50
QCCR1E128205	Web client	Service Manager does not support case-sensitive database well in Internet Explorer	9.50

ID	Component	Summary	Fixed in versions
QCCR1E129677	Web client	When you press the down arrow key while the focus is on a comfill box, the focus skips an item	9.50
QCCR1E132265	Web client	The autocomplete dialog displays an incorrect list of values	9.50
QCCR1E133868	Web client	Array elements after the 19th one are truncated after saving	9.50
QCCR1E90765	Web client	Comfill: Value List Condition containing question mark ("?")does not work when Array Length is greater than 1	9.50
QCCR1E96164	Web client	Comfill text box data deleted or updated after tabbing through the value list	9.50
QCCR1E122968	Web client	The "Select Time" combo-box is still expands after you click the header of any of the thread tabs	9.50
QCCR1E128258	Web client	The read-only decimal widget is not displayed completely with full width in the web client	9.50
QCCR1E111502	Web client	Exception occurs on Tomcat console and the page hangs when incorrect format is in Dynamic form	9.50
QCCR1E112664	Web client	The error page is displayed when you search for change records after giving a non-character value to the "ID" column in the "cm3r" search configuration page	9.50
QCCR1E123457	Web client	Cannot display the gray wrap line on the right in an RTL environment on IE9	9.50
QCCR1E98824	Web client	An XML error is received when trying to add a Security Folder that contains a space to a Role	9.50
QCCR1E102431	Web client	One redundant record is added into the "Current Approvals" table in the interaction detail page	9.50
QCCR1E119729	Web client	JavaScript error appears when you press the down arrow key on an empty single-selection record list	9.50
QCCR1E127769	Web client	When pressing Tab to focus on the column header in Chrome, the scroll bar scrolls up from the bottom to the top	9.50
QCCR1E128688	Web client	The "Show Next 50" and "Show All" buttons do not work in Internet Explorer	9.50
QCCR1E131987	Web client	The Https port is still shown in KM Search Server	9.50

ID	Component	Summary	Fixed in versions
		page after you clear the SSL Enabled checkbox	
QCCR1E109272	Web client	Cannot perform input operation due to inactive new schedule page	9.50
QCCR1E116512	Web client	HTML Editor UI issue in the Notify page of an Interaction record	9.50
QCCR1E117807	Web client	User cannot delete all elements in HTML Editor field when they select all and press the delete key	9.50
QCCR1E131348	Web client	HTML editor is changed to read-only in "Unretired Knowledge Document" page	9.50
QCCR1E89075	Web client	Windows client: Session still alive when inactivity timer reaches threshold	9.50
QCCR1E115485	Web client	JavaScript error appears when you drag a magnified table with open drop-down list	9.50
QCCR1E131472	Web client	The Rules and Occurrences tables in the Time Period module use such a small font size that the item in focus is not shown clearly enough	9.50
QCCR1E135493	Web client	The third button of a comfill widget is invisible in the web client but visible in the Windows client	9.50
QCCR1E135620	Web client	Images in .gif format no longer work in the toolbar in the web client	9.50
QCCR1E124713	Web client	When clicking the 'Link New Record' button several times to create new changes, the system skips change model selection and jumps to change logging form directly	9.50
QCCR1E132297	Web client	Service Catalog catagories with a french apostrophe in their name cannot be selelected in the web client	9.50
QCCR1E121704	Web client	Empty items are displayed in the list builder when you go back to the "Select Approval Groups" page from the "Set Delegate" page	9.50
QCCR1E98089	Web client	Field value in record list is cleared update field value is updated in record detail form	9.50
QCCR1E105694	Web client	When you navigate back to the page, the focus is not on the correct notebook tab	9.50
QCCR1E92687	Web client	"Upcoming Alerts" group displayed outside of SLA	9.50

ID	Component	Summary	Fixed in versions
		section	
QCCR1E129276	Web client	The "End" and "Ctrl+End" table shortcut keys do not work well in vertical layout list	9.50
QCCR1E96379	Web client	The "Last" button in the paging bar is not enabled until the last page has been accessed	9.50
QCCR1E118285	Web client	"Search duplicates" feature does not work on Phase field in web client	9.50
QCCR1E128734	Web client	When you use web client in Internet Explorer, type Chinese/Japanese characters on the login page, and then press Enter, the screen is refreshed and displays an error message	9.50
QCCR1E71600	Web client	Error message is displayed after selecting option value from 'Field in' List on Baseline Wizard Attribute Field and Value screen	9.50
QCCR1E133642	Web client	Web client hangs when copying email content to the Description field of an Interaction	9.50
QCCR1E134193	Web client	Text area fields are not editable in Firefox 38 or earlier verions	9.50
QCCR1E118262	Web client	The vertical scroll bar does not appear on the workflow section of a Change record	9.50
QCCR1E111833	Web client	The "Page not found" error is displayed when you pressing the "Alt+R" shortcut in a record detail page	9.50
QCCR1E119140	Web client	The scroll bar moves when the combobox drops down	9.50
QCCR1E94106	Web client	Unable to choose security folder for incident task	9.50
QCCR1E123193	Web client	The lower level combo-box fields are cleared after you click a higher level combo-box	9.50
QCCR1E125308	Web client	Result of Caption Condition is displayed in the table when Show Next 50 or Show All is selected	9.50
QCCR1E131050	Web client	The "invisible" attribute of data policy does not work in the web client	9.50
QCCR1E57750	Web client	You cannot see the HTML viewer container in the web client	9.50
QCCR1E109044	Web client	The page hangs when a column of QBE refers to an array item in both the web and Windows clients	9.50

ID	Component	Summary	Fixed in versions
QCCR1E109147	Web client	The Backspace key is enabled for the readonly field	9.50
QCCR1E110049	Web client	Unexpected Save dialog box appears when you switch to a specific service catalog item	9.50
QCCR1E115940	Web client	The detail page of a newly created incident does not close when you click the Save&Exit button.	9.50
QCCR1E120771	Web client	Case conversion does not work properly in Internet Explorer	9.50
QCCR1E123609	Web client	The findAll command does not work normally in web client	9.50
QCCR1E134028	Web client	Script called from the login.DEFAULT format control causes issues with the Dashboard homepage	9.50
QCCR1E92455	Web client	Toobar images are missing in requested view after view request is issued	9.50
QCCR1E114060	Web client	When you view the details of an Open Request in Self-Service User mode (ess.do), the initial focus is inconsistent in different browsers	9.50
QCCR1E116530	Web client	The focus is incorrect when you save and exit a new record created from theTo Do queue page	9.50
QCCR1E128292	Web client	When pressing "Alt+N", the focus does not stay at the original place	9.50
QCCR1E131611	Web client	There is no default focus in a subscription record detail page in Internet Explorer and information about a "Next" button which does not exist on the page is read out unexpectedly	9.50
QCCR1E131975	Web client	Function cursor.field.name.set does not work in web client 9.41	9.50
QCCR1E136202	Web client	The focus is lost after entering a value in a comfill control with an array	9.50
QCCR1E102815	Web client	The table is missing from the "Choose Document Attachment" wizard if you try to insert a link toward an attached file in HTMLEditor	9.50
QCCR1E115777	Web client	In Firefox, the drop-down list of the combo box does not disappear automatically when you close the magnified table	9.50

ID	Component	Summary	Fixed in versions
QCCR1E117814	Web client	Overlap issue occurs in the "Modify or Delete this item" page when you access Service Manager through accessible.do	9.50
QCCR1E121376	Web client	The workflow graph disappears when user opens the dropdown list for the "Jump Address" / "More" menu in Chrome	9.50
QCCR1E122044	Web client	If multiple selection is enable for tables, layout rendering issue exists when you enlarge the page	9.50
QCCR1E122692	Web client	The number displayed in the New Message button extends beyond the red circular region	9.50
QCCR1E122772	Web client	The remove icon displayed in Internet Explorer for the Jump Address combo-box overlaps the trigger button	9.50
QCCR1E123048	Web client	The web client webpage is messed when displaying a planned relationship change with multiple downstream CIs	9.50
QCCR1E123529	Web client	The Subform exceeds group in svcCart.view	9.50
QCCR1E123931	Web client	Labels for Comfill fields are overlapped in IE when the Default to Expanded property of a Group object is unchecked	9.50
QCCR1E128524	Web client	The row check box is in the same line with the cell beside it in a table on the list and detail page in the accessible mode	9.50
QCCR1E128879	Web client	If a record is selected from the To-Do Alert pop-up window, it loads behind the To-Do Alert window	9.50
QCCR1E128880	Web client	The width of a table is longer in IE when a group's "Default to Expanded" property is not checked	9.50
QCCR1E96407	Web client	Warning dialog is closed before user clicks OK when changing expired password	9.50
QCCR1E97208	Web client	Save & Exit button overlaps with Cancel button when opening a request in the ESS web client	9.50
QCCR1E102998	Web client	A "Permission Denied" JavaScript error message appears after you switch records in qbe list	9.50
QCCR1E124497	Web client	The memory consumption increases quickly when you open and close tabs a large number of times in Internet Explorer 11	9.50

ID	Component	Summary	Fixed in versions
QCCR1E67796	Web client	Keyboard shortcut for field tooltips no longer works	9.50
QCCR1E133341	Web client	Pop-up forms stop being displayed on Interaction forms	9.50
QCCR1E101175	Web client	The Alt+F1 shortcut for the New/Add button does not work in web client	9.50
QCCR1E101727	Web client	The system does not change the magnified state of a form if you access the same form again	9.50
QCCR1E134565	Web client	Web client does not display data entered in the magnifyng window	9.50
QCCR1E129215	Web client	jsError occurs after you login SM web client if warning/information/error message is configured not to show in page	9.50
QCCR1E130408	Web client	Missing message when updating a record selected from a ToDo view and clicking Save & Exit	9.50
QCCR1E129804	Web client	Pressing Shift+TAB shortcut does not switch focus in the "Question" popup dialog	9.50
QCCR1E129805	Web client	Incorrect results are returned when you press the "No" button in the "Question" dialog	9.50
QCCR1E135032	Web client	In Change Management, a Warning tab appears after a popup message and does not go away	9.50
QCCR1E106788	Web client	The views in Manage Favorites appear wrong if you quickly click the refresh button several times	9.50
QCCR1E119030	Web client	The System Navigator displays blank contents when you click the Expand icon	9.50
QCCR1E132331	Web client	Charts cannot be moved or copied to an existing dashboard under Favorites and Dashboards	9.50
QCCR1E90891	Web client	Cannot move an item in the Favorites folder into a subfolder	9.50
QCCR1E97060	Web client	A newly added dashboard or folder cannot be moved or copied to a Knowledge Management folder	9.50
QCCR1E99850	Web client	Comfill value list is cleared when hovering over the Comfill to open the hover-over form	9.50
QCCR1E115705	Web client	The chart by option menu does not work on the web client in accessibility mode	9.50

ID	Component	Summary	Fixed in versions
QCCR1E125192	Web client	Cannot trigger the eventsin some cases after mouse-click	9.50
QCCR1E134681	Web client	Smart Search is slow when there are high-frequency queries	9.50
QCCR1E106779	Web client	Some charts cannot be displayed after you open an existing mysm page	9.50
QCCR1E71596	Web client	MySM tab title is displayed as "HP Service Manager" instead of "MySM"	9.50
QCCR1E113032	Web client	The Phase name is partly displayed in the workflow graph in Chrome with a high zoom level	9.50
QCCR1E105217	Web client	Condition Editor - Complex Condition cannot be opened sometimes	9.50
QCCR1E118127	Web client	Special characters in "conditionEditorBundle_ en.properties" can cause display issues in web client.	9.50
QCCR1E132828	Web client	The CurrentRecordAuth parameter is not available in Process Designer	9.50
QCCR1E118177	Web client	If containing the backslash character '\', the Task Category name is not displayed correctly in the category list of task editor	9.50
QCCR1E132919	Web client	If you open the task planner in one tab and change the task status in another tab, you cannot see the updated task status in the first tab until you click the refresh button	9.50
QCCR1E100483	Web client	Cannot save a variable or RAD expression in a Workflow Phase Display form	9.50
QCCR1E103847	Web client	Process Designer workflow arrow connectors might be misaligned when two phases are vertically too close to each other	9.50
QCCR1E108070	Web client	The record count in the drill-down list does not match the count in the chart that is displayed for the week() report for SqlServer	9.50
QCCR1E132943	Web client	Error parsing styled text when running a backend report scheduler to export reports	9.50
QCCR1E134523	Web client	Empty chart is displayed when the execution time of a reporting query exceeds 60 seconds	9.50

ID	Component	Summary	Fixed in versions
QCCR1E127347	Web client	Lync users cannot send message back if the conversation session is broken	9.50
QCCR1E127499	Web client	Users can not connect to Service Manager Collaboration from the webtier when an unexpected out of memory error occurs in chat server	9.50
QCCR1E127603	Web client	Exception error occurs when you stop the Openfire server or service	9.50
QCCR1E127855	Web client	SQL INSERT code incompatibility on CS SQL database	9.50
QCCR1E128841	Web client	SMC does not recognize a user if there is no Service Manager ID in this user's profile in the Contacts table	9.50
QCCR1E129624	Web client	For messages that are older than two days in the Service Manager Collaboration message history, the corresponding Lync user information is missing in this history	9.50
QCCR1E130240	Web client	Openfire and lync do not release the memory	9.50
QCCR1E126865	Web client	Some meaningful images of SM Collaboration cannot be displayed in High Contrast mode	9.50
QCCR1E127610	Web client	A "Failed to get history message" message is displayed when the conversation history contains messages from Openfire or Lync	9.50
QCCR1E127664	Web client	Opened conversations that are saved in local storage are lost when you refresh the web client	9.50
QCCR1E127881	Web client	Nothing receives the focus after you cancel a logout operation	9.50
QCCR1E124297	Web client	The scroll position is lost in Internet Explorer 11 when switching between tabs	9.50
QCCR1E131301	Web client	Cannot update data policy with long field settings when deploying SM on a JBoss6.4-based environment	9.50
QCCR1E131727	Windows client	There is no table property that can be used to identify what JAWS should read when a link in the table is in focus	9.50
QCCR1E127607	Windows client	A NullPointerException error occurs when you try to close the Windows client after a session time out	9.50

ID	Component	Summary	Fixed in versions
QCCR1E62216	Windows client	Second radio button disappears when the focus is set to the first radio button on a form.	9.50
QCCR1E102213	Windows client	When you open the calendar.popup.g form, the focus is incorrectly set to the first date field in the form	9.50
QCCR1E119068	Windows client	No message window popup when user click Cancel button after made some change in HTML Editor.	9.50
QCCR1E89500	Windows client	When you click on a Knowledge Management record that contains "<>" in search results, the record does not open	9.50
QCCR1E98608	Windows client	An unrecoverable error occurs when you add the List Builder widget into a form by using Form Designer	9.50
QCCR1E92586	Windows client	When you preview a Notebook in Forms Designer, the first visible Notebook tab is not always the active tab	9.50
QCCR1E80247	Windows client	The previously selected view name is not cleared up for a new search	9.50
QCCR1E70745	Windows client	You are brought to the bottom of the format every time that you return to a format after changing properties of a field in Forms Designer	9.50
QCCR1E123579	Windows client	The Client Configuration Tool is now packaged in the Windows client, but it includes a redundant JRE	9.50

Known issues, limitations, and workarounds

Service Manager 9.50 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.

Global ID	Component	Issue	Introduced in version
QCCR1E136984	Documentation	The search function in the Help Center does not work on pages that contain interactive tables.	9.50
QCCR1E136998	Integration	When the UCMDB Browser is embedded in UCMDB, the Get Related and Impact Simulation widgets that are embedded in Service Manager do not work.	9.50
QCCR1E136810	Applications	User Option values are not passed to the OO Flow if a Change Task is opened in the first phase during run time.	9.50
QCCR1E135332	Service Portal	When Smart Analytics is enabled, type-ahead is not suggested from knowledge library when you search Knowledge Library.	9.50

QCCR1E137165	Service Portal	The QMS component in Smart Analytics does not support SSL to communicate with Service Portal (or Propel) search.
		
		Workaround: You can change the QMS port value to the IDOL query port to bypass QMS. To do this, follow these steps:
		
		1. Edit the /opt/hp/propel/search/search.yml file.
		
		`# vi /opt/hp/propel/search/search.yml`
		
		2. Search for "qms" in the "idol" section, and then modify the port value from the QMS port (16000 by default) to the IDOL Server port (14000 by default) as in the following example:
		
		`…`
		`qms:`
		`    hostname: <IDOL server FQDN>`
		`    port: 14000`
		`    oemKey: <oemKey value>`
			9.50

Global ID	Component	Issue	Introduced in version
		``
        executionIsolationThreadTimeoutInMilli
        s: 80000
        threadpool:
          threadPoolCoreSize: 10
          keepAliveTimeMinutes: 1
      …
```
3. Run the following commands to restart the search service:
```
service search stop
service search start
``` | |
QCCR1D231 005	Service Portal	When you remove an organization from identity management, Servicce Portal times out.	9.50
QCCR1D218 198	Service Portal	After changing the master password, the Servicce Portal organizations are no longer accessible.	9.50
QCCR1E1360 61	Service Portal	Records are renamed in Service Manager after you apply the Service Portal 2.20p1 unload to Service Manager 9.41 and then upgrade to Service Manager 9.50.	9.50
QCCR1D230 491	Service Portal	The "Associated Service" field in the KM template is not displayed correctly in Service Portal.	9.50
QCCR1D230 492	Service Portal	Label words in the KM template are not correctly displayed in the Service Portal portal when the browser language is set to Simplified Chinese or Portuguese (Brazil).	9.50
QCCR1D230 825	Service Portal	The KM details page is displayed incorrectly in Service Portal.	9.50
QCCR1D231 198	Service Portal	The "Description", "Name", and "Attachment" fields in request forms are not controlled by the form of the catalog item in Service Portal or by SRC tailoring in Service Manager.	9.50
QCCR1E1357 06	Service Portal	Smart Search results contain duplicate entries in a Service Manager and Servicce Portal integration if there is one or more replica servers.	9.50
QCCR1E1359 86	Smart Analytics	Data is lost when IDOL performs a full index if the operator and the server are in different time zones.	9.50

Global ID	Component	Issue	Introduced in version
QCCR1E1367 24	Smart Analytics	A RAD error occurs if you clear the Module name field when you add a Smart Ticket configuration. **Workaround:** Set the module name again.	9.50
QCCR1E1367 20	Smart Analytics	The Document ID field in the Contact lib configuration is a contact name, which can be modified by customers. **Workaround:** Set the Document ID field another non-editable and unique field.	9.50
QCCR1E1363 04	Smart Analytics	Global search cannot search some indexed meta data documents for attachments.	9.50
QCCR1E1360 67	Installation and upgrade	The text strings "Change Category", "Change Task Category", "Problem Phase", and "Interaction Status" are not localized on the Todo view. **Workaround:** Set the display list and value list of the columns in the relevant forms manually.	9.50
QCCR1E1365 63	Service Manager Survey	Survey can create interactions with inactive categories (such as complaint and compliment).	9.50
QCCR1E1365 32	Applications	English text strings are displayed in the Knowledge Management-related records status list for a linked svcCatalog.	9.50
QCCR1E1356 75	Service Portal	Service Manager Service Portal does not support Danish or Swedish.	9.50
QCCR1E1365 63	Service Manager Survey	Survey can create interactions for inactive categories (for example, complaint and compliment).	9.50
QCCR1D219 352	Applications	After you enable the Solr plugin for Knowledge Article search in Service Portal, the **Vote** and **Leave comment** buttons do not work when you view a KM article that originates from Service Manager.	9.50
QCCR1E1357 68	Service Manager server	When you try to link a new external type of knowledge by clicking **Preview**, the relationship is not created. **Workaround:** Link the new external knowledge manually.	9.50

Global ID	Component	Issue	Introduced in version
QCCR1E135137	Service Manager server	If a record contains an attachment in the .eml format (for example, if you use the Smart Email feature) and when "eml" is not specified in the knowledgebase definition as a file extension to be skipped, the Solr search engine fails to index this record and the following message is displayed. `Error Message: Error indexing document, bad attachment` **Workaround:** Add "eml" to the **Skip these extensions** field on the **Type information** tab for the corresponding knowledgebase definition.	9.50
QCCR1E130699	Smart Analytics	When you import HPIT KM data, a data length error occurs.	9.50
QCCR1E130700	Smart Analytics	When you import HPIT KM data, categories that do not already exist in Service Manager are not imported.	9.50
QCCR1E135647	Security	If you have never logged in to the SAML SSO-enabled web client, Service Request Catalog, or Mobility client, you cannot log in by using legacy LWSSO.	9.50
QCCR1H108511	Security	When you log out of a non-HPE product that is directly authenticated via ADFS, you are not logged out of HPE products that are authenticated via IDM.	9.50
QCCR1E132020	Security	When FIPS mode is enabled (*fipsmode:2* is specified in the sm.ini file), Service Manager initialization might be slow in Linux/Unix environments. This issue is caused by a lack of entropy (randomness) available on the system used for random number generation and can commonly occur on systems that are not receiving much direct user input, such as virtual machines. **Workaround:** You can direct the JVM to use /dev/urandom with the following directive: Add the following line to the Server's sm.ini file: -Djava.security.egd=file:/dev/urandom Alternatively, you can add the following line to the jre/lib/security/java.security file: securerandom.source=file:/dev/urandom	9.41 and patches

Global ID	Component	Issue	Introduced in version
		For additional information, see the following important third-party information: http://bugs.java.com/view_bug.do?bug_id=6521844 http://www.2uo.de/myths-about-urandom/	
QCCR1E132194	Smart Analytics	The ssl configuration topic of the Smart Analytics document is missing information to configure level2proxy and image server. The information to configure the CFS server is also incorrect. **Workaround:** See the corrected configuration topic at: How to configure TSL/SSL for two-way authentication between Service Manager and Smart Analytics	9.41 and patches
QCCR1E130718	Mobility	When you rotate the screen of an iOS9-based device to landscape and then back to portrait, the Mobility client page is incorrectly displayed. **Workaround:** Refresh the browser.	9.41 and patches
QCCR1E128546	Smart Analytics	On a virtual machine with Interl(R) Core(TM)2 Duo CPU T7700 @2.40 Ghz, 2.59 GHz(4Processors), a memory leak occurs on the http connector server.	9.41 and patches
QCCR1E128412	Service Manager server	On Unix platforms, the legacy listener does not work if Service Manager server uses the Oracle 12c instant client.	9.41 and patches
QCCR1E124820	Service Manager server	After you add the "Service Display Name" field to a Change view and specify the "Service" field as a group-by field, an error occurs and the view does not load when you sort the view by Service Display Name. **Workaround:** Add either the "Service" field or the "Service Display Name" field to both the view and the list of group-by fields. Note that the "Service" field is preferred because this field is populated with CI Display Name values. There is no need to add the second level field, Service Display Name.	9.41 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E127873	Applications	In the Service Manager (SM) Hybrid mode, calling the SM RESTful API for UCMDB integration for the first time will fail. **Workaround:** Make a call to the API after you set up the SM Hybrid environment.	9.41 and patches
QCCR1E127858	Service Manager server	The index status is not updated into the Knowledge Management knowledge base, and thus the library cannot be searched in the main search page and the context-aware page. **Workaround:** Drill down into the Knowledge Maintenance page for the library to synchronize the index status into the Knowledge Management knowledge base.	9.41 and patches
QCCR1E127872	Smart Analytics	The IDOL content service does not start on machines that have 24 CPU cores configured. **Workaround:** You can apply a workaround if the following error appears in the application.log of the content server: `[1] 70-Error: Error: Attempt to open [ =…)0] failed. (No such file or directory). The file open mode [rb] does not permit creation of a new file.` In this case, modify the following parameters in the configuration of the content server, and then restart the content server. *[Server] Threads=x [AsyncActions] Threads=y let x+y<32*	9.41 and patches
QCCR1E127858	Smart Analytics	The new library index status is not updated in the "kmknowledgebase" table when you click Full Reindex in the Knowledge Maintentance page. **Workaround:** Refresh the status in library configuration.	9.41 and patches
QCCR1E127861	Applications	The logical.name of the CI is displayed on the "Edit OO flow" widget for Emergency Change records in the "Build and Test" phase.	9.41 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E126469	Web client	Chrome 44 refuses to send https requests to a web server with a self-signed SSL certificate. Additionally, you receive the following error message: `Failed to load resource: net::ERR_INSECURE_RESPONSE` Since all requests are blocked, the web server terminates the user session after a while and the user is logged out. **Workaround:** Use Chrome 43 instead.	9.41 and patches
QCCR1E124206	Service Manager survey	Service Manager survey does not support multiple companies.	9.41 and patches
QCCR1E124149	Service Manager reports	Records that do not satisfy query conditions for selected lines are displayed in the calculation chart report.	9.41 and patches
QCCR1E124144	Service Manager reports	You cannot drill down into the calculation and duration charts when the aggregator is set to MIN or MAX.	9.41 and patches
QCCR1E124821	Web client	Auto-complete does not work when the link line of the associated field has the "Skip Query Rewriting" option enabled.	9.41 and patches
QCCR1E122174	Web client	SMC does not support RTL.	9.41 and patches
QCCR1E124466	Smart Analytics	Error messages displayed in English are not indexed in localized language versions.	9.41 and patches
QCCR1E125500	Web client	If you enable the "preventDuplicatedAttachmentName" parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	9.41 and patches
QCCR1E126359	Smart Analytics	English text in screenshots is not recognized correctly when your contact language is Arabic.	9.41 and patches
QCCR1E121838	Service Manager Reports	Labels overlap on Stacked Horizontal bar charts in Reports.	9.41 and patches
QCCR1E1221	Service	Values less than 0 are not displayed correctly in bar or	9.41 and

Global ID	Component	Issue	Introduced in version
15	Manager Reports	area charts.	patches
QCCR1E125879	Service Manager Reports	The additional Request Overview (PD) (Global) dashboard and its reports are displayed in Classic mode.	9.41 and patches
QCCR1E122716	Smart Analytics	You cannot drill down into the index for fsylib.	9.41 and patches
QCCR1E127170	Smart Analytics	You cannot tailor OO flows.	9.41 and patches
QCCR1E123090	Smart Analytics	Special characters cannot be searched for in IDOL.	9.41 and patches
QCCR1E123438	Smart Analytics	An error message with an unclear meaning is displayed when the OMNI Group Server is offline.	9.41 and patches
QCCR1E124369	Smart Analytics	Some returned results from external libraries are not highlighted.	9.41 and patches
QCCR1E124633	Smart Analytics	When you set all Index Weight values to "No Index" and then click Save, the configuration is saved incorrectly.	9.41 and patches
QCCR1E126198	Smart Analytics	The Smart Search Configuration tab is incorrectly named "environment: knowledge management".	9.41 and patches
QCCR1E126737	Smart Analytics	Links in the file system search results do not open in Firefox or Chrome.	9.41 and patches
QCCR1E126780	Smart Analytics	The pagination count is not correct in the main search page.	9.41 and patches
QCCR1E126842	Smart Analytics	The "Set parent" button in Smart Search should not be shown for non-Process Designer-based Incidents.	9.41 and patches
QCCR1E126847	Smart Analytics	The reported number of search results from the catalog library is not correct.	9.41 and patches
QCCR1E126848	Smart Analytics	SharePoint pages are indexed into IDOL incorrectly.	9.41 and patches
QCCR1E126852	Smart Analytics	Type ahead cannot use the display value of a global list in the advanced filter function in Smart Search.	9.41 and patches
QCCR1E126886	Smart Analytics	The Change Service value does not display the CI Display Name.	9.41 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E126901	Smart Analytics	Preconditions should be merged if there are multiple preconditions for a file, but the criteria conflict.	9.41 and patches
QCCR1E126974	Smart Analytics	The reported number of search results is incorrect.	9.41 and patches
QCCR1E126978	Smart Analytics	You cannot select the ID-title in Smart Search in Internet Explorer 10.	9.41 and patches
QCCR1E127031	Smart Analytics	No error message is displayed in the library if the attachment is not indexed successfully.	9.41 and patches
QCCR1E127368	Smart Analytics	If you use fields that are not in the form in the match criteria of a predefined filter in Smart Search, Smart Search does not work. **Workaround:** Add the fields used in the match criteria of the predefined filter in context aware search into the form of the current working ticket.	9.41 and patches
QCCR1E124715	Smart Analytics	You cannot connect to IDOL with an IPv6 address.	9.41 and patches
QCCR1E124520	Smart Analytics	On a tablet, the back and forward buttons do not work correctly in IDOL external webpage details pages.	9.41 and patches
QCCR1E125084	Smart Analytics	The number of search results changes after you click to view the next page.	9.41 and patches
QCCR1E126163	Service Manager server	In the HS environment, locked sessions cannot be killed from the Show Locks format (system.status.locks.g).	9.41 and patches
QCCR1E125549	Service Manager server	If there is 127.0.0.1 in the hosts file, the hostname is displayed as "localhost.localdomain" in the result of the command "sm -reportlbstatus".	9.41 and patches
QCCR1E127029	Service Request Catalog	The average response time of the "src01_02_search" transaction is more than 2s in 9.41, compared to that of 0.8s in the previous release.	9.41 and patches
QCCR1E125884	Smart Analytics	The old Knowlege Management search icon is still displayed.	9.41 and patches
QCCR1E127213	Smart Analytics	The "Content1" service cannot be started by the "Start Service" function in the IDOL installer.	9.41 and patches
QCCR1E1218	Service	In the "Stacked Horizontal bar" report, the value label is	9.41 and

Global ID	Component	Issue	Introduced in version
38	Manager Reports	truncated.	patches
QCCR1E122716	Smart Analytics	Users cannot drill down into index for fsylib links. **Workaround:** The fsyslib link refers to URLs with the "file://" protocol in search results. However, Firefox and Chrome do not open such links when they are clicked in the result page or in the pages that are originated from outside the local machine. This is a design decision made by those browsers to improve security. Internet Explorer supports this functionality by default.	9.41 and patches
QCCR1E123433	Applications	The display name is not displayed in the mass update interface. Instead, only the logical name is displayed.	9.41 and patches
QCCR1E120454	Applications	The datadict record cannot be saved when the display name is changed.	9.41 and patches
QCCR1E127326	Integrations	UCMDB federation is blocked.	9.41 and patches
QCCR1E122190	Applications	If you set a fuzzy search condition before, the comfill box that has the reference table setting on displays an empty list.	9.41 and patches
QCCR1E119964	Applications	When a new record is added in dbdict, the alias of type is not removed and the alias for display.name is not created.	9.41 and patches
QCCR1E120414	Service Manager server	Service Manager does not reference a function if the field is a variable.	9.41 and patches
QCCR1E121852	Windows client	The Fill button does not work if the values of the "diaplay list" and "value list" are set in Windows client.	9.41 and patches
QCCR1E122160	Applications	The comfill control of the CI in the "Add Filter Criteria" wizard does not work.	9.41 and patches
QCCR1E123135	Applications	The CI Display Name is not displayed on the "Asset Allocation" form.	9.41 and patches
QCCR1E123311	Web client	An "No Record Found" error is displayed when characters are deleted from the end of the value filled by the auto complete functionality.	9.41 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E123536	Applications	The logical.name of the CI is displayed for the "Create Template from Record" interface of an incident record.	9.41 and patches
QCCR1E123716	Web client	The order is not correct for CI Name in the pivot table.	9.41 and patches
QCCR1E124360	Web client	A tab cannot be closed in the dialog mode.	9.41 and patches
QCCR1E124423	Applications	Reference cannot be set on the member of an array of a structure.	9.41 and patches
QCCR1E125032	Web client	The style of the popup window is lost when the session is refreshed.	9.41 and patches
QCCR1E125204	Applications	When the Affected CI in the cross table is exported as a list, the logical name is displayed.	9.41 and patches
QCCR1E126003	Applications	No validation is done when you input an invalid CI in a service level target.	9.41 and patches
QCCR1E126006	Applications	The logical name of a CI is displayed in the "Additional Properties" tab in a Request task.	9.41 and patches
QCCR1E127712	Web client	An "invalid CI" error message is displayed when you select the CI through the auto complete functionality.	9.41 and patches
QCCR1E121670	Service Manager server	The value of the comfill control is not restored if it is an array list in the change record.	9.41 and patches
QCCR1E127303	Web client	Chinese characters sent from Lync are displayed as "????" in Service Manager Collaboration.	9.41 and patches
QCCR1E127732	Mobility	The page is hung after you fill the incident subcategory in Chrome (version 44) on Android. **Workaround:** Refresh the page in this case, and the list will be displayed. You can then select an item and save the record successfully.	9.41 and patches
QCCR1E128218	Applications	When you are adding/modifying CI relationships, the following Relationship Type values are available for selection: **Accesses**, **Aggregation**, **ClientServer**, **Composition**, and so on, (which are correct values). However, when you are viewing CI relationships in the CI detail form, you can select only the following Relationship Type values as a filter: **All**, **Logical**, and	9.41 and patches

Global ID	Component	Issue	Introduced in version
		Physical (which are no longer used in Service Manager 9.41).	
QCCR1E126631	Process Designer	When you select a value for a task category in the task planner two times, only one value is available the second time. **Workaround:** To see all list items, clean the combo field and click the drop-down button again.	9.41 and patches
QCCR1E126641	Smart Analytics	Related record information for Phase, Status, and Title in the Interaction details page is not displayed until you exit the related Incident session.	9.41 and patches
QCCR1E127857	Install and upgrade	An error that indicates the query field "pd.enabled" in "upginfo" is not defined in "dbdict" is generated when smupgrade is invoked. **Workaround:** Purge data and reload preupg.bin again after preupg.bin is loaded for the first time.	9.41 and patches
QCCR1E124819	Install and upgrade	After an upgrade to 9.40, some users cannot see the inboxes. **Tip:** To solve this issues, do the following after the upgrade: Step 1. Mass unload the inboxes. 1. Type "db" in the command line, and press Enter to open the Database Manager. 2. Enter "inbox" in the Table field, and then click Search. 3. Double-click "inbox.view" from the list that is displayed. 4. Click Search to display all inboxes. 5. Click "Mass Unload" from the record list pane. 6. Follow the wizard to export all inbox records to an unload file. Step 2. Remove all inboxes 1. Type "db" in the command line, and press Enter to open the Database Manager.	9.40 and patches

Global ID	Component	Issue	Introduced in version
		2. Select the **Administration mode** check box. 3. Enter "inbox" in the Table field, and then click **Search**. 4. Double-click "inbox.view" from the list that is displayed. 5. Click **Search** to display all inboxes. 6. Click **Mass Delete** to delete all inboxes. Step 3. Load the exported inboxes back to SM 1. Type "db" in the command line, and press Enter to open the Database Manager. 2. Right-click the window, and then select **Import/Load**. 3. In the File Name field, browse to the unload file that you created previously. 4. Click **Load FG** to load the inbox records.	

QCCR1E1211 60	Service Manager server	The HPE Legacy listener does not connect to the Service Manager database after the primary key feature is enabled.
		
		Workaround:
		
		1. Make the following changes to the SQLServer SQL:
		
		`ALTER TABLE [932].[dbo].[OPERATORM1] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')`
		
		`ALTER TABLE [932].[dbo].[OPERATORA1] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')`
		
		`...`
		
		`ALTER TABLE [932].[dbo].[OPERATORA5] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')`
		
		`UPDATE [932].[dbo].[OPERATORM1]`
			9.40 and patches

Global ID	Component	Issue	Introduced in version
| | | ```
set
[RECORD_KEY] = [NAME]

UPDATE [932].[dbo].[OPERATORA1]
set
[RECORD_KEY] = [NAME]
...

UPDATE [932].[dbo].[OPERATORA5]
set
[RECORD_KEY] = [NAME]
```<br><br>2. Log on to Service Manager, open the Operator dbdict, and then import this new column.<br><br>3. Add this new column as the unique key. | |
QCCR1E135225	Service Manager server	Crystal Reports cannot access Request data by using `sc_report_odbc`.	9.40 and patches
QCCR1E118066	Service Manager studio	Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view. **Workaround:** Resize the details page to make it wider or use the horizontal layout.	9.40 and patches
QCCR1E117293	Service Manager studio	When you rebuild relationships in Relationship Manager, link type relationships that have a "fixed" status are removed.	9.40 and patches
QCCR1E115272	Service Manager studio	ERDs cannot be recovered when you open another tab in the same browser.	9.40 and patches
QCCR1E93098	Applications	When you modify a problem record, and then try to close the record whilst a backend process modifies the record at the same time, you are prompted with a message that asks you to merge the conflict. However, after the record is merged, you cannot close the problem record.	9.40 and patches
QCCR1E118260	Applications	When you search for an incident, interaction, or change in a heavily-populated database, the operation takes more than 20 seconds.	9.40 and patches

Global ID	Component	Issue	Introduced in version
		Workaround: Change the first unique key to the primary key for the modules that have this issue.	
QCCR1E116869	Service Manager server	The primary key is lost after you change the length of a field in a dbdict. **Workaround:** Manually recreate the primary key.	9.40 and patches
QCCR1E112005	Service Manager server	Due to a limitation in Oracle 11g, records in the patchrelresults and scmessage tables that have a Primary Key cannot be unloaded correctly in an Oracle 11g database. **Workaround:** Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload.	9.40 and patches
QCCR1E111068	Process Designer	When you click a Change model in the navigation tree in Firefox, a TypeError occurs. **Workaround:** Use Internet Explorer or Chrome.	9.40 and patches
QCCR1E112202	Process Designer	When a workflow description tooltip contains too many lines, the background color is incorrectly displayed as white.	9.40 and patches
QCCR1E113131	Process Designer	When you save a record for which an additional form is configured, the display returns to the primary form.	9.40 and patches
QCCR1E115310	Process Designer	Hotkeys are not supported for menu items in the workflows page.	9.40 and patches
QCCR1E115608	Process Designer	You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated. **Workaround:** Manually change the display option ID.	9.40 and patches
QCCR1E115772	Process Designer	In Internet Explorer, the workflow viewer may unexpectedly scroll right or down if you have a scroll bar and the browser zooms in.	9.40 and patches
QCCR1E115828	Process Designer	You cannot expand or collapse the workflow list folder	9.40 and patches

Global ID	Component	Issue	Introduced in version
		by using the Space key. This behavior is therefore not consistent with accesibility behaviour in the standard client.	
QCCR1E116043	Process Designer	The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task. **Workaround:** Reload the record.	9.40 and patches
QCCR1E116343	Process Designer	The query editor may be launched with an incorrect query record table name.	9.40 and patches
QCCR1E116937	Process Designer	Requests that have an open request task cannot transition to the next phase, but activities can be saved.	9.40 and patches
QCCR1E117154	Process Designer	There is no reminder to users that they must set the table name of a rule set in order to populate the "Group Field Name" and "Service Field Name" drop-down lists in the Assignment rule configuration form.	9.40 and patches
QCCR1E117366	Process Designer	The User Option condition does not work correctly when the option value is an array type. **Workaround:** In Condition Editor, set the value of User Option UO1 = {"1"} instead of User Option UO1 = "1"	9.40 and patches
QCCR1E118589	Process Designer	If you use the task editor to edit a task in a change model, and then try to save the change model, you receive a "The record being updated has been modified since read" error message. **Workaround:** Close the current change model and open it again to update the changes in the change model other than the task editor changes.	9.40 and patches
QCCR1E118741	Process Designer	Inconsistencies can occur between Change categories and "Open in Phase'/'Close by Phase" tasks in change models. **Workaround:** Manually update the "Open in Phase" and "Close by Phase" in Task Planner.	9.40 and patches
QCCR1E1175	Installation	You receive the following error after you upgrade	9.40 and

Global ID	Component	Issue	Introduced in version
51	and upgrade	Service Manager: Invalid object name 'CM3RM2' **Note:** Ignore this error if CM3RM2 is created after the upgrade.	patches
QCCR1E117439	Mobile client	The chm.cm3r.release.mobile form retrieves members from the "COORDINATOR" group as the Change Coordinator values. However, the current data source table is "cm3groups," which is for Service Manager Classic. **Workaround:** Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.	9.40 and patches
QCCR1E103336	Mobile client	There is no split line between the Updates tab and the Approval tab in an Emergency Change record when you use the Google Chrome browser for Android.	9.40 and patches
QCCR1E117328	Mobile client	A Reject Reason is filed in the retraction page with an empty Reject Reason option.	9.40 and patches
QCCR1E117598	Mobile client	The Array comfill is displayed as a black block when you use the Mobile Applications in the self-service user view.	9.40 and patches
QCCR1E115349	Mobile client	Items in the "My open Requests" and "My Closed Requests" lists are not displayed in the correct order. The latest request to be created does not appear at the top.	9.40 and patches
QCCR1E118626	Mobile client	Pictures attached to interactions are not saved to the local gallery in IOS 8.1.1. **Workaround:** Use the Chrome browser instead of Safari.	9.40 and patches
QCCR1E118215	Smart Analytics	The Distributed Image Server does not support large size images (over 1MB) in concurrent user testing.	9.40 and patches
QCCR1E118907	Smart Analytics	Hot Topic Analytics does not support accessibility as expected.	9.40 and patches
QCCR1E113455	Service Manager	The remote path and mapping path cannot be set in the File Server Base Path if you do not start Service	9.40 and patches

Global ID	Component	Issue	Introduced in version
	Reports	Manager with administrative privelages. **Workaround:** Start Service Manager as an administrator.	
QCCR1E109588	Service Manager Reports	List reports cannot retrieve data from replicated databases.	9.40 and patches
QCCR1E110835	Service Manager Reports	Reports that have long legend text do not print as expected. **Workaround:** Shorten the legend label.	9.40 and patches
QCCR1E105868	Service Manager Reports	Service Manager loads reports in a dashboard one-by-one.	9.40 and patches
QCCR1E105815	Service Manager Reports	Service Manager server CPU utilization is higher than expected when the ToDo queue is set as the landing page and the inbox size exceeds 50K. **Workaround:** Check the inbox size periodically, and control the size manually.	9.40 and patches
QCCR1E109576	Service Manager Reports	When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen. **Workaround:** Refresh the dashboard before exporting a report.	9.40 and patches
QCCR1E118434	Service Manager Reports	The temp file in the Tomcat temp directory cannot be deleted after the session is closed.	9.40 and patches
QCCR1E106640	Service Manager Reports	Query conditions in the condition box and condition builder are not consistent.	9.40 and patches
QCCR1E118269	Service Manager Reports	The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.	9.40 and patches

Global ID	Component	Issue	Introduced in version
		Workaround: Set a dedicated Service Manager instance for the reporting schedule.	
QCCR1E111234	Service Manager Reports	You can export reports as a PDF only in the system language font.	9.40 and patches
QCCR1E117603	Service Manager Reports	The meaning of the text string "inbox" is not always clear.	9.40 and patches
QCCR1E118983	Applications	If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create an HTML Template with a name containing text in that language, save the template and open the template again through a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text. **Workaround:** Click **Tailoring** > **Database Dictionary**, search for "htmltemplates," click the **htmlcode** field, and then change the SQL RC value to "true."	9.40 and patches
QCCR1E119106	Applications	If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create a knowledge document whose title contains characters in the unsupported language, the document is displayed correctly. However, if you search in the Knowledge Library using keywords from the document, the document is returned in the search results with characters in that language displayed as unrecognizable text. **Workaround:** Click **Tailoring** > **Database Dictionary**, search for "kmknowledgebaseupdates,"click the **recdata** field, and then change the SQL RC value to "True." If you already have garbled data in your search results, perform a full index against that library.	9.40 and patches
QCCR1E8981	Applications	The "Request TCAB Approval" step in the Normal	9.40 and

Global ID	Component	Issue	Introduced in version
9		Change workflow takes more than 100 seconds to complete when there are 6000 users in the database. **Workaround:** Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).	patches
QCCR1E117326	Applications	The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.	9.40 and patches
QCCR1E118616	Applications	The **Create One Request Fulfillment Record for each Device of Class X at location Y** effect option in Scheduled Maintenance does not work correctly.	9.40 and patches
QCCR1E114145	Applications	If two items in a bundle have the same user option name, only the last user option can be referenced by the system for evaluation. **Workaround:** Do not use duplicate user options for items in one service catalog bundle.	9.40 and patches
QCCR1E117903	Applications	When you cancel a planned purchase task before you finish creating it, validation of the task still occurs.	9.40 and patches

Deprecations

> **Important:** The Service Manager documentation may still contain information about deprecated or unsupported items (such as platforms or functionalities). For the currently supported platforms, databases, web application servers, and so on, always consult the latest support matrix of the current release.

The following items are now deprecated.

Deprecated items

Item	Type	Deprecated since version	Notes
acceptfastinfoset	Parameter	9.50	
maxGroupSize	Parameter	9.50	
ir_max_deep_distance	Parameter	9.50	
ir_max_shallow_ distance	Parameter	9.50	
allowed	Parameter	9.50	This parameter is only deprecated if your Service Manager applications are upgraded to a version no earlier than 9.50.
Forbidden Attachment File Extensions	Functionality	9.50	This functionality is only deprecated if your Service Manager applications are upgraded to a version no earlier than 9.50.
ir_save_interval	Parameter	9.41	
ir_sharedlock	Parameter	9.41	
ir_techload	Parameter	9.41	
usemasterlink	Parameter	9.41	
sourcecontroldirectory	Parameter	9.41	
load_type_new	Parameter	9.41	
cache_percent	Parameter	9.41	
Using array-type fields to create groups in views	Functionality	9.40	
SCSMTP	Feature	9.40	You can use SCAuto Email instead to

Deprecated items, continued

Item	Type	Deprecated since version	Notes
			enable inbound email.
SCAuto Fax and Pager	Feature	9.40	You can use the Service Manager Email solution instead for notification purposes.
MySM	Feature	9.40	You can use Service Manager Reports instead.
appOnloadFirst	Parameter	9.33	
AppServerEncoding	Parameter	9.33	
copyStylesheets	Parameter	9.33	
essuser	Parameter	9.33	
hideTreeIcons	Parameter	9.33	
isBackChannelUsed	Parameter	9.33	
isBottomTrayUsed	Parameter	9.33	
isBreadCrumbTrayUsed	Parameter	9.33	
isButtonTrayUsed	Parameter	9.33	
isFullScreenLogin	Parameter	9.33	
isKeepAliveEnabled	Parameter	9.33	
isMessageTrayUsed	Parameter	9.33	
isSaveNavPathSkipped	Parameter	9.33	
isTabTrayUsed	Parameter	9.33	
keyBookmark	Parameter	9.33	
keySyncTree	Parameter	9.33	
lazyloadNavTree	Parameter	9.33	
logoutJspExtension	Parameter	9.33	
printDateFormat	Parameter	9.33	
printOptions	Parameter	9.33	
refreshInterval	Parameter	9.33	

Deprecated items, continued

Item	Type	Deprecated since version	Notes
showAddBookmark	Parameter	9.33	
showDetailCollapse	Parameter	9.33	
showFrameworkReset	Parameter	9.33	
showListCollapse	Parameter	9.33	
showLogoutLink	Parameter	9.33	
showMessages	Parameter	9.33	
showNavCollapse	Parameter	9.33	
showPrint	Parameter	9.33	
showReloadDetailButton	Parameter	9.33	
showSyncTree	Parameter	9.33	
srcDetail	Parameter	9.33	
srcImages	Parameter	9.33	
srcList	Parameter	9.33	
srcListDetail	Parameter	9.33	
srcMessages	Parameter	9.33	
srcNavigation	Parameter	9.33	
strAppName	Parameter	9.33	
timeoutReminder	Parameter	9.33	
unmaskDeferMillis	Parameter	9.32	In previous releases, this parameter defers the unmasking of a browser window after an unmask request is issued. It relates to how much time the client browser needs to finish rendering after a page is loaded.
inactive.startup	Background process	9.32	In previous releases, you must start this process to run the Inactivity Timer. As of Service Manager 9.32, the Inactivity Timer no longer needs it.

The following items are no longer supported.

Unsupported items

Item	Unsupported since version	Notes
Internet Explorer 10	9.50	
Novell SUSE Linux Enterprise 10 SP1	9.50	
HP-UX (all versions)	9.50	
Solaris (all versions)	9.50	
IIS 7.5	9.50	
Windows 8	9.50	
Windows Server 2008 R2, 2008	9.50	
Oracle 11g	9.50	
Microsoft SQL Server 2008 R2, 2008	9.50	
IBM WebSphere Application Server (WAS) 7	9.50	
iOS 7.x	9.50	
BlackBerry (all versions)	9.50	
Client Automation integration (all versions)	9.50	
Discovery and Dependency Mapping Inventory integration (all versions)	9.50	Replaced by UCMDB
Enterprise Collaboration integration (all versions)	9.50	Replaced by SMC
Microsoft System Center Configuration Manager integration (all versions)	9.50	SCCM 2003 and 2007 are EOL. This integration is replaced by UCMDB
Service Health Analyzer integration (all versions)	9.50	

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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 Release Notes (Service Manager 9.50)

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@hpe.com.

We appreciate your feedback!