Service Manager Exchange with SAP Solution Manager

Software Version: 1.20

For the supported Windows® and Linux® operating systems

Release Notes

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Software Release Date: October 2016

Hewlett Packard Enterprise

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Contents

What's new in this release

This software release introduces the following changes:

- Drops the following support matrix:

Component	Platform	Versions
Service Manager	---	7.1x, 9.2x
SMSSMEX OS	Windows Server	2003, 2003 R2 (32-bit)
	Linux	SUSE 10
Database	Microsoft SQL Server	2008
	Oracle Standard and Enterprise Edition	11.2
WebLogic Server	---	10.3

- The SM-SAP integration and the documentation both now use HPE branding.

Installation Notes

You can either perform a fresh installation of SMSSMEX v1.20 on a new environment or upgrade your existing SMSSMEX to SMSSMEX v1.20. For detailed instructions, see *HPE Service Manager Exchange with SAP Solution Manager Installation and Administration Guide > Installing and Configuring SMSSMEX*.

Enhancements

This software release includes the following enhancement request.

Global ID	Problem	Solution
QCCR1E129693	You must import the application core unload file before starting to configure a Service Manager-SAP integration.	The Service Manager-SAP integration applications code is now included in Service Manager out-of-box.

Fixed defects

This software release fixes the following defects.

Global ID	Problem	Solution
QCCR1E129554	The SMSSMEX 1.10 P2 integration failed to start with license error - IP Address validation Failed.	The SMSSMEX 1.10 P2 integration works on all IP adresses.

Known Problems, Limitations, and Workarounds

This software release includes the following known issues and limitations.

Global ID	Problem	Workaround
QCCR1E135585	When the attachment white list is enabled, if web service requests did not send the extension name of the attachement, the attachment is rejected and the request fails.	To workaround this issue, add a new startup parameter *denyattachwithoutext* to the sm.ini file. For more information, see *Service Manager Help Center > Administer > System configuration parameters > Security parameters > denyattachwithoutext*.
QCCR1E126649	Failed to invoke the GUI wizard to install SMSSMEX on SUSE12.	There is currently no workaround available.
QCCR1E128958	When running non-PD in Service Manager 9.41 Hybrid mode, Service Manager tickets are closed directly if the solution is rejected by SAP Solution Manager.	To workaround this issue, change the condition of auto transition from `In Process -- Closure` to `Status in CurrentRecord = "Closed"` in the Migrated Incident workflow.
QCCR1E128778	Error occurs when upgrading from SM 9.31 with PDCP3 to 9.41 Hybrid.	To workaround this issue, apply a hotfix for QCCR1E128778 during the SM 9.31 with PD3 to SM 9.41 Hybrid upgrade process. The hotfix is available from HPE Software Support.

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