



# Service Manager

Software Version: 9.52

For supported Windows® and Linux® operating systems

## Release Notes

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## What's new in Service Manager 9.52?

Service Manager 9.52 includes the following new features, enhancements, and support changes:

- "Service Portal" below
- "Process Designer " on page 6
- "Service Manager Reporting" on page 6
- "Service Manager web client" on page 6
- "Smart Analytics" on page 7
- "New parameters, commands, and files" on page 8

### Service Portal

Feature	Description
Renaming to Service Portal	Service Manager Service Portal is now renamed to Service Portal.
Change approval	<p>Service Portal 9.52 incorporates the Change approval functionality that was previously available through content packs together with further enhancements. If you are designated as an approver of Change requests, you can approve all categories of Changes.</p> <p>For more information, see <b>Install &gt; Install and set up Service Portal &gt; Install and set up a single Service Portal instance &gt; Configure shopping, ticketing, Knowledge Management, hot news, Change approval, and search &gt; Enable Change approval</b> in the Service Manager Help Center.</p> <p><b>Note:</b> If you are working with Service Manager 9.41 (Codeless only), 9.50, or 9.51, you can still enable Service Portal Change approval by browsing to the [%SX_HOME%]/contentStorage/sm-external-approval/sm directory, and then importing the SXExternalApproval.unl unload file to Service Manager.</p>
Accept/Reject actions on Service Requests	<p>In Service Portal 9.52, you can accept or reject a Service Portal request while the request is in the Resolved status. This functionality was previously available through content packs.</p> <p>For more information, see <i>Service Portal Consumer Help</i>.</p>
Support of SAML	Service Portal supports SAML2.0 based single sign-on using Microsoft ADFS

Feature	Description
Single Sign-On	as the Identity Provider (IdP).
Search enhancement	<p>The type ahead feature of the <b>Search Service Portal</b> text box in Service Portal 9.52 supports multiple words and sentences. When you type a few characters in the text box, the system automatically displays the <b>Suggested search</b> list and the <b>Suggested result</b> list. The <b>Suggested search</b> list lists the recommended search terms and highlights your search term. You can select a term in this list to open a search result page. The <b>Suggested result</b> list lists a series of suggested search results and highlights your search term in the titles and descriptions. You can select a result in this list to open the target ticket.</p> <p>Service Portal also provides correction when the system cannot find any matches for your search terms. For example, if you type <code>iphoen</code> in the <b>Search Service Portal</b> text box and then system cannot find a match in the search results, the system automatically suggests <code>iphone</code>.</p> <p>For more information, see <b>Install &gt; Install and set up Service Portal &gt; Install and set up a single Service Portal instance &gt; Configure shopping, ticketing, Knowledge Management, hot news, Change approval, and search &gt; Configure Service Portal search</b> in the Service Manager Help Center.</p>
Installation simplification	<ul style="list-style-type: none"> <li>The installer script capability is extended to enable Chat, Survey, and LW-SSO at the same time, all in one step.</li> <li>Support for remote installation is added so that you can install Service Portal on multiple nodes by running the installer on the load balancer node only.</li> </ul>
Ability to change initial passwords	To improve security, you can change the initial passwords used in both a single instance deployment and a clustered deployment of Service Portal.
Swedish language support	Service Portal now supports Swedish.
Migration from Propel to Service Portal	You can find instructions for migrating from Propel to Service Portal in the help center ( <b>Administer &gt; Service Portal Administration Guide &gt; Migrating Propel to Service Portal</b> ).

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

## Process Designer

Feature	Description
Codeless Configuration Management	<p>The Configuration Management module is reimplemented on Process Designer technology. The module now uses a default Configuration Item workflow. When you upgrade to Service Manager 9.52, a migration tool will convert all Classic Configuration Items to Codeless Configuration Items.</p> <p><b>Note:</b> Currently, the Configuration Management module continues to use the master Format Control record and State settings in the device Object instead of RuleSets. Additionally, Contract Management still runs in Classic mode.</p> <p>For more information, see <b>Use &gt; Configuration Management</b> in the Service Manager Help Center.</p>

## Service Manager Reporting

Feature	Description
Colored thresholds and ranges in reports	<p>You can configure reports on the dashboard to use colors to highlight defined thresholds and ranges of values. When you define a colored range for a report, the section of the relevant axis falling within that range is displayed in a defined color, and threshold markers are displayed on the report to mark the limits of the range.</p> <p>For more information, see <b>Use &gt; Service Manager Reports &gt; My reports &gt; Add colored ranges to a report</b> in the Service Manager Help Center.</p>

## Service Manager web client

Feature	Description
Paste images to the HTML Editor	<p>You can now paste images to the HTML Editor as attachments.</p> <p><b>Note:</b> Out-of-box, the copy and paste function is only available in Knowledge Management. To enable this functionality for other modules, you must meet following prerequisites:</p> <ul style="list-style-type: none"><li>You are running the Service Manager 9.52 (or later) web client and server.</li></ul>

Feature	Description
	<ul style="list-style-type: none"> <li>The web client is open in the Mozilla Firefox or Google Chrome browser.</li> <li>The form contains an Attachment Container control.</li> <li>The Insert Image Option property is defined for the HTML Editor control on the form.</li> </ul> <p>Currently, this functionality is not supported in HTML email.</p> <p>For more information, see <b>Develop &gt; Tailoring &gt; Form creation &gt; Forms Designer &gt; Creating and editing forms &gt; Using the HTML Editor</b> in the Service Manager Help Center.</p>

## Smart Analytics

Feature	Description
New license files	<p>The existing Smart Analytics license files are no longer valid on April 30, 2017.</p> <p>New license files are included in Smart Analytics 9.52. If you upgrade to Service Manager 9.52 or perform a first-time installation of Service Manager 9.52 before April 30, you need take no further action.</p> <p>However, if you will not upgrade to or install Service Manager 9.52 before April 30, you must update the license files. To help you do this, a Smart Analytics License Tool is included in the Service Manager 9.52 release package. Simply follow the steps in the tool to renew the license files. Additionally, the tool is available to download from the following HPE Software Support website:</p> <p><a href="https://softwaresupport.hpe.com/km/KM02749940">https://softwaresupport.hpe.com/km/KM02749940</a></p>
Set stop phrase from Service Manager UI	<p>Previously, you could only add stop phrases by updating the qssp.db file for Hot Topic Analytics. After this configuration, you had to restart a series of Smart Analytics services. As of Service Manager 9.52, you can configure stop phrases on the <b>Configure IDOL Stop Phrase</b> page in the Service Manager UI without restarting the Smart Analytics services.</p> <p>For more information, see <b>Administer &gt; Smart Analytics administration &gt; Administrator tasks &gt; Set stop phrases for Hot Topic Analytics</b> in the Service Manager Help Center.</p>
Configure the maximum number of Hot Topic Analytics blocks	<p>By default, the Hot Topic Analytics topic map displays up to 10 blocks. Service Manager 9.52 enables you to configure the maximum number of blocks in a Hot Topic Analytics topic map.</p> <p>For more information, see <b>Administer &gt; Smart Analytics administration &gt; Administrator tasks &gt; Configure the number of Hot Topic Analytics blocks</b> in the Service Manager Help Center.</p>

## Security

Feature	Description
SAML SSO based on Service Portal's built-in IdM	In addition to the standalone HPE Identity Manager (IdM) service, Service Manager now supports SAML Single Sign-On using the IdM service that is built in to Service Portal.

## New parameters, commands, and files

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

Name	Type	Description
<i>smartemailTimeout</i>	Parameter	This parameter defines the number of milliseconds that the Smart Email process waits for a connection to the mail server to be established.
<b>evaluate_query</b>	RAD function	This RAD function parses and evaluates a query.

## Added support

Service Manager 9.52 adds support for the following operating systems and technologies:

### Operating systems

- Red Hat Enterprise Linux 7.3 (for Service Portal and for Smart Analytics)



## Enhancements

Service Manager 9.52 includes the following enhancement requests.

ID	Component	Summary	Added in version
<a href="#">QCCR1D232494</a>	Service Portal	Allow for a clickable, embedded URL in catalog user option labels	9.52
<a href="#">QCCR1E102193</a>	Applications	A new JS function improves performance when you select the Affected CI field	9.52
<a href="#">QCCR1E138146</a>	Server	A single Autopass PD file is now supported by both Service Manager and the ITSMA suite	9.52
<a href="#">QCCR1E137671</a>	Web client	You can now paste images to the HTML Editor	9.52
<a href="#">QCCR1E90154</a>	Web client	The Service Manager server now supports the HTTP Strict Transport Security protocol	9.52
<a href="#">QCCR1E70918</a>	Applications	The Service Catalog search can now return both cart and non-cart items	9.51
<a href="#">QCCR1E119652</a>	Applications	A "one must approve in one approval level by sequence for mutiple-levels" approval type is added	9.51
<a href="#">QCCR1E131859</a>	Applications	The document.chgCat RAD is enhanced by the addition of parameters to make modifications to interaction categories more efficient	9.51
<a href="#">QCCR1E133610</a>	Applications	Dates in Requests and Request Tasks are calculated using the configured duty table	9.51
<a href="#">QCCR1E135156</a>	Applications	A function is added to calculate the SLO when two work schedules overlap	9.51
<a href="#">QCCR1E135277</a>	Applications	You can now configure whether the status of a child task moves to "waiting" or "active" when the parent task is not created	9.51
<a href="#">QCCR1E133701</a>	Documentation - online help	The <i>corepath</i> parameter description in the help center is updated	9.51
<a href="#">QCCR1E135591</a>	Mobility	Service Manager Mobility now supports Android 6.x	9.51

ID	Component	Summary	Added in version
<a href="#">QCCR1E137322</a>	Server	Oracle and SUSE Linux are supported in SM9.51	9.51
<a href="#">QCCR1E137436</a>	Service Manager Service Portal	Error message when you try to install Service Manager Support Portal on a fresh RHEL 7.2 server	9.51
<a href="#">QCCR1D233760</a>	Service Manager Service Portal	Service Manager Service Portal should provide an Ansible script to make it still work after the host's FQDN is changed	9.51
<a href="#">QCCR1E130150</a>	SRC	Language selection on the Service Request Catalog login page can now be enabled	9.51
<a href="#">QCCR1E129148</a>	Upgrade and installation	Request to have Classic Problem module on SM941hybrid	9.51
<a href="#">QCCR1E133795</a>	Upgrade and installation	A new tool is available to apply the Service Manager server patch on Linux	9.51
<a href="#">QCCR1E125306</a>	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
<a href="#">QCCR1E130200</a>	Applications	Service Manager can now calculate next.breach on several duty tables	9.50
<a href="#">QCCR1E131047</a>	Applications	The us.set.reminder RAD application now works for ocmq and ocml	9.50
<a href="#">QCCR1E101396</a>	Applications	A "Mass Mark as Reconciled" button for the renamed records is added to the application patch manager	9.50
<a href="#">QCCR1E74805</a>	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
<a href="#">QCCR1E129693</a>	Applications	The Service Manager-SAP Integration Apps code is now included in out-of-box versions of Service Manager.	9.50
<a href="#">QCCR1E132670</a>	Applications	Mass close functionality is now available in Process Designer-based environments	9.50
<a href="#">QCCR1E123224</a>	Applications	A "search change model" function is now available when you create a new Change	9.50
<a href="#">QCCR1E118631</a>	Applications	You can now implement approvals in Knowledge	9.50

ID	Component	Summary	Added in version
		Management Process Designer workflows	
<a href="#">QCCR1E104944</a>	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
<a href="#">QCCR1E126889</a>	Applications	You can now select a notification definition in the report scheduler	9.50
<a href="#">QCCR1E128634</a>	Applications	The behavior of ToDo category dashboards can now be configured to the same as the To Do Queue	9.50
<a href="#">QCCR1E130320</a>	Applications	Auto refresh now works for the Dashboard on the web tier	9.50
<a href="#">QCCR1E135053</a>	Applications	Duration and Calculation reports can be run in real-time in the front-end	9.50
<a href="#">QCCR1E31480</a>	Applications	You can now override the setting of the Visible to Customer option	9.50
<a href="#">QCCR1E52999</a>	Applications	In a CI View, you are able to select fields from joined (attribute) tables to use in the Advanced Filter	9.50
<a href="#">QCCR1E129149</a>	Applications	To-Do Alerts are now automatically acknowledged when you click a record ID link in the alert	9.50
<a href="#">QCCR1E109766</a>	Applications	HTML email templates in multiple languages are now included in the Service Manager language pack	9.50
<a href="#">QCCR1E132431</a>	Applications	When you modify columns in a QBE list, the changes are applied to the fill function	9.50
<a href="#">QCCR1E116757</a>	Applications	Condition Editor - Look up function is not supported for security manual list type setting.	9.50
<a href="#">QCCR1E127103</a>	Applications	You are now able to see in which Workflow, Workflow Phase, or transition a RuleSet is used	9.50
<a href="#">QCCR1E126939</a>	Documentation	The documentation is updated to describe how the multiple user selections feature works	9.50
<a href="#">QCCR1E96956</a>	Documentation	The Service Manager documentation is updated to emphasize that SMIS is included out-of-box since Service Manager 9.2x	9.50

ID	Component	Summary	Added in version
<a href="#">QCCR1E130471</a>	Documentation	Clarified the documentation that describes how to extend Smart Ticket to the Incident module	9.50
<a href="#">QCCR1E129392</a>	Documentation	An example about how to use Approval Roles in Service Catalog approvals correctly is added to the Service Manager Help Center"	9.50
<a href="#">QCCR1E128291</a>	Integrations	Request Task OO flows can now be executed if the parent request is in the "Order" workflow	9.50
<a href="#">QCCR1E130538</a>	Integrations	UCMDB configuration is moved to Integration Manager	9.50
<a href="#">QCCR1E123225</a>	Mobility	The "Set Reminder" feature is now supported on the Mobility client	9.50
<a href="#">QCCR1E128757</a>	Mobility	The Mobility client now supports iOS9	9.50
<a href="#">QCCR1E98895</a>	Server	The Service Manager web client now supports SP-initiated web browser SSO using the SAML 2.0	9.50
<a href="#">QCCR1E131643</a>	Server	RTE supports openJDK8	9.50
<a href="#">QCCR1E127681</a>	Server	The Service Manager server now supports the cc, bcc, and reply.to fields for outbound emails	9.50
<a href="#">QCCR1E109766</a>	Server	HTML email templates in multiple languages are now included in the Service Manager language pack	9.50
<a href="#">QCCR1E90971</a>	Server	Service Manager now supports the SQL Server AlwaysOn feature	9.50
<a href="#">QCCR1E132716</a>	Server	adhocSql now supports LDAP files	9.50
<a href="#">QCCR1E132199</a>	Server	UNIX-based versions of the Service Manager RTE log unmangled function names in the stack trace logs	9.50
<a href="#">QCCR1E105563</a>	Server	You can now disable the log messages generated by the routine working of the CIT Web Service connector	9.50
<a href="#">QCCR1E129394</a>	Server	A KM export tool is now included in Service Manager	9.50
<a href="#">QCCR1E132904</a>	Server	"Sidebar Suggestions" in Smart Analytics can now be triggered manually	9.50

ID	Component	Summary	Added in version
<a href="#">QCCR1E107121</a>	Server	Service Manager now processes synced BSM/OMI Incidents in multiple threads	9.50
<a href="#">QCCR1E106064</a>	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
<a href="#">QCCR1E133021</a>	Server	SOLR's embedded Tomcat version is upgraded to version 8.0.32	9.50
<a href="#">QCCR1E131612</a>	Server	A method is introduced that returns the current status of the trigger	9.50
<a href="#">QCCR1E124014</a>	Server	The Service Manager server now logs the time spent on every step of connecting to an Oracle database	9.50
<a href="#">QCCR1E129134</a>	SRC	The "Request For" user can update or close support requests in SRC	9.50
<a href="#">QCCR1E130661</a>	SRC	Through API tailoring, the SRC Checkout Panel field can now use a condition that queries other fields	9.50
<a href="#">QCCR1E90366</a>	SRC	You can now hide user selections on the catalog item details form in SRC	9.50
<a href="#">QCCR1E132114</a>	SRC	SRC now supports the customization of widget color and search result panel color	9.50
<a href="#">QCCR1E133931</a>	SRC	SRC can now extract the DN from a SAN (Subject Alternative Name)	9.50
<a href="#">QCCR1E129225</a>	SRC	You can now configure SRC to open URLs in either the current tab or a new tab	9.50
<a href="#">QCCR1E123264</a>	SRC	The SRC Tablet application for Android now supports integration with SiteMinder Authentication	9.50
<a href="#">QCCR1E131418</a>	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
<a href="#">QCCR1E124268</a>	SRC	SRC Tablet now supports iOS 9	9.50
<a href="#">QCCR1M2359</a>	SRC	You can now cancel Service Requests from the SRC user interface	9.50

ID	Component	Summary	Added in version
<a href="#">QCCR1E132582</a>	Upgrade and installation	The Service Manager language pack now includes html template records	9.50
<a href="#">QCCR1E130698</a>	Upgrade and installation	The Upgrade Utility and Apps Patch Manager menus are combined	9.50
<a href="#">QCCR1E131033</a>	Upgrade and installation	Field level merge is supported for simple objects when you resolve conflicts created by renamed objects during an upgrade	9.50
<a href="#">QCCR1E132482</a>	Upgrade and installation	The ScriptLibrary merge window now uses a Javascript editor style	9.50
<a href="#">QCCR1E132835</a>	Upgrade and installation	The Compare Merge window displays XML using a color syntax when you view upgrade conflicts	9.50
<a href="#">QCCR1E132580</a>	Upgrade and installation	The Upgrade Utility folder structure is simplified	9.50
<a href="#">QCCR1E104622</a>	Web client	The More actions menu is now displayed when right-click in the web client	9.50
<a href="#">QCCR1E154152</a>	Web client	You can now dynamically resize drop-down list windows	9.50
<a href="#">QCCR1E131640</a>	Web client	The Service Manager web tier now supports OpenJDK	9.50
<a href="#">QCCR1E130264</a>	Web client	You no longer need to log in to Service Portal if you are already logged in to Service Manager when LW-SSO is configured in both Service Manager and Service Portal	9.50
<a href="#">QCCR1E79882</a>	Web client	You can now drag and drop files to the web client attachment area	9.50
<a href="#">QCCR1E48958</a>	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
<a href="#">QCCR1E104944</a>	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
<a href="#">QCCR1E88189</a>	Web client	A new Link label adds clickable external URLs to text area controls	9.50
<a href="#">QCCR1E131156</a>	Web client	Text that starts with ftp:// or notes:// is now	9.50

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

## Fixed defects

Service Manager 9.52 fixes the following defects.

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E103680</a>	Applications	Error messages are not localized in the message bar	9.52
<a href="#">QCCR1E117157</a>	Applications	The DateTime YYYY-MM-DD format from SRC causes validation failure for user selections	9.52
<a href="#">QCCR1E118476</a>	Applications	The "Cancel" string on a button is truncated on pivot tables in Japanese and Russian version running in Internet Explorer 10 or Firefox	9.52
<a href="#">QCCR1E133704</a>	Applications	There is neither a "Subscription Add" field nor a "Subscription Remove" field in the OOB CI format	9.52
<a href="#">QCCR1E135157</a>	Applications	The system displays error messages incorrectly if a validation in a format control fails	9.52
<a href="#">QCCR1E136531</a>	Applications	WebService Error on assignment group change: A user does not have authorization to perform the Save action	9.52
<a href="#">QCCR1E136565</a>	Applications	Request module with one task creates two duplicate tasks	9.52
<a href="#">QCCR1E137014</a>	Applications	The Unload Manager needs improvement	9.52
<a href="#">QCCR1E137342</a>	Applications	When using an assignment rule, the system assigns a task record to an incorrect assignment group	9.52
<a href="#">QCCR1E137424</a>	Applications	Rule names and conditions are inconsistent with the rule definitions	9.52
<a href="#">QCCR1E137558</a>	Applications	SRC changes the service recipient and the contact when adding a comment to a ticket	9.52
<a href="#">QCCR1E137714</a>	Applications	Set Expected Change State (Add Attributes/Relationships) displays existing attributes and relationships	9.52



ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E137743</a>	Applications	An SRC error occurs in the Manage Catalog section when the system registers a date time field for user selection	9.52
<a href="#">QCCR1E137753</a>	Applications	There is no right control in the kmdocument Object	9.52
<a href="#">QCCR1E137986</a>	Applications	The system displays an exception when approving the quote for a bundle by using SRC	9.52
<a href="#">QCCR1E138027</a>	Applications	The web client login performance is very slow when working with a case-sensitive Oracle database	9.52
<a href="#">QCCR1E138099</a>	Applications	The sloresponse record does not contain valid data in the timezone, holiday and calendar fields	9.52
<a href="#">QCCR1E138223</a>	Applications	The system displays an incorrect value list in the "modify columns" function	9.52
<a href="#">QCCR1E138298</a>	Applications	The Custom field in the Eventin record is not mapped to a field in the Contacts table	9.52
<a href="#">QCCR1E138441</a>	Applications	The Add Attributes/Relationships wizard displays existing relationships	9.52
<a href="#">QCCR1E138747</a>	Applications	axces.apm displays a RAD loop when a record has been modified before update	9.52
<a href="#">QCCR1E138792</a>	Applications	The SRC system performance is poor when ordering an item with many user selections	9.52
<a href="#">QCCR1E138921</a>	Applications	The system displays Alertlog truncation errors in sm.log	9.52
<a href="#">QCCR1E66708</a>	Applications	The Status field of an Incident record is hardcoded	9.52
<a href="#">QCCR1E66712</a>	Applications	The Category items in the Incident module are hardcoded	9.52
<a href="#">QCCR1E66713</a>	Applications	The Area items in the Incident module are hardcoded	9.52
<a href="#">QCCR1E66717</a>	Applications	The Sub-area items in the Incident module are hardcoded	9.52
<a href="#">QCCR1E66731</a>	Applications	The Closure Code field of an Incident record is hardcoded	9.52

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E66732</a>	Applications	The New Update Type field of an Incident record is hardcoded	9.52
<a href="#">QCCR1E66733</a>	Applications	The Category field of a Change record is hardcoded	9.52
<a href="#">QCCR1E66734</a>	Applications	The Sub-category field of a Change record is hardcoded	9.52
<a href="#">QCCR1E66735</a>	Applications	The Approval Status field of a Change record is hardcoded	9.52
<a href="#">QCCR1E66779</a>	Applications	The Status field of a Change record is hardcoded	9.52
<a href="#">QCCR1E66786</a>	Applications	The Change Phase field in a Change record is hardcoded	9.52
<a href="#">QCCR1E66787</a>	Applications	The Risk Assessment field of a Change field is hardcoded	9.52
<a href="#">QCCR1E66788</a>	Applications	The SOX Classification field of a CI record is hardcoded	9.52
<a href="#">QCCR1E94058</a>	Applications	The "Advanced..." string is truncated in Russian versions	9.52
<a href="#">QCCR1E95562</a>	Applications	The "Edit in Place" string is hardcoded	9.52
<a href="#">QCCR1E95986</a>	Applications	All Completion codes are hardcoded in the Problem, Interaction, and Incident modules	9.52
<a href="#">QCCR1E96011</a>	Applications	The Status, Phase, Impact, Urgency, Priority fields are hardcoded	9.52
<a href="#">QCCR1E96261</a>	Applications	Some fields in Change records are hardcoded	9.52
<a href="#">QCCR1E96526</a>	Applications	The Closed status and the Abandoned status are hardcoded	9.52
<a href="#">QCCR1E97040</a>	Applications	The options in the More menu on the System status page are hardcoded	9.52
<a href="#">QCCR1E98057</a>	Applications	Strings in the pop-up windows are not translated when saving an Interaction	9.52
<a href="#">QCCR1E98474</a>	Applications	The system displays garbled strings in the HTML template title	9.52
<a href="#">QCCR1E98940</a>	Applications	Value strings in the phase and status column of the Related Records tab are not translated	9.52

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E101260</a>	Documentation	The online help contains no information about the Service Catalog status mapping functionality	9.52
<a href="#">QCCR1E116831</a>	Documentation	The Service Manager help is updated to remove statements about removed HTML notifications	9.52
<a href="#">QCCR1E119372</a>	Documentation	Incorrect Mandanten restricting scripts are documented in the Service Manager help	9.52
<a href="#">QCCR1E128687</a>	Documentation	Documentation has insufficient information about the Read Timeout and Connect Time parameters for the doHTTPRequest method	9.52
<a href="#">QCCR1E129340</a>	Documentation	The documentation uses a very uncommon displayscreen as an example	9.52
<a href="#">QCCR1E134958</a>	Documentation	Special characters are not documented for the Restful API	9.52
<a href="#">QCCR1E134998</a>	Documentation	License tracking information in the Service Manager Help Center is unclear	9.52
<a href="#">QCCR1E138199</a>	Documentation	The Service Manager Help Center does not provide information about the image types supported by Smart Analytics Image server OCR	9.52
<a href="#">QCCR1E138479</a>	Documentation	Service Manager installation documentation contains obsolete information that applies to RHEL 5	9.52
<a href="#">QCCR1E138942</a>	Documentation	The Performance-7 alert is added to the list of system alerts in the Help Center	9.52
<a href="#">QCCR1E103600</a>	Localization	Text in the "Activity" section is truncated in German and Turkish	9.52
<a href="#">QCCR1E104767</a>	Localization	The string "standard" in dropdown list is hardcoded	9.52
<a href="#">QCCR1E104770</a>	Localization	The drop down list for "Calendar Name" should be localized	9.52
<a href="#">QCCR1E137639</a>	Localization	Ruleset validation messages are not localized in Service Manager	9.52
<a href="#">QCCR1E65263</a>	Localization	Non-localized strings appear on workflow pages	9.52

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E74665</a>	Localization	Workflow UI of Process Designer has not been translated into Arabic Language on web client	9.52
<a href="#">QCCR1E137255</a>	Mobility client	Pop-up messages are not displayed in the Mobile client when you set a reminder	9.52
<a href="#">QCCR1E138601</a>	Mobility client	You cannot log in to the Mobility client in Chrome 56	9.52
<a href="#">QCCR1E138751</a>	Server	The svc_import command does not support importing single or multiple .xml files to the Service Manager database.	9.52
<a href="#">QCCR1E138493</a>	Server	When you replace an incorrect value in the Affected CI comfill box with a correct value, you must still click the Fill button	9.52
<a href="#">QCCR1E136043</a>	Server	You must click the fill button on the affected service to save a new interaction if you entered a value manually	9.52
<a href="#">QCCR1E137950</a>	Server	You are unable to call the menu from the command line in the Windows client	9.52
<a href="#">QCCR1E137985</a>	Server	SRC does not enforce the maximum attachment size when used with Service Manager RTE 9.50.0025	9.52
<a href="#">QCCR1E138280</a>	Server	Date calculations fail after you upgrade to Service Manager 9.41	9.52
<a href="#">QCCR1E138429</a>	Server	The workflow list is not displayed in a Service Manager system that uses an Oracle database	9.52
<a href="#">QCCR1E138823</a>	Server	When you export a QBE list or View, an incorrect number of rows is returned	9.52
<a href="#">QCCR1E138426</a>	Server	You cannot sort a list of Changes by "Affected CI"	9.52
<a href="#">QCCR1E139142</a>	Server	The configuration of the content.cfg file changes after you upgrade IDOL	9.52
<a href="#">QCCR1E138386</a>	Server	The SmartEmail process hangs and cannot be stopped	9.52
<a href="#">QCCR1E138340</a>	Server	A Signal 11 error occurs when you push CI relationships from UCMDB to Service Manager	9.52
<a href="#">QCCR1E138062</a>	Server	Mandanten query conditions are appended to	9.52

ID	Component	Summary	Fixed in versions
		the search string when you refresh a Queue if multiple users are logged in	
<a href="#">QCCR1E138899</a>	Server	Integrations between BSM and SM that have SSL enabled fail with an SSLHandshake exception	9.52
<a href="#">QCCR1E138583</a>	Server	Service Manager server startup performance is slow	9.52
<a href="#">QCCR1D230912</a>	Service Portal	Text strings in the Swedish Add Aggregation UI are hardcoded	9.52
<a href="#">QCCR1D230958</a>	Service Portal	The string "Close support request" in the Support Request Detail UI is hardcoded	9.52
<a href="#">QCCR1E137731</a>	Service Portal	Support requests cannot be integrated to Service Portal if the login user and backend user are different	9.52
<a href="#">QCCR1E138331</a>	SRC	SRC runs slowly after you click Request when many items and user options are in one bundle	9.52
<a href="#">QCCR1E138792</a>	SRC	The SRC system performance is poor when ordering an item with many user selections	9.52
<a href="#">QCCR1E130380</a>	SRC	Item cost does not include additional costs when an item is added into shopping cart	9.52
<a href="#">QCCR1E137565</a>	SRC	Questions and answers are not displayed in the correct language when you use SRC in SSO mode	9.52
<a href="#">QCCR1E137640</a>	SRC	The approver is not displayed in the upper right corner of SRC	9.52
<a href="#">QCCR1E137794</a>	SRC	The "src.ui.disableAutomaticFillLookupField=false" SRC parameter does not work as expected	9.52
<a href="#">QCCR1E136779</a>	Web client	You cannot drag and drop content to text area controls	9.52
<a href="#">QCCR1E137549</a>	Web client	The workflow transition arrow is not refreshed by WorkflowHistory records	9.52
<a href="#">QCCR1E74632</a>	Web client	The Risk list that is displayed when you create a new Change is not translated	9.52
<a href="#">QCCR1E120320</a>	Web client	The captions for the "Previous Page" and	9.52

ID	Component	Summary	Fixed in versions
		"Next Page" buttons are truncated in "Knowledge Search Results" page in the accessible.do page	
<a href="#">QCCR1E104196</a>	Web client	The accessible client does not display graphics for options on formats	9.52
<a href="#">QCCR1E138387</a>	Web client	Nothing happens when you click on Service Catalog from the System Navigator	9.52
<a href="#">QCCR1E130535</a>	Web client	When the select column list is open, JAWS reads out the webtier name incorrectly	9.52
<a href="#">QCCR1E138190</a>	Web client	The close icon ("X") in the shortcut list dialog does not work	9.52
<a href="#">QCCR1E138191</a>	Web client	The Help button is no longer in focus when you exit the shortcut list dialog	9.52
<a href="#">QCCR1E138197</a>	Web client	You cannot move the focus to "HPE Service Manager", which should be a link that is recognized by the screen reader	9.52
<a href="#">QCCR1E138198</a>	Web client	JAWS reads incorrect information when the focus is on the "photo" button	9.52
<a href="#">QCCR1E138283</a>	Web client	The keystroke for opening the contextual menu in column headers is not included in the Service Manager help	9.52
<a href="#">QCCR1E138183</a>	Web client	The focus does not move to the first list item when you open the context menu from a table column header	9.52
<a href="#">QCCR1E137621</a>	Web client	When you log in to the web client in Japanese, the caption for the Cancel button in the fill popup window is truncated	9.52
<a href="#">QCCR1E97921</a>	Web client	The text for translations of "Count Records" in RecordLists runs over the border of the button	9.52
<a href="#">QCCR1E138466</a>	Web client	You cannot easily troubleshoot a particular user session in the webtier log	9.52
<a href="#">QCCR1E65091</a>	Web client	Buttons on the Response and Availability tabs for SLA are not displayed correctly in Russian	9.52
<a href="#">QCCR1E131576</a>	Web client	Captions for buttons with balloon help settings cannot be displayed in accessible.do, and the balloon help is not displayed in index.do	9.52

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E137296</a>	Web client	The Web client fails to display a true/false value list that has images enabled	9.52
<a href="#">QCCR1E138029</a>	Web client	Poor performance when you save a large amount of text in the HTML editor in the webtier	9.52
<a href="#">QCCR1E138148</a>	Web client	A jsError occurs when you save an incident without values for several required fields and the text area edit mode is locked	9.52
<a href="#">QCCR1E138372</a>	Web client	Incorrect indentation in text area fields when the "compactlayout" parameter is set to true	9.52
<a href="#">QCCR1E138645</a>	Web client	The focus does not stay in a text area control after you save a record	9.52
<a href="#">QCCR1E137013</a>	Web client	The focus is lost when you view another browser tab and then return to the Service Manager browser tab	9.52
<a href="#">QCCR1E138690</a>	Web client	Error messages in the web client are still truncated after you maximize the window in Internet Explorer	9.52
<a href="#">QCCR1E138293</a>	Web client	After changing the font size, the error text message is capitalized	9.52
<a href="#">QCCR1E138128</a>	Web client	When you hover the mouse over the read-only "Transition Type" field, the field appears to be clickable	9.52
<a href="#">QCCR1E99192</a>	Web client	"Count Records" is not translated in Hebrew versions of Service Manager	9.52
<a href="#">QCCR1E137783</a>	Web client	"The value in this field is invalid" error message when try to save dates in Task Planner in a format that is not mm/dd/yy	9.52
<a href="#">QCCR1E137349</a>	Web client	The transition type is not displayed properly after you modify the rule sets of one manual transition	9.52
<a href="#">QCCR1E96028</a>	Web client	Workflow phase names in the Workflow Editor are not localized	9.52
<a href="#">QCCR1E138073</a>	Windows client	Only the records related to the first chart in a dashboard are opened when you click on the total number of tickets	9.52
<a href="#">QCCR1E119531</a>	Applications	A SQL error is reported if the dbdict assignment	9.51

ID	Component	Summary	Fixed in versions
		has an a2 alias table when you upgrade from SM920	
<a href="#">QCCR1E136525</a>	Applications	The rootcause datadict is missing after you cancel an IR Regen and add a new dbdict	9.51
<a href="#">QCCR1E136576</a>	Applications	Fields related to the Approval tab in each module are not localized	9.51
<a href="#">QCCR1E136054</a>	Applications	When cm3t Calendar Mapping is disabled, you cannot display Change Tasks	9.51
<a href="#">QCCR1E133193</a>	Applications	Applications Patch Manager does not create proper A-Tables	9.51
<a href="#">QCCR1E135401</a>	Applications	Viewed and Used Solution records are not created in the kmusagehistory table when you use Smart Analytics Smart Search	9.51
<a href="#">QCCR1E136842</a>	Applications	A "Bracket Mismatch" error occurs when you perform a Context Aware search	9.51
<a href="#">QCCR1E137160</a>	Applications	"No valid document ids or references supplied" error message in Smart Search	9.51
<a href="#">QCCR1E137452</a>	Applications	You receive an error message when you add a knowledge library in a different case	9.51
<a href="#">QCCR1E134839</a>	Applications	You cannot hide the "Problem" check box in the KM search form	9.51
<a href="#">QCCR1E133493</a>	Applications	The text string "Calculate Related Record Count" is truncated in French and Russian versions of Service Manager	9.51
<a href="#">QCCR1E135725</a>	Applications	The English word "and" is not translated when multiple fields names for mandatory fields are displayed in a RuleSet	9.51
<a href="#">QCCR1E137035</a>	Applications	Service Manager servlets crash when too many CIs are related to a service	9.51
<a href="#">QCCR1E137078</a>	Applications	The cc.gotoprob application displays the wrong results when the search initialization process sets fields in \$L.file	9.51
<a href="#">QCCR1E137164</a>	Applications	Updates to a parent incident are not propagated to child incidents, and an error is shown in the web client message window	9.51



ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E80241</a>	Applications	Incorrect message about missing date and author information in the Feedback tab when you retire a document	9.51
<a href="#">QCCR1E91572</a>	Applications	When you view a KM document in Firefox, the summary box sometimes overlaps with the content of the document	9.51
<a href="#">QCCR1E136444</a>	Applications	kmknowledgebaseupdates records are not created as expected when you execute a ScriptLibrary to update a KM document by using a schedule record	9.51
<a href="#">QCCR1E137106</a>	Applications	The message "Working copy document... was created for revision" does not match the status to which the document is set	9.51
<a href="#">QCCR1E137108</a>	Applications	An endless loop occurs if a duplicate key error occurs when EventIn inserts an Incident	9.51
<a href="#">QCCR1E137128</a>	Applications	Error message every time that you create and save a new Problem record	9.51
<a href="#">QCCR1E137431</a>	Applications	Request Quote is not created and RAD stack errors are generated	9.51
<a href="#">QCCR1E137607</a>	Applications	Duplicate category links are displayed when you view non-cart catalog requests in Service Catalog and set the screen size to small	9.51
<a href="#">QCCR1E136703</a>	Applications	Schedule records are not generated when Interactions are created and the approval status is already approved	9.51
<a href="#">QCCR1E137157</a>	Applications	JavaScript dates in TimePeriods are always processed in GMT/UTC, and ignore the operator's actual timezone	9.51
<a href="#">QCCR1E137194</a>	Applications	You cannot add new solution matching records	9.51
<a href="#">QCCR1E136861</a>	Applications	The text string "Cannot create Preview" in HTML template is not localized	9.51
<a href="#">QCCR1E136862</a>	Applications	Survey notification emails include incorrect information	9.51
<a href="#">QCCR1E134830</a>	Applications	The performance of KMTriggers is poor	9.51
<a href="#">QCCR1E136573</a>	Applications	Smart Classification of Smart Ticket functionality works inconsistently for the	9.51

ID	Component	Summary	Fixed in versions
		values of the Affected Service field	
<a href="#">QCCR1E136239</a>	Applications	Text inside knowledge documents is not displayed correctly for users in certain knowledge groups	9.51
<a href="#">QCCR1E137068</a>	Applications	No email notification is sent for the Deployment Approval	9.51
<a href="#">QCCR1E136652</a>	Applications	An incorrect "Checkboxes (allow multiple selections)" option exists in OOB deployments	9.51
<a href="#">QCCR1E137161</a>	Applications	User option validation for date/time does not work when an Item is in a bundle	9.51
<a href="#">QCCR1E137020</a>	Applications	Republish functionality does not work in some specific scenarios	9.51
<a href="#">QCCR1E70706</a>	Applications	When you enter search criteria on the Approved Documents page of Knowledge Management, the Enter key does not work	9.51
<a href="#">QCCR1E80369</a>	Applications	Error messages are generated when you click "Return for Revision" in KM Docs and the negdatestamp field of the activityKMDoc records are empty	9.51
<a href="#">QCCR1E136389</a>	Applications	The view variable is not cleared when you select a new view in the Configuration Management module	9.51
<a href="#">QCCR1E134189</a>	Applications	The approval status of ticket is not updated when folder entitlement is enabled	9.51
<a href="#">QCCR1E125073</a>	Applications	Duplicate key errors may occur when you add Problem Tasks	9.51
<a href="#">QCCR1E136847</a>	Applications	Slow performance occurs when you save a Change if many CIs are related to a service	9.51
<a href="#">QCCR1E136026</a>	Applications	Smart Search indexes data too slowly	9.51
<a href="#">QCCR1E135750</a>	Applications	Unexpected results when adding imTask module to Mobile application	9.51
<a href="#">QCCR1E55406</a>	Applications	Change records are not saved if only the Activity New Update field is updated and the "Cancel" button is pressed	9.51
<a href="#">QCCR1E135412</a>	Applications	Hot Topic Analytics does not work for the	9.51

ID	Component	Summary	Fixed in versions
		Change Management module	
<a href="#">QCCR1E136795</a>	Applications	The approval of Changes via eventin fails even when the approver belongs to the Currently Pending group	9.51
<a href="#">QCCR1E137053</a>	Applications	When you return a KM document to review, a required text popup to enter the reason for "Return to Review" is missing	9.51
<a href="#">QCCR1E135333</a>	Documentation	The Service Manager help center lacks information about the best practices for moving Array fields to an alias table	9.51
<a href="#">QCCR1E136765</a>	Documentation	The Service Manager Programming Guide does not explain how to access a javascript class definition from another javascript	9.51
<a href="#">QCCR1E136067</a>	Install and upgrade	Change Category, Change Task Category, Problem Phase, and Interaction Status are not localized on the Todo view after an upgrade	9.51
<a href="#">QCCR1E137576</a>	Install and upgrade	SXAdapterVersion table data is missing after an upgrade	9.51
<a href="#">QCCR1E131119</a>	Install and upgrade	There is no tool for applying Service Manager Server patches on Windows	9.51
<a href="#">QCCR1E137018</a>	Integrations	Case Exchange between SAW and SM freezes and hangs indefinitely when an image is embedded in the description of an Incident	9.51
<a href="#">QCCR1E133866</a>	Localization	The text string "Workflowphase" on the "View Ruleset Used in" page is unlocalized	9.51
<a href="#">QCCR1E137145</a>	Server	LDAP error messages are displayed to the end users incorrectly	9.51
<a href="#">QCCR1E136275</a>	Server	Users cannot perform approvals if their username is stored in lowercase in the Approval table and in uppercase in the Operator table	9.51
<a href="#">QCCR1E135662</a>	Server	When you use "Chart by field count" for the pcsoftware table, the value of "logic.name" is displayed instead of "display name"	9.51
<a href="#">QCCR1E127205</a>	Server	The -debug option incorrectly turns on the keepmail option and turns off scml.chk for JavaMail	9.51

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E127602</a>	Server	The Search tab closes when you perform an Advanced Knowledge search that includes wildcards against the "title" field	9.51
<a href="#">QCCR1E135364</a>	Server	There are duplicate lines in the Description field of a Problem	9.51
<a href="#">QCCR1E136718</a>	Server	Unload of the pcsoftware table generates a loop and never ends	9.51
<a href="#">QCCR1E137127</a>	Server	The system displays error messages when you try to save or update an Approval record after an upgrade	9.51
<a href="#">QCCR1E137346</a>	Server	When you use Javascript to attach files that include Japanese text to a ticket, the file cannot be opened correctly in the Windows client	9.51
<a href="#">QCCR1E137402</a>	Server	The system displays the "Field logical.name not mapped to the database" error message when you search for a device file	9.51
<a href="#">QCCR1E137653</a>	Server	The system displays the HTTP 401 error when consuming a web service from Service Manager	9.51
<a href="#">QCCR1D232942</a>	Service Portal	Error when you log a new Generic Support request from Propel to Service Manager and choose "Other - See Description" as the affected service	9.51
<a href="#">QCCR1D231430</a>	Service Portal	You can add comments to a closed request in Propel	9.51
<a href="#">QCCR1D228120</a>	Service Portal	Some drop-down lists in Service Manager and Propel data exchange are unlocalized	9.51
<a href="#">QCCR1E137620</a>	SRC	Date are not displayed correctly in East Asian language versions of SRC	9.51
<a href="#">QCCR1E137465</a>	SRC	There is a redundant sub-folder in the SRC .zip package	9.51
<a href="#">QCCR1E136545</a>	SRC	When you select a category from SRC KM Search results, the browser does not return to the top automatically	9.51
<a href="#">QCCR1E131667</a>	SRC	Lines submitted in a multi-text field in SRC are missing from the field when you view it in the	9.51

ID	Component	Summary	Fixed in versions
		Windows client	
<a href="#">QCCR1E137415</a>	SRC	The SRC migration tool does not support SRC 9.51	9.51
<a href="#">QCCR1E136570</a>	SRC	The Service button is missing after you use Service Assistant in SRC	9.51
<a href="#">QCCR1E136433</a>	SRC	Date Validation using tod() for Item Options in SRC not working as expected	9.51
<a href="#">QCCR1E135240</a>	SRC	SRC Options are filled and displayed even if the Visible condition is false	9.51
<a href="#">QCCR1E137794</a>	SRC	The "src.ui.disableAutomaticFillLookupField=false" SRC parameter does not work as expected	9.51
<a href="#">QCCR1E136291</a>	SRC	Survey can create interactions for inactive categories (such as complaint and compliment) in SRC	9.51
<a href="#">QCCR1E134353</a>	Web client	The logo is not printed when you print a ticket	9.51
<a href="#">QCCR1E136947</a>	Web client	Language selection in the Web client does not work sometimes	9.51
<a href="#">QCCR1E136481</a>	Web client	The focus does not stay in a comfill field with an array after the value is input by using the Fill button in Accessible mode in Firefox and Chrome browsers	9.51
<a href="#">QCCR1E137487</a>	Web client	Webtier branding is not applied to the login page	9.51
<a href="#">QCCR1E133498</a>	Web client	Groups collapse and expand when a form that contains a workflow in Firefox is refreshed after you perform a fill	9.51
<a href="#">QCCR1E136918</a>	Web client	Single quote characters in DVD expressions are replaced with underscore characters	9.51
<a href="#">QCCR1E133783</a>	Web client	When you use the data filter to modify a pivot table in a dashboard, the modification is not taken account when you export the pivot table to a PDF	9.51
<a href="#">QCCR1E133388</a>	Web client	Auto complete stops responding because of JavaScript error	9.51

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E134994</a>	Web client	Hover form functionality does not work for Array fields	9.51
<a href="#">QCCR1E136687</a>	Web client	Web client hangs when you try to edit an inbox that has more than 20 filter definitions	9.51
<a href="#">QCCR1E135254</a>	Web client	Error message in layer between ticket screen and Fill search format	9.51
<a href="#">QCCR1E136206</a>	Web client	The first Tab of a Notebook is not reset to be active after an Interaction record is closed and the page returns to a blank Interaction	9.51
<a href="#">QCCR1E135560</a>	Web client	Data Changed Event has intermittent behaviors on Comfill field in Web Client	9.51
<a href="#">QCCR1E136511</a>	Web client	Validation for "Less Than Or Equals" does not work in Condition Editor if the value is 0	9.51
<a href="#">QCCR1E136526</a>	Web client	The system intermittently fails to add attachments to Interaction from Catalog Request	9.51
<a href="#">QCCR1E136945</a>	Web client	The system displays a wrong error message when you enter an invalid password by logging in through a link in an email	9.51
<a href="#">QCCR1E136982</a>	Web client	Data Changed events that are configured for Comfills are not triggered when the focus is not on the Comfill	9.51
<a href="#">QCCR1E137015</a>	Web client	Errors occur when XML names contain the character "Ã©" in svc.options	9.51
<a href="#">QCCR1E137095</a>	Web client	The focus is lost and auto-complete does not work when you select a value from an array-type Comfill by clicking the mouse button fast	9.51
<a href="#">QCCR1E137207</a>	Web client	LW-SSO prevents the "mode" cookie from being created, and ess.do logouts are redirected to index.do from goodbye.jsp instead of ess.do	9.51
<a href="#">QCCR1E137270</a>	Web client	IT agents cannot share a KM document link or a Service Catalog item link to other IT agents in an IT Collaboration conversation	9.51
<a href="#">QCCR1E137608</a>	Web client	You cannot keep textarea control in edit mode by default	9.51

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E136172</a>	Windows client	The Date widget does not work consistently on Windows client	9.51
<a href="#">QCCR1E136266</a>	Windows client	"Wrap label" does not have a "Justification" property and cannot be right-aligned	9.51
<a href="#">QCCR1E136341</a>	Windows client	Startup menu labels are missing on Windows client after an upgrade	9.51
<a href="#">QCCR1E130401</a>	Applications	All Survey emails display the same content in the Description field	9.50
<a href="#">QCCR1E130962</a>	Applications	SLO does not work according to the condition set in Request Management	9.50
<a href="#">QCCR1E132719</a>	Applications	Calendar works very slow when its related globallists includes lots of values	9.50
<a href="#">QCCR1E132937</a>	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
<a href="#">QCCR1E133386</a>	Applications	Disable OOB RAD email notification	9.50
<a href="#">QCCR1E134331</a>	Applications	Normalized.query is not displayed correctly when you set a date field in the filter of a view	9.50
<a href="#">QCCR1E127564</a>	Applications	Dates entered in SRC items are shown in SM user options as GMT.	9.50
<a href="#">QCCR1E123684</a>	Applications	Performance issue when you work with cm3r data and a time period is defined	9.50
<a href="#">QCCR1E129720</a>	Applications	The Calendar's description box displays "null" on multiple lines	9.50
<a href="#">QCCR1E57229</a>	Applications	The Query file name is incorrectly spelled in the "incidents" data map	9.50
<a href="#">QCCR1E122910</a>	Applications	Purge/Archive does not work correctly	9.50
<a href="#">QCCR1E84450</a>	Applications	Cannot import archived Incident records to SM	9.50
<a href="#">QCCR1E67554</a>	Applications	Cannot stop the alert scheduler by using the "s" command from the system status	9.50
<a href="#">QCCR1E125009</a>	Applications	Unrecoverable error in RAD: contract.software.compliance on the init.model panel	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E130107</a>	Applications	Templates with quotation marks in the name cause issues	9.50
<a href="#">QCCR1E131254</a>	Applications	The "Page" option still exists in the "Set Reminder" function	9.50
<a href="#">QCCR1E132791</a>	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
<a href="#">QCCR1E132892</a>	Applications	The list of filters for certain operations is not sorted alphabetically	9.50
<a href="#">QCCR1E133169</a>	Applications	An error occurs when you try to export data from the cm3r table	9.50
<a href="#">QCCR1E133459</a>	Applications	Changes made to views in the "to-do" queue override the default settings applied in "My Preferences"	9.50
<a href="#">QCCR1E133500</a>	Applications	The legacy Smart Search feature does not work as expected	9.50
<a href="#">QCCR1E133971</a>	Applications	Variables do not work in the stored.query RD application	9.50
<a href="#">QCCR1E134320</a>	Applications	The performance of the Data Migration Tool is not good in normal update mode	9.50
<a href="#">QCCR1E134741</a>	Applications	An error message is displayed when you close a page in Service Desk by clicking the "X" button	9.50
<a href="#">QCCR1E69293</a>	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
<a href="#">QCCR1E8946</a>	Applications	Typo in scmessage	9.50
<a href="#">QCCR1E123062</a>	Applications	A blank pop-up window is displayed when you change an expired password and the LDAP server is down	9.50
<a href="#">QCCR1E125088</a>	Applications	Background process does not work with kmgroup records because the \$G.km.environment variable is null	9.50
<a href="#">QCCR1E127789</a>	Applications	Login is very slow if the SLA table contains a	9.50



ID	Component	Summary	Fixed in versions
		large number of records	
<a href="#">QCCR1E122083</a>	Applications	After you upgrade to Service Manager Codeless, the Process Designer Content Pack version information is not updated correctly	9.50
<a href="#">QCCR1E127171</a>	Applications	Need to update RAD sm.patchrel.write.file on the logic of disconnect panel	9.50
<a href="#">QCCR1E101463</a>	Applications	After daylight saving time (DST) starts, Scheduled Maintenance Tasks creates one incident a minute for two to three hours	9.50
<a href="#">QCCR1E127195</a>	Applications	Unable to create Incidents by using Scheduled Maintenance Tasks	9.50
<a href="#">QCCR1E134458</a>	Applications	Set Reminder (us.set.reminder) does not take into account imTask records	9.50
<a href="#">QCCR1E134735</a>	Applications	The scheduler does not initialize the environment variables consistently in the foreground	9.50
<a href="#">QCCR1E64152</a>	Applications	Log-in Performance Improvements: Global List Evaluation Improvements	9.50
<a href="#">QCCR1E64156</a>	Applications	Log-in Performance Improvements: Improve build.list and fillcombo to benefit from the select column functionality	9.50
<a href="#">QCCR1E129700</a>	Applications	An Array field saves an incorrect value selected from a global list of countries	9.50
<a href="#">QCCR1E134993</a>	Applications	Scheduled exports do not contain delimiters between the record columns	9.50
<a href="#">QCCR1E67589</a>	Applications	The capability word 'mod.time.limit' does not actually do anything and should be removed	9.50
<a href="#">QCCR1E125231</a>	Applications	Incorrect date calculation using holidays and dutyhours	9.50
<a href="#">QCCR1E125775</a>	Applications	Context-aware search is triggered automatically only when you change the description of an incident	9.50
<a href="#">QCCR1E133561</a>	Applications	The "kmknowledgebasetemp" datadict record is missing	9.50
<a href="#">QCCR1E133739</a>	Applications	When the Smart Analytics training process	9.50

ID	Component	Summary	Fixed in versions
		interrupted for some time, it cannot be resumed	
<a href="#">QCCR1E134554</a>	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
<a href="#">QCCR1E134615</a>	Applications	The Installation guide is not clear about how to set up distributed servers	9.50
<a href="#">QCCR1E134641</a>	Applications	When an Assignment Group of Incidents is empty, the text "NULL" in the Grouping View is not localized	9.50
<a href="#">QCCR1E134702</a>	Applications	Context aware search is slower than global search	9.50
<a href="#">QCCR1E135072</a>	Applications	Some data is lost when Smart Search indexes a library that has millions of data points	9.50
<a href="#">QCCR1E135335</a>	Applications	The minimum training sample setting is ignored	9.50
<a href="#">QCCR1E135336</a>	Applications	The Smart Ticket setting for the minimum number of training samples is used as the maximum number of training samples	9.50
<a href="#">QCCR1E135853</a>	Applications	You cannot initiate a search by pressing Enter	9.50
<a href="#">QCCR1E136024</a>	Applications	The first search for each key word after indexing results in a timeout	9.50
<a href="#">QCCR1E136029</a>	Applications	Smart Analytics incremental indexing fails and cannot recover	9.50
<a href="#">QCCR1E136410</a>	Applications	Data is lost when the catalog library is indexed	9.50
<a href="#">QCCR1E136533</a>	Applications	The default stop phase is empty in qssp on a Linux distribution	9.50
<a href="#">QCCR1E107968</a>	Applications	UCMDB customer ID of 1 is not allowed in Company records	9.50
<a href="#">QCCR1E124589</a>	Applications	Auto-closure does not work properly in SM when logical.name is enabled in BDM mapping	9.50
<a href="#">QCCR1E128690</a>	Applications	IDOL embedded JRE6 should be removed from the Smart Analytics package	9.50
<a href="#">QCCR1E131250</a>	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

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E133663</a>	Applications	Operations Orchestration flows cannot be automatically triggered when a change is approved	9.50
<a href="#">QCCR1E135017</a>	Applications	The task phase is delayed if one task succeeds while the other fails in a Service Manager and Operations Orchestration integration	9.50
<a href="#">QCCR1E119210</a>	Applications	The "State", "phase", and "category" fields are not localized in some Request Fulfillment, Time period, and Change forms	9.50
<a href="#">QCCR1E125623</a>	Applications	Buttons are not grayed out as expected when you use wizards in the Mobility client	9.50
<a href="#">QCCR1E133292</a>	Applications	When you change the sub-category of requests and changes, the category and subcategory lists are hard-coded	9.50
<a href="#">QCCR1E133293</a>	Applications	When you create a change or timeperiod, the model and category names contain hard-coded values	9.50
<a href="#">QCCR1E116592</a>	Applications	The subscribed service is missing from the Subscription Item when you set the Subscription Request Model to "Change Management"	9.50
<a href="#">QCCR1E120848</a>	Applications	The Activity log is corrupted after switching category	9.50
<a href="#">QCCR1E121582</a>	Applications	The Affected Services list retains information when you remove all Affected CIs	9.50
<a href="#">QCCR1E124420</a>	Applications	The Affected Services list retains information even when you remove all the Affected CIs	9.50
<a href="#">QCCR1E124498</a>	Applications	Error message when you enter the "Affected CI" in a Change	9.50
<a href="#">QCCR1E124499</a>	Applications	Display error when clicking either the "View Opened Tasks" option or the "Create New Task task" option in the Change logging phase	9.50
<a href="#">QCCR1E124806</a>	Applications	Change Management record search does not work when you use the "Opened by", "Updated By", and "Closed by" fields	9.50
<a href="#">QCCR1E125529</a>	Applications	An invalid global list is set for the "phase" field	9.50

ID	Component	Summary	Fixed in versions
		in the standard change workflow form	
<a href="#">QCCR1E127575</a>	Applications	The Change phase is still changed when you click the "No" button on the confirmation pop-up window	9.50
<a href="#">QCCR1E128408</a>	Applications	The Change title and Change Task title on the Details page are hardcoded	9.50
<a href="#">QCCR1E128572</a>	Applications	When you open a Change, no activity record is created	9.50
<a href="#">QCCR1E128721</a>	Applications	The title of the "Custom Sort" pop-up window is hardcoded	9.50
<a href="#">QCCR1E133286</a>	Applications	Dependent tasks are created as Active in Request Fulfilment whilst the parent task is still Waiting	9.50
<a href="#">QCCR1E133744</a>	Applications	The Time Period option is not displayed in the Look For drop-down list	9.50
<a href="#">QCCR1E58615</a>	Applications	Risk Assessment is misspelled ("Risk Assesment") on every Change Management form	9.50
<a href="#">QCCR1E119514</a>	Applications	Closing or reopening change tasks causes outage processing errors	9.50
<a href="#">QCCR1E123593</a>	Applications	Filter function of "Relationships" of "Configuration Item" doesn't operate normally	9.50
<a href="#">QCCR1E127093</a>	Applications	The CI relation graph performance is poor	9.50
<a href="#">QCCR1E128409</a>	Applications	No "Available" status is listed on the CI status drop-down list when some CI records are marked as "Available"	9.50
<a href="#">QCCR1E131603</a>	Applications	There is no label for the text area in the "Location" group in a configuration item record detail page	9.50
<a href="#">QCCR1E133574</a>	Applications	English text strings are displayed when you search CIs by using the advanced filter	9.50
<a href="#">QCCR1E30816</a>	Applications	The background color of the Delete Device Type wizard is not user friendly	9.50
<a href="#">QCCR1E131584</a>	Applications	Various fields in the "Financial" section of a contract record details page have the same	9.50

ID	Component	Summary	Fixed in versions
		name, which is confusing when they are read by JAWS	
<a href="#">QCCR1E119033</a>	Applications	"Work In Progress" is displayed in English in a localized SM940 PD environment	9.50
<a href="#">QCCR1E119880</a>	Applications	There is no global list for the "current.phase" fields in the probsummary datadict	9.50
<a href="#">QCCR1E124835</a>	Applications	Cannot create an Incident if set Alert Location to Object.	9.50
<a href="#">QCCR1E126876</a>	Applications	The pm.number field is always null in assignmentchg records when you use the Delay Assigning Incident Number option	9.50
<a href="#">QCCR1E133219</a>	Applications	"update terminated - could not access row id" error when you update an incident in the web client	9.50
<a href="#">QCCR1E75577</a>	Applications	Multiple usergrids cause custom sorts to fail	9.50
<a href="#">QCCR1E129127</a>	Applications	Error messages when you edit a published KM document and click an update from the past updates section	9.50
<a href="#">QCCR1E133158</a>	Applications	Documentation related to the "Tags" functionality for the "Reference" document type is missing within Contribute Knowledge	9.50
<a href="#">QCCR1E114276</a>	Applications	The focus order is not correct in the "New a Problem" page when the "useservertabs" parameter is set to true	9.50
<a href="#">QCCR1E125496</a>	Applications	Fail to open a Known Error record from the view in Favortes and dashboards panel	9.50
<a href="#">QCCR1E127312</a>	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
<a href="#">QCCR1E131711</a>	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
<a href="#">QCCR1E126802</a>	Applications	The "This field is required" string is hardcoded when the required field is null in the add request task UI	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E122590</a>	Applications	"Visible to Customer" updates in Request Tasks do not work correctly	9.50
<a href="#">QCCR1E123589</a>	Applications	Sequence/Dependencies do not work correctly in Model records	9.50
<a href="#">QCCR1E125311</a>	Applications	The owner="null" query is used incorrectly when you select CIs in a request task	9.50
<a href="#">QCCR1E129518</a>	Applications	"Copy and Save" quotes should automatically copy all the line items under that Quote and avoid prompt line items selection	9.50
<a href="#">QCCR1E129719</a>	Applications	Automatic closure of request tasks does not work correctly	9.50
<a href="#">QCCR1E131025</a>	Applications	After you upgrade to Hybrid mode, legacy quote requests cannot be saved	9.50
<a href="#">QCCR1E131095</a>	Applications	The rm.subtotal RAD on the set.fields panel contains unwanted rtecalls to log functions	9.50
<a href="#">QCCR1E131778</a>	Applications	Order by is reverted back to default when a list is refreshed	9.50
<a href="#">QCCR1E133885</a>	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
<a href="#">QCCR1E134806</a>	Applications	Localized actions in workflows are no longer translated after they are copied to another workflow	9.50
<a href="#">QCCR1E136621</a>	Applications	Error when adding an approval delegation for the Request module and folder entitlement is enabled	9.50
<a href="#">QCCR1E136622</a>	Applications	Error when adding an approval delegation for the Service Desk module when folder entitlement is enabled	9.50
<a href="#">QCCR1E113401</a>	Applications	Inactive items are displayed in the "popular items" tile in SRC	9.50
<a href="#">QCCR1E121302</a>	Applications	Missingfield help for Sort Order in Service Catalog Item	9.50
<a href="#">QCCR1E125939</a>	Applications	Date time userOption is not parsed as local time in the svcCartItem details page	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E126617</a>	Applications	The Service Catalog Item datetime user option in the Request details page is not parsed as local time	9.50
<a href="#">QCCR1E126692</a>	Applications	The svcCartItem user options in a Request details page are not displayed in the order that is defined in joinSvcDisplay	9.50
<a href="#">QCCR1E127570</a>	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
<a href="#">QCCR1E127674</a>	Applications	You cannot check out the items in saved Carts and Templates	9.50
<a href="#">QCCR1E129608</a>	Applications	You cannot remove an item from the cart and then add it again in SRC	9.50
<a href="#">QCCR1E130509</a>	Applications	Non-English categories are not displayed in the catalog screen if catalog items have no English svcDisplay record	9.50
<a href="#">QCCR1E132301</a>	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
<a href="#">QCCR1E134535</a>	Applications	You cannot perform a DB options lookup by using a query that contains the RAD index function from Propel	9.50
<a href="#">QCCR1E135337</a>	Applications	You cannot query the probsummary table in Service Manager from within a catalog item in Propel	9.50
<a href="#">QCCR1E135651</a>	Applications	Issue with the ScAPI_GetOptionsLookup script when you query the device table	9.50
<a href="#">QCCR1E30467</a>	Applications	The drop-down list for Approval Activities uses the actual field name instead of its caption	9.50
<a href="#">QCCR1E60689</a>	Applications	There is a spelling error in the "Approval Condition" form	9.50
<a href="#">QCCR1E103538</a>	Applications	The Service Desk module UI that enables you to configure HTML an email template name is not user-friendly	9.50
<a href="#">QCCR1E122689</a>	Applications	Interaction records disappear when you use the	9.50

ID	Component	Summary	Fixed in versions
		re-submit function on the web ESS client	
<a href="#">QCCR1E124483</a>	Applications	Received email notification follows the sender's local language for Interaction creation/cancellation/closure	9.50
<a href="#">QCCR1E125265</a>	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
<a href="#">QCCR1E126479</a>	Applications	The "Trigger To", "Trigger From", "Escalation", and "Escalate From" text strings are hardcoded	9.50
<a href="#">QCCR1E130531</a>	Applications	When you duplicate an interaction, the original interaction overwrites the source interaction	9.50
<a href="#">QCCR1E130671</a>	Applications	The parameter format is incorrect on Survey Template	9.50
<a href="#">QCCR1E131775</a>	Applications	Table summaries are not displayed when you use the sdUtil.getAttachmentHTML script	9.50
<a href="#">QCCR1E136581</a>	Applications	Solutions are not posted to Interactions from related Incidents	9.50
<a href="#">QCCR1E118139</a>	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
<a href="#">QCCR1E118628</a>	Applications	The string "Process Targets" is hardcoded in pop-up windows that are displayed after you add SLT(s) to a process target	9.50
<a href="#">QCCR1E118797</a>	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
<a href="#">QCCR1E123082</a>	Applications	The valid Owner Group field is overwritten when saving an SLA record	9.50
<a href="#">QCCR1E124530</a>	Applications	Incorrect data in slaactive records.	9.50
<a href="#">QCCR1E126524</a>	Applications	The "New Agreement" text string is I18N concatenated, which causes bad translation into French	9.50
<a href="#">QCCR1E126696</a>	Applications	Request to update the expression of the	9.50



ID	Component	Summary	Fixed in versions
		set.schedule label in RAD sla.schedule.state.change.expression	
<a href="#">QCCR1E127278</a>	Applications	SLA Breach Alerts are triggered at incorrect times	9.50
<a href="#">QCCR1E127332</a>	Applications	Outage spreading does not correctly flag upstream CIs, depending on the order that you close the involved incidents	9.50
<a href="#">QCCR1E130964</a>	Applications	SLOs do not work with certain conditions in Request Management	9.50
<a href="#">QCCR1E131053</a>	Applications	You cannot base an SLA on a planned date	9.50
<a href="#">QCCR1E99168</a>	Applications	The Incident Managment Environment form contains two obsolete check boxes	9.50
<a href="#">QCCR1E132748</a>	Applications	The calendar does not work correctly for years later than 2050	9.50
<a href="#">QCCR1E125773</a>	Applications	You cannot drill down into a report that contains Known Error data based on rootcause	9.50
<a href="#">QCCR1E127243</a>	Applications	The "Open Interactions by Priority" report displays closed interactions instead of open interactions	9.50
<a href="#">QCCR1E132917</a>	Applications	Draft KM documents cannot be accessed from Dashboard/Report	9.50
<a href="#">QCCR1E131817</a>	Applications	An HTTP 400 error occurs while querying resources that have "non standard" characters	9.50
<a href="#">QCCR1E134961</a>	Applications	The eval method is used in Restful-related code	9.50
<a href="#">QCCR1E99489</a>	Applications	In the web client, the navigation menu item "Manage Favorites -> Create New Folder" is always selectable	9.50
<a href="#">QCCR1E118864</a>	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
<a href="#">QCCR1E108074</a>	Applications	Search function issues with joined tables: Failed to validate query	9.50
<a href="#">QCCR1E131463</a>	Applications	Only English email are sent to users when you	9.50

ID	Component	Summary	Fixed in versions
		use the alert function in a localized environment	
<a href="#">QCCR1E126504</a>	Applications	Delegate all approvals does not work as expected	9.50
<a href="#">QCCR1E129520</a>	Applications	You cannot select a delegator when folder entitlement is enabled for service catalog delegation	9.50
<a href="#">QCCR1E123634</a>	Applications	"Approval status" and "applied to" are hard coded in all non-EN locales	9.50
<a href="#">QCCR1E126757</a>	Applications	Change Approval does not work correctly	9.50
<a href="#">QCCR1E127874</a>	Applications	Change Approval order is not following its sequence of ApprovalDef when approving	9.50
<a href="#">QCCR1E128780</a>	Applications	Change Approval order is not following its sequence of ApprovalDef when approving	9.50
<a href="#">QCCR1E133767</a>	Applications	The Change Management Approval Override capability is not available for non-SysAdmin users	9.50
<a href="#">QCCR1E127175</a>	Applications	Export report list to text file failed when the viewrecordlist parameter is set to false	9.50
<a href="#">QCCR1E129349</a>	Applications	The "apm.global.refresh" RAD application throws an error and crashes	9.50
<a href="#">QCCR1E132228</a>	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
<a href="#">QCCR1E132959</a>	Applications	When you add new categories or items, numerous errors are logged in sm.bg.bgmonitor_B.log	9.50
<a href="#">QCCR1E108072</a>	Applications	Search function issues with joined tables: Invalid syntax for query.Failed parsing (cc.search,select)	9.50
<a href="#">QCCR1E128541</a>	Applications	No task records are returned from the All Open Tasks view	9.50
<a href="#">QCCR1E101386</a>	Applications	HTML notifications display the date text in English even if the htmltemplate is set to another language	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E118381</a>	Applications	XML tags that are included in the Description or Activity Update of a notification email are truncated	9.50
<a href="#">QCCR1E124008</a>	Applications	No Configuration Item displayed in a Change reminder email	9.50
<a href="#">QCCR1E127620</a>	Applications	Notifications do not work correctly for Assignment Groups	9.50
<a href="#">QCCR1E130608</a>	Applications	Some English strings are hardcoded on htmltemplate	9.50
<a href="#">QCCR1E130965</a>	Applications	Some htmltemplate titles do not support localization	9.50
<a href="#">QCCR1E131553</a>	Applications	Security entitlement for an update is verified against the state of record after the update instead of before the update	9.50
<a href="#">QCCR1E118983</a>	Applications	The image field in dbdict htmltemplate does not support localization	9.50
<a href="#">QCCR1E133051</a>	Applications	The Fill function does not work correctly for link fields in the Configuration Item template	9.50
<a href="#">QCCR1E76905</a>	Applications	There is an invalid column "Category" in qbe format: Template.qbe	9.50
<a href="#">QCCR1E132270</a>	Applications	The display list for Pending Documents under KM does not use group by status	9.50
<a href="#">QCCR1E125971</a>	Applications	Concatenate strings in Collaboration Configuration page	9.50
<a href="#">QCCR1E123922</a>	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
<a href="#">QCCR1E99392</a>	Applications	The layout of RAD forms is changed, and some content is hidden	9.50
<a href="#">QCCR1E129723</a>	Applications	New fields that are added to dbdict are sometimes mapped to nulltable	9.50
<a href="#">QCCR1E127369</a>	Applications	An unrecoverable error occurs when you select the imMatchQuery record	9.50
<a href="#">QCCR1E131056</a>	Applications	After you perform an upgrade, smin eventin records are not processed as expected	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E104692</a>	Applications	Horizontal and vertical scollbars are present in the kmdocument.viewexternalwithview form in Internet Explorer 11	9.50
<a href="#">QCCR1E131267</a>	Applications	JAWS reads out incorrect label information on the Interaction Categories page	9.50
<a href="#">QCCR1E131280</a>	Applications	There is no accessible description label for certain controls.	9.50
<a href="#">QCCR1E131472</a>	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
<a href="#">QCCR1E131555</a>	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
<a href="#">QCCR1E131663</a>	Applications	Text in the text area changes when the cursor is focused on it	9.50
<a href="#">QCCR1E131681</a>	Applications	JAWS reads out "Comparison: checkbox not checked" incorrectly when you shift the focus to the "Not" option	9.50
<a href="#">QCCR1E131749</a>	Applications	JAWS reads the Approval Inbox menu items (in Service Desk) in the wrong order	9.50
<a href="#">QCCR1E89710</a>	Applications	The background of the Asset Allocation form is not consistent with that of other forms	9.50
<a href="#">QCCR1E98087</a>	Applications	Webpage hangs when doing a true search for the applicationfields table	9.50
<a href="#">QCCR1E128036</a>	Applications	Typo for validation word	9.50
<a href="#">QCCR1E106599</a>	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
<a href="#">QCCR1E129208</a>	Applications	The category value is displayed when typing *** in the subarea comfill with the auto complete feature enabled	9.50
<a href="#">QCCR1E130169</a>	Applications	Category values are displayed when you type "****" in the Area comfill	9.50
<a href="#">QCCR1E131471</a>	Applications	After you modify the columns in a QBE list, values in the new columns are not available	9.50

ID	Component	Summary	Fixed in versions
		when you perform a Fill	
<a href="#">QCCR1E134938</a>	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
<a href="#">QCCR1E102313</a>	Applications	The Description field in the cm3catphase table is not automatically updated when you set the display name of a workflow phase	9.50
<a href="#">QCCR1E127329</a>	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
<a href="#">QCCR1E130728</a>	Applications	The status of Interactions with a "Telephone" notification type changes to "Callback" when you close only one related Incident	9.50
<a href="#">QCCR1E132396</a>	Applications	Service Manager cannot perform database inserts due to duplicate key errors on the "workflowhistory" table	9.50
<a href="#">QCCR1E133978</a>	Applications	The migration from legacy SLA to the new Agreement is slow	9.50
<a href="#">QCCR1E134952</a>	Applications	Service Manager loses data when you use a Case Sensitive database	9.50
<a href="#">QCCR1E129332</a>	Applications	Values cannot be entered in fields that are made from a global list	9.50
<a href="#">QCCR1E127351</a>	Applications	Rule Sets do not support Approvers in Assignment Groups	9.50
<a href="#">QCCR1E128892</a>	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
<a href="#">QCCR1E131933</a>	Applications	An untranslated text string appears in the "Service Field Name" drop-down list	9.50
<a href="#">QCCR1E102145</a>	Applications	After you enable Process Designer, the 'Assignment groups' character field is not mapped correctly (it is set to "null")	9.50
<a href="#">QCCR1E102147</a>	Applications	After you enable Process Designer, the 'Authorized categories' character field is not mapped correctly (it is set to "null")	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E102148</a>	Applications	After you enable Process Designer, the 'Manage format' character field is not mapped correctly (it is set to "null")	9.50
<a href="#">QCCR1E102149</a>	Applications	After you enable Process Designer, the 'Initial view' character field is not mapped correctly (it is set to "null")	9.50
<a href="#">QCCR1E102151</a>	Applications	After you enable Process Designer, the 'Search format' character field is not mapped correctly (it is set to "null")	9.50
<a href="#">QCCR1E102152</a>	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
<a href="#">QCCR1E102154</a>	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
<a href="#">QCCR1E102164</a>	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
<a href="#">QCCR1E102167</a>	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
<a href="#">QCCR1E102170</a>	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
<a href="#">QCCR1E102171</a>	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
<a href="#">QCCR1E102172</a>	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
<a href="#">QCCR1E102174</a>	Applications	Character Tailoring Fields 'Append query', 'List format', 'Print format', 'Manage format',	9.50

ID	Component	Summary	Fixed in versions
		'Search format', 'Edit format', 'Initial format', and 'Initial view' are set to null	
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
QCCR1E128617	Applications	CI creation via Web Service fails due to a JavaScript error	9.50

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



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

ID	Component	Summary	Fixed in versions
		property is missing from Service Manager Help Center	
<a href="#">QCCR1E130735</a>	Documentation	The description of the "Options" field in the "Localize a Service Catalog item" help topic is confusing	9.50
<a href="#">QCCR1E134068</a>	Documentation	The ESS Only option on the security rights form is not documented in the Service Manager documentation	9.50
<a href="#">QCCR1E105865</a>	Documentation	Help contains incorrect information about how to deny operators password modification privileges	9.50
<a href="#">QCCR1E110039</a>	Documentation	documentation does not include how to switch off log rotation for single servlet	9.50
<a href="#">QCCR1E113562</a>	Documentation	Parmdata.h is not aligned with the documentation	9.50
<a href="#">QCCR1E113993</a>	Documentation	Documentation for the msglog parameter contains an inaccurate note	9.50
<a href="#">QCCR1E114135</a>	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
<a href="#">QCCR1E115982</a>	Documentation	The 12346 port is used by Service Manager, but it is not documented	9.50
<a href="#">QCCR1E120491</a>	Documentation	Help topic UTF-8 Conversion is obsolete	9.50
<a href="#">QCCR1E121442</a>	Documentation	"Updates to IR files" topic in the Service Manager Help does not correctly indicate the default mode	9.50
<a href="#">QCCR1E121754</a>	Documentation	The "Example: response time monitoring (RTM) output" topic is located in the wrong section of the help	9.50
<a href="#">QCCR1E126046</a>	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
<a href="#">QCCR1E128345</a>	Documentation	The capability words documentation refers to a JavaScript function (checkExclusivePermission) that does not	9.50

ID	Component	Summary	Fixed in versions
		exist	
<a href="#">QCCR1E130539</a>	Documentation	Incorrect documentation about the Service Manager server parameter debugnode and other similiar parameters	9.50
<a href="#">QCCR1E130865</a>	Documentation	Help documentation contains references to the obsolete products NAPA and Get-It	9.50
<a href="#">QCCR1E131416</a>	Documentation	The Help server refers to a "listrepository" file, however the file cannot be found in the Service Manager database	9.50
<a href="#">QCCR1E135436</a>	Documentation	Removed stop words are not listed in the Smart Analytics Administration Guide	9.50
<a href="#">QCCR1E118951</a>	Documentation	The Service Manager web tier LW-SSO configuration is not described correctly	9.50
<a href="#">QCCR1E129787</a>	Documentation	Confusing description about Managing approvals in Change Management in the Service Manager Codeless online help	9.50
<a href="#">QCCR1E133116</a>	Documentation	The documentation does not state that Service Manager does not support automatic switching between two hosts	9.50
<a href="#">QCCR1E102946</a>	Documentation	The documentation for the "heartbeatinterval" parameter incorrectly states that the value can be set from the Windows client	9.50
<a href="#">QCCR1E104594</a>	Documentation	The online help contains a typing error in the content for "Join syntax example 1"	9.50
<a href="#">QCCR1E129668</a>	Documentation	There is no documentation about how to define the shortcut for the Fill action in the shortcut.xml file	9.50
<a href="#">QCCR1E130614</a>	Documentation	Forms Designer Notebook widget "Lock Rendering Style" is not documented	9.50
<a href="#">QCCR1E131529</a>	Documentation	The documentation for Version Control best practices is unclear	9.50
<a href="#">QCCR1E102008</a>	Documentation	The SRC encryptor does not work with the documented default values	9.50
<a href="#">QCCR1E103547</a>	Documentation	Default SD email template "IM.browse.pd" is not described in document when PD is installed	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E121166</a>	Documentation	Issue in SRC documentation about supported operators for Dynamic User Options	9.50
<a href="#">QCCR1E77914</a>	Documentation	Description of the "Emergency Change" field is not correct in the Best Practices Guide (Codeless version)	9.50
<a href="#">QCCR1E118475</a>	Documentation	Document should emphasize that HTTP "Put/Delete" method is used by SM client	9.50
<a href="#">QCCR1E135041</a>	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
<a href="#">QCCR1E135855</a>	Documentation	Incorrect license instructions in Interactive Installation Guide	9.50
<a href="#">QCCR1E122376</a>	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
<a href="#">QCCR1E115892</a>	Documentation	The Programming Guide is missing information about rtecall("select")	9.50
<a href="#">QCCR1E121563</a>	Documentation	Custom scmessage records for the scbutton, scballoon, sccaption, and scitle message classes are not found by the Service Manager RTE	9.50
<a href="#">QCCR1E124608</a>	Documentation	The RAD sleep function and its JS equivalent system.functions.sleep() are not documented in the Programming Guide	9.50
<a href="#">QCCR1E130042</a>	Documentation	Programming Guide incorrectly states that JavaScript method: SCDatum.setType() is deprecated	9.50
<a href="#">QCCR1E113096</a>	Documentation	There is no documentation about how Service Manager and UCMDB handle failed push requests	9.50
<a href="#">QCCR1E120623</a>	Documentation	SM9.40 Upgrade guide is not clear on the 3waymerge\oob XML files	9.50
<a href="#">QCCR1E108985</a>	Documentation	The "Wizard Order of Execution" section in the Wizard Guide refers to a diagram that is not included in the document	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E135509</a>	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
<a href="#">QCCR1E128870</a>	Integrations	SM/OMi integrations do not return the Assigned Group back to OMi	9.50
<a href="#">QCCR1E124706</a>	Integrations	Service Manager sends redundant requests to OMi	9.50
<a href="#">QCCR8D38450</a>	Integrations	Error message in Service Manager when you view the "cause" incident of incidents that are related in OMi	9.50
<a href="#">QCCR1E131413</a>	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
<a href="#">QCCR1E133374</a>	Integrations	The out-of-box configuration for case exchange does not work in Process Designer-based environment	9.50
<a href="#">QCCR1E130423</a>	Integrations	When you define a scheduled survey and preview it, a new surveyInternal record is created	9.50
<a href="#">QCCR1E130478</a>	Integrations	The ddmRule is processed regardless of the value of its condition in SM-UCMDB integrations	9.50
<a href="#">QCCR1E135512</a>	Integrations	"Messages": ["A JSONObject text must begin with '{' at character 1"] error message when a record is not found	9.50
<a href="#">QCCR1E116537</a>	Localization	The text string "Rule Occurrence" in the message "Rule Occurrence should be greater than or equal to 1" is hardcoded	9.50
<a href="#">QCCR1E118137</a>	Localization	When you create a ticket and leave a mandatory field empty, the displayed error message is hardcoded	9.50
<a href="#">QCCR1E119684</a>	Localization	The hardcoded string "Receipt information" is displayed on the "Request Management Receiving Log" page	9.50
<a href="#">QCCR1E121279</a>	Localization	When you enter invalid input into a mandatory	9.50

ID	Component	Summary	Fixed in versions
		field, the displayed error message is hardcoded	
<a href="#">QCCR1E121639</a>	Localization	OOB data for product catalog categories under Request Fulfillment is not localized completely	9.50
<a href="#">QCCR1E121677</a>	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
<a href="#">QCCR1E122560</a>	Localization	Text in the Environment drop-down list in the CI details page is hardcoded	9.50
<a href="#">QCCR1E123618</a>	Localization	When you log in as sdapprover, the text string "Approval" is hardcoded in all non-English locales	9.50
<a href="#">QCCR1E126527</a>	Localization	When you add a new field to the Incident table, the "field.window" title string is hardcoded	9.50
<a href="#">QCCR1E126828</a>	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
<a href="#">QCCR1E127779</a>	Localization	If Smart Analytics is enabled from Service Manager and your login language is Hebrew, KM search does not work in SRC	9.50
<a href="#">QCCR1E128497</a>	Localization	There are translation issues in the warning messages for Change Task mandatory fields	9.50
<a href="#">QCCR1E133146</a>	Localization	The "Records per page" text string is hardcoded when you view the Parent Incident on the Incident details page	9.50
<a href="#">QCCR1E133946</a>	Localization	The bizservice Service status CI drop-down list is hardcoded in all non-English locales	9.50
<a href="#">QCCR1E135016</a>	Localization	The KM Reference Subtype drop-down list is hardcoded in all non-English locales	9.50
<a href="#">QCCR1E98376</a>	Localization	Library names are not translated in KM search and KM Advanced search	9.50
<a href="#">QCCR1E134413</a>	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
<a href="#">QCCR1E100670</a>	Mobility	If more than one prefix is defined for a file in \$G.unisearch.types, only the first prefix works	9.50

ID	Component	Summary	Fixed in versions
		when you search for records on the Mobility client	
<a href="#">QCCR1E101182</a>	Mobility	Slow performance when you add a solution to an Incident and save the Incident	9.50
<a href="#">QCCR1E126164</a>	Mobility	The Interaction service does not retain updated values when an error message is displayed	9.50
<a href="#">QCCR1E133758</a>	Mobility	An error occurs when you click the Refresh button whilst viewing a record list on the Mobility client	9.50
<a href="#">QCCR1E118213</a>	Mobility	The webpage enters a redirect loop when you enter an incorrect Mobility URL in the browser address bar	9.50
<a href="#">QCCR1E118816</a>	Mobility	You receive a "Request failed" message when your Mobility client user session times out	9.50
<a href="#">QCCR1E125623</a>	Mobility	Buttons are not grayed out as expected when you use wizards in the Mobility client	9.50
<a href="#">QCCR1E125856</a>	Mobility	The Mobile client page hangs when you click the Cancel button on the details page to return to the list page	9.50
<a href="#">QCCR1E127571</a>	Mobility	The selected item in the dropdown list of a combo box mismatches the highlighted region on BlackBerry and iOS7 native browsers	9.50
<a href="#">QCCR1E127732</a>	Mobility	The page stops responding after you try to fill the Incident subcategory field on an Android device with Chrome 44	9.50
<a href="#">QCCR1E127913</a>	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
<a href="#">QCCR1E129373</a>	Mobility	Mobility client sessions are not cleaned up as expected after the sessions time out	9.50
<a href="#">QCCR1E131554</a>	Mobility	The page stops responding when you save journal updates on the Mobility client	9.50
<a href="#">QCCR1E131566</a>	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
<a href="#">QCCR1E132794</a>	Mobility	Field labels in the Mobility client that contain	9.50

ID	Component	Summary	Fixed in versions
		long text are truncated and suffixed with "..."	
<a href="#">QCCR1E133299</a>	Mobility	Virtual Join tables are not displayed correctly on tabs in the Mobility client	9.50
<a href="#">QCCR1E133353</a>	Install and upgrade	Webtier unloads are included in the server package	9.50
<a href="#">QCCR1E132342</a>	Install and upgrade	You cannot install Smart Analytics on Linux	9.50
<a href="#">QCCR1E135567</a>	Install and upgrade	Cannot turn off Administration Mode during Service Manager Windows Client installation	9.50
<a href="#">QCCR1E103751</a>	Server	Documented parameter 'usedmemcompmode' does not appear in 'sm - helpall' output	9.50
<a href="#">QCCR1E130749</a>	Server	AlertDef cannot save negative times in "calc interval", and a "Field contains an Invalid Date/Time value" error is generated	9.50
<a href="#">QCCR1E132631</a>	Server	A hard coded tooltip string ("Edit in Phase") is displayed when you move the mouse over the string "Edit"	9.50
<a href="#">QCCR1E131683</a>	Server	"LockHandler: lock failed, length of the key should be less than 200" error when you try to delete records	9.50
<a href="#">QCCR1E130148</a>	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
<a href="#">QCCR1E134510</a>	Server	The "svc_import" process crashes if the imported XML contains NULL values	9.50
<a href="#">QCCR1E134553</a>	Server	KMUpdate runs low on memory and crashes when it indexes 3M incidents	9.50
<a href="#">QCCR1E73672</a>	Server	When you use the writeFile() JavaScript to output an attachment, Japanese characters in file names are output as garbage characters	9.50
<a href="#">QCCR1E126888</a>	Server	After short period of stable operation, Service Manager user sessions are terminated with Signal 11 error messages	9.50
<a href="#">QCCR1E127384</a>	Server	The ("isnumeric") rtecall does not work as expected	9.50



ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E132120</a>	Server	REST calls fail randomly with a "missing ) in parenthetical" HTTP 500 error	9.50
<a href="#">QCCR1E104801</a>	Server	Error message when you perform a mass update of incidents that removes records from the QBE	9.50
<a href="#">QCCR1E119658</a>	Server	The REST URL does not support non-English strings	9.50
<a href="#">QCCR1E131733</a>	Server	You are unable to launch an external HTML view in a browser by using us.launch.external	9.50
<a href="#">QCCR1E134507</a>	Server	Difference between loading records through an unload and the "sm -svc_import" command	9.50
<a href="#">QCCR1E127871</a>	Server	"Display Name" field displays as "sm.device.display.name" in Dashboard	9.50
<a href="#">QCCR1E132443</a>	Server	The tab for a problem record disappears after you click an external URL link	9.50
<a href="#">QCCR1E128509</a>	Server	The wrong record is displayed after one interaction or OCML is closed	9.50
<a href="#">QCCR1E124719</a>	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
<a href="#">QCCR1E125022</a>	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
<a href="#">QCCR1E127396</a>	Server	Memory leaks in Oracle Client 12.1.0.1.0 and 12.1.0.2.0	9.50
<a href="#">QCCR1E128042</a>	Server	NVARCHAR array is truncated	9.50
<a href="#">QCCR1E129094</a>	Server	A Signal 11 error occurs when you preview a report that retrieves data from a merged file	9.50
<a href="#">QCCR1E131815</a>	Server	A Signal 11 error is generated when you change a workflow phase to Request PIR	9.50
<a href="#">QCCR1E132480</a>	Server	Performance issue on Service Manager leads to database deadlocks	9.50
<a href="#">QCCR1E132718</a>	Server	Modify the error message to clearly state that	9.50

ID	Component	Summary	Fixed in versions
		LDAP file does not support joining	
<a href="#">QCCR1E133268</a>	Server	The latest SLA record data is not displayed in Service Manager when the SLA is updated in the back-end database	9.50
<a href="#">QCCR1E136119</a>	Server	An incremental index of hot topics does not finish successfully	9.50
<a href="#">QCCR1E97065</a>	Server	When Service Manager uses an Oracle database, the Advanced Filter does not support double "NOT" queries	9.50
<a href="#">QCCR1E108070</a>	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
<a href="#">QCCR1E127867</a>	Server	"Chart by" does not work when there is an outer join field in the View	9.50
<a href="#">QCCR1E133002</a>	Server	Boolean fields are shown as string types with ADHOC SQL	9.50
<a href="#">QCCR1E133817</a>	Server	Bar Charts in the Dashboard do not respect summer time	9.50
<a href="#">QCCR1E134779</a>	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
<a href="#">QCCR1E129336</a>	Server	The IRQUEUE process hangs when an ESS user has a lock on a record	9.50
<a href="#">QCCR1E132700</a>	Server	Error message after completing an IR Regen	9.50
<a href="#">QCCR1E96440</a>	Server	Session crashes with signal 11 after an IR search	9.50
<a href="#">QCCR1E127225</a>	Server	The focus jumps to the next record in a QBE list of joindef records when the key field is changed	9.50
<a href="#">QCCR1E122827</a>	Server	Duplicate locks appear in the Service Manager environment after you replicate the database	9.50
<a href="#">QCCR1E136244</a>	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

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E134743</a>	Server	Error message when an operator sorts a queue or view by service	9.50
<a href="#">QCCR1E55008</a>	Server	Sorting "displayoption" twice caused Signal 11	9.50
<a href="#">QCCR1E104966</a>	Server	"RTE W executeXML: SCEventStrInAndOut returned no output event" message is written to the sm.log file when Connect-It is running	9.50
<a href="#">QCCR1E121553</a>	Server	The reportlic and reportlocks reports are missing a time stamp	9.50
<a href="#">QCCR1E121199</a>	Server	Restful API query expressions do not support I18N	9.50
<a href="#">QCCR1E132720</a>	Server	JRTE W failed to read full Byte Order Mark; read 1 bytes instead of 4 bytes	9.50
<a href="#">QCCR1E126690</a>	Server	JAWS cannot read the Advanced Filter list after the list is expanded	9.50
<a href="#">QCCR1E126690</a>	Server	JAWS cannot read the Advanced Filter list after the list is expanded	9.50
<a href="#">QCCR1E126691</a>	Server	The tool tip for precondition in context aware need be read.	9.50
<a href="#">QCCR1E127056</a>	Server	When a Textbox works as a drop-down list, JAWS reads the list name as "type text"	9.50
<a href="#">QCCR1E127773</a>	Server	Smart Search Dashboard has rendering issue in Internet Explorer 11	9.50
<a href="#">QCCR1E127800</a>	Server	The General filter does not work correctly for external libraries	9.50
<a href="#">QCCR1E127844</a>	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
<a href="#">QCCR1E127858</a>	Server	When you perform a full reindex of external connector libraries, the status of the external KM libraries remains "not started"	9.50
<a href="#">QCCR1E128077</a>	Server	JAWS does not work fine when number beside library is changed	9.50
<a href="#">QCCR1E128083</a>	Server	JAWS should read "Remove filter link" in the Context Aware Search panel as "Remove filter"	9.50

ID	Component	Summary	Fixed in versions
		button"	
<a href="#">QCCR1E128085</a>	Server	In the Smart Search dialog, JAWS reads out the dash ("-") for internal libraries	9.50
<a href="#">QCCR1E128086</a>	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
<a href="#">QCCR1E128088</a>	Server	JAWS reads off a page number link in the Smart Search dialog as "link" (for example, "2 link")	9.50
<a href="#">QCCR1E128090</a>	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
<a href="#">QCCR1E128092</a>	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
<a href="#">QCCR1E128093</a>	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
<a href="#">QCCR1E128099</a>	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
<a href="#">QCCR1E128102</a>	Server	Nothing is read out when the search results span more than one page	9.50
<a href="#">QCCR1E128103</a>	Server	Pressing "Alt+Ctrl+U" does not work for the "Global Search" button	9.50
<a href="#">QCCR1E128478</a>	Server	HTTP Connector causes memory leak	9.50
<a href="#">QCCR1E128546</a>	Server	Memory leak on the HTTP connector server	9.50
<a href="#">QCCR1E128993</a>	Server	Some records are not included in a patch when you create a custom patch by using the Applications Patch Manager	9.50
<a href="#">QCCR1E130310</a>	Server	No subcategory suggestions after you change the IDOL server and then retrain the category from Smart Ticket	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E132049</a>	Server	EXIF format JPEG files are not recognized by the image-to-text converter	9.50
<a href="#">QCCR1E132194</a>	Server	Missing and incorrect information in the ssl configuration topic of the Smart Analytics document	9.50
<a href="#">QCCR1E132232</a>	Server	When you install a distributed content server on Linux, there are no configuration steps to specify the Smart Analytics Server IP	9.50
<a href="#">QCCR1E132303</a>	Server	There is a spelling error when you try to install Smart Search content, and you cannot complete the installation	9.50
<a href="#">QCCR1E132304</a>	Server	The installer does not install the default choice of components	9.50
<a href="#">QCCR1E132565</a>	Server	The "ISKOWNERROR_MATCH" field is not indexed to the IDOL Server, therefore you cannot search for "Known Error" records	9.50
<a href="#">QCCR1E134700</a>	Server	The query count process causes long query times	9.50
<a href="#">QCCR1E133909</a>	Server	Service Manager sends mails without a socket write timeout value	9.50
<a href="#">QCCR1E131129</a>	Server	Sorting a verylarge table causes high memory consumption	9.50
<a href="#">QCCR1E122838</a>	Server	sm -reportsem and sm -reportshm still show an entry for Resource Locks	9.50
<a href="#">QCCR1E127587</a>	Server	Memory leak when you load an unload file that was exported with UCS-2 characters	9.50
<a href="#">QCCR1E128531</a>	Server	Scheduler fails with a Signal 11 error due to a very long field name	9.50
<a href="#">QCCR1E130201</a>	Server	A signal 11 error occurs when a web service call is used to create an Interaction	9.50
<a href="#">QCCR1E134760</a>	Server	Servlets crash at random, regardless of whether they are on a server that contains a load balancer or not	9.50
<a href="#">QCCR1E129204</a>	Server	"RTE utalloc found 4 memory leaks of 128 bytes (12288 bytes with overhead)"error in the sm.log file	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E71136</a>	Server	A memory leak occurs on the Service Manager server, and memory remains in use even after users log off	9.50
<a href="#">QCCR1E79129</a>	Server	The Service Manager main thread incorrectly reports a memory leak on Linux-based platforms	9.50
<a href="#">QCCR1E120786</a>	Server	one server out of four in a HZ scaled env is sporadically not visible to the others	9.50
<a href="#">QCCR1E128150</a>	Server	Cannot connect to Service Manager once 50 users are logged in	9.50
<a href="#">QCCR1E90531</a>	Server	Sessions time out after they are configured to time out	9.50
<a href="#">QCCR1E125846</a>	Server	When you shut down a Linux-based system, Service Manager generates RTE E messages in the server log	9.50
<a href="#">QCCR1E131760</a>	Server	"illegal use of LONG datatype" error message when connecting the chat server to an Oracle database	9.50
<a href="#">QCCR1E113562</a>	Server	Parmdata.h is not aligned with the documentation	9.50
<a href="#">QCCR1E126698</a>	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
<a href="#">QCCR1E129582</a>	Server	"...SM/RUN/headless': File exists" error message when you run an "sm" command	9.50
<a href="#">QCCR1E134734</a>	Server	The scheduler does not start when there is a space in the log path	9.50
<a href="#">QCCR1E122979</a>	SRC	Error occurs if "time period" delegation is enabled	9.50
<a href="#">QCCR1E128800</a>	SRC	The browser will not load the new SRC style unless the old style is removed from the cache	9.50
<a href="#">QCCR1E134297</a>	SRC	The value of src.sm.connectionTimeout is incorrectly in milliseconds	9.50
<a href="#">QCCR1E126805</a>	SRC	"Back to previous page" is not working properly	9.50

ID	Component	Summary	Fixed in versions
		on the Support module on SRC	
<a href="#">QCCR1E127022</a>	SRC	SRC performance issue when displaying a form with a large number of user selections	9.50
<a href="#">QCCR1E130115</a>	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
<a href="#">QCCR1E130492</a>	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
<a href="#">QCCR1E132054</a>	SRC	When you use a logical name in an SRC bundle request, the logical value is displayed	9.50
<a href="#">QCCR1E132797</a>	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
<a href="#">QCCR1E73766</a>	SRC	You cannot review the detailed information of an inactive item in a bundle	9.50
<a href="#">QCCR1E128120</a>	SRC	Unclear wording on the "Assistance" widget of the SRC dashboard	9.50
<a href="#">QCCR1E130349</a>	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
<a href="#">QCCR1E132550</a>	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
<a href="#">QCCR1E127429</a>	SRC	Text in the Survey Detail panel is not displayed correctly in Arabic and Hebrew versions of SRC	9.50
<a href="#">QCCR1E130499</a>	SRC	If you set the browser language to Hebrew and then log in to SRC, a blank page is displayed when you try to view the details page of a subscription	9.50
<a href="#">QCCR1E128223</a>	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
<a href="#">QCCR1E128568</a>	SRC	SRC does not support switching from the TSO	9.50

ID	Component	Summary	Fixed in versions
		login to the general login in a TSO environment	
<a href="#">QCCR1E132593</a>	SRC	Query Hash does not work in SRC when a hardware load balancer is used	9.50
<a href="#">QCCR1E128107</a>	SRC	There is unexpected misalignment of columns in the QBE when you use multiple user selections with table based queries	9.50
<a href="#">QCCR1E133351</a>	SRC	You cannot view catalog item details in a bundle if the name and display name of the item are different	9.50
<a href="#">QCCR1E129862</a>	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
<a href="#">QCCR1E132150</a>	SRC	SRC does not support multiple CAC certificates simultaneously	9.50
<a href="#">QCCR1E132890</a>	SRC	When you unsubscribe from a subscription, the previously added comment is displayed in the comment area on the unsubscribe confirmation window	9.50
<a href="#">QCCR1E132262</a>	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
<a href="#">QCCR1E126156</a>	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
<a href="#">QCCR1E126562</a>	SRC	SRC does not support both Process Designer-based requests and non-Process Designer-based quotes simultaneously	9.50
<a href="#">QCCR1E131415</a>	SRC	The SRC Lookup table content is not properly displayed for long fields	9.50
<a href="#">QCCR1E131650</a>	SRC	When all fields in the "Item Options" panel are invisible, the panel is still visible	9.50
<a href="#">QCCR1E132086</a>	SRC	When you log out from SRC, the displayed copyright date is 2010-2014	9.50
<a href="#">QCCR1E132151</a>	SRC	The "Expand All" and "Collapse All" buttons are incorrectly displayed with shadows	9.50



ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E136690</a>	SRC	Item options are invisible in SRC when the option visible condition is set to "true"	9.50
<a href="#">QCCR1E136103</a>	SRC	Previous All types of approval delegation details are not displayed when All types of delegation are displayed	9.50
<a href="#">QCCR1E128184</a>	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
<a href="#">QCCR1E128911</a>	Supportability	Remove out-of-date documentation from SM Doctor release package	9.50
<a href="#">QCCR1E128112</a>	Install and upgrade	Service Manager applications upgrade intermittently fails with errors	9.50
<a href="#">QCCR1E128848</a>	Install and upgrade	An error occurs during Hybrid migration when a category table includes an alias array field	9.50
<a href="#">QCCR1E129033</a>	Install and upgrade	After an upgrade, Service manager is unable to open a log file or to write to the log file	9.50
<a href="#">QCCR1E131356</a>	Install and upgrade	Upgrade process from 9.35pd4 to 9.41 takes 12 hours to complete	9.50
<a href="#">QCCR1E121170</a>	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
<a href="#">QCCR1E122083</a>	Install and upgrade	After you upgrade to Service Manager Codeless, the Process Designer Content Pack version information is not updated correctly	9.50
<a href="#">QCCR1E127398</a>	Install and upgrade	The last number for the idoldatafilter class in the number table is not updated after an upgrade	9.50
<a href="#">QCCR1E127792</a>	Install and upgrade	"Script 'settings' line 500: ERROR TypeError: newCategories has no properties at char 1" error when you upgrade Service Manager	9.50
<a href="#">QCCR1E128426</a>	Install and upgrade	An error occurs when you apply a production upgrade if the application version is 9.31 or lower	9.50
<a href="#">QCCR1E128778</a>	Install and upgrade	An error occurs when you upgrade to Hybrid mode	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E127568</a>	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
<a href="#">QCCR1E129502</a>	Install and upgrade	After you you upgrade Service Manager, some added fields in the kmquery dbdict are mapped to n1 table	9.50
<a href="#">QCCR1E134505</a>	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
<a href="#">QCCR1E135413</a>	Install and upgrade	The Service Manager Upgrade utility cannot identify dbdict field types that have a lower case name	9.50
<a href="#">QCCR1E134651</a>	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
<a href="#">QCCR1E112184</a>	Web client	The Phase field content and the workflow title are not localized on a localized environment	9.50
<a href="#">QCCR1E127441</a>	Web client	The drop-down list is misaligned with the combo box widget	9.50
<a href="#">QCCR1E127641</a>	Web client	In *.properties, double quotes will break the js codes and lead to page crash	9.50
<a href="#">QCCR1E127654</a>	Web client	The system might be slow if a lot of alerts arrive	9.50
<a href="#">QCCR1E127655</a>	Web client	Potential performance issue caused by rendering of To-Do alert items	9.50
<a href="#">QCCR1E127862</a>	Web client	Duplicate Ctrl+Home and Ctrl+End shortcuts are displayed on the quick help panel	9.50
<a href="#">QCCR1E127870</a>	Web client	The logout window is not displayed when you cancel a logout operation and then click Logout again	9.50
<a href="#">QCCR1E130500</a>	Web client	Unexpected error occurs when you use invalid queries to search for request models	9.50
<a href="#">QCCR1E130933</a>	Web client	Some files in WEB-INF are unnecessarily copied to the webtier root folder	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E133034</a>	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
<a href="#">QCCR1E107806</a>	Web client	JAWS reads the invisible buttons in a message box	9.50
<a href="#">QCCR1E110529</a>	Web client	JAWS recognizes the "Select Time" combo box in a date picker as a button	9.50
<a href="#">QCCR1E114262</a>	Web client	The "Enter" key has incorrect response on the Select Related Records page with JAWS	9.50
<a href="#">QCCR1E125834</a>	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
<a href="#">QCCR1E128739</a>	Web client	Current focus item in Advanced Filter Panel should be read rather than the next item on list	9.50
<a href="#">QCCR1E79398</a>	Web client	508 Compliance: The JAWS screen reader does not read the notebook title on the screen	9.50
<a href="#">QCCR1E126026</a>	Web client	The "Add Favorite" button cannot be seen with the high contrast Black/White theme.	9.50
<a href="#">QCCR1E127216</a>	Web client	Cannot hide the ">>" button on the toolbar in accessible mode	9.50
<a href="#">QCCR1E110085</a>	Web client	The language combo box in the login page is read aloud as read-only by JAWS	9.50
<a href="#">QCCR1E111511</a>	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
<a href="#">QCCR1E111512</a>	Web client	JAWS15 recognizes the Select Time combo box in the date picker as a link	9.50
<a href="#">QCCR1E116115</a>	Web client	Combo boxes have inconsistent behaviors on the web client	9.50
<a href="#">QCCR1E119996</a>	Web client	There are display issues in PD environment when high contrast mode is used	9.50
<a href="#">QCCR1E122924</a>	Web client	The "Add Favorite" icon cannot be displayed in high contrast mode	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E123365</a>	Web client	The focus is on the incorrect position after you open "Show hidden menu" with the ">>" image button	9.50
<a href="#">QCCR1E125198</a>	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
<a href="#">QCCR1E125382</a>	Web client	JAWS sometimes reads something that is not related to a message box	9.50
<a href="#">QCCR1E126101</a>	Web client	Sometimes the "OK" button in a message box that has the focus indicator does not get the real focus	9.50
<a href="#">QCCR1E126783</a>	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
<a href="#">QCCR1E127083</a>	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
<a href="#">QCCR1E127273</a>	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
<a href="#">QCCR1E127304</a>	Web client	The system does not generate the "Accessible Description" property related information for a read-only Comfill in the web client	9.50
<a href="#">QCCR1E127315</a>	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
<a href="#">QCCR1E127358</a>	Web client	JAWS does not read the label for a Comfill in a Virtual Join subform	9.50
<a href="#">QCCR1E127721</a>	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
<a href="#">QCCR1E128209</a>	Web client	The arrow icon next to column headers is not highlighted in high contrast mode	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E128211</a>	Web client	The calendar bar disappears from the calendar page after you click the < or > button in high contrast mode	9.50
<a href="#">QCCR1E129023</a>	Web client	JAWS reads nothing when you press "Ctrl+Alt+N" to move the focus to the first toolbar button in the navigator	9.50
<a href="#">QCCR1E129297</a>	Web client	Maximize background image does not display in Hot Topic Analytics page under Windows high contrast mode	9.50
<a href="#">QCCR1E129299</a>	Web client	In High Contrast mode, Hot Topic Analytics can not identify the checkbox checked status	9.50
<a href="#">QCCR1E129300</a>	Web client	All button background images can not display on Query Editor popup window under Windows high contrast mode	9.50
<a href="#">QCCR1E129302</a>	Web client	The current day on the calendar is not highlighted in high contrast mode	9.50
<a href="#">QCCR1E129303</a>	Web client	The menu list for "Select Favorite" is not displayed in the Calendar widget in high contrast mode	9.50
<a href="#">QCCR1E129304</a>	Web client	Page navigation buttons on the Calendar widget are not clearly displayed in high contrast mode	9.50
<a href="#">QCCR1E129504</a>	Web client	JAWS does not read out the state of checkboxes for selected columns in the ToDo queue	9.50
<a href="#">QCCR1E130079</a>	Web client	The button that is in focus is not highlighted in high contrast mode	9.50
<a href="#">QCCR1E130081</a>	Web client	The left-hand border of the group section banner is not displayed in high contrast mode	9.50
<a href="#">QCCR1E130206</a>	Web client	JavaScript error occurs when you select one condition operation type in "Query Editor" window	9.50
<a href="#">QCCR1E130214</a>	Web client	The selected day in the date picker dialog box is not highlighted in high contrast mode	9.50
<a href="#">QCCR1E130923</a>	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	9.50

ID	Component	Summary	Fixed in versions
		perform another action	
<a href="#">QCCR1E131004</a>	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
<a href="#">QCCR1E131179</a>	Web client	Incorrect "aria_label" is set for the select row checkbox in request model list table	9.50
<a href="#">QCCR1E131771</a>	Web client	"Dialog" is read out after checking the "CI Down?" / "Pending Changes?" / "Critical CIs?" checkbox in dialog "Search Configuration Items".	9.50
<a href="#">QCCR1E131781</a>	Web client	The focus is not visible for first cell after selecting a record in "Related Records" / "Task" table in Internet Explorer.	9.50
<a href="#">QCCR1E132337</a>	Web client	Images on the Change Task workflow phase detail page cannot be displayed in high contrast mode	9.50
<a href="#">QCCR1E115475</a>	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
<a href="#">QCCR1E126569</a>	Web client	The focus indicator on a group still remains after another control receives the focus	9.50
<a href="#">QCCR1E128689</a>	Web client	The characters in table column header are covered in the Service Manager accessible mode	9.50
<a href="#">QCCR1E129214</a>	Web client	The focus in login page is wrong when you press Tab from the language combo drop down list.	9.50
<a href="#">QCCR1E97291</a>	Web client	Incorrect behavior when switching from the index.do web client to ess.do and then opening an invalid index.do URL in a new browser tab	9.50
<a href="#">QCCR1E121878</a>	Web client	URL parameters are not retained when you log out the web client on WAS 8.5.5	9.50
<a href="#">QCCR1E94735</a>	Web client	The login page displays incorrect language after a forced logout when connecting with SSO	9.50
<a href="#">QCCR1E120947</a>	Web client	system.functions.cursor_field_name() returns incorrect value in the web client	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E96564</a>	Web client	Unclear informational message when user is submitting a request in ess.do if email notification configuration is set up	9.50
<a href="#">QCCR1E103795</a>	Web client	The page goes back to logging record after you click the confirmation box to create the ticket	9.50
<a href="#">QCCR1E94280</a>	Web client	Cannot close the error page tab after failing to open an incident from a url	9.50
<a href="#">QCCR1E118254</a>	Web client	Cannot save the attached file in IE on a Windows 2008 operating system	9.50
<a href="#">QCCR1E127177</a>	Web client	Unable to download attachments that contain special characters in the file names	9.50
<a href="#">QCCR1E131661</a>	Web client	Attachment file names are downloaded always with a file name of "NaN"	9.50
<a href="#">QCCR1E133413</a>	Web client	The file formatting is lost when you open a .txt attachment in the web client with Internet Explorer	9.50
<a href="#">QCCR1E120982</a>	Web client	The Help icon should not be visible to end users	9.50
<a href="#">QCCR1E123744</a>	Web client	The field name is displayed as null when viewing the help information from a read-only text area control	9.50
<a href="#">QCCR1E127245</a>	Web client	The system displays a blank quick help panel on WebLogic	9.50
<a href="#">QCCR1E110808</a>	Web client	In Chinese environment, JavaScript error occurs when you view a document environment which is created in English environment	9.50
<a href="#">QCCR1E105400</a>	Web client	Cannot unload an Audit Delta successfully	9.50
<a href="#">QCCR1E104340</a>	Web client	Page number focus is not on the current page number	9.50
<a href="#">QCCR1E73470</a>	Web client	An error occurs when you cancel an incident that was just closed	9.50
<a href="#">QCCR1E120813</a>	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

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E128212</a>	Web client	The list is not displayed if the column value in listdetail is array	9.50
<a href="#">QCCR1E128889</a>	Web client	403 Error occurs when you click the "toggle list-detail view" button	9.50
<a href="#">QCCR1E128843</a>	Web client	In the Service Manager web client with French localization, an apostrophe(') is displayed as "&#39;" when \$G.show.menu.forms is enabled.	9.50
<a href="#">QCCR1E110449</a>	Web client	Error page is displayed when you mass update several incident records	9.50
<a href="#">QCCR1E111709</a>	Web client	Cannot log activity updates after creating an incident/interaction through clicking the "New" button in "Incident/Interaction" todo Queue page.	9.50
<a href="#">QCCR1E119808</a>	Web client	Creating new Change for a category is very slow on the web tier	9.50
<a href="#">QCCR1E134070</a>	Web client	Time Period Management is so slow that a new Rule cannot be added	9.50
<a href="#">QCCR1E121855</a>	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
<a href="#">QCCR1E123661</a>	Web client	Cannot display the "Attachment" notebook name on the Print Detail page when PD is enabled	9.50
<a href="#">QCCR1E123828</a>	Web client	Text overlapped on the form for catalog items on the print detail page	9.50
<a href="#">QCCR1E125814</a>	Web client	The print preview displays invisible group data if the group visibility condition is based on a read-only field	9.50
<a href="#">QCCR1E126558</a>	Web client	Label and text area overlap in IE printing	9.50
<a href="#">QCCR1E130324</a>	Web client	The read-only checkbox with read-only condition in a subform can be modified after you click the "Print" button	9.50
<a href="#">QCCR1E131182</a>	Web client	The DVD field cannot be displayed correctly after you click the Print Page button	9.50
<a href="#">QCCR1E131253</a>	Web client	The attachments frame overlaps in print page	9.50



ID	Component	Summary	Fixed in versions
		of incident details	
<a href="#">QCCR1E134619</a>	Web client	Overlapping text displayed when printing Quotes and Interactions that use the HTML Viewer	9.50
<a href="#">QCCR1E93293</a>	Web client	Print button on workflow list page does not work	9.50
<a href="#">QCCR1E127385</a>	Web client	The session-timeout parameter does not work after the socketReadTimeout took effect	9.50
<a href="#">QCCR1E78390</a>	Web client	Web tier timeout during execution of a long-running task	9.50
<a href="#">QCCR1E97374</a>	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
<a href="#">QCCR1E122004</a>	Web client	CTI/DDE does not work for Service Manager 9.40 web tier when the homepage is Dashboard	9.50
<a href="#">QCCR1E134216</a>	Web client	Issue when using web client telephony URL (telephonyuser=1)	9.50
<a href="#">QCCR1E101636</a>	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
<a href="#">QCCR1E122527</a>	Web client	Service Manager does not work when the security manager is enabled on the web application server	9.50
<a href="#">QCCR1E124888</a>	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 multiple lines	9.50
<a href="#">QCCR1E127089</a>	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
<a href="#">QCCR1E49217</a>	Web client	The value of the resolution.code on the IM.close.incident format can be cleared	9.50
<a href="#">QCCR1E130384</a>	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	9.50

ID	Component	Summary	Fixed in versions
		"maxattachmentcount" parameter	
<a href="#">QCCR1E130400</a>	Web client	Attachment widget size issue	9.50
<a href="#">QCCR1E131902</a>	Web client	The "Add Files" button becomes unresponsive (or the entire web tier hangs) using Internet Explorer 11	9.50
<a href="#">QCCR1E132481</a>	Web client	The error message is not clear when the file name or file suffix contains illegal characters while uploading an attachment	9.50
<a href="#">QCCR1E133005</a>	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
<a href="#">QCCR1E133212</a>	Web client	Unable to add an attachment that has been previously deleted	9.50
<a href="#">QCCR1E93459</a>	Web client	Error page displayed when viewing KM attachment whose file name contains a special character	9.50
<a href="#">QCCR1E125683</a>	Web client	The text on the "Add Files..." button for uploading attachments is displayed out of the button on accessible.do	9.50
<a href="#">QCCR1E97896</a>	Web client	In the ESS client, the popup search window displayed after clicking Fill for a field contains large blank space	9.50
<a href="#">QCCR1E132353</a>	Web client	Change Calendar skips months when clicking Next Month in the web client using Internet Explorer 11	9.50
<a href="#">QCCR1E129783</a>	Web client	Dashboard chart does not refresh automatically after you switch tabs	9.50
<a href="#">QCCR1E128894</a>	Web client	Check boxes on the filter page of view configuration setting in inbox do not work	9.50
<a href="#">QCCR1E105800</a>	Web client	Cannot expand the group after sorting the view several times	9.50
<a href="#">QCCR1E91882</a>	Web client	Foreground Color and Foreground Color Condition do not work for Collapsible Group	9.50
<a href="#">QCCR1E108443</a>	Web client	The "Page size selection" combo box in the Paging Toolbar is displayed incorrectly after	9.50

ID	Component	Summary	Fixed in versions
		page refresh in Chrome	
<a href="#">QCCR1E117561</a>	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
<a href="#">QCCR1E120528</a>	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
<a href="#">QCCR1E120688</a>	Web client	The drop down list collapses automatically when you scroll quickly into it to select one drop down item	9.50
<a href="#">QCCR1E122969</a>	Web client	The "Show" combo-box still expands after you clicked any other place out of the current frame	9.50
<a href="#">QCCR1E125935</a>	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
<a href="#">QCCR1E125943</a>	Web client	The trigger button of a combo box always expands the drop-down list	9.50
<a href="#">QCCR1E128060</a>	Web client	Cannot select the value in a drop-down list in an editable table	9.50
<a href="#">QCCR1E128723</a>	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
<a href="#">QCCR1E129036</a>	Web client	The pop-up list of a combo box does not disappear when you click outside the combo box.	9.50
<a href="#">QCCR1E130178</a>	Web client	After typing some text in language combo box, you cannot move focus to username/password fields	9.50
<a href="#">QCCR1E130624</a>	Web client	Autocomplete becomes case-sensitive when you enter text in a combo box	9.50
<a href="#">QCCR1E130695</a>	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
<a href="#">QCCR1E130729</a>	Web client	The dropdown list for combo box is still open when the characters specified do not match any item	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E131060</a>	Web client	JavaScript errors occur when opening a dbdict record	9.50
<a href="#">QCCR1E134877</a>	Web client	The Relationship Subtype value is not cleared when a Relationship Type is changed	9.50
<a href="#">QCCR1E96121</a>	Web client	Unable to press ESC to cancel the selection from the drop down list of a combo box	9.50
<a href="#">QCCR1E104147</a>	Web client	Comfill content cannot be saved successfully when you select records using the Fill button	9.50
<a href="#">QCCR1E112050</a>	Web client	JavaScript error occurs when you invoke the fill button	9.50
<a href="#">QCCR1E122698</a>	Web client	When you select a candidate value from the auto fill drop-down list, the fill form pops up	9.50
<a href="#">QCCR1E127148</a>	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
<a href="#">QCCR1E127722</a>	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
<a href="#">QCCR1E127966</a>	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
<a href="#">QCCR1E128205</a>	Web client	Service Manager does not support case-sensitive database well in Internet Explorer	9.50
<a href="#">QCCR1E129677</a>	Web client	When you press the down arrow key while the focus is on a comfill box, the focus skips an item	9.50
<a href="#">QCCR1E132265</a>	Web client	The autocomplete dialog displays an incorrect list of values	9.50
<a href="#">QCCR1E133868</a>	Web client	Array elements after the 19th one are truncated after saving	9.50
<a href="#">QCCR1E90765</a>	Web client	Comfill: Value List Condition containing question mark ("?") does not work when Array Length is greater than 1	9.50
<a href="#">QCCR1E96164</a>	Web client	Comfill text box data deleted or updated after	9.50

ID	Component	Summary	Fixed in versions
		tabbing through the value list	
<a href="#">QCCR1E122968</a>	Web client	The "Select Time" combo-box is still expands after you click the header of any of the thread tabs	9.50
<a href="#">QCCR1E128258</a>	Web client	The read-only decimal widget is not displayed completely with full width in the web client	9.50
<a href="#">QCCR1E111502</a>	Web client	Exception occurs on Tomcat console and the page hangs when incorrect format is in Dynamic form	9.50
<a href="#">QCCR1E112664</a>	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
<a href="#">QCCR1E123457</a>	Web client	Cannot display the gray wrap line on the right in an RTL environment on IE9	9.50
<a href="#">QCCR1E98824</a>	Web client	An XML error is received when trying to add a Security Folder that contains a space to a Role	9.50
<a href="#">QCCR1E102431</a>	Web client	One redundant record is added into the "Current Approvals" table in the interaction detail page	9.50
<a href="#">QCCR1E119729</a>	Web client	JavaScript error appears when you press the down arrow key on an empty single-selection record list	9.50
<a href="#">QCCR1E127769</a>	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
<a href="#">QCCR1E128688</a>	Web client	The "Show Next 50" and "Show All" buttons do not work in Internet Explorer	9.50
<a href="#">QCCR1E131987</a>	Web client	The Https port is still shown in KM Search Server page after you clear the SSL Enabled checkbox	9.50
<a href="#">QCCR1E109272</a>	Web client	Cannot perform input operation due to inactive new schedule page	9.50
<a href="#">QCCR1E116512</a>	Web client	HTML Editor UI issue in the Notify page of an Interaction record	9.50
<a href="#">QCCR1E117807</a>	Web client	User cannot delete all elements in HTML Editor	9.50

ID	Component	Summary	Fixed in versions
		field when they select all and press the delete key	
<a href="#">QCCR1E131348</a>	Web client	HTML editor is changed to read-only in "Unretired Knowledge Document" page	9.50
<a href="#">QCCR1E89075</a>	Web client	Windows client: Session still alive when inactivity timer reaches threshold	9.50
<a href="#">QCCR1E115485</a>	Web client	JavaScript error appears when you drag a magnified table with open drop-down list	9.50
<a href="#">QCCR1E131472</a>	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
<a href="#">QCCR1E135493</a>	Web client	The third button of a comfill widget is invisible in the web client but visible in the Windows client	9.50
<a href="#">QCCR1E135620</a>	Web client	Images in .gif format no longer work in the toolbar in the web client	9.50
<a href="#">QCCR1E124713</a>	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
<a href="#">QCCR1E132297</a>	Web client	Service Catalog categories with a french apostrophe in their name cannot be selected in the web client	9.50
<a href="#">QCCR1E121704</a>	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
<a href="#">QCCR1E98089</a>	Web client	Field value in record list is cleared update field value is updated in record detail form	9.50
<a href="#">QCCR1E105694</a>	Web client	When you navigate back to the page, the focus is not on the correct notebook tab	9.50
<a href="#">QCCR1E92687</a>	Web client	"Upcoming Alerts" group displayed outside of SLA section	9.50
<a href="#">QCCR1E129276</a>	Web client	The "End" and "Ctrl+End" table shortcut keys do not work well in vertical layout list	9.50
<a href="#">QCCR1E96379</a>	Web client	The "Last" button in the paging bar is not enabled until the last page has been accessed	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E118285</a>	Web client	"Search duplicates" feature does not work on Phase field in web client	9.50
<a href="#">QCCR1E128734</a>	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
<a href="#">QCCR1E71600</a>	Web client	Error message is displayed after selecting option value from 'Field in' List on Baseline Wizard Attribute Field and Value screen	9.50
<a href="#">QCCR1E133642</a>	Web client	Web client hangs when copying email content to the Description field of an Interaction	9.50
<a href="#">QCCR1E134193</a>	Web client	Text area fields are not editable in Firefox 38 or earlier versions	9.50
<a href="#">QCCR1E118262</a>	Web client	The vertical scroll bar does not appear on the workflow section of a Change record	9.50
<a href="#">QCCR1E111833</a>	Web client	The "Page not found" error is displayed when you pressing the "Alt+R" shortcut in a record detail page	9.50
<a href="#">QCCR1E119140</a>	Web client	The scroll bar moves when the combobox drops down	9.50
<a href="#">QCCR1E94106</a>	Web client	Unable to choose security folder for incident task	9.50
<a href="#">QCCR1E123193</a>	Web client	The lower level combo-box fields are cleared after you click a higher level combo-box	9.50
<a href="#">QCCR1E125308</a>	Web client	Result of Caption Condition is displayed in the table when Show Next 50 or Show All is selected	9.50
<a href="#">QCCR1E131050</a>	Web client	The "invisible" attribute of data policy does not work in the web client	9.50
<a href="#">QCCR1E57750</a>	Web client	You cannot see the HTML viewer container in the web client	9.50
<a href="#">QCCR1E109044</a>	Web client	The page hangs when a column of QBE refers to an array item in both the web and Windows clients	9.50
<a href="#">QCCR1E109147</a>	Web client	The Backspace key is enabled for the readonly field	9.50

ID	Component	Summary	Fixed in versions
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 the To 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 HTML editor	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
<a href="#">QCCR1E117814</a>	Web client	Overlap issue occurs in the "Modify or Delete this item" page when you access Service Manager through accessible.do	9.50
<a href="#">QCCR1E121376</a>	Web client	The workflow graph disappears when user opens the dropdown list for the "Jump Address" / "More" menu in Chrome	9.50
<a href="#">QCCR1E122044</a>	Web client	If multiple selection is enable for tables, layout rendering issue exists when you enlarge the page	9.50
<a href="#">QCCR1E122692</a>	Web client	The number displayed in the New Message button extends beyond the red circular region	9.50
<a href="#">QCCR1E122772</a>	Web client	The remove icon displayed in Internet Explorer for the Jump Address combo-box overlaps the trigger button	9.50
<a href="#">QCCR1E123048</a>	Web client	The web client webpage is messed when displaying a planned relationship change with multiple downstream CIs	9.50
<a href="#">QCCR1E123529</a>	Web client	The Subform exceeds group in svcCart.view	9.50
<a href="#">QCCR1E123931</a>	Web client	Labels for Comfill fields are overlapped in IE when the Default to Expanded property of a Group object is unchecked	9.50
<a href="#">QCCR1E128524</a>	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
<a href="#">QCCR1E128879</a>	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
<a href="#">QCCR1E128880</a>	Web client	The width of a table is longer in IE when a group's "Default to Expanded" property is not checked	9.50
<a href="#">QCCR1E96407</a>	Web client	Warning dialog is closed before user clicks OK when changing expired password	9.50
<a href="#">QCCR1E97208</a>	Web client	Save & Exit button overlaps with Cancel button when opening a request in the ESS web client	9.50
<a href="#">QCCR1E102998</a>	Web client	A "Permission Denied" JavaScript error message appears after you switch records in qbe list	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E124497</a>	Web client	The memory consumption increases quickly when you open and close tabs a large number of times in Internet Explorer 11	9.50
<a href="#">QCCR1E67796</a>	Web client	Keyboard shortcut for field tooltips no longer works	9.50
<a href="#">QCCR1E133341</a>	Web client	Pop-up forms stop being displayed on Interaction forms	9.50
<a href="#">QCCR1E101175</a>	Web client	The Alt+F1 shortcut for the New/Add button does not work in web client	9.50
<a href="#">QCCR1E101727</a>	Web client	The system does not change the magnified state of a form if you access the same form again	9.50
<a href="#">QCCR1E134565</a>	Web client	Web client does not display data entered in the magnifying window	9.50
<a href="#">QCCR1E129215</a>	Web client	jsError occurs after you login SM web client if warning/information/error message is configured not to show in page	9.50
<a href="#">QCCR1E130408</a>	Web client	Missing message when updating a record selected from a ToDo view and clicking Save & Exit	9.50
<a href="#">QCCR1E129804</a>	Web client	Pressing Shift+TAB shortcut does not switch focus in the "Question" popup dialog	9.50
<a href="#">QCCR1E129805</a>	Web client	Incorrect results are returned when you press the "No" button in the "Question" dialog	9.50
<a href="#">QCCR1E135032</a>	Web client	In Change Management, a Warning tab appears after a popup message and does not go away	9.50
<a href="#">QCCR1E106788</a>	Web client	The views in Manage Favorites appear wrong if you quickly click the refresh button several times	9.50
<a href="#">QCCR1E119030</a>	Web client	The System Navigator displays blank contents when you click the Expand icon	9.50
<a href="#">QCCR1E132331</a>	Web client	Charts cannot be moved or copied to an existing dashboard under Favorites and Dashboards	9.50
<a href="#">QCCR1E90891</a>	Web client	Cannot move an item in the Favorites folder	9.50

ID	Component	Summary	Fixed in versions
		into a subfolder	
<a href="#">QCCR1E97060</a>	Web client	A newly added dashboard or folder cannot be moved or copied to a Knowledge Management folder	9.50
<a href="#">QCCR1E99850</a>	Web client	Comfill value list is cleared when hovering over the Comfill to open the hover-over form	9.50
<a href="#">QCCR1E115705</a>	Web client	The chart by option menu does not work on the web client in accessibility mode	9.50
<a href="#">QCCR1E125192</a>	Web client	Cannot trigger the events in some cases after mouse-click	9.50
<a href="#">QCCR1E134681</a>	Web client	Smart Search is slow when there are high-frequency queries	9.50
<a href="#">QCCR1E106779</a>	Web client	Some charts cannot be displayed after you open an existing mysm page	9.50
<a href="#">QCCR1E71596</a>	Web client	MySM tab title is displayed as "HP Service Manager" instead of "MySM"	9.50
<a href="#">QCCR1E113032</a>	Web client	The Phase name is partly displayed in the workflow graph in Chrome with a high zoom level	9.50
<a href="#">QCCR1E105217</a>	Web client	Condition Editor - Complex Condition cannot be opened sometimes	9.50
<a href="#">QCCR1E118127</a>	Web client	Special characters in "conditionEditorBundle_en.properties" can cause display issues in web client.	9.50
<a href="#">QCCR1E132828</a>	Web client	The CurrentRecordAuth parameter is not available in Process Designer	9.50
<a href="#">QCCR1E118177</a>	Web client	If containing the backslash character '\', the Task Category name is not displayed correctly in the category list of task editor	9.50
<a href="#">QCCR1E132919</a>	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
<a href="#">QCCR1E100483</a>	Web client	Cannot save a variable or RAD expression in a Workflow Phase Display form	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E103847</a>	Web client	Process Designer workflow arrow connectors might be misaligned when two phases are vertically too close to each other	9.50
<a href="#">QCCR1E108070</a>	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
<a href="#">QCCR1E132943</a>	Web client	Error parsing styled text when running a backend report scheduler to export reports	9.50
<a href="#">QCCR1E134523</a>	Web client	Empty chart is displayed when the execution time of a reporting query exceeds 60 seconds	9.50
<a href="#">QCCR1E127347</a>	Web client	Lync users cannot send message back if the conversation session is broken	9.50
<a href="#">QCCR1E127499</a>	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
<a href="#">QCCR1E127603</a>	Web client	Exception error occurs when you stop the Openfire server or service	9.50
<a href="#">QCCR1E127855</a>	Web client	SQL INSERT code incompatibility on CS SQL database	9.50
<a href="#">QCCR1E128841</a>	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
<a href="#">QCCR1E129624</a>	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
<a href="#">QCCR1E130240</a>	Web client	Openfire and lync do not release the memory	9.50
<a href="#">QCCR1E126865</a>	Web client	Some meaningful images of SM Collaboration cannot be displayed in High Contrast mode	9.50
<a href="#">QCCR1E127610</a>	Web client	A "Failed to get history message" message is displayed when the conversation history contains messages from Openfire or Lync	9.50
<a href="#">QCCR1E127664</a>	Web client	Opened conversations that are saved in local storage are lost when you refresh the web client	9.50

ID	Component	Summary	Fixed in versions
<a href="#">QCCR1E127881</a>	Web client	Nothing receives the focus after you cancel a logout operation	9.50
<a href="#">QCCR1E124297</a>	Web client	The scroll position is lost in Internet Explorer 11 when switching between tabs	9.50
<a href="#">QCCR1E131301</a>	Web client	Cannot update data policy with long field settings when deploying SM on a JBoss6.4-based environment	9.50
<a href="#">QCCR1E131727</a>	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
<a href="#">QCCR1E127607</a>	Windows client	A NullPointerException error occurs when you try to close the Windows client after a session time out	9.50
<a href="#">QCCR1E62216</a>	Windows client	Second radio button disappears when the focus is set to the first radio button on a form.	9.50
<a href="#">QCCR1E102213</a>	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
<a href="#">QCCR1E119068</a>	Windows client	No message window popup when user click Cancel button after made some change in HTML Editor.	9.50
<a href="#">QCCR1E89500</a>	Windows client	When you click on a Knowledge Management record that contains "<>" in search results, the record does not open	9.50
<a href="#">QCCR1E98608</a>	Windows client	An unrecoverable error occurs when you add the List Builder widget into a form by using Form Designer	9.50
<a href="#">QCCR1E92586</a>	Windows client	When you preview a Notebook in Forms Designer, the first visible Notebook tab is not always the active tab	9.50
<a href="#">QCCR1E80247</a>	Windows client	The previously selected view name is not cleared up for a new search	9.50
<a href="#">QCCR1E70745</a>	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
<a href="#">QCCR1E123579</a>	Windows client	The Client Configuration Tool is now packaged	9.50

ID	Component	Summary	Fixed in versions
		in the Windows client, but it includes a redundant JRE	

## Known issues, limitations, and workarounds

Service Manager 9.52 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
<a href="#">QCCR1E139374</a>	Localization	Some text strings that are introduced by the Service Portal search enhancement in Service Manager 9.52 are unlocalized.	9.52
<a href="#">QCCR1E139375</a>	Localization	Some text strings that are displayed on the Add Supplier UI of Swedish versions of Service Portal are unlocalized.	9.52
<a href="#">QCCR1E139372</a>	Service Portal	"Service Portal" is not translated correctly to "Portal de Servicios" in Spanish versions of Service Portal.	9.52
<a href="#">QCCR1E137795</a>	Mobility	<p>The keyboard is not displayed when you tap the <b>Search Knowledge</b> field on Mobility ESS on an Android device.</p> <p><b>Workaround:</b> Click the <b>Search</b> icon first, and then tap the <b>Search Knowledge</b> field.</p>	9.51
<a href="#">QCCR1E131803</a>	Service Request Catalog	<p>When two line items in the "Open New Request" Catalog Connector information section for a catalog item have the same description (but different part numbers), the incorrect line item is removed when you try to remove one of the line items.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Open the "svcCat RM Quote - Delete Part from Request 2" wizard.</li> <li>2. Go to <b>Tab Actions &gt; Expressions</b>.</li> <li>3. Change:           <div> <code>\$value=\$this.position in \$part</code>              To:  <code>\$this.part.no= \$this.position in \$component.part.no</code> </div> </li> </ol>	9.51

Global ID	Component	Issue	Introduced in version
		<p>4. Change:</p> <pre>\$this.part.no=jscall ("svcCatInterface.getPartNo", \$value, "model")</pre> <p>To:</p> <pre>if null(\$this.part.no) then (\$this.part.no=jscall ("svcCatInterface.getPartNo", \$value, "model"))</pre>	
<a href="#">QCCR1E136984</a>	Documentation	The search function in the Help Center does not work on pages that contain interactive tables.	9.50
<a href="#">QCCR1E136998</a>	Integration	<p>When the UCMDB Browser is embedded in UCMDB, the Get Related and Impact Simulation widgets that are embedded in Service Manager do not work.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Stop the UCMDB server.</li> <li>2. Replace the <i>&lt;UCMDB installation path&gt;\UCMDBServer\deploy\ucmdb-browser.war</i> file with the file extracted from the HPE-Browser-4.12.61-ucmdb-browser-embedded.zip file in the browser 4.12 release build.</li> <li>3. Delete <i>&lt;UCMDB installation path&gt;\&lt;UCMDB Server\runtime\jetty-cache</i>.</li> <li>4. Restart the UCMDB server.</li> <li>5. Log in to the UCMDB JMX Console and set the value of the "ui.framing.host" global setting to the Service Manager webtier domain URL (for example, <a href="http://16.165.217.47:8090">http://16.165.217.47:8090</a>) from which Service Manager will access the embedded UCMDB browser.</li> </ol>	9.50
<a href="#">QCCR1E137165</a>	Service Portal	<p>The QMS component in Smart Analytics does not support SSL to communicate with Service Portal (or Propel) search.</p> <p><b>Workaround:</b> You can change the QMS port value</p>	9.50



Global ID	Component	Issue	Introduced in version
		<p>to the IDOL query port to bypass QMS. To do this, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Edit the /opt/hp/propel/search/search.yml file. <pre># vi /opt/hp/propel/search/search.yml</pre> </li> <li>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: <pre>... qms:   hostname: &lt;IDOL server FQDN&gt;   port: 14000   oemKey: &lt;oemKey value&gt;   executionIsolationThreadTimeoutInMilliseconds: 80000   threadpool:     threadPoolCoreSize: 10     keepAliveTimeMinutes: 1 ...</pre> </li> <li>3. Run the following commands to restart the search service: <pre># service search stop # service search start</pre> </li> </ol>	
<a href="#">QCCR1E135332</a>	Service Portal	When Smart Analytics is enabled, type-ahead is not suggested from knowledge library when you search Knowledge Library.	9.50
<a href="#">QCCR1E136810</a>	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
<a href="#">QCCR1D231005</a>	Service Portal	When you remove an organization from identity management, Service Portal times out.	9.50
<a href="#">QCCR1D218198</a>	Service Portal	After changing the master password, the Service Portal organizations are no longer accessible.	9.50
<a href="#">QCCR1E136061</a>	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

Global ID	Component	Issue	Introduced in version
		9.50.	
QCCR1D230491	Service Portal	The "Associated Service" field in the KM template is not displayed correctly in Service Portal.	9.50
QCCR1D230492	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
QCCR1D230825	Service Portal	The KM details page is displayed incorrectly in Service Portal.	9.50
QCCR1D231198	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
QCCR1E135706	Service Portal	Smart Search results contain duplicate entries in a Service Manager and Service Portal integration if there is one or more replica servers.	9.50
QCCR1E135986	Smart Analytics	Data is lost when IDOL performs a full index if the operator and the server are in different time zones.	9.50
QCCR1E136724	Smart Analytics	A RAD error occurs if you clear the Module name field when you add a Smart Ticket configuration.  <b>Workaround:</b> Set the module name again.	9.50
QCCR1E136720	Smart Analytics	The Document ID field in the Contact lib configuration is a contact name, which can be modified by customers.  <b>Workaround:</b> Set the Document ID field another non-editable and unique field.	9.50
QCCR1E136304	Smart Analytics	Global search cannot search some indexed meta data documents for attachments.	9.50
QCCR1E136067	Installation and upgrade	The text strings "Change Category", "Change Task Category", "Problem Phase", and "Interaction Status" are not localized on the Todo view.  <b>Workaround:</b> Set the display list and value list of the columns in the relevant forms manually.	9.50
QCCR1E136563	Service	Survey can create interactions with inactive categories (such as complaint and compliment).	9.50

Global ID	Component	Issue	Introduced in version
	Manager Survey		
<a href="#">QCCR1E136532</a>	Applications	English text strings are displayed in the Knowledge Management-related records status list for a linked svcCatalog.	9.50
<a href="#">QCCR1E135675</a>	Service Portal	Service Manager Service Portal does not support Danish.	9.50
<a href="#">QCCR1E136563</a>	Service Manager Survey	Survey can create interactions for inactive categories (for example, complaint and compliment).	9.50
<a href="#">QCCR1D219352</a>	Applications	After you enable the Solr plugin for Knowledge Article search in Service Portal, the <b>Vote</b> and <b>Leave comment</b> buttons do not work when you view a KM article that originates from Service Manager.	9.50
<a href="#">QCCR1E135768</a>	Service Manager server	<p>When you try to link a new external type of knowledge by clicking <b>Preview</b>, the relationship is not created.</p> <p><b>Workaround:</b> Link the new external knowledge manually.</p>	9.50
<a href="#">QCCR1E135137</a>	Service Manager server	<p>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.</p> <p>Error Message: Error indexing document, bad attachment</p> <p><b>Workaround:</b> Add "eml" to the <b>Skip these extensions</b> field on the <b>Type information</b> tab for the corresponding knowledgebase definition.</p>	9.50
<a href="#">QCCR1E130699</a>	Smart Analytics	When you import HPIT KM data, a data length error occurs.	9.50
<a href="#">QCCR1E130700</a>	Smart Analytics	When you import HPIT KM data, categories that do not already exist in Service Manager are not imported.	9.50
<a href="#">QCCR1E135647</a>	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

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1H108511</a>	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
<a href="#">QCCR1E132020</a>	Security	<p>When FIPS mode is enabled (<i>fipsmode:2</i> is specified in the <i>sm.ini</i> file), Service Manager initialization might be slow in Linux/Unix environments. This issue is caused by a lack of entropy (randomness) available on the system used for random number generation and can commonly occur on systems that are not receiving much direct user input, such as virtual machines.</p> <p><b>Workaround:</b> You can direct the JVM to use <i>/dev/urandom</i> with the following directive:</p> <p>Add the following line to the Server's <i>sm.ini</i> file:</p> <pre>-Djava.security.egd=file:/dev/urandom</pre> <p>Alternatively, you can add the following line to the <i>jre/lib/security/java.security</i> file:</p> <pre>securerandom.source=file:/dev/urandom</pre> <p>For additional information, see the following important third-party information:</p> <p><a href="http://bugs.java.com/view_bug.do?bug_id=6521844">http://bugs.java.com/view_bug.do?bug_id=6521844</a></p> <p><a href="http://www.2uo.de/myths-about-urandom/">http://www.2uo.de/myths-about-urandom/</a></p>	9.41 and patches
<a href="#">QCCR1E132194</a>	Smart Analytics	<p>The <i>ssl</i> configuration topic of the Smart Analytics document is missing information to configure <i>level2proxy</i> and <i>image server</i>. The information to configure the <i>CFS server</i> is also incorrect.</p> <p><b>Workaround:</b> See the corrected configuration topic at:</p> <p><a href="#">How to configure TSL/SSL for two-way authentication between Service Manager and Smart Analytics</a></p>	9.41 and patches
<a href="#">QCCR1E130718</a>	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.	9.41 and patches

Global ID	Component	Issue	Introduced in version
		<b>Workaround:</b> Refresh the browser.	
<a href="#">QCCR1E128546</a>	Smart Analytics	On a virtual machine with Intel(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
<a href="#">QCCR1E128412</a>	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
<a href="#">QCCR1E124820</a>	Service Manager server	<p>After you add the "Service Display Name" field to a Change view and specify the "Service" field as a group-by field, an error occurs and the view does not load when you sort the view by Service Display Name.</p> <p><b>Workaround:</b> Add either the "Service" field or the "Service Display Name" field to both the view and the list of group-by fields.</p> <p>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.</p>	9.41 and patches
<a href="#">QCCR1E127873</a>	Applications	<p>In the Service Manager (SM) Hybrid mode, calling the SM RESTful API for UCMDB integration for the first time will fail.</p> <p><b>Workaround:</b> Make a call to the API after you set up the SM Hybrid environment.</p>	9.41 and patches
<a href="#">QCCR1E127858</a>	Service Manager server	<p>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.</p> <p><b>Workaround:</b> Drill down into the Knowledge Maintenance page for the library to synchronize the index status into the Knowledge Management knowledge base.</p>	9.41 and patches
<a href="#">QCCR1E127872</a>	Smart Analytics	<p>The IDOL content service does not start on machines that have 24 CPU cores configured.</p> <p><b>Workaround:</b> You can apply a workaround if the following error appears in the application.log of the</p>	9.41 and patches

Global ID	Component	Issue	Introduced in version
		<p>content server:</p> <pre>[1] 70-Error: Error: Attempt to open [ =...)0] failed. (No such file or directory). The file open mode [rb] does not permit creation of a new file.</pre> <p>In this case, modify the following parameters in the configuration of the content server, and then restart the content server.</p> <pre>[Server] Threads=x [AsyncActions] Threads=y let x+y&lt;32</pre>	
QCCR1E127858	Smart Analytics	<p>The new library index status is not updated in the "kmknowledgebase" table when you click Full Reindex in the Knowledge Maintenance page.</p> <p><b>Workaround:</b> Refresh the status in library configuration.</p>	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
QCCR1E126469	Web client	<p>Chrome 44 refuses to send https requests to a web server with a self-signed SSL certificate. Additionally, you receive the following error message:</p> <pre>Failed to load resource: net::ERR_INSECURE_RESPONSE</pre> <p>Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.</p> <p><b>Workaround:</b> Use Chrome 43 instead.</p>	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	You cannot drill down into the calculation and duration charts when the aggregator is set to MIN or MAX.	9.41 and patches

Global ID	Component	Issue	Introduced in version
	reports		
<a href="#">QCCR1E124821</a>	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
<a href="#">QCCR1E122174</a>	Web client	SMC does not support RTL.	9.41 and patches
<a href="#">QCCR1E124466</a>	Smart Analytics	Error messages displayed in English are not indexed in localized language versions.	9.41 and patches
<a href="#">QCCR1E125500</a>	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
<a href="#">QCCR1E126359</a>	Smart Analytics	English text in screenshots is not recognized correctly when your contact language is Arabic.	9.41 and patches
<a href="#">QCCR1E121838</a>	Service Manager Reports	Labels overlap on Stacked Horizontal bar charts in Reports.	9.41 and patches
<a href="#">QCCR1E122115</a>	Service Manager Reports	Values less than 0 are not displayed correctly in bar or area charts.	9.41 and patches
<a href="#">QCCR1E125879</a>	Service Manager Reports	The additional Request Overview (PD) (Global) dashboard and its reports are displayed in Classic mode.	9.41 and patches
<a href="#">QCCR1E122716</a>	Smart Analytics	You cannot drill down into the index for fsylib.	9.41 and patches
<a href="#">QCCR1E127170</a>	Smart Analytics	You cannot tailor OO flows.	9.41 and patches
<a href="#">QCCR1E123090</a>	Smart Analytics	Special characters cannot be searched for in IDOL.	9.41 and patches
<a href="#">QCCR1E123438</a>	Smart Analytics	An error message with an unclear meaning is displayed when the OMNI Group Server is offline.	9.41 and patches
<a href="#">QCCR1E124369</a>	Smart Analytics	Some returned results from external libraries are not highlighted.	9.41 and patches
<a href="#">QCCR1E124633</a>	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

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E126198</a>	Smart Analytics	The Smart Search Configuration tab is incorrectly named “environment: knowledge management”.	9.41 and patches
<a href="#">QCCR1E126737</a>	Smart Analytics	Links in the file system search results do not open in Firefox or Chrome.	9.41 and patches
<a href="#">QCCR1E126780</a>	Smart Analytics	The pagination count is not correct in the main search page.	9.41 and patches
<a href="#">QCCR1E126842</a>	Smart Analytics	The “Set parent” button in Smart Search should not be shown for non-Process Designer-based Incidents.	9.41 and patches
<a href="#">QCCR1E126847</a>	Smart Analytics	The reported number of search results from the catalog library is not correct.	9.41 and patches
<a href="#">QCCR1E126848</a>	Smart Analytics	SharePoint pages are indexed into IDOL incorrectly.	9.41 and patches
<a href="#">QCCR1E126852</a>	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
<a href="#">QCCR1E126886</a>	Smart Analytics	The Change Service value does not display the CI Display Name.	9.41 and patches
<a href="#">QCCR1E126901</a>	Smart Analytics	Preconditions should be merged if there are multiple preconditions for a file, but the criteria conflict.	9.41 and patches
<a href="#">QCCR1E126974</a>	Smart Analytics	The reported number of search results is incorrect.	9.41 and patches
<a href="#">QCCR1E126978</a>	Smart Analytics	You cannot select the ID-title in Smart Search in Internet Explorer 10.	9.41 and patches
<a href="#">QCCR1E127031</a>	Smart Analytics	No error message is displayed in the library if the attachment is not indexed successfully.	9.41 and patches
<a href="#">QCCR1E127368</a>	Smart Analytics	<p>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.</p> <p><b>Workaround:</b> Add the fields used in the match criteria of the predefined filter in context aware search into the form of the current working ticket.</p>	9.41 and patches
<a href="#">QCCR1E124715</a>	Smart Analytics	You cannot connect to IDOL with an IPv6 address.	9.41 and patches
<a href="#">QCCR1E124520</a>	Smart Analytics	On a tablet, the back and forward buttons do not work correctly in IDOL external webpage details pages.	9.41 and patches



Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E125084</a>	Smart Analytics	The number of search results changes after you click to view the next page.	9.41 and patches
<a href="#">QCCR1E126163</a>	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
<a href="#">QCCR1E125549</a>	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
<a href="#">QCCR1E127029</a>	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
<a href="#">QCCR1E125884</a>	Smart Analytics	The old Knowledge Management search icon is still displayed.	9.41 and patches
<a href="#">QCCR1E127213</a>	Smart Analytics	The "Content1" service cannot be started by the "Start Service" function in the IDOL installer.	9.41 and patches
<a href="#">QCCR1E121838</a>	Service Manager Reports	In the "Stacked Horizontal bar" report, the value label is truncated.	9.41 and patches
<a href="#">QCCR1E122716</a>	Smart Analytics	<p>Users cannot drill down into index for fsylib links.</p> <p><b>Workaround:</b> 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.</p>	9.41 and patches
<a href="#">QCCR1E123433</a>	Applications	The display name is not displayed in the mass update interface. Instead, only the logical name is displayed.	9.41 and patches
<a href="#">QCCR1E120454</a>	Applications	The datadict record cannot be saved when the display name is changed.	9.41 and patches
<a href="#">QCCR1E127326</a>	Integrations	UCMDB federation is blocked.	9.41 and patches
<a href="#">QCCR1E122190</a>	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

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E119964</a>	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
<a href="#">QCCR1E120414</a>	Service Manager server	Service Manager does not reference a function if the field is a variable.	9.41 and patches
<a href="#">QCCR1E121852</a>	Windows client	The Fill button does not work if the values of the "display list" and "value list" are set in Windows client.	9.41 and patches
<a href="#">QCCR1E122160</a>	Applications	The comfill control of the CI in the "Add Filter Criteria" wizard does not work.	9.41 and patches
<a href="#">QCCR1E123135</a>	Applications	The CI Display Name is not displayed on the "Asset Allocation" form.	9.41 and patches
<a href="#">QCCR1E123311</a>	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
<a href="#">QCCR1E123536</a>	Applications	The logical.name of the CI is displayed for the "Create Template from Record" interface of an incident record.	9.41 and patches
<a href="#">QCCR1E123716</a>	Web client	The order is not correct for CI Name in the pivot table.	9.41 and patches
<a href="#">QCCR1E124360</a>	Web client	A tab cannot be closed in the dialog mode.	9.41 and patches
<a href="#">QCCR1E124423</a>	Applications	Reference cannot be set on the member of an array of a structure.	9.41 and patches
<a href="#">QCCR1E125032</a>	Web client	The style of the popup window is lost when the session is refreshed.	9.41 and patches
<a href="#">QCCR1E125204</a>	Applications	When the Affected CI in the cross table is exported as a list, the logical name is displayed.	9.41 and patches
<a href="#">QCCR1E126003</a>	Applications	No validation is done when you input an invalid CI in a service level target.	9.41 and patches
<a href="#">QCCR1E126006</a>	Applications	The logical name of a CI is displayed in the "Additional Properties" tab in a Request task.	9.41 and patches
<a href="#">QCCR1E127712</a>	Web client	An "invalid CI" error message is displayed when you select the CI through the auto complete functionality.	9.41 and patches
<a href="#">QCCR1E1216</a>	Service	The value of the comfill control is not restored if it is an	9.41 and

Global ID	Component	Issue	Introduced in version
70	Manager server	array list in the change record.	patches
QCCR1E127303	Web client	Chinese characters sent from Lync are displayed as "???" in Service Manager Collaboration.	9.41 and patches
QCCR1E127732	Mobility	<p>The page is hung after you fill the incident subcategory in Chrome (version 44) on Android.</p> <p><b>Workaround:</b> Refresh the page in this case, and the list will be displayed. You can then select an item and save the record successfully.</p>	9.41 and patches
QCCR1E128218	Applications	When you are adding/modifying CI relationships, the following Relationship Type values are available for selection: <b>Accesses</b> , <b>Aggregation</b> , <b>ClientServer</b> , <b>Composition</b> , and so on, (which are correct values). However, when you are viewing CI relationships in the CI detail form, you can select only the following Relationship Type values as a filter: <b>All</b> , <b>Logical</b> , and <b>Physical</b> (which are no longer used in Service Manager 9.41).	9.41 and patches
QCCR1E126631	Process Designer	<p>When you select a value for a task category in the task planner two times, only one value is available the second time.</p> <p><b>Workaround:</b> To see all list items, clean the combo field and click the drop-down button again.</p>	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
QCCR1E124819	Install and upgrade	<p>After an upgrade to 9.40, some users cannot see the inboxes.</p> <p><b>Tip:</b> To solve this issues, do the following after the upgrade:</p> <p>Step 1. Mass unload the inboxes.</p> <ol style="list-style-type: none"> <li>1. Type "db" in the command line, and press Enter to open the Database Manager.</li> <li>2. Enter "inbox" in the Table field, and then click Search.</li> </ol>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<ol style="list-style-type: none"> <li>Double-click "inbox.view" from the list that is displayed.</li> <li>Click Search to display all inboxes.</li> <li>Click "Mass Unload" from the record list pane.</li> <li>Follow the wizard to export all inbox records to an unload file.</li> </ol> <p>Step 2. Remove all inboxes</p> <ol style="list-style-type: none"> <li>Type "db" in the command line, and press Enter to open the Database Manager.</li> <li>Select the <b>Administration mode</b> check box.</li> <li>Enter "inbox" in the Table field, and then click <b>Search</b>.</li> <li>Double-click "inbox.view" from the list that is displayed.</li> <li>Click <b>Search</b> to display all inboxes.</li> <li>Click <b>Mass Delete</b> to delete all inboxes.</li> </ol> <p>Step 3. Load the exported inboxes back to SM</p> <ol style="list-style-type: none"> <li>Type "db" in the command line, and press Enter to open the Database Manager.</li> <li>Right-click the window, and then select <b>Import/Load</b>.</li> <li>In the File Name field, browse to the unload file that you created previously.</li> <li>Click <b>Load FG</b> to load the inbox records.</li> </ol>	
QCCR1E127857	Install and upgrade	<p>An error that indicates the query field "pd.enabled" in "upginfo" is not defined in "dbdict" is generated when smupgrade is invoked.</p> <p><b>Workaround:</b> Purge data and reload preupg.bin again after preupg.bin is loaded for the first time.</p>	9.41 and patches
QCCR1E121160	Service Manager server	The HPE Legacy listener does not connect to the Service Manager database after the primary key feature is enabled.	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>Make the following changes to the SQLServer SQL: <pre> 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] set [RECORD_KEY] = [NAME]  UPDATE [932].[dbo].[OPERATORA1] set [RECORD_KEY] = [NAME] ...  UPDATE [932].[dbo].[OPERATORA5] set [RECORD_KEY] = [NAME] </pre> </li> <li>Log on to Service Manager, open the Operator dbdict, and then import this new column.</li> <li>Add this new column as the unique key.</li> </ol>	
<a href="#">QCCR1E135225</a>	Service Manager server	Crystal Reports cannot access Request data by using sc_reportt_odbc.	9.40 and patches
<a href="#">QCCR1E118066</a>	Service Manager studio	<p>Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.</p> <p><b>Workaround:</b> Resize the details page to make it</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<div></div> wider or use the horizontal layout.	
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	<p>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.</p> <p>However, after the record is merged, you cannot close the problem record.</p>	9.40 and patches
QCCR1E118260	Applications	<p>When you search for an incident, interaction, or change in a heavily-populated database, the operation takes more than 20 seconds.</p> <div> <b>Workaround:</b> Change the first unique key to the primary key for the modules that have this issue. </div>	9.40 and patches
QCCR1E116869	Service Manager server	<p>The primary key is lost after you change the length of a field in a dbdict.</p> <div> <b>Workaround:</b> Manually recreate the primary key. </div>	9.40 and patches
QCCR1E112005	Service Manager server	<p>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.</p> <div> <b>Workaround:</b> Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload. </div>	9.40 and patches
QCCR1E111068	Process Designer	<p>When you click a Change model in the navigation tree in Firefox, a TypeError occurs.</p> <div> <b>Workaround:</b> Use Internet Explorer or Chrome. </div>	9.40 and patches
QCCR1E1122	Process	When a workflow description tooltip contains too many	9.40 and

Global ID	Component	Issue	Introduced in version
02	Designer	lines, the background color is incorrectly displayed as white.	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	<p>You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.</p> <p><b>Workaround:</b> Manually change the display option ID.</p>	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 by using the Space key. This behavior is therefore not consistent with accessibility behaviour in the standard client.	9.40 and patches
QCCR1E116043	Process Designer	<p>The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task.</p> <p><b>Workaround:</b> Reload the record.</p>	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	<p>The User Option condition does not work correctly when the option value is an array type.</p> <p><b>Workaround:</b> In Condition Editor, set the value of User Option UO1 = {"1"} instead of User Option</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		UO1 = "1"	
QCCR1E118589	Process Designer	<p>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.</p> <p><b>Workaround:</b> Close the current change model and open it again to update the changes in the change model other than the task editor changes.</p>	9.40 and patches
QCCR1E118741	Process Designer	<p>Inconsistencies can occur between Change categories and "Open in Phase"/"Close by Phase" tasks in change models.</p> <p><b>Workaround:</b> Manually update the "Open in Phase" and "Close by Phase" in Task Planner.</p>	9.40 and patches
QCCR1E117551	Installation and upgrade	<p>You receive the following error after you upgrade Service Manager:</p> <p>Invalid object name 'CM3RM2'</p> <p><b>Note:</b> Ignore this error if CM3RM2 is created after the upgrade.</p>	9.40 and patches
QCCR1E117439	Mobile client	<p>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.</p> <p><b>Workaround:</b> Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.</p>	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
QCCR1E1175	Mobile client	The Array comfill is displayed as a black block when	9.40 and



Global ID	Component	Issue	Introduced in version
98		you use the Mobile Applications in the self-service user view.	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	<p>Pictures attached to interactions are not saved to the local gallery in IOS 8.1.1.</p> <p><b>Workaround:</b> Use the Chrome browser instead of Safari.</p>	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 Reports	<p>The remote path and mapping path cannot be set in the File Server Base Path if you do not start Service Manager with administrative privileges.</p> <p><b>Workaround:</b> Start Service Manager as an administrator.</p>	9.40 and patches
QCCR1E109588	Service Manager Reports	List reports cannot retrieve data from replicated databases.	9.40 and patches
QCCR1E110835	Service Manager Reports	<p>Reports that have long legend text do not print as expected.</p> <p><b>Workaround:</b> Shorten the legend label.</p>	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	<p>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.</p> <p><b>Workaround:</b> Check the inbox size periodically, and control the size manually.</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E109576	Service Manager Reports	<p>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.</p> <p><b>Workaround:</b> Refresh the dashboard before exporting a report.</p>	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	<p>The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.</p> <p><b>Workaround:</b> Set a dedicated Service Manager instance for the reporting schedule.</p>	9.40 and patches
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	<p>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 by performing a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text.</p> <p><b>Workaround:</b> Click <b>Tailoring &gt; Database Dictionary</b>, search for "htmltemplates," click the <b>htmlcode</b> field, and then change the SQL RC value to "true."</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E119106</a>	Applications	<p>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.</p> <p><b>Workaround:</b> Click <b>Tailoring &gt; Database Dictionary</b>, search for "kmknowledgebaseupdates," click the <b>recdata</b> field, and then change the SQL RC value to "True."</p> <p>If you already have garbled data in your search results, perform a full index against that library.</p>	9.40 and patches
<a href="#">QCCR1E89819</a>	Applications	<p>The "Request TCAB Approval" step in the Normal Change workflow takes more than 100 seconds to complete when there are 6000 users in the database.</p> <p><b>Workaround:</b> Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).</p>	9.40 and patches
<a href="#">QCCR1E117326</a>	Applications	<p>The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.</p>	9.40 and patches
<a href="#">QCCR1E118616</a>	Applications	<p>The <b>Create One Request Fulfillment Record for each Device of Class X at location Y</b> effect option in Scheduled Maintenance does not work correctly.</p>	9.40 and patches
<a href="#">QCCR1E114145</a>	Applications	<p>If two items in a bundle have the same user option name, only the last user option can be referenced by the system for evaluation.</p> <p><b>Workaround:</b> Do not use duplicate user options</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		for items in one service catalog bundle.	
<a href="#">QCCR1E117903</a>	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
<i>acceptfastinfo</i>	Parameter	9.50	
<i>maxGroupSize</i>	Parameter	9.50	
<i>ir_max_deep_distance</i>	Parameter	9.50	
<i>ir_max_shallow_distance</i>	Parameter	9.50	
<i>allowed</i>	Parameter	9.50	This parameter is only deprecated if your Service Manager applications are upgraded to version 9.50 or later.
Forbidden Attachment File Extensions	Functionality	9.50	This parameter is only deprecated if your Service Manager applications are upgraded to version 9.50 or later.
<i>ir_save_interval</i>	Parameter	9.41	
<i>ir_sharedlock</i>	Parameter	9.41	
<i>ir_techload</i>	Parameter	9.41	
<i>usemasterlink</i>	Parameter	9.41	
<i>sourcecontroldirectory</i>	Parameter	9.41	
<i>load_type_new</i>	Parameter	9.41	
<i>cache_percent</i>	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.
<i>appOnloadFirst</i>	Parameter	9.33	
<i>AppServerEncoding</i>	Parameter	9.33	
<i>copyStylesheets</i>	Parameter	9.33	
<i>essuser</i>	Parameter	9.33	
<i>hideTreeIcons</i>	Parameter	9.33	
<i>isBackChannelUsed</i>	Parameter	9.33	
<i>isBottomTrayUsed</i>	Parameter	9.33	
<i>isBreadcrumbTrayUsed</i>	Parameter	9.33	
<i>isButtonTrayUsed</i>	Parameter	9.33	
<i>isFullScreenLogin</i>	Parameter	9.33	
<i>isKeepAliveEnabled</i>	Parameter	9.33	
<i>isMessageTrayUsed</i>	Parameter	9.33	
<i>isSaveNavPathSkipped</i>	Parameter	9.33	
<i>isTabTrayUsed</i>	Parameter	9.33	
<i>keyBookmark</i>	Parameter	9.33	
<i>keySyncTree</i>	Parameter	9.33	
<i>lazyloadNavTree</i>	Parameter	9.33	
<i>logout.JspExtension</i>	Parameter	9.33	
<i>printDateFormat</i>	Parameter	9.33	
<i>printOptions</i>	Parameter	9.33	
<i>refreshInterval</i>	Parameter	9.33	

**Deprecated items, continued**

Item	Type	Deprecated since version	Notes
<i>showAddBookmark</i>	Parameter	9.33	
<i>showDetailCollapse</i>	Parameter	9.33	
<i>showFrameworkReset</i>	Parameter	9.33	
<i>showListCollapse</i>	Parameter	9.33	
<i>showLogoutLink</i>	Parameter	9.33	
<i>showMessages</i>	Parameter	9.33	
<i>showNavCollapse</i>	Parameter	9.33	
<i>showPrint</i>	Parameter	9.33	
<i>showReloadDetailButton</i>	Parameter	9.33	
<i>showSyncTree</i>	Parameter	9.33	
<i>srcDetail</i>	Parameter	9.33	
<i>srcImages</i>	Parameter	9.33	
<i>srcList</i>	Parameter	9.33	
<i>srcListDetail</i>	Parameter	9.33	
<i>srcMessages</i>	Parameter	9.33	
<i>srcNavigation</i>	Parameter	9.33	
<i>strAppName</i>	Parameter	9.33	
<i>timeoutReminder</i>	Parameter	9.33	
<i>unmaskDeferMillis</i>	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.
<i>inactive.startup</i>	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**

<b>Item</b>	<b>Unsupported since version</b>	<b>Notes</b>
SRC tablet app	9.51	
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	



# Send documentation feedback

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