



Service Manager

Software Version: 9.52

For supported Windows® and Linux® operating systems

Service Manager 9.52 Patch 2 Release Notes

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Enterprise

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What's new in this release

This section describes the important changes in this release.

Tip: The following knowledge base article contains links to all the previous 9.5x release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.5x patches.

[Overview of Service Manager 9.5x Releases](#)

Supported items

HPE Service Manager 9.52 Patch 2 includes the following certification changes.

Added support

Web client

- Server Manager now supports JWS 3.1.

Server

- Vsphere 6.5 is supported.
- Service Manager SmartEmail now supports SharedInboxes via IMAP-S and EWS.

Enhancements

This release includes the following enhancements.

SRC

| CR | Problem | |
|------------------------------|--|--|
| QCCR1E141185 | End users cannot configure Service Items Search in SRC to use exact match by adding switch/parameter in SRC configuration files. | A new parameter named <code>src.exactSearch.enable</code> is added in the SRC applicationcontext properties file. SRC Search results of Service Items can be configured to use exact match by setting <code>src.exactSearch.enable</code> to true. By default, <code>src.exactSearch.enable</code> is set to false so that the search behavior is consistent with the previous behavior. |

Web client

| CR | Problem | |
|------------------------------|---|--------------------------------------|
| QCCR1E144050 | Service Manager does not support JBoss Enterprise Web Server (JWS). | Server Manager now supports JWS 3.1. |

Server

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1E139756 | Service Manager does not support the virtualization platform vSphere 6.5. | Vsphere 6.5 is supported. |
| QCCR1E140639 | Service Manager SmartEmail does not support SharedInboxes via IMAP-S. | Service Manager SmartEmail now supports SharedInboxes via IMAP-S and EWS. |
| QCCR1E142831 | The number and counter records are not automatically synchronized after the svc_import command is run. | Now you can configure the svc_postimport parameter in sm.ini to solve this issue. For example, <code>svc_postimport:BaseUtil.synchronizeCountersAndNumbers();BaseUtil.print_2(msg, msg1)</code> |

Fixed defects

This release fixes the following defects.

SRC

| CR | Problem | Solution |
|------------------------------|---|---|
| QCCR1E139759 | If you add an item to the shopping cart and then refresh the browser, its user option value may be cleared out. | Now the item option in cart will not be cleared after you refresh the browser. |
| QCCR1E139800 | One service request requires one operator and one group to approve, if the operator is a member of this group and approves the request, the request is automatically approved by the group. | The request can be approved separately by the operator and the group. |
| QCCR1E141185 | End users cannot configure Service Items Search in SRC to use exact match by adding switch/parameter in SRC configuration files. | A new parameter named <code>src.exactSearch.enable</code> is added in the SRC <code>applicationcontext</code> properties file. SRC Search results of Service Items can be configured to use exact match by setting <code>src.exactSearch.enable</code> to true. By default, <code>src.exactSearch.enable</code> is set to false so that the search behavior is consistent with the previous behavior. |
| QCCR1E142155 | The survey questions and answers are displayed in the correct language (the language of the browser) when using the SSO mode. | Now the survey questions and answers are displayed in the expected language. |
| QCCR1E142915 | Optional item without any user selection in a bundle is hidden when you request the bundle from SRC. | The optional item is shown. |

Server

| CR | Problem | Solution |
|------------------------------|---|--|
| QCCR1E139714 | When you run the <code>sm -svc_export</code> command to generate XML files, the file names do not allow UTF-8 symbols and do not have limited lengths. | Now the system includes a new parameter <code>svc_unicode</code> . When you run the <code>sm -svc_export</code> command to generate XML files, the file names can contain UTF-8 symbols in Windows OS if this parameter is set to "1". |
| QCCR1E141801 | Service Manager cannot add .msg files as attachments with SmartEmail in Outlook. | SmartEmail works correctly when sending email with the .msg attachments in Outlook. |
| QCCR1E141979 | Performance issue occurs when you try to export a large amount of records to CSV/Text using some views. | The performance issue no longer exists. |
| QCCR1E142014 | After Service Manager is migrated from a customized version 9.3x, with the introduction of the Logical Name solution, in most instances the <code>DisplayName</code> is in the list but the underlying sort is still dictated by <code>logical.name</code> . The expected behavior is to have the list alphabetically sorted by <code>DisplayName</code> (<code>sm.device.display.name</code>). | Now the query result will be sorted by "Display.Name", even when the file is a JOINFILE. |
| QCCR1E142293 | When clicking on a change or a task record from a dashboard report list, you receive the message: "No Changes found to satisfy search arguments" | Now, the query will be executed correctly. |
| QCCR1E142371 | The <code>sm-api-keep-alive</code> header does not work. | The <code>sm-api-keep-alive</code> header works now. |
| QCCR1E142495 | Signal 11 error in Service Manager server log causes the Service Manager servlet to stop responding. | The Signal 11 error was caused by the bug in <code>PolicyDupRefDict()</code> and it will not happen again. |
| QCCR1E142536 | KM stops responding when you click the Search button very rapidly (for example, 3 to 4 times in a second). | KM does not hang in this condition. |

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| QCCR1E142581 | Incident escalation wizard assignment field is blank after selection if Service or Affected CI is populated using autocomplete in the Interaction. | The Incident escalation wizard assignment field has the correct value. |
| QCCR1E142920 | After upgrading to Service Manager 9.52 Patch 1, you receive messages with the ID and class, for example: "<Class>- <ID>: Your last successful login was on <date and time>". The ID and class should not be shown in the UI. | Now the message does not have a prefix. |
| QCCR1E142929 | Key field name modification does not apply to key tab in dbdict. | Key field name modification applies to key tab in dbdict. |
| QCCR1E142945 | During an svc export operation, the xml file cannot be created if the file name is too long. | The xml file can be successfully created no matter how long the file name is. |
| QCCR1E142948 | If a date string represents a big negative duration, like '-4000-05-03 12:58:01', in Linux, RTE will fail to parse the date. | Now no error will happen when parsing a date string which represents a big negative duration in Linux. |

Web client

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1E141897 | Shortcut keys for buttons in the tool bar do not work. | The shortcut keys work properly now. |
| QCCR1E139911 | End user IP is not stored in the syslog table in load balancer environments. | End user IP is now stored in the syslog table in load balancer environments. You need to uncomment the line with the xff.trusted.proxies parameter in the webtier.properties file and add your trusted proxy IPs, separated by comma. |

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| | | <p>If this value is not empty and the X-Forwarded-For header in the request is not empty, the X-Forwarded-For header will be searched to find the original end user IP. Specifically, Service Manager rules out the IPs that match the trusted proxies, and then chooses the rightmost IP in the X-Forwarded-For header as the original end user IP.</p> <p>For example, the value of xff.trusted.proxies is set to "192.168.3.3,192.168.0.10", and the value in the X-Forwarded-For header is "192.168.2.4, 192.168.2.2, 192.168.0.10", the returned end user IP is "192.168.2.2."</p> |
| QCCR1E138165 | When you access the web client in the accessible mode, the contrast ratio of the icon of a radio button is lower than the minimum requirement of 3:1. | The icon has an improved contrast ratio. |
| QCCR1E138185 | For a Notebook tab such as "Workflow", a screen reader reads it as "Notebook tab - Workflow". As it starts with "Notebook tab", users with visual impairment may not understand which tab they are currently focusing on. | Now, when a screen reader reads the tab name, "Notebook tab" is put at the end of the name, for example, "Workflow Notebook tab." |
| QCCR1E138228 | After your computer is set to a High Contrast theme, the selected item in the dropdown list of a combo box is not displayed completely in the accessible web client. | After your computer is set to a High Contrast theme, the selected item in the dropdown list of a combo box is still displayed correctly in the accessible web client. |
| QCCR1E140561 | You use Internet Explorer to modify a view for the Interaction queue, on the wizard page for you to choose view fields, if you have more than 20 fields, only 20 fields are displayed in the field table. You can then click either "Show Next 50" or "Show All" to show more fields. However, after that if you select a field and click the "Move Field Up" or "Move Field Down" link, the position of the field remains unchanged. | Now in this case if you select a field and click the link "Move Field Up" or "Move Field Down", the position of field is changed accordingly. |
| QCCR1E140626 | In the Query-by-Example (QBE) for Incident, the record initially displayed in the detail view is the first row. After you | Now in this case, the next page is displayed with a list of fields shown in a table for you to specify value for mass |

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| | <p>select another record to display in the detail view, if you do mass update for your selected records, the following message is displayed:</p> <p>"Are you sure to update all XXX records?"</p> | <p>update.</p> |
| QCCR1E140764 | <p>In a multi-selection table in the detail view, if each cell in the selector column is an image instead of a checkbox, you are unable to make random selections.</p> | <p>Now you can make random selections in a table with an image in each cell in the selector column.</p> |
| QCCR1E140904 | <p>In the Condition Editor, if you create a condition that uses the "Starts With" operator to match the value of a field with sub items, the last field is still a Combo box and the entered text is auto-completed when there is any matching item in the combo box.</p> | <p>Now in the Condition Editor, a condition using the "Starts With" operator always provides a text box in which you can enter a value.</p> |
| QCCR1E140977 | <p>In a Trusted Sign-On (TSO) environment, if you access the web tier with Internet Explorer 11 and attempt to upload multiple valid files to a ticket, an error message is displayed in the attachment table for each file:</p> <p>"Failed! The file you are trying to attach is empty. File won't be attached".</p> | <p>Now you can upload multiple valid files to a ticket in a TSO environment in Internet Explorer 11 without any error.</p> |
| QCCR1E141042 | <p>You create a new workflow with a name that contains some Japanese characters or other non-English characters. If you open this workflow from the rule set used in it, the workflow is displayed as blank and there are garbled characters on the Workflow tab. Additionally, you cannot delete the workflow from the workflow list.</p> | <p>Such workflow can be displayed correctly. You can also successfully delete the workflow from the workflow list.</p> |
| QCCR1E141278 | <p>You log in to a non-English web client and then open the context action wizard by clicking the third button of the Contact field in an Service Desk record. For the first cell in a row, if you click the text part, it drills down to the overview of a row; but if you click the blank part, it returns to the detail page of the Service Desk record.</p> | <p>Now, in non-English web clients, for the first cell in a row, you can click either the text part or the blank part to drill down to the overview of a row.</p> |

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| <p>QCCR1E141392</p> | <p>In the web client, if you change the value of a text field for a record in the detail view and immediately click the "Print Page" button in the toolbar, the print preview page does not reflect the value change of the text field.</p> | <p>Now, any field changes in the detail form are reflected in the print view. Notice that the unsaved attachment changes of a record are not reflected in the print view.</p> |
| <p>QCCR1E141394</p> | <p>The Service Manager web tier is deployed to a Tomcat version with fix for CVE-2016-6816. If you use Internet Explorer to access the web client and populate a Comfill with the auto-complete feature in a record, the value of the Comfill is cleared after you save the record.</p> | <p>Now, you can save a record with the Comfill value correctly populated by the auto-complete feature in Internet Explorer.</p> |
| <p>QCCR1E141396</p> | <p>A change record and one of its planned tasks are displayed on two different tabs. If you move the change to the next phase and then attempt to close the tab of the task, the browser hangs and there is JavaScript error in the browser console:</p> <p>"cwc-Extjs-All.js:15 Uncaught TypeError: taskPlan.contentWindow.refreshTaskPlanGraph is not a function"</p> | <p>You can successfully close the tab.</p> |
| <p>QCCR1E141432</p> | <p>In the Incident record list, if you move the cursor over a cell that is truncated, a tooltip pops up and shows the complete information in the cell. In a web tier with the viewrecordlist parameter set to false, if you use Internet Explorer 11 to show this tooltip for more than 30 seconds and then drill down to an incident, you cannot highlight, copy, or edit the text in this record.</p> | <p>In this condition, you can now highlight, copy or edit the text in this record without any errors.</p> |
| <p>QCCR1E141446</p> | <p>If you set the Combo button visible in a Comfil field and assign the Enter key for the Fill operation, you need to press the Enter key twice to perform the Fill operation.</p> | <p>Now you only need to press the Enter key once in this condition.</p> |
| <p>QCCR1E141549</p> | <p>When you order an item from the catalog, the attachment grid in the catalog item is available for attachment downloading. When the attachment grid is empty, the message displayed</p> | <p>Now, when the attachment grid is empty for a catalog item, a "No attachments" message is displayed in the attachment grid.</p> |

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| | <p>in the grid is misleading:</p> <p>"You can drag the files to be uploaded to this area."</p> | |
| QCCR1E141618 | The buttons at the bottom of a record list are cut off in the Employee Self-Service user view. | The buttons at the bottom are fully displayed now. |
| QCCR1E142292 | You create a menu item to use "us.launch.external" to access an URL. After you open a dashboard page, while the dashboard tab is active, if you click the menu item, the specified URL is not opened. This occurs on some other pages as well, such as the calendar and workflow list. | Now, no matter which tab page is active, the specified URL can always be opened by clicking the menu item using "us.launch.external." |
| QCCR1E142402 | You set the "Default Impact" field of a Configuration Item (CI) record to "3 - Multiple Users", then, you create a link from "default.impact" to "initial.impact" in the "incidents" link record. When you create a new interaction, if you use the auto-complete feature to set the Affected Service field to this CI, the "Impact" field is set to "3" instead of "3 - Multiple Users". | The auto-complete feature of a Comfill field now assigns the correct value to each target linked field. [Known issues] * This fix does not work for an HTML Editor field. * The target date/time value may be several hours different from that of the source field. |
| QCCR1E142460 | After you roll back a workflow phase to one of its previous phases, the line between the two workflow phases is still displayed as solid line. But after you refresh the page, the line is displayed as dotted line. | Now after you roll back a workflow phase to one of its previous phases, the line between the two workflow phases is displayed as dotted line. |
| QCCR1E142523 | You open a dashboard, go to the To Do queue tab and drill down to a record. If you keep switching between the dashboard and the To Do queue tab, the page hangs and the dashboard content is displayed in the To Do queue tab. | The dashboard and To Do queue tab are displayed properly. |
| QCCR1E142560 | You have a service catalog item that has a bulleted list and a numbered list in the "Detailed Description" field. If you order this item from catalog in the web client, the bullets and numbers of the lists are missing. | The lists are displayed properly. |
| QCCR1E142658 | When the Internet Explorer developer tool is open, if you open | The js error does not occur. |

| | | |
|--------------|--|---|
| | <p>the print view of a record list, you receive an error message in the console:</p> <p>"Ext' is undefined."</p> | |
| QCCR1E143133 | <p>When you export data from a record list to a text file, the message is displayed as "XX records exported", but you cannot find the exported file.</p> | <p>Now when you export data from a record list to a text file, there is an indication of the exported file at the bottom of the browser upon successful completion of the export.</p> |

Windows client

| CR | Problem | Solution |
|--------------|---|------------------------------------|
| QCCR1E143298 | <p>JavaScript error occurs when you print the detail page of a record in the Windows client</p> | <p>The error no longer occurs.</p> |

Documentation

| CR | Problem | Solution |
|--------------|--|---|
| QCCR1E141010 | <p>The validity of the "reportdbstats" and "dbstats" parameters are not verified in Service Manager 9.41 and later versions.</p> | <p>The "reportdbstats" parameter is obsolete. The "dbstats" parameter still works. HPE recommends to set dbstats:2 in the sm.ini file to display the statistics better.</p> |

Known issues, limitations, and workarounds

Service Manager 9.52p2 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 |
|------------------------------|-------------------------|---|-----------------------|
| QCCR1E143962 | Web Client | In Service Manager, the hotkey "Alt+J" lets you jump to a section in a detail form. However, after the Internet Explorer 11.1715.14393.0 upgrade, this hotkey opens the built-in "Internet Explorer feedback" and cannot be used by Service Manager any more. | 9.52 |
| QCCR1E139374 | Localization | Some text strings that are introduced by the Service Portal search enhancement in Service Manager 9.52 are unlocalized. | 9.52 |
| QCCR1E139375 | Localization | Some text strings that are displayed on the Add Supplier UI in the Swedish version of Service Portal are unlocalized. | 9.52 |
| QCCR1E139372 | Service Portal | "Service Portal" is not translated correctly to "Portal de Servicios" in the Spanish version of Service Portal. | 9.52 |
| QCCR1E137795 | Mobility | The keyboard is not displayed when you tap the Search Knowledge field on Mobility ESS on an Android device. Workaround: Click the Search icon first, and then tap the Search Knowledge field. | 9.51 |
| QCCR1E131803 | Service Request Catalog | 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. Workaround: | 9.51 |

| Global ID | Component | Issue | Introduced in version |
|--------------|------------------------|---|-----------------------|
| | | <ol style="list-style-type: none"> 1. Open the "svcCat RM Quote - Delete Part from Request 2" wizard. 2. Go to Tab Actions > Expressions. 3. Change: <code>\$value=\$this.position in \$part</code> To: <code>\$this.part.no= \$this.position in \$component.part.no</code> 4. Change: <code>\$this.part.no=jscall("svcCatInterface.getPartNo", \$value, "model")</code> To: <code>if null(\$this.part.no) then (\$this.part.no=jscall("svcCatInterface.getPartNo", \$value, "model"))</code> | |
| QCCR1E127396 | Service Manager server | There are memory leaks in Oracle Client 12.1.0.1.0 and in Oracle Client 12.1.0.2.0. | 9.50 |
| QCCR1E136984 | Documentation | The search function in the Help Center does not work on pages that contain interactive tables. | 9.50 |
| QCCR1E136998 | 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>Workaround:</p> <ol style="list-style-type: none"> 1. Stop the UCMDB server. 2. Replace the <code><UCMDB installation path>\UCMDBServer\deploy\ucmdb-browser.war</code> file with the file extracted from the HPE-Browser-4.12.61-ucmdb- | 9.50 |

| Global ID | Component | Issue | Introduced in version |
|-------------------------------------|-----------------------|---|-----------------------|
| | | <p>browser-embedded.zip file in the browser 4.12 release build.</p> <ol style="list-style-type: none"> 3. Delete <code><UCMDB installation path>\<UCMDB Server\runtime\jetty-cache</code>. 4. Restart the UCMDB server. 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, <code>http://16.165.217.47:8090</code>) from which Service Manager will access the embedded UCMDB browser. | |
| <p>QCCR1E137165</p> | <p>Service Portal</p> | <p>The QMS component in Smart Analytics does not support SSL to communicate with Service Portal (or Propel) search.</p> <p>Workaround: You can change the QMS port value to the IDOL query port to bypass QMS. To do this, follow these steps:</p> <ol style="list-style-type: none"> 1. Edit the <code>/opt/hp/propel/search/search.yml</code> file. <pre># vi /opt/hp/propel/search/search.yml</pre> 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: <IDOL server FQDN> port: 14000 oemKey: <oemKey value> executionIsolationThreadTimeoutInMillis: 80000 threadpool: threadPoolCoreSize: 10 keepAliveTimeMinutes: 1</pre> | <p>9.50</p> |

| Global ID | Component | Issue | Introduced in version |
|--------------|----------------|--|-----------------------|
| | | <p>...</p> <p>3. Run the following commands to restart the search service:</p> <pre># service search stop # service search start</pre> | |
| QCCR1E135332 | Service Portal | When Smart Analytics is enabled, type-ahead is not suggested from knowledge library when you search Knowledge Library. | 9.50 |
| QCCR1E136810 | Applications | User Option values are not passed to the OO Flow if a Change Task is opened in the first phase during run time. | 9.50 |
| QCCR1D231005 | Service Portal | When you remove an organization from identity management, Service Portal times out. | 9.50 |
| QCCR1D218198 | Service Portal | After changing the master password, the Service Portal organizations are no longer accessible. | 9.50 |
| QCCR1E136061 | Service Portal | Records are renamed in Service Manager after you apply the Service Portal 2.20p1 unload to Service Manager 9.41 and then upgrade to Service Manager 9.50. | 9.50 |
| 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 |

| Global ID | Component | Issue | Introduced in version |
|--------------|--------------------------|--|-----------------------|
| 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. Workaround: 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. Workaround: 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. Workaround: Set the display list and value list of the columns in the relevant forms manually. | 9.50 |
| QCCR1E136563 | Service Manager Survey | Survey can create interactions with inactive categories (such as complaint and compliment). | 9.50 |
| QCCR1E136532 | Applications | English text strings are displayed in the Knowledge Management-related records status list for a linked svcCatalog. | 9.50 |
| QCCR1E135675 | Service Portal | Service Manager Service Portal does not support Danish. | 9.50 |
| QCCR1E136563 | Service Manager Survey | Survey can create interactions for inactive categories (for example, complaint and compliment). | 9.50 |

| Global ID | Component | Issue | Introduced in version |
|--------------|------------------------|---|-----------------------|
| QCCR1D219352 | Applications | After you enable the Solr plugin for Knowledge Article search in Service Portal, the Vote and Leave comment buttons do not work when you view a KM article that originates from Service Manager. | 9.50 |
| QCCR1E135768 | Service Manager server | When you try to link a new external type of knowledge by clicking Preview , the relationship is not created. Workaround: Link the new external knowledge manually. | 9.50 |
| QCCR1E135137 | Service Manager server | If a record contains an attachment in the .eml format (for example, if you use the Smart Email feature) and when "eml" is not specified in the knowledgebase definition as a file extension to be skipped, the Solr search engine fails to index this record and the following message is displayed. Error Message: Error indexing document, bad attachment Workaround: Add "eml" to the Skip these extensions field on the Type information tab for the corresponding knowledgebase definition. | 9.50 |
| QCCR1E130699 | Smart Analytics | When you import HPIT KM data, a data length error occurs. | 9.50 |
| QCCR1E130700 | Smart Analytics | When you import HPIT KM data, categories that do not already exist in Service Manager are not imported. | 9.50 |
| QCCR1E135647 | Security | If you have never logged in to the SAML SSO-enabled web client, Service Request Catalog, or Mobility client, you cannot log in by using legacy LWSSO. | 9.50 |
| QCCR1H108511 | Security | When you log out of a non-HPE product that is directly authenticated via ADFS, you are not logged out of HPE products that are authenticated via IDM. | 9.50 |
| QCCR1E132020 | Security | When FIPS mode is enabled (<i>fipsmode:2</i> is specified in the sm.ini file), Service Manager initialization might be slow in Linux/Unix environments. This issue is caused by a lack of entropy (randomness) available on the system used for random number generation and can | 9.41 and patches |

| Global ID | Component | Issue | Introduced in version |
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| | | <p>commonly occur on systems that are not receiving much direct user input, such as virtual machines.</p> <p>Workaround: You can direct the JVM to use /dev/urandom with the following directive:</p> <p>Add the following line to the Server's sm.ini file:</p> <pre>-Djava.security.egd=file:/dev/urandom</pre> <p>Alternatively, you can add the following line to the jre/lib/security/java.security file:</p> <pre>securerandom.source=file:/dev/urandom</pre> <p>For additional information, see the following important third-party information:</p> <p>http://bugs.java.com/view_bug.do?bug_id=6521844</p> <p>http://www.2uo.de/myths-about-urandom/</p> | |
| QCCR1E132194 | Smart Analytics | <p>The ssl configuration topic of the Smart Analytics document is missing information to configure level2proxy and image server. The information to configure the CFS server is also incorrect.</p> <p>Workaround: See the corrected configuration topic at:</p> <p>How to configure TSL/SSL for two-way authentication between Service Manager and Smart Analytics</p> | 9.41 and patches |
| QCCR1E130718 | Mobility | <p>When you rotate the screen of an iOS9-based device to landscape and then back to portrait, the Mobility client page is incorrectly displayed.</p> <p>Workaround: Refresh the browser.</p> | 9.41 and patches |
| QCCR1E128546 | Smart | <p>On a virtual machine with Interl(R) Core(TM)2 Duo CPU T7700 @2.40 Ghz, 2.59 GHz</p> | 9.41 and |

| Global ID | Component | Issue | Introduced in version |
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| | Analytics | (4Processors), a memory leak occurs on the http connector server. | patches |
| QCCR1E128412 | Service Manager server | On Unix platforms, the legacy listener does not work if Service Manager server uses the Oracle 12c instant client. | 9.41 and patches |
| QCCR1E124820 | Service Manager server | <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>Workaround: 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 |
| QCCR1E127873 | 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>Workaround: Make a call to the API after you set up the SM Hybrid environment.</p> | 9.41 and patches |
| QCCR1E127858 | 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>Workaround: 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 |
| QCCR1E127872 | Smart Analytics | <p>The IDOL content service does not start on machines that have 24 CPU cores configured.</p> <p>Workaround: You can apply a workaround if the following error appears in the application.log of the content server:</p> <p>[1] 70-Error: Error: Attempt to open [=...]0] failed. (No such file or</p> | 9.41 and patches |

| Global ID | Component | Issue | Introduced in version |
|--------------|-------------------------|--|-----------------------|
| | | <p>directory). The file open mode [rb] does not permit creation of a new file.</p> <p>In this case, modify the following parameters in the configuration of the content server, and then restart the content server.</p> <p><i>[Server] Threads=x [AsyncActions] Threads=y let x+y<32</i></p> | |
| 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>Workaround: Refresh the status in library configuration.</p> | 9.41 and patches |
| QCCR1E127861 | Applications | <p>The logical.name of the CI is displayed on the "Edit OO flow" widget for Emergency Change records in the "Build and Test" phase.</p> | 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> <p>Failed to load resource: net::ERR_INSECURE_RESPONSE</p> <p>Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.</p> <p>Workaround: Use Chrome 43 instead.</p> | 9.41 and patches |
| QCCR1E124206 | Service Manager survey | <p>Service Manager survey does not support multiple companies.</p> | 9.41 and patches |
| QCCR1E124149 | Service Manager reports | <p>Records that do not satisfy query conditions for selected lines are displayed in the calculation chart report.</p> | 9.41 and patches |

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|--------------|-------------------------|---|-----------------------|
| QCCR1E124144 | Service Manager reports | You cannot drill down into the calculation and duration charts when the aggregator is set to MIN or MAX. | 9.41 and patches |
| QCCR1E124821 | Web client | Auto-complete does not work when the link line of the associated field has the "Skip Query Rewriting" option enabled. | 9.41 and patches |
| QCCR1E122174 | Web client | SMC does not support RTL. | 9.41 and patches |
| QCCR1E124466 | Smart Analytics | Error messages displayed in English are not indexed in localized language versions. | 9.41 and patches |
| QCCR1E125500 | Web client | If you enable the "preventDuplicatedAttachmentName" parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers. | 9.41 and patches |
| QCCR1E126359 | Smart Analytics | English text in screenshots is not recognized correctly when your contact language is Arabic. | 9.41 and patches |
| QCCR1E121838 | Service Manager Reports | Labels overlap on Stacked Horizontal bar charts in Reports. | 9.41 and patches |
| QCCR1E122115 | Service Manager Reports | Values less than 0 are not displayed correctly in bar or area charts. | 9.41 and patches |
| QCCR1E125879 | Service Manager Reports | The additional Request Overview (PD) (Global) dashboard and its reports are displayed in Classic mode. | 9.41 and patches |
| QCCR1E122716 | Smart Analytics | You cannot drill down into the index for fsylib. | 9.41 and patches |

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|--------------|-----------------|---|-----------------------|
| QCCR1E127170 | Smart Analytics | You cannot tailor OO flows. | 9.41 and patches |
| QCCR1E123090 | Smart Analytics | Special characters cannot be searched for in IDOL. | 9.41 and patches |
| QCCR1E123438 | Smart Analytics | An error message with an unclear meaning is displayed when the OMNI Group Server is offline. | 9.41 and patches |
| QCCR1E124369 | Smart Analytics | Some returned results from external libraries are not highlighted. | 9.41 and patches |
| QCCR1E124633 | Smart Analytics | When you set all Index Weight values to “No Index” and then click Save, the configuration is saved incorrectly. | 9.41 and patches |
| QCCR1E126198 | Smart Analytics | The Smart Search Configuration tab is incorrectly named “environment: knowledge management”. | 9.41 and patches |
| QCCR1E126737 | Smart Analytics | Links in the file system search results do not open in Firefox or Chrome. | 9.41 and patches |
| QCCR1E126780 | Smart Analytics | The pagination count is not correct in the main search page. | 9.41 and patches |
| QCCR1E126842 | Smart Analytics | The “Set parent” button in Smart Search should not be shown for non-Process Designer-based Incidents. | 9.41 and patches |
| QCCR1E126847 | Smart Analytics | The reported number of search results from the catalog library is not correct. | 9.41 and patches |
| QCCR1E126848 | Smart Analytics | SharePoint pages are indexed into IDOL incorrectly. | 9.41 and patches |
| QCCR1E126852 | Smart Analytics | Type ahead cannot use the display value of a global list in the advanced filter function in Smart Search. | 9.41 and patches |

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| QCCR1E126886 | Smart Analytics | The Change Service value does not display the CI Display Name. | 9.41 and patches |
| QCCR1E126901 | Smart Analytics | Preconditions should be merged if there are multiple preconditions for a file, but the criteria conflict. | 9.41 and patches |
| QCCR1E126974 | Smart Analytics | The reported number of search results is incorrect. | 9.41 and patches |
| QCCR1E126978 | Smart Analytics | You cannot select the ID-title in Smart Search in Internet Explorer 10. | 9.41 and patches |
| QCCR1E127031 | Smart Analytics | No error message is displayed in the library if the attachment is not indexed successfully. | 9.41 and patches |
| QCCR1E127368 | Smart Analytics | <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>Workaround: Add the fields used in the match criteria of the predefined filter in context aware search into the form of the current working ticket.</p> | 9.41 and patches |
| QCCR1E124715 | Smart Analytics | You cannot connect to IDOL with an IPv6 address. | 9.41 and patches |
| QCCR1E124520 | Smart Analytics | On a tablet, the back and forward buttons do not work correctly in IDOL external webpage details pages. | 9.41 and patches |
| QCCR1E125084 | Smart Analytics | The number of search results changes after you click to view the next page. | 9.41 and patches |
| QCCR1E126163 | Service Manager server | In the HS environment, locked sessions cannot be killed from the Show Locks format (system.status.locks.g). | 9.41 and patches |

| Global ID | Component | Issue | Introduced in version |
|--------------|-------------------------|---|-----------------------|
| QCCR1E125549 | Service Manager server | If there is 127.0.0.1 in the hosts file, the hostname is displayed as "localhost.localdomain" in the result of the command "sm -reportlbstatus". | 9.41 and patches |
| QCCR1E127029 | Service Request Catalog | The average response time of the "src01_02_search" transaction is more than 2s in 9.41, compared to that of 0.8s in the previous release. | 9.41 and patches |
| QCCR1E125884 | Smart Analytics | The old Knowledge Management search icon is still displayed. | 9.41 and patches |
| QCCR1E127213 | Smart Analytics | The "Content1" service cannot be started by the "Start Service" function in the IDOL installer. | 9.41 and patches |
| QCCR1E121838 | Service Manager Reports | In the "Stacked Horizontal bar" report, the value label is truncated. | 9.41 and patches |
| QCCR1E122716 | Smart Analytics | <p>Users cannot drill down into index for fsylib links.</p> <p>Workaround: The fsylib 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 |
| QCCR1E123433 | Applications | The display name is not displayed in the mass update interface. Instead, only the logical name is displayed. | 9.41 and patches |
| QCCR1E120454 | Applications | The datadict record cannot be saved when the display name is changed. | 9.41 and patches |
| QCCR1E127326 | Integrations | UCMDB federation is blocked. | 9.41 and patches |

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| QCCR1E122190 | Applications | If you set a fuzzy search condition before, the comfill box that has the reference table setting on displays an empty list. | 9.41 and patches |
| QCCR1E119964 | Applications | When a new record is added in dbdict, the alias of type is not removed and the alias for display.name is not created. | 9.41 and patches |
| QCCR1E120414 | Service Manager server | Service Manager does not reference a function if the field is a variable. | 9.41 and patches |
| QCCR1E121852 | Windows client | The Fill button does not work if the values of the "diaplay list" and "value list" are set in Windows client. | 9.41 and patches |
| QCCR1E122160 | Applications | The comfill control of the CI in the "Add Filter Criteria" wizard does not work. | 9.41 and patches |
| QCCR1E123135 | Applications | The CI Display Name is not displayed on the "Asset Allocation" form. | 9.41 and patches |
| QCCR1E123311 | Web client | An "No Record Found" error is displayed when characters are deleted from the end of the value filled by the auto complete functionality. | 9.41 and patches |
| QCCR1E123536 | Applications | The logical.name of the CI is displayed for the "Create Template from Record" interface of an incident record. | 9.41 and patches |
| QCCR1E123716 | Web client | The order is not correct for CI Name in the pivot table. | 9.41 and patches |
| QCCR1E124360 | Web client | A tab cannot be closed in the dialog mode. | 9.41 and patches |
| QCCR1E124423 | Applications | Reference cannot be set on the member of an array of a structure. | 9.41 and patches |
| QCCR1E125032 | Web client | The style of the popup window is lost when the session is refreshed. | 9.41 and |

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| | | | patches |
| QCCR1E125204 | Applications | When the Affected CI in the cross table is exported as a list, the logical name is displayed. | 9.41 and patches |
| QCCR1E126003 | Applications | No validation is done when you input an invalid CI in a service level target. | 9.41 and patches |
| QCCR1E126006 | Applications | The logical name of a CI is displayed in the "Additional Properties" tab in a Request task. | 9.41 and patches |
| QCCR1E127712 | Web client | An "invalid CI" error message is displayed when you select the CI through the auto complete functionality. | 9.41 and patches |
| QCCR1E121670 | Service Manager server | The value of the comfill control is not restored if it is an array list in the change record. | 9.41 and patches |
| QCCR1E127303 | Web client | Chinese characters sent from Lync are displayed as "?????" in Service Manager Collaboration. | 9.41 and patches |
| QCCR1E127732 | Mobility | The page is hung after you fill the incident subcategory in Chrome (version 44) on Android. Workaround: Refresh the page in this case, and the list will be displayed. You can then select an item and save the record successfully. | 9.41 and patches |
| QCCR1E128218 | Applications | When you are adding/modifying CI relationships, the following Relationship Type values are available for selection: Accesses , Aggregation , ClientServer , Composition , and so on, (which are correct values). However, when you are viewing CI relationships in the CI detail form, you can select only the following Relationship Type values as a filter: All , Logical , and Physical (which are no longer used in Service Manager 9.41). | 9.41 and patches |
| QCCR1E126631 | Process Designer | When you select a value for a task category in the task planner two times, only one value is available the second time. | 9.41 and patches |

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| | | <p>Workaround: To see all list items, clean the combo field and click the drop-down button again.</p> | |
| 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>Tip: 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"> 1. Type "db" in the command line, and press Enter to open the Database Manager. 2. Enter "inbox" in the Table field, and then click Search. 3. Double-click "inbox.view" from the list that is displayed. 4. Click Search to display all inboxes. 5. Click "Mass Unload" from the record list pane. 6. Follow the wizard to export all inbox records to an unload file. <p>Step 2. Remove all inboxes</p> <ol style="list-style-type: none"> 1. Type "db" in the command line, and press Enter to open the Database Manager. 2. Select the Administration mode check box. 3. Enter "inbox" in the Table field, and then click Search. 4. Double-click "inbox.view" from the list that is displayed. 5. Click Search to display all inboxes. 6. Click Mass Delete to delete all inboxes. <p>Step 3. Load the exported inboxes back to SM</p> | 9.40 and patches |

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| | | <ol style="list-style-type: none"> 1. Type "db" in the command line, and press Enter to open the Database Manager. 2. Right-click the window, and then select Import/Load. 3. In the File Name field, browse to the unload file that you created previously. 4. Click Load FG to load the inbox records. | |
| 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>Workaround: 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 | <p>The HPE Legacy listener does not connect to the Service Manager database after the primary key feature is enabled.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Make the following changes to the SQLServer SQL: <pre>ALTER TABLE [932].[dbo].[OPERATORM1] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')</pre> <pre>ALTER TABLE [932].[dbo].[OPERATORA1] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')</pre> <p>...</p> <pre>ALTER TABLE [932].[dbo].[OPERATORA5] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')</pre> <pre>UPDATE [932].[dbo].[OPERATORM1]</pre> | 9.40 and patches |

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| | | <pre> set [RECORD_KEY] = [NAME] UPDATE [932].[dbo].[OPERATORA1] set [RECORD_KEY] = [NAME] ... UPDATE [932].[dbo].[OPERATORA5] set [RECORD_KEY] = [NAME] </pre> <ol style="list-style-type: none"> Log on to Service Manager, open the Operator dbdict, and then import this new column. Add this new column as the unique key. | |
| QCCR1E135225 | Service Manager server | Crystal Reports cannot access Request data by using sc_report_odbc. | 9.40 and patches |
| QCCR1E118066 | Service Manager studio | <p>Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.</p> <p>Workaround: Resize the details page to make it wider or use the horizontal layout.</p> | 9.40 and patches |
| QCCR1E117293 | Service Manager studio | When you rebuild relationships in Relationship Manager, link type relationships that have a "fixed" status are removed. | 9.40 and patches |
| QCCR1E115272 | Service Manager studio | ERDs cannot be recovered when you open another tab in the same browser. | 9.40 and patches |
| QCCR1E93098 | Applications | When you modify a problem record, and then try to close the record whilst a backend | 9.40 and |

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| | | <p>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> | 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> <p>Workaround: Change the first unique key to the primary key for the modules that have this issue.</p> | 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> <p>Workaround: Manually recreate the primary key.</p> | 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> <p>Workaround: Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload.</p> | 9.40 and patches |
| QCCR1E111068 | Process Designer | <p>When you click a Change model in the navigation tree in Firefox, a TypeError occurs.</p> <p>Workaround: Use Internet Explorer or Chrome.</p> | 9.40 and patches |
| QCCR1E112202 | Process Designer | <p>When a workflow description tooltip contains too many lines, the background color is incorrectly displayed as white.</p> | 9.40 and patches |
| QCCR1E113131 | Process Designer | <p>When you save a record for which an additional form is configured, the display returns to the primary form.</p> | 9.40 and patches |
| QCCR1E115310 | Process | <p>Hotkeys are not supported for menu items in the workflows page.</p> | 9.40 and |

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| | Designer | | 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>Workaround: 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>Workaround: 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>Workaround: In Condition Editor, set the value of User Option UO1 = {"1"} instead of User Option UO1 = "1"</p> | 9.40 and patches |
| QCCR1E118589 | Process | If you use the task editor to edit a task in a change model, and then try to save the change | 9.40 and |

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|--------------|--------------------------|--|-----------------------|
| | Designer | <p>model, you receive a "The record being updated has been modified since read" error message.</p> <p>Workaround: Close the current change model and open it again to update the changes in the change model other than the task editor changes.</p> | patches |
| QCCR1E118741 | Process Designer | <p>Inconsistencies can occur between Change categories and "Open in Phase"/"Close by Phase" tasks in change models.</p> <p>Workaround: 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>Note: 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>Workaround: Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.</p> | 9.40 and patches |
| QCCR1E103336 | Mobile client | <p>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.</p> | 9.40 and patches |
| QCCR1E117328 | Mobile client | <p>A Reject Reason is filed in the retraction page with an empty Reject Reason option.</p> | 9.40 and patches |
| QCCR1E117598 | Mobile client | <p>The Array comfill is displayed as a black block when you use the Mobile Applications in the</p> | 9.40 and |

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|--------------|-------------------------|--|-----------------------|
| | | 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 | Pictures attached to interactions are not saved to the local gallery in IOS 8.1.1. Workaround: Use the Chrome browser instead of Safari. | 9.40 and patches |
| QCCR1E118215 | Smart Analytics | The Distributed Image Server does not support large size images (over 1MB) in concurrent user testing. | 9.40 and patches |
| QCCR1E118907 | Smart Analytics | Hot Topic Analytics does not support accessibility as expected. | 9.40 and patches |
| QCCR1E113455 | Service Manager Reports | 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. Workaround: Start Service Manager as an administrator. | 9.40 and patches |
| QCCR1E109588 | Service Manager Reports | List reports cannot retrieve data from replicated databases. | 9.40 and patches |
| QCCR1E110835 | Service Manager Reports | Reports that have long legend text do not print as expected. Workaround: Shorten the legend label. | 9.40 and patches |
| QCCR1E105868 | Service Manager Reports | Service Manager loads reports in a dashboard one-by-one. | 9.40 and patches |
| QCCR1E105815 | Service Manager | 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. | 9.40 and patches |

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| | Reports | Workaround: Check the inbox size periodically, and control the size manually. | |
| QCCR1E109576 | Service Manager Reports | When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen. Workaround: Refresh the dashboard before exporting a report. | 9.40 and patches |
| QCCR1E118434 | Service Manager Reports | The temp file in the Tomcat temp directory cannot be deleted after the session is closed. | 9.40 and patches |
| QCCR1E106640 | Service Manager Reports | Query conditions in the condition box and condition builder are not consistent. | 9.40 and patches |
| QCCR1E118269 | Service Manager Reports | The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10. Workaround: Set a dedicated Service Manager instance for the reporting schedule. | 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 | 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 | 9.40 and patches |

| Global ID | Component | Issue | Introduced in version |
|--------------|--------------|---|-----------------------|
| | | <p>displayed incorrectly – characters in that language are displayed as unrecognizable text.</p> <p>Workaround: Click Tailoring > Database Dictionary, search for "htmltemplates," click the htmlcode field, and then change the SQL RC value to "true."</p> | |
| QCCR1E119106 | 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>Workaround: Click Tailoring > Database Dictionary, search for "kmknowledgebaseupdates," click the recdata 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 |
| QCCR1E89819 | 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>Workaround: Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).</p> | 9.40 and patches |
| QCCR1E117326 | 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 |
| QCCR1E118616 | Applications | <p>The Create One Request Fulfillment Record for each Device of Class X at location Y effect option in Scheduled Maintenance does not work correctly.</p> | 9.40 and patches |

| Global ID | Component | Issue | Introduced in version |
|--------------|--------------|--|-----------------------|
| QCCR1E114145 | 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>Workaround: Do not use duplicate user options for items in one service catalog bundle.</p> | 9.40 and patches |
| QCCR1E117903 | Applications | <p>When you cancel a planned purchase task before you finish creating it, validation of the task still occurs.</p> | 9.40 and patches |

Installation notes

This section provides instructions for installing each component in this patch release:

- Server
- Web tier
- Windows client
- Service Request Catalog (SRC)
- Knowledge Management (KM)

Before you proceed, we recommend that you consult the latest [Service Manager 9.52 Support Matrix](#).

Backup and backout instructions

In case you need to restore your Service Manager system to its original state after installing the component patches in this release, make necessary backups before each patch installation. If a rollback is needed, follow the backout instructions.

Applications

This release does not contain an applications or upgrade package. The latest applications version is 9.52. An applications upgrade is optional if your application version is 9.34 or later. If you plan to upgrade your applications to 9.52, make a backup of your database before the upgrade in case you need to restore your database after the upgrade. Creating a backup of the entire database and restoring the database if needed is the best approach for a full applications upgrade. You can install the Service Manager 9.52 applications or upgrade package according to your current applications version. You can find the SM 9.52 Applications or Upgrade package as well as *HPE Service Manager 9.52 Release Notes* in the Service Manager 9.52 installation media.

If you plan to load individual unload files in this release, follow the backup and backout instructions below.

Backup

Tip: Service Manager 9.52 only supports application versions 9.34 and later. If your application is version 9.34 or later, we recommend that you use Unload Manager to make a backup of the files that will be modified by an unload file, because Unload Manager can create a backup of your old data during the installation of the unload; you can also use Database Manager to backup the files instead. If your application version is not supported, please upgrade your applications to a supported version.

To use Unload Manager to make a backup, follow these steps:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload** to open the wizard.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.

4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

Now, the unload has been applied and at the same time your old data backed up.

To use Database Manager to make a backup, follow these steps:

1. Go to Database Manager, select **Import/Load** from **More** or the More Actions menu, and browse to the unload file.
2. Click **List Contents** on the menu bar to view a list of files that have been updated in this unload.

See the following figure for an example.

```

Process
  [{"svc.add.cart", {"$.callnextprocess=true"}, {"{"$.get.record", {"name", "file", "text", "string1"}, {"incident.id in $.file", "$$.svcCart", "${$.sdID}", "${$.svcCart"}", not null(incident.id in $
RAD - money.format (10)
scmessage
  [{"cs", "10", 20, "Neopriatelná chyba v aplikaci: %S na panelu %S", "error", {}, "02/28/12 15:33:24", 4, "ramuro"}]
  [{"de", "10", 20, "Nicht behebbarer Fehler in der Anwendung: %S auf Feld %S", "error", {}, "02/28/12 15:33:32", 3, "ramuro"}]
  [{"en", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:33:12", 66, "ramuro"}]
  [{"es", "10", 20, "Error irrecuperable en la aplicación: %S en panel %S", "error", {}, "02/28/12 15:33:36", 5, "ramuro"}]
  [{"fr", "10", 20, "Erreur non récupérable dans l'application : %S sur le panneau %S", "error", {}, "02/28/12 15:33:46", 3, "ramuro"}]
  [{"hu", "10", 20, "Visszaállíthatatlan hiba lépett fel az %S alkalmazásban a %S panelen", "error", {}, "02/28/12 15:33:51", 3, "ramuro"}]
  [{"it", "10", 20, "Errore irreversibile nell'applicazione: %S nel riquadro %S", "error", {}, "02/28/12 15:35:08", 3, "ramuro"}]
  [{"iten", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:23", 3, "ramuro"}]
  [{"ja", "10", 20, "アプリケーションの%sパネルで回復不能なエラーが発生しました。", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}]
  [{"ko", "10", 20, "머클리케이션에 복구할 수 없는 오류 %S(가) 패널 %S에서 발생했습니다.", "error", {}, "02/28/12 15:35:44", 3, "ramuro"}]
  [{"nl", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:35:51", 3, "ramuro"}]
  [{"pl", "10", 20, "Niedozwolalny bład w aplikacji: %S, panel %S.", "error", {}, "02/28/12 15:36:01", 3, "ramuro"}]
  [{"pt", "10", 20, "Erro irrecuperável no aplicativo: %S no painel %S", "error", {}, "02/28/12 15:36:14", 3, "ramuro"}]
  [{"pt-Br", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:24", 3, "ramuro"}]
  [{"ru", "10", 20, "Unrecoverable error in application: %S on panel %S", "error", {}, "02/28/12 15:36:35", 3, "ramuro"}]
  [{"zh-Hans", "10", 20, "应用程序 %S 的 %S 面板发生不可恢复的错误。", "error", {}, "03/14/13 01:34:16", 5, "Imingyan"}]
ScriptLibrary
  [{"svcCartHelper", "/* @fileoverview svcCartHelper - contains functions used by the Service Catalog module when dealing with svcCart and svcCartItems* @author Alex Corvino*/ This function i
datadict
  [{"activity", {}, "miscellaneous", , "FALCON", "01/21/96 17:00:00", "cblandk", "06/19/07 00:58:57", , , , {"cust.visible", "datestamp", "description", "negdatestamp", "number", "operator", "syshom
activity
scmessage
  [{"en", "1000", 10, "Please specify Area name", "fc", {}, "12/01/10 09:33:44", 0, "rolfel"}]
    
```

This figure shows the contents of an unload file that contains changes to the following files.

| File | Record |
|-------------|--------------|
| Process | svc.add.cart |
| application | money.format |

| File | Record |
|---------------|---|
| | <p>Note: The <code>scmessage</code> records listed under each RAD application are messages used in this RAD application; no backup is needed for them.</p> |
| ScriptLibrary | svcCartHelper |
| datadict | activity |
| dbdict | <p>activity</p> <p>Note: The “activity” file with no records actually represents the dbdict record of the activity file.</p> |
| scmessage | The record whose message class is “fc” and message number is 1000. |

- Go to Database Manager, in the Table field enter a file name you got in step 2, and click the **Search** button.
- If the format selection page shows, select the proper format by double-clicking it (for example, select the `device` format for the `device` file), and then search for the file record.
- Click **More** (or the More Actions menu) > **Export/Unload** after the file record is displayed.

Note: If **Export/Unload** is not available, check the **Administration Mode** check box in Database Manager and try again.

- In the pop-up window, specify your backup upload file path/name, and click **Unload Appl.**

Caution: Make sure that **Append to file** is selected.

- Repeat steps 3 through 6 to back up the rest of the files you got in step 2.

Backout

Tip: You can use Unload Manager (recommended) or Database Manager (if Unload Manager is not available in your application version) to roll back to your old data, as described in the following instructions.

To roll back to your old data using Unload Manager, follow these steps:

- Go to **System Administration > Ongoing Maintenance > Unload Manager**.
- Double-click **Apply Unload** to open the wizard.
- Select the unload file generated in the backup process, specify a backup file, and then click **Next**.

Details of the unload file are displayed.

4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to return to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the backup unload.
7. Click **Finish**.

To roll back to your old data using Database Manager, follow these steps:

1. Go to Database Manager, click **More > Import/Load**.
2. Browse to the backup unload file you created.
3. Click **Load FG**.

Server

Backup

Before you apply the server patch, make a backup of the server installation folder (for example, C:\Program Files\HPE\Service Manager 9.52\Server). If you have used the Windows or Linux PatchSetup tool to install the current server patch, a backup is already made by the tool.

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

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

Backout

Follow these steps to back out the installation:

1. Stop the Service Manager server.
2. Execute the PatchUninstall.bat on Windows or PatchUninstall.sh on Linux (the file is located in

the <SM Installation> directory).

Note: You can only use the server patch uninstallation tool if you have applied the current patch by using the server patch installation tool. Furthermore, you can only use the tool to restore a version that was backed up by the server patch installation tool.

3. When prompted, enter the full path of the Service Manager server backup directory. A list of the available backups is displayed.
4. Select the desired backup version and confirm your selection.

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

5. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 42](#).
6. Restart the Service Manager server.

If the tool fails to back out the server patch, the details are recorded in the PatchUninstall.log file.

Note: If you cannot use the tool to back out your Linux or Windows-based Service Manager server, follow these manual steps instead:

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

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

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

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 42](#).
5. Restart the Service Manager server.

Web tier

Backup

Before you deploy the new web tier, back up the following items:

- lwssofmconf.xml
- web.xml file
- application-context.xml
- log4j.properties
- splash screen
- style sheets
- The folder that is defined in the *customize-folder* parameter in the web.xml file
- <webtier>\images\obj16\ folder
- Any other customizations that you made, including your webtier-<version>.war (webtier-ear-<version>.ear) file.

Backout

To roll back to the old web tier, follow these steps:

1. Delete or uninstall the existing web tier.
2. Clear the cache of your web application server (for example, Tomcat).
3. Redeploy the old web tier.
4. Restore your old customizations.

Windows client

Backup

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

in this folder.

Note: This is the out-of-the-box home directory, and could differ from yours if you made changes to `<Client>\configuration\config.ini` file. If so, back up the files from the location specified in that file.

2. Make a backup of your certificate configuration files if any (**Window > Preferences > HP Service Manager > Security**). For example, your CA certificates file and client keystore file.
3. Make a backup of the following folder:
`<Client>\plugins\com.hp.ov.sm.client.eclipse.user_x.xx.xxxx\src\resources\icons\obj16\.`

Backout

1. Uninstall the new Windows client.
2. Reinstall the previous Windows client.
3. Restore your old Windows connections and configurations.

SRC

Backup

Before deploying new SRC war package, back up the following files if they have been customized:

- WEB-INF/classes/applicationcontext.properties
- WEB-INF/classes/lwssofmconf.xml
- WEB-INF/classes/cacConfiguration.properties
- WEB-INF/web.xml
- Custom.properties
- secure/configuration folder

Backout

To roll back to the old SRC, follow these steps:

1. Delete or uninstall the existing SRC.
2. Clear the cache of your web application server.

3. Redeploy the old SRC war package.
4. Restore your old customizations.

Solr Search Engine

To back out your Solr search engine changes, make a backup before your KM patch installation.

Note: Keep in mind that you also need to roll back KM-related server side and application side changes. For details, see the Server and Application backup and backout Instructions.

Backup

Before installing the KM patch component and upgrading the JDK and KM-embedded Tomcat, perform the following tasks:

- Make a backup of the search engine installation folder. For example, C:\Program Files\HPE\Service Manager 9.52\Search Engine Backup
- Make a backup of the files to be modified by the unload files in the KM patch.
- Make a backup of your schemastub.xml file under directory <SM server>/RUN/km/styles/.

Backout

After installing the KM patch, follow these steps:

1. Stop your Solr search engine.
2. On Windows: at the Windows command line, run the following command to remove the old KM Search engine windows service:

```
installservice.cmd remove [nodetype]
```

Note: In this command, [nodetype] is a placeholder for "master" or "slave", depending on whether the KM Search engine server is the master or a slave.

3. Remove the existing search engine installation folder.
4. Copy the backup folder back.
5. Rollback the previous JDK installation and change the JAVA_HOME environment variable back.
6. Be sure to roll back KM related changes on the Service Manager server and application sides, including the kmsolr unloads files and the server's schemastub file.

7. On Windows: at the Windows command line, run the following command to install the old KM Search engine windows service:

installservice.cmd install [nodetype]

Note: In this command, [nodetype] is a placeholder for "master" or "slave", depending on whether the KM Search engine server is the master or a slave.

8. Restart your Solr search engine.
9. Perform a full re-indexing on all of your knowledgebases.

SM Collaboration

Backup

Before you deploy the new Openfire chat server, perform the following steps:

1. Stop your existing Openfire.
2. Rename the existing Openfire folder.
3. Make a backup of the following items:
 - <Openfire_Home>\conf\crowd.properties
 - <Openfire_Home>\conf\openfire.xml
 - <Openfire_Home>\conf\security.xml
 - <Openfire_Home>\plugins\lwssoplugin\lwssofmconf.xml
 - <Openfire_Home>\lib\ojdbc-xxxx.jar (the JDBC driver if you copied it to this folder before)
 - Any other customizations that you made

Backout

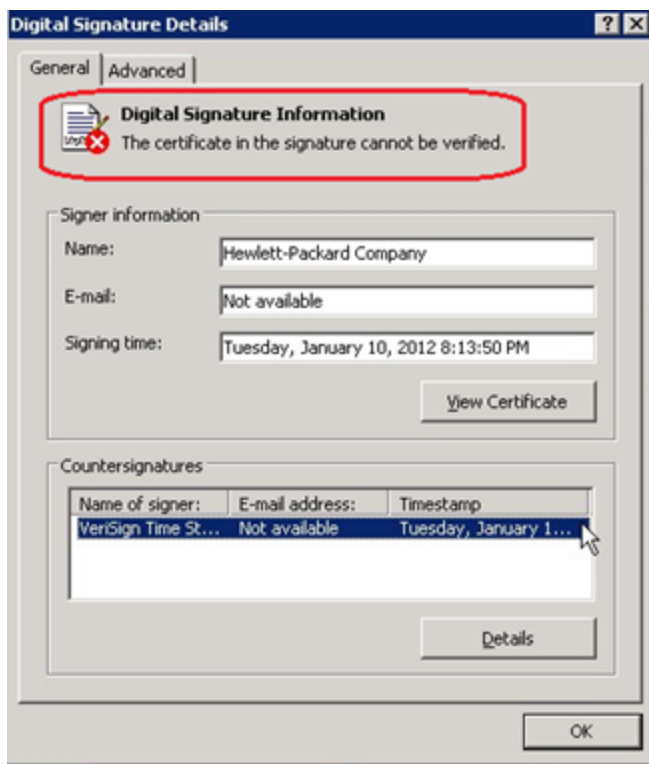
If you want to roll back after you deploy the new version, perform the following steps:

1. Remove the new Openfire installation folder.
2. Restore the renamed Openfire folder.

Digital signature notice

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

The certificate in this signature cannot be verified.



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate from the following Symantec website:

[How to install the 2048-bit Code Signing root and intermediate CA certificates?](#)

Regenerate Java certificates

The Service Manager server no longer accepts Java certificates that are generated by using certain "weak" algorithms. If you used these algorithms to generate your Java certificates, you must now

regenerate them by using a more complex algorithm, such as RSA.

Note: We strongly recommend that you regenerate the Java certificates by using a more complex algorithm. If it is not practical to do so, you can disable this enhancement. However, disabling this enhancement lowers the security profile of Service Manager and you are not adhering to the known security best practices.

Follow these steps to disable this enhancement:

1. Open the `extra.java.security` file that is located in the RUN folder.
2. Comment out or delete the contents of the file.
3. Restart the Service Manager server.

Alternatively, you can re-enable the acceptance of specific algorithms. For more information about the security best practices for enabling the secure algorithms, refer to https://wiki.mozilla.org/Security/Server_Side_TLS. Note that disabling certain algorithms may cause connectivity issues between Service Manager and third-party web service clients. Micro Focus recommends thorough connectivity testing after you update this file.

The following algorithms are no longer accepted:

- MD5
- DSA
- 3DES_EDE
- DES_CBC
- DHE, RC4
- SSLv3
- TLSv1
- ECDH_anon
- DH_anon
- NULL
- DH keySize < 768
- RSA keySize < 2048

Applications update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.52. An applications upgrade is optional, and you can install the Service Manager 9.52 Applications or upgrade package according to your current applications version.

You can find the SM 9.52 Applications or Upgrade package as well as *HPE Service Manager 9.52 Release Notes* in the Service Manager 9.52 installation media.

Server update installation

The server update for your operating system consists of a compressed file, sm9.52.2021-P2_<OS>.zip (or .tar), which contains updated files of the HP Service Manager server. These files add to or replace the files in the [SM Server Root]\([SM Server Root]/)RUN, irlang, bin, legacyintegration, and platform_unloads directories.

Note: If you use an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 or later is required for Service Manager. For more information, see the latest *Service Manager 9.52 Support Matrix* at <https://softwaresupport.hp.com/group/softwaresupport/support-matrices>

Built-in troubleshooting tool (SM Doctor)

The server patch will install the HP Service Manager Doctor (SM Doctor) tool in the <SM server root>\(<SMserver root>/)smdoctor directory. For information on how to use this tool, see **Troubleshoot > HP Service Manager Doctor** section in the Help Center.

Upgrade paths

This server patch must be applied on top of an earlier Service Manager 9.5x system.

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.50 GA server, and then apply this server patch.
- **Existing SC6.2, Service Manager 7.11/9.21/9.3x/9.4x customers:** Uninstall the old server,

install the Service Manager 9.50 GA server, and then apply this server patch.

- **Existing Service Manager 9.5x customers:** Apply this server patch.

For installation instructions for the Service Manager 9.50 server, see the [Service Manager 9.50 Help Center](#).

JRE upgrade

On Windows-based platforms, the server's embedded JRE is automatically upgraded to version 8 after you apply the server patch. On Linux-based platforms, you need to manually perform this JRE upgrade.

If you want to use an OpenJDK JRE, make sure your Linux host has Internet access and then run one of the following commands as a superuser (such as root) in the Server installation directory:

- For Red Hat Linux or Oracle Linux: run the **installOpenJDK.sh -i4sm** command.
- For SUSE Linux: run the **installOpenJDKSUSE.sh -i4sm** command.

If you want to use an Oracle JRE, follow these steps:

1. Update the JAVA_HOME environment variable to make it point to the Oracle jre.
2. From the Server's RUN directory, run the "setupLinks.sh jre" command as the owner of the Service Manager installation directory. This will create a symbolic link for the Oracle jre.

For more information, see the JRE support section of the [Deployment architecture](#) topic in the Service Manager Help Center.

Before you proceed, pay attention to the following issues.

Preventing failure of external web service calls over SSL

The JRE upgrade will cause external web service calls over SSL to fail if the remote endpoint does not support Server Name Indication (SNI), which is by default activated in JRE 8. Once Service Manager is upgraded to use JRE 8, it starts to use SNI extensions during the SSL handshake. If the remote endpoint does not support SNI, the web service call will fail with an error message.

To solve this issue, do either of the following:

- Activate SNI at the remote end point (recommended)
- If the remote endpoint does not support SNI extensions, SNI cannot be activated. In this case, add the following JVMOption<n> parameter either to the sm.ini file, or to the start command of the

servlet(s) in the sm.cfg file:

```
JVMOption2: -Djsse.enableSNIExtension=false (in sm.ini)
```

```
sm -JVMOption2: -Djsse.enableSNIExtension=false (in sm.cfg)
```

Running the server on Linux with JRE 8

If you are using a horizontal implementation on Linux, after you upgrade the server, you may not be able to kill a locked session from the Show Locks format (system.status.locks.g). This issue occurs only when JRE 8 is used and only on certain Linux versions.

If it occurs, perform the following steps for the hosts file of each server to solve the issue:

1. Open the hosts file of your server host (/etc/hosts).
2. Comment out the following line: 127.0.0.1 localhost
That is, change the line to the following: #127.0.0.1 localhost
3. Make sure the hosts file specifies only one host name for your server's IP.
4. Repeat the steps above for the rest of the server hosts.

Server patch installation steps

Caution:

- The server patch will upgrade your embedded Tomcat to version 8.0.32, and therefore requires additional steps.
- The server patch will upgrade your JGroups (in the RUN/lib directory) to version 3.2.

Note: If you have a horizontally-scaled system, you must upgrade all your server instances.

To install the new server patch, follow these steps:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Execute the PatchSetup.bat on Windows or PatchSetup.sh on Linux (the file is located in the patch directory).
4. When prompted, enter the full path of the current Service Manager server installation directory and the full path of the Service Manager server backup directory.

5. If you have made any customizations/changes to the original RUN/tomcat folder, restore them in the new RUN/tomcat folder.
6. Your old schemastub.xml file (in the <SM_Server_Home>\RUN\km\styles\ directory) has been updated to a newer version. Either keep your old file by copying it back or keep the updated version (a full reindex for the knowledgebases is then required).
7. Run the **sm -unlockdatabase** command.

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

8. Restart the Service Manager server.
9. Restart the Service Manager clients.
10. Verify the version using either of the following methods:
 - From the Windows client, click **Help > About Service Manager Server**. The server version should be:
Release9.52.2021build P2
 - From the server's RUN folder, run the **sm -version** command. The server version should be:
Version: 9.52.2021
Patch Level: P2

If the tool fails to install the server patch, the details are recorded in the PatchSetup.log file.

Server application unload installation

Note: All unload files in the server's platform_unloads directory in this release have been already merged into Service Manager applications 9.52. These files are provided just in case you do not plan to upgrade to applications 9.52 while still want to take advantage of the relevant new features or fixes. Unload files included in this release are for Service Manager 9.34, 9.35, and 9.4xapplications, because the server and clients in this release do not support applications versions earlier than 9.3x. For the specific applications version to which each unload applies, see the "Applicable applications version" column in the following table.

Unload Files Included in the current patch

This release includes the following unload files.

| Unload | Applicable applications version | Description |
|--|----------------------------------|---|
| QCCR1E140639_ SM952p2_ SM950.unl | 9.50 | Enables SmartEmail to supports SharedInboxes via IMAP-S and EWS. |
| QCCR1E135272_ SM950_ SM941.unl | 9.41 | Enables the Collaboration functionality to work correctly when you run Service Manager applications version 9.41 with version 9.50 or later of the Service Manager Server and clients. |
| QCCR1E131250_ SM950_ SM940.unl | 940 and 941 | Fixes the issue that Smart Analytics cannot recognize the text in a photo. |
| QCCR1E118520_ SM950_ SM934.unl | 9.34, 9.35, and 9.40 | Enables the enhanced query hash algorithm for the web client. |
| QCCR1E112815_ SM950_ SM934.unl | 9.34 | Fixes an issue in which Time Period Management menus are not displayed correctly due to incorrect menu condition settings. |
| QCCR1E112012_ SM950_ SM934.unl | 9.34+PD4, 9.35+PD4 | Solves the issue that PD Framework components (including Condition Editor , Query Editor , Workflow Editor, and Task Planner) do not work correctly if an earlier version of the applications is running on the 9.50 RTE and web tier. Note: This unload is required if you are running 9.34 or 9.35 applications with Process Designer Content Pack 4 applied. |
| QCCR1E99207_ SM950_ SM934.unl | 9.34 and 9.35 | Enables Service Manager to lazy load global lists. This reduces the login time in environments that contain a large number of global lists. |
| QCCR1E66893_ SM950_ SM934.unl | 9.34, 9.35, 9.40, and 9.41 | Enables the Document Engine to enforce application-level security for web service Retrieve requests. |

How to load an unload file

Tip: Service Manager 9.52 only supports application versions 9.34 and later. If your application is version 9.34 or later, we recommend that you use Unload Manager to make a backup of the files

that will be modified by an unload file, because Unload Manager can create a backup of your old data during the installation of the unload; you can also use Database Manager to backup the files instead. If your application version is not supported, please upgrade your applications to a supported version.

For detailed steps, search for the following topic in the online help: *Load an unload file*.

Web tier installation

The web tier update consists of a compressed file, `sm9.52.2021-P2_Web_Tier.zip`, which contains the installation files (the `.war`, `.ear`, and `.unl` files) that are required to install the HPE Service Manager web tier. Installing the new web tier will upgrade your web client to this release level.

For detailed deployment steps, see [Install the Service Manager web tier](#) in the *Service Manager 9.52* Help Center.

New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.52.2021-P2_Web_Tier.zip` file in this release.

Existing customers

To upgrade your web tier to this patch level, you must back up and uninstall your old web tier, and then install the new web tier. To keep your custom changes, you must back up your customized files and then merge your customizations into the new deployment.

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see [Web tier backout instructions](#).
2. Delete or uninstall the existing web tier `.war` (or the `.ear`) file.
3. Clear the cache of your web application server.
4. Deploy the new `webtier-9.52.war` file or `webtier-ear-9.52.ear` file.

Note: It is best practice to deploy with a unique context root. For example, /webtier-9.52.

5. Use a diff utility to compare the new web tier's web.xml file against your backed-up version to ensure that any new parameters are properly merged into the files used in your final deployment. Do this for application-context.xml as well as any other files you may have customized (such as style sheets and splash screens).
6. Make any new customizations that are necessary for your deployment.
7. Restart the web application server.
8. Check the version by clicking the HPE logo (About HP Service Manager) icon.

The web tier version should be: **9.52.2021-P2**.

Web tier application unload installation

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

| Unload | Applicable applications version | Description |
|------------------------------|---------------------------------|---|
| QCCR1E137739_SM951_SM950.unl | 9.50 | Enables the use of external libraries when you use 9.50 apps. |
| QCCR1E129149_SM950_SM941.unl | 9.41 | Enables To-Do Alerts to be automatically acknowledged without the user having to click the Acknowledge button. |
| QCCR1E125775_SM950_SM941.unl | 9.41 | Enables IT users to manually trigger context-aware search. Additionally, enables context-aware search to be enabled from ESS. |
| QCCR1E124742_SM950_SM934.unl | 9.34, 9.35, and 9.40 | Merges the module configuration requests that are sent from the web client to the server during the login process. This helps to reduce the login time. |
| QCCR1E116757_SM950_SM940.unl | 9.40 and 9.41 | Enables look up function support for the security manual list type setting. |
| QCCR1E112070_SM950_SM934.unl | SM 9.34 | For Service Catalog User Selection multi-selection support. |

| Unload | Applicable applications version | Description |
|--------------------------------------|---------------------------------|---|
| QCCR1E104944_ SM950_ SM941.unl | SM 9.41 | Enables a fix that hides the User Selections of Service Catalog items if their Visible Condition is set to false. |

Windows client installation

Note: No features are being added to the Service Manager Windows (Eclipse) client. We recommend that Service Manager administrators deploy one of the other three clients (web client, SRC client, or Mobility client) to end users. You still need the Windows client to perform administrative tasks.

The Windows client update consists of a compressed file, `sm9.52.2021-P2_Windows_Client.zip`, which contains the executable installation files of the new Windows client. Installing the new Windows client will upgrade your Windows client to this patch level. This version of the Windows client comes with an updated version of JRE 8.

For installation instructions, see the [Service Manager Installation Guide](#).

Note: The Windows client installer will also install the Client Configuration Utility in the `<Service Manager installation path>\Client\ClientConfiguration` directory. To run the utility, double-click the `confutil.bat` file in this directory. However, we recommend that you use the web client if you want to provide end users with a customized client.

New customers

You only need to install the new Windows client.

Existing customers

You need to back up and uninstall the old Windows client, and then install the new Windows client.

To install the new Windows client, follow these steps:

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

The client should be Release: **9.52.2021-P2**.

Service Request Catalog (SRC) installation

Service Manager 9.52p2 includes the SRC package (src9.52p2.0017.zip), which contains:

- The SRC deployment file (src-9.52p2.war)
- Unload files for SRC 9.52.p2 and for previous versions

Unload file naming convention

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

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- SRCxxxPxx: The minimum SRC patch level that requires the unload file. For example, SRC9.52p2, which means the unload file comes with the SRC9.52 patch 2 and should be used for patch 2 or higher.
- SMxxx: The Service Manager applications version that requires the unload file. For example, SM952, which means the unload file is intended only for Service Manager applications version 9.52.

Before you proceed, read [Install Service Request Catalog](#) in the Service Manager 9.52 Help Center.

New customers

1. Deploy the src-9.52p2.war file by following the instructions in the [Service Request Catalog Installation Guide](#).
2. Configure SRC 9.52p2 by following the instructions in the [Service Request Catalog Customization Guide](#).

Existing customers

1. Install SRC 9.52p2, as described above.
2. Migrate your customizations from the old deployment to SRC 9.52p2.

SRC application unload installation

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

| Unload file | Introduced in which patch | Used for apps version (s) | Description |
|---|---------------------------|---------------------------|---|
| QCCR1E137462_ SRC952p1_ SM952.unl | SRC 9.52p1 | 9.52 | Enables the "visible" and "mandatory" conditions in SRC Tailoring . |
| QCCR1E139800_ SRC952P2_ SM952.unl | SRC 9.52p2 | 9.52 | One service request requires one operator and one group to approve, if the operator is a member of this group and approves the request, the request is automatically approved by the group. |

Service Portal installation

The SM9.52 p2 release does not contain a Service Portal package. The latest Service Portal package shipped with the HPE Service Manager 9.52 release. You can find the download links for the SM9.5x patches and release notes from the [Overview of Service Manager 9.5x Releases](#) knowledge document.

Mobility client installation

This release does not contain a Mobility package. The latest Mobility package shipped with the HPE Service Manager 9.52 release. You can find the download links for the SM9.5x patches and release notes from the [Overview of Service Manager 9.5x Releases](#) knowledge document.

Knowledge Management (KM) Search Engine installation

IDOL Search Engine

Service Manager 9.52 Smart Analytics includes a Smart Search feature based on the IDOL Search Engine. If you want to use the IDOL Search Engine for Knowledge Management, you do not need to install or upgrade the Solr Search Engine.

For more information on how to install and configure the IDOL Search Engine, see the *Service Manager Smart Analytics Administrator and User Guide*.

Solr Search Engine

This release includes a package for the Solr Search Engine:

- KnowledgeManagement folder: Contains updated files of the Solr Search Engine.

New customers

1. Make sure that you have already installed Service Manager 9.52 (or above) server and clients.
2. Install the Service Manager 9.50 Solr Search Engine . For installation instructions, see the *Service Manager Knowledge Management Search Engine Guide*.
3. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.
4. In Windows: in the Windows command line, run the following command to remove the old KM Search engine windows service from the Solr search engine installation directory (if the service is installed):

```
installservice.cmd remove [nodetype]
```

Note: In this command, [nodetype] is a placeholder for "master" or "slave", depending on whether the KM Search engine server is the master or a slave.

5. Make a note of the HTTP port and shutdown port that are defined in the <Solr installation directory>/tomcat/conf/server.xml file. Then, remove the Tomcat folder in your Solr Search Engine installation folder.
6. Extract the files in the knowledgemanagement folder in the 9.52 km patch .zip file to your Solr Search Engine installation directory to overwrite your existing files.
7. In the Windows command line, run the following command to install the new KM Search engine windows service from the Solr search engine installation directory:

```
installservice.cmd install [nodetype]
```

Note: In this command, [nodetype] is a placeholder for "master" or "slave", depending on whether the KM Search engine server is the master or a slave.

8. Change the HTTP port and shutdown port that is defined in the <Solr installation directory>/tomcat/conf/server.xml file, according to the note you made in step 5.
9. Start your Solr Search Engine.
10. Configure your search servers and knowledgebases, and perform a full indexing for all of your knowledgebases. For details, see the *Service Manager Solr Search Engine Guide*.

Existing customers

Existing customers must install the Service Manager 9.50 Solr Search Engine first, and then apply the Service Manager 9.52p2 Solr Search Engine patch.

1. Make sure that your Service Manager server and clients have upgraded to version 9.52.
2. Stop your Solr Search Engine.
3. Make a backup of your Solr Search Engine installation folder and other necessary backups.
4. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.
5. In Windows: in the Windows command line, run the following command to remove the old KM Search engine windows service from the Solr search engine installation directory:

```
installservice.cmd remove [nodetype]
```

Note: In this command, [nodetype] is a placeholder for "master" or "slave", depending on whether the KM Search engine server is the master or a slave.

6. Back up the Tomcat folder in your Solr Search Engine installation folder. Then, remove the Tomcat folder.

7. Extract the files in the knowledgemanagement folder in the 9.52 km patch .zip file to your Solr Search Engine installation directory to overwrite your existing files.

Note: If you have customized files in the Tomcat folder, for example, server.xml, recover the customizations from the backup you created in step 6.

8. In the Windows command line, run the following command to install the new KM Search engine windows service from the Solr search engine installation directory:

```
installservice.cmd install [nodetype]
```

Note: In this command, [nodetype] is a placeholder for "master" or "slave", depending on whether the KM Search engine server is the master or a slave.

9. Change the HTTP port and shutdown port that is defined in the *<Solr installation directory>/tomcat/conf/server.xml* file, according to your requirements.
10. If you are running a 9.3x version of the Service Manager applications, load QCCR1E91035_SM940_SM930.unl into your Service Manager system.

Caution: Skip this step if you are running the Service Manager 9.4x applications or higher versions.

11. If your sm.ini file already contains the following line, remove it.

```
KMSearchEngineClass:com.hp.ov.sm.server.plugins.knowledgemanagement.solr.KMSolrSearch
```

- Skip this step if you are running Service Manager 9.3x applications, or if you are running the Service Manager 9.40 (or earlier) RTE.
- This parameter is no longer needed for the Service Manager 9.52 RTE. If it is present in the sm.ini file, a warning message will occur in the Service Manager server log (sm.log).

12. Remove the KMCores folder in your existing search engine web application folder (for example, C:\Program Files (x86)\HPE\Service Manager9.50\Search_Engine\tomcat\webapps).
13. Restart your Solr search engine.
14. Restart the Service Manager service.
15. Perform a full re-index of all of your knowledgebases. For details, see the *Service Manager Solr Search Engine Guide*.

Collaboration installation

This release does not contain an SM Collaboration package. The latest SM Collaboration package shipped with the HPE Service Manager 9.52 release. You can find the download links for the SM9.5x patches and release notes from the [Overview of Service Manager 9.5x Releases](#) knowledge document.

Smart Analytics installation

This release does not contain a Smart Analytics package. The latest Smart Analytics package shipped with the HPE Service Manager 9.52 release. You can find the download links for the SM9.5x patches and release notes from the [Overview of Service Manager 9.5x Releases](#) knowledge document.

Additional information

- [Install Service Manager 9.52](#) (for detailed instructions on how to install Service Manager, including all backup and backout procedures)
- [Service Manager Support Matrices](#)
- As always, we encourage you to actively participate in making Service Manager better. Please follow us on Twitter at [@HPITSM](#), join our LinkedIn group "[HPE ITSM](#)," or join the discussion on [our blog](#).

Send documentation feedback

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

Feedback on Service Manager 9.52 Patch 2 Release Notes (Service Manager 9.52)

Just add your feedback to the email and click send.

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We appreciate your feedback!

