



Service Manager

Software Version: 9.35

For the supported Windows® and UNIX® operating systems

Patch 6 Release Notes

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What's new in this release

This section describes important changes in this release.

Security enhancements

HTML Editor whitelist enabled by default

The HTML Editor enables users to visually add and edit rich text content formatted with HTML tags. Though the HTML Editor is powerful, web sites may be abused without a proper security control. The HTML editor whitelist is now enabled by default and you can use the HTML Editor whitelist to define a list of allowed HTML elements.

To define a list of allowed HTML elements, follow these steps:

1. Log on to Service Manager as a system administrator.
2. Click **Tailoring > Whitelist > HTML Editor Whitelist**.
3. Define a list of allowed HTML Tags and attributes in the **Allowed Tags/Attributes** section. For example, add `script` as an allowed tag so that you are able to input the `<script>` tag by using the HTML Editor.
4. Define a list of allowed URL protocols for some elements in the **Allowed URL Protocols** section. For example, add `a` as an allowed tag, specify `href` as the attribute, and then specify one or more protocols that are used by the href attribute, such as `http`, `https`, `mailto` and `ftp`.
5. Click **Save** and **OK**.
6. Do either of the following to make the customized HTML Editor whitelist effective:
 - Restart the web application server if you are working with the Service Manager web client.
 - Log out and then log on to the Service Manager Windows client again.

After the HTML Editor whitelist became effective, you are only allowed to input the elements as listed in the whitelist when editing HTML contents using the HTML Editor. The system automatically validates your inputs and displays some warning messages if there are tags, attributes or protocols that violate the whitelist. For example:

The HTML document contains some tags `<script>`,`<javascript>` that are not allowed by the system. Contact your Service Manager system administrator for assistance.

The HTML document contains some attributes for tags (`<tag attribute...>`) `<div onclick>`,`<p onerror>` that are not allowed by the system. Contact your Service Manager system administrator for assistance.

The HTML document contains some values in the attributes of tags (`<tag attribute>`) ``,`<a href>` that are not allowed by the system. Contact your Service Manager system administrator for assistance.

You must review your input and avoid using these invalid tags, attributes, or protocols. Alternatively, you can ask your Service Manager system administrator to include these tags, attributes or protocols to the whitelist. Otherwise, the system automatically removes these invalid elements from your input after you click **Save** in the HTML editor.

Caution: Service Manager provides a default whitelist for tags, attributes or protocols that are allowed in Service Manager out-of-box knowledge documents. We recommend that you enable this enhancement. However, your HTML documents may contain tags, attributes, or protocols that are not defined in the whitelist. We recommend that the Service Manager system administrators perform extensive tests in the development environment and add all necessary tags, attributes, or protocols to the whitelist before enabling the HTML Editor whitelist. Otherwise, enabling the HTML Editor whitelist without prior tests may cause data loss to the existing knowledge documents in the production environment.

Embedded Tomcat Upgraded (Server and Knowledge Management)

This patch release upgrades the embedded Tomcat in the Service Manager server and Knowledge Management (KM).

Server

The server embedded Tomcat has been upgraded to version 6.0.53.

Knowledge Management (KM)

The Knowledge Management (KM) embedded Tomcat has been upgraded to version 6.0.53.

Enhancements

This release includes the following enhancement type fixes.

Server

CR	Problem	Solution
QCCR1E137664	When you try to load a modified dbdict file into a system in which the target dbdict file already exists, you receive the following error message: dbdict already exists, cannot change this you need to create a new file system.	Run the sm -svc_import -svc_updatedbdict command to update the dbdict file.

Fixed defects

This release fixes the following defects.

Mobility

CR	Problem	Solution
QCCR1E138601	You cannot log in to the Mobility client in Chrome 56.	You can now log in to the Mobility client in Chrome 56.
QCCR1E146687	If you update the Activity Type option in an Interaction detail form and then click the Back button, the mobility page keeps loading and hang.	Now you can switch back to the Interaction list page after you click the Back button in an Interaction detail form.
QCCR1E131554	The page stops responding when you save journal updates on the Mobility client.	Now you can save the record successfully when saving journal updates on the Mobility client.

SRC

CR	Problem	Solution
QCCR1E142745	When you open an Interaction in SRC, the system displays the user selections correctly. However, when you open a second Interaction and then return to the first one, the values from the existing user selections in the second Interaction will be populated to the first Interaction.	Now the system displays the user selections correctly.

Server

CR	Problem	Solution
QCCR1E108399	When you log on to Service Manager as a	Inbox query is optimized to

CR	Problem	Solution
	power user, all the items in the Todo queue are counted even when you are not going to view them. When the inbox record number grows to 1,000,000, the response time is more than 6 seconds for each query and the CPU cost is even higher in a concurrent environment.	improve the system performance.
QCCR1E120644	When creating tickets (Incident, Change, Problem, and so on), you need to use the "Get Number" operation to get the ID of tickets. In a concurrent scenario, the "Get Number" operation is a potential bottleneck.	Now the "Get Number" operation is optimized in a concurrent scenario.
QCCR1E121418	The UCMDB Browser URL is truncated when the URL includes a semi-colon (;).	Now the UCMDB Browser works fine when the URL includes a semi-colon (;).
QCCR1E134651	<p>After you upgrade Service Manager, the sequential number file issues incorrect SQL to the back-end Oracle database in SQL. Additionally, you receive the following error messages:</p> <pre>RTE E Error: SQL code=904 message=ORA-00904: "NUMBER": invalid identifier RTE E API=OCISstmtExecute [in sqociOpen], Statement=SELECT "NUMBER", "SYSMODCOUNT" FROM NUMBERM1 WHERE "NAME"='cm3r' FOR UPDATE</pre>	<p>Now the hard-coded "NUMBER" column in the SQL statement is replaced by the real SQL column name in the "number" file in dbdict.</p> <p>Note: After you upgrade from SC6, you must map the "number" field in the "number" file in dbdict to the real SQL column (that is, "NUMBERPRGN").</p>
QCCR1E136244	Terminated sessions are not cleaned up until all available connections are used and users can no longer log in to Service Manager.	This issue is caused by a database lock that is not released when an exception occurs. This lock is now always released.
QCCR1E136718	When you try to unload a device or pcsoftware table, the unload process never finishes.	Now when you try to unload a device or pcsoftware table, the unload process finishes as expected.
QCCR1E137249	Image files are not listed in the Insert Image wizard in the HTML Editor when the HTML Editor whitelist feature is enabled.	Image files are now listed in Insert Image Wizard and can be successfully inserted when the HTML Editor whitelist feature is enabled.
QCCR1E139149	You cannot exclude the dbdict file from an update by using the -svc_	You can now use the -svc_excldefiles:dbdict option

CR	Problem	Solution
	excludefiles:dbdict option with the svc_import command	to exclude dbdict files from an update with the svc_import command.
QCCR1E139714	When you run the sm -svc_export 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 svc_unicode. When you run the sm-svc_export command to generate XML files, the file names can contain UTF-8 symbols on Windows OS if this parameter is set to "1".
QCCR1E140536	The Date/time format of xml files generated by svc_export with svc_mode:2 is always mm/dd/yyyy.	A new parameter (svc_dateformat) is added. The possible and default values of the parameter are the same as those of the sqltextdateformat parameter. The svc_dateformat parameter is used when performing "svc_import" and "svc_export", and the "on-line export" with "svc_mode:2".
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 situation.
QCCR1E142929	The Key tab in dbdict does not pick up key field name modifications.	The Key tab in dbdict now picks up key field name modifications.
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.

Web client

CR	Problem	Solution
QCCR1E126558	In Internet Explorer, when you print a detail form that contains a label and a text area, the print preview looks good, but overlapping text	The page now can be printed properly by using Internet Explorer.

CR	Problem	Solution
	is shown when you select to print to a PDF or printer.	
QCCR1E135415	When you change your selection in a Comfill field with auto complete enabled, the content in the related field is not refreshed.	Now the content in the Subform can refresh accordingly.
QCCR1E139552	When you enter a value in a Comfill field and then move the focus out of the Comfill, you cannot clear the value entered in the Comfill.	When you enter a value in a Comfill field and then move the focus out of the Comfill, you can clear the value entered in the Comfill now.

Windows client

CR	Problem	Solution
QCCR1E145588	In the SM Windows client, the ComFill widget does not work properly when the "Select Only" attribute is set to true.	The ComFill widget now works properly in the Windows client when the "Select Only" attribute is set to true.

Known problems, limitations, and workarounds

This software release has the following known issues and limitations. This is a cumulative list of known issues and limitations in Service Manager, including those that are already documented in previous release notes.

Issues in Service Manager 9.35 P4

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

Issues in Service Manager 9.35 P3

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

Issues in Service Manager 9.35 P2

Global ID	Problem	Workaround
QCCR1E127396	Memory leaks in Oracle Client 12.1.0.1.0 and 12.1.0.2.0.	If you have an Oracle support account, download and apply the latest bundle patch 12.1.0.2.8 at https://updates.oracle.com/Orion/PatchDetails/process_

Global ID	Problem	Workaround
		<p>form?patch_num=21454170. Otherwise, use Oracle Client 11.2 (11.2.0.3 or later).</p> <p>Note: After changing the Oracle Client, SM Server may not able to start up and you notice below message in sm.log, please follow the guide in Service Manager online help to configure the <i>allowunsupporteddbversion</i> parameter.</p> <p>Detected an unsupported version of Oracle Client. To override this please enable the parameter [<i>allowunsupporteddbversion</i>] and restart Service Manager to continue.</p>
QCCR1E127732	The page will hang after you try to fill incident subcategory on Android Chrome version 44.	Refresh the page when page hangs.

Issues in Service Manager 9.35 P1

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

Issues in Service Manager 9.35

Global ID	Problem	Workaround
QCCR1E115514	The auto complete	No workaround is currently available.

Global ID	Problem	Workaround
	functionality for the Comfill control does not work properly for the Link to Parent Incident field of the Incident from.	
QCCR1E120737	The service filter in the Interaction Hot Topic page does not display a list of values for user selection.	No workaround is currently available.
QCCR1E120360	The default value of the date field cannot be submitted in the Arabic version of Service Request Catalog.	No workaround is currently available.
QCCR1E121885	A duplicated line appears when you input some characters in the HTML Editor.	You can use one of the options below to solve the issue: <ul style="list-style-type: none"> • Move the mouse out of the HTML Editor for a while. • Click Source twice.
QCCR1E122315	Users who use the LDAP integration see the following error message when they log in to Service Manager 9.35 for the first time: The system requires you to choose a new password. That password has been used before.	Click System Administration > Base System Configuration > Miscellaneous > System Information Record, Passwords > Password Standards , and then clear the Keep Password History check box.
QCCR1E122316	For users who use the LDAP integration, if their passwords meet the LDAP password policy but not the Service Manager password policy, they cannot log in to Service Manager.	Click System Administration > Base System Configuration > Miscellaneous > System Information Record, Passwords > Password Composition , and then make the Service Manager password policy weaker than the LDAP password policy.
QCCR1E122448	An error message is displayed when users request a service item from the Service Request Catalog Hebrew user interface and they cannot submit the request successfully.	You can create the service item in English and then set the locale to Hebrew. After that, users can submit requests for the item from the Service Request Catalog Hebrew user interface successfully.

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

Issues in Service Manager 9.34 and patches

Global ID	Problem	Workaround
QCCR1E105375	Service Request Catalog does not	No workaround is currently available.

Global ID	Problem	Workaround
	allow approval delegation for the Time Period module.	
QCCR1E106074	When you add custom multi-text fields to the Service Checkout page, the fields are not displayed correctly on the Resubmit page on an iPad.	No workaround is currently available.
QCCR1E107572	When you use the arrow keys to move up, down, left, and right through cells, JAWS reads "Not in the table" incorrectly.	No workaround is currently available.
QCCR1E107573	When you put the focus on a column header after you switch the mode to table layer, JAWS reads the names of the first column header to the column header currently in focus incorrectly.	No workaround is currently available.
QCCR1E107712	In Internet Explorer 11, pressing F1 does not bring up the Service Manager help information.	<p>To work around this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Start Internet Explorer 11 from a desktop computer, and then log in to Service Manager. 2. Press Alt to access the menu bar in Internet Explorer. 3. In the Tools menu, select Compatibility View settings. 4. A dialog box appears, in which the "Add this website:" field is prepopulated with the host name or IP address of your webtier host. Click Add to add the website to the compatibility view list. 5. Click Close. The Service Manager web page refreshes and opens in compatibility mode.
QCCR1E107983	In Google Chrome, you are unable to use the Tab key to move the focus to or off the HTML Editor.	No workaround is currently available.
QCCR1E108558	When "Virtual PC cursor" is enabled, JAWS reads a group	No workaround is currently available.

Global ID	Problem	Workaround
	name three times when you expand the group.	
QCCR1E109151	The grouping grid changes to a paging grid when you sort a table in the "Select a Time Period category" page.	No workaround is currently available.
QCCR1E109390	Revisions cannot be added when you apply PDCP4 production data to Service Manager 9.34 applications that were upgraded from Service Manager 9.32 applications.	No workaround is currently available.
QCCR1E109577	When you log in to the web client by using Internet Explorer 8 for the first time, all the characters are displayed in an italic font.	Refresh the page in Internet Explorer.
QCCR1E110285	When JAWS 15 runs in Internet Explorer 10 or 11, the focus does not return to the correct radio button when you press Shift+Tab .	No workaround is currently available.
QCCR1E105370	The Quick Jump component is not displayed in certain screen resolutions.	No workaround is currently available.
QCCR1E110695	The MySM details page is not displayed in Hebrew or Arabic.	No workaround is currently available.
QCCR1E110784	Sortable column headers for editable tables do not have a sort icon.	No workaround is currently available.
QCCR1E110085	JAWS reads the words "read only" when the focus is on a language combo box.	No workaround is currently available.
QCCR1E110343	The Auto Complete function does not work for some fields of the timeperioddefine format.	No workaround is currently available.
QCCR1E111202	When JAWS13 is working with Asian languages such as Chinese, Japanese or with the Arabic language, the "System Navigator" and "Pagination" navigations	No workaround is currently available.

Global ID	Problem	Workaround
	cannot be listed in "Landmarks."	
QCCR1E111084	You cannot use the keyboard to operate on a List Builder control when JAWS is running.	No workaround is currently available.
QCCR1E109267	The Label of the Parent Record field cannot be displayed correctly when saving an incident record.	No workaround is currently available.
QCCR1E110722	Accessibility to the Time period rules table and the Time period occurrences table is not good on a time period record detail form.	No workaround is currently available.
QCCR1E112188	If a Comfill field has Auto Complete enabled and a data change event (not 0) defined, and a post expression/post JavaScript is defined for the link for this field, the data change event may not work.	Do not enable Auto Complete for the Comfill field.
QCCR1E111326	Cannot open timeperiod and entry records in Embedded Calendar in Internet Explorer 11.	Use an older version of Internet Explorer or use a different browser such as Firefox or Chrome.
QCCR1E111994	The Timeperiod Manager cannot see the Approval Definition menu when the system has no Process Designer content pack applied.	To work around this issue, follow these steps: <ol style="list-style-type: none"> 1. Log in to Service Manager Windows client as a system administrator. 2. Type <code>menu</code> in Service Manager Command line, and then press Enter. 3. Type <code>timeperiod</code> in the Menu Name field, and then click Search. 4. Locate the row with the description of Approval Definitions. 5. Remove and <code>jscall ("security.hasRight", "Common Configuration", "view")=true</code> from the Condition field.
QCCR1E112097	The Option menu is overlapped by full calendar in the Service Manager accessible web client.	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E111131	<p>Calendar and Timeperiod in the Module drop-down list are not translated in the Security Area Search page. To see this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to the web client with a non-English language. 2. Go to System Administration > Security > Security Area. 3. Click the "Module" drop-down list. 	No workaround is currently available.
QCCR1E119985	<p>When you are updating an Incident, if you input an invalid date time value to the Outage Start or the Outage End field, you cannot close this incident tab by clicking the Cancel button. The same problem also happens when you are opening a new Incident, opening a new Change, or updating an existing Change.</p>	Correct the invalid input before you click the Cancel button.
QCCR1E120076	<p>On the wizard page of Approval Delegation > Set Delegate, when you input an invalid date time value to the Valid From or the Valid To field, the value will be cleared after you click the Next button.</p>	No workaround is currently available.

Issues in Service Manager 9.33 and patches

Global ID	Problem	Workaround
QCCR1E100136	<p>After the installation of a language pack, the Windows client, if running on an Arabic Windows 2008, displays the tooltips of the 'Added' and 'Forced'/'Updated' columns in the content pack results as reversed.</p>	No workaround is currently available.

Global ID	Problem	Workaround
QCCR1E101782	In Trusted Sign-On (TSO) mode, if users log in to the web client with Simplified Chinese in Internet Explorer 10 running on Windows 8 or Windows 2012, the web client still displays in English instead of in Simplified Chinese.	No workaround is currently available.
QCCR1E103847	An arrow connector in a Process Designer workflow might be misaligned when the destination phase is vertically too close to another phase (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	To resolve the issue, move the destination phase away enough from the adjacent phase.
QCCR1E103858	It displays auto-open tasks in the task planner window (this problem was introduced in Service Manager 9.33 patch 1 revision 1).	No workaround is currently available.

Issues in Service Manager 9.32 and patches

Service Manager Issues

Global ID	Problem	Workaround
QCCR1E64377	In the web client, when a Configuration Item (CI) record is opened, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph). This issue occurs only when JRE 6 is used.	As Oracle has fixed this Applet issue, JRE 6 customers need to upgrade their JRE to the latest JRE6 or JRE7 on the machine that runs Internet Explorer or Firefox in order for CI Visualization to display CI labels correctly.
QCCR1E95725	Due to a known issue in JDK (bug id:7196513), CI icons are not displayed correctly in Firefox when Httponly cookies are enabled in the web application server.	When Httponly cookies are enabled, users can only use Internet Explorer 7 or higher for CI icons to display correctly. As Oracle has fixed the Httponly cookie issue as of JDK 7u6, users need to install the latest 32-bit JRE (7u6 or above) on the machine that runs Internet Explorer 7 or higher.

Global ID	Problem	Workaround
		<p>Note: In Service Manager 9.33, users can only use Internet Explorer 8 or higher for CI icons to display correctly.</p>
QCCR1E95963	An error occurs when loading a dbdict twice in an unload file. The two dbdict records have the same name, but different key types: the first one has unique key, while the second's key type is primary key.	Do not export to an unload file a dbdict record whose key type has changed.
QCCR1E97260	When SSL is enabled between the web application server and Firefox, a ClassNot found Exception error displays in the workflow section of the Change form. This issue does not occur in IE or in Firefox without SSL enabled.	<p>There are two workarounds:</p> <ul style="list-style-type: none"> • Use Internet Explorer instead of Firefox. • If using Firefox, import the client certificate into the Java console on the end user's machine. Here are the steps for Windows 7: <ul style="list-style-type: none"> a. Open Control Panel, and in the Control Panel Search box enter "Java Control Panel". b. Double-click the Java console icon to open the Java console. c. On the Security tab, click Manage Certificates d. On the Certificates window, select certificate type: Client Authentication, and click Import. e. Follow the wizard and import the client user's certificate.
QCCR1E97492	Clicking the Back button on the CI Visualization page (which opens when you click More > Expand CI Visualization in a CI record) causes a Firefox crash.	No workaround is currently available.
QCCR1E97603	If a format that contains a button with Enable condition is created or modified by using a Service Manager 9.31 patch 1 server, when using it in Service	Upgrade both of the Service Manager server and client to the same patch level: Service Manager 9.31 patch 1 or later.

Global ID	Problem	Workaround
	Manager 9.31 GA or earlier, the client crashes. However, formats created by using the Service Manager 9.31 GA or earlier server work fine.	
QCCR1E94657	When PDCP4 is applied, the first group on the form is not shown in the Jump Address drop down list.	Move the scroll bar to the top-most position and then you will see the first group.
QCCR1E97856	In a single-line text field, some special characters whose HTML code is &#x...; (where ... stands for a hex number) are not represented as their original format. Instead, they display as &#x...;. However, such characters are represented as the original format in other widgets (textarea, label, message panel, and so on).	No workaround is currently available.
QCCR1E93604	The HTTP Response Code is 200 instead of 400 when a RESTful request uses an invalid sort field separator (for example, a plus symbol).	Use a valid sort field separator.
QCCR1E94204	Because of the incorrect status, the operation could not proceed after merging a record.	Reset the status of this record (for example, reopen the closed record) and perform the last operation again.
QCCR1E94206	The last operation could not be repeated after merging a record because the button for the last operation disappears.	Reset the condition for the button in this record, for example, Reopen the closed record, and perform the last operation again.
QCCR1E96353	RESTful API: An incident record is successfully resolved when posting an incident resolve action with a blank "ClosureCode" and "Solution".	Validation is not performed for the fields. To work around this issue, validate them at the RESTful client side, or manually add validation for the fields to the format control.
QCCR1E96391	Restful API: Results are in the wrong order when sorted by an array field. This issue occurs because the Service Manager RTE does not support sorting by array fields. A list is returned without any error message.	No workaround is currently available.
QCCR1E97898	Restful API: A 400 Bad Request error occurs when a RESTful API request is	The RESTful API framework supports simple queries and Service Manager

Global ID	Problem	Workaround
	a cross-table join query.	native queries. Currently RESTful API framework does not support cross-table SQL queries.
QCCR1E98320	When a record is removed after being read, the Merge function still allows the user to merge the record and the user's input is lost.	No workaround is currently available.
QCCR1E98227	In Approval Delegation wizard, go to another page (do not change the delegation module) after choose the operator to delegate in "Select Approval Groups" page, then back to "Select Approval Groups" page again. You will find a blank line is displayed in the right table, instead of the operator record.	This is only a display issue, and will not impact the functionality. If you need to remove the operator from the delegation list, choose the blank line, and then click the remove icon; otherwise the operator will be successfully delegated once you save the update.
QCCR1E98576	When there are conflicted updates on system fields, the system displays the message "The conflicted fields cannot be merged. Reload the record.", whereas the Merge button is available. Actually, the merge function should not be available in such case.	Ignore the Merge button. Reload the latest record to edit this record again.
QCCR1E98398	When you are updating a record and adding attachments to this record, if your updates conflict with another users' updates or the updates of a background process, the attachments will be lost after either automatic or manual merge.	After automatic or manual merge, add the attachments again before saving the merged result of the record.
QCCR1E98411	SRC failed to retrieve service catalog items from Service Manager on upgrade from Service Manager 7.11 to Service Manager 9.32.	In the svcCatalog dbdict, the id.attach field is character type, which should be number type. The id.attach field is an alias of the id field in the svcCatalog table. To fix the issue, change the field type using the Dbdict Utility.
QCCR1E98618	Subcategory data on the Incident form is not available after upgrading from ServiceCenter 6.2 to Service Manager 9.32. Subcategory data is not upgraded.	If necessary, manually add the subcategory data. 1. Enter db in the Service Manager command line box.

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

Service Request Catalog Issues

Global ID	Problem	Workaround
QCCR1E90074	When entering a search string in Service Request Catalog, auto-complete does not work if the browser's preferred language is set to an East Asian language (for example, Simplified Chinese).	No workaround is currently available.
QCCR1E98339	Custom fields do not load the DEFAULT company value when the checkout panel is empty for one of the three checkout panels of your company.	After upgrade, you should manually add the same structure configuration of the DEFAULT company for the empty checkout panel of your company. For example, before upgrade, you, as an SRC administrator, only defined custom

Global ID	Problem	Workaround
		fields for the Service Catalog checkout panel for your company. After upgrade to Service Manager 9.32, if you want to use the support checkout panel and generic support checkout panel in SRC correctly, you need to manually add OOB configurations for the Support Catalog and Generic Support checkout panels, which you can copy from those panels of the DEFAULT company.

Issues in Service Manager 9.31 and patches

Global ID	Problem	Workaround
QCCR1E63663	The Service Manager client loses connectivity during JavaScript execution of the file.list RAD application.	No workaround available. Created a knowledge article (KM1166532), which states that Service Manager does not currently support calls from JavaScript on RAD applications that use the rio/fdisp panels.
QCCR1E57385	When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 errors upon CIT initial connectivity test if exec-shield is not set properly.	Use one of the following solutions to work around this issue. Solution 1: Connect Connect-It to the Web Services connector instead of the Legacy Listener connector. Solution 2: Before connecting Connect-It to the Legacy Listener connector, do the following: 1. Add usethreading:0 in the sc.ini file, which is located in <Service Manager server installation path>\LegacyIntegration\RUN.

Global ID	Problem	Workaround
		<p>Note: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p> <pre># sysctl -w kernel.exec-shield=0 # sysctl -w kernel.randomize_va_space=0</pre> <p>2. Start the legacy listener.</p>
QCCR1E67491	<p>When the collation of the db instance is Chinese_PRC_BIN, Web service clients fail to connect to Service Manager. Only ASCII operator names are supported, so only ASCII operator names can be used.</p>	<p>Note: This issue only exists in Web service integrations. Therefore, the Service Manager clients do not have this problem.</p> <p>When Service Manager is handling an incoming SOAP request, the authorization string is decoded by BASE64Decoder. Service Manager uses the decoded string value to construct a UTF-8 string that is used in the RTE. However, the authorization string is in the header and Service Manager does not know the charset or encoding of the underlying string value, which is BASE64 encoded.</p> <p>Therefore, if the underlying string value is not UTF-8, this problem will occur. In Service Manager, when fetching an operator record from the database, no matter what collation the database uses, the operator record finally will get a UTF-8 operator value. However, even if users put the same value in the authorization header, the operator name may differ because of the charset/encoding issue. Because of this, the operator will fail to log on.</p> <p>This is a limitation of Service Manager. Do not use non-ASCII characters in operator names. Created a knowledge article (KM1442479) to document this limitation.</p>
QCCR1E75182	<p>HTML email truncates the body of the message and sends the HTML code without translating it.</p>	<p>When the content of an HTML email template exceeds 8192 bytes in size, the content will be truncated and displayed as HTML code.</p>

Global ID	Problem	Workaround
		Make sure your HTML email templates do not exceed this size limit.
QCCR1E77563	Signal 11 error is received when calling the toXMLString() routine of the Users object.	No workaround is currently available.
QCCR1E88222	An unload file that is exported from an Oracle to an SQL Server database fails to import when the unload file already contains a RECORD_KEY field and the length of first unique key exceeds the db limitation.	<p>This request is caused by the product running in an unsupported configuration. Change to a documented and supported configuration. If the problem still exists in a supported environment, contact HP Support.</p> <p>To work around this issue, do not use "RECORD_KEY" as a SQL Name for a field in dbdict. This field name is reserved by Service Manager. To do this, follow these steps:</p> <ol style="list-style-type: none"> 1. Enter dbdict in the Service Manager command line box, and then press Enter. 2. Open the problematic dbdict which has the "record.key" field defined. 3. Select the "record.key" field, and then change the SQL Name from "RECORD_KEY" to anything else.
QCCR1E74808	After clicking the Cancel button in the Condition Editor from the Workflow Editor, the current tab sometimes becomes a blank screen and the tab cannot be closed.	No workaround is currently available.
QCCR1E105052	In Task Planner, the tooltip of a task displays the change phases with their names instead of their display names.	No workaround is currently available.

Installation notes

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

<https://softwaresupport.softwaregrp.com/km/KM01294561>

Before you proceed, we recommend that you consult the latest *Service Manager 9.35 Support Matrix* and the *Compatibility Matrix for Service Manager Applications Content*. These are available at the following website:

<https://softwaresupport.softwaregrp.com/group/softwaresupport/support-matrices>

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.

Server

Backup

Before you apply the server patch, make a backup of the server installation folder. For example, C:\Program Files\HP\Service Manager 9.35\Server.

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

Backout

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

After installing the patch, do the following to back out:

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

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

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

4. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 31](#).
5. For Unix-based platforms other than Linux, make a backup of your JRE if you have not yet upgraded to JRE 7 or JRE 8.
6. Restart the Service Manager server.

Web tier

Backup

Before deploying the new web tier, make a backup of the following items:

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

Backout

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

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

Windows client

Backup

To back up the Windows client, follow these steps:

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

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

2. Make a backup of your certificate configuration files if any (**Window > Preferences > HP Service Manager > Security**). For example, your CA certificates file and client keystore file.

Note: For version 9.34.p2 or later, make a backup of the keystore password preference file:

```
<workspace_dir>\.metadata\.plugins\org.eclipse.core.runtime\.settings\  
com.hp.ov.sm.client.eclipse.base.prefs
```

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

Backout

To roll back to the old Windows client, follow these steps:

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

Applications

If you plan to upgrade your applications to this release level, make a backup of your database before the upgrade, in case you need to restore your database after the upgrade. Creating a backup of the entire database and restoring the database if needed is a better approach for a full applications upgrade.

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

Backup

Tip: If your application version is 7.11 ap3, 9.21 ap3, 9.30 ap3, 9.31 or later, you are recommended to use Unload Manager to make a backup of the files to be modified by an unload file, because Unload Manager can create a backup of your old data during the installation of the unload; if your application version is other than any of these, Unload Manager is not available and you can use Database Manager instead.

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

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

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

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

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

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

7. Continue to follow *steps 3* through *step 6* to back up the rest of the files you got in *step 2*.

Backout

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

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

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file generated in the backup process, specify a backup file, and then click **Next**. Details of the unload file display.
4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to return to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the backup unload.
7. Click **Finish**.

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

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

3. Click **Load FG**.

SRC

Backup

Make a backup of the entire SRC installation folder.

Backout

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

Knowledge Management search engine

To back out your Knowledge Management (KM) search engine changes, make a backup before your KM patch installation.

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

Backup

Before applying the KM patch and upgrading the KM embedded Tomcat, do the following:

1. Make a backup of the search engine installation folder. For example, C:\Program Files\HP\Service Manager 9.30\Search Engine Backup.
2. Make a backup of the files to be modified by the unload files in the KM patch.
3. Make a backup of your schemastub.xml file under the <SM server>/RUN/km/styles/ directory .

Backout

After installing the patch, follow these steps to backout:

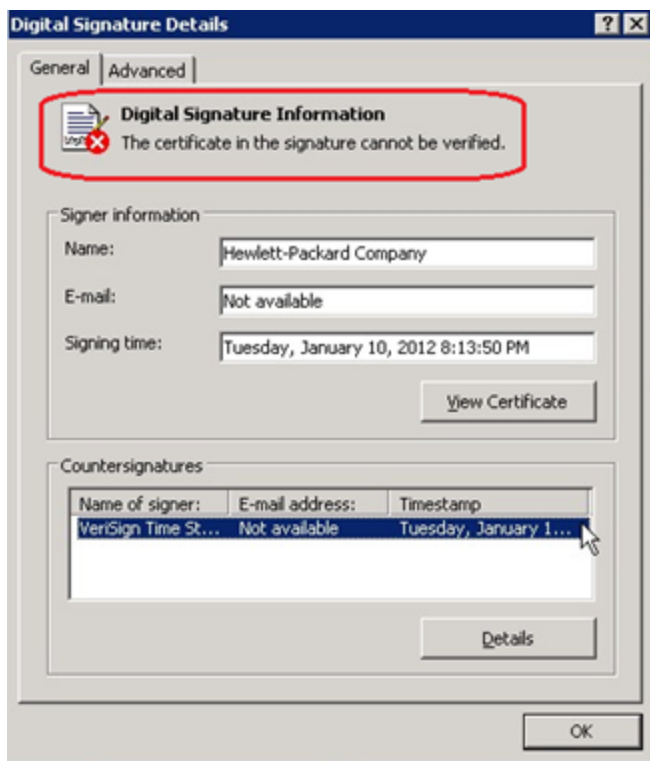
1. Stop your KM search engine.
2. Remove the existing search engine installation folder.

3. Copy the backup folder back.
4. Be sure to roll back KM related changes on the Service Manager server and application sides, including the kmsolr_unloads files and the server's schemastub.xml file.
5. Restart your KM search engine.
6. Perform a full re-index on all of your knowledgebases.

Digital signature notice

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

The certificate in this signature cannot be verified.



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: <https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140>.

Server update installation

The server update for your operating system consists of a compressed file, sm9.35.6007-P6_<OS>.zip (or .tar), which contains updated files of the Service Manager server. These files add to or replace the files in the [SM Server Root]\([SM Server Root])\RUN, irlang, bin, legacyintegration, and platform_unloads directories.

Note: If you use an Oracle RDBMS, be aware that Oracle Call Interface (OCI) 11.2.0.3 is required. For more information, see the latest *Service Manager 9.35 Support Matrix* at this website: <https://softwaresupport.softwaregrp.com/group/softwaresupport/support-matrices>

Built-in troubleshooting tool (SM Doctor)

Additionally, as of Service Manager 9.32, the server patch includes an installation of the Service Manager Doctor (SM Doctor) tool. The server patch will install the tool in the <SM server root>\(<SM server root>/)smdoctor directory. For information on how to use this tool, see the *Guides and reference > Troubleshooting > HP Service Manager Doctor* section in the Help Center.

Upgrade paths

This server patch must be applied on top of an earlier Service Manager 9.3x system.

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.30 GA server, and then directly apply this server patch.
- **Existing SC6.2, Service Manager 7.11 and 9.21 customers:** Uninstall the old server, install the Service Manager 9.30 GA server, and then apply this server patch.
- **Existing Service Manager 9.3x customers:** Apply this server patch.

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

<https://softwaresupport.softwaregrp.com/km/KM01294561>

Compatibility mode for installation on Windows Server 2012

As of Service Manager 9.32, Windows Server 2012 is supported. Be aware that compatibility mode is required for installing the Service Manager 9.30 GA server on Windows Server 2012 (not required for Windows Server 2008). To run your server installation in compatibility mode, perform the following steps:

1. Right-click the server's setupwin32.exe file icon.
2. Click **Properties** > **Compatibility**.
3. Click **Run this program in compatibility mode for**, and then select **Windows Vista (Service Pack 2)**.
4. Click **Apply**, and then click **OK**.
5. Run the setupwin32.exe file to complete the installation.

When you uninstall your server on Windows Server 2012, you should also use compatibility mode. To do this, set your Windows server uninstaller file (_uninst\uninstaller.exe) to compatibility mode as described above, and then uninstall the server using the uninstaller or Control Panel.

Server patch installation steps

Caution:

- The server patch will upgrade your embedded Tomcat to version 6.0.53, and therefore requires additional steps.
- The server patch will upgrade your JGroups (in the RUN/lib directory) to version 3.2.
- For Windows and Linux, the server's embedded JRE has already upgraded to version 8; for other Unix-based platforms, you need to manually perform this JRE upgrade.

The JRE upgrade will cause external web service calls over SSL to fail if the remote endpoint does not support Server Name Indication (SNI), which is by default activated in JRE 7 and JRE 8. Once Service Manager is upgraded to use JRE 7 or JRE 8, it starts to use SNI extensions during the SSL handshake. If the remote endpoint does not support SNI, the web service call will fail with an error message. To solve this issue, do either of the following:

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

```
JVMOption2: -Djsse.enableSNIExtension=false
```

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

To install the new sever patch, follow these steps:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Make a backup of the Server installation directory. See also "[Backup and backout instructions](#)" on [page 28](#).
4. Delete the RUN/tomcat directory. Tomcat in this directory will be upgraded to a higher version after the server patch is installed.
5. Delete the RUN/lib directory.
6. For Windows and Linux platforms, delete the RUN/jre directory.

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

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

Note: Two packages are provided for HP-UX. Use sm9.35.6007-P6_HPUX-IA64-ORCL12C.tar only when an Oracle 12c database is used, and use sm9.35.6007-P6_HPUX-IA64.tar in other cases.

8. For UNIX servers, set the file permissions for all Service Manager files to "755."
9. For the following Unix servers, manually upgrade to one of the following JRE versions, if you have not already done so.

- a. Install an appropriate version of JRE for your platform.

Solaris	JRE 7 (update 80 or greater)
HP-UX	JRE 7 (JRE_7.0.12 or greater) or JRE 8 (JRE_8.0.07 or greater)
AIX	JRE 7 (SR8 or greater) or JRE 8 (SR3FP10 or greater) Tip: You can check the JRE version on AIX by running the <code>\$<JRE_INSTALL_DIR>/bin/java -version</code> command, in which <code><JRE_INSTALL_DIR></code> is the JRE installation directory. If you are working with JRE 8, make sure that the system outputs consist of the following line: <pre>Java(TM) SE Runtime Environment (build pap3280sr3fp10-20160720_02(SR3fp10))</pre>

- b. Set your JAVA_HOME environment variable to point to the correct JDK (if you have JDK installed) or JRE (if you have only JRE installed).
- c. Execute `\RUN\removeLinks.sh` to remove the old symbolic links and then execute `\RUN\setupLinks.sh` to create new symbolic links.
- d. Run the following command to check that the JRE version is correct:

RUN\jre\bin\java -version

10. If you have made any customizations/changes to the original RUN/tomcat folder, restore them in the new RUN/tomcat folder.
11. 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).
12. 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.

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

Release 9.35.6007 build P6

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

Version: 9.35.6007

Patch level: P6

Server application unload installation

If a platform fix (in most cases, a server fix) also requires an applications change to resolve the relevant issue, an unload file is provided. Unload files introduced in earlier patches are also included in this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files that are intended for your applications version. For more details about these applications updates, see the Release Notes for those patches.

This patch release includes the unload files that come with the server update. When you extract `sm9.35.6007-P6_<OS>.zip` (or `.tar`), it will add the files to the following directory:

```
[SM Server Root]\platform_unloads ([SM Server Root]/platform_unloads)
```

Note: Unload files should be installed in their patch order. That is, those introduced in patch 1 should be applied first, then those introduced in patch 2, and so on. However, unload files introduced in the same patch can be installed in a random order, unless otherwise specified.

Unload file naming convention

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

- `<CR_ID>`: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- `SMxxxPxx`: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or higher.

Note: Sometimes this portion contains an additional hot fix number, for example, SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or higher.

- `SMxxx`: The Service Manager applications version that requires the unload file. For example, SM711, which means the unload file is intended only for Service Manager applications version 7.11.

Note: If the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx_SM930P4.unl is normally intended for applications versions 7.11, 9.2x, and 9.3x (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload file description. For information on the applicable applications versions for each unload file included in the current patch, see [Unload Files Included in the Current Patch](#).

Unload files included in the current patch

The following are unload files included in the current patch release.

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E108399_SM935P6_SM930.unl	9.35p6	9.30 through 9.34	Optimizes the inbox query to improve the system performance. Associated server fix: QCCR1E108399
QCCR1E128328_SM935P6_SM9.30.unl	9.35p6	9.30 through 9.34	Enables the HTML whitelist feature by default. Associated server fix: QCCR1E128328
QCCR1E118520_SM935P3_SM711.unl	9.35p3	7.11	Fixes this issue: The query hash algorithm is weak and the salt is hard-coded. Associated server fix: QCCR1E118520
QCCR1E118520_SM935P3_SM921.unl	9.35p3	9.21	Fixes this issue: The query hash algorithm is weak and the salt is hard-coded. Associated server fix: QCCR1E118520
QCCR1E118520_SM935P3_SM930.unl	9.35p3	9.30 through 9.34	Fixes this issue: The query hash algorithm is weak and the salt is hard-coded. Associated server fix: QCCR1E118520
QCCR1E103456_SM934_SM932.unl	9.34	9.32	Fixes this issue: When you use the "Any of these words" text search option to export records to Excel or to a text file, some records are not exported. Associated server fix: QCCR1E103456
QCCR1E106292_SM934.unl	9.34	7.11 through 9.34	Fixes this issue: The globallist and locallist files are not cached. This causes heavy database traffic during the login process, especially when

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
			the globalist or locallist file is large. Associated server fix: QCCR1E106292
QCCR1E112815_ SM934P1_ SM934.unl	9.34p1	9.34	Fixes this issue: The Time Period Management menu and sub-menus are not displayed after upgrading to Service Manager 9.34. Associated server fix: QCCR1E112815
QCCR1E114378_ SM934P2_ SM932.unl	9.34p2	9.32	Fixes this issue: The Auto complete feature needs RTE to change the line value of cursor.line to the value of the line when calling cursor.field.name.set. Associated server fix: QCCR1E114378
QCCR1E99147_ SM933_ SM930.unl	9.33	9.30, 9.31, and 9.32	Fixes this issue: The first tab of a Notebook is reset to be the active tab when a new interaction is opened through the "Return to blank interaction" environment settings. Associated server fix: QCCR1E99147
QCCR1E99398_ SM932P2.unl	9.32p2	7.11, 9.21, 9.30, and 9.31	Enables the inactivity timer function to work correctly when the version of applications is lower than the version of the server. Associated server fix: QCCR1E99398
QCCR1E31324_ SM932.unl	9.32	7.11, 9.21, 9.30 and 9.31	Fixes this issue: With Syslog audit turned on, only a syslog record showing login is created; no record for logoff is recorded if the user does not log out "normally." Associated server fix: QCCR1E31324
QCCR1E96802_ SM931P3.unl	9.31p3	7.11, 9.21, 9.30, and 9.31	Changes the behavior when handling web service request user passwords. See the Service Manager 9.31p3 Release Notes. Associated server fix: QCCR1E96802
QCCR1E52767_ SM931P3_ SM930.unl	9.31p3	9.30	Fixes this issue: Users cannot add data policy definitions on joined tables. Note: You do not need to load this unload if you are running on Service Manager 9.31, 9.21, or 7.11 applications.

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
			Associated server fix: QCCR1E52767
QCCR1E76724_ SM931P2_ SM930.unl	9.31p2	9.30 and 9.31	Fixes this issue: After deleting the unique key of cm3r, a signal 11 happened while doing an IR regeneration. Associated server fix: QCCR1E76724
QCCR1E76227_ SM930P6_ SM930.unl	9.30p6	9.30	Contains the code changes to support localization of incident/change priority and urgency strings for the 9.31 Mobile Applications Client. Note: Not needed for the Service Manager 9.32 or later Mobile Applications client.
QCCR1E78794_ SM930P6_ SM930.unl	9.30p6	9.30	Removes incident.assignee when a Web Service call specifies the assignee as 'NULL' through the Service Manager9.31 Mobile Applications Client. Note: Not needed for the Service Manager 9.32 or later Mobile Applications client.
QCCR1E76796_ SM930P6_ SM930.unl	9.30p6	9.30	Provides the ability to turn on debugging dynamically for user sessions or schedulers. Note: This unload requires the Service Manager 9.31 server.
QCCR1E71099_ SM930P5_ SM711.unl	9.30p5	7.11	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. Associated server fix: QCCR1E71099
QCCR1E71099_ SM930P5_ SM920.unl	9.30p5	9.20	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. Associated server fix: QCCR1E71099
QCCR1E71099_ SM930P5_ SM930.unl	9.30p5	9.30	Displays Value Lists instead of the data directly retrieved from the database in a QBE list when adding a field by using Modify Columns. Associated server fix: QCCR1E71099

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E71139_ SM930P5_ SM930.unl	9.30p5	9.30	Works with server fix QCCR1E71139 to solve this issue: When Service Manager is configured to use LDAP as the authentication data source, the user is still forced to change the password if the user is expired in the local database.
QCCR1E31941_ SM930P4_ SM930.unl	9.30p4	9.30	<p>Enables users to use a pre-configured decimal symbol when completing numeric fields.</p> <p>Note: This enhancement requires a 9.30p4 or later server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 or later without applying this applications change.</p> <p>Associated server fix: QCCR1E31941.</p>
QCCR1E73452_ SM930P4.unl	9.30p4	7.11 through 9.30	<p>Enables Mandanten restricting queries to be updated correctly after a profile is edited.</p> <p>Associated server fix: QCCR1E71897</p>
QCCR1E67072_ SM930P4_ SM930.unl	9.30p4	7.11 and 9.20	<p>Enables users to take advantage of the new KMStatusListener background process.</p> <p>Note: This unload file is not needed for applications version 9.30 or later, which supports only the Solr Search Engine.</p> <p>Associated server fix: QCCR1E67071</p>
QCCR1E70163_ SM930P4_ SM711.unl	9.30p4	7.11	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E70163_ SM930P4_ SM920.unl	9.30p4	9.20	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E70163_ SM930P4_ SM930.unl	9.30p4	9.30	<p>Fixes this issue: The KMUpdate process terminates abnormally.</p> <p>Associated server fix: QCCR1E69687</p>
QCCR1E67647_	9.30p3	7.11	Updates the exception message that occurs in

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
SM930P3.unl		through 9.30	the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request. Associated server fix: QCCR1E54192
QCCR1E67610_ SM930P2.unl	9.30p2	7.11 through 9.30	Enables you to block potentially dangerous attachments. Associated server fix: QCCR1E64290

Loading unload files

Tip: If your application version is 7.11 ap3, 9.21 ap3, 9.30 ap3, 9.31 or later, you are recommended to use Unload Manager to load an unload file, because Unload Manager can help you create a backup of your old data and reconcile conflicts during the installation of the unload; if your application version is other than any of these, Unload Manager is not available and you can use Database Manager instead.

To load an unload file using Unload Manager, follow these steps:

1. Go to **System Administration > Ongoing Maintenance > Unload Manager**.
2. Double-click **Apply Unload**. A wizard opens.
3. Select the unload file you want to apply, also specify a backup file, and then click **Next**. Details of the unload file appear.
4. Double-click a conflicting object in the table to open the merge tool:
 - a. Merge the object, and then select the **Reconciled** check box.
 - b. Click **Save** to go back to the wizard.
5. Click **Next** after all the conflicting objects are reconciled.
6. Click **Yes** on the confirmation window to apply the unload.
7. Click **Finish**.

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

To load an unload file using Database Manager, follow these steps:

1. Make sure the Windows client is configured for server-side load/unload.
 - a. From the Windows client, go to **Window > Preferences > HP Service Manager**.
 - b. Unselect **Client Side Load/Unload** if is flagged.
 - c. Restart the Windows client.
2. Open **Tailoring > Database Manager**.
3. Right-click the form or open the More Actions menu and select **Import/Load**.
4. Browse to the unload file, and view the contents of an unload file before importing it by clicking **List Contents**.
5. Make a backup copy of all files to be modified by this unload. For detailed steps, see ["Backup and backout instructions" on page 28](#).
6. Fill in the following fields.

Field	Description
File Name	Type the name and path of the file to load.
Import Descriptor	Since unload files do not require an Import Descriptor record, leave this field blank.
File Type	Select the source operating system of the unload file.
Messages Option — All Messages	Select this option to see all messages that Service Manager generates loading the file.
Messages Option — Totals Only	Select this option to see only the total number of files Service Manager loads.
Messages Option — None	Select this option to hide all messages that Service Manager generates when loading the file.

7. Click **Load FG**.

Web tier installation

The web tier update consists of a compressed file, sm9.35.6007-P6_Web_Tier.zip, which contains both the installation files (the .war and .ear files) and the unload files that are required to install the new

web tier. Installing the new web tier will upgrade your web client to this release level.

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

New customers

You only need to install the new web tier using the .war or .ear file from the sm9.35.6007-P6_Web_Tier.zip file in this release.

Existing customers

To upgrade your web tier to this patch level, you must back up and uninstall your old web tier, and then install the new web tier. The upgrade does not automatically save your web tier customizations. To keep your changes, you must back up your customized files and restore your customizations in the new deployment.

Note: If you plan to deploy the web tier on Tomcat 7.0 by using the Tomcat Manager, you must set the *max-file-size* and *max-request-size* parameters (default: 52428800) in the `<Tomcat 7.0_Home>webapps\manager\WEB-INF\web.xml` file to a value greater than the size of the web tier .war file, otherwise the deployment request will be rejected because the web tier .war file exceeds the default maximum values. This restriction does not exist in Tomcat 6.0.

To install the new web tier, follow these steps:

1. Make the necessary backups. For more information about how to do this, see "[Backup and backout instructions](#)" on page 28.
2. Delete or uninstall the existing web tier .war (or the .ear) file.
3. Clear the cache of your web application server.
4. Deploy the webtier-9.35.war (or .ear) file by following the instructions in the *Service Manager 9.35 Installation and Upgrade Documentation Center*.

Note: It is best practice to deploy with a unique context root. For example, /webtier-9.35-P6.

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 HP logo (**About HP Service Manager**) icon.

The web tier version should be: **9.35.6007-P6**.

Web tier application unload installation

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

Unload file	Introduced in 9.3x patch	Used for apps version(s)	Description
QCCR1E19946_SM933.unl	9.33	7.11, 9.21, 9.30, 9.31, and 9.32	Enables extra columns in the "Attachments" section of records. Associated server fix: QCCR1E19946
QCCR1E103581_SM934_SM932.unl	9.34	9.32	Fixes this issue: The auto complete feature is not supported by the web client. Associated server fix: QCCR1E103581
QCCR1E112070_SM935_SM711.unl	9.35	7.11	Enables users to select multiple field values in item options and save them to the cart item.
QCCR1E112070_SM935_SM921.unl	9.35	9.21	Enables users to select multiple field values in item options and save them to the cart item.
QCCR1E112070_SM935_SM930.unl	9.35	9.30	Enables users to select multiple field values in item options and save them to the cart item.

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

Windows Client Installation

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

administrative tasks.

The Windows client update consists of a compressed file, sm9.35.6007-P6_Windows_Client.zip, which contains the executable installation files of the new Windows client. Installing the new Windows client will upgrade your Windows client to this release level. This version of the Windows client comes with an embedded JRE 1.8 (update 102).

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

<https://softwaresupport.softwaregrp.com/km/KM01294561>

New Customers

You only need to install the new Windows client.

Existing Customers

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

To install the new Windows client:

1. Stop the Service Manager Windows client.
2. Make necessary backups. For details, see "[Backup and backout instructions](#)" on page 28.
3. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
4. Run **setup.exe** from this Windows client patch to install the new client.
5. Check the version in **Help > About Service Manager Client**.

The client should be Release: **9.35.6007-P6**.

Windows Client Configuration Utility installation

This release does not contain an updated version of the Windows Client Configuration Utility. You can download the latest Windows Client Configuration Utility package shipped with the Service Manager 9.35 release. You can find the download links for the SM9.3x patches and release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

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

<https://softwaresupport.softwaregrp.com/km/KM01294561>

Applications update installation

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

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

Service Request Catalog (SRC) installation

Service Manager 9.35.p6 includes the SRC package (`src9.35p6.0013.zip`), which contains the following files:

- A .war file for SRC 9.35.p6 (`src-9.35p6.war`)
- Unload files for SRC 9.35.p6 and previous versions

Unload file naming convention

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

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- SRCxxxPxx: The minimum SRC patch level that requires the unload file. For example, SRC935p1, which means the unload file comes with the SRC9.35 patch 1 and should be used for patch 1 or higher.
- SMxxx: The Service Manager applications version that requires the unload file. For example, SM935, which means the unload file is intended only for Service Manager applications version 9.35.

SRC application unload installation

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

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

Unload file	Introduced in which patch	Used for apps version (s)	Description
SRC935p3_SM935.unl	p3		

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

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

Note: Users who want to use Service Request Catalog on their tablet devices can download the Service Request Catalog app to their device from Google Play or the Apple Apps Store. To locate these apps, search for "HP SRC" in the appropriate store.

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

New Customers

1. Deploy the `src-9.35p6.war` file by following the instructions in the *Service Request Catalog 9.35 Interactive Installation Guide*.
2. If there are unload files in the SRC zip package, you must load them into Service Manager by using Unload Manager.

Note: Make sure to install unload files for previous patches at first if they have not been loaded to Service Manager.

3. Configure SRC 9.35.p6 by following the instructions in the *Service Request Catalog 9.35 Customization Guide*.

Existing Customers

1. Install SRC 9.35.p6, as described above.
2. Migrate the customizations from your old deployment to SRC 9.35.p6.

Note: In the `applicationContext.properties` file, preceding asterisks (*) are added to the

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

Mobile Applications installation

This release includes a new version of the Mobile Applications client (*sm9.35.6003_Mobility.zip*). New customers can directly install the new Mobile Applications client by deploying the *webapp-9.35.6003.war* file, while existing customers can only uninstall their old Mobile Applications client and then install the new one.

Installation instructions

Note: The Service Manager 9.35 Mobile Applications client supports Apache Tomcat 7.0 (7.0.54 or greater) and IBM WebSphere 8.5 (8.5.5 or greater) web application servers.

For more information about how to install the Service Manager 9.35 Mobile Applications client, refer to the *Service Manager 9.35 Mobile Applications User Guide*.

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

- *QCCR1E123225_SM935P3_SM932.unl*, to fix *QCCR1E123225*
- *QCCR1E125623_SM935P3_SM930.unl*, to fix *QCCR1E125623*

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

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

- *mobile2-update-9.30-9.31.unl*
- *mobile2-new-9.30-9.31.unl* (If using the SM9.31 or SM9.30 applications with PDCP4 applied, load *mobile2-new-9.31-pd4.unl* instead)

For more information, see the *Service Manager 9.35 Mobile Applications User Guide*.

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

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

If you have upgraded your server to version 9.35 and are still running the 9.32, 9.33 or 9.34 applications, you must load the MOBILITY_ESS_SM935_SM932.unl file to enable this interface.

If running Service Manager applications 9.30 or 9.31, to enable the ESS interface, you must enable the Mobile Applications client for users first as described above, and then load the MOBILITY_ESS_SM935_SM932.unl file.

Knowledge Management (KM) Update Installation

This release includes a package for the Solr Search Engine (sm9.35.6007-P6_KM.zip).

Note: Tomcat 6.0.53 has been certified on this release of the KM Search Engine. Upgrading to Tomcat 6.0.53 is optional but recommended.

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

1. Stop your KM Search Engine.
2. Make a backup of your Search Engine installation folder and other necessary backups. See the instructions in "[Knowledge Management search engine](#)" on page 34.
3. (Optional) Update the KM embedded Tomcat to version 6.0.53.
 - a. Download the Tomcat 6.0.53 zip file specific for your operating system.

Caution: The KM search engine requires a 32-bit Tomcat if running on a 32-bit operating system, and a 64-bit Tomcat on a 64-bit operating system.

- b. Extract the zip file to overwrite your existing Tomcat folder.

Caution: Before this step, be sure not to remove the embedded Tomcat folder, which contains certain files that do not exist in the Tomcat 6.0.53 zip file that you downloaded. This way these files will remain after you overwrite the old Tomcat folder.

- c. Copy your old Tomcat configuration file (`server.xml` in the `conf` folder) back to the updated Tomcat folder.
4. Make sure you have already installed the SM 9.35 server package.

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

5. Copy all files and folders in the `knowledgemanagement` folder to your existing search engine installation folder (for example: `C:\Program Files (x86)\HP\Service Manager 9.35\Search_Engine`).
6. Restart your KM search engine.
7. Log off Service Manager and log back in for your changes to take effect.
8. Perform a full re-indexing for all of your knowledgebases.

Smart Analytics installation

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

ODBC Driver update installation

This release does not contain any ODBC Driver updates. The latest ODBC Driver package has been shipped with the Service Manager 9.30p4, 9.30p5, and 9.31 releases. You can find the download links for the latest ODBC Driver package and the release notes from the [Overview of Service Manager 9.3x Releases](#) knowledge document.

Language pack installation

This release does not contain any language pack updates. You can download the latest language packs shipped with the Service Manager 9.35 release.

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

Online help installation

This release does not contain any online help updates. You can download the latest online help shipped with the Service Manager 9.35 release.

Service Manager online help

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

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

Service Request Catalog (SRC) online help

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

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 Patch 6 Release Notes (Service Manager 9.35)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to docs.feedback@microfocus.com.

We appreciate your feedback!

