



Service Manager

Software Version: 9.60

For supported Windows® and Linux® operating systems

Patch 1 Release Notes

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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 9.6x release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.6x patches.

[Overview of Service Manager 9.6x Patch Releases](#)

Server enhancements

Support domain\user authentication with EWS in Smart Email

Now you can login Smart Email on an exchange server by using the domain user account with the EWS mail protocol.

As shown in the following screenshot, if you select **EWS** as mail protocol, you can also type a domain account as the user name. For example, `cit.com\test`.

Integration Instance Parameters

Custom Parameter Editor

Connectivity Options Error Handling

Basic Configuration

Mail Protocol: EWS Shared Inbox

EWS URL: https://cit.com/EWS It's better to use secure https protocol.

User Name: cit.com\test Password: *****

Advanced Configuration

Proxy Host: Proxy Port:

Proxy Username: Proxy Password:

Authorized Domains: cit.com

Delete Email when successfully processed

Processed Email Folder: Error Email Folder:

Verify Connection

< Previous Next > Finish Cancel

SMA Service Portal

SMA Service Portal is shipped with the latest Service Management Automation - SM suite release. You can use the latest SMA Service Portal in SMA-SM suite mixed mode scenario 1. See ["Service Portal installation" on page 60](#) for more information about how to install the SMA Service Portal.

Caution: SMA-SM suite mixed mode scenario 1 is intended for customers who want to adopt the containerized Service Portal, Smart Analytics and Chat on top of existing Service Manager without re-implementation.

New parameters

This release introduces the following new parameters.

Parameter: detailViewMinWidth

Parameter

detailViewMinWidth

Description

This parameter increases the min-width value of a web page if the system displays some texts incompletely after you enlarge the browser text size or font size.

Note:

- Due to this min-width configuration, you may get the horizontal scroll bar in the detail view even if it is unnecessary.
- This parameter has no effect on the record list view and the pop-up view.

Valid if set from

The URL of the Service Manager web client accessible view

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Any integer between 40 and 90

Example usage

When accessing the accessible view of the Service Manager web client, use the following URL to set the min-width to 72em.

`http://<servername>:<portnumber>/sm/accessible.do?detailViewMinWidth=72`

The new value takes effect immediately after the page is reloaded.

Parameter: esstoolbarbutton

Parameter

esstoolbarbutton

Description

By default, the action buttons on ESS pages are displayed at the bottom of the pages. You can use this parameter to enable toolbar buttons on ESS pages.

To enable toolbar buttons, set the parameter to *esstoolbarbutton:1*, restart your web tier application server, and then re-login ESS. After you enable this parameter, the action buttons are displayed on the toolbar at the top of ESS pages instead of at the bottom.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No. Restart your web tier application server.

Default value

0

Possible values

0 (Do not enable ESS toolbar buttons)

1 (Enable ESS toolbar buttons)

Example usage

Command line: **esstoolbarbutton:1**

Initialization file: *esstoolbarbutton:1*

Parameter: checkdatetimevalue

Parameter

checkdatetimevalue

Description

This parameter determines whether Service Manager validates the date fields, such as the **Planned Start** and **Planned End** date fields.

- If the value of `checkdatetimevalue` is 1, the system checks the date/time value. The system does not allow time-only values and displays an error message (for example, the value is invalid). Meanwhile, the system accepts date-only values and adds default time 00:00:00 to the date.

Note: The date format is strictly followed. For example, if the date format is YYYY/MM/DD, the system does not accept either 18/04/24 or 2018/04. In this case, the correct time value is 2018/04/24.

- If the value of `checkdatetimevalue` is 0, the system does not check the date/time value. Both date-only and time-only values are accepted.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No. Re-login Service Manager after you update the parameter value.

Default value

0

Possible values

0 (The system does not check the date/time value)

1 (The system checks the date/time value)

Example usage

Initialization file: `checkdatetimevalue:1`

Enhancements

This release includes the following enhancements.

Server

CR	Problem	Solution
QCCR1E144163	Need to support login Smart Email on an exchange server by using the domain user account.	Now a user can login Smart Email on an exchange server by using the domain user account with the EWS protocol.
QCCR1E135249	The Planned Start and Planned End date fields allow time value only. For example, 12:00:00. However, the system returns incorrect durations when using this value in calculations.	This release adds a hidden parameter <i>checkdatetimevalue:xx</i> . If the value of <i>checkdatetimevalue</i> is 1, the system checks the date/time value. If the value of <i>checkdatetimevalue</i> is 0, the system does not check the date/time value.
QCCR1E145077	Request to add a tool bar for ESS pages.	You can now use the <i>esstoolbarbutton</i> parameter to enable toolbar buttons on ESS pages. The default value is 0. To enable toolbar buttons, set the parameter to <i>esstoolbarbutton:1</i> from sm.ini or command line, and re-login ESS for the parameter to take effect.
QCCR1E146220	Request to log the rowid of Files when dumping the APPs symbols with RTM:4.	Now the sm.log file logs the rowid of the Files variables when dumping the APPs symbols with RTM:4.

Fixed defects

This release fixes the following defects.

Server

CR	Problem	Solution
QCCR1E56594	The system displays the following RTE E messages: RTE E use count on cache item with key <code>-trigger.localize.inbox</code> went negative.	This issue no longer exists now.
QCCR1E13845 1	Suppose you are sending emails by using SMTP. After you send out an email, the system displays up to 10 SMTPMail processes in System Status. All but one have a high idle time.	Now after you send out several emails, the system displays only one SMTPMail process in System Status.
QCCR1E14245 5	The system inserts a pound sign (#) after a tilde (~) when saving the input to a text field.	Now the system handles a tilde (~) correctly.
QCCR1E14507 3	The message box displays wrong messages if you use the callrad rrecall to invoke the <code>apm.mb.ok</code> RAD application from JavaScript.	The message box displays correct messages if you use the callrad rrecall to invoke the <code>apm.mb.ok</code> RAD application from JavaScript.

QCCR1E14544 5	Jscall() in an Advance Query fails with the following dbdict error: "Query field (Phil.Caracciola) in (cm3r) not defined in dbdict (se.search.engine,select.records)"	The system executes the jscall () embedded query successfully now.
QCCR1E14619 1	The system displays the "Timeouts can't be negative" error messages when using doSOAPRequest in Web Services integration.	The system no longer displays the "Timeouts can't be negative" error messages when using doSOAPRequest in Web Services integration.
QCCR1E14677 9	The hpcscheduledmaint thread fails.	The hpcscheduledmaint thread no longer fails.
QCCR1E14681 3	Version control displays error messages on Linux. For example, at com.hp.ov.sm.server.sourcecontrol.filesystem.win32.win32API.setFileWritable(Native Method).	Version control now works on Linux without errors.
QCCR1E14703 0	Service Manager cannot download the attachment when the file name has specific Japanese characters(売上計上).	Service Manager can download the attachment when the file name has specific Japanese characters.
QCCR1E14744 9	The system displays the Signal 11 error in the CThreadIO::freeRowOnRefresh() function when routing work of PROD environment.	The system no longer displays the Signal 11 error in the CThreadIO::freeRowOnRefresh() function when routing work of PROD environment.
QCCR1E14746 3	The system displays the Signal 11 error in the ddqualifyXML() function during routine work of PROD environment.	The system no longer displays the Signal 11 error bug in the ddqualifyXML() function.
QCCR1E14745 8	The system displays the Signal 11 error in getLastSortValue() and adhocsqlPagingCondition() functions when routing work of PROD environment.	The system no longer displays the Signal 11 error in getLastSortValue() the function.

Web client

CR	Problem	Solution
QCCR1E90026	When you press the Tab key to navigate through the web client, the Expand Navigator button is the last control to receive focus.	Now the Expand Navigator button receives focus immediately after the masthead loses focus.
QCCR1E124163	Some texts in the web page are not displayed completely after you enlarge the browser text size or font size.	<p>Now in the Accessible web client, the system assigns an appropriate min-width value to each page of the detail view so that all texts are displayed completely.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Due to this min-width configuration, you may get the horizontal scroll bar in the detail view even if it is unnecessary. 2. If the system still displays some texts incompletely in certain pages, you can increase the min-width value by setting a value in the <i>detailViewMinWidth</i> URL parameter. The valid value for this parameter is an integer from 40 to 90. <p>For example, you can use the following URL to set the min-width to 72em and the new value takes effect immediately after the page is reloaded.</p> <pre>http://host:port/sm/accessible.do?detailViewMinWidth=72</pre> <p>However, this parameter has no effect on the record list view and the pop-up view.</p>
QCCR1E124157	After the font size or text size is changed in the browser, the size of the text in the System	Now the size of the text in the System Navigator is changed with the font/text size change in the browser.

	Navigator is not changed accordingly.	
QCCR1E131310	The screen reader reads the label of a notebook tab twice.	The screen reader now reads the label of a notebook tab only once.
QCCR1E137193	If your data for a record list contains the unicode line separator character, the system displays the record list as a blank section. You can see the following JavaScript error in the browser console: "Uncaught SyntaxError: Invalid or unexpected token"	Now the system displays the record list correctly even if its data contains the Unicode special characters such as line separator or paragraph separator, or the Unicode supplementary characters (such as an emoji).
QCCR1E138184	After you enlarge font size, the system displays the label for some notebook tabs incompletely.	Now the system always displays the label for notebook tabs completely.
QCCR1E138203	The contrast ratio of the icon of a check box cannot meet the minimum requirement of 3.0:1. The read-only check box is displayed with a black background in high contrast mode.	The contrast ratio of the icon of a check box meets the minimum requirement of 3.0:1. The read-only check box is displayed with a black background in high contrast mode.
QCCR1E138225	When you perform Mass Unload for a record list, the file is not downloaded. However, the system still displays the responding message that the records are unloaded to the specified file.	When you perform Mass Unload for a record list, the file is now downloaded as expected.
QCCR1E138296	When you edit the content in an editable table with Multiple Selection enabled, the system appends a new row with the same content to the table unexpectedly.	Now in this case, the system appends an empty new row to the table.
QCCR1E144919	The system generates multiple label elements with the same "for" attribute value for a check box or a radio button on the web client.	The system generates one label element for a checkbox or a radio button with a valid caption on the web client.
QCCR1E144943	In the web client, you can expand a read-only combo box and make selections though the	Now in the web client, you are unable to expand a read-only combo box to make selections.

	change is not saved.	
QCCR1E145227	The "About Service Manager" tooltip is still in English if you login with a non-English language.	Now the "About Service Manager" tooltip is localized if you login with a non-English language.
QCCR1E145831	In the shortcut list dialog, you cannot activate the Close button by pressing the Space bar.	In the shortcut list dialog, you can activate the Close button by pressing the Space bar.
QCCR1E145988	If Lightweight Single Sign-On (LW-SSO) is enabled in the Service Manager Web tier, the system performs case-sensitive checks on the user names. This behavior is inconsistent with that in the server.	Now in this case, the system no longer performs case-sensitive checks on the user names.
QCCR1E146208	When you open a workflow list in Chrome, the browser console displays an error that the pd_accessible.css file is missing.	Now you can open the workflow list in Chrome without errors in the browser console.
QCCR1E146205	The screen reader does not recognize the Notebook tabs as a list so that you are unable to know the tabs are a group and the tabs' sizes.	<p>Now the screen reader recognize the Notebook tabs as a tab list. The screen reader can output the list size and the position of each tab.</p> <p>Keyboard interactions:</p> <p>When the focus is on a tab element:</p> <ul style="list-style-type: none"> • Left Arrow: Moves the focus to the previous tab. If the focus is on the first tab, moves the focus to the last tab. • Right Arrow: Moves the focus to the next tab. If the focus is on the last tab element, moves the focus to the first tab. • Home: Moves the focus to the first tab. • End: Moves the focus to the last tab. • Tab: Moves the focus to the first focusable element inside the activated tab panel. <p>When focus is on an inactive tab in a tab list:</p>

		<ul style="list-style-type: none"> • Space or Enter: Activates the tab.
QCCR1E146285	You cannot save your configurations to Transitions in Task Planner.	<p>Now you can save your configurations to Transitions in Task Planner.</p> <p>Note: You must install the QCCR1E146285_SM960P1_SM941.unl unload file to apply this fix.</p>
QCCR1E146965	Some rebranding settings, such as the product logo, family logo and footer logo, do not work in the Service Manager 9.60 web client.	Now all the rebranding settings work correctly.
QCCR1E147181	The URI schema for tel and Session Initiation Protocol (SIP) does not work in Web client.	Now the URI schema for tel and Session Initiation Protocol (SIP) work in Web client.
QCCR1E147401	Some fields and labels are randomly missing each time you print a Request record.	Now all fields and labels are displayed each time you print a Request record.
QCCR1E148075	The dotted line focus border of the notebook tab header is not clearly visible in high contrast mode.	Now the dotted line focus border of the notebook tab header is clearly visible in high contrast mode.

Windows client

CR	Problem	Solution
QCCR1E145552	When you apply the Read-Only condition to a control and set the Array Length property to a value greater than 1, the system displays this control as an array of controls on a form. Suppose you open a record with an empty value for this control, and then apply the Read-Only condition to this control in the Windows client. If you change the condition to editable by using either the application side display option or the rule set action, this control is not displayed as editable	Now the empty array of controls becomes editable in this case.

	and you are unable to type some text in it.	
QCCR1E145588	In the Service Manager 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.

Mobility

CR	Problem	Solution
QCCR1E146177	If you use the Mobility client to download an attachment with a Chinese filename from a record, the file name is gibberish for the downloaded attachment.	Now in this case, the file name of the downloaded attachment is displayed correctly. Note: To apply this fix, you must upgrade both Mobility client and RTE to 9.60 p1.
QCCR1E148277	Service Manager 9.52 Mobility URL does not work with Chrome browser version 66.0.3359.126.139. The system displays the following login error: An unknown error has occurred on system!	Service Manager 9.52 Mobility URL works well with the latest version of Chrome browser.

Known issues, limitations, and workarounds

Service Manager 9.60p1 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
QCCR1E146641	Applications upgrade	<p>It may take a long time to synchronize counter records when applying the SM 9.60 upgrade utility if large tables with counters exist in your environment.</p> <p>Workaround: Use SM9.60 Upgrade Patch 1 instead. This patch release has improved the performance of synchronizing counter records.</p>	9.60
QCCR1E146086	Localization	Bad layout is seen when adding company for smart ticket tuning in Arabic.	9.60
QCCR1E139375	Localization	Some text strings that are displayed on the Add Supplier UI of Swedish versions of Service Portal are unlocalized.	9.52
QCCR1E131803	Service Request Catalog	<p>When two line items in the "Open New Request" Catalog Connector information section for a catalog item have the same description (but different part numbers), the incorrect line item is removed when you try to remove one of the line items.</p> <p>Workaround:</p> <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: <pre>\$value=\$this.position in \$part</pre> <p>To:</p> <pre>\$this.part.no= \$this.position in \$component.part.no</pre> 4. Change: <pre>\$this.part.no=jscall("svcCatInterface.getPartNo", \$value, "model")</pre> <p>To:</p> <pre>if null(\$this.part.no) then (\$this.part.no=jscall("svcCatInterface.getPartNo", \$value, "model"))</pre> 	9.51

Global ID	Component	Issue	Introduced in version
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 <UCMDB installation path>\UCMDBServer\deploy\ucmdb-browser.war file with the file extracted from the HPE-Browser-4.12.61-ucmdb-browser-embedded.zip file in the browser 4.12 release build. 3. Delete <UCMDB installation path>\<UCMDB Server\runtime\jetty-cache. 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, http://16.165.217.47:8090) from which Service Manager will access the embedded UCMDB browser. 	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
QCCR1E137165	Service Portal	<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 /opt/hp/propel/search/search.yml 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 	9.50

Global ID	Component	Issue	Introduced in version
		<pre> example: ... qms: hostname: <IDOL server FQDN> port: 14000 oemKey: <oemKey value> executionIsolationThreadTimeoutInMillis: 80000 threadpool: threadPoolCoreSize: 10 keepAliveTimeMinutes: 1 ... 3. Run the following commands to restart the search service: # 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
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

Global ID	Component	Issue	Introduced in version
QCCR1D230492	Service Portal	Label words in the KM template are not correctly displayed in the Service Portal portal when the browser language is set to Simplified Chinese or Portuguese (Brazil).	9.50
QCCR1D230825	Service Portal	The KM details page is displayed incorrectly in Service Portal.	9.50
QCCR1D231198	Service Portal	The "Description", "Name", and "Attachment" fields in request forms are not controlled by the form of the catalog item in Service Portal or by SRC tailoring in Service Manager.	9.50
QCCR1E135706	Service Portal	Smart Search results contain duplicate entries in a Service Manager and Service Portal integration if there is one or more replica servers.	9.50
QCCR1E135986	Smart Analytics	Data is lost when IDOL performs a full index if the operator and the server are in different time zones.	9.50
QCCR1E136724	Smart Analytics	A RAD error occurs if you clear the Module name field when you add a Smart Ticket configuration. 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

Global ID	Component	Issue	Introduced in version
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
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	When you import HPIT KM data, a data length error occurs.	9.50

Global ID	Component	Issue	Introduced in version
	Analytics		
QCCR1E130700	Smart Analytics	When you import HPIT KM data, categories that do not already exist in Service Manager are not imported.	9.50
QCCR1E135647	Integration	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	Integration	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	Performance	<p>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 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>	9.41 and patches
QCCR1E132194	Smart Analytics	The ssl configuration topic of the Smart Analytics document is missing information to configure level2proxy and image server. The information to configure the CFS server is also incorrect.	9.41 and patches

Global ID	Component	Issue	Introduced in version
		<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>	
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 Analytics	On a virtual machine with Interl(R) Core(TM)2 Duo CPU T7700 @2.40 Ghz, 2.59 GHz (4Processors), a memory leak occurs on the http connector server.	9.41 and patches
QCCR1E128412	Service Manager server	On Unix platforms, the legacy listener does not work if Service Manager server uses the Oracle 12c instant client.	9.41 and patches
QCCR1E124820	Service Manager server	<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	The index status is not updated into the Knowledge Management knowledge base, and thus	9.41 and

Global ID	Component	Issue	Introduced in version
	Manager server	<p>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>	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> <pre>[1] 70-Error: Error: Attempt to open [=...)0] failed. (No such file or directory). The file open mode [rb] does not permit creation of a new file.</pre> <p>In this case, modify the following parameters in the configuration of the content server, and then restart the content server.</p> <pre>[Server] Threads=x [AsyncActions] Threads=y let x+y<32</pre>	9.41 and patches
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> <pre>Failed to load resource: net::ERR_INSECURE_RESPONSE</pre> <p>Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.</p>	9.41 and patches

Global ID	Component	Issue	Introduced in version
		Workaround: Use Chrome 43 instead.	
QCCR1E124206	Service Manager survey	Service Manager survey does not support multiple companies.	9.41 and patches
QCCR1E124149	Service Manager reports	Records that do not satisfy query conditions for selected lines are displayed in the calculation chart report.	9.41 and patches
QCCR1E124144	Service Manager reports	You cannot drill down into the calculation and duration charts when the aggregator is set to MIN or MAX.	9.41 and patches
QCCR1E124821	Web client	Auto-complete does not work when the link line of the associated field has the "Skip Query Rewriting" option enabled.	9.41 and patches
QCCR1E122174	Web client	SMC does not support RTL.	9.41 and patches
QCCR1E124466	Smart Analytics	Error messages displayed in English are not indexed in localized language versions.	9.41 and patches
QCCR1E125500	Web client	If you enable the "preventDuplicatedAttachmentName" parameter in web.xml and then upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	9.41 and patches
QCCR1E126359	Smart Analytics	English text in screenshots is not recognized correctly when your contact language is Arabic.	9.41 and patches
QCCR1E121838	Service Manager Reports	Labels overlap on Stacked Horizontal bar charts in Reports.	9.41 and patches

Global ID	Component	Issue	Introduced in version
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
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

Global ID	Component	Issue	Introduced in version
QCCR1E126842	Smart Analytics	The "Set parent" button in Smart Search should not be shown for non-Process Designer-based Incidents.	9.41 and patches
QCCR1E126847	Smart Analytics	The reported number of search results from the catalog library is not correct.	9.41 and patches
QCCR1E126848	Smart Analytics	SharePoint pages are indexed into IDOL incorrectly.	9.41 and patches
QCCR1E126852	Smart Analytics	Type ahead cannot use the display value of a global list in the advanced filter function in Smart Search.	9.41 and patches
QCCR1E126886	Smart Analytics	The Change Service value does not display the CI Display Name.	9.41 and patches
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	You cannot connect to IDOL with an IPv6 address.	9.41 and

Global ID	Component	Issue	Introduced in version
	Analytics		patches
QCCR1E124520	Smart Analytics	On a tablet, the back and forward buttons do not work correctly in IDOL external webpage details pages.	9.41 and patches
QCCR1E125084	Smart Analytics	The number of search results changes after you click to view the next page.	9.41 and patches
QCCR1E126163	Service Manager server	In the HS environment, locked sessions cannot be killed from the Show Locks format (system.status.locks.g).	9.41 and patches
QCCR1E125549	Service Manager server	If there is 127.0.0.1 in the hosts file, the hostname is displayed as "localhost.localdomain" in the result of the command "sm -reportlbstatus".	9.41 and patches
QCCR1E127029	Service Request Catalog	The average response time of the "src01_02_search" transaction is more than 2s in 9.41, compared to that of 0.8s in the previous release.	9.41 and patches
QCCR1E125884	Smart Analytics	The old 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	Users cannot drill down into index for fsylib links. Workaround: The fsyslib link refers to URLs with the "file://" protocol in search results. However, Firefox and Chrome do not open such links when they are clicked in the result	9.41 and patches

Global ID	Component	Issue	Introduced in version
		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.	
QCCR1E123433	Applications	The display name is not displayed in the mass update interface. Instead, only the logical name is displayed.	9.41 and patches
QCCR1E120454	Applications	The datadict record cannot be saved when the display name is changed.	9.41 and patches
QCCR1E127326	Integrations	UCMDB federation is blocked.	9.41 and patches
QCCR1E122190	Applications	If you set a fuzzy search condition before, the comfill box that has the reference table setting on displays an empty list.	9.41 and patches
QCCR1E119964	Applications	When a new record is added in dbdict, the alias of type is not removed and the alias for display.name is not created.	9.41 and patches
QCCR1E120414	Service Manager server	Service Manager does not reference a function if the field is a variable.	9.41 and patches
QCCR1E121852	Windows client	The Fill button does not work if the values of the "diaplay list" and "value list" are set in Windows client.	9.41 and patches
QCCR1E122160	Applications	The comfill control of the CI in the "Add Filter Criteria" wizard does not work.	9.41 and patches
QCCR1E123135	Applications	The CI Display Name is not displayed on the "Asset Allocation" form.	9.41 and patches
QCCR1E123311	Web client	An "No Record Found" error is displayed when characters are deleted from the end of the value filled by the auto complete functionality.	9.41 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E123536	Applications	The logical.name of the CI is displayed for the "Create Template from Record" interface of an incident record.	9.41 and patches
QCCR1E123716	Web client	The order is not correct for CI Name in the pivot table.	9.41 and patches
QCCR1E124360	Web client	A tab cannot be closed in the dialog mode.	9.41 and patches
QCCR1E124423	Applications	Reference cannot be set on the member of an array of a structure.	9.41 and patches
QCCR1E125032	Web client	The style of the popup window is lost when the session is refreshed.	9.41 and patches
QCCR1E125204	Applications	When the Affected CI in the cross table is exported as a list, the logical name is displayed.	9.41 and patches
QCCR1E126003	Applications	No validation is done when you input an invalid CI in a service level target.	9.41 and patches
QCCR1E126006	Applications	The logical name of a CI is displayed in the "Additional Properties" tab in a Request task.	9.41 and patches
QCCR1E127712	Web client	An "invalid CI" error message is displayed when you select the CI through the auto complete functionality.	9.41 and patches
QCCR1E121670	Service Manager server	The value of the comfill control is not restored if it is an array list in the change record.	9.41 and patches
QCCR1E127732	Mobility	<p>The page is hung after you fill the incident subcategory in Chrome (version 44) on Android.</p> <p>Workaround: Refresh the page in this case, and the list will be displayed. You can then</p>	9.41 and patches

Global ID	Component	Issue	Introduced in version
		<p>select an item and save the record successfully.</p>	
QCCR1E128218	Applications	<p>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).</p>	9.41 and patches
QCCR1E126631	Process Designer	<p>When you select a value for a task category in the task planner two times, only one value is available the second time.</p> <p>Workaround: To see all list items, clean the combo field and click the drop-down button again.</p>	9.41 and patches
QCCR1E126641	Smart Analytics	<p>Related record information for Phase, Status, and Title in the Interaction details page is not displayed until you exit the related Incident session.</p>	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>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<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> <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 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]</pre> 	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<pre> ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a') ALTER TABLE [932].[dbo].[OPERATORA1] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a') ... ALTER TABLE [932].[dbo].[OPERATORA5] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a') UPDATE [932].[dbo].[OPERATORM1] set [RECORD_KEY] = [NAME] UPDATE [932].[dbo].[OPERATORA1] set [RECORD_KEY] = [NAME] ... UPDATE [932].[dbo].[OPERATORA5] set [RECORD_KEY] = [NAME] </pre> <ol style="list-style-type: none"> 2. Log on to Service Manager, open the Operator dbdict, and then import this new column. 3. Add this new column as the unique key. 	
QCCR1E135225	Service Manager server	Crystal Reports cannot access Request data by using sc_report_odbc.	9.40 and patches
QCCR1E118066	Service	Truncation and overlapping of elements on the details page of the Missing Reference Report	9.40 and

Global ID	Component	Issue	Introduced in version
	Manager studio	occurs when you use the vertical view. Workaround: Resize the details page to make it wider or use the horizontal layout.	patches
QCCR1E117293	Service Manager studio	When you rebuild relationships in Relationship Manager, link type relationships that have a "fixed" status are removed.	9.40 and patches
QCCR1E115272	Service Manager studio	ERDs cannot be recovered when you open another tab in the same browser.	9.40 and patches
QCCR1E93098	Applications	When you modify a problem record, and then try to close the record whilst a backend process modifies the record at the same time, you are prompted with a message that asks you to merge the conflict. However, after the record is merged, you cannot close the problem record.	9.40 and patches
QCCR1E118260	Applications	When you search for an incident, interaction, or change in a heavily-populated database, the operation takes more than 20 seconds. Workaround: Change the first unique key to the primary key for the modules that have this issue.	9.40 and patches
QCCR1E116869	Service Manager server	The primary key is lost after you change the length of a field in a dbdict. Workaround: Manually recreate the primary key.	9.40 and patches
QCCR1E112005	Service Manager server	Due to a limitation in Oracle 11g, records in the patchrelresults and scmessage tables that have a Primary Key cannot be unloaded correctly in an Oracle 11g database. Workaround: Change the Primary Key of the patchrelresults and scmessage tables to a	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<p>Unique Key before you perform the unload.</p>	
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 Designer	<p>Hotkeys are not supported for menu items in the workflows page.</p>	9.40 and patches
QCCR1E115608	Process Designer	<p>You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.</p> <p>Workaround: Manually change the display option ID.</p>	9.40 and patches
QCCR1E115772	Process Designer	<p>In Internet Explorer, the workflow viewer may unexpectedly scroll right or down if you have a scroll bar and the browser zooms in.</p>	9.40 and patches
QCCR1E115828	Process Designer	<p>You cannot expand or collapse the workflow list folder by using the Space key. This behavior is therefore not consistent with accesibility behaviour in the standard client.</p>	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	<p>The query editor may be launched with an incorrect query record table name.</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
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 Designer	<p>If you use the task editor to edit a task in a change model, and then try to save the change model, you receive a "The record being updated has been modified since read" error message.</p> <p>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>	9.40 and patches
QCCR1E118741	Process Designer	<p>Inconsistencies can occur between Change categories and "Open in Phase"/"Close by Phase" tasks in change models.</p> <p>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

Global ID	Component	Issue	Introduced in version
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
QCCR1E117328	Mobile client	A Reject Reason is filed in the retraction page with an empty Reject Reason option.	9.40 and patches
QCCR1E117598	Mobile client	The Array comfill is displayed as a black block when you use the Mobile Applications in the self-service user view.	9.40 and patches
QCCR1E115349	Mobile client	Items in the "My open Requests" and "My Closed Requests" lists are not displayed in the correct order. The latest request to be created does not appear at the top.	9.40 and patches
QCCR1E118626	Mobile client	<p>Pictures attached to interactions are not saved to the local gallery since IOS 8.1.1.</p> <p>Workaround: Use the Chrome browser instead of Safari.</p>	9.40 and patches
QCCR1E118215	Smart Analytics	The Distributed Image Server does not support large size images (over 1MB) in concurrent user testing.	9.40 and patches
QCCR1E118907	Smart Analytics	Hot Topic Analytics does not support accessibility as expected.	9.40 and patches
QCCR1E113455	Service Manager Reports	<p>The remote path and mapping path cannot be set in the File Server Base Path if you do not start Service Manager with administrative privileges.</p> <p>Workaround: Start Service Manager as an administrator.</p>	9.40 and patches
QCCR1E109588	Service Manager Reports	List reports cannot retrieve data from replicated databases.	9.40 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E110835	Service Manager Reports	<p>Reports that have long legend text do not print as expected.</p> <p>Workaround: Shorten the legend label.</p>	9.40 and patches
QCCR1E105868	Service Manager Reports	Service Manager loads reports in a dashboard one-by-one.	9.40 and patches
QCCR1E105815	Service Manager Reports	<p>Service Manager server CPU utilization is higher than expected when the ToDo queue is set as the landing page and the inbox size exceeds 50K.</p> <p>Workaround: Check the inbox size periodically, and control the size manually.</p>	9.40 and patches
QCCR1E109576	Service Manager Reports	<p>When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen.</p> <p>Workaround: Refresh the dashboard before exporting a report.</p>	9.40 and patches
QCCR1E118434	Service Manager Reports	The temp file in the Tomcat temp directory cannot be deleted after the session is closed.	9.40 and patches
QCCR1E106640	Service Manager Reports	Query conditions in the condition box and condition builder are not consistent.	9.40 and patches
QCCR1E118269	Service Manager Reports	<p>The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.</p> <p>Workaround: Set a dedicated Service Manager instance for the reporting schedule.</p>	9.40 and patches
QCCR1E111234	Service	You can export reports as a PDF only in the system language font.	9.40 and

Global ID	Component	Issue	Introduced in version
	Manager Reports		patches
QCCR1E117603	Service Manager Reports	The meaning of the text string "inbox" is not always clear.	9.40 and patches
QCCR1E118983	Applications	<p>If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create an HTML Template with a name containing text in that language, save the template and open the template again by performing a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text.</p> <p>Workaround: Click Tailoring > Database Dictionary, search for "htmltemplates," click the htmlcode field, and then change the SQL RC value to "true."</p>	9.40 and patches
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 "kmmknowledgebaseupdates," click the recldata 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	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.	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<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>	
QCCR1E117326	Applications	The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.	9.40 and patches
QCCR1E118616	Applications	The Create One Request Fulfillment Record for each Device of Class X at location Y effect option in Scheduled Maintenance does not work correctly.	9.40 and patches
QCCR1E114145	Applications	<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	When you cancel a planned purchase task before you finish creating it, validation of the task still occurs.	9.40 and patches

Installation notes

This section provides instructions for installing each component in this patch release. Before you proceed, we recommend that you consult the latest [Service Manager 9.60 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 9.60. An applications upgrade is optional if your application version is 9.40 or later. If you plan to upgrade your applications to 9.60, 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 9.60 applications or upgrade package according to your current applications version. You can find the SM 9.60 Applications or Upgrade package as well as *Service Manager 9.60 Release Notes* in the Service Manager 9.60 installation media.

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

Backup

Tip: Service Manager 9.60 only supports application versions 9.40 and later. If your application is version 9.40 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, "Neopravitelná 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, "%A%Y%P%Q[5V%5R5]T%ç%ç\%G%T[([p%Z%S[2]85]1%5[1])", "error", {}, "02/28/12 15:35:34", 3, "ramuro"}
{"ko", "10", 20, "머클리케이션에 복구할 수 없는 오류 %S0(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, "%Nieodwracalny b[ł]d 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, "%àççÛçÜZ8àkàù8ÈàççÜ×ààäü8kUaeçt8tÜç3èçhèlU: %SÈèàLÜàè8èçèèçè %SÈT", "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\Micro Focus\Service Manager 9.60\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 43.
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 43.
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 > 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\Microsoft Focus\Service Manager 9.60\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

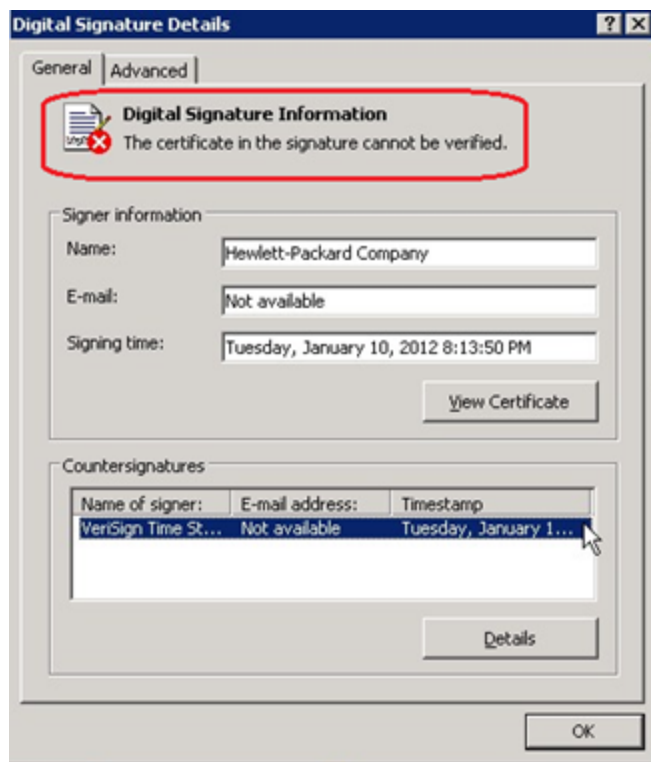
If you want to roll back after you deploy the new version, perform the following steps:

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

Digital signature notice

Micro Focus 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 *How to install the 2048-bit Code Signing root and intermediate CA certificates?* article:

https://knowledge.symantec.com/support/ssl-certificates-support/index?page=content&id=SO19140&actp=search&viewlocale=en_US

Applications update installation

This release does not contain an applications or upgrade package. The latest applications version is 9.60. An applications upgrade is optional, and you can install the Service Manager 9.60 Applications or upgrade package according to your current applications version.

You can find the SM 9.60 Applications or Upgrade package as well as *Service Manager 9.60 Release Notes* in the Service Manager 9.60 installation media.

Server update installation

The server update for your operating system consists of a compressed file, sm9.60.1017-P1_<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 or later is required for Service Manager. For more information, see the latest *Service Manager 9.60 Support Matrix* at <https://softwaresupport.oracle.com/group/softwaresupport/support-matrices>

Upgrade paths

This server patch must be applied on top of Service Manager 9.60 system.

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.60 GA server, and then apply this server patch.
- **Existing Service Manager 9.3x/9.4x/9.5x customers:** Uninstall the old server, install the Service Manager 9.60 GA server, and then apply this server patch.
- **Existing Service Manager 9.60 customers:** Apply this server patch.

For installation instructions for the Service Manager 9.60 server, see the [Service Manager 9.60 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:
 - o From the Windows client, click **Help > About Service Manager Server**. The server version should be:
Release9.60.1017build P1
 - o From the server's RUN folder, run the **sm -version** command. The server version should be:
Version: 9.60.1017
Patch Level: P1

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 9.60. These files are provided just in case you do not plan to upgrade to applications 9.60 while still want to take advantage of the relevant new features or fixes. Unload files included in this release are for Service Manager 9.4x applications, because the server and clients in this release do not support applications versions earlier than 9.4x. 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
QCCR1E66893_ SM960_ SM940.unl	9.40 and 9.41	Enables the Document Engine to enforce application-level security for web service Retrieve requests.
QCCR1E118520_ SM960_ SM940.unl	9.40	Enables the enhanced query hash algorithm for the web client.
QCCR1E131250_ SM960_ SM940.unl	9.40 and 9.41	Fixes the issue that Smart Analytics cannot recognize the text in a photo.
QCCR1E135272_ SM960_ 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.
QCCR1E140639_ SM960_ SM950.unl	9.50, 9.51, and 9.52	Enables SmartEmail to supports SharedInboxes via IMAP-S and EWS.

How to load an unload file

Tip: Service Manager 9.60 only supports application versions 9.40 and later. If your application is version 9.40 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 *Load an unload file* topic in *Service Manager 9.60 Help Center*.

Web tier installation

The web tier update consists of a compressed file, `sm9.60.1017-P1_Web_Tier.zip`, which contains the installation files (the `.war`, `.ear`, and `.unl` files) that are required to install the 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 9.60 Help Center*.

New customers

You only need to install the new web tier using the .war or .ear file from the sm9.60.1017-P1_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-9.60.war file or webtier-ear-9.60.ear file.

Note: It is best practice to deploy with a unique context root. For example, /webtier-9.60.

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 **SERVICE MANAGER** link beside the logo icon.

The web tier version should be: **9.60.1017-P1**.

Web tier application unload installation

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

Unload	Applicable applications version	Description
QCCR1E146285_ SM960P1_ SM941.unl	9.41, 9.50, 9.51, 9.52, and 9.60	Enables to save your configurations to Transitions in Task Planner.
QCCR1E137739_ SM960_ SM950.unl	9.50	Enables the use of external libraries when you use 9.50 apps.
QCCR1E129149_ SM960_ SM941.unl	9.41	Enables To-Do Alerts to be automatically acknowledged without the user having to click the Acknowledge button.
QCCR1E125775_ SM960_ SM941.unl	9.41	Enables IT users to manually trigger context-aware search. Additionally, enables context-aware search to be enabled from ESS.
QCCR1E124742_ SM960_ SM940.unl	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_ SM960_ SM940.unl	9.40 and 9.41	Enables look up function support for the security manual list type setting.
QCCR1E104944_ SM960_ SM941.unl	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, sm9.60.1017-P1_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: **9.60.1017-P1**.

Service Request Catalog (SRC) installation

This release does not contain a Service Request Catalog (SRC) package. The latest SRC package shipped with the Service Manager 9.60 release. You can find the SM 9.60 SRC package as well as *Service Manager 9.60 Release Notes* in the Service Manager 9.60 installation media.

Service Portal installation

This release does not contain a Service Portal package. The latest Service Portal has been shipped with the Service Management Automation - SM suite.

Service Management Automation - SM suite is delivered based on ITOM Container Deployment Foundation (CDF). CDF is built to run on many environments. Deploy your IT Operations Management suite on bare metal or a virtual environment, or even in the cloud. CDF uses a native cloud toolset, including Docker technologies and Kubernetes from the Cloud Native Computing Foundation (CNCF), which allows the management of container-based applications at scale.

SMA-SM is a comprehensive and fully integrated Service Management software suite that enables IT to improve service levels, balance resources, control costs, and mitigate risk exposure to the organization. It enables you to manage IT services using a "lifecycle" approach, with consistent improvement built into the governance model. To enable existing customers of Service Manager to take advantage of the containerized services offered by SMA-SM and keep their existing Service Manager implementations, SMA-SM supports mixed mode deployment.

To install the latest Service Portal, follow these steps in Service Management Automation - SM suite documentation:

1. Plan your suite deployment. See [Plan an on-premises deployment](#).
2. Prepare your environment before you can install ITOM Container Deployment Foundation (CDF) and the suite in an on-premises environment. See [Prepare for on-premises installation](#).
3. Install the latest ITOM CDF. See [Install CDF](#) for detailed deployment steps.
4. Deploy the SMA-SM suite in mixed mode scenario 1, which is intended for customers who want to adopt the containerized Service Portal, Smart Analytics and Chat on top of existing Service Manager without re-implementation. See [Deploy the suite in mixed mode scenario 1](#) for detailed deployment steps.

Note: SMA-SM Service Portal is normally released in a quarterly cadence. We recommend that you download and install the latest version that supports Service Manager 9.60.

Mobility client installation

Service Manager 9.60p1 includes a compressed file (sm9.60.1002-P1_Mobility.zip), which contains the following files:

- Mobility client installation file (webapp-9.60.1002.war)
- Unload to fix the issue in QCCR1E123225 (QCCR1E123225_SM960_SM940.unl)
- Unload to fix the issue in QCCR1E125623 (QCCR1E125623_SM960_SM940.unl)

Note: The Service Manager 9.60p1 Mobility client supports Apache Tomcat 8.x web application

servers. Additionally, it can only work with Service Manager server 9.40 or later and applications 9.40 or later.

New customers

To install the new web client, follow these steps:

1. Load the unload files that are included in sm9.60.0000-P1_Mobility.zip.

For detailed steps, search for the *Load an unload file* topic in *Service Manager 9.60 Help Center*.

2. Deploy the webapp-9.60.0000.war file.

For more information about how to install the Service Manager 9.60p1 Mobility client, refer to [Install the Mobile Applications client](#) in *Service Manager 9.60 Help Center*.

Existing customers

To install the new web client, follow these steps:

1. Uninstall the existing Mobility client.
2. Load the unload files that are included in sm9.60.0000-P1_Mobility.zip.

For detailed steps, search for the *Load an unload file* topic in *Service Manager 9.60 Help Center*.

3. Deploy the webapp-9.60.0000.war file.

For more information about how to install the Service Manager 9.60p1 Mobility client, refer to [Install the Mobile Applications client](#) in *Service Manager 9.60 Help Center*.

Knowledge Management (KM) Search Engine installation

This release does not contain a Knowledge Management (KM) package. The latest KM package has been shipped with the Service Manager 9.60 release. You can find the SM 9.60 KM package as well as *Service Manager 9.60 Release Notes* in the Service Manager 9.60 installation media.

Collaboration installation

This release does not contain an SM Collaboration package. The latest SM Collaboration package has been shipped with the Service Manager 9.60 release. You can find the SM 9.60 SM Collaboration package as well as *Service Manager 9.60 Release Notes* in the Service Manager 9.60 installation media.

Smart Analytics installation

This release does not contain a Smart Analytics package. The latest Smart Analytics package has been shipped with the Service Manager 9.60 release. You can find the SM 9.60 Smart Analytics package as well as *Service Manager 9.60 Release Notes* in the Service Manager 9.60 installation media.

Additional information

- [Install Service Manager 9.60](#) (for detailed instructions on how to install Service Manager, including all backup and backout procedures)
- [Service Manager 9.60 Support Matrix](#)

Send documentation feedback

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Feedback on Patch 1 Release Notes (Service Manager 9.60)

Just add your feedback to the email and click send.

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We appreciate your feedback!

