



# Service Manager

Software Version: 9.52

For supported Windows® and Linux® operating systems

## Patch 6 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 9.5x release notes and patches. This article enables you to always find the most up-to-date release notes and the latest 9.5x patches.

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

## New JavaScript method

Service Manager 9.52p6 introduces the following new JavaScript method.

### JavaScript method: SCFile.doSelectEx()

The **SCFile.doSelectEx()** method is designed to improve the system performance. You can restrict the data retrieval by specifying the *start* and *count* parameters. In comparison, the legacy **SCFile.doSelect()** method retrieves data from the beginning and may cause potential performance issue on large tables.

#### Syntax

```
SCFile_object.doSelectEx( query, start, count );
```

#### Arguments

The following arguments are valid for this method:

Argument	Data type	Description
query	String	This argument specifies the query you want to use to search for Service Manager records. You must use the slash character to escape out quotation marks and any special characters restricted from JavaScript.
start	Number	This argument specifies the start record of query results.
count	Number	This argument specifies the get count from start.

#### Return values

A SCFile object containing records and RC\_SUCCESS or one of the other global return code values.

The method returns an SCFile object containing the records matching the (query,start,count) and a global return code value of RC\_SUCCESS or returns one of the error global return code values if the method cannot return any records.

### Example

This example does the following:

- Searches the device table from 1000 for 1 record
- Displays the device record as a text string

This example requires the following sample data:

- A device table records  $\geq 1001$

```
var deviceFile = new SCFile( "device" );
var rc = deviceFile.doSelectEx( "true", 1000, 1 )
if ( rc == RC_SUCCESS )
{
    print( "Success. found 1 record in device table:" + deviceFile);
}
else
{
    print( "Could not find any record from device table" );
}
```

## Certifications

Service Manager 9.52 Patch 6 includes the following certification changes.

## Added support

### Server

- Red Hat Enterprise Linux 7.4, 6.10.

### Mobility

- iOS 12.x
- Android 9.x, 8.x

## Discontinued support

Support for the following item has been discontinued.

### **Web tier**

- Apache HTTP Server 2.2

### **SRC**

- Apache HTTP Server 2.2

### **Service Manager Collaboration**

- Apache HTTP Server 2.2

### **Mobility**

- Android 4.x, 5.x, 6.x

## Deprecation and obsolescence

### Deprecated items

A deprecated item is categorized as a component/feature/parameter for which there will be no further enhancement. It will continue to be supported till a notice of obsolescence is published. In addition, bug fixes and support cases will be handled till such time that the deprecated item becomes obsolete.

There are no deprecated items in this release.

### Obsoleted items

An obsoleted item is categorized as a component/feature/parameter that is no longer supported.

The following items are no longer supported.

Item	Notes
Android 4.x, 5.x, 6.x	Drop from Service Manager Mobility.
Apache HTTP Server 2.2	Drop from Service Manager web tier, Collaboration and SRC.

# Enhancements

This release includes the following enhancements.

## Server

CR	Problem	Solution
QCCR1E156306	Red Hat Enterprise Linux 6.10 is not certified for Service Manager 9.52.	Red Hat Enterprise Linux 6.10 is now certified for Service Manager 9.52.
QCCR1E143926	Red Hat Enterprise Linux 7.4 is not certified for Service Manager 9.52.	Red Hat Enterprise Linux 7.4 is now certified for Service Manager 9.52.

## Mobility

CR	Problem	Solution
QCCR1E157123	iOS 12.x is not certified for Service Manager Mobility.	iOS 12.x is now certified for Service Manager Mobility.
QCCR1E157124	Android 8.x is not certified for Service Manager Mobility.	Android 8.x is now certified for Service Manager Mobility.
QCCR1E157125	Android 9.x is not certified for Service Manager Mobility.	Android 9.x is now certified for Service Manager Mobility.

# Fixed defects

This release fixes the following defects.

## Server

CR	Problem	Solution
QCCR1E145755	<p>The system displays the following error message when a view queries two tables.</p> <p>Unable to locate field x in any file.</p>	<p>The system no longer displays error messages when a view queries two tables.</p>
QCCR1E150827	<p>No confirmation window is displayed when cancelling your updates to an Incident.</p>	<p>Now after you create or update an Incident, fill all required fields and then cancel your operations, the system displays the You have unsaved changes to this record. Save them now? pop-up message.</p>
QCCR1E151036	<p>After the customers create CI relationship unloads from Service Manager 9.52 and then load the records to another Service Manager 9.52 environment, the system displays the following error messages</p> <p>Your Server Session may have been terminated or time out.....</p> <p>SOAP Fault occurred: A signal 11 was raised in</p>	<p>Now you can load the CI relationships successfully without signal 11 errors.</p>

	native code.....	
QCCR1E152345	If you modify the Status, Assignment group, or Description field of an Incident and then click <b>Cancel</b> without saving the modifications, you are logged out from Service Manager. There is a signal 11 error in the log and a core dump file is generated.	Now when you click <b>Cancel</b> , Service Manager works well with no signal 11 errors and no longer generates a core dump file.
QCCR1E152483	The RESTful performance is poor when you use the <i>start</i> parameter to iterate a large table.	Now we have added SQL Paginiton and the RESTful performance is improved.  <b>Note:</b> You need to import the QCCR1E152483_SM952P6_SM934.unl unload file to apply this fix.
QCCR1E153275	After you escalate an Interaction to an Incident from the ESS portal, the linker process gets terminated.	Now after you escalate an Interaction to an Incident from the ESS portal, the linker process works well.
QCCR1E153274	IR search does not work for some Japanese words.	Now IR search works fine for all the IR fields.
QCCR1E154025	Service Manager server cannot verify the client certificate during SSL handshake when the Distinguished Name (DN) of a client SSL certificate has EMAILADDRESS as the first attribute instead of CN.	Now Service Manager server can verify the client certificate during SSL handshake when the Distinguished Name (DN) of a client SSL certificate has EMAILADDRESS as the first attribute instead of CN.
QCCR1E156029	Service Manager processes terminate with core dumps.	Service Manager processes work fine without core dumps.
QCCR1E154542	The emails that are created by Smart Email have incorrect titles if they contain umlauts.	Now the emails that are created by Smart Email have correct titles.

## Web client

CR	Problem	Solution
----	---------	----------

QCCR1E153165	The drill-down functionality in a vertical bar report does not show the same number of records as the bar displays. When you click one of the bars, the system returns a sum of the records in the same group.	Now the drill-down functionality in a vertical bar report works correctly. When you click one of the bars, the system returns only the list of records of the column that you are clicking.  <b>Note:</b> You need to import the QCCR1E153165_SM952P6_SM952.unl unload file to apply this fix.
QCCR1E154335	The Affected CI field in the Task Planner displays the logical name instead of the display name.	The Affect CIs fields show the display name in the Predefined Additional Task Fields of a planned task.  <b>Note:</b> You need to import the QCCR1E154335_SM952P6_SM950.unl unload file to apply this fix.
QCCR1E137193	If the data in 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 a line separator or a paragraph separator, or the Unicode supplementary characters (such as an emoji).
QCCR1E153039	Suppose there are two Comfill fields on a form with the auto complete function enabled. You have used the auto complete function to fill the first Comfill field (for example, the value is new1). However, when you try to use the auto complete function to fill the sencond Comfill field and the first three letters of the desired value are the same with that in the first Comfill (for example, the value is new2), the system automatically fills new1 in the sencond Comfill and you cannot change this value.	Now in this case, the auto complete function for the second Comfill field works well.
QCCR1E153295	The Open Smart Search Widget button action for the Smart Search buttons and link labels does not work in the web client accessible views (accessible.do).	Now this issue is fixed.
QCCR1E154898	Suppose you have opened an item in the Catalog and then	Now the radio buttons are displayed properly.

	add some user options. After you click <b>User Selections &gt; Preview</b> , no radio buttons are displayed on the page. In addition, if you order the <b>Accounts Payable</b> catalog item on the <b>Order from catalog</b> page, the system does not display the radio button, too.	
QCCR1E155031	Displaying a dynamic form sometimes causes NullPointerException.	Displaying a dynamic form is always successful.
QCCR1E155895	Some unicode characters (such as emoji) in dynamic form elements are not working correctly in web client.	Special unicode characters (such as emoji) in dynamic form elements are now working correctly in web client.
QCCR1E157204	jsError occurs when pressing Enter on the language combo box in the login page.	jsError no longer occurs when pressing Enter on the language combo box in the login page.

## Windows client

CR	Problem	Solution
QCCR1E156036	Users cannot input emoji characters to the dynamic form fields in Windows client.	Users can now input emoji characters to the dynamic form fields in Windows client.

## Known issues, limitations, and workarounds

Service Manager 9.52p6 has the following known issues and limitations. This is a cumulative list of known issues and limitations in Service Manager, including those that are already documented in previous release notes.

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E143962</a>	Web Client	In Service Manager, the hotkey "Alt+J" lets you jump to a section in a detail form. However, after the Internet Explorer 11.1715.14393.0 upgrade, this hotkey opens the built-in "Internet Explorer feedback" and cannot be used by Service Manager any more.	9.52
<a href="#">QCCR1E139374</a>	Localization	Some text strings that are introduced by the Service Portal search enhancement in Service Manager 9.52 are unlocalized.	9.52
<a href="#">QCCR1E139375</a>	Localization	Some text strings that are displayed on the Add Supplier UI in the Swedish version of Service Portal are unlocalized.	9.52
<a href="#">QCCR1E139372</a>	Service Portal	"Service Portal" is not translated correctly to "Portal de Servicios" in the Spanish version of Service Portal.	9.52
<a href="#">QCCR1E137795</a>	Mobility	<p>The keyboard is not displayed when you tap the <b>Search Knowledge</b> field on Mobility ESS on an Android device.</p> <p><b>Workaround:</b> Click the <b>Search</b> icon first, and then tap the <b>Search Knowledge</b> field.</p>	9.51
<a href="#">QCCR1E131803</a>	Service Request Catalog	<p>When two line items in the "Open New Request" Catalog Connector information section for a catalog item have the same description (but different part numbers), the incorrect line item is removed when you try to remove one of the line items.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Open the "svcCat RM Quote - Delete Part from Request 2" wizard.</li> <li>2. Go to <b>Tab Actions &gt; Expressions</b>.</li> <li>3. Change: <ul style="list-style-type: none"> <li>\$value=\$this.position in \$part</li> <li>To:</li> <li>\$this.part.no= \$this.position in \$component.part.no</li> </ul> </li> </ol>	9.51

Global ID	Component	Issue	Introduced in version
		<p>4. Change:</p> <pre>\$this.part.no=jscall("svcCatInterface.getPartNo", \$value, "model")</pre> <p>To:</p> <pre>if null(\$this.part.no) then (\$this.part.no=jscall("svcCatInterface.getPartNo", \$value, "model"))</pre>	
<a href="#">QCCR1E127396</a>	Service Manager server	There are memory leaks in Oracle Client 12.1.0.1.0 and in Oracle Client 12.1.0.2.0.	9.50
<a href="#">QCCR1E136984</a>	Documentation	The search function in the Help Center does not work on pages that contain interactive tables.	9.50
<a href="#">QCCR1E136998</a>	Integration	<p>When the UCMDB Browser is embedded in UCMDB, the Get Related and Impact Simulation widgets that are embedded in Service Manager do not work.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Stop the UCMDB server.</li> <li>2. Replace the &lt;UCMDB installation path&gt;\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.</li> <li>3. Delete &lt;UCMDB installation path&gt;\&lt;UCMDB Server\runtime\jetty-cache.</li> <li>4. Restart the UCMDB server.</li> <li>5. Log in to the UCMDB JMX Console and set the value of the "ui.framing.host" global setting to the Service Manager webtier domain URL (for example, http://16.165.217.47:8090) from which Service Manager will access the embedded UCMDB browser.</li> </ol>	9.50

Global ID	Component	Issue	Introduced in version
QCCR1E137165	Service Portal	<p>The QMS component in Smart Analytics does not support SSL to communicate with Service Portal (or Propel) search.</p> <p><b>Workaround:</b> You can change the QMS port value to the IDOL query port to bypass QMS. To do this, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Edit the /opt/hp/propel/search/search.yml file. <pre data-bbox="730 565 1251 594"># vi /opt/hp/propel/search/search.yml</pre> </li> <li>2. Search for "qms" in the "idol" section, and then modify the port value from the QMS port (16000 by default ) to the IDOL Server port (14000 by default) as in the following example: <pre data-bbox="730 751 1419 1040">... qms:   hostname: &lt;IDOL server FQDN&gt;   port: 14000   oemKey: &lt;oemKey value&gt;   executionIsolationThreadTimeoutInMillis: 80000   threadpool:     threadPoolCoreSize: 10     keepAliveTimeMinutes: 1 ...</pre> </li> <li>3. Run the following commands to restart the search service: <pre data-bbox="730 1154 1041 1214"># service search stop # service search start</pre> </li> </ol>	9.50
QCCR1E135332	Service Portal	<p>When Smart Analytics is enabled, type-ahead is not suggested from knowledge library when you search Knowledge Library.</p>	9.50
QCCR1E136810	Applications	<p>User Option values are not passed to the OO Flow if a Change Task is opened in the first phase during run time.</p>	9.50

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1D231005</a>	Service Portal	When you remove an organization from identity management, Service Portal times out.	9.50
<a href="#">QCCR1D218198</a>	Service Portal	After changing the master password, the Service Portal organizations are no longer accessible.	9.50
<a href="#">QCCR1E136061</a>	Service Portal	Records are renamed in Service Manager after you apply the Service Portal 2.20p1 unload to Service Manager 9.41 and then upgrade to Service Manager 9.50.	9.50
<a href="#">QCCR1D230491</a>	Service Portal	The "Associated Service" field in the KM template is not displayed correctly in Service Portal.	9.50
<a href="#">QCCR1D230492</a>	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
<a href="#">QCCR1D230825</a>	Service Portal	The KM details page is displayed incorrectly in Service Portal.	9.50
<a href="#">QCCR1D231198</a>	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
<a href="#">QCCR1E135706</a>	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
<a href="#">QCCR1E135986</a>	Smart Analytics	Data is lost when IDOL performs a full index if the operator and the server are in different time zones.	9.50
<a href="#">QCCR1E136724</a>	Smart Analytics	A RAD error occurs if you clear the Module name field when you add a Smart Ticket configuration.  <b>Workaround:</b> Set the module name again.	9.50
<a href="#">QCCR1E136720</a>	Smart Analytics	The Document ID field in the Contact lib configuration is a contact name, which can be modified by customers.  <b>Workaround:</b> Set the Document ID field another non-editable and unique field.	9.50

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E136304</a>	Smart Analytics	Global search cannot search some indexed meta data documents for attachments.	9.50
<a href="#">QCCR1E136067</a>	Installation and upgrade	<p>The text strings "Change Category", "Change Task Category", "Problem Phase", and "Interaction Status" are not localized on the Todo view.</p> <p><b>Workaround:</b> Set the display list and value list of the columns in the relevant forms manually.</p>	9.50
<a href="#">QCCR1E136563</a>	Service Manager Survey	Survey can create interactions with inactive categories (such as complaint and compliment).	9.50
<a href="#">QCCR1E136532</a>	Applications	English text strings are displayed in the Knowledge Management-related records status list for a linked svcCatalog.	9.50
<a href="#">QCCR1E135675</a>	Service Portal	Service Manager Service Portal does not support Danish.	9.50
<a href="#">QCCR1E136563</a>	Service Manager Survey	Survey can create interactions for inactive categories (for example, complaint and compliment).	9.50
<a href="#">QCCR1D219352</a>	Applications	After you enable the Solr plugin for Knowledge Article search in Service Portal, the <b>Vote</b> and <b>Leave comment</b> buttons do not work when you view a KM article that originates from Service Manager.	9.50
<a href="#">QCCR1E135768</a>	Service Manager server	<p>When you try to link a new external type of knowledge by clicking <b>Preview</b>, the relationship is not created.</p> <p><b>Workaround:</b> Link the new external knowledge manually.</p>	9.50
<a href="#">QCCR1E135137</a>	Service Manager server	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	9.50

Global ID	Component	Issue	Introduced in version
		<p>message is displayed.</p> <p>Error Message: Error indexing document, bad attachment</p> <p><b>Workaround:</b> Add "eml" to the <b>Skip these extensions</b> field on the <b>Type information</b> tab for the corresponding knowledgebase definition.</p>	
<a href="#">QCCR1E130699</a>	Smart Analytics	When you import HPIT KM data, a data length error occurs.	9.50
<a href="#">QCCR1E130700</a>	Smart Analytics	When you import HPIT KM data, categories that do not already exist in Service Manager are not imported.	9.50
<a href="#">QCCR1E135647</a>	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
<a href="#">QCCR1H108511</a>	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
<a href="#">QCCR1E132020</a>	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><b>Workaround:</b> 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> <p>-Djava.security.egd=file:/dev/urandom</p> <p>Alternatively, you can add the following line to the jre/lib/security/java.security file:</p> <p>securerandom.source=file:/dev/urandom</p>	9.41 and patches

Global ID	Component	Issue	Introduced in version
		<p>For additional information, see the following important third-party information:</p> <p><a href="http://bugs.java.com/view_bug.do?bug_id=6521844">http://bugs.java.com/view_bug.do?bug_id=6521844</a></p> <p><a href="http://www.2uo.de/myths-about-urandom/">http://www.2uo.de/myths-about-urandom/</a></p>	
<a href="#">QCCR1E132194</a>	Smart Analytics	<p>The ssl configuration topic of the Smart Analytics document is missing information to configure level2proxy and image server. The information to configure the CFS server is also incorrect.</p> <p><b>Workaround:</b> See the corrected configuration topic at:</p> <p><a href="#">How to configure TSL/SSL for two-way authentication between Service Manager and Smart Analytics</a></p>	9.41 and patches
<a href="#">QCCR1E130718</a>	Mobility	<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><b>Workaround:</b> Refresh the browser.</p>	9.41 and patches
<a href="#">QCCR1E128546</a>	Smart Analytics	<p>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.</p>	9.41 and patches
<a href="#">QCCR1E128412</a>	Service Manager server	<p>On Unix platforms, the legacy listener does not work if Service Manager server uses the Oracle 12c instant client.</p>	9.41 and patches
<a href="#">QCCR1E124820</a>	Service Manager server	<p>After you add the "Service Display Name" field to a Change view and specify the "Service" field as a group-by field, an error occurs and the view does not load when you sort the view by Service Display Name.</p> <p><b>Workaround:</b> Add either the "Service" field or the "Service Display Name" field to both the view and the list of group-by fields.</p>	9.41 and patches

Global ID	Component	Issue	Introduced in version
		<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>	
<a href="#">QCCR1E127873</a>	Applications	<p>In the Service Manager (SM) Hybrid mode, calling the SM RESTful API for UCMDB integration for the first time will fail.</p> <p><b>Workaround:</b> Make a call to the API after you set up the SM Hybrid environment.</p>	9.41 and patches
<a href="#">QCCR1E127858</a>	Service Manager server	<p>The index status is not updated into the Knowledge Management knowledge base, and thus the library cannot be searched in the main search page and the context-aware page.</p> <p><b>Workaround:</b> Drill down into the Knowledge Maintenance page for the library to synchronize the index status into the Knowledge Management knowledge base.</p>	9.41 and patches
<a href="#">QCCR1E127872</a>	Smart Analytics	<p>The IDOL content service does not start on machines that have 24 CPU cores configured.</p> <p><b>Workaround:</b> You can apply a workaround if the following error appears in the application.log of the content server:</p> <pre>[1] 70-Error: Error: Attempt to open [ =..)0] failed. (No such file or directory). The file open mode [rb] does not permit creation of a new file.</pre> <p>In this case, modify the following parameters in the configuration of the content server, and then restart the content server.</p> <pre>[Server] Threads=x [AsyncActions] Threads=y let x+y&lt;32</pre>	9.41 and patches
<a href="#">QCCR1E127858</a>	Smart Analytics	<p>The new library index status is not updated in the "kmknowledgebase" table when you click Full Reindex in the Knowledge Maintenance page.</p> <p><b>Workaround:</b> Refresh the status in library configuration.</p>	9.41 and patches

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E127861</a>	Applications	The logical.name of the CI is displayed on the "Edit OO flow" widget for Emergency Change records in the "Build and Test" phase.	9.41 and patches
<a href="#">QCCR1E126469</a>	Web client	<p>Chrome 44 refuses to send https requests to a web server with a self-signed SSL certificate. Additionally, you receive the following error message:</p> <pre>Failed to load resource: net::ERR_INSECURE_RESPONSE</pre> <p>Since all requests are blocked, the web server terminates the user session after a while and the user is logged out.</p> <p><b>Workaround:</b> Use Chrome 43 instead.</p>	9.41 and patches
<a href="#">QCCR1E124206</a>	Service Manager survey	Service Manager survey does not support multiple companies.	9.41 and patches
<a href="#">QCCR1E124149</a>	Service Manager reports	Records that do not satisfy query conditions for selected lines are displayed in the calculation chart report.	9.41 and patches
<a href="#">QCCR1E124144</a>	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
<a href="#">QCCR1E124821</a>	Web client	Auto-complete does not work when the link line of the associated field has the "Skip Query Rewriting" option enabled.	9.41 and patches
<a href="#">QCCR1E122174</a>	Web client	SMC does not support RTL.	9.41 and patches
<a href="#">QCCR1E124466</a>	Smart Analytics	Error messages displayed in English are not indexed in localized language versions.	9.41 and patches
<a href="#">QCCR1E125500</a>	Web client	If you enable the "preventDuplicatedAttachmentName" parameter in web.xml and then	9.41 and

Global ID	Component	Issue	Introduced in version
		upload the same file twice, an error message is not displayed in the Internet Explorer and Chrome browsers.	patches
<a href="#">QCCR1E126359</a>	Smart Analytics	English text in screenshots is not recognized correctly when your contact language is Arabic.	9.41 and patches
<a href="#">QCCR1E121838</a>	Service Manager Reports	Labels overlap on Stacked Horizontal bar charts in Reports.	9.41 and patches
<a href="#">QCCR1E122115</a>	Service Manager Reports	Values less than 0 are not displayed correctly in bar or area charts.	9.41 and patches
<a href="#">QCCR1E125879</a>	Service Manager Reports	The additional Request Overview (PD) (Global) dashboard and its reports are displayed in Classic mode.	9.41 and patches
<a href="#">QCCR1E122716</a>	Smart Analytics	You cannot drill down into the index for fsylib.	9.41 and patches
<a href="#">QCCR1E127170</a>	Smart Analytics	You cannot tailor OO flows.	9.41 and patches
<a href="#">QCCR1E123090</a>	Smart Analytics	Special characters cannot be searched for in IDOL.	9.41 and patches
<a href="#">QCCR1E123438</a>	Smart Analytics	An error message with an unclear meaning is displayed when the OMNI Group Server is offline.	9.41 and patches
<a href="#">QCCR1E124369</a>	Smart Analytics	Some returned results from external libraries are not highlighted.	9.41 and patches
<a href="#">QCCR1E124633</a>	Smart Analytics	When you set all Index Weight values to “No Index” and then click Save, the configuration is saved incorrectly.	9.41 and patches

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E126198</a>	Smart Analytics	The Smart Search Configuration tab is incorrectly named “environment: knowledge management”.	9.41 and patches
<a href="#">QCCR1E126737</a>	Smart Analytics	Links in the file system search results do not open in Firefox or Chrome.	9.41 and patches
<a href="#">QCCR1E126780</a>	Smart Analytics	The pagination count is not correct in the main search page.	9.41 and patches
<a href="#">QCCR1E126842</a>	Smart Analytics	The “Set parent” button in Smart Search should not be shown for non-Process Designer-based Incidents.	9.41 and patches
<a href="#">QCCR1E126847</a>	Smart Analytics	The reported number of search results from the catalog library is not correct.	9.41 and patches
<a href="#">QCCR1E126848</a>	Smart Analytics	SharePoint pages are indexed into IDOL incorrectly.	9.41 and patches
<a href="#">QCCR1E126852</a>	Smart Analytics	Type ahead cannot use the display value of a global list in the advanced filter function in Smart Search.	9.41 and patches
<a href="#">QCCR1E126886</a>	Smart Analytics	The Change Service value does not display the CI Display Name.	9.41 and patches
<a href="#">QCCR1E126901</a>	Smart Analytics	Preconditions should be merged if there are multiple preconditions for a file, but the criteria conflict.	9.41 and patches
<a href="#">QCCR1E126974</a>	Smart Analytics	The reported number of search results is incorrect.	9.41 and patches
<a href="#">QCCR1E126978</a>	Smart Analytics	You cannot select the ID-title in Smart Search in Internet Explorer 10.	9.41 and patches
<a href="#">QCCR1E127031</a>	Smart Analytics	No error message is displayed in the library if the attachment is not indexed successfully.	9.41 and patches

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E127368</a>	Smart Analytics	<p>If you use fields that are not in the form in the match criteria of a predefined filter in Smart Search, Smart Search does not work.</p> <p><b>Workaround:</b> Add the fields used in the match criteria of the predefined filter in context aware search into the form of the current working ticket.</p>	9.41 and patches
<a href="#">QCCR1E124715</a>	Smart Analytics	You cannot connect to IDOL with an IPv6 address.	9.41 and patches
<a href="#">QCCR1E124520</a>	Smart Analytics	On a tablet, the back and forward buttons do not work correctly in IDOL external webpage details pages.	9.41 and patches
<a href="#">QCCR1E125084</a>	Smart Analytics	The number of search results changes after you click to view the next page.	9.41 and patches
<a href="#">QCCR1E126163</a>	Service Manager server	In the HS environment, locked sessions cannot be killed from the Show Locks format (system.status.locks.g).	9.41 and patches
<a href="#">QCCR1E125549</a>	Service Manager server	If there is 127.0.0.1 in the hosts file, the hostname is displayed as "localhost.localdomain" in the result of the command "sm -reportlbstatus".	9.41 and patches
<a href="#">QCCR1E127029</a>	Service Request Catalog	The average response time of the "src01_02_search" transaction is more than 2s in 9.41, compared to that of 0.8s in the previous release.	9.41 and patches
<a href="#">QCCR1E125884</a>	Smart Analytics	The old Knowledge Management search icon is still displayed.	9.41 and patches
<a href="#">QCCR1E127213</a>	Smart Analytics	The "Content1" service cannot be started by the "Start Service" function in the IDOL installer.	9.41 and patches
<a href="#">QCCR1E121838</a>	Service	In the "Stacked Horizontal bar" report, the value label is truncated.	9.41 and

Global ID	Component	Issue	Introduced in version
	Manager Reports		patches
<a href="#">QCCR1E122716</a>	Smart Analytics	<p>Users cannot drill down into index for fsylib links.</p> <p><b>Workaround:</b> The fsyslib link refers to URLs with the "file://" protocol in search results. However, Firefox and Chrome do not open such links when they are clicked in the result page or in the pages that are originated from outside the local machine. This is a design decision made by those browsers to improve security. Internet Explorer supports this functionality by default.</p>	9.41 and patches
<a href="#">QCCR1E123433</a>	Applications	The display name is not displayed in the mass update interface. Instead, only the logical name is displayed.	9.41 and patches
<a href="#">QCCR1E120454</a>	Applications	The datadict record cannot be saved when the display name is changed.	9.41 and patches
<a href="#">QCCR1E127326</a>	Integrations	UCMDB federation is blocked.	9.41 and patches
<a href="#">QCCR1E122190</a>	Applications	If you set a fuzzy search condition before, the comfill box that has the reference table setting on displays an empty list.	9.41 and patches
<a href="#">QCCR1E119964</a>	Applications	When a new record is added in dbdict, the alias of type is not removed and the alias for display.name is not created.	9.41 and patches
<a href="#">QCCR1E120414</a>	Service Manager server	Service Manager does not reference a function if the field is a variable.	9.41 and patches
<a href="#">QCCR1E121852</a>	Windows client	The Fill button does not work if the values of the "diaplay list" and "value list" are set in Windows client.	9.41 and patches
<a href="#">QCCR1E122160</a>	Applications	The comfill control of the CI in the "Add Filter Criteria" wizard does not work.	9.41 and

Global ID	Component	Issue	Introduced in version
			patches
<a href="#">QCCR1E123135</a>	Applications	The CI Display Name is not displayed on the "Asset Allocation" form.	9.41 and patches
<a href="#">QCCR1E123311</a>	Web client	An "No Record Found" error is displayed when characters are deleted from the end of the value filled by the auto complete functionality.	9.41 and patches
<a href="#">QCCR1E123536</a>	Applications	The logical.name of the CI is displayed for the "Create Template from Record" interface of an incident record.	9.41 and patches
<a href="#">QCCR1E123716</a>	Web client	The order is not correct for CI Name in the pivot table.	9.41 and patches
<a href="#">QCCR1E124360</a>	Web client	A tab cannot be closed in the dialog mode.	9.41 and patches
<a href="#">QCCR1E124423</a>	Applications	Reference cannot be set on the member of an array of a structure.	9.41 and patches
<a href="#">QCCR1E125032</a>	Web client	The style of the popup window is lost when the session is refreshed.	9.41 and patches
<a href="#">QCCR1E125204</a>	Applications	When the Affected CI in the cross table is exported as a list, the logical name is displayed.	9.41 and patches
<a href="#">QCCR1E126003</a>	Applications	No validation is done when you input an invalid CI in a service level target.	9.41 and patches
<a href="#">QCCR1E126006</a>	Applications	The logical name of a CI is displayed in the "Additional Properties" tab in a Request task.	9.41 and patches
<a href="#">QCCR1E127712</a>	Web client	An "invalid CI" error message is displayed when you select the CI through the auto complete functionality.	9.41 and patches

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E121670</a>	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
<a href="#">QCCR1E127303</a>	Web client	Chinese characters sent from Lync are displayed as "?????" in Service Manager Collaboration.	9.41 and patches
<a href="#">QCCR1E127732</a>	Mobility	The page is hung after you fill the incident subcategory in Chrome (version 44) on Android.  <b>Workaround:</b> Refresh the page in this case, and the list will be displayed. You can then select an item and save the record successfully.	9.41 and patches
<a href="#">QCCR1E128218</a>	Applications	When you are adding/modifying CI relationships, the following Relationship Type values are available for selection: <b>Accesses</b> , <b>Aggregation</b> , <b>ClientServer</b> , <b>Composition</b> , and so on, (which are correct values). However, when you are viewing CI relationships in the CI detail form, you can select only the following Relationship Type values as a filter: <b>All</b> , <b>Logical</b> , and <b>Physical</b> (which are no longer used in Service Manager 9.41).	9.41 and patches
<a href="#">QCCR1E126631</a>	Process Designer	When you select a value for a task category in the task planner two times, only one value is available the second time.  <b>Workaround:</b> To see all list items, clean the combo field and click the drop-down button again.	9.41 and patches
<a href="#">QCCR1E126641</a>	Smart Analytics	Related record information for Phase, Status, and Title in the Interaction details page is not displayed until you exit the related Incident session.	9.41 and patches
<a href="#">QCCR1E124819</a>	Install and upgrade	After an upgrade to 9.40, some users cannot see the inboxes.  <b>Tip:</b> To solve this issues, do the following after the upgrade: Step 1. Mass unload the inboxes.  1. Type "db" in the command line, and press Enter to open the Database Manager.	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<ol style="list-style-type: none"> <li>2. Enter "inbox" in the Table field, and then click Search.</li> <li>3. Double-click "inbox.view" from the list that is displayed.</li> <li>4. Click Search to display all inboxes.</li> <li>5. Click "Mass Unload" from the record list pane.</li> <li>6. Follow the wizard to export all inbox records to an unload file.</li> </ol> <p>Step 2. Remove all inboxes</p> <ol style="list-style-type: none"> <li>1. Type "db" in the command line, and press Enter to open the Database Manager.</li> <li>2. Select the <b>Administration mode</b> check box.</li> <li>3. Enter "inbox" in the Table field, and then click <b>Search</b>.</li> <li>4. Double-click "inbox.view" from the list that is displayed.</li> <li>5. Click <b>Search</b> to display all inboxes.</li> <li>6. Click <b>Mass Delete</b> to delete all inboxes.</li> </ol> <p>Step 3. Load the exported inboxes back to SM</p> <ol style="list-style-type: none"> <li>1. Type "db" in the command line, and press Enter to open the Database Manager.</li> <li>2. Right-click the window, and then select <b>Import/Load</b>.</li> <li>3. In the File Name field, browse to the unload file that you created previously.</li> <li>4. Click <b>Load FG</b> to load the inbox records.</li> </ol>	
QCCR1E127857	Install and upgrade	<p>An error that indicates the query field "pd.enabled" in "upginfo" is not defined in "dbdict" is generated when smupgrade is invoked.</p> <p><b>Workaround:</b> Purge data and reload preupg.bin again after preupg.bin is loaded for the first time.</p>	9.41 and patches

Global ID	Component	Issue	Introduced in version
QCCR1E121160	Service Manager server	<p>The HPE Legacy listener does not connect to the Service Manager database after the primary key feature is enabled.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Make the following changes to the SQLServer SQL: <pre> ALTER TABLE [932].[dbo].[OPERATORM1] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')  ALTER TABLE [932].[dbo].[OPERATORA1] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')  ...  ALTER TABLE [932].[dbo].[OPERATORA5] ADD RECORD_KEY varchar(60) NOT NULL DEFAULT('a')  UPDATE [932].[dbo].[OPERATORM1] set [RECORD_KEY] = [NAME]  UPDATE [932].[dbo].[OPERATORA1] set [RECORD_KEY] = [NAME] ...  UPDATE [932].[dbo].[OPERATORA5] set [RECORD_KEY] = [NAME] </pre> </li> <li>2. Log on to Service Manager, open the Operator dbdict, and then import this new column.</li> </ol>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<p>3. Add this new column as the unique key.</p>	
<a href="#">QCCR1E135225</a>	Service Manager server	Crystal Reports cannot access Request data by using sc_report_odbc.	9.40 and patches
<a href="#">QCCR1E118066</a>	Service Manager studio	<p>Truncation and overlapping of elements on the details page of the Missing Reference Report occurs when you use the vertical view.</p> <p><b>Workaround:</b> Resize the details page to make it wider or use the horizontal layout.</p>	9.40 and patches
<a href="#">QCCR1E117293</a>	Service Manager studio	When you rebuild relationships in Relationship Manager, link type relationships that have a "fixed" status are removed.	9.40 and patches
<a href="#">QCCR1E115272</a>	Service Manager studio	ERDs cannot be recovered when you open another tab in the same browser.	9.40 and patches
<a href="#">QCCR1E93098</a>	Applications	<p>When you modify a problem record, and then try to close the record whilst a backend process modifies the record at the same time, you are prompted with a message that asks you to merge the conflict.</p> <p>However, after the record is merged, you cannot close the problem record.</p>	9.40 and patches
<a href="#">QCCR1E118260</a>	Applications	<p>When you search for an incident, interaction, or change in a heavily-populated database, the operation takes more than 20 seconds.</p> <p><b>Workaround:</b> Change the first unique key to the primary key for the modules that have this issue.</p>	9.40 and patches
<a href="#">QCCR1E116869</a>	Service Manager server	<p>The primary key is lost after you change the length of a field in a dbdict.</p> <p><b>Workaround:</b> Manually recreate the primary key.</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
<a href="#">QCCR1E112005</a>	Service Manager server	<p>Due to a limitation in Oracle 11g, records in the patchrelresults and scmessage tables that have a Primary Key cannot be unloaded correctly in an Oracle 11g database.</p> <p><b>Workaround:</b> Change the Primary Key of the patchrelresults and scmessage tables to a Unique Key before you perform the unload.</p>	9.40 and patches
<a href="#">QCCR1E111068</a>	Process Designer	<p>When you click a Change model in the navigation tree in Firefox, a TypeError occurs.</p> <p><b>Workaround:</b> Use Internet Explorer or Chrome.</p>	9.40 and patches
<a href="#">QCCR1E112202</a>	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
<a href="#">QCCR1E113131</a>	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
<a href="#">QCCR1E115310</a>	Process Designer	<p>Hotkeys are not supported for menu items in the workflows page.</p>	9.40 and patches
<a href="#">QCCR1E115608</a>	Process Designer	<p>You cannot modify the option ID of workflow-based actions, and an option ID that duplicates an ID in display options may be generated.</p> <p><b>Workaround:</b> Manually change the display option ID.</p>	9.40 and patches
<a href="#">QCCR1E115772</a>	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
<a href="#">QCCR1E115828</a>	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
<a href="#">QCCR1E116043</a>	Process Designer	<p>The workflow viewer moves to next phase incorrectly when an automatic transition is blocked by an unclosed task.</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<b>Workaround:</b> Reload the record.	
<a href="#">QCCR1E116343</a>	Process Designer	The query editor may be launched with an incorrect query record table name.	9.40 and patches
<a href="#">QCCR1E116937</a>	Process Designer	Requests that have an open request task cannot transition to the next phase, but activities can be saved.	9.40 and patches
<a href="#">QCCR1E117154</a>	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
<a href="#">QCCR1E117366</a>	Process Designer	The User Option condition does not work correctly when the option value is an array type. <b>Workaround:</b> In Condition Editor, set the value of User Option UO1 = {"1"} instead of User Option UO1 = "1"	9.40 and patches
<a href="#">QCCR1E118589</a>	Process Designer	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. <b>Workaround:</b> Close the current change model and open it again to update the changes in the change model other than the task editor changes.	9.40 and patches
<a href="#">QCCR1E118741</a>	Process Designer	Inconsistencies can occur between Change categories and "Open in Phase"/"Close by Phase" tasks in change models. <b>Workaround:</b> Manually update the "Open in Phase" and "Close by Phase" in Task Planner.	9.40 and patches
<a href="#">QCCR1E117551</a>	Installation and	You receive the following error after you upgrade Service Manager:	9.40 and

Global ID	Component	Issue	Introduced in version
	upgrade	Invalid object name 'CM3RM2'  <b>Note:</b> Ignore this error if CM3RM2 is created after the upgrade.	patches
<a href="#">QCCR1E117439</a>	Mobile client	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.  <b>Workaround:</b> Use the "assignment" table instead of the "cm3groups" table in Service Manager Codeless.	9.40 and patches
<a href="#">QCCR1E103336</a>	Mobile client	There is no split line between the Updates tab and the Approval tab in an Emergency Change record when you use the Google Chrome browser for Android.	9.40 and patches
<a href="#">QCCR1E117328</a>	Mobile client	A Reject Reason is filed in the retraction page with an empty Reject Reason option.	9.40 and patches
<a href="#">QCCR1E117598</a>	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
<a href="#">QCCR1E115349</a>	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
<a href="#">QCCR1E118626</a>	Mobile client	Pictures attached to interactions are not saved to the local gallery in IOS 8.1.1.  <b>Workaround:</b> Use the Chrome browser instead of Safari.	9.40 and patches
<a href="#">QCCR1E118215</a>	Smart Analytics	The Distributed Image Server does not support large size images (over 1MB) in concurrent user testing.	9.40 and patches
<a href="#">QCCR1E118907</a>	Smart Analytics	Hot Topic Analytics does not support accessibility as expected.	9.40 and patches
<a href="#">QCCR1E113455</a>	Service	The remote path and mapping path cannot be set in the File Server Base Path if you do not	9.40 and

Global ID	Component	Issue	Introduced in version
	Manager Reports	start Service Manager with administrative privileges. <b>Workaround:</b> Start Service Manager as an administrator.	patches
<a href="#">QCCR1E109588</a>	Service Manager Reports	List reports cannot retrieve data from replicated databases.	9.40 and patches
<a href="#">QCCR1E110835</a>	Service Manager Reports	Reports that have long legend text do not print as expected. <b>Workaround:</b> Shorten the legend label.	9.40 and patches
<a href="#">QCCR1E105868</a>	Service Manager Reports	Service Manager loads reports in a dashboard one-by-one.	9.40 and patches
<a href="#">QCCR1E105815</a>	Service Manager Reports	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. <b>Workaround:</b> Check the inbox size periodically, and control the size manually.	9.40 and patches
<a href="#">QCCR1E109576</a>	Service Manager Reports	When you export a report from the webtier, the report data and definition are fetched from server. Therefore, the exported and on-screen reports may differ if you have modified the report data but not refreshed the screen. <b>Workaround:</b> Refresh the dashboard before exporting a report.	9.40 and patches
<a href="#">QCCR1E118434</a>	Service Manager Reports	The temp file in the Tomcat temp directory cannot be deleted after the session is closed.	9.40 and patches
<a href="#">QCCR1E106640</a>	Service Manager	Query conditions in the condition box and condition builder are not consistent.	9.40 and patches

Global ID	Component	Issue	Introduced in version
	Reports		
<a href="#">QCCR1E118269</a>	Service Manager Reports	<p>The JVM heap size for the report.export thread needs to be at least 1024MB when the export threads are configured to 10.</p> <p><b>Workaround:</b> Set a dedicated Service Manager instance for the reporting schedule.</p>	9.40 and patches
<a href="#">QCCR1E111234</a>	Service Manager Reports	You can export reports as a PDF only in the system language font.	9.40 and patches
<a href="#">QCCR1E117603</a>	Service Manager Reports	The meaning of the text string "inbox" is not always clear.	9.40 and patches
<a href="#">QCCR1E118983</a>	Applications	<p>If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create an HTML Template with a name containing text in that language, save the template and open the template again by performing a search, the template name is displayed incorrectly – characters in that language are displayed as unrecognizable text.</p> <p><b>Workaround:</b> Click <b>Tailoring &gt; Database Dictionary</b>, search for "htmltemplates," click the <b>htmlcode</b> field, and then change the SQL RC value to "true."</p>	9.40 and patches
<a href="#">QCCR1E119106</a>	Applications	<p>If your SQL Server database uses Unicode with a collation that does not support a specific language (for example, Latin1_General_100_BIN, which does not support Chinese), when you create a knowledge document whose title contains characters in the unsupported language, the document is displayed correctly. However, if you search in the Knowledge Library using keywords from the document, the document is returned in the search results with characters in that language displayed as unrecognizable text.</p> <p><b>Workaround:</b> Click <b>Tailoring &gt; Database Dictionary</b>, search for "kmknowledgebaseupdates," click the <b>recdata</b> field, and then change the SQL RC</p>	9.40 and patches

Global ID	Component	Issue	Introduced in version
		<p>value to "True."</p> <p>If you already have garbled data in your search results, perform a full index against that library.</p>	
<a href="#">QCCR1E89819</a>	Applications	<p>The "Request TCAB Approval" step in the Normal Change workflow takes more than 100 seconds to complete when there are 6000 users in the database.</p> <p><b>Workaround:</b> Modify the "operator" dbdict manually to fix this issue. First, create a new "a6" table in the SQL Tables tab. Then, modify the value of the "secRole" field from "m1" to "a6" in the Fields tab for both fields (array field and child field).</p>	9.40 and patches
<a href="#">QCCR1E117326</a>	Applications	<p>The total cost of a Request, Incident, Problem, Change, or task record is recalculated when you update the cost information. Therefore, when you update an operator's hourly rate, the historical cost of the record (that is, cost that is already incurred) may also be updated incorrectly.</p>	9.40 and patches
<a href="#">QCCR1E118616</a>	Applications	<p>The <b>Create One Request Fulfillment Record for each Device of Class X at location Y</b> effect option in Scheduled Maintenance does not work correctly.</p>	9.40 and patches
<a href="#">QCCR1E114145</a>	Applications	<p>If two items in a bundle have the same user option name, only the last user option can be referenced by the system for evaluation.</p> <p><b>Workaround:</b> Do not use duplicate user options for items in one service catalog bundle.</p>	9.40 and patches
<a href="#">QCCR1E117903</a>	Applications	<p>When you cancel a planned purchase task before you finish creating it, validation of the task still occurs.</p>	9.40 and patches

# Installation notes

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

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

# Backup and backout instructions

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

## Applications

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

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

### Backup

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

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

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



File	Record
	<p><b>Note:</b> 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><b>Note:</b> The “activity” file with no records actually represents the dbdict record of the activity file.</p>
scmessage	The record whose message class is “fc” and message number is 1000.

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

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

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

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

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

## Backout

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

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

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

Details of the unload file are displayed.

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

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

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

## Server

### Backup

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

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

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

### Backout

Follow these steps to back out the installation:

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

the <SM Installation> directory).

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

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

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

5. If you have also loaded platform unload files required for your server changes, you must also roll back the application changes made by the unload files. See ["Applications" on page 39](#).
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 39](#).
5. Restart the Service Manager server.

## Web tier

### Backup

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

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

### Backout

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

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

## Windows client

### Backup

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

in this folder.

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

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

## Backout

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

# SRC

## Backup

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

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

## Backout

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

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

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

## Solr Search Engine

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

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

### Backup

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

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

### Backout

After installing the KM patch, follow these steps:

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

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

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

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

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

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

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

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

## SM Collaboration

### Backup

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

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

### Backout

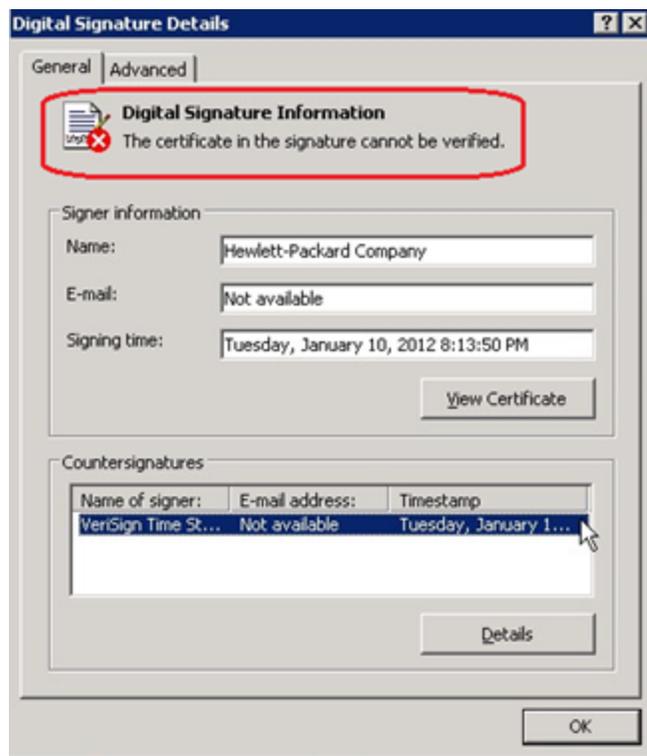
If you want to roll back after you deploy the new version, perform the following steps:

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

## Digital signature notice

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

**The certificate in this signature cannot be verified.**



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate from the *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](https://knowledge.symantec.com/support/ssl-certificates-support/index?page=content&id=SO19140&actp=search&viewlocale=en_US)

# Regenerate Java certificates

The Service Manager server no longer accepts Java certificates that are generated by using certain "weak" algorithms. If you used these algorithms to generate your Java certificates, you must now regenerate them by using a more complex algorithm, such as RSA.

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

Follow these steps to disable this enhancement:

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

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

The following algorithms are no longer accepted:

- MD5
- DSA
- 3DES\_EDE
- DES\_CBC
- DHE, RC4
- SSLv3
- TLSv1
- ECDH\_anon
- DH\_anon
- NULL

- DH keySize < 768
- RSA keySize < 2048

## Applications update installation

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

You can find the the download links for SM 9.52 Applications or Upgrade package as well as *Service Manager 9.52 Release Notes* from the [Overview of Service Manager 9.5x Releases](#) knowledge document.

## Server update installation

The server update for your operating system consists of a compressed file, sm9.52.6008-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 or later is required for Service Manager. For more information, see the latest *Service Manager 9.52 Support Matrix* at <https://softwaresupport.hp.com/group/softwaresupport/support-matrices>

### Built-in troubleshooting tool (SM Doctor)

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

## Upgrade paths

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

The following server upgrade paths are recommended:

- **New customers:** Install the Service Manager 9.50 GA server, and then apply this server patch.
- **Existing Service Manager 9.3x/9.4x customers:** Uninstall the old server, install the Service Manager 9.50 GA server, and then apply this server patch.
- **Existing Service Manager 9.5x customers:** Apply this server patch.

For installation instructions for the Service Manager 9.50 server, see *Install the Service Manager Server* in *Service Manager 9.52 Help Center*.

## JRE upgrade

On Windows-based platforms, the server's embedded JRE is automatically upgraded to Azul Zulu 32-bit OpenJDK version 1.8.0\_181 after you apply the server patch. No manual tasks are necessary on Windows-based platforms.

On Linux-based platforms, there are some additional tasks for this JRE upgrade after you apply the server patch. To use the embedded Azul Zulu 32-bit OpenJDK on Linux-based platforms, follow these steps:

1. Navigate to the Server's RUN directory.
2. Run the **removeLinks.sh** command, and then run the **setupLinks.sh jre** command as the owner of the Service Manager installation directory. The system displays the JRE found in RUN folder, no need to create symbolic link. message.

To use an Oracle JRE, manually download and install Oracle JRE 8.

For more information, see the JRE support section of the *Deployment architecture* topic in *Service Manager 9.52 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 8.5.42, 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:  
**Release9.52.6008build P6**
  - o From the server's RUN folder, run the **sm -version** command. The server version should be:  
**Version: 9.52.6008**  
**Patch Level: P6**

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

## Server application unload installation

**Note:** All unload files in the server's platform\_unloads directory in this release have been already merged into Service Manager applications 9.52. These files are provided just in case you do not plan to upgrade to applications 9.52 while still want to take advantage of the relevant new features or fixes. Unload files included in this release are for Service Manager 9.34, 9.35, and 9.4xapplications, because the server and clients in this release do not support applications

versions earlier than 9.3x. For the specific applications version to which each unload applies, see the "Applicable applications version" column in the following table.

## Unload Files Included in the current patch

This release includes the following unload files.

Unload	Applicable applications version	Description
QCCR1E152483_ SM952P6_ SM934.unl	9.34, 9.35, 9.40, 9.41, 9.50, 9.51, and 9.52	Improves the RESTful performance when using the <i>start</i> parameter to iterate a large table.
QCCR1E148685_ SM952P4_ SM952.unl	9.52	Fixes an issue in which create problem and create change do not work for Hot Topic Analytics in the Incident module.  <b>Note:</b> You need to apply this unload file only if you have applied the QCCR1E141792_SM952P3_SM952.unl file in SM9.52p3.
QCCR1E141792_ SM952P3_ SM952.unl	9.52	Improves the scalability of the Hot Topic Analytics (HTA) solution and provides more meaningful HTA results.
QCCR1E140639_ SM952p2_ SM950.unl	9.50	Enables SmartEmail to supports SharedInboxes via IMAP-S and EWS.
QCCR1E135272_ SM950_ SM941.unl	9.41	Enables the Collaboration functionality to work correctly when you run Service Manager applications version 9.41 with version 9.50 or later of the Service Manager Server and clients.
QCCR1E131250_ SM950_ SM940.unl	940 and 941	Fixes the issue that Smart Analytics cannot recognize the text in a photo.
QCCR1E118520_ SM950_ SM934.unl	9.34, 9.35, and 9.40	Enables the enhanced query hash algorithm for the web client.
QCCR1E112815_ SM950_ SM934.unl	9.34	Fixes an issue in which Time Period Management menus are not displayed correctly due to incorrect menu condition settings.
QCCR1E112012_ SM950_ SM934.unl	9.34+PD4, 9.35+PD4	Solves the issue that PD Framework components (including Condition Editor , Query Editor , Workflow Editor, and Task Planner) do not work correctly if an earlier version of the

Unload	Applicable applications version	Description
		<p>applications is running on the 9.50 RTE and web tier.</p> <p><b>Note:</b> This unload is required if you are running 9.34 or 9.35 applications with Process Designer Content Pack 4 applied.</p>
QCCR1E99207_ SM950_ SM934.unl	9.34 and 9.35	Enables Service Manager to lazy load global lists. This reduces the login time in environments that contain a large number of global lists.
QCCR1E66893_ SM950_ SM934.unl	9.34, 9.35, 9.40, and 9.41	Enables the Document Engine to enforce application-level security for web service Retrieve requests.

## How to load an unload file

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

For detailed steps, search for the *Load an unload file* topic in *Service Manager 9.52 Help Center*.

## Web tier installation

The web tier update consists of a compressed file, `sm9.52.6008-P6_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 9.52 Help Center*.

### New customers

You only need to install the new web tier using the `.war` or `.ear` file from the `sm9.52.6008-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. To keep your custom changes, you must back up your customized files and then merge your customizations into the new deployment.

To install the new web tier, follow these steps:

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

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

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

The web tier version should be: **9.52.6008-P6**.

## Web tier application unload installation

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

Unload	Applicable applications version	Description
QCCR1E153165_ SM952P6_ SM952.unl	9.52	Enables the drill-down functionality in a vertical bar report to work correctly.
QCCR1E154335_ SM952P6_ SM950.unl	9.50, 9.51, and 9.52	Enables the Affect CIs fields to show the display name in the Predefined Additional Task Fields of a planned task.

Unload	Applicable applications version	Description
QCCR1E146520_ SM952P3_ SM950.unl	9.50, 9.51, and 9.52	Displays the display value for a combo box field in a hover-over form.
QCCR1E137739_ SM951_ SM950.unl	9.50	Enables the use of external libraries when you use 9.50 apps.
QCCR1E129149_ SM950_ SM941.unl	9.41	Enables To-Do Alerts to be automatically acknowledged without the user having to click the Acknowledge button.
QCCR1E125775_ SM950_ SM941.unl	9.41	Enables IT users to manually trigger context-aware search. Additionally, enables context-aware search to be enabled from ESS.
QCCR1E124742_ SM950_ SM934.unl	9.34, 9.35, and 9.40	Merges the module configuration requests that are sent from the web client to the server during the login process. This helps to reduce the login time.
QCCR1E116757_ SM950_ SM940.unl	9.40 and 9.41	Enables look up function support for the security manual list type setting.
QCCR1E112070_ SM950_ SM934.unl	SM 9.34	For Service Catalog User Selection multi-selection support.
QCCR1E104944_ SM950_ SM941.unl	SM 9.41	Enables a fix that hides the User Selections of Service Catalog items if their Visible Condition is set to false.

## Windows client installation

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

The Windows client update consists of a compressed file, sm9.52.6008-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 patch level. This version of the Windows client comes with an updated version of JRE 8.

For installation instructions, see *Install the Service Manager Windows Client* in *Service Manager 9.52 Help Center*.

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

### New customers

You only need to install the new Windows client.

### Existing customers

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

To install the new Windows client, follow these steps:

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

The client should be Release: **9.52.6008-P6**.

## Service Request Catalog (SRC) installation

Service Manager 9.52p6 includes the SRC package (src9.52p6.1909221.zip), which contains:

- The SRC deployment file (src-9.52p6.war)
- Unload files for SRC 9.52.p6 and for previous versions

### Unload file naming convention

The unload files use the following naming convention: <CR\_ID>\_SRCxxxPxx\_SMxxx.unl, where:

- <CR\_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345.
- SRCxxxPxx: The minimum SRC patch level that requires the unload file. For example, SRC9.52p6, which means the unload file comes with the SRC9.52 patch 6 and should be used for patch 6 or higher.
- SMxxx: The Service Manager applications version that requires the unload file. For example, SM952, which means the unload file is intended only for Service Manager applications version 9.52.

Before you proceed, read *Install Service Request Catalog (SRC)* in *Service Manager 9.52 Help Center*.

### New customers

1. Deploy the src-9.52p6.war file by following the instructions in *Install Service Request Catalog (SRC)*.
2. Configure SRC 9.52p6 by following the instructions in *Install Service Request Catalog (SRC)*.

### Existing customers

1. Install SRC 9.52p6, as described above.
2. Migrate your customizations from the old deployment to SRC 9.52p6.

## SRC application unload installation

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

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

Unload file	Introduced in which patch	Used for apps version (s)	Description
QCCR1E142430_ SRC9.52P3_ SM9.52.unl	SRC 9.52p3	9.52	The system displays the Pending Approvals count correctly in Service Request Catalog.

## SMA-SM Service Portal installation

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

The SMA 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 is an analytics-driven service management solution for managing the entire service portfolio and lifecycle within and beyond IT. To enable existing customers of Service Manager to take advantage of the containerized services offered by SMA and keep their existing Service Manager implementations, SMA supports mixed mode deployment.

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 9.5x. Suppose you want to install SMA-SM Service Portal 2019.08, follow these steps in SMA suite documentation:

1. Before the SMA-SM Service Portal installation, you need to plan required hardware resources as described in [Plan your deployment](#).
2. Once the resources are available, deploy SMA in mixed mode and then set up SMA to work with Service Manager. For details, see [Set up SMA-SM](#).
3. If you encounter any problems, see the [SMA troubleshooting](#) documentation.

# Mobility client installation

Service Manager 9.52p6 includes a compressed file (sm9.52.6003-P6\_Mobility.zip), which contains the following files:

- Mobility client installation file (webapp-9.52.6003.war)
- Unload to fix the issue in QCCR1E123225 (QCCR1E123225\_SM950\_SM934.unl)
- Unload to fix the issue in QCCR1E125623 (QCCR1E125623\_SM950\_SM934.unl)
- Unload to support Service Manager 9.34 applications (MOBILITY\_ESS\_SM950\_SM934.unl)

**Note:** The Service Manager 9.52p6 Mobility client supports Apache Tomcat 8.x web application servers. Additionally, it can only work with Service Manager server 9.34 or later and applications 9.34 or later.

## New customers

To install the new web client, follow these steps:

1. Load the unload files that are included in sm9.52.6003-P6\_Mobility.zip.

For detailed steps, search for the *Load an unload file* topic in *Service Manager 9.52 Help Center*.

2. Deploy the webapp-9.52.6003.war file.

For more information about how to install the Service Manager 9.52p6 Mobility client, refer to *Install the Mobile Applications client* in *Service Manager 9.52 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 sm9.52.6003-P6\_Mobility.zip.

For detailed steps, search for the *Load an unload file* topic in *Service Manager 9.52 Help Center*.

3. Deploy the webapp-9.52.6003.war file.

For more information about how to install the Service Manager 9.52p6 Mobility client, refer to *Install the Mobile Applications client* in *Service Manager 9.52 Help Center*.

# Knowledge Management (KM) Search Engine installation

## IDOL Search Engine

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

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

## Solr Search Engine

This release includes a package for the Solr Search Engine:

- Knowledgemanagement folder: Contains updated files of the Solr Search Engine.  
  
This patch embeds an openjdk folder in the Knowledgemanagement folder. You can find various OpenJDK JRE versions for your Solr Search Engine as required.
- \kmsolr\_unloads\QCCR1E128475\_SM950\_SM940.unl: This unload is used to enable HTTPS connections for the Solr Search Engine. Loading this unload will add a new option, SSL Enabled, in the Knowledge Management Environment record (**Knowledge Management > Administration > Environment**). See also the following HPE white paper:  
  
[Configuring FIPS Mode in Service Manager](#)
- km-import-9.52.zip: The installation files of KM Import Utility version 9.52.

**Caution:** The patch will upgrade your embedded Tomcat to version 8.5.42.

## New customers

1. Make sure that you have already installed Service Manager 9.52 (or above) server and clients.
2. Install the Service Manager 9.50 Solr Search Engine . For installation instructions, see the *Service Manager Knowledge Management Search Engine Guide*.
3. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.

You can update the JAVA\_HOME environment variable to point to the specific OpenJDK JRE in the openjdk folder. For example, C:\sm9.52.6008-P6\_KM\knowledgemanagement\openjdk\jdk-linux-x86.

4. In Windows: in the Windows command line, run the following command to remove the old KM Search engine windows service from the Solr search engine installation directory (if the service is installed):

**installasservice.cmd remove [nodetype]**

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

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

**installasservice.cmd install [nodetype]**

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

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

## Existing customers

Existing customers must install the Service Manager 9.50 Solr Search Engine first, and then apply the Service Manager 9.52p6 Solr Search Engine patch.

1. Make sure that your Service Manager server and clients have upgraded to version 9.52.
2. Stop your Solr Search Engine.
3. Make a backup of your Solr Search Engine installation folder and other necessary backups.
4. Update the JDK installed on your search engine server host to JDK 8, if you have not already done so.

You can update the `JAVA_HOME` environment variable to point to the specific OpenJDK JRE in the `openjdk` folder. For example, `C:\sm9.52.6008-P6_KM\knowledgemanagement\openjdk\jdk-linux-x86`.

5. In Windows: in the Windows command line, run the following command to remove the old KM Search engine windows service from the Solr search engine installation directory:

**installasservice.cmd remove [nodetype]**

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

6. Back up the Tomcat folder in your Solr Search Engine installation folder. Then, remove the Tomcat folder.
7. Extract the files in the `knowledgemanagement` folder in the 9.52 km patch .zip file to your Solr Search Engine installation directory to overwrite your existing files.

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

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

**installasservice.cmd install [nodetype]**

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

9. Change the HTTP port and shutdown port that is defined in the `<Solr installation directory>/tomcat/conf/server.xml` file, according to your requirements.
10. If you are running a 9.3x version of the Service Manager applications, load `QCCR1E91035_`

SM940\_SM930.unl into your Service Manager system.

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

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

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

- Skip this step if you are running Service Manager 9.3x applications, or if you are running the Service Manager 9.40 (or earlier) RTE.
  - This parameter is no longer needed for the Service Manager 9.52 RTE. If it is present in the sm.ini file, a warning message will occur in the Service Manager server log (sm.log).
12. Remove the KMCores folder in your existing search engine web application folder (for example, <Solr installation directory>/tomcat/webapps).
  13. Restart your Solr search engine.
  14. Restart the Service Manager service.
  15. Perform a full re-index of all of your knowledgebases. For details, see the *Service Manager Solr Search Engine Guide*.

## Collaboration installation

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

## Smart Analytics installation

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

## Identity Manager (IdM) installation

Service Manager 9.52p6 includes a compressed file (idm-service-1.20.1.zip), which contains the following files:

- dataprotection-passwordtool-1.0.3-standalone.jar
- idm-admin-console-1.20.0.war
- The Identity Manager (IdM) service installation file (idm-service-1.20.1.war)

For more information about how to install and configure the IdM service, refer to *Install and configure the standalone IdM service* in *Service Manager 9.52 Help Center*.

## Additional information

- Install Service Manager 9.52 in [Service Manager 9.52 Help Center](#) (for detailed instructions on how to install Service Manager, including all backup and backout procedures)
- [Service Manager Support Matrix](#)

# Send documentation feedback

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## **Feedback on Patch 6 Release Notes (Service Manager 9.52)**

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