

Service Manager

Advantages of a Binary Update

Oct 27, 2010



**ARE YOU ON SM 7.0X OR 7.1X?
DO YOU WANT TAKE ADVANTAGE
OF SOME OF THE LATEST
FEATURES IN SM 9.2?
HAVE PAST UPGRADES BEEN
PAINFUL?**

IF SO, READ ON!

Topics

Overview of Upgrade Options

- SM Architecture Review
- Full Upgrade vs. Binary Update
- Benefits

Technical Details

- RTE and Applications Compatibility
- Client and Server Compatibility
- Limitations
- Update Guidelines

Features enabled with a Binary Update

- Notable Server and Client Features

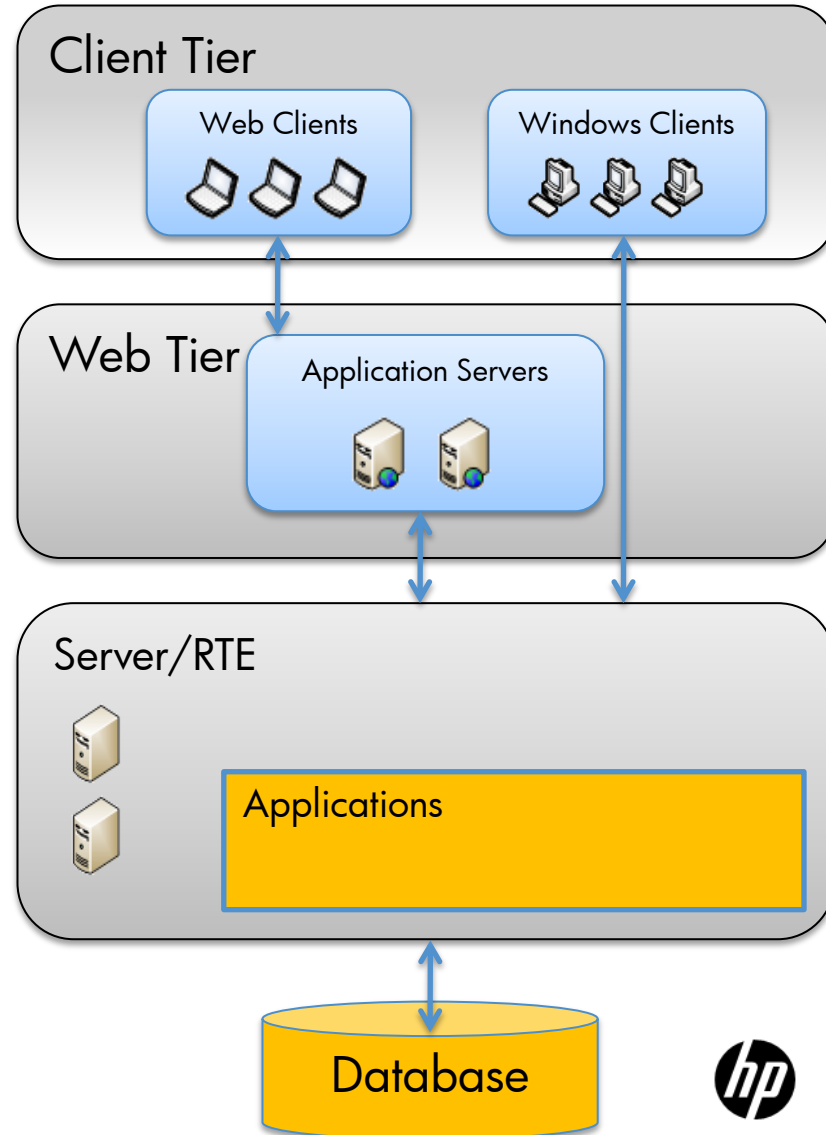
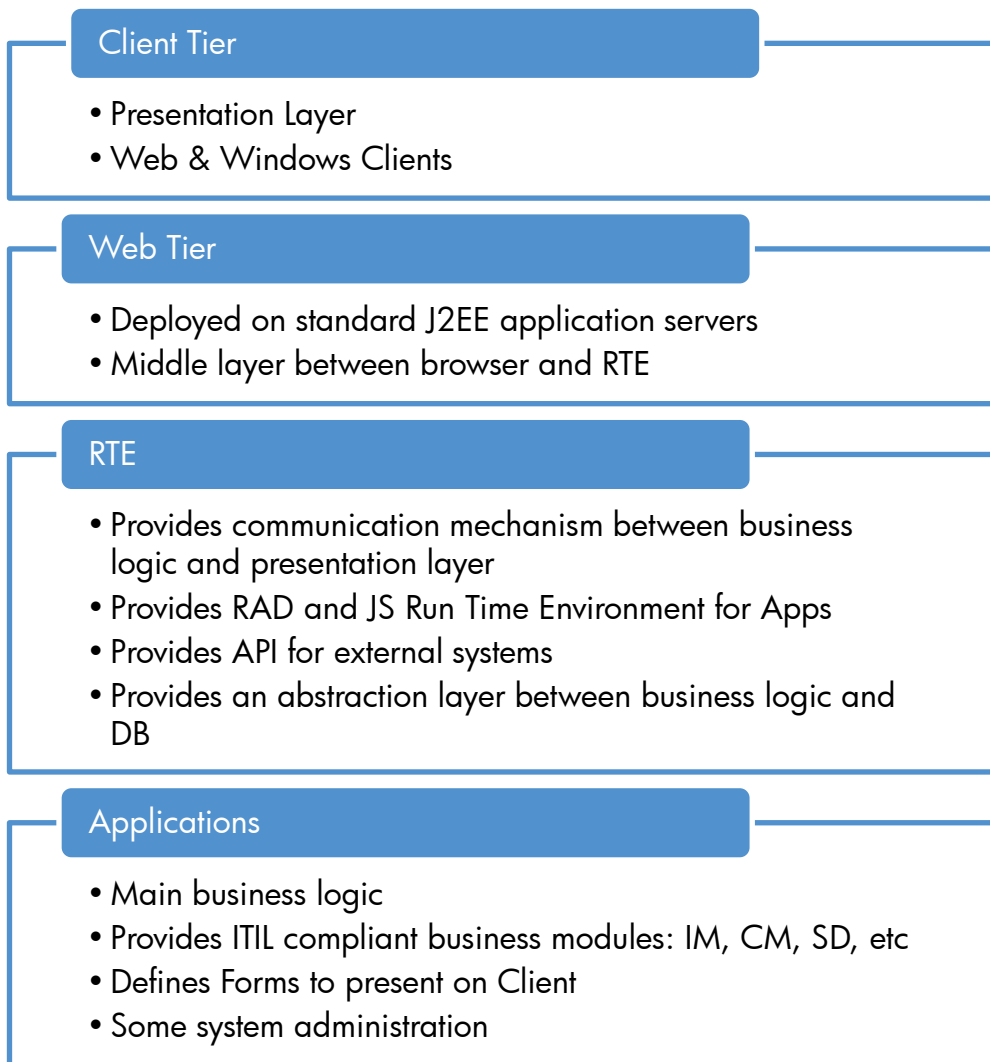
Overview

Understanding the Options



SM High Level Architecture

Understanding the SM Architectural Components



Options

Full Upgrade

- A full upgrade involves upgrading all SM components to the next version.
- Components include the Server (RTE), Web-Tier, Clients, and Applications.

Binary Update

- This is a simple process where only the Service Manager RTE, Web-Tier, and Client code is updated.
- Applications and database are not upgraded.
- Sometimes referred to as a RTE update, but the RTE, Web-Tier, and Client are normally updated together.
- This is a fully tested and supported configuration.

Full Upgrade or Binary Update?

Full Upgrade

- Brings you the full power of Service Manager
- The best choice to take advantage of new functionality and integrations with other HP Software Products
- SM 9.20 represents a significant improvement over previous versions in terms of functionality and quality, and is highly recommended.

Binary Update

- Brings you the latest Service Manager RTE, web-tier, and client
- The best choice when a full upgrade is not possible due to complexity or time
- It is best to update web-tier, clients, and RTE together on the same version.
- SM 9.20 RTE, web-tier, and clients are highly recommended over earlier versions.

Benefits of a Binary Update vs. Not Upgrading

1

Simple update process

2

Reap the benefits of higher product quality and new features introduced in the RTE and Clients

3

Take advantage of newly supported platform configurations

4

Takes you one step closer to a full-upgrade

5

Resolve issues faster on more active patch streams

Technical Details



RTE and Applications Compatibility

SM RTE supports all earlier Apps versions down to 7.00.

- For example, SM 7.11 RTE supports 7.0x Applications
- Likewise, SM 9.20 RTE supports 7.1x and 7.0x Applications
- Older Application versions can be considered forward compatible with later RTEs.

This enables a RTE update, where:

- The SM Application Layer is not touched
- The SM Database is left intact
- All Server APIs are left backward compatible

Note: Occasionally minor schema changes or apps component changes are made to support the newer RTE. It is a relatively small impact.

Applications are not backward compatible. Newer Applications require the same version of the RTE.

Client and Server Compatibility

A Binary Update should update the Client as well with these guidelines.

Same Version of the Client and Server

- Tier-1 configuration
- Officially certified
- Highly recommended!

Different client and server versions

- Supported as a Tier-2 configuration for combinations between 7.11.x and 9.20.x
- Expected to work but **only recommended temporarily** as a stepping stone to a Tier-1 configuration
- Compatibility exists to ease the adoption of newer SM releases

How Simple is a Binary Update?

At a high-level the process looks like the following:

Updating the Server Binaries

- Performing a new install of the RTE and pointing sm.ini and sm.cfg back to the existing Applications and Database.

Updating the Web-Tier

- Removing existing web-tier war/ear files followed by installing the new war/ear files on the Web Application Server
- Configuring the Web App Servers

Installing the new Windows Client

- Launching the windows install or following standard deployment methods

The complete steps are fully documented in the patch and SM installation notes.

Limitations of Binary Update

- All features that rely on the Applications Layer will not be available.
 - This typically represents a large majority of any feature release.
- Application Fixes are only made to the next release and will not be available.

Update/ Upgrade Guidelines

Release Type	Component	Example	Relative Size/ Complexity	Update Frequency by Customer
Hot Fixes	RTE, Web-Tier, Client	Hot Fix	Very Small	As Needed
	Apps	Apps Unload	Very Small	As Needed
Patch/ Maintenance	RTE, Web-Tier, Client	7.02.046, 7.11.210	Small	As Needed 2/year
	Apps	Not yet available	n/a	n/a
Minor-Minor	RTE, Web-Tier, Client	7.02, 7.11	Small	2/year
	Apps	7.11.000	Medium	1/year
Minor	RTE, Web-Tier, Client	7.10, 9.20	Medium	1 - 2/year
	Apps	7.10, 9.20	Large	1/year
Major	RTE, Web-Tier, Client	7.00	Very Large	Every 2-3 years
	Apps	7.00	Very Large	Every 2-3 years

Minor & Minor-Minor RTE/Web-Tier/Client Updates as notably smaller in complexity and size. It is recommended to take updates more frequently to take advantage of wider platform support and the highest quality base platform.
SM 9.20 is highly recommended over all previous versions.

Features

What comes with a Binary Update



Notable Client & RTE Features and Fixes

When a full upgrade is not possible, there are many compelling reasons to perform a Binary Update to Service Manager 9.20!

The Information here is provided to evaluate this option.

Ver	Highlights
7.11 and latest 7.11 Patches	<ul style="list-style-type: none">• Horizontal scaling IR• Memory management improvements• Logging when native or java server memory is low• Restrict access to servlets when java memory is too high• Web client performance - Up to 30% improvement in SM web client login for high latency networks• Numerous fixes to reduce JGroups traffic and reduce "login lock" issues. (Some still in progress).• JGroups Updates• Various fixes to prevent Signal 11 / core dumps

Notable Client & RTE Features and Fixes

(continued)

Ver	Highlights
9.2	<p data-bbox="260 382 898 435">Usability and Client Fixes</p> <ul data-bbox="260 439 1584 935" style="list-style-type: none"><li data-bbox="260 439 1584 549">• Menu Navigator has been improved to expand and collapse, allowing for intuitive navigation<li data-bbox="260 564 927 614">• New mandatory field indicator<li data-bbox="260 628 975 678">• Improved Web client brandability<li data-bbox="260 692 1584 935">• Record list view improvements:<ul data-bbox="280 756 1584 935" style="list-style-type: none"><li data-bbox="280 756 1584 863">• Users have a choice of selecting 25, 50, or 100 records per record list page<li data-bbox="280 878 1323 935">• More intuitive paging control and records count

Notable Client & RTE Features and Fixes

(continued)

Ver	Highlights
9.2	<p>Server Resilience</p> <ul style="list-style-type: none">• New restart command to schedule the restart of one or all Service Manager processes on a host• Support for Microsoft Windows 2008 Server ASLR• Server Sessions no longer created for failed logons• Many more defect fixes in the RTE <p>Web Client Performance Improvements</p> <ul style="list-style-type: none">• Improved performance when moving between tabs and upon loading specific changes that support performance improvements• Smaller web assets (JavaScript/CSS)• RAD threads cached on the browser side to avoid server round trips

A Look at the UI Improvements

HP Service Manager

Incident Queue: All Open Incidents

Queue: Incident View: All Open Incidents

Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority	Initial Impact	Urgency	Problem Type
IM10012	incident	updated	Work In Progress	Office Supplies (North America)	Incident.Analyst	Error installing printer	3	4	3	incident
IM10018	incident	updated	Work In Progress	Office Supplies (North America)	Incident.Analyst	Printer keeps reporting "printer out of 3 paper", while it's not	3	4	2	incident
IM10026	incident	updated	Work In Progress	Office Supplies (North America)	Incident.Analyst	Paperjam occurs when a printing job is larger than	3	3	3	incident

7.11 Apps on 7.11 RTE/Client

7.11 Apps on 9.20 RTE/Client

- Improved Look & Feel
- Enhanced Menu Navigator
- Better use of Screen Real Estate
 - No internal scroll bar in the Queue Results

HP Service Manager

Incident Queue: All Open Incidents

Queue: Incident View: All Open Incidents

No records selected

Incident

Inci...	Category	Alert St...	Status	SDU	Assignee	Brief Descript...	Priority	Initial Impact	U...	Problem Type
IM1...	incident	updated	Work In ...	Office S...	Incident.Anal...	Error install...	3	4	3	incident
IM1...	incident	updated	Work In ...	Office S...	Incident.Anal...	Printer keeps ...	3	4	2	incident
IM1...	incident	updated	Work In ...	Office S...	Incident.Anal...	Paperjam occ...	3	3	3	incident
IM1...	incident	updated	Work In ...	Office S...	Incident.Anal...	Printer draw f...	3	3	3	incident
IM1...	incident	updated	Open	Office S...	Incident.Anal...	Printer keeps ...	3	3	3	incident
IM1...	incident	updated	Work In ...	Office S...	Problem.Coor...	I can't print a...	3	3	3	incident
IM1...	incident	updated	Work In ...	Office S...	Incident.Anal...	My internet c...	3	4	3	incident
IM1...	incident	updated	Work In ...	Office S...	Incident.Anal...	Printer out of ...	3	3	3	incident
IM1...	incident	updated	Work In ...	Office S...	Incident.Anal...	Printer prints ...	3	3	3	incident

A Look at the UI Improvements (continued)

HP Service Manager

User: falcon Logout

To Do Queue: My To Do List Incident Queue: All Open Incidents Update Incident Number IM10014 x

Update Incident Number IM10014

Incident ID	Open Time	Alert Status	Status	CI	Service	Title
IM10005	09/06/07 15:57:00	resolved	Resolved	Microsoft Office 2007	Applications	Microsoft Office keeps asking to install Language packs
IM10014	09/17/07 18:34:00	updated	Open	Internet Explorer 6	Applications	IE is not responding to users request
IM10024	10/04/07 22:03:00	updated	Work In Progress	Microsoft Office 2007	Applications	When opening documents, Microsoft Office opens application but without the document
IM10030	10/21/07 15:06:00	updated	Work In Progress	Norton Anti-Virus	Applications	Virus scan reports Multiple Viruses

Incident ID: IM10014
Status: Open

Assignment
Assignment Group: Application
Assignee: Incident.Coordinator
Vendor:

Reference Number:

Affected Items
Service: Applications
Affected CI: Internet Explorer 6

Outage Start: 09/17/07 18:26:00
Outage End:

Location: advantage/North America

Title: IE is not responding to users request

Description: IE is not responding to users request

7.11 Apps on 7.11 RTE/Client

7.11 Apps on 9.20 RTE/Client

- Familiar UI so no learning curve for user base
- Cleaner Layout
- Improved placement of Menu Bar

HP Service Manager

User: falcon Logout

Problem Queue: All Problem Tickets Incident Queue: All Open Incidents Update Incident Number IM10014 x

Mass Update Mass Close More

Incident ID	Open Time	Alert Status	Status	CI	Service	Title
IM10005	09/06/07 15:57:00	updated	Work In Progress	Microsoft Office 2007	Applications	Microsoft Office keeps asking to install Language packs
IM10014	09/17/07 18:34:00	updated	Open	Internet Explorer 6	Applications	IE is not responding to users request
IM10024	10/04/07 22:03:00	updated	Work In Progress	Microsoft Office 2007	Applications	When opening documents, Microsoft Office opens application but without the document
IM10030	10/21/07 15:06:00	updated	Work In Progress	Norton Anti-Virus	Applications	Virus scan reports Multiple Viruses
IM10063	01/02/08 10:02:00	updated	Work In Progress	Microsoft Office 2007	Applications	Microsoft Office Word can't startup, error on startup
IM10065	01/02/08 10:02:00	updated	Open	Microsoft Windows	Applications	Windows keeps changing Date and Time on every login

Incident ID: IM10014
Status: Open

Assignment
Assignment Group: Application
Assignee: Incident.Coordinator
Vendor:

Reference Number:

Affected Items
Service: Applications
Affected CI: Internet Explorer 6

Outage Start: 09/17/07 18:26:00
Outage End:

Location: advantage/North America

Title: IE is not responding to users request

Description: IE is not responding to users request

Note: Even more UI Improvements are available but require the 9.20 Application Upgrade.

Additional Information

Please refer to the Release notes to understand which features and defect fixes are important to your business:

- [SM 7.10 Release Notes](#)
- [SM 7.11 Release Notes](#)
- [SM 9.2 Release Notes](#)

Note: Defects found in older releases that affect newer releases are always forward ported to keep quality at the highest levels.

Again, SM 9.20 is recommended over earlier releases.

Outcomes that matter.

