

---

# HP Service Manager

For supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.20/June 2010

This document provides an overview of the changes made in this release of HP Service Manager. It contains important information not included in the manuals or in online help.

Why version number 9.20? Service Manager is an integrated part of the HP BTO Operations version 9 portfolio. Using this version number aligns Service Manager with other products releasing in the same time frame.

Service Manager 9.20 was originally specified as a minor release building on Service Manager 7.1x and is an extension of that product version family.

There are no underlying architectural changes since Service Manager version 7.11.

[Documentation Updates](#)

[In This Version](#)

[Known Problems, Limitations, and Workarounds](#)

[Installation Notes](#)

[Service Manager Unload Patch](#)

[Verified Environments](#)

[Local Language Support](#)

[Support](#)

[Legal Notices](#)

---

## Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

**<http://h20230.www2.hp.com/selfsolve/manuals>**

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

**<http://h20229.www2.hp.com/passport-registration.html>**

Or click the **New users - please register** link on the HP Passport log-in page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

**NOTE:** To view files in PDF format (\*.pdf), Adobe Reader must be installed on your system. To download Adobe Reader, go to the following web site:

<http://www.adobe.com/>

---

## In This Version

The following areas are new or improved in Service Manager 9.20. For a list of the Change Request (CR) fixes included in this release, see Enhancements and Fixes.

<b>Enhancement/New feature</b>	<b>Description</b>
Improved User Experience	<p>The improved user experience includes the following:</p> <ul style="list-style-type: none"><li>• Improved look and feel</li><li>• Forms modernized and simplified, as follows:<ul style="list-style-type: none"><li>--Vertical organization of forms for a more streamlined user experience and better use of browser space, reducing complexity and improving efficiency with collapsible sections with larger text areas and wider tables</li><li>--Easy navigation by using the Tab and Enter keys, reducing user clicks to see frequently-used information</li><li>--Designed for the commonly-used monitor size and screen resolution</li></ul></li><li>• Menu Navigator expands and collapses, allowing for intuitive navigation</li><li>• Enhanced record lists with multiselect, enabling users to select multiple records when using the Fill function</li><li>• Simplified tool tray containing consolidated buttons with more appropriate labels that correspond to clear and concise user actions</li><li>• Improved field and label alignment</li><li>• New mandatory field indicator</li></ul>
BTO Solution Integration	<p>The BTO Solution Integration provides support for:</p> <ul style="list-style-type: none"><li>• The HP Universal CMDB (UCMDB) to Service Manager Integration supports a multi-tenancy (multi-company) configuration</li><li>• The HP BTO Closed Loop Incident Process (CLIP) provides:<ul style="list-style-type: none"><li>--Reduced help desk mean-time-to-resolution (MTTR) for incident remediation by launching HP Operations Orchestration (OO) flows from Service Manager Knowledge Management articles</li><li>--Event to Incident exchange with HP OMi via manual submission right from within the OMi UI or automatic via template</li></ul></li></ul>

Enhancement/New feature	Description
MySM	MySM includes the ability to customize home pages that let you see the most relevant information in a graphical drill-down format. Out-of-box MySM Home pages are based on the default Service Manager user roles.
Record Tag Localization	In Service Manager there are a few very visible places where a user logging into the system in a non-English language will still see English text. This includes, but is not limited to, Boolean values, various statuses, and categories. The Record Tag Localization Utility allows for localization in the user interface for non-administrative users and provides a way to translate values for a predetermined field of a given table.
Change Management Enhancements	<p>Change Management enhancements include:</p> <ul style="list-style-type: none"> <li>• Updated and streamlined Change Management forms</li> <li>• New Change Calendar for Change Management, Problem Management, Incident Management, and Service Desk</li> <li>• Ability to calculate risk and impact, which helps determine change type and work flow when working with RFCs in Service Manager</li> </ul>
Improved Record List Views	<p>Users have more control over record list views, as follows:</p> <ul style="list-style-type: none"> <li>• A choice of selecting 25, 50, or 100 records per record list page</li> <li>• Paging control has been improved to be more intuitive</li> <li>• Move forward and backward one page at a time</li> <li>• Easily move to the first or last page</li> <li>• The Count records button and page count information are improved</li> <li>• Auto refresh has been added to complement the manual refresh</li> </ul>
Improved Web Client Performance	<p>Web client performance improvements include:</p> <ul style="list-style-type: none"> <li>• Improved performance when moving between tabs and upon loading specific changes that support: <ul style="list-style-type: none"> <li>--Icons removed from Actions menus</li> <li>--Frequently-used images preloaded</li> <li>--RAD threads cached on the browser side to avoid web server round trips when switching from one navigation tab to another</li> </ul> </li> <li>• HTML generation performance improved, which improves web tier scalability</li> <li>• Optimized JavaScript user interface renderer to improve perceived user interface response time</li> <li>• CSS made smaller at build time</li> <li>• JavaScript made smaller at build time</li> </ul>

**Enhancement/New  
feature**

**Description**

---

Server Resilience  
Improvements

Server resilience improvements include:

- New restart command to schedule the restart of one or all Service Manager processes on a host
- Improves availability and helps avoid having to restart the operating system of the Service Manager server
- Helps with troubleshooting and enables you to release system resources.
- Provides the ability to specify a grace period before a process restarts and to notify affected users in advance
- Support for Microsoft Windows 2008 Server ASLR
- Automatically selects a valid shared memory location
- Provides support for the following platforms:
  - Windows 2003 32 bit / 64 bit / 32 bit with 3G switch
  - Windows 2008 32 bit / 64 bit
  - Windows Vista 32 bit
  - Windows 7 64 bit
  - Windows OS running on a VM

**Note:** Windows 2008 Server has a new security feature, which randomizes the location of the DLLs in the process space. This feature causes Service Manager to be unable to allocate the same shared memory location across all Service Manager processes.

---

Enhancement/New feature	Description
Help Server Update	<p>Service Manager 9.20 includes an updated Help Server, including:</p> <ul style="list-style-type: none"> <li>• <b>Help Server Launch page:</b> New opening page in the Help that gives a better and easier method of finding key information.</li> <li>• <b>PDF Printouts of all online Help topics:</b> Portable document formats (PDFs) have been created for the online Help topics within each of the Help server plug-ins so that users can easily access and print Help topics that contain procedures for the daily tasks that they perform.</li> <li>• <b>Document Engine:</b> The Document Engine PDF tailoring guide offers procedures, explanations, and best practices for the Document Engine in Service Manager. This is a tailoring tool that offers the possibility to customize the system without the need of RAD changes.</li> <li>• <b>Wizards:</b> The Wizards PDF tailoring guide discusses the purpose and functions of wizards. It describes the Wizard tool that can be used to create new wizards, and defines and describes each of the fields the tool includes.</li> <li>• <b>Web Services:</b> The Web Services PDF tailoring guide provides guidance for users who wish to publish or consume Web Services using Service Manager. It includes examples that can be used as templates.</li> <li>• <b>Entity Relationship Diagrams:</b> The HP Service Manager entity relationship diagrams (ERDs) provide System Administrators and Professional Service Implementers with a view of the out-of-box relationships that they can reference to tailor or customize the environment. The ERDs also enable Database Administrators and Professional Services Implementers to view the logical relationships between tables as they are defined in the applications.</li> </ul>
Web Client Improvements	<p>Web client improvements include the following:</p> <ul style="list-style-type: none"> <li>• New accordion design provides the Web 2.0 look and feel.</li> <li>• Control of section header styles including font, size, and other settings.</li> <li>• Support for multiple Cascading Style Sheets (CSS), which enable companies to select from alternate themes.</li> <li>• Ability for administrators to customize the masthead at the top of a form, including changing a company's brand logo, colors, and look and feel.</li> <li>• Ability for developers with web development expertise to customize the Navigator area.</li> </ul>
Upgrades	<p>The Service Manager 9.20 Upgrade works with the HP Service Manager 9.20 client and server.</p>

## Fixes

HP Service Manager 9.20 includes fixes to the following areas.

Change Management and Configuration Management  
Knowledge Management and Service Level Management  
Incident Management, Problem Management, and Request Management  
Applications  
Documentation  
RTE  
Tailoring  
Web Client  
Windows Client

## Change Management and Configuration Management

The following items (identified by Change Request number) are fixed in the current software release.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E6172	Cannot select Change.Analyst for the field Assignee when creating a change task. The operator "Change.Analyst" misses three assignment groups: Application, Hardware, and Network.	Change.Analyst is now available for selection in the Assignee field for the Application, Hardware, and Network groups.
QCCR1E6807	Sometimes when you click Save or Close current phase for a change record, you see the error message "The record being updated has been modified since read."	Now, instead of showing an error message, a popup message box displays a message that states: "This record has been modified since you loaded it. HP Service Manager will load the latest record now." The change record is then reloaded.
QCCR1E7002	When a Change is denied, you need to change the Attribute from Proposed to Cancelled manually. Otherwise, you cannot reject the Change.	Code changed so that when a Change is denied, the Attribute of Change is automatically changed to Cancelled, so a user can reject the Change directly.
QCCR1E7812	Cannot drill into a single record from an inbox (view) or chart listing CI records.	You can now drill into a single record from an inbox (view) or chart listing CI records.
QCCR1E8162	The current approvals and Approval log tables in Change Management, Release Management, do not display correctly in both the Windows and web clients. They are cut off.	The current approvals and Approval log tables now display correctly in Release Management and Change Management for both the Windows and web clients.
QCCR1E8237	Configuration Item (CI) Name and CI Identifier fields in Configuration Management should have the labels reversed.	Updated all the related formats in Configuration Management to reverse the labels.
QCCR1E8356	When cancelling a Change rejection (clicking cancel on the wizard), you receive a confusing message that asks: "Are you sure you wish to exit?" It would make more sense to read, "Are you sure you wish to cancel?"	The message has been changed to: "Are you sure you wish to cancel?"

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E8372	New Device Type Wizard does not recognize that the "configurationItem" format is a graphical user interface (GUI) format. It asks: "Gui version of the View Format does not exist. Do you want to use the ICM.device format?" Y/N/Cancel	The New Device Type Wizard now recognizes the formats, even though the name is not ending with .g.
QCCR1E8379	After a change is moved to a new phase, the queue displays the change under the wrong group.	The QBE list is now removed from the view when the customer displays a record.
QCCR1E8404	When an emergency change is recategorized as a normal change, the emergency review approval is still there. Should this be removed, since it is no longer an emergency change?	The emergency change cannot be marked, since it is read-only in the Change Approval phase.
QCCR1E8412	Relate Change and Unrelated Change are available in the <b>type</b> drop-down list.	Relate Change and Unrelated Change are no longer available in the <b>type</b> drop-down list.
QCCR1E8413	There is a customer check box that does nothing on the Change Activity tab.	Removed the customer check box on the Change Activities section.
QCCR1E8445	On the Release Information tab for a Release Management change, the fill button does not return data when clicked.	On the Release Information tab for a Release Management change, the fill button now returns data when clicked.
QCCR1E8472	Opening a change from a known error does not bring over the service.	Opening a change from a known error now brings over the service.
QCCR1E8476	When opening a task from a change, the "Configuration Items Down" flag does not come over.	When opening a task from a change, the "Configuration Items Down" flag now comes over.
QCCR1E8505	The user "Incident.Manager" does not have access to change tasks. When clicking "All Open Tasks" under menu "Favorites and Dashboards," an error message will display stating that the user is not authorized.	Updated the change security settings, so that the Incident.Manager can see change tasks.
QCCR1E8606	When creating a New Device Type without an existing view form, the default form is set to ICM.device, which is an old format.	Changed the default form of a New Device Type to the correct format of "configurationItem."
QCCR1E25368	Change records may be closed when there are outstanding open tasks.	Updated the condition to check whether or not the current task phase is the last one before changing the status of the change record to "closed."
QCCR1E31476	A lock is no longer released after selecting 'Save' to update a Change Management record with 'Lock on Display' disabled.	Locks against change records are now properly released when performing an update.
QCCR1E32413	When we used the Advanced Filter to search changes by Status, we received an error message.	There is no longer an error message when you search changes by Status, using the Advanced Filter.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E47551	The Withdraw function does not work if a ticket is saved, exited, and then reselected. You will get a message prompt stating that the Risk Assessment fields are required before the record can be saved.	The Withdraw function now works properly if a ticket is saved, exited, and then reselected. A change is now moved to the Evaluate & Close phase, and the status is set to closed. Also, when the back button is selected, you are no longer prompted for the required field Risk Assessment and can save the change record.
QCCR1E48659	Mass Update for configuration items (CIs) based on specific type queries does not check for validation in 'joinbizservice' format control.	Mass Update for CIs based on specific type queries now correctly checks for validation in device format control.

## Knowledge Management and Service Level Management

The following items (identified by Change Request number) are fixed in the current software release.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E2310	Deleted a Service Level Agreement (SLA) record, but the related Service Level Objectives (SLOs) still exist after the SLA record has been deleted.	The related SLOs are now deleted along with the SLA record.
QCCR1E3222	Cannot find documents by status=Draft, status=Candidate, or status=Retired.	Documents by status=Draft, status=Working Copy, or status=Retired can now be found.
QCCR1E3224	When searching using the Advanced search based on the Published field (=External or =Internal), no documents are found.	The Published field has been deprecated and removed. Use the Status field instead of the Published field to query documents.
QCCR1E5395	Two buttons were truncated under the SLA tab of a Change record.	Corrections made so button labels are no longer truncated on the SLA section of a Change record.
QCCR1E30770	The alerts for an SLA with multiple SLOs are created for all SLOs.	The second and subsequent SLO alerts that use the same AlertDef are now scheduled.
QCCR1E32025	The To Do field "Target Date (next.breach)" is not updated after the SLA has been breached.	The corresponding 'Todo' record is now updated, along with the main record when the 'next.breach' field is changed.
QCCR1E32423	The SvcCartitem SLO status is incorrectly set to 'Achieved.'	The SLO status is no longer set to Achieved if the fulfillment record is advanced to the next phase, or if the corresponding svcCartItem SLO status is Breached.
QCCR1E47593	The Elapsed Time (total.time) field is not being calculated correctly in the sloresponse record.	As long as the current state is between the init state and final state, this time period is considered and is used when calculating the value for the Elapsed Time field. The last activity status is the SLO's status.



<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E48723	During the workflow of creating and editing a working copy Knowledge Management document, the KMUpdate background process generates an exception error in the log during the web service call of: DeleteKnowledgebaseUpdatesRequest.	When creating and editing a working copy Knowledge Management document, the KMUpdate background process no longer generates an exception error in the log.
QCCR1E48725	The expiration dates and times that are posted to SLO Response records are not consistent, and can sometimes be off by a few seconds.	The SLA code was using the date/time stamp provided in real time. This was changed by setting the date/time at the beginning of SLA processing, so that the correct expiration dates and times are used in the SLO Response records.
QCCR1E48831	Contributed a new kmdocument and saved the document as a draft copy. When the draft copy is approved, the "Created" kmusagehistory record is never added.	The "Created" kmusagehistory record is added when you contribute a new kmdocument and save the document as a draft copy.

## Incident Management, Problem Management, and Request Management

The following items (identified by Change Request number) are fixed in the current software release.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E5857	Approval options in Request Management Order are always displayed, but do nothing.	The Approval options in an Order now displays correctly for the applicable conditions.
QCCR1E8428	Closing an incident with a Closure Code of "Solved by Workaround" is not checking the Problem Management Candidate when the incident is closed.	An incident record is now automatically marked as a Problem Management Candidate after it is closed with a Closure Code of Solved By Workaround.
QCCR1E8508	Line Item phase display has two menu options, "Validity Lookup" and "valid lkup." They both do the same thing.	Line Item phase display now has only one menu option, "Validity Lookup."
QCCR1E32014	Service Catalog uses an incorrect contact when creating a svcCartItem.	The contact value is now set correctly when creating a svcCartItem from the Service Catalog.
QCCR1E32343	When you modify one of the current phase flows for a Request Management category used by service catalog, this may generate unfriendly error messages when the Request Management quote achieves the modified phase.	Errors no longer occur when the quote achieves the modified phase.
QCCR1E32272	Two users simultaneously adding line items to a Request result in duplicate line item numbers.	Only one user can now add a line item. Another user must wait until the other user finishes the task.
QCCR1E48920	On form ocmq.view.summary.g in the assigned to and assigned dept comfill box, the list and fill both return different values.	Now the list and fill function both return the right values.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E48938	Service Catalog Item Cost does not recalculate costs if there is a change in cost to the line item options.	Service Catalog Item Cost recalculates the costs, if there is a change in cost to the line item options.
QCCR1E51225	When ordering from the Service Catalog, invalid data is displayed when a User Selection of type "Record in Table" has been added and the field to be validated is an array.	Data can now be displayed correctly when ordering from the Service Catalog.
QCCR1E51448	There is a problem with the Request Management line item quantities for bundle items. When the quantity of a line item is modified and there are two line items on a request and the "create.unique" option is chosen, both line items have a quantity of two, instead of one each.	Set the amount of a single line item to 1 when the "create.unique" option is selected.
QCCR1E51844	Sequencing, or dependencies, are incorrect in Request Management for phantoms that include a bundle that is dependent on a line item.	The code was modified so all the dependencies are considered before making items available.

## Tailoring

The following items (identified by Change Request number) are fixed in the current software release.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E8167	There is no indication that performing WSDL2JS (Menu Navigation > Tailoring > Web Services > Run WSDL to JS) from a file requires file to be server side.	Added an indication to that function, which now runs "WSDL to JS."
QCCR1E8269	Incorrect erddef record definition when defining the type of relationship between incidents and screlation ("one to one") in the Service Manager database.	Changed the relationship type to "one to many."
QCCR1E8655	In the web client, the upstream relationship of the multiple configuration items view has two images of the relationships.	Tailoring the configurationItem format now changes the view of the relationships for multiple configuration items.

## Applications

The applications include shared components, base utilities, administration calendars, and common data for user roles. The following items (identified by Change Request number) are fixed in the current software release.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCR1E3223	If text is typed into the Summary field of Knowledge_Library and then Search is clicked, the result is not filtered by the text in the Summary field.	If text is typed into the Summary field of Knowledge_Library and Search is clicked, the results are now filtered by the text in Summary field.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E3235	If text is typed in the Root Cause field of Problem_Library, no documents can be located with the root cause that was entered, even though there are existing documents that contain the root cause.	If text is typed in the Root Cause field of Problem Library, the search results now show the documents which contain the root cause that was entered.
QCCR1E5901	Under System Administration > Base System Configuration > Miscellaneous > System Information Record, there is a check box called HP OpenView Enterprise Discovery. This needs to be updated to HP DDM Inventory.	This check box has been updated to reflect HP DDM Inventory. The necessary documentation updates have also been made.
QCCR1E6531	For L10n (Localization) the "Use default button" is truncated for Spanish on "Modify Columns" in a QBE list.	For Localization, the "Use default button" is no longer truncated for Spanish on "Modify Columns" in a QBE list.
QCCR1E6647	The 'View Catalog Items' link shows up for non-catalog interactions when viewed by an Employee Self-Service (ESS) user.	The 'View Catalog Items' link now shows up only when the interaction's category is "service catalog."
QCCR1E6942	When running the current upgrade build and when the dbdict phase was being processed, all the dbdicts which needed changes caused the ALTER TABLE screen to appear, asking if Service Manager should make the changes needed.	The ALTER TABLE prompts during a Service Manager upgrade no longer occur.
QCCR1E7964	A Find on the Affected CI field in Interactions brings up a list of CIs instead of the CI that is entered in the field.	A Find on the Affected CI field in Interactions now brings up the CI that is entered in the field.
QCCR1E8184	Incident and Interaction Inboxes starting with an open parenthesis "(" need to be updated. Also, the inbox name for interaction: (4) Monitor OLA-UC Incident - Breach within 1 day is not correct.	Corrected the system default query for inboxes and the inbox name for interaction.
QCCR1E8212	There is no default user for the Crystal report ODBC connector.	A new default user "Odbc.Admin" has been added for the Crystal report ODBC connector.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E8300	When upgrading a tailored system, you need to mark a record in the QBE list as reconciled from the detail menu dropdown. This updates the record with a reconciled result and marks the Reconciled version field. If the record is saved, a 'record has been modified since read' error occurs and the user ends up being stuck on the same record. If the user tries to select another record, the Save dialog appears. If "Yes" is clicked, the same error occurs. If "OK" is clicked, the error still occurs but the user can get out of the QBE and click Search again to get a refreshed QBE list to continue with the next record.	This has been fixed, so that there is no longer an error when you select OK to save the record in a tailored QBE list.
QCCR1E8315	Searching with 'View' is not working in Change Management and other modules.	Searching with "View" is now working correctly in Change Management and other modules.
QCCR1E8367	The Affected CI is not according to the "Contact for this interaction" field value.	The Affected CI is now based on the field value: "This interaction is for"
QCCR1E8376	If you click Fill or Find in a Primary CI field of a problem record and you type text in the Primary CI field, it should show records whose names start with the typed letters. Instead, it shows more than these records.	There are four different conditions that determine what displays when a user clicks the Fill or Find button for the Primary CI field: <ul style="list-style-type: none"> <li>• If the field is empty, all the records display.</li> <li>• If the Service is not null and the Primary CI is null, the Service-related CIs display.</li> <li>• If the Service is null and the Primary CI is not null, the CIs whose name starts with the specified value displays.</li> <li>• If both the Service and the Primary CI are not null, the CIs that are related to the Service and start with a specified value display.</li> </ul>
QCCR1E8394	There was an unrecoverable error when failing to select a template to edit from the "Template" wizard.	There is no longer an unrecoverable error when failing to select a template to edit from the "Template" wizard.
QCCR1E8415	The Windows client rendering of columns does not take into account data within the column. The column width percent is not correct.	Changed the column width percent of each column.
QCCR1E8525	When registering a new service interaction in multi-company mode, validation fails. You receive an error message that says, "Please select a company."	Corrections made so that the validation fail error message no longer occurs when registering a new service interaction in multi-company mode.
QCCR1E8559	There is no validation on the "Affected CI" field.	The "Affected CI" field is now validated.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E8610	When you go to the System Information Description record tab, Menu Information, and change the value of the field Menu prompt, the field is still not correctly parsed when it is saved.	When you go to the System Information Description record tab, Menu Information and change the value of the field Menu prompt, the field is now correctly parsed when the record is saved.
QCCR1E8626	When opening and closing an interaction in the same instance, you end up seeing a closed interaction in the Todo Queue.	Closed interactions no longer display in the Todo Queue.
QCCR1E8642	The Service Catalog Web Service in the External Access Definition is deprecated.	The Service Catalog Web Service in the External Access Definition is no longer deprecated.
QCCR1E8684	The field to select a Service Contract for a CI is not on the CI display screen.	The field to select a Service Contract for a CI is now displayed.
QCCR1E8715	Global list "ICM Status" displays in English.	Corrections made so that after installing the L10N package, the ICM status displays in different languages.
QCCR1E8762	I added a new task category based on an existing one, and then put a non-existing phase in the phase field. Next, I selected "No" when prompted to create a new phase record. After that, I received an error.	The system no longer generates an error when a user adds a new category based on an existing one and then does not create a new phase record.
QCCR1E8780	When you delete the last item in a cart and return to an interaction, there is not a screen displayed to enter a comment. Also, when you are returned to the interaction, the total cost in the Catalog Items tab is not cleared.	Changes made so that when you delete the last item in a cart and return to an interaction, there is a form available to type a comment and the total cost in the Catalog Items tab is cleared.
QCCR1E8955	No images are displayed when using the Service Catalog via Web Services.	Images can now be displayed in the Service Catalog when using a localized catalog.
QCCR1E8991	The Service Manager custom upgrade does not filter out renamed records that are prepended with NEWSM7.1.	Records with names that start with "NEWSM" are now filtered out. The string NEWSM is now a reserved word in Service Manager.
QCCR1E9183	If you grant change or request delegate approval permission to the sysadmin profile, the "SelfService.approver" will also get this permission, even though the change and request profiles are empty. When you log in as "SelfService.approver" and go to approval delegation, you will see "Change Management" and "Request Management" in the select module panel.	The SelfService.approver user no longer has permission to delegate approvals for Change Management or Request Management, unless the profile has these permissions.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E9451	User can type anything in the select module panel of the Approval Delegation wizard.	User can no longer type anything in the select module panel of the Approval Delegation wizard.
QCCR1E22999	Request to enhance quorum approval functionality so that the record is approved as soon as a majority has approved - no need to wait until all pending approvals have been completed.	The quorum approval function works okay now.
QCCR1E27924	Users are allowed to select from as many as 300 views from the Manage Queue screens.	Added a new field "Max Views Shown in the List" to the System Information Definition record, so the System Administrator can set a limit to the number of inbox views that a user can create. The documentation has been updated to include a new Help topic "Set the maximum number of inbox views."
QCCR1E29955	When adding an item using the Service Catalog wizard, the link "Select Screen Size" brings the wizard back to the top of the catalog no matter which level of the catalog the user was in before.	Code corrected so that now when a user is adding an item using the Service Catalog wizard and the user clicks Select Screen Size the system returns the user to the same level within the catalog.
QCCR1E30045	Duplicate key errors occur when attempting to open an interaction via Web Services.	Duplicate key errors no longer occur when opening an interaction via Web Services.
QCCR1E30276	Favorites are not working correctly when the system is running in case-insensitive mode and the user logs in using lowercase letters but the operator name contains uppercase letters.	Users may create favorites even when their log-in names do not match the stored operator records in a case-insensitive system.
QCCR1E30453	Expiration in a breached sloresponse does include time spent in suspended states.	Expiration in a breached sloresponse no longer includes time spent in suspended states.
QCCR1E30476	Suspended incidents go to an unsuspended status if an assignee.name value is added.	Corrections made so that suspended incidents retain a suspended status when an assignee.name value is added to the record.
QCCR1E30609	Calendar calculations routines do not correctly build the list of switchover dates if the current date format is not mm/dd/yy.	Switchover dates are now all correctly accounted for, even if the user is not logged in using the mm/dd/yy date format.
QCCR1E30966	The Response SLO Status is being set to Inactive if the SLO is achieved outside the working hours of the associated calendar.	The SLO Response status is now correctly set when the Service Level Objective (SLO) is achieved outside of the specified working hours.
QCCR1E31198	Status on 'omphaseleg' records is not correctly set when the first phase of a quote category is skipped.	Corrections made so that when a quote category phase is skipped, its corresponding omphaseleg record has the correct status of conditional bypass.

CR	Problem	Fix
QCCR1E31306	Changes or incidents are updated by the 'sm.update.affected.services' application even when there are no new changes to save.	When a configuration item (CI) for a change or incident record is added or updated, a schedule record is created that runs a routine to update the list of affected services. When there is no CI for a change or incident, the system does not generate a schedule.
QCCR1E31754	Poor performance when selecting configuration items (CIs) with relationships.	No more performance issues when selecting CIs with relationships.
QCCR1E31895	The Use Solution button in Knowledge Management adds empty lines in the Resolution field of an interaction record.	Fix made so <p> and   tags are mapped to: ""
QCCR1E32082	An error is generated when attempting to edit a Filter for a custom View.	You can now successfully edit a Filter for a custom View.
QCCR1E32198	There is a GPF error which causes a Signal 11 in DecodeQCondArgument() when expanding CI Visualization grouping.	Correction made so that there is no long a Signal 11 when expanding a CI Visualization grouping.
QCCR1E32221	A "Contains" or "Does not Contain" query on a large table using Advanced Filter performs very poorly due to use of the index() function.	The Contains and Does not Contain filters no longer utilize the index() function, which performed full table scans that resulted in performance problems. Instead, Contains filters issue the following query: <field> like <wildcardmulticharacter><value><wildcardmulticharacter>. The Does not Contain filters uses: not <field> like <wildcardmulticharacter><value><wildcardmulticharacter>. This fix also requires the RTE changes for SCR 43271 to work fully. Also, with this in place fix in place, the Does not Contain filters do not return any records whose <field> value is null. The <field> must be populated and not contain the specified <value> for the record to satisfy the filtering criteria.
QCCR1E32246	When an interaction is escalated to an existing incident, the incorrect value is passed to the srelate.get.association.g format. When you clear the association and click on the Search link to locate an existing incident, the value is always set to the incorrect value.	When an interaction is escalated to an existing incident and you clear the association and click the Search link to locate an existing incident, the value is set to the correct value.
QCCR1E32258	Error using Advanced Filter after setting Global List field in Data Policy.	Using the Advanced Filter no longer causes errors after setting the Global List field in Data Policy.
QCCR1E32282	Template Mass Update does not work for number and boolean fields.	Template Mass Update now works for number and boolean fields.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E32326	When an Employee Self-Service (ESS) user cancels a request in the Service Catalog, the approvals are not removed from the approver's list.	When an ESS user cancels a request in the Service Catalog, the approvals are now removed from the approver's list.
QCCR1E32332	Customers are not allowed access to the contracts database.	Remove all the license checks against "Asset Contract Management."
QCCR1E32357	Alert schedule records are not created when expected resolution time is modified for a Past Due Problem Record.	New alerts are now scheduled even when some exist that have already run.
QCCR1E32388	The "alert" background process was sometimes leaving four locks on a ticket (with five seconds between each lock).	During alert processing, if the record is modified right after a lock is obtained, the background alert process continues to maintain the lock but a hanging lock does not occur.
QCCR1E32396	Alerts defined as Notification Only are not immediately executed when the ticket is locked.	Alert Definitions that are specified as Notification Only no longer need to check for a lock on the corresponding record, and the alerts run whether the record is locked or not.
QCCR1E32416	Approval Sequencing is not properly maintained.	Future approval groups are now listed in the correct (ascending numerical) order.
QCCR1E32453	A lock is obtained when the display is released before the user completes his operation.	A lock is obtained when the display is released only after the user completes his operation.
QCCR1E32461	Knowledge Management disregards 00:00:00 time value while searching on date/time fields.	Changed the query criteria to include the date range.
QCCR1E32463	The strings, such as "Equals," "Does not Contain," etc. are not localized.	Comparison values on the 'Add Filter Criteria' wizard screen are now externalized.
QCCR1E47493	The Applications Patch utility writes information to an internal "pseudo" log. This log is rarely used or referenced, so it would be more efficient to remove the code that writes to this log.	To streamline the code, the references to the "pseudo" log were removed.
QCCR1E47668	Emails do not get sent out to the approval delegates as the documentation says.	Emails get sent out to the approval delegates as the documentation says, but without requirement management.
QCCR1E47857	Executing the 'calendar.calc.date' application causes the date format to be reset to the tzfile 'date.order' setting instead of the 'date.or.	The user's date format setting is now preserved after any of the calendar routines are executed.
QCCR1E47903	Missing 'is empty' and 'is not empty' comparison search criteria in Service Desk.	The 'Is Empty' and 'Is Not Empty' comparison operators are now available for character, date/time, and number fields.
QCCR1E48453	Add the ability to call RAD from JavaScript and return values.	Added RAD application and JavaScript to allow JavaScript to call RAD applications and return results.



<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E48506	Garbage characters are printing for all languages.	Remove the actions to print from the Detail Actions menu and List Actions menu. Print actions can now be found in the menu bar, <b>File &gt; Print</b> and the Print icon. Help topics that include printing options have all been updated.
QCCR1E48522	Interactions can be saved by clicking the Cancel button. This is in direct contradiction to the ITIL process.	Changed the behavior of the Cancel button so that when a user clicks Cancel, a confirmation dialog appears with options that let the user decide whether to stay on the page, or quit without saving the interaction.
QCCR1E48533	The Service Manager Language Pack upgrades are missing objects when the language code is more than two characters (for example, - zh-Hans).	The Service Manager Language Pack upgrades will no longer be missing objects when the language code is more than two characters.
QCCR1E48580	If a new column is added to a table by "modify Columns" or "modify view," the system shows the value from the database (for example, if it is a boolean field, it shows "true" and "false"). On a localized system, such as German, it should be "wahr" und "falsch." On Dynamic Forms, a translation by Display/Value List should be possible for the content of a newly-added field.	Translation on Dynamic Forms by Display/Value List is now possible.
QCCR1E48600	Discovery Event Manager reconciliation rule is not working.	Updated the RAD ddm.processData on panel start.loop, save ucldb.id first and set it to \$L.file at the end. On panel set.recouncile.rule.sql, added ucldb.id=NULL at the end of the sql.
QCCR1E48602	The HP DDM inventory reconciliation rule should only search for configuration items (CIs) that do not have a ucldb.id.	Updated the RAD ddm.processData on panel start.loop, save ucldb.id first and set it to \$L.file at the end. On panel set.recouncile.rule.sql, added ucldb.id=NULL at the end of the sql.
QCCR1E48732	The calendar.calc.date.pos application is not taking holidays into account when calculating time intervals.	The calendar.calc.date.pos application now takes into account holidays when calculating time intervals.
QCCR1E48734	The fields in the non-main tables in joindefs cannot be displayed using "Modify Columns" in Service Catalog, Manage Catalog. Only fields from the primary table are displayed.	All fields are now displayed.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E48845	When "Lock on display" is enabled in Change Management and you browse to a locked change record of category "KM Document" using the "Next" or "Previous" buttons in a list of change records, the content from the previous change record displays instead of the content for the current record.	Code added in cm.init.browse and called from "cm.browse" DE State to build the \$L.docwithview variable.
QCCR1E48878	The RAD rml.ofc.req.date does not appear to properly calculate the requested.date/target date field, based on line item lead time. For example, when opening a quote on Friday and specifying a requested.date for the quote either on the same day or for the following Saturday, the requested.date is not adjusted based on the line items' lead time settings. The requested.date is not properly recalculated based on the line item requirements.	The code was modified so that the line items processing recalculates the delivery date for the future, rather than for the past.
QCCR1E48986	RAD modification needs to support multiple "sla" processors for proper scaling of high-volume SLA activity.	RAD modification now supports multiple "sla" processors.
QCCR1E49081	When a view has been saved as a favorite, the record list does not display the grouping of fields and other view details that were defined in the view. Instead, the list displays as a generic QBE list.	When a view has been saved as a favorite, the record list now displays the grouping of fields and other view details that were defined in the view.
QCCR1E49107	When a record is updated by an alert process, the hanging lock is not removed.	When a record is updated by an alert process, the hanging lock is now removed.
QCCR1E49164	When an employee self-service (ESS) user logs in to search the knowledge base and adds a category to filter the search, there is a message that states there are no categories.	The issue was caused by a query that was missing a parenthesis, which has been added, so the ESS user can now add a category to filter a search without any problems.
QCCR1E49301	The call to RAD=sc.get.sla (SLA selection code) should be made consistent across all modules.	The call to RAD=sc.get.sla (SLA selection code) is now consistent across all modules.
QCCR1E49331	If an incident ticket is locked when the schedule record attempts to update the alert status, the incident ticket is never flagged with the alert stage.	The alert status of an incident ticket is now updated to alert stage 1 after the ticket is unlocked and the schedule is implemented again.

CR	Problem	Fix
QCCR1E49332	After an interaction is submitted via the employee self-service (ESS) client, a Service Desk Analyst can review the interaction and escalate the interaction to an incident. During the escalation work flow, if an existing incident is found and linked, the work flow correctly relates the incident and the interaction, but proceeds to incorrectly create a new incident. Also, the changes made to the interaction prior to relating to an incident are not saved.	After submitting an interaction, if an existing incident is found and linked, the work flow relates the two records and saves any unsaved changes made to the interaction. It does not create a new incident and instead prompts the user to select a potentially-related problem.
QCCR1E49488	Interactions can be saved without escalating the record to an incident.	Interactions can only be saved when escalating the record to an incident or closing the record.
QCCR1E49554	The "Fill" functionality does not work when the array is a variable and the values are inserted in the middle of the array.	The "Fill" functionality now works the same for array variables and array fields, supporting values when they are inserted in the middle of an array.
QCCR1E49713	Trigger errors appear when submitting an interaction with a Service Catalog item added.	There is no longer an error when submitting an interaction with a Service Catalog item added.
QCCR1E49758	When accessing a Knowledge Management document through a system-generated URL, the usage history table is not updated as expected--no update occurs. However, if the same record is viewed using the Windows or web client, then the history record is created, as expected.	The viewed statistic in kmusagehistory was intended to track documents that were viewed as the result of a search, and the out-of-box functionality shows that a knowledge document is findable and usable in its existing authored state. However, a direct URL query bypassed the search engine and does not give any indication of the findability or usability of the document in its existing authored state. Given this, the fix is via an optional parameter on the URL query and if specified, the usage history and view count will be logged and incremented.  <b>Important:</b> The additional parameter to add on to the URL is as follows: <b>&amp;relatedSystem=URLQuery</b>
QCCR1E49824	When implementing the Service Catalog module and setting up a category linked to a subcategory of the parent category, searching for this category within the Service Catalog does not return any records.	The search now returns both subcategory and item/bundles.
QCCR1E50994	The Query clause "not Empty" is not working as expected.	Added a query to deal with empty arrays.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E51105	When amending the category of a Knowledge Management document to limit access to a subset of users, it is not being reflected in any associated Change Management records. Unauthorized users are then allowed to gain access to the change record.	Changed the Knowledge Management Document category so that it now propagates to the change record.
QCCR1E51297	The Advanced filters "isbetween" and "isnotbetween" were not working as expected.	The Advanced filters "isbetween" and "isnotbetween" are now working as expected.
QCCR1E51563	Certain users get no results when searching knowledge.	Searching knowledge will now work correctly.
QCCR1E51966	When groups are chosen to be responsible for a knowledge category with privileges of "KCS II" or "KCS III," the members of those groups are not getting the button to approve the fastest way, without Change Management.	The choose category wizard now builds the complete path to the subcategory if a user's permission does not start at the top level of the hierarchy.

## Documentation

The following items (identified by Change Request number) are fixed in the current software release.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E18323	We need the physical data model documentation, including all tables and database fields with their field types and use.	Created entity relationship diagrams (ERDs) that show the relationships that are created in the applications. These diagrams include all the tables, fields, and field types for Change Management, Configuration Management, Incident Management, Problem Management, and Service Desk.
QCCR1E19179	Provide a soft copy of fixes or SCRs in the actual maintenance distribution.	A list of the fixed SCRs is now included in release notes and readme text files.
QCCR1E20011	Describe the "Print Change and associated Tasks" functionality.	This functionality prints the details of a change record, including the open tasks from the current change phase. This information has been added to the online Help topic "Print a change request."

QCCR1E27284	Provide information about the 'Template Operator' field (field template.operator) in the operator table.	<p>There were five topics updated, which mainly had to do with making sure the field "Template Operator" is selected when an administrator creates a new operator template.</p> <p>**Add an operator record  **System Information record  **Create an operator record from a contact record  **Create a contact record from an operator record  **Create an operator template</p> <p><b>Note:</b> The list in the "System Information record" topic is based on how the fields are in the record. A fifth bullet point was added, as follows: "Define the operator template to be applied to LDAP users."</p>
QCCR1E27939	The cursor.column() RAD function does not work as documented - 0 is always returned.	This function is obsolete. The Help topic has been deleted and it has been noted as obsolete in the evtable.cpp.
QCCR1E29833	Incorrect variable defined in the example for the strclpr() RAD function.	Updated to correct variable of \$number for the Help topic titled "RAD function: strclpr."
QCCR1E30937	Client Configuration Utility requires the Client and %HOMEPATH%/ServiceManager directories for a proper deployment of Service Manager.	Updated the Service Manager Installation guide to add a last step to the "Customizing the Windows client" section to let users know that these directories are necessary for a proper deployment. The last step lists the default directory paths of these necessary directories.
QCCR1E31483 QCCR1E31595	Keyboards shortcuts documentation is incorrect.	The incorrect keyboard shortcuts have been removed.
QCCR1E31767	Help topics titled 'Create a system bulletin' and 'Hide a system bulletin' contain inaccurate information about the 'Default?' flag.	Updated these two Help topics with an added note to let users know that only one bulletin at a time can be seen. The bulletin that has a date set to the current date with the time of "00:00:00" is what users see. If none exists, then the first selected "Default" record is displayed. If the date on the bulletin is set to the current date with a specified time, then it is not used at all. The "Default" option is supported for each day, as only one bulletin can be displayed at a time.
QCCR1E31852	Modify the Help topic titled 'JavaScript global method: makeSCWebURL' to note that the "title" parameter is not used.	Updated the Help topic to delete the "title" parameter, since it is not used.
QCCR1E32236	Installation of HP Service Manager on HP-UX contains an inaccurate statement.	The two sentences were removed from the installation guide to correct the inaccurate statement.
QCCR1E47464	More documentation is needed on the function doHTTPRequest to use it with the parameter POST. In the help, there is just an example referring to "GET."	The topic was updated with a POST example.

QCCR1E48500	The Help topic "JavaScript global method: print" says it will also print to the log. However, this is only true when the JavaScript is running in the background.	Updated the Help topic "JavaScript global method: print" with a note that states messages print to the log file only when JavaScript is running in the background.
QCCR1E48890	The online Help documentation for the "ssl" parameter incorrectly states that this parameter affects all clients. This is not true, as Web Services clients are not prevented from using the http or non-SSL ports of the Service Manager servlets.	Updated the Help topic "Parameter: ssl" to include a note that tells customers that this does not apply to Web Services clients.
QCCR1E48940	Options menu documentation is outdated and incorrect.	The term "Options" has been updated to refer to Actions. Online Help topics and PDF documents have been updated to be consistent with verbiage for the web client (clicking <b>More</b> for more actions) and the Windows client (clicking the More Actions icon).
QCCR1E49731	Update Help topic "Register a request for change" to update the summary at the end.	Updated the topic summary to correctly state that Service Manager creates both an interaction and a change request.
QCCR1E51163	The Service Manager Installation guide is wrong. The "shmem" kernel parameter has been incorrectly listed in the Linux section, and should only be shown in the HPUX section.	Removed listing of the kernel value called "shmem" from the Linux Server section, Table 11:Shared Memory Requirements table, of chapter 3.

## RTE

The following items (identified by Change Request number) are fixed in the current software release.

CR	Problem	Fix
QCCR1E9013	Memory leak of 5051 bytes when a session is terminated by the Inactivity Timer on Unix.	The session will no longer leak memory when terminated by the Inactivity Timer on Unix.
QCCR1E30898	If a Service Manager file has structured arrays mapped to other Service Manager attribute subfiles, triggers are executed twice when inserting data into such a file, updating data in or deleting data from such a file.	Triggers are now executed exactly once for Service Manager files, using subfiles for structured arrays.
QCCR1E31075	Once a corrupt SCUProcessInfo structure is in shared memory, the sync task will continue to Signal 11 trying to "free" the structure.	The sync task will now unchain the entry first, then attempt to free it. Any corruption will not cause the sync task to continually signal 11.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E31320	Service Manager was unable to access columns of type NVARCHAR, NCHAR, or NTEXT on Microsoft SQL Server.	Service Manager can now read from and write to columns of type NVARCHAR, NCHAR, or NTEXT on Microsoft SQL Server.
QCCR1E31798	A grouped view containing more than 500 records will not select the correct record, if you choose one that is more than 500 records from the top of the list ONLY when the list is sorted in descending order.	The correct SQL syntax will be generated for a descending sort when in a grouped view so that the system properly sorts records for large record groups.
QCCR1E31837	A system running on Unix for an extended period of time will eventually encounter a performance degradation with messages in the log such as: 1064(272385) 01/20/2009 11:44:51 RTE W WARNING: lock [8]Cache manager held for 186 milliseconds by routine ../src/ca.cpp line nnnnn and a slow accumulation of shared memory in the category of "Cache Overhead".	The server will now free the sync object and remove it from the sync object chain upon session termination.
QCCR1E31886	The Operator field last.login does not get updated when an LDAP user logs in.	The last.login field is now updated when an LDAP user logs in.
QCCR1E31940	Servlet crashes when using Clear (option 7) on FilterAdvFind format.	Only the thread is now terminated, the servlet stays up and running.
QCCR1E31989	A Web Services response was sent with message elements that did not reference cmn namespace.	The "message" element in the response of a Web Services API call now references the correct namespace.
QCCR1E32017	The parameter "maxlogsize" is not working on Windows when Service Manager is started as a service. It does work, though, when it is started from the command line.	The parameter "maxlogsize" now also works when Service Manager is started as a service on Windows.
QCCR1E32128	When using the Microsoft Cluster Server environment for failover, Service Manager uses an ip address instead of hostname plus system name as the scdb.system name; the second system does not start up if the first system fails over to the second server, since the IP address that has been mapped is used instead. When the second system attempts to bring the system up after the failover, the IP address does not match and then Service Manager fails to start because it assumes that a system is already up and running.	Reintroduced the startup parameter "clustername." Using this parameter skips the subnetaddress/host and replaces it with the clustername value, which Service Manager uses along with the scdb.system name. This startup parameter "clustername" has been documented in the online Help.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E32142	When updating an array of character field through a list builder widget, you cannot empty out the array of character (for example, once there is data in the array, there always will be data in the array).	A list-builder widget is now able to empty an array.
QCCR1E32181	A session will fail with a signal 11 when displaying System Status in a horizontally-scaled implementation.	The session will no longer fail with a signal 11 when displaying System Status in a horizontally-scaled implementation.
QCCR1E32293	RAD function cursor.field.name.set() does not work correctly for RAD variables of type array. The focus is not set to the specified field.	RAD function cursor.field.name.set() corrected so that the focus is set to the specified field.
QCCR1E32323	When importing fields from SQL using the Import new columns from SQL option in the dbdict, fields are added to the dbdict, but they reference the incorrect M* table because the sqlmap for the dbdict is not correct. For example, if a large table contains four M* tables (M1, M2, M3, and M4), any attempts to correct the sqlmapping after the fact fails because the sqlmap changes the SQL table back to M1.	Now when importing columns from an M* table other than M1, the newly-imported columns will no longer be assigned to another M* table. Instead, it will be imported and mapped to the table from which it originally came.
QCCR1E32436	Error when using the applications side printing when there is UTF8 data.	Applications side printing should be okay even when there is UTF8 data.
QCCR1E32452	Session would signal 11 when attempting to use the System Definition Utility or when creating a dashboard.	The system now properly handles older file systems that do not have the sysmodcount field in the dbdict dbdict.
QCCR1E47443	The 'auto format' rules no longer function once the SCR42061 unload is applied. Built a view using auto-format rules on a system without this unload, and then applied the unload. The formatting rules no longer functioned.	Auto-format rules that reference fields with DVD conditions work correctly whether or not the field is part of the view.
QCCR1E47511	The Problem process terminates after an update has been made to an incident that is mapped with subtables.	The Problem process no longer terminates after an update has been made to an incident that is mapped with subtables.



<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E47600	When invoking the UCMDB calculateImpact web service request, the request fails with a SOAP fault: Faultstring: org.jibx.runtime.JiBXException: Expected "{http://schemas.hp.com/ucmdb/1/params/impact}IDs" end tag, found "{http://schemas.hp.com/ucmdb/1/params/impact}ID" start tag (line -1, col -1, in SOAP-message)	The WSDL generation will now be successful.
QCCR1E47637	There is a Signal 11 when clicking on the Problem Management Workflow tab.	There is no longer a Signal 11 when clicking on the Problem Management Workflow tab.
QCCR1E47677	Parameters kmhost, kmport, and kmtimeout are listed in the Help, but are not available.	Removed parameters kmhost, kmport, and kmtimeout from the Help.
QCCR1E47900	The RAD application rtecall("sort") function does not properly sort arrays on Unix.	The RAD application rtecall("sort") function will now return the correctly-sorted array values on Unix.
QCCR1E47914	A memory allocation error was encountered when creating an XML document, resulting in a GPF error.	A memory allocation error encountered when creating an XML document will no longer result in a GPF error.
QCCR1E48433	Cannot save records with Japanese characters without the characters being replaced by ??? when the SQL Server database is using code page 932.	Records with Japanese characters can now be saved when the SQL Server database is using code page 932.
QCCR1E48445	Performance with views grouped by fields in a secondary table is not acceptable with large datasets.	Optimized grouping algorithm on multi-file queries and implemented cache for adhoc SQL when executing multi-file queries.
QCCR1E48470	Searching date/time fields with the 'less than' (<) operator results in a pop-up dialog that indicates the date/time is in an invalid format, even though it is not.	Searching date/time fields with the "<" operator will now work correctly.
QCCR1E48566	Attempting to refresh a QBE list results in a server General Protection Fault (GPF) error, which terminates the session.	A refresh of the QBE list will now redisplay with new data results.
QCCR1E48609	When a JavaScript attempts to execute a null query in a doSelect method, a General Protection Fault (GPF) occurs and terminates the session.	When a JavaScript attempts to execute a null query in a doSelect method, a GPF will no longer occur. Instead, the query will return no records.
QCCR1E48668	The SOAP API does not detect MTOM/XOP requests properly.	MTOM/XOP requests are now detected properly by the SOAP API.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E48945	A link record that is defined in a join table produces incorrect results when queried.	A link record that is defined in a join table will now produce correct query results.
QCCR1E49137	License usage counts are not accurate in a Horizontal Scaling implementation when using ldapauthenticateonly. This can be seen when running sm -reportlic:1.	Internally standardized the way case is used for user ids when authenticating through LDAP, so that user licenses can be counted correctly.
QCCR1E49145	Numerous loginLock messages are seen in the log and users are unable to log in. Logged-in users might experience performance degradation. When a servlet in a horizontal scaling implementation is shunned (does not become part of the group), Jgroups 2.7.0 disconnects its channel and Service Manager attempts to shut down the servlet.	When a shunned message is received, the process is shut down in horizontal scaling mode to prevent total system outage.
QCCR1E49178	A Web service that uses a very large "or" query will cause the entire process to fail with a stack overflow error.	A Web service that uses a very large "or" query will process successfully.
QCCR1E49230	Sending a message from one user to another user on Unix may cause the session receiving the message to terminate with a signal 11.	Sending a message from one user to another user on Unix will no longer cause the session receiving the message to terminate with a signal 11.
QCCR1E49305	After converting to a case-insensitive Oracle database, grouped views are empty if any records have a null value for the grouping field.	Warnings sent by the Oracle server to Service Manager are now treated as warnings, so that processing can continue instead of being terminated.
QCCR1E49385	The count on a join file will fetch all the records to do the count. However, this should only be necessary in some circumstances (for example, to query fields that are not in the main table).	The count on a join file will no longer fetch all the records to do the count if the query fields are all in the main table.
QCCR1E49481	When querying two tables at the same time with one being a multi-row array table, Service Manager generates a SELECT statement with a LEFT OUTER JOIN clause to join these two tables together. This can cause performance degradation on case-insensitive Oracle.	Now Service Manager does not generate the LEFT OUTER JOIN for multi-row array tables if the sectional parameter sqlouterjoins:2 is active. The parameter sqlouterjoins: 2 is now the default. Documentation has been updated to reflect the changes to this parameter.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E49676	The project panel always truncated a target array to the size of the source array no matter what the NULLs setting was (NULLs setting can be: replace all, do not copy NULLs, and do not overwrite target data unless NULL). This could lose data when importing data from an external file into the Operator file.	Made the truncation of the target array dependent on the NULLs setting. It is now only performed when the setting is REPLACE ALL. In the case of a text import, preexisting arrays do not get changed anymore unless overwritten explicitly by the import.
QCCR1E49766	After upgrading, sorting on QBE columns no longer works in descending order. We are unable to reverse the sort for QBE columns when double-clicking on it again. It sorts when first clicked, but when the column is sorted again, the system does not reverse the sort.	Sorting in descending order by clicking on a column heading now works.
QCCR1E51009	Enhancement to add a new system parameter -reporttolog:n to allow the "reportstatus," "resportsem," and "reportshm" reports to be written to the console or sm.log file.	Added a new parameter -reporttolog:n to allow the report output to be written to the console (default: n= 0 ) or to the sm.log (n=1) for the "reportstatus," "resportsem," and "reportshm" reports. This new parameter has been documented in the online Help.
QCCR1E51281	A "Server is running low in memory error" occurs when trying to log in on the Windows client. The only way to get it to work again is to restart the server.	Debug http messages will be cleared out when a session becomes invalidated.
QCCR1E51292	When emails with attachments are consumed by Web Services, the attachments are not added.	When emails with attachments are consumed by Web Services, the attachments are now added.
QCCR1E51706	The upgrade process fails on the apm.upgrade.import application on panel load.file.fast when attempting to load a .dat file (unload), if you are upgrading using SQL server and an index table space name exists in the SQL mapping but not a regular table space name.	Changed the SQL Server interface to verify a regular table space name is specified before actually using it.
QCCR1E51819	Idle Service Manager sessions cannot be killed via System Status.	Reimplemented the old timeout values of doSOAPRequest so it will eventually time out. The old timeouts were connect, receive, and send; Java only has connect and read, therefore only the first two of the three timeout parameters which doSOAPRequest() offers are used now. The third is obsolete.
QCCR1E51873	A form that recurses back into itself via the improper use of subformats will terminate the entire process.	A form that recurses back into itself via the improper use of subformats will now issue an error message.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E51891	The servlet starts hanging when JavaScript <code>system.functions.rtecall("getnumber" )</code> is called on a class that does not exist in the number file.	Resolved a deadlock situation when using <code>rtecall("getnumber" )</code> for a non-existing numbers class.
QCCR1E52228	A process encountered a recursive signal 11 and failed to respond to lock the request, resulting in server instability.	A patch is required and will be available later to fix the code to prevent recursive signal 11s.
QCCR1E52786	Service Manager internal memory manager on Unix was not thread safe which could result in a signal 11.	Changed internal memory managers to be thread safe.
QCCR1E53016	Web services no longer forward JavaScript <code>print()</code> messages in the messages section of the XML response.	Web services responses now contain printed messages.
QCCR1E53601	OutOfMemory Error is written to the Process.log when the size of the response is very large. This message should be written to the sm.log, as this exception is not caught by Service Manager code. Also, when this exception occurs, the process should report the size of the response, so that the Java Heap Size can be configured accordingly.	The size of the response will be printed. Save a portion of the XML document that can be printed to the log when there is an OutOfMemory Error to aid in debugging.
QCCR1E53886	Enhancement request to permanently add a new sleep statement to the smstart script to avoid various error messages after the background schedulers start.	Modify smstart script and add a delay of 5 seconds between each process.
QCCR1E54226	Service Manager background processes allocated a very large Java heap since no defaults were provided. By default, the JVM chooses large values on systems that have large amounts of physical RAM. A large Java heap results in a smaller heap for native code which can then run out of memory. Default values of 256m need to be provided for both minimum and maximum values.	Provided the following default Java Heap Sizes for background processes: <code>-Xms256m</code> and <code>-Xmx256m</code>
QCCR1E53938	Users are unable to log in and receive error messages when attempting to log in. No new connections are being accepted, either from Web, Citrix, or Windows full clients.	Users can now log in without any problems.

## Web Client

The following items (identified by Change Request number) are fixed in the current software release.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E30656	Unable to Delete feedback from a KM Document cm3r record on the Web Tier.	Can delete a feedback row now: Click the link in the Id column, and then click the "Delete" button.
QCCR1E31645	Options pull-down menus are overlaid by the graph widget on the web client.	Options pull-down menus are no longer overlaid by the graph widget on the web client.
QCCR1E31892	The web client "Select Only" property can be bypassed.	The web client "Select Only" property can no longer be bypassed.
QCCR1E32204	The prompt for Save does not appear when exiting an existing interaction, after modifying the record in as an Employee Self Service (ESS) client.	Now the prompt for unsaved changes will appear for an ESS client.
QCCR1E32262	Extra spaces are being added to journalized updates in the web client.	Extra space lines are no longer being added in web client.
QCCR1E32316	On the web client, "Read-only condition" for attachment fields does not work when there is more than one attachment field distributed on different pages of the notebook.	Now "Read-only condition" for multiple attachment fields will work on different pages of the notebook for the detail form.
QCCR1E47524	Cursor focus is lost after pressing Ctrl-F9 (fill) and when selecting an item from a drop-down list (combo). The operator then has to tab through the whole form to return to where the cursor was previously located.	Now the focus can be relocated to the fill field after selecting a record from the Search results list.
QCCR1E48415	In slower connections via the web client, clicking on any part of the HTML editor generates error messages. Clicking on the editor before it is fully loaded causes the load to stop and then requires a refresh of the screen.	Added a mask to the widget to prevent user interaction until the editor is fully loaded.
QCCR1E48537	Requesting the ability to view workflow on Change Management without changing default Java setting.	A new parameter has been added to the Service Manager Web tier in web.xml to enable use of the system registry to locate the latest version of Java installed on a user's system. The parameter, "useJavaDynamicVersioning" should be set to true to enable this feature. By default, the feature is disabled. This parameter has been documented in the online Help.
QCCR1E48762	When a Fill is executed with data that was changed by a web client, the incorrect field is being used on a link record.	The correct field is now being used on a link record when a Fill is executed using the Web client.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E48854	When a user types in the field of a table in the web client, the cursor does not move from its original position. However, even though the cursor remains at the beginning of the field, the characters are typed in the field and are displayed in the correct order.	The cursor location in the table field is now correct.
QCCR1E48857	When logging a new incident using the web client, focus is not set to the correct field after failing a Format Control validation.	Focus is now set to the proper field.
QCCR1E48921	There are radio buttons or checkboxes that have associated read-only conditions set in the web client, but a user can still change the value of a radio button and save those changes to the database regardless of those set conditions.	The radio button and other types of elements are now displayed and behave as read-only, when specified.
QCCR1E48985	In Forms Designer on the web client, WrapLabel Object does not work.	WrapLabel Object in the web client will now display the correct value if multiple lines exist.
QCCR1E49023	Multitext and Checkbox are not retaining values when defined from User Selection, opened in a related record from the Order in Service Catalog, and then when the related record (quote) is updated on the web client.	Multitext and Checkbox are now retaining the values.
QCCR1E49031	The horizontal scroll bar hides text in the scalar string widget when the data selected by a user is longer than the defined text type field in the svcCat.disp.item.	The horizontal scroll bar no longer hides text.
QCCR1E49086	There seems to be a memory leak in xalan XMLReaderManager.	The memory leak no longer occurs in xalan XMLReaderManager.
QCCR1E49183	When a user in the web client tries to access a record that is already locked by another user, Service Manager sends a message that states the page cannot be refreshed without resending the information. When the user clicks "Retry" to resend the information again or clicks "Cancel" to return to the page to view, Service Manager sends another message that states the record is locked.	The message box that states the page cannot be refreshed without resending the information will no longer appear when a user tries to edit a record that is already locked by another user.

<b>CR</b>	<b>Problem</b>	<b>Fix</b>
QCCR1E49293	<p>When localized users running on the web client add an attachment that exceeds the size specified in the System Wide company record to an incident or interaction record, they receive error messages in mixed language (for example, French and English):</p> <p>"Erreur de Telechargement du fichier" followed with the English message underneath "File is too large (4622547). The maximum upload size is 15000."</p> <p>Localized users should receive an error message in the localized language.</p>	The message is now localized to the language the user has selected at login.
QCCR1E49496	The web client using Internet Explorer only enforces the Select Only property for the first entry of a Table object/control. We can still input text into the second entry of a table.	The Select Only property for a table column is now properly enforced for all rows in the table.
QCCR1E49594	When ordering from the Service Catalog and one or more user selections (questions) are added to the catalog item, the text and multi-line text fields are not rendered properly.	The label and the text field will now each get half of the width, and the label will wrap the description if it is too long.
QCCR1E49608	When using the web client, Combo boxes that have been set to Case Conversion Upper and Select Only do not correctly 'type ahead,' unless uppercase letters are entered in the box.	The Combo boxes that have been set to Case Conversion Upper and Select Only can now correctly 'type ahead.'
QCCR1E49697	Setting Dynamic View Dependencies (DVD) for a text label works as expected in the Windows client, but the web client fails to display the form. However, if you remove the DVD condition for the web client, the web form will then display correctly.	DVD conditions are now properly honored on the web client.
QCCR1E49806	When selecting a new value from the '\$this.name' combo box drop-down list on the 'wizard-svcCat.edit.approval.addCond' form, the form is refreshed but retains its old original value.	The value can now be changed.
QCCR1E51372	When using the web client, if multiple values are entered in a table and the top values are deleted, then all the other values in the following entries are hidden.	The remaining values are now properly displayed when the top value is deleted.

CR	Problem	Fix
QCCR1E51934	When using Internet Explorer for the web client and entering a date/time field in the first line of a table widget, data from that first line gets copied into the second line when tabbing to the next line.	Data from the first line is no longer copied to the next line when tabbing.
QCCR1E52203	Many change records are created for the same configuration item (CI), if you set the Discovery Event Manager (DEM) rule to open a change when a CI is discovered.	Now only one change will be created for the same CI.
QCCR1E52204	In the web client, the image is not displaying correctly and cannot be adjusted.	The image will no longer overlap with other components in the vertical orientation. In the horizontal direction, components stop shrinking when the browser resizes to a small width dimension. <b>Note:</b> The minimum supported screen resolution is 1024*768.

## Windows Client

The following items (identified by Change Request number) are fixed in the current software release.

CR	Problem	Fix
QCCR1E19921	When clicking the tab key, the cursor navigates to read-only fields. Would like the ability to skip the read-only fields.	Added the option "Skip readonly controls when tabbing" in the client preference window, so a user can go to <b>Windows &gt; Preferences &gt; HP Service Manager &gt; Appearance</b> to enable or disable the option, according to personal preference. If this option is enabled, read-only fields will be skipped when tabbing through the form. The information has been added to the online Help topic "Appearances preferences."
QCCR1E31620	Record detail is erroneously displayed in an additional tab upon login in a trustedsignon:1 environment.	Record detail is no longer displayed in an additional tab after login in trustedsignon mode.
QCCR1E32162	The Function keys (F-keys) are not responding at times. When a check box widget has the focus, the F-keys are not processed.	Added key listeners for each related widget, so the F-keys will be processed.
QCCR1E32374	If you attach a file to a Knowledge Management document where the dollar sign (\$) is in the filename, you will not be able to open the attachment.	Now you can attach a file with a \$ + ( ) [ ] { } ^ character and open it with no problems.
QCCR1E32467	Adding a new folder favorite via the navigator takes forever.	Adding a new folder will cause an unnecessary full-table query from the database. If the database is large, it might cause long wait until it times out.



CR	Problem	Fix
QCCR1E47648	The Windows client does not break large groups into virtual subgroups like the web client does. This results in much worse performance when displaying views with large groups.	The behavior is now the same as the web client. When the count of rows exceeds 100, it will be divided into several subgroups and the max count of the subgroup will be 100.
QCCR1E47661	In the Windows client, the Copy and Paste features do not duplicate all the view details when used in favorites or dashboards. For example, when a complex view of an inbox record is copied and pasted, only a basic search can be performed on the standard QBE form.	Now all of the details will be copied.
QCCR1E48468	On the Windows client, when data is selected in the drop-down selection list of a field, the other fields in the advanced search filter are not changing based on the mouse click selection in the field. This causes invalid filters that will ultimately create system errors.	Fields bound to a combo box change event will be changed according to the current value in the combo box, even if the user clicks outside the combo box and the pop-up list.
QCCR1E48578	No records are returned when accessing approval through a change record when a query contains double-byte characters in the approval name.	The correct record will be returned when querying an approval when the name contains non-ASCII characters.
QCCR1E48695	After uninstalling the Windows client and then reinstalling a newer Windows client version, the File, Print, or Print Preview options do not work. The uninstaller should remove the temporary files in the Service Manager workspace. The default directory is as follows: C:\Documents and Settings\ <windows account&gt;\servicemanager\configuration\org.eclipse.osgi\manager\filetable.xxx<br=""></windows> (where xxx is an integer)	Made changes to the startup shortcut. All the .fileTable.* files in the workspace will be removed when starting the Windows client for the first time after install.
QCCR1E48838	The Windows client became non-responsive after some time. The client was becoming non-responsive due to hitting the JVM heap memory limit. The tailoring done for the Change Management application appears to be creating a high number of application non-ui threads, which is causing the Windows client memory usage to go up.	Corrected the Windows client, so that high numbers of non-ui application threads no longer affect the Windows client memory usage.

CR	Problem	Fix
QCCR1E48961	The Enter key did not cause an event to be issued from a QBE table in the Windows client if multiple records were selected.	The Enter key now causes an event to be issued from a QBE table regardless of how many records are selected.
QCCR1E49140	Russian characters are appearing on the label for System Definition on the navigation tree for the French localized version of Service Manager.	The characters can be displayed in French correctly now.
QCCR1E49205	The Export to Excel function does not export arrays as expected.	The Export to Excel function can now export arrays properly.
QCCR1E49466	The tab order does not go through each widget sequentially, if the widget is inside a sub form.	<p>Added a "tab stop" property for sub form control, so the tab order now goes through the widget's sub form correctly.</p> <p>Added the option "Skip readonly controls when tabbing" in the client preference window, so a user can go to <b>Windows &gt; Preferences &gt; HP Service Manager &gt; Appearance</b> to enable or disable the option, according to personal preference. If this option is enabled, read-only fields will be skipped when tabbing through the form. The information has been added to the online Help topic "Appearances preferences."</p>
QCCR1E49489	When a record list is displayed on the screen, print list does not work.	The client print list now works properly.
QCCR1E49519	<p>Attempting to view attachments in the Windows client sometimes results in the following error: java.io.IOException: Attachment size mismatch (seen only in client log) The following error also occurs: Could not open attachment</p> <p>This prevents a user from successfully downloading and viewing an attached file in Service Manager.</p>	Users can now upload and download attachments successfully, even if they have been modified before Save.
QCCR1E51194	For both the Windows and web clients, when a multitext user selection is added to a Service Catalog item, the scroll bars on the component do not work when the Dynamic Form for svc.options is read-only.	The scroll bars are enabled even if the parent dynamic form is read-only.

CR	Problem	Fix
QCCR1E51332	When a format is set up with a notebook that has embedded notebooks and multiple tabs, the tab stop property is inconsistent. It would be nice to be able to use key stroke combinations to move from one notebook to another, and then move through the tabs within the notebook.	Added keyboard operation support for navigating to the next or previous page when the current focus is within a notebook page. Use CTRL+TAB to select (or move focus to) the next note book page and use CTRL+SHIFT+TAB to move focus to the previous page. The following online Help topic has been updated to include this information: "List: Windows client keyboard shortcuts."
		<b>Note:</b> This function only works when the current select page is not in a Workflow, CI relationship Graph control, or a TextArea control. If current focus is in a TextArea focus, typing CTRL+TAB or CTRL+SHIFT+TAB will lead to the focus jumping out of the TextArea, and then moving forward or backward.
QCCR1E51787	On a Thai system the datetime widget is inconsistent in the Windows client, displaying the calendar in B.E. (Thai Buddhist Era calendar) or A.D. (Gregorian calendar).	The Windows client has been corrected to always display, and store, the calendar year as defined by the Gregorian calendar.
QCCR1E51864	If there is a large QBE list (in excess of 900 records), the client hangs when running an Export to Excel.	The client can now export a large QBE list to Excel.
QCCR1E52009	Unable to tab into the HTML links of the knowledgebase.search.g form.	The Html Viewer now supports the CTRL+TAB and CTRL+SHIFT+TAB key combinations.

---

## Known Problems, Limitations, and Workarounds

This software release has the following known issues. To read the Knowledge documents associated with these issues, you can visit HP Software Support Online at the following link and reference the Document ID numbers associated with each issue:

<http://www.hp.com/go/hpsoftwaresupport%20>

This web site provides contact information and details about the products, services, and support that HP Software offers. Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

Document ID	Known Issue	Workaround
KM860198	Mass update on the device table takes 6 seconds per record. For 1.5 Million records in the table, the server is non-responsive during this time. For 50 records, the update took 15 -20 minutes. This is a nightly mass update, so it needs to be more efficient.	<p>The System Administrator can work around this issue by doing the following to correct the Cascade Update Config record:</p> <ol style="list-style-type: none"><li>1. Log on to Database Manager.</li><li>2. In the Table field, type the file name <b>cascadeupd</b>, and then click <b>Search</b>.</li><li>3. In the Name field, type <b>device</b>.</li><li>4. In the Type field, type <b>After Update</b>.</li><li>5. Click <b>Search</b>.</li><li>6. In the Update Type field, change the entry from: Cascade Delete to: <b>Cascade Update</b>.</li><li>7. <b>Save</b> your changes.</li></ol> <p>If further performance improvement is needed, consider not using the Mass Template Update feature. Instead consider using the Legacy Mass Update functionality by disabling the Mass Template Update privilege in the users' Configuration Management profile.</p>

---

Document ID	Known Issue	Workaround
KM893132	<p>When doing a mass update in Configuration Management, Format Control cannot validate the fields that were defined in Device Type tables.</p>	<p>To work around this issue, do the following:</p> <ol style="list-style-type: none"> <li>1. Log on to Service Manager as a System Administrator.</li> <li>2. Type <b>fc</b> in the command window to open Format Control.</li> <li>3. Type <b>device</b> in the Name field, and then click <b>Search</b>.</li> <li>4. In the Validations tab, add a new record for "general type:" <ol style="list-style-type: none"> <li>a) Add: type in \$file="ServerRoom"</li> <li>b) Update: type in \$file="ServerRoom"</li> <li>c) Validation: HUAWEI in \$file~="simon"</li> <li>d) Message: HUAWEI error</li> </ol> </li> <li>5. Click <b>Save</b>, and then click <b>OK</b>. The Format Control record is saved.</li> <li>6. Create a new Format Control for in "specific type": <ol style="list-style-type: none"> <li>a) Name:joinServerRoom</li> <li>b) FileName: joinServerRoom</li> </ol> </li> <li>7. Add a validation rule record: <ol style="list-style-type: none"> <li>a) Add: true</li> <li>b) Update: true</li> <li>c) Validation: HUAWEI in \$file~="simon"</li> <li>d) Message: HUAWEI error</li> </ol> </li> <li>8. <b>Save</b> this new Format Control record.</li> </ol>
KM901076	<p>When using the new feature "Scheduled Restart" and the Service Manager server is running on HPUX, in some cases connected end-user client sessions that were terminated by the restart will appear to be in a hung state.</p> <p>The following sm.ini parameter can be used:  <b>restartGraceInterval:xxx</b></p> <p>When this parameter is used, client sessions will receive a warning message stating that their session will be terminated, which at least gives users an indication as to what might have happened. Without this parameter, the session will just appear to be frozen, because a message will not be issued.</p> <p>The corrective action should be to terminate the session (browser or Windows client) and start a new connection.</p>	<p>No workaround available at this time.</p>

Document ID	Known Issue	Workaround
KM901091	The Autorefresh functionality of a record list enabled in web.xml by modifying the time interval is not working. When a new record is added, the record list is not being updated during autorefresh or manual refresh. Also in the MySM Home page, clicking the Refresh icon is not refreshing the page nor retrieving the latest data. Instead, the page is just reloading.	No workaround available at this time.
KM901092	When starting the Service Manager server from Windows Services, the services console may indicate the server has started, when there are actually errors that prevented successful startup.  If users have problems connecting after starting the service, check the Service Manager log file to determine if any error messages were reported that would prevent the system from starting.	No workaround available at this time.
KM901093	When multiple tabs are opened in the same browser process (same browser window with tab feature) and two different sessions are started (for example, one session for a regular user and one session for an ESS user), one tab activity is affecting the other tab.  Service Manager does not support multiple sessions in the same browser.	No workaround available at this time.
KM901094	When a user logs in with an expired password, Service Manager allows the user to gain access to the system before resetting the password. The system navigator is active before the log-in process is complete. The user should be redirected to the change password page, which does not have a navigation pane nor any access to the application.	No workaround available at this time.
KM901095	When trying to close an interaction by calling CloseInteraction from a web service and the field solution is not provided in the request, a CXmlApiException is thrown with a DocEngine error message.	To work around this issue, provide the solution in the request for CloseInteraction.
KM901096	When a Knowledge Management Document section of a Document Change Request is expanded, it overwrites other sections.	No workaround available at this time.

Document ID	Known Issue	Workaround
KM901097	<p>Cancelling out of a form to close the tab causes a new tab to appear when the MySM page is loaded. When a user logs in with MySM as the home page and then opens a new form/tab and tries to cancel out of the form using the Cancel action, Service Manager sends a message page to some of the forms, asking for a confirmation of the cancellation. If the user selects Yes, a newly-created tab tries to close and in the process spans multiple tabs.</p> <p>Cancelling out of form must close tab and should not span new tabs.</p>	<p>To work around this issue, click on the tab's [x] button instead of using the "Cancel" button.</p>
KM901098	<p>SQLServer installer bundled with the Service Manager DVD Image failed to install on a 64-bit machine.</p> <p>Identification of the issue: From logs in "C:\Program Files (x86)\Microsoft SQL Server\90\Setup Bootstrap\LOG\Summary.txt", error logged: SQL Server 2005 Setup cannot continue because the installation package could not be opened. The installation package has a missing file, or you are running a 32-bit only Setup program on a 64-bit computer. To continue, verify the SQL Server 2005 package you are running is supported on WOW64. If you are certain that you are running a supported SQL Server 2005 package, and you continue to see this message, contact the application vendor.</p>	<p>The SQLServerExpress installer Service Manager is bundled with on the DVD image is only for the 32-bit Windows OS Environment. To work around this issue, you can get the latest SQLServerExpress for 64-bit windows OS, which is provided by Microsoft.</p>
KM901455	<p>The Service Manager to BSM Operations Manager i (OMi) integration does not have a queuing mechanism to retry failed tasks at regular intervals. This could cause some incidents to not be synchronized to related OMi events when the connection between BSM and Service manager is interrupted and then recovered.</p>	<p>No workaround available at this time.</p>
KM901456	<p>The BTO Data Model (BDM) solution can only handle no more than 3,000 submissions and 18,000 updates of incidents per day.</p>	<p>No workaround available at this time.</p>

Document ID	Known Issue	Workaround
KM901100	<p>There is an issue in jgroups logging on Solaris. The message states there is an error when it should only be a warning.</p> <pre> failed sending message org.jgroups.protocols.UDP._send on Solaris Environmentorg.jgroups.protocols.UDP._send on Solaris Environment  4853( 1) 04/28/2010 01:06:14 failed sending message to 15.178.177.50:52020 (124 bytes) java.lang.Exception: dest=/15.178.177.50:52020 (127 bytes) at org.jgroups.protocols.UDP._send(UDP.java:361) at org.jgroups.protocols.UDP.sendToSingleMember(UDP.java:3 16) at org.jgroups.protocols.TP.doSend(TP.java:1477) at org.jgroups.protocols.TP.send(TP.java:1464) at org.jgroups.protocols.TP.down(TP.java:1185) at org.jgroups.protocols.Discovery.down(Discovery.java:374) at org.jgroups.protocols.MERGE2.down(MERGE2.java:175) at org.jgroups.protocols.FD_SOCKET.down(FD_SOCKET.java:360) at org.jgroups.protocols.FD.down(FD.java:315) at org.jgroups.protocols.VERIFY_SUSPECT.down(VERIFY_SU SPECT.java:95) at org.jgroups.protocols.BARRIER.down(BARRIER.java:107) at org.jgroups.protocols.pbcast.NAKACK.down(NAKACK.java:6 75) at org.jgroups.protocols.UNICAST.retransmit(UNICAST.java:4 99) at org.jgroups.stack.AckSenderWindow.retransmit(AckSender Window.java:140) at org.jgroups.stack.Retransmitter\$Task.run(Retransmitter.jav a:219) at java.util.concurrent.Executors\$RunnableAdapter.call(Execut ors.java:441) at java.util.concurrent.FutureTask\$Sync.innerRun(FutureTask .java:303) at java.util.concurrent.FutureTask.run(FutureTask.java:138) at java.util.concurrent.ScheduledThreadPoolExecutor\$Schedule dFutureTask.access\$301(ScheduledThreadPoolExecutor.java :98) at java.util.concurrent.ScheduledThreadPoolExecutor\$Schedule dFutureTask.run(ScheduledThreadPoolExecutor.java:207) at java.util.concurrent.ThreadPoolExecutor\$Worker.runTask(T hreadPoolExecutor.java:886) at java.util.concurrent.ThreadPoolExecutor\$Worker.run(Threa dPoolExecutor.java:908) at java.lang.Thread.run(Thread.java:619) Caused by: java.io.InterruptedIOException: operation interrupted at java.net.PlainDatagramSocketImpl.send(Native Method) at java.net.DatagramSocket.send(DatagramSocket.java:612) at org.jgroups.protocols.UDP._send(UDP.java:357) ... 22 more </pre> <p>If the error shows up during smstart and shutdown, it does not have any functionality impact.</p> <p><a href="https://jira.jboss.org/jira/browse/JGRP-1186?page=com.atlassian.jira.plugin.system.issuetabpanels:all-tabpanel">https://jira.jboss.org/jira/browse/JGRP-1186?page=com.atlassian.jira.plugin.system.issuetabpanels:all-tabpanel</a></p>	No workaround available at this time.



Document ID	Known Issue	Workaround
KM902555	<p>The Change Coordinator field enforces uppercase letters, but the log-in name can contain any case. This could cause problems for users using the Fill function, which is case sensitive.</p> <p>When using Subscription change, the Fill functionality for the Change Coordinator converts to uppercase.</p>	<p>No workaround available at this time.</p>
KM902556	<p>User interface translation issue with the MySM Home page. Dutch users cannot see the MySM Home page. If you want to use the MySM Home page, do not log in as a Dutch user.</p>	<p>To work around this issue, modify the resource files.</p> <p>Modify the resource file <b>UIMResources_nl.properties</b> found in <code>web tier-7.10.war\WEB-INF\lib\uim-core.jar\com\hp\bsm\uim\resources\</code></p> <p>Change:</p> <p><code>loadDefaultPages=Opgeslagen pagina's openen, een ogenblik geduld...</code></p> <p>To:</p> <p><code>loadDefaultPages=Opgeslagen pagina\u00b4s openen, een ogenblik geduld...</code></p>
KM902557	<p>When viewing the Relationship Graph tab on a Configuration Item detail page, there may be a warning that states, "Java has discovered application components that could indicate a security concern."</p>	<p>To work around this issue, do the following:</p> <ol style="list-style-type: none"> <li>1. Click "No" on the security warning pop-up when it asks whether to block the unsigned content.</li> <li>2. To prevent the warning from appearing, follow these steps: <ol style="list-style-type: none"> <li>a. Open the Windows Control Panel from the Windows Start Menu.</li> <li>b. Open the Java Control Panel.</li> <li>c. On the Advanced tab, expand Security and then "Mixed code."</li> <li>d. Change the Mixed code setting to "Enable - hide warning and run with protections."</li> <li>e. Click OK.</li> </ol> </li> </ol>

Document ID	Known Issue	Workaround
KM902558	<p>Service Catalog does not function after an upgrade to Service Manager 9.20.</p> <p>Starting with Service Manager 7.11, the format of the Service Catalog data changed to allow for localization. Migration of the data is handled by running a function in the JavaScript library.</p>	<p>To resolve this issue, do the following:</p> <ol style="list-style-type: none"> <li>1. Apply the unload available at the SSO download site.</li> <li>2. After applying the unload, users with System Administrator privileges can run the option "Migrate Service Catalog Data," located in the drop-down selections of the Manage Catalog section.</li> </ol> <p><b>Note:</b> Systems being upgraded from Service Manager 7.10 or earlier should run this option to migrate the Service Catalog data to the localizable system.</p>
KM902559	<p>Relationship graph and Visualize CI graph are not displayed in the Windows Client, but are visible in the web client.</p> <p>All graphs are supposed to be visible in both clients.</p>	<p>To view the Relationship graph and Visualize CI graph, use the web client.</p>
KM902560	<p>When the web.xml file is modified to change the serverhost and port values and then repackaged into a .war directory, deployment is unsuccessful.</p> <p>Changing the web.xml file and packaging it into the .war directory using any zip tool and then using that .war directory for deployment in web servers is raising a security exception in deployment, making deployment unsuccessful.</p>	<p>Previously, customers extracted the web.xml file from the .war directory, modified the web.xml file, repackaged the web.xml file, and then repackaged the web.xml file into the .war directory and used the repackaged .war directory in deployment. Now that HP is signing .war directories to ensure the content is secure, the web.xml file can no longer be modified. Once the .war directory has been deployed, users can modify the web.xml file inside the exploded .war directory and follow the server-specific steps to reload the application. An alternate way is to remove the signed information from the manifest file when the web.xml file is modified and repackaged.</p>
KM902562	<p>Button on the French web client cannot be displayed for some modules.</p>	<p>A hot fix will be provided shortly. Please contact Customer Support to get the link to the fix.</p>
KM1007059	<p>No processing occurs when an attempt is made to produce signatures of an upgraded system.</p>	<p>No workaround available at this time.</p>

**Document ID:** KM902563

**Known Issue:** The Knowledge Management (KM) Scheduler is sending warnings to the log every five minutes. The warnings state that the KM environment record is not configured.

When the KMUpdate schedule record attempts to run and determines it cannot since the environment record is not configured, it will send a signal update to terminate the schedule record. You will still get the warning that the KM environment record is not configured, but now the KMUpdate process will stop instead of attempting to read the environment record every five minutes.

**Workaround:** If you are running Service Manager in a horizontally-scaled configuration and are using the KM Module, you will need to modify the scriptlibrary "KMCollection\_Update\_Utills" with the following:

Locate function "stopKMUpdate" and replace with the following:

```
function stopKMUpdate()
{
if (system.library.KMCollection_Update_Utills.getKMUpdateProcState())
{
// print("KMUpdate running");
vars.$L_kmupdatekb = ""; // collname
vars.$L_kmupdatecurrrec = ""; // currrec
vars.$L_kmupdatetotrec = ""; // totrec
vars.$L_kmupdatestate = "";
vars.$L_kmupdaterunning = true;
vars.$L_kmupdateid = system.library.KMCollection_Update_Utills.getKMUpdateProcID();
var kmupdate_host = system.library.KMCollection_Update_Utills.getKMUpdateProcHost();
var rteReturnValue = new SCDatum();
    var argNames = new SCDatum();
    var argVals = new SCDatum();
    argVals.setType(8); //type array
    argNames.setType(8); //type array
    var argVal;

    argVal=new SCDatum();
        argVal.setType(2); //string
        argVal="name";
        argNames.push(argVal);

    argVal=new SCDatum();
        argVal.setType(2); //string
        argVal=vars.$L_kmupdateid;
        argVals.push(argVal);
    argVal=new SCDatum();
        argVal.setType(2); //string
        argVal="string1";
        argNames.push(argVal);

    argVal=new SCDatum();
        argVal.setType(2); //string
        argVal=kmupdate_host;
        argVals.push(argVal);
    system.functions.rtecall("callrad",
        rteReturnValue,
        "signal", //RAD app name
        argNames,
        argVals,
```

```
false); //false to run in same thread, true to run in new thread
```

```
}  
  
return 0;  
}
```

Add the following function to the same scriptlibrary. Location isn't important.

```
function getKMUpdateProcHost()  
{  
  var procs = new SCDatum();  
  procs.setType(8); //type array  
  procs = system.functions.processes();  
  var procsLen = procs.length();  
  for (var procsCount=0; procsCount < procsLen; procsCount ++)  
  {  
    if (procs[procsCount+.3] == "KMUpdate")  
    {  
      return procs[procsCount+.8];  
      // procs[procsCount+.4] Idle  
      // procs[procsCount+.0] last expiration  
    }  
  }  
}
```

---

## Installation Notes

Instructions for installing Service Manager are documented in the *Installation Guide for HP Service Manager 9.20*, which is provided in the Adobe Reader (.pdf) format. The document file is included on the product's installation media.

---

## Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP Software products, and other compatibility and support information.

To access the Compatibility Matrix:

- 1 Use a browser to navigate to the Software Support Online (SSO) web page:  
[http://support.openview.hp.com/sc/support\\_matrices.jsp](http://support.openview.hp.com/sc/support_matrices.jsp)
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

---

## Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. Service Manager 9.20 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

---

## Support

You can visit the HP Software Support Online at:

<http://www.hp.com/go/hpsoftwaresupport%20>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

## Legal Notices

©Copyright 1994-2010 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com). Smack software copyright © Jive Software, 1998-2004. SVG Viewer, Mozilla JavaScript-C (SpiderMonkey), and Rhino software Copyright © 1998-2004 The Mozilla Organization. This product includes software developed by the OpenSSL Project for use in the OpenSSL toolkit. (<http://www.openssl.org>). OpenSSL software copyright 1998-2005 The OpenSSL Project. All rights reserved. This project includes software developed by the MX4J project (<http://mx4j.sourceforge.net>). MX4J software copyright © 2001-2004 MX4J Team. All rights reserved. JFreeChart software © 2000-2004, Object Refinery Limited. All rights reserved. JDOM software copyright © 2000 Brett McLaughlin, Jason Hunter. All rights reserved. LDAP, OpenLDAP, and the Netscape Directory SDK Copyright © 1995-2004 Sun Microsystems, Inc. Japanese Morphological Analyzer © 2004 Basis Technology Corp. The Sentry Spelling-Checker Engine Copyright © 2000 Wintertree Software Inc. Spell Checker copyright © 1995-2004 Wintertree Software Inc. CoolMenu software copyright © 2001 Thomas Brattli. All rights reserved. Coroutine Software for Java owned by Neva Object Technology, Inc. and is protected by US and international copyright law. Crystal Reports Pro and Crystal RTE software © 2001 Crystal Decisions, Inc., All rights reserved. Eclipse software © Copyright 2000, 2004 IBM Corporation and others. All rights reserved. Copyright 2001-2004 Kiran Kaja and Robert A. van Engelen, Genivia Inc. All rights reserved. Xtree copyright 2004 Emil A. Eklund. This product includes software developed by the Indiana University Extreme! Lab (<<http://www.extreme.indiana.edu/>>). Portions copyright © Daniel G. Hyans, 1998. cbg.editor Eclipse plugin copyright © 2002, Chris Grindstaff. Part of the software embedded in this product is gSOAP software. Portions created by gSOAP are copyright © 2001-2004 Robert A. van Engelen, Genivia Inc. All Rights Reserved. Copyright © 1991-2005 Unicode, Inc. All rights reserved. Distributed under the Terms of Use in <http://www.unicode.org/copyright.html>.

For information about third-party license agreements, see the licenses directory on the product installation DVD (\redistributables\licenses).

Java™ and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Oracle® is a registered US trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.