

HP Service Manager

For the Windows® and UNIX® operating systems

Software Version: 9.21p1

Release Notes

Document Release Date: February 2011

Software Release Date: February 2011



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Overview

This document is an overview of the changes made to Service Manager (SM) for version 9.21.030 Patch 1, and for Service Request Catalog 1.20 patch 1. It contains important information that is not included in books or Help.

What's New in This Release?

There are no new Service Manager features in this release, but there are enhancements that will significantly improve Service Request Catalog performance.

Service Request Catalog

There are no new features in this release, but there are enhancements that will significantly improve run-time performance. To incorporate these performance enhancements, make sure that you complete the Service Manager dbdict configuration steps described in Chapter 2 and 3 in the HP Service Request Catalog 1.20p1 *Installation and Configuration Guide*.

The Service Request Catalog .war file for this release contains complete language packs for the UI and Help.

Installation

The instructions for installing this release assume that you have already installed HP Service Manager 9.21.

Web tier update

The Web tier update consists of a compressed file, `sm921.030-P1_Web_Tier.zip`. The specific upgrade process depends on your particular web application server, but follows the same steps as deploying a new installation. For more information, refer to the HP Service Manager 9.20 *Installation Guide*.

The upgrade does not automatically save your Web tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version.

To install the web tier update:

1. Back up your `web.xml` file, splash screen, style sheets, and any other customizations you made, including your `webtier-9.21.war` file.
2. Delete or uninstall the existing `webtier-9.21.war` file.

Note: The "Update Application" function in WebSphere Application Server 5.x allows you to redeploy using a new copy of `webtier-9.21.war`. First, update the `web.xml` in the `webtier-9.21.war` file, and then redo the shared library configuration. For more information, see the IBM WebSphere documentation.

3. Deploy the new `webtier-9.21.war` file following the instructions in the HP Service Manager 9.20 *Installation Guide* and the following Knowledge Base article, IBM WebSphere 5.0, DocumentID SA6-41F-LBJA, Deploying the Service Manager Web tier to WebSphere 5.0.
4. Replace the new versions of the files you customized with your customized versions, including the `web.xml` file.
5. Restart the web application server.

Windows client update

The client update consists of a compressed file, `sm9.21.030-P1_Windows_Client.zip`, which contains `client.exe`.

To install the Windows client update:

1. Stop the Service Manager Windows client.
2. Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
3. Run the `client.exe` and install the client by following the instructions in the HP Service Manager *Installation Guide* and *Release Notes* for your version.
4. Check the version in Help > About Service Manager. The client should be Release: 9.21.030.

Server update

The server update for your operating system (OS) consists of a compressed file, `sm9.21.030-P1_<OS>.zip`.

(or `.tar`), which contains the Service Manager server files. These files replace the equivalent files in the `[SM Root]\RUN` (`[SM Root]/RUN`) directory.

To install the Server update:

1. Stop all Service Manager clients.
2. Stop the Service Manager server.
3. Make a backup of the RUN directory.
4. Extract the compressed files for your OS into the main Service Manager directory on the server. The default path is: `C:\Program Files\HP\Service Manager 9.21`.
5. For Unix servers, set the file permissions for all Service Manager files to 755.
6. Restart the Service Manager server.
7. Restart the Service Manager clients.
8. Check the version in Help > About Service Manager. The server should be Release: 9.21.030.

Applications update

The applications update consists of the unload files that come with the server update. When you extract `sm9.21.030-P1_<OS>.zip` (or `.tar`), it will add the new files to your

`[SM Root]\RUN\platform_unloads` (`[SM Root]/RUN/platform_unloads`) directory.

In order to take advantage of the all server changes, you will need to load the following application unload files:

- `QCCR1E55715_SM921p1.unl`, which fixes an issue when multiple users tried to log into the web client at the same time. Refer to QCCR1E57153 for mor information.
- `QCCR1E57767_SM921p1.unl`, which includes application changes to reduce jgroups traffic on login. Refer to QCCR1E57766 for more information.
- `QCCR1E59753_SM921P1.unl`, which fixes the banner. Refer to QCCR1E59753 for more information.

To load an unload file:

1. Make sure the Windows client is configured for a server side load/unload.
 - a. From the Windows client, go to Window > Preferences > HP Service Manager.
 - b. Unselect Client side load/unload if it is flagged.
 - c. Restart the Windows client.
2. Open Tailoring > Database Manager.
3. Right-click the form or open the options menu and select Import/Load.
4. Fill in the following fields.

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

Note: You can view the contents of an unload file before importing it by clicking List Contents.

5. Click Load FG.

SRC Update

To perform the SRC update, follow the instructions in the HP Service Request Catalog 1.20p1 *Installation and Configuration Guide*, included with this release.

Note: Service Request Catalog is an optional feature. You can take advantage of Service Manager 9.21p1 without installing or updating SRC components.

Known Issues

The reference number for each defect is the Quality Center Change Request (QCCR) number. For more information about open defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Service Manager

These are known issues in Service Manager 9.21p1.

QCCR1E58335

Problem	On the Windows client, the user cannot add criteria by selecting from a combo list in the advanced search filter.
Workaround	None available at this time.

QCCR1E58336

Problem	On the Windows client, redundant items display in the combo box after a user makes a selection in the drop-down list in the advanced search filter.
Workaround	None available at this time.

QCCR1E60525

Problem	In the web client, when you add a tab with a text area for assignment groups, users cannot then update the assignment group properly. After you add new operators and save, the operators appear twice on the list.
Workaround	None available at this time.

QCCR1E60816

Problem	In the web client, the Navigator Menu may disappear after a user refreshes the browser.
Workaround	None available at this time.

QCCR1E60844

Problem	In the Windows client, pressing CTRL+SHIFT+END does not display the last record in the list in the detail pane.
Workaround	None available at this time.

QCCR1E60849

Problem	The group items and group count in a search list are not correct after a record is removed from the search list because it no longer matches the original query.
Workaround	None available at this time.

QCCR1E60925

Problem	The web client may hang when a user views a form in Forms Designer.
Workaround:	None available at this time.

QCCR1E60931

Problem	Logout page should show as whole page not just in a tab when using LWSSO.
Workaround	None available at this time.

QCCR1E60934

Problem	The cursor.field.contents() function does not work for a blank/read-only field if cursor was previously set to a Text/Date/ComFill/Combo Object.
Workaround	None available at this time.

QCCR1E60986

Problem	SM process throws a signal 11 when processing killInactiveSessions.
Workaround	<p>Workaround 1: Add a user to the inactivity timer's "Do not terminate these users" list.</p> <p>Workaround 1: Back out the changes made by the unload provided for QCCR1E55852.</p> <p>Refer to knowledge base article KM1058286 for more information on this Known Issue.</p>

Service Request Catalog

These are known issues in Service Request Catalog 1.20p1.

QCCR1M957

Title	Inconsistent approval behavior.
Problem	When there are two line items to approve, if one is rejected, the remaining item is still pending approval but the entire request is rejected.
Workaround	None available at this time.

QCCR1M959

Title	Behavior of unavailable items.
Problem	If an item in a submitted request is deleted or de-activated after the request is in progress, the unavailable item may not disappear from the request when you review it. If you add a new item and re-submit the cart, the behavior may correct itself.
Workaround	None available at this time.

QCCR1M973

Title	Incorrect currency display in Japanese and Brazilian Portuguese.
Problem	If your currency is set to Japanese or Brazilian Portuguese, the currency format is not correct.
Workaround	None available at this time.

QCCR1M984

Title	Missing item options.
Problem	Values for item options do not display for an item in a nested bundle.
Workaround	None available at this time.

QCCR1M985

Title	Deactivated item appears in Account Inbox.
Problem	A deactivated item remains in the review and pending sections of the Account Inbox after you submit a request.
Workaround	None available at this time.

QCCR1M986

Title	There is no SRC request URL in email notifications for approved or denied events.
Problem	When an email notification is approved or denied, it should include a URL to the request so the user can open and review the request details. This error occurs when the approver is an ESS user.
Workaround	You can manually configure the notification to remove the URL, or advise the user to review the request in their Service Request Catalog Inbox. For more information about notification configuration, see the Service Manager Tailoring help server documentation, or Chapter 2 of the HP Service Request Catalog 1.20p1 <i>Installation and Configuration Guide</i>

QCCRIM991

Title	Resubmission failure when approval is required.
Problem	Request resubmission fails when you remove all original items that require approval.
Workaround	Do not remove all original items. Leave at least one item that requires approval.

Fixed Defects

The reference number for each fixed defect is the Quality Center Change Request (QCCR) number. For more information about fixed defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Applications Issues

These *Applications* issues are fixed in this software release.

QCCR1E57153

Symptom	Service Manager may update the module licensing stathistory records even when the data read from the database had not been changed.
Resolution	Service Manager will not update the stathistory record unless the values have been changed. Important: To take advantage of the update you must load the QCCR1E55715_SM921p1.unl unload file, which contains the updated application.

QCCR1E57766

Symptom	During login, Service Manager called the set module licenses function for each licensed module, which caused many jgroups messages to be broadcast to all nodes in the group.
Resolution	Service Manager will only perform the set module license call once, passing an array of all licenses, and reducing jgroups communication. Important: To take advantage of the update, you must load the QCCR1E57767_SM921p1.unl file which contains the updated application. This improvement requires server change QCCR1E56815.

QCCR1E59753

Symptom	To Do Bar has dark blue background instead of underline
Resolution	The To Do Bar now has an underline, as expected. Important: To take advantage of the update, you must load the QCCR1E59753_SM921p1.unl file which contains the updated application.

Server Issues

These *Server* issues are fixed in this software release.

Application Support Issues

These defects are server application support problems.

QCCR1E48988

Problem	The Service Manager server terminates with an error message when you use a command line call that exceeds 1024 characters, for example when using <code>us.launch.external</code> or starting the server at the OS command line.
Solution	You can now invoke Service Manager processes with command line calls that exceed 1024 characters.

QCCR1E56257

Problem	Change requests with related records take much longer to display than Change requests that have no related records.
Solution	Speeded up the display of Change Requests with related records by limiting the data returned.

QCCR1E56815

Problem	There are too many calls to the licensing application to causing a lot of JGroups traffic on login.
Solution	All licensing information is now sent in one RTE call.

QCCR1E56826

Problem	JavaScript global method <code>writeFile()</code> does not handle the binary file operation correctly when the second parameter contains a "B".
Solution	JavaScript global method <code>writeFile()</code> handles the binary file operation correctly.

QCCR1E56903

Problem	In the Service Manager JavaScript (JS) environment, a user could not concatenate attachments that contain text value (utf-8 or ascii characters).
Solution	Added a <code>.stringValue</code> property to the JS attachment object. When the attachment object contains a text value (utf-8 or ascii characters), this new property permits JS attachment object values to be obtained as ordinary JS strings so they can be printed, concatenated, etc. and possibly assigned to a different attachment object's value property. The <code>.stringValue</code> property is not assignable.

QCCR1E57128

Problem	There is a memory leak when you add a Marquee to a form and then start the servlet without starting the system.start background process.
Solution	There is no memory leak when using a Marquee.

QCCR1E59712

Problem	When using the index() function on an array that contains more than 65536 elements, the function internally overruns the array until eventually it hits a stack overflow due to bad data. At that point, the OS might kill the whole process.
Solution	The index() function properly checks for the end of the array, and does not crash.

QCCR1E59840

Problem	Improve JavaScript performance by adding a class look-up array instead of searching for the class by name.
Solution	Added a class look-up array to improve JavaScript performance.

Database Issues

These defects are server database problems.

QCCR1E31731

Problem	When a user opens the inbox of all open calls, closes one of the tickets, and then returns to the inbox, the ticket is still in the list of all open calls.
Solution	<p>The record is removed from the search list when a record from the list is updated and the updated record doesn't qualify for the search criteria. This change will only work as long as both the search list and the detailed data of individual record or working on the same tab (RAD thread).</p> <p>Out-of-box, some of the applications open the details of an incident in a new tab. If you want the record to be removed, then the application has to be customized so that the detail data of an object is also shown in the same tab.</p> <p>Follow these steps to make that customization:</p> <ol style="list-style-type: none"> 1. Open a Service Manager client and log in with a user that has administrative privileges, such as falcon. 2. Open Tailoring > Document Engine > Objects. 3. In type "probsummary" in the File name field and click Search. 4. In the probsummary Object Definition , open the Manage Queues tab. 5. Change "Thread view > Edit?" from "true" to "false". 6. Save and log out from the client. 7. Log back in and open an incident. You'll see the incident opens in the same pane as incident queue and also when you update the record search list gets updated/refreshed. 8. Repeat as desired for other screens.

QCCR1E32072

Problem	Using certain Japanese characters, CJK Unified Ideograph extension B characters (or Unified Han Ideographs), causes the Service Manager client to disconnect with a SOAP Fault CXmlApiException.
Solution	<p>The Service Manager client can handle CJK Unified Ideograph extension B characters (or Unified Han Ideographs).</p> <p>Important: After adding the new files, you must remove the old ones.</p> <p>Remove the following .jar files from the "\RUN\lib" directory:</p> <ul style="list-style-type: none"> - saaj-impl-2.1.jar - saaj-api-2.1.jar <p>Remove the following .jar files from the "\RUN\lib\endorsed" directory:</p> <ul style="list-style-type: none"> - xercesImpl-jaxp-1.3.2.jar - xalan-jaxp-1.3.2.jar - jaxp-api-1.3.2.jar - dom-jaxp-1.3.2.jar - sax-jaxp-1.3.2.jar

QCCR1E49809

Problem	<p>A View (inbox) that is created for a primary file that includes columns and fields from related tables does not display all the data.</p> <p>For example, to show the Location Full Name (location.full.name) for Affected CIs in Incidents in a View, the relationship would be: probsummary > device > location > location.full.name.</p> <p>In this case the value of the 3rd level, for example, Location Full Name (location.full.name), is not shown. Levels 1 and 2 (probsummary > logical.name and device > location in this case) display correctly.</p>
Solution	A View (inbox) on a primary file (such as incidents), which displays data from other files, will display the data from related files correctly.

QCCR1E56053

Problem	<p>When upgrading a file with an array mapped as a blob-in-main but without the RC form flag set, the upgrade maps the fields inside the array as well. When then opening the file, Service Manager might repeatedly fail with the following message: Mapped field " to NULLTABLE in file 'cm3r'.</p>
Solution	Changed the SQL mapping process so that it does not map fields inside an array if the array itself is already mapped.

QCCR1E56711

Problem	New parameter vj_record_limit should handle a value of 0 to act the same as prior releases.
Solution	New parameter vj_record_limit handles the value of 0 to act the same as prior releases.

QCCR1E56817

Problem	A very large virtual join may crash the user's session. The virtual join limit exceeded message needs improvement, and it does not show up in the log file.
Solution	<p>A new parameter, vj_record_limit:2000, has been created to set a limit to the number of records that may be contained in a virtual join. The following message will also be added to the log file, indicating that the limit has been exceeded.</p> <p>"Exceeded virtual join record limit of %ld records performing action Virtual Join on form main form subform vjform".</p>

QCCR1E57127

Problem	When two threads attempt to update the same record at the same time through the JS method doSave(), one of them will receive a "Modified since read" error message and could crash.
Solution	The servlet no longer crashes when the JavaScript method doSave() encounters a "Modified since read" error condition.

QCCR1E57148

Problem	On Oracle, with parameter sqlfetchrows: 124 queries with more than 500 records are truncated at 500 records.
Solution	On Oracle, queries with more than 500 records return all matching records, regardless of how the parameter sqlfetchrows is set.

QCCR1E57515

Problem	Client crashed when a field was modified through system definition.
Solution	A field can be modified successfully through system definition.

QCCR1E58180

Problem	The JavaScript doSelect() retrieves the records fit to the specified query. BUT it will retrieve ALL the fields that belong to the target record. If there are many fields with data type 'structure' or 'array,' the return speed will be too slow.
Solution	To enable users to specify a list of fields to limit your query, Service Manager now supports a new constant, SCFILE_READONLY, which you can provide as a parameter to the SCFILE object constructor and new method, SCFile.setFields().

QCCR1E58643

Problem	The Windows and web clients terminate when a user updates a record in the Service Catalog and it no longer matches the QBE criteria. If all active catalog items are listed via the manage catalog interface and a catalog item has been inactivated, it causes the client to terminate.
Solution	When a record is updated in the Service Catalog and it does not meet the QBE criteria anymore, the Service Manager server process will not end with a GPF error.

QCCR1E59292

Problem	When remapping a single array to a multi-row array table through the dbdict utility, the dbdict utility would prompt the system administrator with a CREATE TABLE statement. If the system administrator uses the "SM Alters" option, Service Manager, when making the dbdict changes, will encounter duplicate table errors from Oracle.
Solution	When remapping a single array to a multi-row array table through the dbdict utility, the changes will be applied directly without any duplicate table errors by the RDBMS.

QCCR1E59570

Problem	User's session may terminate with a signal 11/GPF when remapping a table using the dbdict utility.
Solution	Remapping a table using the dbdict utility now works successfully.

QCCR1E59933

Problem	Extractions is a highly used records that is not updated often. Each Web Service may have to read several records from that database. It should be cached.
Solution	Added extractions to the RTE server table cache to improve performance.

Integrations Issues

These defects are server integrations problems.

QCCR1E53200

Problem	Web services clients that used pooled persistent connections and multiple credentials intermittently received 401 Unauthorized responses.
Solution	When a new user connects through the same client IP and port, the Service Manager runtime environment will create a new session to serve the request.

QCCR1E56298

Problem	When using the "/SM/7" Web Services URL, the Service Manager SOAP response returns an invalid schemaLocation URL.
Solution	The schema location in the Service Manager Web service SOAP response contains correct values.

QCCR1E56837

Problem	External application interfacing via Web Services will not work when it is validating the Service Manager WSDL for SOAP 1.2 support.
Solution	Service Manager WSDL generation creates the SOAP 1.2 binding for the service.

QCCR1E56843

Problem	Retrieve Web Services requests might not return the requested records, due to Service Manager building bad queries.
Solution	Retrieve Web Services requests now return the correct records.

QCCR1E56847

Problem	When a Service Manager client request contained an attachment with mime type that was set to "image/bmp," the attachment was added as a Service Manager image type attachment and could not display in the "Attachments" container.
Solution	When a Service Manager client request contains an attachment with mime type that is set to "image/bmp," the attachment will be properly displayed in the "Attachments" container.

QCCR1E58608

Problem	A web service using a trusted signon connection will automatically behave as if it had the SOAP_API capability word.
Solution	A web service connecting via a trusted sign-on enabled connection is not required to have the SOAP_API capability word in the operator record in order to execute the web.

QCCR1E59289

Problem	Retrieving Change records takes a very long time when you are using the SOAP UI in place of RC.
Solution	When an extaccess record contains many fields in the exposed field list, response time degraded significantly. Service Manager now only processes the "keys" element. This speeds up response time when there are many exposed fields.

Miscellaneous Issues

These defects are miscellaneous server problems.

QCCR1E28231

Problem	Server performance is affected when log rotation is in progress. Each user session writes to the log queue, not to the log file directly. A separate thread reads from that the log queue and writes the messages to the log file. During log rotation that thread stops reading from the log queue. The log queue can fill up which causes all other user sessions to be blocked until log rotation is complete.
Solution	Service Manager now accepts a new parameter, logqueuesize, which controls the size (measured in number of records) of the log queue. When log queue is sized appropriately, response time should not degrade during log rotation.

QCCR1E54365

Problem	When running the Service Manager <code>sm -helpall</code> command, there are two parameters that can be put into the <code>sm.ini</code> file, <code>viewscreenames</code> and <code>viewformnames</code> , to disable or hide the screen name or form name displayed in the bottom right hand corner of the Windows client screen. These appeared to work in ServiceCenter 5.1, but do not work in Service Manager 7.11. It would be helpful to be able to continue to hide the screen name or form name as needed. These parameters are still listed in <code>sm -helpall</code> .
Solution	The parameters <code>viewformnames</code> and <code>viewscreenames</code> have been removed from <code>sm -helpall</code> and should be removed from your <code>sm.ini</code> file.

QCCR1E55365

Problem	Possible GPF/Signal 11 when using time zone offset names longer than 9 characters.
Solution	Fixed a buffer overrun when handling time zones with time zone offset names that are longer than 9 characters.

QCCR1E56281

Problem	The field <code>non.keyed.system</code> in the <code>systemtotals</code> table and <code>non.keyed</code> in the <code>systemperform</code> table that is maintained by the RTE contains inaccurate counts.
Solution	The fields now contain accurate counts.

QCCR1E56442

Problem	A duplicate key error might be encountered when updating a record in a join file, such as <code>joincomputer</code> or <code>joinsvcDisplay</code> . This only happens when the join file variable was copied through the <code>fduplicate()</code> RAD function before the update.
Solution	Now join files can be updated without a 'duplicate key' error, even if the join file variable was copied through the <code>fduplicate()</code> RAD function before.

QCCR1E56455

Problem	Server memory leak when the password decryption fails with error message "RTE E PKCS12_pbe_crypt() failed in desDecryptPasswordFieldWithMD5AndDes()"
Solution	Fixed a possible server memory leak.

QCCR1E56825

Problem	LDAP mapping for the default operator template is not automatically creating operator records on login. LDAP query is working, but the operator create is failing on insert.
Solution	LDAP mapping for the default operator template automatically creates operator records on login.

QCCR1E56979

Problem	Service Manager server accepted non-SSL Web Services requests when the Service Manager ssl:1 parameter was set.
Solution	Service Manager server will reject all non-SSL Web Services requests when the SSL connection is enforced in the Service Manager Server (ssl:1).

QCCR1E57705

Problem	The Windows and web clients may make a redundant getData call to get the attachment information, because the executeReponse does not contain the attachments information.
Solution	Emit <attachments> on executeResponse if form has the container. This allows the client to not make an additional getData request.

QCCR1E58043

Problem	When Service Manager is configured in horizontally scaled mode and two nodes start up on different hosts at the same time, one of the nodes might report a "duplicate object" error from the RDBMS. This happens when Service Manager attempts to determine whether it has CREATE TABLE rights on the RDBMS.
Solution	Service Manager now generates a unique table name using the host name when determining the CREATE TABLE rights. This prevents the "duplicate object" error.

QCCR1E58426

Problem	Web Services that use a Self Service enabled operator should be counted as an unlimited user and not a floating user.
Solution	A web service that uses an operator record that has the Self Service Access Only check box enabled is counted as an unlimited user.

QCCR1E59226

Problem	The ServiceCenter 6.2 Legacy listener may GPF in _checkForTruncation() due to a null pointer.
Solution	The ServiceCenter 6.2 Legacy listener no longer has a GPF error in _checkForTruncation() due to a null pointer.

QCCR1E59394

Problem	The client occasionally crashes if the user pressed the Fill button while a pop-up form was trying to display.
Solution	When the user presses the Fill button prior to the pop-up form being displayed, the Fill operation successfully completes.

QCCR1E60056

Problem	After a binary update to 7.11p15, incidents that contained two or more attachments do not display those attachments if they are on a subformat added to the Incident > Attachments tab. New incidents with two or more attachments will also not display those attachments. The SYSATTACHMENTS table contains the correct attachments.
Solution	Populating the subform information to the main form so the attachments can now be displayed correctly.

Resilience Issues

These defects are server resilience problems.

QCCR1E53385

Problem	Archived log files vary significantly in size.
Solution	Log files are now archived at the specified log file size.

QCCR1E53886

Problem	If multiple processes were started at the same time, some processes could not join in JGroup.
Solution	Added a sleep statement to the smstart script so that processes do not all start at the same time. Now all background processes and schedulers can properly join the JGroups view.

QCCR1E54373

Problem	A Tomcat thread servicing a SM connection might leak 4 bytes.
Solution	Fixed a potential memory leak of 4 bytes in Tomcat threads.

QCCR1E55366

Problem	A signal 11/GPF might be encountered when a float is printed to the log file with more than 20 digits.
Solution	Floats are successfully printed to the log file even if they have more than 20 digits.

QCCR1E56661

Problem	When you use rolling log files, you cannot tell from the numbering which is the oldest or newest.
Solution	The current log file is now archived to the log file ending with 1, and the existing log files are renamed to the next higher number, so that the archive log file n+1 always contains older data than archive file n.

QCCR1E56868

Problem	XML response is created in native code and passed to java code which reparses the XML response to construct a DOM object. This process is very expensive regarding both memory and CPU usages.
Solution	Improved CPU and Memory utilization of Java Heap by removing reparsing of response XML.

QCCR1E56953

Problem	Running the command sm -reportshm caused a signal 11 after correctly reporting on shared memory.
Solution	The command sm -reportshm no longer causes a signal 11.

QCCR1E57246

Problem	It takes a very long time to start Service Manager server as a service on Linux with Solaris when using the parameter memdebug:400.
Solution	A Service Manager process with the parameter memdebug:400 no longer checks addresses from the stack by default. This speeds up the server start time.

QCCR1E57406

Problem	Service Manager JavaScript methods doSOAPRequest and doHTTPRequest caused the Service Manager client to crash if the user specified a bad URL location for requests.
Solution	The Service Manager client does not crash if the JavaScript methods doSOAPRequest or doHTTPRequest encounter an http request error.

QCCR1E57848

Problem	The Service Manager server crashed when trying to format a message that contained more than 16 arguments.
Solution	The Service Manager sever no longer crashes when trying to format a message with more than 16 arguments. Service Manager can now format messages with as many as 32 arguments. When a message has more than 32 arguments, Service Manager logs an error and truncates the message.

QCCR1E58842

Problem	One Service Manager process' failure to attach to shared memory caused that process to destroy shared memory. Afterwards, no new processes or threads could start, because they could no longer attach to shared memory.
Solution	Only the <code>sm -shutdown</code> command destroys shared memory on UNIX. If an attach to shared memory fails on HP-UX, a dump of the process' address space is printed to the log file for troubleshooting.

Startup Issues

These defects are server startup problems.

QCCR1E54322

Problem	Messages written by third party libraries to stdout/stderr are missing. When a Service Manager process is started by "smstart" script, the processes stdout and stderr are redirected to a process<n>.log, but when they are started using sm commands they are not.
Solution	The Service Manager server has been modified so that during startup, the Service Manager process redirects these to a process<n>.log or sm_pid_stdouterr.log in the logs directory.

QCCR1E55113

Problem	When debugdbquery is turned on and a RAD thread is destroyed or not present, a user's session crashes with signal 11.
Solution	When debugdbquery is turned on and a RAD thread is destroyed or not present, a user's session will remain active.

QCCR1E56506

Problem	The operator table "last.login" field is not updated when the user logs in with Trusted Sign-On credentials.
Solution	When a user logs in with Trusted Sign-On credentials, the operator table "last.login" field is properly updated.

QCCR1E58279

Problem	The IP based license does not work in horizontal scaling after applying Service Manager 9.20.patch 1. The non-load balancer host server will not start up due to a licensing issue on the applications server. The load balancer server does start. Error Messages: 12469(12469) 10/19/2010 13:13:36 JRTE I License is validated locally with ipAddress NN.NNN.NN.NN 12469(12469) 10/19/2010 13:13:36 JRTE E License is valid locally, but none of the nodes in the cluster has validated the license on host NN.NNN.NN.NN 12469(12469) 10/19/2010 13:13:36 RTE E HP Service Manager is unable to start. Failed to initialize or attach to shared memory environment 12469(12469) 10/19/2010 13:13:36 RTE E Failed validating license(either locally or in the cluster). Terminating the process
Solution	The IP based license now works properly.

QCCR1E59521

Problem	Load balancer won't start on Linux systems.
Solution	Added two new Service Manager Server parameters: <code>usealtsignalstack</code> and <code>usemembar</code> . Note: These two parameters only apply to UNIX platforms. By default <code>usealtsignalstack</code> is turned on for all the UNIX platforms. The default value for <code>usemembar</code> in LINUX is 1 (starting JVM with option <code>-XX:UseMembar</code>). The default value for <code>usemembar</code> in all the other UNIX platforms is 0 (starting JVM without option <code>-XX:UseMembar</code>). Important: HP recommends that you set these parameters in the <code>sm.ini</code> file.

Web client Issues

These *Web client* issues are fixed in this software release.

QCCR1E31479

Symptom	When using the web client with telephony activated and an incoming call arrives, the following message is received: "You have an incoming call. Do you want HP Service Manager to respond to the call?" The call center operator has to push the "Answer" button on the telephony application to answer the call. We want to have the call automatically accepted.
Resolution	Incoming web client telephony calls are now accepted automatically. The call center operator no longer needs to push the answer button to accept the call.

QCCR1E32132

Symptom	The value is not saved when you edit Advanced Filter criteria.
Resolution	The value is now properly saved when you edit Advanced Filter criteria.

QCCR1E52769

Symptom	In the web client, fields with mandatory conditions do not appear on the Configuration Item (CI) form.
Resolution	Mandatory combo box fields are now displayed by the web client, when they are read-only.

QCCR1E52846

Symptom	Text input field with Mandatory Condition does not display with Print Page from web client.
Resolution	Text input field with Mandatory Condition now displays properly in the Print Page from web client.

QCCR1E54810

Symptom	Service Manager web client is using LWSSO 1.x but LW-SSO1.x version cannot work on non-domain environments, which will affect the SLICK solution.
Resolution	Service Manager web client is now using LWSSO 2.4, as required.

QCCR1E57012

Symptom	Button caption conditions don't work properly in the web client. If you add a button to a form and use a caption condition to determine whether to display it, in the web client, an empty space is displayed instead of the variable value.
Resolution	Button caption dynamic view dependencies work properly in the web client.

QCCR1E57079

Symptom	Button ID conditions for standard push buttons do not work. The Button ID is not changed when the variable on which the condition depends changes.
Resolution	Button IDs are now assigned and act upon based on the condition field.

QCCR1E57080

Symptom	Buttons with no default Caption assigned are rendered poorly.
Resolution	Buttons with no caption assigned are correctly rendered.

QCCR1E57208

Symptom	Searches using the Find button don't work for read-only fields on the web client.
Resolution	Using the Find button to search on read-only fields now works properly in the web client.

QCCR1E57253

Symptom	Multiselect record lists sometimes display two checkboxes for each row, one checked, one not checked.
Resolution	Record lists in the web client now only display one checkbox for multi-select tables, which is either checked or unchecked, as set by the user.

QCCR1E57358

Symptom	In the web client, if you click the X button on a tab for an item found in a search list, the record is not released, and you are returned to the list. The only way to unlock the record is to wait for the session to time out, or log out and then log in again to kill the session.
Resolution	If you click the X button on a tab for an item from a search list, Service Manager releases the record and returns you to the previous detail form.

QCCR1E57478

Symptom	Combo and Comfill buttons are not displayed when their state changes from readonly to editable.
Resolution	Combo and Comfill buttons are displayed properly when their state changes from readonly to editable.

QCCR1E57512

Symptom	Caption conditions do not work properly for web client combo boxes. For example, the web client comfill field displays an empty text box with no value when in read-only mode, if the field uses a value list condition that contains a dynamic select function.
Resolution	Readonly comfill field displays the value.

QCCR1E57546

Symptom	Deflater causes an out-of-memory error. Error message: Exception in thread "Timer-43" java.lang.OutOfMemoryError at java.util.zip.Deflater.init(Native Method) at java.util.zip.Deflater.<init>(Deflater.java:117)
Resolution	The Inflater/Deflater objects are now released in time, so the out-of-memory error will not occur.

QCCR1E58385

Symptom	Unable to close application thread tabs programmatically.
Resolution	Thread tabs can be programmatically closed.

QCCR1E58434

Symptom	When changing a group background color to any other color except white, it looks okay in the Windows client. However, it looks very messy in the web client. When a user tries to expand the group, the details end up behind the other groups.
Resolution	Fixed the functionality of the background color for the Group and Frame widgets in the web client.

QCCR1E58547

Symptom	Filtering for a record list results in no response and a blank page.
Resolution	Filtering for a record list will display the results by the applied filter.

QCCR1E58641

Symptom	In the web client, a user creating a document through the Contribute Knowledge after going to Categorization loses the ability to submit/save the document, and the buttons change.
Resolution	In the web client, a user creating a document through the Contribute Knowledge after going to Categorization can successfully submit/save the document.

QCCR1E58882

Symptom	Users are not getting to the logout.jsp screen using TSO on the Service Manager Web Tier 9.20.052. When the inactivity background process terminated idle users, it logged them back in again and their URL changed, as follows: Initial URL: https://tvmx6748.test.sprint.com/sm/ess.do After timeout: https://tvmx6748.test.sprint.com/sm/ess.do?login_error=1&login_error_message=You%20have%20been%20logged%20out%20due%20to%20session%20timeout .
Resolution	Session timeouts redirect to the goodbye page.

QCCR1E59317

Symptom	Web client hangs when attempting to move to the second page of a list of Affected Services in an interaction.
Resolution	The requested URL is too long.

QCCR1E59646

Symptom	Session timeout message displays messy characters in the L10N environment.
Resolution	The code has been fixed so that a session timeout message displays correctly in the L10N environment.

Windows client Issues

These *Windows client* issues are fixed in this software release.

QCCR1E8737

Symptom	In the Windows client, focus is not being returned to the correct tab in a notebook after a fill is performed on an element inside a structured array. Instead, the focus is being returned to the first tab in the notebook.
Resolution	After performing a fill operation for an array element contained within a notebook, focus will be returned to the notebook page from which the fill operation was initiated.

QCCR1E32314

Symptom	When you opened a magnify window and tried to change the data in the record by using the Fill option, an unrecoverable error occurred.
Resolution	This error no longer occurs when you update a record in the magnify window by using a Fill.

QCCR1E51883

Symptom	The cursor.field.contents() function does not return the correct data for Text, Combo Box, Date, and Multi-Line Text Objects if the cursor was previously placed in a ComFill Object.
Resolution	The cursor.field.contents() function can return the correct data for Text, Combo Box, Date, and Multi-Line Text Objects if the cursor was previously placed in a ComFill Object.

QCCR1E54930

Symptom	Exporting to Excel does not work when you run Service Manager from a shared network drive. You get the following error message: "Can't Generate Excel." This happened because exporting to Excel required write access to the folders where Service Manager is installed.
Resolution	User can export to Excel in a local folder when running Service Manager installed on a remote shared folder.

QCCR1E55822

Symptom	The group view collapses when you select a record for display in the Windows Client.
Resolution	The group view now highlights the row when you select a record.

QCCR1E57551

Symptom	If users tabbed to a document in a search list and pressed Enter, the document did not open. Instead the cursor was returned to the search string.
Resolution	User can tab to a document in a search list and open it by pressing the Enter key.

QCCR1E58561

Symptom	The old style menus display as notebooks instead of sections.
Resolution	The old style menus display as sections.

Service Request Catalog Issues

These *Service Request Catalog* issues are fixed in this software release.

Attachment Issues

These defects are attachment problems.

QCCR1M956

Title	Attachments with long names are not truncated properly.
Description	When an attachment has a long name, the name should truncate instead of triggering a scroll bar to appear.

QCCRIM963

Title	An internal error occurs.
Description	The application generates an error when you attempt to view an attachment on a support request details page.

Currency Issues

These defects are currency display problems.

QCCR1M842

Title	Item Description and Currency is running into each other.
Description	Formatting is incorrect.

QCCR1M961

Title	Incorrect price display in CYN currency.
Description	If your currency is set to Chinese yuan, the displayed price is not accurate.

QCCR1M962

Title	Incorrect price display in CYN currency.
Description	If your currency is set to Chinese yuan, the displayed price in the Dashboard is not accurate.

Price Issues

These defects are price problems.

QCCR1M897

Title	Incorrect price on a saved item.
Description	The price of an item changes to zero when you save it.

QCCR1M899

Title	Incorrect formatting.
Description	The price of a saved item repeats in the item options.

QCCR1M911

Title	Varying prices for items.
Description	Item option prices and total prices change arbitrarily.

QCCR1M912

Title	Displayed total errors.
Description	The checkout price and the total on the pending approval tab do not match.

Miscellaneous Issues

These defects are miscellaneous problems.

QCCR1M484

Title	Approval error.
Description	Approval sequence doesn't work as expected when more than two approval activities (sequence also larger than two) are defined for one request level approval.

QCCR1M786

Title	E-mail notification does not work correctly.
Description	The Service Manager server generates an internal error.

QCCR1M793

Title	Approved item shows status of "Pending Approval."
Description	The line item status does not match the actual status of the item.

QCCR1M882

Title	Incorrect display of active catalog items.
Description	Submitted Item does not appear to exist in the catalog but when you check through SM client, it's still active.

QCCR1M958

Title	An internal error occurs.
Description	If you embed a percentage sign in a search string, the application generates an error message.

Request Issues

These defects are Request problems.

QCCR1M892

Title	Formatting error.
Description	Checkbox with long name is causing the Request section to be misaligned.

QCCR1M895

Title	Erroneous item appears in request status.
Description	An inactive item shows up in request status page.

QCCR1M960

Title	Incorrect "request for" identification.
Description	If you request on behalf of a department, the name of the department should appear instead of the name of the requestor.

Category Issues

These defects are related to Categories.

QCCR1M869

Title	You should be able to see all categories related to your user role.
Description	User roles assign permission to request certain items that are organized into categories. Although you can search for, and request, these items, their parent categories may not appear in the category browser if access permission to view the category is not granted in addition to permission to request the item.

QCCR1M900

Title	Server error occurs.
Description	An unhandled error occurs if you search for an item that does not belong to a category.

QCCR1M909

Title	Support categories do not appear on the Support tab.
Description	New support categories do not appear correctly.

