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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.30 / July 5, 2011 (Updated 23 October 2012)

This document provides an overview of the changes made to HP Service Manager for version 9.30.021. It contains important information not included in the manuals or in online help.

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## 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:

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## New In This Version

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

<b>Enhancement/New feature</b>	<b>Description</b>
New HP Service Manager mobile applications and Smartphone support	<p>New HP Service Manager mobile applications provide users access to the Mobile applications on their Smartphone. You can perform key tasks in Incident Management and Change Management on your Smartphone. Mobile applications depending on your user role.</p> <p>Field Support Engineers and Incident Analysts can:</p> <ul style="list-style-type: none"><li>• View and update an incident ticket's resolution status, description, and more</li><li>• Check for newly assigned or high-priority tickets</li><li>• Reassign the ticket to a different assignment group, for example, from hardware support to application support</li></ul> <p>Change Approvers can:</p> <ul style="list-style-type: none"><li>• View or update changes requests</li></ul> <p>Administrators can:</p> <ul style="list-style-type: none"><li>• Enable cookies, Java, JavaScript, and pop-ups</li><li>• Create a Web Services connection</li><li>• Configure the Web Services information settings</li><li>• Deploy Mobile applications</li><li>• Map Service Manager fields using Web Services</li><li>• Configure Mobile applications</li></ul>
New Search engine and search form for Knowledge Management (KM)	<p>The new KM search engine and search forms bring you additional capabilities and speed in your searches. The new search engine brings you enhanced search results and improved search relevancy. Redesigned Knowledge Management Search forms align with familiar consumer search engines; reducing complexity and improving efficiency.</p> <p>The new KM search engine enables you to:</p> <ul style="list-style-type: none"><li>• Index multiple file types including Microsoft Office 2007 and 2010 files, PDF, HTML/XML, compression, image, audio</li><li>• Use multiple index servers to provide scalability and improve performance</li><li>• Support high availability by decoupling the search servers from the index servers, by replicating the search servers to multiple servers, and by load balanced as needed</li><li>• Provide fail-safe capabilities by creating a second index server or search server for failover or by switching to a backup server immediately without having to restart or log out and log back in to the Service Manager server</li></ul>

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Enhancement/New feature	Description
New Process Designer for Knowledge Management	<p>The new Process Designer provides an easy-to-use set of tools for designing and visualizing your workflows and business rules.</p> <p>Business Analysts can:</p> <ul style="list-style-type: none"> <li>• Design a workflow graphically by using the Workflow Designer</li> <li>• Visualize the status of the workflow</li> <li>• Model advanced processes</li> <li>• Create and edit business rules by using the Business Rules Editor</li> <li>• Associate rules with workflow states and transitions to easily build a process</li> <li>• Provide role-based security</li> </ul>
Service Request Catalog (SRC) 1.30 enhancements	<p>The SRC user interface contains new functionality that enables you to take advantage of more Service Manager features depending on your user role.</p> <p>End users can:</p> <ul style="list-style-type: none"> <li>• Request Support Catalog items to solve hardware and software problems</li> <li>• Create a general Support request when the item that you need is not a regular catalog item</li> <li>• Show or hide notes attached to requests</li> <li>• View an enhanced Catalog browser</li> <li>• View your closed requests</li> <li>• Log in automatically when SRC remembers your login credentials from one session to another</li> </ul> <p>Approvers can:</p> <ul style="list-style-type: none"> <li>• Delegate approval rights to another person when you are away from the office</li> <li>• Approve or reject line items in a request</li> </ul> <p>Administrators can:</p> <ul style="list-style-type: none"> <li>• Enable SSL</li> <li>• Enable user authentication with Trusted Sign-On (TSO) or Lightweight Single Sign-On (LW-SSO)</li> <li>• Enable the BTO Security Framework (BSF) to simplify authentication of users with multiple HP applications</li> <li>• Create information-only catalog items that are viewable in SRC</li> <li>• Create your own fields, labels, buttons, and more for customized checkout sections that appear in a Service Catalog, Support Catalog, or general support request</li> </ul>

Enhancement/New feature	Description
Upgrade process and documentation enhancements	<p>New Upgrade utilities and enhanced documentation make the upgrade process for all four supported upgrade paths easier to implement.</p> <p>Upgrade enhancements include:</p> <ul style="list-style-type: none"> <li>• New interactive documentation that enables you to customize the upgrade instructions for your specific upgrade path, environment, and upgrade scenario</li> <li>• Reduced number of manual steps required for an upgrade</li> </ul>
MySM enhancements	<p>Enhancements to MySM include:</p> <ul style="list-style-type: none"> <li>• Ability to create and share custom MySM components</li> <li>• MySM export to Change Management</li> </ul> <p><b>Note:</b> Due to poor performance, the option to add record list components to MySM has been removed in the SM9.30 release. Only bar charts and pie charts are available in MySM.</p>
HP Change Configuration and Release Management (CCRM) enhancements	<p>New CCRM features include:</p> <ul style="list-style-type: none"> <li>• A Change Planner that suggests the next available “ideal” timeframe for particular type of RFC</li> <li>• You can use Operations Orchestration (OO) flows to initiate change actions automatically</li> </ul> <p>Multitenant Service Manager + RC integration provides:</p> <ul style="list-style-type: none"> <li>• Enhanced support for RC integration in Multitenant environment</li> <li>• Additional Single Sign On support - Using Symphony Adapter and Trusted Sign-On is no longer required.</li> </ul> <p>PPM integration provides:</p> <ul style="list-style-type: none"> <li>• LW-SSO for inbound web services requests</li> <li>• LW-SSO for inbound UI requests (PPM calling SM)</li> </ul>
Web tier enhancements	<p>The Service Manager Web tier now requires SSL encryption between the web browser and web application server by default. To use SSL encryption, you must provide a valid web application server certificate.</p> <p><b>Note:</b> HP strongly recommends using SSL for connections to the Service Manager web tier, but this mode can be disabled for demonstration purposes by setting the secureLogin parameter to false.</p>
Application forms enhancements	<p>Application forms in Configuration Management, Knowledge Management, and Request Management are modernized and simplified to improve usability. Collapsible sections and sub-sections enable enhanced browser-based interaction, and field and label alignment has been improved.</p>

<b>Enhancement/New feature</b>	<b>Description</b>
Emailout functionality enhancement	<p>The Emailout functionality has been improved to use only JavaMail on all supported platforms (including Windows, Unix and Linux). Note that the sendmail daemon is no longer used on Unix to send e-mail.</p> <p>When upgrading from SM7.11 or SM9.2x to SM9.30 or later, administrators need to set up the smtp parameters (smtp host, smtp port, smtp username, smtp password, etc.) in the sm.ini file or the server's operating system command prompt. For details, see the following topics in the SM9.30 help:</p> <ul style="list-style-type: none"><li>• Startup parameter: emailout</li><li>• Emailout parameters in the sm.ini file</li></ul>

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## Enhancements and Updates

Service Manager 9.30 includes several customer requested software enhancements and fixes. See the sections below for information about the software fixes and enhancements included in this release.

- [Enhancements](#)
- [Application updates](#)
- [Documentation updates](#)
- [Integrations updates](#)
- [Packaging updates](#)
- [Server updates](#)
- [Service Request Catalog updates](#)
- [Web client updates](#)

### Enhancements

The following items (identified by reference number) are enhanced in the current software release.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E19277	The documentation that comes with a binary release does not state that if you are using IR Expert, an IR Regen should be performed in certain circumstances.	Updated the online help to describe the circumstances under which an IR Regen is needed.
QCCR1E19838	The Help Server is not available on Unix platforms.	Changed the way we deliver online help to enable you to use it on any platform. Updated the Installation Guide and online help to include information about how to deploy the help on Windows and Unix.
QCCR1E19898	There is no information about out-of-box (OOB) login accounts in the Installation Guide.	Added default login information (System.Admin) to the Installation Guide.
QCCR1E32320	Knowledge Management (KM) does not support Windows 2008 Server.	The new KM search engine supports Windows 2008.
QCCR1E47442	When a new advanced filter is used to query a module (for example, Incident Management), the comparison operator drop-down list does not include all the comparison operators that are available in an out-of-box Service Desk implementation.	The Advanced Filter tab within module search screens enables a user to create a complicated and multifaceted search against a table. The criteria available for these searches have been enhanced to ease the process around creating complex expressions. The ability to negate any criteria and any compound was added to the wizards, allowing the list of search criteria available to be streamlined.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E48981	The online help had out-of-date and missing information on how to use IR Expert with Chinese, Japanese and Korean.	Updated the information on using IR Expert with Chinese, Japanese, and Korean in the online help.
QCCR1E54326	If uCMDB is not deployed for the Release Control (RC) integration, users cannot access the RC Change Calendar from within Service Manager.	The uCMDB dependency has been removed from the RC integration. Users can access the RC Change Calendar from within Service Manager either with or without uCMDB.
QCCR1E54417	There is no field help for these three fields in srelation: Type of Relation, Active (of Source field), and Active (of Depend field).	Added missing field help records for the srelation table.
QCCR1E55584	The Lightweight Single Sign-On (LW-SSO) plus Secure Socket Layer (SSL) configuration process in Service Manager is not user-friendly and straight forward. The process requires manual changes in several configuration files and is error-prone.	Enhanced the Service Manager server to make it support LW-SSO without using Symphony Adapter and SSL-based Trusted Sign-On.
QCCR1E57646	If uCMDB is not deployed for the Release Control (RC) integration, users cannot access the RC Change Calendar from within Service Manager.	The uCMDB dependency has been removed from the RC integration. Users can access the RC Change Calendar from within Service Manager either with or without uCMDB.

## Application updates

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

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E22833	When a user selects a date and time from the calendar popup screen (problem.suspend) date portion the returned is the date in format mm/dd/yy no matter what format has been specified on the system wide company record (System Information Record).	The date format for calendar popups now honors the date format set in the System Information Record.
QCCR1E27363	Search results do not match search criteria in Knowledge Base after clicking Next or Previous in a previous search with Record List on.	The same search fields are now always processed regardless of what display format is used. Search results now match search criteria after clicking Next or Previous.
QCCR1E27387	Operator ID and Full Name settings in the Request Management (RM) environment records do not work correctly.	Modified code so that the operator ID and Full Name settings in the RM environment records work correctly so that no mismatches occur.
QCCR1E30468	The 'Priority' field is not recalculated if you change the 'Initial Impact Assessment' or 'Urgency' fields and then close an interaction.	The Service Manager close process now recalculates priority when closing an interaction.



<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E30704	There are inconsistent data lengths in the default data for some fields. For example, common fields like contact.name have different lengths in different tables, which is causing data truncation and linking issues.	Modified files to correct inconsistent data lengths for many fields in out-of-box data stored in an RDBMS to correct data truncation and linking issues.
QCCR1E30805	When you select a view from the "Favorites and Dashboards," the title on the tab does not change to match the view name. When you change the Incident Queue view from "Unassigned Incidents" to "High Priority Incidents", the tab does not match the selection and instead keeps displaying "Unassigned Incidents."	The view displayed now reflects the view that was selected.
QCCR1E30820	The Configuration Management Change Device Type wizard allows user to change a device type to cigroup. This type of Configuration item needs different rules.	Removed the option "CI Group" from the New Device Type Combo Box of the Configuration Management Change Device Type wizard. Use the 'Manage Configuration Item Groups' wizard to create CI groups.
QCCR1E31545	If a template value contains backslashes, applying this value will cause the corresponding field to contain an additional backslash for every backslash in the value. For example, if the template value is: This\is\a\test the resulting value will be: This\\is\\a\\test.	Backslashes included in a template value are no longer duplicated in the output.
QCCR1E31587	In Request Management, when selecting the 'Copy and Open' option to clone a quote and its associated line items, the new line items are created with the same 'group.parent' value as the records from which they were cloned, which is not correct.	When cloning a quote, the group parent values are updated correctly for the line items when a user selects the Copy and Open option.
QCCR1E32275	The Request Management catalog sequence on line items does not work all the time. After the first line item is closed, the dependent one should go to status "ordered," but is not.	Now, when the last line item is closed, the next phase is handled as expected.
QCCR1E47013	The Order from Catalog option in Service Catalog did not work in horizontally-scaled implementations with SQL Server.	This defect was fixed in a previous release. Refer to the service manager online help for information on how to set up horizontal scaling.
QCCR1E47912	Response SLOs are set to a 'Suspended' status if the record reaches one of the suspended states before the SLO enters the initial state (when Service Level Management begins measuring the response time).	Modified code so that response SLOs no longer are set to a suspended state before the record reaches the initial state defined for the SLO.

Global ID	Problem	Solution
QCCR1E48790	Creating a favorite fails if the query contains dates. You receive the following error message: "'viewFilter' line 126: ERROR Cannot store a string into an object of type time at char 1"	A favorite can now be created regardless of whether the query contains dates.
QCCR1E48888	In the Windows client, the update permission "When Assigned" in Known Error is not working properly. The assigned operator cannot edit the known error.	An assigned operator can now edit a known error.
QCCR1E48913	In Service Level Management service contracts, the field Help for Provider Company and Client Company is mismatched (for example, field Help for Provider is Client and vice versa).	Updated the Provider Company Help to include the name of the company contracting for the services and the name in this field references a system wide company record in the HP Service Manager company table.  Updated the Client Company Help to include the name of the client company and the name in this field references a system wide company record in the HP Service Manager company table.
QCCR1E48963	When an Inbox is launched as a record list, the sort order defined in the Inbox properties is not honored.	The sort defined in the Inbox properties is now honored when you open the Inbox as a record list.
QCCR1E49476	Setting planned values from a drop-down list for some attributes allows free-form text entries, which can cause invalid data for the attribute.	When adding an Associated CI to a change record, the drop-down list for Field only allows the user to select an item in the list and does not accept typed entries so no invalid data can be entered.
QCCR1E49495	When using the Advanced Find option in Incidents to create new filter criteria on the "Sub-area" field, after setting the value with the Fill function, the "Category" value shows in the Value field instead of the "Sub-area" value.	The Value field now contains the updated value when you use the Advanced Find option in Incidents to create new filter criteria, after setting the value with the Fill function.
QCCR1E51029	New fields added to the probsummary table are not visible in the drop-down for field selection when creating a new view or modifying a view.	When new fields are added to the probsummary table, they are now available when creating a new view or modifying a view.
QCCR1E51344	The way the "Smart" icons are designed could cause performance issue for customers who have a large database.	Made the code more efficient by creating functions, avoiding negative logic, and executing the code only when necessary in order to improve the performance.  <b>Note:</b> If your Service Manager is running on RTE version 9.30 with an Applications version earlier than 9.30, performance issues could still occur. See QCCR1E71179 in the Known Problems section for a workaround.

Global ID	Problem	Solution
QCCR1E51918	When a document that has an attachment (embedded image) is linked to another document and is sent into the Workflow, its 'scattach' link to the SYSATTACHMENT UID is not updated and the user cannot retire the document.	In edit mode, the link to an attachment is updated to a new GUID (document identifier) so that when the document is republished, the link is updated correctly.
QCCR1E52103	Users with appropriate levels of permissions are not able to create or edit links when modifying existing Knowledge Management documents. The error states: "Invalid entry. You do not have view rights to the document..." These users have access to all documents in the database.	Modified the filtering criteria for links to correctly process the subcategories to which a user has rights.
QCCR1E53301	A URL which contains a semicolon ( ; ) is truncated when using us.launch.external.	Documentation updated to include the following limitation. Limitation: Launching a URL that contains a semicolon is not supported when using us.launch.external.
QCCR1E53751	The role and use of clocks has significantly changed, however, the out-of-box (OOB) data still has macros, which generate clocks against the incidents, probsummary, cm3r, and ocmq files.	The OOB data disables the clocks macros: 115, 116, 117, 118, 119 by prepending "false and " to the Macro condition. <b>Note:</b> If you want to enable the insertion of the clocks table, remove the "false and " condition.
QCCR1E54057	When an Incident is reopened, the notification record for reopening an incident is displayed instead of the notification for reopening one.	The correct notification is now displayed when a user reopens an Incident.
QCCR1E54573	The Service Manager demo JavaScript, GoogleSearchTest, no longer works.	The invalid demo script GoogleSearchTest has been removed from the Script Library.
QCCR1E55096	An error message is displayed when an advanced filter with a condition is clicked again.	Implemented the Advanced Filter so error messages are no longer displayed.
QCCR1E55719	After following a set of steps to fill the logical.name on a problem record, the affected.ci structured array was incorrectly saved as an array data type. Due to the data type mismatch, the invalid format causes the background processes to fail when a background process tries to update the problem record.	When performing an update or add on a problem record, the data from the affect.ci is now saved correctly and the add or update of the problem record completes without an error.
QCCR1E56214	Knowledge Management (KM) documents are locked in the Change queue and are not always released as expected.	Added a routine to unlock the change record after the KM document is edited so that a document is no longer locked in the Change queue.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E56274	Pushed the probsummary table to SQL. There is a field with the data "number" in p4, whereas in SQL, the field will be "float." If a non-numeric value is entered into this field, the system will send the following prompt: "Field contains an invalid numeric value (display,show.rio)." If the user continues and clicks OK, then the record is saved, regardless that this field value must contain a number.	The field (contract.id) in the DB is numeric and non-numeric data will not be saved in the database. The Incident forms (IM.close.incident, IM.open.incident, and IM.update.incident) use display and value lists to allow the user to select alphanumeric data on the format and store a corresponding numeric value in the database. The IM.template.* formats mentioned in the defect are not longer available in Service Manager, so the current formats (mentioned above) were changed to prevent the "non-numeric data" message from being presented to the user and allow only valid data to be saved in the database.
QCCR1E56285	On an upgraded system, the View/Merge utility fails when attempting to view either 'notification or scmessage' objects.	Code modified that the Merge utility works for the scmessage record.
QCCR1E56660	The upgrade wizard should allow you to use supported database types found in your sm.ini.	The panel has been removed from the Upgrade Utility and documentation has been updated to reflect this change.
QCCR1E57640	When a user clicks Next without selecting an item in a list created by a Wizard, the system loops through every item in the selection list, which causes the client to hang for a long list.	Code modified so that if a user clicks Next without selecting an item in a list created by a Wizard, the Wizard exits immediately without processing any items in the list.
QCCR1E58763	When displaying an operator record, it usually takes more than 30 seconds. This will have a significant impact on administration activities, such as reviewing and fixing operator set-up issues.	An operator record now displays more efficiently.
QCCR1E59029	When the "Action if matching record does not exist" option is set to "Open an Incident" in a Discovery Event Manager Rules record, no Configuration Item (CI) record is created in Service Manager when a new CI is reported and the Incident opened for the new CI has been closed.	A CI record is created in Service Manager when a new CI is reported and the Incident opened for the new CI has been closed.
QCCR1E59104	When running an application upgrade and running the smupgrade tool, selecting Merge, and then saving without making any modifications, format control is lost.	Format control is now retained, as expected, when you save after a merge, even when you did not make any modifications to the merged file.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E59233	<p>When using a wizard to relate an incident to a problem and a user performs a Fill which uses a search screen and another Fill occurs on the search screen, \$query loses its original and desired values. This can cause the first Fill to return an error or incorrect set of results, as follows:</p> <p>Query field (active) in (probsummary) not defined in dbdict (us.link,select.records)</p> <p>Query field (active) in (probsummary) not defined in dbdict (us.link,select.records)</p> <p>Cannot select records from link file; probable bad query: category#"Incident" and subcategory#"Application/Service" and active=true</p>	Updated the Help topic "Specifying a link query" telling implementers to use \$L.query instead of \$query to avoid errors when users select Fill more than once on the same form.
QCCR1E59932	Under some circumstances, GUI specific Format Control is executed for Web Services (or any background session). This degrades performance needlessly.	GUI specific Format Control is no longer executed for Web Services (or any background session), improving performance.
QCCR1E59937	When a Web Services request had been tailored to perform a custom action, the data defined in the customized workflow was not properly passed to the tailored Script Library functions. The true state of a record was not returned.	The parameter values defined in the extactions record are now passed properly so that tailored Web Services requests will perform custom actions as expected.
QCCR1E60109	When a user clicks "Save changes" for updating the bundle item of an interaction, it returns to the previous page.	The user is now returned to the correct page after saving changes to a bundle.
QCCR1E61230	After the upgrade, the following error message was in the SM.log: ORA-01756: quoted string not properly terminated	The code has been fixed to eliminate the database level error message.
QCCR1E61465	When editing an existing Inbox view, by selecting "Sort by" and using the Multi Level Field Chooser, you can type an incorrect field name, which can cause a signal 11 on the server.	Made this field select-only to correct the problem.
QCCR1E61734	Service Request Catalog: API_SRC1.3_there is one error message when submitting a non-cart request with options.	Changed data type of field svc.options in incidents table from varchar(90) to IMAGE so that an error message is no longer appears.
QCCR1E61989	Opening a known error from a problem record may cause an unrecoverable error if Mandanten security is configured.	Opening a known error from a problem record does not cause any errors if Mandanten security is configured.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E62489	Users can import Knowledge Management documents with attachments from other systems. When one of these documents is sent into workflow (for example, Create WorkingCopy), a copy of the published document is created. However, the linked attachment is not duplicated with its own unique ID (i.e. UID) in SYSATTACHMENT. Also, the scattach link inside the newly-created WorkingCopy knowledge document is not updated.	KMImport now correctly populates the links array for imported attachments and document links.
QCCR1E62794	Legacy agent and marquee schedulers are not disabled, and they may cause overhead on new out-of-box (OOB) installs.	Legacy agent and marquee schedulers have been disabled to prevent overhead on new OOB installs.
QCCR1E63264	You use the Merge tool to compare and merge objects after running an application upgrade. However, after you select the "Copy All From Left to Right" option for a record and save the record in the Merge tool, the record is corrupted. This issue occurs when you merge a record that contains certain characters, such as the less-than symbol (<) and the greater-than symbol (>).	The Merge tool now handles special characters correctly.
QCCR1E63608	You use the Merge tool to compare and merge objects after running an application upgrade. However, after you save a record in the Merge tool, the record is corrupted. This issue occurs when you merge a record that contains certain characters, such as the less-than symbol (<) and the greater-than symbol (>).	The Merge tool now handles special characters correctly.
QCCR1E8176	Incorrect mapping in cirelationship records leads to slow performance.	To speed up the performance, map the cirelationship table as a Multi Row Array Table. This solution works because the cirelationship table contains only 2 arrays. The arrays would then be mapped as a Subtable (cirelationshipa1 and cirelationshipa2). Note that this solution is not optimal or recommended for a table such as cm3r, which contains 27 Arrays, because such a mapping would cause 28 Tables ( cm3rm1 and cm3ra1 - cm3ra27) to be created. The selection of one record would result in 28 queries against the RDBMS. Since the cirelationship table contains only 2 arrays, the table can be mapped to a Multi Row Array Table.

Global ID	Problem	Solution
		To do this, follow these steps: <ol style="list-style-type: none"> <li>1 Log in as Falcon on a System where only 1 Listener runs.</li> <li>2 From Menu-Navigation, choose Tailoring -&gt; SQL Utilities -&gt; Move Files from SQL to SQL.</li> <li>3 On the "Basic Option" tab, choose cirelationship for "File to convert".</li> <li>4 On the "Advanced Option" tab, choose Multi Row Array Table for the "Disposition of Arrays" option box.</li> <li>5 Click Proceed.</li> </ol>
QCCR1E8650	Users had more access to Configuration Management than they should.	Corrected access right rights, by adding and updating Format Control and capability words.
QCCR1E8854	Under some circumstances, the System Down flag is still checked after the outage is restored.	The System Down flag now works as expected.
QCCR1E9019	Changing an array mapping in cm3r and unloading and migrating to another system can break the dbdict in the target system.	Added some null conditions that were missing in the script library, so that unloading and migrating to another system can be done successfully.

## Documentation updates

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

Global ID	Problem	Solution
QCCR1E21554	Running a Crystal Report with a field name containing a SQL reserved word generates an ODBC error.	A troubleshooting topic titled "Troubleshooting: ODBC error when running Crystal Reports" has been added to the online Help. Crystal Report cannot sort reports by any field with a SQL reserved word in the field name. Instead, another field must be chosen for the sort.
QCCR1E26610	The documentation on the relationships between inventory items is out of date in the Inventory and Configuration Item online help.	Updated the information on configuration item relationships in the Inventory and Configuration Item online help
QCCR1E28036	Documentation on the 'SC message List' (message.list) and 'Use localized list' (use.scmessage) field in the 'globallists' table.	Added missing field help records for the globallists table.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E29895	Network requirements section "Requirements for a horizontal scaling implementation" should be clarified.	Updated the Help topic, Configuring a horizontal scaling environment for clarification.
QCCR1E30040	Startup parameter, checkforupdate, which is no longer supported, is still documented in the help.	Removed information about this parameter from the help.
QCCR1E31736	The documentation does not explain that alias fields are only supported for scalar fields and not for data types like arrays and structures.	Updated the online help topic, Alias fields, to include additional information.
QCCR1E31747	The field help for the 'log' IM security profile setting is incorrect.	Updated the field help of the 'log' IM security profile setting to include the correct information.
QCCR1E32061	The documentation on Web Services transactions does not clearly explain date/time formats.	Clarified the date and time formats for Web Services transactions in the online by adding a time conversion example.
QCCR1E32085	The Knowledge Management (KM) knowledge documentation does not state that we do not support editing external or attached files without sending them through the KM Workflow.	Updated the Knowledge Management Help topics to include information about user role for task topics, introductory text to the procedural steps, and applicable notes and steps to make sure that users are aware that they need to send the knowledge document into workflow, download the attachment to their desktop, edit the attachment, save the changes, and then re-upload the attachment to the knowledge document.
QCCR1E32180	Documentation for the Forms Designer Image widget is incorrect.	Updated the online help to include correct information about using images on forms.
QCCR1E32247	The documentation states that Service Manager has 17 default out-of-box (OOB) notification records for Incident Management when there are actually only 10 OOB.	Updated the Help topic, List default notifications, to list the correct out-of-box notification records for Incident Management.
QCCR1E32261	Unable to override SLA in interactions or incidents, as described in the online Help.	Removed out-of-date information from the online help.
QCCR1E32305	The Workflow view and Workflow section documentation should include compatibility information.	Updated the "Workflow view" and "Problem Management workflow section" help topics to include Java compatibility information.
QCCR1E32440	Service Manager Installation Guide does not clearly show the type of KM plugin library to be used for HP-UX Itanium and HP-UX PA RISC.	Updated the Service Manager instructions on how to install the new Knowledge Management Search Engine.



<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E47440	The Service Manager documentation incorrectly specifies the time setting necessary to repeat a task every 24 hours as "00:00:00".	Corrected the documentation on how to set up a task to run on a daily basis. The documentation now tells you to specify a 24 hour interval as "1 00:00:00".
QCCR1E47617	The documentation should be updated to include instructions on correctly populating data, once the datatypes have been changed for files that require it.	A new section has been added to the Service Manager Upgrade guide to give instructions on how to migrate/convert existing data to the new data type, with an example provided.
QCCR1E48435	Inaccurate information in Help topic, Order-generation methods.	Deleted the help topic, Order-generation methods, from the online Help
QCCR1E48879	It is not possible to set a database column to reference a NULL TABLE from the system definition. Instead, the following errors occur: Update for file '<filename>' bypassed due to error Sql table alias value of 'n1' does not exist Update for file '<filename>' bypassed due to error	Updated the Help topic titled "Remove a field from an existing database dictionary record" to add the information necessary to add a NULLTABLE with alias n1, using the dbdict utility.
QCCR1E49052	There is no documentation on the usage history (kmusagehistory) for Knowledge Management document (kmdocument) activity. We should document when and where to expect "kmusagehistory" records to be created and the Usage Type to expect, based on what action is performed on either published kmdocuments or the working copy kmdocument.	Created a new Help topic , Knowledge Management statistics tracked in the kmusagehistory table, to include information about the statistics captured in this table.
QCCR1E49606	Documentation missing User Selection configuration in Service Catalog, if Pick List and currency are included	Updated the online Help to include information about configuring User Selections when Pick List and currency are included.
QCCR1E49674	The "groupmcastaddress" parameter in the Help topic "Example: Setting up a horizontal scaling Implementation" gives an incorrect multicasting address range.	Changed the documentation to reflect a valid TCP/IP address for UDP multicasting (addresses 224.0.1.0 to 239.255.255.255, inclusive.)
QCCR1E51775	The Service Manager online Help refers to a document titled "HP Service Manager Support Matrix" for a list of supported CTI applications, but this document cannot be found.	Fixed bad reference in the online help.
QCCR1E52987	If there is a high availability failover cluster set up (for example, a Microsoft cluster), you need to have a license for the virtual IP as well as the nodes' physical IP.	Updated the installation guide by adding a statement to the licensing section that tells users that they need a license for the virtual IP as well, if there is a high availability failover cluster.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E53112	The Service Manager online help should provide more detailed information about the practical limitations of Global Lists.	Updated the information about global lists in the online help.
QCCR1E54378	When an Employee Self Service (ESS) user right-clicked on an ESS Menu and clicked on "Open in New Window," a new window opened but displayed a blank form. When the user closed that window, the parent screen session terminated and the user was logged out of the system.	The Open New Window function now works properly for ESS users.
QCCR1E54763	Update the documentation so that it is clear that not All options display when Administration Mode is enabled, since a different displayscreen might be used based on the value of the Administration Mode check box.	Updated the topic, The Database Manager utility, to better describe the Administration Mode check box.
QCCR1E56094	Wrong text in the Integrations Help topic link that points to the "HP Business Service Management (BSM)" topic. The link text reads "HP Business Service Management (BSM) (OMi) ". This issue exists both in the bullet list and Related Topics.	Changed the link text to "HP Business Service Management (BSM)".
QCCR1E56099	In the "Add an Operations Orchestration integration" topic, information about the Interval Time (s) and Endpoint Server parameters is incorrect.	<p>Changed the parameter descriptions to the following:</p> <ul style="list-style-type: none"> <li>• Interval Time (s) - (Required) User-defined. For example: 600.</li> <li>• Endpoint Server - Enter a name that identifies your Operations Orchestration server host. For example, oo_host1. Display the name for your Operations Orchestration server host.</li> </ul>
QCCR1E56107	In the Service Manager documentation, the topic "How do I publish a Document Engine display action in the Web Services API?" contains an incorrect statement: "Note: If a join file is chosen, the allowed actions for the join file come from the primary table of the join. "	Update the relevant section in the Web Services Guide with a correct statement that reads: "Note: If a join file is chosen, the allowed actions for the join file are controlled by the initialization expressions in the ext.init Process record (click Tailoring > Document Engine > Processes)."
QCCR1E56286	Online help states that Service Manager supports Oracle 10.2 for case-insensitive use. However, Oracle 10.2 is no longer on the compatibility matrix.	Removed incorrect information from the help, and referred the user to the compatibility matrix for the correct information.
QCCR1E57636	In the "Add a Release Control integration" help topic, the URL of Release Control is wrong.	Updated the help topic, Add a Release Control integration, with the correct Release Control URL.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E58256	Field name of "n" makes the field inaccessible by <fieldname> in <filevar> notation. The <fieldindex> in <filevar> notation still works.	Updated the list of reserved words so that a field is accessible by the <fieldname> in <filevar> notation.
QCCR1E58483	Error message occurs when following documentation for creating a Changes data push for UCMDB 9.0.	Corrected documented steps used to create a Changes data push in UCMDB 9.0.
QCCR1E58712	Service Manager document contains inaccurate information regarding the numberoflogfiles parameter.	Updated the Help topic "Enable log switching" to reflect accurate information.
QCCR1E60294	Service Request Catalog (SRC) Installation and Configuration Guide for Service Manager 9.21 has out-of-date information.	Service Request Catalog (SRC) Installation and Configuration Guide has been updated with the correct information.
QCCR1E60828	The documentation that came with SRC-1.20 did not properly explain how to deploy the software.	The SRC documentation has been corrected revised and updated.
QCCR1E61452	In the Windows client, triggers cannot be traced. In RAD Debugger, when the command line "tt" is executed, the following message is received: Trigger trace is not supported by this client.	The RAD command "tt" was deprecated and removed from the online Help.
QCCR1E61490	Documentation indicates that HP Service Manager (SM) provides sample Integration Manager templates.	Updated the online Help topic "Integration Manager" to clarify that the out-of-box (OOB) SMIS integration templates are not provided as sample interfaces and that users need to use the templates to manually set up the integrations to certain HP products.

## Integrations updates

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

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E55039	In a Service Manager and uCMDB integration environment with Multi-Tenancy, you cannot log into uCMDB after updating a company to inactive.	You can log into uCMDB after updating a company to inactive.
QCCR1E55837	The Launch Business Impact Report and Launch Problem Isolation options are available even when there is no affected CI attached to the incident.	Disabled the Launch Business Impact Report and Launch Problem Isolation options when there is no CI attached or when the attached CI is not from uCMDB

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E60674	When you view a change record In a system with integrations with Release Control and uCMDB, the "Change Calendar" and "Change Assessment" sections refresh and the focus automatically jumps to these two sections every time that you update any field in the change record. This issue occurs when you are using a Web client.	When you view a change record In a system with integrations with Release Control and uCMDB, the "Change Calendar" and "Change Assessment" sections are loaded only the first time they are expanded. These two sections do not refresh until the next time you open the change record.

## Packaging updates

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

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E22793	If the user updates the client by clicking on Help > Software Updates > New Updates, the updated files are not removed by the uninstaller.	Updated the documentation to explain that the uninstall process intentionally preserves these files and settings, and to instruct the user to remove the files manually after uninstall.

## Server updates

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

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E22672	Mandanten filter based on an array field is not appended for IR, LDAP, and SQL queries.	Mandanten filters based on an array field are appended for IR, LDAP, and SQL queries.
QCCR1E24218	Unable to search on the original value stored in an encrypted field.	Documentation explains that once a field in a table is encrypted, users can no longer search for the contents of the field. The field is not searchable.
QCCR1E31929	When a virtual join is executed selecting hundreds of records or records containing a significant amount a data, the JVM can potentially run out of Java Heap. Since all virtual join data must be obtained when a record is displayed, this has the potential to cause a servlet's JVM to run out of Heap memory. As a result, environments with excessive virtual join data (excessive is typically in the thousands of records) can cause instability and servlets to crash in customer environments.	Code modified so that only the SELECT statements issued to the database to obtain the virtual join data select only the columns and table required. In addition, the XML response to the client only contains the required data and not all the data in the record (as returned by SELECT *).
QCCR1E52784	If the parameter, dbkeepalive, is added to the sm.ini file, data no longer displays in virtual joins.	The parameter, dbkeepalive, is obsolete and has been removed from the product.

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E56826	The writeFile() JavaScript global method corrupts files when it is run in binary mode (second parameter containing a "B").	The JavaScript global method writeFile() now handles the binary file operation correctly.
QCCR1E60386	When trying to run a long set of parameters in Service Manager (as a service) on Windows, the service fails to be started correctly with errors in the log. This is because the sm.cfg commands are truncated after the 255th character.	The sm.cfg command line limit has been increased from 256 to 2048 characters, and the Service Manager service can now be started successfully without errors.
QCCR1E62740	Need a way to read data policy records to simplify application development.	Implemented a new RAD function (policyread) to read the data policy records for applications, instead of reading the data directly from the database.

## Service Request Catalog updates

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

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1M812	A user with the required capability assigned cannot make a departmental request if the item has a specific open subscription change connector associated with it. For example, a department requestor may not be able to request an item if they are not associated with the department.	Closed with no change. Unable to reproduce the defect.
QCCR1M935	The total correct price appears in the line item section of the screen instead of in the request summary area.	The API changed to return values correctly in the same currency.
QCCR1M939	In Resubmit mode, checking and clearing a checkbox causes inaccurate changes to the total price of the request.	The server was not setting the price to the price of the selected option. When the price was recalculated, the selected option price was omitted.

## Web client updates

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

<b>Global ID</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E51558	When you have Service Manager an RC integration, the "Change Calendar" and "Change Assessment" sections refresh and load data every time you expand a collapsible section with the Firefox browser.	You no longer have to wait for the data to load every time you expand a collapsible section with the Firefox browser.
QCCR1E53763	You get JavaScript errors when you try to log in when the server is not running.	Changed the exception type, so that the JavaScript errors will no longer occur.

Global ID	Problem	Solution
QCCR1E54497	When user uses the buttons related to read-only fields like 'Find' button, there might not be a response since there is no form field reference set which could be passed to the server to retrieve data.	The read-only fields now carry name attributes, which are submitted to the server to get related information so users receive proper responses related to read-only fields.
QCCR1E56271	A floating group component cannot expand or collapse in an accessible.do portal.	Updated the web tier so that floating group components work properly in an accessible.do portal.
QCCR1E57579	When creating an interaction or incident, the Affected CI field is generating an error when the user tries to fill the selected area. The Web page shows an error if the user double-clicks on the error icon.	Added format control validation so that filling the selected area of the Affected CI field will no longer generate an error.
QCCR1E59188	Could not open a record by using the 'Enter' key from a record list.	Updated the Help topic titled "Working with record lists" to document how to use the Tab and Enter keys when viewing a record list.
QCCR1E59420	When using the Service Manager Web Tier in Views with auto-formatting set, the View would sometimes hang. The auto-formatting was checking a number field and the number field was NULL, which caused the View to hang and a JavaScript error to occur in the browser window.	The View no long hangs on rows where the numeric value is missing.
QCCR1E60097	When using characters that are treated as illegal (for example, the right-arrow character), the Web client fails with the following error message: "Error: The data %22Test"....is not legal for a JDOM character context: 0x1a is not a legal XML character."	Control characters can be saved on the Windows and Web clients without errors. <b>Note:</b> If a control character is entered in a single-line text field of a record, then when Service Manager loads the record, the control character displays as "&#x?;" where "..." represents a hexadecimal number. For example, the right-arrow character will display as "&#x1a;". However, in a multi-line text field, the control character displays exactly as it was entered when the record is loaded.
QCCR1E62168	If a user has an LW-SSO cookie but the user is not created in Service Manager, there is a loop in the application.	Web client displays an error page if a user has an LW-SSO cookie but the user is not created in Service Manager.
QCCR1E65502	Using direct URL access to a specified incident does not work.	Using direct URL access to a web page will open up the form with the specified Incident values filled in.

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# Known Problems, Limitations, and Workarounds

## Service Manager Known Issues

This software release has the following Service Manager known issues.

<b>Global ID</b>	<b>Customer Note</b>	<b>Workaround Note</b>
QCCR1E22046	When the ocmcatselect file is mapped to SQL, the expression null(quote.categories) generates a syntax error in the SQL statement.	No workaround available at this time.
QCCR1E32086	A Knowledge document with attachments can have hypertext links to those attachments. When a user needs to update an attachment, the user may double-click the attachment to open it from within the knowledge document edit format, update the attachment, and then save it. This will result in a broken link to the file attachment	When a user needs to update an attachment, the document needs to be sent into the Knowledge Management workflow so that administrators can edit the document, view the attachment, and then save the attachment to the desktop to make changes to the attachment. Once the attachment is updated, re-upload the attachment to the knowledge document, re-link to the attachment, and then re-publish the document.
QCCR1E59371	In the web client, when a QBE form is displayed as the result of a Fill operation, many tab operations are required to position the cursor on the list to select from when using Internet Explorer, while only one tab operation is required when using Firefox.	No workaround available at this time.
QCCR1E59527	Service Manager allows a user to log in to Service Manager using both lowercase and uppercase login names (for example, falcon vs. FALCON), when it is configured as follows: <ul style="list-style-type: none"><li>• The Service Manager database is case-sensitive.</li><li>• Active Directory is case-insensitive.</li><li>• All operator IDs are lowercase in Service Manager and in LDAP (Active Directory).</li></ul> It should not be possible for a user to log in to Service Manager using both lowercase and uppercase login names.	No workaround available at this time.
QCCR1E61837	After running the Upgrade Utility, messages in the upgrade.log file are timestamped with the time zone of the	No workaround available at this time.

Global ID	Customer Note	Workaround Note
	logged-in user instead of the server's time zone. Therefore, timestamps in the upgrade.log file may be inconsistent with equivalent messages in the sm.log file.	
QCCR1E 63548	On an android phone, the username and password labels in the log-in screen are inside the text field.	No workaround available at this time.
QCCR1E 64226	Received a JavaScript error, "slow running scripts," due to the Service Manager keyboard event handler, which is preventing the browser toolbar from being freed.	No workaround available at this time.
QCCR1E 64268	When creating a new workflow using Process Designer for the first time or after clearing the browser cache, the workflow canvas will be blank and not display an initial starting node.	<p>There are two ways to work around this issue:</p> <ol style="list-style-type: none"> <li>1 Load an existing workflow first. After that, creation of a new workflow for the first time will work properly.</li> <li>2 Attempt to create a new workflow again. The second attempt to create a new workflow for the first time (or after a browser cache flush) will succeed.</li> </ol>
QCCR1E 64377	In the web client, when you open a Configuration Item (CI) record, the CI label does not show (or only shows for the first time) in the CI Visualization (Relationship Graph).	No workaround available at this time.
QCCR1E 64778	<p>When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message:</p> <p>"Process panel get.xml.data in RAD run.merge.tool encountered error in line 1"</p> <p>This issue occurs when trying to run the Merge tool against a help record when the field.name value is Null.</p>	Compare these types of records manually instead of using the Merge tool.
QCCR1E 65034	<p>When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message:</p> <p>"Process panel get.xml.data in RAD run.merge.tool encountered error in</p>	Compare these types of records manually instead of using the Merge tool.



**Global ID****Customer Note****Workaround Note**

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	line 1" This issue may occur when trying to run the Merge tool against records in the following tables: <ul style="list-style-type: none"><li>• WorkflowPhase</li><li>• validity</li><li>• scmessage</li><li>• problemtype</li><li>• msgclass</li><li>• ModuleStatus</li><li>• help</li><li>• extaccess</li><li>• eventregister</li><li>• eventmap</li><li>• applicationfields</li></ul>	
QCCR1E 65043	When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1". This issue occurs when trying to run the Merge tool against a message record that contains quotation marks in a keyed field.	Compare this type of record manually instead of using the Merge tool.
QCCR1E 65045	When viewing the Upgrade Results list and trying to use the Merge tool to compare and merge conflicting objects after running the Upgrade Utility, the Merge tool fails to open with the following error message: "Process panel get.xml.data in RAD run.merge.tool encountered error in line 1" This issue occurs when trying to run the Merge tool against an erddef record.	Compare this type of record manually instead of using the Merge tool.
QCCR1E 65118	When the Service Manager Web Tier is deployed on the JBoss 5.1 web application server, updating a	No workaround available at this time.

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Global ID	Customer Note	Workaround Note
	<p>workflow that contains more than 4096 bytes will cause the following error: "Server failure: -1, See server log for details."</p> <p><b>Note:</b> There is a known issue in JBoss 5.1 (JBWEB-165), and is fixed in JBoss 6.0 (which is not yet supported by Service Manager).</p>	
QCCR1E 65346	<p>The Upgrade Utility cannot be run when logged in with a non-English language on a localized system. This version of the Upgrade Utility does not provide a localized interface.</p>	<p>Select English as the language when logging into the system for an upgrade.</p>
QCCR1E 65527	<p>Some lines on the SM Client Uninstall Feature Selection dialog are not fully displayed</p>	<p>Run the SM Client uninstaller from the command line, using the -console option, as follows:</p> <ol style="list-style-type: none"> <li>1 Open a cmd shell and change to the Client\_uninst subdirectory of the ServiceManager install folder.</li> <li>2 Run "uninstaller -console" in this folder</li> <li>3 Follow all prompts</li> </ol> <p><b>Note:</b> Repeated install/uninstall cycles can cause the uninstaller to be installed into the folder "_uninst2" instead.</p> <p>If this happens, then use this folder, and its uninstaller.exe instead.</p>
QCCR1E 65585	<p>The application upgrade fails with the following error message:</p> <p>"The record being added contains a NULL key."</p> <p>This issue occurs when the Upgrade Utility tries to update the dbdict for a table that has unmapped fields.</p>	<p>No workaround available at this time.</p>
QCCR1E 65660	<p>The Upgrade Utility may add field mappings for SQL fields that are already mapped in tailoring. After an upgrade, the following error message may occur when trying to operate a record in that table:</p> <p>"Duplicate mapping. HP Service Manager fields (fax) and (pa.otopr.name) are both mapped to SQL field (FAX). Filename =probsummary"</p>	<p>To work around this issue, follow this example. Assume that two fields are mapped to the same field, as follows:</p> <p>CUS_A map to SQL_A OOB_A map to SQL_A</p> <p>Steps to re-map to fix this issue:</p> <ol style="list-style-type: none"> <li>1 Type dbdict, and then open the "probsummary" table.</li> <li>2 Edit field CUS_A and rename SQL field from SQL_A to SQL_B, save and exit.</li> <li>3 Re-open "probsummary" table, edit field OOB_A, and clear SQL field mapping by removing SQL Name, SQL Type and SQL Table.</li> </ol>

Global ID	Customer Note	Workaround Note
		<ol style="list-style-type: none"> <li>4 Save, click "SM Alert" when it occurs, then SQL_A will be created.</li> <li>5 Re-open "probsummary" table, edit field OOB_A, rename SQL field from SQL_A to SQL_C, save and exit.</li> <li>6 Re-open "probsummary" table, edit field CUS_A, rename SQL field from SQL_B to SQL_A, save and exit.</li> </ol>
QCCR1E 65713	The Chinese language is not activated correctly after an upgrade. For example, menus are displayed in English, and some formats cannot be found.	<p>To activate English and Chinese languages, do the following:</p> <ol style="list-style-type: none"> <li>1 Go to System Definition, and open table "language."</li> <li>2 Click View all records in the table.</li> <li>3 Locate the record with Name='English' and ID='OLDSM7en', and then clear checkbox "Active for logins."</li> <li>4 Locate the record with Name='Chinese Simplified' and ID='OLDSM7zh-Hans', and then clear checkbox "Active for logins."</li> <li>5 Locate the record with Name='English' and ID='en', and then select checkbox "Active for logins."</li> <li>6 Locate the record with Name='Chinese Simplified' and ID='zh-Hans', and then select checkbox "Active for logins."</li> <li>7 Log out and then log in again with the Chinese language.</li> </ol> <p>All menus should be displayed in Chinese now, and all formats can be opened correctly.</p>
QCCR1E 65742	For customers upgrading to SM 9.30, the option menu items: Administration, Export/Unload, or View Localized Record Tags are not available from the Security Area screen that is accessed via the menu path System Administration > Security > Area. You will not be able to add or edit Security settings from the Administration menu item. Security Area is new functionality in SM 9.30, and security settings are not used in any OOB configuration.	No workaround available at this time.
QCCR1E 65790	When performing an application upgrade, you may see some objects in the upgrade results list even when the object was not tailored.	Perform conflict resolution on these objects as you would for any other object in your results list.

**Global ID**

**Customer Note**

**Workaround Note**

QCCR1E  
71179

When Service Manager is running on RTE version 9.30 with an Applications version earlier than 9.30, the Smart Icons feature may cause performance issues to the server. This is because in pre-9.30 Applications versions, the Smart Icons feature causes overhead on display of every ticket by determining if the button should be active and what color it should be. With the changes made in Applications version 9.30, the Smart Icons feature still works, however the overhead is caused only when users press the button.

If your Service Manager Applications is not upgraded to version 9.30, you can update the following records as described in the following to disable the Smart Icons feature.

**Caution:** These steps should be performed only by people who are experienced in configuring Service Manager.

**Formats:**

- SD.open.interaction
- SD.update.interaction

Open the records in Forms Designer, and make the following updates:

1 Remove the following Image Condition values of the Smart Icons buttons (Button ID: 400):

- [\$callback.contact.on] ? "true":context, no\_context
- [\$contact.name.on] ? "true":context, no\_context
- [\$affected.item.on] ? "true":context, no\_context
- [\$logical.name.on] ? "true":context, no\_context

2 Change the Image File values of the buttons from no\_context to context.

**Formats:**

- IM.open.incident
- IM.update.incident
- IM.close.incident

Open the records in Forms Designer, and make the following updates:

1 Remove the following Image Condition values of the Smart Icons buttons (Button ID: 400):

- [\$affected.item.on] ? "true":context, no\_context
- [\$logical.name.on] ? "true":context, no\_context

2 Change the Image File values of the buttons from no\_context to context.

**Format Controls:**

- incidents
- probsummary

Open these records in Format Control, click the

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**Calculations** tab, and set the conditions for the following entries to **false**:

```
— initial
$L.void=jscall("context.ResetForFields",
$file)

— display
$context.contextExists=nullsub($contextExist
S,
true);$context.field.name=nullsub($field.nam
e, "")

— display
$context.profile.name=nullsub($profile.name,
"");$context.state.name=nullsub($state.name,
"")

— display
cleanup($contextExists);cleanup($field.name)
;cleanup($profile.name);cleanup($state.name)

— initial
$contextExists=false;cleanup($field.name);cl
eanup($context.state)

— display
$L.context.result=jscall("context.GetResult"
, $file, filename($file),
$context.field.name, $context.state.name,
$context.profile.name, true)

— display
$L.eval.string="if ($L.context.result>0)
then
($"+str($context.field.name)+".on=\"true\"")
else
($"+str($context.field.name)+".on=\"false\"")
"

— display
$L.void=evaluate(parse($L.eval.string, 11))
```

**States:**

- im.open
- im.view
- sm.open
- sm.view

Open these records from **Tailoring > Document Engine > States**, and set the Condition value in the following row to **false**:

Display Action: fill

Process Name: context.pre.fill

**Wizard:**

- context start

Open this record from **Tailoring > Wizards**, click **File Selection > Javascript**. and add a message that will occur when the count is less than 1 by adding the

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**Global ID**      **Customer Note**

**Workaround Note**

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```
following to the javascript:  
if (iCount < 1)  
    print(system.functions.scmsg(14,  
"misc"));
```

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## Service Request Catalog Known Issues

This software release has the following SRC known issues.

<b>Global ID</b>	<b>Known Issue</b>	<b>Workaround</b>
QCCR1M1040	Performance Defect: Service Manager should filter interactions on the basis of Open or Closed when retrieving interactions during a getSupportInbox call. Retrieving all of them adds additional performance overhead on Service Manager servers and increases the response time of transactions.	No workaround available at this time.
QCCR1M1041	Current behavior does not filter interactions on the basis of Pending/Rejected/Approved when a user clicks views their 'Pending/Approved/Rejected' Inbox. SRC makes a 'getInteractionInbox' call and downloads all interactions in the response without filtering them first. This adds additional overhead on Service Manager and increases response time of the transaction.	No workaround available at this time.
QCCR1M1091	When there are 32 items in the catalog, SRC takes more than an hour to index items and then download all the attachments. Sometimes It pauses for more than 30 minutes after indexing the items but before downloading attachments.  Sometimes SRC caches items again after restarting SRC and SM.  Recommendation: Index items during startup and download attachments after SRC starts up to improve the user experience.  The PCoE dataset has 54k items and but only 32k catalog items are downloaded from Service Manager to SRC.	No workaround available at this time.
QCCR1M1249	A user can close an interaction in Service Manager without providing a closure code. The closure code (red label) is missing in SRC.	No workaround available at this time.

<b>Global ID</b>	<b>Known Issue</b>	<b>Workaround</b>
QCCR1M1284	<p>Reference Support incident 4629905648, QCCR1M1232, QCIM1E64610.</p> <p>An SRC login using SiteMinder authentication works only if one company catalog Admin ID is set up in the config file. If there is more than one company, an error occurs in SRC when it tries to load a catalog for the second company. There are no issues if the default login method is used. For multiple catalogs with SiteMinder authentication, a 404 error is generated.</p>	No workaround available at this time.

## Documentation Known Issues

<b>Global ID</b>	<b>Known Issue</b>	<b>Workaround</b>
QCCR1E68803	The help topic "Hardware load balancers" refers to functionality not available in the 9.30 release.	This topic should be removed from the 9.30 help. The functionality may become available in a future release.

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## Installation Notes

Instructions for installing Service Manager are documented in the *HP Service Manager 9.30 Interactive Installation Guide*, which is provided in HTML format on the product's installation media. 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>

**Note:** The Service Manager Windows client is mainly for Service Manager administrators and implementers. HP recommends the web client for end users.

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## 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:
- 2 [http://support.openview.hp.com/sc/support\\_matrices.jsp](http://support.openview.hp.com/sc/support_matrices.jsp)
- 3 Log on with your Customer ID and password or your HP Passport sign-in.
- 4 Navigate to the applicable information.

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## 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 9.30 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.



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# Support

You can visit the HP Software support web site at:

[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

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>

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