HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30.047 Patch 1 / July29 2011

This document provides an overview of the changes made to HP Service Manager for 9.30.047 Patch 1. It contains important information not included in the manuals or in online help.

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.

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In This Version

Service Manager Version 9.30, build 047 Patch 1 (SM 9.30p1) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the defects and enhancements for each release included in this cumulative patch.

Service Manager 9.30 Patch 1 updates the following areas.

- Enhancements
- Server Updates
- Web Client Updates
- Windows Client Updates

Enhancements

The following enhancements are included with this software release.

Global ID	Problem	Resolution
QCCR1E65967	Enhance usability of the Condition Editor in Process Designer.	This enhancement includes: **More flexibility to define an expression** An expression has a Left-Hand-Side (LHS) and Right-Hand-Side (RHS) separated by an operator. Previously, users were restricted to have only values on the RHS. Now there can be a combination of variables, types, and values on either side of the expression. **Ability to edit a pre-existing condition** Clicking the pencil icon allows user to see and edit exiting values. Previously, this action caused the values to be removed. **Negation of Condition Groups** To negate a group, click the \`!' icon that appears in the group when hovering the mouse to the top left corner of a Condition Editor. Clicking \`!' icon again will undo negate. **Note:** The current version does not support an expression combined with negate and !=. For example, the "Not(CurrentRecord.priority != 'high')" expression is not supported in the current version of Service Manager. Condition Editor allows building such an expression, but it will always evaluate to false.
QCCR1E65968	In Process Designer, provide support for a Workflow Viewer component.	Added a new widget to Form Designer, represented with an icon of a small workflow. This widget gives you the ability to add the Workflow Viewer as a component. With SM 9.30.p1, you can use this component to display the workflow of tables kmdocument (Knowledge Management) and WorkflowDemo. For more information, see Additions to the Documentation.
QCCR1E65969	In Process Designer, add the ability to specify additional forms on the Forms tab of a workflow.	Added an editable grid in the Forms tab where you can add, edit, and delete additional forms for a workflow phase. **Note:** This functionality will not be available until an upcoming Process Designer Content pack is applied.

Server Updates

The following items are fixed with this software release.

Global ID	Problem	Resolution
QCCR1E56872	Adds and updates to triggers and link records require a recycle to take effect on other hosts in a horizontally-scaled environment.	Adds and updates to cached form definitions and link records in one host of a horizontally-scaled system are now automatically propagated to the other hosts as expected.
QCCR1E57650	When trying to add a unique key to the Contacts table, Service Manager displays errors.	When trying to modify the unique key of a table with array tables or m2 table, a full-table copy will be invoked.
QCCR1E60613	User cannot log in to the Service Manager server and instead receives the message "SOAP Fault occurred: "Server is running low on memory try again." The Service Manager server service has to be restarted to temporarily resolve the problem.	When JVM memory usage is higher than 90%, the system GC is automatically called.
QCCR1E62273	After removing a record from a To Do record list and then selecting a subsequent record Service Manager (SM) displays a different record than the record selected.	Service Manager refreshes the To Do queue correctly after closing a ticket from the To Do queue.
QCCR1E62546	Querying the Incident REST WS returns an HTTP error 500 along with a stack trace if no Incidents are found that match the query.	When querying the Incident REST WS and no entries are found which match the query, an empty list is returned to the caller.
QCCR1E64802	With the following conditions in Service Manager: • There is a record, to which another record is linked via relatedObjectMap • There is an inbox on the base record. This displays the primary key from the second table in the inbox for the first. • The primary keys of the two tables are named identically (e.g., both are "id") When you double-click a record in the inbox list and save it, the primary key of the first table is corrupted, so it contains the primary key of the second record.	Fixed the code so that the table name is added as a prefix to the fields that are not coming from the first table. This will ensure that the primary key of the first table will not be corrupted.
QCCR1E64858	After deleting a record, the wrong interaction record displays after a user clicks a new record with a higher record ID.	When deleting a record from a QBE list displayed by the Web client without record list turned on, the QBE list displays correctly after the delete. Clicking any record of that QBE list selects the correct record.

QCCR1E65135	When a record from a search that involved adhocsql files is updated, and the updated record does not match the filter criteria, the record is not removed from the search list.	When a record from a search that involved adhocsql files is updated, the record will be re-evaluated to verify it still matches the filter criteria.
QCCR1E65486	New parameter ir_sql_limit can only set the number of records fetched from SQL to 32767 or higher.	Removed the special code, and made the number of records to be fetched a parameter to sqQbe().
QCCR1E65535	Table caption disappears after modifying the column of a configuration item.	Captions in usergrid will be used when there is no caption in the datadict.
QCCR1E65548	If "ldapdisconnect:1" and "ldapauthenticateonly" are set in the sm.ini file, a signal 11 will be raised in native code when a user tries to log in.	Since the parameters "ldapdisconnect:1" and "ldapauthenticateonly" are meant to close the LDAP connection after login, the LDAP connection will be checked before closing the LDAP connection in case it has already been closed.
QCCR1E65659	User servlets are crashing several times a week on a loadbalanced system with three nodes.	Refactored the thread monitor mechanism.
QCCR1E65740	The make.sig() RAD function returned different results on AIX when compared to an x86 machine.	The make.sig() RAD function returns consistent results on all platforms.
QCCR1E66066	Web Tier waits for a response when trying to delete a wrongly-configured search server. After about six minutes, the Web Tier is active again.	Reset the timeout connection to 20 seconds, so that the timeout is not too long.
QCCR1E66066	Web Tier waits for a response when trying to delete a wrongly-configured search server. After about six minutes, the Web Tier is active again.	Reset the timeout connection to 20 seconds, so that the timeout is not too long.
QCCR1E66209	Client will exit when user chooses the Tasks, Changes, or Configuration Items queue and double-clicks a record.	Client operations will be no problem when user chooses the Tasks, Changes, or Configuration Items queue and double-clicks a record.

Web Tier Updates

The following items are fixed with this software release.

Global ID	Problem	Resolution
QCCR1E61753	Inconsistent behavior with the cursor.field.contents() functionality between Windows and Web clients.	In the Web client, the cursor.field.contents() function in a table has the same behavior as the Windows client. If the reference from a table points to one line of an array, the value of that line is referenced.
QCCR1E61919	After an upgrade, the Comfill fields retain the previously-selected value when a user clicks Fill.	The Comfill fields no longer retain the previously-selected value when a user clicks Fill.
QCCR1E64634	In the Web client, "Print Page" does not work properly for fields with a visible condition. These fields do not display in the print form when "Print Page" is clicked.	Printing a page correctly displays fields with a visible condition.
QCCR1E64876	Fill and DVD routines executed from Data Changed Event do not complete successfully.	Set the correct target for Data Change Event, so that fill and DVD routines now run as expected.
QCCR1E65031	There is some incorrect print information in the print form. 1 "Assignee Name" is not in the screen, but it is shown in the print form. 2 The following are missing in the print form: — Impact/Dependency — Test Documentation — IST	Print of a cm3r record which includes a DVD-visible condition will display correctly.
QCCR1E65118	When the Service Manager Web Tier is deployed on the JBoss 5.1 web application server, updating a workflow that contains more than 4096 bytes will cause the following error: "Server failure: -1, See server log for details." Note: 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).	Refactored the code to work around JBoss issue with request larger than 4096 bytes. Users can save updated workflows without errors.
QCCR1E65374	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.

QCCR1E65545	Confirmation messages do not appear after Employee Self Service (ESS) users submit requests.	Confirmation messages will appear after ESS users submit requests.
QCCR1E65601	The field assigned to contact on a quote cannot be filled when using the web client.	Field will no longer empty out and instead keep filled information.
QCCR1E65602	Opening a new incident does not get a confirmation message (from index.do).	Messages will display on all tabs.
QCCR1E65683	The Condition Editor's JavaScript files aren't concatenated into one file and aren't minified. The Condition Editor's JavaScript files are always loaded into all pages even though some pages don't have a condition editor.	Condition Editor JavaScript is now concatenated and minified. Condition Editor JavaScript is now loaded only if a SM form has a condition editor widget in it.
QCCR1E65741	Read-only comfill array widget shows mandatory image on DVD condition.	Read-only comfill array widget does not show a mandatory image on the DVD condition.
QCCR1E65883	When a user connects to Service Manager through Trusted Sign-on (TSO) and the maximum number of concurrent logins is exceeded, there is no message sent to the user.	When a user logs in through TSO and the maximum number of concurrent logins is exceeded, the following message is displayed: "Login failed. Maximum active logins for this user exceeded."
QCCR1E66419	Web client appends hard-coded help directory to any help URL.	Added a new parameter (helpServerContext) to solve this issue. For more information see Additions to the Documentation.
QCCR1E66837	When creating a new workflow in Process Designer, the default phase is not marked as active.	When creating a new workflow in Process Designer, the default phase is marked as active.
QCCR1E67012	When creating a new workflow in Process Designer, you must specify a table to associate the workflow. At this point, all tables in the database are listed in the drop-down list. However, only tables that will work with Process Designer should be listed.	The drop-down list has been restricted to only tables that have been enabled with Process Designer. As of the SM 9.30 GA release, only kmdocument WorkflowDemo tables will appear. The list is controlled by detecting if the table has a Workflow Location defined in the Object table. As more SM modules move to Process Designer, this value will be set. Setting it manually before the module is enabled will cause the table to appear in the Process Designer, but the workflow definition will not execute.

Windows Client Updates

The following items are fixed with this software release.

Global ID	Problem	Resolution
QCCR1E60834	After performing a binary upgrade on a Service Manager 7.02 system and bringing the system to Service Manager 9.20 patch level 1, a chart that was selected did not show the record list as expected. Instead, the Advanced search form was displayed.	The record list is shown after selecting a chart.
QCCR1E65388	Windows Client did not show Arabic language as an option even after the language pack was installed. Opening the Windows client on an Arabic operating system shows the client in English instead of Arabic strings.	Support for the Arabic language is enabled on the Windows client, so that the Windows client will show Arabic as a language option during connectivity and opening the Windows client on an Arabic operating system shows the client in Arabic.
QCCR1E65435	Drop-down position and scroll bar issues in Arabic RTL Windows client.	Shifted the coordinate X of drop-down content and also shifted the X in determining if the event is inside the control or outside, so the drop-down contents will display properly.
QCCR1E65743	Current build process of the Windows client does not include all the localization files for the Arabic language.	Added new Arabic Language Pack from Windows and updated the build process to include all the Arabic localization files.
QCCR1E66418	Windows client appends hard-coded help directory to any help URL.	Added a new parameter (Help Server Context) to solve this issue. For more information see Additions to the Documentation.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Global ID	Known Issue	Solution
QCCR1E62584	In the Windows client on an Arabic operating system, Arabic strings are displayed from the left side of a field when and after you enter them in the field.	Add a system property in client config.ini file in installation directory to enforce right-to-left. Navigate to the Windows client configuration file, *<client installation path>*/configuration/config.ini. The default is location is `C:\Program Files\HP\Service Manager 9.30\Client\configuration\config.ini`. Open the file and add this line at the end. `eclipse.orientation=rtl`

Installation Notes

Web Tier installation

The Web Tier update consists of a compressed file, `sm9.30.047-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 *Service Manager 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.

Note: Arabic language support requires Internet Explorer 8.

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-9.30.war (Webtier.ear-9.30.ear)` file.

2 Delete or uninstall the existing webtier-9.30.war (.ear) file.

   Note: The "Update Application" function in WebSphere Application Server 6.x allows you to redeploy using a new copy of `webtier-9.30.war (Webtier.ear-9.30.ear)`. First, update the web.xml in the `webtier-9.30.war (.ear)` file, and then redo the shared library configuration. For more information, see the IBM WebSphere documentation.

3 Deploy the new webtier-9.30.war (.ear) file by following the instructions in the Service Manager Installation Guide.

4 Replace the new versions of any files you customized with your customized versions.

5 Make any new customizations necessary for your deployment.

6 Restart the Application server.

Windows client installation

The Windows client update consists of a compressed file, `sm9.30.047-P1_Windows_Client.zip`, which contains the executable installation files.

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 `setup.exe` and install the client by following the instructions in the Service Manager Installation guide and Release Notes for your version.

4 Check the version in **Help > About Service Manager Client**.
   The client should be Release: 9.30.047.

Server installation

The server update for your operating system (OS) consists of a compressed file, `sm9.30.047-P1_<OS>.zip` (or `.tar`), which contains the Service Manager server files. These files add to or replace the files in the `[SM Root]\ ([SM Root]/) ` RUN, `irlang`, `legacyintegration`, and `platform_unloads` directories.

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 operating system into the main Service Manager directory on the server. The default path is: `C:\Program Files\HP\Service Manager 9.30`.

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 Server**.
  The server should be Release: 9.30.047.

Additions to the Documentation

Process Designer

The following information supports the enhanced Process Designer Workflow Viewer.

Integrate Workflow Viewer into the kmdocument form

User role: System Administrator and Implementer

A new icon 'Workflow Viewer' is available in Forms Designer. The following example will help you to integrate the Workflow Viewer widget into the kmdocument.document form. After the integration, you can see a graphical view of the workflow in the Contribute Knowledge -> External -> Workflow tab. Using similar steps, you can integrate the Workflow Viewer with other forms.

To integrate the Workflow Viewer widget into the kmdocument form:

1   Log on as a System Administrator and open Forms Designer in the Windows client (In the System Navigator, go to Tailoring > Forms Designer). For information on accessing Forms Designer and updating a form, see the following topics in the Help server: "Access Forms Designer" and "Update a form"

2   In the Form field, type kmdocument.external and click Search. The Contribute Knowledge form opens with the External Document Upload tab selected.

3   Add 'Workflow' tab in the form.

4   Set the visible condition to [$showWF]=true in the Workflow tab.

   Note: The condition hides the tab in the Windows client, but is visible in the Web client.

5   Add the Workflow Viewer component to the new Workflow tab.

6   In the Workflow Viewer component, set the following variables in the properties.
   Workflow Name: $L.wfgWFName
   Workflow Table: $L.wfgWFTable
   Workflow RecordID: $L.wfgWFRecId
   Workflow Current Phase: $L.wfgWFPhase

7   Add four text boxes at the bottom of the Workflow Viewer.

8   Set their input values in the properties to:
   $L.wfgWFName
   $L.wfgWFTable
   $L.wfgWFRecId
   $L.wfgWFPhase

   Note: The four text boxes display workflow name, table name, document id, and phase of the record.

9   Set the Workflow Viewer variables in the Main -> Initialization tab of display screens kmdocFlow.open and kmdocFlow.view:
   $L.wfgWFName=workflowName in $L.wfPhase
   $L.wfgWFTable=tableName in $L.wfPhase
   $L.wfgWFPhase=phaseName in $L.wfPhase
   $L.wfgWFRecId=id in $L.file
   if (sysinfo.get("environment")~="scguiwswt") then ($showWF="true") else ($showWF="false")

   Note: To go to display screen, type ds in Service Manager command prompt and search for the kmdocument.document form.

10 Follow steps 1 through 7 to add Workflow View in the other Knowledge Management forms: kmdocuments (kmdocument.probsol, kmdocument.howto, kmdocument.reference and kmdocument.errormsg).

View a workflow in Workflow Viewer

Workflow Viewer enables you to view a graphical layout of the entire lifecycle of a process or record. You can see color-coded phases and transitions of the workflow, as follows:

Phase/Transition – Color property used

Current phase   – Green highlight

Past phase   – Green border

Future phase   – Blue border

Inactive phase   – Grey border

Past transition   – Dotted green line

Future transition – Blue line arrow

Note: To view a workflow in the Workflow Viewer, you should have integrated Workflow widget into Knowledge Management or any form associated with a table that has been enabled for Process Designer. This is currently available for kmdocument and WorkflowDemo only.

New Parameters

The following parameters enable you to connect to the help from the Service Manager client.

Web Client Parameter: helpServerContext

To connect the help from the Web client:

1 Open the Web tier configuration file (web.xml) in a text editor.

2 Specify the following parameters:
helpServerHost: The host name of the Help Server
helpServerPort: The communications port of the Help Server

3 If your Help Server is not deployed in the default "/help" folder (for example: C:/Apache/2.2/htdocs/help), specify the Help Server context path (either empty or not) by adding the helpServerContext parameter in the web.xml. The following are two examples:
```
<init-param>
<param-name>helpServerContext</param-name>
<param-value/>
</init-param/>
```

Or
```
<init-param>
<param-name>helpServerContext</param-name>
<param-value>sm/9.30_help</param-value>
</init-param>
```

4 In the web.xml file, make sure that the showHelp parameter value is set to true.

5 Restart the web application server.

6   Click the Help (question mark) button in the web client tooltray to launch the Help Server. Service Manager will automatically launch the Help Server URL:
    `http://<helpServerHost>:<helpServerPort>/<helpServerContext>`

Windows Client Parameter: Help Server context

To connect the help from the Windows client:

1   Log in to the Windows client.

2   From the menu bar, click **Window > Preferences**.

3   Expand **Help** to set the Help Server preferences.

    a   In the "**Help Server host name**" field, type the host name of the Help Server.

    b   In the "**Help Server port number**" field, type the Help Server port number.

    c   In the "**Help Server context**" field, change the context path of the Help Server as necessary (default: help). For example, if your Help Server is deployed in C:/Apache/2.2/htdocs/sm/9.30_help, type "`sm/9.30_help`" in this field.

    d   Click **Apply**.

4   From the Service Manager menu bar, click **Help > Help Contents** to launch the Help Server.

Verified Environments

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

To access the Compatibility Matrix:

1   Use a browser to navigate to the Software Support Online (SSO) web page:
    http://support.openview.hp.com/sc/support_matrices.jsp

2   Log on with your Customer ID and password or your HP Passport sign-in.

3   Navigate to the applicable information.

Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. Service Manager 9.30 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.

The Arabic language pack requires either the Windows client 9.30p1 or greater (on a supported Windows operating system other than Windows XP) or the Service Manager Web client and Internet Explorer 8.

Note: For Arabic language support on the Windows client, refer to QCCR1E62584 included in Known Problems, Limitations and Workarounds.

Support

You can visit the HP Software support web site at:
www.hp.com/go/hpsoftwaresupport

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

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- 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

To register for an HP Passport ID, go to the following URL:
http://h20229.www2.hp.com/passport-registration.html

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