
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.21.157 Patch 3 / July 2011 (Updated December 17, 2011)

This document provides an overview of the changes made to HP Service Manager for 9.21.157 Patch 3. 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.

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In This Version

Service Manager Version 9.21, build 157 patch 3 (SM 9.21p3) 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 9.21 patch 3 updates the following areas:

- [Web client updates included in SM9.21p3](#)
- [Windows client updates included in SM9.21p3](#)
- [Server updates included in SM9.21p3](#)
- [Application updates included in SM9.21p3](#)
- [Packaging updates included in SM9.21p3](#)
- [Export to Excel update](#)
- [New parameters and RAD functions](#)

Web client updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E31835	There is high CPU utilization when downloading or viewing attachments.	There is no longer a performance issue when downloading or viewing attachments.
QCCR1E55613	<p>If a text field in a form is configured with upper case conversion, the Windows client converts the Eszett character (ß) to "SS", but the Web client does not.</p> <p>Note: This issue only appears in Microsoft Internet Explorer, and is a defect of Internet Explorer rather than Service Manager.</p>	When a text field in a form is configured for upper case conversion, the Eszett character (ß) is now converted to "SS" when capitalized, even when using Windows Explorer.
QCCR1E58476	Form rendering on lower resolution screens does not work correctly on the web client. Any resolution less than 1280x960 has issues rendering forms. For example, the search form for an incident or a new out-of-box incident form both render with a horizontal scroll bar located under the form component that has focus, instead of being justified to the left. This happens regardless of form width.	<p>A horizontal scroll bar is not displayed in resolution 1024x768 for a maximized window, unless the form is wide enough to require one.</p> <p>Note: HP recommends a screen resolution of 1024x768 or higher.</p>
QCCR1E61250	Web client session hangs due to multiple DVD visible conditions. For example, a visible condition for a tab based on a field that is on a second tab with a visibility condition that evaluated to false.	Web client works normally, without hanging and with no errors on evaluating DVD conditions.
QCCR1E61260	The Web client freezes after opening a task from a change record. The task is entered, but hangs the browser thread with an error on the page.	The code has been modified so there are no more script errors and the Web client does not freeze when opening a task from a change record.
QCCR1E61909	In the Web client, when moving the cursor using the TAB key, the populated value in a ComFill that has the Select Only property set to true is cleared.	The populated value in a ComFill that has the Select Only property set to true is not cleared.
QCCR1E62130	After setting Foreground Color Conditions on the sc.manage.problem.g form and the table is set to more than 7 Foreground Color Conditions, the Web client hangs when loading and the user receives an error message.	Code modified so that users are able to use more than 7 Foreground Color Conditions on table objects without having the Web client hang or receiving error messages.
QCCR1E63142	The Web tier runs into an infinite loop when a user clicks a link in a Knowledge Management document that references an attachment with a Chinese file name.	The Web tier now handles attachments properly.

Global ID	Problem	Solution
QCCR1E63601	Attachments that have umlauts in filename cannot be opened.	Attachments with umlauts in the file name can now be opened.
QCCR1E63602	When user sessions are inactive for 15 minutes or more, users receive an inactive message stating that they have been disconnected due to inactivity. There is also a log-in screen asking for Windows log-in credentials instead of the Service Manager login. If users click Cancel, then they are logged into the system and have an active session again.	In the SSO/TSO environment, IIS does not show the authentication dialog when the Service Manager session is terminated but instead is redirected to the log-out page.
QCCR1E63909	Data entered on a form can be lost when a newer version of the form is opened in another thread tab.	When a newer version of the form is opened in another thread tab, the form data is properly processed so that all data entered on a form is submitted to the server.
QCCR1E63989	Memory usage in the browser increases as it is used throughout the day.	Removed a memory leak that occurred due to HTML event handlers not being freed right after a page reloads or closes.
QCCR1E64133	When multiple entries are made to a table object, the table will expand but the other objects do not resize to fit the new size of the table.	The table now works properly, so that a vertical scroll bar will appear automatically when multiple entries are added to the table.
QCCR1E64876	Fill and DVD routines are not executed as expected.	Set correct target for Data Change Event in listdetail, so Data Change Event can be executed as expected.

Windows client updates

The following item (identified by reference number) is fixed in the current software release.

CR	Problem	Solution
QCCR1E62102	Security issue, no details available.	Security issue, no details available.

Server updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E23058	Combined IR-SQL searches might not return all correct results if the SQL portion of the query fetches more than 32767 rows.	<p>Provided a new parameter <code>ir_sql_limit:nnn</code> to influence how many rows will be fetched from the RDBMS to be considered for the IR query. The default value for the parameter is 32767 to emulate historic behavior. By increasing the parameter value, more and more records from SQL will be used by IR Expert to match its results against.</p> <p>Also added a new message which will be sent to the end user if Service Manager determines that there are more SQL records on the database which have been dropped due to this SQL limit:</p> <p>"SQL portion of combined query has been truncated at 32767 records. Your IR query result might be incomplete."</p>
QCCR1E31453	Read-only expressions from the dbdict are not correctly evaluated.	The code has been updated so that for every expression, whether its read-only attribute is true or not, the code sets this attribute explicitly in response.
QCCR1E32173	Locks are not being released when a user closes a thread. This occurs when a user selects an interaction and then goes into the Search Knowledgebase screen. From here, if the user clicks the "X", there is now a lock that will remain for the interaction. From this point forward, no one can update the interaction.	Locks will be released when a RAD thread ends so that interactions are no longer locked when a user selects an interaction and also uses Search Knowledgebase and then exits by clicking the "X".
QCCR1E53965	Two issues could prevent thread dump information from being logged to the Service Manager (SM) process <code>stdouterr.log</code> file: <ol style="list-style-type: none">1. When JVM option <code>-Xrs</code> was enabled, the CTRL-Break signal caused the termination of SM.2. The SM redirection of <code>stdout</code> and <code>stderr</code> to SM process <code>stdouterr.log</code> file could not redirect anything that the JVM prints out directly, such as the CTRL-Break.	<p>Added the following to help when troubleshooting JVM:</p> <ol style="list-style-type: none">1. A new Service Manager (SM) startup parameter, <code>disableXrs</code>, enables and disables the JVM option <code>-Xrs</code>. 0 = enable JVM option <code>-Xrs</code>. 1 = disable JVM option <code>-Xrs</code>. The default is 0.2. When a CTRL-Break signal is sent to SM, SM calls the <code>printThreadDump()</code> function to print the thread dump information to the SM process <code>stdouterr.log</code> file.

Global ID	Problem	Solution
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.
QCCR1E59701	When you issue "sm -reportlbstatus", the report sometimes includes processes that are no longer active.	Service Manager Load Balancer reports the correct information about available ports and threads, and removes the non-active processes from its report.
QCCR1E59739	Performing recursive Finds or drill-downs produce a RAD Stack Overflow error.	Service Manager now checks the RAD Stack usage every time a new RAD application is called. Starting at 70% capacity, warnings are generated and sent urging the end user urging to terminate some RAD applications. If a RAD stack usage of 95% is reached, an error message is generated, a RAD stack trace is logged, and the RAD thread is terminated.
QCCR1E59845	We need a way to monitor Web Services response time.	You can now log response time for Web Services by adding rtm:2 to the sm.ini file.
QCCR1E60130	Signal 11 could occur when RAD or JavaScript code is parsed as a string that is longer than 7200 bytes. Internally, a buffer overrun would occur and other data overwritten, causing the crash.	Changed Service Manager to check for the potential buffer overrun during a parse and dynamically reallocate the buffer in question.
QCCR1E60169	When using the LDAP Distinguished name field to perform the integration with an external LDAP server, the integration does not work for Web clients using Internet Explorer 8 as the browser.	Problem cannot be reproduced in latest Service Manager version 9.21.
QCCR1E60277	When HTTP compression is used for handling Web Services, the session times out prematurely and the request is not served.	The Service Manager server sends the compressed responses to the Web Services client correctly.

Global ID	Problem	Solution
QCCR1E60399	<p>Table column headers in record lists are not rendered correctly without an scmessage table entry. If a caption for a field is changed under System Definition or Data Policy to a value such as "New Label," then when the QBE list is displayed for that table, the column label will be as follows:</p> <p>Message sccaption New Label Could not be found.</p> <p>Without a matching scmessage table entry, the code should take the caption from the datadict (data policy).</p>	Table column headers in record lists are rendered correctly.
QCCR1E60590	Applications incorrectly write to an external file if the correct encoding is not specified in the sm.ini file.	Added a new parameter to the "connect" panel to set the encoding of the file, so that applications can write to the file using a language other than the one set by the "language" parameter in sm.ini. Users can use charsets reported by sm - reportlanguages.
QCCR1E61085	When setting up a file without a unique key as part of merged files with attribute subtables in the dbdict utility, the Service Manager (SM) server crashes with a GPF/signal 11. The dbdict is saved successfully; however, after such a file has been set up through dbdict utility and when the file is later accessed through Database Manager, the SM server will crash with a GPF/signal 11.	Merged files require a unique key in order to relate records from all related tables to each other. SM now verifies this requirement before opening a merged file through Database Manager or while attempting to define such a file through the dbdict utility.
QCCR1E61531	Creating a new dbdict with at least one key-field and at least one field mapped to a NULLTABLE will create an incorrect CREATE TABLE statement.	In the process of creating a SQL table name for the new dbdict, entries are filtered out for NULLTABLE, thus avoiding having to generate a CREATE TABLE statement for fields mapped to NULLTABLE.
QCCR1E61845	For some application upgrades, a signal 11 may occur when there are fields in a dbdict that have missing attributes.	Modified the dbdict parsing code to initialize the structure of the fields properly even when the some of the fields have missing attributes.
QCCR1E62148	When running the parameter debughttp:1, the server fails to log the message from the client when the client acknowledges or responds to a dialog box and when it responds to a heartbeat message.	Code modified to that when debughttp:1 is turned on, the server logs all communication received from the client.

Global ID	Problem	Solution
QCCR1E62334	When an Employee Self Service (ESS) user who has never logged into the system but exists on LDAP logs into the system, an operator record is created but the Template Operator data is not committed to the database. Also, the operator created has no full name and no role(s).	Add code for querying template information when viewing records in a QBE so that template data is committed to the database when the operator is created.
QCCR1E62534	When a new character field is added to a dbdict through the dbdict utility (mapped to the main table) and the dbdict already contains an array of structures which have been mapped as multi-row array tables, then Service Manager might generate CREATE TABLE statements for alias tables (which are not needed and contain no columns).	Changed the SQL mapping routines to not issue any unnecessary CREATE TABLE statements.
QCCR1E62535	Running the RAD function, policyread, on an adhoc sql file will cause an exception.	Running the policyread function on an adhoc sql file no longer causes an exception. The RAD function, policyread, only supports standard SQL files and Join files. For other kinds of file types, for example, adhoc SQL files, the function only returns null.
QCCR1E62573	Users may not be able to log in and may receive error messages, such as: "Unexpected error during login. (login,call.user.login)."	License information is updated correctly by the Service Manager server, and users can log in as expected.
QCCR1E62590	The Service Manager servlets are crashing on an ongoing basis. Each time a servlet goes down, an 'hs_err_pid' log is created, but there is no indication as to why the process crashed. The process stops writing to the log.	Fixed the loop condition so that Service Manager processes no longer terminate.
QCCR1E62681	Received a signal 11 on the add.project.data panel of the sm.patchrel.data application while applying an application upgrade.	Fixed a potential signal 11 in the project command panel which may occur when copying data from one array field to another, but the source array field contains scalar data.
QCCR1E62738	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.
QCCR1E62844	The Incident queue is not refreshed correctly after returning from an incident update.	The Incident queue is refreshed correctly after returning from an incident update.

Global ID	Problem	Solution
QCCR1E63676	The generate.list.view uses the field name instead of Caption in the joinfile usergrid.	The generate.list.view now uses the caption (field label) in the joinfile usergrid.
QCCR1E63715	When generating, the Sequence Number process failed to update the counters or number file. Service Manager tried to get the localized message from the database and failed again, and then ran into a recursive get message issue and consumed all the memory causing the stack overflow.	Disabled access to the database to retrieve messages and fixed the stack overflow problem when generating sequence numbers.
QCCR1E63889	IR index corruption leads to overall shared memory corruption, which in turn causes a total system failure. The Service Manager server has to be restarted.	Invalid shared memory allocation requests are rejected. IR Index corruption no longer corrupts shared memory. Note: Corrupt IR indexes can still cause single sessions to crash, but no longer cause the whole server to crash.

Application updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E19564	A workstation performing an export to Excel timed out and the client was disconnected by the inactivity process.	The Export to Excel functionality has been redesigned so that the Service Manager server process exports the data as a CSV (comma separated file) on the server side and transports the file to the client side. The Service Manager client then saves the file on the client system and launches Microsoft Excel to display the contents of the file. For more information, refer to QCCR1E58562.
QCCR1E19570	Export to Excel supports only one Excel language. We want it to support exports to both English and Swedish versions of Excel.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E19656	When using the Export to Excel option on a list view, and if there already is a Microsoft Excel document opened, values contained in the latter are overwritten by the exported data from Service Manger.	This problem is fixed by the redesign of the Export to Excel function so that values in an open Microsoft Excel document are not overwritten when a user performs another export to Excel.

Global ID	Problem	Solution
QCCR1E22123	Enhancement to Export to Excel - add an "Excel Language" field to specify which Excel version to run.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E24775	Export to Excel times out with list of records greater than 16000 and greater than 7 columns being exported.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E31151	Exporting to Excel truncates text after carriage return character.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E31597	Export to Excel of the To Do queue should export module "names", not Service Manager table names.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E47496	A record list of about 15,000 records exported to Microsoft Excel takes a long time (depending on machines, around 15 minutes). Apparently the Export to Excel is done by DDE. DDE is deprecated on Microsoft, so will not be enhanced further.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E47649	Some fields (or columns) in a QBE list with a visible condition that evaluates to false are being exported to Excel and may not be protected by capability words. Only the fields displayed to the user on the QBE screen should be exported.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E49607	When an array field contains a tab, exporting to Microsoft Excel causes the array field to be exported to two cells.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E51928	Using the Export to Excel feature when one of the columns has Chinese characters and the user clicks the book2 window or drags the scroll bar to try to see the progress, the first 100 or so lines are empty and the rest of the exported records contain garbled information.	This problem has been fixed by redesigning the Export to Excel function. Note: For more information, refer to QCCR1E58562.

Global ID	Problem	Solution
QCCR1E54364	Would like Service Manager to support the ability to export to Excel in multiple languages out-of-box.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E54856	When exporting a QBE list to Excel, two copies of data were generated. One copy was generated in CSV format and a second copy was created through the DDE function, but the first 100+ lines were empty.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E55933	When using Exporting tools (Export To Excel / Export To File), there does not seem to be a rearranged record list when exporting data. For example, if a record list is sorted with Company information and it is exported, the exported Excel list is not sorted in the same order.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E56175	If you have a QBE with an Alias field as one of the columns. Go to Option and Export to Excel, the value in the Alias field is not exported. For example, when exporting product types to Microsoft Excel, the column "module" is not exported. It displays in Service Manager, but when it is exported to Microsoft Excel, the column is empty.	This problem is fixed by the redesign of the Export to Excel function. For more information, refer to QCCR1E58562.
QCCR1E56477	A dialog window cannot be closed in To Do Queue, when using the Export to Text File function to export contents to a file.	Code modified so that if a dialog window opens during the Export to Text File operation, the dialog window can be closed after responding to the message in the dialog window.

Global ID	Problem	Solution
QCCR1E58562	The current implementation of the Export to Excel uses client-side Dynamic Data Exchange (DDE) to export Service Manager data into a Microsoft Excel spreadsheet, which is slow and time consuming, as it involves requesting data transfer from the Service Manager Client to Microsoft Excel for every cell in the spreadsheet. Also, DDE is deprecated by Microsoft, so will not be enhanced further.	<p>The Export to Excel functionality has been redesigned so that the Service Manager server process exports the data as a CSV (comma separated file) on the server side and transports the file to the client side. The Service Manager client then saves the file on the client system and launches Microsoft Excel to display the content of the file. With this redesigned functionality, the Service Manager server and client performance are both improved by using file exchange and eliminating XML exchange for exported data.</p> <p>LIMITATION:</p> <p>Excel will display a warning dialog box when the first line is data that includes "ID," such as "IDxxxx". For more information, refer to the following support article: http://support.microsoft.com/kb/323626</p>

Packaging updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E49091	The file, splugin.h, is not provided with Service Manager.	Added the file, splugin.h, to the Service Manager distribution.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Global ID	Known Issue	Workaround
QCCR1E66684	When the group value of a catalog line item is empty, the add dependency link is not displayed.	No workaround available at this time.

Installation Notes

Before using patch 9.21.157 Patch 3 and all subsequent patches, you must manually remove the files listed below.

Remove the following files from the "\RUN\lib" directory:

- saaj-impl-2.1.jar
- saaj-api-2.1.jar
- jgroups-all-2.5.0.jar

Remove the following files from the "\RUN\lib\endorsed" directory:

- xercesImpl-jaxp-1.3.2.jar
- xalan-jaxp-1.3.2.jar
- jaxp-api-1.3.2.jar
- dom-jaxp-1.3.2.jar
- sax-jaxp-1.3.2.jar

Web Tier installation

The Web Tier update consists of a compressed file, `sm9.21.157-P3_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.

To install the Web Tier update:

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

Note: The "Update Application" function in WebSphere Application Server 6.x allows you to redeploy using a new copy of `webtier-9.21.war (.ear)`. First, update the `web.xml` in the `webtier-9.21.war (.ear)` file, and then redo the shared library configuration. For more information, see the IBM WebSphere documentation.

- 3 Deploy the new `webtier-9.21.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.
Be sure to set the `securelogin` and `sslport` parameters.
- 6 Restart the Application server.

Windows client installation

The Windows client update consists of a compressed file, `sm9.21.157-P3_Win_Client.zip`, which contains `setup.exe`.

To install the Windows client update:

- 1 Stop the Service Manager Windows client.
- 2 Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
- 3 Run `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: 9.21.157.

Server installation

The server update for your operating system (OS) consists of a compressed file, `sm9.21.157-P3_<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 9.21`.
- 5 For UNIX servers, set the file permissions for all Service Manager files to 755.
- 6 Remove the following files from the "`\RUN\lib`" directory:
 - `saaj-impl-2.1.jar`
 - `saaj-api-2.1.jar`
 - `jgroups-all-2.5.0.jar`
- 7 Remove the following files from the "`\RUN\lib\endorsed`" directory:
 - `xercesImpl-jaxp-1.3.2.jar`
 - `xalan-jaxp-1.3.2.jar`
 - `jaxp-api-1.3.2.jar`
 - `dom-jaxp-1.3.2.jar`
 - `sax-jaxp-1.3.2.jar`
- 8 Restart the Service Manager server.
- 9 Restart the Service Manager clients.
- 10 Check the version in **Help > About Service Manager Server**.
The server should be Release: 9.21.157.

Application unload installation

The application consists of the unload files that come with the server updates. When you extract sm9.21.157-P3_<OS>.zip (or .tar), it will add the new files to your [SM Root]\platform_unloads ([SM Root]/platform_unloads) directory.

Unload file naming convention

The unload files use the following naming convention: <CR_ID>_SMxxxPxx_SMxxx.unl, where:

- <CR_ID>: The identification number of the applications defect that the unload file fixes. For example, QCCR1E12345. Note that this is always the number of a parent CR.
- SMxxxPxx: The minimum Service Manager patch level that requires the unload file. For example, SM921P2, which means the unload file comes with the server updates in Service Manager 9.21 patch 2 and should be used for patch 2 or higher.

Note: Sometimes this portion contains an additional hot fix number, for example, SM711P16HF8. This example means the unload file is intended for Service Manager 7.11 patch 16 Hot Fix 8 or higher.

- SMxxx: The Service Manager applications version that requires the unload file. For example, SM711, which means the unload file is intended only for Service Manager applications version 7.11.

Note: If this suffix is omitted, the unload file is then intended for all applications versions compatible with the current server version. For example, for Service Manager server 9.21, the compatible applications versions are 7.11 and 9.20.

New application updates in the current patch

The following are new unload files introduced in the current patch release.

For SM apps 7.11:

- QCCR1E56678_SM921P3_SM711.unl, which lists the records in the right group order when a record list is refreshed.
- QCCR1E58562_SM921P3_SM711.unl, which includes applications changes for Export to Excel redesign.
- QCCR1E49721_SM921P3_SM711.unl, which enables translation of Display/Value lists on dynamic forms. This is a required fix for the Export to Excel redesign.

For SM apps 9.20:

- QCCR1E58562_SM921P3_SM920.unl, which includes applications changes for Export to Excel redesign.

Export to Excel update

The Export to Excel functionality has been redesigned so that the Service Manager server process exports the data as a CSV (comma separated file) on the server side and transports the file to the client side. The Service Manager client saves the file on the client system and launches Microsoft Excel to display the contents of the file. With this redesigned functionality, the Service Manager server and client performance are both improved by using file exchange and eliminating XML exchange for exported data.

To install the new applications load the following unload files:

Used for SM7.11 apps:

- QCCR1E58562_SM921P3_SM711.unl, which includes applications changes for Export to Excel redesign.

- QCCR1E49721_SM921P3_SM711.unl, which enables translation of Display/Value lists on dynamic forms. This is a required fix for the Export to Excel redesign.

Used for SM9.20 apps.

- QCCR1E58562_SM921P3_SM920.unl, which includes applications changes for Export to Excel redesign.

To export data to Excel after loading the files:

- 1 In the Windows client, go to Window > Preferences to make sure that the option, Client side load/unload is selected.
- 2 From a record list, select Export to Excel. The file selection window opens.
- 3 Select the Excel file to which you want to export the data. You can also type a new file name and Service Manager will create the file.
- 4 Click the check mark icon. The data will be exported correctly and saved in .CSV format by default.

[Application updates in previous patches](#)

Additional application updates have been included with this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files specific for your applications version (see the following table). For more details, see the Release Notes for those patches.

Unload file	Comes from 9.21 patch	Used for applications version(s)	Description
QCCR1E55715_SM921p1.unl	P1	7.11 and 9.20	Includes application changes to reduce database I/O on login.
QCCR1E57767_SM921p1.unl	P1	7.11 and 9.20	Includes application changes to reduce jgroups traffic on login.
QCCR1E59753_SM921p2.unl	P2	7.11 and 9.20	Includes application changes to fix the ToDo bar.
QCCR1E31545_SM921P2_SM711.unl	P2	7.11	Prevents backslashes included in a template from being duplicated in the output. Note: This file is not required for Applications 7.00.
QCCR1E31545_SM921P2_SM920.unl	P2	9.20	Prevents backslashes included in a template from being duplicated in the output.

To load an unload file:

- 1 Select either client or server-side unload, depending on the location of the unload files.
 - a) From the Windows client, go to Window > Preference > HP Service Manager.
 - b) Flag Client-Side Load/Unload if the files are on the client machine, and clear the flag if not.
 - c) Restart the Windows client if you changed the setting.

- 2 Open **Tailoring > Database Manager**.
- 3 Right-click the form or open the options menu and select **Import/Load**.
- 4 Fill in the following fields.

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

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

- 5 Click **Load FG**.

New parameters and RAD functions

Several defects fixes are supported by new or updated parameters and RAD functions.

New parameters:

- [Startup parameter: disableXrs](#)
- [Information Retrieval \(IR\) expert parameter: ir_sql_limit](#)
- [RAD function_policyread](#)

Startup parameter: disableXrs

Note: For additional information, see QCCR1E53965.

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt. This parameter determines how a HP Service Manager server manages client connections.

Description

The Service Manager process creates a JVM and provides default option of -Xrs on startup to reduce the signals to be handled by the JVM. However, you may want to generate thread dumps for debugging purposes, and then you would want the JVM to receive these signals. Use the parameter -disableXrs in sm.ini, so that the Service Manager process will not provide this option to JVM.

Notes:

- This parameter is honored only in Windows environment for debugging purposes.
- If you use Remote Desktop and start a Service Manager process using disableXrs:1, and then close the session or log off, the Service Manager process will be shut down.

Valid if set from

Server's OS command prompt

Initialization file (sm.ini)

Requires restart of HP Service Manager server?

No

Default value

0

Possible values

0 = enable JVM option -Xrs

1 = disable JVM option -Xrs

Example usage

Command line: sm -httpPort:13080 -disableXrs:1

Initialization file: disableXrs:1

Information Retrieval (IR) expert parameter: `ir_sql_limit`

Note: For additional information, see QCCR1E23058.

The IR expert parameters determine how HP Service Manager indexes and retrieves information using IR Expert. You can set these parameters from the HP Service Manager server's OS command prompt or from the HP Service Manager initialization file (`sm.ini`).

Description

This parameter determines how many records are fetched from an RDBMS in a combined IR and SQL query.

This parameter does not affect pure IR queries (queries that only involve IR indexed fields) or pure SQL queries. It only affects queries that involve some fields that are indexed by IR and some that are not.

Valid if set from

Server's OS command prompt

Initialization file (`sm.ini`)

Requires restart of HP Service Manager server?

Yes

Default value

32767

Possible values

The maximum number of records to be fetched from the RDBMS for a combined IR and SQL query.

Example usage

Command line: `sm -httpPort:13080 -ir_sql_limit:20000`

Initialization file: `ir_sql_limit:20000`

RAD function: policyread

Note: For additional information, see QCCR1E62738.

This is a RAD function that reads the data policy from the datadict table.

Format

```
$L.returnvalue = policyread($L.file, fieldname, fieldsetting)
```

Parameters

Parameter	Description
\$L.returnvalue	The policy value returned after it is read from the database. It can be a string, a Boolean, or null.
\$L.file	The file handle of the table for which the data policy information is to be read from the database. It can be a join table or a normal table. Note: Other kinds of tables (adhoc sql, merge files, etc.) are not supported. This is the value in the Name field in the datadict record.
Fieldname	The name of the field in the specified table for which the data policy information is to be read from the database. This is the value in the Field Name field in the datadict record.
Fieldsetting	The field setting on the specified field for which the data policy information is to be read from the database. This is one of the fields on Field Settings tab of the datadict record. Valid field settings are: "invisible", "readonly", "mandatory", "captions", "avail", "encrypt", "defaults", "globallist", "matchfields", "matchfiles", and "validations".

Factors

If the fieldsetting is not in the list of Field Settings in the datadict table, the server will return an error message. In any other case, this function returns a valid value or null.

Example 1

This example demonstrates how you could use a JavaScript to access the data policy on a simple file, such as the operator table.

```
// Access DataPolicy definition on operator file.
var operatorFile = new SCFile( "operator" );
var rteReturn;
rteReturn = system.functions.policyread( operatorFile , "profile.change", "invisible" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:invisible) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "readonly" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:readonly) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "mandatory" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:mandatory) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "captions" );
```

```

print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:captions) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "avail" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:avail) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "encrypt" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:encrypt) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "defaults" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:defaults) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "globallist" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:globallist) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "matchfields" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:matchfields) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "matchfiles" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:matchfiles) " + rteReturn );
rteReturn = system.functions.policyread( operatorFile , "profile.change", "validations" );
print( "DataPolicy on (file:operator, fieldname:profile.change), as defined in (file:datadict,
      field:validations) " + rteReturn );

```

Example 2

This example demonstrates how you could use a JavaScript to access the data policy on a complex file, such as a join of the incidents and contacts tables.

```

// Access DataPolicy definitions on join file incontacts (incidents and contacts)
var incident_contacts_file = new SCFile( "incontacts" );
var rteReturn;
// Access policy definition on file(contacts) and field(city) and datadict field defaults
rteReturn = system.functions.policyread( incident_contacts_file, "file.contacts.city", "defaults" );
print( "DataPolicy on (joinfile:incontacts, subfile:contacts, field:city), as defined in(file:datadict,
      field:defaults)" + rteReturn );

// Access policy definition on file(incidents) and field(phone) and datadict field defaults
rteReturn = system.functions.policyread( incident_contacts_file, "file.incidents.phone", "defaults" );
print( "DataPolicy on (joinfile:incontacts, subfile:incidents, field:phone), as defined
      in(file:datadict, field:defaults)" + rteReturn );

// Access policy definition on file(incidents) and field(phone), and datadata field readonly
rteReturn = system.functions.policyread( incident_contacts_file, "file.incidents.phone", "readonly" );
print( "DataPolicy on (joinfile:incontacts, subfile:incidents, field:phone), as defined
      in(file:datadict, field:readonly)" + rteReturn );

```

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 9.21 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsupport

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

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

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

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