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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 7.11.462 Patch 18 / December 2011

This document provides an overview of the changes made to HP Service Manager for 7.11.462 Patch 18. 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:  
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## In This Version

Service Manager Version 7.11, build 462 patch 18 (SM 7.11p18) 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 7.11 patch 18 updates the following areas:

- [Enhancements](#)
- [Web client updates](#)
- [Windows client updates](#)
- [Server updates](#)
- [Application updates](#)
- [Additions to the Documentation](#)

## Enhancements

The following enhancements are included with this software release.

Global ID	Module	Problem	Solution
QCCR1E64278	Web client	Service Manager does not enable you to block executable files from being submitted as attachments.	<p>To prevent potentially dangerous executable files from being submitted as attachments, Service Manager now provides support for blocking certain types of attachments submitted through the Windows and web clients, as well as through web services, based on a pre-defined list of blocked file extensions.</p> <p>When users attempt to attach a file whose extension is in the list of blocked file extensions to a record, the clients disallow attaching the file and display an error message; when a web service transaction submits or retrieves a file as an attachment whose extension is included in this list, the server appends ".UNSAFE" to the submitted or retrieved file name.</p> <p>To take advantage of this enhancement, you must install all of the following:</p> <ul style="list-style-type: none"><li>• The Windows client update for this release (QCCR1E64285)</li><li>• The Web Client update for this release (QCCR1E64278)</li><li>• The server update for this release (QCCR1E64290), including the supporting application unload file, QCCR1E67610_SM711P18.unl.</li></ul> <p>For more information see <a href="#">Additions to the Documentation</a>.</p>
QCCR1E64285	Windows client		
QCCR1E64290	Server		
QCCR1E67610	Application		

QCCR1E70811	Server	Need to enhance the login idle status control for the web client.	<p>Introduced a new parameter "-loginWaitTime:n", which defines the maximum idle time (in seconds) allowed for the login page. If the user stays on the login page longer than the time specified, a logout page will be returned when the user clicks the login button.</p> <p>The default value of this parameter is 180 seconds (3 minutes). If an invalid value (negative, zero, or non-numeric value) is specified, the default will be used.</p> <p>To set a value other than the default, specify <code>loginWaitTime:n</code> in <code>sm.ini</code> or in the server's operating system command prompt, and then restart the server.</p>
QCCR1E54726	Server	Modify Login/Module license tracking in Horizontal Scaling to improve log-in performance and reduce jgroups traffic.	Redesigned license tracking in Service Manager horizontally-scaled environments to reduce synchronous jgroups communication.
QCCR1E67744	Documentation	The Service Manager documentation does not state that when integrating other applications with Service Manager through web services, array data should be broken into multi elements by separator "\r". Failure to do so could cause problems. For example, even if a configuration item (CI) is not changed, Service Manager always updates a change request, since the CI is stored in the Service Manager database as utf-8 while in UCMDB it is encoded as base64.	<p>Provided information on how to prepare array data when integrating other applications with Service Manager through web services.</p> <p>For more information see <a href="#">Additions to the documentation</a></p>
QCCR1E62170	Documentation	The Service Manager Web tier failed to connect to the server when deployed on WebSphere (WAS) 6.1.	<p>Users should follow the correct steps to deploy the Service Manager web tier on WAS 6.1.</p> <p>For more information, see <a href="#">Additions to the Documentation</a>.</p>

## Web client updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E49112	<p>Performing a 'Fill All' on a large quantity of records was significantly slower on Internet Explorer than on Firefox. The performance is so slow that the browser becomes unresponsive and the following warning is displayed:</p> <pre>Stop running this script?</pre> <p>A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive.</p>	<p>The problem has been resolved, so that performing a 'Fill All' on a large quantity of records will complete successfully.</p> <p><b>Note:</b> Users need to disable spell-checking by setting the &lt;showSpellCheck&gt; parameter in the web tier's web.xml to "false."</p>
QCCR1E49293	<p>When adding an attachment that exceeds the size specified in the System Wide company record, a web client user logged in with a language other than English receives an error message in both English and the user's login language. For example, in French and English (the English message underneath):</p> <pre>"Erreur de Telechargement du fichier"</pre> <pre>"File is too large (4622547). The maximum upload size is 15000".</pre>	<p>The message has been localized to the user's login language.</p>
QCCR1E55936	<p>When the user submits a Service Catalog request for an item that requires more than one approval activity, only one approval record is shown in the web client.</p>	<p>The web client correctly displays all approval records.</p>
QCCR1E57635	<p>After a binary upgrade from Service Manager version 7.10 to version 7.11, some forms are in a poor layout when viewed in Internet Explorer.</p>	<p>Fixed the following problems so that the forms have a good layout when viewed in Internet Explorer:</p> <ul style="list-style-type: none"> <li>• A HtmlViewer widget overflows its fieldset widget in Internet Explorer.</li> <li>• When the caption of a fieldset widget is too long, it overflows the fieldset widget.</li> </ul>
QCCR1E62049	<p>When deploying the web tier, in the sm.log an XSLT compilation error is displayed for &lt;webtier&gt;\WEB-INF\templates\topaz\datetime.xml.</p>	<p>The XSL file has been formatted correctly, so the compilation error no longer occurs.</p>
QCCR1E62847	<p>When viewing a form (svcCat.Display.item) from "Order from Catalog" in Service Catalog, a multi-line text box does not align correctly in the web client.</p>	<p>The dynamic form is now rendered as a two-column 50/50 split layout: The multi-line text box spans two columns if the label is empty, while gets only half of the widget width if the label is not empty.</p>

Global ID	Problem	Solution
QCCR1E62935	The size of the list builder was too small when adding a new delegation in Firefox.	The size of the list builder when adding a new delegation in Firefox is the same as in Internet Explorer.
QCCR1E63601	Attachments that have umlauts in filename cannot be opened.	Attachments with umlauts in their file name can now be opened.
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."
QCCR1E66617	After adding an item in an item catalog, the add dependency command link was missing.	After adding an item in an item catalog, the add dependency command link displays.

## Windows client updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E32374	If you attach a file to a Knowledge Management document where the dollar sign (\$) is in the filename, you will not be able to open the attachment.	Now you can attach a file with any of the following characters in the file name and open it with no problems: \$, +, ( ), [ ], { }, and ^.
QCCR1E60369	The Windows client crashes due to a memory leak when users view forms that contain a large number of Dynamic View Dependency (DVD) fields.	The memory will be released, which will alleviate the errors that caused the crash.
QCCR1E65709	The tab order is not followed, if using a Data Change Event on a combo box.	If Tab is pressed on a combobox, it will not start Data Change Event so that the focus of the form will not change.
QCCR1E69031	The old style menus display as notebooks instead of sections.	The old style menus display as sections.

## Server updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E31869	Service Manager running in a horizontally-	In horizontally-scaled environments, the

Global ID	Problem	Solution
	scaled configuration is not honoring the max login sessions configured in an operator record, and instead allowing more sessions for a given operator.	max login sessions configured in an operator record is now enforced so that when sessions exceed the configured value, they are denied.
QCCR1E31923	Client thread crashes when the data length exceeds the size defined in the database.	The client will no longer crash when data length exceeds the defined size in the database.
QCCR1E48956	Web Services clients that connect to Service Manager using a persistent connection show up in the System Status as Device ID: "Soap-". A System Administrator is unable to kill Web Services, based on the connections or clients using the "k" command in System Status.	The Service Manager server now polls an action from the client request queue, and then checks the terminating status every 3 seconds. This allows the current session to be terminated by the "K" command or the inactivity timer.
QCCR1E51148	On Linux, throwing an exception might not be caught properly when C modules are involved.	Changed the C modules to C++ modules so that the exception can be caught.
QCCR1E55219	The connection restrictions do not work on Linux. A System Administrator is unable to quiesce the Service Manager system in a Linux environment.	The connection restrictions are now working well on Linux.
QCCR1E57292	Resource lock cannot be released or even cannot be killed using the 'k' command due to a plugin termination failure, even though the operator has logged out and the session does not exist.	Added an exception handler for the plugin termination procedure so that Service Manager can clean up successfully when the operator is logged out.
QCCR1E58163	Service Manager (SM) background processes defined in the sm.cfg fail to start if their log path contains spaces.	SM bckground processes defined in the sm.cfg file now start successfully even if their log path contains spaces.
QCCR1E58648	When Service Manager acts as a web service client, the doSoapRequest methods may time out and generate error messages that are not easily understood in the server log file (sm.log).	Error or informational messages that are generated in the log as the result of a timeout when performing a doSoapRequest now indicate that a timeout has occurred.
QCCR1E58862	The usergrid functionality does not work correctly when Service Manager is using an Oracle database. When the user attempts to open a saved column view by loading a named grid, the correct user grid may not be loaded.	The usergrid functionality now works correctly.
QCCR1E63830	When the user is searching for and viewing certain Knowledge Management (KM) documents, the system generates soap errors	When the user is searching for and viewing certain KM documents, the WIN32 errors no longer occur.



Global ID	Problem	Solution
	which disconnect the Service Manager client, and a WIN32 exception or a Signal 11 occurs in the server log.	
QCCR1E65080	Even-numbered pages in the Print Preview for changes and associated tasks are blank.  Cause: An extra page break was added which caused this issue.	Service Manager checks the last line and inserts the page break properly.
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 is removed from the search results if it no longer matches the filter criteria.
QCCR1E65314	When performing an approval delegation in Service Request Catalog (SRC), a signal 11 was caused by JavaScript (JS) called from a trigger.	Calling JavaScript (JS) from a trigger no longer causes a Signal 11 error.
QCCR1E65453	When trying to change the database field encryption key using the "sm -changeencrkey" command, the command failed to complete and left the database corrupted.	Users can successfully change the database field encryption key without error using the "sm -changeencrkey" command.
QCCR1E65535	Column captions disappear after modifying the columns of a Configuration Item QBE list.	Column captions no longer disappear after modifying the columns of a Configuration Item QBE list.
QCCR1E65690	Need to improve debugdbquery:999 output to include information identifying specific records for FETCHes, INSERTs, UPDATEs and DELETEs, and include the return codes for all these operations.	The debugdbquery:999 output now includes information identifying specific records for FETCHes, INSERTs, UPDATEs and DELETEs, and also includes the return codes for all these operations.
QCCR1E65694	The process of parsing the IR stop words file could not be traced, so tailoring it could lead to unexpected results.	Service Manager now allows tracing of the tokenization process, including during read of the stop words file. Trace is enabled by the already existing ir_trace:801 parameter.
QCCR1E66003	When the Service Manager Server generates a huge XML document, it may run out of memory and does not catch this exception.	The Service Manager Server now will catch the OutOfMemoryException, write the exception to the server log, and terminate the current client session.  <b>Note:</b> Memory monitor thread must be disabled (by setting memorypollinterval:0 in the sm.ini file) for this fix to work.
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-

Global ID	Problem	Solution
		clicks a record.
QCCR1E66690	Automated Testing: JavaScript unit tests need to be able to handle signals encountered by the RTE.	When signals are encountered by the RTE during automated testing, the exception that is produced by the JavaScript can be caught by the JavaScript unit test.
QCCR1E66747	JavaScript system.functions._null causes memory leak in Service Manager.	Initialized the members of LocalRootAddScope with the passed in parameter, so that JavaScript system.functions do not leak memory.
QCCR1E66812	In Service Manager (SM), when the SM administrator kills the scauto for OVO client (which is not the listener but the scauto for ovo user) in the System Status monitor, a message occurs indicating that the session is terminated, however it is not killed actually. The user session still exists on the server and the socket connection is still established.	The SM administrator can kill the SCAuto client user session successfully using the "k" command, which means the user thread will be terminated on the server and the socket connection will be forced to be disconnected by the server.
QCCR1E66852	In Linux and Solaris, signal 11 and core dumps might occur at start-up if the system resources were exhausted.	In Linux and Solaris, if the system resources are exhausted, Service Manager process will not run into a signal 11.
QCCR1E66855	RAD function fduplicate sometimes will return an invalid return value, even if it executes successfully when being called in JavaScript.	Changed the behavior so that the RAD function fduplicate will not return an invalid return value when it executes successfully while being called in JavaScript.
QCCR1E66886	A Javacore error occurs when uCMDB pushes data into Service Manager in multi-thread mode.	Changed the default value of the initial Java heap size to 192M. Service Manager will log a warning when the user provides a JVMOption heap size min or max greater than 512M.
QCCR1E67061	When using Service Manager in French, the inactivity messages are not localized.	When using Service Manager in French, the inactivity messages are localized.
QCCR1E67071	<p>The Knowledge Management update process (KMUpdate) causes an unnecessary load on the Service Manager (SM) server with approximately 15,000 to 20,000 extra logins per day. This, in turn, creates a lot of load on the Oracle database, licensing module, horizontally-scaled cluster communication, and many more.</p> <p>The KMUpdate process should have a companion KMStatusListener background</p>	Implemented a new background process (KMStatusListener) that replaces the web service listener and updates status and error knowledgebase records using Javascript.

Global ID	Problem	Solution
	process (which starts automatically on an as needed basis) and will update the status in SM without a need for a special web service servlet container.	
QCCR1E67101	Service Manager displays a stack trace after the "sm -version" command is run.	Only the version information is displayed when the "sm -version" command is run.
QCCR1E67121	When trying to modify the unique key of a table, the following error occurs and the indexes are not updated.  Error: SQL State: 42S22-1911 Message: [Microsoft][ODBC SQL Server Driver][SQL Server]Column name 'RECORD_KEY' does not exist in the target table.	In this case, a full-table-copy will be performed.
QCCR1E67233	If the backend RDBMS is not started or the wrong ODBC driver is used when executing the command sm -sqlverifyconnection, the console freezes and connection 'retry' information prints infinitely in the server log file (sm.log).	After trying the connection three times and failing to connect to the RDBMS, the failure information will print in the log and the connection command will terminate.
QCCR1E67300	In some horizontal scaling scenarios, new TRClient threads are launched while the parent process is being shut down.	Service Manager processes now shut down cleanly. It no longer creates more TRClient threads while shutting down.
QCCR1E67416	Using a JavaScript call in a conditional RAD expression on a decision panel causes an error message: "Assignment operator found while evaluating a condition!", even when the JavaScript call works properly.	Using a JavaScript call in a conditional RAD expression on a decision panel will no longer cause an error message when the JavaScript call works properly.
QCCR1E67848	The RAD select panel will always result in SELECT * issues against the RDBMS.	The RAD select panel now provides a field that allows you to input the columns to be selected. (This is the RTE component of that support.)
QCCR1E67910	The fourth parameter of RAD function generate.sql.query() will not take effect when a boolean value is passed, whether it is true or false.	The fourth parameter will be taken into account when a boolean value is passed.
QCCR1E67950	[Upgrade] Session crashed during load transfer.	Session no longer crashes when users perform load transfer during an upgrade.
QCCR1E68081	When trying to start Service Manager, users encounter a null pointer exception error:  Exception in thread "main" java.lang.ExceptionInInitializerError Caused by:	When checking for existence of the license file, Service Manager no longer generates the null pointer exception and will report the correct error statements in the sm.log file.

Global ID	Problem	Solution
	<pre>java.lang.NullPointerException at com.hp.ov.sm.common.auth.AutoPassClient.getFeatures(AutoPassClient.java:48) at com.hp.ov.sm.common.resource.LicenseData.verifyLicense(LicenseData.java:114) at com.hp.ov.sm.common.resource.LicenseData.initData(LicenseData.java:213) at com.hp.ov.sm.common.resource.LicenseData.initializeAutoPass(LicenseData.java:66) at com.hp.ov.sm.common.core.Init.initializeLicense(Init.java:347) at com.hp.ov.sm.common.core.Init.getInstance(Init.java:147) at com.hp.ov.sm.common.core.Init.getInstance</pre> <p>Error! initializing java in scjvm.cpp</p> <p>In addition, error messages similar to the following appear in the sm.log file:</p> <pre>26219( 1) 08/11/2011 16:06:55 JRTE I Java version: 1.6.0_21 26219( 19) 08/11/2011 16:06:55 JRTE I Starting Memory Monitoring thread to check for memory every 15 seconds. 26219( 1) 08/11/2011 16:06:55 JRTE E Autopass Initialization Failed. Error Code: 2013 Message: 2013 26219( 1) 08/11/2011 16:06:55 RTE E Unable to Find Class com/hp/ov/sm/common/core/Init by ThreadId 1 26219( 1) 08/11/2011 16:06:55 RTE D die: entered 26219( 1) 08/11/2011 16:06:55 RTE E HP Service Manager is unable to start.</pre>	
QCCR1E68200	The displayed data List was incorrect after using Customize Current View when adding a field.	The displayed data List will be correct when using the Customize Current View whether adding a field, or otherwise.
QCCR1E69280	When an Employee Self Service (ESS) user accesses Service Catalog, the following debug message is written to the server log for every image displayed in the Service Catalog: "attachmentCompressed = false, Calling compress!"	The attachment debug message will no longer occur unless the debugattachments parameter is enabled.

## Application updates

The following application update is included in the current software release.

Global ID	Problem	Solution
QCCR1E67072	Improve the Knowledge Management update process (KMUpdate) performance by removing the companion web service servletcontainer and adding a companion KMStatusListener Background process (which is started on demand without any administration).	<p>A new KMStatusListener process will start on demand without any administrative need and will update, delete, and insert documents into the relevant KM module tables.</p> <p><b>Important:</b> To take advantage of this change, you must load QCCR1E67072_SM711P16HF8.unl, available in the patch_unloads directory.</p>

## Known Problems, Limitations, and Workarounds

This software release has the following limitation.

Global ID	Problem	Workaround
QCCR1E63663	The Service Manager (SM) client loses connectivity during JavaScript execution of the file.list RAD application.	<p>No workaround available.</p> <p>Created a knowledge article (KM1166532), which states that Service Manager does not currently support calls from JavaScript on RAD applications that use the rio/fdisp panels.</p> <p><b>Note:</b> This information has been added to the HP Service Manager Programming Guide for the next version (Call a RAD application).</p>

Global ID	Problem	Workaround
QCCR1E57385	When Service Manager is running on Unix, the legacy listener may log intermittent signal 11 upon CIT initial connectivity test if exec-shield is not set properly.	<p>Use one of the following solutions to solve this issue on Unix.</p> <p><b>Solution 1:</b></p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p><b>Solution 2:</b></p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none"> <li>1 Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in &lt;Service Manager server installation path&gt;\LegacyIntegration\RUN.</li> </ol> <p><b>Note:</b> For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root:</p> <pre># sysctl -w kernel.exec-shield=0 # sysctl -w kernel.randomize_va_space=0</pre> <ol style="list-style-type: none"> <li>2 Start the legacy listener.</li> </ol>
QCCR1E69449	<p>The user encountered a signal 11 while updating an incident: RTE E Caught XML API exception <code>scxmlapi(40)</code>.</p> <p>This is because another user was updating the probsummary dbdict record at the same time.</p>	<p>When modifying a dbdict record, ensure that there are no other users updating records or inserting records in the same file.</p> <p>For example, when updating the probsummary dbdict, make sure that there are no other users updating existing incidents or opening new incidents.</p>

## Installation Notes

Before using patch 7.11.462 Patch 18 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, `sm711.462-P18_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-7.11.war (.ear)` file.
- 2 Delete or uninstall the existing `webtier-7.11.war (.ear)` file.

**Note:** The "Update Application" function in WebSphere Application Server 6.x allows you to redeploy using a new copy of `webtier-7.11.war (.ear)`. First, update the `web.xml` in the `webtier-7.11.war (.ear)` file, and then redo the shared library configuration. For more information, see the IBM WebSphere documentation.

- 3 Deploy the new `webtier-7.11.war (.ear)` file following the instructions in the Service Manager Installation Guide.

**Note:** It is best practice to deploy with a unique context root. For example: `/webtier-7.11.462`

- 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.

**Note:** Before accessing the new Web Tier, HP recommends that all users empty their browser cache.

## Windows client installation

The client update consists of a compressed file, `sm7.11.462-P18_Windows_Client.zip`, which contains `client.exe`.

### To install the Windows client update:

- 1 Stop the Service Manager Windows client.
- 2 Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)
- 3 Run `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: 7.11.462.

## Server installation

The server update for your operating system (OS) consists of a compressed file, `sm7.11.462-P18_<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 OS into the main Service Manager directory on the server. The default path is: `C:\Program Files\HP\Service Manager 7.11`.
- 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: 7.11.462.

## Application unload installation

The application consists of the unload files that come with the server update. When you extract `sm7.11.462-P18_<OS>.zip` (or `.tar`), it will add the new files to the following directory:  
`[SM Root]\platform_unloads ([SM Root]/platform_unloads)`

To install the new applications, load the following unload files:

- `QCCR1E67610_SM711P18.unl`, which enables you to block potentially dangerous attachments. For more information, see [Blocking attachments with certain file extensions](#).
- `QCCR1E67072_SM711P16HF8.unl`, which enables you to improve the Knowledge Management update process (KMUpdate) performance.



### To load an unload file:

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

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

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

- 5 Click **Load FG**.

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## Additions to the Documentation

The following information supports updates included in this patch.

- [Deploy the Service Manager Web tier on WebSphere 6.1](#)
- [Prepare array data for Web services integrations](#)
- [Blocking attachments with certain file extensions](#)

### Deploy the Service Manager Web tier on WebSphere 6.1

To deploy the web tier on WAS 6.1, perform the following steps.

**Notes:**

- The steps are slightly different for Solaris and other platforms (Windows, Linux, and AIX).
  - The “x.xx” in the steps represents the Service Manager version, that is, 7.11.
- 1 Copy or save the webtier-x.xx.ear file onto your local system.
  - 2 Update the webtier-x.xx.ear file by modifying the web.xml file contained in the webtier-x.xx.war file (which is packaged in the ear file). At a minimum, you need to set four parameters in the web.xml file: serverHost, serverPort, secureLogin, and sslPort.
  - 3 Re-archive the files in the ear file. Be sure to keep the original filenames and folder structure.
  - 4 Log on to the administration console of the WebSphere 6.1 Application Server with system privileges.
  - 5 Click **Applications > Install New Application**.
  - 6 Select **Local file system** and browse to your updated webtier-x.xx.ear file.
  - 7 Click **Next**. The file uploading starts. This may take quite a while.
  - 8 Click **Next** on each screen to accept the default settings until you reach the final step, and then click **Finish**. The installation of the web tier ear file begins. Wait until the installation completes.
  - 9 Click **Save** to save your configurations.
  - 10 Go to **Enterprise Applications > HP Service Manager x.xx Web > Class loader**, and make the following selections:
    - In the "Class loader order" section, select **Classes loaded with application class loader first**.
    - In the "WAR class loader policy" section, select **Single class loader for application**.
  - 11 Go to **Enterprise Applications > HP Service Manager x.xx Web > Manage Modules > webtier-x.xx.war**, and make the following selection:
    - In the "Class loader order" section, select **Classes loaded with application class loader first**.
  - 12 (For Solaris only) Add the javax.xml.transform.TransformerFactory system property to the JVM options:
    - a Go to **Application servers > server1 > Process Definition > Java Virtual Machine**.
    - b Add the following code to the "Generic JVM arguments" text box: -  
`Djavax.xml.transform.TransformerFactory=com.sun.org.apache.xalan.internal.xsltc.trax.T  
ransformerFactoryImpl`
  - 13 Click **Save** to save your local configuration changes.
  - 14 Go to **Enterprise Applications > HP Service Manager x.xx Web**, and click **Start** to start the web tier application.

- 15 When the application is successfully started, you can browse to the web tier login URL to launch the web client: `http://<WAS_server_hostname>:<port>/webtier-x.xx/index.do`

## Prepare array data for Web services integrations

When integrating an application with Service Manager through Web services, array data should be broken into multi elements by separator "\r". This is because Service Manager uses "\r" as the separator between array elements. When a string that contains "\r" is retrieved from the Service Manager system, it is decoded as an array with multi elements separated by "\r". For this reason, when integrating other applications (for example, UCMDB) with Service Manager through web services, array data should be broken into multi elements by separator "\r" before the data is encoded and sent to the Service Manager system.

For example, if an array contains elements "aabb" and "ccdd", it should be sent to Service Manager as the following:

```
<ns:Comments type=\"Array\">
<ns:Comments mandatory=\"\" readonly=\"\">aabb</ns:Comments>
<ns:Comments mandatory=\"\" readonly=\"\">ccdd</ns:Comments>
</ns:Comments>
```

## Blocking attachments with certain file extensions

To prevent potentially dangerous executable files from being submitted as attachments, Service Manager now provides support for blocking certain types of attachments submitted through the Windows and web clients, as well as through web services, based on a pre-defined list of blocked file extensions. At startup, the Windows and web clients retrieve the list of blocked file extensions, which is stored in the `extensionstate` table in the database. If no list is available, the clients use a default list. (For more information, see [Default list of blocked file extensions](#).)

To take advantage of this enhancement, you must install all of the following:

- The Windows client update for this release (QCCR1E64285)
- The Web Client update for this release (QCCR1E64278)
- The server update for this release (QCCR1E64290), including the supporting application unload file, QCCR1E67610\_SM711P18.unl.

With these enhancements, Service Manager blocks the attachments in the following ways:

- When users attempt to attach a file whose extension is in the list of blocked file extensions to a record, the clients disallow attaching the file and display the following error message: "File type: <filetype>, is not allowed as an attachment."
- If the clients retrieve an existing attachment whose extension is included in the list of blocked file extensions, the clients append ".UNSAFE" to the file name to prevent the file from being automatically 'run' on the user's machine.
- During web services processing, if a transaction submits or retrieves a file as an attachment whose extension is included in the list of blocked file extensions, the server appends ".UNSAFE" to the submitted or retrieved file name.

System Administrators can add, delete, and update records in the `extensionstate` table to customize the list of blocked file extensions. (For more information, see [Customize the list of blocked file extensions](#).)

If a Search Engine is installed and connected to the system, System Administrators must also update the `sclib` knowledgebase records, to include `.unsafe` to the list of file extensions that should be skipped for indexing. (For more information, see [Add .unsafe to the list of file extensions to skip for knowledgebase indexing](#).)

**Important:** When your customization is complete, you must restart the web tier's web application server (for example, Tomcat, WebSphere) or restart the Windows client for the changes to take effect.

## Customize the list of blocked file extensions

**User Role:** System Administrator

You can add or remove files from the list of blocked file extensions based on the needs of your company.

**To view and customize the list of blocked file extensions:**

- 1 Open **System Administration > Base System Configuration > Miscellaneous > File Extensions**.
- 2 Click **Search**.  
A list of file extension records displays.
- 3 To add a new record:
  - a Open an existing record.
  - b Update the fields as follows:
    - **File Extension:** Type an extension without the dot character (.) For example, type "**bat**" rather than ".bat".
    - **Unsafe:** Check this box to block attachments with this file extension or uncheck this box to unblock them.
    - **File Type:** Type a description of this file type.
  - c Click **Add**.  
The new file extension is added to the list.
- 4 To update an existing record:
  - a Select the record from the list.
  - b Check or uncheck the **Unsafe** check box.
  - c Click **Save** to save the record.
- 5 To delete a record:
  - a Select the record from the list.
  - b Click **Delete**.
  - c Click **Yes** to confirm the deletion.  
The record is removed from the list.
- 6 Do the following for the changes to take effect:
  - **Windows client:** Log out and exit the client and then restart it.
  - **Web client:** Restart the web application server.

## Add .unsafe to the list of file extensions to skip for knowledgebase indexing

**User Role:** System Administrator

To prevent Service Manager from indexing unsafe attachments for knowledgebase searches, add **.unsafe** to the list of file extensions that should not be indexed or extracted. To do this, update the following sclib type knowledgebases: Incident\_Library, Interaction\_Library, Knowledge\_Library, Knownerror\_Library, and Problem\_Library.

**Note:** This task requires that you have a search engine installed and correctly configured.

To update the knowledgebases:

- 1 Open **Knowledge Management > Configuration > Knowledgebases**.
- 2 Click **Search**.  
A list of records displays: Incident\_Library, Interaction\_Library, Knowledge\_Library, Knownerror\_Library, and Problem\_Library.
- 3 Select a record in the list, and open the **Type information** tab.
- 4 In the **Skip these extensions** field, add .unsafe to the existing file extension list, using a semi-colon as the separator. For example, type: **jpg;bmp;gif;exe;unl;unsafe**.
- 5 Click **Save**.
- 6 For the other records in the record list, repeat steps 3 through 5.

After you complete this, the files you indicated will be blocked from being submitted as attachments.

### Default list of block file extensions

Service Manager blocks attachments whose file name extensions are included in a list of files retrieved from the database. If such a list is not available from the database, Service Manager blocks attachments with the file name extensions listed in the following table.

File Name Extension	Description
.ade	Access Project Extension (Microsoft)
.adp	Access Project (Microsoft)
.app	Executable Application
.asp	Active Server Page
.bas	Active Server Page
.bat	Batch Processing
.cer	Internet Security Certificate File
.chm	Compiled HTML Help
.cmd	DOS CP/M Command File, Command File for Windows NT
.com	Command
.cpl	Windows Control Panel Extension (Microsoft)
.crt	Certificate File
.csh	csh Script
.der	DER Encoded X509 Certificate File
.exe	Executable File
.fxp	FoxPro Compiled Source (Microsoft)
.gadget	Windows Vista gadget
.hlp	Windows Help File
.hta	Hypertext Application

.inf	Hypertext Application
.ins	IIS Internet Communications Settings (Microsoft)
.isp	IIS Internet Service Provider Settings (Microsoft)
.its	Internet Document Set, Internet Translation
.js	JavaScript Source Code
.jse	JScript Encoded Script File
.ksh	UNIX Shell Script
.lnk	Windows Shortcut File
.mad	Access Module Shortcut (Microsoft)
.maf	Access (Microsoft)
.mag	Access Diagram Shortcut (Microsoft)
.mam	Access Macro Shortcut (Microsoft)
.maq	Access Query Shortcut (Microsoft)
.mar	Access Report Shortcut (Microsoft)
.mas	Access Stored Procedures (Microsoft)
.mat	Access Table Shortcut (Microsoft)
.mau	Media Attachment Unit
.mav	Access View Shortcut (Microsoft)
.maw	Access Data Access Page (Microsoft)
.mda	Access Add-in (Microsoft), MDA Access 2 Workgroup (Microsoft)
.mdb	Access Application (Microsoft), MDB Access Database (Microsoft)
.mde	Access MDE Database File (Microsoft)
.mdt	Access Add-in Data (Microsoft)
.mdw	Access Workgroup Information (Microsoft)
.mdz	Access Wizard Template (Microsoft)
.msc	Microsoft Management Console Snap-in Control File (Microsoft)
.msh	Microsoft Shell
.msh1	Microsoft Shell
.msh2	Microsoft Shell
.mshxml	Microsoft Shell
.msh1xml	Microsoft Shell
.msh2xml	Microsoft Shell
.msi	Windows Installer File (Microsoft)
.msp	Windows Installer Update

.mst	Windows SDK Setup Transform Script
.ops	Office Profile Settings File
.pcd	Visual Test (Microsoft)
.pif	Windows Program Information File (Microsoft)
.plg	Developer Studio Build Log
.prf	Windows System File
.prg	Program File
.pst	MS Exchange Address Book File, Outlook Personal Folder File (Microsoft)
.reg	Registration Information/Key for W95/98, Registry Data File
.scf	Windows Explorer Command
.scr	Windows Screen Saver
.sct	Windows Script Component, Foxpro Screen (Microsoft)
.shb	Windows Shortcut into a Document
.shs	Shell Scrap Object File
.ps1	Windows PowerShell
.ps1xml	Windows PowerShell
.ps2	Windows PowerShell
.ps2xml	Windows PowerShell
.psc1	Windows PowerShell
.psc2	Windows PowerShell
.tmp	Temporary File/Folder
.url	Internet Location
.vb	VBScript File or Any VisualBasic Source
.vbe	VBScript Script File, Visual Basic for Applications Script
.vbs	VBScript Script File, Visual Basic for Applications Script
.vsmacros	Visual Studio .NET Binary-based Macro Project (Microsoft)
.vsw	Visio Workspace File (Microsoft)
.ws	Windows Script File
.wsc	Windows Script Component
.wsf	Windows Script File
.wsh	Windows Script Host Settings File
.xnk	Exchange Public Folder Shortcut

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

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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 7.11 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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