
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30.201 Patch 3 / January 2012 (Updated June 21, 2012)

This document provides an overview of the changes made to HP Service Manager for 9.30.201, 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.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:
<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:
<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Note: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:
<http://www.adobe.com/>

In This Version

Service Manager Version 9.30, build 201, patch 3 (SM 9.30p3) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the defects, enhancements, and known issues included in this release.

- [Enhancements](#)
- [Server updates](#)
- [Web client updates](#)
- [Windows client updates](#)
- [Application updates](#)
- [Documentation changes](#)
- [Known issues](#)

Enhancements

The following enhancements are included in the current software release.

Global ID	Module	Problem	Solution
QCCR1E 67825	Server	<p>Service Manager needs to decompress zip files in JavaScript.</p> <p>To accomplish this, a new JavaScript global method, "uncompressFile" has been added. It expands a compressed file into a specified location, using the following syntax: uncompressFile(file name, target directory);</p>	<p>Added a new JavaScript global method, uncompressFile, to provide this capability.</p> <p>This method expands a compressed file into a specified location, using the following syntax: uncompressFile(file name, target directory);</p> <p>Note: If the target directory is not specified, the location of the compressed file is used.</p> <p>Example: uncompressFile("c:/test/upgtest.zip", "c:/test/test");</p>
QCCR1E 19936	Web Tier	<p>In the web client, when the focus is not set on an editable field, the backspace key should not do anything. Currently, pressing the backspace key does the equivalent of "Back" in the web browser, causing the user to be logged out and the information the user has entered in the form to get lost.</p>	<p>When the focus is not set on an editable field, the backspace key now performs no actions; it now only performs normal backspace actions when the focus is on an editable field.</p>
QCCR1E 67279	Web Tier	<p>The Service Manager Web Client does not support Internet Explorer 9.</p>	<p>The Web Client now works with Internet Explorer 9.</p>

Global ID	Module	Problem	Solution
QCCR1E 71557	Documentation	Documentation is needed on how to use the updated configure.jar file of the server.	<p>The Service Manager server configure.jar file has been updated to enable encryption of the Service Manager database login credentials (username/password). The following describes how to use it.</p> <p>To encrypt the database login credentials of an installed Service Manager system:</p> <ol style="list-style-type: none"> 1. Extract the server package (.zip or .tar) in this patch, and copy the configure.jar file to your <SM server installation> directory. This will overwrite your old configure.jar file if you did not move it to somewhere else after your installation. 2. Run the configure.bat file in the installed system, without loading demo data. <p>The database login credentials in the sm.ini file now has become encrypted strings instead of clear text.</p> <p>Note: You can still manually specify clear-text database login credentials in the sm.ini file, however HP recommends that you encrypt the credentials as described above.</p>
QCCR1E 52251	Documentation	Users cannot find complete and up-to-date information about products that can be used with Service Manager, from the link provided in the Compatibility Matrix document: http://support.openview.hp.com/sc/integration_catalog.jsp .	<p>Users can find complete and up-to-date information about supported products and versions for SM integrations from the following link, which is available in the "Compatibility with other Hewlett-Packard products" section of the Service Manager compatibility matrix:</p> <p>http://support.openview.hp.com/sc/integration_catalog.jsp</p>

Web client updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E 32210	<p>Users are unable to view an attachment from the web client when getAbsolutePath() in Attachment.java returns greater than 255 characters.</p> <p>Note: This issue is most likely to occur on WebSphere systems, where the deployment path to the temp directory is prefixed by various WebSphere nodename and server names and an attachment file full path is dependent on the length of WAR file name and the installation path of the application server.</p>	<p>The web tier now supports long full paths (greater than 255 characters) for attachments when running on Linux, Unix, or Windows with an NTFS file system.</p> <p>Note: This issue still exists when, in rare cases, the web tier is running on Windows with a FAT file system.</p> <p>Note: If the user uses a very long file name or folder name, which causes the full path of the file to exceed 255 bytes, the user will not be able to delete the web application server's temporary file/folder generated on uploading the file (normally under the web application server installation directory). Deleting the temporary file/folder will fail with a system warning message that states the file name is too long. In this case, the user can do the following to delete the file:</p> <ol style="list-style-type: none">1. Rename the temporary file to a short name, and then delete it.2. If the deletion still fails, open the system command prompt, type "dir /x" to display the file's short name and then run the "rmdir {short name} /S" to delete the folder.
QCCR1E 55847	<p>Fields on the userrole.g form are not sized correctly in the web client.</p>	<p>Changed the form style to properly accommodate the fields.</p>
QCCR1E 56885	<p>When opening a record from a record list and then clicking a HOME menu item (a menu item on the system navigator) that uses the us.launch.external application, the web client hangs.</p>	<p>When opening a record from a record list and then clicking a menu item on the system navigator that uses the us.launch.external application, the web client no longer hangs.</p>
QCCR1E 57402	<p>There is no Refresh button on the left navigation panel in the web client.</p>	<p>A Refresh button is now available.</p>
QCCR1E 61175	<p>Users are unable to add activities because the buttons become unusable after selecting the update type in the list of activities. The reason is that the detail window is not loaded properly.</p>	<p>Now when users expand the Activities section and select an update type, the buttons are available for use and working properly.</p>

QCCR1E 61860	When Trusted Sign-On is enabled, the web client always displays in English even when passing in the lang=<lang> parameter, for example, index.do?lang=de.	Language preference works normally when Trusted Sign-On is enabled for the web client. Note: This is the client-side change for this issue. Users must apply this change together with the server-side change QCCRIE69693.
QCCR1E 61880	After updating a few other fields of a problem ticket, the user received the following error message when updating the Affected CIs field using Fill: Cannot find related information in device using query: true and logical.name#"Work In Progress"!	Reset the focus field so that when the focus is moved, the Web Tier will send the correct field to the background and fetch the correct records. The error no longer occurs.
QCCR1E 63661	Keyboard shortcuts in the Service Manager 9.2 accessible web client were not working for the Save display option button.	For the Save option, keyboard shortcuts in Service Manager 9.21 P5 and later have been changed to Ctrl+Shift+F4.
QCCR1E 63989	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.
QCCR1E 64537	Read-only fields are displayed in gray text instead of black text when running a Web client with Internet Explorer versions 7 and 8. Here is an example scenario: <ol style="list-style-type: none"> 1. Log in to the Windows client as a system administrator. 2. In Format Control, open record "IM.update.incident". 3. On the Calculations tab, add a new row with the following values: initial: true calculation: \$atx.readonly.field=true 4. In Forms Designer, open the IM.update.incident form in Design mode. 5. On field "action" (label: Description), add the read-only condition: [\$atx.readonly.field]=true 6. Open the web client in Internet Explorer 7 or 8, and log in to the web client as a system administrator. 7. Search and open an incident record with a read-only Description field. The Description field is displayed in gray text with a light gray background. 	Read-only fields are displayed in black text with a gray background.

QCCR1E 65001 Users are not able to do simple things like approve a change request due to the following error:
Field contains an invalid numeric value
(display,show.rio)

Revised the handling of read-only Comfill widgets so the proper value will be posted.

The following is an example scenario:

1. Log in to the Windows client as a system administrator.
 2. In the command line, type **dbdict** and then open the **cm3r dbdict** record.
 3. On the **Fields** tab, select **descriptor** and click **New Field/Key** to add a new field with the following values:
Name: number.array
Type: array
Subtype: number
 4. Click **OK** and select **SM Alters**.
 5. Log out and then back in.
 6. In Forms Designer, open the **CM.change.closure** form in Design mode.
 7. Add a Comfill object with the following properties:
input: number.array
array length:2
value list: 1;2
display list: Americas;EMEA
 8. Save the format.
 9. Go to **Change Management > Search Changes**, to open a change record in the Change Implementation phase.
 10. Scroll down to tasks and double-click the one in the table.
 11. Enter the actual start/end values, click **Close Task**, enter closure comments, and click **OK**. This allows you to advance cm3r.
 12. Click **Close Phase**.
 13. Select the change record again.
RESULT: The form should be CM.change.closure now and the phase is Evaluation and Change Closure.
 14. Select the Comfill dropdown added previously and choose the **Americas** value.
 15. Enter closure comments, and click **Close Change**.
RESULT: The system prompts "you have unsaved changes to record, save now?"
 16. Click **Yes**, and if prompted to force close related
-

interaction click **No**.
 RESUL: The change record is closed.

17. Log in to the web client as a system administrator.
18. Go to **Change Management > Search Changes**, and open the change record.
19. Click **Cancel**.
 RESULT: The following error message appears:
 “Field contains an invalid numeric value (display, show.rio).”
 Clearing the value for number.array prevents the error.

QCCR1E 65736	The web client sometimes fails to display the toolbar on search screens (for example, when searching incidents).	Pages are now properly loaded only after all required content from the server is available. The toolbar now displays and works properly.
QCCR1E 66046	In the web client, when closing a tab that was opened from another tab, the user is not redirected to the originating tab.	When closing a tab that is opened from another tab, the user is now redirected to the originating tab.
QCCR1E 66150	The cursor does not show the correct position once the web page is refreshed. For example, once the web client prompts an error to a field, the expected result is that the cursor should focus on that field. The focus should be set to the target field after the web page is loaded.	The focus is now reset to the target field after the web page is refreshed.
QCCR1E 66835	Need an option to disable the login button in the Web Tier after an operator clicks it one time. This will prevent issues when users get the message that they have reached the maximum number of sessions because they have clicked the login button multiple times.	The login button is disabled when the login form is submitted by either clicking the button or pressing the enter key while the cursor is blinking in one of the input fields.
QCCR1E 67011	Users lose unsaved ticket information after closing a QBE list within another thread.	Corrected a tab update issue where it was using the wrong URL after displaying a hover form.
QCCR1E 67051	After creating a new transition, if the Transition Type drop-down list is expanded, the users can edit the transition type of the existing transitions.	The Transition Type drop-down list was modified to collapse after creating a new transition so it does not allow existing transitions to be edited.
QCCR1E 67134	When a Format Control validation fails on a field that is inside a collapsed group, the focus does not jump to that field.	A group that contains a focused field is automatically expanded to show this field.

QCCR1E 67196	<p>When users attempted to add an attachment to a ticket (while leaving the Specify File Location field empty) and then clicked OK, they received a logged-out message in the Attachment window. If they attempted to continue to work in the session, a login screen appeared.</p> <p>Note: The Web Tier was deployed on WebSphere 7.0.</p>	<p>When users attempt to add an attachment to a ticket (while leaving the Specify File Location field empty), the OK button is disabled, unless the user selects an existing file from the file chooser.</p>
QCCR1E 67181	<p>The user receives the following error message when double-clicking on a message (for example, "No records found") on the message bar in the web client:</p> <pre>java.lang.NullPointerException at com.hp.ov.sm.client.common.util.CustomTimeZo ne.getOffset(CustomTimeZone.java:222) at com.hp.ov.sm.client.webtier.MessagesAction.g enerateMessagePane(MessagesAction.java:168) at ...</pre>	<p>The error no longer occurs and the message now displays correctly.</p>
QCCR1E 67494	<p>When there are two notebook tabs and the second one contains a Comfill field in a table column, the value of the Comfill column cannot be saved if the focus is moved to the first tab before saving.</p>	<p>Value of the Comfill widget in a table can be saved when the focus is changed.</p>
QCCR1E 67758	<p>When searching changes in Service Manager 9.21, fill-enabled data on a Comfill object that is Select Only cannot be deleted on the web client. If a user uses the Fill option, chooses a value, and then realizes the chosen value is incorrect, highlighting the value of the field and removing the value does not work. Pressing the backspace or delete key does not work either.</p>	<p>Users can remove the value even when the combo box is Select Only.</p>
QCCR1E 68021	<p>In the web client, Boolean values set in one notebook tab are not saved when focus is moved to another notebook tab.</p> <p>Note: This notebook tab is part of a sub-group under a group.</p>	<p>Boolean values are saved properly in the notebook tab when focus is moved to another notebook tab.</p>
QCCR1E 68068	<p>The following JavaScript error occurs in the web client when the user presses the ">>" button to expand the tool bar: "Object doesn't support this property or method".</p>	<p>The error no longer occurs.</p>
QCCR1E 68089	<p>In the Workflow Viewer, the phase name overflows if the length of phase name exceeds the phase width.</p>	<p>Phase names now wrap to fit within the workflow phases.</p>

QCCR1E 68131	The Tomcat web application server instability occurred intermittently at least once a week. A large amount of null pointer exceptions were found in the web tier's log file:	Modified the code so that these null pointer exceptions are fixed. The web application server is now working properly without intermittent instability issues.
	<pre>[ERROR] null java.lang.NullPointerException at com.hp.ov.sm.client.workflow.viewer.Instance Viewer.load(InstanceViewer.java:101)</pre>	
	In addition, in the Service Manager system where this issue occurred, there are many changes records that contain an empty approval.status field value, which is different than the out-of-box logic. This is not necessarily incorrect depending on the custom change flow logic, however Service Manager should have not thrown null pointer exceptions when the approval.status field is empty on the client side.	
QCCR1E 68312	In Internet Explorer 7, the Web Tier hangs when the user clicks any button in the toolbar.	In Explorer 7, the Web Tier no longer hangs when the user clicks any button in the toolbar.
QCCR1E 68516	JavaScript files remain cached in user's browser, even when the user updates the web application.	<p>Changed the default max-age value of 'Cache-Control' property of 'cacheFilter' bean from 1296000 seconds to 28800 seconds to avoid some cache-caused issues.</p> <p>Important: Web user's browser cache will not automatically get refreshed after this value is changed and the web application server is restarted. For this reason, web users may have to manually clear their browser cache before logging in to the updated web client, as the user's cache may contain outdated web resources that are not expired based on the old max-age value.</p>
QCCR1E 68497	Two buttons ("Previous" and "Cancel") on the Contribute Knowledge form do not display the button name in the Web Tier.	The Web Tier templates for Contribute Knowledge have been updated to properly display the button names.
QCCR1E 68704	The hover form in Service Manager 9.21 P3 HF2 caused serious browser lockups and issues when it was used on an array field. Symptoms included delays in the pop-up being displayed, accompanied by an audible clicking noise.	The pop-up displays in a timely manner without an audible clicking noise.
QCCR1E 68738	The list/listdetail/detail panel in the navigation cannot be displayed in the web client when deployed in Jboss5.1.	The list/listdetail/detail panel displays correctly.

QCCR1E 69005	Selecting a record in a record list caused the whole record list to refresh, which caused a performance issue.	When a record is selected in a record list, the record list is not automatically refreshed.
QCCR1E 69006	In the web client, forms with multiple fields referencing the same input do not honor the Visible Conditions of the fields.	If Visible Conditions of combos are mutually exclusive, only one combo is displayed.
QCCR1E 68989	On a form that contains Dynamic View Dependency conditions, the dependency result is incorrect after the user clicks Validate Format or presses Enter.	The dependency result is now correct.
QCCR1E 69123	When a change request is opened, if the workflow size is larger than the Workflow Viewer, scroll bars appear in the Workflow Viewer and Workflow panel. When the user scrolls with the mouse in the Workflow Viewer, the workflow enlarges.	The additional scroll bar in the Workflow panel is removed. Workflows now fit into the Workflow Viewer. The Workflow Viewer scroll bar is used to navigate the larger workflows.
QCCR1E 69188	When searching knowledgebases in the web client, the following error message occurs in the browser's status bar: 'cwc' is undefined Line: 1 Char: 1 Code: 0 URL: http://<hostname>:<port>/<web tier>/cwc/js/cwc.js	When searching knowledgebases in the web client, the error message no longer occurs.
QCCR1E 69216	The web browser hangs after navigating between queues. Often users will get the following message: "Internet Explorer Cannot display the web page." Users need to delete temporary files and cookies, and then restart Internet Explorer to get to a login page.	The web client no longer produces errors or hangs when users navigate between queues.
QCCR1E 69316	In Trusted Sign-On (TSO) mode, when a user pressed F5 on the browser multiple times during initial communications between the client and server, multiple server sessions were established.	In TSO mode, when the user launches the web client in a browser, a login progress screen displays, which instructs the user to wait and not to refresh the screen. Even if the user ignores this warning and presses F5 or the refresh button on the browser, Service Manager will not establish new sessions for the user.
QCCR1E 69488	Multiple users are simultaneously disconnected from the Service Manager (SM) web client, and then directed to the "login again" page (session timeout). This creates multiple sessions, which are seen connecting back to SM although users have not logged in but instead left the browser on the "login again" screen.	Multiple sessions are no longer created for clients when there are login problems.

QCCR1E 69554	A Web Client JavaScript error occurs when you use the Fill Function in a table in Internet Explorer 7.	No JavaScript error occurs when using the Fill Function in a table in Internet Explorer 7.
QCCR1E 69623	When the secureLogin parameter in the web tier configuration file (web.xml) is set to true, web client users cannot log in with a non-blank password.	Web client users can log in with a non-blank password when the secureLogin parameter is enabled.
QCCR1E 69829	The Advanced Filter option "Is Empty" returns the error: "Please specify the Comparison Value on the Web Tier client only."	Made the Is Empty option a valid condition for the advanced filter so that the validation failure no longer occurs.
QCCR1E 69868	On a search screen, if the user adds a Comfill whose value is "masked" using a value-display list and then selects a value and searches on it, no results are returned. The root cause is that the web tier sends the display value to the background, and saves this display value to the database.	Fixed the issue by sending the correct data (the value list value) to the background so that the correct records are returned.
QCCR1E 70255	While defining tasks for a Change Model, the Task Template drop-down list in the Task Editor displays all templates from the templates table.	The Task Template drop-down list now displays only templates from the cm3t table.
QCCR1E 70265	Contiguous white spaces are automatically replaced with one single white space when string values are displayed in the Web client.	White spaces between words are retained. Only preceding and trailing white spaces are trimmed off.
QCCR1E 70298	When the user opens a recordlist in the web client, the recordlist is not displayed and the web client hangs. This issue occurs when the user switches the tab page before the current tab page finishes its rendering. Starting from Service Manager 9.2, CWC5 assumes that user does not switch tab pages when the current page is still loading.	<p>The mask feature has been improved so that the mask persists long enough in a user transaction to prevent user operation before the current page finishes its rendering.</p> <p>Additionally, two new web.xml parameters have been introduced to help fix this issue:</p> <ul style="list-style-type: none"> • unmaskDeferMillis: Defers the unmasking of a browser window after an unmask request is issued. This parameter relates to how much time the client browser needs to finish rendering after a page is loaded. The client user may feel low application performance if set it to a value greater than 2000. Additionally, this value should not be set to less than 550 milliseconds unless system performance is well characterized. <ul style="list-style-type: none"> — Default: 1000 (milliseconds) — Possible values: 750 - 5000 (milliseconds). • autoCloseMaskDelay: Specifies the

delay in seconds before which the mask is automatically closed. This parameter value must be ≥ 60 seconds. Uses default value 180 seconds if any invalid value is specified.

— Default: 180 (seconds)

— Possible values: No less than 60 (milliseconds).

- showMaskCloseButtonDelay (this parameter has been deprecated since SM9.30p3 Hot Fix 1)

QCCR1E 70488 The print icon in the Service Manager web client (not the print feature built in the browser) does not invoke the operating system's printer list.

The print icon now invokes the operating system's printer list.

QCCR1E 70624 In the web client, if the user frequently starts and stops background processes from System Status, the System Navigator freezes until the user logs out and logs in again.

The System Navigator does not freeze after the user frequently starts and stops background processes.

QCCR1E 70654 The Select All function in multi-select does not work on the Service Manager 9.30 P2 Web tier.

The Select All function in multi-select works.

QCCR1E 71297 In Internet Explorer 9, users see a blank page when running unsupported commands in the Service Manager command box.

A masking behavior has been corrected for users who run the web client in Internet Explorer 9.

QCCR1E71618	If the input of a Comfill widget is referenced by the dynamic view dependency (DVD) condition of other widgets, the Comfill widget is always displayed on the form even when its visible condition is evaluated to false.	A Comfill is displayed only when its Visibility Condition is evaluated to true.
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Windows client updates

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

Global ID	Problem	Solution
QCCR1E65372	When the user went into the Knowledge Base search form and de-selected the Incident_Library check box, all the other options also disappeared.	When the user goes into the Knowledge Base search form and de-selects the Incident_Library check box, the other options will remain.
QCCR1E65709	The tab order is not followed, if using a Data Change Event on a combo box.	If Tab is pressed on a Combo Box, it will not start Data Change Event so that the focus of the form will not change.
QCCR1E66750	You cannot print a record using the File > Print option in the Windows client if the record has an attachment.	You can use the File > Print option in the Windows client to print a record.
QCCR1E66833	The Windows client does not display the wait cursor, for example an hourglass symbol, when transactions are still being executed.	The Windows client now shows the wait cursor when transactions are being executed.
QCCR1E70295	Foreground Color Condition in a table widget always uses the default color.	Foreground Color Condition in a table widget now takes effect.

Server updates

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E31923	<p>Client thread crashes when the data length exceeds the size defined in the database.</p> <p>The following is an example:</p> <ol style="list-style-type: none">1. Log in as a system administrator.2. Type contacts in the Service Manager command line, and then press Enter.3. Click Search.4. Select a contact record from the list. For example, "BROWN, NICHOLAS".5. In the Contact Name field, change "BROWN, NICHOLAS" to "BROWN, PPPP..." which contains, for example, 350 instances of letter P.6. Click Save. An error message like this occurs: <pre>Length (226 bytes) of data for field contact.name in contacts exceeds max (140 bytes), truncated (se.base.method,update.record).</pre>7. Click OK.8. Log off and then log back in as a system administrator.9. Type contacts in the command line, and then press Enter.10. Click Search. The error message "Panne SOAP: An exception was raised in native code : error Win32 EH Exception: 0XC0000005. Client terminated." appears and the client session ends.	<p>When the data length exceeds the size defined in the database, the data truncation error message will still occur as expected, however the client will no longer crash.</p>

Global ID	Problem	Solution
QCCR1E 31928	Web Service RetrieveIncidentListReque has the potential to cause a Java Heap Space out-of-memory error when retrieving a list of records.	<p>Updated the server code so that the following applies for the request response:</p> <ul style="list-style-type: none"> • When there is neither a start attribute nor a count attribute, return all records/keys. • When there is a valid start value but no count attribute, return all records starting from the start attribute. • When there is a valid start attribute and valid count attribute, return the number of keys/records starting from the start attribute. • When there is a negative start attribute, return from the first record. • When there is a negative count attribute, return one record. • When the start attribute is bigger than the total number of records/keys, no record is returned.
QCCR1E 53128	Search list contents are grouped incorrectly when returning to the record list after updating a record.	Search list contents are grouped correctly when returning to the record list after updating a record. The record falls in the current group.
QCCR1E 54192	When trying to close an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request, a CXmlApiException occurs with a DocEngine error.	<p>A normal response will now be returned instead of the SOAP Fault. In addition, all or part of the following messages will occur in the request response depending on which field values are missing in the request:</p> <pre>Doc Engine call failed with cc -1 Msg: ;</pre> <p>You must enter a Solution to close this interaction.</p> <p>You must enter a Closure Code to close this Interaction.</p> <p>Note: To take advantage of this server-side change, users also need to apply an applications fix QCCR1E67647 (by loading the relevant unload file). See Application unload installation.</p>
QCCR1E 57292	Resource lock cannot be released or even cannot be killed using the 'k' command due to a plug-in 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.

Global ID	Problem	Solution
QCCR1E 58862	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.
QCCR1E 59527	In environments deploying a case-sensitive RDBMS in combination with a case-insensitive LDAP server for authentication, it might be impossible for users to successfully log in to Service Manager (SM). After login, the System Navigator displayed an empty tree and the main screen was partially rendered, which resulted in an inability to use SM.	If the LDAP is used for authentication, users can now successfully log in with a lowercase, uppercase, or mixed-case user name and use SM properly after login. Without LDAP authentication, the case-sensitivity of login depends on the case-sensitivity setting of the RDBMS. Note: To take advantage of this fix, users must also update their client to SM 9.30p2 or later.
QCCR1E 59746	Knowledge Management: KMImport is not updated to reflect the km-import jar.	The scripts will no longer hard code the jar file name for the class path. Instead, the value of the class path will depend on all the jar file names in the lib directory. Note: This fix is released with 9.30p3HF8. To take advantage of this fix, find the sm9.30.225-P3HF8_KM.zip file in this hot fix.
QCCR1E 65095	The "Does not Contain" comparison does not work for an ARRAY text field.	The "Does not Contain" comparison will work correctly for an ARRAY text field.
QCCR1E 65453	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 now successfully change the database field encryption key using the "sm -changeencrkey" command.
QCCR1E 66601	Formatting applied to Knowledge Documents was lost when the document was used as a solution for an interaction.	When invoking Use Solution on a Knowledge Document in an interaction record, formatting will be properly applied to all HTML tags.
QCCR1E 66812	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.

Global ID	Problem	Solution
QCCR1E67061	<p>When using Service Manager in a non-English language (for example, French), the inactivity message the user receives is not localized: Your inactive HP Service Manager session (UID# xxx) will be automatically disconnected in 00:00:45.</p>	<p>Code has been changed on the Service Manager server side so that the inactivity timer background process generates the message according to the user's login language (for example, French).</p> <p>Note: For SM applications versions 7.11 and 9.21 only, a system administrator still needs to do the following for users to see the localized message. This is because in applications 7.11 the above message is missing in the out-of-box scmessage table, while in applications 9.21 it does exist but is not localized.</p> <ol style="list-style-type: none"> 1. Open the scmessage table in Database Manager. 2. Add two records for English and the target language to the table (for apps 9.21, only add the target language record). <p>For English: Language Code: en Class: scbase Message Number: 130 Text: Your inactive HP Service Manager session (UID# %ld) will be automatically disconnected in %d minute(s) %d second(s).</p> <p>For the target language (for example, French): Language Code: fr Class: scbase Message Number: 130 Text: Votre session (UID# %Id) inactive de HP Service Manager sera automatiquement d?connect?e dans %d minute(s) %d seconde(s).</p>

Global ID	Problem	Solution
QCCR1E67071	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. The KMUpdate process should have a companion KMStatusListener background process (which starts automatically when needed) and will update the status in SM without a need for a special web service servlet container.	<p>A new background process (KMStatusListener) has been implemented that replaces the web service listener and updates status and error knowledgebase records using JavaScript.</p> <p>To take advantage of this server-side fix, users must also apply the QCCR1E67072_SM930P3.unl file, which is available in the platform_unloads directory.</p> <p>Note: This fix works only for Service Manager applications versions 7.11 and 9.2x, which support the K2 search engine. For applications version 9.30, which supports only the SOLR search engine, there is no need to load the above unload file.</p>
QCCR1E67946	Slow system performance occurred and reviewing the system status revealed that several background processes were idle for over three hours.	Fixed the Service Manager load balancer so that load is now distributed evenly across all available servlet containers.
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.
QCCR1E68005	When a user connects through Trusted Sign-on (TSO) and exceeds the maximum number of concurrent logins, the server gives an error message.	When the Service Manager client log-in fails, the correct message(s) will be displayed.

Global ID	Problem	Solution
QCCR1E68081	<p>When trying to start Service Manager, users encounter a null pointer exception error:</p> <pre>Exception in thread "main" java.lang.ExceptionInInitializerError Caused by: 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 Error! initializing java in scjvm.cpp</pre> <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>	<p>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.</p>

Global ID	Problem	Solution
QCCR1E 68200	<p>The displayed data List was incorrect after using Customize Current View when adding a field.</p> <p>Here is an example scenario:</p> <ol style="list-style-type: none"> 1. Log in to Service Manager as a system administrator. 2. Select Interaction as Queue on the To Do Queue page. 3. Select All Open Interactions as View. 4. Click Count Records. The number of records (for example, 198) is displayed. This is correct. 5. From the More or More Actions menu, click Customize Current View. 6. Click Fields and then add "Contact Full Name" to the List. 7. Click Finish. Only four records are displayed. After clicking field "Contact Full Name", only two records are displayed. This is incorrect. 	<p>The displayed data List will be correct after the user adds a field to the list using the Customize Current View option.</p>
QCCR1E 68788	<p>Performing a column sort in a View produces an error and client termination in UNIX-based systems.</p>	<p>No errors occur when performing a column sort in a View.</p>
QCCR1E 69280	<p>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!"</p>	<p>The attachment debug message will no longer occur unless the debugattachments parameter is enabled.</p>
QCCR1E 69423	<p>After the RTE binary patch P3HF4 and web client P3HF4 were applied, there were issues when users worked in the web client. They often received the following error: "Logout successful".</p>	<p>The "Logout successful" error no longer occurs.</p>
QCCR1E 69687	<p>When the Search Engine server is not running or is disconnected from Service Manager, the KMUpdate process fails with a signal 6 in the sm.log and a core dump written to the disk.</p>	<p>Introduced a new exception handling strategy to handle any error or exception from the Search Engine server. No matter whether the Search Engine is down or not, the KMUpdate process keeps running, unless the process is terminated manually.</p>

Global ID	Problem	Solution
QCCR1E 69693	Language preference is ignored when Trusted Sign On (TSO) is enabled on the client side (either Windows or web).	Language preference works properly when TSO is enabled on the client side (either Windows or web). Note: This is the server-side change for this issue. Users must apply this change together with the client-side change QCCR1E61860.
QCCR1E 69902	When running sm -reportsem, the Diagnostic Service can encounter performance issues and semaphore/mutex wait times. The overall system performance may suffer.	A new parameter "degugdiagnostics" has been introduced, which by default disables the Diagnostic Service. To enable the Diagnostic Service, specify debugdiagnostics:1 in the sm.ini file or the server OS command prompt.
QCCR1E 69941	Memory leak occurs when running the SCEmail agent. This memory leak condition can be captured in the Service Manager log file with the debug parameter memdebug:400 set.	Memory is freed after the SCEmail is finished.
QCCR1E 70014	A Signal 11 error occurs when creating a production patch using an Oracle database and a Unix Service Manager server.	No Signal 11 error occurs when creating a production patch using an Oracle database and a Unix Service Manager server.
QCCR1E 70053	When using an unsupported SQL data type in a SQL mapping in Service Manager during a record insert, a corrupt error message is displayed.	Now, when using an unsupported SQL data type in a SQL mapping in Service Manager during a record insert, the correct error message is displayed including the numeric representation of the unsupported data type.
QCCR1E 70184	The number of database connections increases over time until no further connections remain.	The resource leak, which was introduced by HTTP GET requests, has been fixed.
QCCR1E 70218	Cannot load unload files from a DB2 system into an Oracle system.	Now users can load unload files from DB2 with no problem.
QCCR1E 70544	The Service Manager server experiences high CPU load and servlets stop responding to client requests. Over time, an administrator has to restart the service to recover from this condition.	This high CPU load issue has been resolved.

Global ID	Problem	Solution
QCCR1E71341	If the directory path of JAVA_HOME contains a white space, executing wsdl2java.bat and runDocumentImport.bat will cause errors.	<p>When the directory path of JAVA_HOME contains white spaces, wsdl2java.bat and runDocumentImport.bat can run successfully.</p> <p>Note: This fix is released with 9.30p3HF8. To take advantage of this fix, find the sm9.30.225-P3HF8_KM.zip file in this hot fix.</p>

Application updates

The following items are fixed 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>Important: To take advantage of this change, you must load QCCR1E67072_SM930P3.unl, available in the platform_unloads directory.</p> <p>Note: This change takes effect only on the K2 search engine; this change is not needed if the SOLR search engine, which has been supported since SM9.30, is used.</p>
QCCR1E67647	Need to update the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request.	<p>Updated the following scmessage record from "Doc Engine call failed with cc %d" to "Doc Engine call failed with cc %d msg: %s":</p> <ul style="list-style-type: none"> • Message Number: 19 • Class: scxmlapi
QCCR1E70163	The KMUpdate process terminates abnormally when it is not terminated manually or when internal errors do not occur.	When the Search Engine server is shut down or an indexing document error occurs, the KMUpdate process will not terminate, and error messages will be written to sm.log to indicate the exception details.

Documentation changes

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E66827	<p>A NullPointerException occurred in the WebSphere 7.0 logs (System.out), when the local class loader was set to parent first and the class loader order was set to parent last.</p> <p>When the class loader order was changed so that the web application used the local class loader first (parent last), the null pointer exception was fixed; however this configuration did not allow Java applets to work (CI Visualization and CTI). This was because the applet could not find needed Java classes.</p>	<p>HP recommends using the following deployment procedure:</p> <ol style="list-style-type: none">1. Deploy the .ear file of the Service Manager web tier on WebSphere 7.0. Note: The .ear file contains the .war file.2. Configure the Service Manager web application as follows:<ol style="list-style-type: none">a Go to Enterprise Applications > HP Service Manager *** Web > Class loader, and select the following settings:<ul style="list-style-type: none">— Class loader order: Classes loaded with local class loader first (parent last)— WAR class loader policy: Single class loader for applicationb Go to Enterprise Applications > HP Service Manager *** Web > Manage Modules > webtier-***.war, and select the following setting: Class loader order: Classes loaded with parent class loader first
QCCR1E71179	<p>When Service Manager is running on RTE version 9.30 with an Applications version earlier than 9.30, the Smart Icons feature may cause performance issues to the server.</p> <p>This is because in pre-9.30 Applications versions, the Smart Icons feature causes overhead on display of every ticket by determining if the button should be active and what color it should be.</p> <p>With the changes made in Applications version 9.30, the Smart Icons feature still works, however the overhead is caused only when users press the button.</p>	<p>Updated the Service Manager 9.30 release notes by documenting this known issue (QCCR1E71179) and providing the manual steps to disable the Smart Icons feature. The updated release notes document is available from the HP software manuals site: http://support.openview.hp.com/selfsolve/document/KM1195793.</p>

Known Problems, Limitations, and Workarounds

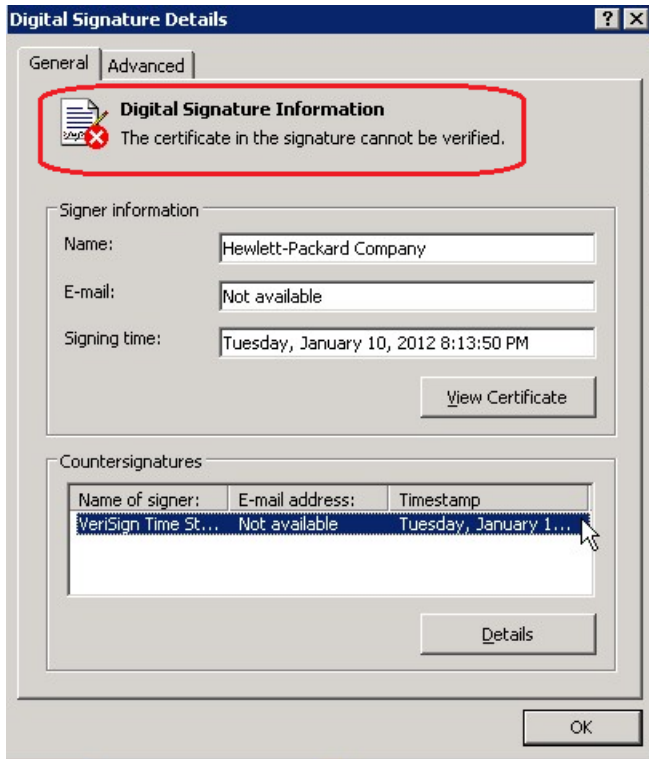
This software release has the following known issues.

Global ID	Known Issue	Workaround
QCCR1E28000	If the Equal sign (=) is the first character in an array field, it will be truncated.	No workaround is available at this time.
QCCR1E68803	The help topic "Hardware load balancers" refers to functionality not available in the 9.30 release.	This topic should be removed from the 9.30 help. The functionality may become available in a future release.
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 the workarounds to solve this issue.</p> <p>Solution 1:</p> <p>Connect Connect-It to the Web Services connector instead of the Legacy Listener connector.</p> <p>Solution 2:</p> <p>Before connecting Connect-It to the Legacy Listener connector, do the following:</p> <ol style="list-style-type: none">1. Add <code>usethreading:0</code> in the <code>sc.ini</code> file, which is located in <code><Service Manager server installation path>\LegacyIntegration\RUN</code>. <p>Note: 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">2 Start the legacy listener.

Installation Notes

Digital signature notice

HP signs Windows executable files with a digital signature. For SM 9.30.p3, this process has been updated to use a new VeriSign root certificate. On a Windows system that does not have the new VeriSign root or intermediate certificate installed, when the user right-clicks the file and then goes to **Properties > Digital Signatures > Details**, a verification error will display: “The certificate in this signature cannot be verified.”



To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: <https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140>

Web tier installation

The Web Tier update consists of a compressed file, `sm9.30.201-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.

The Service Manager Web Tier contains a J2EE-compliant web application that runs on your web application server. Each web application server has its own method of deploying web applications. See your web application server documentation for specific instructions on deploying a web application.

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. For more information, refer to the *Service Manager Interactive Installation Guide*.

Note: For an updated example of deploying the web tier, see *Deploying the Service Manager Web Tier on WebSphere Application Server 7*, included in the Service Manager 9.30p2 Release Notes.

Note: Arabic language support requires Internet Explorer 8.

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` or `webtier-ear-9.30.ear` file.
3. The "Update Application" function in WebSphere application server 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.
4. Deploy the new `webtier-9.30.war` (`.ear`) file by following the instructions in the Service Manager Installation Guide.
Note: HP recommends that you deploy with a unique context root, for example `/webtier-9.30.201`.
5. Replace the new versions of any files you customized with your customized versions.
6. Make any new customizations necessary for your deployment.
7. Restart the Application server.
Note: Before accessing the new Web Tier, HP recommends that all users empty their browser cache.

Windows client installation

The Windows client update consists of a compressed file, `sm9.30.201-P3_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: 9.30.201.

Server installation

The server update for your operating system (OS) consists of a compressed file, `sm9.30.201-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 9.30.
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: 9.30.201.

Application unload installation

The application consists of the unload files that come with the server update. When you extract sm9.30.201-P3_<OS>.zip (or .tar), the new files are added 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 the parent CR of a CR family (if any).
- 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 the applications version suffix is omitted, the unload file is then intended for all applications versions compatible with the server version, unless otherwise specified. For example, QCCR1Exxxx_SM930P4.unl is normally intended for applications versions 7.11, 9.20, and 9.30 (which are compatible with Service Manager server 9.30), unless otherwise specified in the unload file description. For information on the applicable applications versions for each unload file included in the current patch, see [Unload Files Included in the Current Patch](#).

Unload Files Included in the Current Patch

New application updates in the current patch

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

Unload file	from 9.30 patch	Used for applications version(s)	Description
QCCR1E67072_SM930P3.unl	P3	7.11 and 9.20	Enables users to take advantage of the new KMStatusListener background process. Note: This unload file is not needed for applications version 9.30, which supports only the Solr Search Engine.
QCCR1E67647_SM930P3.unl	P3	7.11 - 9.30	Updates the exception message that occurs in the request response when closing an interaction by calling CloseInteraction from a web service without specifying the localSolution field in the request. Note: This unload file is required after applying the server fix QCCR1E54192.
QCCR1E67750_SM930P3_SM930.unl	P3	9.30	Enables users to specify their search result sort preferences in Knowledge Management (by Modified Date, Status, or Relevancy). Note: The search result sort preferences feature in this release has several known issues. If you have not yet installed it, ignore this unload file. If you want to enable the sort preferences feature, install the KM Search Engine update provided in the 9.30p4 release instead.
QCCR1E70163_SM930P3_SM711.unl	P3	7.11	Fixes the issue that the KMUpdate process terminates abnormally.
QCCR1E70163_SM930P3_SM920.unl	P3	9.20	Fixes the issue that the KMUpdate process terminates abnormally.
QCCR1E70163_SM930P3_SM930.unl	P3	9.30	Fixes the issue that the KMUpdate process terminates abnormally.

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 that are used for your applications version (see the following table). For more details about these applications updates, see the Release Notes for those patches, also included with the release.

Unload file	from 9.30 patch	Used for applications version(s)	Description
QCCR1E67610_SM930P2.unl	P2	7.11 - 9.30	Enables you to block potentially dangerous attachments.

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 they are on the server.
 - 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**.

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.

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.

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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