HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.21.113 Patch 2 / April 2011 (Updated March 23, 2012)

This document provides an overview of the changes made to HP Service Manager for 9.21.113 Patch 2. It contains important information not included in the manuals or in online help.

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.

- Publish date, which changes each time the document is updated.

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 9.21, build 113 Patch 2 (SM 9.21p2) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the defects and enhancements for each release included in this cumulative patch.

Service Manager 9.21 Patch 2 updates the following areas:

- Web client updates included in SM9.21p2

- Windows client updates included in SM9.21p2

- Server updates included in SM9.21p2

- Application updates included in SM9.21p2

Web client updates

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

CR	Problem	Solution
QCCR1E55936	Only one approval record is shown in the web client.	The web client correctly displays all approval records.
QCCR1E56203	In the Service Manager 9.20 web client, pop-up subforms only stay up for five seconds. Found some code in the web client that infers it is waiting for an 'esc', 'tab,' or 'onblur' to close the pop-up. However, it seems too close after five seconds. There is other code that seems to infer the window is closed after tod()+250, but unaware of what the 250 is or how that translates to 5 seconds. The web client should work like the Windows client where the pop-up stays up until the user wants to close it.	Hover forms will always display when focusing on the field.
QCCR1E57102	On the web client, when the customer searches for a change and then opens the task from the change work flow, the task opens in a new tab, which still contains the search results for the changes and the task buttons (for example, Cancel and Save & Exit) icons all disappear and cannot be used.	Search results will no longer appear in the new tab, and task buttons will be available.
QCCR1E57656	List Builder is working differently (values do not get saved) in the web client versus the Windows (desktop) client.	List Builder in the web client saves values the same as in the Windows client.

QCCR1E58371	HP WebInspect incorrectly identifies the presence of certain third-party files, which are not used in the product, as potential vulnerabilities.	The unnecessary files have been removed from the product. **Note:** Be sure to set up your Web Tier with only the minimum required functionality. Enabling more functionality in web and application servers (extra languages or scripts such as VB, PHP, CGI, and so on), increases the risk of security breaches. HP recommends that you follow well-known best practices for secure application server setup.
QCCR1E58476	Form rendering on lower resolution screens does not work correctly on the web client. Any resolution less than 1280x960 has issues rendering forms. For example, the search form for an incident or a new OOB incident form both render with a horizontal scroll bar located under the form component that has focus, instead of being justified to the left. This happens regardless of form width.	A horizontal scroll bar is not displayed in resolution 1024x768 for a maximized window, unless the form is wide enough to require one. **Note:** HP recommends a screen resolution of 1024x768 or higher.
QCCR1E58775	Text fields set to read-only can be edited in the web client, even though they are displayed in gray text.	Text fields set to read-only can no longer be edited in the web client.
QCCR1E58949	When web client users try to download an attachment that contains special characters, such as # and %, in the file name, the browser displays a 404 Error, Requested File Not Found.	The web client has been updated to correctly handle file attachments containing names which include punctuation marks, as well as different languages.

QCCR1E59295	Inconsistent behavior when adding views using different methods.	List view can be saved in Favorites when "viewrecordlist" is false.

Inconsistent behavior when adding views using different methods.

1) Log in as 'falcon.'
2) Click 'Search incidents' and specify status=Work in progress, then click 'Search.'
3) Click 'Add Favorites' button in left navigator and name the view 'Test - add favorites.'
4) Click 'More -> Save as View' and name the view 'Test - save as view', click OK (you may have to log out and back in to see new view in left navigator).
5) Click 'manage favorites' and select 'Test - add favorites' view, then 'Test - save as view' view.
6) Notice two differences:
   a. View definitions tab is not available on 'Test - add favorites'
   b. Query tab displays different fields between the 2 views

The expectation is that these 2 views would be identical.

QCCR1E59406	Unable to perform a Find function with a conditional read-only Comfill or with the Find tool bar button in the web client.	The Find functionality now works in the web client, even when there is a read-only condition on the field.
QCCR1E60040	Clicking the [X] on an inactive tab in the web client closes the active tab instead. If the active tab is the first tab (for example, the To Do Queue), then the web client connection is terminated.	The [X] close button on inactive tabs has been removed to avoid conflicts within the tab's hidden content when trying to close it. The F5 key is now intercepted to avoid performing a browser refresh, which is not supported by the application.
QCCR1E60047	Custom selections are not recognized as selected when a user creates a quote request in the web client. Only the mandatory line items are included.	Selecting line items in the web client works fine; users will get the same result as in the Windows client.
QCCR1E60796	The Comfill fill button visible condition and third button visible condition do not work on the web client.	The visible conditions for both buttons work properly.
QCCR1E60816	In the web client, the Navigator Menu may disappear after a user refreshes the browser.	The Navigator Menu now displays correctly after a user refreshes the browser.

QCCR1E61074	The pop-up subformat enabled on a field for mouse over in the web client does not display, if the field has a read-only condition defined. The pop-up form for the same field will display correctly when the read-only check box is checked with no read-only condition.	The read-only Comfill widget will display in the pop-up subform, if the read-only condition exists.
QCCR1E61109	Comfill misalignment in the web client, if Comfill has read-only and visible conditions set.	Skipped a JavaScript function, which does not apply to Comfill due to its complex structure.
QCCR1E61170	The Status field is cleared when a user moves the mouse over the field in specific conditions on the web client.	The status filed will not change when moving the mouse out of the field.
QCCR1E61680	The Service Manager Web Tier should be enhanced to require SSL for communication by default.	Added two context parameters to the Web Tier configuration file (web.xml) for secure login: secureLogin: Set to true if SSL connections are enabled on the web application server and logins should be secure; set to false if SSL connections are disabled, or only non-SSL connections are allowed. Default is true. sslPort: Set this parameter to the SSL port on the web application server when the secureLogin parameter is set to true. **Note:** HP recommends using SSL for connections to the Service Manager web application. For more information on these new parameters, see New Parameters and JavaScript.
QCCR1E62244	Changing tabs and closing them during a search could sometimes result in all tabs being closed and the JavaScript error, "cwc.getActiveTab() is null". This happened because the browser tried to render a response on the new tab instead of the tab that generated the request.	Fixed the tabs so that you cannot switch from one to another while one is waiting for a response from the server.
QCCR1E62290	Web client returns Display string data instead of Value string.	Client has been corrected to return the Value string rather than the Display string.

Windows client updates

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

CR	Problem	Solution
QCCR1E30694	When viewing a record using the HTML editor (WYSIWYG) on the Windows client, if the display screen does not allow input and the displayed record has text that spans more than one page, the scroll bar cannot be used.	The read-only HTML editor can scroll to read the whole text area on the Windows client.
QCCR1E54855	Deselecting the "Skipping readonly controls when tabbing" option in preferences does not work.	This option has been removed.
QCCR1E55918	Attempting to escalate an interaction to an incident by using the wizard, clicking the Next button and then continuing to click while the server is working, sometimes breaks the user session.	The Windows client will now complete processing of any given request action before allowing another request to be sent to the Service Manager server.
QCCR1E57264	In the Windows client, double-clicking on a table row fails to select the row.	Double-clicking on a table row now selects it, as expected in the Windows client.
QCCR1E59380	The "Desc" column is not sorted.	The "Desc" column can be sorted.

Server updates

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

CR	Problem	Solution
QCCR1E32063	On UNIX, processes spawned by Service Manager running a shell script fail to terminate properly after execution.	On UNIX, processes spawned by Service Manager running a shell script now terminate properly after execution.
QCCR1E32084	Messages sent through the notification engine are truncated if the array element is greater than 8191 characters.	The size (number of bytes) of the message buffer used to store the current notification messages can now be set by the parameter: `msg_buffer_size`. **Note:** When this parameter is set to be less than the default (8192 bytes), the server uses the default. For more information on this new parameter, see New Parameters and JavaScript.
QCCR1E56092	When mapped to an Oracle database and updating a record violating the unique key constraint, Service Manager continued as if the record had been modified since read. This could affect application behavior.	When mapped to an Oracle database and updating a record violating the unique key constraint, Service Manager shows the correct error message, "The record being added contains a duplicate key."

QCCR1E56417	Unable to consume external Web Services with Fast Infoset. On executing a call to an external Web Service, the Web Service call fails to send the SOAP request and logs the following exception. Cannot evaluate expression display,process.option) Script <unknown script> line 0: ERROR uncaught exception: Error calling method: doSoapRequest in class:com/hp/ov/sm/server/utility/SoapClient Exception (java.lang.ClassCastException: org.jvnet.fastinfoset.FastInfosetSource) at char 1 Error calling method: doSoapRequest in class:com/hp/ov/sm/server/utility/SoapClient Exception (java.lang.ClassCastException: org.jvnet.fastinfoset.FastInfosetSource)	Modified JavaScript `doSoapRequest()` method to take a new argument: `"acceptfastinfoset"` to turn acceptfastinfoset on/off. The default value, `acceptfastinfoset:1`, keeps the original behavior. Put `acceptfastinfoset:0` in your `sm.ini` file to consume Web Services with Fast Infoset. For more information on this new JavaScript function, see New Parameters and JavaScript.
QCCR1E57043	In the uCMDB/Service Manager integration, a configuration item (CI) replication job will abort if one of the CIs runs into a data type mismatch error.	Service Manager now handles data type mismatch errors as part of a normal SOAP response in Service Manager, instead of returning a SOAP fault. The http session remains open and the CI replication job does not abort.
QCCR1E59040	When running with the parameter memdebug:400 on HP-UX Itanium, memory leaks might be reported, but they never include any stack trace.	Any leaks reported through the parameter memdebug:400 should include stack traces on HP-UX Itanium.
QCCR1E59521	Load balancer won't start on Linux systems.	Added two new Service Manager Server parameters: `usealtsignalstack` and `usemembar`. **Note:** These two parameters only apply to UNIX platforms. By default, the usealtsignalstack is turned on for all the UNIX platforms. The default value for usemembar in LINUX is 1 (starting JVM with option `-XX:+UseMembar`). The default value for usemembar in all the other UNIX platforms is 0 (starting JVM without option `-XX:+UseMembar`). **Important:** HP recommends that you set these parameters in the `sm.ini` file. For more information on these new parameters, see New Parameters and JavaScript.

QCCR1E60186	When using the RAD function delete() on an array that only contains NULL values, delete() returns the original array and does not delete any elements from the array.	The RAD function delete() now deletes elements from an array, even if all the elements in the array are NULL.
QCCR1E60666	Number of records returned by using the count function and by using a query is not the same.	The number of records returned by using the count function now matches the number of records returned by a query.
QCCR1E60849	The group items and group count in a search list are not correct after a record is removed from the search list because it no longer matches the original query.	Grouping information is now properly updated when a record is removed from a search list.
QCCR1E60986	Inactive sessions are not cleaned up and the TRClient dies with a signal 11 when processing killInactiveSession requests, if the excluded user's parameter has a null value.	Inactive sessions are cleaned up and the TRClient functions properly when processing killInactiveSessions requests, even when the excluded user's parameter has a null value.
QCCR1E60987	A TRClient thread is the processing thread for all locks, inactivity, and userchain requests from one Service Manager (SM) process to another SM process. If this thread dies, the other SM process cannot acquire any lock requests and will report an error in the log file.	When the TRClient thread dies, a new one will be started to process all the locks, inactivity, and userchain requests.
QCCR1E61007	Searching for records that contain certain criteria that the RDBMS cannot evaluate, displays only 32 results in the search list, even when the database contains more than 32 records that match the criteria.	The search list now shows all matching records, even if the RDBMS cannot evaluate the query directly.
QCCR1E61101	Connect-IT is unable to connect to Service Manager (SM). When SM added the Soap 1.2 Binding to SM's WSDL, it caused a backward compatibility issue with the Web Service clients that were created by the Web Service tools that could not parse or build the new SM WSDL.	Added a new SM server startup parameter, `soap12binding`: 0 = Do not include soap12 binding 1 = Do include soap12 binding The default is "Do not include soap12 binding" to make the SM WSDL backward compatible. For more information on this new parameter, see New Parameters and JavaScript.
QCCR1E61484	When the JavaScript function join() is used, the Service Manager server process leaks memory.	Memory allocated during join() JavaScript function is now properly released.
QCCR1E61905	When log rotation is executed, an additional file handle is created and not freed. This may cause the process to reaching the Operating System limits on file handles.	Service Manager now checks for existence of log locking handle after the log rotation is called to avoid creating a duplicate file handle.

QCCR1E61960	When you add a field from a file to multiple subforms, the field data displays correctly on the first subform but disappears on all subsequent subforms.	When you add a field from a file to multiple subforms, the data displays correctly on all the subforms.
QCCR1E61995	When using an "isin" query with many search elements, if one of the elements contains a single quote ('), Service Manager does not properly escape that single quote before using the data in the generated SQL statement. The RDBMS then fails to parse the query.	Service Manager properly escapes single quotes in data before using it literally in SQL statements, and does not escape single quotes when using bind variables.
QCCR1E62044	Recursive signal 11 followed by the error: "Signal could not be handled due to missing jmp buffer" in the sm.log file. Signal jump buffer, which is a mechanism on Unix/Linux to shift control to Java code during signal handling, is not defined during initialization of some threads. When jump buffers are not defined, signals may run recursively.	Signal jump buffers are now defined in all instances of thread initializations to avoid recursive signals.
QCCR1E62052	When the Web Services client was not configured with pre-emptive basic authorization, Service Manager responded with a SoapFault instead of a 401 Unauthorized HTTP response.	When the Web Services client is not configured with pre-emptive basic authorization, Service Manager now sends back a 401 Unauthorized HTTP response to continue the client/server communication.
QCCR1E62145	The Kill inactive warning message functionality has changed and is now too frequent if setup as in previous versions.	Client will now receive warning messages only during the warning interval. The Warning interval and Inactivity Scheduler interval should be configured with same value, otherwise in some cases client may receive more than one warning message. For example, if you have specified "Number of minutes to allow idle user " at 2 hours, and "Warn user within " 10 minutes of termination, and inactivity scheduler to run at every 2 minutes, then the client may receive about 5 warning messages during the last 10 minutes of the inactivity period. **Note:** To avoid duplicate warning messages to the client, be sure to configure the Warn user within" and the "Inactivity Scheduler" to the same value.
QCCR1E62199	When logging in to Service Manager with LDAP and a case-sensitive RDBMS, when the case of the user id is different between the RDBMS and LDAP, and LDAP is configured as a secondary data source, the user might see a "Modified since read" message.	When logging in to Service Manager with LDAP and a case-sensitive RDBMS, if Service Manager finds that the user ID on the RDBMS differs from the one on LDAP in case, it no longer attempts to update the operator record.

Application updates

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

CR	Problem	Solution
QCCR1E31545	If a template value contains backslashes, applying this value will cause the corresponding field to contain an additional backslash for every backslash in the value. For example, if the template value is: This\is\a\test the resulting value will be: This\\is\\a\\test.	Backslashes included in a template value are no longer duplicated in the output. **Important:** To take advantage of the update, you must load QCCR1E31545_SM921P2.unl, which contains the updated application. This improvement requires Web Tier change QCCR1E60047. Additionally, if you are using Service Manager server/client 9.21p2 with Applications 7.11, you also need to load QCCR1E31545_SM921P2_SM711.unl (This additional unload is not required for Applications 7.00).

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Global ID	Known Issue	Workaround
QCCR1E63340	When opening a change record which is in the "Subscription" phase, the "Next Expiration" text box overlaps the header of the table for SLO items.	None available at this time

Installation Notes

Before using patch 9.21.113 Patch 2 and all subsequent patches, you must manually remove the files listed below.

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

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

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

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

Web Tier installation

The Web Tier update consists of a compressed file, `sm9.21.113-P2_Web_Tier.zip`. The specific upgrade process depends on your particular Web application server, but follows the same steps as deploying a new installation. For more information, refer to the *Service Manager Installation Guide*.

The upgrade does not automatically save your Web Tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version.

To install the Web Tier update:

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

2 Delete or uninstall the existing webtier-9.21.war (.ear) file.

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

3 Deploy the new webtier-9.21.war (.ear) file by following the instructions in the Service Manager Installation Guide.

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

5 Make any new customizations necessary for your deployment.
    Be sure to set the `securelogin` and `sslport` parameters.

6 Restart the Application server.

Windows client installation

The Windows client update consists of a compressed file, `sm9.21.113-P2_Win_Client.zip`, which contains `setup.exe`.

To install the Windows client update:

1 Stop the Service Manager Windows client.

2 Uninstall the Service Manager Windows client. (Your connection and personalized settings are retained.)

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

4 Check the version in **Help > About Service Manager Client**.
   The client should be Release: 9.21.113.

Server installation

The server update for your operating system (OS) consists of a compressed file, `sm9.21.113-P2_<OS>.zip` (or `.tar`), which contains the Service Manager server files. These files add to or replace the files in the `[SM Root]\([SM Root]/)` `RUN`, `irlang`, `legacyintegration`, and `platform_unloads` directories.

To install the Server update:

1 Stop all Service Manager clients.

2 Stop the Service Manager server.

3 Make a backup of the RUN directory.

4 Extract the compressed files for your operating system into the main Service Manager directory on the server. The default path is: C:\Program Files\HP\Service Manager 9.21.

5 For UNIX servers, set the file permissions for all Service Manager files to 755.

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

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

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

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

8 Restart the Service Manager server.

9 Restart the Service Manager clients.

10 Check the version in **Help > About Service Manager Server**.
   The server should be Release: 9.21.113.

Application unload installation

The application consists of the unload files that come with the server update. When you extract `sm9.21.113-P2_<OS>.zip` (or `.tar`), it will add the new files to your `[SM Root]\platform_unloads` (`[SM Root]/platform_unloads`) directory.

To install the new applications load the following unload files:

- `QCCR1E31545_SM921P2_SM920.unl`, which prevents backslashes included in a template from being duplicated in the output.

  Note: If you are using Service Manager server/client 9.21p2 with Applications 7.11, you also need to load `QCCR1E31545_SM921P2_SM711.unl` (This additional unload is not required for Applications 7.00).

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 below. For more details, see the Release Notes for those patches, also included with the release.

- `QCCR1E55715_SM921p1.unl`, which includes application changes to reduce database I/O on login.

- `QCCR1E57767_SM921p1.unl`, which includes application changes to reduce jgroups traffic on login.

- `QCCR1E59753_SM921p1.unl`, which includes application changes to fix the ToDo bar.

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, unflag it if not.

    c) Restart the Windows client if you changed the setting.

2 Open **Tailoring > Database Manager**.

3 Right-click the form or open the options menu and select **Import/Load**.

4 Fill in the following fields.

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

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

5 Click **Load FG**.

New Parameters and JavaScript

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

Updated parameters:

- [Startup parameter: msg_buffer_size](#)
- [Startup parameter: soap12binding](#)
- [Startup parameter: usealtsignalstack](#)
- [Startup parameter: usemembar](#)
- [Web parameter: secureLogin](#)
- [Web parameter: sslPort](#)

New and updated JavaScript features:

- [JavaScript global method: doSOAPRequest](#)

Startup parameter: msg_buffer_size

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

Description
This parameter defines the size (number of bytes) of message buffer used to store the current notification message inside the Service Manager server, which will be displayed in the Messages view of the client.

Note: When this parameter is set to be less than the default (8192 bytes), the server will use the default value.

Valid if set from
Server's OS command prompt
Initialization file (`sm.ini`)

Requires restart of HP Service Manager server?
No

Default value
8192

Possible values
8192 or above

Example usage
Command line: `sm -httpPort:13080 -msg_buffer_size:10000`
Initialization file: `msg_buffer_size:10000`

Startup parameter: soap12binding

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

Description
Service Manager by default generates WSDLs conforming to both soap 1.1 and soap 1.2 bindings. However some Web Services clients do not accept both soap 1.1 and soap 1.2. In such cases, you can disable soap12binding by providing the parameter soap12binding:0.

Valid if set from
Server's OS command prompt
Initialization file (`sm.ini`)

Requires restart of Service Manager server?
No

Note: Existing connections will honor the current value. New connections will honor the new value.

Default value
`1`

Possible values
`0` (Disabled)
`1` (Enabled)

Example usage
Command line: `sm- httpPort:13080 –debugnode:1 –soap12binding:0`
Initialization file: `soap12binding:0`

Startup parameter: usealtsignalstack

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

Description
By default, the Service Manager processes register the alternate signal handler to handle signals generated by the operating system. When usealtsignalstack is enabled, the processes handle StackOverFlow Exceptions properly. The signal is delivered on an alternate stack, and the process has a chance to terminate the offending thread and continue to requests of other threads that exist on the process. Older Linux Kernels may not honor the alternate signal stack. If you are running on older Linux Kernels, disable this feature.

Note: This parameter applies only to UNIX platforms.

Valid if set from
Initialization file (`sm.ini`)

Requires restart of Service Manager server?
Yes

Default value
`1`

Possible values
`0` (Disabled)
`1` (Enabled)

Example usage
Command line: `sm –httpPort:13080 –usealtsignalstack:1`
Initialization file: `usealtsignalstack:1`

Startup parameter: usemembar

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

Description
When this parameter is provided, Service Manager creates a JVM with the parameter –XX:+UseMemBar. When `usealtsignalstack` is enabled on Linux platforms, Service Manager runs into a known JVM issue. The JVM needs –XX:+UseMemBar to avoid running into the known issue.

Note: This parameter applies only to UNIX platforms.

Valid if set from
Initialization file (`sm.ini`)

Requires restart of Service Manager server
Yes

Default value
In LINUX: 1 (start the JVM with option -XX:+UseMembar).
In all the other UNIX platforms: 0 (start the JVM without option -XX:+UseMembar).

Possible values
`0` (Disabled)
`1` (Enabled)

Example usage
Command line: `sm -httpPort:13080 –usealtsignalstack:1 –usemembar:1`
Initialization file:
`usealtsignalstack:1`
`usemembar:1`

Web parameter: secureLogin

Web parameters change the behavior of Web clients connecting to the Web Tier. You can set some of these parameters from the Web client login URL, some from the Web Tier configuration file (web.xml), and some from both.

Description
This parameter controls the encryption of network communication between the Web application server and the Web browser. Enabling this parameter causes Web browsers to use SSL connections to the Web application server.

Note: To use secure login, you must enable SSL connections on the Web application server.

Valid if set from
Web Tier configuration file (`web.xml`)

Requires restart of Web application server?
Yes

Default value
true

Possible values
true (Enabled)
false (Disabled)

Example usage in web.xml
```
<context-param>
<param-name>secureLogin</param-name>
<param-value>true</param-value>
</context-param>
```

Web parameter: sslPort

Web parameters change the behavior of Web clients connecting to the Web Tier. You can set some of these parameters from the Web client login URL, some from the Web Tier configuration file (web.xml), and some from both.

Description
This parameter should be set to the SSL port of the Web application server. Required only when the secureLogin parameter is set to true.

Valid if set from
Web Tier configuration file (`web.xml`)

Requires restart of Web application server?
Yes

Default value
8443

Possible values
SSL port number

Example usage in web.xml
```
<context-param>
<param-name>sslPort</param-name>
<param-value>8443</param-value>
</context-param>
```

JavaScript global method: doSOAPRequest

This method issues a SOAP request to a specified URL.

Syntax
doSOAPRequest(URL, SOAPAction, XML, SOAP user ID, SOAP password, Attachment object, AcceptFastInfoset);

Parameters
The following arguments are valid for this function:

Argument	Data type	Required	Description
URL	String	Yes	This argument specifies the URL to which the script should send an HTTP request. If the HTTP request requires SSL then the URL must start with https.
SOAPAction	String	Yes	This argument specifies the SOAPAction value.
XML	String	Yes	This argument contains the XML for an entire SOAP request including the SOAP envelope. Refer to the Web Service's WSDL to determine the proper format of the SOAP request.
SOAP user ID	String	No	This argument contains the user ID to be used for the Basic Authorization HTTP header.
SOAP password	String	No	This argument contains the password value to be used for the Basic Authorization HTTP header.
Attachment object	Array	No	This argument contains a JavaScript array of Service Manager-defined Attachment objects or an empty array. See the Attachment object for more information.
AcceptFastInfoset	Number	No	To set the SOAP Message flag "acceptfastinfoset". The default value is 1. To turn "acceptfastinfoset" off, set the value to 0.

Return values
A string containing a SOAP response or an error message.

Description
This method sends a SOAP request to a remote server and returns the SOAP response.

Examples
Example 1 does the following:

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- Sends a SOAP request to a delayed stock quote Web service and indicates Service Manager accepts the "fastinfoset" formatted SOAP message.
- Prints the SOAP response to the screen

This example requires the following sample data:

- The URL to a delayed stock quote Web service
- Stock symbol for the company

```
var url = "http://ws.cdyne.com/delayedstockquote/delayedstockquote.asmx";

var action = "http://ws.cdyne.com/GetQuote";

var xml = "<soap:Envelope xmlns:soap=\"http://schemas.xmlsoap.org/soap/envelope/\"
      xmlns:xsi=\"http://www.w3.org/2001/XMLSchema-instance\"
      xmlns:xsd=\"http://www.w3.org/2001/XMLSchema\"
      xmlns:s0=\"http://ws.cdyne.com/\"><soap:Body><GetQuote xmlns=\"http://ws.cdyne.com/\"><StockSymbol
      xsi:type=\"s:string\">GOOG</StockSymbol><LicenseKey
      xsi:type=\"s:string\">0</LicenseKey></GetQuote></soap:Body></soap:Envelope>";

var uid = null;

var pass = null;

var attachments = new Array();

var quote = doSOAPRequest( url, action, xml, uid, pass, 60, 60, null, attachments );

print( "The return value is: " + quote );
```

Example 2 does the following:

- Sends a SOAP request to a delayed stock quote Web service and indicates SM does not accept the "fastinfoset" formatted SOAP message.
- Prints the SOAP response to the screen

This example requires the following sample data:

- The URL to a delayed stock quote Web service
- Stock symbol for company

```
var url = "http://ws.cdyne.com/delayedstockquote/delayedstockquote.asmx";

var action = "http://ws.cdyne.com/GetQuote";

var xml = "<soap:Envelope xmlns:soap=\"http://schemas.xmlsoap.org/soap/envelope/\"
      xmlns:xsi=\"http://www.w3.org/2001/XMLSchema-instance\"
      xmlns:xsd=\"http://www.w3.org/2001/XMLSchema\"
      xmlns:s0=\"http://ws.cdyne.com/\"><soap:Body><GetQuote xmlns=\"http://ws.cdyne.com/\"><StockSymbol
      xsi:type=\"s:string\">GOOG</StockSymbol><LicenseKey
      xsi:type=\"s:string\">0</LicenseKey></GetQuote></soap:Body></soap:Envelope>";

var uid = null;

var pass = null;

var attachments = new Array();

var quote = doSOAPRequest( url, action, xml, uid, pass, 60, 60, null, attachments, 0 );

print( "The return value is: " + quote );
```

Verified Environments

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

To access the Compatibility Matrix:

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

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

3 Navigate to the applicable information.

Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. Service Manager 9.21 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Support

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