Updates to the Service Manager Web Tier Directory Structure

Table of Contents

Web tier Directory Changes

QCCR1E69692 introduces significant changes to the directory structure of the Service Manager (SM) Web tier. Specifically, the directory structure of the Web tier has been modified to reflect the current build number of the Web tier. These changes were implemented because the SM Web tier is typically updated every few months. When these updates occur, it is sometimes necessary for users to clear their browser cache. For enterprise clients that have tens of thousands of users, getting all of those users to do this requirement is onerous. With this revised implementation, users will no longer need to clear their browser cache if they do not use the MySM module.

These changes are introduced in the following Service Manager updates:

- Service Manager 9.21 Patch 5

The following chart shows how the directories have changed:

Table 1.1

File paths in older versions of Service Manager	Updated File Path
<Web Tier Root>/css/*	<Web Tier Root>/css/<x.xx.xxx>/*
<Web Tier Root>/cwc/css/*	<Web Tier Root>/cwc/css/<x.xx.xxx>/*
<Web Tier Root>/cwc/js/*	<Web Tier Root>/cwc/js/<x.xx.xxx>/*
<Web Tier Root>/cwc/ssce/*	<Web Tier Root>/cwc/ssce/<x.xx.xxx>/*
<Web Tier Root>/cwc/tree/*	<Web Tier Root>/cwc/tree/<x.xx.xxx>/*
<Web Tier Root>/cwc/tree/css/*	<Web Tier Root>/cwc/tree/css/<x.xx.xxx>/*
<Web Tier Root>/dv/css/*	<Web Tier Root>/dv/css/<x.xx.xxx>/*
<Web Tier Root>/dv/javascript/*	<Web Tier Root>/dv/javascript/<x.xx.xxx>/*
<Web Tier Root>/gxt/*	<Web Tier Root>/gxt/<x.xx.xxx>/*
<Web Tier Root>/htmleditor/*	<Web Tier Root>/htmleditor/<x.xx.xxx>/*
<Web Tier Root>/js/*	<Web Tier Root>/js/<x.xx.xxx>/*

Notes:
- The placeholder *<x.xx.xxx>* represents the build number of the Service Manager installation, for example, Service Manager 9.21.288.
- These changes can require significant modification to tailored customer systems in the areas of the Cascading Style Sheets and JavaScript. In particular, Administrators need to be aware that path references to any of these directories may require modification.

Required Manual Actions

The Service Manager Patch process will make the majority of needed changes automatically. However, due to the complexity of the product and flexibility in terms of customer tailoring, it is not possible for HP to predict all needed changes.

Administrators should be aware that they may need to make changes in any files, cascading style sheets and JavaScript that reference any of the directories that have been changed in Table 1.1.

For example, if customers have created their own themes, images that are referred to in JavaScript will also need to be updated appropriately. Prior to installation of the patch, a particular installation may have the following css definition in the topaz.css file (the topaz.css file is usually found in the <Web Tier Root>/css/topaz.css folder):

```
.pagebar {
  border-color: #99BBE8;
  border-style: none solid solid;
  border-width: 0 1px 1px;
  background-color: #D0DEF0;
  background-image: url(../../gxt/images/default/toolbar/bg.gif);
}
```

However, after installation of the patch, the reference must be updated to include the build number as shown in the following example:

```
.pagebar {
  border-color: #99BBE8;
  border-style: none solid solid;
  border-width: 0 1px 1px;
  background-color: #D0DEF0;
  background-image: url(../../gxt/9.21.288/images/default/toolbar/bg.gif);
}
```

Note: This process *must be repeated* for each reference to one of the directories mentioned in Table 1.1.

Additional Notes

Clearing the Web Browser

Users may occasionally need to clear cookies in their browser cache after an update. In the event that users are experiencing problems after this update is applied, we recommend that they first clear the cookies in their browser cache. Additionally, users will need to clear their browser cache if future updates include MySM changes. Failure to do so can cause the browser to use cached MySM JavaScript, CSS or other static resources for use in the updated web client, which may cause unexpected issues.

For instructions on how to clear your specific browser's cache, consult your browsers documentation.

The Cache Time

The default cache time is changed from 8 hours to 6 months (maximum age value). We recommend setting the max-age value to a value not less than 15552000 seconds (6 months) to better utilize browser cache. The cache time is specified in the following location:

<Web Tier Root>/WEB-INF/classes/application-context.xml

MySM

MySM does not use the new version numbering system. However, MySM may reference resources that have been modified by this update. We suggest that all MySM users clear their cache after applying this update.

For more information

Please 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 customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Note: 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:

www.hp.com/go/hpsoftwaresupport/new_access_levels

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

www.hp.com/go/hpsoftwaresupport/passport-registration