HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30.274 Patch 4 / June 2012 (Updated June 28, 2012)

This document provides an overview of the changes made to HP Service Manager for 9.30.274, patch 4. 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.

Important Note: The initial version of this document is included in the patch package that is shipped with the patch release. However, this document may undergo modifications after the patch is released. To check for recent updates or to verify that you are using the most recent edition, visit the HP Software Manuals Site at: 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 274, patch 4 (SM 9.30p4) includes several customer requested software enhancements and fixes. Refer to the sections below for information about the enhancements, fixes, and known issues included in this release.

The following provides a summary of major updates included in this release.

- The New Mask and Timeout Parameters
- New Parameters
- Upgrade of the Embedded Tomcat in the Server
- Warnings for Duplicated Entries in sm.ini or the Server's Command Prompt
- Login Times Reported in the sm.log file
- New Dialogs When the Server Is Not Available (Windows Client)
- Case-Insensitive LDAP Login
- IBM WebSphere 8.0 Support
- Additional Sort Preferences for KM Search Results
- Updated Knowledge Management Import Utility
- Updated DLL Files for the ODBC Driver

The New Mask and Timeout Parameters

There are occasions where browser performance when using the Service Manager Web client can appear sub-optimal. With the current Web-tier, there is a "mask" mechanism that masks the user's web page before a server side response is received. This behavior prevents the user from doing anything further which may issue a new request. This mask appears as a grayed out window overlaying the browser. However, this mechanism may make it appear as if the browser has hung or frozen, or otherwise performing poorly.

To help manage browser performance and apparent hang or freeze issues when using the Service Manager (SM) Web client, the autoCloseMaskDelay, unmaskDeferMillis, socketReadTimeout, lockWaitTimeout parameters were created to facilitate control over the mask behavior. Brief descriptions of these parameters can be found in the New parameters section.

Important: Incorrect configuration or use of these parameters can severely impact both real and apparent performance! Detailed information on the specifics of these parameters can be found in the web.xml configuration file and in the **"Using the Mask and Timeout Parameters in HP Service Manager"** white paper at the HP Software support Web site: www.hp.com/go/hpsoftwaresupport

New Parameters

The following web client and server parameters have been introduced (or updated) in this release.

New Web Client Parameters

- autoCloseMaskDelay
- unmaskDeferMillis
- socketReadTimeout

- [lockWaitTimeout](#)

autoCloseMaskDelay

Description

Note: This parameter was introduced in version 9.30p3 (see QCCR1E70298), but is provided in this document for your convenience.

This parameter specifies the delay before which the mask is automatically closed. This parameter value must be no less than 60 seconds. Uses default value 180 seconds if any invalid value is specified.

> **Location:**
> web.xml
> **Requires restart of Web application server?**
> Yes
> **Default value:**
> 180
> **Possible values:**
> 60-300
> **Example usage:**
>   <context-param>
>   <param-name>autoCloseMaskDelay</param-name>
>   <param-value>180</param-value>
>   </context-param>

unmaskDeferMillis (updated)

Description

Note: This parameter was introduced in version 9.30p3, but its default, minimum and maximum values were updated in this release. See [QCCR1E73037](#).

This parameter 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 default value is 750 milliseconds. The minimum is 350 milliseconds. The maximum is 3000 milliseconds.

Important: The client user may feel poor application performance if it is set to a value greater than 2000 (in milliseconds). Administrators should be very cautious when setting it to be less than 550 before having a good assessment on the system performance of the client user's machine and web browser.

> **Location:**
> web.xml
> **Requires restart of Web application server?**
> Yes
> **Default value:**
> 750 (milliseconds)
> **Possible values:**
> 350 - 3000 (milliseconds)
> **Example usage:**
> <context-param>
>   <param-name>unmaskDeferMillis</param-name>
>   <param-value>750</param-value>
>   </context-param>

The following two parameters were created to assist in managing how long a client request should wait before timing out: socketReadTimeout and lockWaitTimeout.

socketReadTimeout

Description

The **socketReadTimeOut** parameter prevents a thread on the Web tier application server from waiting infinitely for a socket IO operation. After the specified time (in seconds) is reached, the socket read operation will terminate. See .

> **Location:**
>
> web.xml
>
> **Requires restart of Web application server?**
>
> Yes
>
> **Default value:**
>
> 180 (in seconds)
>
> **Possible values:**
>
> Any value is valid. A value of less than or equal to 0 will indicate no time out limit.
>
> **Example usage:**
>
>   <init-param>
>
>   <param-name>socketReadTimeout</param-name>
>
>   <param-value>180</param-value>
>
>   </init-param>

See QCCR1E69969.

lockWaitTimeout

Description

This parameter prevents a Web tier application server thread from waiting infinitely to acquire a lock. After the specified time (in seconds) is reached, a thread will cease trying to acquire a lock, and the user will see the following warning message appear:

"The session is busy. Please try again later."

> **Location:**
>
> web.xml
>
> **Requires restart of Web application server?**
>
> Yes
>
> **Default value:**
>
> 15 (seconds)
>
> **Possible values:**
>
> 1 - 300 (A value not in this range will indicate the maximum value 300 is used)
>
> **Example usage:**
>
> <init-param>
>
>   <param-name>lockWaitTimeout</param-name>
>
>   <param-value>15</param-value>
>
> </init-param>

See QCCR1E69969.

New or Updated Server Parameters

- localizedecimalpoint
- enableAnubisMonitor
- anubisPollInterval
- maxhttpreqresponse
- cache_slots (updated only)
- reportLBInterval
- disableWSEss

localizedecimalpoint

Description

This parameter enables users to use a pre-configured decimal symbol (for example, the comma) when completing numeric fields. By default, this parameter is disabled (set to "0"), and users can only enter a period as a decimal symbol. However, in Europe a comma is normally used. When this parameter is enabled, users can enter numeric values using the Decimal Symbol (either a period or comma) defined for one of the following currencies, listed from the highest to lowest priority:

- The currency defined in the Display Currency field in the user's operator record;
- The currency defined in the Basis Currency field on the **General** tab of the System Information Record;
- The US Dollar currency.

Notes:

- No matter whether this parameter is enabled or disabled, when a user views a cost value, Service Manager automatically converts the value according to the above-mentioned currency settings. For example, when an operator whose currency is British Pound is ordering an item from the Service Catalog, Service Manager displays the item's cost in British Pound (for example, £ 50,00). However, there are exceptions (for example, the Total Cost value of an Order in Request Management always displays in US Dollar.)

- When creating an unload file in .txt format, Service Manager always uses a period as the decimal symbol even if the original decimal symbol is a comma, and it can successfully process the unload when loading it back. If you need to edit the unload file before loading it back, always use a period as the decimal symbol; otherwise errors will occur when the unload file is loaded back.

- When exporting data to Excel, Service Manager keeps each decimal symbol (for example, a comma) as is. For this reason, be sure not to select a comma as the delimiter when using the Export to Excel feature.

    Location:
    sm.ini
    Server's OS command prompt
    Default value:
    0 (Disabled)
    Possible values:
    0: disabled (default)
    1: enabled

For more information, see enhancement QCCR1E31941.

enableAnubisMonitor

This parameter starts the anubis monitor to check the status of background scheduler threads.

Note: The ThreadControllerId-background thread, which can be started no matter whether enableAnubisMonitor is enabled or not, has been modified to additionally include the anubis monitor functionality and thus eliminated the need for the anubis process.

>   **Location**:
>   sm.ini
>   Server's OS command prompt
>   **Default value:**
>   0 (Disabled)
>   **Possible values:**
>   0: Disabled (when this parameter is not present in sm.ini or the command prompt)
>   1: Enabled

For more information, see QCCR1E72028.

Note: If an anubis agent record and anubis schedule record, which were used to restart stopped background processes automatically, already exist in your system, before enabling enableAnubisMonitor you need to disable the original anubis RAD applications as follows:

1   Delete the existing anubis agent record.

    a   Type **info** on the Service Manager command line, and click **Search**.

    b   Delete the anubis agent record.

2   Delete the existing anubis schedule record.

    a   Type **sch** on the Service Manager command line, and click **Search**.

    b   Delete the anubis schedule record.

anubisPollInterval

This parameter specifies the time interval (in seconds) at which the anubis monitor checks to see if any registered scheduler is alive.

>   **Location**:
>   sm.ini
>   Server's OS command prompt
>   **Default value:**
>   15 (seconds)
>   **Possible values:**
>   Any time interval (in seconds)

For more information, see QCCR1E72028.

maxhttpreqresponse

This startup parameter defines the maximum response size (in bytes) for HTTP requests.

Location:

sm.ini

Server's OS command prompt

Default value:

20971520 (20MB)

Possible values:

0: No size limit

Any size limit (in bytes)

cache_slots (updated)

The default value of this parameter has been changed from 2003 (which is too low) to 9973 to improve system performance. For more information, see QCCR1E71918.

For detailed information about this parameter, see the Service Manager help.

reportLBInterval

This parameter defines the interval (in seconds) at which Service Manager automatically runs the load balancer status report, which includes information about available ports and threads in horizontal and vertical scaling servlet implementations. When this parameter (reportLBInterval:n) is specified, Service Manager automatically executes the **reportlbstatus** command every n seconds to write the load balancer status information to the following log file located in the same directory of the server log (sm.log): lbstatus_<pid>.log, where <pid> is the ID of the load balancer process. See also QCCR1E71722.

This parameter reports the same information when you manually run the **reportlbstatus** parameter. For details about such information, see the Service Manager help.

By default, this parameter is disabled.

Location:

sm.ini

Server's OS command prompt

Requires restart of Service Manager server?

Yes

Default value:

0 (Disabled)

Possible values:

0: Disabled (default)

Any value no less than 60 (If a value less than 60 is specified, it is automatically reset to 60.)

Example usage

Command line: sm -httpPort:13080 -loadbalancer -reportLBInterval:180
Initialization file (sm.ini): reportLBInterval:180
Startup file (sm.cfg): sm -httpPort:13080 -loadbalancer -reportLBInterval:180

disableWSEss

This parameter controls whether or not a non-ESS user consumes a floating or named license when logging in to Service Manager through Service Request Catalog:

- By default, a non-ESS user consumes only a self-service license instead of a floating or named license;

- If this parameter is set in sm.ini or the server's OS command prompt (no value needed), a non-ESS user then consumes a floating or named license.

Location:

sm.ini

Server's OS command prompt

Requires restart of Service Manager server?

Yes

Default value:

(When this parameter is not present) A non-ESS user consumes only a self-service license instead of a floating or named license.

Possible values:

No value needed.

Example usage

Command line: sm -httpPort:13080 -httpsPort:13081 -disableWSEss

Initialization file (sm.ini): disableWSEss

See also QCCR1E71017.

Upgrade of the Embedded Tomcat in the Server

The Service Manager server now bundles Tomcat 6.0.35 as the embedded server. This upgrade requires additional steps for installing the server update in this release. See Server Update Installation.

Warnings for Duplicated Entries in sm.ini or the OS Command Prompt

A warning message is logged in the sm.log file when one parameter is specified more than once in the sm.ini file or has multiple inputs in the server's operating system command prompt. See QCCR1E72988.

Login Times Reported in the sm.log File

A new message is now available from the sm.log file that indicates how much time (in seconds) a user login takes. See QCCR1E72686.

It mainly covers the time consumed by the login RAD application. If the RAD name is "login" and label is "cleanup", the log message will look like the following, where 3.921 (seconds) is the login time:

```
5812(  4496) 04/05/2012 14:23:16  RTE I Base login Response: 3.921 -- RAD: 0.311  JS: 0.577
Log:0.000 Database: 3.033  LDAP: 0.000 (CPU 1.217)  application:login,cleanup
```


New Dialogs When the Server Is Not Available (Windows Client)

When the network connection is down or the client session has been terminated or timed out, two dialogs (instead of one) now display respectively:

- When the client session is terminated (for example, after a timeout or by a server termination), the user is prompted whether to disconnect or cancel: "`Your server session may have been terminated or timed out. Would you like to disconnect from the server now? Press Yes to disconnect or No to cancel.`" When the user clicks No, the current tabs will remain open, allowing the user to do things like copying information from the open records.

- When the network connection is down, the user is prompted whether to disconnect or retry: "`The HP Service Manager server could not be accessed. The network connection may be down. Would`

```
you like to disconnect or retry accessing the server? Press Yes to disconnect or No to
retry."
```

See also QCCR1E71043.

Note: The new dialogs have not been localized.

Case-Insensitive LDAP Login

In Service Manager earlier than version 9.30p4, when LDAP is enabled for login, the case of the user name in the LDAP server must match that in the RDBMS. As of version 9.30p4, this match is no longer needed. When a user logs in, upper-case (FALCON), lower-case (falcon), and camel case (fAlcOn) can all be used for the user name. See QCCR1E70459.

The following steps illustrate the new case-insensitive login behavior with the LDAP server and RDBMS:

1. (User "admin" exists in the AD server.) Log in with either "admin" or "ADmin".

    Result: The login is successful, and user "admin" is automatically added to the operator table.

2   Add user "john.smith" in the AD server, with a Display Name (CN) of "john.smith". Log in as john.SMITH.

    Result: The login is successful, and user "john.smith" is automatically added to the operator table.

3   Disable LDAP in sm.ini first (otherwise the LDAP user will be also deleted), and then do the following:

    a   Manually delete "john.smith" from the operator table.

    b   Manually add john.SMIth to the operator table.

    c   Enable LDAP in sm.ini.

    d   Log in as John.Smith.

        Result: The login is successful, and John.Smith is NOT automatically added to the operator table.

The following table describes more about the LDAP login behavior in this release.

Condition		Behavior
• The LDAP server is not available (because of wrong settings, network problems, etc.). • The user has a valid account in the RDBMS.	The ldapnostrictlogin parameter is set to "1".	The user logs in successfully.
	The ldapnostrictlogin parameter is set to "0".	The user cannot log in.
The ldapauthenticateonly parameter is enabled.		The LDAP server is only used during the login process for authentication purpose; after login, the LDAP server will not be used as a data source for db queries, even if some SM tables, like operator and contacts, were mapped to the LDAP server.

The ldapauthenticateonly parameter is disabled.	The LDAP server is used during the login process for authentication purpose; after login, the LDAP server will be used as a data source, and any queries on the operator or contacts file will also query the LDAP server.
The "LDAP is Primary Data Source" option on the file/field LDAP mapping page is selected.	The LDAP server is forcibly the primary data source for login and for other db operations against the relevant table.
The "LDAP is Primary Data Source" option on the file/field LDAP mapping page is not selected.	The LDAP server is forcibly the primary data source for login, but not for other db operations against the relevant table.

IBM WebSphere 8.0 Support

IBM WebSphere version 8.0 has been certified on the web tier in this release. See enhancement QCCR1E70664.

Additional Sort Preferences for KM Search Results

This release includes a SOLR Search Engine update, which enables end-users to sort their Knowledge Management search results by Status, Modified Date or Relevancy. To enable this feature, you must upgrade the server to version 9.30p4, install the SOLR Search Engine update, and then perform a full re-indexing of all your knowledgebases. See enhancement QCCR1E67750 and SOLR Search Engine Update Installation.

Updated Knowledge Management Import Utility

The Knowledge Management Import Utility has been updated for QCCRIE71341. The updated utility (km-import-9.30.zip) is wrapped in the Knowledge Management package (sm9.30.274-P4_KM.zip) in this release. See Knowledge Management Import Utility Installation.

Updated DLL Files for the ODBC Driver

Three .dll files (Scodbc32.dll, sci18n.dll and sccl32.dll) have been updated to allow 16 joined array tables at most (see QCCR1E67090). For instructions on installing the updated files, see ODBC Driver Update Installation.

Enhancements

The following enhancements are included in the current software release.

Global ID	Module(s)	Problem	Solution
QCCR1E 31941	Application Server	An option is needed to specify a decimal symbol for numeric fields in Service Manager. For example, in Europe it is common to use a comma instead of a period as a decimal symbol.	Introduced a new parameter localizedecimalpoint, which, when set to "1" in sm.ini or the server's OS command prompt, enables the user to enter values in numeric fields using the Decimal Symbol (either a period or comma) defined for one of the following currencies, listed from the highest to lowest priority:

Introduced a new parameter localizedecimalpoint, which, when set to "1" in sm.ini or the server's OS command prompt, enables the user to enter values in numeric fields using the Decimal Symbol (either a period or comma) defined for one of the following currencies, listed from the highest to lowest priority:

- The currency defined in the Display Currency field in the user's operator record;

- The currency defined in the Basis Currency field on the **General** tab of the System Information Record;

- The US Dollar currency.

To view the Decimal Symbol setting for a specific currency: Click **System Administration** > **Base System Configuration** > **Currencies**, and then click **Search**.

By default, this parameter is disabled (set to "0"), and the user can only enter a period in numeric fields as the decimal symbol.

Notes:

- This parameter does not control the decimal symbol that displays to the user in a numeric field. In other words, no matter whether this parameter is enabled or disabled, Service Manager automatically converts most numeric field values according to the above-mentioned rules. However, certain numeric fields always display with a period as the decimal symbol (for example, the Total Cost value of an Order in Request Management.)

- When creating an unload file in .txt format, Service Manager uses a period as the decimal symbol for all

Global ID	Module(s)	Problem	Solution
			numeric field values even if their original decimal symbol is a comma; the unload can still be correctly loaded back to the system. If the user needs to edit the unload file, the user should not use a comma for any numeric value; otherwise errors will occur when the unload is loaded back.
			• When using the Export to Excel feature, the decimal symbol (either a period or comma) will be exported as is. For this reason, be sure not to select a comma as the delimiter.
			Note: This enhancement requires you to upgrade the server to 9.30p4 and load the QCCR1E31941_SM930P4_SM930.unl file, available in the platform_unloads directory.
QCCR1E 67750	Application Server SOLR Search Engine	In Knowledge Management, users cannot specify their search result sort preference, other than by relevance score.	The applications code for Knowledge Management with the Solr Search Engine has been updated, and new sort options ("Modified date", and "Status") have been added. Once the user has completed a search and a list of search results already displays, the user can specify the following sort preferences:
			• **Sort by multiple fields**: If selected (default), sorts the current search results by a combination of these fields (listed from highest to lowest priority): Modified Date, Status, and Relevancy; If not selected, sorts the current search results by one of the fields;
			• **Modified Date**: When clicked, sorts the current search results by modification date in ascending or descending order. The name of the actual sort field is "sysmodtime" for all out-of-box knowledgebases.
			• **Status**: When clicked, sorts the current search results by status in ascending or descending order. The actual sort field being used varies with the knowledgebases: "problem.status" for Incident_Library, "open" for

Global ID	Module(s)	Problem	Solution
			Interaction_Library, "status" for Knowledge_Library, and "rcStatus" for both KnownError_Library and Problem_Library.
			• **Relevancy**: When clicked, sorts the current search results by relevancy in ascending or descending order.
			Important: For end-users to use this feature, administrators must do the following:
			• Upgrade the server to 9.30p4;
			• Install the SOLR Search Engine update provided in 9.30P4. For details, see SOLR_Search_Engine_Update_Installation.
QCCR1E 70664	Web Tier	The current compatibility matrix of Service Manager 9.30 does not include IBM WebSphere Application Server v8.0.	IBM WebSphere Application Server v8.0 is now supported.

Fixes

Web Client

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E48776	A list form shows fewer chart options in the web client than in the Windows client.	All column fields in the list are now shown in the "Chart by field count" and "Chart by field value" menus.
QCCR1E49300	On the web client, if a Data Changed Event is defined for a date field, the event does not execute.	The event now executes.
QCCR1E52805	In the Web client, when a data change option is specified on a date widget, the corresponding display option is not executed when the date is changed.	The display option is now executed as expected when the date is changed.
QCCR1E53844	Existing Web client message trays are not cleared when there are no new messages received.	Each tab displays only the latest new message that is generated by operations triggered in current tab or new notification messages from the server. Additionally, messages that are already

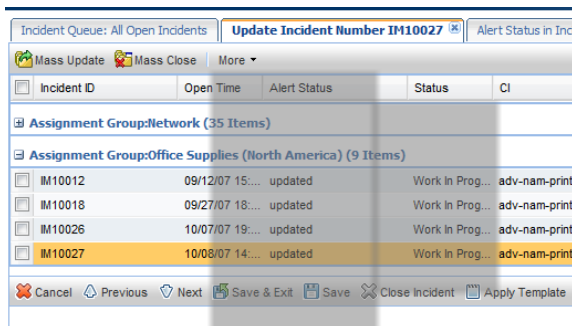| Global ID	Problem	Solution
		displayed in one message tray of a tab will not be displayed in other tabs.
QCCR1E61173	Bitmaps are not displaying on the web client.	Bitmaps are now displaying on the web client.
QCCR1E62821	Using the ALT+CTRL+C key command in the Web client to start spell check does not work when using the OS's Polish language pack. Instead, an HTML error page is displayed.	Now, if the specified language dictionary cannot be found in Service Manager, a default dictionary will be used, which prevents the error page from being displayed.
QCCR1E62830	System fields (System Usage Type='SYSTEM') from table cm3r appear in Condition Editor.	Systems fields from table cm3r no longer appear in Condition Editor.
QCCR1E64226	A misused Service Manager keyboard event handler prevents the DOM Object from being freed. This behavior causes a memory leak.	The event handler has been removed since it is already being handled elsewhere. Therefore, the memory leak no longer occurs.
QCCR1E64306	The Web client hangs when running in Firefox 3.6. For example, after you choose a problem record from a record list and mark the problem closed, the record details pane is refreshed, but the record list becomes blank. The browser hangs until you terminate the browser session and log in again.	The record list for a queue is displayed correctly after you update a record.
QCCR1E65001	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 now be posted.
QCCR1E65224	Users are unable to sort records in the Process Designer workflow list by using Last modified time, Last modified by, or Description.	Now in the Process Designer workflow list, users can sort records by using Last modified time, Last modified by, or Description.
QCCR1E65529	The Web client fails to fire the OnFormModified event for combo box changes. You expect that the Display Event works the same as on the Windows client.	Web client can now fire the OnFormModified event for combo box changes. **Limitation**: A Comfill box without a drop-down button can only respond to the OnFormModified event when the focus leaves the widget.
QCCR1E66961	The wrong incident is displayed after selecting it from the ToDo queue.	The correct record is displayed after selecting it from the ToDo queue and refreshed.
QCCR1E67762	In the Web client, HTML tags that are set as field values are compiled and therefore cause the QBE list to be improperly displayed.	HTML formatted text in list columns are now treated as plain text instead of HTML elements.
QCCR1E67900	Users receive the following error message when opening a view on the web client if the view uses a "CONTAINS" comparison	The regular expression for comparing and replacing the CONTAINS and NOT CONTAINS has been corrected so that

Global ID	Problem	Solution
	operator in the AutoFormat rules. ``` "Message: Syntax error Line: 3752 Char: 111 Code: 0 URI: http://<hostname>/client/gwt/com.hp.ov. sm.client.webtier.gwt.list.SmList/984A0 8B996FB3EA2340381B694BDF8BA.cache.html" ```	this error does not occur.
QCCR1E68161	The Service Manager (SM) 9.30 web client Revert button hangs the client on Internet Explorer 8.	Fixed the code to prevent the hang issue.
QCCR1E68676	The "Count Records" feature does not work. If using Internet Explorer, a JavaScript error is displayed in the left bottom corner of the browser.	The "Count Records" feature works as expected and no JavaScript error occurs.
QCCR1E69007	When trying to save records without all mandatory fields completed, the user continues to receive the following java.lang.NullPointerException error message instead of the correct notification message: ``` An error has occurred while processing a request for: /ServiceManager/detail.do Please contact your Administrator or see server logs for more details Error: null View/Hide Error Detail Print this Page java.lang.NullPointerException at com.hp.ov.sm.client.common.util.CustomT imeZone.getOffset(CustomTimeZone.java:2 22) at com.hp.ov.sm.client.webtier.MessagesAct ion.generateMessagePane(MessagesAction. java:168) at com.hp.ov.sm.client.webtier.MessagesAct ion.execute(MessagesAction.java:81) at com.hp ``` **Note**: This issue does not always occur.	The user now receives an error message regarding the mandatory fields not being completed.
QCCR1E69040	The Service Manager Web client receives the following warning in the login page: "This page contains Secure & Nonsecure items". This is a known issue in Internet Explorer in which it fails to recognize that empty URLs (which do not go over the network) are not security threats when SSL is enabled. This happens when SSL is set up from the browser to the web application server (for example, Tomcat).	The warning message is eliminated in the login page when the web client is running in https mode.
QCCR1E69299	A java.lang.RuntimeException occurs when processing dynamic form data.	No java.lang.RuntimeException occurs when processing dynamic form data.

Global ID	Problem	Solution
QCCR1E69436	At lower resolutions, an unnecessary horizontal scroll bar is appearing.	This issue occurred because the expected sizes of widgets were too large. Now, control of the horizontal scroll bar is set as follows: **Note**: It is assumed that the screen resolution is not lower than 1024*768.
		• If the width of a detail form is smaller than 500px, a horizontal scroll bar displays.
		• If the width of a detail form is larger than 500px, Image widgets on the form will resize with the browser size; however, re-sizing of animated GIFs in Internet Explorer is not supported.
		• In some forms (for example, the System Status form (system.status.list.g), you may find the text on some buttons are truncated if your monitor is set to a lower screen resolution. If so, re-design the form (system.status.list.g), and reduce the width of the list table on the right side. On the other hand, if the height of the table is too large, you may find that the horizontal scroll bar is missing; in this case you can move the vertical scroll bar to the bottom of the page so that the horizontal scroll bar appears, and you can also reduce the height of the table in Forms Designer.
QCCR1E69476	In the web client, in the Approval Log section of Change Management, the comments column does not display input values after the first row.	The comments column displays input values after the first row in the Approval Log section.
QCCR1E69969	The Service Manager Tomcat instance has a large and increasing number of HTTP connections. Java monitoring data indicates that Service Manager creates over 500 HTTP connections. The Service Manager Web Tier thread dumps indicate that numerous threads are in a state of BLOCKED while waiting to acquire a monitor lock.	Concurrency handling has been improved to avoid numerous threads being blocked during long-running queries.
		• Times out the socket reading operation in a timely manner to avoid a thread being infinitely blocked by the socket IO operation. Added a parameter named socketReadTimeout to specify the timeout when reading from the socket; the default value is 180s.
		• Times out the lock acquiring in a timely manner to avoid a thread infinitely waiting for the lock. Added a

Global ID	Problem	Solution
		parameter named lockWaitTimeout to specify the maximum time to wait for the lock; the default is 15s.
		• Does not acquire the lock for the heartbeat request (service.do?name=getMessages) as it does not communicate with the SM server, but only fetches the messages from the message store on which the accessing is already synchronized.
		For more information about the new parameters, see New Parameters.
QCCR1E70032	When trying to perform 'Count' in the web client with recordlist enabled and a special character contained within the first column of the QBE, the count returns "**0 to 0 of 0**".	The count returns the correct number when the user clicks the Count button in the web client.
QCCR1E70206	An error occurs when users perform a "Count Records" operation in a QBE in a Web client that is running on Internet Explorer. This issue occurs if the database is configured with a Cyrillic_General_CI_AS collation and the query contains Russian characters.	The "Count Records" feature now works as expected.
QCCR1E70270	When users mouse over a configuration Item (CI) in the Web client, the browser slows down and eventually hangs.	When users mouse over a configuration Item (CI) in the Web client, the browser no longer slows down or hangs.
QCCR1E70424	A ticket that contains a "]]>" string in the record cannot be viewed in the web client.	A ticket that contains a "]]>" string in the record can be viewed in the web client.
QCCR1E70493	The foreground color of a label widget displays incorrectly when the background style (bgStyle) parameter is set to UnderLine.	The label font color displays as specified in the settings for the format, regardless of whether it has a solid or underline background. **Exception**: When the Foreground Color is white and Background Style is UnderLine, the label will display as black to make the text visible.
QCCR1E70511	A java.util.ConcurrentModificationException occurs when users use the HTML Viewer. This issue could occur when multiple clients are accessing the same HTML Viewer object simultaneously.	No ConcurrentModificationException occurs when users use the HTML Viewer.
QCCR1E71357	When you print a record list, the print preview shows only part of the columns. If a column is of the "array" type, only the first item in each array is displayed.	All of the array items or Record List items will now be shown.
QCCR1E71381	On the Web client, when an operator accesses a change ticket with partial approval, and	This issue was caused by the insertion of extra line spaces in the textarea widget.

Global ID	Problem	Solution
	then clicks Save without making any changes to the ticket, the Reset Approvals form is displayed. This form indicates that a change has been made to the ticket even though no change has been made.	Now, when editing contents with multiple lines in a textarea component with a visible/invisible DVD condition, no extra blank lines will be inserted in the contents after saving the record.
QCCR1E71386	In the Change Category Definition form, a large workflow could overflow the canvas available for the Workflow viewer.	Scrollbars are added to the workflow viewer so the contents stay within the available display area.
QCCR1E71421	The "Export to Excel/ Export to text" option is not working on the Web client (using Internet Explorer) when there is a marquee. The 'Your file had been exported successfully' message displays, but no file is saved and there is no dialog prompt to save or download file.	When exporting the record list using marquee in the form, there are always at least 2 messages (WINEXEC and $MARQUEE) in the innerHTML. However, these messages cannot be parsed correctly as child nodes in IE. This issue was resolved by changing the messages from XML to <div> tags to allow Internet Explorer to render the messages properly.
QCCR1E71647	The corresponding record is not displayed in the details form when a record is selected in a recordlist with the page size (number of records per page) changed.	The correct record is now displayed in the details form after the page size is changed.
QCCR1E71648	Partial records are missing in Incident/Service Level Agreement (SLA) search results after the page size is changed.	Incident and SLA search results are displayed without missing records after the page size is changed.
QCCR1E72029	Using Internet Explorer 8, the web client intermittently hangs when performing actions like cancelling a Service Desk interaction or performing a Fill operation.	When a JavaScript error is detected and the window mask is displayed for 15 seconds, a red close button to the left of the logout button will appear. Clicking this button will close the window mask and prevent the browser from hanging. For more information, see New Web Client Parameters.
QCCR1E72291	Result of the Count Records button is not correct when you click on the next (>) button. For example, in a table of 468 records, the Count of the records may display "301 to 350 / 1931" instead of "301 to 350 / 468"	The result of the Count Records button is now displayed correctly.
QCCR1E72650	A selected incident is not highlighted or nothing is selected on the QBE list after selecting the Closure Code.	The selected incident is highlighted or selected on the QBE list after selecting the Closure Code.
QCCR1E72764	When creating a new Incident and then canceling the Incident, the user sees a blank page.	Now, the user sees a refreshed page as expected.
QCCR1E73037	The original minimum value of unmaskDeferMillis parameter is 750 milliseconds. This does not allow for a lot of	Service Manager now allows the unmaskDeferMillis parameter value to be set to a lower minimum value of 350 milliseconds.

Global ID	Problem	Solution
	space for users to tune this value.	**Note**: The default value is also changed from 1000 milliseconds to 750 milliseconds. Users should be very cautious when setting this parameter to a lower value. The web client will log a warning message when setting it to a value less than 550 milliseconds. For more information, see New Web Client Parameters.
QCCR1E73067	Internet Explorer has a known issue that certain DOM operations cause a security warning if a Web page is hosted on a secure Web site. For more details, see: http://support.microsoft.com/kb/925014 In Service Manager, the toolbar has such a use case.	This issue was resolved by removing the background style of the toolbar buttons before the buttons are destroyed. This prevents the security warning from appearing when the toolbar buttons are refreshed.
QCCR1E73242	The Web client requests unneeded updates from the server for pages that have not changed during login in a single sign-on environment.	The Web client no longer requests unneeded updates from the server for pages that have not changed during login in a single sign-on environment.
QCCR1E73293	When using the SM9.30 Web tier in Internet Explorer, an "Error on page" message appears if you try to access an open ticket (opened from OMW) directly from the IM Queue. This behavior works as expected in Firefox.	This issue occurred because HTML metacharacters (<, >, ", ', &, and /) in the list were not converted to HTML Entity References. Now, a record that contains HTML metacharacters in a GWT list can be opened without a JavaScript error.
QCCR1E73617	Leaving the Web client by pressing ALT+TAB causes the page to reload.	Leaving the web client by pressing ALT+TAB no longer causes the page to reload.
QCCR1E74359	When using "Save as view" in the Web client, the message box hangs and the "Yes" or "No" buttons cannot be clicked.	The "Save as view" feature no longer hangs.
QCCR1E76361	In Internet Explorer (IE) 7 (or the compatibility view of IE8 and IE9), after users select the "Chart by ..." menu from a QBE list and then close the Chart page to return to the QBE list, the menu shadow does not disappear and the tab page becomes unresponsive.	The "Chart by ..." menu now works fine; after the menu is hidden, the shadow disappears as expected and the tab page is responsive. **Limitation**: In the QBE list, clicking a cell under the original menu shadow does not select the row; however users can select the row in either of the ways: • Select the row by clicking a cell that was not under the menu shadow. • Show the menu again, hide the menu by clicking anywhere else, and then select the row by clicking any cell in the row.

Windows Client

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

Global ID	Problem	Solution
QCCR1E57462	Cannot mass update incidents, as an "Unrecoverable Error refreshing screen" occurred in the Windows client.	Mass Update and Mass Close operations can be executed without triggering the exception now.
QCCR1E59776	A Windows client session crashes when a timer widget on a View expires and multiple threads or sessions are active.	Client sessions will no longer terminate when a timer widget expires and performs a refresh.
QCCR1E69500	When a table object is added to a format by using Forms Designer to retrieve/add/update data and one of the columns or fields is a datetime data type, users expect to be able to select a date using the visual calendar widget. This does not work in the Windows client, but works correctly in the Web client.	This issue occurs because of differing data types. Now, this data type has been converted so that the dateTime control can be created correctly.
QCCR1E69952	A Java exception occurs when printing in Service Manager.	No Java exception occurs when printing in Service Manager.
QCCR1E71043	When a client session to Service Manager is terminated (for example, after a timeout or by a server termination), the user is prompted whether they need to retry or disconnect. However, the client does not connect even if the user clicks Yes to reconnect.	When a client session to Service Manager is terminated (for example, after a timeout or by a server termination), the user is prompted whether to disconnect or cancel: `Your server session may have been terminated or timed out. Would you like to disconnect from the server now? Press Yes to disconnect or No to cancel.` **Note**: When the user clicks **No**, the current tabs will remain open, allowing the user to do things like copying information from the open records. When the network connection is down, the user is prompted whether to disconnect or retry: `The HP Service Manager server could not be accessed. The network connection may be down. Would you like to disconnect or retry accessing the server? Press Yes to disconnect or No to retry.`
QCCR1E73271	The display event (record lock) fires properly on the first update of a record but then fails on subsequent updates to the same displayed record. When the user enters additional updates, a message is received that indicates the record is currently locked by another user and the current changes are lost.	Reset the flag to initial value when the user updates the record.
QCCR1E73687	When scrolling through documents in	The Pending Documents list no longer freezes

Global ID	Problem	Solution
	the Knowledge Management Pending Documents Queue, the Pending Documents list freezes after you select documents several times. The selected document does not load, and the Pending Documents list remains frozen indefinitely. The issue occurs when Record List is turned on. Additionally, an error message appears when you click the Next or Previous button. **Note**: This issue only exists in Service Manager 9.30p3.	after you select documents several times, and the selected document is loaded correctly. When you click the **Next** or **Previous** button, no error messages appear.

Application

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

Global ID	Problem	Solution
QCCR1E73452	Mandanten restricting queries are updated incorrectly after a profile is edited.	Mandanten restricting queries are now updated correctly after a profile is edited. **Important**: To take advantage of this change, you must load QCCR1E73452_SM930P4.unl, available in the platform_unloads directory.
QCCR1E75411	When sorting the returned data from a Knowledge Base query, the relevance of the returned results can change due to the sorting function. This issue exists in the SOLR Search Engine released with Service Manager 9.30p3.	Relevancy will now remain the same when using the sort function. **Important**: To take advantage of this change, you must load QCCR1E67750_SM930P4_SM930.unl, available in the Knowledge Management package (sm9.30.274-P4_KM.zip).

Server

The following items are fixed in the current software release.

Global ID	Problem	Solution
CCR1E32173	Locks are not being released when a user closes a thread. This occurs when a user is selects an interaction and then goes into the Search Knowledgebase screen. From here, if the user clicks the "X", there is now a lock that will remain for the interaction. From this point forward, no one can update the	Locks will be released when a RAD thread ends so that interactions are no longer locked when a user selects an interaction and also uses Search Knowledgebase and then exits by clicking the "X" button.

Global ID	Problem	Solution
	interaction.	
QCCR1E49322	When using the dbdict utility to rename the SQL name of a field, it fails if the current SQL name is a reserved word in the database.	The column names in the generated statement are enclosed between double quotes, which allows the SQL name of a field to become a reserved word.
QCCR1E51838	With Mandanten security enabled, the group views in the ToDo list display no records.	The group views in the ToDo list display records correctly.
QCCR1E54373	A Tomcat thread servicing a Service Manager connection might leak 4 bytes.	Fixed a potential memory leak of 4 bytes in Tomcat threads.
QCCR1E56867	Memory requirement for each thread on the server is high, as the XML response node is being duplicated.	Eliminated the duplicate DOM object requirement.
QCCR1E57907	The dbcount on joinsvcDisplay(JOIN) counts all records instead of those in qbe.	The dbcount on joinsvcDisplay(JOIN) now counts records based on the query condition in qbe.
QCCR1E59075	When changing the SQL type of a field to a larger size (for example, from varchar(60) to varchar(4000)), Service Manager may move the table to a new SQL table. If Service Manager needs to create a SQL table, it will not use the SQL database name in Data Policy and creates a field with an incorrect field name.	Service Manager uses the correct SQL database name in Data Policy when modifying the SQL type of a field.
QCCR1E59119	Servlet container processes crash when parsing a large query with more than 2500 conditions.	Servlet container processes do not crash.
QCCR1E64064	Using the appthreadspersession:x parameter, only x-1 tabs can be opened, not x tabs.	The appthreadspersession parameter now works correctly.
QCCR1E67090	When running reports that include more than 7 array tables with the 6.2.8 ODBC driver, Crystal Reports crashes.	The ODBC driver now allows 16 joined array tables at most.
QCCR1E67275	Number prefixes are not generated as expected.	The number prefixes and suffixes are generated correctly even if there are no triggers on the number table.
QCCR1E69154	Unable to see localized values and display lists on dynamic forms.	Service Manager now uses the global lists variable 'display.variable' to set display list values and the proper language will be displayed.

Global ID	Problem	Solution
QCCR1E69448	Signal 11 encountered when a user is updating an incident record: `RTE E Caught XML API exception scxmlapi(40).`	When one user is inserting data or updating data in a file (for example, probsummary) while another user is updating the dbdict record at the same time, Service Manager no longer generates a signal 11.
QCCR1E69850	Service Manager may use an incorrect ADD syntax in SQL statements when adding fields to the dbdict. For example, an error occurs when upgrading applications on a Service Manager 9.30 Patch 2 run-time environment.	The ADD key word is used correctly in ALTER TABLE statements.
QCCR1E70418	Service Manager servlets report a potential memory leak.	Memory is now released properly when it is finished being used.
QCCR1E70459	Service Manager (SM) versions 9.20 and later require that LDAP operators should match the case of the SM DB operators. However, this is not mandatory before SM9.20. After upgrading from SM version 7.10 to version 9.2x or later, some users may not be able to log in anymore with an error "Invalid username/password".	This issue has been resolved. Now, login is case-insensitive, so end users can log in using "FALCON", "falcon", or "faLCon." Additionally, the case of the user name in the LDAP server does not need to match that in the RDBMS anymore. See Case Insensitive LDAP Login.
QCCR1E70540	When you are upgrading applications from Service Manager 7.11 to Service Manager 9.30, the Service Manager system is terminated with a "signal 11" error in the dbdicts update phase.	When you are upgrading applications from Service Manager 7.11 to Service Manager 9.30, the Service Manager system completes the dbdicts update phase successfully.
QCCR1E70851	In versions of Service Manager earlier than SM 9.2x, inactivity time out messages were logged in the sm.log file when the user's session was terminated. However, in SM 9.2x and later versions, these messages are not logged.	Inactivity time out messages are now logged in the sm.log file.
QCCR1E70907	The _populateRecList() calls itself recursively until available memory is exhausted and a "Signal 11" error occurs.	The memory leak is eliminated.
QCCR1E70915	When using the horizontal scaled parameters, an operator login name containing a comma is truncated in Service Manager System Status view.	Operator login names containing commas are not truncated.
QCCR1E70999	The field length automatically changes when adding new field into a Service Manager table with dbdict.	When adding a new field, users are recommended to fill in all the necessary values, not only the SQL type varchar(50),

Global ID	Problem	Solution
		but also other columns like SQL Name and SQL Table. If the user specifies a value for a column, Service Manager will now use the specified value; otherwise it will use a default value.
QCCR1E71017	When a non-Employee Self-Service (non-ESS) user logs in to Service Request Catalog (SRC), the user consumes a floating or named license, instead of a limited license. Additionally, one user consumes more than one floating license if the user is logged in to both SRC and Service Manager at the same time.	A new parameter disableWSEss has been introduced to solve this problem. See New Parameters.
QCCR1E71027	A certain message in the eventout queue may cause the client to crash and prevent emails from being sent.	Messages in the eventout queue are processed correctly.
QCCR1E71047	When you attempt to consume a third-party WSDL web service from Service Manager through an SSL channel, using Run WSDL to JS or a ScriptLibrary record, the connection fails with the following error: `22464(5750788) 11/23/2011 17:18:15 RTE E soap_sendRequest failed in step 0 with rc 22 - errnum 0 22464(5750788) 11/23/2011 17:18:15 RAD E SOAP request failed - TCP error 22 - SSL authentication failed in tcp_connect(): check password, key file, and ca file. 22464(5750788) 11/23/2011 17:18:15 RAD E Script <unknown script> line 0: ERROR uncaught exception: SOAP request failed - TCP error 22 - SSL authentication failed in tcp_connect(): check password, key file, and ca file. at char 1`	Service Manager now can verify the certificate file and consume a WSDL web service.
QCCR1E71543	Customer-developed RAD applications freeze with a "Signal 11" error. This issue occurs even after applying a previous patch meant to fix this issue.	Use this workaround to solve this issue: If your JavaScript files are very large (greater than 340k lines), try setting the "jsgctrigger" parameter from the default (8 MB) to 80 MB.
QCCR1E71556	A "Signal 11" error occurs when scrolling down in the CI view after setting sqladhoccachesize:99999999 in the sm.ini file.	The "Signal 11" error will no longer occur.
QCCR1E71698	When there are a large number of users logged on to a host, reportstatus - reporttolog locks the user chain and the	This behavior is prevented by copying the report to memory first, unlocking the user chain, and then printing the report to the log

Global ID	Problem	Solution
	following "Lock user chain" warning message is repeatedly logged in the sm.log file. This behavior may cause delays on connections or other operations.	file.

Example content of the log file:

```
12324( 7660) 12/22/2011 09:55:39
RTE W WARNING: lock [6]User chain
held for 344 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
12324( 7660) 12/22/2011 09:58:40
RTE W WARNING: lock [6]User chain
held for 360 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
12324( 7660) 12/22/2011 09:59:40
RTE W WARNING: lock [6]User chain
held for 282 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
12324( 7660) 12/22/2011 10:00:40
RTE W WARNING: lock [6]User chain
held for 343 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
12324( 7660) 12/22/2011 10:01:41
RTE W WARNING: lock [6]User chain
held for 282 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
12324( 7660) 12/22/2011 10:03:41
RTE W WARNING: lock [6]User chain
held for 265 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
12324( 7660) 12/22/2011 10:05:42
RTE W WARNING: lock [6]User chain
held for 265 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
12324( 7660) 12/22/2011 10:06:42
RTE W WARNING: lock [6]User chain
held for 360 milliseconds by
routine
..\..\src\SCUserProcessChain.cpp
line 412
```

Global ID	Problem	Solution
QCCR1E71722	The status of the load balancer is not reported periodically.	Introduced a new parameter, reportLBInterval:n, which automatically reports the status of the load balancer every n seconds. For more information, see New Parameters.

Global ID	Problem	Solution
QCCR1E71786	Response times in the sm.log file (enabled by the "rtm:2" parameter) are incorrect for actions initiated from the navigator.	Response times in the sm.log file (enabled by the "rtm:2" parameter) are correct for actions initiated from the navigator.
QCCR1E71830	A potential memory leak may occur when Service Manager finds duplicate keys while performing a database operation.	The memory leak has been resolved.
QCCR1E71910	The ir.probsummary lock obtained by a user is never released. This causes many sessions to be waiting on this lock.	The ir.probsummary lock will be released correctly.
QCCR1E71897	When a Service Manager module profile is updated or deleted, it will invoke the update/delete scFolderAccess table data triggers (scFolderAccess.add, scFolderAccess.delete, scFolderAccess.update) to update/delete scaccess data. It will set the restricting query regardless of whether the folder function is enabled or disabled. When trying to update a profile, the scaccess restricting query is replaced by the scFolderAccess restricting query and therefore lost. When trying to delete a profile, the scaccess restricting query is deleted and therefore lost.	This issue occurs because the security folder and Mandanten feature use the same table (scaccess) to store their restricting queries. If the security group id in the Mandanten feature is same as the profile name, the two queries will overwrite each other. To resolve this issue, the RTE layer has been updated to retrieve the restricting query for the security folder from another table (scFolderAccess). **Note**: This server fix requires applications fix QCCR1E73452, which removes the linkage between scFolderAccess and scaccess.
QCCR1E71918	The default value of parameter cache_slots, currently set at 2003 is too low. It should be set to a larger value (approximately 10000).	The default value of cache_slots is now set to 9973. **Note**: If this parameter is not set or set to be greater than 100,000 or less than 300, the default value (9973) is used; if it is set to a non-prime number, the smaller one of its neighboring prime numbers is used instead.
QCCR1E72028	The RAD routine scheduler selects a set of records from the schedule file, and then processes only a single record before selecting the entire set again. This behavior is extremely inefficient.	The need for the Anubis process has been removed, and the Service Manager background process has been modified such that the **ThreadControllerId-background** thread can manage and restart registered schedulers in the case of exceptions. Two new parameters have been introduced: • enableAnubisMonitor: Starts the anubis monitor to check the status of background scheduler threads. Default is 0 (Disabled). • anubisPollInterval: The time interval (in seconds) at which the anubis monitor checks to see if any registered scheduler

Global ID	Problem	Solution
		is alive. Default is 15 (seconds).
		Note: When enableAnubisMonitor is enabled, the original anubis RAD applications should be disabled by deleting the existing anubis agent record and schedule record.
		For more information, see [New Parameters]().
QCCR1E72046	Log files report servlet terminations and out-of-memory errors. A resource is locked and the system seems to hang.	This issue was caused by running 32-bit applications on a 64-bit HP-UX system. To resolve this issue, the applications were recompiled to maintain compatibility on 64-bit HP-UX systems.
QCCR1E72066	Client sessions are terminated intermittently. This issue cannot be consistently reproduced. It occurs when accessing certain RAD panels and seems to follow the creation of a QueryCond JavaScript object.	Client sessions are not terminated after creating QueryCond JavaScript objects.
QCCR1E72071	Writing load balancing status reports to the lb_status.log file (with the DreportLBInterval JVM option) does not work in Service Manager 9.30.	The "reportLBInterval" JVM option is no longer used; instead a new parameter reportLBInterval has been introduced. With this parameter enabled, the SM loadbalancer process will now automatically write load balancing status reports to the lbstatus_[PID].log, which is located in the same directory of the server log (sm.log).
		For more information, see [New Parameters]().
QCCR1E72171	When the system is forced to shutdown, the USERINFO table cannot be cleared. If you run the sm -reportlic when the system is restarted and before any users log in, it will report the licenses consumed by the previous sessions. This will lead to a bad license accounting and prevent users logging into the system.	The USERINFO table will be cleared as expected.
		Note: With this fix applied, system administrators need to run the "sm -unlockdatabase" command to clean up the license tables.
		See also [Server Update Installation]().
QCCR1E72255	When you start scemail (JavaMail) in the Windows client, a "Signal 11" message is generated.	This issue was caused by a long message being passed incorrectly. A code fix has been implemented that prevents the "Signal 11" error from being generated.
QCCR1E72305	SM9.30 Patch 3 includes a server-side fix that causes severe latency in displaying the Open New Incident form.	The severe latency issue has been resolved.
QCCR1E72325	After applying SM 9.30p3, the KM search results do not display in the correct format. For example, instead of	This issue occurs because the XML schema template was being read and evaluated as a string. In some cases, this behavior resulted

Global ID	Problem	Solution
	the title, you may see the following in the title field: `scactivelink://incidents:indident.id="SD...."`	in a field not being added to the search results. To correct this, the template is now parsed as a standard DOM object, and the field element of the DOM object is verified instead of the string.
QCCR1E72686	There is no log message that indicates how much time the login process takes.	There is now the following log message when a successful login occurs: "User XXX login elapse time: YYY.ZZZ seconds". For more information, see Login Times Reported in the sm.log File.
QCCR1E72688	There is no diagnostic information that indicates the time it takes to log a message to the log file.	There is now diagnostic information that indicates the time it takes to log a message to the log file.
QCCR1E72789	HP Business Service Management (BSM) is not forwarding events to Service Manager after upgrading SM from 9.2 to 9.3. Instead, only changes are forwarded from BSM to SM for auto-closed incidents in SM and an "http response 500" is received.	This issue occurs because certain return codes were changed between from SM 9.2 to SM 9.3, which are now corrected.
QCCR1E72843	An attempt to add a field to the probsummary table in dbdict fails with a "Signal 11" error.	This issue occurred because of a null pointer that causes the "Signal 11" error. This issue is resolved by verifying that a pointer is not null.
QCCR1E72876	The "executeSQL" RAD type cannot execute an "insert into...select..." clause. In addition, a "Signal 11" error is generated, which terminates the client.	This issue occurs because not enough memory was being allotted for the query. By using SCString, sufficient memory is allotted for the query.
QCCR1E72988	When a parameter is defined multiple times in the sm.ini file, there is no indication as to which parameter value is being honored.	A warning message is issued in the sm.log file when a parameter is specified multiple times in the sm.ini file. Additionally, Service Manager will report and log more detailed information in cases where there is more than one command input.
QCCR1E73079	Using the RAD fduplicate function on a file mapped to attribute tables (MERGE file) generates a "Signal 11" if it fails to copy the record list.	The fduplicate function now handles the error condition before copying the record list.
QCCR1E73151	When a session fails while holding a lock, the sync process should remove the lock. However, if the system is horizontally scaled, the process fails and the lock is not released. This behavior prevents any other session from	All locks for a currently exiting thread are now removed correctly.

Global ID	Problem	Solution
	accessing the locked resource.	
QCCR1E73543	Bound variables in Oracle SQL statements cause significant performance issues when combined with Mandanten security restrictions. This issue is compounded by Mandanten because the Mandanten restrictions are duplicated in the SQL statements. This behavior results in additional bound variables.	Now, the Mandanten query restriction is appended only once.
QCCR1E73737	The ldapnostrictlogin:1 parameter does not have any effect when an LDAP connection fails.	Now, when an LDAP connection fails and ldapnostrictlogin is set to 1, the login will succeed if the login name exists in RDBMS.
QCCR1E74051	After applying a custom upgrade, users are experiencing sudden session timeouts in the Web tier and "Signal 11" errors in the Windows client. Investigation indicates that the "Signal 11" error is caused by a call to the RCCondition.isCalendarShow function when the Document Engine calls the probsummary master format control.	The "Signal 11" error will not be thrown and will therefore prevent the user session from suddenly terminating. **Note**: This behavior (the "Signal 11" error NOT being thrown) occurs even if the memory for JavaScript is not sufficient to run the JavaScript program. This fix does not address the lack of memory.
QCCR1E74313	A "Signal 11" encountered while terminating a session locks a semaphore. This causes the system to hang and prevents any other users from logging in.	All critical resources are now released when a session terminates.
QCCR1E74707	After setting the debugjavascript trace parameter to a value of 2 or 3, a "Signal 11" error is received when attempting to log in to the SM server.	When debugjavascript is set to 2, the "Signal 11" error will not occur.
QCCR1E74740	When a user connects to Service Manager by using the Web client and the Windows client which are on the same machine, the server consumes two licenses, when it should only consume one. Additionally, when the user logs out of the two clients, the server only releases one license.	When a user connects to Service Manager by using the Web client and Windows client from the same machine, the server only consumes one license.
QCCR1E74970	Periodically, new users cannot connect to Service Manager. Instead, the Windows client or the browser hangs after the user has entered their login credentials and clicked login. All	This issue could be caused by a memory access violation when an existing user executes a long sql operation. This memory access violation is now avoided.

Global ID	Problem	Solution
	existing connections are unaffected, and users who have already connected will stay connected and work normally. A restart of the server stops the symptoms and users can then login successfully. Additionally, a "Signal 11" error is logged in the sm.log for each occurrence.	
QCCR1E75032	User licenses may not be released if a Signal error or exception occurs during a shutdown.	The synchronization process will release licenses and resource locks as expected if a Signal error or exception occurs during a shutdown.
QCCR1E75564	Use of the rtm:3 parameter will cause a memory leak in the JavaScript engine on the SM server process.	This issue was caused by the _getEndLineNum() function in the evjs.cpp file and resolved by changing the log message to skip logging the line number.

SOLR Search Engine

Global ID	Problem	Solution
QCCR1E67750	In Knowledge Management, users cannot specify their search result sort preference, other than by relevance score.	See enhancement QCCR1E67750.

Documentation

The following items are fixed in the current software release.

Global ID	Problem	Solution
QCCR1E49518	No documentation is available about how relationship models are used with Change and Request types.	The "Service Manager record relationship models" topic should be updated to the following:
		Service Manager Service Desk relationship models are methods to control the relationships between records inside Service Manager. The Service Desk relationship models affect four record types: Service Desk interaction records, Incident Management incident tickets, Change Management change requests, and Request Management quote orders. A Service Desk Agent can:
		Open an incident, complaint, or request for information in Incident Management.
		Open a request for change in Change Management.

Global ID	Problem	Solution
		Open a Request Management quote to order a product or service. For example, if a user complains that a printer has stopped working and the Service Desk Agent determines that an older printer is not compatible with a new laptop, the agent can open a Request Management quote to order a new printer for the user. Once the order is placed, the Service Desk Agent can close the interaction record and add the quote order number for the new printer to the resolution note of the interaction. The quote order is also associated to the interaction record, so that even though the interaction is at a closed status the agent can refer back to the closed interaction to check the status of the related quote order.
		The following can be set in the Service Desk Environment Profile record and are models for managing Service Desk record relationships:
		Full Service Desk Model: In this model, the state of a Service Desk interaction record changes when each related record closes. The closed state of an interaction record depends on the notification value chosen for the "Notify By" field in the interaction record. For example, if the notification value is "Telephone," the interaction record has a required action before it is closed. This action describes why the customer must be contacted. It also prevents the interaction record from closing until all required actions are complete. In this case, the interaction record goes into the Open-Callback state before it is closed. For more information, see Full Service Desk model.
		All Records close Independently: In this model, all Service Desk interaction records close independently. The state of related records does not affect closing an interaction record, and closing the interaction record does not affect related records.
		Close Interactions when Related Record closes: In this model, when the last related record closes, the Service Desk interaction record closes.
		Cannot close Related Record until Interactions are closed: In this model, records related to a Service Desk interaction cannot close until the interaction record is closed.
		Cannot close Interactions until Related Records are closed: In this model, a Service Desk interaction record cannot close until all related

Global ID	Problem	Solution
		Incident Management tickets, Change Management requests, and Request Management quotes are closed.
		Note: The updated document will be available in the online help of the next release of Service Manager.
QCCR1E62336	The installation guide of Service Manager 9.30 does not include information about what settings to retain when upgrading to the latest Service Manager server and client.	Updated the following sections of the Service Manager 9.30 Interactive Installation Guide with information that describes what settings need to be backed up and retained during an upgrade of the server, Windows client and web tier: • Additional configuration for server upgrades • Additional configuration for web tier upgrades • Define a connection to the Service Manager Windows client The updated document (a .zip file) is available from the HP Software Manuals Site: http://h20230.www2.hp.com/selfsolve/manuals
QCCR1E67384	The following information in the Interactive Installation Guide is incorrect: "For better performance, 6 GB of RAM with 8 GB dedicated to the JVM that hosts the KM Search Engine." It should be changed to "For better performance, 16 GB of RAM with 8 GB dedicated to the JVM that hosts the KM Search Engine."	Updated the "Meet the Service Manager KM Search Engine requirements" section of the Interactive Installation Guide, which is now available from the HP Software Manuals Site: http://h20230.www2.hp.com/selfsolve/manuals
QCCR1E69016	In the HP Service Manager Web Services PDF Guide, the DFastInfoset parameter has incorrect case. The parameter is spelled out as 'DfastInfoset.' The correct case is as follows: DFastInfoset	In the HP Service Manager Web Services PDF Guide, the topic titled "Interpreting the http.log" has been corrected so that the "DFastInfoset" parameter listed in the steps for tuning off FastInfoset and compression for the clients is spelled correctly. The updated document is available from the HP Software Manuals Site: http://h20230.www2.hp.com/selfsolve/manuals
QCCR1E69449	The documentation needs to state that when modifying a dbdict record, users need to ensure there are no other users updating or inserting records in the same file. For example, when updating the probsummary dbdict record, users need to make sure there are no other users updating existing incident	The "Database dictionary (DBDICT) utility" section of the Tailoring Best Practices Guide of the next release of Service Manager will be updated with this information.

Global ID	Problem	Solution
	records or opening new incident records.	
QCCR1E72885	Documentation needs to clearly state that EMAILOUT no longer uses the sendmail daemon on Unix after upgrading to Service Manager (SM) 9.30 or later.	Since SM9.30, the Emailout functionality has been improved to use only JavaMail on all platforms (including Windows, Linux, and Unix). The sendmail daemon is no longer used on Unix to send e-mail. When upgrading from SM7.11 or SM9.2x to SM9.30 or later, administrators need to set up the smtp parameters (smtphost, smtpport, smtpusername, smtppassword, etc.) in the sm.ini file or the server's operating system command prompt. For details, see the following topics in the SM9.30 help: • Startup parameter: emailout • Emailout parameters in the sm.ini file Updated the SM9.30 release notes. The updated document is available from the HP Software Manuals Site: http://h20230.www2.hp.com/selfsolve/manuals The online help of the next release of Service Manager will also be updated with this information.
QCCR1E73513	The documentation in the SM 9.30 Help Server incorrectly implies that the queryhashcode parameter should be listed two times in the sm.ini file.	The Example Usage in the "Parameter: queryhashcode" topic should be updated as follows: **Example usage** If no FQDN is specified in the web.xml, the following example is valid: No FQDN provided in web.xml: <serverhost>hostname</serverhost> <serverport>13080</serverport> Enter the following in the Initialization (sm.ini) file: queryhashcode:hostname:13080 When the FQDN of a server host is provided in the web.xml, you need to provide the same value in this parameter, as follows: FQDN provided in web.xml: <serverhost>hostname.com</serverhost> <server port>13080</serverport> Enter the following in the Initialization (sm.ini) file:

| Global ID	Problem	Solution
		queryhashcode:hostname.com:13080
		Note: This update will be available in the online help of the next release of Service Manager.

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.	Use the workarounds to solve this issue. **Solution 1**: Connect Connect-It to the Web Services connector instead of the Legacy Listener connector. **Solution 2**: Before connecting Connect-It to the Legacy Listener connector, do the following: 1. Add usethreading:0 in the sc.ini file, which is located in <Service Manager server installation path>\LegacyIntegration\RUN. **Note**: For 64-bit RedHat Linux servers only, you can alternatively run the following shell commands as root: `# sysctl -w kernel.exec-shield=0` `# sysctl -w kernel.randomize_va_space=0` 2 Start the legacy listener.

Installation Notes

Digital signature notice

HP signs Windows executable files with a digital signature. Since 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."
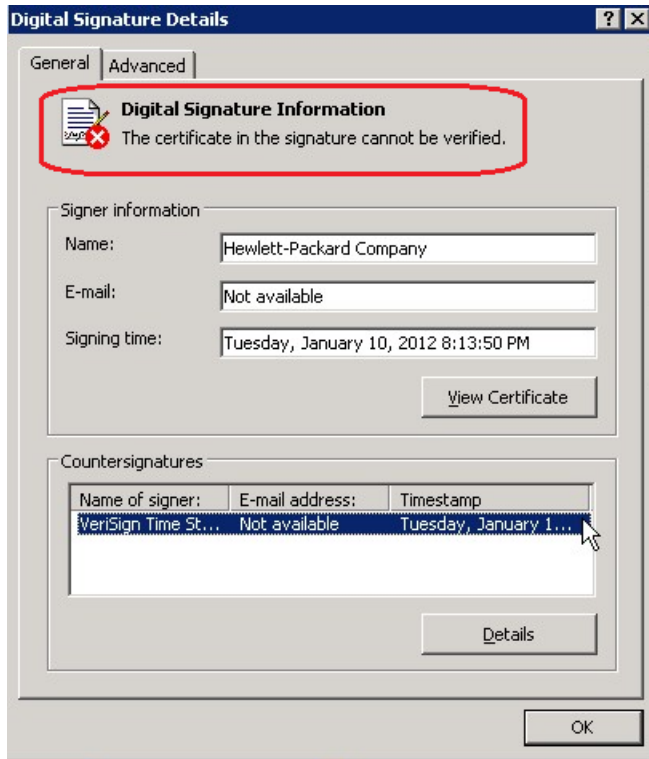
To resolve this issue, either enable Windows Update or download and install the G5 Root certificate as documented at: https://knowledge.verisign.com/support/ssl-certificates-support/index?page=content&actp=CROSSLINK&id=SO19140

Web Tier Installation

The Web Tier update consists of a compressed file, `sm9.30.274-P4_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.

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-9.30.274.

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, `sm9.30.274-P4_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: 9.30.274.

Server Update Installation

The server update for your operating system (OS) consists of a compressed file, `sm9.30.274-P4_<OS>.zip` (or `.tar`), which contains the Service Manager server files. These files add to or replace the files in the `[SM Server Root]\([SM Server Root]/)` RUN, `irlang`, `legacyintegration`, and `platform_unloads` directories.

Important: This server update includes an upgrade of the embedded Tomcat to version 6.0.35. It also includes an updated version of the schemastub.xml file (\RUN\km\styles\schemastub.xml), which contains changes required for the new KM search result sorting feature (see enhancement QCCR1E67750 and SOLR Search Engine Update Installation).

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 Delete the **RUN/tomcat** directory. Tomcat in this directory will be upgraded to version 6.0.35 when you extract the server files later.

5 Delete the **RUN/lib** directory.

6   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\Server`.

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

8   If you have made any customizations/changes to the original **RUN/tomcat** folder, restore them in the new **RUN/tomcat** folder.

9   Your old schemastub.xml file (in the <SM_Server_Home>\RUN\km\styles\ directory) has been updated to the new version. If you want to use the new KM search result sorting feature, follow the steps described in [SOLR Search Engine Update Installation](#); otherwise, copy your old schemastub.xml file back.

10 Make sure the server is stopped, and run the "sm -unlockdatabase" command.

The purpose of this step is to prevent stale license information from being kept in the system. In a scaling implementation, you can run this command from any one of your servers.

Note: This step is required the first time you upgrade to 9.30p4; it is also required whenever you change the server's IP address after the upgrade.

11 Restart the Service Manager server.

12 Restart the Service Manager clients.

13 Check the version in **Help > About Service Manager Server**.
The server should be Release: 9.30.274.

Application Unload Installation

If a platform fix (in most cases, a server fix) also requires an applications change to resolve the relevant issue, an unload file is provided. Unload files introduced in earlier patches are also included in this cumulative release. If you have not already applied them for a previous patch, you should also apply the unload files that are intended for your applications version. For more details about these applications updates, see the Release Notes for those patches.

When you extract `sm9.30.274-P4_<OS>.zip` (or `.tar`), the unload files are added to your `[SM Root]\platform_unloads` (`[SM Root]/platform_unloads`) directory.

Note: Unload files should be installed in their patch order. That is, those introduced in patch 1 should be applied first, then those introduced in patch 2, and so on. However, unload files introduced in the same patch can be installed in a random order.

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 later.

  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 later.

- 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 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

The following are unload files included in the current patch release.

Unload file	Introduced in 9.30 patch	Used for apps version(s)	Description
QCCR1E31941_SM930P4_SM930. unl	P4	9.30	Enables users to use a pre-configured decimal symbol when completing numeric fields. See QCCR1E31941.
			Notes:
			This enhancement requires the 9.30p4 server; however if you are using RTE version 9.30 with applications version 7.11 or 9.20, do not load this unload file; you can safely upgrade your server to 9.30p4 without applying this applications change.
			Associated server fix: QCCR1E31941.
QCCR1E73452_SM930P4.unl	P4	7.11 - 9.30	Enables Mandanten restricting queries to be updated correctly after a profile is edited. **Associated server fix:** QCCR1E71897.
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.
			Associated server fix: QCCR1E67071.
QCCR1E70163_SM930P3_SM711. unl	P3	7.11	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687.
QCCR1E70163_SM930P3_SM920. unl	P3	9.20	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687.
QCCR1E70163_SM930P3_SM930. unl	P3	9.30	Fixes the issue that the KMUpdate process terminates abnormally. **Associated server fix**: QCCR1E69687.

Unload file	Introduced in 9.30 patch	Used for apps version(s)	Description
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. **Associated server fix:** QCCR1E54192.
QCCR1E67610_SM930P2.unl	P2	7.11 - 9.30	Enables you to block potentially dangerous attachments. **Associated server fix**: QCCR1E64290.

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**.

Knowledge Management Update Installation

The Knowledge Management package (sm9.30.274-P4_KM.zip) includes the following:

SOLR Search Engine files:

- An updated schema file
  (\knowledgemanagement\kmsearchengine\KMCores\kmcore\conf\schema.xml)
- An unload file (kmsolr_unloads\QCCR1E67750_SM930P4_SM930.unl)

Updated Knowledge Management Import Utility

- km-import-9.30.zip, which is an updated version of the entire import utility.

SOLR Search Engine Update Installation

The SOLR Search Engine update in this release enables users to specify their search result sort preferences in Knowledge Management (by Modified Date, Status, or Relevancy).

The Search Engine update consists of the following files in the Knowledge Management package (sm9.30.274-P4_KM.zip):

- An updated schema file
  (\knowledgemanagement\kmsearchengine\KMCores\kmcore\conf\schema.xml)
- An unload file (kmsolr_unloads\QCCR1E67750_SM930P4_SM930.unl)

Important: To use this new feature, you must upgrade your Service Manager server to 9.30p4 (in which the server's schemastub.xml file (\RUN\km\styles\schemastub.xml) has been updated to support this new feature); in addition, updating your schema.xml file requires a full re-indexing of your knowledgebases. If you do not want to use this new feature, you can safely upgrade your Service Manager server to 9.30p4 without applying this Search Engine update, but you will need to restore your old schemastub.xml. See the steps below.

Warning: The Service Manager 9.30p3 release once provided an updated version of the SOLR Search Engine, which was intended to enable this new KM search result sorting feature. However, the 9.30p3 Search Engine had several known issues as described in the 9.30p3 patch warning, and now it has been removed from Service Manager 9.30p3. If you have already installed the 9.30p3 Search Engine, follow the instructions in the patch warning to fix the issues; otherwise update your SOLR Search Engine as described in the following.

To install the SOLR Search Engine update:

1. Upgrade your Service Manager server to 9.30p4. See <u>Server Update Installation</u>.

   Note: Be sure to make a backup copy of the RUN folder.

2. Restore your customizations to the server's schemastub.xml.

   a) If you do not want to use the new KM search result sorting feature, simply copy your old \RUN\km\styles\schemastub.xml back from the backup copy of your RUN folder, and ignore the following steps.

   b) If you want to use this sorting feature, add the two lines in **bold** to the <!-- <fields added by SM --> section in your old schemastub.xml and then copy this file back.

   ```
     <field name="kmsearchcategory" type="text_plain" indexed="true" stored="true"
   multiValued="true"/>

     <field name="categorystr" type="text_ws" indexed="true" stored="true" multiValued="true"
   omitNorms="true" />

     <field name="kbname" type="text_plain" indexed="true" stored="true"/>

     <field name="sysmodtime" type="date" indexed="true" stored="true"/>

     <field name="kmstatus" type="text" indexed="true" stored="true"/>

     <field name="kbtitle" type="text" indexed="true" stored="true"/>

     <field name="View_URL" type="text" indexed="true" stored="true"/>

     <field name="VLang" type="text" indexed="true" stored="true"/>
   ```

```
<field name="_style" type="text_plain" indexed="true" stored="true"/>
```

3. Make a backup copy of your Search Engine's schema.xml file
   (<Search_Engine_Home>\kmsearchengine\KMCores\kmcore\conf\schema.xml).

4. Stop your SOLR Search Engine instance.

5. Extract the sm9.30.274-P4_KM.zip file to a local directory on your Service Manager server or client host.
   For example, C:\Temp.

6. Update your existing schema.xml file, which is located in the
   <Search_Engine_Home>\kmsearchengine\KMCores\kmcore\conf directory.

   Note: If you did not tailor your old schema file, you can directly overwrite it with the new schema.xml
   file in the KM package, instead of updating it as described below.

   a) Open both of the old and new schema.xml files in a text editor.

   b) Copy the following lines from the new file to the same section (`<!-- Fields added by SM -->`) in
      the old file and save it:

      ```
      <field name="sysmodtime" type="date" indexed="true" stored="true"/>

      <field name="kmstatus" type="text" indexed="true" stored="true"/>
      ```

      The updated section of your old schema file now should look like the following:

      ```
      <!-- Fields added by SM -->


        <field name="attachment" type="text" indexed="true" stored="true"
      multiValued="true"/>
        <field name="sedocid" type="string" indexed="true" stored="true" required="true"/>
        <field name="docbody" type="text_ws" indexed="true" stored="true"
      multiValued="true"/>
        <field name="docbody_en" type="text_en" indexed="true" stored="true"
      multiValued="true"/>
        <field name="docbody_es" type="text_es" indexed="true" stored="true"
      multiValued="true"/>
        <field name="adlearn_en" type="text_en" indexed="true" stored="true"
      multiValued="true"/>
        <field name="adlearn_es" type="text_es" indexed="true" stored="true"
      multiValued="true"/>
        <field name="kmsearchcategory" type="text_plain" indexed="true" stored="true"
      multiValued="true"/>
        <field name="categorystr" type="text_ws" indexed="true" stored="true"
      multiValued="true" omitNorms="true" />
        <field name="kbname" type="text_plain" indexed="true" stored="true"/>
        <field name="sysmodtime" type="date" indexed="true" stored="true"/>
        <field name="kmstatus" type="text" indexed="true" stored="true"/>
        <field name="kbtitle" type="text" indexed="true" stored="true"/>
        <field name="View_URL" type="text" indexed="true" stored="true"/>
        <field name="VLang" type="text" indexed="true" stored="true"/>
        <field name="knowledgebase_name" type="text_plain" indexed="true" stored="true"/>
        <field name="_style" type="text_plain" indexed="true" stored="true"/>


        <!-- end of SM Fields -->
      ```

7. Log in to Service Manager, and do the following:

a) Load QCCR1E67750_SM930P4_SM930.unl into your system.

b) After the unload file is successfully loaded, execute script library **KMSearch_SortOrder** to update the kmknowledgebase search format (kmknowledgebase.search.g). To do so, type **sl** in the command line, open script library **KMSearch_SortOrder**, and click **Execute**.

   Note: This update will not overwrite your existing tailoring to the format.

c) Log off Service Manager for the changes to take effect.

8. Restart your SOLR Search Engine.

9. Log back in to Service Manager, and do the following:

a) Verify your search server connections.

b) Perform a **Full Reindex** for each of your knowledgebases.

c) Perform a knowledgebase search, to verify that the search result sort preferences are working correctly. For a description of the preferences, see enhancement QCCR1E67750.

Search Knowledgebase

test [   ] [Search]
                                                                          [Advanced...]
☐ Search within results

☑ Sort by multiple fields   Modified Date [↕]   Status [↕]   Relevancy [↓]

4 documents found. 11 documents searched.

Test
Test test This is a **test** 2011-4-2T23:44:48Z
Knowledgebase: Knowledge_Library   Status: internal   Relevancy: 0.24740236

Phone troubleshooting
After first noticing any problem, spend some time **testing** the phone before giving up and assuming
Knowledgebase: Knowledge_Library   Status: internal   Relevancy: 0.030555239

Quick tips for phone troubleshooting
outside your home. This determination can be made by **testing** your Network Interface Device (NID) (see
Knowledgebase: Knowledge_Library   Status: external   Relevancy: 0.026344221

QC server Houston is down
QC server Houston is down **Test** The Houston server will be down during Apr 12 to Apr 13 2012-3-29T06
Knowledgebase: Knowledge_Library   Status: internal   Relevancy: 0.022097087

Knowledge Management Import Utility Installation

Extract km-import-9.30.zip in the Knowledge Management package (sm9.30.274-P4_KM.zip) to a local drive. For detailed instructions on the use of the import utility, see the README file packaged in the km-import-9.30.zip file.

ODBC Driver Update Installation

The ODBC Driver update consists of the sm9.30.274_P4_ODBC.zip file, which contains the following updated files:

- Scodbc32.dll
- sci18n.dll

- sccl32.dll

To install the ODBC Driver update:

1. Extract the files to your ODBC Driver installation folder, for example: C:\Program Files\Peregrine Systems\ServiceCenter 6.2\ODBC Driver.

2 When prompted, replace the three old DLL files with the new ones.

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

Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 1994-2012 Hewlett-Packard Development Company, L.P.

Trademark Notices

For a complete list of open source and third party acknowledgements, visit the HP Software Support Online web site and search for the product manual called HP Service Manager Open Source and Third Party License Agreements.