HP ServiceCenter

for HP-UX Itanium operating systems

Release Notes

Software version: 6.2.3/31 August 2007

This document provides an overview of the changes made to HP ServiceCenter for this release. It contains important information not included in the manuals or in online help.

In This Version
Documentation Updates
Known Problems Limitations and Workarounds
Verified Environments
Local Language Support
Support
Legal Notices

In This Version

Enhancements provided in this version include support for ServiceCenter on Itanium systems running HP-UX 11.23. No fixes are provided in this version.

Documentation Updates

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

- Version number, which indicates the software version.

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

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:
http://ovweb.external.hp.com/lpe/doc_serv/

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/

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	Known Issue	Work Around
2137616	SCR 40494 If you issue an immediate server shutdown command (scstop u -i) on any Unix platform in Classic Mode, some process and resources don't get properly cleaned up.	Do not use the immediate server shutdown command (scstop u -i). Instead, use "scstop u -if to force an immediate shutdown. **Note:** HP recommends that you use the normal shutdown process "scstop u -s" whenever an immediate shutdown is not required.
2137626	SCR 40495 When shutting down the server on HP Itanium platform, messages similar to the following appear in the log file: 24131(6177537) 08/23/2007 09:45:42 RTE E munmap(0xCC2D7000, 4096) failed, errno=14 (Bad address).	This error is of no practical consequence and can be ignored.
2137634	SCR 40496 The server fails to start on HP Itanium with a Signal 10 when the "memdebug:1" parameter is in the sc.ini file.	Do not use the memdebug parameter in the sc.ini file.

Verified Environments

This release supports HP-UX 11.23 only. The Compatibility Matrix lists supported versions of operating systems, browsers, HP OpenView products, and other compatibility and support information.

To access the Compatibility Matrix

1   Use a browser to navigate to the Support Software 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. ServiceCenter 6.2.3 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

Please go to the HP Support web site:
http://support.openview.hp.com/support.jsp

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by being able to do the following:

- 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

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels and HP Passport, go to the following URL:
http://support.openview.hp.com/new_access_levels.jsp

Legal Notices