

HP ServiceCenter

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 6.2.7.0/29 September 2008

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.

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In This Version

Service Center Release 6.2.7.0 contains many optimizations and defect resolutions having to do with horizontal scaling of the server.

In addition, Release 6.2.7.0 introduces support of the server on the Windows 2008 platform.

Documentation Updates

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

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

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<http://www.adobe.com/>

Enhancements and Fixes

The following items, separated by category and identified by Software Change Request number, are fixed in the current software release.

Server

The following server Software Change Requests are fixed in this release:

SCR	Release Note
33332	<p>Problem: For users with SQL Server 2000 and 2005, the Create Tables option for a single table did not work properly and caused Enterprise Manager/SQL Server Management Studio to hang.</p> <p>Solution: ServiceCenter now issues a COMMIT after any CREATE TABLE or CREATE INDEX statement against a SQL Server system, and therefore does not lock Enterprise Manager/SQL Server Management Studio anymore.</p>
33643	<p>Problem: When running the scstart script, ServiceCenter's background processes did not start so that clients were not able to connect.</p> <p>Solution: ServiceCenter's background processes now start when running the scstart script and clients no longer receive a general protection fault.</p>
37861	<p>Problem: The number data type was not enforced correctly when adding or updating a record.</p> <p>Solution: The number data type is now enforced when adding or updating records.</p>
38031	<p>Problem: The response time when opening the sc.manage queue was slow compared to the performance in earlier (5.x) versions on a system mapped to an RDBMS.</p> <p>Solution: We now only request the fields that are needed for the form to display, rather than requesting all fields.</p>
38751	<p>Problem: The ServiceCenter SST client used to hold a lock on an interaction record after the screen displaying the record was exited when the user opened a new screen via the System Navigator.</p> <p>Solution: The ServiceCenter SST client now releases all locks when the user exits a screen by navigating to a new one via the System Navigator.</p>
39355	<p>Problem: The attached files list did not display correctly in the attachments widget when a user returned to an unsaved record after performing a Fill action. The attached files were not lost.</p> <p>Solution: The attached file list now properly displays all files when a user returns to an unsaved record after performing a Fill action.</p>
39707	<p>Problem: A Javascript call of the RAD function system.functions.parse returned incorrect data.</p> <p>Solution: A JavaScript call of the RAD function system.functions.parse now returns the correct data.</p>
39896	<p>Problem: In Servlet mode on Windows platforms, users' connections were terminated when the administrator logged out of the Windows session from which the server was started.</p> <p>Solution: On Windows platforms in Servlet mode, the ServiceCenter server now continues to serve connections even after the termination of the Windows user session from which the server was started.</p>

SCR	Release Note
40172	<p>Problem: Calling toArray() function on an empty array in JavaScript caused a Signal 11 failure.</p> <p>Solution: JavaScript calls to toArray() on empty arrays no longer cause Signal 11 failures.</p>
40599	<p>Problem: Data was not truncated correctly when using the VARCHAR(10 char) semantic on Oracle.</p> <p>Solution: Data is now truncated correctly when using the VARCHAR(10 char) semantic on Oracle.</p>
40801	<p>Problem: scenter -reportlbstatus did not indicate when a servlet was in Quiesce mode.</p> <p>Solution: scenter -reportlbstatus now indicates whether a servlet is in Quiesce mode.</p>
40802	<p>Problem: scenter -reportlbstatus did not show the correct sessions count for systems in Quiesce mode.</p> <p>Solution: scenter -reportlbstatus now shows the correct sessions count for systems in Quiesce mode.</p>
41001	<p>Problem: Setting the ir_max_shared parameter to a very low value caused shared memory to be corrupted.</p> <p>Solution: Setting the ir_max_shared parameter to a very low value no longer causes shared memory to be corrupted.</p>
41025	<p>Problem: There was a troubleshooting enhancement request to provide a way to determine the true memory usage of a session.</p> <p>Solution: The rtm:2 parameter will now list the memory allocated without having to include the memdebug:1 parameter. As a result, we can now obtain memory usage statistics with the standard memory package (not debug).</p>
41231	<p>Problem: With recordlist turned on, the highlighted row in the list differed from the record displayed in the detail frame after deleting the first record in the list.</p> <p>Solution: Now the highlighted row in the list matches the record displayed in the detail frame after the first record in the list is deleted.</p>
41354	<p>Problem: Attempting to handle a very large XML document caused a memory allocation failure, resulting in memory overlay.</p> <p>Solution: A failure to properly extend a buffer to contain an XML document is now detected and the XML request fails. This will no longer result in a memory overlay.</p>
41367	<p>Problem: The -reportlbstatus:nn parameter did not work.</p> <p>Solution: The scenter -reportlbstatus:nn parameter now works. It creates a load balancer status report every nn seconds in the logs directory. The file that gets created every nn seconds is sc.log_nnnnnnnnnn.log. If you enter scenter -reportlbstatus (without nn) in the command line, the load balancer status report is displayed one time on the console.</p>
41379	<p>Problem: The RTE parse function failed parsing a string containing a backslash.</p> <p>Solution: The parse function now supports backslashes.</p>
41482	<p>Problem: A memory leak in the Anubis background process caused the process to ultimately run out of memory.</p> <p>Solution: The memory leak in the Anubis background process has been fixed.</p>

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41487	<p>Problem: Vertically or horizontally scaled Servlet containers failed to successfully initialize a cluster.</p> <p>Solution: Vertically or horizontally scaled systems no longer produce a fragmented JGroups cluster during system startup.</p>
41517	<p>Problem: On AIX, the server process terminated with a sigabrt when attempting to catch a runtime exception.</p> <p>Solution: The server process no longer terminates on AIX with a sigabrt when attempting to catch a runtime exception.</p>
41526	<p>Problem: After users for an API client logged out, the http session was not invalidated.</p> <p>Solution: The http session is now invalidated after API users log out.</p>
41599	<p>Problem: A general protection fault occurred during shutdown when the JavaScript context did not have a matching RAD thread.</p> <p>Solution: A general protection fault no longer occurs during shutdown when the JavaScript context does not have a matching RAD thread.</p>
41619	<p>Problem: The lkadjust error message did not indicate the semaphore (lock) number that had the problem, limiting the effectiveness of the message as a debugging aid.</p> <p>Solution: The lkadjust error message now indicates the semaphore (lock) number that has the problem.</p>
41624	<p>Problem: A Signal 11 error occurred for a server running on HP-UX Itanium if there were open client connections when the server was shut down.</p> <p>Solution: Stopping a server running on HP-UX Itanium no longer causes a Signal 11.</p>
41628	<p>Problem: CPU utilization occasionally spiked on the Service Center server due to a bug in the OpenLDAP library. An infinite loop resulted in loginLock and hung sessions.</p> <p>Solution: OpenLDAP libraries have been updated to version 2.3.39.0 to resolve the issue.</p>
41632	<p>Problem: There was a memory leak and the potential for a general protection fault when issuing an error message from an RDBMS connection.</p> <p>Solution: There's no longer a memory leak when issuing an error message from an RDBMS connection.</p>
41643	<p>Problem: An error message stating "RTE E lkadjust: call sempop(semid = 1376452616) failed, errno = 34" appeared erroneously in logs on systems running in a horizontally scaled environment on Unix platforms.</p> <p>Solution: The erroneous log message no longer appears.</p>
41698	<p>Problem: Exporting to a text file in classic mode using the "Client side load" setting leaked memory on the server.</p> <p>Solution: Exporting to a text file using the "Client side load" setting no longer leaks memory on the server.</p>
41706	<p>Problem: The locking mechanism in horizontally scaled environments still required optimization.</p> <p>Solution: We enhanced the locking mechanism in horizontally scaled environments.</p>

SCR	Release Note
41716	<p>Problem: In Servlet mode, looping RAD applications could not be terminated using the System Status utility.</p> <p>Solution: In Servlet mode, looping RAD applications can now be terminated using the System Status utility.</p>
41732	<p>Problem: Some processes did not reply to the processes() call in a horizontally scaled environment.</p> <p>Solution: We optimized the way the list of users displayed in System Status is aggregated to reduce the time during which the userchain has to be locked, thus reducing the possibility of having a process not respond to the processes() call. The symptom of this problem was that Anubis was sometimes launching duplicate scenter processes.</p>
41803	<p>Problem: On Windows platforms, using Classic Listener mode, unnecessary repetitive calls to the atexit() function caused the Load Manager to deplete all memory.</p> <p>Solution: A memory leak occurring in Load Manager in Classic Listener mode on Windows platforms has been fixed.</p>
41808	<p>Problem: In a horizontally scaled system, the release of the license broadcast waiting for a reply was a source of contention on the user chain lock.</p> <p>Solution: We reduced the timeout used when multicasting messages in a horizontally scaled system and we don't lock the user chain anymore when removing dead threads or processes. This reduces the time for which a process locks the user chain.</p>
41813	<p>Problem: Displaying and refreshing System Status caused long user chain locks and prevented timely response to other lock requests.</p> <p>Solution: We optimized the way the list of users displayed in System Status is aggregated to reduce the time during which the user chain has to be locked, thus reducing the possibility of having a process not responding to incoming lock requests. Note: This operation is still synchronous.</p>
41821	<p>Problem: There was an enhancement request to add support for the Windows 2008 platform.</p> <p>Solution: We now support running the ServiceCenter server on the Windows 2008 platform.</p>
41872	<p>Problem: Oracle shared libraries were not notified that they were used in a multi-threaded environment.</p> <p>Solution: The OCI environment is now initialized to notify the Oracle shared libraries that they are used in a multi-threaded environment.</p>
41903	<p>Problem: In horizontally scaled systems, the priority of the thread responsible for responding to lock requests was too low, causing some latency in locking.</p> <p>Solution: We improved performance of locking requests in horizontally scaled systems by increasing the priority of the thread responsible for responding to such requests.</p>
41905	<p>Problem: Failures occurring during the login phase before the first screen was displayed to the user caused a general protection fault error.</p> <p>Solution: A failure during login before the first screen is displayed no longer causes a general protection fault.</p>
41934	<p>Problem: The SQL shadowing process did not work due to a change introduced in versions 6.2.5.1 and 6.2.6.0.</p> <p>Solution: The SQL shadowing process (scenter -que:sql) now successfully applies the updates to the RDBMS. This resolves a regression that was introduced in 6.2.5.1 and 6.2.6.0.</p>

SCR	Release Note
42034	<p>Problem: On the HP-UX platform, the memdebug parameter was not supported for values greater than 1. Using a value different than 1 used to failed silently, causing confusion when troubleshooting memory issues specific to HP-UX.</p> <p>Solution: On the HP-UX platform if you use memdebug parameter > 1 (for example memdebug:500), you will be forced to use memdebug:1 and you will get the following message in the sc.log file: For HP-UX memdebug parameter = 500 is not supported and will be forced to memdebug:1.</p>
42049	<p>Problem: A Signal 11 failure sometimes happened during attachments processing (exact scenario could not be identified).</p> <p>Solution: We fixed a case of Signal 11 failure in the attachments processing module.</p>
42064	<p>Problem: There was an enhancement request to add debug messages to troubleshoot manadanten issues.</p> <p>Solution: We added -debugmandanten message support.</p>
42117	<p>Problem: Servlet containers hung and failed to respond to messages in the cluster when reaching 1.9 GB of memory usage on HP-UX platforms.</p> <p>Solution: Servlet containers can now use more than 1.9 GB of memory on all platforms.</p>

Web client

The following web client Software Change Requests are fixed in this release:

SCR	Release Note
36372	<p>Problem: Switching queues after selecting the Next Page button causes no records to be displayed for the new queue on web tier.</p> <p>Solution: If you select the Next Page (right arrow) button to navigate to additional pages of records displayed in one queue and then select another queue, the new queue selected displays records correctly on web tier.</p>
37272	<p>Problem: In the attachment widget, in web client, there was a "date" column that displayed some data needed only internally and that caused confusion for the users.</p> <p>Solution: The "date" column in the web client attachment widget has been made invisible to the user since it contains only metadata needed for the internal processing of attachments.</p>
37320	<p>Problem: Column width property didn't work in tables.</p> <p>Solution: Column width property now works in tables.</p>
38609	<p>Problem: When a user attempted to upload an attachment whose size exceeded the allowed maximum size, he received an exception stack trace page instead of a clear error message.</p> <p>Solution: Attempting to upload an attachment whose size exceeds the allowed maximum size now simply prompts an error message and doesn't affect the rest of the session.</p>
40270	<p>Problem: Data change events did not work in Comfill widgets.</p> <p>Solution: Data change events now work in Comfill widgets.</p>

SCR	Release Note
40666	<p>Problem: When the web tier is running on a Unix system and the end user is using Internet Explorer, the text import wizard did not recognize file names properly.</p> <p>Solution: The text import wizard now recognizes file names when the web tier is running on a Unix system and the end user is using Internet Explorer.</p>
41297	<p>Problem: In ESS mode, labels on a notebook tab that were different than the tab currently displayed showed through.</p> <p>Solution: Labels on a notebook tab different than the tab currently displayed do not show through anymore in ESS mode.</p>
41403	<p>Problem: There was an enhancement request to support auto-resizing of forms with hover-text for very long labels.</p> <p>Solution: The web tier administrator can now specify "hscale" (horizontal scaling factor) to a value of "auto" in the web.xml configuration file to allow the web client to automatically adjust the width of label widgets to accomodate the length of the text to be displayed. Very long label texts are displayed in a hover text balloon.</p>
41581	<p>Problem: The foreground color property didn't work for group widgets.</p> <p>Solution: The foreground color property now works for group widgets.</p>
41658	<p>Problem: Items that were disabled on the main menu still appeared on the System Navigator.</p> <p>Solution: For common users: Items that have been disabled on the main menu no longer appear on the system navigator, and graphical images are disabled. For SYSADMIN: System administrators are not supposed to use ESS. There is a known issue for a system administrator account working with menu conditions: the menu node in the system navigator tree always displays and allows the user to proceed regardless of whether the condition is evaluated to be true or false, while the main menu image display depends on the menu condition evaluation result.</p>
41738	<p>Problem: The printout produced when using application side printing with Internet Explorer 7 uses tiny fonts.</p> <p>Solution: Application side printing now opens a new window to display the print content, so that the user can use the browser offered printing functions.</p>
41841	<p>Problem: A regression introduced in 6.2.6.0 caused the radio buttons in the web client to update their value improperly. As a result of this, DVD conditions relying on the value of a radio button field did not work anymore. The Windows client was not affected.</p> <p>Solution: We repaired the radio button widget in the web client, which consequently solved the DVD conditions issue.</p>
41862	<p>Problem: Users could not save a record from a form having a field with an Output Conversion field.</p> <p>Solution: Now users can save a record from a form having a field with an Output Conversion field</p>
41871	<p>Problem: Users could not modify a comfill value in the web tier.</p> <p>Solution: Users can now modify a comfill value in the web tier.</p>
41873	<p>Problem: A regression introduced in 6.2.6.0. As a result of this, the text import wizard could not be executed fully. The Windows client was not affected.</p> <p>Solution: We repaired the radio button widget in web client, which consequently solved the text import wizard issue.</p>

Windows client

The following Windows client Software Change Requests are fixed in this release:

SCR	Release Note
39714	Problem: On forms that are larger than the area the screen can display, if a format control validation failed on a field that was too low to be naturally displayed, the client did not automatically scroll to make that field visible to the user. Solution: Now if a format control validation fails on a field too low to be naturally displayed, the client automatically scrolls to make that field visible to the user.
41039	Problem: The Windows client does not correctly render backslashes stored in the HTML Editor widget. Solution: Backslashes are now correctly rendered in the HTML Editor of the Windows client.
41261	Problem: Attachments that had non-ASCII characters in the title could not be opened in the Windows client. Solution: Attachments that have non-ASCII characters in the title can now be opened in the Windows client.
41509	Problem: When the user closed a list-only display, the Close Application event was not sent to the server. This caused an accumulation of unused threads on the server, ending in memory starvation. Solution: Close Application events are now properly sent. As a result, memory is freed up on the server side.

Change Calendar

The following Change Calendar Software Change Requests are fixed in this release:

SCR	Release Note
41190	Problem: Changes having the same starting date overlapped in the Change Calendar module display, with one hiding the other. Solution: Overlapping changes are now displayed so that they are all visible in the Change Calendar module.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	SCR	Known Issue	Workaround
KM499405	40261	In the web client, if a user uses a Fill value that does not return any results, and then tries again to use the Fill button with another value, ServiceCenter uses the original value again rather than refreshing and using the new value.	To avoid this problem, after a user uses a Fill value that does not return any results, the user should navigate away from the screen (by using Cancel or Back, for example) and then come back to the screen before using the new Fill value.
KM499407	40800	There is an issue when users saving incidents in the web client switch from another tab. If the user brings up two incidents and doesn't save an update in one before clicking on the other, the update is wiped out.	Users who open more than one record from the same table should save any changes they make to a record before switching to the tab of another record.
KM499408	41261	To correct the issue that non-ASCII characters in an attachment title prevented the attachment from opening in the Windows client, the local temporary file gets renamed to a current timestamp (format: yyyyMMddHHmmssSSS). This does not affect the filename of the original file stored in Service Center, and it is not applicable to the web client.	If you want to save the attachment file, do a "Save As," and rename the file to the original non-ASCII name so that you'll be able to identify the file. This is only applicable for the Windows client.
KM499413	42159	A horizontally-scaled system mapped to SQL Server hangs when a user attempts to create a new incident or interaction.	If you have a horizontally scaled system mapped to SQL Server, do not apply either the SC 6.2.6 or the SC 6.2.7 maintenance release.

Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP 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 6.2.7.0 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

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