
HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 7.10/19 December 2008

This document provides an overview of the changes made to HP Service Manager for the 7.10 release. It contains important information not included in the manuals or in online help.

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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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Or click the **New users - please register** link on the HP Passport log-in page.

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In This Version

The following areas are new or improved in Service Manager. For a list of the SCR fixes included in this release, see [Enhancements and Fixes](#).

[UCMDB Integration](#) *New Feature!*
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[UCMDB Integration](#) *New Feature!*

HP Service Manager 7.10 includes UCMDB integration. The new UCMDB integration includes the following features:

- **Authorized state**
 - Configuration Management tracks and manages authorized configuration item (CI) states under the new Change Management workflows
 - Authorized state is available to all Service Manager processes
- **Actual state**
 - Actual state is provided by direct access to the CMDB
- **Architecture**
 - Uses the Service Manager Web Services API
- **Powerful support for Configuration and Change Management**
 - Offers automated Change Management validation and verification
 - Detects unplanned or incorrectly executed changes to the production environment and brings them into the change control process
 - Provides the actual state of CIs and relationships from discovery activity to empower change verification
 - Integrates with Discovery Event Manager (DEM) to enable you to implement rules for how to handle unplanned changes

Embedded Best Practices *New Feature!*

HP Service Manager 7.10 includes embedded best practices! The new best practices include the following features:

- New out-of-box content aligned to ITIL v3 and Service Manager best practices
- Extensive new documentation, process descriptions, and work instructions
- New demo content including best practice users, roles, and data
- Standard user roles and menus to match the best practice processes
- Improved, standardized screen layout with smart indicators flagging related information
- Richer cross-module functionality using escalation wizards

Approval Delegation *New Feature!*

HP Service Manager 7.10 includes approval delegation! The new approval delegation includes the following features:

- Approval delegation for Change Management, Request Management, Service Catalog, and Self-Service
- Ability to delegate approval to another user, provided that the delegate has approval rights in module
- Ability to copy an approval delegation and use it as a template
- Documentation that an approval was performed by a delegate
- Audit tracking of changes to approval delegations
- Control of delegation rights by administrators

Configuration and Change Management Enhancements

HP Service Manager 7.10 includes the following improvements to Configuration and Change Management:

- Managed states
 - Formal support for multiple states, including:
 - State management at the group level
 - Information about each CI attribute change is recorded in data modification events
 - Authorized CI states
- Managed relationships
 - UCMDDB/Service Manager integration maintains CI relationship links up to date
- Conformance to baselines
 - Baselines define all the authorized or expected attributes for a type of CI configuration
 - Each baseline can be versioned
 - Each CI Instance represents a physical implementation of a baseline

- Defined baseline lifecycle
 - Service Manager can now track baselines and associate them to particular CIs
 - Define new baselines through a wizard
 - Manage baselines through a formal lifecycle
 - Associate CIs to baselines
 - Validate CIs against a baseline
 - If a CI's particular managed state attributes differ from their baseline, the non-compliant attributes are listed for reviews
- Discovery Event Manager (DEM)
 - Maintain a list of managed attributes
 - Out-of-box set of managed attributes is configurable
- Data Discovery Manager (DDM)
 - Provides flexible ways to process incoming CI updates and CI change notification events
 - Define what happens when changed CIs are discovered by UCMDB. Reconciliation is done via field name in DEM Reconciliation record
 - Creates either an unplanned change RFC or an Incident when it discovers an unplanned change

Knowledge Management Enhancements

HP Service Manager 7.10 includes the following improvements to Knowledge Management:

- Ability to search within a result set
- New Errors tab displays errors messages
- Ability to stop and restart indexing
- Indexing is now performed in the background

Service Catalog Enhancements

HP Service Manager 7.10 includes the following improvements to the Service Catalog:

- Multilingual catalog support
- Ability to localize catalog items
- Ability to search for catalog items in your own language
- Better multicurrency support
- Ability to include information only items in a catalog
- Ability to restrict the quantity of items that can be ordered
- Ability to format catalog item descriptions using rich text

Client and User Experience Enhancements

HP Service Manager 7.10 includes the following improvements to the clients and user experience:

- You can now select a row in a table and apply choices from the options menu to your selection
- Right-click behavior is more consistent between the Web client and the Windows client
- New list-builder widget for selecting multiple items
- Dashboards now provide only the table and field queried as the chart title
- Wizard templates now provide multiple forms
- You can now use a pop-up subform to display a form on hover. Using hover subforms conserves real estate, reduces database transactions, and improves performance
- Attachments are now always sent from server to client in compressed format and uncompressed at the client for better performance and smaller network footprint
- Improved horizontal form scaling and hover label text to provide improved international support
- Removed the advanced debugger

Server and Administration Enhancements

HP Service Manager 7.10 includes the following improvements to the server and administration:

- Improved error messaging
- Improved SQL DB column and index management
- Improved resilience
- New web service URL with MTOM attachment support
- Improved attachment handling

Application Upgrade Enhancements

HP Service Manager 7.10 includes the following improvements to the application upgrade:

- XML representation of Service Manager tailoring records
- New conflict resolution tool. The conflicts you resolve using this tool will be reported as previously resolved the next time you do an upgrade. You will not need to resolve them again.
- Ability to restart in the middle of the data upgrade step
- Improved reporting of errors that occur during the upgrade

Enhancements and Fixes

HP Service Manager 7.10 includes fixes to the following areas.

Change Management and Configuration Management
Incident Management and Service Desk
Knowledge Management and Service Level Management
Problem Management and Request Management
Service Catalog and Self Service
Miscellaneous Applications
Documentation
RTE
Web Client
Windows Client

Change Management and Configuration Management

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

SCR	Problem	Fix
40266	In the Change Management module, the Fill feature did not work for the Manufacturer field when creating a new Associated CI because it pointed to an invalid target file and/or field.	The Manufacturer field now fills correctly when you create a new Associated CI.
40280	Users were not prompted for comments after the first Denial or Retraction action.	Users are now prompted correctly for comments on Denial or Retraction actions.
40428	Format control is not executed when adding a baseline group via the Baseline Group Wizard. This happened because the Baseline Group wizard did not invoke Format Control.	We have removed the baseline group and replaced it with baseline. The issue is no longer a problem.
40792	Approval levels were not processed correctly when aggregating approvals with multiple requirements that had different sequence levels.	Approval levels are now processed correctly when aggregating approvals with multiple requirements that have different sequence levels.
41060	The following error occurs when a user without Configuration Management update capabilities changes the associated CI on an Incident Management ticket to a device that is not already down when Service Level Agreements (SLAs) are enabled: User <OPERATOR> does not have authorization to perform the action: save This happened because the system was trying to update the CI, using the permissions of the current user.	Modified the Configuration Management ScriptLibrary record to get the correct permissions before updating the CI, and then restore them afterwards.
41104	When the approval condition was not met, a RAD error displayed. This occurred because the RAD application approval.generate did not check for a null condition on the panel combine.approvals.	We added null condition checking for that panel.

SCR	Problem	Fix
41477	When a user copies a change record in Service Manager 7.10 Change Management, they are prompted to copy all existing tasks associated to that change. However, if there are multiple tasks, only the first task is copied to the new change.	We fixed the issue so that copying changes with multiple associated tasks correctly copies all tasks.
41577	The Approval tab displayed incorrect information in the Service Desk record when the first approval was false for the same role.	Approvals are now generated correctly when the first approval is false for the same role.
41600	When using Smart Search in Change Management the setting was changed when viewing a task. This happened because the \$smart.search variable was being overwritten by the second call to the list engine.	Added expressions to set a local variable to the smart search setting.
41625	Outage processing is extremely slow when there are Availability SLOs associated to group CIs (especially baseline groups).	Outage processing for Availability SLOs that are associated to group CIs is now more efficient.
41663	Opening or resolving an incident against a CI with 2300 dependencies is taking a very long time to process. When a ticket is resolved against outageevent/outage processing, it is taking 'hours'.	Outage processing will no longer take hours to complete.
41712	The multi-level spreading is occurring regardless of setting in slamodulecontrol record. The multi-level spreading flag in the slamodulecontrol records is being ignored, with the same outage results generated regardless of the setting being used for this flag.	Outage processing will now honor the multi-level spreading flag indicated in the slamodulecontrol records.
41879	In the Configuration Management module, it is not possible to modify the columns of a search results list of joinfile records with recordlist disabled.	Column entries now show fields from both the primary and attribute tables when you perform a "Modify Columns."
41912	Users got a warning message when they tried to access the Change Task queue.	A new "All Open Tasks" view was created and users no longer get the message that a view is missing when they try to access the Change Task queue.
41933	Cannot save Closure Comments on the CM.task form. This happened because the field closure.comments in form CM.task did not exist in dbdict.	Added field closure.comments in dbdict cm3t.
42169	An unrecoverable error occurred if you backed out of opening a new Change Management record from the Search screen with the Number search field populated.	Backing out of the Change wizard after first populating the number field with a value no longer causes and unrecoverable error.

Incident Management and Service Desk

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

SCR	Problem	Fix
30606	A duplicate key error occurs when you resolve and then save an incident that was opened from a call. This happened because the document engine set the mode to the incorrect value after it saved the changes on a resolve. On panel after.prompt.action, \$L.mode is set to \$L.initial.mode if \$L.mode#"add" or \$L.mode#"close". \$L.initial.mode, in this case, is "addonestep". This value was passed into se.view.engine by the problem screlconfig record and does not change throughout the process flow. Because of this, the system attempts to re-add the record when it should instead update it, thereby causing the error.	This has been fixed, so that you can update an incident that is opened from a call after the incident is resolved.
32964	If you select Change Category to change the ticket category and then click "OK", the changes are not saved and the ticket remains in the original category.	Fixed the process im.newcat so that when you click "OK," the changes will be saved and the ticket category is updated.
33021	The "\$search.assign.flag" is not getting reinitialized, causing incorrect queries.	Added logic in "setup.search.go" to clear "secondary.assignment" if the flag is set to primary, so that queries are now correct.
38448	When closing an incident and its related call, there is no "close" activity in the call.	Fixed so that a call closed by a related incident is now calling "close" activities.
38598	Unsuspending an Incident is not always successful, depending on the options set and the exact path taken. This happened because the im.suspend Process did not correctly clean up variables when the unsuspend was canceled.	Added expressions to im.unsuspend to clean up the appropriate variables when the unsuspend is canceled.
38979	When a previously closed Incident Management ticket is reopened after the original deadline, the new deadline may be scheduled prior to the actual open time. This occurs only when using a calendar and stems from how the deadline interval is reconstructed when a ticket is reopened (application pm.process.alert).	This has been fixed. It will no longer set the deadline alert start time to the reopen time if there is a deadline alert expression. Deadline alert expressions must be based on the open.time of the ticket.
39745	Updating parts and labor cost from incident to the related cmlabor table posts incorrect values.	The cmlabor table now gets updated correctly whether or not various pieces of the labor information are NULL.
40422	If we suspend an Incident, then close it before it is automatically unsuspending, an additional "Closed" activity record is added at the time when the Incident would have been automatically unsuspending.	If the Incident is closed it will no longer try to unsuspend it.

SCR	Problem	Fix
40469	When reopening an Incident Management record, the 'Alert Status' field is set to 'reopened'. However, once 'OK' or 'Save' is selected to save these changes, the field is reset to 'updated'. This means that the ticket is never saved with a 'reopened' status, so that there is not a problem page created with a 'reopened' status.	With this fix, the reopened tickets will have a status of "reopened" instead of "updated."
41012	When opening an incident from an interaction, the Incident number is assigned before the record is saved.	The assignment of an ID to an Incident record will correctly be delayed, if the Incident Management Environment record specifies that it should be delayed.
41518	The DDE call to the ReceiveInteractionList SystemEvent only showed one ticket. This happened because the cc.list.incidents application was not calling the Document Engine.	Updated cc.list.incidents to call the Document Engine.
41564	The Automatic Unsuspend of Incidents does not work in all cases. This happened because the \$pmc.actions variable was being established by other processing by the background processor. This caused unpredictable behavior in the unsuspend code.	Changed the affected services update code to clean up \$pmc.actions. Also changed the unsuspend code to reset the \$pmc.actions variable prior to starting processing.

Knowledge Management and Service Level Management

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

SCR	Problem	Fix
39492	Updating an incident with the two-step close process enabled This caused corresponding outages to close. This should not have occurred as the incident remains open after an update.	When a two-step close process is enabled, updating the incident record no longer closes corresponding outages if the incident remains open after an update.
39753	Customer receives an error when performing Production Data Purge program to remove out-of-box data. This happened because the Purge program issued delete commands. The trigger for "delete" on the out-of-box tables that were indexed would fail, causing the purge program to fail.	The code was corrected, so that when performing the Production Data Purge, you will no longer receive errors.
39948	Service Level Objectives remained in running status even after a record update This caused their final state to be skipped.	All possible boundary conditions involving the life cycle of a ticket, including reopens, suspensions and non-standard type updates, are now accounted for during SLO processing.
40260	In the Incident Management module, the Edit Service Level Objective wizard displayed invalid values for the Priority field.	The Edit Service Level Objective wizard now displays correct field information for the Priority field when editing an Incident Management SLO.

SCR	Problem	Fix
40296	Knowledge Management hit results show duplicate information in the multiline summary.	Knowledge Management hit results no longer show duplicate information in the multiline summary.
40624	Hanging locks occurred when an incident that was being processed by the SLA was modified right before a lock was issued for it.	Hanging locks no longer occur when an incident that is being processed by the Service Level Agreement scheduler is modified right before a lock is issued for it.
40705	Attachments with Asian characters are not indexed. This happened because the attachments were extracted and written local to the Service Manager Server. Depending on the character set and fonts installed on this server, the filename could be mangled and no longer match the original name, as listed in the indexing job causing the attachment to be dropped.	Instead of writing the local copy of the attachment with its original filename, the local copy's filename is now an enumerated ASCII value to avoid name mangling during indexing.
40948	The Expiration in a breached sloresponse included time spent in suspended states.	When a Service Level Objective is breached, the Expiration time is now set to NULL.
41789	Use Solution truncates text in HTML fields with bullets/numbers. The Use Solution function must remove the HTML markup from these fields before assigning to text field. The ampersand encoded values for the special bullets/numbers were not being removed, causing the text field to drop the remainder of the field data.	Added the additional ampersand encoded values to our list of characters to remove/replace.
42104	GP fault occurs during indexing. This happened because the search engine has a set limit of 32k per field. One field exceeded this limit, causing the search engine to error out, and then that This caused the GP fault.	Since most large fields are marked to be indexed "with body" and are not directly searchable (No entry for them on the advanced search page), we truncate the values down to less than 32k. All the field's data is still indexed within the body of the document as before.
42294	A hanging lock occurred on the parent record when the child was processed by the Service Level Agreement scheduler. This happened because the RAD panel try.lock in application sla.update.expiration did not pass a parameter for Parent Locks so it could not pass the expected array of parent locks when attempting to unlock the record.	Pass an empty array in try.lock and pass this array in unlock.
42365	Date fields are not imported correctly. This happened because the environment variable in the KMImport Script did not match the parameter name passed to the java routine. Without the date format being passed, the java routine cannot identify date values, therefore not importing them correctly.	Corrected type in the KMImport script files.

Problem Management and Request Management

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

SCR	Problem	Fix
23369	When opening a Request Management quote and the Format Control validation has an error, the user is returned to the master catalog selection.	The user will be returned to the correct Request Management screen when there is Format Control validation error.
25053	In Request Management the number of bundles is not correct if more than one of the same item is added to a quote.	This has been changed to allow the use of the "create unique" option, which will no longer impact the total number of bundles in the quote.
38019	The RAD alert.process does not use the process record specified as the Update Process in the AlertDef record. This happened because the RAD 'alert.process' did not consider the process defined in the AlertDef record.	This fix allows the user to add a Process in the alert definition record, which will be executed before the Process specified in the Object record so it could serve as complement of the Object record Process.
38106	If you send a Request Management Quote with a phantom line item to the Ordering phase, the resulting message shows an inaccurate number of line items waiting to be ordered.	The Ordering phase now shows a message with the correct number of line items waiting to be ordered whenever a phantom line item is included in the Quote.
38556	In Request Management, after you clicked "End" to go back to the previous level, the available options message was not updated to match the part that you were reviewing.	Now, after you click "End" to go back to the previous level in Request Management, the available options message is updated to match the part you are reviewing.
38712	Users received various errors when copying and opening Request Management records from a specified model.	Now the model and link specified on the Line Item phases are considered when you create Line Items using an existing line item as model.
38806	In Request Management, you could not use "Change Phase" to advance a quote to a phase whose condition references the \$L.file.	"Change Phase" now works for a phase whose condition references the \$L.file.
39077	When opening a new quote in Request Management, the Subcategory did not reset after you clicked the "Back" button. This happened because the variable in the RAD app for subcategory was not updated.	Now the subcategory is updated after you click the Back button and select a new subcategory.
40007	An incorrect format was displayed when opening a Request Management quote in any phase after the first.	The correct format is now displayed when opening a Request Management quote in any phase.
40243	When Request Management items existed in the cart, it was not possible to go back to the Master Category list when selecting items.	You can now correctly use the "Back" button when you are creating a request with multiple items, and go back to the previous screen.

SCR	Problem	Fix
40910	The 'rml.post.bg' application did not correctly handle the scenario where the post was rescheduled because of a denied lock on the parent quote. This happened because the rml.post.bg application was setting up the \$L.ocml.events.pntr variable too late in the process. This caused the variable to be reset when it should not have been.	The variable is now set up earlier and the application correctly handles the scenario where the post was rescheduled because of a denied lock on the parent quote.
41613	The Known Error phase record would not accept an expression for the Update, Close, Reopen, and Open RFC condition fields. This happened because the parse property on the field was not set to true. Also the fields were mapped to short field types that do not support conditional expressions.	Updated the parse property for the four fields on the knownerrorphase format and remapped the table as a system table.
41904	Modifying the lead time of an existing line item resulted in incorrect target dates for its parent and group line items.	Added code on the query panels to consider not only the parent group or parent line item but also other elements within the group to recalculate all the dates when one of the target dates is modified. As a result, modifying the lead time of an existing line item now results in correct target dates for its parent and group line items.

Service Catalog and Self Service

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

SCR	Problem	Fix
39658	Service Catalog did not always display the correct item total at the bottom of the screen.	Service Catalog now returns the correct total number of items in the current catalog selection, taking access filters into account.
40055	Approvals defined in the "svcCatalog" record did not get processed when the cart of an existing interaction was edited.	Fixed the svc.edit.cart process so that it calls cc.set.approval to regenerate all approval information.
40264	In the Service Catalog, if you chose the check box for a bundle and then added the item to the cart, the user options were not presented. This happened because there was no way to get to the panel get.bundle.options in the RAD app svcCat.add.item.to.cart panel check.is.valid.	Now when you choose the check box for a bundle and then add the item to the cart, you are prompted to select additional user options.
40515	You could not create a Service Catalog User Selection picklist of more than 19 items.	Now you can create a Service Catalog User selection picklist consisting of more than 19 items.
40520	You were not prompted to enter comments after modifying an existing cart if you chose to view the cart before returning to the request.	You are now prompted to enter comments after modifying an existing cart if you choose to view the cart before returning to the request.

SCR	Problem	Fix
40541	When an ESS user selects the Change Password menu entry, the Save and Cancel buttons are displayed correctly, but an additional Cancel button is also displayed underneath. This happened because the password.change application was adding the Cancel button to the form.	Changed the condition for the Cancel button so that it does not show up in ESS mode.
40692	The Cost of Service Catalog Cart was not calculated correctly when the cart contained items with optional costs; those costs were added to the total twice.	The Cost of Service Catalog Cart is now calculated correctly when the cart contains items with optional costs, and when the cart is modified.
40700	Service Catalog requests for non-mandatory items within nested bundles were not being fulfilled	Service Catalog requests for optional items within nested bundles are now properly fulfilled.
41511	Nested bundles within bundles did not work correctly, giving you the option to select optional items. This happened because the Service Catalog code was not handling the recursive calls correctly.	Updated the Service Catalog code to have proper variable separation for recursive calls for bundle processing.
41555	Requesting multiple quantities of an item within Service Catalog does not calculate the cost correctly. This happened because the \$L.split.items variable was not properly initialized, which could cause issues if was an array type, instead of Boolean.	Default the value of \$L.split.items to false.

Miscellaneous Applications

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

SCR	Problem	Fix
22906	Indexes are not transferred with unload - load of database dictionary.	When unloading, you now have the option to use the keys from the unloaded system in the system that is loading the file. The keys are completely replaced if you select this option. During the load, you will be prompted to make sure you want to replace the keys.
23925	Inbox name that was changed was not displaying in the inbox drop down list. The drop down list was not updated.	In SM7.0 we have redesigned how inbox works and this is no longer an issue.
26230	System hangs when updating location records in the test system.	The system will no longer hang when updating location records in a test system that has a parent location name equal to the location name.
28616	Spelling error in the us.set.reminder application.	Fixed spelling error in the third statement. Updated spelling in from "\$l.reminder.type" to "\$L.reminder.type".

SCR	Problem	Fix
32301	Arrays of dates do not get exported correctly to a formatted text.	Date field arrays with NULL entries will now export properly using the export utility.
34557	The notification engine did not have the ability to process multiple oncall groups in the same message line.	Changed the us.notify application to process all oncall records that are found by the search instead of exiting with an error message.
38409	The Set Reminder feature sends a reminder when a call is closed, even if it was configured to only send it when the call is still open. This happened because the us.process.reminder application had faulty logic paths that did not correctly enforce the configuration settings in all cases.	Reworked the logic in us.process.reminder to properly enforce the configuration settings.
38713	FC validations created using the expanded form do not set the correct focus if the target field is a variable. This happened because the formatctrl.maint.valid.sub.v.g form had the parse property for the set.field field set to true.	We changed the parse property of the set.field field on the formatctrl.maint.valid.sub.v.g form to false.
38925	Errors result when performing a binary upgrade to 6.1.3 on Linux.	The binary upgrade on Linux now runs without errors.
38936	LDAP was issuing what appeared to be excessive queries which sometimes This caused performance degradation. This happened because the operator record was being selected by each of the profile setup routines.	Established the user's operator record as a global variable and reference this variable in all the setup routines.
39277	When modifying a record via Event Services, if the activity.mandatory flag in the Object record (labeled 'Require update if an activity record is not generated') is checked but a value for the update.field.var field (labeled 'Update Field') is not specified, a failed validation inside the sc.activity.update.check application occurs. This caused the record to be updated without first processing the Format Control.	Fixed to allow the update of incidents via Event Services while still executing calculations specified in the Format Control record.
39565	If an incident is updated by an event that calls axes.apm (i.e. pmu, epmu), the resulting journal entry does not include a timestamp. Furthermore, the new update completely overrides the existing journal of activities, thereby wiping out all previous updates.	The Incident Management environment record out-of-box has been updated so that the journaled updates order is set to "Most to Least Recent." The incident updates via events that call axes.apm will correctly include a timestamp.
39855	The default OOB Oracle mapping for the 'syslanguage' field in the scmessage table only allowed 8 characters.	Increased the size for the syslanguage field to varchar(20).
40033	When there are large numbers of operator records, performance was slow when generating hardcoded 'operator' dropdown lists.	Solution: Replaced hardcoded 'operator' dropdown lists with a fill.

SCR	Problem	Fix
40167	Null target fields are not updated by cascade updates. This happened because the process.update.config.record application did not account for NULL values for the \$L.target.variable	We added a nullsub() call to the condition that checks \$L.target.
40193	The standard repeat interval check boxes for schedule records all behaved as monthly.	Fixed schedule calculation for quarterly, semi-annually and annually. Also fixed form associated with it to make it more consistent.
40486	Updating a join record with activities enabled will cause the next/previous record to be displayed with the wrong format. This happened because the sc.activity and sc.activity.update.check applications were re-fetching the Object record, even though it had been passed in.	We added checks to both applications to see if the Object record was passed in before selecting it again.
40647	Cannot create or review revisions for a displayoption record. The following error occurs when attempting to create or review revisions for a displayoption record: Query field (id) in (displayoptionrev) not defined in dbdict (se.get.record,get.record)	Now the user can create or review revisions for a displayoption record.
40833	A hanging lock occurs when a record that is being updated by the event scheduler is modified right before a lock is issued for it.	No more hanging locks will occur when a record that is being updated by the event scheduler is modified right before a lock is issued for it.
40870	The default query in the Change Queue took an unacceptably long time to return results. This happened because the Queue Manager was performing a related objects type query even though the default query was a standard one.	The Queue Manager has been modified to perform a standard query unless a related objects type query is necessary (i.e., the query is for related object fields).
40916	The Background Load option (in Database Manager or via Tailoring with bgload) does not function correctly. This happened because the application used the substr() function to parse binary data and it was not updated to use the new substrb() function when substr() was changed to be character based (instead of byte based).	Changed the substr() calls to be substrb() calls.
40965	The stathistory records are not reflecting the correct number of module licenses that are being used. This happened because the code was looking at specific elements in an array. For example, it assumed that element 12 was the Configuration Management license information. The problem is that the ordering of the array can change when RTE updates are made.	Changed the code to index through the license array and look specifically for the module name and get the index this way. This way, if the order of the array changes in the future, it won't matter since the code is not looking for a specific number element.
41064	The Change Calendar queries were out of sync so that Inbox information was not displayed correctly in Change Calendar.	An inbox's short query is now properly set as equal to the normal query so that the Inbox in Change Calendar will properly display.

SCR	Problem	Fix
41310	Switching records while in 'Fill Display' mode This caused the records to be updated even though they hadn't been changed. This happened because the fill application was comparing the current record to a copy of the first record display to see if the record had changed.	The fill application will now save a new copy of the record when a new record is displayed.
41614	If an Object does not have form specific Format Control, the privileges from the Master Format Control are ignored. This happened because the db.environment was not selecting the master Format Control, if no detail Format Control was founds.	Changed the db.environment to select the master Format Control, even if no detail Format Control was found.
41648	Non-administrative users are incorrectly prompted to save when canceling out of an operator record that they reached through a Find action. This happened because the Document Engine was not accounting for the update condition being an expression.	Updated the Document Engine to check for expressions in addition to character and Boolean field types for the update condition.
41720	The RAD application se.base.method could go into an infinite loop. This happened because the exit for recalculating approvals was incorrect and returned to the check for recalcutating approvals.	Changed the exit so the approval recalculation is only performed once.
41768	No values are being populated in special.info field of Alert table. This happened because the \$INTO.SPECIAL.VALUES variable was not being in use in the RAD alert.schedule.	We populated special.info field of Alert table with data from \$INTO.SPECIAL.VALUES
41913	Out-of-box system before Service Manager 7.10 with IIA applied has about 38 views where the manager is either Sylvia.de.Wit and/or Jelle.Niewold. These no longer exist in the operator record, so are referred to as invalid manager when trying to change such a view.	The Service Manager 7.10 out-of-box Inbox records now have a valid "Manager" entry.
41947	The 'oncall' table no longer syncs up with 'oncallsched'. If an 'oncallsched' record is deleted or renamed, the Oncall Notification Processor will not delete the corresponding 'oncall' record when it processes all the remaining schedule records. The 'oncall' record remains in the system until it is manually deleted.	The oncallsched and oncall records will no longer be out-of-sync with each other.
42002	You can add attachments/images on search screens and screens displaying records that have no unique ID.	You can no longer add attachments/images on search screens and screens displaying records that have no unique ID.
42028	There was suboptimal performance for folder access checking when there were a large number of folders so that opening a change was very slow.	Solution: Improved performance for folder access checking when there are a large number of folders.

SCR	Problem	Fix
42061	Defining a view with grouping enabled This caused the RAD to call the setsort function which severely impacted performance on large record sets. This happened because of the use of the setsort() function when a large result set is possible.	Incorporated the use of new parameters for the select panel to the setsort() function call.

Documentation

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

SCR	Problem	Fix
33584	Tailoring Help does not indicate that posting should not be performed on the probsummary file when set up via the Format Control subroutine.	Updated and clarified information on Posting in the Tailoring online Help.
36100	The section on strchrin() function explains strchrpc().	The online Help documentation section about the strchrin() function has been corrected.
39005	The online Help topic titled "Information retrieval (IR) expert parameters: ir_max_shared" says that the possible values of the parameter is a percentage of shared storage, when it should be bytes.	Corrected the documentation of the ir_max_shared parameter in the online help to reference bytes.
39477	The Response Metrics online help topic does not show all of the correct color indicators for SLO status values.	The Response Metrics online help topic now shows the correct color indicators for SLO status values.
39491	The Unload Script Utility online Help topic indicates that users can schedule the unload script to run as a background process.	The Unload Script Utility online Help topic no longer says that users can schedule the unload script to run as a background process.
39638	The documentation still says that the 'Input' and 'Caption' Forms Designer properties are not available for the chart widget.	Updated the Chart widget documentation to include the reinstated Input and Caption properties.
39667	The sections titled 'Example: Risk assessment scenario 1 and 2', 'Example: Assignment risk values and weights' and 'Example: Risk assessment scenario 3 and 4' need correction. They all reference the 'recovery.time' field which exists nowhere in the system. The 'Assess change impact and risk' help file gives the current Service Manager strategy for assessing the risk.	The following three help files were outdated and, therefore, deleted: 'Example: Risk assessment scenario 1 and 2,' 'Example: Assignment risk values and weights,' and 'Example: Risk assessment scenario 3 and 4.'
40208	Upgrade Guide version 6.2 contains instructions that are not possible on an RDBMS. The information is out-of-date.	Incorrect information removed from the Upgrade Guide.

SCR	Problem	Fix
40479	Incorrect online Help information. Need to remove a sentence in the section titled "Managing multiple servlet container processes."	Removed incorrect information from the topic "Managing multiple servlet container processes."
40976	SM 7.00 Installation Guide incorrectly describes how to access the KM environment record. The information is out-of-date.	Updated the SM 7.10 Installation Guide with the correct information.
42171	In the help the 'Development auditing' section incorrectly states that 'displayoption' and 'displayevent' records are not audited.	The help in the 'Development auditing' section has been corrected to reflect that 'displayoption' and 'displayevent' records are audited.

RTE

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

SCR	Problem	Fix
33096	When a file has been converted to an RDBMS and you are updating a record, it is possible to not enter any data into a key of type 'no nulls' or 'unique'.	A key of type 'no nulls' or 'unique' is now enforced by Service Manager.
33332	When a user tries to push a single table, such as contacts, and selects "Create Tables for the conversion" option for SQL Server 2000, they receive messages that state the operation completed successfully, when, in actuality, the tables have not been created on SQL Server 2000.	Service Manager now issues a COMMIT statement after any CREATE TABLE or CREATE INDEX statement against an SQL Server system, so the SQL Server Studio no longer locks.
33643	When running the scstart script, Service Manager's background processes do not start. Clients are unable to connect and instead terminate with a GP fault.	The process will no longer issue an error and warning message that states the shared memory request of the number of bytes exceeds the size of shared memory and could not be obtained. Instead, a message will be issued that states the "ir_max_shared" value is too big and the shared memory has been set to 80 percent. The process will start.
37943	During the update of a unique key field of a table converted to Oracle where the length of the field is varchar2(300) or more always returns a message that the record has been modified since read.	The limit for index length has been increased to 68.75% of the Oracle block size (usually 8KB so 5624 for the index, or 1400 bytes if the blocksize cannot be queried). On systems using Oracle, if a table uses the RECORD_KEY column because the unique key is too long for an index, updates against a record in such a table no longer cause a modified since read message.

SCR	Problem	Fix
38095	When a user opens an incident, clicks "OK" to save the incident, and then clicks the system navigator while it is saving, they receive an invalid thread error message. This issue was hard to reproduce and seems to be a timing issue. The save action and inbox query from the system navigator need to happen at almost the same time. Perhaps the greater the lag time between the client and server, the easier it is to reproduce.	The server side handles the error appropriately. Using the client system navigator feature no longer produces the error.
38558	Users not logged off as inactive if a chart is displayed and the refresh interval was changed to 30 seconds.	Code corrected to log off users will as inactive if a chart is displayed and the refresh interval changed to 30 seconds.
38636	Run WSDL to JS failed to create local proxy classes correctly in some circumstances. The "Script 'SOAP': ERROR TypeError: typeAttr has no properties at char 1" occurs.	Updated JS SOAP package, including new JavaScript routines, to support consumption of Web Services. The "Script 'SOAP': ERROR TypeError: typeAttr has no properties at char 1" no longer occurs.
38867	Joinfile between incidents and contacts does not display contact values when files are converted to Oracle.	Queries requiring joins on an RDBMS now return the correct data, even if the fields that the join is based upon are not the unique key fields.
38914	UTF-8 conversion causes the uppercase Greek character omicron to be converted to the uppercase omega with tonos.	The UTF-8 conversion of the uppercase Greek character omicron now converts correctly.
38920	When operator file is case insensitive, RTE responds inconsistently.	Fixed some inconsistencies around a case insensitive operator file during login.
39081	When using the -sqlfetchrows with Oracle as the RDBMS, Service Manager must prepare SQL buffers for as many rows as specified by the parameter. For example, instead of 12 bytes for a VARCHAR(10) column, Service Manager would be required to allocate 120 bytes for a VARCHAR(10) if the parameter has a value of 10. This allows us to fetch ten rows with a single round trip to Oracle. However, if the VARCHAR column has an odd length (e.g., 11), Service Manager currently does not calculate any alignment into the memory amount required. This causes the value for the second row to end up on an odd address, which causes a Signal 10 (Bus error) when Service Manager tries to read data from that location.	Fixed an abend that could occur when using the sqlfetchrows parameter on UNIX with odd-length columns on Oracle.
39271	After a true search and selecting a record from and Oracle database, the record is not shown with all of its values. If the same record is directly selected, the values are shown completely.	Now when using the sqlfetchrows parameter with Oracle, all fields will be filled correctly when reading data from the RDBMS.

SCR	Problem	Fix
39355	Attached files disappear from the Attachments tab after performing a Fill operation.	Corrected code to fix problem of attached files disappearing from the Attachments tab after performing a Fill function.
39418	When we attempt to perform LDAP authentication using the ldap.dn.userid field in the Operator record, the ldapdisable:x value in sm.ini gets bypassed.	The ldapdisable parameter will now completely disable all calls to LDAP, even when the Operator record contains LDAP bind information.
39468	A GP fault occurs when using a time zone record which has only invalid Switch Over entries.	Using a time zone record which only has invalid Switch Over entries will no longer cause a GP fault.
39478	A list of records that are after the first 32 in the QBE list are not refreshed properly when the table is pushed to an RDBMS.	List of records that occur after the first 32 in the search list are now refreshed properly for tables pushed to RDBMS.
39494	The scstop help message doesn't list option of "-s" and "-c" as scstop in SC 6.1 release, but examples uses "scstop u -s". The information is out-of-date.	In the scstop g groupname [-c -s] [-qif], the "-c" parameter's also invalid has also been removed.
39531	Dashboards and charts do not always reflect an individual user's Mandanten restrictions	Updates are now made that take into account Mandanten restrictions when a user attempts to exercise the dashboard and chart capabilities of the system.
39574	Remove -shutdownPort from the list of parameters returned by the scenter -helpservlet command as out of date.	Removed obsolete parameter, shutdownPort, from the list returned by the command sm - helpservlet.
39680	Creating an alias field resulted in a field being added to the RDBMS.	You can now create an alias field that does not map to the RDBMS.
39684	When you received a notification via email and clicked the URL link, you received an "Invalid query hash in URL" error.	The URL link in an email notification now resolves correctly.
39707	The JavaScript call RAD function system.functions.parse returns wrong data.	A JavaScript call of the RAD function, system.functions.parse, now returns the correct data.
39813	An unrecoverable error occurs when executing the system.vars JavaScript object for an undefined variable.	Changes made so that the system.vars object in JavaScript no longer cause unrecoverable application errors.
39900	Add IR support for Chinese, Japanese, and Korean language.	Chinese, Korean and Japanese language analyzer are supported on all platforms that SM 7.1 supports.
39909	The Invisible setting in Data Policy does not work on array fields. Arrays that are marked invisible are still displayed.	The Invisible setting in Data Policy now works on array fields. Arrays that are marked invisible are no longer displayed.
39955	Calling an application like notepad.exe on the server using the Attach panel no longer executes that application.	The Attach panel now executes the called item when the panel is running on the server.

SCR	Problem	Fix
39988	In Forms Designer, I have the visible attribute set to false on a combo box. However, when I add a value to the array length attribute, the combo box becomes visible.	Now the Visible attribute on an input field with an array length is honored.
39991	When using the ldapbinddn and ldapbindpass parameters with Active Directory, Service Manager chases LDAP referrals using anonymous LDAP binds. Since Active Directory does not allow anonymous LDAP binds, the LDAP referral chase fails, which might make login attempts fail. This happened because the Active Directory did not allow anonymous LDAP binds; it always requires a user id and password.	Installed a callback function in the OpenLDAP client library, which is called whenever an LDAP referral is chased. When it is called, it binds to the secondary LDAP server, using the same credentials that were active with the primary LDAP server that initiated the LDAP referral.
40027	AN IR query does not return open tickets when Mandanten enabled.	Code corrected so that an IR query returns the correct records when Mandanten is enabled.
40037	After an Incident search, the incorrect format name appears in the lower right portion of the window (status bar).	The status bar in the lower right corner of the Windows client is now updated to display the name of the current form, even when record list is turned off.
40052	Problems occur if an operator attempts to change password with a login name that exceeds 30 characters.	Operators can now change a password for a login name that exceeds 30 characters.
40092	Fields defined under a structure may not be accessed and updated by a Web Service request. This makes it impossible to modify most of the fields in the cm3r table using Web Services, as well as other tables that contain substructures. This happened because these fields were incorrectly interpreted as: <structure>,<structure>,<field> instead of: <structure>,<field> which caused errors.	Code corrected so that fields defined under a structure are now correctly accessed by Web Service requests.
40094	When invoking the system.users() JS object, the process runs high CPU usage until the system fails with a GP fault. An error n jssc.cpp caused an infinite loop.	The JavaScript function system.users() now correctly returns an XML document for all the users on the system.
40122	Dynamic subforms cached on the Web client and consequently do not reflect modifications made when the form is re-displayed.	Modifications made to a form already in the form cache in the Web client and then used as a subform are now properly taken into account next time the form containing this subform displays.
40172	JavaScript calls to toArray() on empty array generate a GP fault.	Code corrected so that a JavaScript call to toArray() on an empty array no longer generate GP fault.
40229	Apostrophes in email eventout records are converted to '_'=E2=80=99'?=. For example, when the word "I've" is typed in an email, it looks like the following in an Outlook email: Iâ€™ve	Now apostrophes in email eventout records are converted correctly.

SCR	Problem	Fix
40273	A warning message incorrectly references the httpList parameter instead of httpPorts parameter.	The warning message that incorrectly referenced the httpList parameter now correctly references the httpPorts parameter.
40287	When using LDAP failover with Active Directory, any file initialization fails if the primary LDAP server is unavailable. Any secondary backup servers are not used.	The Service Manager parameter, ldapserver, now works correctly.
40350	Unable to log in with LDAP when there are LDAP directory referrals.	Logging in now works properly with LDAP when there are LDAP directory referrals.
40361	The _unhook() logic in SCXclient.cpp was not instrumented with the memleak report, so it was leaking memory and not reporting it.	Fixed the memory leak in cluster mode.
40373	SQL mappings can no longer be modified correctly during conversion.	Service Manager now updates SQL mapping information correctly.
40437	A carriage return in a text field incorrectly switched to a period (.) after being stored in the database.	We modified dadtosql.cpp so that carriage returns in text fields mapped to multiline text edits are now correctly saved in the RDBMS.
40488	When setting a reminder for a problem, the system generates a GP fault.	GP fault no longer occurs when setting a reminder for a problem.
40503	In the Horizontal Scaling environment, when hosts have multiple network interfaces, Load Balancer receives the Java API defined IP address in some areas. This results in the Load Balancer forwarding the dead nodes from the request and lbstatusreport still reports the dead nodes.	Load Balancer now receives the appropriate IP address when the host has multiple network interfaces.
40514	When you want to terminate the ThreadControllerID process of a Service Manager user for a specific host, it is possible that you will terminate the process of another Service Manager user with the same process ID on another host.	Terminating a session in a horizontally scaled system now correctly checks the host of the session to avoid terminating similar sessions on another host.
40519	Errors occurring when creating an e-mail using the GENOUT command.	An error no longer occurs when using the GENOUT command to create an e-mail.
40526	Language preference was ignored when Trusted SignOn was enabled for both Windows and Web clients. When Trusted SignOn is enabled, the Web client always displays in ENGLISH, even when passing in the lang=<lang> parameter, e.g. index.do?lang=de. The same occurs for a Windows client, even though the language drop-down menu has been set to the appropriate language, e.g., German.	The language preference is now working when Trusted SignOn is enabled for both Windows and Web clients.
40540	A user cannot start the sqlqueue process via the system.status screen, which results in the following error: "Invalid number of parameters" in log file.	The parameters for starting the sqlqueue process have been changed. Also, the forceque option when starting the sqlqueue process has been removed.

SCR	Problem	Fix
40569	The mandant() function is not updating Security Groups correctly after upgrade from 6.1.x.	The mandant() function now updates the Security Groups as expected.
40587	When running the WSDL2JS Utility on a WSDL with forward slash characters (/) in the enumeration attributes, the resulting ScriptLibrary record does not compile. This happened because these characters are not JS-compatible and not converted by the 'transformName()' function in the 'SOAP' ScriptLibrary. The function currently only checks for JS reserved words, dots (.), colons (:), hyphens (-) and embedded blanks (" ").	WSDL2JS Utility now properly handles WSDLs that contain forward slash characters (/) in the enumeration attributes.
40593	A GP fault error occurs when using the SCFile() JavaScript function.	Code corrected so that using SCFile() JavaScript function with a non-Service Manager file name (for example c:\testing.txt), no longer occurs. Instead it prints the message, "SCFile name c:\testing.txt is not a Service Manager file", in the log file.
40637	No more than 128 device-records display in device.qbe.g list when the device table's array structure fields are associated with subtables.	Code corrected so that operators can scroll more than 128 device records in device.qbe.g list when the device table's array structure fields are associated with subtables.
40879	SOAP exception occurs when closing a Service Catalog request in ESS mode.	Code corrected so that closing a Service Catalog request in ESS mode no longer causes a SOAP exception.
40955	Comparison operators ('#', '=', '~', '<', '>') in a query disappear from the search screen after returning from a search.	Code corrected so that the search screen operators (i.e. '#', '=', '~', '<', '>') no longer disappear from the re-displayed search screen after a search.
40978	Low performance when using SOAP action "RetrieveKeysList" to retrieve the records from ServiceManager. This happened because the Web services SOAP action "RetrieveKeysList" only retrieved the primary keys value from the query. But ServiceManager performed "select * from table" for every single record. This affected the performance if the record set is huge.	Retrieve only the unique key columns from RDBMS on RetrieveKeysList SOAP API request to shorten the response time.
41041	When using Run WSDL to JavaScript printing to Service Manager 7 WSDL, connection refused error occurs.	Problem resolved so that Run WSDL to JavaScript works properly.
41048	The Load Balancer is incorrectly forwarding requests to servletcontainers that are in debugmode. A review of the source code indicates that the problem appears to be in SCLoadBalancer.java in updateNode(). The system adds all available nodes to the Load Balancer group without properly checking if the available nodes are in Debug Mode.	Changed the code where Load Balancer occasionally forwards requests to a debug node so that this no longer occurs.

SCR	Problem	Fix
41091	When trying to use the Mass Update function on a list of highlighted records, the application receives an error and stops the Service Manager Server Service. The HP Service Manager Service must then be restarted on the server.	You can now use the Mass Update function on a list of highlighted records.
41379	If an asset of a CI record contains a backslash then CI Visualization will not display any of the assets. CI records containing a back slash were not rendered by CI Visualization due to a query error on the server. The RTE failed to parse the string with backslash. There is error message from RTE: "Invalid syntax for query. Failed parsing (se.call.process,run.pre.exp)"	Code corrected so that CI records containing a back slash rendered correctly by CI Visualization.
41428	When using Web Service Client or ConnectIt client connect to the server in an API call, the session max inactive interval for SOAP API should be set by separate parameters instead of heartbeatinterval. When API call was longer than the heartbeatinterval (by default it is 15), the Tomcat terminated the client session.	Added a new server parameter - "webservices_sessiontimeout" Startup parameter: webservices_sessiontimeout Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt. Parameter Webservices_sessiontimeout Description This parameter defines the number of seconds that the server waits for a Web Service API client request before the server assumes that the client session has timed out and closes the connection.
41482	A memory leak in background process Anubis caused the process to ultimately run out of memory.	The memory leak in background process Anubis has been fixed.
41483	The requesting/processing threads were not synchronized properly. The requesting thread did not wait for the processing thread to complete the job of generating a sequence number/counter.	The requesting/processing threads are now synchronized properly. The requesting thread waits for the processing thread to complete the job of generating a sequence number/counter.
41526	After user with an API client logged out, the http session is not invalidated although the thread is removed from thread map.	Code corrected so that the httpsession is invalidated after an API users logs out.
41547	Performance delay when running the application upgrade from pre-Service Center 6.2 to Service Manager 7.x.	Improved database column and index management to be more efficient.
41563	JavaScript function base64Encode() generates incomplete an string.	The JavaScript function base64Encode() now produces a string that is complete.
41569	Errors during ldapConnect() are not properly detected and may lead to a GP fault. The code only issues two warning messages.	Fixed to prevent GP fault by properly detecting when an LDAP connection failed. It now returns the correct return code to the application.

SCR	Problem	Fix
41584	When a solution from Knowledge Management is pasted from Word file the text is copied over without carriage returns when the text is used as to provide a pollution (Use Solution). This happened because the Word paste feature converts the Carriage Returns (CRs) to </div> in HTML, but the system was not converting them back to CRs when used by a Use Solution operation to populate the Solution field.	Code corrected so that when an operator uses a solution from a knowledge article to populate the Solution field in an interaction, the text includes carriage returns to maintain the correct format.
41591	Marquees (Publish/Subscribe) does not work on the Queue formats (To Do lists).	Marquees will refresh correctly (with new data) when used on Queue formats.
41599	GP fault occurred during system shut down. This happened because the system attempted to remove JS/RAD mapping object for a non-existent RAD thread.	Corrected code to avoid a GP fault during shutdown when the JavaScript context does not have a matching RAD thread.
41617	Defining and executing views with grouping in the CI queue caused performance issues.	Code modified to improve the performance of grouped views that display data from exactly one table.
41628	CPU utilization occasionally spiked on Service Manager server due to bug in OpenLDAP library. Infinite loop results in login lock and hung sessions.	OpenLDAP libraries have been updated to version 2.3.39.0 to resolve the issue.
41641	The internal iterator used for the XML object in JavaScript can cause a GP fault during garbage collection.	Code corrected to prevent GP fault during JavaScript garbage collection after iterating over an XML object.
41696	The RTE function rtecall(next) crashes the client in some instances.	Code corrected so that the RTE function rtecall(next) does not crash the client when attempting the following: STR: 1- log in SM 7 as falcon 2- Type "operator" in the text field of the top menu 3- search for "falcon" as Login Name 4- Open the RAD Debugger view, for that go to top menu: click Window->Show View->Other->RAD Debugger 5- Type the following command: x \$L.ds.junk=evaluate(\$L.success.next=rtecall("next", \$L.rc.next, \$file))
41706	Locking mechanism in horizontally scaled environments still required optimization.	Enhanced the locking mechanism in horizontally scaled environments to improve performance.
41710	License counts are not maintained correctly in a horizontally scaled system. This happened because the Floating License count was done incorrectly in a horizontally scaled system.	This has been fixed so that the Floating License count is now done correctly in a horizontally scaled system.
41718	WSDL2JS - When consuming a WSDL with xsd reference to xsd:enumeration, we generate an incorrect JS stub.	WSDL2JS generates JavaScript for enumeration values specified in <xsd:enumeration> elements so that these values can be used in scripts. If the value specified in an <xsd:enumeration> element is not a valid JavaScript identifier, the literal value "enum_" is prepended to it.

SCR	Problem	Fix
41727	Using the Select Specific Type option in the Configuration Management search screen produces an empty QBE list. This happened because the problem is that the format did not match the data, so no data displayed. The code was not using the correct file name when generating the list form id.	The code has been corrected, so that the right file name is now used when generating the list form id.
41732	Some processes did not reply to the processes() call in a horizontally scaled environment. This happened because creating a user list in xml format takes a long time. The user chain has to be locked for that length of time.	Create a user list in the string format with a semicolon ";" separated list. This reduces the time in which the user chain has to be locked.
41733	LOBs on DB2 are created with the options NOT LOGGED and COMPACT, which means these tables cannot be backed up or restored.	Service Manager no longer uses the DB2 LOB attributes NOT LOGGED or COMPACT.
41791	The Notify feature did not display Japanese characters correctly. This happened because the characters in the notified record information were disordered.	The Japanese characters in the notified record information now display correctly.
41806	When migrating data, there is an issue for a Web services request when non-Latin text is included. This happened because of a 2 of 3-byte UTF-8 error on the server.	Correct code so that non-Latin text can be migrated correctly from Service Desk to Service Manager.
41872	The Oracle Call Interface (OCI) environment should be initialized with the OCI_THREADED attribute. When the OCI environment is created during a connection attempt to an Oracle server, OCIEnvCreate() should be called with the attribute OCI_THREADED to signal to the Oracle client's shared libraries, that they in fact are used in a multi-threaded environment. It is initialized with OCI_DEFAULT.	Changed OCIEnvCreate()'s attribute from OCI_DEFAULT to OCI_THREADED to signal to the Oracle client's shared libraries a threaded mode.
41905	An error during login caused the RAD thread zero to die resulting in a GP fault.	Code corrected to prevent a GP fault when the login application fails before the first form displays to the user.
41906	Search does not work correctly on data in fields that have the parse attribute enabled for the form. So if the associated form on the field has the parse attribute enabled, search characters like ">", ":", "<" are not properly used.	Searching on fields that are linked to forms with the parse attribute now works correctly.
42001	Shared memory is corrupted when a file of type ADHOC is closed resulting in future GP fault's when the invalid shared memory is read.	Fixed a potential shared memory corruption causing occasional abends.
42005	Exporting to Excel highlighted incidents cause the Servlet Container to terminate.	Operations performed on a subset of a record list such as Mass Updates or Export to Excel, now work properly.

SCR	Problem	Fix
42019	Service Manager is not able to read data from MS SQL Server if the data (especially fields that are part of the unique key) are mapped to a SQL type of NCHAR, NVARCHAR, or NTEXT. There was a problem with string lengths and null terminations for data mapped to NCHAR, NVARCHAR or NTEXT on MS SQL Server.	Data mapped to NCHAR, NVARCHAR or NTEXT on MS SQL Server is now properly terminated when written to the RDBMS.
42049	GP fault sometimes happens during attachments processing (exact scenario could not be identified).	Code corrected to fix the case of GP fault in the attachments processing module.
42050	Java heap leak occurs when a requested lock is not available. When the RTE requested a lock (conditionally) that was not available, the system failed to delete the reference to the java object. This resulted in a leak.	Corrected the code so that when a requested lock is not available and it was asked for conditionally, the system performs all necessary updates to prevent java heap leaks.

Web Client

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

SCR	Problem	Fix
36154	The Print List and Print options in Configuration Management behave differently when the record list is turned off.	The Print List and Print options in Configuration Management now behave the same whether a record list is turned off or on.
36372	If you click Next Page (right arrow) to navigate to additional pages of records displayed in one queue, and then select another queue, the new queue selected fails to display records. It also displays the left arrow when one should not be there.	Reset the start and count information so that when the query of queue has changed, the list of records will display.
37272	After adding an attachment on the Web client and saving the update, the data on the Date column disappears.	The Date field has been removed from the attachment widget on the Web client.
37377	On the Web client, the ForeColor condition of a group box does not work on the Internet Explorer browser.	The foreground color property for group boxes is controlled by the current Microsoft Windows theme that you have selected. For example, when you select "Windows XP" for the theme and the color scheme is set to "Default (Blue)" or "Silver," the foreground color for group box captions is set to blue. If you select "Windows Classic" for the theme, the foreground color property and DVD condition can be programmatically controlled, based on the settings in Forms Designer. This applies to both the Windows client and the Web client when run in Internet Explorer. The theme selection in Forms Designer does not affect the Web client when run from a Firefox browser.

SCR	Problem	Fix
37654	Read-only "Text Area" (previously multi-text box) fields are not scrollable in the Web client. Scrolling was disabled by default as a result of disabling editing.	Read-only "Text Area" fields are now scrollable in the web client.
38060	Propagation - The Timer object does not behave consistently between the Windows and Web clients.	The timer object now has the consistent behavior between the Windows and Web clients.
38133	The Web client only allows a maximum of 2 rows of Notebook tabs to display and does not indicate that there are more tabs to display.	Web clients now mimic the Windows client in that all tabs display on a single line and scroll buttons allow the user to scroll to additional tabs that are not initially viewable.
38184	QBE lists with array fields do not display the entire array value in the Web client.	Web client search lists can now display all the characters in an array.
38241	The cell of the first row in a subformat table is truncated, and not lined up with the cells in other rows.	This has been fixed so that all cells in the table line up properly.
39025	The scroll bar in a read-only text box with a condition is not usable in Internet Explorer. It does not allow you to scroll. This works correctly in Firefox.	The scroll bar in a text area for the Web client now works as expected in read-only fields (no matter which feature caused the field to become read-only).
39320	When the server's inactivity timer is used, Web client sessions that terminate due to inactivity are not automatically returned to the login screen when the user clicks on a button. They get an error message stating "An error has occurred while processing a request for: /sc/detail.do".	When a user session is terminated by the inactivity timer, the user is now directed to the logout page.
39452	Receive out of memory errors.	Improved session caching to prevent excessive use of memory.
39533	In the Web client, closing a thread does not return you to the thread that last had focus. Instead, you are returned to the tab that was last opened.	The Web client behavior has been fixed to match the Windows client. You are returned to the thread that last had focus.
39599	Selecting the Alt key on a text or text area field in the Web client triggers an OnFormModified displayevent. This occurs on both Internet Explorer and Firefox with either the left or right button.	The Web client no longer sends the form modified event and the form is not locked when a user presses the Ctrl, Alt, Shift, and Windows keys.
39611	The F2 Magnify option does not work when invoked on a text area field that is read-only via the Read-Only condition.	The F2 Magnify option now works on a text area field if the field is read-only and set by either the Read Only, Read Only Condition, or both parameters.

SCR	Problem	Fix
39723	Disjointed scrollbars appear on the Web client when connecting with Firefox on a MAC operating system. This issue occurs on forms that contain combo boxes and/or comfill fields that require scrollbars for their dropdown values.	The Web client no longer displays disjointed scrollbars when you connect with Firefox on a MAC operating system.
39812	Balloon help on link label in ESS client does not work.	Web client balloon help on link labels in ESS mode now honors the balloon help text set up for them in Forms Designer.
39827	When Web client users type more than two lines of data into a table, only the first two lines are saved. Sometimes subsequent updates to additional lines for these fields result in only the first line being saved.	Data typed into dynamically added table rows in the Web client are now saved properly.
39834	When text file attachments are opened in the Web client, the formatting is lost. If the file name is saved with the extension in uppercase letters (such as, .TXT), the formatting is lost. If the file name is saved with the extension in lowercase letters (such as, .txt), the formatting stays intact.	This has been fixed so that when text file attachments in the Web client are opened, regardless of the case of the file name extension, the formatting will remain intact.
39869	When exporting to text from a list we do not get the popup to save the file on our pc.	The "Export to text" feature now works as expected in the Web tier in a reverse proxy environment.
39872	You could not execute the ReceiveIncident and ReceiveIncidentList system events on the Web client, even after adding corresponding event records to the system. The Web tier telephony applet does not recognize 'ReceiveIncident' and 'ReceiveIncidentList' system events.	You can now execute ReceiveIncident and ReceiveIncidentList system events on the Web client.
39879	DDE processing handled by the Web tier's telephony applet is not passing data in the correct order if some values are empty or null.	DDE processing handled by the Web tier's telephony applet now passes data in the correct order when some values are empty or null.
39905	If a field is set to read-only by a dynamic view dependency (DVD) condition, Internet Explorer (IE) browsers (both IE 6 and IE 7) will allow typing within the field. However, changes made in the read-only field cannot be saved. This issue does not exist in Firefox browsers.	Typing is no longer allowed in a field set for read-only by a DVD condition in Web client.
39959	Reinstate bold and italic conditions on both clients.	Added the DvdExpressionEvaluator used to evaluate the dynamic view dependencies expression for both the Web and Windows clients so that the bold and italic conditions are added to the table rows in Forms Designer. Now the table supports dynamic view dependencies of bold and italic condition.

SCR	Problem	Fix
39993	On the web client, the Caption condition is not correctly evaluated if it is set to a select() statement with two field comparisons. Only the first field comparison takes effect. This means that if the Caption condition is set to the following: select("product.type","producttype","category",[category],"subcategory",[subcategory]) The values that are returned are those where 'category'=[category]. The second field comparison is ignored.	The Caption condition now properly supports providing two fields in dvdselect syntax in the Web client.
40039	The mandatory condition property based on a non-visible field does not work in the Web client.	On the web client, the system now correctly evaluates a non-visible field so when a mandatory field depends on the invisible field's value, the mandatory field functions properly. Example--Web client: If the hot ticket checkbox does not appear on the incident management form but has a value of true, and if a dvd mandatory condition on the subcategory is set ([hot.tic]=true), then the subcategory field will be marked as mandatory.
40180	The Web client is vulnerable to attacks involving cross-site scripting. This happened because the script does not properly validate the input parameters allowing scripts to be injected.	Fixed the cross-site scripting vulnerability in the Web tier component selectFile.jsp.
40181	The application is vulnerable to cross-site scripting. The script does not properly validate the input parameters, which allows scripts to be injected.	Fixed a cross-site scripting vulnerability on the Web tier, in component cwc/messages.jsp.
40242	When an attachment file is uploaded, removed, and then uploaded again in the Web client, it is not possible to remove the attachment file.	Updated the code, so that a file attachment can now be deleted from the Web client after it has been uploaded more than once (replacing a previously deleted copy).
40261	Contact fields incorrectly refresh with previous data.	Now the page will automatically sync data with controls of the same name.
40270	Data Change event does not work in Web client.	The Data Change event has been fully implemented in the Web client so that dependent fields are properly updated.
40305	Cannot display a record list in the Web when one of the columns has a display list / value list setting. NullPointerException occurs in the Web client when displaying a list with a column having a display list / value list setting.	Record lists in the Web client now properly display tables when one of the columns has display list and value list settings that depend on global variables.
40397	Rows in a table containing multiple columns do not always display correctly on the Web client when using Internet Explorer. This happens when at least one of the columns in the table contains a dropdown button.	Rows in a table containing multiple columns and at least one dropdown button now display correctly on the Web client using Internet Explorer.

SCR	Problem	Fix
40406	On the Web client, dynamic view dependencies (DVDs) do not take effect if they are based on a field that was automatically populated via another DVD condition. This happened because the 'SelectFieldValue' for the condition was not manually selected or entered by the user. The DVD conditions only work if you set focus on the 'SelectFieldValue' field either manually modifying the field or clicking on it if it already contains data.	DVD conditions will now take effect if they are based on a field that was automatically populated via another DVD condition.
40413	A JavaScript error occurs when using the Web client in Internet Explorer to display embedded notebook tabs whose Visible Condition is set to a compound statement that evaluates to 'false.'	The JavaScript error no longer occurs when using the Web client in Internet Explorer to display embedded notebook tabs whose Visible Conditions are set to compound statements.
40416	Combo box fields with a "Select Only" restriction can be populated with incorrect values on the Web client using copy and paste. This happened because the combo box logic was not checking for values pasted into the field.	Invalid values can no longer be pasted into select-only combo boxes in the Web client.
40471	File attachments include the full path name when using Internet Explorer browser AND when Tomcat is running on Linux. When the Tomcat web application is installed on Linux, file attachments display the full path name, causing Internet Explorer browsers to hang.	Fixed attachment handling when using the Internet Explorer browser against the Tomcat web application server running on Linux. File attachments no longer include the full path name, Internet Explorer can display file attachments correctly.
40482	If a subformat resides on a form that is read-only (for example, forms whose displayscreen I/O condition is false), the fields in the subformat do not appear as read-only along with the rest of the fields in the form. When a subview is read-only, the Windows client sets its direct children to be read-only, not grandchildren or great grand children, etc.	Fields in a subformat are now read-only when the whole form is set to be read-only.
40546	After adding a URL link to the Service Manager menu, the URL can be accessed from the workbench window but not the System Navigator. The link appears in the System Navigator, but it fails to open when you click on it.	Added support to the System Navigator, so that clicking a URL link in the System Navigator now correctly launches the default Web browser and opens the URL.
40557	In the Web client, images do not display properly in the service catalog when the item's description contains special characters.	Corrected catalog images now display in the Web client.
40596	Buttons with a variable input defined do not display balloon help. This happened because of a missing the tooltip attribute in the button.xml file.	Added the tooltip to the button widget, so that image buttons now have balloon help.

SCR	Problem	Fix
40609	If you performed a search and then refreshed a record that was not on the first page of the record list, the list pane reverted to display the first page of the record list.	After performing a search and refreshing a record that is not on the first page of the resulting record list, the list pane now displays the records on the page of the refreshed record.
40621	When a Request Management quote in the Web client has user options, these are not displayed. This happened because the dynamic tag in the html was missing the dvdVar attribute, which is a value used in a dynamic view dependencies (DVD) condition evaluation. The DVD condition could not evaluate the input from the dynamic form.	The DVD condition can now evaluate the input from the dynamic form, so user options are now displayed in a Request Management quote in the Web client.
40625	After the user has been on the Web client for a period of time, the tab order stops working in the Web tier. When the tab index counter reaches a maximum value, tabbing through fields no longer works in tab order.	The tab order will continue to work in the Web tier regardless of how long the user has been on the Web client.
40644	When using the ESS client, you cannot sort the column headings in a QBE. However, if you put the mouse cursor over a heading you get the message, "This link will sort the table contents."	Updated the code, so that when using the ESS client and you hover over a column heading in a QBE list, the message "This link will sort the table contents" no longer displays.
40666	The Web client does not locate the text import file specified when the following occurs: ** You are using the Web client. ** Service Manager is deployed on Linux using Tomcat. ** You are using an Internet Explorer browser.	The Web client Text import wizard will now recognize files on any platform, regardless of whether it is a Windows or UNIX system.
40686	On the web client, if a virtual join is used to display a list of records from a join file, the data in the first column will not be displayed correctly if the column does not point to the Double-Click Field. A dash (-) will appear instead of the actual values themselves.	Data in a virtual join now displays correctly when the column containing the Double-Click Field is not the first column in the table.
40687	When a users request "Help On Field" in the Windows client, they are given the option to click a "More..." link if the System Administrator has configured "Detailed Help". This works properly on the Windows client, but is not functional in the Web client.	The code was corrected, so the Web client now displays detailed help when available in Help On Field.
40708	The Web client cannot sort System Status column headers.	The Web client now supports sorting columns in all tables and record lists.
40987	When sorting through the Web client on certain fields in a list, the returned list is truncated in record numbers and you are unable to move through all pages. In the previous implementation, the Web tier is getting confused in between paging requests and sorting requests coming from the browser.	The Web tier code has been fixed to properly detect the sorting requests and process appropriately.

SCR	Problem	Fix
41133	The Web client customization does not work.	The basic steps for adding custom CSS are correct. The problem is that CWC changed how the header logo images are defined, from having the image defined in CSS to being images with specific names. If you want to override them, add your custom images to the Web application's ext/images directory. To replace the HP logo, add ext/images/header_left.gif. To replace the top-right image, add ext/images/header_right.jpg. If you want to provide a sample for the CSS, it can still be used to style the title text in the header. For example, to make it 22-point Times New Roman: <pre>.mastheadTitle a { font-family: Times New Roman; font-size: 22; }</pre>
41193	When attempting to switch from one view to another in the Web client after paging through records in the first view an error message occurs. This happened because the paging logic for views was not properly isolated for separate views.	An error no longer occurs when switching from one view to another in the Web client after paging through records in the first view.
41282	Date/Time fields and their contents are positioned incorrectly. The Date/Time fields were rendered at the wrong x/y position, so their contents are displayed outside the text area.	Date/Time fields are now displaying correctly in all cases.
41523	In Forms designer there is an option for administrators to set Maximum Characters and to define the limit. The Web client is ignoring the maximum characters defined on a text area object.	The Web client has been fixed, so the maximum characters defined on a text area object are recognized.
41576	The information record print form in the Web client displays the first record multiple times. This happened because components in the group lose the XPath(ref) information.	The information record form in the Web client now shows the correct records.
41581	When setting the foreground color property on the Web client in group boxes, it doesn't work.	The foreground color property for group boxes is controlled by the current Microsoft Windows theme that you have selected. For example, when you select "Windows XP" for the theme and the color scheme is set to "Default (Blue)" or "Silver," the foreground color for group box captions is set to blue. If you select "Windows Classic" for the theme, the foreground color property and DVD condition can be programmatically controlled, based on the settings in Forms Designer. This applies to both the Windows client and the Web client when run in Internet Explorer. The theme selection in Forms Designer does not affect the Web client when run from a Firefox browser.

SCR	Problem	Fix
41645	Both the Windows client and the Web client have a problem with the combo box. In the Windows client, the combo box has no value. In the Web client, the combo box displays an error. This happened because the "Select Only" property was not properly implemented in the Web client when used in conjunction with DVD conditions.	The dvddisplaylist and dvdvalue list having a dvd (dynamic view dependency) expression that evaluates to another dvd variable will have the list of entries; to prevent typing in the Selectonly combo/comfill with no options; and to prevent NullPointerException in the Windows client.
41677	Cannot use the Direct Access URL to access a record from outside Service Manager when Service Manager is set up to use Trusted Sign On authentication.	The Direct Access URL now works even when Service Manager is set up to use Trusted Sign On authentication.
41785	The "Activate Command Line on Startup" option is being ignored by Web tier in a Single SignOn environment. Users do not get the command line on the initial form in the Web client when Single SignOn is turned on. When Single SignOn is turned off, the command line shows like it should for those users.	The "Activate Command Line on Startup" option is now properly honored by Web tier in a Single SignOn environment.
41800	The Status bar in the To Do list always displays in the operating system language.	The status bar in To Do list now displays in the browser language.
41841	The radio buttons in the Web client do not update their value properly. As a result of this, dynamic view dependencies (DVD) conditions relying on the value of a radio button field do not work anymore.	Fixed the radio button widget in Web client, which solved the DVD conditions issue.
41847	If a group contains too many records in the web client, Internet Explorer shows the message: "A script on this page This causes Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive." This happened because the Web client was loading all records in a group at once, and caching all loaded records. After a certain (large) number of records were loaded in either browser, memory use This caused the browser to slow down or become completely unresponsive.	Group behavior has been modified so that groups containing more than 100 records are broken down into virtual subgroups, each containing 100 records (with the possible exception of the last one if the parent group doesn't have an even multiple of 100 records). In addition, only one group may be expanded at a time (the previously expanded group will be automatically collapsed when a new group is expanded) and when the number of loaded records exceeds 300, groups of records will be removed from memory, starting from the oldest loaded group until the number falls below 300 again.
41862	Cannot save a record from a form having a field with an Output Conversion field, in web client.	In the Web client, users can now save a record from a form having a field with an Output Conversion field.

SCR	Problem	Fix
42098	When using “Favorites and Dashboards” in the system navigator to launch a view in the Web client and a record is selected from the sc.manage screen and then exited, the Web client incorrectly returns to the first thread (tab in the tab list at the top of the screen). The Windows client returns to the last tab. The Web client was not honoring the focus information sent from the server.	This has been fixed so that the behavior of the Web client is consistent with the behavior of the Windows client.

Windows Client

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

SCR	Problem	Fix
38559	The time portion of the calendar function was removed from Service Manager. The Time portion of the calendar function allows the time to appear, along with the date, if the current date is selected from any Date/Time field.	The time portion of the calendar function was added to back into release 7.10. If a user selects the current date from a Date/Time field, the current time is included. For example, if today is April 25, 2008 and April 25 is chosen, the widget returns April 25 2008, 10:35:01. If any other date is selected, the time is not included but is set to 00:00:00. If the field already has a time value and another date is selected instead, the time will be filled in either of the above ways, depending on whether the new date selected is the current date or a future date. The time widget will also return the time according to the user's timezone.
38815	When Service Manager is configured to use Europe/Middle or Hong Kong time zones and a user presses fill on a date/time field, the field is filled with the GMT time rather than the user's time zone.	Europe/Middle, Hong Kong, and customized time zones are now working properly on both the Window client and the Web client. The clients now take their time zone definitions from the tzfile dbdict instead of from the java.util.TimeZone utility.
39324	Background and Foreground Color Condition Forms Designer properties are no longer available for the table widget.	The Foreground Color Condition property on a table widget has been reintroduced in Forms Designer. It is now supported consistently on Web and Windows clients. The Foreground Color, Background Color, Bold and Italic properties on a table widget have been removed from Forms Designer.
39507	When using Trusted SignOn in the Windows client, users receive an error that fails to verify the user name.	Trusted SignOn and DDE support are now properly installed on the Windows client. Users will no longer receive an error that fails to verify their user name.

SCR	Problem	Fix
39568	Operators are unable to add an attachment via drag and drop directly from Outlook. The message from the operating system that there is a drag and drop event is not being communicated from to our client code.	The Windows client now allows users to drag an attachment from an email to an attachment field in Service Manager.
39714	On forms that are larger than the area that 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.	On forms that are larger than the area that the screen can display, if a format control validation failed on a field that is too low to be naturally displayed, the client now automatically scrolls to make that field visible to the user.
39754	QBE lists do not properly display date array values. When modifying columns in a QBE list to add a date array, the new column only displays the first value in the QBE list.	The date and number arrays in table rows now display all values separated with a semicolon (;).
39795	The default Button ID on the table element does not work. This button should allow a sort on all columns of this table, but it does not.	The Windows Client now supports the default Button ID for sorting columns, if no other ID is assigned to a given column.
40002	If a subformat resides on a form that is read-only (for example, forms whose displayscreen I/O condition is false), the fields in the subformat do not appear as read-only along with the rest of the fields in the form. When subview is read-only, Windows client sets its direct children to be read-only, not grandchildren or great grand children, etc.	Fields in a subformat are now read-only when the whole form is set to be read-only.
40095	After updating a subformat, the main form in other session is not updated when reentering the form.	We corrected the code, so that the main form that remains open in one session is now updated properly when you reenter it after you update its subform from another session.
40247	Focus is not set correctly on the IM.template.close.g format with Record List turned on.	The focus is now set to the correct field when executing option commands where the record list displays with the record detail. The focus will be set to the appropriate field regardless of whether the initial focus is set to the record list or within the format of the record detail.
40311	The Total Attachment Size field within the System Information Record (formerly known as: System-Wide Company Record) does not function correctly when working with more than two attachment files.	The Total Attachment Size field within the System Information Record now functions correctly when working with more than two attachment files.
40331	Users are able to reconnect to a disconnected session without reentering a password.	Users can no longer log in without being prompted for a password if a their session was terminated without closing the client when the "Remember my password" option has not been selected in the connection configuration.

SCR	Problem	Fix
40414	The format for time in the Service Manager client log does not match the format of the time in the server log, so it is not possible to compare times in each log.	Modified the format for time in the client log to match the format of the time in the server log to match. Now the time in the client log can be compared to the time in the server log.
40429	Operators with passwords containing an umlaut or other special characters are unable to log in to Service Manager.	Operators with passwords containing special characters are now able to log in to ServiceCenter through LDAP.
40481	On some screens that use dynamic view dependencies (DVDs), fields are not cleared when the dependent field values are changed.	Now when you change the value you select for a field, the dependent field values are properly cleared.
40618	The Fill control appears to be editable, even though the Read-Only condition evaluates to true. Even though the Read-Only condition for a fill field prevents you from manually changing the field, the fill button appears to be active.	Updated the code, so the fill fields no longer appear editable when the Read-Only condition evaluates to true.
40635	An error occurs when a user clicks (X) to close out an 'mb.yes.no' popup window. Service Manager takes the error exit instead of the cancel exit, resulting in a string of application error messages if 'mb.yes.no' is called within RAD. This issue only affects the Windows client, because the web does not display this window as a popup.	We have made corrections, so that an error no longer occurs when a user clicks (X) to close out an 'mb.yes.no' popup window.
40648	A date/time validation error occurs when an operator attempts to modify a RAD parameter that is bound to a specific element of the 'times' array. Modifying just one of these parameters results in a date/time validation error. When a request is sent to the server and the entire array of contents is passed in, the 'Parse' attribute is only enabled for the elements that have changed.	Members of an array can now be modified (other than the first).
40651	Searching for Change Management requests incorrectly returns all open records (performs a true search) if an operator uses the fill button to populate the value for the CI (assets) field. The Array focus does not parse well if comfill returns multi-selection.	A cm3r search now returns correct records (performs a true search) when an operator uses the Fill button to populate the value for the CI (assets) field.
40713	Focus is not returned to the correct tab in a notebook after performing a fill on an element inside a structured array in the Windows client. Instead of focus returning to the tab where the fill originated from it is set on the first tab in the notebook. This happened because the client was not handling the focus information sent from the server properly.	Focus is now set on the correct tab in a notebook when returning from a fill operation.

SCR	Problem	Fix
40756	When a user displays a form that has a link label and clicks "Next" to move to the next record, the data in the link label is not refreshed properly. (The value from the previous record remains.)	We have updated the code. Link labels now refresh properly when users move between records.
41134	When you type in the linked field and try to fill, it blanks out the information in the second column in the previous rows in the table.	Filling field now works as expected, even if the second column is read-only.
41455	If you expand a group in a view and open a record in the view, when you return to the view the groups are collapsed and the selected record is no longer visible. The Web client was not honoring the selected record information sent by the server.	The group containing the currently selected record is now expanded and the record highlighted when a view is first displayed.
41522	The Data Changed Event property conflicts with the auto-complete feature of a ComboBox. As the user begins to type data into a ComboBox, the Data Changed Event executes (expected) but it changes the position of the cursor/focus (unexpected). In some cases, the cursor/focus may move to an entirely different field.	The Windows client no longer fires the data changed event for every keystroke in a combo, only when a full selection has been made.
41741	Printing from the Windows client causes blank pages to be printed at the end. This happened because the Windows client was not checking for blank space at the end of a print job.	The Windows client no longer prints blank pages at the end of a print job.
42036	Scrolling a search results list that is not fully loaded will cause the application to crash with a JVM error if XP theme is active on the computer. Loading the new records changes the size of the list that is scrolled. To perform that action during the processing of the mouse event causes an exception in the XP theme dll.	We delay the loading of more records until the processing of the mouse event is completed.
42312	When sorting on columns in an incident queue with grouping, the expanded group is collapsed.	Performing a column sort on a QBE list with expanded group nodes will maintain the expanded status of the group node with the currently selected record.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	Known Issue	Work Around
KM528529	Unix installation fails if run as a user with an invalid home directory.	If creating a new user to run the Service Manager processes, ensure that the user that runs the install can write to their own home directory. If the home directory does not exist or is not writable, then the installer will be unable to run. Note that the Service Manager server can be installed by root, but the Service Manager process CANNOT be run by the root user.
KM528530	SQL Server installation log file is empty.	Any errors occurring during the MSI install process can be saved by following the instructions at http://support.microsoft.com/kb/223300
KM528532	Installation may fail if Java Development Kit 1.5 is not installed on Solaris 9.	To test the version of Java linked to by RUN/jre, run “RUN/jre/bin/java -version” and verify the version number. If the link is pointing to a Java 1.4 installation, please reset the link to point to the Java 1.5 installation on your system with the following steps: 1. rm RUN/jre 2. ln -s <path_to_Java1.5> RUN/jre
KM528534	IPC resources on UNIX are not getting cleaned up after running any Service Manager application from the command line (e.g. – system_load, -verifylic, -instantOn). If AutoPass is already installed on a UNIX system, this will make Service Manager fail to start after running the configure utility.	After running any stand-alone command on UNIX while the SM server is not currently running, perform a “sm –shutipc” to insure that the shared memory resources are released. The same “sm –shutipc” command should be run immediately following a new installation and configuration of Service Manager.
KM528535	The list under the Manage Knowledgebases Errors tab is always empty even if an indexing error occurs for a given knowledgebase.	The indexing errors are stored in the ‘kmknowledgebaseerrors’ table. To view the errors: 1. Log in as an administrator and type db in the command line. 2. Enter ‘kmknowledgebaseerrors’ as the Table name. 3. Click the Search button. 4. Click Search. Any indexing error is displayed.
KM528537	Subscription changes are not created if the ‘Folder Entitlement’ option is selected and the Subscription Request Mode is set to ‘Change Management’.	Do not set the Subscription Request Mode to ‘Change Management’ or disable ‘Folder Entitlement’

Document ID	Known Issue	Work Around
KM528538	When escalating a self-service interaction to a change and entering a Requested End Date in January, 2009 displays error.	The format control record 'wizard.escalation.rfc' is called on the 'escalate interaction – rfc' wizard record. In the wizard, add the two following expressions to the 'Initial Expressions' tab: \$requested.end.date='01/01/1900 00:00:00' \$requested.end.date=NULL
KM528540	Change Calendar does not function when deployed on Tomcat 6.0.	Use Tomcat 5.5 or other supported Application Server.
KM528543	In some cases, Service Manager server processes on a secondary host are not joining the group and are terminating. The license is valid locally, but none of the nodes in the group has validated the license on host <IP>.	Modify the smstart script to add a sleep of 5 seconds after each process is launched.
KM528544	Users can connect to quiesced systems by bypassing the load balancer and connecting directly to that system.	No known workaround.
KM528549	In a horizontal scaled environment "sm -shutdown –group" on second host does not stop bg process on first host.	Always run the shutdown command from the host where the non-servlet processes (e.g. background processes) are running.
KM528551	When a process (pid) is shutdown in a group, sm –reportlbstatus still reports that the process is active. This has only been observed on Solaris systems with multiple Network Interface Cards.	On a host with multiple Network Interface Cards and multiple IP addresses, the LoadBalancer process registration and dead notification are happening on different IP addresses. As a result, LoadBalancer is not able to remove the process from the list when the process dead notification is received. This seems to occur when the network interfaces are UP but not ACTIVE.

Document ID	Known Issue	Work Around
KM528552	<p>When upgrading the RAD to SM 7.10, while SM is running on DB2, ALTER TABLE statements required by the dbdict phase of the upgrade might fail. The upgrade cannot proceed in that case.</p> <p>Error: SQL State: 54010--670 Message: [IBM][CLI Driver][DB2/AIX64] SQL0670N The row length of the table exceeded a limit of "4005" bytes. (Table space "USERSPACE1".) SQLSTATE=54010</p>	<p>When the upgrade opens a prompt containing the ALTER TABLE statement that failed, issue the following command directly at the DB2 server:</p> <pre>create table XX_TEMP like <table> in "<table space>"; commit; insert into XX_TEMP (select * from <table>); commit; drop table <table>; commit; rename table XX_TEMP to <table>; commit;</pre> <p>where <table> is the name of the table for which the ALTER TABLE statement failed and <table space> is the name of a table space that has a sufficient block size (preferably of 32KB)</p>
KM528840	<p>When the name of a global list is changed, and that global list is part of the "Startup Lists" global list. The newly renamed global list will not be rebuilt on startup.</p>	<p>Manually change the "Startup Lists" global list to reference the newly renamed global list instead of its original name, and rebuild the "Startup Lists" global list.</p>
KM528841	<p>When an incident is Rejected, it displays as Rejected on the incident itself, but in the ToDo Queue and in the Related Records tab of the interaction, it shows as Updated.</p>	<p>No known workaround.</p>
KM528842	<p>When a read-only property or condition is used on a field in the web client the mandatory indicator is not displayed.</p>	<p>No known workaround.</p>
KM528843	<p>An approval will not be noted as a delegated approval if the approver also needs to approve later in the approval sequence.</p>	<p>No known workaround.</p>
KM528844	<p>In the CI list, when the button, "View in UCMDB", is clicked in the web client, a new web page displaying the relationship graph should be displayed, but is not. (This appears to only be an issue with the German, Spanish, and Czech versions of the web client when using IE and the Spanish version when using Firefox.)</p>	<p>No known workaround.</p>

Document ID	Known Issue	Work Around
KM528845	When navigating through a grouped list in list/detail mode in the Windows client using the arrow keys, focus will shift back to the previously selected record when it is placed on a group. This prevents the user from navigating a list using the keyboard.	Use the web client or navigate through grouped lists in the Windows client using the mouse.
KM528846	When the visibility of a notebook tab in the Windows client changes from false to true based on a visibility condition, the tab becomes visible and is shown immediately. It should not be shown until selected.	Reselect the desired tab by clicking on it.
KM528847	In a horizontal scaled environment “sm -shutdown -group” on host 1 does not shutdown IPC resources on host 2.	Always issue “sm -shutipc” on host 2 after all the processes have shut down.
KM528849	When attempting to add extremely large attachments in the Windows client (100MB or more depending on client configuration) the client generates an error message.	Setting the Maximum Attachment Size parameter in the server is a recommended best practice. If the client isn't able to accommodate that size, close any unnecessary thread tabs before attaching. Alternatively, restart the client after increasing the maximum memory size on the startup command line for the client.
KM528850	The Service Manager log file has messages with different time zones. Some messages will be displayed in UTC instead of in the timezone set for the Service Manager server.	No known workaround.
KM528852	Cannot use Additional IP Address in the Data Event Manager Reconciliation Rules for Computers.	Edit the ddmReconcile.wiz.new.3 and ddmReconcile forms and unselect the “Select Only” checkbox for the “Field Name” input field (input “fieldName”). Then input the field name manually when adding the new Reconciliation record.
KM528854	A fill on the Affected CI field on an Incident does not allow for partial query. All CIs are returned instead of just the ones beginning with the character entered.	Select from the complete list of CIs or modify the link line. The link is probsummary and the link line is on the field logical.name.
KM528856	When opening a change against a CI group the only CI listed is the group but the change should list each member of the CI group. Any attribute changes are applied to the group, not to each member of the group.	Enter the individual CIs to the change manually and apply any attribute changes to each member.

Document ID	Known Issue	Work Around
KM528859	The license install paths documented in the Installation guide is incorrect under some circumstances.	<p>By default AutoPass installs its software at a standard location on each operating system. However, the installation location can vary under certain circumstances; for example if you did not use the default location, or if you are installing an English version of Service Manager on a non-English operating system.</p> <p>When installing a license for one of the systems below, edit the file LicFile.txt in the identified folder.</p> <p>Windows 2008 Server (64-bit)</p> <p>Software is installed at: C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC</p> <p>License file should be saved in %PROGRAMDATA%/Hewlett-Packard/HPOvLIC/data/LicFile.txt</p> <p>Windows 2008 Server (32-bit)</p> <p>Software is installed at: C:/Program Files/Common Files/Hewlett-Packard/HPOvLIC</p> <p>License file should be saved in %PROGRAMDATA%/Hewlett-Packard/HPOvLIC/data/LicFile.txt</p> <p>Other Windows (64-bit)</p> <p>Software is installed at C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC</p> <p>License file should be saved in C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC/data/LicFile.txt</p> <p>Service Manager will verify the license successfully if the software and license files are in the default locations. If software is installed in any other location, you can provide the location by using the AutoPass_dir parameter.</p>

Document ID	Known Issue	Work Around
KM529031	The documentation for the grouplicenseip parameter is not correct.	<p>ServiceManager uses HP AutoPass software for validating licenses. When you request a license, AutoPass asks for the IP address of the system you are going to run the software on. Use this IP address as the value for the grouplicenseip. ServiceManager needs the grouplicenseip startup parameter under the following conditions.</p> <p>You are running ServiceManager on a system with multiple Network Interface Cards and multiple IP addresses.</p> <p>You are running ServiceManager in Horizontally Scaled System and the primary host has multiple NIC cards and multiple IP addresses.</p> <p>You are running ServiceManager in Horizontally Scaled System and you are configuring sm.ini on a secondary host.</p>
KM529033	Knowledge Management cannot index documents if the Service Manager server is configured to use an http proxy server.	<p>Do not use a proxy server for settings.</p> <p>Note: This could prevent the use of external web services.</p>
KM529034	<p>Knowledge documents are not getting indexed even though Knowledge Management is properly configured and the KMUpdate background process is running.</p> <p>If the KMUpdate background process is started prior to configuring the Knowledge Management environment record, the process will be terminated and the KMUpdate schedule record is left in a running state. This causes the schedule record to be ignored the next time the KMUpdate background process is started.</p> <p>The KMUpdate background process is started by default when starting as a service or with the smstart script.</p>	<p>Run schedule in the SM client Command Line.</p> <p>Enter KMUpdate in the name field and click Search.</p> <p>If the error message appears in the status field - then set the class = KMUpdate and save the schedule</p> <p>kill the KMUpdate process and wait for it to end.</p> <p>Now start a new KMUpdate Process - and the indexer will run.</p>
KM529035	When running the report called SLA_Summary.rpt in Crystal Reports, the legacy listener fails and Crystal Reports hangs.	To work around the problem, create a joindefs record joining the files sla and slo. Also create an erddef record joining the sla and the slo files by the agreement.id field in both files.

Installation Notes

Instructions for installing Service Manager, are documented in the *Installation Guide for HP Service Manager 7.10* provided in Adobe Reader (.pdf) format. The document file is included on the product's installation media.

[Update for chapter 3 of the Installation Guide \(page 63, "Saving your license key/password file to your system"\)](#)

The following items are listed incorrectly in the documentation and could not be fixed prior to the software release.

Service Manager uses HP's AutoPass software for validating the license. By default AutoPass installs its software at a standard location on each operating system. However, the installation location can vary under certain circumstances; for example if you did not use the default location, or if you are installing an English version of Service Manager on a non-English operating system.

When installing a license for one of the systems below, edit the file LicFile.txt in the identified folder.

- Windows 2008 Server (64bit):
 - Software is installed at:
C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC
 - License file should be saved in
%PROGRAMDATA%/Hewlett-Packard/HPOvLIC/data/LicFile.txt
- Windows 2008 Server (32bit):
 - Software is installed at:
C:/Program Files/Common Files/Hewlett-Packard/HPOvLIC
 - License file should be saved in
%PROGRAMDATA%/Hewlett-Packard/HPOvLIC/data/LicFile.txt
- Other Windows (64bit):
 - Software is installed at:
C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC
 - License file should be saved in
C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC/data/LicFile.txt

Service Manager will verify the license successfully if the software and license files are in the default locations. If the software is installed in any other location, you can provide the location by using the AutoPass_dir parameter.

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 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. Service Manager 7.01 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:

<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

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

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

http://h20230.www2.hp.com/new_access_levels.jsp

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

<http://h20229.www2.hp.com/passport-registration.html>

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