



Service Manager 7.1 1 Transfer of Information

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Introduction

The following questions and answers were collected during the Service Manager 7.11 Transfer of Information sessions. They are intended as an additional resource to the recorded session or attending the live TOIs.

Prerequisites

Attendance in any Transfer of Information events is required as well as good knowledge of Service Manager.

The answers in this document apply only to Service Manager 7.11. They may be different for past or future versions of Service Manager.

Applications Patch Manager (APM)

Summary of new Features

- Provides application fixes bundled with a maintenance release.
- Creates an easier and more efficient upgrade path.

Questions and Answers

- Are the unloads built as part of the RCA integration managed via the Application Patch Manager (APM)?
 - No.
- How is the conflict resolution done? Customers modify something in the Document Engine and this record will be patched by a patch. Will conflict resolution be automatically done or how is it processed?
 - The conflict resolution is the same as normal application upgrade processing. The upgrade identifies conflicts between customer modifications and development modifications. The customer corrects either the old or new record and then updates the conflict record to indicate that the conflict is resolved
- On slide 7 (Customer quote on APM), do we know the size of the customer's db used for the time estimate of 20 minutes when using APM or was it the demo db?
 - These were small systems in terms of customer data but this is not particularly relevant as the patch manager does not interact with customer production data.
- You did cover APM earlier but can you briefly go over the difference between the APM and conflict resolution and what some typical times might be for running the APM from 7.10 to 7.11?
 - The Applications Patch Manager ran approximately 5 to 20 minutes in development and customer tests. It took a team of 5 a day each to do conflict resolution - roughly a week from SM 7.10 to SM 7.11. You can use the merge utility to identify the deltas.
- If a client is currently on 7.10, then 7.11 is only an RTE upgrade so it won't affect any of their system changes?
 - No, SM 7.11 releases both new binaries (client and RTE) and it can contain new applications, thus the reason for the Application Patch Manager. You can run SM 7.11 binaries with SM 7.10 applications, but you can also load the SM 7.11 application patches.

- What are the applications/unload included with SM 7.11 other than APM (since 7.11 seems to include RTE and applications)?
 - There are no application unloads delivered with 7.11 other than those associated with the APM. All application changes delivered with 7.11 are being handled by the APM.

- Can you list the applications that are updated with APM in the FAQ please?
 - alert.process
 - alert.schedule
 - am.search.related
 - am.setup.globals
 - apm.agi.main
 - apm.delete.assign.group
 - apm.save.problem
 - approval.generate
 - axcess.cm3
 - calendar.calc.date.neg
 - calendar.calc.date.pos
 - cc.gotoprob
 - cc.setup.globals
 - cm.environment
 - cm.open.save
 - cm.update.save
 - cm3r.main
 - cm3t.main
 - create.file
 - file.list
 - login
 - ocm.dates.check
 - ocml.dates.lead.set
 - ocml.dates.lead.set.parents
 - pa.basicfile.QBE
 - patco.rt.device.trigger
 - pmc.sql.front.sqltosql
 - process.update.config.record
 - rm.environment
 - rml.ofc.fix.parents
 - rml.ofc.req.date
 - rml.open
 - route.todo.list
 - scheduler.process
 - se.view.engine
 - setup.module.licensing
 - sla.refresh.active
 - svc.Cat.display.cart.item
 - test.date.calcs
 - trigger.config.baseline
 - trigger.folderdef.post.delete
 - trigger.setup.notification
 - us.dump.delimited
 - us.incident.matching
 - us.set.reminder
 - wizard.run

- Still not sure how to gauge the effort when going from 7.10 to 7.11 for the application upgrade. If we are going from 6.2 to 7.10, we expect a BIG conflict resolution. Are we saying that same system to/from 7.10 to 7.11 is 5 days of effort?
 - Upgrading SM 7.10 to 7.11 is a small set of work and the benefit is very large so it is very highly recommended.
- So is there any reason to go through the 7.11 application upgrade (other than 7.12 might have stuff of interest and it's mandatory to have 7.11 for 7.12)?
 - There was a variety of application enhancements and defect corrections in SM 7.11 as contained in the release notes. Upgrades are smaller when you stay current through the Application Patch Manager. There were significant improvements in 7.11 applications.
- For a client on 7.10 to get support - will they first need to upgrade to 7.11?
 - You can still call in for SM 7.10. Customer Support will still troubleshoot it, but it may be that you will need to upgrade to SM 7.11 as part of the resolution.

IR Expert with Horizontal Scaling

Summary of new Features

- IR (Information Retrieval) Expert is now more stable when used in a horizontally scaled environment
- New parameters were added
 - `-ir_irqueue_max_locktime:n`
 - `-sm -que:ir -sleep:n`

Questions and Answers

- For the new IR parameters, do we recommend adding them for those upgrading to SM 7.11?
 - They have default values, so it is not required. Only for those planning to use IR in a horizontally scaled environment.
- IR expert had issues with Horizontal Scaling (as covered here). Are we aware of or seeing issues with any other processes in Horizontal Scaling?
 - Review the release notes. IR is the only area known to have issues uniquely in a horizontal scaled environment.

Memory Management Improvements

Summary of new Features

- Proactively monitor Java memory to prevent servlet failure when a servlet runs out of memory.
- New sm.ini Parameter
 - `memorypollinterval:n`
- Only applies to Java Memory, not native memory

Questions and Answers

- Will users get a message to close threads to regain the ability to open new ones, or is it only in the sm.log?
 - The server's ability to prevent the opening of RAD threads was deactivated prior to product release.
- What is the exact message the enduser gets when they try to connect when over 90% so admins can recognize this when endusers report it?
 - The server writes the message into the log file that java memory usage for the particular servlet has exceeded 90 percent. No new connections will be accepted on this servlet. The user will receive a similar message with the additional text to please attempt to login again.
- Can the 70/90 Java memory management be turned off with the parameter that you mentioned?
 - The 70 and 90 percent values cannot be changed but the `memorypollinterval:0` will turn off the memory management.
- Is there any auto alerts to admins to warn about 90% jvm limit hit and details on the status screen to indicate how many users failed to login since the servlet lockout ?
 - At this time the notifications are limited to the log file. We are looking at alternative ways to provide administrator notifications. This is under consideration for a future version.
- So when one servlet hits 90%, are we saying that the next client connection will not be routed to another servlet?
 - The load balancer is told that one servlet is not available which causes it to send subsequent transactions to another servlet.
- The slides covered memory management improvements for java memory. Were there any other improvements around shared memory or native memory?
 - The changes were mostly in terms of corrections of memory leaks and known issues around memory handling.
- What impact, if any, do the memory improvements have on the sizing guides (and how accurate are the sizing guides anyway)?
 - We did assess this, performance tested both, and are finalizing content and updating sizing guides based on SM 7.1x. Performance testing in benchmarks to 2500 users was slightly better in SM 7.11 than SM 7.10 and SM 7.0. At this time we do not anticipate any changes in memory or CPU use.
- The memory improvements can be obtained with just the RTE right?
 - Memory management improvements are included with just the RTE.

Web Client Performance Improvements

Summary of new Features

- Loads a large amount of images and JavaScript when it first accesses Service Manager.
 - Using sprites to group images

- Minification of JavaScript
- High latency networks will realize improvement of up to 30% on initial connection behavior.

Questions and Answers

- What was refactored in the SM7.11 web client to improve performance on high-latency networks?
 - Spriting to reduce the number of images passed on client initialization and minification to reduce the size of initial java script download.
- Do any of the performance changes for the web client change the size of the IP packets that are sent over the network?
 - Yes, with the consolidation of 54 images to one image, the size of a sprite may be slightly bigger than the sum of the individual image sizes. Although with compression, this overhead will be minimal. There is some impact on the web browser memory, as the image is usually decompressed in memory.
- Is there any overhead building sprite image collections?
 - Spriting is done in Service Manager Development and does not impact performance.
- Does SM send the entire ScriptLibrary record or just the particular js function across the network?
 - The JavaScript on the Web client is client side JavaScript, not the server side JavaScript stored in the ScriptLibrary. It will only send the function.
- Is the minification done on the fly when the data is sent over the network, or did we actually change the records in the ScriptLibrary, i.e. they are now "less" readable?
 - The JavaScript that is shipped with our client is being minified before shipment. The ScriptLibrary is server side JavaScript which is not affected.
- Are there any plans on complete re-design of system interface, e.g. bringing some modern Web 2.0 (AJAX) platform to the system? (As competitors like Service-now.com do)?
 - Yes, we are looking at this. Watch for changes in SM in our "Usability and Modernization" release in 2010.
- Concerning web tier performance, do we recommend that the HTTP server (web server) provide static content instead of the Java Application Server? If so, can the static content be documented so it can all be covered?
 - While we agree that caching and deploying static content in the web server can be advantageous, development has not documented this behavior. Development and products are currently looking into this topic to determine how this performance improvement might be better handled.

Documentation

Summary of new Features

- First time delivery of SM Help Server in a minor-minor with defect corrections and enhancements
- HP ITSM Best Practices Guide

Questions and Answers

- The documentation of SM Best Practices and Processes do you have a better link or doc id to find it easier?
 - http://support.openview.hp.com/selfsolve/document/KM753002/binary/SM7.1x_ProcessesBestPractices.pdf?searchIdentifier=304be7ca%3a1229d97be79%3a-541f&resultType=document
- Where can we download the slides?
 - They will be posted with the recorded presentation. Content is downloadable as well once you register.
 - <http://grow.hp.com/Saba/loginAsUser.jsp?deepLinkName=CourseDetail&deepLinkParams=courselid=00113098>
- When will we see the IIA/EBP best practices whitepaper, especially the SLA Management documentation?
 - SLA was not part of the documentation, only Service Desk, Incident Management, Problem Management, Change and Config Management. Will consider SLA management for future enhancement to the doc.
- Do the enhanced EBP docs (the "why") cover integrations e.g. RCA and UCMDB ?
 - It does not cover integrations. RCA and UCMDB integrations to SM are part of the respective product documentation.
- Are there any plans on detailed documentation on system tailoring?
 - Yes, we are evaluating the tailoring guides and looking at major improvements to bring back some tailoring content available in previous versions including best practice guides. The documentation team is currently working on this document as the next highest priority to be delivered.

OEM Crystal Reports and Re-Factored Reports

Summary of new Features

- Crystal Reports 2008 OEM included with SM installer
- 15 re-factored Operational reports

Questions and Answers

- Regarding Crystal is this the developer version or just runtime?
 - This is the OEM version of Crystal Reports 2008 (desktop solution of Crystal).
- Is the Crystal Report license only for viewing reports or also for editing or creating new reports?
 - It's the OEM license and you are also allowed to build reports.
- How do we expect customers will use Crystal Reports to run a report? What are the steps they will follow?

- They need to install Crystal Reports once on their desktop and then open the desired report. The report can be saved in html or pdf and can be distributed across the enterprise/department using any local capabilities.
- Will SC 6.2 ODBC driver be included with SM 7.11 for the Crystal Reporting?
 - Yes

RCA 4.12 Integration

Summary of new Features

- RCA Change Calendar accessible from within the Service Manager UI
- SM Web Client only

Questions and Answers

- Does the RCA 4.12 integration require users to log on to RCA?
 - We are providing light weight single signon so SM credentials will be sent across to RCA.
- Does RCA require any additional licenses?
 - There are some license issues when upgrading from a version of SM that was not bundled with RCA. This has been raised to Product Marketing for resolution.
- Do you have to logon to the SM7 webclient to view RCA? Or is it accessible as a standalone?
 - RCA is available as a standalone or via SM web.
- Since RCA 4.12 comes with SM7.11 is the "old" SM7 Change Calendar still available in SM7.11?
 - Yes, but please try to switch to RCA. RCA is not included in ServiceCenter upgrades. If a customer owns SM Change Management, they can buy-up to the RCA integration (part of the Change Bundle).
- You mentioned that RCA 4.12 is part of the SM 7.11. Is that if a customer purchased the CM Suite bundled only? How about customers that upgrade from SM 7.0 to SM 7.11 and don't have the CM Suite bundled?
 - Customers need to purchase the CM Suite to be licensed to use RCA and the integration. If customers have purchased the SM Change module, they purchase a "Buy up" SKU to get the RCA functionality.
- Do I have to use UCMDB in order to make RCA show Change Conflicts? Or does this work with SM7.11 alone (no UCMDB) as well?
 - RCA works with SM without UCMDB.
- I can imagine it can detect conflicts on the same CI, or at the same time, or the same person at the same time. But probably NOT considering dependencies (i.e. CI relations with outage dependencies defined in SM711). Correct?
 - RCA uses for impact the relationships that are defined in UCMDB.

- Does the RCA 4.12 integration have any licensing requirements (other than standard Change Management)?
 - RCA Integration has no new licensing requirements.
- Will RCA integration be offered on Windows client in future?
 - No, Windows client support is not planned at this time. We have a tremendous push in the Service Manager roadmap to make massive improvements to the Web client such that we can drive it to be the primary client in use for SM going forward. Also, RCA only has a web client.
- But we are not there yet and many customers use either Windows client or a mixture of clients. Is this a technology limitation?
 - We have determined not to invest heavily in the Windows client in order that we can significantly improve the quality in the web client. It is not a technical limitation. We simply do not support it.
- Any plans for localized RCA?
 - Yes, as SM and RCA are aligning the RCA team is working to add localization.
- With RCA, does this mean Change Calendar will soon be obsolete and support removed? Is there a planned date for that?
 - Yes, that is the target. We do not have the Change Calendar into the obsolete program yet.
- If Change Calendar is replaced by RCA, how will that work for customers not licensed for RCA?
 - Starting with SM7.11 and RCAQ 4.12 the RCA Calendar is available for free (in a read only mode).

Bundled Integrated Applications

Summary of new Features

- UCMDB 8.02
- RCA 4.12
- Connect-It 4.0
- SCAuto integration with OMU and OMW

Questions and Answers

- When a customer upgrades from SM 7.10 to 7.11, does it automatically upgrade UCMDB from 7.5.2 to 8.02? Or is that a manual upgrade step specific to UCMDB?
 - No, this has to be done manually. Follow UCMDB upgrade instructions. SM 7.11 is compatible with both versions.
- Does SM 7.11 require Connect-It 4.0 or can it also work with Connect-It 3.9x?
 - The Service Manager connector needs to use CIT 4.0.
- Are there Connect-It 4.0 scenarios for Asset Manager available out-of-box which would work with SM 7.11?
 - Yes

Miscellaneous Questions

Questions and Answers

- Can we also create a "bundled" release for download for e-Rendezvous?
 - We do not plan to consolidate the multiple images in our Bill of Materials (BoM) into a single image. Our current download is more usable. If we increase the size to accomplish a consolidation, it will be too large for some customers.
- Are localized versions of SM7.11 going to be released?
 - Localization will be provided for Service Manager 7.11. We will be providing localization updates for forms, help content and scmessage records as necessary for SM 7.11 application changes.
- Is there any intention to provide estimated dates for Enhancement Requests? Customers are saying that they can't plan migration without understanding their critical ER date.
 - There is no plan to provide an estimated time for ERs since once accepted, it's to be delivered in a future release and it is against Revenue Recognition rules to talk about them. However, it is our plan to provide better feedback to customers regarding ER handling through a dedicated portal.
- Are there any plans to communicate detailed roadmap of SM to the HP field community (at least HP employees)? We can hardly deliver projects knowing nothing on future releases.
 - In addition to posting the roadmap on the BTO official roadmap site and on the SM 7.10 Sharepoint site, PM frequently presents the roadmap as was done last month to the Russian field community. Future presentations will be in August to the ITSM Monthly Cross Functional Team Meeting and on September 17 at the PSO Coffee Talk.
- When will SM 7.11 be GA officially?
 - On Friday, July 24th officially.
- May we have some visibility into the ER and SCR lists and status after review by CCB?
 - It is our plan to provide better feedback to the customer with the ER handling through a dedicated portal.
- Any plans to improve the tailoring aspects? Like minimize the typing and have drop-downs menus in FC, syntax review, etc?
 - This is an area we are considering for enhancement in future releases.
- Can you explain some more on the changes of Trusted Sign-On, as SSL encryption is no longer mandatory?
 - Read the SM 7.11 Release Notes for SCR 42138.
- Where can we download the current presentation file?
 - They will be posted with the recorded presentation. Content is downloadable as well once you register.
 - <http://grow.hp.com/Saba/loginAsUser.jsp?deepLinkName=CourseDetail&deepLinkParams=courseld=00113098>

- Is there a timeline for totally phasing out the windows client?
 - No, not at this time. We are committed to delivering a compelling web client that significantly drives up customer adoption rates on our Web client first. Watch for our first efforts in this area in the next release of SM.

- What's the time line for 7.12, 7.20, etc.?
 - The next release of Service Manager is targeted to release before June 2010 HPSW Universe.

- Is there anything new regarding a PPM integration?
 - Not as part of SM 7.11. We will release a new SM Catalog to PPM Project in the August timeframe.

- Any improvements in SM 7.11 for web services?
 - Mostly defect corrections in 7.11.

- Any changes to support for the Asset Contracts module?
 - No, there may be defect correction if listed in the release notes.

- In the past, support was usually for the current application release plus the last two. What application releases are nearing end of support?
 - Planning to have everything prior to SC 6.2 applications in obsolescence process. SC 6.2 and SM 7.0 obsolescence plans to be determined.

- Will there be a customer facing summary of SM 7.11 enhancements available?
 - Yes, Product Marketing is working with Product Management to get something posted soon.

- Release notes are good but where can we find the detail of the 800+ fixes to RAD apps, etc.? Some of our SM 7.10 customers will want to know if it's worth their time to upgrade now and a list of fixes will help us convince them to do it sooner rather than later.
 - Most of the defects are not relevant for the majority of our customers. Many are associated with issues introduced during the development of new features such as the Application Patch Manager, memory management and other features. The defects considered most relevant for visibility are listed in the release notes, published to the support knowledge base or available via support.

- Any plans to change the release notes to have different Enhancements and Fixes sections as the SCRs all look like a clump of fixes to me?
 - Adding enhancement requests to the release notes is a good idea and we will accomplish this as we can in future releases.

- Will the GA Version differ from the MR Release we could download from eRendezvous earlier this week?
 - The SR version is the same as the bits loaded to eRendezvous.

- Would it be possible to release an unload with a RAD Application which would allow us to compare Objects with the same mechanism that the Patch Utility uses? (->simple RAD application which will take the \$.xml generated from lib.patchrelHelper.getDataForDiff as a parameter and display it in the rio panel from run.merge.tool/show.merge with only the back button, info only) This

would really be a killer app because we need to be able to compare renamed Objects (eg. with customer prefix), for example if we rename a format / fc / link combination.

- This is a desirable feature but not currently on the roadmap. Will be considered for future releases.

For more information

Please visit the HP Software support Web site at:

www.hp.com/go/hpsupport

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

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

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

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

www.hp.com/go/hpsupport/new_access_levels

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

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

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