
HP ServiceCenter

For supported Windows® and UNIX® operating systems

Release Notes

Software version: 6.2.8.0/08 September 2009

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

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Service Center Release 6.2.8.0 contains many optimizations and defect resolutions having to do with horizontal scaling of the server.

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

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

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:
<http://www.adobe.com/>

Enhancements and Fixes

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

Server

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

SCR	Release Note
28595	<p>Problem: When converting P4 to a SQL database, SQL table names get truncated when you map the tables using existing mapping.</p> <p>Solution: When converting P4 to a SQL database, the table names no longer get truncated when using existing mapping.</p>
35307	<p>Problem: Every login requires a new connection to the LDAP server, even though we have already set “preauthenticated” to true.</p> <p>Solution: Improved the connection and authentication management to LDAP, so that each login no longer requires a new connection to the LDAP server.</p>
36154	<p>Problem: The Print List and Print options in Configuration Management behave differently when the record list is turned off.</p> <p>Solution: The Print List and Print options in Configuration Management now behave the same whether a record list is turned off or on.</p>
38675	<p>Problem: Crystal Reports are not displaying results from “not in” or “not equal” queries on multiple fields.</p> <p>Solution: Fixed ODBC driver-related issue, so that Crystal Reports now display results from the “not in” and “not equal” queries on multiple fields.</p>
38867	<p>Problem: A format connected to a join file (joindef definition) will not display the data from the secondary files.</p> <p>Solution: The data in all files are now properly joined, allowing the format to properly display.</p>
38920	<p>Problem: When logging on to a case-sensitive system with the same name but varying cases, a separate license is required for each login.</p> <p>Solution: When you attempt to log on to a case-sensitive system with various cases of a log-in name, the operator trying to log on will be refused.</p>
39531	<p>Problem: Dashboards and charts do not always reflect an individual user’s Mandanten restrictions.</p> <p>Solution: Updates have been made to take into account Mandanten restrictions when a user attempts to exercise the dashboard and chart capabilities of the system.</p>
40274	<p>Problem: Broadcast messages are received multiple times by users when using the sc cluster parameters in a horizontally-scaled implementation.</p> <p>Solution: Broadcast messages are no longer received multiple times by users when using the sc cluster parameters in a horizontally-scaled implementation.</p>
40318	<p>Problem: Sort on QBE was very slow.</p> <p>Solution: Improved performance of sorting in non-recordlist mode by avoiding the reposition to the record that had the focus before the sort. After a sort, the first record in the resulting list will be the current record.</p>

SCR	Release Note
40955	<p>Problem: Comparison operators (such as '#', '=', '~', and '<','>') in a query disappear from the search screen after returning from a search.</p> <p>Solution: Search screen operators (such as '#', '=', '~', and '<','>') will no longer disappear from the search screen after returning from a search.</p>
41321	<p>Problem: QBE lists get truncated on Oracle.</p> <p>Solution: Use of the sqlfetchrows parameter no longer causes QBE lists to be truncated on Oracle.</p>
41569	<p>Problem: Errors during an LDAP connection are not properly detected and may lead to a signal 11.</p> <p>Solution: Errors during an LDAP connection will be prevented by returning the correct return code to the application.</p>
41641	<p>Problem: An internal iterator used for the XML object in JavaScript can cause a signal 11.</p> <p>Solution: Signal 11 will be prevented when an internal iterator is used for the XML object in JavaScript.</p>
41729	<p>Problem: When using ConnectIt, there are many connection processes that appear in the system status display without a User Name or Device ID.</p> <p>Solution: ConnectIt scenarios will no longer leave orphaned sessions on the server.</p>
41806	<p>Problem: When migrating data from Service Desk to ServiceCenter, there is an issue for a web services request when non-Latin text is included. This causes a 2- or 3-byte UTF-8 error on the server.</p> <p>Solution: Corrected code, so that non-Latin text can be migrated correctly from Service Desk to ServiceCenter.</p>
41815	<p>Problem: When the server no longer has a valid connection to the Windows client but still tries to send it an “out of band” message, the session does not terminate and cannot be ended.</p> <p>Solution: Fixed so that the client shutdown completes on the client session, and the client session terminates.</p>
41853	<p>Problem: The pop-up message that displays a locked resource reports the incorrect user in the message box.</p> <p>Solution: The pop-up message that displays a locked resource now displays the correct user.</p>
41883	<p>Problem: Cannot rebuild ir.probsummary records when only one or three nodes are in a horizontally-scaled environment.</p> <p>Solution: In a horizontally- scaled environment, IR rebuilding is handled by only one node.</p>
41924	<p>Problem: The sc.alert log does not contain time stamps on the head of messages.</p> <p>Solution: Added time stamps.pid.threadid information on the head of messages in the sc.alert log file.</p>
42019	<p>Problem: When pushing P4 data to SQL server with mapping character fields of nchar, nvarchar, and ntext datatypes, the server reports many SQL errors, and the user cannot log on to the system.</p> <p>Solution: Fixed the issue of converting utf8->unicode, unicode->utf8 in codes.</p>
42070	<p>Problem: Moving files from P4 to DB2 fails to write data to specific tablespace.</p> <p>Solution: ServiceCenter now honors tablespace options when doing table conversions to DB2.</p>
42121	<p>Problem: The Uncompress function causes an error when used in JavaScript.</p> <p>Solution: Added functions, so that the Uncompress function no longer causes an error when used in JavaScript.</p>

SCR	Release Note
42159	<p>Problem: A horizontally-scaled implementation mapped to an SQL server hangs when attempting to query the counters or number file.</p> <p>Solution: A horizontally-scaled implementation that is mapped to an SQL server no longer hangs when attempting to query the counters or number file.</p>
42396	<p>Problem: Session may GPF when the server is adding or removing a session message, such as a message displayed to the user.</p> <p>Solution: The server now obtains the appropriate lock before adding a message to another session message queue.</p>
42492	<p>Problem: When an array field is mapped as a multi-row array while making multiple updates, the system continually adds spaces or tabs to previous updates if one line of text exceeds the mapping limit. This problem only occurs when the field is updated programmatically, not directly through the user interface.</p> <p>Solution: The server now correctly splits text for the mapping without inserting additional spaces or tabs.</p>
42538	<p>Problem: A lock on a record is not being properly released, which results in other requests for the record never being serviced.</p> <p>Solution: A lock on a record is now prevented from staying in the prepared state, which allows other requests for the record to be serviced.</p>
42611	<p>Problem: IR index keeps getting corrupt in a horizontally-scaled environment.</p> <p>Solution: When running IR index in a horizontally- scaled environment, no more IR index corruptions will occur.</p>
42654	<p>Problem: Messages issued from JavaScript appear on the client multiple times.</p> <p>Solution: A message issued from JavaScript will now only be issued to the client one time.</p>
42691	<p>Problem: When an SQL query is malformed (for example, parens not placed properly), system performance is negatively impacted when the array is used with an “isin” statement that has more than 245 criteria.</p> <p>Solution: When an “isin” statement is used in a query that has more than 245 elements, the system will split the expression into smaller blocks with OR statements, and then put parens around the whole group to ensure the existing query expression evaluation order. Invalid records will now be returned to a user not matching the query.</p>
42714	<p>Problem: A system running on Unix for an extended period of time encounters performance degradation with resulting messages in the log.</p> <p>Solution: Improved system performance, as the server now properly ends a session.</p>
42724	<p>Problem: A servlet container in a horizontally- scaled system may fail to initialize successfully when the system first starts.</p> <p>Solution: ServiceCenter now ensures that the state of the horizontally-scaled system is properly transferred.</p>
42752	<p>Problem: An attempt to lock a record in a horizontally-scaled system may result in a dialog box that reports the lock is held by an unknown user.</p> <p>Solution: A lock request that is not responded to by a member of the cluster will now be retried.</p>
42766	<p>Problem: A session that has been started from a classic listener resets the JVM-created flag upon termination.</p> <p>Solution: The session will no longer reset the JVM- created flag upon termination.</p>
42768	<p>Problem: The maximum number of logins for a user’s operator record is not validating the login count in a horizontal-scaling environment. You can exceed the maximum login limit.</p> <p>Solution: The maximum logins for a user’s operator record is now validating the login count in a horizontal-scaling environment.</p>

SCR	Release Note
42795	<p>Problem: The Operator field last.login does not get updated when an LDAP user logs in.</p> <p>Solution: The last.login field is now updated when an LDAP user logs in.</p>
42801	<p>Problem: Java Heap Space issues are reported when looking at the processes and locks on the status panel for a horizontally-scaled implementation with at least two hosts. A memory leak occurs in a horizontally-scaled implementation only, when there are at least two hosts.</p> <p>Solution: There are no more Java Heap Space issues reported when looking at the processes and locks on the status panel for a horizontally-scaled implementation with at least two hosts.</p>
42917	<p>Problem: Recursive JavaScript triggers lose the values of the RAD trigger variables.</p> <p>Solution: Each JavaScript trigger will create unique RAD trigger variables, based on the level or recursion.</p>
43013	<p>Problem: The reportlbstatus does not show accurate session count values.</p> <p>Solution: The reportlbstatus now shows accurate session count values.</p>
43018	<p>Problem: The server session hangs and eventually issues the following error in the log: “Exception: java.net.SocketTimeoutException: Read timed out when performing a heavy load test.”</p> <p>Solution: The server session no longer hangs, as the code has been modified to add a synchronization object between the session thread and the worker thread.</p>
43104	<p>Problem: An SQL entry that spans a page does not process correctly.</p> <p>Solution: Changed code to ensure that each page of the record is added to the queue with the same record number.</p>
43210	<p>Problem: When a message is sent to warn a user of inactivity in a horizontally-scaled environment, messages are broadcast to all members of jgroups, multiple times.</p> <p>Solution: In a horizontally-scaled system, messages to warn a user of inactivity are now only broadcast once.</p>
43226	<p>Problem: The counters/numbers transaction is not working correctly on a DB2 in a horizontally-scaled environment, resulting in the following error message: “Record modified since read.”</p> <p>Solution: The DB2 statement handle release is delayed until a COMMIT is issued, which keeps the associated UPDATE lock intact.</p>
43263	<p>Problem: A session may GPF when the server attempts to send a message from the server, using a client connection that is no longer valid.</p> <p>Solution: The server now properly initializes the message pointer, so that in the case of an error (for example, a client connection is no longer valid), the pointer contains a valid value (NULL).</p>
43287	<p>Problem: A single query on the P4 database can result in a lock on a table that is held for a long period of time, causing poor performance and hung sessions.</p> <p>Solution: The P4 database will fetch records in batch sizes of 512, thus limiting the time the table lock is held.</p>
43295	<p>Problem: Failure to detect an out-of-memory error in the SQL layer results in a GPF.</p> <p>Solution: The out-of-memory error is now detected and will no longer leak memory nor result in a GPF.</p>
43352	<p>Problem: Crystal Reports XI with SC6.2 crashes when issuing a query that contains a WHERE clause through an SC ODBC driver.</p> <p>Solution: Fixed incorrectly-used pointers in the SC ODBC driver.</p>
43406	<p>Problem: Poor performance of the ODBC driver and backend server (legacy listener) when running simple reports against the device table.</p> <p>Solution: To obtain the complete performance benefit, both the client and the server (legacy listener) must be upgraded.</p>

SCR	Release Note
43507	<p>Problem: The internal API which used to sleep and wake up for locking does not properly check for errors, which could result in locking issues or a hung system.</p> <p>Solution: The API will now check for error conditions and issue messages to the log.</p>

Web client

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

SCR	Release Note
39533	<p>Problem: The closing thread in a web client does not return you to the last thread of focus.</p> <p>Solution: The closing thread on a web client now returns you to the last thread of focus.</p>
39684	<p>Problem: When we receive a notification via email and click the URL link, we receive an "Invalid query hash in URL" error.</p> <p>Solution: The URL link in an email notification now resolves correctly.</p>
40051	<p>Problem: Decimal widget in the web client allows input of non-numeric values.</p> <p>Solution: Decimal widget in the web client now checks for the input of non-numeric values. If any non-numeric values are entered, the last valid value will be used.</p>
40261	<p>Problem: The callback.contact field incorrectly refreshes with the previously-entered data, following a fill in the web client.</p> <p>Solution: The callback.contact field no longer refreshes with previously-entered data, following a fill in the web client.</p>
40544	<p>Problem: Some characters do not show up correctly in field Help entries on the web client.</p> <p>Solution: The special characters will not be encoded to an HTML syntax-adapted format. Instead, they will remain as original text.</p>
40546	<p>Problem: The us.launch.external application cannot be executed from the System Navigator in the web client. After adding a URL link to the ServiceCenter menu, the URL can be accessed from the workbench window, but not the System Navigator.</p> <p>Solution: Updated the code so that clicking a URL link in the System Navigator now correctly launches the default web browser and opens the URL.</p>
40800	<p>Problem: When switching from one tab to another in an incident, data is not saved properly in a web client.</p> <p>Solution: Data input within the tabs of an incident is now saved correctly.</p>
41523	<p>Problem: The Maximum Characters property set in Forms Designer is not enforced on a text area object in the web client.</p> <p>Solution: The issue has been partially fixed, so the maximum characters defined on a text area object are recognized. The user cannot type more characters than the maximum count that has been set.</p> <p>However, if a user is pasting text from the clipboard via a right-click context menu option in the web client, it is possible that the paste option will accept the text that exceeds the maximum length defined.</p>

41725	Problem: When the length of text in a label is too long, it overflows the boundary of the link label. Solution: The text of a link label now displays within the boundary of the link label.
41893	Problem: The web client creates too much network traffic when checking the expiration of cached static content. Solution: Network traffic will be reduced because the standard HTTP header for older cacheable static contents has been set to expire, and a no-cache header has been set for dynamic contents.
42029	Problem: Error messages are printed in the web server's log, if two different web sessions access the same Combo Box field in the same record at the same time. Solution: No more concurrent exceptions are logged on the server side, even if there are different web sessions.
42102	Problem: In the web client, the drop-down list is far away from its component if the web user interface is scrolled down or moved to the left. Solution: The drop-down list is now correctly positioned.
42129	Problem: There are no second-level menu options (Related) when using the Chinese language pack. Solution: When using the Chinese language pack, all the second-level menu options are now available.
42164	Problem: The sort setting defined in favorites does not take effect in the web client. Solution: On the web client, the sort order setting of a favorite is properly defined, so it now takes effect.
42231	Problem: In the web client, the dynamic form is set to read-only after it is updated. Solution: The value of the radio button in the web client now remains the same after the dynamic form is updated.
42405	Problem: The Find button of a comfill is not displayed in the web client when comfill is set to DVD read-only. Solution: When a comfill widget becomes read-only in the web client, the Find button will remain available.
42436	Problem: Multi-line entries ending with a carriage return in the ocmq description field are incorrectly built when saving a record. Solution: Multi-line entries ending with a carriage return in the ocmq description field are now correctly built when saving a record.
42438	Problem: Employee Self-Service buttons are not dynamically resized to accommodate their labels. Solution: Employee Self-Service buttons will be dynamically resized to accommodate their labels.
42712	Problem: There is high CPU utilization when downloading or viewing attachments. Solution: There is no longer a performance issue when downloading or viewing attachments.

Windows client

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

SCR	Release Note
36615	Problem: Dashboards are not retained. Solution: The dashboard states are now retained when a user logs off, so that dashboards can be restored when the user reconnects to the system.
38292	Problem: The maximum characters (maxChars) property is not enforced on the Comfill and Combo Box widgets. Solution: The maxChars property is now enforced on these two widgets.

40713	<p>Problem: The cursor 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.</p> <p>Solution: The cursor now returns to the correct tab when performing a fill operation. The focus moves as expected.</p>
41522	<p>Problem: The Data Changed Event property conflicts with the auto-complete feature of a Combo Box in the Windows client. As the user begins to type data into a Combo Box, the Data Changed Event executes (as expected), but it changes the position of the cursor (or focus), which is unexpected. In some cases, the focus may even move to another field.</p> <p>Solution: The Windows client no longer executes the Data Changed Event for every keystroke of the Combo Box. Instead, it is only executed when a full selection has been made.</p>
41741	<p>Problem: Printing from the Windows client causes blank pages to be printed at the end.</p> <p>Solution: The Windows client no longer prints blank pages at the end of a print job.</p>
41850	<p>Problem: Adding an attachment only to a record with no other changes does not trigger the record as modified. When I click Back, there is no prompt to save the record.</p> <p>Solution: Adding an attachment only to a record does not trigger the record as modified. However, you can now click Back to be prompted to save the record with no problem.</p>
41895	<p>Problem: Catalog images are not displayed by the client when the filename in the SYSATTACHMENTS record is not a valid file name.</p> <p>Solution: Catalog images are now displayed by the client when the filename in the SYSATTACHMENTS record is not a valid file name.</p>
41916	<p>Problem: Text does not wrap in multi-line text fields on dynamic forms.</p> <p>Solution: Text now properly wraps in multi-line fields on dynamic forms.</p>
41953	<p>Problem: The Escape key causes the Save prompt to lose data when changing records.</p> <p>Solution: The Escape key no longer causes the Save prompt to lose data when changing records.</p>
42276	<p>Problem: The Windows client terminates after applying the “mb.ok” RAD application on a form containing an HTML viewer or editor.</p> <p>Solution: The Windows client will no longer terminate when applying the “mb.ok” RAD application on a form containing an HTML viewer or editor.</p>

Change Calendar

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

SCR	Release Note
41217	<p>Problem: Selecting more than four filter items in the Change Calendar causes an exception.</p> <p>Solution: Added the following "maxHTTPHeaderSize" property to the Connector definition in Tomcat 5.0, so that headers sent by the Change Calendar no longer become too big to be supported with the default settings of Tomcat 5.0.</p>

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	SCR	Known Issue	Workaround
KM763270	42755	Improper signal handler usage causes system instability on Linux and Solaris when a JVM is in use in a horizontally-scaled implementation.	<p>In a horizontally-scaled implementation on Linux, you will need to modify the scstart script and add a USE_LD_PRELOAD in the 'else' branch of the 'if' check, as follows:</p> <pre>“Linux”) If [‘uname -p’ = ‘ppc64’]; then #LD_PRELOAD causes problems if set other than when running scenter. # use a temporary variable to indicate a desire to use LD_PRELOAD # but don’t use LD_PRELOAD until running scenter USE_LD_PRELOAD=\${RTE_DIR}/jre/bin/libj9zlib23.so LD_LIBRARY_PATH=\${RTE_DIR}/jre/bin:\${RTE_DIR}/jre/ bin/j9vm:\${LD_LIBRARY_PATH} export LD_LIBRARY_PATH else USE_LD_PRELOAD=“./jre/lib/i386/server/libjsig.so” LD_LIBRARY_PATH=\${RTE_DIR}:\${RTE_DIR}/jre/lib/ i386/server:\${RTE_DIR}/jre/lib/i386:\${LD_LIBRARY_PATH} export LD_LIBRARY_PATH fi.</pre>
KM763787	43050	When you select a record in a QBE with recordlist enabled and also use subtables in the record’s table, the record will contain a duplicate key error.	There is no workaround at this time.

Installation

In the Web Tier Installation section of the installation guide, the information that describes enabling SOAP over HTTP incorrectly states the placement location of Apache axis2 SOAP jar files for WebLogic as “/bea/jdk141_05/jre/lib.”

The correct placement location of Apache axis2 SOAP jar files for WebLogic is as follows:

```
/bea/jdk141_05/jre/lib/endorsed
```

Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP products, and other compatibility and support information.

To access the Compatibility Matrix:

- 1 Use a browser to navigate to the Support Software Online (SSO) web page:
http://support.openview.hp.com/sc/support_matrices.jsp.
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.2.8.0 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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

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

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

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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