HP Service Manager

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 7.11/July 2009

This document provides an overview of the changes made to HP Service Manager for the 7.11 release. It contains important information not included in the manuals or in online help.

Documentation Updates
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Known Problems, Limitations, and Workarounds
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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:

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

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

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http://www.adobe.com/

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.

Applications Patch Manager

The Applications Patch Manager enables you to keep your Service Manager applications up to date without doing a complete application upgrade. By adding incremental updates, you decrease the number of changes that that you need to reconcile on your next application upgrade. To get started using the Applications Patch Manager, see the *Application Patch Manager Guide* available on the online Help server.

Crystal Reports changes

Service Manager 7.11 includes an OEM install of Crystal Reports 2008, the desktop solution to run and develop crystal reports.

- It's back and free of charge (included in the foundation user license).
- We include sixteen re-factored operational reports aligned with Service Manager HP Service Manager 7.10 Best Practices.

HP Universal CMDB update

Service Manager 7.11 includes UCMDB 8.02 (Service Manager HP Service Manager 7.10 shipped with UCMDB 7.5.2).

- The UCMDB install is now part of the regular Service Manager installation.
- Because of Asset Management Federation, the Actual State can now be extended to display more HP Asset Manager information.

To get started using HP Universal CMDB, see the *HP Universal CMDB to HP Service Manager Integration Guide*.

RCA 4.12

Service Manager 7.11 includes Release Control Analysis 4.12. (HP Service Manager 7.10 shipped with Release Control Analysis 4.10.)

Change Planners can access the Release Control Assessment tab from Service Manager Web client in order to perform more accurate planning and assessment. To get started with Release Control Analysis, refer to the documentation included with Release Control Analysis.

Connect-IT 4.0

Service Manager 7.11 includes Connect-IT 4.0. (HP Service Manager 7.10 shipped with Connect-It 3.9.1.)

Connect-It 4.0 comes with Service Manager scenarios. To get started using Connect-It, refer to the documentation included with Connect-It.

Help Server update

Service Manager 7.11 includes an updated Help Server.

Web client performance improvements

Service Manager 7.11 includes performance enhancements

The Web client has been updated to reduce network traffic for initial javascript and image file download in order to speed performance on high latency networks.

SCAuto 1.4 for HP Operations Manager

Service Manager 7.11 includes SCAuto for HP Operations Manager. (HP Service Manager 7.10 shipped with SCAuto 1.4 for HP Operations Manager 1.31.)

SCAuto 1.4 for Operations Manager provides support for HP Operations Manager's Custom Message Attributes (CMA).

To get started using SCAuto for Operations Manager, refer to the SCAuto_DVD_Contents.txt file on the SCAuto CD.

Upgrades

Service Manager 7.11 Upgrade works with HP Service Manager 7.11 client and server.

- You can use the 7.11 RTE with the 7.00 and 7.10 applications, including the 7.11 patch.

- If you are upgrading from Service Manager 6.2 using DB2, you no longer need to enlarge the user space for some tables as described in the *Enlarge user space for affected tables* section of the *Service Manager Upgrade Guide for 7.10*.

HP Service Manager 7.11 includes fixes to the following areas.

Change Management and Configuration Management
Knowledge Management and Service Level Management
Problem Management and Request Management
Applications
Documentation
RTE
Tailoring
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
38545	When double-clicking on a line in the Software tab for a computer type Configuration Item (CI), you receive an error message that states "No links exist."	The details of the application now display when a user double-clicks application.name in the Software tab for a computer type CI.

SCR	Problem	Fix
40722	The HP Change Calendar Installation and Configuration Guide reference to "webapp_servername" should be corrected to "SC_servername."	Updated the HP Change Calendar Installation and Configuration Guide so that all references to "webapp_servername" have been changed to "SC_Application_servername."
42259	Cannot process alerts for Change Management Changes and Tasks whose 'Reset' and 'Recalc' alert conditions are based on $L.file.save.	Changed code so that $L.file.save can now be used in the reset and recalc conditions of Change phase records.
42278	Planned start and end time values are not correct in the Change Calendar Installation and Configuration Guide.	Add a new section to the Change Calendar Installation and Configuration Guide "Setting the language and time zone values" to get this information into the guide.
42369	RTE parse function fails when parsing a string with double quotes.	Code modified to allow users to add and delete CIs with quotation marks in the name.

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
42113	An administrator is not a subject matter expert and should not be listed as a possible assignee in Knowledge Management (KM), unless he is in a kmgroup explicitly associated with a category and a profile that allows him to be an editor in a KM Document workflow. Users with the capability words KMAdmin or SysAdmin should be removed from the list of KM Change Queue assignees.	When a user clicks on Knowledge Management > Change Queue, selects a change, and then clicks on the Assignee look-up, the list of possible assignees no longer automatically includes all KMAdmins or SysAdmins.
42445	When a record is updated by an SLA alert, the corresponding 'To do' record is not updated to reflect the change.	Added a call to the trigger records specific to the To do table for the alert.process application, so that the To do records are updated even if the triggers are turned off.
42596	In Knowledge Management, if one user has modified a Knowledge Management document, other users cannot edit it, save it, retire it, revert it, approve it externally or internally, or create a working copy for it. Instead, users receive a message that states the function is not available and that the requested resource is in use.	Corrected code so that clicking Working Copy or Add Feedback display options no longer cause erratic behavior.

Problem Management and Request Management

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

SCR	Problem	Fix
40840	When there are more than 100 assignment groups, trying to open a problem causes an error message.	Fixed Format Control for root cause and known error, so that you there are no errors when you open a problem and there are more than 100 assignment groups.
41029	Line items created from copying and opening from an existing 'ordered' line item inherit the 'gen.ord.li' value of its clone.	Line items created from copying and opening from an existing 'ordered' line item no longer inherit the 'gen.ord.li' value of its clone.
41246	When setting queries to run in the RAD ocml.dates.lead.set for Request Management, they run very slow.	Running queries on the panel setup.parent.query in the Request Management ocml.dates.lead.set now run more efficiently.
42128	The sequencing and dependencies in Request Management are incorrect for phantoms that include a bundle that is dependent on a line item.	Requests for phantom line items that include a bundle depending on a line item now have the correct sequencing and dependencies.
42330	Selecting 'Back' on the Request Management line item category selection screen has no effect when there is only one active quote category and master category. Instead of being allowed to exit the screen, I am forced to remain on the current screen.	Fixed so that you can now exit back to the Request Management menu.
42467	Known error tasks are not accounted for by the 'To do' table.	Known error tasks have been added to the 'To do' table.
43132	An existing line item has incorrect target dates for its parent and group line items.	Corrected code so that the long work schedule is taken into account when ordering and changing the target order of an existing line item.

Tailoring

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

SCR	Problem	Fix
39206	The Delete Line and Insert Line options in Format Control do not work correctly.	Corrected code in Format Control calculations, so that the Delete Line and Insert Line options work for all forms.
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 the record.	No more hanging locks occur or error messages displayed when a record that is being updated by the event scheduler is modified right before a lock is issued for the record.
41333	Receive an error when exporting some records as a text file, using the CSV option.	Fixed the RAD application that handles this functionality, so that all records now export properly as a text file when using the CSV option.

Applications

The applications include shared components, base utilities, administration calendars, and common data for user roles. The following items (identified by Software Change Request number) are fixed in the current software release.

SCR	Problem	Fix
31512	When using a scheduled purge and the subject Format Control record saves a copy, the application ends abnormally.	Fixed the error, so that the variable $file0 is initialized for background purges as it is for foreground purges.
39933	Alerts do not get rebuilt correctly to accommodate those that have been rescheduled.	Alerts are now properly rebuilt when there is a lock on the record being processed for rescheduled alerts.
40193	The standard repeat interval checkboxes for schedule records all behave as monthly schedule records.	Fixed the standard repeat interval checkboxes for quarterly, semi-annually, and annually schedule records. Also fixed the form associated with it, to make it more consistent.
40747	Executing the 'calendar.calc.date' application causes the date format to be reset to the tzfile instead of the setting in either the Operator record or Company record.	Executing the 'calendar.calc.date' application now correctly uses the date format from the Operator record, if defined, or the Company record.
40953	The "Record in Table" validation rules defined inside the Service Catalog User Selections are not enforced.	The "Record in Table" validation rules defined inside the Service Catalog User Selections are now being enforced.
40965	Stathistory records do not reflect the correct number of module licenses in use. For some modules, the count is always one, even if multiple licenses are in use.	The stathistory records now reflect the correct number of module licenses in use.
41115	The RAD application 'calendar.calc.date.neg' does not include holidays in the date calculation.	Updated the 'do.partial.week' panel, so that the array of holidays is not cleaned up if the holiday is in the middle of the week.
41753	Having the same approval group with the same condition generates an unrecoverable error.	Modified the approval.generate application; the process.description and check.use.role panels; and the ScriptLibrary file. The Approval function process.description now properly handles cases where there are multiple approval entries with the same approver and sequence, and they evaluate to true. If that happens, the approval is generated, based on first match.
41776	Inbox columns are not sorting.	Button ID has been set correctly to 1000 so that the columns now sort properly for Inboxes.
41950	Templates do not work for arrays that contain list data, as the array elements are concatenated.	Array elements are no longer concatenated, so templates and fields are populated correctly.
42153	Duplicate schedule records are being created for locked rescheduled alerts, with one schedule record referencing another alert that does not exist.	Alerts are now properly rebuilt when there is a lock on the record being processed (a rescheduled alert).

SCR	Problem	Fix
42218	If two users access the same record and one modifies it such that the category or phase is changed and then exits the record, the other user receives a message to the effect that "the record has been modified since you loaded it." When the record is reloaded, it refreshes the data, except for the phase and category variables.	When a record is reloaded, the phase and category variables are updated along with the rest of the data.
42237	When the 'alert.reset' and 'alert.recalc' conditions in the Object record are set to expressions which involve NULL fields, they are not processed correctly.	When conditions in the Object record are set to expressions which involve NULL fields, the value is correctly set to 'false' to avoid scheduling alerts that should not be scheduled.
42238	Alerts do not get recalculated if the 'alert.recalc' condition in the Object record is set to an expression.	When the 'alert.recalc' is an expression instead of a logical value, the expression is evaluated first, and then compared to the result.
42455	When sending out a message that is an array, the message text is not correctly broadcast onscreen.	Changed the text parameter value of $MSG.TX with str($MSG>TX).
42505	Records cannot be updated by any background processes when Folder Entitlement is enabled.	The linker process can now update records correctly in the background when Folder Entitlement is enabled.
42925	Users with IDs that begin with SM are not logged out after they reach their inactivity time limit.	Users with IDs that start with SM are now logged out after they reach their inactivity time limit.
43011	System provides unprivileged access to some of the applications, such as Forms Designer, Links, and Format Control.	Prevents users with EditContacts capability from editing the command line or cap.exec capability words in their own operator record. Ensures that users with no rights to editing an interaction category or Forms Designer or updating CIs cannot do so.
43020	Unauthorized users able to force an update of payment records.	Unauthorized users no longer able to update payment records. Set the IO condition in the payment.view display record to update.payment in the $G.ct.environment.
43024	If an update event comes in with missing data, Format Control takes the bad validation path and ends up calling Format Control again, causing a loop. The issue results in an infinite loop, which causes not only these external products to stop working but also Service Manager as resources continue to be consumed to the point where the system hangs and the server needs to be stopped.	Fixed code, including changing the exit for failed validation to bad.validation.activity. Now when an event is updated with missing data, Format Control exits properly.

SCR	Problem	Fix
43193	Customer and HP product teams' feedback determined that we need to change the out-of-box tailoring script to use the host name, network name, or service name as the primary identifier of a configuration item (CI).	Both the logical.name and id fields are now populated with the CI name, machine name, or network name passed in from the UCMDB (depending on the CI type).

Documentation

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

SCR	Problem	Fix
29788	Sqldirect is not documented well. There is additional detail in a knowledgebase article which makes it much clearer. IT also includes information that this parameter is only applicable on a Windows server.	The Help topic, SQL parameters: sqldirect, updated with the information in the knowledge article.
36339	Update path in Help topic "How do I view software installation information?"	Updated topic title to "View software installation information" and updated two paths within the topic to view configuration items and to manage software.
36924	The Help topic "Console View" incorrectly states that the console view displays the sc.log file. It should state that it displays the sm.log file.	The topic "Console View" has been corrected to state that in order to specify the sm.log file, go to Window > Preferences > Service Manager > Logs.
37797	Approval type of "All must approve" is going to an Approved status as soon as a single user Approves the Change.	Updated the topic "Approval actions" by modifying the definition of "All must approve" along with some minor changes throughout the topic. The definition for "All must approve" was correctly updated, as follows: All Groups/Operators defined in the Approval Definition must issue an approval before the status of the record is set to "approved." If only one or some (but not all) of the Groups/Operators issues an approval, then the status of the record is set to "pending."
38391	Document Input and Output conversion mask for Forms Designer.	The Mask field in Forms Designer has been clearly documented with an added example in the following topics: "Control: Comfill," "Control: Date," "Control: Decimal," "Control: Table column," and "Control: Text."
39480	Modify the Service Manager Installation Guide to note that the ulimit adjustments may also apply to HP-UX and Solaris environments.	Updated the Server Installation chapter of the Service Manager installation guide for the HP-UX, Linux, and Solaris servers to state that the upper limit (ulimit-n) is at least 1024.
40935	Document a new Help topic for the new method called "insertBefore ()."	The Help topic "JavaScript method: xmlDoc.insertBefore()" has been created, as this is a new method called to the XML object that is exposed in our JavaScript support.

40988	The topic titled "Configuring a horizontal scaling environment" spells loadBalancer incorrectly (all lowercase). The letter "B" should be uppercase.	The topic titled "Configuring a horizontal scaling environment" now correctly states the proper spelling of the loadBalancer parameter.
41145	Write necessary documentation for lightweight single sign-on (LWSSO) in the Service Manager Web client for BAC integration.	Updated the Help topic "Example: Using LightweightSSO as an authentication source for trusted sign-on." Added and updated the following: Added web.xml instructions to the LightweightSSO example and updated instructions to use <domain>example.com </domain> and to enable the <filter –mapping> element.
41818	Update documentation for Connection timeout parameters, which no longer have an effect in the new Java implementation.	In the JavaScript function Help topic "doHTTPRequest," the timeout parameters described no longer have an effect, so have been removed from this Help topic.
42096	Document new option to isolate a servlet node, using –debugnode:1 as the same option.	Updated the parameter topic "debugnode."
42109	Need to document new parameter: maxKeepAliveRequests.	Documented the new parameter in the Help as a new topic titled "Startup parameter: maxKeepAliveRequests."
42354	Document new parameter: preferredFQHN.	Documented the new parameter in the Help as a new topic titled: "Parameter: preferredFQHN."
42397	Document new function parse_evaluate().	Documented the following Help topics: "RAD function: parse_evaluate()" and "JavaScript function: parse_evaluate()."

RTE

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

SCR	Problem	Fix
36472	Catalog images are not displayed by the client when the filename in the SYSATTACHMENTS record is not a valid file name.	Catalog images are now displayed by the client when the filename in the SYSATTACHMENTS record is not a valid filename.
37024	A view that displays a column with encrypted data (via data policy) does not decrypt the data. The encrypted data is displayed.	The view that displays a column with encrypted data now properly decrypts the data before displaying it.
38102	A process could terminate abnormally and not release the "system" semaphore.	Fixed module lk.cpp and struct.h, so that a process no longer terminates abnormally and a "system" semaphore can be released.
38751	Service Manager SST client is holding locks on calls when exiting the screen with the navigator while updating a ticket.	Locks no longer occur when the client exits the screen with navigator while updating a ticket.

SCR	Problem	Fix
40192	The scdb.system record is not removed when a fully converted system is stopped using the smstop command.	The smstop command has been rewritten. Added documentation to explain the new command 'sm –shutdown –group.' Also added a note to the 'smstop' command documentation regarding operating in a horizontally-scaled environment vs. a vertically-scaled environment.
40318	Sort on QBE very slow.	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.
41106	Service Manager 7.x Eventin records are not adding the attachments target ticket.	Records processed through the eventin file (such as, Connect It) will now correctly associate any provided attachment data with the modified record.
41556	Web Services do not work, if called from a background scheduler that is started via sm system.start.	Set the same classpath for servlet mode and background, so that the Web Services now work when called from a background scheduler that is started via sm system.start.
41815	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.	Fixed so that the client shutdown completes on the client session, and the client session terminates.
41816	The –load parameter is P4-related and should be removed.	The obsolete –load parameter has been removed.
41915	Calendar button disappears when an invalid date/time value is entered into a date field that is not displayed by a date widget.	Updated the Field type so that whether a date or time value is entered, the Calendar button will no longer disappear.
41340	Wildcard searching (using %) is not working with a Fill query.	Restored the ability to use wildcard characters during a "Find/Fill" query.
41924	The sc.alert .log does not contain time stamps on the head of messages.	Added time stamps, pid, and threadid information on the head of messages in the sc.alert.log file.
41946	The reportlic count produces an error in Configuration Management.	Do not use Configuration Management to count users. Instead, append a line to display the login licenses when using the reportlic parameter.
41995	Problem displaying a list of incidents in Employee Self Service (ESS) mode when 'New thread: Search > List" is enabled.	Displaying a list of incidents in Employee Self Service (ESS) mode is no longer a problem.
42071	Copy function does not work when using related objects.	Completed the logic in the adhocInsert function, so that the Copy function now works properly when using related objects.

SCR	Problem	Fix
42109	Persistent Web Services are encountering a Tomcat timeout.	Implement new parameter 'maxKeepAliveRequests:n' to override the Tomcat limit of 100 processed requests per connection.
42121	The Uncompress function causes an error when used in JavaScript.	Added functions, so that the Uncompress function no longer causes an error when used in JavaScript.
42138	Trusted sign-on should not require the creation or purchase of SSL certificates.	SSL and SSO are now an optional component of a trusted sign-on implementation. Service Manger server now has an option to set up trusted sign-on independently.
42139	Performance concerns with SELECT on inbox queries due to use of the new adhocsql feature in 7.0.	When using the multi-table display feature of views, the SELECT statements generated for the secondary tables will no longer be SELECT, but instead will only select the required columns.
42206	Messages with the phrase "Huh?" may appear in the log or in a dialog box when performing a check.	Messages with the phrase "Huh?" no longer appear in the log or in a dialog box.
42348	The debughttp output in the sm.log contains only the request document and not the response document.	The XML response document will now be written to the log file when running the parameter 'debughttp.' This is a debugging enhancement and does not impact normal logging.
42354	Service Manger load balancer only honors one (default) I/O channel.	Added new parameter 'preferredFQHN' that allows the user to set the fully qualified host name to be used by the load balancer for request redirection. This is useful on machines that have multiple host names. For example, in the sm.ini file 'preferredFQHN:prodhost.emea.corp.net' would cause the load balancer to send a redirect request back to the client with the given host name. This new parameter has been documented in the Help.
42357	Application module licensing does not work correctly in a horizontally scaled system. The counts become inaccurate.	Application license information is now correct in a horizontally scaled system.
42396	Session may GPF when the server is adding or removing a session message, such as a message displayed to the user.	The server now obtains the appropriate lock before adding a message to another session message queue.
42397	The parse() and evaluate() function does not work in JavaScript.	Added the parse_and_evaluate function to JavaScript. Created and updated the following Help topics: "Using RAD functions in JavaScript," "JavaScript function: parse_evaluate()," and "RAD function: parse.evaluate()."
42438	Employee Self Service (ESS) buttons are not dynamically resized to accommodate their labels.	Fixed for all ESS buttons, which cannot be designed in Forms Designer. Buttons will extend flexibly, depending on the button text length.

SCR	Problem	Fix
42492	When an array field is mapped as 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.	The server now correctly splits text for the mapping without inserting additional spaces or tabs.
42557	The SCAuto listener process continually issues 'debug' type messages to the log file.	The SCAuto listener process will no longer issue debug messages to the log, unless the debugscauto parameter was specified. A sample message might look like: process received: CONNECT,SCAuto_test,12690,all
42590	When Service Manger performs a JavaScript doSOAPRequest() function, a java.lang.OutOfMemoryError: Java heap space error may occur.	Prevents a java.lang.OutOfMemoryError: Java heap space error when executing the JavaScript doSOAPRequest() function.
42611	Using IR Expert in a horizontally scaled mode does not update all the shared memories on all the hosts. They then get out of sync with the database and eventually corrupt the index.	Implemented a cache clean request framework for IRQUEUE to make other nodes flush out-of-date shared memory data structures.
42656	Extend RAD function sysinfo.get() to return the server language that is used for the localized forms.	Corrected code so that the RAD function sysinfo.get() value obtains the localized forms and messages. Also, created a new online Help topic "RAD function: sysinfo.get("language")" to explain the new RAD function "sysinfo.get("languagecode")" that returns the language code value for the server session. This is the value used to obtain the localized forms and messages.
42692	SCAuto listener connections fail after some time of working correctly.	Corrected code to fix the file handle leak in SCAuto server process.
42693	The server leaks 12 bytes of memory for every SCAuto request that is processed.	The memory leak has been correct in the SCAuto server process, so that SCAuto requests no longer leak memory when processed.
42801	A memory leak is reported when looking at the processes and locks on the status panel. The memory leak occurs in a Horizontal Scaling implementation only, when there are at least two hosts.	There are no more Java Heap Space issues reported when looking at the processes and locks on the status panel for a Horizontal Scaling implementation with at least two hosts.
42831	The SCAuto application scsmtp hangs periodically when processing eventout records. This issue is most prevalent on Linux.	The Service Manager server will now correctly send the entire enventout record to the calling SCAuto application without causing it to hang.

SCR	Problem	Fix
42902	When updating an existing record with an attachment through the Web Service API, a new attachment was added to the record instead of replacing the existing one with the new attachment.	The existing attachment is now replaced by the new attachment.
42905	The system unload does not unload the language files.	The system unload now properly unloads the language files.
42926	There is a memory leak when processing the WSDL request for eventin.	Code corrected so that there is no memory leaks when processing the WSDL request for eventin.
43013	Web Services sessions through Service Manager Load Balancer are not cleaned properly from the Service Manager Load Balancer status report. If SSL mode is enabled on the server or the HTTP 307 redirect is not fully compliant with the Web Services specification, Web Services (such as, Microsoft Biz Talk) cannot connect through the Service Manager Load Balancer. If either is the case, then they must connect directly through one of the Service Manager processes.	Corrected code so that Web Services sessions through Service Manager Load Balancer are now fully compliant with the Web Services specification and are now properly cleaned from the Service Manager Load Balancer status report.
43226	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."	The DB2 statement handle release is delayed until a COMMIT is issued, which keeps the associated UPDATE lock intact.

Web Client

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

SCR	Problem	Fix
39722	With SSO enabled, failed logins result in displaying an empty framework.	A new jsp has been added to the Web client, so that if the login fails when SSO is enabled, the user is now presented with a screen that displays the following message: "Authentication failed. Contact your system administrator for assistance." **Note**: When a user's credentials fail, a login screen is not displayed to avoid multiple tries for a failed login.
40051	Decimal widget in the web client allows input of non-numeric values.	Decimal widget in the web client now checks for the input of non-numeric values.
40825	The Visible Condition for group object does not work in either the Web client or Windows client.	The Visible Condition for group object now works correctly for the Web client and Windows client.
40979	The text in the message dialog is not localized.	The text in the message dialog can now be localized.

SCR	Problem	Fix
41057	System Navigator and the Add File option appear in English on an English Operating System (OS) when logged in as Brazilian Portuguese or Simplified Chinese on the web client.	System Navigator and the Add File option now correctly appear on an English Operating System (OS) when logged in as Brazilian Portuguese or Simplified Chinese on the web client.
41171	On the web client, data in the first row of read-only columns is copied to new rows when new data is entered.	For the Web client, data in the first row of read-only columns is no longer copied to new rows when new data is entered.
41278	A web client connection sends in the IP address of the web tier, which can cause a license problem on an installation with multiple web tiers.	The license problem has been resolved. The web client IP address is now used instead of the web tier server IP address.
41635	The height of the HTML Viewer, HTML Editor, and Text Area components in the web client is too small, resulting in gaps in the form.	The height of the HTML Viewer, HTML Editor, and Text Area components in the web client is now calculated correctly.
41646	Web client displays the function key buttons that do not exist on the keyboard.	Nonexistent function keys no longer display in the Web client.
41660	Repeatedly clicking QBE groups causes problems. For example, click to expand Priority 1 incidents, then click to expand Priority 2 incidents before the Priority 1 incidents opens, and then wait. Nothing happens.	Corrected code so that QBE groups open regardless of how quickly and repeatedly they are clicked.
41725	When the caption text of a link label is long, it overflows the boundary of the link label.	The caption text of a link label now displays within the boundary of the link label.
41738	Using the applications print function in Internet Explorer 7 on the web client produces a printout with a tiny font size.	Fixed so that using the applications print function in Internet Explorer 7 on the web client now opens a separate window, which displays the contents in a larger font size and allows the user to browse the contents.
41885	When trying to enter a value in a Combo Box which contains a value list and also has the capability to allow you to enter a certain value, the web tier client does not allow the value to be entered and instead automatically finishes the selection.	A Combo Box populated with a value list and which also has the capability to allow a user to enter a certain value will now allow the user to enter any value.
42023	The Print function in the Web client uses more paper than necessary when using Microsoft Internet Explorer 7.	The Print function in the Web client now uses the correct amount of paper when using Microsoft Internet Explorer 7.
42075	Column width percentage of QBE forms in the Web client does not work as designed.	Correct code so that the column width percentage of QBE forms displays correctly in the Web client. If the total width percentage of all visible columns is less than 100%, then the last column is extended to occupy the remaining space.

SCR	Problem	Fix
42160	Cannot explicitly set Focus via Tailoring on a field that is displayed on the web client via a virtual join.	Fixed so that Focus can be explicitly set via Tailoring on a field that is displayed on the web client via a virtual join.
42165	Tables do not display correctly in the web client. The data in the first row of read-only columns is copied to new rows when new data is entered.	Fixed so that data in the first row of read-only columns in tables is no longer copied to new rows when new data is entered.
42227	Cannot deploy in a Websphere Common Environment. The .EAR files are not distributed with Service Manager.	Distributed an .EAR file, which can be deployed in a Websphere Common Environment.
42231	In the web client, the svc.options field is set to NULL after updating a Quote if the Dynamic Form widget that holds the svc.options field is set to Read Only.	The svc.options field will not be set to Null after updating a Quote even if the Dynamic Form widget is set to Read Only.
42383	The text directly input from a URL is not sanitized before being written back to the page.	Corrected code so that any input from a URL into HTML entities is encoded to eliminate the cross-site vulnerability.
42386	The NavMenuServlet has a cross-site scripting vulnerability.	The NavMenuServlet cross-site scripting vulnerability has been cleaned up.
42436	Multi-line entries ending with a carriage return in the ocmq description field are incorrectly built when saving a record.	Multi-line entries ending with a carriage return in the ocmq description field are now correctly built when saving a record.
42865	Out of memory errors occurred with Web tier running on Websphere.	The Web tier now recognizes these messages, terminates the timer thread, and invalidates the session, resulting in proper cleanup. The "session-timeout" Web parameter value has been lowered to 15 minutes. However, it is best practice to set the "session-timeout" Web parameter value to 2 minutes, if you experience Service Manager Web client sessions lingering for longer than expected.

Windows Client

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

SCR	Problem	Fix
36615	Dashboards are not being retained when switching from one connection to another, or when logging off.	Dashboards are now maintained globally, so when a user switches from one connection to another or logs off, the Dashboard states are retained.
37469	When using the Windows client on a Japanese operating system with language packs, exporting a record to an Excel spreadsheet displays corrupted characters in Japanese.	Corrected code so that files can be exported to csv instead of dde for Excel spreadsheets.

SCR	Problem	Fix
38407	If a user clicks too fast when choosing a record from a QBE list while doing a recursive fill, the client displays the "Unrecoverable error refreshing screen" message.	Code changed so that if a user clicks too fast when choosing a record from a QBE list while doing a recursive fill, the client no longer crashes and does not display an error message.
39732	The Web client properly displays images in the table column regardless of the column's position in the table. The Windows client can display images in a table column, except for the first column of a record list table.	This is a known limitation of the Windows client.
39774	The Service Manager application does not restore from minimized status.	The Windows client now displays on top of other applications, as expected, when you use the DDE CTI interface to populate records in Service Manager.
40301	An internationalization/localization issue where a Configuration Item (CI) does not display in the relationship graph under the upstream CI that has a non-ASCII CI name.	Transform a non-ASCII name from UTF16 into UTF8 for internal use, and then UTF8 back into UTF16 for external query.
41040	Accessing SYSATTACHMENTS in the System Definition menu generates an error (Invalid byte 2 of 3-byte UTF-8 sequence).	The ability to drill down into individual records in the System Definition menu has been removed.
41640	The Windows client suddenly starts processing Data Changed Event of 0. When this occurs, the cursor jumps back to the callback.contact field on our SD.open.interaction format after every character has been entered into the category, subcategory, product.type, or problem.type field.	The Data Change Event no longer sets to 0 instead of NULL when clearing out the Data Change Event. The cursor no longer jumps.
41694	Shortcut to magnify a scrollable text field in Service Manager is not working.	Shortcut to magnify text in a scrollable text field has been changed from Ctrl+M to Ctrl+Shift+M to allow users to expand a scrollable text field by opening a separate window that magnifies the text for easier viewing and editing. The Help topic "List: Windows client keyboard shortcuts" has been updated to include the Ctrl+Shift+M keyboard shortcut.
41707	When saving the info.startup.g form without doing anything, only the first record displays.	Code corrected so that when a user clicks save on the info.startup.g form without making any changes on the form all of the records now displays correctly.
41754	Clicking the plus sign for SYSATTACHMENTS or the code table in the system definition utility causes the client to fail.	Problem fixed, so that queries no longer include columns that store binary data.
41767	The Favorites record count is incorrect.	The Favorites record count now works as expected, and there is a slight improvement in system performance.

SCR	Problem	Fix
41843	QBE lists containing array fields do not display the entire array contents.	QBE lists containing array fields now show the entire contents of the array fields.
41850	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.	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.
41890	Error occurs when attempting to view a Label type field while using System Definition.	A Label type field can now be viewed without introducing any errors.
41910	Default focus is only set on the first format when displaying multiple formats in a dialog.	Default focus is now set properly in all formats when displaying multiple formats in a dialog.
41916	Text does not wrap in multi-line text fields on dynamic forms.	Changed code to add the Wrap attribute to the text widget.
41953	The Escape key causes the Save prompt to lose data when changing records via the Database Manager search.	The Escape key no longer causes the Save prompt to lose data when changing records via the Database Manager search.
41960	On Windows, the dynamic view dependencies (DVD) conditions are not immediately honored when they are based on an array field. If a field has a DVD condition that is based on an array, the property does not immediately take effect when you modify the array to satisfy the condition, A screen refresh is required for it to occur.	This has been fixed so that the screen refresh is no longer required to satisfy the DVD condition. For example, if you modified the "IM.open.incident" format in Forms Designer so that the "CI is operational (no outage)" checkbox (input "operational.device") has a Visible Condition of: [action]<>, you no longer have to refresh the screen in order for the checkbox to be visible.
41996	Windows client does not respond correctly to a font increase with timer.	A font increase change works with the XML Time widget.
42059	The maximum characters property is not enforced on comfill (the combination Combo Box and Fill button) objects.	The maximum characters property is now correctly enforced on comfill and combo objects.
42081	The Caption Condition property for combo boxes/comfills does not utilize the Display List property on the Windows client.	The Caption Condition property for combo boxes/comfills now utilizes the Display List property on the Windows client.
42183	Creation of the default connection in the Windows client Configuration Utility does not work since rebranding of the application.	The code creating the default connection file now uses the correct application package name.
42579	Clicking links in the HTML Viewer locks the record rather than navigating to the link.	The client no longer sends the Form Modified event when building the link request.

Known Problems, Limitations, and Workarounds

This software release has the following known issues.

Document ID	Known Issue	Workaround
KM542605R	The KMUpdate process (that indexes documents) automatically starts with the SM7 system start. Since the Knowledge Management environment is not configured at that point, the KMUpdate process will not work. An error message appears in the KMUpdate Schedule, and the Class field is cleared. Once the environment is configured correctly, the KMUpdate process fails because the Class field is blank.	The KMAdmin ScriptLibrary code now checks periodically to see if the system is configured, and then begins execution when the system is configured. For additional information, see knowledge article KM542605R.
KM744287	Attempting to import a dbdict from an existing table with varchar(max) and varbinary(max) produces dbdict entries of varchar(0) and varbinary(0). After they are imported, you can change them manually to the correct mappings, but this causes a duplicate key error and the file is locked, which prevents further manipulation. At this time, Service Manager does not support the varchar(max) and varbinary(max) data types offered by Microsoft SQL Server.	Use the data type image and text when Service Manger runs against a SQL Server instance.
KM743658	Background file loads of .unl files do not take into account the merging of records and SQL maps. This means that when you load records in the background the dbdict load options are not used. All unloads are treated as if the dbdict load option "Create file if not there, but do NOT update if present" was selected even if one of the other options was used.	When loading an unload file that requires an update of the dbdict, including changes to SQL mapping, use the foreground load instead.
KM628550	Knowledge Management unable to index documents using a Service Manager 7.10 server and 7.01 applications.	1. Before installing the 7.10 server with the 7.01 applications, make a copy of the 7.01 server file RUNlibkmplugin-7.01.jar and save the copy in another folder.
		2. After installing the 7.10 server, rename the 7.10 server file in the RUNlib directory from kmplugin-7.10.jar to kmplugin-7.10.unused_with_7.01apps. Do not end the file with the extension .jar.
		3. Move the file copied file from step 1 to the 7.10 server file RUNlib directory and rename the file kmplugin-7.10.jar.

Document ID	Known Issue	Workaround
KM634506	Attachments are not showing correct file icons in the Windows client. Although you have registered the target applications in the Windows registry, it is impossible to find an icon for applications without a "DefaultIcon" key or Icon Handler in the Windows operating system.	To add a default icon in the Windows registry: 1. Enter HKEY_CLASSES_ROOT, and then find the .pdf. 2. Under .pdf, find the default key, "AcroExch.Document." 3. Add a key called "DefaultIcon." 4. Assign the icon path for the "DefaultIcon" key. For example: C:\Program Files\....\adobereader.ico For detailed information on adding a default icon and creating Icon Handlers, see the Microsoft knowledge article "Creating Icon Handlers" at the following URL: http://msdn.microsoft.com/en-us/library/bb776857.aspx .
KM746175	When opening a change and the user selects a CI Group as an affected CI, this CI group is treated as a normal CI. The change record is not aware of any member of the group and therefore when CI attributes are modified through its status workflow (proposed, planned, implemented, validated), those changes only apply to the CI group itself. Changes to attributes do not apply to any of the members of the group.	No workaround available at this time.
KM746898	Various fields from the UCMDB are being truncated during replication to Service Manager database.	The size for a field can be changed within Service Manager by updating the SQL Type definition within the dbdict. For example, if VARCHAR(40) is not large enough this can be changed to VARCHAR(60) (or greater if need be) to accommodate the field size being replicated from the UCMDB system.
KM743833	When connecting to Web Services with the web header, "Accept-Encoding: gzip, deflate", can cause 3rd-party SOAP clients to hang. When Service Manager server responds to the Web Services Client in GZIP format, "Content-Length" value in HTTP Header is calculated before the message body is GZIP-ed. This causes some Web Services clients to expect more message data even if the full GZIP-ed message has been received.	Change the Accept-Encoding header value from "gzip, deflate" to "text/xml".

Document ID	Known Issue	Workaround
KM744117	An unrecoverable error occurs during an upgrade because the upgrade data is now distributed. In previous versions, all the data was contained in a single upgrade.dta file. The upgrade code now has this data exported to several .dta files by table within a data subdirectory.	Create a data subfolder before performing an upgrade.
KM744500	When a kmdocument is saved after a link to a another kmdocument is added to it, this error appears in Messages: Length (32 bytes) of data for field linkid in kmdocument exceeds max (30 bytes), truncated (se.base.method,update.record). The linkid field in the kmdocument table is too small, if it defined as VARCHAR.	Since the 7.11 patch does not include changes to existing dbdict records, you need to manually increase the length of the kmdocument record's linkid field in the dbdict table from 30 to 80 bytes. 1. Log on as an administrator. 2. Type **dbdict** in the command line. 3. Enter **kmdocument** as the File Name to modify. 4. Scroll down to find the links field. The SQL type should be blank, not IMAGE. There's nothing to fix, if your dbdict shows that links is an IMAGE. 5. If the SQL Type for links is blank and the SQL Type for linkid is VARCHAR(30), then double-click linkid and change the SQL Type from VARCHAR(30) to VARCHAR(80). 6. Click **OK** twice to save the change.
KM744530	The RAD function translate() fails if the string include multibyte characters. The RAD function translate() is ONLY valid for single-byte (ascii) characters.	The recommended function to use for character replacement in double-byte character strings is "strrep" and not "translate". If you want to use the functionality provided by translate() on multi-bytes characters (like umlauts or Chinese characters), you should instead use the RAD function strrep() to achieve the same result. Example #1: x $d="abâ€°Ë†Â¸cd" abâ€°Ë†Â¸cd x $x=strrep($d,"â€°Ë†","ï¬,") abï¬,Â¸cd Example #2: x $d="abâ€°Ë†Â¸cd" abâ€°Ë†Â¸cd x $x=strrep($d,"â€°Ë†","ï¬,i") abï¬,iÂ¸cd For more information on this known issue, search the knowledgebase for document ID 2125445.

Document ID	Known Issue	Workaround
KM746903	Move or Copy to box on Web Client Manage Favorites is not expanded.	Manage Favorites fails to list the personal views that a user owns. The out-of-box user falcon owns all the views displayed above the "Move or Copy to" list. The personal views owned by the user are not displayed. Because only the owner of a favorite can change it, the list of views that a user other than falcon can Move or Copy is empty. Manage Favorites will be updated in a future release.
KM744898	When you add an affected CI within a change record, the form jumps immediately to the Associated CIs tab, because the "assets" (associated CIs) field is referenced in two controls on the form: One on the root of the form and the other in one of the notebook pages. The web client is restoring the right notebook page to set the focus properly, but it is only active if you have saved the record. In this case, you need to add an alias for the assets field and refer to the alias field.	To create an alias field: 1. Click Tailoring > Database Dictionary. 2. Type "cm3r" in the File Name field. The cm3r table is displayed. 3. Select the Fields tab and use the scroll bar on the Fields tab to scroll down to find and select the "assets" character type field. 4. From the Options menu, select Edit Field/Key. The field window opens. 5. Click Create Alias. 6. In the Name field, type the name of the alias (for example, assets.alias), and then click OK. 7. Go to Forms Designer to change the input from assets to assets.alias. a. Click Tailoring > Forms Designer. b. Type "CM.change.logging" in the Forms field, and then click Search. c. Click Design. d. Select "Affected CI" field comfill. e. Change input from assets to assets.alias. f. Click OK.

Document ID	Known Issue	Workaround
KM744965	Service Catalog options are not appearing properly in changes opened to fulfill a catalog request.	The information is going to be copied from the Options field in the svcCatalog table to the svc.options field in the cm3r table. The svc.options field needs to be properly mapped to hold HTML/XML type data. It is currently mapped to the wrong RDBMS type and is truncated, so it is not being handled properly. Change the cm3r dbdict field svc.options and map the RDBMS to change it from VARCHAR to IMAGE in Microsoft SQL Server (or equivalent for Oracle and DB2). 1. Log on to Service Manger as a System Administrator. 2. Click **Tailoring > Database Dictionary**. 3. Enter **cm3r** in the File Name field, and then click **Search**. 4. Using the scroll bar in the Fields tab, scroll down to and double-click on the **svc.options** character field. The field.window opens. 5. In the SQL Type field, change the SQL type to **IMAGE** for Microsoft SQL Server (or the applicable type for Oracle and DB2), and then click **OK**. 6. Click **OK** again to exit the dbdict page.
KM745260	On a report that uses two tables that are linked, if the user selects a date range that has no associated data, the user receives an error message 'Failed to retrieve data from the database'. A query from two linked tables failed when an empty recordset was returned. Received the following error message: "Failed to retrieve data from the database." The query from the two linked tables was translated to a query on a join table in Service Manager. However, when no recordset was returned, according to the query condition, the ODBC driver behavior was such that the user had issued a query to a non-existent table, which caused the Crystal Report error message to be sent to the user.	Change the ODBC driver behavior so that when there is a query from two linked tables and there is no recordset returned, the ODBC driver returns an empty recordset.

Document ID	Known Issue	Workaround
KM745516	The Template Service Catalog is missing.	Load the unload file provided. 1. Log on as System Administrator. 2. Click **Tailoring > Database Manager**. 3. From the Options menu, select **Import/Load**. 4. Enter the File Name with the full path to the unload file. 5. Click **LoadFG** to load the file.
KM745526	The Release Management Candidates view does not show up for change managers (Change.Manager operator). The Release Management Candidates view is restricted to System Administrator and Change Coordinator roles.	Update the View to add the change manager role to the Audience tab.
KM745567	New images in the service catalog do not display. When you upload a new image from Service Catalog > Manage Catalog, the image uploaded is not displaying when you access the order from the service catalog. Instead, it displays the image from out-of-box (OOB) system.	PART I: In "svcCat.display.catalog" Display Application, Main > Initializations tab, modify the following: FROM for $L.i = 1 to $L.show do (if (not null($L.i in $L.current.items.image)) then ($L.temp="$L.image."+$L.i+"=\""+$L.i in $L.current.items.image+"\"");$L.void=evaluate (parse($L.temp, 11))) TO for $L.i = 1 to $L.show do (if (not null($L.i in $L.current.items.image)) then ($L.temp="$L.image."+$L.i+"=\""+strrep($L.i in $L.current.items.image, "svcCatalog;", "joinsvcDisplay;")+"\"");$L.void=evaluate(parse ($L.temp, 11))) PART II: This section applies if you are going to keep any of the out-of-box (OOB) images. 1. Go to "SYSATTACHMENTS" db 2. Select and modify the topics which you would like to keep the OOB images for (e.g. Application Access, Business and Department Services)
KM745768	On a Solaris platform, the Service Manager server generates a signal 11 when the system has an out of date version of AutoPass.	Before you start the Service Manager server on Solaris, install the current AutoPass license from the Service Manger DVD, which contains the current AutoPass license version 5.51.

Document ID	Known Issue	Workaround
KM745805	When performing a mass update on Configuration Items after using the Search Specific Type feature, user may experience errors similar to the following: An error occurred while attempting to update a record (se.base.method,update.record) file:(joincomputer) key:(file.device,logical.name=adv-afr-desk-102) (se.base.method,update.record) update terminated - could not access row id (se.base.method,update.record)	The errors only occur when using the Search Specific Type feature, and there is an update against a record that does not have a joined (attribute) file record. The Search Specific Type feature is only necessary if searching for fields to mass update based on joined file (attribute) fields. The same operation works properly using the standard mass update.
KM746023	Performing a mass update of the model table using Templates causes system to hang	Use the Simple or Complex update function which will not call the model format control record thus avoiding the loop which causes the system to hang. Do not use template updates.
KM746131	A user can view a KM document, but cannot add it as a link within another KM document. For example, a KCS I, II, or III user can link to documents that are in a category to which the user has rights to contribute and/or modify. However, if a user has only view privileges for the document, the following error occurs: "Invalid entry. You do not have view rights to the document with id XXXXXX". Also, when a user has permission to view an externally approved KM document in a search results list, the user cannot view the same document via a link in another document. The following error displays when the user attempts to view the document: "You do not have permission to view the knowledge document with id XXXXXX"	Contact HP Customer Support for information on how to correct this problem.
KM747139	In the Web client, read-only combo boxes and comfills are rendered too narrow and don't align with other fields on the form. When combo boxes or comfills with a read-only DVD condition change from editable to read-only, they are rendered with the width originally defined in the Form Designer. They do not stretch with the form as do the other controls on the form.	None available at this time.

Document ID	Known Issue	Workaround
KM747863	When creating or editing a dbdict using the dbdict utility and all columns are marked as inactive (mapped to "nulltable") in the SQL Mapping, errors occur because the system incorrectly maps all columns as active and attempts to perform the corresponding backend database actions.	Mapping all columns of a table as inactive (mapping to "nulltable") is not possible at this time.
KM747917	SQL Error when creating Dashboard from Change by Configuration Item (CI). Creating a dashboard from Changes and Configuration Items will not work because columns in these two types are mapped to image data types in the SQL back end and RDBMS backends do not support sorting of these data types.	None available at this time.
KM747933	The system allows a user to save a cloned interaction without escalating it to an incident or a change. The cloned interaction form has a Save button.	This is a problem in the process flow of the clone operation. Users should avoid doing this, as it can cause workflow problems.

Document ID	Known Issue	Workaround
KM747931	Database performance is slow when you query Configuration Item (CI) relationships and there are more than 1,000 relationships in the "cirelationship" table.	To optimize database performance, map the "cirelationship" table as a multi-row array table. This solution works because the "cirelationship" table contains only two arrays, which are mapped as subtables "cirelationshipa1" and "cirelationshipa2." **Caution:** This solution is not optimal or recommended for tables with more than a few arrays, such as the "cm3r" table which contains 27 arrays. For example, mapping the "cm3r" table as a multi-row array table creates 28 tables (cm3rm1 and cm3ra1 – cm3ra27). Selecting one record would result in 28 queries against the RDBMS, which would negatively impact database performance. To map the "cirelationship" table as a multi-row array table: 1. Log on as a System Administrator where only one HP Service Manager client listener is running. 2. Click **Tailoring > SQL Utilities >Move Files from SQL to SQL**. 3. Select the Basic Options tab. 4. In the File to Convert field, select **cirelationship** from the list of files to convert. 5. Select the Advanced Options tab. 6. For the Dispositions of Arrays option, choose **Multi Row Array Table**. 7. Click **Proceed**. A message appears, stating that moving data for the cirelationship file is finished. 8. Click **OK**. A message appears, stating that the conversion of the cirelationship table is completed. 9. Click **Back**. A message appears, stating that you will now log out. 10. Click **OK**.
KM747936	Cannot add attachments (images) for the service catalog via Web Services. The system cannot create a joinsvcDisplay extaccess record because the query is not returning it in the list of files to select from the dropdown in the Name field.	No workaround available at this time.

Document ID	Known Issue	Workaround
KM748084	Service Manager fails to import the catalog categories and catalog items from Asset Manager to Service Manager.	Load the unload file, svcDisplay, which provides a new service called ServiceCatalogDisplay. The svcDisplay table holds all the localized data for a catalog item or category. The unique key is a compound of name and syslanguage. In addition to these changes a schema change is also be necessary in the svcDisplay dbdict. Follow these instructions to make the change: 1. Go to the dbdict utility (dbdict from the command line or **Menu Navigation->Tailoring->Database Dictionary**) and enter svcDisplay for the file name. 2. Click the descriptor which is the first line in the table. 3. Click the descriptor which is the first line in the table. Click the **New Field/Key** button. 4. Give the field a name of optionList, a type of character and click **OK**. 5. In the table give optionList a SQL Name of OPTIONLIST, a type of IMAGE and a SQL Table of m1. 6. Click the descriptor again and the **New Field/Key** button. 7. Give the field a name of optionOptions, a type of Character and click **OK**. 8. In the table give optionOptions a SQL Name of OPTIONOPTIONS, a type of IMAGE and a SQL Table of m1. 9. Click **OK**. 10. Click **SM Alters**.
KM748154	Using a type of TIMESTAMP in a dbdict SQL mapping on an Oracle database causes soap faults and a signal 11 error when saving data into the column. Service Manager will not automatically choose this data type, but users are able to manually map a database field to a SQL type of TIMESTAMP.	Do not use the data type of TIMESTAMP for an Oracle database in Service Manager mappings at this time. Use the type DATE instead.
KM749356	The dbdict utility creates an invalid dbdict record when "Import SQL columns" does not return any new columns. The RAD dbdict.utility attempts to add imported new columns whether or not there are any new columns imported. Additionally, it writes data into the non-existing columns array and pastes the entry to the end of the dbdict, adding an invalid entry.	There is no workaround available at this time.

Installation Notes

Instructions for installing Service Manager, are documented in the *Installation Guide for HP Service Manager 7.11* provided in Adobe Reader (`.pdf`) format. The document file is included on the product's installation media.

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

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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