

HP Service Manager

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For the supported Windows® and UNIX® operating systems

System Configuration Parameters help topics for
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System configuration parameters

The topics in this section describe the parameters that control your HP Service Manager system, and how to set them. There are two basic types of parameters: system parameters and web tier parameters.

- System parameters change the behavior of Service Manager. There are hundreds of system parameters, each of which is designed to assist system administrators and users.
- Web tier parameters control the behavior and appearance of the Service Manager web tier, a web-based client interface.

Parameters that you set when you start the Service Manager server retain their values for as long as the server is running. To reset a startup parameter, restart the server. You can set startup parameters from either the server's operating system command prompt or from the Service Manager initialization file (sm.ini).

System parameters

System parameters define either server or client properties.

- Other parameters do not have a value unless a system administrator sets one. For example, the *system* parameter determines the port that clients use to access the Service Manager server. The initial value for this parameter is set during installation and stored in the sm.ini file. If no value is set for the *system* parameter in the sm.ini file, then Service Manager clients do not know what port to connect to on the server.
- Some parameters affect the server and all the clients that connect to it, while others only affect a particular client or connection.
- Furthermore, a particular parameter can affect all connections or a particular connection, based on where it is set.

Parameters provide a method to handle each of the following requirements:

- In a production environment, the system administrator may want to prevent all client connections from printing or unloading data.
- In a production environment, a user may want to change the font within Service Manager.
- In a development or testing environment, the system administrator may want to grant all developers certain debugging capabilities.
- In a development or testing environment, an application developer may want additional debugging capabilities.

System parameters change the behavior of the Service Manager components. Parameters are typically designed to affect one of these components. The following table lists the components that can be influenced by system parameters.

Component	Method to set parameter value or default file location	Type of parameter
HP Service Manager server	<ul style="list-style-type: none">• In the C:\Program Files\HP\ HP Service Manager <x.xx>\Server\RUN\sm.ini file on the Service Managerserver• By using the operating system command line	client and server
Windows client	<ul style="list-style-type: none">• In the C:\Program Files\HP\ HP Service Manager <x.xx>\Server\RUN\sm.ini file on the Service Managerserver	client

Component	Method to set parameter value or default file location	Type of parameter
	<ul style="list-style-type: none"> • By using the operating system command line • In the Windows client, from the Window > Preferences menu 	
Web application server	In the ..webtier_<x.xx>/WEB-INF/web.xml file on the web application server	web
Web client	<ul style="list-style-type: none"> • In the ..webtier_<x.xx>/WEB-INF/web.xml file on the web application server • In the URL 	web
Help Center	<ul style="list-style-type: none"> • In the Windows client, from the Window > Preferences menu • In the ..webtier_<x.xx>/WEB-INF/web.xml file on the web application server 	web

Because system parameters can be set from a variety of locations and by a variety of people, the values that are set may conflict. Therefore, it is important to know which parameter values take precedence when a conflict exists.

- Parameters that you set from the operating system command line or configuration file take precedence over parameters that are set in the sm.ini file on the server. You can use parameters from the command line or configuration file to override the standard sm.ini settings.
- Parameters that you set in the sm.ini file on the server take precedence over the preferences that are set in the Windows client.
- Parameters that you set in the sm.ini file on the server take precedence over the parameters that you set in the web.xml file on the web application server.
- Parameters you set in the URL of the web client take precedence over parameters that you set in the web.xml file on the web application server.

Getting help with parameters

Service Manager includes two sources of information about parameters. This Help center is one of those sources. Additionally, you can open a command line on the Service Managerserver, navigate to the "C:\Program Files\HP\ HP Service Manager <x.xx>\Server\RUN" directory, and then run the **sm -helpall** command that is, an **sm** command with the **helpall** parameter). Help provides detailed descriptions of each parameter and its use, while **helpall** provides a list of parameters and a brief description of each.

Web tier parameters

You can set web tier parameters from the web.xml file that is provided when you deploy the HP Service Manager web archive file (sm.war).

When you enter parameters into the web.xml file, ensure that the values you enter conform to valid XML standards. All parameter tags must be children of the `<servlet>` tag and must use the following syntax:

```
<servlet>
  <init-param>
    <param-name>serverHost</param-name>
    <param-value>myhost.mydomain.com</param-value>
  </init-param>
</servlet>
```

Note: To ensure that your web application server uses the new settings, restart your web application server whenever you make changes to the web.xml file.

Setting web tier parameters from the web client

You can provide connection-specific web tier parameters in the web browser URL. These parameters override the values that are set in the web.xml file. For example, the following URL changes the connection to host "mycompany" on port 13082 for this client session:

```
http://localhost:8080/sm/index.do?serverHost=mycompany.mydomain.com&serverPort=13082
```

Enter a parameter in the web client URL

Applies to User Roles:

System Administrator

You can enter web client parameters in the web client's URL. These parameters are only valid for the current web client session, and revert to the default values (as defined in the web.xml file) when the session closes.

To enter a parameter in the web client URL, type the parameter at the end of the URL after a question mark (?). To do this, use the following syntax:

```
http://servername:portnumber/sm/index.do?<parameter_name>=<parameter_value>
```

You can also use the ampersand (&) character to enter multiple parameters in a single URL. To do this, use the following syntax:

```
http://servername:portnumber/sm/index.do?<parameter_name>=<parameter_value>&<parameter_name>=<parameter_value>
```

Enter a parameter in the sm.ini file

Applies to User Roles:

System Administrator

You can store parameters in the sm.ini file. To do this, follow these steps:

1. Open the sm.ini file. By default, the file is located on the HP Service Manager server in the C:\Program Files\HP\HP Service Manager\Server\RUN folder.
2. Enter the parameter and value in the file. Enter one parameter per line. Use a colon (:) to separate the parameter from the value. When you enter paths, enter them relative to the location of the HP Service Manager executable file. Use the following syntax:

<parameter name>:<parameter value>

The following excerpt is an example of parameters and their values in the sm.ini file.

```
shared_memory:32000000  
ntservice: HP Service Manager  
log:..\logs\sm.log  
system:13080
```

Enter a parameter in the web.xml file

Applies to User Roles:

System Administrator

You can store web parameters in the web.xml file. When you do this, make sure that you use valid XML code. Specifically, parameter tags must be children of servlet tags.

To enter a parameter in the web.xml file, follow these steps:

1. Open the web.xml file. By default, the file is located on the web application server in the `..sc/WEB-INF/web.xml` directory.
2. Type the parameter information. For example, the following XML code sets value of the `serverHost` parameter to "localhost":

```
<servlet>
  <init-param>
    <param-name>serverHost</param-name>
    <param-value>localhost</param-value>
  </init-param>
</servlet>
```

Enter a parameter in the server's operating system command prompt

Applies to User Roles:

System Administrator

You can enter client and server parameters in the operating system command line. When you do this, prefix each parameter with a space and a dash (-).

To enter a parameter in the server's operating system command prompt, follow these steps:

1. Open the operating system command prompt, and then navigate to the directory in which the HP Service Manager executable file is located. By default, the file is located in the C:\Program Files\HP\HP Service Manager <x.xx>\Server\RUN folder.
2. Type the command and the parameters, as demonstrated in the following examples:
 - o One parameter

```
sm -<parameter_name>:<parameter_value>
```

- o Multiple parameters

```
sm -<parameter_name>:<parameter_value> -<parameter_name>:<parameter_value>
```

Setting startup parameters from the server's operating system command prompt

Startup parameters that you set by using the server's operating system command prompt must always follow the **sm** command. Precede startup parameters with a dash (-) when you call them from the command line.

When you call a startup parameter from the server's operating system command prompt, use the following syntax:

```
C:\<installation directory>\RUN>sm -<start up parameter>:<setting>
```

For example, you type the following command:

```
C:\Program Files\HP\ HP Service Manager\Server\RUN>sm -httpPort:12345
```


View parameters by function

Applies to User Roles:

System Administrator

To view parameters arranged by function, follow these steps:

1. Open an operating system command prompt, and navigate to the HP Service Manager RUN folder.
For example, type the following command and then press Enter:

```
cd C:\Program Files\HP\HP Service Manager <x.xx>\Server\RUN
```

2. Type the following command, and then press Enter:

```
sm -help <type>
```

For example, to view SSL parameters, type the following command and then press Enter:

```
sm -helpssl
```

Alert parameters

The following table lists the startup parameters that you can set from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how the server handles alert messages.

Startup parameter	Description
"Startup parameter: alertcpulimit" below	Defines the number of standard deviations from the mean CPU usage that cause the Service Manager server to issue an alert message
"Startup parameter: alertfilters" on the next page	Defines the names of alerts that you want the Service Manager server to filter out of alert messages
"Startup parameter: alerthitratio" on page 28	Defines the percentage of records inspected to records selected that cause the Service Manager server issues an alert message
"Startup parameter: alertholdlimit" on page 29	Defines the number of milliseconds that a process can hold a lock on a system resource before the Service Manager server issues an alert message
"Startup parameter: alertirqueuelimit" on page 30	Defines the number of records remaining in the Service Manager Information Retrieval (IR) queue that cause the Service Manager server to issue an alert message
"Startup parameter: alertquerylimit" on page 31	Defines the number of milliseconds that a query can run before the Service Manager server issues an alert message
"Startup parameter: alertvirtuallimit" on page 31	Defines the number of kilobytes of virtual memory used that cause the Service Manager server to issue an alert message
"Startup parameter: alertwaitlimit" on page 32	Defines the number of milliseconds that a process can wait for a system resource before the Service Manager server issues an alert message

Startup parameter: alertcpulimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alertcpulimit

Description

This parameter defines the number of standard deviations from the mean CPU usage that cause the HP Service Manager server to issue an alert message.

For example, suppose that a customer reports that they have set the `alerteriodicschedule` record to expire every 5 minutes. This means that every 5 minutes we look at the amount of CPU consumed by each process in the last 5 minutes. We take all the values and we get an average. Given all the values that make the average there is a statistical calculation called the standard deviation that returns a number that represents how far from the average each deviation is. If all of the users used between 5 and 7 cpu seconds then the standard deviation would be really small. If all the users used between 5 and 100 cpu seconds (assume the values were spread out across this range) then the standard deviation would be larger. So in the last case lets assume the average was 50 and the standard deviation was 3, then we would report on any user who used more than 65 seconds ($50 + 5*3$).

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

5

Possible values

Number of standard deviations

Example usage

Command line: **sm -httpPort:13080 -alertcpulimit:2**

Initialization file: `alertcpulimit:2`

Startup parameter: alertfilters

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alertfilters

Description

This parameter defines the names of alerts that you want the HP Service Manager server to filter out of alert messages. The HP Service Manager server no longer posts alert messages from alert categories you filter.

You can use an asterisk (*) at the end of the alert name to specify all alerts within that category. For example, to filter out all performance alerts, type: *alertfilters:Performance**.

You can use a semicolon to list additional alert names. For example, to specify all mapping alerts and a long running query alert against the contacts file, type: *alertfilters:Mapping*;Performance-5-contacts*.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Names of alerts

Example usage

Command line: **sm -httpPort:13080 -alertfilters:Mapping*;Performance-5-contacts**

Initialization file: *alertfilters:Mapping*;Performance-5-contacts*

Startup parameter: alerthitratio

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alerthitratio

Description

This parameter defines the percentage of records inspected to records selected that cause the HP Service Manager server issues an alert message. The lower hit ratio percentage you define the more

inefficient queries you allow.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Percentage of query records inspected to records selected

Example usage

Command line: **sm -httpPort:13080 -alerthitratio:10**

Initialization file: `alerthitratio:10`

Startup parameter: `alertholdlimit`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alertholdlimit

Description

This parameter defines the number of milliseconds that a process can hold a lock on a system resource before the HP Service Manager server issues an alert message. You can use this parameter in conjunction with the *alertwaitlimit* parameter to determine how the HP Service Manager server manages locks on system resources.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of milliseconds

Example usage

Command line: **sm -httpPort:13080 -alertholdlimit:1500**

Initialization file: alertholdlimit:1500

Startup parameter: alertirqueuelimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alertirqueuelimit

Description

This parameter defines the number of records remaining in the HP Service Manager Information Retrieval (IR) queue that cause the HP Service Manager server to issue an alert message.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of Information Retrieval records from 1 to 9999

Example usage

Command line: **sm -httpPort:13080 -alertirqueuelimit:1000**

Initialization file: alertirqueuelimit:1000

Startup parameter: alertquerylimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alertquerylimit

Description

This parameter defines the number of milliseconds that a query can run before the HP Service Manager server issues an alert message.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of milliseconds

Example usage

Command line: **sm -httpPort:13080 -alertquerylimit:3000**

Initialization file: `alertquerylimit:3000`

Startup parameter: alertvirtuallimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alertvirtuallimit

Description

This parameter defines the number of kilobytes of virtual memory used that cause the HP Service Manager server to issue an alert message.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of kilobytes of virtual memory

Example usage

Command line: **sm -httpPort:13080 -alertvirtuallimit:1024**

Initialization file: alertvirtuallimit:1024

Startup parameter: alertwaitlimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

alertwaitlimit

Description

This parameter defines the number of milliseconds that a process can wait for a system resource before the HP Service Manager server issues an alert message. You can use this parameter in conjunction with the *alertholdlimit* parameter to determine how the HP Service Manager server manages locks on system resources.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of milliseconds

Example usage

Command line: **sm -httpPort:13080 -alertwaitlimit:1500**

Initialization file: alertwaitlimit:1500

Application development parameters

The following table lists the startup parameters that you can set from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters set features in the application development environment.

Startup parameter	Description
"Startup parameter: agstackl" on page 368	Defines the length of the stack that the Service Manager server allocates to run RAD applications

Startup parameter: agstackl

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

agstackl

Description

This parameter defines the length of the stack the HP Service Manager server allocates to run RAD applications.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

600

Possible values

Stack length from 1-999

Example usage

Command line: **sm -httpPort:13080 -agstackl:500**

System Configuration Parameters help topics for printing
Application development parameters

Initialization file: agstack1:500

Background and scheduled process parameters

The following table lists the startup parameters that you can set from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters set features for background and scheduled processes.

Startup parameter	Brief description
"Special parameters: bg" below	Causes the Service Manager server to mark all background process as SYSTEM processes
"Parameter: deadnodelocktimeout"	Specifies the amount of time that must elapse before a process forcibly removes a lock from the Lock or LockShared table
"Special parameters: sleep" on the next page	Defines the number of seconds that the Information Retrieval (IR) queue process waits between updates
"Special parameters: sync" on page 38	Starts the synchronization process, which identifies and removes locks owned by inactive processes and shared memory
"Special parameters: syncntime" on page 39	Defines the number of seconds the sync process waits before identifying and removing locks owned by defunct processes and shared memory

Special parameters: bg

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

bg

Description

This parameter causes the HP Service Manager server to mark all background process as SYSTEM processes.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -bg**

Initialization file: bg

Special parameters: sleep

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sleep

Description

This parameter defines the number of seconds that the Information Retrieval (IR) queue process waits between updates.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -sleep:60**

Initialization file: `sleep:60`

Special parameters: sync

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can set a startup parameter from the server OS command prompt on the server machine.

Parameter

sync

Description

This parameter starts the sync process, which identifies and removes locks owned by inactive processes and shared memory. The sync process performs the following tasks:

- Checks for and removes processes that are no longer active.
- Checks for and release semaphores that the server has held for more than 60 seconds.
- Checks for and removes cached items in shared memory that are no longer in use.

The sync process checks HP Service Manager shared memory for processes that no longer exist.

When a HP Service Manager process starts, it stores data structures in shared memory indicating the process name and PID. You can see this information using the system status utility. When a process terminates, the information is removed.

The sync process checks the user chain for processes that are still active but no longer exist in the operating system. The process takes the PID and queries the operating system to see if this process still exists. If it does not, it terminated unexpectedly.

The sync process cleans all outstanding resource locks and semaphore locks and removes the processes from the user thread. By doing so, semaphores and locks become available again and other processes waiting for the resources begin to respond.

Note: You must run the `sm -sync` command on every host in the clustering environment in order to clean user sessions. Thread level detection only occurs on the local host and each user runs as a thread. With no sync processing running, the local host is unable to terminate the expired user session.

Valid if set from

The server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Null – checks processes and semaphores

Example usage

Command line: **sm -sync**

Special parameters: synctime

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

synctime

Description

This parameter defines the number of seconds the sync process waits before identifying and removing locks owned by defunct processes and shared memory.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

60 seconds

Possible values

Number of seconds

Example usage

Command line: **sm -synctime:90**

Parameter: deadnodelocktimeout

Parameter

deadnodelocktimeout

Description

This parameter specifies the amount of time that must elapse before a process forcibly removes a lock from the Lock or LockShared table. By default, this parameter is set to 10, which indicates that 10 minutes must elapse before a record is forcibly removed. 10 minutes is also the minimum value for this parameter.

Valid if set from

Initialization file (sm.ini)

Requires restart of server?

No

Default value

10 (minutes)

Possible values

≥ 10 (minutes); 10 minutes is also the minimum value.

Example usage

Initialization file: `deadnodelocktimeout:10`

Client parameters for web clients

These parameters override web client preferences. Any client parameter that you set on the server overrides the local client preference and prevents users from changing it. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), some from both, and some from the webtier.properties file. In the following table, a cross mark (x) indicates that you can set the parameter from the URL or web.xml file, and an en dash (–) indicates the opposite.

Web parameter	URL	web.xml	Description
acceptfastinfofet	–	x	When the JavaScript global method doSOAPRequest issues a request to a specified URL, you can keep the original behavior or consume Web Services with Fast Infofet
"Web parameter: acceptBrowserLang " on page 53	–	x	Specifies if the browser's language preference is used for trusted sign-on login when the <i>lang</i> parameter is not set in the web client login URL
"Web parameter: antiCSRFEnabled " on page 54	–	x	Enables tokenization for the web client
"Web parameter: applicationIcon " on page 55	–	x	Enables you to modify the HP logo to display a custom company icon in the URL address

Web parameter	URL	web.xml	Description
			bar
autoCloseMaskDelay	–	x	Defines the delay in seconds before the web tier mask is automatically closed
"Web parameter: autoCompleteDelayTime " on page 57	–	x	Defines the delay time in milliseconds to trigger auto complete after the user stops typing characters
"Web parameter: autoCompleteListSize " on page 58	–	x	Indicates the record number size fetched from the server side at the first time
"Web parameter: autoCompleteMinChars " on page 59	–	x	Indicates the number of characters that are required to trigger the auto complete feature
autoCompleteSkipCachingChar	–	x	The previous response will not be cached if this character is included in the user input
"Web parameter: autoSubmit " on page 60	x	x	Enables users to submit forms when they press the Enter key
"Web parameter: cacerts " on page 329	–	x	Defines the path to the cacerts file required for

Web parameter	URL	web.xml	Description
			Web clients to make SSL connections to the Web tier
"Web parameter: CACLogin" on page 330	–	x	Enabling this parameter causes all Web clients to present a Common Access Card (CAC) certificate as authentication information and use SSL connections to the Web tier.
"Web parameter: comfillAutoComplete" on page 61	–	x	Enables the auto complete for the comfill widgets globally
"Web parameter: compactLayout" on page 62	–	x	Enables the compact layout of the web client
"Web parameter: compress_soap" on page 63	–	x	Requires the Web tier to compress SOAP messages to Web clients
"Web parameter: customize-folder" on page 64	–	x	Defines the location to save the branding configurations
disableJumpAddress	–	x	Enables use of the Quick Jump component on the toolbar
disableKeyHelp	x	–	This parameter allows you to disable the contextual help.

Web parameter	URL	web.xml	Description
"Web parameter: disableLoginAutoComplete " on page 66	–	x	Controls password auto-complete for the web client login page.
"Web parameter: enableExitConfirmMessage " on page 68	–	x	Displays a confirmation message when users click the Close (x) button of the SM web client page or manually refresh the entire web client page.
"Web parameter: enableListFrameStateRetain " on page 69	–	x	Enables the list detail page to retain the expand-collapse state of the List Pane when the list detail page refreshes.
"Web parameter: enableRecordlistOddEvenRowStyle " on page 70	–	x	This parameter determines if the odd rows and the even rows in the record list have the same background color or not.
"Web parameter: enableSidebarMenu " on page 70	–	x	This parameter specifies if the System Navigator of the web client can use the sidebar mode and icons.
"Web parameter: enableTableMagnify "	–	x	Specifies whether the Magnify button

Web parameter	URL	web.xml	Description
			appears for editable tables in the web client.
"Web parameter: helpServerContext" on page 72	–	x	Defines the context path when deploying the Service Manager help on a web server (for example, Apache)
"Web parameter: helpServerHost" on page 73	x	x	Defines the name of the Help server host listening for client requests
"Web parameter: helpServerPort" on page 74	x	x	Defines the communications port number on which the Help server listens to client requests
"Web parameter: honorUrlHost" on page 75	–	x	Determines whether Web client users can specify the name of the Service Manager server from the URL
"Web parameter: honorUrlPort" on page 76	–	x	Determines whether Web client users can specify the communications port of the Service Manager server from the URL
"Web parameter: isCustomAuthenticationUsed" on page 77	–	x	Determines how web client users are

Web parameter	URL	web.xml	Description
			authenticated
"Web parameter: JCEProviderClassName" on page 78	–	x	The class name of a FIPS-certified third-party JCE provider that you use when configuring FIPS mode in the web client.
"Web parameter: JCEProviderName" on page 79	–	x	The name of a FIPS-certified third-party JCE provider that you use when configuring FIPS mode in the web client.
lockWaitTimeout	–	x	Specifies the time after which a Web tier application server thread will cease trying to acquire a lock
"Web parameter: log.properties" on page 81	–	x	Defines the path to the Web tier's logging properties file
"Web parameter: labelbgunderline" on page 80	–	x	Defines the form-level label background display if a color other than white was selected but the Background Style property was left blank
maskMessageDelay	–	x	Specifies the number of seconds before

Web parameter	URL	web.xml	Description
			the Web tier mask message is displayed after the mask is shown.
"Web parameter: maxattachuploadsize " on page 83	–	x	Specifies the maximum size limit for individual attachments in a record.
"Web parameter: maxtotalattachuploadsize " on page 84	–	x	Specifies the maximum total size of all the attachments in a record.
"Web parameter: maxGroupSize " on page 86	–	x	Defines the maximum number of records that can be displayed per virtual group of the record list
"Web parameter: maxGroupCacheSize " on page 85	–	x	Defines the maximum number of records that can be cached in the user's web browser when the user navigates through the groups in a record list
"Web parameter: maxMessageNumber " on page 87	–	–	Defines the maximum number of messages displayed in Messages And Alerts.

Web parameter	URL	web.xml	Description
"Web parameter: message display properties" on page 113	–	x	Indicate how different types of messages are displayed
"Web parameter: openTabsSoftLimit" on page 87	–	x	Defines the maximum number of tabs a user can open in a browser before a warning message displays to advise them to close some tabs.
<code>preventDuplicatedAttachmentName</code>	x	–	This parameter controls whether to prevent an attachment that has the same file name with existing ones from being uploaded to Service Manager.
"Web parameter: querySecurity" on page 89	–	x	Embeds a security key in all queries generated by the Web client
"Web parameter: recordListArrayDisplayStyle" on page 90	–	x	Defines how array column values are displayed in record lists
"Web parameter: recordListArrayMaxChars" on page 91	–	x	Defines the maximum allowed field length of any array fields that

Web parameter	URL	web.xml	Description
			appear in record lists
"Web parameter: refreshMessages" on page 92	x	x	Enables the Web client to query the Service Manager server for messages at a regular interval
"Web parameter: refreshMessagesInterval" on page 93	x	x	Defines the interval the Web client waits before checking for messages on the Service Manager server
"Web parameter: secureLogin" on page 331	–	x	Controls the encryption of network communication between the Web application server and the Web browser
"Web parameter: serverHost" on page 95	x	x	Defines the name of the Service Manager host listening for client requests
"Web parameter: serverPort" on page 95	x	x	Defines the communications port number on which the Service Manager server listens to client requests
"Web parameter: session-timeout" on page 96	–	x	Defines the number of minutes that

Web parameter	URL	web.xml	Description
			the server waits for a client heartbeat signal before the server assumes that the client session has timed out and closes the connection
showAddFavButton	–	x	Enables use of the Add Favorite button to add favorites in Favorites and Dashboards
showFavMgrButton	–	x	Enables use of the Favorite Manager button to manage favorites in Favorites and Dashboards
"Web parameter: showHelp" on page 99	–	x	Displays the Online Help option when you click the Help button, which allows you to access the help server
showReloadNavButton	–	x	Enables use of the Reload button on the navigator toolbar. The Reload button refreshes the list of favorites in Favorites and Dashboards
socketReadTimeout	–	x	Specifies the time that a

Web parameter	URL	web.xml	Description
			thread on the Web tier application server will wait for a socket IO operation.
"Web parameter: sortNavItems" on page 102	–	x	Defines the sort order of the System Navigator menu items
"Web parameter: ssl" on page 332	–	x	Requires all Web clients to use SSL connections to the Web tier
"Web parameter: sslPort" on page 333	–	x	Defines the SSL port of the Web application server; required only when secureLogin is set to true
"Web parameter: startDayOfWeek" on page 105	–	x	Defines the first day of the week in the date picker.
"Web parameter: tracesoap" on page 106	x	–	Logs SOAP messages in the Web server's sm.log file (<i><Web server home directory>/sm.log</i>)
"Web parameter: unmaskDeferMillis" on page 107	–	x	Defers the unmasking of a browser window after an unmask request is issued
"Web parameter: useJavaDynamicVersioning" on	–	x	Enables use of the system

Web parameter	URL	web.xml	Description
page 108			registry to locate the latest version of Java installed on a user's system
"Web parameter: useservertabs" on page 108	x	x	Displays tabs in the order the server has them saved on the form
"Web parameter: viewactivenotes" on page 109	x	x	Displays messages in a message box as well as in the status bar
"Web parameter: viewcontexthelp" on page 110	x	–	Display the same context-sensitive help debug information (field) in field help as the Windows client does.
"Web parameter: viewpromptforsave" on page 111	x	x	Displays a warning message when users cancel records with unsaved changes
"Web parameter: viewrecordlist" on page 112	x	x	Displays the record list/detail view for search results

Web parameter: acceptfastinfo

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml),

and some from both.

Parameter

acceptfastinfoset

Description

When the **doSOAPRequest** JavaScript global method issues a request to a specified URL, you can use this parameter to keep the original behavior (value of 1) or consume Web Services with Fast Infoset (value of 0).

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

1

Possible values

1 (Keeps the original behavior)

0 (Consumes Web Services with Fast Infoset)

Example usage

```
<init-param>  
<param-name>acceptfastinfoset</param-name>  
<param-value>1</param-value>  
</init-param>
```

Web parameter: acceptBrowserLang

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

acceptBrowserLang

Description

This parameter specifies if the browser's language preference is used for trusted sign-on login when the *lang* parameter is not set in the web client login URL. By default, the browser's language preference has a higher priority than the language defined in the operator's profile. If you want to use the operator's profile language setting instead of the browser's language preference in this case, set this parameter to false.

Note: If the user includes the "lang" parameter in the Web client URL, the URL language setting take precedence over the `acceptBrowserLang` setting.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (enabled)

false (disabled)

Example usage

```
<init-param>  
  
<param-name>acceptBrowserLang</param-name>  
  
<param-value>true</param-value>  
  
</init-param>
```

Web parameter: antiCSRFEnabled

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

antiCSRFEnabled

Description

This parameter enables tokenization for the web client. By default, this parameter is enabled.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true or false

Example usage

```
<init-param>  
    <param-name>antiCSRFEnabled</param-name>  
    <param-value>>true</param-value>  
</init-param>
```

Web parameter: applicationIcon

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

applicationIcon

Description

By default, the Service Manager application displays the HP logo icon. This parameter enables you to modify the HP logo to display a custom company icon in the URL address bar.

Using the ICO file format for icons, you can publish an icon that contains at least one 16x16 bitmap with a bit depth of 8, 16, 24, or 32. You can provide a relative URL (without the context root) and save it in your Favorites.

When not specified in this parameter, the default icon displayed in the Service Manager application will be the HP logo icon.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Refer to your web server documentation

Default value

/cwc/images/HPLogoSolidBlue.ico

Possible values

Relative path to the company icon file

Example usage

```
<init-param>  
  <param-name>applicationIcon</param-name>  
  <param-value>/cwc/images/MyCompanyIcon.ico</param-value>  
</init-param>
```

In this example, *<MyCompanyIcon.ico>* represents your company logo image.

Web parameter: autoCloseMaskDelay

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

autoCloseMaskDelay

Description

This parameter specifies the delay in seconds before which the mask is automatically closed. This parameter value must be at least 60 seconds. If no value is specified, the default value (180 seconds) is used.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

180 seconds

Possible values

60-300 seconds

Example usage

```
<context-param>  
<param-name>autoCloseMaskDelay</param-name>  
<param-value>180</param-value>  
</context-param>
```

Web parameter: autoCompleteDelayTime

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

autoCompleteDelayTime

Description

This parameter defines the delay time in milliseconds to trigger the auto complete feature after you stop typing characters in a Comfill field.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web application server?

Yes

Default value

200

Possible values

0 to unlimited

Note: If you specify an invalid value, the default value is used.

Example usage

```
<context-param>  
<param-name>autoCompleteDelayTime</param-name>
```

```
<param-value>200</param-value>  
</context-param>
```

Web parameter: autoCompleteListSize

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

autoCompleteListSize

Description

This parameter defines the maximum number of records that are fetched from the server side at one time and returned to an auto complete selection list. If the total number of matching records is larger than this specified list size, a **More** icon displays at the bottom of the list. Clicking this icon will load more records to the list.

For example, if this parameter is set to 10 (default) and the total number of matching records is 100, the auto complete selection list displays 10 matching records initially with a **More** icon the bottom. If you click the **More** icon, another 10 records are loaded to the list. Clicking **More** repeatedly will load the rest of the records.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web application server?

Yes

Default value

10

Possible values

1 to 100

Note: If you specify an invalid value, the default value is used.

Example usage

```
<context-param>  
<param-name>autoCompleteListSize</param-name>
```

```
<param-value>10</param-value>  
</context-param>
```

Web parameter: autoCompleteMinChars

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

autoCompleteMinChars

Description

This parameter defines the minimum number of characters you must type in a Comfill widget to trigger the auto complete feature.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web application server?

Yes

Default value

3

Possible values

1 or greater

Note: If you specify a value of zero or a negative number, the default value is used.

Example usage

```
<context-param>  
  <param-name>autoCompleteMinChars</param-name>  
  <param-value>3</param-value>  
</context-param>
```

Web parameter: autoSubmit

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

autoSubmit

Description

When this parameter is enabled, users can submit forms on the web client by pressing the Enter key. Enabling this parameter from the web tier configuration file forces all web clients to submit data with the Enter key. Enabling the this parameter from the web browser URL only submit data with the Enter key on that particular web client. Typically, you only need to disable this parameter on Japanese systems.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>autoSubmit</param-name>  
  <param-value>>false</param-value>  
</init-param>
```

Web parameter: cacerts

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

cacerts

Description

This parameter defines the path to the cacerts file that is required for web clients to make SSL connections to the web tier. You must also install a Certificate Authority (CA) certificate file on the web tier server and enable the *ssl* web parameter to enable SSL connections.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

WEB-INF/cacerts

Possible values

Relative path and file name to the keystore containing the certificate authority's certificate

Example usage

```
<init-param>  
  <param-name>cacerts</param-name>  
  <param-value>WEB-INF/mycacerts</param-value>  
</init-param>
```

Web parameter: comfillAutoComplete

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

comfillAutoComplete

Description

This parameter enables auto complete for the Comfill control. If you want to disable auto complete globally in Service Manager, set the parameter to false.

To enable auto complete for a specific Comfill field, you must further enable the **Auto Complete** property of this Comfill control in Forms Designer. If this property is disabled, auto complete is disabled for this Comfill field regardless of the global *comfillAutoComplete* setting.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web application server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>comfillAutoComplete</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: compactLayout

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

compactLayout

Description

This parameter enables the compact layout of the web client.

Service Manager 9.34 introduced the new user interface (UI) style, in which the size of some UI elements is bigger than those of prior versions of Service Manager (for example, the height of the text widget, and the vertical space between two adjacent widgets). The out-of-box forms have been adjusted to match the new size. However, there is a possibility that the new size may cause some display issues in your tailored forms. For example, you may experience truncated text or overlapping UI elements.

You can use the compact layout of the web client to fix these display issues. When you enable the compact layout, the web client uses the same sizes as that of Service Manager 9.33, so the display issues caused by new sizes will disappear.

Note: We recommend that you use the compact layout of the web client in the following scenarios:

- Your forms have display issues caused by new sizes.
- You cannot easily change the impacted forms to solve the display issues.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>compactLayout</param-name>  
  <param-value>>false</param-value>  
</context-param>
```

Web parameter: compress_soap

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml),

and some from both.

Parameter

compress_soap

Description

Enabling this parameter causes the web tier to compress SOAP messages to web clients.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>compress_soap</param-name>  
  <param-value>>true</param-value>  
</init-param>
```

Web parameter: customize-folder

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

customize-folder

Description

This parameter specifies the absolute path to a folder on the web tier host in which your web client branding files and web client keystore password are stored. You must have write access to this

directory to rebrand the web client or specify your web client keystore password.

You need to place your branding image files in this folder. When you perform branding in the branding interface, Service Manager saves your branding settings in a **branding.xml** file and in a **branding-images** subfolder under this folder.

Caution: This parameter is required to enable the branding interface. If it is not specified, when you click **Tailoring > Branding**, the branding interface is not launched and an error message is displayed instead.

When configuring SSL between the Service Manager server and the web client, you need to specify the web client keystore password in a **webtier.properties** file that you create in the **<customize-folder>/config/** folder. For more information, see ["Encryption of client keystore passwords" on page 1](#).

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

Empty

Possible values

An absolute directory

Example usage

```
<context-param>  
  <param-name>customize-folder</param-name>  
  <param-value>C:/customize</param-value>  
</context-param>
```

Web parameter: disableKeyHelp

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

disableKeyHelp

Description

By default, Service Manager displays contextual help for each field on a form. This parameter allows you to disable the contextual help.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Disabled)

false (Enabled)

Example usage

```
<context-param>  
  <param-name>disableKeyHelp</param-name>  
  <param-value>>true</param-value>  
</context-param>
```

Web parameter: disableLoginAutoComplete

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

disableLoginAutoComplete

Description

This parameter allows administrators to enable password auto-complete for the SM web client login page.

By default, this parameter is set to true, which prevents the browser from saving the user's Service Manager login password. Therefore, even if password auto-complete is enabled in the browser (for

example, from **Tools > Internet Options > Content > Autocomplete > Settings** in Windows Internet Explorer), password auto-complete is disabled for the web client login page.

When this parameter is set to false, as long as password auto-complete is enabled in the browser, the browser will save the user's login password and automatically complete it at login.

Caution: Be aware that setting this parameter to false may increase the risk of allowing unauthorized access to Service Manager through exploitation of stored passwords.

Note: Due to a known issue in Firefox, if a user has already enabled password auto-complete and saved the password in Firefox before an administrator changes this parameter to true, the user needs to manually remove the saved password; otherwise the password will still be auto-completed even if this parameter is set to true.

To remove a saved password in Firefox, do the following:

1. Click **Tools > Options > Security**, and click the **Saved Password** button.
2. Select the password, and then click **Remove**. Note that clicking the **Remove All** button will remove all saved passwords for all accessed web sites.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true: Disable password auto-complete

false: Enable password auto-complete

Example usage

```
<context-param>  
  <param-name>disableLoginAutoComplete</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: enableExitConfirmMessage

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

enableExitConfirmMessage

Description

If this parameter is enabled (set to "true"), when the user clicks the Close ("x") button of the Service Manager web client page or manually refreshes the entire web client page, a confirmation message is displayed that indicates the user might have unsaved data. The message asks the user to confirm whether to stay on the current page or leave the page.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>enableExitConfirmMessage</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: enableListFrameStateRetain

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

enableListFrameStateRetain

Description

This parameter enables the list detail page to retain the expand-collapse state of the List Pane when the list detail page refreshes. If you set this parameter to false, the List Pane is always in expanded state once the list detail page refreshes.

Note: With `enableListFrameStateRetain` enabled, if you open a page ("destination page") from an existing page ("source page") and the two pages have the same file name (for example, `ocmq`), the expand/collapse state of the list frame in the source page is not retained when you return to it.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Retain the expand-collapse state of the List Pane)

false (Do not retain the expand-collapse state of the List Pane)

Example usage

```
<context-param>  
  <param-name>enableListFrameStateRetain</param-name>  
  <param-value>>false</param-value>  
</context-param>
```

Web parameter: enableRecordlistOddEvenRowStyle

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

enableRecordlistOddEvenRowStyle

Description

This parameter determines if the odd and even rows in the record list have a different background color.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false (odd and even rows in the record list have the same background color)

Possible values

true or false

Example usage

```
<context-param>  
  <param-name>enableRecordlistOddEvenRowStyle</param-name>  
  <param-value>>false</param-value>  
</context-param>
```

Web parameter: enableSidebarMenu

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

enableSidebarMenu

Description

This parameter specifies if the System Navigator of the web client can use the sidebar mode and icons.

The icons in the System Navigator require the 9.40 version of the Service Manager application and Run-Time Environment (RTE). When you use an earlier version of the Service Manager application or RTE, we recommend that you set the *EnableSidebarMenu* parameter to `false` to disable the icons and the sidebar mode of the System Navigator. Otherwise, the Service Manager web client uses the default icon for all the menu items in the System Navigator.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>enableSidebarMenu</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: enableTableMagnify

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

enableTableMagnify

Description

This parameter specifies whether the **Magnify** button is visible for editable tables in the web client. If this value is set to true, the Magnify button appears on the top-right corner of editable tables in the web client. If this value is set to false, the Magnify button does not appear in the web client.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true, false

Example usage

```
<init-param>  
  <param-name>enableTableMagnify</param-name>  
  <param-value>>true</param-value>  
</init-param>
```

Web parameter: helpServerContext

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

helpServerContext

Description

This parameter defines the context path when deploying the Service Manager help on a web server (for example, Apache). The context path refers to the name of the virtual directory where the Service Manager help is installed. It excludes the web server's document directory path. For example, if the help is deployed in C:/Apache/2.2/htdocs/sm_help, the document directory path is C:/Apache/2.2/htdocs/ and the virtual directory name is sm_help. Therefore, the context path is sm_help.

Note:

- You need to define this parameter only if you deploy the Service Manager help in a virtual directory within your web server's root document directory. Once you have added this parameter to the web tier's web.xml, Service Manager will launch the Help Server using this URL: `http://<helpServerHost>:<helpServerPort>/<helpServerContext>`.
- If this parameter is not included in the web.xml, Service Manager will launch the Help Server using `http://<helpServerHost>:<helpServerPort>/help`.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

help

Possible values

Relative paths from the web server's document directory (such as "sm_help," or "sm/help")

Example usage

```
<init-param>  
  <param-name>helpServerContext</param-name>  
  <param-value>sm/help</param-value>  
</init-param>
```

```
<init-param>  
  <param-name>helpServerContext</param-name>  
  <param-value/>  
</init-param>
```

Web parameter: helpServerHost

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml),

and some from both.

Parameter

helpServerHost

Description

This parameter defines the name of the Help server host that listens for client requests. You must define this parameter if you run the Help Server and the web tier on separate servers. Web clients can only display help topics if you install a Help server.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

None

Possible values

Host name of Help Server or localhost

Example usage

```
<init-param>  
  <param-name>helpServerHost</param-name>  
  <param-value>myhelp</param-value>  
</init-param>
```

Web parameter: helpServerPort

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

helpServerPort

Description

This parameter defines the communications port number on which the Help server listens to client requests. You must define this parameter if you run the Help server on a separate communications port than the web tier. Web clients can only display help topics if you install a Help server.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

None

Note: The help server uses communications port 8083 by default.

Possible values

Communications port number

Example usage

```
<init-param>  
  <param-name>helpServerPort</param-name>  
  <param-value>6100</param-value>  
</init-param>
```

Web parameter: honorUrlHost

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

honorUrlHost

Description

This parameter determines whether web client users can specify the name of the HP Service Manager server from the URL. Setting this parameter to false prevents web client users from changing the value of the *serverHost* parameter from the URL.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true

false

Example usage

```
<init-param>  
  <param-name>honorUrlHost</param-name>  
  <param-value>true</param-value>  
</init-param>
```

Web parameter: honorUrlPort

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

honorUrlPort

Description

This parameter determines whether web client users can specify the communications port of the HP Service Manager server from the URL. Setting this parameter to false prevents web client users from changing the value of the *serverPort* parameter from the URL.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true

false

Example usage

```
<init-param>  
  <param-name>honorUrlPort</param-name>  
  <param-value>true</param-value>  
</init-param>
```

Web parameter: isCustomAuthenticationUsed

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

isCustomAuthenticationUsed

Description

By default, HP Service Manager authenticates web client users by comparing the user name and password to a matching operator record in the system. To enable trusted sign-on you must disable the default authentication method. This causes HP Service Manager to send the current user name in the HTTP header. Trusted sign-on uses the user name to determine if a web client is already authenticated or not.

Caution: You should only disable this parameter if you are using a trusted sign-on configuration. Disabling this parameter without a trusted sign-on configuration will prevent your web client users from logging in to HP Service Manager.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>isCustomAuthenticationUsed</param-name>  
  <param-value>>false</param-value>  
</context-param>
```

Web parameter: JCEProviderClassName

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

JCEProviderClassName

Description

This parameter specifies the class name of a FIPS-certified third-party Java Cryptography Extension (JCE) provider (for example, RSA BSAFE) that you plug in when configuring FIPS mode in the web client. Refer to your JCE provider documentation for the class name (for example, `com.rsa.jsafe.provider.JsafeJCE` for the RSA BSAFE JCE provider).

Note: For more information about FIPS mode and configuring FIPS mode in the web client, see [FIPS Mode](#) and [Configure FIPS Mode in Service Manager](#).

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

None

Possible values

JCE provider class names

Example usage

```
<init-param>  
  <param-name>JCEProviderClassName</param-name>  
  <param-value>com.rsa.jsafe.provider.JsafeJCE</param-value>  
</init-param>
```

Web parameter: JCEProviderName

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

JCEProviderName

Description

This parameter specifies the name of a FIPS-certified third-party Java Cryptography Extension (JCE) provider (for example, RSA BSAFE) that you plug in when configuring FIPS mode in the web client. Refer to your JCE provider documentation for the name (for example, `JsafeJCE` for the RSA BSAFE JCE provider).

Note: For more information about FIPS mode and configuring FIPS mode in the web client, see [FIPS Mode](#) and [Configure FIPS Mode in Service Manager](#).

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

None

Possible values

JCE provider names

Example usage

```
<init-param>
```

```
<param-name>JCEProviderName</param-name>  
<param-value>JsafeJCE</param-value>  
</init-param>
```

Web parameter: labelbgunderline

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

labelbgunderline

Description

This parameter defines the label background display if the user has selected a color other than white as the Background Color property for a label in a form, but has left the Background Style property blank. If set to true, the empty Background Style property defaults to underline. If set to false, the empty Background Style property defaults to a solid background.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (default to underline)

false (default to solid background)

Example usage

```
<init-param>  
<param-name>labelbgunderline</param-name>  
<param-value>true</param-value>  
</init-param>
```


Web parameter: lockWaitTimeout

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

lockWaitTimeout

Description

The lockWaitTimeout parameter prevents a web tier application server thread from waiting infinitely to acquire a lock. After the specified time is reached, the thread ceases trying to acquire a lock, and the user receives the following warning message:

The session is busy, please try again later.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

15 seconds

Possible values

1-300 seconds (A value of less than or equal to 0 will indicate the maximum value 300 is used)

Example usage

```
<init-param>  
<param-name>lockWaitTimeout</param-name>  
<param-value>15</param-value>  
</init-param>
```

Web parameter: log.properties

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml),

and some from both.

Parameter

log.properties

Description

This parameter defines the path to the web tier's logging properties file, which is a standard log4j logging properties file. You can use the logging properties file to define the default logging level, the logging level for specific web tier components, the path to the log file, and to specify what output formats and actions logging should take (such as, send an e-mail over SMTP, send the log file over FTP, or print the log file to the event viewer). See the log4j web site for more information on configuring this file.

Valid if set from

Web tier configuration file (web.xml)

Important: Unlike other Web Tier parameters, this parameter is an *env*-entry in the *web.xml* file. Certain application servers allow you to modify the values of environmental entries at deployment time. See your application server documentation for more information.

Requires restart of the web applications server?

No

Default value

/WEB-INF/log4j.properties

Possible values

Absolute path to logging properties file

Relative path to logging properties file

URL to logging properties file

Example usage

```
<env-entry>  
  <description>Log4j configuration properties file location</description>  
  <env-entry-name>log.properties</env-entry-name>  
  <env-entry-value>/WEB-INF/log4j.properties</env-entry-value>  
  <env-entry-type>java.lang.String</env-entry-type>  
</env-entry>
```

Web parameter: maskMessageDelay

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

maskMessageDelay

Description

The *maskMessageDelay* parameter specifies the number of seconds before the mask message is displayed after the mask is shown. The minimum value is 1 second and the maximum is 30 seconds. A default value of 5 seconds will be used if an invalid value is specified.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

5 (seconds)

Possible values

Any integer value from 1 second to 30 seconds. Any invalid value will use the default value of 5 seconds.

Example usage

```
<context-param>  
  
  <param-name>maskMessageDelay</param-name>  
  
  <param-value>5</param-value>  
  
</context-param>
```

Web parameter: maxattachuploadsize

Web parameters change the behavior of web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

maxattachuploadsize

Description

This parameter specifies the maximum size limit for individual attachments in a record.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

10 MB

Possible values

Unlimited

Example usage

```
<context-param>  
<param-name>MaxAttachUploadSize</param-name>  
<param-value>10240</param-value>  
</context-param>
```

Web parameter: maxtotalattachuploadsize

Web parameters change the behavior of web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the Web tier configuration file (web.xml), and some from both.

Parameter

maxtotalattachuploadsize

Description

This parameter specifies the maximum total size of all the attachments in a record.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

50 MB

Possible values

Unlimited

Example usage

```
context-param>  
  <param-name>MaxTotalAttachUploadSize</param-name>  
  <param-value>51200</param-value>  
</context-param>
```

Web parameter: maxGroupCacheSize

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

maxGroupCacheSize

Description

This parameter defines the maximum number of records that can be cached in the user's web browser when the user navigates through the groups in a record list. The default value is 300.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

300

Possible values

No less than 300

Example usage

```
<context-param>  
  
  <param-name>maxGroupCacheSize</param-name>  
  
  <param-value>1000</param-value>  
  
</context-param>
```

Web parameter: maxGroupSize

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

maxGroupSize

Description

This parameter defines the maximum number of records that can be contained in a virtual group of a record list. For example, when a user views a queue, the records may be grouped by type, initially. The user can then click a group to display the records it contains. When the number of records in a group exceeds this parameter value, the group is split into multiple virtual groups according to this parameter value.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

100

Possible values

25 - 100

Example usage

```
<init-param>  
  <param-name>maxGroupSize</param-name>  
  <param-value>50</param-value>  
</init-param>
```

Web parameter: maxMessageNumber

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

maxMessageNumber

Description

This parameter defines the maximum number of messages displayed in Messages And Alerts.

Valid if set from

webtier.properties

Requires restart of the HP Service Manager server?

Yes

Default value

50

Possible values

Any positive integer between 1 and 500

Example usage

`maxMessageNumber=50`

Web parameter: openTabsSoftLimit

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

openTabsSoftLimit

Description

This parameter defines the number of tabs users can open in their browsers before a warning message

displays to let them know of the possible risks and advise them to close some tabs. The message goes away when the number of open tabs is at or below the limit. This parameter is not a hard limit; it does not prevent the user from opening more tabs than it is set for. Also, it is not related to the RAD thread number delimiter defined on the Service Manager server (appthreadspersession).

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

15

Possible values

Number of tabs

Example usage

```
<init-param>  
  <param-name>openTabsSoftLimit</param-name>  
  <param-value>10</param-value>  
</init-param>
```

Web parameter: preventDuplicatedAttachmentName

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

preventDuplicatedAttachmentName

Description

This parameter controls whether to prevent an attachment that has the same file name with existing ones from being uploaded to Service Manager. If this parameter is enabled, a pop-up message box prompts you to change the name of the attachment when you upload an attachment with a file name that already exists.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Do not allow the upload of attachments with duplicate names)

false (Allow the upload of attachments with duplicate names)

Example usage

```
<context-param>  
  <param-name>preventDuplicatedAttachmentName</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: querySecurity

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

querySecurity

Description

Enabling this parameter causes the HP Service Manager web tier to verify the security key of a URL query generated by the Service Manager server, and, if valid, authorize the query. Disabling this parameter allows any user with log on permissions, the skills to create a query, and access to the Service Manager URL to extract data from any Service Manager table.

Note: This parameter is tied to the security parameter "querysecurity" (spelled with all lowercase letters). To disable the security hash feature, you must disable querySecurity in the web.xml file and querysecurity in the sm.ini file.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>querySecurity</param-name>  
  <param-value>>false</param-value>  
</init-param>
```

Web parameter: recordListArrayDisplayStyle

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

recordListArrayDisplayStyle

Description

This parameter defines how array fields are displayed in record lists (for example, To-Do queue lists, lists in the list pane of list/detail pages, and lists generated by clicking the Fill button), and it takes no effect on table objects (for example, tables in the detail pane of a list/detail page). The parameter can be set to one of the following values:

- 1 (default): The original content length of each array column value is truncated to the value defined in the *recordListArrayMaxChars* parameter.
- 2 (recommended): Array type columns are not displayed in record lists. This option is recommended because displaying array fields in record lists can have a negative impact on performance.
- 3: Keep the original content length of each array column value in record lists. This is the old behavior when this parameter was not introduced.

Note: The setting of this parameter has no effect on the Export to Text File functionality. When you export a record list to a text file, array fields are always exported with their original content.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

1

Possible values

1, 2, and 3

Example usage

```
<context-param>  
  
  <param-name>recordListArrayDisplayStyle</param-name>  
  
  <param-value>3</param-value>  
  
</context-param>
```

Web parameter: recordListArrayMaxChars

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

recordListArrayMaxChars

Description

This parameter defines the maximum allowed field length of any array fields that appear in record lists. It takes effect only when the *recordListArrayDisplayStyle* parameter is set to 1

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

100 (bytes)

Possible values

No less than 1

Example usage

```
<context-param>  
  
  <param-name>recordListArrayMaxChars</param-name>  
  
  <param-value>50</param-value>  
  
</context-param>
```

Web parameter: refreshMessages

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

refreshMessages

Description

Enabling this parameter causes the web client to query the HP Service Manager server for messages at a regular interval. You can define the interval that the web client waits between checking for messages by using the *refreshMessageInterval* web parameter.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>refreshMessages</param-name>  
  <param-value>true</param-value>  
</init-param>
```

Web parameter: refreshMessagesInterval

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

refreshMessagesInterval

Description

This parameter defines the interval that the web client waits before checking for messages on the HP Service Manager server. You must also enable the *refreshMessages* web parameter to have web clients check the HP Service Manager server for messages.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

15000

Possible values

Number of milliseconds

Example usage

```
<init-param>  
  <param-name>refreshMessagesInterval</param-name>
```

```
<param-value>30000</param-value>  
</init-param>
```

Web parameter: secureLogin

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

secureLogin

Description

This parameter controls the encryption of network communication between the Web application server and the web browser. Enabling this parameter causes web browsers to use SSL connections to the web application server.

Note: To use secure login, you must enable SSL connections on the web application server. We recommend that you not disable secure login.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>secureLogin</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: serverHost

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

serverHost

Description

This parameter defines the name of the HP Service Manager host that listens for client requests. You must define this parameter if you run the web tier on a separate server than the HP Service Manager server.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

localhost

Possible values

Host name of HP Service Manager server

Example usage

```
<init-param>  
  <param-name>serverHost</param-name>  
  <param-value>myserver.mydomain.com</param-value>  
</init-param>
```

Web parameter: serverPort

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml),

and some from both.

Parameter

serverPort

Description

This parameter defines the communications port number on which the HP Service Manager server listens to client requests.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

12670

Possible values

Communications port number

Example usage

```
<init-param>  
  <param-name>serverPort</param-name>  
  <param-value>13080</param-value>  
</init-param>
```

Web parameter: session-timeout

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

session-timeout

Description

This parameter defines the default session timeout interval for all sessions created in the HP Service Manager web tier.

Note: It is best practice to lower the session-timeout value to 2 minutes if you experience HP Service Manager web client sessions lingering for a longer period of time than expected.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

15

Possible values

Minutes

Example usage

```
<session-config>  
  <session-timeout>2</session-timeout>  
</session-config>
```

Web parameter: showAddFavButton

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

showAddFavButton

Description

Enables the Add Favorite button in the Record List toolbar and the Detail List toolbar to add favorites.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>showAddFavButton</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: showFavMgrButton

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

showFavMgrButton

Description

Enables use of the Favorite Manager button to manage favorites in Favorites and Dashboards.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>showFavMgrButton</param-name>  
  <param-value>>true</param-value>  
</context-param>
```

Web parameter: showHelp

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

showHelp

Description

If you enable this parameter, the web client displays the **Online Help** option when you click the **Help** button. You can click the **Online Help** option to open the Help Server that you define in the *helpServerHost* and *helpServerPort* parameters. Web client users cannot access your Help Server unless you enable this parameter and also define the help server host and port number.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>showHelp</param-name>  
  <param-value>>true</param-value>  
</context-param>
```

Web parameter: showNavIcon

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

showNavIcon

Description

If this parameter is set to true, each System Navigator menu item will display an icon that indicates the type of menu item. If the parameter is set to false or not present, the navigator menu items do not display icons.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
<param-name>showNavIcon</param-name>  
<param-value>>false</param-value>  
</context-param>
```

Web parameter: showReloadNavButton

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml),

and some from both.

Parameter

useJavaDynamicVersioning

Description

Enables use of the system registry to locate the latest version of Java installed on a user's system.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>useJavaDynamicVersioning</param-name>  
  <param-value>>true</param-value>  
</context-param>
```

Web parameter: socketReadTimeout

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

socketReadTimeout

Description

The *socketReadTimeout* parameter prevents a thread on the web tier application server from waiting infinitely for a socket IO operation. After the specified time is reached, the socket read operation will terminate.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

180 seconds

Possible values

Any value is valid. A value of less than or equal to 0 will indicate no time out.

Example usage

```
<init-param>  
<param-name>socketReadTimeout</param-name>  
<param-value>180</param-value>  
</init-param>
```

Web parameter: sortNavItems

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

sortNavItems

Description

This parameter sets the sort order System Navigator menu items. By default, this parameter is set to true, which means the System Navigator menu items are sorted in ascending, alphabetical order. When this parameter is set to false, the menu items display in the order they arrive from the server. If this parameter is deleted, System Navigator menu items are sorted in ascending, alphabetical order.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (enabled)

false (disabled)

Example usage

```
<context-param>  
  <param-name>sortNavItems</param-name>  
  <param-value>>true</param-value>  
</context-param>
```

Web parameter: ssl

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

ssl

Description

Enabling this parameter causes all web clients to use SSL connections to the web tier. You must also install a Certificate Authority (CA) certificate file on the Web tier server and define the *cacerts* web parameter to enable SSL connections.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>ssl</param-name>  
  <param-value>>true</param-value>  
</init-param>
```

Web parameter: sslPort

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

sslPort

Description

This parameter defines the SSL port of the web application server. It is required only when the *secureLogin* parameter is set to true.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

8443

Possible values

SSL port number of the web application server

Example usage

```
<context-param>  
  <param-name>sslPort</param-name>  
  <param-value>8443</param-value>  
</context-param>
```


Web parameter: startDayOfWeek

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

startDayOfWeek

Description

This parameter defines the first day of the week in the date picker. However, if you configure the **First Day of Week** field in the **Login Profiles** for an operator, then this parameter is not used for that user. For more information, see ["Set the first day of week for an operator" on page 1](#).

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

0

Possible values

- 0 (Sunday)
- 1 (Monday)
- 2 (Tuesday)
- 3 (Wednesday)
- 4 (Thursday)
- 5 (Friday)
- 6 (Saturday)

Example usage

```
<context-param>  
  <param-name>startDayOfWeek</param-name>  
  <param-value>0</param-value>  
</context-param>
```

Web parameter: tracesoap

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

tracesoap

Description

This parameter defines whether to log SOAP information in the Web server. If you add the *tracesoap=true* parameter to the web browser URL when you log in, all request/response SOAP messages during the current session are logged until you log out or the session expires.

The SOAP information is logged in the web server. By default, it is logged in the sm.log file located in the web server's home directory. For example, C:\Program Files\Apache Software Foundation\Tomcat 5.5\sm.log. The SOAP message logging is defined in WEB-INF/log4j.properties as follows:

```
log4j.logger.TraceSoap=ALL, R
```

Note: By default, the logging level is "ALL". It is recommended that you NOT change this setting. The root logger level setting in log4j.properties has no effect on the SOAP logging level. For example, no matter the root logger level is info, warn, or error, Service Manager always logs SOAP messages in the Web server.

SOAP messages are logged with a "DEBUG" prefix, as in the following examples:

```
DEBUG http-8080-4 TraceSoap - request:
```

```
DEBUG http-8080-4 TraceSoap - response:
```

Valid if set from

Web browser URL

Requires restart of the web applications server?

No

Default value

false

Possible values

true or false

Example usage

`http://localhost:8080/webtier/index.do?tracesoap=true`

Note: This parameter is valid only when set at login, and once set at login it will remain valid until you log out or the session times out.

Web parameter: unmaskDeferMillis

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

unmaskDeferMillis

Description

Defer the unmasking of a browser window after an unmask request is issued. This parameter relates to how much time the client browser needs to finish rendering after a page is loaded. The client user may feel low application performance if set it to a value greater than 2000. Additionally, this value should not be set to less than 550 milliseconds unless system performance is well characterized.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

750 milliseconds

Possible values

350-3000 milliseconds

Example usage

```
<context-param>  
<param-name>unmaskDeferMillis</param-name>  
<param-value>750</param-value>  
</context-param>
```

Web parameter: useJavaDynamicVersioning

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

useJavaDynamicVersioning

Description

Enables use of the system registry to locate the latest version of Java installed on a user's system.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>useJavaDynamicVersioning</param-name>  
  <param-value>>true</param-value>  
</context-param>
```

Web parameter: useservertabs

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

useservertabs

Description

This parameter causes web clients to display tabs in the order that the server has them saved on the form. By default, this parameter is disabled, and web clients display tabs from right to left and top to bottom.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

false

true

Example usage

```
<init-param>  
  <param-name>useservertabs</param-name>  
  <param-value>>false</param-value>  
</init-param>
```

Web parameter: viewactivenotes

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

viewactivenotes

Description

Enabling this parameter causes web clients to display messages in a message box as well as in the status bar. Enabling this parameter from the web tier configuration file forces all web clients to display

messages. Enabling this parameter from the web browser URL only displays messages on that particular web client.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>viewactivenotes</param-name>  
  <param-value>>true</param-value>  
</init-param>
```

Web parameter: viewcontexthelp

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

viewcontexthelp

Description

This parameter enables the web client to display the same context-sensitive help debug information (field) in field help as the Windows client. To enable this feature, append *viewcontexthelp=true* to the web client URL.

Note: This feature is only supported for the Power User mode (index.do).

Valid if set from

Web client URL

Requires restart of the web applications server?

No (only requires a re-login)

Default value

false

Possible values

true or false

Example usage

`http://<your web tier host>:<port>/<web tier>index.do?viewcontexthelp=true`

Web parameter: `viewpromptforsave`

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (`web.xml`), and some from both.

Parameter

`viewpromptforsave`

Description

Enabling this parameter causes web clients to display a warning message when users cancel records with unsaved changes. Enabling this parameter from the web tier configuration file forces all web clients to display the save warning message. Enabling the this parameter from the web browser URL only displays the save warning message on that particular web client.

Valid if set from

Web browser URL

Web tier configuration file (`web.xml`)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>viewpromptforsave</param-name>  
  <param-value>>false</param-value>  
</init-param>
```

Web parameter: viewrecordlist

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

viewrecordlist

Description

Enabling this parameter causes web clients to display the record list/detail view for search results. Enabling this parameter from the web tier configuration file forces all web clients to display the record list/detail view. Enabling the this parameter from the web browser URL only displays the record list/detail view on that particular web client.

Valid if set from

Web browser URL

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>viewrecordlist</param-name>  
  <param-value>>false</param-value>  
</init-param>
```

Web parameter: message display properties

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

messageBarError

messageBarInfo

messageBarWarning

Description

These parameters determine how different types of message are displayed. The parameter value consists of three parts: the first part defines if this type of message is displayed in the message bar, the second part defines if the message automatically disappears, and the third part defines the duration in seconds before the message disappears.

The latter part of the parameter value is dependent on the previous part. For example, if the first part of value is set as false, which means that this type of message is not displayed on the top of the detail window, then the following two parts of parameter values are meaningless and thus ignored. If the second part is set as false, which means that this type of message does not automatically disappear, then the last value defining the duration before the message disappears is ignored.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

messageBarError	true:false
messageBarInfo	true:true:4

messageBarWarning	true:true:6
-------------------	-------------

Possible values

true (displayed)/false (not displayed): true (disappear automatically)/false (not disappear): 0 to unlimited

Note: If you specify an invalid number for the third part of the value, a default value of 6 seconds is used.

Example usage

- `<context-param>`
 `<param-name>messageBarError</param-name>`
 `<param-value>true:false</param-value>`
 `</context-param>`

The default value means that the error type of message is displayed on the top of the detail window, and does not automatically disappear.

Note: If the user changes the second value to true to make the error message bar automatically disappear, then the user has to set the last value to decide the duration before it disappears.

- `<context-param>`
 `<param-name>messageBarInfo</param-name>`
 `<param-value>true:true:4</param-value>`
 `</context-param>`

The default value means that the information type of message is displayed on the top of the detail window, and it automatically disappears after four seconds.

- `<context-param>`
 `<param-name>messageBarWarning</param-name>`
 `<param-value>true:true:6</param-value>`
 `</context-param>`

The default value means that the warning type of message is displayed on the top of the detail window, and it automatically disappears after six seconds.

Client parameters for Windows clients

These parameters override Windows client preferences. Any client parameter that you set on the server overrides the local client preference and prevents users from changing it. You can set these parameters from the Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

Startup parameter	Description
"Startup parameter: chartrefresh" on the next page	Specifies the length of time that Service Manager waits between refreshing charts
"Startup parameter: clientformcache" on the next page	Enables Windows clients to cache forms
"Startup parameter: clientsideunload" on page 117	Enables client-side unloading of Service Manager files
"Parameter: servicemanager.disableclientprinting" on page 118	Removes the Print and Print Preview menu items from the menu in Windows client
"Parameter: heartbeatinterval" on page 119	Controls the client heartbeat frequency
"Startup parameter: sessiontimeout" on page 120	Defines the number of minutes that the server waits for a client heartbeat signal before the server assumes that the client session has timed out and closes the connection
"Startup parameter: useservertabs" on page 120	Causes Service Manager clients to display tabs in the order the server has them saved on the form
"Startup parameter: viewactivenotes" on page 121	Causes Service Manager clients to display server messages in the Messages view
"Startup parameter: viewpromptforsave" on page 122	Causes Service Manager clients to prompt the user to save changes when they close forms
"Startup parameter: viewrecordlist" on page 123	Causes Service Manager clients to display the record list and record details simultaneously

Startup parameter: chartrefresh

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

chartrefresh

Description

This parameter specifies the interval HP Service Manager waits between refreshing charts. More frequent intervals increase network traffic, less frequent intervals delay the updated chart information. Windows client users can also set this parameter on their local clients from **Windows > Preferences**.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -chartrefresh:60**

Initialization file: `chartrefresh:60`

Startup parameter: clientformcache

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

clientformcache

Description

Enabling this parameter causes the Windows client to cache forms. Form caching improves server responsiveness by reducing the need to load forms.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -clientformcache:1**

Initialization file: `clientformcache:1`

Startup parameter: clientsideunload

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

clientsideunload

Description

Enabling this parameter allows client-side unloading of HP Service Manager files. Windows client users can also set this parameter on their local clients from **Windows > Preferences**.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -clientsideunload:1**

Initialization file: `clientsideunload:1`

Parameter: servicemanager.disableclientprinting

This parameter overrides Windows client preferences. Any client parameter you set on the server overrides the local client preference and prevents users from changing it.

Parameter

servicemanager.disableclientprinting

Description

Enabling this parameter removes the Print and Print Preview menu items.

Valid if set from

Client configuration file (`{SM_HOME}\Client\configuration\config.ini`)

Requires restart of server?

Yes

Default value

false

Possible values

- true (Disable client side printing)

- false (Enable client side printing)

Example usage

Client configuration file: `servicemanager.disableclientprinting:true`

Parameter: heartbeatinterval

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

heartbeatinterval

Description

This parameter controls the client heartbeat frequency. If the server does not receive a heartbeat from the client within the time-out limit as defined by the *sessiontimeout* parameter, the server terminates the client. All unsaved data is lost and the client must establish a new connection. Windows client users can also set the value of this parameter from their local clients by using the **Windows > Preferences** menu.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

15 seconds

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -heartbeatinterval:60**

Initialization file: `heartbeatinterval:60`

Startup parameter: sessiontimeout

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sessiontimeout

Description

This parameter defines the number of minutes that the server waits for a client heartbeat signal before the server assumes that the client session has timed out and closes the connection.

The client sends a heartbeat signal to the server every 15 seconds or as defined by the *heartbeatinterval* parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

30

Possible values

Number of minutes

Example usage

Command line: **sm -httpPort:13080 -sessiontimeout:3**

Initialization file: `sessiontimeout:3`

Startup parameter: useservertabs

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

useservertabs

Description

Enabling this parameter causes HP Service Manager clients to display tabs in the order the server has them saved on the form. By default, this parameter is disabled and HP Service Manager clients display tabs from right to left and top to bottom. Windows client users can also set this parameter on their local clients from **Windows > Preferences**.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

Command line: **sm -httpPort:13080 -useservertabs:1**

Initialization file: *useservertabs:1*

Startup parameter: viewactivenotes

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

viewactivenotes

Description

Enabling this parameter causes HP Service Manager clients to display server messages in the Messages view. Windows client users can also set this parameter on their local clients from **Windows > Preferences**.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 viewactivenotes:1**

Initialization file: `viewactivenotes:1`

Startup parameter: viewpromptforsave

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

viewpromptforsave

Description

Enabling this parameter causes HP Service Manager clients to prompt the user to save changes when they close forms. Windows client users can also set this parameter on their local clients from

Windows > Preferences.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -viewpromptforsave:1**

Initialization file: viewpromptforsave:1

Startup parameter: viewrecordlist

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

viewrecordlist

Description

Enabling this parameter causes HP Service Manager clients to display the record list and record details simultaneously. Windows client users can also set this parameter on their local clients from **Windows > Preferences**.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1

Possible values

0 (Disable)

1 (Enable)

System Configuration Parameters help topics for printing
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Example usage

Command line: **sm -httpPort:13080 -viewrecordlist:1**

Initialization file: viewrecordlist:1

Connection parameters

The following table lists the startup parameters that you can set from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how the server handles client connections.

Startup parameter	Brief description
"Special parameters: allowwsdlretrieval" on page 127	Allows WSDL retrieval for users that do not have SOAP API licenses
"Startup parameter: compress_soap" on page 128	Compresses SOAP messages between the Service Manager server and clients
"Parameter: disableWSEss" on page 128	Controls whether or not a non-ESS user consumes a floating or named license when logging in to Service Manager through Service Request Catalog
"Startup parameter: emailout" on page 129	Causes the Service Manager server to start the SCEmail application and create mail events
"Parameter: enablecoredump" on page 339	Enables Service Manager to log information generated by a system crash. The operating system of the Service Manager server determines what core file gets generated, if any, during a system crash
"Parameter: group" on page 287	Shuts down or quiesces all Service Manager server members of a virtual group
"Parameter: groupmcastaddress" on page 291	Defines the TCP/IP address that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation
"Parameter: groupname" on page 292	Creates a virtual group that servlet container processes across multiple systems can join for horizontal scaling purposes
"Parameter: groupport" on page 293	Defines the communications port that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation
"Parameter: host" on page 296	Specifies the host name of the Service Manager server you want to shutdown or quiesce
"Parameter: httpPort" on page 297	Defines the communications port that a servlet container process uses to communicate with clients using HTTP

Startup parameter	Brief description
"Parameter: httpsPort" on page 298	Defines the communications port that a servlet container process uses to communicate with clients using HTTPS (SSL-encrypted HTTP)
"Parameter: licensefile" on page 343	Defines the path to the Autopass license file that contains the list of modules and features that are enabled on the Service Manager server
"Parameter: loadBalancer" on page 300	Creates a load balancer process that listens to incoming client requests on the communications port that is specified by the httpPort parameter
"Startup parameter: ntservice" on page 141	Defines the name of the Windows service that you want to run Service Manager.
"Parameter: preferredFQHN" on page 142	Allows you to specify the fully qualified host name you want Service Manager clients to use when communicating with the server.
"Startup parameter: quiesce" on page 143	Causes Service Manager to restrict logins to system administrators (when set to 1) or no users (when set to 2)
"Parameter: reportlbstatus" on page 341	Displays information about available ports and threads in horizontal and vertical scaling servlet implementations.
"Parameter: requestviaproxy" on page 147	Specifies if the Service Manager Windows client is allowed to connect to the server through a proxy.
"Parameter: restart" on page 148	Restarts one or all Service Manager processes on a host after a specified waiting period and an optional quiesce grace period
"Parameter: restartGraceInterval" on page 149	Specifies how many minutes the server remains in quiesce mode before a restart
"Parameter: restartRandMax" on page 150	Specifies the maximum number of minutes that the server can randomly add to a process restart time to spread out the restart times of processes on a host
"Startup parameter: scautolistener" on page 151	Causes the Service Manager server to listen for connection requests from the legacy SCAuto integration on the communications port specified
"Startup parameter: shutdown" on page 152	Causes the Service Manager server to shut down immediately.
"Parameter:	Defines whether servlet container processes have an HTTPS (SSL-encrypted

Startup parameter	Brief description
sslConnector" on page 324	HTTP) communications port available
"Startup parameter: system" on page 154	Defines a numerical identifier for the Service Manager system that becomes part of the unique identifier is a horizontal scaling implementation
"Parameter: threadTerminateWait" on page 154	Defines the length of time (in seconds) that the Service Manager server continues to handle a client request after the client session is closed
"Parameter: useIPinWSDL" on page 155	When the web services client application cannot reach the Service Manager server with the host name, this parameter specifies that Service Manager can automatically obtain the IP address from the local host and use that IP address instead of the host domain name in the WSDL endpoint location URL
"Startup parameter: webservices_sessiontimeout" on page 156	Defines the number of seconds that the server waits for a WebService API client request before the server assumes that the client session has timed out and closes the connection

Special parameters: allowwsdlretrieval

Parameter

allowwsdlretrieval

Description

This parameter allows WSDL retrieval for users that do not have SOAP API licenses.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Command line: **smenter -allowwsdlretrieval**

Initialization file: allowwsdlretrieval

Startup parameter: compress_soap

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

compress_soap

Description

Enabling this parameter compresses SOAP messages between the HP Service Manager server and clients.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -compress_soap:1**

Initialization file: compress_soap:1

Parameter: disableWSEss

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

disableWSEss

Description

This parameter controls whether or not a non-ESS user consumes a Floating or Named login license when logging in to Service Manager through Service Request Catalog:

- By default, a non-ESS user consumes only a self-service license (Unlimited) instead of a Floating or Named login license;
- If this parameter is set in sm.ini or the server's operating system command prompt (no value needed), a non-ESS user then consumes a Floating or Named login license.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -disableWSEss**

Initialization file: *disableWSEss*

Startup parameter: emailout

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

emailout

Description

Defining this parameter causes the HP Service Manager server to start the SCEmail application and create mail events. The SCEmail application allows you to send Service Manager mail to any mail system that supports Simple Mail Transfer Protocol (SMTP).

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

SCEmail connection parameters

- *keepmail* – preserves mail events in event queues.
Example of command line: `sm -emailout -keepmail`
- *sleep* – waits specified number of seconds before checking for mail events.
Example of command line: `sm -emailout -sleep:30`
- *debug* – displays additional information about mail events in the HP Service Manager log file. This option also automatically enables `-keepmail`.
Example of command line: `sm -emailout -debug`
- *clean* – removes extraneous headers in mail, for example, HP Service Manager Operator: falcon.
Example of command line: `sm -emailout -clean`
- *mailFrom* – specifies the descriptive name or other identifier of the sender of an e-mail. This parameter should be set in the format of email address.
Example of command line: `sm -emailout -mailFrom:admin@mymailserver.com`
- *smtpEnableSSL* – defines whether SSL should be used for SMTP operations.
Example of command line: `sm -emailout -smtpEnableSSL:1`
- *smtpTLS* – defines whether SMTP requires Transport Layer Security (TLS) authentication to send emails.
Example of command line: `sm -emailout -smtpTLS:0`

- *smtphost* – specifies the name of the SMTP server host for client requests. The value for the parameter can be the IP address, machine name, or DNS name of the SMTP server used for sending notifications.
Example of command line: `sm -emailout -smtphost:192.168.255.255`
- *smtppassword* – identifies the password the HP Service Manager server uses to bind to the SMTP server.
Example of command line: `sm -emailout -smtppassword:administrator`
- *smtpport* – defines the communications port the SMTP server uses.
Example of command line: `sm -emailout -smtpport:25`
- *smtplibSSLPort* – defines the port number for SSL connection.
Example of command line: `sm -emailout -smtplibSSLPort:991`
- *smtplibusername* – defines the account name of the SMTP server.
Example of command line: `sm -emailout -smtplibusername:admin@example.com`
- *mailThreadCount* – specifies the number of threads to send emails. The default value is 10.
Example of command line: `sm -emailout -mailThreadCount:10`

Note: The main email thread now reads email records from the database and places them in a queue, and a number of other threads (N=mailThreadCount) send the emails from the queue. However, there is only one "eventout" entry in System Status, and the logged-in users are counted as one. This is because the mail-sender threads are internal and therefore should not be displayed or counted.

Parameter: enablecoredump

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

enablecoredump

Description

This parameter enables HP Service Manager to log information generated by a system crash. The operating system of the HP Service Manager server determines what core file gets generated, if any,

during a system crash. Core file names are specific to the operating system.

For example:

AIX and Solaris:core.sm.<process_id>_<thread_id>

HP-UX and Linux:Core.<process_id>

Windows:sm.<process_id>_<thread_id>.mini.dmp

When you see system messages in the sm.log file that indicate the Core Generation is disabled and ignoring Generate Core dump requests, start the processes to log information by enabling the parameter with a setting of "1" (*enablecoredump:1*).

Note: By default, the file is generated in HP Service Manager's RUN directory. You can choose an alternate location by providing the corepath parameter.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -enablecoredump:1 -corepath:/sm/corefiles/**

Initialization file: enablecoredump:1

Parameter: group

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

group

Description

This parameter is intended for horizontal scaled implementations where there are multiple servers. This parameter allows the System Administrator to shut down or quiesce all HP Service Manager server members of the horizontal scaled group.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

The System Administrator can run the following commands to shut down or quiesce HP Service Manager server members in the horizontal scaled group.

Example: To shut down the default host (localhost) in the horizontal scaled group:

Command line: **sm -shutdown**

Example: To shut down a specific host (not the default host) in the horizontal scaled group:

Command line: **sm -shutdown -host:otherhost**

Example: To shut down all hosts in the horizontal scaled group:

Command line: **sm -shutdown -group**

Example: To restrict HP Service Manager processes to administrators only on the local host.

Command line: **sm -quiesce:1**

Example: To restrict HP Service Manager processes for all users in the entire cluster.

Command line: **sm -quiesce:2 -group**

Example: To bring the system back to running mode (unquiesce). All users can now connect to the processes.

Command line: **sm -quiesce:0 -group**

Parameter: groupmcastaddress

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupmcastaddress

Description

This parameter defines the TCP/IP address that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation. The servlet container processes talk to one another using User Datagram Protocol (UDP) multicasting and must use a TCP/IP address consistent with that protocol. You must enable UDP multicasting traffic on your network to use HP Service Manager virtual grouping.

It is best practice to place this parameter in the HP Service Manager initialization file so that all servlet container processes started on the same host share the TCP/IP address specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any TCP/IP address valid for UDP multicasting (addresses 224.0.1.0 to 239.255.255.255, inclusive.)

Example usage

Initialization file:

```
groupname:mygroup1  
groupmcastaddress:224.0.1.255  
groupport:13100
```

Parameter: groupname

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupname

Description

This parameter creates a virtual group that servlet container processes across multiple systems can join for horizontal scaling purposes. Systems that list the same virtual group name are part of the same group. This parameter requires the use of the *groupmcastaddress* and *groupport* parameters to define the resources group members can use to talk to the load balancer process.

It is best practice to place this parameter in the HP Service Manager initialization file so that all servlet container processes started on the same host share the virtual group name specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any alphanumeric name without spaces

Example usage

Initialization file:

```
groupname:mygroup1  
groupmcastaddress:224.0.1.255  
groupport:13100
```

Parameter: groupport

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupport

Description

This parameter defines the communications port that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation. The servlet container processes talk to one another using User Datagram Protocol (UDP) multicasting and must use a common communications port available on all member systems of the virtual group. You must enable UDP multicasting traffic on your network to use HP Service Manager virtual grouping.

It is best practice to place this parameter in the HP Service Manager initialization file so that all servlet container processes started on the same host share the communications port specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any communications port valid for UDP multicasting

Example usage

Initialization file:

```
groupname:mygroup1  
groupmcastaddress:224.0.1.255  
groupport:13100
```


Parameter: host

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

host

Description

This parameter is intended for horizontally scaled implementations in which there are multiple servers. This parameter allows you to specify the member of the horizontal scaled group you want to shut down or quiesce.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

A valid HP Service Manager host name

Example usage

The System Administrator can run the following commands to shut down or quiesce HP Service Manager server members in the horizontal scaled group.

Note: When the host option is missing in the commands, the default is taken as the localhost or currenthost.

Example: To shut down the default host (localhost) in the horizontal scaled group:

Command line: **sm -shutdown**

Example: To shut down a specific host (not the default host) in the horizontal scaled group:

Command line: **sm -shutdown -host:myserver1**

Example: To shut down all hosts in the horizontal scaled group:

Command line: **sm -shutdown -group**

Example: To restrict HP Service Manager processes to administrators only on the local host.

Command line: **sm -quiesce:1**

Example: To restrict HP Service Manager processes for all users in the entire cluster.

Command line: **sm -quiesce:2 -group**

Example: To bring the system back to running mode (unquiesce). All users can now connect to the processes.

Command line: **sm -quiesce:0 -group**

Parameter: httpPort

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

httpPort

Description

This parameter defines the communications port that a servlet container process uses to communicate with clients using HTTP. A servlet container process can only have one HTTP port open at a time.

It is best practice to use this parameter from the command line or configuration file for each individual servlet container process you start. This practice makes it easy to identify the HTTP communications port each servlet container uses.

Valid if set from

Server's operating system command prompt

Start up file (sm.cfg or smstart)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Any valid communications port number

Example usage

Command line: **sm -httpPort:13081**

Parameter: httpsPort

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

httpsPort

Description

This parameter defines the communications port that a servlet container process uses to communicate with clients using HTTPS (SSL-encrypted HTTP). A servlet container process can only have one HTTPS port open at a time. Servlet container processes can only use an HTTPS communications port if the *sslConnector* parameter is enabled. This parameter requires the use of the *sslConnector* parameter.

It is best practice to use this parameter from the command line or configuration file for each individual servlet container process you start. This practice makes it easy to identify the HTTPS communications port each servlet container uses.

Valid if set from

Server's operating system command prompt

Start up file (sm.cfg or smstart)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Any valid communications port number

Example usage

Command line: **sm -httpsPort:13081**

Parameter: licensefile

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

licensefile

Description

This parameter defines the path to the Autopass license file containing the list of enabled modules and features for your HP Service Manager server.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

HP Service Manager installation directory/RUN/LicFile.txt

Possible values

Path and file name of the Autopass license file. Enclose path names in quotation marks if there is a space in the path name.

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -licensefile:"c:/common files/LicFile.txt"**

Initialization file: licensefile:"c:/common files/LicFile.txt"

Parameter: loadBalancer

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

loadBalancer

Description

This parameter creates a load balancer process that listens to incoming client requests on the communications port specified by the `httpPort` parameter. The load balancer process forwards client connection requests to an available thread on a servlet container process. This parameter requires at least one servlet container process to which to forward client requests. The servlet container process can be on the local HP Service Manager system or on another system that is part of the same virtual group.

Valid if set from

Server's operating system command prompt

Start up file (`sm.cfg` or `smstart`)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **`sm -loadBalancer -httpPort:13080`**

Startup parameter: `ntservice`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ntservice

Description

This parameter defines the name of the Windows service you want to run HP Service Manager. You can set this parameter from the Configure server utility.

Valid if set from

Server's operating system command prompt

Initialization file (`sm.ini`)

Configure server utility

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Name of the Windows service

Example usage

Command line: **sm -httpPort:13080 -ntservice: HP Service Manager server**

Initialization file: ntservice: HP Service Manager server

Parameter: preferredFQHN

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

preferredFQHN

Description

This parameter allows you to specify the fully qualified host name you want Service Manager clients to use when communicating with the server. You only need to set this parameter if your Service Manager host is identified by multiple names on the network.

During startup, the HP Service Manager process determines the host name and registers it with the load balancer for later use. The load balancer process manages and routes internal client connections to the host name, which is specified as `http://hostname:httpPort`. When the load balancer receives a client request, it redirects the client to the previously determined host name of the process.

This parameter applies to both horizontally-scaled and vertically-scaled environments. In a horizontally-scaled environment, this parameter specifies the preferred host name of the local system for client connections. For example, your system manages two concurrent client connections, `prodhost.corp.com` and `prodhost.emea.corp.net`. You need the load balancer process to manage and route internal client connections through `prodhost.emea.corp.net`. Set the parameter in the initialization file as follows:

```
preferredFQHN:prodhost.emea.corp.net
```

Valid if set from

Server's operating system command prompt

Start up file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Command line: **preferredFQHN:prodhost.emea.corp.net**

Startup parameter: quiesce

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

quiesce

Valid if set from

Server's operating system command prompt

Description

This parameter sets login restrictions to prevent users from logging on to HP Service Manager processes. This gives System Administrators a way to stop users from logging on to HP Service Manager processes, and wait for existing users to gracefully log off before starting system maintenance or testing tailoring activities.

There are three levels of login restrictions. Quiesce level 1 restricts all users, except System Administrators, from logging on to HP Service Manager processes. Quiesce level 2 restricts all users from logging on to HP Service Manager processes. Quiesce level 0 (zero) sets HP Service Manager processes to allow user logins. In the vertical scaled or horizontal scaled environment, HP Service Manager loadBalancer does not forward any client connection requests to HP Service Manager processes that are in quiesce level 1 or 2. If System Administrators want to connect to a HP Service

Manager process in quiesce level 1, they must connect directly to the HP Service Manager process without connecting through HP Service Manager loadBalancer.

For detailed information on when quiesce mode can be set and how logins are restricted in a vertical scaled environment and a horizontal scaled environment, see the related topics.

Note: If the "-group" or "-host" option is not specified, the quiesce command applies to all HP Service Manager processes on the local host.

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Allows all users, no restrictions)

1 (Restricts all user logins, except System administrators)

2 (Restricts all user logins)

Example usage

Example 1: The System Administrator runs the following command to set quiesce mode 1 on all HP Service Manager processes on the local host. All users are restricted from these processes, except the System Administrator.

Command line: **sm -quiesce:1**

Example 2: The System Administrator runs the following command to set quiesce mode 1 on the host whose IP address is 15.28.113.121 in the horizontal scaled group.

Command line: **sm -quiesce:1 -host:15.28.113.121**

Example 3: The System Administrator runs the following command to set quiesce mode 2 for all HP Service Manager processes in the horizontal scaled group. This restricts all users from accessing HP Service Manager processes in the entire cluster.

Command line: **sm -quiesce:2 -group**

Example 4: The System Administrator has completed system maintenance and runs the following command to bring the system back to non-quiesce mode. All HP Service Manager processes in the horizontal scaled group that were quiesced can now accept user logins.

Command line: **sm -quiesce:0 -group**

Example 5: The System Administrator runs the following command to set HP Service Manager processes on host 15.28.113.121 to non-quiet mode. HP Service Manager processes on host 15.28.113.121 now accept user logins.

Command line: **sm -quiet:0 -host:15.28.113.121**

Parameter: reportlbstatus

Parameter

reportlbstatus

Description

This parameter displays information about available ports and threads in horizontal and vertical scaling servlet implementations. You can capture the output of this report in a text file using standard output (*stdout*) parameters appropriate to your operating system.

The following example shows connection statistics for a vertical scaling servlet implementation on one host.

Note:

- This example report has been reformatted for print display.
- The output in this example has been truncated (this is not the full output from the command).

```
Load Balancer Status:Sat Jun 23 09:58:52 PDT 2012
HP Service Manager LoadBalancer Running on Host:myhost.myserver.com Port:34567
List of Hosts:
```

```
HostName: myhost.myserver.com
```

```
-----Server Instances
ProcessID      ClusterAddress  HttpPort  HttpsPort  Sessions  DbgMode  QMode  LB
7872           15.178.177.72:33285  34568     0          (3/50)    N        N      N
7881           15.178.177.72:33283  34569     0          (1/50)    N        N      N
7837           15.178.177.72:33278  34567     0          (0/50)    N        N      Y
```

```
-----
State          LowMem          JAVA_USED/MAX/PERCENT
WR[6d22h39m]  N              (4404408/238616576/1.8458097)
```

Connection parameters

```
QR[9m]      N      (2983152/238616576/1.2501864)
RUN         N      (2601080/238616576/1.0900668)
```

```
-----Non Server Instances-----
ProcessID   ClusterAddress   State   LowMem   JAVA_USED/MAX/PERCENT
      8510      15.178.177.72:33329   RUN     N        (0/89522176/0.0)
      7931      15.178.177.72:33299   RUN     N
(1502256/59703296/2.5162027)
      7880      15.178.177.72:33280   RST     N
(1539248/59703296/2.5781624)
      7930      15.178.177.72:33291   SHT     N
(1514024/59703296/2.5359137)
```

Command Line parameters

```
-reportlbstatus
-sync -log:../logs/sm.sync.log
system.start -log:../logs/sm.start.log
-que:ir -log:../logs/sm.que.log
```

The State column lists one of the following values:

State	Description
RUN	The process is currently running.
WR [<time>]	The process is in restart waiting interval. The value in brackets is the remaining waiting interval expressed in d days, h hours, and m minutes.
QR [<time>]	The process is in quiesce mode prior to restarting. The value in brackets is the time remaining until the process restarts expressed in d days, h hours, and m minutes.
RST	The process is currently restarting.
SHT	The process is currently shutting down.

The report output will appear in the log directory with a file name of sm.log_datetime.log, where datetime is in the format mmddyyhhmmss and represent the time at which the command was submitted.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

The number of seconds in which the report should execute again

Example usage

Command line: **sm -reportlbstatus status.txt**

Parameter: requestviaproxy

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

requestviaproxy

Description

This parameter specifies if the Service Manager Windows client is allowed to connect to the server through a proxy. Enable this parameter only if, for security reasons, your production environment requires each Windows client to connect to the server through a proxy. This functionality works as described in the following:

- When **requestviaproxy** is enabled, the Windows client can connect to the server either with or without a proxy.
- When **requestviaproxy** is disabled, the Windows client can connect to the server successfully only if the client is not behind a proxy. An error message pops up when the Windows client is attempting to connect to the server through a proxy.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0 (Disabled)

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Command line: **sm -httpPort:13080 -requestviaproxy:1**

Initialization file: requestviaproxy:1

Parameter: restart

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

restart

Description

This parameter restarts one or all HP Service Manager processes on a host after a specified waiting period and an optional quiesce grace period. This parameter uses the following syntax:

sm -restart:n [-host:host name or IP address] [-pid:process ID]

Use the host parameter to specify where the processes are located if they are not on the local system. If you do not specify a host, the server will restart processes on the local host. Use the pid parameter to specify a particular process ID you want to restart if you do not want to restart all processes on the host. If you do not specify a process ID, the server restarts all processes. Add *restartGraceInterval* to the sm.ini file to specify how many minutes you want to quiesce processes before they restart.

Note: The restart command does not restart the load balancer process when restarting all processes on a host. The only way to restart a load balancer process is to specify it by process ID.

You can cancel a restart by using a value of -1 during the waiting period. You must specify the same host name or process ID you specified to restart. For example:

sm -restart:-1 -pid:1234

Note: You cannot cancel a process restart after the restart waiting period has expired.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

0 minutes

Possible values

n (restart in n minutes)

0 (restart immediately)

-1 (cancel restart)

Example usage

Command line: **sm -restart:10 -host:myserver.myhost.com -pid:1234**

Parameter: restartGraceInterval

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

restartGraceInterval

Description

This initialization file option specifies how many minutes the server remains in quiesce mode before a restart. During quiesce mode, the HP Service Manager process does not accept new connections but existing users remain connected. This parameter is intended to be used in conjunction with the restart command and allows administrators a way to let users finish their work and log off a system before it restarts. HP Service Manager automatically broadcasts a warning message to users who are logged on to a process that is set to restart.

Note: If you set the *restartGraceInterval* parameter, the process will remain quiesced for a number of minutes up to the value supplied or until all users log off, whichever comes first. If either condition is met the process restarts.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0 minutes

Possible values

Number of minutes

Example usage

Initialization file: `restartGraceInterval:10`

Parameter: restartRandMax

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

restartRandMax

Description

This initialization file option specifies the maximum number of minutes the server can randomly add to spread out the restart times of processes on a host. The server will randomly pick a number from 0 to the parameter value to add to the restart wait time.

Note: The random extension of the restart time only applies when all processes on a host are restarting. The purpose of the random restart time extension is to minimize the chance that two or more processes restart at the same time since each process that restarts briefly reduces system capacity. If you are only restarting one process, there is no need to stagger restart times to preserve capacity and therefore the server ignores any *restartRandMax* value.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

15 minutes

Possible values

Number of minutes

Example usage

Initialization file: restartRandMax:10

Startup parameter: scautolistener

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

scautolistener

Description

Defining this parameter causes the HP Service Manager server to listen for connections requests from the legacy SCAuto integration on the communications port specified.

Important: The SCAuto listener cannot accept connection requests from Windows or web clients. You must start a client listener to manage client connections.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

12690

Possible values

Communications port number

Example usage

Command line: **sm -scautolistener:12690**

Startup parameter: shutdown

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

shutdown

Description

Use this parameter at the operating system command prompt to perform the following actions:

- Immediately shut down the HP Service Manager server.
- Shut down a specific HP Service Manager process by specifying the hostname of the HP Service Manager server and system process (PID) that you want to shut down.

Note: If the host is not specified, the default is localhost.

Warning: Using the *shutdown* parameter immediately shuts down the HP Service Manager server without any warning to connected users and could result in data loss or corruption. HP recommends you first quiesce a system before shutting it down.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Shut down the local HP Service Manager server.

Command line: **sm -shutdown**

Shut down a specific HP Service Manager process.

Command line: **sm -shutdown -host:myhost.myserver.com -PID:1234**

Parameter: sslConnector

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sslConnector

Description

This parameter defines whether servlet container processes have an HTTPS (SSL-encrypted HTTP) communications port available. A servlet container process can only have one HTTPS port open at a time. Servlet container processes can only use an HTTPS communications port if the sslConnector parameter is enabled. This parameter requires the use of the httpsPort parameter.

It is best practice to place this parameter in the HP Service Manager initialization file so that you enable or disable the HTTPS port for all servlet containers on the same system.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Initialization file: -sslConnector:0

Startup parameter: system

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

system

Description

This parameter defines a numerical identifier for the HP Service Manager system that becomes part of the unique identifier in a horizontal scaling implementation. This parameter is typically set to the communications port that the HP Service Manager server uses. You can set this parameter from the Configure server utility.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Configure server utility

Requires restart of the Service Manager server?

Yes

Default value

12670

Possible values

Port number

Example usage

Command line: **sm -httpPort:13080 -system:13080**

Initialization file: `system:13080`

Parameter: threadTerminateWait

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

threadTerminateWait

Description

This parameter defines the length of time (in seconds) the HP Service Manager server continues to handle a client request after the client session is closed (for example, the client session is manually disconnected or is timed out). When the specified time is reached, the server terminates the server thread that handles the client request.

If you specify a value of 0 (zero), the server immediately terminates the server thread when the client session is closed (which is the same behavior as in versions 9.32 through 9.33).

This parameter gives the server an extra period of time to continue handling requests to help prevent "Session already invalidated" errors from occurring. It works on requests from all clients: Windows, web, and web services.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No (Only requires a client re-login)

Default value

1800 (seconds)

Possible values

Number of seconds no less than zero

Example usage

Command line: **threadTerminateWait:2400**

Initialization file: *threadTerminateWait:2400*

Parameter: useIPinWSDL

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

useIPinWSDL

Description

Web Service Description Language (WSDL) is used to connect to external applications, such as Asset Manager. By default, HP Service Manager builds a WSDL endpoint location URL with a fully qualified domain name (host name). If the web services client application cannot reach the HP Service Manager server with the host name, you can specify the *useIPinWSDL* parameter in the sm.ini file. HP Service Manager then automatically gets the IP address from the local host, and uses that IP address instead of the host domain name in the WSDL endpoint location URL.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Initialization file: `useIPinWSDL:1`

Startup parameter: `webservices_sessiontimeout`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

Webservices_sessiontimeout

Description

This parameter defines the number of seconds that the server waits for a WebService API client request before the server assumes that the client session has timed out and closes the connection.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1800

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -webservices_sessiontimeout:30**

Initialization file: webservices_sessiontimeout:30

Database parameters

The following table lists the startup parameters that you can set from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how the Service Manager server manages the RDBMS database systems.

Startup parameter	Brief description
"Startup parameter: allowunsupporteddbversion" on page 161	Specifies whether the unsupported versions of the Oracle database are allowed when Service Manager connects to the database server
"SQL parameters: [db2universal]" on page 162	Creates a section header in the initialization file for information about an IBM DB2 Universal database.
"SQL parameters: [db2universal_replicate]" on page 162	Creates a section header in the initialization file for information about a replicated IBM DB2 Universal database.
"Parameter: dbcachquery" on page 163	Creates a cache for a comma separated list of table names.
generateIndexDDL	Generates the DDL of indexes and constraints for your database in a DDL file: <Server installation directory>/RUN/ddls/index.ddl.
"SQL parameters: [oracle]" on page 165	Creates a section header in the initialization file for connection parameters to an Oracle database
"SQL parameters: [oracle_replicate]" on page 165	Creates a section header in the initialization file for connection parameters to a replicated Oracle database
"SQL parameters:[sqlserver]" on page 166	Creates a section header in the initialization file for connection parameters to a Microsoft SQL Server database
"SQL parameters: [sqlserver_replicate]" on page 167	Creates a section header in the initialization file for connection parameters to a replicated Microsoft SQL Server database
"SQL parameters: sqladhoccache" on page 167	Limits the memory consumption of the ad hoc SQL cache
"SQL parameters: sqlautosort" on page 168	Causes the Service Manager server to automatically sort query results based on any keys within the query
"SQL parameters: sqlbatchcount" on page 169	Defines the number of records the Service Manager server retrieves from the RDBMS during a single select call

Startup parameter	Brief description
"SQL parameters: sqlldb" on page 170	Defines the host name of the RDBMS to which you want the Service Manager server to connect
"Parameter: sqlddldirectory" on page 171	Defines the path where the Service Manager server saves DDL files
"Parameter: sqlddllogging" on page 172	Enables creation of DDL files when database dictionary records change
"SQL parameters: sqldebug" on page 173	Enables the Service Manager server to write information about RDBMS connections to the sm.log file
"SQL parameters: sqldictionary" on page 173	Defines the name of the RDBMS where the Service Manager database dictionary resides
"SQL parameters: sqldictkey" on page 174	Defines the primary key of the RDBMS column where the Service Manager database dictionary resides
"SQL parameters: sqldictrecord" on page 175	Defines the name of the RDBMS column where a valid Service Manager database dictionary record resides
"SQL parameters: sqldicttable" on page 176	Defines the name of the RDBMS table where the Service Manager database dictionary resides
"SQL parameters: sqldirect" on page 177	Determines how the Service Manager server formats direct SQL commands to an RDBMS using the SQLexecute RAD function
"SQL parameters: sqldisconnect" on page 178	Determines when the Service Manager server disconnects from the RDBMS
"SQL parameters: sqlfetchrows" on page 179	Determines the number of rows Service Manager retrieves during one connection to the RDBMS
"SQL parameters: sqlfetchs" on page 180	Determines the number of primary keys that Service Manager retrieves during one connection to the RDBMS
"SQL parameters: sqljoinsok" on page 180	Specifies a comma-delimited list of tables for which outer joins are allowed
"SQL parameters: sqllibrary" on page 181	Defines the file name of library containing your RDBMS drivers
"SQL parameters: sqllimit" on page 183	Defines the time limit for requests to the RDBMS
"SQL parameters: sqllockretry" on page 184	Defines the maximum number of retries the Service Manager server makes attempting to lock a system resource
"SQL parameters: sqllockwait" on page 185	Defines the time in seconds that the Service Manager server waits between attempts to lock a system resource
"SQL parameters: sqllogin"	Defines the user name and password that Service Manager uses to

Startup parameter	Brief description
on page 185	authenticate connections to the RDBMS
"SQL parameters: sqlloginretry" on page 186	Defines the maximum number of times that the Service Manager server retries to authenticate a connection to the RDBMS
"SQL parameters: sqlloginwait" on page 187	Defines the time in seconds that the Service Manager server waits to connect to the RDBMS
"SQL parameters: sqlnullclause" on page 188	Allows to use nulls first clause in SQL statements.
"SQL parameters: sqlouterjoins" on page 189	Provides options on how two tables are joined together when being queried
"SQL parameters: sqlreuseablesql" on page 190	Enables the RDBMS to cache query results for use later on DB2/Universal and Oracle databases
"SQL parameter: sqlstats" on page 190	Logs statistics from an Oracle database in the sm.log file
"SQL parameters: sqltextdateformat" on page 191	Defines the format that the Service Manager server uses to write out dates to strings
"SQL parameters: sqltz" on page 193	Defines the time zone that the Service Manager server uses to display date and time information
"Parameter: sql_oracle_binary_ci" on page 192	Enables the legacy connector to communicate with a case-insensitive Oracle database
"Parameter: sqlupper" on page 194	Converts new tables in a case-sensitive Oracle database to use UPPER indexes and enables a case-insensitive search behavior in the case-sensitive Oracle database
"Parameter: system_addconstraint" on page 196	Adds a Not Null constraint to the first unique key or converts the unique key to a primary key for the specified database tables, depending on usage
"Parameter: system_createupperindex" on page 197	Converts specified tables in an Oracle database to use UPPER indexes
"Startup parameter: unlockdatabase" on page 398	Allows you to clean up the database lock record, and then start the Service Manager system on a backup server in a vertical scaled implementation.
"Parameter: util" on page 198	Starts the Service Manager Database Maintenance utility
"Parameter:	Defines the wildcard characters that you want the Service Manager

Startup parameter	Brief description
wildcardcharacters" on page 199	server to use during searches

Startup parameter: allowunsupporteddbversion

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can always set a startup parameter from the server's operating system command prompt.

Parameter

allowunsupporteddbversion

Description

This parameter specifies whether unsupported versions of Oracle Database are allowed or not when Service Manager connects to the Oracle Database server. Service Manager connects to the Oracle Database and prints the "Connection to dbtype" message, Service Manager checks the Oracle server and client versions. If the Oracle Database version is unsupported and the *allowunsupporteddbversion* parameter is configured to "0," Service Manager disconnects the Oracle Database server.

Note: This parameter applies to the Oracle Database server only. You cannot use this parameter to allow unsupported versions of the Oracle database client.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0: Do not allow unsupported versions of the Oracle Database server.

1: Allow unsupported versions of the Oracle Database server.

Example usage

Command line: **sm -allowunsupporteddbversion:0**

Initialization file: allowunsupporteddbversion:0

SQL parameters:[db2universal]

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

[db2universal]

Description

This parameter creates a section header in the initialization file for information about an IBM DB2 Universal database. You only need to provide this parameter if you have set *sqldictionary* and are using an DB2 Universal database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: [db2universal]

SQL parameters: [db2universal_replicate]

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

[db2universal_replicate]

Description

This parameter creates a section header in the initialization file for information about a replicated IBM DB2 Universal database. You only need to provide this parameter if you have created a replicated database and are using a DB2 Universal database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: [db2universal_replicate]

Parameter: `dbcachequery`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dbcachequery

Description

This parameter creates a cache for a comma separated list of table names.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Any valid file names

Example usage

Initialization file: `dbcachequery:probsummary`

Parameter: generateIndexDDL

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

generateIndexDDL

Description

This command enables the Service Manager server to generate the DDL of indexes and constraints for your database and save the DDL to the following file: `<Server installation directory>/RUN/ddls/index.ddl`.

You can use this command to identify which indexes and constraints are needed for your database.

Caution: This command does not work when `sqlupper:1` is specified.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

`sm -generateIndexDDL`

SQL parameters: [oracle]

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

[oracle]

Description

This parameter creates a section header in the initialization file for information about an Oracle™ database. You only need to provide this parameter if you have set *sqldictionary* and are using an Oracle database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: *[oracle]*

SQL parameters: [oracle_replicate]

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

[oracle_replicate]

Description

This parameter creates a section header in the initialization file for information about a replicated

Oracle™ database. You only need to provide this parameter if you have created a replicated database and are using an Oracle database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: [oracle_replicate]

SQL parameters:[sqlserver]

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

[sqlserver]

Description

This parameter creates a section header in the initialization file for information about an Microsoft™ SQL Server database. You only need to provide this parameter if you have set **sqldictionary** and are using a SQL Server database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: [sqlserver]

SQL parameters: [sqlserver_replicate]

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

[sqlserver_replicate]

Description

This parameter creates a section header in the initialization file for information about a replicated Microsoft™ SQL Server database. You only need to provide this parameter if you have created a replicated database and are using an SQL Server database.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: [sqlserver_replicate]

SQL parameters: sqladhoccache size

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqladhoccache size:<n>

Description

This parameter limits the memory consumption of the ad hoc SQL cache. It allows you to specify how much memory HP Service Manager should use for the cache for ad hoc SQL queries, when the query involves joining multiple files. This can help response time on ad hoc SQL queries but would increase the memory foot print of a single user session.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

- 0 — disable the ad hoc sql cache
- 99999999 — grant the ad hoc SQL cache as much memory as it wants
- Any other value specifies the maximum size of the ad hoc SQL cache in bytes.

Example usage

Command line: **sm -httpPort:13080 -sqladhoccache size:500000**

Initialization file: *sqladhoccache size:500000*

SQL parameters: sqlautosort

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlautosort

Description

Enabling this parameter causes the HP Service Manager server to automatically sort query results

based on any keys within the query.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqlautosort:1**

Initialization file: `sqlautosort:1`

SQL parameters: sqlbatchcount

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlbatchcount

Description

This parameter defines the number of records the HP Service Manager server retrieves from the RDBMS during a single select call. You can use this parameter to reduce the number of interactions between HP Service Manager and your RDBMS. Rather than selecting and returning each record from a record list individually, HP Service Manager can select and return a batch of records in a single *SELECT* statement.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

64

Possible values

Number of records

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqlbatchcount:72**

Initialization file: sqlbatchcount:72

SQL parameters: sqldb

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldb

Description

This parameter defines the host name of the RDBMS to which you want the HP Service Manager server to connect.

- For Oracle this is the Network Service Name in tnsnames.ora. You can also enter a connection string to specify a particular connection driver.
- For DB2 this is the database name created and cataloged in the DB2 instance.
- For SQL Server this is the ODBC DSN name.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Host name of RDBMS

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver**

Initialization file: sqlldb:dbserver

Parameter: sqlddlDirectory

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlddlDirectory

Description

This parameter defines the path where you want the HP Service Manager server to save database definition language (DDL) files with every change to a database dictionary record. You can enable DDL logging to keep a record of all your database dictionary changes or as a means to deliver proposed changes to an RDBMS administrator who will actually implement the changes. This parameter requires the use of the *sqlddlLogging* parameter to enable the creation of DDL files.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

HP Service Manager server installation folder\RUN

Possible values

Path to DDL files relative to the server's RUN directory

Example usage

Command line: **sm -sqlddlLogging:1 -sqlddlDirectory:ddl**

Initialization file:

```
sqlddllogging:1  
sqlddldirectory:ddl
```

Parameter: sqlddllogging

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlddllogging

Description

This parameter defines whether the HP Service Manager server produces database definition language (DDL) files with every change to a database dictionary record. You can enable DDL logging to keep a record of all your database dictionary changes or as a means to deliver proposed changes to an RDBMS administrator who will actually implement the changes. This parameter requires the use of the *sqlddldirectory* parameter to define the path where DDL files will be written.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -sqlddllogging:1 -sqlddldirectory:ddl**

Initialization file:

```
sqlddllogging:1  
sqlddldirectory:ddl
```

SQL parameters: sqldebug

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldebug

Description

This parameter causes the HP Service Manager server to write information about RDBMS connections to the sm.log file. If enabled, the server writes the time to login to the RDBMS (*sqllogintime*) and the time it takes to perform a query request (*sqlquerytime*).

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqldebug:1**

Initialization file: sqldebug:1

SQL parameters: sqldictionary

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldictionary

Description

This parameter defines the name of the RDBMS where the HP Service Manager database dictionary file resides.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Name of RDBMS

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqldictionary:dbserver**

Initialization file: *sqldictionary:dbserver*

SQL parameters: *sqldictkey*

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldictkey

Description

This parameter defines the primary key of the RDBMS column where the HP Service Manager database dictionary resides. You only need to specify this parameter if you are using the *sqldictionary* parameter and you are also using a primary key other than the **name** field.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

name

Possible values

Primary key of the RDBMS column containing the name field of the database dictionary

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqldictionary:dbserver -sqldictkey:id**

Initialization file: sqldictkey:id

SQL parameters: sqldictrecord

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldictrecord

Description

This parameter defines the name of the RDBMS column where a valid HP Service Manager database dictionary record resides. You only need to specify this parameter if you are using the *sqldictionary* parameter and you are also using a column other than **scprop**.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

descriptor

Possible values

Name of the RDBMS column that contains a full database dictionary descriptor record

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqldictionary:dbserver -sqldictrecord:desc**

Initialization file: sqldictrecord:desc

SQL parameters: sqldichtable

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldichtable

Description

This parameter defines the name of the RDBMS table where the HP Service Manager database dictionary resides. You only need to specify this parameter if you are using the *sqldictionary* parameter and you are also using a table other than dbdictm1.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

dbdictm1

Possible values

Name of the RDBMS table that contains the database dictionary

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqldictionary:dbserver -sqldichtable:dbdict**

Initialization file: sqldichtable:dbdict

SQL parameters: sqldirect

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldirect

Description

This parameter determines where the HP Service Manager server sends a direct SQL command to an RDBMS by using the SQLExecute RAD command panel. The database type you specify here must match the RDBMS database type that is set up as a section in your sm.ini file.

The HP Service Manager server uses shared libraries to interface with any supported RDBMS client. For example, the SQORACLE.OCI.10.dll shared library on Windows enables communication with Oracle 11 and 12 clients, and the sqdb2.cli.so shared library on Solaris enables communication with a DB2 9.1 and higher clients. When HP Service Manager opens a file that is mapped to an RDBMS, the HP Service Manager SQL layer automatically loads the appropriate shared library into memory.

The SQL Query tool also allows you to query tables that are not HP Service Manager files. To do this, add the *sqldirect:<dbtype>* parameter to the sm.ini file. Set the dbtype to the name of an existing SQL section in your sm.ini file. For example for an Oracle system, add the line *sqldirect:oracle* to the sm.ini file. This loads the appropriate .DLL file for the backend RDBMS and enables direct SQL queries at any time.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

If this parameter is not set, but a RAD panel tries to execute a SQL Statement through SQLExecute, the statement will be sent to the RDBMS that was used last by the RAD (for a query, or an update, and so on.) Therefore if the whole file system is mapped to one and only one RDBMS, that is the RDBMS sqldirect will use.

Possible values

sqldirect:oracle11

```
[oracle]
sqlldb:SomeOraDB
sqllogin:sm/sm
```

Example usage

Command line: **sm -httpPort:13080 -sqlldb:<dbserver> -sqldirect:<oracle>**

Initialization file:

```
sqldirect:oracle11
[oracle]
sqlldb:SomeOraDB
sqllogin:sm/sm
```

```
[oracle11]
sqlldb:SomeOtherOracleDB
sqllogin:sm/sm
```

SQL parameters: sqldisconnect

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqldisconnect

Description

This parameter determines when the HP Service Manager server disconnects from the RDBMS. Normally, the server maintains connections to an RDBMS until the user logs off from HP Service Manager. Enabling this parameter causes the server to disconnect from the RDBMS when an application reaches a new screen. Such disconnections create extra SQL statements, and therefore require more overhead from the HP Service Manager server, but also limit the number of processes connected to the RDBMS.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqldisconnect:1**

Initialization file: sqldisconnect:1

SQL parameters: sqlfetchrows

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlfetchrows

Description

This parameter determines the number of rows the HP Service Manager server retrieves during one connection to the RDBMS. You can only use this parameter with an Oracle OCI RDBMS. The server converts any value greater than 500 to the maximum limit of 500 rows.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

Number of rows to fetch up to 500

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqlfetchrows:250**

Initialization file: sqlfetchrows:250

SQL parameters: sqlfetchs

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlfetchs

Description

This parameter determines the number of primary keys HP Service Manager retrieves during one connection to the RDBMS.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

500

Possible values

Number of primary keys to fetch

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqlfetchs:750**

Initialization file: sqlfetchs:750

SQL parameters: sqljoinsok

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqljoinsok

Description

The values for this parameter comprise a comma-delimited list of tables for which outer joins are allowed.

DB2 on OS/390 allows only outer joins on tables if the primary key is a single field, not a composite key. The server references this list to determine validity whenever a join file is used.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

A comma-delimited list of table names

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqljoinsok:problem, incident, contact, operator**

Initialization file: sqljoinsok:problem, incidents, contacts, operator

SQL parameters: sqllibrary

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqllibrary

Description

This parameter defines the file name of the library containing your RDBMS drivers. HP Service Manager provides a collection of database drivers for supported vendors and versions.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

One of the following RDBMS drivers:

DB2

- Windows – SQDB2.CLI.DLL
- AIX, Linux, and Solaris – sqdb2.cli.so
- HP-Unix – sqdb2.cli.sl

Oracle

- Windows – SQORACLE.OCI10.DLL
- Linux – sqoracle.oci11.so, sqoracle.oci12.so
- HP-Unix – sqoracle.oci10.sl, sqoracle.oci11.sl

Microsoft SQL Server

- Windows – SQMSSQL.ODBC.DLL

Possible values

File name of library containing RDBMS drivers:

Note: Driver names are case sensitive. Be sure to use the correct case.

Windows drivers

- SQDB2.CLI.DLL
- SQMSSQL.ODBC.DLL
- SQORACLE.OCI10.DLL

Linux drivers

- sqdb2.cli.so
- sqoracle.oci11.so
- sqoracle.oci12.so

HP-Unix

- sqdb2.cli.sl
- sqoracle.oci10.sl
- sqoracle.oci11.sl

HP-Unix Itanium

- sqdb2.cli.so
- sqoracle.oci10.so
- sqoracle.oci11.so

Example usage

If you are running on the Linux system and have oracle11 client software, the initialization file entry is as follows:

```
-sqllibrary:sqoracle.oci11.so
```

SQL parameters: sqllimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqllimit

Description

This parameter defines the time limit for requests to the RDBMS. If a particular request exceeds the time limit defined by this parameter, then the HP Service Manager server writes a message to the HP Service Manager log file documenting the name of the user making the request, how long it took, and the actual SQL query.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

5

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqllimit:10**

Initialization file: `sqllimit:10`

SQL parameters: sqllockretry

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqllockretry

Description

This parameter defines the maximum number of retries the HP Service Manager server makes attempting to lock a system resource. If a particular request exceeds the retry limit defined by this parameter, then the HP Service Manager server writes a message to the HP Service Manager log file documenting the name of the user making the request, the number of lock attempts made by the request, and the actual SQL query.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

5

Possible values

Number of retries

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqllockretry:7**

Initialization file: sqllockretry:7

SQL parameters: sqllockwait

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqllockwait

Description

This parameter defines the time in seconds the HP Service Manager server waits between attempts to lock a system resource.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqllockwait:2**

Initialization file: sqllockwait:2

SQL parameters: sqllogin

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqllogin

Description

This parameter defines the user name and password that HP Service Manager uses to authenticate connections to the RDBMS. You must use a slash character to separate the user name and password. If you omit this parameter, then the server attempts to authenticate the connection using the user name and password of the user who started the HP Service Manager server, however this feature requires the HP Service Manager server and the RDBMS server to use the same operating system. If the HP Service Manager server and the RDBMS server use different operating systems, then you must specify a *sqllogin* value.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

User name/password

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqllogin:dbadmin/password**

Initialization file: *sqllogin:dbadmin/password*

SQL parameters: sqlloginretry

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlloginretry

Description

This parameter defines the maximum number of retries the HP Service Manager server makes attempting to authenticate a connection to the RDBMS. If a particular request exceeds the retry limit

defined by this parameter, then the HP Service Manager server writes a message to the HP Service Manager log file documenting the name of the user making the request and the number of retry attempts made by the request.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

3

Possible values

Number of retries

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqlloginretry:3**

Initialization file: sqlloginretry:3

SQL parameters: sqlloginwait

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlloginwait

Description

This parameter defines the time in seconds that the HP Service Manager server waits to connect to the RDBMS.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

15

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqlloginwait:30**

Initialization file: sqlloginwait:30

SQL parameters: sqlnullclause

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlnullclause

Description

This parameter allows to use nulls first clause in SQL statements.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 or 1

Example usage

Initialization file: sqlnullclause:1

SQL parameters: sqlouterjoins

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlouterjoins

Description

When querying two tables at the same time, HP Service Manager by default generates a SELECT statement with a JOIN clause to join the tables together. This parameter provides options on how two tables are joined together when being queried.

Caution: In some cases, generating a LEFT OUTER JOIN when querying two tables at the same time causes performance degradation.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

2

Possible values

0 (Generates a LEFT OUTER JOIN clause only when querying a multi-row array table and one other table in the same query. Otherwise, generates just a JOIN clause.)

1 (Always generates a LEFT OUTER JOIN clause when querying two tables in the same query.)

2 (Never generates a LEFT OUTER JOIN clause; always generates just a JOIN clause.)

Example usage

Using option 2 (default) to generate a JOIN clause when querying tables M1 and A3 (SELECT * FROM M1 JOIN A3 ON...).

Command line: **sm -httpPort:13080 -sqlldb:dbserver -sqlouterjoins:2**

Initialization file: sqlouterjoins:2

SQL parameters: sqlreuseablesql

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlreuseablesql

Description

This parameter is only valid for Oracle and DB2/Universal databases. This parameter enables the RDBMS to cache query results for use later. Caching queries decreases the rate at which the HP Service Manager server fills available buffers because the server no longer has to store duplicate queries.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqlreuseablesql:1**

Initialization file: sqlreuseablesql:1

SQL parameter: sqlstats

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlstats

Description

This parameter allows statistics from an Oracle database to log in the sm.log file.

Valid if set from

Initialization file (sm.ini). This parameter is only used when using an Oracle database.

Requires restart of the Service Manager server?

Yes

Default value

0 (Disabled)

Possible values

0 (disabled)

1 (enabled)

Example usage

Initialization file: `sqlstats:1`

Command line: `sm -httpPort:13080 -sqlstats:1`

SQL parameters: sqltextdateformat

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqltextdateformat

Description

This parameter defines the format the HP Service Manager server uses to write out dates to strings. This parameter causes all dates to have the same format regardless of the date format specified for the user.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

MM/DD/YY

Possible values

Date formats

- YYYY/MM/DD
- YY/MM/DD
- MM/DD/YYYY
- MM/DD/YY
- DD/MM/YYYY
- DD/MM/YY

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqltextdateformat:MM/DD/YYYY**

Initialization file: `sqltextdateformat:MM/DD/YYYY`

Note: You should only use this parameter prior to conversion. Using it or changing it does not work for a converted system.

Parameter: `sql_oracle_binary_ci`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sql_oracle_binary_ci

Description

This parameter enables the legacy listener to communicate with a case-insensitive Oracle™ database. The legacy listener considers all files located on a Oracle server as case-insensitive and will evaluate queries case-insensitively. You only need to provide this parameter if you are using the legacy listener with a case-insensitive Oracle database.

Valid if set from

Legacy listener initialization file (sc.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Initialization file: sql_oracle_binary_ci

SQL parameters: sqltz

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqltz

Description

This is an optional parameter that the HP Service Manager server uses to control storing of date and time values in the RDBMS. This parameter defines the time zone to use as a base for all date and time values. The time zone is specified as the name of the time zone record in the HP Service Manager tzfile. The default time zone is Greenwich/Universal (GMT).

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

Greenwich/Universal (GMT)

Possible values

Time zone name as defined in HP Service Manager time zone record (tzfile)

Example usage

Command line: **sm -httpPort:13080 -sqldb:dbserver -sqltz:Canada/Atlantic**

Initialization file: sqltz:Canada/Atlantic

Parameter: sqlupper

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sqlupper

Description

This parameter enables the Service Manager server to convert new tables in an Oracle database to use UPPER indexes and to implement case-insensitive search behavior in Service Manager. This feature can implement case-insensitive search behavior on a case-sensitive Oracle database, and therefore eliminates the need to use a case-insensitive Oracle database which might slow down your system performance.

Note: In sqlupper mode, the records are divided into groups according to their names when you use grouping. If the names of two records differ only in the case of the letter, then the records will be divided into different groups. For example, the "application" records and "Application" records in the database are divided to the "Application" group and the "application" group. To get a better view, you can unify the record names as "application" or "Application" in the database.

To use this feature in an existing Service Manager system, follow these steps:

1. Make sure your Oracle database is case-sensitive. If not, convert your Oracle database from case-insensitive to case-sensitive.

Note: To make Service Manager treat your Oracle database as case-sensitive, make sure you have not NLS_SORT=BINARY_CI and NLS_COMP=LINGUISTIC configured in your Oracle. For example, you can configure NLS_SORT=BINARY and NLS_COMP=BINARY to make it case-sensitive. For more information, see [Oracle case-sensitivity](#).

2. Make sure all Service Manager server nodes are stopped.

3. Add `sqlupper:1` to the `sm.ini` file of each server node.
4. In a server's command prompt, run the **system_createupperindex:all** command to convert all existing tables to use UPPER indexes.

Note: Every time after you run the **system_createupperindex** command, a message appears in the console that indicates if any tables are not successfully converted.

5. If any tables fail to be converted, run the **system_createupperindex: <list of tables, separated by a comma>** command to convert these tables again.

Note: You can run this command multiple times as needed until all tables are successfully converted.

6. Restart the server nodes.

To use this feature in a new Service Manager system, follow these steps:

1. Prepare a case-sensitive Oracle database.
2. Install the Service Manager server.
3. Add `sqlupper:1` to the `sm.ini` file.
4. Run the server configuration utility to connect to the database.
5. Load the Service Manager out-of-box tables and demonstration data.

All tables are loaded with UPPER indexes. All new tables that you may create later will also use UPPER indexes.

Valid if set from

Initialization file (`sm.ini`)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Initialization file: sqlupper:1

Parameter: system_addconstraint

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

system_addconstraint

Description

The *system_addconstraint* parameter adds a Not Null constraint to the first unique key or converts the unique key to a primary key for the specified database tables, depending on usage. The *system_addconstraint* parameter takes the following two arguments:

- The target tables: Specify "all" to update all tables or specify a list of tables separated by commas. If no tables are specified, running this command will do nothing but bring up the parameter help.
- Behavior:
 - 0 adds a "Not Null" constraint on the first unique key of the specified tables (if no unique key or primary key exists, Service Manager adds the constraint to the RECORD_KEY field).
 - 1 converts the first unique key of the specified tables to primary keys (if there is no unique or primary key, Service Manager converts the RECORD_KEY field to primary key) .
 - 2 converts the first unique key of the specified tables to primary keys by using the full-table copy mechanism. Running this command may take a very long time.

Note: This parameter can only be set from an operating system command prompt.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

You should run this command only when the Service Manager server is shutdown.

Default value

0 (By default, this parameter does nothing.)

Possible values

all:0 - Adds a "Not Null" constraint to the first unique key of all tables in the system.

all:1 - Converts the first unique key of all tables in the system to a primary key.

all:2 - Force a full table copy to convert the first unique key of all tables to a primary key in case you cannot convert the first unique key to a primary key in an MS SQL Server or IBM DB2 database.

[A comma separated list of tables]:0 - Adds a "Not Null" constraint only to the first unique key of the specified tables.

[A comma separated list of tables]:1 - Converts the first unique key of the specified tables to primary keys.

[A comma separated list of tables]:2 - Converts the first unique key of the specified tables to primary keys by using the full-table copy mechanism. Running this command may take a very long time..

Example usage

Command line: **sm -system_addconstraint:all:1**

Command line: **sm -system_addconstraint:probsummary,incidents:0**

Command line: **sm -system_addconstraint:operator:2**

Parameter: system_createupperindex

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

system_createupperindex

Description

This parameter enables the Service Manager server to convert specified tables in an Oracle database to use UPPER indexes. Use this parameter in conjunction with the *sqlupper* parameter. For more information, see ["Parameter: sqlupper" on page 194](#).

Note: When running this command, error messages that resemble the following may occur, which can be safely ignored:

```
3952( 4916) 09/18/2014 11:48:15 RTE E could not find key addl.parents in ocml
```

In this example, the key field (addl.parents) is an array, and mapped to a separate table on SQL. The error message occurs because the index cannot be generated on the main table (OCMLM1). The index will be generated later on the new table (OCMLA1).

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

all (Convert all tables in the Oracle database)

list of table names separated by a comma (Convert specified tables in the Oracle database)

Example usage

sm -system_createupperindex:all

sm -system_createupperindex:cm3r,cm3t

Parameter: util

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

util

Description

This parameter starts the HP Service Manager Database Maintenance utility. From this utility, you can select the following options.

- Database Exerciser (DBEXER)

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Command line: **sm -util**

Parameter: wildcardcharacters

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

wildcardcharacters

Description

This parameter defines the wildcard characters you want the HP Service Manager server to use during searches.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

*?\

where * defines the place holder for any 0 to N characters

where ? defines the place holder for any one character

where \ defines the escape character to search literally for any of the wildcard characters

Possible values

These characters are only used in queries using the LIKE operator. For example: `"*al?n*"` matches "alen"

These characters are not used when using the = or # operator. For example:

- `name="*al?n*"` would only match `"*al?n*"`
- `name#"*al?n*"` would match `"*al?n*"` and `"*al?n*e"` [starts with]

Note: When HP Service Manager generates a query from what is typed on the search screen, the data is scanned for these characters and if found, a LIKE operator is generated automatically instead of the default "starts with" (#) operator.

Some wildcard character search examples are listed below:

- Wildcard character `"*"` to search for any number of characters. For example: `"*ev*"` would match "kevin" but not "kendel"
- Wildcard character `"?"` to search for a single character. For example, `"l?n"` would match "alen" and "alan" but not "alain"
- Wildcard character `"\"` to search for text containing special or wildcard characters. For example: `"Help\?"` would match "Help?" but not "Help!"

Example usage

Command line: `sm -listener -wildcardcharacters:%?/`

Initialization file: `wildcardcharacters:%?/`

Debugging parameters

The following table lists the startup parameters that you can set from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how the Service Manager server manages the debugging environment.

Startup parameter	Description
"Parameter: corepath" on page 338	Defines the path to the core file generated by a system crash
"Parameter: dbmonitorfiles" on page 204	Causes the Service Manager server to monitor the table you specify and write database information in the log file
"Parameter: dbstats" on page 205	Causes the Service Manager server to gather database usage statistics
"Parameter: dbtriggertrace" on page 205	Causes the Service Manager server to monitor the tables you specify and to write the indicated level of trigger information to the log file
"Parameter: debugattachments" on page 207	Causes the Service Manager server to write detailed attachment information to the log file
"Parameter: debugadhocsql" on page 206	Enables adhocsql debugging messages.
"Parameter: debugca" on page 208	Causes the Service Manager server to write cache information at the indicated logging level to the log file
"Parameter: debugdbquery" on page 208	Causes the Service Manager server to write database queries, timings, and results information to the log file
"Parameter: debugdbtypes" on page 209	Causes the Service Manager server to perform data type checking during SQL mapping
"Parameter: debugdiagnostics" on page 210	Enables or disables the Diagnostic Service
"Parameter: debugfileio" on page 211	Causes the Service Manager server to write detailed debugging information about file input and output to the log file
"Parameter: debughttp" on page 212	Causes the Service Manager server to write HTTP SOAP requests and responses to the log file
"Parameter: debugjni" on page 213	Provides detailed debugging in the Java Native Interface implementation.

Startup parameter	Description
"Parameter: debugjavascript" on page 213	Causes the Service Manager server to write JavaScript debugging messages to the log file
"Parameter: debuglk" on page 214	Causes the Service Manager server to write detailed debugging messages about locks to the log file
"Parameter: debugnode" on page 215	Enables a servlet container process to join a Service Manager virtual group without the load balancer process assigning any client requests to the servlet container.
"Parameter: debugprocesses" on page 216	Causes the Service Manager server to write process creation and termination messages to the log file
"Parameter: debugrest" on page 217	Enables the Service Manager server to write detailed log trace to the server log for RESTful web services diagnostics
"Parameter: debugrs" on page 218	Causes the Service Manager server to write detailed messages about resource locks to the log file
"Parameter: debugscauto" on page 218	Causes the Service Manager server to write detailed messages about SCAuto connections to the log file
"Parameter: debugshutdown" on page 219	Causes the Service Manager server to write shutdown messages to the log file
"Parameter: debugstartup" on page 220	Causes the Service Manager server to write start up messages to the log file
"Parameter: dryrun" on page 224	Enables the Service Manager administrators to run a load test script or test case to assess the usage of shared memory and process memory for a typical user
"Parameter: log4jdebug" on page 341	Defines the location of the log file that is used for java debugging
"Parameter: memusagereportgranularity" on page 228	Specifies the memory granularity (in megabytes) when the Service Manager server reports detailed memory usage of a single server thread
"Parameter: ir_trace" on page 227	Causes the Service Manager server to write Information Retrieval (IR) messages to the log file
"Parameter: rtm" on page 229	Causes the Service Manager server to write Response Time Monitor (RTM) performance statistics to the log file
"Parameter: enablecoredump" on page 339	Enables Service Manager to log any information generated by a system crash

Startup parameter	Description
"Parameter: debugvmmmap" on page 221	Causes the Service Manager server to print a map of the virtual memory should the server fail to attach to shared memory
"Parameter: tracememerror" on page 230	Enables the Service Manager to print memory trace information and generate coredump when the memory is handled incorrectly
"Parameter: utallocmode" on page 231	Enables the Service Manager server to log the memory allocation details for each server thread

Parameter: corepath

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

corepath

Description

This parameter defines the path to the core file that is generated by a system crash. The operating system of the Service Manager server determines which core file is generated, if any, during a system crash. Core file names are specific to the operating system.

For example:

AIX and Solaris:core.sm.<process_id>_<thread_id>

HP-UX and Linux:Core.<process_id>

Windows:sm.<process_id>_<thread_id>.mini.dmp

Note: In UNIX systems, this parameter is available only when the GCORE command is available.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

The Service Manager Server RUN directory

Possible values

Path to the operating system core file

Example usage

Command line: **sm -enablecoredump:1 -corepath:/sm/corefiles/**

Initialization file: enablecoredump:1

Parameter: dbmonitorfiles

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dbmonitorfiles

Description

This parameter causes the Service Manager server to monitor the table you specify and to record the following information in the log file when an update occurs:

- The application that issued the update request
- The list of records updated
- The user who initiated the update

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Comma separated list of table names to monitor

Example usage

Command line: **sm -httpPort:13080 -dbmonitorfiles:problem,probsummary**

Initialization file: dbmonitorfiles:problem,probsummary

Parameter: dbstats

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dbstats

Description

This parameter causes the Service Manager server to gather database usage statistics.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Command line: **sm -dbstats**

Initialization file: dbstats

Parameter: dbtriggertrace

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dbtriggertrace

Description

This parameter causes the Service Manager server to monitor the tables you specify and write the indicated level of trigger information to the log file.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Comma separated list including tracing level (1, 2, 3, or 4) followed by table names to monitor.

For example: *dbtriggertrace:<level1>,<file1>,<file2>,<file3>*

Example usage

Command line: **sm -httpPort:13080 -dbtriggertrace:3,probsummary,cm3r,scmessage**

Initialization file: *dbtriggertrace:3,probsummary,cm3r,scmessage*

Parameter: debugadhocsql

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugadhocsql

Description

This parameter enables adhocsql debugging messages.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

No value

Example usage

Initialization file: debugadhocsq1

Parameter: debugattachments

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugattachments

Description

This parameter causes the Service Manager server to record detailed attachment information in the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -debugattachments**

Initialization file: debugattachments

Parameter: debugca

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugca

Description

This parameter causes the Service Manager server to write cache information at the indicated logging level to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Logging level

- 1 (Minimal)
- 2 (Verbose)

Example usage

Command line: **sm -httpPort:13080 -debugca:1**

Initialization file: `debugca:1`

Parameter: debugdbquery

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugdbquery

Description

This parameter causes the Service Manager server to record database queries, timings, and results information that exceed the time threshold you specify in this parameter value in the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of seconds or 999 for a full query debug.

Example usage

Command line: **sm -httpPort:13080 -debugdbquery**

Initialization file: debugdbquery

Parameter: debugdbtypes

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugdbtypes

Description

This parameter causes the HP Service Manager server to perform data type checking during SQL mapping. The server writes results to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -debugdbtypes**

Initialization file: debugdbtypes

Parameter: debugdiagnostics

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugdiagnostics

Description

This parameter enables administrators to disable the Diagnostic Service. The Diagnostic Service when enabled could cause performance issues to large Service Manager systems. This parameter allows system administrators to enable or disable the Diagnostic Service as needed.

Note: By default, the Diagnostic Service is disabled. Before running the reportdiagnostics command, administrators must specify debugdiagnostics:1 to enable the Diagnostic Service.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Command line: **sm -httpPort:13080 -debugdiagnostics:1**

Initialization file: debugdiagnostics:1

Parameter: debugfileio

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugfileio

Description

This parameter causes the HP Service Manager server to write detailed debugging information about file input and output to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -debugfileio**

Initialization file: debugfileio

Parameter: debughttp

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debughttp

Description

This parameter causes the HP Service Manager server to write HTTP SOAP requests and responses to the following log files.

- logs\sm.log
- RUN\HTTP.log

Important: Enabling this parameter significantly reduces available system resources because the log files the server produces contain all HTTP traffic, including HTTP headers and attachments. For this reason, we recommend that you not enable this parameter on production systems, but rather in test environments only.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0 (Disable)

Possible values

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -debughttp:1**

Initialization file: debughttp:1

Parameter: debugjni

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugjni

Description

This parameter provides detailed debugging in the Java Native Interface implementation.

Valid if set from

Start up file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Initialization file: debugjni

Parameter: debugjavascript

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugjavascript

Description

This parameter causes the HP Service Manager server to write JavaScript debugging messages to the log file. Its value can be 1, 2, or 3.

- 1: Prints log information when an object is compiled, created, or disposed.
- 2: In addition to the output of *debugjavascript:1*, prints log information when the garbage collector of the server's internal JavaScript engine is started or stopped.

Tip: Prior to SM9.30P3HF6, the JavaScript engine's garbage collector had some defects, which caused objects to get released when they were still in use. The *debugjavascript:2* setting is helpful for identifying such kind of issues.

- 3: Forces the JavaScript engine to run garbage collection before running any JavaScript scripts.

Caution: This setting is intended only for developers, and must not be used in production environments.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

1, 2, and 3

Example usage

Command line: **sm -httpPort:13080 -debugjavascript:1**

Initialization file: `debugjavascript:1`

Parameter: debuglk

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debuglk

Description

This parameter causes the HP Service Manager server to write detailed debugging messages about locks to the log file. HP Service Manager only writes messages about locks that exceed the lock time threshold you specify.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of milliseconds

Example usage

Command line: **sm -httpPort:13080 -debuglk:1000**

Initialization file: `debuglk:1000`

Parameter: debugnode

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugnode

Description

When a process is started, it registers itself through loadBalancer so that loadBalancer can forward clients to the process. When System Administrators need to debug issues, they can start a process in debugnode to register with loadBalancer that this process is being debugged. LoadBalancer does not forward any clients to the process while debugnode is active.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

1

Possible values

0 or 1

Example usage

Command line: **sm -httpPort:13081 -debugnode**

or

Command line: **sm -httpPort:13081 -debugnode:1**

Parameter: debugprocesses

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugprocesses

Description

This parameter causes the HP Service Manager server to write process creation and termination messages to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -debugprocesses**

Initialization file: debugprocesses

Parameter: debugrest

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugrest

Description

This parameter enables the HP Service Manager server to write detailed log trace for RESTful web services diagnostics. by default, this feature is disabled.

To use this debugging parameter, set it to 1, then restart the Service Manager server and re-run the RESTful web service application.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0: Disable

1: Enable

Example usage

Command line: **sm -httpPort:13080 -debugrest:1**

Initialization file: debugrest:1

Parameter: debugrs

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugrs

Description

This parameter causes the HP Service Manager server to write detailed messages about resource locks to the log file. HP Service Manager only writes messages about resource locks that exceed the lock time threshold you specify. Enabling this parameter can cause your log file to increase in size very quickly. Only do so at the direction of Hewlett-Packard Customer Support.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of milliseconds

Example usage

Command line: **sm -httpPort:13080 -debugrs:1000**

Initialization file: `debugrs:1000`

Parameter: debugscauto

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugscauto

Description

This parameter causes the HP Service Manager server to write detailed messages about SCAuto connections to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:12690 -debugscauto**

Initialization file: debugscauto

Parameter: debugshutdown

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugshutdown

Description

This parameter causes the HP Service Manager server to write shutdown messages to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -debugshutdown**

Initialization file: debugshutdown

Parameter: debugstartup

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugstartup

Description

This parameter causes the HP Service Manager server to write start up messages to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -debugstartup**

Initialization file: debugstartup

Parameter: debugvmmmap

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

debugvmmmap

Description

This parameter causes HP Service Manager servers running on Windows operating systems to list the following information in the sm.log file:

- a list of memory address ranges large enough to contain shared memory
- a map of virtual memory

You can use the list of memory address ranges to specify a value for the *shared_memory_address* parameter. HP recommends you only specify a *shared_memory_address* value if HP Service Manager fails to automatically find one.

You can use the virtual memory map to troubleshoot shared memory problems and to identify a potential address for the *shared_memory_address* parameter. The virtual memory map lists the areas of free and used memory as well as the name of the resource using the address range.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -debugvmmap:1**

Initialization file: debugvmmap:1

Example excerpt of available shared_memory_address values

```
2724( 3572) 03/05/2010 11:06:38 RTE I List of all possible shared_memory_address
parameter settings for a shared memory size of 67108864 (64 MB)
2724( 3572) 03/05/2010 11:06:38 RTE I # Free range 0x7FFF0000-0xFFAD000
size=2147209216 (2047 MB)
2724( 3572) 03/05/2010 11:06:38 RTE I Preferred          : shared_memory_
address:0x80000000
2724( 3572) 03/05/2010 11:06:38 RTE I Lowest available : shared_memory_
address:0x80000000
2724( 3572) 03/05/2010 11:06:38 RTE I Highest available: shared_memory_
address:0xFBFA0000
2724( 3572) 03/05/2010 11:06:38 RTE D # Free range 0x122B5000-0x30000000 size=
500477952 ( 477 MB)
2724( 3572) 03/05/2010 11:06:38 RTE D                  shared_memory_
address:0x20000000
2724( 3572) 03/05/2010 11:06:38 RTE D Lowest available : shared_memory_
address:0x122D0000
2724( 3572) 03/05/2010 11:06:38 RTE D Highest available: shared_memory_
address:0x2C000000
...
2724( 3572) 03/05/2010 11:06:38 RTE D # Free range 0x77DF0000-0x7C360000 size=
72810496 ( 69 MB)
2724( 3572) 03/05/2010 11:06:38 RTE D                  shared_memory_
address:0x77E00000
2724( 3572) 03/05/2010 11:06:38 RTE D Lowest available : shared_memory_
address:0x77E00000
2724( 3572) 03/05/2010 11:06:38 RTE D Highest available: shared_memory_
address:0x78360000
2724( 3572) 03/05/2010 11:06:38 RTE D # Free range 0x039B0000-0x10000000 size=
207945728 ( 198 MB)
2724( 3572) 03/05/2010 11:06:38 RTE D                  shared_memory_
address:0x039C0000
2724( 3572) 03/05/2010 11:06:38 RTE D Lowest available : shared_memory_
address:0x039C0000
2724( 3572) 03/05/2010 11:06:38 RTE D Highest available: shared_memory_
address:0x0C000000
2724( 3572) 03/05/2010 11:06:38 RTE W !!! Use the preferred shared_memory_address
parameter above
2724( 3572) 03/05/2010 11:06:38 RTE W !!! or remove the shared_memory_address
parameter completely.
2724( 3572) 03/05/2010 11:06:38 RTE E HP Service Manager is unable to start.
Failed to initialize or attach to shared memory environment
```

Example excerpt of the virtual memory map

Debugging parameters

2388(5572) 02/16/2010 15:23:34 RTE D Heap#00 Extension#0 - 0x00580598-0x00680000
(0x000FFA68)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#01 Extension#0 - 0x00940590-0x00950000
(0x0000FA70)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#01 Extension#1 - 0x023C0048-0x024C0000
(0x000FFFB8)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#02 Extension#0 - 0x00B40590-0x00B80000
(0x0003FA70)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#03 Extension#0 - 0x003D0590-0x003E0000
(0x0000FA70)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#03 Extension#1 - 0x007B0048-0x008B0000
(0x000FFFB8)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#04 Extension#0 - 0x02270598-0x02280000
(0x0000FA68)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#04 Extension#1 - 0x02110050-0x02210000
(0x000FFFB0)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#05 Extension#0 - 0x023B0590-0x023C0000
(0x0000FA70)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#05 Extension#1 - 0x02280048-0x02380000
(0x000FFFB8)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#06 Extension#0 - 0x02600598-0x02640000
(0x0003FA68)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#07 Extension#0 - 0x02800590-0x02810000
(0x0000FA70)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#07 Extension#1 - 0x024C0048-0x025C0000
(0x000FFFB8)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#08 Extension#0 - 0x02770578-0x027B0000
(0x0003FA88)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#09 Extension#0 - 0x00500580-0x00540000
(0x0003FA80)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#10 Extension#0 - 0x008F0580-0x00930000
(0x0003FA80)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#11 Extension#0 - 0x026E0580-0x02720000
(0x0003FA80)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#12 Extension#0 - 0x029E0578-0x02A20000
(0x0003FA88)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#13 Extension#0 - 0x02BD0578-0x02C10000
(0x0003FA88)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#14 Extension#0 - 0x02DD0580-0x02E10000
(0x0003FA80)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#15 Extension#0 - 0x02880578-0x028C0000
(0x0003FA88)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#16 Extension#0 - 0x02960578-0x029A0000
(0x0003FA88)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#17 Extension#0 - 0x02680578-0x026C0000
(0x0003FA88)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#18 Extension#0 - 0x03000578-0x03040000
(0x0003FA88)

2388(5572) 02/16/2010 15:23:34 RTE D Heap#19 Extension#0 - 0x035D0590-0x035E0000

```

(0x0000FA70)
2388( 5572) 02/16/2010 15:23:34 RTE D Heap#20 Extension#0 - 0x02950590-0x02960000
(0x0000FA70)
2388( 5572) 02/16/2010 15:23:34 RTE D Heap#21 Extension#0 - 0x03540598-0x03580000
(0x0003FA68)
2388( 5572) 02/16/2010 15:23:34 RTE D Heap#22 Extension#0 - 0x02840598-0x02880000
(0x0003FA68)
2388( 5572) 02/16/2010 15:23:34 RTE D **Process Memory Map** - User address space
extends from 0x00010000 to 0xFFFFFFFF
2388( 5572) 02/16/2010 15:23:34 RTE D Start End (Size) Name
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00010000-0x00020000 (0x00010000) rw-
s [UNKNOWN]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00020000-0x00030000 (0x00010000) rw-
s [UNKNOWN]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00030000-0x00031000 (0x00001000) r--
s [UNKNOWN]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00031000-0x00040000 (0x0000F000)
[FREE]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00040000-0x00041000 (0x00001000) r--
i \Device\HarddiskVolume2\Windows\System32\apisetschema.dll
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00041000-0x00050000 (0x0000F000)
[FREE]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00050000-0x00089000 (0x00039000)
[RESERVED]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00089000-0x0008C000 (0x00003000) rw- g
[UNKNOWN]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x0008C000-0x00090000 (0x00004000) rw-
[UNKNOWN]
2388( 5572) 02/16/2010 15:23:34 RTE D 0x00090000-0x0016D000 (0x000DD000)
*** HP Service Manager stack: thread#5572 ***

```

Parameter: dryrun

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dryrun

Description

This parameter enables HP Service Manager administrators to run a load test script or test case to assess the usage of shared memory and process memory for a typical user. You can use this parameter for capacity planning during the development or test phases of implementation. This parameter creates a log file in the server's RUN folder.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -dryrun -httpPort:13080**

Sample Dry Run report

--- Dry Run Report ---

```
1572( 5900) 06/20/2008 15:18:11 RTE D ##### Dry Run Report #####
1572( 5900) 06/20/2008 15:18:11 RTE I ----- Shared Memory -----
1572( 5900) 06/20/2008 15:18:11 RTE I
1572( 5900) 06/20/2008 15:18:11 RTE I Shared Memory Release      7.10
1572( 5900) 06/20/2008 15:18:11 RTE I
1572( 5900) 06/20/2008 15:18:11 RTE I Current Size                64000000
1572( 5900) 06/20/2008 15:18:11 RTE I
1572( 5900) 06/20/2008 15:18:11 RTE I Segment Allocation           2886304
1572( 5900) 06/20/2008 15:18:11 RTE I Large Block Allocation       4255744
1572( 5900) 06/20/2008 15:18:11 RTE I
1572( 5900) 06/20/2008 15:18:11 RTE I Unused Space                 56857952 (88%)
1572( 5900) 06/20/2008 15:18:11 RTE I Free Space                   57071600 (89%)
1572( 5900) 06/20/2008 15:18:11 RTE I
1572( 5900) 06/20/2008 15:18:11 RTE I
1572( 5900) 06/20/2008 15:18:11 RTE I Shared Memory Type  Allocations  Frees
  Allocated
1572( 5900) 06/20/2008 15:18:11 RTE I -----
-----
1572( 5900) 06/20/2008 15:18:11 RTE I Not named                11
0      2832
1572( 5900) 06/20/2008 15:18:11 RTE I User blocks                3
0      6144
1572( 5900) 06/20/2008 15:18:11 RTE I Messages                    0
```

```
0          0
1572( 5900) 06/20/2008 15:18:11 RTE I Resource locks          1
0          16

1572( 5900) 06/20/2008 15:18:11 RTE D Sessions PeakMemoryUsage: 5416720,
MemoryUsage: 203581, MemoryOverhead:11232, TotalAllocations:405289
1572( 5900) 06/20/2008 15:18:11 RTE D Memory Leak Report is available in file
memdebug.1572.5900.log
1572( 5900) 06/20/2008 15:18:11 RTE D ##### End DryRun Report #####
```

Parameter: enablecoredump

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

enablecoredump

Description

This parameter enables HP Service Manager to log information generated by a system crash. The operating system of the HP Service Manager server determines what core file gets generated, if any, during a system crash. Core file names are specific to the operating system.

For example:

AIX and Solaris:core.sm.<process_id>_<thread_id>

HP-UX and Linux:Core.<process_id>

Windows:sm.<process_id>_<thread_id>.mini.dmp

When you see system messages in the sm.log file that indicate the Core Generation is disabled and ignoring Generate Core dump requests, start the processes to log information by enabling the parameter with a setting of "1" (*enablecoredump:1*).

Note: By default, the file is generated in HP Service Manager's RUN directory. You can choose an alternate location by providing the corepath parameter.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -enablecoredump:1 -corepath:/sm/corefiles/**

Initialization file: enablecoredump:1

Parameter: ir_trace

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ir_trace

Description

This parameter causes the HP Service Manager server to write Information Retrieval (IR) messages to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -ir_trace**

Initialization file: `ir_trace`

Parameter: log4jdebug

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can always set a startup parameter from the server's operating system command prompt.

Parameter

log4jdebug:com.hp.ov.sm.common.oom.LowMemoryHandler

Description

This parameter enables certain java packages to be started in debug mode.

Valid if set from

Server's operating system command prompt

Start up file (`sm.ini` or `smstart`)

Requires restart of HP Service Manager server

Yes

Default value

None -- By default none of the java packages will be run in debug mode.

Possible values

`com.hp.ov.sm.common.oom.LowMemoryHandler`

Example usage

Command line: **sm -httpPort:13080 -log4jDebug:com.hp.ov.sm.common.oom.LowMemoryHandler**

Parameter: memusagereportgranularity

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

memusagereportgranularity

Description

This parameter specifies the memory granularity (in megabytes) when the Service Manager server reports detailed memory usage of a single server thread.

Note: This parameter takes effect only when the *utallocmode* parameter is enabled. For more information, see "[Parameter: utallocmode](#)" on page 231.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

40 (megabytes)

Possible values

No less than 10 (megabytes)

Example usage

Command line: **sm -httpPort:13080 -utallocmode:2 -memusagereportgranularity:50**

Initialization file: `memusagereportgranularity:50`

Parameter: rtm

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

rtm

Description

This parameter causes the HP Service Manager server to write Response Time Monitor (RTM) performance statistics to the log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Logging level

- 2 (Displays the response and transaction times)
- 3 (Displays the same information as *rtm:2*, and also provides a panel by panel trace of the RAD application)
- 4 (Displays the same information as *rtm:2* and *rtm:3*, and also provides details about the usage of each RAD operator and command panel from the last format response to this one)
- 5 (Displays the same information as *rtm:2* and *rtm:3*, and also provides details about the usage of each RAD operator and command panel from the last panel response to this one)

Example usage

Command line: **sm -httpPort:13080 -rtm:2**

Initialization file: *rtm:2*

Parameter: tracememerror

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter

tracememerror

Description

This parameter specifies whether to print memory trace information in the sm.log file and generate coredump when the memory is handled incorrectly.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Print call stack)

2 (Print call stack and generate coredump)

Example usage

Command line: **sm -tracememerror:1**

Initialization file: `tracememerror:1`

Parameter: utallocmode

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

utallocmode

Description

This parameter enables the Service Manager server to log the memory allocation details for each server thread in the server's logs folder. Set this parameter to one of these values:

- 0 (default): Disables this feature.
- 2: Enables this feature. When enabled, in the server's logs folder, a file named `memusage.<PID>.<TID>.log.csv` is generated for each server thread to report the memory allocation details, and if a potential memory leak is detected a file named `memleak.<PID>.<TID>.log` is also created. Here, `<PID>` represents the process ID, and `<TID>`

represents the thread ID.

This parameter is used in conjunction with the *memusagereportgranularity* parameter, which defines the memory granularity (in megabytes) to use when reporting the detailed memory usage of a single thread. The default is 40 megabytes, and the minimum is 10 megabytes.

Caution: Use this feature for debugging purposes only, because enabling this feature may downgrade your system performance.

Caution: On HP-UX, enable this parameter for only one process in the sm.cfg file. If you enable it in the sm.ini file for multiple processes on the same machine, performance issues could occur.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of HP Service Manager server?

Yes

Default value

0 (Disabled)

Possible values

0, and 2

Example usage

Command line: **sm -httpPort:13080 -utallocmode:2**

Initialization file: utallocmode:2

Information Retrieval (IR) expert parameters

The following table lists the startup parameters you can set from the Service Manager server's OS command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how Service Manager indexes and retrieves information using IR Expert.

Startup parameter	Brief description
"Information Retrieval (IR) expert parameters: ir_asynchronous" on page 235	Defines whether the Service Manager server immediately updates information retrieval files (synchronously) or whether the server creates a schedule record to process the files (asynchronously)
"Information Retrieval (IR) expert parameters: ir_autostop" on page 236	Defines whether the Service Manager server stops an Information Retrieval (IR) search when a search term appears in more than 500 documents
"Information Retrieval (IR) expert parameters: ir_boost_same_sequence" on page 237	Defines whether the Service Manager server increases the search weighting boost for documents that match the query term sequence
"Information Retrieval (IR) expert parameters: ir_cluster_closeness" on page 238	Defines the percentage record similarity variance that records can have in an Information Retrieval search.
"Information Retrieval (IR) expert parameters: ir_cluster_symbol" on page 238	Defines the alphanumeric character that indicates that the system should perform a clustered query.
"Information Retrieval (IR) expert parameters: ir_disable" on page 239	Allows you to disable the IR keys on your existing Service Manager system, so that the upgrade process runs faster
"Information Retrieval (IR) expert parameters: ir_language" on page 240	Defines the language of the text that you want Information Retrieval to index
"Information Retrieval (IR) expert parameters: ir_languagefiles_path" on page 241	Defines the path to Information Retrieval language files that contain stop words, the stem dictionary, the suffix dictionary, and the normal dictionary
"Information Retrieval (IR) expert parameters: ir_max_clusters" on page 242	Defines the maximum number of clusters to return in an Information Retrieval search
"Information Retrieval (IR)	Defines the maximum number of insertions, deletions, or

Startup parameter	Brief description
expert parameters: ir_max_deep_distance" on page 242	substitutions that can occur in automatic spelling correction
"Information Retrieval (IR) expert parameters: ir_max_relevant_answers" on page 243	Defines the maximum number of relevant records an Information Retrieval search can return
"Information Retrieval (IR) expert parameters: ir_max_shallow_distance" on page 244	Defines the maximum number of letters different a search term can be from an index term during an Information Retrieval (IR) search
"Information Retrieval (IR) expert parameters: ir_max_shared" on page 245	Defines the maximum bytes of shared storage that you want IR Expert to use
"Information Retrieval (IR) expert parameters: ir_min_cluster_members" on page 246	Defines the minimum number of records that Service Manager allows in any one cluster
"Information Retrieval (IR) expert parameters: ir_minidf" on page 246	Defines the minimum relevance ranking that search terms must have for Service Manager to include them in Information Retrieval (IR) search results
"Information Retrieval (IR) expert parameters: ir_opt_path" on page 247	Defines the IR option file path for the morphological analyzer.
"Information Retrieval (IR) expert parameters: ir_prefix" on page 248	Defines the path to the Information Retrieval (IR) database files that contain the index
"Information Retrieval (IR) expert parameters: ir_query_drop_off" on page 249	Defines the maximum percentage deviation from the original search term Service Manager can use to find related records
"Information Retrieval (IR) expert parameters: ir_sql_limit" on page 250	Determines how many records are fetched from an RDBMS in a combined IR and SQL query
"Information Retrieval (IR) expert parameters: ir_term_drop_off" on page 250	Defines the maximum percentage frequency that search terms can have in the Information Retrieval (IR) index for Service Manager to include them in search results
"Information Retrieval (IR) expert parameters: ir_timelimit" on page 252	Defines the maximum number of seconds that an Information Retrieval (IR) query can run

Information Retrieval (IR) expert parameters: `ir_` `asynchronous`

Parameter

ir_asynchronous

Description

This parameter defines whether the HP Service Manager server immediately updates information retrieval files (synchronously) or whether the server creates a schedule record to process the files (asynchronously).

Caution: Be aware that the synchronous IR mode could cause performance issues. For this reason, you are not recommended to change this parameter from its default value.

When the server is running in asynchronous IR mode, you can start the processing of scheduled IR records by using the **sm -que:ir** command. If the scheduled process stops without clearing the shared memory, you can start the process again by using the **sm -que:ir** command.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (synchronous record handling)

1 (asynchronous record handling)

The following table explains whether the Service Manager server immediately updates information retrieval files (synchronously) or whether the server creates a schedule record to process the files (asynchronously).

ir_ asynchronous	Operation	Input IR queue (non-horizontal scale)	Input IR queue (horizontal scale)
1	Modify the content of the field in IR key	Yes	Yes
1	Regen IR	Yes	Yes
0	Modify the content of the field in IR key	No	Yes
0	Regen IR	No	No and clean the queue

Example usage

Command line: **sm -httpPort:13080 -ir_asynchronous:1**

Initialization file: *ir_asynchronous:1*

Information Retrieval (IR) expert parameters: *ir_ autostop*

Parameter

ir_ autostop

Description

This parameter defines whether the HP Service Manager server stops an Information Retrieval (IR) search when a search term appears in more than 500 documents. When enabled, IR considers a term irrelevant and stops tracking it when the term appears in more than 500 documents. However, those 500 index entries remain in the system.

By allowing IR to automatically stop terms, the size of the IR files is limited, and the performance of IR improves. If you do not use the autostop feature then you should make sure that terms that are frequently used but that are of no interest in retrievals are placed in the IR stop file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -ir_autostop:1**

Initialization file: *ir_autostop:1*

Information Retrieval (IR) expert parameters: *ir_boost_same_sequence*

Parameter

ir_boost_same_sequence

Description

This parameter defines whether the HP Service Manager server increases the search weighting boost for documents that match a query term sequence. When enabled, terms used in a document that match the same sequence as terms used in the query will be considered more relevant than documents that contain the terms out of sequence.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -ir_boost_same_sequence:1**

Initialization file: *ir_boost_same_sequence:1*

Information Retrieval (IR) expert parameters: *ir_cluster_closeness*

Parameter

ir_cluster_closeness

Description

This parameter defines the percentage record similarity variance that records can have in an Information Retrieval search. As the percentage increases, clusters become larger and more loosely related.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

20

Possible values

Percentage variance

Example usage

Command line: **sm -httpPort:13080 -ir_cluster_closeness:25**

Initialization file: *ir_cluster_closeness:25*

Information Retrieval (IR) expert parameters: *ir_cluster_symbol*

Parameter

ir_cluster_symbol

Description

This parameter defines the alphanumeric character that indicates the system should perform a clustered query. When the system performs a clustered query, Information Retrieval searches all documents within the index to identify documents that have similar issues. Clustered queries identify common errors.

Important: Clustered queries require a great deal of system resources and should only be performed by a knowledge expert in order to identify common errors.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Alphanumeric character

Example usage

Command line: **sm -httpPort:13080 -ir_cluster_symbol:c**

Initialization file: `ir_cluster_symbol:c`

Information Retrieval (IR) expert parameters: `ir_disable`

Parameter

ir_disable

Description

This parameter allows you to disable the IR keys on your existing HP Service Manager system, so that the upgrade process runs faster.

Note: After the application upgrade succeeds, you can enable the IR keys again by removing the `ir_disable:1` entry from the `sm.ini` file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Possible values

1 (Disable)

Example usage

Command line: **sm ir_disable:1**

Initialization file: `ir_disable:1`

Information Retrieval (IR) expert parameters: ir_ language

Parameter

ir_language

Description

This parameter defines the language of the text that you want Information Retrieval to index.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Note: Perform an IR Regen operation after setting or changing this parameter.

Default value

English

Possible values

English

German

Example usage

Command line: **sm -httpPort:13080 -ir_language:German**

Initialization file: *ir_language:German*

Information Retrieval (IR) expert parameters: *ir_languagefiles_path*

Parameter

ir_languagefiles_path

Description

This parameter defines the path to the Information Retrieval language files that contain stop words, the stem dictionary, the suffix dictionary, and the normal dictionary.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

HP Service Manager installation folder\RUN

Possible values

Path to the IR language files

Example usage

Command line: **sm -httpPort:13080 -ir_languagefiles_path:HP Service Manager installation folder**

Initialization file: *ir_languagefiles_path:HP Service Manager installation folder*

Information Retrieval (IR) expert parameters: `ir_max_clusters`

Parameter

ir_max_clusters

Description

This parameter defines the maximum number of clusters that are returned by an Information Retrieval search.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

100

Possible values

Number of clusters to return

Example usage

Command line: **sm -httpPort:13080 -ir_max_clusters:125**

Initialization file: `ir_max_clusters:125`

Information Retrieval (IR) expert parameters: `ir_max_deep_distance`

Parameter

ir_max_deep_distance

Description

This parameter defines the maximum number of insertions, deletions, or substitutions that can occur in

automatic spelling correction.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

2

Possible values

Number of insertions, deletions, or substitutions allowed during automatic spelling correction

Example usage

Command line: **sm -httpPort:13080 -ir_max_deep_distance:3**

Initialization file: `ir_max_deep_distance:3`

Information Retrieval (IR) expert parameters: `ir_max_relevant_answers`

Parameter

ir_max_relevant_answers

Description

This parameter defines the maximum number of relevant records that an Information Retrieval search can return.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

50

Possible values

Number of relevant records

Example usage

Command line: **sm -httpPort:13080 -ir_max_relevant_answers:100**

Initialization file: `ir_max_relevant_answers:100`

Information Retrieval (IR) expert parameters: `ir_max_shallow_distance`

Parameter

ir_max_shallow_distance

Description

This parameter defines the maximum number of letters in a search term that can differ from the indexed term during an Information Retrieval (IR) search. You can also use this parameter to turn off spelling correction.

IR spelling correction occurs when a term that is used in the query is not within the IR index files. IR examines all the terms in the index to determine the term that most closely matches the search term. If the number of changes required to change the query term to a known IR term is within the limits set by the *ir_max_shallow_distance* and *ir_max_deep_distance:n* parameters, then the query uses the IR term. This search process is also known as a fuzzy search.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

-1 (Disabled)

Number of letters different from search term (Enabled)

Example usage

Command line: **sm -httpPort:13080 -ir_max_shallow_distance:2**

Initialization file: `ir_max_shallow_distance:2`

Information Retrieval (IR) expert parameters: `ir_max_shared`

Parameter

ir_max_shared

Description

This parameter defines the maximum shared storage space (bytes) that you want IR Expert to use. Increasing the amount of shared memory improves IR performance. Each IR file uses about 320,000 bytes of information in a hash space that is not counted by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Amount of shared memory in bytes

Minimum value of 8000 up to a maximum of 80% of the shared memory byte value

Example usage

Command line: **sm -httpPort:13080 -ir_max_shared:8000**

Initialization file: `ir_max_shared:8000`

Information Retrieval (IR) expert parameters: *ir_min_cluster_members*

Parameter

ir_min_cluster_members

Description

This parameter defines the minimum number of records that HP Service Manager allows in any one cluster.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

3

Possible values

Number of records

Example usage

Command line: **sm -httpPort:13080 -ir_min_cluster_members:4**

Initialization file: *ir_min_cluster_members:4*

Information Retrieval (IR) expert parameters: *ir_minidf*

Parameter

ir_minidf

Description

This parameter defines the minimum relevance ranking that search terms must have for HP Service

Manager to include them in Information Retrieval (IR) search results. Service Manager ranks each search term based on how frequently it appears in the index. Terms that appear in the index less frequently are assigned more relevance in search results. If a term appears in the index too frequently, Service Manager ignores the search term as if it were in the stop word list.

Service Manager determines a relevance ranking for each search term by computing an IDF value. Service Manager uses the following formula to compute the IDF value of search terms: $[\text{natural log}(\text{terms in index}/\text{number of instances of search term in index})]+1$

For example, in an index of 1000 terms, a search term that appears 250 times in the index has an IDF value of 2.4. Since this is below the minimum value of 2.5, Service Manager ignores the term because it appears too frequently. A search term that appears only 10 times in the index however has an IDF value of 5.6, and since this term exceeds the minimum IDF value threshold, Service Manager includes it in the search results.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

2.5

Possible values

Minimum IDF value

Example usage

Command line: **sm -httpPort:13080 -ir_minidf:2.4**

Initialization file: `ir_minidf:2.4`

Information Retrieval (IR) expert parameters: ir_opt_path

Parameter

ir_opt_path

Description

This parameter defines the IR option file path for the morphological analyzer.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any valid file path

Example usage

Initialization file: `ir_opt_path:..\irlang\cma_options.utf8`

Information Retrieval (IR) expert parameters: `ir_prefix`

Parameter

ir_prefix

Description

This parameter defines the path to the Information Retrieval (IR) database files that contain the index.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

HP Service Manager installation folder\RUN

Possible values

Path to IR database files

Example usage

Command line: **sm -httpPort:13080 -ir_prefix:HP Service Manager installation folder**

Initialization file: *ir_prefix:HP Service Manager installation folder*

Information Retrieval (IR) expert parameters: ir_query_drop_off

Parameter

ir_query_drop_off

Description

This parameter defines the maximum percentage deviation from the original search term that HP Service Manager can use to find related records. As this percentage increases, Service Manager includes more variations of the search terms in query results.

For example, with the default 50% variance Service Manager can vary a six letter search term by three letters. Therefore, if the search word is "cables," Service Manager may include variations such as "tables" and "cabins" in the search.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

50

Possible values

Maximum percentage of search term variance

Example usage

Command line: **sm -httpPort:13080 -ir_query_drop_off:66**

Initialization file: *ir_query_drop_off:66*

Information Retrieval (IR) expert parameters: `ir_sql_limit`

Parameter

`ir_sql_limit`

Description

This parameter determines the maximum number of records that a combined IR and SQL query returns from the RDBMS.

This parameter does not affect pure IR queries (queries that only involve IR indexed fields) or pure SQL queries. This parameter only affects queries that involve some fields that are indexed by IR and some that are not.

Valid if set from

Server's operating system command prompt

Initialization file (`sm.ini`)

Requires restart of the Service Manager server?

Yes

Default value

32767

Possible values

The maximum number of records to be fetched from the RDBMS for a combined IR and SQL query. A value of 0 (zero) means there is no limit.

Example usage

Command line: `sm -httpPort:13080 -ir_sql_limit:20000`

Initialization file: `ir_sql_limit:20000`

Information Retrieval (IR) expert parameters: `ir_term_drop_off`

Parameter

ir_term_drop_off

Description

This parameter defines the maximum frequency (expressed as a percentage) with which search terms can appear in the Information Retrieval (IR) index before HP Service Manager excludes them from search results. Service Manager ranks each search term, based on how frequently it appears in the index. The less frequently that a term appears in the index, the more relevance Service Manager assigns to it in search results. If a term appears too frequently in the index then Service Manager ignores the search term as if it were in the stop word list.

Service Manager determines both a term search frequency and a relevance ranking for each search term. The search term frequency is a simple percentage that is calculated with the following formula:

$$\langle \text{number of instances of search term in index} \rangle / \langle \text{terms in index} \rangle * 100$$

The relevance ranking is determined by computing an IDF value. Service Manager uses the following formula to compute the IDF value of search terms:

$$[\text{natural log} (\langle \text{terms in index} \rangle / \langle \text{number of instances of search term in index} \rangle)] + 1$$

For example, in an index of 1000 terms, a search term that appears 250 times in the index has a frequency percentage of 25% and an IDF value of 2.4. Since this is above the maximum frequency percentage value of 22%, Service Manager ignores the term as too frequent. A search term that appears only 10 times in a 1000 term index however has a frequency percentage of 1% and an IDF value of 5.6. Since this term is within the percentage frequency threshold, Service Manager includes it in the search results, although it will not be as relevant as search terms with a lower IDF value.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

22

Possible values

Maximum percentage frequency

Example usage

Command line: **sm -httpPort:13080 -ir_term_drop_off:25**

Initialization file: *ir_term_drop_off:25*

Information Retrieval (IR) expert parameters: ir_ timelimit

Parameter

ir_timelimit

Description

This parameter defines the maximum number of seconds that an Information Retrieval (IR) query can run. HP Service Manager stops queries that exceed this time limit.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -ir_timelimit:30**

Initialization file: `ir_timelimit:30`

LDAP parameters

These parameters determine how the server manages connections to an LDAP directory service. You can set these parameters from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

Startup parameter	Brief description
"Startup parameter: ldapauthenticateonly " on the next page	Requires the Service Manager server to use LDAP for login authentication only
"Startup parameter: ldapbinddn " on page 255	Defines the name that the Service Manager server uses to bind to the LDAP server
"Startup parameter: ldapbindpass " on page 255	Defines the password the Service Manager server uses to bind to the LDAP server
"Startup parameter: ldapdisable " on page 256	Disables the LDAP login authentication procedure
"Startup parameter: ldapdisconnect " on page 257	Specifies when the Service Manager server disconnects from the LDAP server
"Startup parameter: ldapmaxrecords " on page 258	Specifies the maximum number of records to return from an LDAP query
"Startup parameter: ldapnosizelimitmsg " on page 258	Disables the "Size limit exceeded" message from the LDAP server, so that this informational message does not display in each client and confuse users
"Startup parameter: ldapnostrictlogin " on page 259	Allows users with valid operator records to log into to Service Manager without also having a valid LDAP record
"Startup parameter: ldapsearchscope " on page 260	Specifies whether to search the LDAP base directory only or the LDAP base directory and subtrees
"Startup parameter: ldapserver " on page 261	Defines any back up LDAP servers that the Service Manager server can connect to if the primary LDAP server is unavailable

Startup parameter	Brief description
"Startup parameter: ldapsllallownocert " on page 263	When this parameter is enabled, the RTE does not check a CA's root certification. In this situation, you do not need to set a root certificate for the CA that issued the LDAP server's certificate on the Service Manager server in order to enable LDAP over SSL in Service Manager
"Startup parameter: ldapstats " on page 263	Causes Service Manager to record LDAP query statistics in the sm.log file.
"Startup parameter: ldaptimelimit " on page 264	Defines the maximum number of seconds that Service Manager waits for a response to an LDAP query.

Startup parameter: ldapauthenticateonly

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapauthenticateonly

Description

This parameter requires the HP Service Manager server to use LDAP for login authentication only.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -ldapsrver1:ldapparent -ldapauthenticateonly**

Initialization file: ldapauthenticateonly

Startup parameter: ldapbinddn

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapbinddn

Description

This parameter defines the name the HP Service Manager server uses to bind to the LDAP server.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

LDAP bind name

Example usage

Command line: **sm -httpPort:13080 -ldapserver1:ldapparent -
ldapbinddn:uid=falcon,ou=People,dc=hp,dc=com**

Initialization file: ldapbinddn:uid=falcon,ou=People,dc=hp,dc=com

Startup parameter: ldapbindpass

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapbindpass

Description

This parameter defines the password the HP Service Manager server uses to bind to the LDAP server.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

LDAP password

Example usage

Command line: **sm -httpPort:13080 -ldapbindpass:ldappassword**

Initialization file: ldapbindpass:ldappassword

Startup parameter: ldapdisable

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapdisable

Description

This parameter disables the LDAP login authentication procedure. Although you do not have to restart the server for this parameter to work, the server will write connection error messages to the sm.log file until you have restarted the server.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -ldapserver1:ldapparent -ldapdisable:1**

Initialization file: ldapdisable:1

Startup parameter: ldapdisconnect

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapdisconnect

Description

This parameter specifies when the HP Service Manager server disconnects from the LDAP server.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (After client log out)

1 (After every transaction)

Example usage

Command line: **sm -httpPort:13080 -ldapserver1:ldapparent -ldapdisconnect:1**

Initialization file: ldapdisconnect:1

Startup parameter: ldapmaxrecords

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapmaxrecords

Description

This parameter specifies the maximum number of records to return from an LDAP query. If the LDAP server has a more restrictive query limit, then that limit determines the actual number of records returned by a query.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Number of records

Example usage

Command line: **sm -httpPort:13080 -ldapserver1:ldapparent -ldapmaxrecords:10**

Initialization file: ldapmaxrecords:10

Startup parameter: ldapnosizelimitmsg

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapnosizelimitmsg

Description

When limiting LDAP query with *ldapmaxrecords:100* (for example), if LDAP query results are bigger than 100 records, users receive the following message:

Message from LDAP server: Size limit exceeded.

This informational message may mislead users to think that something is not working correctly.

This parameter, when set to 1, allows you to disable this informational message so that it will not display to and therefore not disturb end users.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Enable)

1 (Disable)

Example usage

Command line: `sm -httpPort:13080 -ldapserver1:ldapparent -ldapnosizelimitmsg:1`

Initialization file: `ldapnosizelimitmsg:1`

Startup parameter: `ldapnostrictlogin`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

`ldapnostrictlogin`

Description

Enabling this parameter allows users with valid operator records to log into HP Service Manager without also having a valid LDAP record. By default, a user is required to have both a valid LDAP record and a valid HP Service Manager operator record.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: `sm -httpPort:13080 -ldapsrvr1:ldapparent -ldapnostrictlogin:1`

Initialization file: `ldapnostrictlogin:1`

Startup parameter: ldapsearchscope

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapsearchscope

Description

This parameter specifies whether to search the LDAP base directory only or the LDAP base directory and subtrees.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Search LDAP base directory and subtrees)

1 (Search LDAP base directory only)

Example usage

Command line: `sm -httpPort:13080 -ldapservers1:ldapparent -ldapsearchscope:1`

Initialization file: `ldapsearchscope:1`

Startup parameter: ldapservers

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can always set a startup parameter from the server's operating system command prompt.

Parameter

`ldapservers[Numerical ID]`

Description

This parameter defines any backup LDAP servers that the HP Service Manager server can connect to if the primary LDAP server is unavailable.

You can add this parameter multiple times by adding a number to the end of the parameter. The HP Service Manager server attempts to connect to each LDAP server in turn. For example:

```
ldapservers1:...
ldapservers2:...
ldapservers<n>:...
```

The parameter uses the following syntax and attributes to define the LDAP server settings.

<hostname>%<port>%<base directory>%<certificate file path>

Attribute	Required?	Description
<code><hostname></code>	Yes	The data source name (DSN) or IP address of the LDAP server.
<code><port></code>	No	The communications port on which the LDAP server listens to

Attribute	Required?	Description
		connection requests.
<base directory>	No	The base directory on the server where you want LDAP searches to start.
<certificate file path>	No	The path to the LDAP server SSL certificate.

The following entries illustrate how to properly use the parameter attributes:

```
ldapserver1:ldapparent%389%cn=users,dc=ldapparent,dc=hp,dc=com%c:\certificates\sslcert.pem
```

```
ldapserver2:16.183.93.217%636%cn=users,dc=sws,dc=ind,dc=lab
```

Note: If you configure LDAP servers over an SSL connection, you may wish to enable the *ldapsslallownocert* parameter. When this parameter is enabled, the Service Manager server does not check a CA's root certification.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

hostname, port, base directory, certification file path

Append the numerical ID of LDAP server to the end of the parameter (values from 1-99 are possible)

Example usage

Command line: sm -httpPort:13080 -ldapserver1:ldapparent

Initialization file: ldapserver1:ldapparent

Startup parameter: ldapsslallownocert

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapsslallownocert:<numerical ID>

Description

When this parameter is enabled, the Service Manager server does not check a CA's root certification. In this situation, you do not need to set a root certificate for the CA that issued the LDAP server's certificate on the SM server in order to enable LDAP over SSL in SM.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Service Manager checks the CA's root certificates)

1 (Service Manager does not check the CA's root certificates)

Example usage

Command line: sm -httpPort:13080 -ldapsslallownocert:1

Initialization file: ldapsslallownocert:1

Startup parameter: ldapstats

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldapstats

Description

Enabling this parameter causes HP Service Manager to record LDAP query statistics in the sm.log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: sm -httpPort:13080 -ldapsver1:ldapparent -ldapstats:1

Initialization file: ldapstats:1

Startup parameter: ldaptimelimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ldaptimelimit

Description

This parameter defines the maximum number of seconds that HP Service Manager will wait for a response to an LDAP query. If this parameter is not provided or the value is set at 0 (zero), then there is no time limit.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

Number of seconds

Example usage

Command line: sm -httpPort:13080 -ldapsver1:ldapparent -ldaptimelimit:60

Initialization file: ldaptimelimit:60

Localization parameters

The following table lists the startup parameters you can set from the Service Manager server's OS command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how the Service Manager server displays language and regional settings.

Localization Parameter	Brief description
"Localization parameters: Language identifiers table" below	List of valid language and regional identifier codes
"Parameter: localizeddecimalpoint" on page 268	Enables the decimal symbol in numeric fields to be localized.

Localization parameters: Language identifiers table

Language	Identifier	Unix code page	Windows code page
Albanian	sq		
American		819	1252
Australian		819	1252
Basque	eu	819	1252
Bulgarian	bg	915	1251
Canadian		819	1252
Catalan	ca	819	1252
Chinese	zh	Chinese does not use code pages	
Croatian	hr	912	1250
Cyrillic	sr	915	1251
Czech	cs	912	1250
Danish	da	819	1252
Dutch	nl	819	1252

Language	Identifier	Unix code page	Windows code page
English	en	819	1252
Estonian	et	819	1257
Finnish	fi	819	1252
French	fr	819	1252
German	de	819	1252
Greek	el	813	1253
Hungarian	hu	912	1250
Icelandic	is	819	1252
Italian	it	819	1252
Japanese*	ja	EUC	SJIS
Korean	ko	949	949
Latvian	lv	912	1257
Lithuanian	lt	912	1257
Norwegian	no	819	1252
Polish	pl	912	1250
Portuguese	pt	819	1252
Romanian	ro		
Russian	ru	915	1251
Serbian	sh		
Slovak	sk	912	1250
Slovenian	sl	912	1250
Spanish	es	819	1252
Swedish	sv	819	1252
Swiss		819	1252
Thai	th	8741	874
Turkish	tr	920	1254
Ukrainian	uk	1251	1251
utf8	utf8		

* HP Service Manager supports Japanese only if you install a multi-byte version.

Parameter: localizeddecimalpoint

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

localizeddecimalpoint

Description

This parameter enables users to use a pre-configured decimal symbol (for example, the comma) when completing numeric fields. By default, this parameter is disabled (set to "0"), and users can only enter a period as a decimal symbol. However, in Europe a comma is normally used. When this parameter is enabled, users can enter numeric values using the Decimal Symbol (either a period or comma) defined for one of the following currencies, listed from the highest to lowest priority:

- The currency defined in the **Display Currency** field in the user's operator record
- The currency defined in the **Basis Currency** field on the **General** tab of the System Information Record
- The **US Dollar** currency

Tip: To view the Decimal Symbol setting for a specific currency, click **System Administration > Base System Configuration > Currencies**, and then click **Search**.

- Whether this parameter is enabled or disabled, when a user views a cost value, Service Manager automatically converts the value according to the above currency settings. For example, when an operator whose currency is British Pounds is ordering an item from the Service Catalog, Service Manager displays the item's cost in British Pounds (for example, £ 50,00). However, there are exceptions (for example, the Total Cost value of an Order in Request Management always display in US Dollars.)
- When creating an unload file in .txt format, Service Manager always uses a period as the decimal symbol even if the original decimal symbol is a comma, and it can successfully process the unload when loading it back. If you need to edit the unload file before loading it back, always use a period as the decimal symbol; otherwise errors will occur when the unload is loaded back.

- When using the Export to Excel feature, each decimal symbol (for example, a comma) will be exported as is. For this reason, be sure not to select a comma as the delimiter when exporting data.

Caution: When the Service Manager server is running on a Linux host, set the locale to en_US.utf8. If you use other locale settings such as de_DE.utf8 or fr_FR.utf8, it is not possible to assign a number with decimal places to a variable in RAD expressions or JavaScript. If you try to assign something like "\$number=1.456" in RAD Debugger, the result is 1.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0 (Disabled)

Possible values

0: Disabled

1: Enabled

Regional settings parameters

These parameters determine the regional settings that the server uses. You can set these parameters from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

Startup parameter	Brief description
"Startup parameter: servertz " below	Causes server processes to use the listed time zone

Startup parameter: servertz

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

servertz

Description

Defining this parameter causes server processes to use the listed time zone. The HP Service Manager server only uses this time zone value if it cannot find time zone information in the user's operator record or in the System Wide Company Record. Typically, only external processes such as *SCAUTO*, *SCBUTIL*, and *SCEmail* use this time zone entry.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Time zone name in the tzfile table

Example usage

System Configuration Parameters help topics for printing
Regional settings parameters

Command line: **sm -httpPort:13080 -servertz:US/Pacific**

Initialization file: servertz:US/Pacific

Security parameters

These parameters determine the access requirements for the server. You can set these parameters from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

Security parameter	Brief description
"Startup parameter: changeencrkey" below	Changes the database encryption key by updating all the encrypted fields
"Startup parameter: encryptionkey" on the next page	Defines the encryption key that is used to encrypt fields in the database
"Startup parameter: fipsmode" on page 274	Determines if the Service Manager server runs in FIPS 140-2 compliant mode
"Startup parameter: ntsecuritygroup" on page 277	Restricts access to the Service Manager application on the server
"Parameter: querysecurity" on page 278	Determines if the Service Manager server requires a security hash with web tier URL queries
"Startup parameter: restaccessviabrowser" on page 279	Determines if RESTful access to the Service Manager server through a web browser is allowed.
"Startup parameter: soap12binding" on page 280	Enables or disables SOAP 1.2 binding on the server
"Startup parameters: JavaScript access" on page 275	Specifies access restrictions from JavaScript code for file access and command execution
"Startup parameter: upgradeencralg" on page 281	Upgrades the database encryption algorithm from DES to AES by updating all encrypted fields with a new 256-bit key

Startup parameter: changeencrkey

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

changeencrkey

Description

This parameter changes the database encryption key by updating all encrypted fields. The value of this parameter must be either 8 characters long in non-FIPS mode or 32 characters (256 bits) long in FIPS mode, and consist of alphanumeric characters.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

xxxxxxxx in non-FIPS mode

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx in FIPS mode

Possible values

8 character alphanumeric string in non-FIPS mode

32 character alphanumeric string in FIPS mode

Example usage

Command line: **sm -httpPort:13080 -changeencrkey:1234567890abcdefghijklmnopqrstuv**

Startup parameter: encryptionkey

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

encryptionkey

Description

This parameter defines the encryption key for encrypting fields in the database. The value of this parameter must be either 8 characters (64 bits) long in non-FIPS mode or 32 characters (256 bits) long in FIPS mode, and consist of alphanumeric characters.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

xxxxxxx in non-FIPS mode

xxxxxxxxxxxxxxxxxxxxxxxxxxxx in FIPS mode

Possible values

32 character alphanumeric string

Example usage

Command line: **sm -httpPort:13080 -encryptionkey:1234567890abcdefghijklmnopqrstuv**

Initialization file: encryptionkey:1234567890abcdefghijklmnopqrstuv

Startup parameter: fipsmode

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

fipsmode

Description

This parameter determines if the Service Manager server runs in FIPS 140-2 compliant mode ("FIPS mode"). When running in FIPS mode, Service Manager uses 256-bit AES data encryption algorithm; when running in non-FIPS mode, Service Manager uses the 64-bit DES encryption algorithm. By default, Service Manager runs in non-FIPS mode.

- When set to 1: All Service Manager servers and clients must run in FIPS mode. Clients running in non-FIPS mode can no longer connect to the server.
- When set to 0 (default): All Service Manager servers and clients run in non-FIPS mode.

Caution: In a horizontal scaling environment, this parameter must be set to the same value (either 1 or 0) in all server nodes.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0, 1

Example usage

Command line: **sm -httpport:13080 -fipsmode:1**

Initialization file: fipsmode:1

Startup parameters: JavaScript access

Startup parameters change the behavior of the server.

Parameter

jsaccessfilereadregex

jsaccessfilewriteregex

jsaccesscmdregex

Description

These parameters specify access restrictions from JavaScript code for file access and command execution. This is required for security reasons so that users with Process Designer tailoring rights are not able to use the available Service Manager JavaScript APIs to directly access the underlying host file system and command line in an unauthorized way. These restrictions are described below:

- System administrator (sysadmin) users are allowed unrestricted access to the file system and command line
- Non-sysadmin users are allowed unrestricted access as well by default (none of these configuration parameters is present); if any of these parameters is present, access is restricted as follows:
 - *jsaccessfilereadregex*:<regex>: Files read using the `readFile()` and `uncompressFile()` (compressed file only) JavaScript functions must have an absolute path name that matches the regular expression <regex>.
 - *jsaccessfilewriteregex*:<regex>: Files written using the `writeFile()`, `deleteFile()`, `makeDir()`,

uncompressFile() (output dir only), and writeAttachmentToFile() JavaScript functions must have an absolute path name that matches the regular expression <regex>.

- jsaccesscmdregex:<regex>: Operating system commands executed by using the sysExec() JavaScript function (including parameters) must match the regular expression <regex>.

Regular expressions must use proper syntax for Java-style regex (similar to Perl-style) (for example, '.' means any character and backslashes need to be doubled). File path names in jsaccessfilereadregex and jsaccessfilewriteregex must be absolute and use proper delimiters ('/' for UNIX, and '\' for Windows). They are case-sensitive for UNIX and case-insensitive for Windows.

File path names used as parameters to JavaScript functions can still be any legal OS-specific file path names. Absolute and relative path names are allowed as well as the usage of '.' and '..'. On Windows, delimiters can be either '/' or '\', while UNIX only allows '/'. However, path names from JavaScript commands are normalized first (relative paths are made absolute, the '.' and '..' are eliminated, and on Windows '/'s are transformed into '\s) before they are pattern matched against their corresponding regular expression.

Command line strings in the sysExec() JavaScript function are taken as is and compared to the jsaccesscmdregex regular expression. The following table lists the strings that are not allowed in the command line run by sysExec(). If administrators need to use any of these strings in the command line, they can put the real command line in a .sh or .bat file, and then run the .sh/.bat file in sysExec() instead. When any JavaScript attempts to run unauthorized commands or use these forbidden strings in the command line run by sysExec(), audit warning messages will be logged in the server log (sm.log). The messages include the commands to be run, and the user's login name.

Forbidden string in command line	Comment
	Logical OR in shell.
	The Pipe symbol.
;	Shell statement ending; the shell interpreter will run the command that follows.
``	A pair of backquotes. The shell interpreter will run the command between `` first, and then insert its STDOUT output to the command line of the outside command.
&&	Logical AND in shell
&	Run in the background; the shell interpreter will run the command that follows.
>>	File appending; it will write to file.
>	File redirection; it will write to file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of server?

Yes

Default value

None (Unrestricted file access and command execution)

Possible values

Regular expressions

Example usage

- `jsaccessfilereadregex:C:\\Users\\joe\\Documents\\.+|C:\\SM-Install\\server-dist\\RUN\\(\\w)+\\.js`

Read access is limited to any files under the C:\Users\joe\Documents directory and only for .js files under the C:\SM-Install\server-dist\RUN directory.

- `jsaccessfilewriteregex:^$`

Only matches the empty string. This is used to deny all write access to the file system.

- `jsaccesscmdregex:dir .*|copy "C:\\Users\\spinu\\Documents\\SM\\Special Dir\\from\\(\\w)+" "C:\\Users\\spinu\\Documents\\SM\\Special Dir\\to\\(\\w)+"`

Command execution is limited to the "dir" command with any parameters or the "copy" command, but only from a file in the C:\Users\spinu\Documents\SM\Special Dir\from directory to a file in the C:\Users\spinu\Documents\SM\Special Dir\ directory.

Startup parameter: ntsecuritygroup

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ntsecuritygroup

Description

Defining this parameter restricts access to the HP Service Manager application on the server. Only users who are members of the Windows user group defined by this parameter can start or stop the HP Service Manager application.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Name of the Windows user group

Example usage

Command line: **sm -httpPort:13080 -ntsecuritygroup:SM Users**

Initialization file: ntsecuritygroup:SM Users

Parameter: querysecurity

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

querysecurity

Description

The parameter determines whether the Service Manager server generates a query hash when calling the makeSCWebURL server function. If this parameter is set to 1, a query hash value is appended to URLs generated by makeSCWebURL.

Note: This parameter is tied to the *querySecurity* (spelled with an uppercase "S") web parameter. To disable the security hash feature, you must disable both the web.xml and sm.ini versions of this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -querysecurity:0**

Initialization file: querysecurity:0

Startup parameter: restaccessviabrowser

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

restaccessviabrowser

Description

This parameter determines if RESTful access to the Service Manager server through a web browser is allowed. You can specify 0 or 1 for this parameter:

- 0: Access to Service Manager through REST from a web browser is not allowed
- 1: Access to Service Manager through REST from a web browser is allowed

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0, 1

Example usage

Command line: **sm -httpPort:13080 -restaccessviabrowser:1**

Initialization file: `restaccessviabrowser:1`

Startup parameter: soap12binding

Startup parameters change the behavior of the server.

Parameter

soap12binding

Description

By default, Service Manager generates WSDLs that conform to soap 1.1 binding. However, some Web Services clients accept both soap 1.1 and soap 1.2. In such cases, you can enable *soap12binding* by providing the parameter *soap12binding:1*.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of server?

Existing connections will honor the current value. New connections will honor the new value.

Default value

0 (Disabled)

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Command line: **sm -httpPort:13080 -debugnode:1 -soap12binding:0**

Initialization file: soap12binding:0

Startup parameter: upgradeencralg

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

upgradeencralg

Description

This parameter upgrades the database encryption algorithm from DES to AES by updating all encrypted fields with a new 256-bit key. The value of this parameter must be either empty or a 32 characters long alphanumeric string. The specified value will be used as the encryption key of AES, and a default 256-bit key will be used if you specify an empty value.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Possible values

32 character alphanumeric string

Example usage

Command line: **sm -upgradeencralg:1234567890abcdefghijklmnopqrstuv**

Servlet parameters

The following table lists the startup parameters you can set from the HP Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how a Service Manager server manages client connections.

Servlet Parameter	Description
"Parameter: appthreadspersession " on page 284	Gives a site some control over the amount of server memory that a user can consume by limiting the number of application tabs that can be opened through the client
"Parameter: disableXrs " on page 285	Enables and disables the -Xrs JVM option
"Parameter: fetchnonnullsystemp " on page 286	Specifies whether or not to fully enable the template merge functionality for the operator table
"Parameter: group " on page 287	Shuts down or quiesces all Service Manager server members in a virtual group
"Parameter: groupbindaddress " on page 288	Defines the TCP/IP address of the network adapter you want servlet container processes to use to communicate with other processes in a virtual group
"Parameter: grouplicenseip " on page 289	Defines the TCP/IP address of the Service Manager host with a valid Autopass license for the virtual group
"Parameter: groupmcastaddress " on page 291	Defines the TCP/IP address that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation
"Parameter: groupname " on page 292	Creates a virtual group that servlet container processes across multiple systems can join for horizontal scaling purposes
"Parameter: groupport " on page 293	Defines the communications port that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation
"Parameter: groupsubnetaddress " on page 294	Defines the subnet mask that the multicasting IP address resides on in a horizontal scaling implementation
"Parameter: grouptimeout " on page 295	Defines the timeout value (in milliseconds) for Jgroups remote procedure

Servlet Parameter	Description
grouptimeout" on page 295	calls
"Parameter: host" on page 296	Specifies the host name of the Service Manager server that you want to shut down or quiesce
"Parameter: httpPort" on page 297	Defines the communications port that a servlet container process uses to communicate with clients using HTTP
"Parameter: httpsPort" on page 298	Defines the communications port that a servlet container process uses to communicate with clients using HTTPS (SSL-encrypted HTTP)
"Parameter: keystoreFile" on page 320	Defines the path and file name to the Java keystore that contains the certificate of the Service Manager server
"Parameter: keystorePass" on page 321	Defines the password to the Java keystore that contains the certificate of the Service Manager server
"Parameter: loadBalancer" on page 300	Creates a load balancer process that listens to incoming client requests on the communications port specified by the <i>httpPort</i> parameter
"Parameter: logperthread" on page 301	Defines whether the Service Manager server opens a separate sm.log file for each thread
"Parameter: maxattachmentcount" on page 302	Specifies the maximum number of files that can be attached to an individual record.
"Parameter: memorypollinterval" on page 371	Defines when to poll the heap memory
"Parameter: queryhashcode" on page 304	Enables all HP Service Manager processes to consistently generate a unique hash code, which can be accepted and properly decoded by the web tier
"Parameter: reportgroup" on page 305	Displays the status of ports, processes, and threads in horizontal and vertical scaling servlet implementations
"Parameter: reportlbstatus" on page 341	Displays information about available ports and threads in horizontal and vertical scaling servlet implementations
"Parameter: sslConnector" on page 324	Defines whether servlet container processes have an HTTPS (SSL-encrypted HTTP) communications port available

Servlet Parameter	Description
"Parameter: threadspersession " on page 311	Defines the number of threads that you want the Service Manager server to start when it starts a new process
"Parameter: ssl_trustedClientsJKS " on page 327	Defines the path and file name to the Java keystore that contains the list of trusted client certificates from which the Service Manager server allows connection requests
"Parameter: ssl_trustedClientsPwd " on page 328	Defines the password to the Java keystore that contains the list of trusted client certificates from which the Service Manager server allows connection requests
"Parameter: truststoreFile " on page 314	Defines the path and file name of the Java keystore that contains the list of trusted certificate authorities
"Parameter: truststorePass " on page 315	Defines the password to the Java keystore that contains the list of trusted CA certificates

Parameter: `appthreadspersession`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

appthreadspersession

Description

This parameter gives a site some control over the amount of server memory that a user can consume by limiting the number of application tabs that can be opened through the client. If a user performs an action that will result in opening a new application tab that exceeds the limit (for example, the maximum number of tabs is set at three and the user performs an action that would open a fourth tab), a message is displayed letting the user know that the maximum number of application tabs has been exceeded and the action is denied.

This parameter can also be used during load tests to prevent a common problem where a script that is recorded never closes the application tab, and then results in out-of-memory errors.

Note: A user cannot open the last allowed tab by executing a command via the command line. For example, the *appthreadspersession* parameter is set to 5, a user has four open tabs (including the

first tab). The user tries to open the fifth tab by executing a command (for example, the **db** command) via the command line. In this scenario, the fifth tab cannot be opened. However, the user can open the fifth tab from the System Navigator.

This is a known limitation caused by the mechanism that calculates the number of open tabs.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0 (Unlimited number of application tabs.)

Note: If you are running in scripting mode, the default value is 5.

Possible values

No maximum is enforced.

Example usage

Command line: **sm -appthreadspersession:3**

Initialization file: `appthreadspersession:3`

Parameter: disableXrs

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

disableXrs

Description

The Service Manager process creates a JVM and provides default option of `-Xrs` on startup to reduce the signals to be handled by the JVM. However, you may want to generate thread dumps for debugging purposes, and then you would want the JVM to receive these signals. Use the `-disableXrs` parameter in

sm.ini, so that the Service Manager process will not provide this option to JVM.

Notes:

- This parameter is honored only in Windows environment for debugging purposes.
- If you use Remote Desktop and start a Service Manager process using *disableXrs:1*, and then close the session or log off, the Service Manager process will be shutdown.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 = enable JVM option -Xrs

1 = disable JVM option -Xrs

Example usage

Command line: **sm -httpPort:13080 -disableXrs:1**

Initialization file: *disableXrs:1*

Parameter: fetchnotnullsystemp

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

fetchnotnullsystemp

Description

Prior to version 9.31, records that have a non-NULL systemplate field were passed to the query

condition filter before they merged the template, and were thus incorrectly filtered out. As of version 9.31, these records will merge the template record before they are passed to the query condition filter. You need to set it to *fetchnotnullsystemp:1* to fully enable the template merge functionality. However, it may cause performance issues if the table has more than 10K records whose systemtemplate field is not NULL.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Do not fully enable the template merge functionality)

1 (Fully enable the template merge functionality)

Example usage

Command line: **sm -fetchnotnullsystemp:1**

Initialization file: *fetchnotnullsystemp:1*

Parameter: group

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

group

Description

This parameter is intended for horizontal scaled implementations where there are multiple servers. This parameter allows the System Administrator to shut down or quiesce all HP Service Manager server members of the horizontal scaled group.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

The System Administrator can run the following commands to shut down or quiesce HP Service Manager server members in the horizontal scaled group.

Example: To shut down the default host (localhost) in the horizontal scaled group:

Command line: **sm -shutdown**

Example: To shut down a specific host (not the default host) in the horizontal scaled group:

Command line: **sm -shutdown -host:otherhost**

Example: To shut down all hosts in the horizontal scaled group:

Command line: **sm -shutdown -group**

Example: To restrict HP Service Manager processes to administrators only on the local host.

Command line: **sm -quiesce:1**

Example: To restrict HP Service Manager processes for all users in the entire cluster.

Command line: **sm -quiesce:2 -group**

Example: To bring the system back to running mode (unquiesce). All users can now connect to the processes.

Command line: **sm -quiesce:0 -group**

Parameter: groupbindaddress

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupbindaddress

Description

This parameter defines the TCP/IP address of the network adapter you want servlet container processes to use to communicate with other processes in a virtual group. You only need to define this parameter if the HP Service Manager host contains more than one network adapter.

It is best practice to place this parameter in the HP Service Manager initialization file so that all servlet container processes started on the same host share the TCP/IP address specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any TCP/IP address

Example usage

Initialization file:

```
groupbindaddress:10.0.0.124
```

Parameter: grouplicenseip

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

grouplicenseip

Description

HP Service Manager uses HP Autopass software to validate the license. This parameter defines the TCP/IP address of the HP Service Manager host with a valid HP Autopass license for the virtual group. This parameter contains the TCP/IP address of the HP Service Manager primary host, or a list of comma-separated IP addresses of the primary and backup hosts for license verification. When you

request a license, Autopass prompts you for the IP address of the system where you are going to install the software. Use this IP address as the value for the *grouplicenseip* parameter. During startup, HP Service Manager needs the *grouplicenseip* parameter for the following conditions:

- You are running HP Service Manager on a system with multiple Network Interface Cards (NICs) and multiple IP addresses.
- You are running HP Service Manager in a horizontally-scaled system and the primary host has multiple NICs and multiple IP addresses.
- You are running HP Service Manager in a horizontally-scaled system and you are configuring the *sm.ini* file on a secondary host.

It is best practice to place this parameter in the HP Service Manager initialization (*sm.ini*) file, so that all servlet container processes started on the same host share the TCP/IP address specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (*sm.ini*)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any TCP/IP address

Example usage

Example 1: Initialization file:

```
grouplicenseip:10.0.0.135
```

Example 2: Initialization file:

```
grouplicenseip:10.0.0.135, 10.0.0.137, 10.0.0.139
```

Parameter: groupmcastaddress

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupmcastaddress

Description

This parameter defines the TCP/IP address that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation. The servlet container processes talk to one another using User Datagram Protocol (UDP) multicasting and must use a TCP/IP address consistent with that protocol. You must enable UDP multicasting traffic on your network to use HP Service Manager virtual grouping.

It is best practice to place this parameter in the HP Service Manager initialization file so that all servlet container processes started on the same host share the TCP/IP address specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any TCP/IP address valid for UDP multicasting (addresses 224.0.1.0 to 239.255.255.255, inclusive.)

Example usage

Initialization file:

```
groupname:mygroup1  
groupmcastaddress:224.0.1.255  
groupport:13100
```

Parameter: groupname

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupname

Description

This parameter creates a virtual group that servlet container processes across multiple systems can join for horizontal scaling purposes. Systems that list the same virtual group name are part of the same group. This parameter requires the use of the *groupmcastaddress* and *groupport* parameters to define the resources group members can use to talk to the load balancer process.

It is best practice to place this parameter in the HP Service Manager initialization file so that all servlet container processes started on the same host share the virtual group name specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any alphanumeric name without spaces

Example usage

Initialization file:

```
groupname:mygroup1  
groupmcastaddress:224.0.1.255  
groupport:13100
```

Parameter: groupport

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupport

Description

This parameter defines the communications port that servlet container processes can use to communicate with the load balancer process in a horizontal scaling implementation. The servlet container processes talk to one another using User Datagram Protocol (UDP) multicasting and must use a common communications port available on all member systems of the virtual group. You must enable UDP multicasting traffic on your network to use HP Service Manager virtual grouping.

It is best practice to place this parameter in the HP Service Manager initialization file so that all servlet container processes started on the same host share the communications port specified by this parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Any communications port valid for UDP multicasting

Example usage

Initialization file:

```
groupname:mygroup1  
groupmcastaddress:224.0.1.255  
groupport:13100
```

Parameter: groupsubnetaddress

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

groupsubnetaddress

Description

This parameter defines the subnet address of a Service Manager server node in a horizontal scaling implementation. It is used to identify a cluster when the system uses multiple network adapter cards.

HP Service Manager attempts to automatically compute the subnet address from the IP address you provide in the *groupbindaddress* parameter and the subnet mask of any currently running servlet container processes in the same group. However, if the system cannot automatically compute the subnet address, the server will fail to start and fail to join the group. You can then use this parameter to provide the proper subnet address.

Caution: Only provide the subnet address if one of your group members fails to start because the system could not automatically determine the proper subnet address.

Note: A subnet address is a computed value derived from a bitwise AND operation on the binary values of the IP address and the subnet mask. You can use an online calculator to compute this value if your network administrator cannot provide it.

It is best practice to place this parameter in the HP Service Manager initialization file rather than the command line.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

A subnet address on the host system

Example usage

Initialization file:

```
groupname:mygroup1  
groupbindaddress:192.168.1.2  
groupsubnetaddress:192.168.1.0  
groupport:13100
```

Parameter: grouptimeout

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

grouptimeout

Description

This parameter allows you to configure the timeout value (in milliseconds) for Jgroups remote procedure calls. You can tune this value to keep the number of available nodes stable.

It is recommended to set this parameter to a minimal value as long as it can keep the number of the available nodes stable. Meanwhile, the network latency between the web server and the HP Service Manager server should be small, otherwise the load balancer may forward a request to a node that is not able to handle the request due to network latency.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1000 (milliseconds)

Possible values

Number of milliseconds from 300 to 10000

Example usage

Command line: **sm -grouptimeout:1500**

Initialization file: grouptimeout:1500

Parameter: host

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

host

Description

This parameter is intended for horizontally scaled implementations in which there are multiple servers. This parameter allows you to specify the member of the horizontal scaled group you want to shut down or quiesce.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

A valid HP Service Manager host name

Example usage

The System Administrator can run the following commands to shut down or quiesce HP Service Manager server members in the horizontal scaled group.

Note: When the host option is missing in the commands, the default is taken as the localhost or currenthost.

Example: To shut down the default host (localhost) in the horizontal scaled group:

Command line: **sm -shutdown**

Example: To shut down a specific host (not the default host) in the horizontal scaled group:

Command line: **sm -shutdown -host:myserver1**

Example: To shut down all hosts in the horizontal scaled group:

Command line: **sm -shutdown -group**

Example: To restrict HP Service Manager processes to administrators only on the local host.

Command line: **sm -quiesce:1**

Example: To restrict HP Service Manager processes for all users in the entire cluster.

Command line: **sm -quiesce:2 -group**

Example: To bring the system back to running mode (unquiesce). All users can now connect to the processes.

Command line: **sm -quiesce:0 -group**

Parameter: httpPort

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

httpPort

Description

This parameter defines the communications port that a servlet container process uses to communicate with clients using HTTP. A servlet container process can only have one HTTP port open at a time.

It is best practice to use this parameter from the command line or configuration file for each individual servlet container process you start. This practice makes it easy to identify the HTTP communications port each servlet container uses.

Valid if set from

Server's operating system command prompt

Start up file (sm.cfg or smstart)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Any valid communications port number

Example usage

Command line: **sm -httpPort:13081**

Parameter: httpsPort

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

httpsPort

Description

This parameter defines the communications port that a servlet container process uses to communicate with clients using HTTPS (SSL-encrypted HTTP). A servlet container process can only have one HTTPS port open at a time. Servlet container processes can only use an HTTPS communications port if the *sslConnector* parameter is enabled. This parameter requires the use of the *sslConnector* parameter.

It is best practice to use this parameter from the command line or configuration file for each individual servlet container process you start. This practice makes it easy to identify the HTTPS communications port each servlet container uses.

Valid if set from

Server's operating system command prompt

Start up file (sm.cfg or smstart)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Any valid communications port number

Example usage

Command line: **sm -httpsPort:13081**

Parameter: keystoreFile

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

keystoreFile

Description

This parameter defines the path and file name to the Java keystore that contains the certificate of the Service Manager server. HP Service Manager uses this keystore to encrypt and decrypt messages sent to clients in servlet implementations. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

- Server's operating system command prompt
- Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

HP Service Manager installation directory\RUN\smsrv.keystore

Possible values

Path and file name of the Java keystore containing the HP Service Manager server's signed certificate

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -keystoreFile:smsrv.keystore -keystorePass:changeit**

Initialization file: `keystoreFile:smsrv.keystore`

Parameter: keystorePass

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

keystorePass

Description

This parameter defines the password to the Java keystore containing the certificate of the HP Service Manager server. HP Service Manager uses this keystore to encrypt and decrypt messages sent to clients in servlet implementations. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

changeit

Possible values

Password to the Java keystore containing the HP Service Manager server's signed certificate

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -keystoreFile:smsrv.keystore -keystorePass:changeit**

Initialization file: keystorePass:changeit

Parameter: loadBalancer

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

loadBalancer

Description

This parameter creates a load balancer process that listens to incoming client requests on the communications port specified by the `httpPort` parameter. The load balancer process forwards client connection requests to an available thread on a servlet container process. This parameter requires at least one servlet container process to which to forward client requests. The servlet container process can be on the local HP Service Manager system or on another system that is part of the same virtual group.

Valid if set from

Server's operating system command prompt

Start up file (`sm.cfg` or `smstart`)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **`sm -loadBalancer -httpPort:13080`**

Parameter: `logperthread`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

logperthread

Description

This parameter defines whether the HP Service Manager server opens a separate `sm.log` file for each thread. Each log file contains the session ID at the end of the log name.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -logperthread:1**

Initialization file: logperthread:1

Parameter: maxattachmentcount

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxattachmentcount

Description

This parameter specifies the maximum number of files that can be attached to an individual record. If this limit is exceeded, the attachment upload process fails and the following error is displayed in the user interface:

The total number of attachments in this record exceeds the maximum allowed number for a single record.

The same error message is returned in the response if you attempt to add attachments through a SOAP or RESTful call and the number of attachments exceeds this limit.

Note: If an existing record has already more attachments than allowed by *maxattachmentcount*, the existing attachments are retained, but uploading of new attachments will fail.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

100

Possible values

0 to unlimited

Example usage

Command line: **sm -httpPort:13080 -maxattachmentcount:100**

Initialization file: `maxattachmentcount:100`

Parameter: `memorypollinterval`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can always set a startup parameter from the server's operating command prompt.

Parameter

memorypollinterval

Description

This parameter defines the frequency at which the memory heap is monitored. The memory monitoring thread checks for available and maximum memory every *n* seconds, where *n* is the value specified. If you specify zero (0), memory monitoring is disabled.

Note: Setting this parameter too low (for example, every second) places additional load on the system.

Valid if set from

Server's operating system command prompt

Start up file (sm.ini or smstart)

Requires restart of the Service Manager server?

No

Default value

15

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -memorypollinterval:15**

Parameter: queryhashcode

Startup parameters change the behavior of the server.

Parameter

queryhashcode:hostname:port

Description

This parameter enables all Service Manager processes to consistently generate a unique hash code, which can be accepted and properly decoded by the web tier. If you provide the Fully Qualified Domain Name (FQDN) of a server host in the web.xml file, you need to provide the same value in this parameter.

The value of this parameter should be the same on all your horizontally-scaled systems.

Note: The value of this parameter is used only when the `querysecurity` parameter is enabled..

Valid if set from

Command line

Initialization file (sm.ini)

Requires restart of server?

All new connections will take the new value.

Sessions which are already running will continue to use the old value. In this case, HP recommends restarting the server.

Default value

None

Possible values

A valid Service Manager hostname and communication port

Example usage

If no FQDN is specified in the web.xml, the following example is valid:

No FQDN provided in web.xml:

```
<serverhost>hostname</serverhost>  
<serverport>13080</serverport>
```

Enter the following in the Initialization (sm.ini) file:

```
queryhashcode:hostname:13080
```

When the FQDN of a server host is provided in the web.xml file, you need to provide the same value in this parameter, as follows:

FQDN provided in web.xml:

```
<serverhost>hostname.com</serverhost>  
<server port>13080</serverport>
```

Enter the following in the Initialization (sm.ini) file:

```
queryhashcode:hostname.com:13080
```

Note: You only need to provide one entry in the sm.ini file.

Parameter: reportgroup

Parameter

reportgroup

Description

This parameter displays the status of ports, processes, and threads in horizontal and vertical scaling servlet implementations.

Important: The reportgroup process requires every other process to send it a report. This means that every process must consume some amount of system memory to generate its report, which decreases the amount of memory available to run the system. While the reporting information may be valuable, you need to balance your data tracking requirements with the amount of memory being used. To reduce the performance impact of running this process, you may want to run it on a development or

testing system, or choose a longer interval between running reports.

Note: If you have opted to run this process continuously (for example, every minute non-stop), you have the option to shut down the process. To shut down a specific Service Manager process, specify the hostname of the Service Manager server and system process (PID) you want to shut down. On a command line, enter **sm -shutdown -host:myhost.myserver.com -PID:1234**.

Some examples of the information that is reported include:

- Service Manager locks that are currently being held.
- Service Manager threads waiting to acquire locks. This is useful for lock analysis.
- Thread dumps of all Service Manager processes on all hosts. This is useful for detecting deadlocks, if any. Thread dumps repeat for each process and host.

The information is sent to a separate log file.

Settings

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default values

Run the report every 20 seconds.

Repeat the process 15 times.

Possible values

Number of seconds between reports and the number of times to run a report.

Example usage

Run the report every 20 seconds and repeat the process 15 times.

sm -reportgroup

sm -reportgroup:20,15

Recommended: Run the report every minute and repeat the process 20 times. This provides less load on the cluster.

sm -reportgroup:60,20

Log File Examples

The following sample is an example of the information that is displayed in a log file for a vertical scaling servlet implementation on one host.

Note:

- This example report has been reformatted for printed display.
- The output in this example has been truncated (this is not the full output from the command).

```
Load Balancer Status:Sat Jun 23 09:58:52 PDT 2012
HP Service Manager LoadBalancer Running on Host:myhost.myserver.com Port:34567
List of Hosts:
```

```
HostName: myhost.myserver.com
```

```
-----Server Instances
ProcessID      ClusterAddress  HttpPort  HttpsPort  Sessions  DbgMode  QMode  LB
      7872      15.178.177.72:33285    34568      0      (3/50)      N      N      N
      7881      15.178.177.72:33283    34569      0      (1/50)      N      N      N
      7837      15.178.177.72:33278    34567      0      (0/50)      N      N      Y
```

```
-----
State          LowMem          JAVA_USED/MAX/PERCENT
WR[6d22h39m]  N                (4404408/238616576/1.8458097)
QR[9m]        N                (2983152/238616576/1.2501864)
RUN           N                (2601080/238616576/1.0900668)
```

```
-----Non Server Instances-----
ProcessID      ClusterAddress  State  LowMem          JAVA_USED/MAX/PERCENT
      8510      15.178.177.72:33329    RUN    N                (0/89522176/0.0)
      7931      15.178.177.72:33299    RUN    N      (1502256/59703296/2.5162027)
      7880      15.178.177.72:33280    RST    N      (1539248/59703296/2.5781624)
      7930      15.178.177.72:33291    SHT    N      (1514024/59703296/2.5359137)
```

```
-----
Command Line parameters
```

```
-reportgroup:1,1
-sync -log:../logs/sm.sync.log
```

```

system.start -log:../logs/sm.start.log
-que:ir -log:../logs/sm.que.log

Locks from all nodes in the cluster.
Waiting locks
Thread Dumps from all nodes In the cluster
Thread Dump from process: Host: myhost.myserver.com PID: 7872
ChannelAddress: 15.178.177.72:33285
  SM_LowMemoryHandler
    java.lang.Thread.sleep(Native Method)
    comp.hp.ov.sm.common.oom.LowMemoryHandler.run
(LowMemoryHandler.java:181)
    java.lang.Thread.run(Thread.java:619
    
```

Parameter: reportlbstatus

Parameter

reportlbstatus

Description

This parameter displays information about available ports and threads in horizontal and vertical scaling servlet implementations. You can capture the output of this report in a text file using standard output (*stdout*) parameters appropriate to your operating system.

The following example shows connection statistics for a vertical scaling servlet implementation on one host.

Note:

- This example report has been reformatted for print display.
- The output in this example has been truncated (this is not the full output from the command).

```

Load Balancer Status:Sat Jun 23 09:58:52 PDT 2012
HP Service Manager LoadBalancer Running on Host:myhost.myserver.com Port:34567
List of Hosts:
    
```

HostName: myhost.myserver.com

ProcessID	ClusterAddress	HttpPort	HttpsPort	Sessions	DbgMode	QMode	LB	Server Instances
7872	15.178.177.72:33285	34568	0	(3/50)	N	N	N	
7881	15.178.177.72:33283	34569	0	(1/50)	N	N	N	

```
7837      15.178.177.72:33278      34567      0      (0/50)      N      N      Y
```

```
-----
State      LowMem      JAVA_USED/MAX/PERCENT
WR[6d22h39m] N      (4404408/238616576/1.8458097)
QR[9m]     N      (2983152/238616576/1.2501864)
RUN        N      (2601080/238616576/1.0900668)
```

```
-----Non Server Instances-----
ProcessID  ClusterAddress      State      LowMem      JAVA_USED/MAX/PERCENT
      8510      15.178.177.72:33329      RUN      N      (0/89522176/0.0)
      7931      15.178.177.72:33299      RUN      N
(1502256/59703296/2.5162027)
      7880      15.178.177.72:33280      RST      N
(1539248/59703296/2.5781624)
      7930      15.178.177.72:33291      SHT      N
(1514024/59703296/2.5359137)
```

Command Line parameters

```
-reportlbstatus
-sync -log:../logs/sm.sync.log
system.start -log:../logs/sm.start.log
-que:ir -log:../logs/sm.que.log
```

The State column lists one of the following values:

State	Description
RUN	The process is currently running.
WR [<time>]	The process is in restart waiting interval. The value in brackets is the remaining waiting interval expressed in d days, h hours, and m minutes.
QR [<time>]	The process is in quiesce mode prior to restarting. The value in brackets is the time remaining until the process restarts expressed in d days, h hours, and m minutes.
RST	The process is currently restarting.
SHT	The process is currently shutting down.

The report output will appear in the log directory with a file name of sm.log_datetime.log, where datetime is in the format mmddyhhmmss and represent the time at which the command was submitted.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

The number of seconds in which the report should execute again

Example usage

Command line: **sm -reportlbstatus status.txt**

Parameter: sslConnector

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sslConnector

Description

This parameter defines whether servlet container processes have an HTTPS (SSL-encrypted HTTP) communications port available. A servlet container process can only have one HTTPS port open at a time. Servlet container processes can only use an HTTPS communications port if the sslConnector parameter is enabled. This parameter requires the use of the httpsPort parameter.

It is best practice to place this parameter in the HP Service Manager initialization file so that you enable or disable the HTTPS port for all servlet containers on the same system.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Initialization file: `-sslConnector:0`

Parameter: `threadspersprocess`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

threadspersprocess

Description

This parameter defines the number of threads that you want the HP Service Manager server to start when it starts a new process. Each thread can support one client connection or one background process. The recommended maximum value for the *threadspersprocess* process is 60. Usually, the value of this parameter should be below 50.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

50

Possible values

Number of threads to start

Example usage

Command line: `sm -httpPort:13080 -threadspersprocess:20`

Initialization file: `threadspersprocess:20`

Parameter: `ssl_trustedClientsJKS`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

`ssl_trustedClientsJKS`

Description

This parameter defines the path and file name to the Java keystore containing the list of trusted client certificates from which the HP Service Manager server allows connection requests. When you enable the `ssl_reqClientAuth` parameter with any of the servlet implementations, only the clients with signed certificates in this keystore can connect to the HP Service Manager server. This keystore contains a copy of each client's signed certificate. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Path and file name of the Java keystore containing the list of trusted client certificates

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -ssl_trustedClientsJKS:trusted.jks -ssl_trustedClientsPwd:<password>**

Initialization file: `ssl_trustedClientsJKS:trusted.jks`

Parameter: `ssl_trustedClientsPwd`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

`ssl_trustedClientsPwd`

Description

This parameter defines the password to the Java keystore containing the list of trusted client certificates from which the HP Service Manager server allows connection requests. When you enable the `ssl_reqClientAuth` parameter with any of the servlet implementations, only the clients with signed certificates in this keystore can connect to the HP Service Manager server. This keystore contains a copy of each client's signed certificate. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

The `keystorePass` value

Possible values

Password to the Java keystore containing the signed client certificates of trusted clients

Example usage

Command line: `sm -httpPort:13080 -httpsPort:13081 -ssl_trustedClientsJKS:trusted.jks -ssl_trustedClientsPwd:<password>`

Initialization file: `keystorePass:<password>`

Parameter: truststoreFile

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

truststoreFile

Description

This parameter defines the path and file name of the Java keystore containing the list of trusted certificate authorities. HP Service Manager requires this keystore to validate the server and client certificates in servlet implementations only. HP Service Manager implementations using classic listeners cannot use this parameter and must use the *cacertpem* parameter instead.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

A null value causes the HP Service Manager server to look for the trusted keystore file *JAVA_HOME\lib\security\cacerts*

Possible values

Path and file name of the Java keystore containing the list of trusted CA certificates relative to the HP Service Manager RUN folder

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -truststoreFile:mycacerts -truststorePass:changeme**

Initialization file: `truststoreFile:mycacerts`

Parameter: truststorePass

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

truststorePass

Description

This parameter defines the password to the Java keystore containing the list of trusted CA certificates. HP Service Manager uses this keystore to validate server and client certificates in servlet implementations. All servlet implementation options require access to trusted certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

changeit

Possible values

Password to the Java keystore containing the HP Service Manager server's signed certificate

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -truststoreFile:mycacerts -truststorePass:changeme**

Initialization file: `truststorePass:<password>`

SSL parameters

The following table lists the startup parameters you can set from the Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

These parameters determine how the Service Manager server manages SSL connections.

SSL Parameter	Brief description
"Parameter: acceptsharedcert " on the next page	Defines how the Service Manager server handles signed SSL certificates from incoming client requests in a Trusted Sign-On configuration
"Parameter: cacsignon " on page 319	Defines whether trusted clients can log on to the Service Manager server with a Common Access Card (CAC), without entering log-on information
"Parameter: keystoreFile " on page 320	Defines the path and file name to the Java keystore that contains the certificate of the Service Manager server
"Parameter: keystorePass " on page 321	Defines the password to the Java keystore that contains the certificate of the Service Manager server
"Parameter: onewayssl4ws " on page 322	Disables or enables one-way/anonymous SSL for web services clients in a Trusted Sign-On (TSO) or Common Access Card (CAC) configuration
"Web parameter: cacerts " on page 329	Defines the path to the cacerts file required for web clients to make SSL connections to the web tier
"Web parameter: secureLogin " on page 331	Controls the encryption of network communication between the web application server and the web browser.
"Web parameter: ssl " on page 332	Causes all web clients to use SSL connections to the web tier
"Parameter: ssl " on page 323	Defines whether the Service Manager server requires SSL connections from all incoming client requests that are sent from Service Manager's Windows client or web client.
"Parameter: sslConnector " on page 324	Defines whether servlet container processes have an HTTPS (SSL-encrypted HTTP) communications port available.
"Web parameter:	Defines the SSL port of the web application server (this is required only when

SSL Parameter	Brief description
sslPort" on page 333	the <i>secureLogin</i> parameter is set to true)
sslProtocols	Enables you to specify the protocols to use when Service Manager clients (Windows, web, or web services) are connecting to the server through Secure Socket Layer (SSL) or when the Service Manager server is connecting as a client to another application through SSL
"Parameter: ssl_reqClientAuth" on page 326	Defines whether the Service Manager server requires signed certificates from all incoming client requests
"Parameter: ssl_trustedClientsJKS" on page 327	Defines the path and file name to the Java keystore that contains the list of trusted client certificates from which the Service Manager server allows connection requests
"Parameter: ssl_trustedClientsPwd" on page 328	Defines the password to the Java keystore that contains the list of trusted client certificates from which the Service Manager server allows connection requests
"Parameter: trustedsignon" on page 329	Defines whether trusted clients can log in to the Service Manager server without having to provide login information

Parameter: acceptsharedcert

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

acceptsharedcert

Description

This parameter defines how the Service Manager server handles signed SSL certificates from incoming client requests in a Trusted Sign-On configuration.

Caution: This functionality works only for the Service Manager Windows and web clients; it does not work for web service client connections, such as Service Request Catalog (SRC), Mobility, and other third-party web service integrations.

When this parameter is set to 0 (default), the Service Manager server validates the signed SSL client certificates by using standard best practices. The validation procedure is described in ["Secure Sockets Layer \(SSL\) encryption and server certificates" on page 1](#).

Note: We recommend that you run the Service Manager server with the default value set for this parameter (*acceptsharedcert:0*), as it is the most secure mode of operation. Before you modify the default behavior, consider the following alternative workarounds:

- Do not use the Service Manager Windows client. Instead, use only the Service Manager web tier, as it does not incur the additional maintenance overhead or complexity that is associated with managing numerous signed client SSL certificates.
- If you must use the Service Manager Windows client in your environment, consider limiting the distribution of this client to a small number of users. This minimizes the additional overhead costs associated with managing numerous Service Manager Windows clients and their unique signed client SSL certificates.
- Use as many Service Manager Windows clients as are needed, but disable Trusted Sign-On functionality for these users. This eliminates the requirement to generate unique signed client SSL certificates.

When the parameter is enabled (*acceptsharedcert:1*), the Service Manager server allows Trusted Sign-On connections by using a so-called "shared certificate." The Service Manager server validates the shared certificate using only the following checks:

- Whether the certificate is issued by a trusted certificate authority
- Whether the Common Name attribute of the certificate is in the Service Manager Server's trusted clients keystore

This parameter is provided primarily for use in customer environments where the following conditions are true:

- There is a requirement to allow access to Service Manager through Trusted Sign-On for a large number of Service Manager Windows clients.
- Creating and maintaining the required signed SSL client certificates adds too much maintenance overhead and complexity to IT operations.

By using *acceptsharedcert:1*, only one client SSL certificate (the "shared certificate") needs to be created and maintained. This significantly minimizes the maintenance overhead costs and complexity that are associated with managing signed SSL client certificates. However, bear in mind the following considerations:

- You must still copy and distribute the shared certificate to individual Service Manager Windows clients before you can successfully use Trusted Sign-On access.
- By using *acceptsharedcert:1* you will have minimized your maintenance overhead and complexity of your IT operations at the cost of reduced security in Service Manager. This is due to the two simple "shared certificate" validation checks that the Service Manager server performs when it runs with *acceptsharedcert:1*. Running the Service Manager server with the recommended default value for the *acceptsharedcert* parameter provides the most secure method for enabling Trusted Sign-On features because the Service Manager server performs additional validation checks against the client SSL certificate. It is also possible, though unlikely, that if a malicious user obtains the "shared certificate" that user may be able to gain unauthorized access to Service Manager if they can then also defeat the NTLM-based implementation of Trusted Sign-On on the Service Manager Windows client.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Command line: **sm -httpPort:13080 -acceptsharedcert:1**

Initialization file: `acceptsharedcert:1`

Parameter: cacsignon

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

cacsignon

Description

This parameter defines whether trusted clients can log on to the Service Manager server by using a Common Access Card (CAC) and without entering log-on information. Enable this parameter to allow trusted clients to bypass the Service Manager log-on screen and directly log in with a valid certificate stored in a CAC.

Once *cacsignon* is enabled, the following parameters are automatically (and implicitly) set to 1:

Parameter	Value	Notes
<i>ssl</i>	1	Any other value explicitly specified in sm.ini are ignored.
<i>sslConnector</i>	1	
<i>ssl_</i> <i>reqClientAuth</i>	1	Any other value explicitly specified in sm.ini are ignored except <i>ssl_</i> <i>reqClientAuth:2</i> .

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disable CAC sign-on)

1 (Enable CAC sign-on)

Example usage

Command line: **sm -httpPort:13080 -cacsignon:1**

Initialization file: *cacsignon:1*

Parameter: keystoreFile

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

keystoreFile

Description

This parameter defines the path and file name to the Java keystore that contains the certificate of the Service Manager server. HP Service Manager uses this keystore to encrypt and decrypt messages sent to clients in servlet implementations. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

- Server's operating system command prompt
- Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

HP Service Manager installation directory\RUN\smsrv.keystore

Possible values

Path and file name of the Java keystore containing the HP Service Manager server's signed certificate

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -keystoreFile:smsrv.keystore -keystorePass:changeit**

Initialization file: `keystoreFile:smsrv.keystore`

Parameter: keystorePass

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

keystorePass

Description

This parameter defines the password to the Java keystore containing the certificate of the HP Service

Manager server. HP Service Manager uses this keystore to encrypt and decrypt messages sent to clients in servlet implementations. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

changeit

Possible values

Password to the Java keystore containing the HP Service Manager server's signed certificate

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -keystoreFile:smsrv.keystore -keystorePass:changeit**

Initialization file: keystorePass:changeit

Parameter: onewayssl4ws

Startup parameters change the behavior of the Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter

onewayssl4ws

Description

This parameter provides the option to use one-way/anonymous SSL for web services clients in a Trusted Sign-On (TSO) or Common Access Card (CAC) configuration. When enabled, this parameter allows web services clients to access SM SOAP interfaces without a certificate.

This parameter is used only for web service integrations, and therefore does not affect the TSO behavior of the Service Manager Windows and web clients. If you can vouchsafe your internal security policies that govern your Web Services clients that are integrated with the Service Manager server, this parameter enables you to deploy SSO/TSO without the need to specify the stringent *ssl_*

reqClientAuth:2. You can start specific servlets by using the *onewayssl4ws*, *ssl_requireClientAuth:0*, and *debugnode* parameters for a web services integration.

By default, this parameter is disabled.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of Service Manager server?

Yes

Default value

0

Possible values

0: Disable one-way/anonymous SSL for web services clients

1: Enable one-way/anonymous SSL for web services clients

Parameter: ssl

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

ssl

Description

This parameter defines whether the HP Service Manager server requires SSL connections from all incoming client requests that are sent from HP Service Manager's Windows client or Web client.

Note: This SSL connection enforcement also applies to Web Services clients.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -ssl:1**

Initialization file: `ssl:1`

Parameter: sslConnector

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sslConnector

Description

This parameter defines whether servlet container processes have an HTTPS (SSL-encrypted HTTP) communications port available. A servlet container process can only have one HTTPS port open at a time. Servlet container processes can only use an HTTPS communications port if the sslConnector parameter is enabled. This parameter requires the use of the httpsPort parameter.

It is best practice to place this parameter in the HP Service Manager initialization file so that you enable or disable the HTTPS port for all servlet containers on the same system.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Initialization file: `-sslConnector:0`

Parameter: sslProtocols

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

sslProtocols

Description

This parameter enables you to specify the protocols to use when Service Manager clients (Windows, web, or web services) are connecting to the server through Secure Socket Layer (SSL) or when the Service Manager server is connecting as a client to another application through SSL.

Note: This parameter provides an option to disable the SSLv3 protocol for Service Manager for security considerations (by specifying `sslProtocols:TLSv1,TLSv1.1,TLSv1.2`).

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

Yes

Default value

TLSv1,TLSv1.1,TLSv1.2

Possible values

Any combinations of the following values (comma-separated): SSLv3, TLSv1, TLSv1.1, and TLSv1.2

Example usage

`sslProtocols:TLSv1,TLSv1.1,TLSv1.2`

Parameter: `ssl_reqClientAuth`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

`ssl_reqClientAuth`

Description

This parameter defines whether the HP Service Manager server requires signed certificates from all incoming client requests. Enable this parameter to limit access to the HP Service Manager server to only those clients that present signed certificates.

When enabled, clients can no longer connect to the HP Service Manager server using the server's certificate for anonymous SSL. Each client must have its own signed certificate. If you enable this parameter with the value `ssl_reqClientAuth:2`, in addition to presenting client certificates, the server validates each client certificate against a list of trusted clients as defined by the `ssl_trustedClientsJKS` parameter. Using `ssl_trustedClientsJKS` with the value `ssl_reqClientAuth:2` is required when using the Trusted Sign-On features of Service Manager (`trustedSignon:1`). The server only allows connections from clients with certificates in the trusted clients list.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable – require client certificates)

2 (Enable – require client certificates and require clients to be on the list of trusted clients)

Example usage

Command line: `sm -httpPort:13080 -ssl_reqClientAuth:1`

Initialization file: `ssl_reqClientAuth:1`

Parameter: `ssl_trustedClientsJKS`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

`ssl_trustedClientsJKS`

Description

This parameter defines the path and file name to the Java keystore containing the list of trusted client certificates from which the HP Service Manager server allows connection requests. When you enable the `ssl_reqClientAuth` parameter with any of the servlet implementations, only the clients with signed certificates in this keystore can connect to the HP Service Manager server. This keystore contains a copy of each client's signed certificate. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (`sm.ini`)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Path and file name of the Java keystore containing the list of trusted client certificates

Example usage

Command line: `sm -httpPort:13080 -httpsPort:13081 -ssl_trustedClientsJKS:trusted.jks -ssl_trustedClientsPwd:<password>`

Initialization file: `ssl_trustedClientsJKS:trusted.jks`

Parameter: `ssl_trustedClientsPwd`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

`ssl_trustedClientsPwd`

Description

This parameter defines the password to the Java keystore containing the list of trusted client certificates from which the HP Service Manager server allows connection requests. When you enable the `ssl_reqClientAuth` parameter with any of the servlet implementations, only the clients with signed certificates in this keystore can connect to the HP Service Manager server. This keystore contains a copy of each client's signed certificate. All servlet implementation options require access to certificates stored in Java keystore formats.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

The `keystorePass` value

Possible values

Password to the Java keystore containing the signed client certificates of trusted clients

Example usage

Command line: `sm -httpPort:13080 -httpsPort:13081 -ssl_trustedClientsJKS:trusted.jks -ssl_trustedClientsPwd:<password>`

Initialization file: `keystorePass:<password>`

Parameter: trustedsignon

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

trustedsignon

Description

This parameter defines whether trusted clients can log on to the HP Service Manager server without having to provide log-on information. Enable this parameter to allow trusted clients to bypass the HP Service Manager log-on screen. Users must already have logged on to a trusted authentication source for *trustedsignon* to succeed.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -trustedsignon:1**

Initialization file: `trustedsignon:1`

Web parameter: cacerts

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml),

and some from both.

Parameter

cacerts

Description

This parameter defines the path to the cacerts file that is required for web clients to make SSL connections to the web tier. You must also install a Certificate Authority (CA) certificate file on the web tier server and enable the *ssl* web parameter to enable SSL connections.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

WEB-INF/cacerts

Possible values

Relative path and file name to the keystore containing the certificate authority's certificate

Example usage

```
<init-param>  
  <param-name>cacerts</param-name>  
  <param-value>WEB-INF/mycacerts</param-value>  
</init-param>
```

Web parameter: CACLogin

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

CACLogin

Description

Enabling this parameter causes the web client to present a Common Access Card (CAC) certificate as authentication information and to use SSL connections to the web tier.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enable CAC authentication)

false (Disable CAC authentication)

Example usage

```
<init-param>  
  <param-name>CACLogin</param-name>  
  <param-value>>true</param-value>  
</init-param>
```

Web parameter: secureLogin

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

secureLogin

Description

This parameter controls the encryption of network communication between the Web application server and the web browser. Enabling this parameter causes web browsers to use SSL connections to the web application server.

Note: To use secure login, you must enable SSL connections on the web application server. We recommend that you not disable secure login.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

true

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<context-param>  
  <param-name>secureLogin</param-name>  
  <param-value>true</param-value>  
</context-param>
```

Web parameter: ssl

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

ssl

Description

Enabling this parameter causes all web clients to use SSL connections to the web tier. You must also install a Certificate Authority (CA) certificate file on the Web tier server and define the *cacerts* web parameter to enable SSL connections.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

false

Possible values

true (Enabled)

false (Disabled)

Example usage

```
<init-param>  
  <param-name>ssl</param-name>  
  <param-value>true</param-value>  
</init-param>
```

Web parameter: sslPort

Web parameters change the behavior of the web clients that connect to the web tier. You can set some of these parameters from the web client login URL, some from the web tier configuration file (web.xml), and some from both.

Parameter

sslPort

Description

This parameter defines the SSL port of the web application server. It is required only when the *secureLogin* parameter is set to true.

Valid if set from

Web tier configuration file (web.xml)

Requires restart of the web applications server?

Yes

Default value

8443

Possible values

SSL port number of the web application server

Example usage

```
<context-param>  
  <param-name>sslPort</param-name>  
  <param-value>8443</param-value>  
</context-param>
```

System information parameters

These parameters display information about the server.

Startup parameter	Description
"Startup parameter: appversion" on page 336	Displays the version information for the Service Manager server
"Parameter: certExpireWarningDays" on page 337	Specifies the number of days before the user's certificate expires when Service Manager starts to issue a warning message at user login
"Startup parameter: clean" on page 338	Enables the Service Manager Reports functionality to exclude a message from email notifications about exported dashboards and reports.
"Startup parameter: clustername" on page 344	Specifies a Microsoft cluster for failover and replaces the subnetaddress and host name with the clustername value
"Parameter: corepath" on page 338	Defines the path to the core file that is generated by a system crash
"Parameter: enablecoredump" on page 339	Enables Service Manager to log any information generated by a system crash
"Parameter: licensefile" on page 343	Defines the path to the Autopass license file that contains the list of enabled modules and features for your Service Manager server
"Startup parameter: log" on page 345	Defines the path to the Service Manager log file
"Parameter: log4jdebug" on page 341	Enables certain java packages to be started in debug mode
"Startup parameter: logappend" on page 346	Causes Service Manager to add log messages to the existing log file
"Parameter: logqueuesize" on page 347	Controls the size of the log queue, specified by the number of messages
"Startup parameter: maxlogsize" on page 346	Defines the maximum size to which a log file can grow before Service Manager rotates to a new log file

Startup parameter	Description
"Special parameters: maxreportpages" on page 348	Defines the maximum number of pages that users can print from server-side printers
"Startup parameter: msg_buffer_size" on page 349	Defines the size (bytes) of the message buffer that is used to store the current notification message inside the Service Manager server, which is displayed in the Messages view of the client
"Special parameters: msgid" on page 350	Forces the Service Manager server to display the message ID with all messages
"Special parameters: msglog" on page 350	Defines the maximum number of messages the Service Manager server displays in the log file
"Special parameters: reportcache" on page 351	Displays basic Service Manager CACHE statistics to the command line, which you can capture in a text file by using standard output (stdout) parameters appropriate to your operating system
"Special parameters: reportdiagnostics" on page 352	<p>Displays the counter diagnostics report, which contains information about web services transaction count, session login/logout count, database client transmission count, heartbeat interval - request response count, event-in / event-out count, and email-in / email-out count</p> <p>Note: By default, the Diagnostic Service is disabled. Before running the reportdiagnostics command, administrators must specify <i>debugdiagnostics:1</i> to enable the Diagnostic Service.</p>
"Special parameters: reportipc" on page 353	Displays a diagnostic report of semaphore use, which you can capture in a text file by using standard output (stdout) parameters appropriate to your operating system
"Parameter: reportlbstatus" on page 341	Displays information about available ports and threads in horizontal and vertical scaling servlet implementations
"Parameter: reportLBInterval" on page 364	Periodically and automatically logs information (every <i>n</i> seconds) about available ports and threads in horizontal and vertical scaling servlet implementations
"Special parameters: reportlanguages" on page 353	<p>Lists all the code pages that Service Manager supports</p> <p>Note: Only those code pages that start with "mswin" are used in the context of SQL Server</p>
"Special parameters: reportlic" on page 357	Displays the Service Manager License Report, which you can capture in a text file by using standard output (stdout) parameters appropriate to your operating system

Startup parameter	Description
"Special parameters: reportlocks" on page 357	Displays resource locks, which you can capture in a text file by using standard output (stdout) parameters appropriate to your operating system.
"Special parameters: reportsem" on page 358	Displays the semaphore report, which you can capture in a text file by using standard output (stdout) parameters appropriate to your operating system.
"Special parameters: reportshm" on page 359	Displays the shared memory report, which you can capture in a text file using standard output (stdout) parameters appropriate to your operating system.
"Special parameters: reportstatus" on page 359	Displays a shared memory, semaphore and process report, which you can capture in a text file using standard output (stdout) parameters appropriate to your operating system.
"Special parameters: reporttolog" on page 360	Allows the reportstatus, reportsem, and reportshm reports to be written to the console or to the sm.log file.
"Parameter: usedmemcompmode" on page 361	Determines the method that is used to calculate memory usage
"Startup parameter: version" on page 362	Causes the Service Manager server to display version information

Startup parameter: appversion

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

appversion

Description

Entering this parameter on the command line displays the version information for the HP Service Manager server.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -appversion**

Parameter: certExpireWarningDays

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

certExpireWarningDays

Description

This parameter specifies the number of days before the user's certificate expires when Service Manager starts to issue a warning message at user login.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

30

Possible values

Number of days

Note: If the value you set is longer than your certificate expiration day, the warning message appears immediately at user login. If the value you set is shorter than your certificate expiration day, the warning message appears exactly on the day as you set at user login.

Example usage

Command line: `sm -certExpireWarningDays:30`

Startup parameter: clean

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

clean

Description

This parameter enables the Service Manager Reports functionality to exclude a message from email notifications about exported dashboards and reports. By default, this parameter is not enabled, and a message that resembles the following one appears above the header of each Service Manager Reports email notification:

HP Service Manager Operator: <operator name> SCenter_cc:

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0, 1

Example usage

Initialization file: `clean:1`

Parameter: corepath

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

corepath

Description

This parameter defines the path to the core file that is generated by a system crash. The operating system of the Service Manager server determines which core file is generated, if any, during a system crash. Core file names are specific to the operating system.

For example:

AIX and Solaris:core.sm.<process_id>_<thread_id>

HP-UX and Linux:Core.<process_id>

Windows:sm.<process_id>_<thread_id>.mini.dmp

Note: In UNIX systems, this parameter is available only when the GCORE command is available.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

The Service Manager Server RUN directory

Possible values

Path to the operating system core file

Example usage

Command line: **sm -enablecoredump:1 -corepath:/sm/corefiles/**

Initialization file: enablecoredump:1

Parameter: enablecoredump

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

enablecoredump

Description

This parameter enables HP Service Manager to log information generated by a system crash. The operating system of the HP Service Manager server determines what core file gets generated, if any, during a system crash. Core file names are specific to the operating system.

For example:

AIX and Solaris:core.sm.<process_id>_<thread_id>

HP-UX and Linux:Core.<process_id>

Windows:sm.<process_id>_<thread_id>.mini.dmp

When you see system messages in the sm.log file that indicate the Core Generation is disabled and ignoring Generate Core dump requests, start the processes to log information by enabling the parameter with a setting of "1" (*enablecoredump:1*).

Note: By default, the file is generated in HP Service Manager's RUN directory. You can choose an alternate location by providing the corepath parameter.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -enablecoredump:1 -corepath:/sm/corefiles/**

Initialization file: enablecoredump:1

Parameter: log4jdebug

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can always set a startup parameter from the server's operating system command prompt.

Parameter

log4jdebug:com.hp.ov.sm.common.oom.LowMemoryHandler

Description

This parameter enables certain java packages to be started in debug mode.

Valid if set from

Server's operating system command prompt

Start up file (sm.ini or smstart)

Requires restart of HP Service Manager server

Yes

Default value

None -- By default none of the java packages will be run in debug mode.

Possible values

com.hp.ov.sm.common.oom.LowMemoryHandler

Example usage

Command line: **sm -httpPort:13080 -log4jDebug:com.hp.ov.sm.common.oom.LowMemoryHandler**

Parameter: reportlbstatus

Parameter

reportlbstatus

Description

This parameter displays information about available ports and threads in horizontal and vertical scaling servlet implementations. You can capture the output of this report in a text file using standard output (*stdout*) parameters appropriate to your operating system.

The following example shows connection statistics for a vertical scaling servlet implementation on one host.

Note:

- This example report has been reformatted for print display.
- The output in this example has been truncated (this is not the full output from the command).

Load Balancer Status:Sat Jun 23 09:58:52 PDT 2012
 HP Service Manager LoadBalancer Running on Host:myhost.myserver.com Port:34567
 List of Hosts:

HostName: myhost.myserver.com

-----Server Instances						
ProcessID	ClusterAddress	HttpPort	HttpsPort	Sessions	DbgMode	QMode LB
7872	15.178.177.72:33285	34568	0	(3/50)	N	N N
7881	15.178.177.72:33283	34569	0	(1/50)	N	N N
7837	15.178.177.72:33278	34567	0	(0/50)	N	N Y

State	LowMem	JAVA_USED/MAX/PERCENT
WR[6d22h39m]	N	(4404408/238616576/1.8458097)
QR[9m]	N	(2983152/238616576/1.2501864)
RUN	N	(2601080/238616576/1.0900668)

-----Non Server Instances---					
ProcessID	ClusterAddress	State	LowMem	JAVA_USED/MAX/PERCENT	
8510	15.178.177.72:33329	RUN	N	(0/89522176/0.0)	
7931	15.178.177.72:33299	RUN	N	(1502256/59703296/2.5162027)	
7880	15.178.177.72:33280	RST	N	(1539248/59703296/2.5781624)	
7930	15.178.177.72:33291	SHT	N	(1514024/59703296/2.5359137)	

 Command Line parameters

-reportlbstatus
 -sync -log:../logs/sm.sync.log

```
system.start -log:../logs/sm.start.log  
-que:ir -log:../logs/sm.que.log
```

The State column lists one of the following values:

State	Description
RUN	The process is currently running.
WR [<time>]	The process is in restart waiting interval. The value in brackets is the remaining waiting interval expressed in d days, h hours, and m minutes.
QR [<time>]	The process is in quiesce mode prior to restarting. The value in brackets is the time remaining until the process restarts expressed in d days, h hours, and m minutes.
RST	The process is currently restarting.
SHT	The process is currently shutting down.

The report output will appear in the log directory with a file name of sm.log_datetime.log, where datetime is in the format mmddyyhhmmss and represent the time at which the command was submitted.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

The number of seconds in which the report should execute again

Example usage

Command line: **sm -reportlbstatus status.txt**

Parameter: licensefile

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

licensefile

Description

This parameter defines the path to the Autopass license file containing the list of enabled modules and features for your HP Service Manager server.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

HP Service Manager installation directory/RUN/LicFile.txt

Possible values

Path and file name of the Autopass license file. Enclose path names in quotation marks if there is a space in the path name.

Example usage

Command line: **sm -httpPort:13080 -httpsPort:13081 -licensefile:"c:/common files/LicFile.txt"**

Initialization file: licensefile:"c:/common files/LicFile.txt"

Startup parameter: clustername

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

clustername

Description

Enabling this parameter specifies a Microsoft cluster for failover and replaces the subnetaddress and host name with the value of the *clustername* parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

CLUSTER

Possible values

<NAME>

Example usage

Command line: **sm -clustername:<NAME>**

Initialization file: clustername:<NAME>

Startup parameter: log

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

log

Description

This parameter defines the path to the HP Service Manager log file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

../logs/sm.log

Possible values

Path to log file

Example usage

Command line: `sm -httpPort:13080 -log:log.log`

Initialization file: `log:log.log`

Startup parameter: logappend

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

logappend

Description

Enabling this parameter causes HP Service Manager to add log messages to the existing log file. Disabling this parameter causes HP Service Manager to overwrite existing log messages.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: `sm -httpPort:13080 -logappend:1`

Initialization file: `logappend:1`

Startup parameter: maxlogsize

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxlogsize

Description

This parameter defines the maximum size to which a log file can grow before HP Service Manager rotates to a new log file. The system creates a new log when the current file reaches the indicated size. This parameter requires the use of the *numberoflogfiles* parameter.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

5242880

Note: We recommend that you do not set the value of the *maxlogsize* parameter lower than the default value.

Possible values

Size in bytes

Example usage

Command line: **sm -httpPort:13080 -numberoflogfiles:3 -maxlogsize:5242880**

Initialization file: `maxlogsize:5242880`

Parameter: logqueuesize

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

logqueuesize

Description

This parameter controls the number of log messages the server caches when writing to the log file. Each RTE process has a single thread dedicated for writing to the log file. Each thread writes log messages to an in-memory queue which is then read by the log file writer thread. This parameter controls how big that queue is, measured in the number of messages. Modify the `logqueuesize` parameter if users experience slower response times during log rotation of a large file.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart?

This parameter requires a restart of the Service Manager process.

Default value

1000

Possible values

Number of messages

Example usage

Command line: `sm -httpPort:13080 -numberoflogfiles:3 -maxlogsize:5242880 -logqueuesize:2000`

Initialization file: `logqueuesize:2000`

Special parameters: maxreportpages

Parameter

maxreportpages

Description

This parameter defines the maximum number of pages that users can print from server-side printers.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1000

Possible values

Number of pages

Example usage

Command line: **sm -httpPort:13080 -maxreportpages:1500**

Initialization file: maxreportpages : 1500

Startup parameter: msg_buffer_size

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

msg_buffer_size

Description

This parameter defines the size (in bytes) of the message buffer that is used to store the current notification message inside the Service Manager server, which will be displayed in the Messages view of the client.

Note: When this parameter is set to be less than the default (8192 bytes), the server will use the default value.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

8192

Possible values

8192 or above

Example usage

Command line: **sm -httpPort:13080 -msg_buffer_size:10000**

Initialization file: `msg_buffer_size:10000`

Special parameters: msgid

Parameter

msgid

Description

This parameter forces the HP Service Manager server to display the message ID with all messages.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -httpPort:13080 -msgid**

Initialization file: `msgid`

Special parameters: msglog

Parameter

msglog

Description

This parameter defines the maximum number of messages the HP Service Manager server displays in the log file. These include only messages designated for the current operator. That is, the messages that are addressed to operator() or any field whose value equals operator().

Note: If not explicitly specified (either in sm.ini or in the server's operating system command prompt), this parameter is disabled.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

50000

Possible values

Number of log messages to display

Example usage

Command line: **sm -httpPort:13080 -msglog:75000**

Initialization file: msglog:75000

Special parameters: reportcache

Parameter

reportcache

Description

This parameter displays basic HP Service Manager CACHE statistics to the command line, which you can capture in a text file using standard output (stdout) parameters appropriate to your operating system.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportcache**

Special parameters: reportdiagnostics

Parameter

reportdiagnostics

Description

This parameter displays the counter diagnostics report. This report contains the following diagnostic information, which is also available from the server log (default: sm.log):

- Web services transaction count / size (max size of a web service transaction / average size)
- Session login / logout count
- Database client transmission volume / size (network traffic)
- Heartbeat interval - request response count
- Event-in / event-out count
- Email-in / email-out count

Note: By default, the Diagnostic Service is disabled. Before running the reportdiagnostics command, administrators must specify debugdiagnostics:1 to enable the Diagnostic Service.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportdiagnostics**

Special parameters: reportipc

Parameter

reportipc

Description

This parameter displays a diagnostic report of semaphore use, which you can capture in a text file using standard output (*stdout*) parameters appropriate to your operating system. The semaphores roughly match the categories of shared memory. That is, each shared memory category has a semaphore (some shared memory categories share a semaphore so it is not quite one to one).

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportipc**

Special parameters: reportlanguages

Parameter

reportlanguages

Description

This parameter lists all possible language settings for HP Service Manager, as well as information regarding which code pages those settings will really use.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportlanguages**

Sample output

Language	CP	Description
iso8859-1	819	ISO 8859-1 (Western European Latin-1)
8859-1	819	ISO 8859-1 (Western European Latin-1)
iso8859-2	912	ISO 8859-2 (Central European Latin-2)
8859-2	912	ISO 8859-2 (Central European Latin-2)
iso8859-5	915	ISO 8859-5 (Cyrillic)
8859-5	915	ISO 8859-5 (Cyrillic)
iso8859-7	813	ISO 8859-7 (Greek)
8859-7	813	ISO 8859-7 (Greek)
iso8859-9	920	ISO 8859-9 (Turkey Latin-5)
8859-9	920	ISO 8859-9 (Turkey Latin-5)
iso8859-11	8741	ISO 8859-11 (Thai)
8859-11	8741	ISO 8859-11 (Thai)

Language	CP	Description
iso8859-15	922	ISO 8859-15 (Euro, Finnish, Estonian Latin-9)
8859-15	922	ISO 8859-15 (Euro, Finnish, Estonian Latin-9)
koi8-r	921	Kod Obmena Informatsiy, Russian, Bulgarian
koi8-u	1124	Kod Obmena Informatsiy, Ukrainian
utf-8	884	UTF-8
utf8	884	UTF-8
mswin874	874	MS cp874 Thai
mswin932	9932	MS cp932 Japanese (almost Shift-JIS)
mswin936	936	MS cp936 Simplified Chinese
mswin949	949	MS cp949 Korean
mswin950	950	MS cp950 Traditional Chinese
mswin1250	1250	MS cp1250 Central European
mswin1251	1251	MS cp1251 Russian, Bulgarian, Serbian
mswin1252	1252	MS cp1252 Latin/Western European
mswin1253	1253	MS cp1253 modern Greek
mswin1254	1254	MS cp1254 Turkish
mswin1257	1257	MS cp1257 Estonian, Latvian, Lithuanian
sjis	932	Shift-JIS
american	1252	MS cp1252 Latin/Western European
australian	1252	MS cp1252 Latin/Western European
basque	1252	MS cp1252 Latin/Western European
bosnian	1250	MS cp1250 Central European
bulgarian	1251	MS cp1251 Russian, Bulgarian, Serbian
canadian	1252	MS cp1252 Latin/Western European
catalan	1252	MS cp1252 Latin/Western European
chinese_simplified	936	MS cp936 Simplified Chinese
chinese_traditional	950	MS cp950 Traditional Chinese

Language	CP	Description
croatian	1250	MS cp1250 Central European
czech	1250	MS cp1250 Central European
danish	1252	MS cp1252 Latin/Western European
dutch	1252	MS cp1252 Latin/Western European
english	1252	MS cp1252 Latin/Western European
estonian	1257	MS cp1257 Estonian, Latvian, Lithuanian
finnish	1252	MS cp1252 Latin/Western European
french	1252	MS cp1252 Latin/Western European
german	1252	MS cp1252 Latin/Western European
greek	1253	MS cp1253 modern Greek
hungarian	1250	MS cp1250 Central European
icelandic	1252	MS cp1252 Latin/Western European
italian	1252	MS cp1252 Latin/Western European
japanese	9932	MS cp932 Japanese (almost Shift-JIS)
korean	949	MS cp949 Korean
latvian	1257	MS cp1257 Estonian, Latvian, Lithuanian
lithuanian	1257	MS cp1257 Estonian, Latvian, Lithuanian
new_zealand	1252	MS cp1252 Latin/Western European
new_zealand	1252	MS cp1252 Latin/Western European
norwegian	1252	MS cp1252 Latin/Western European
polish	1250	MS cp1250 Central European
portuguese	1252	MS cp1252 Latin/Western European
russian	1251	MS cp1251 Russian, Bulgarian, Serbian
slovak	1250	MS cp1250 Central European
slovenian	1250	MS cp1250 Central European
slovak	1250	MS cp1250 Central European
spanish	1252	MS cp1252 Latin/Western European

Language	CP	Description
swedish	1252	MS cp1252 Latin/Western European
swiss	1252	MS cp1252 Latin/Western European
thai	874	MS cp874 Thai
turkish	1254	MS cp1254 Turkish
ukrainian	1251	MS cp1251 Russian, Bulgarian, Serbian

Special parameters: reportlic

Parameter

reportlic

Description

This parameter displays the HP Service Manager License Report, which you can capture in a text file using standard output (*stdout*) parameters appropriate to your operating system. The license report includes applications and platforms enabled, user seats, and expiration dates.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportlic**

Special parameters: reportlocks

Parameter

reportlocks

Description

This parameter displays resource locks, which you can capture in a text file using standard output (*stdout*) parameters appropriate to your operating system.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportlocks**

Special parameters: reportsem

Parameter

reportsem

Description

This parameter displays the semaphore report, which you can capture in a text file using standard output (*stdout*) parameters appropriate to your operating system. The semaphores roughly match the categories of shared memory. That is, each shared memory category has a semaphore (some shared memory categories share a semaphore so it is not quite one to one).

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportsem**

Special parameters: reportshm

Parameter

reportshm

Description

This parameter displays the shared memory report, which you can capture in a text file using standard output (*stdout*) parameters appropriate to your operating system.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportshm**

Special parameters: reportstatus

Parameter

reportstatus

Description

This parameter displays a shared memory, semaphore and process report, which you can capture in a text file using standard output (*stdout*) parameters appropriate to your operating system. The

semaphores roughly match the categories of shared memory. That is, each shared memory category has a semaphore (some shared memory categories share a semaphore so it is not quite one to one).

This parameter includes a sleep attribute; for example, *sm -reportstatus -sleep:nn* executes the reportstatus report every *nn* seconds.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -reportstatus -sleep:30**

This will execute the reportstatus report every thirty seconds.

Special parameters: reporttolog

Parameter

reporttolog

Description

This parameter allows the reportstatus, reportsem, and reportshm reports to be written to the console or sm.log file.

Valid if set from

The server's operating system command prompt

The initialization (sm.ini) file.

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0 (Output to the console)

1 (Output to the sm.log file)

Example usage

Command line: **sm -reportstatus -reporttolog:1**

Parameter: usedmemcompmode

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

usedmemcompmode

Description

This parameter determines the calculation method for how memory usage is calculated.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of HP Service Manager server?

Yes

Default value

0 (The default is 0, which is the normal Service Manager method)

Possible values

0: Specifies that used memory will be the sum of committed memory plus the reserved memory

1: Specifies that used memory will be equal to the committed memory without a log entry

2: Specifies that used memory will be equal to the committed memory with a log entry

Example usage

Initialization file: `Usedmemcompmode:1`

(This setting will sum only the committed memory when computing the used memory, and will not generate a line of calculation log in sm.log.)

Command line: **sm -httpPort:13080 – usedmemcompmode:0**

Startup parameter: version

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

version

Description

Using this parameter at the operating system command prompt causes the HP Service Manager server to display the Service Manager server (RTE) version, host server, operating system, and network information. If you use a value of 2 (*sm -version:2*), this command also reports the Service Manager database type and version, application version, and a listing of all Java jars used by the RTE and their corresponding versions, when available.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

0

Possible values

0, 1 - Returns server (RTE) version, host server, operating system, and network information.

or

2 - Returns database type and version, applications and jar version information in addition to server (RTE) version, host server, operating system, and network information.

Example usage

Command line: **sm -version:999**

Sample output

```
commandline>sm -version:2
----HP Service Manager Version/Environment Details-----
Executable name: sm
Version: 9.30.009
Build: 009
System name: 13930
System key: 0x08B1F900
Hardware type: PC (x86 32-bit)
Network hostname: myhost
Network address: xx.xx.xxx.xxx
Operating system: Windows XP Professional SP3
OS version: 5.1 Build 2600
-----
Database type: SQL Server
Server Version: 9.0.1399
Client Version: 3.85.1132
-----
Application Version: 9.30.009
-----Jar Version Information-----
.\lib\FastInfoSet-1.1.1.jar (1.1.1)
.\lib\apache-solr-cell-1.4.1.jar (1.4.1 955763M - mark - 2010-06-17 18:06:51)
.\lib\apache-solr-core-1.4.1.jar (1.4.1 955763M - mark - 2010-06-17 18:06:42)
.\lib\apache-solr-dataimporthandler-1.4.1.jar (1.4.1 955763M - mark - 2010-06-17
18:06:53)
.\lib\apache-solr-solrj-1.4.1.jar (1.4.1 955763M - mark - 2010-06-17 18:06:42)
.\lib\asm-3.2.jar (3.2)
.\lib\autopassj-common-1.0.0.jar (Unknown)
.\lib\autopassj-core-1.0.0.jar (Unknown)
.\lib\autopassj-crypto-1.0.0.jar (Unknown)
.\lib\autopassj-ui-1.0.0.jar (1.0.0)
.\lib\cglib-2.2.jar (Unknown)
.\lib\common-9.30.jar (9.30.009)
.\lib\commons-codec-1.3.jar (1.3)
.\lib\commons-httpclient-3.1.jar (Unknown)
.\lib\commons-logging-1.1.jar (1.1)
.\lib\dao-9.30.jar (9.30.009)
.\lib\daoobjects-9.30.jar (9.30.009)
.\lib\embedded-9.30.jar (9.30.009)
.\lib\htmlparser-1.6.jar (Unknown)
.\lib\httpclient-4.0.1.jar (4.0.1)
.\lib\httpcore-4.0.1.jar (4.0.1)
.\lib\jgroups-all-2.6.15.jar (2.6.15.GA)
.\lib\json-20080701.jar (Unknown)
.\lib\jsr311-api-1.0.jar (Unknown)
.\lib\k2.jar (Unknown)
.\lib\kmpugin-9.30.jar (9.30.009)
.\lib\log4j-1.2.15.jar (Unknown)
```

```
.\lib\mail-1.4.jar (1.4)
.\lib\mbeans-9.30.jar (9.30.009)
.\lib\oro-2.0.8.jar (Unknown)
.\lib\saaj-api-1.3.4.jar (Unknown)
.\lib\saaj-impl-1.3.4.jar (1.3.4)
.\lib\sardine.jar (April 14 2010)
.\lib\scautoserver-9.30.jar (9.30.009)
.\lib\slf4j-api-1.5.8.jar (1.5.8)
.\lib\slf4j-jcl-1.5.8.jar (1.5.8)
.\lib\spring-2.5.jar (2.5)
.\lib\tomcat-juli.jar (Unknown)
.\lib\utility-9.30.jar (9.30.009)
.\lib\wink-common-1.0-incubating.jar (1.0-incubating)
.\lib\wink-json-provider-1.0-incubating.jar (1.0-incubating)
.\lib\wink-server-1.0-incubating.jar (1.0-incubating)
.\lib\wink-spring-support-1.0-incubating.jar (1.0-incubating)
.\lib\endorsed\activation-1.1.jar (1.1)
.\lib\endorsed\jaxp-api-1.4.3.jar (@jaxp.impl.version@)
.\lib\endorsed\jaxp-ri-1.4.3.jar (Unknown)
```

Parameter: reportLBInterval

Parameter

reportLBInterval

Description

This parameter defines the interval (in seconds) at which Service Manager automatically reports the information about available ports and threads in horizontal and vertical scaling servlet implementations. When this parameter is specified, Service Manager automatically logs the information every *n* seconds to the following log file located in the same directory of the server log (sm.log): lbstatus_<pid>.log, where <pid> is the ID of the load balancer process.

This parameter reports the same information when you manually run the reportlbstatus parameter. For details about such information, see ["Parameter: reportlbstatus" on page 341](#).

Note: By default, this parameter is disabled; if a value less than 60 is specified, it is automatically reset to 60.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Startup file (sm.cfg)

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

Numbers no less than 60

Example usage

Command line: **sm -loadbalancer -reportLBInterval:180 -httpPort:13080**

Initialization file: reportLBInterval:180

Startup file: sm -loadbalancer -reportLBInterval:180 -httpPort:13080

System performance parameters

These parameters determine how the server manages system memory and fail over. You can set these parameters from the Service Manager server's operating system command prompt or from the Service Manager initialization file (sm.ini).

Startup parameter	Description
"Startup parameter: agstackl" on page 368	Defines the length of the stack the Service Manager server allocates to run RAD applications
"Startup parameter: arraysizelimit" on page 369	Defines the maximum number of entries in an array.
"Parameter: attachmentsegmentsize" on page 370	Determines the maximum number of bytes that each segment record in the SYSATTACHMENTS table can use
"Startup parameter: cache_clean_interval" on page 373	Defines the interval that the Service Manager server waits before clearing the cache of infrequently used entries
"Startup parameter: cache_locks" on page 373	Defines the number of locks that the Service Manager server allocates to the cache table
"Startup parameter: cache_slots" on page 374	Defines the number of hash slots that the Service Manager server allocates to the cache table
"Startup parameter: dao_sessiontimeout" on page 375	Specifies the number of seconds that the Service Manager server waits before terminating RESTful threads
"Startup parameter: dao_threadsperprocess" on page 376	Specifies the maximum number of threads allowed to run concurrently in the process for a RESTful web service application
"Special parameters: detectkeyed" on page 380	Causes the Service Manager server to display an alert message when a user attempts to run a nonkeyed query
"Startup parameter: anubisPollInterval" on page 371	Specifies the time interval (in seconds) at which the anubis monitor checks to see if any registered scheduler is alive
"Startup parameter: enableAnubisMonitor" on page 381	Starts the anubis monitor to check the status of background scheduler threads

Startup parameter	Description
"Startup parameter: KMSearchEngineTimeout " on page 383	Defines a timeout value in seconds for all Knowledge Management search server hosts
"Startup parameter: maxgroupsperview " on page 385	Defines the maximum number of groups that can be used in a view
"Startup parameter: maxhttpreqresponse " on page 386	Defines the maximum response size (in bytes) for HTTP requests
"Startup parameter: maxKeepAliveRequests " on page 386	Allows you to override the Apache Tomcat server limit of processing 100 requests before ending a session
"Startup parameter: maxloginspercluster " on page 387	Enables or disables Max Logins at the cluster level
"Startup parameter: maxmemoryperthread " on page 388	Specifies the maximum memory (in MB) allowed for a session
"Startup parameter: maxmsgsharedmemory " on page 389	Defines the maximum number of bytes of shared memory that the Service Manager server can use for unviewed messages
"Startup parameter: maxpagesize " on page 389	Defines the maximum number of records that the Windows client requests from the server when displaying a record list
"Startup parameter: memdebug " on page 390	Causes the Service Manager server to track or trace memory usage
"Startup parameter: precision " on page 391	Defines the number of decimal places at which the Service Manager server rounds numeric fields
"Startup parameter: recordlistcount " on page 392	Sets the default number of records displayed in a record list.
"Startup parameter: shared_memory " on page 394	Defines the amount of memory the Service Manager server sets aside for system caches and lock tables
"Parameter: semaphoreWaitTime " on page 393	Defines the number of seconds the Service Manager server waits for a semaphore before generating a core dump
"Startup parameter:	Ensures that the shared memory allocation is kept in an area that will

Startup parameter	Description
shared_memory_address" on page 395	not interfere with other applications on the server or the operating system
"Startup parameter: shutipc" on page 397	Causes the Service Manager server to remove all IPC shared memory and semaphores
"Startup parameter: tmpdirectory" on page 397	Defines the path where the Service Manager server can create and find temporary files for any file operation with Client Side Load/Unload and attachment handling
"Startup parameter: usealtstack" on page 399	Causes processes to handle StackOverflow exceptions correctly
"Startup parameter: usemembar" on page 400	Used by Service Manager to create a JVM
"Parameter: vj_record_limit" on page 401	Sets the maximum number of records a virtual join may return on a subform
"Parameter: vj_record_warning" on page 402	Specifies when the system writes a message to log file about virtual join record requests

Startup parameter: agstackl

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

agstackl

Description

This parameter defines the length of the stack the HP Service Manager server allocates to run RAD applications.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

600

Possible values

Stack length from 1-999

Example usage

Command line: **sm -httpPort:13080 -agstackl:500**

Initialization file: `agstackl:500`

Startup parameter: arraysizelimit

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

arraysizelimit

Description

Defines the maximum number of entries in an array (for example, a drop-down box).

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

Any positive integer

Example usage

Initialization file: `arraysizelimit:20`

Parameter: attachmentsegmentsize

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

attachmentsegmentsize

Description

This parameter determines the maximum number of bytes that each segment record in the SYSATTACHMENTS table can use. You can use this parameter to reduce the number of segments that the Service Manager server divides attachments into when it stores them in the SYSATTACHMENTS table. No single attachment can exceed 2147483647 bytes.

Note: If the size of an attachment is less than the *attachmentsegmentsize* value, the Service Manager server allocates memory based on the actual attachment size instead of the *attachmentsegmentsize* value.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

512,000 (bytes)

Possible values

Number of bytes up to 2147483647 (2 GB) maximum

Example usage

Command line: **sm -httpPort:13080 -attachmentsegmentsize:65536**

Initialization file: attachmentsegmentsize:65536

Parameter: memorypollinterval

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt. You can always set a startup parameter from the server's operating command prompt.

Parameter

memorypollinterval

Description

This parameter defines the frequency at which the memory heap is monitored. The memory monitoring thread checks for available and maximum memory every *n* seconds, where *n* is the value specified. If you specify zero (0), memory monitoring is disabled.

Note: Setting this parameter too low (for example, every second) places additional load on the system.

Valid if set from

Server's operating system command prompt

Start up file (sm.ini or smstart)

Requires restart of the Service Manager server?

No

Default value

15

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -memorypollinterval:15**

Startup parameter: anubisPollInterval

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

anubisPollInterval

Description

This parameter specifies the time interval (in seconds) at which the anubis monitor checks to see if any registered scheduler is alive.

This parameter should be used in conjunction with the *enableAnubisMonitor* parameter.

Important: The ThreadControllerId-background thread, which can be started no matter whether *enableAnubisMonitor* is enabled or not, has been modified to additionally include the anubis monitor functionality and thus eliminated the need for the anubis process. You are recommended to use the new anubis parameters instead of the old anubis process. If an anubis agent record and anubis schedule record, which were used to restart stopped background processes automatically, already exist in your system, before enabling *enableAnubisMonitor* you need to disable the original anubis RAD applications as follows:

1. Delete the existing anubis agent record.
 - a. Type **info** on the Service Manager command line, and click **Search**.
 - b. Delete the anubis agent record.
2. Delete the existing anubis schedule record.
 - a. Type **sch** on the Service Manager command line, and click **Search**.
 - b. Delete the anubis schedule record.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

15 (seconds)

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -anubisPollInterval:15**

Initialization file: `anubisPollInterval:15`

Startup parameter: `cache_clean_interval`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

cache_clean_interval

Description

This parameter defines the interval the HP Service Manager server waits before clearing the cache of infrequently used entries.

Valid if set from

Server's operating system command prompt

Initialization file (`sm.ini`)

Requires restart of the Service Manager server?

No

Default value

3600

Possible values

Number of seconds

Example usage

Command line: **`sm -httpPort:13080 -cache_clean_interval:4800`**

Initialization file: `cache_clean_interval:4800`

Startup parameter: `cache_locks`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

cache_locks

Description

This parameter defines the number of locks the HP Service Manager server allocates to the cache table. By default, the lock granularity is one lock for each hash slot.

The lock count you specify must be bigger than zero (0) and no more than the number of hash slots that is specified in "[Startup parameter: cache_slots](#)" below. If you specify an invalid value for this parameter, the default value is used.

Note: This parameter solves the performance issue in versions earlier than 9.33 that the system may encounter slowness at peak load because earlier versions use the entire hash table as the lock granularity.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

One lock for each hash slot

Possible values

Greater than 0 and no more than the number of hash slots

Example usage

Command line: **sm -httpPort:13080 -cache_locks:2000**

Initialization file: `cache_locks:2000`

Startup parameter: cache_slots

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

cache_slots

Description

This parameter defines the number of hash slots the HP Service Manager server allocates to the cache table. You can use the *reportcache* parameter to gauge the effectiveness of your cache allocation.

Note: If this parameter is not set or set to be greater than 100,000 or less than 300, the default value (9973) is used; if it is set to a non-prime number, the smaller one of its neighboring prime numbers is used instead.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

9973

Possible values

300 - 100000

Example usage

Command line: **sm -httpPort:13080 -cache_slots:2000**

Initialization file: `cache_slots:2000`

Startup parameter: `dao_sessiontimeout`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dao_sessiontimeout

Description

This parameter specifies the seconds Service Manager server to wait before terminating RESTful threads. Unless the client sends subsequent requests within the timeout, the Service Manager server will recycle the session for re-use and re-allocate it on demand.

If there is large divergence, we recommend that you connect several servlets with different thresholds.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

15 (seconds)

Note: Change this default value to another proper value according to the Restful API call interval. For example, if the Restful API call interval is 30 seconds, set this value to a little bigger than 30.

Possible values

Number of seconds

Example usage

Command line: **sm -httpPort:13080 -dao_sessiontimeout:20**

Initialization file: `dao_sessiontimeout:20`

Startup parameter: `dao_threadspersprocess`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dao_threadspersprocess

Description

This parameter specifies the maximum number of threads allowed to run concurrently in the process for a RESTful Web Service application.

It is good to start enough server threads to handle requests. We recommend that you maintain a buffer of 30% to 40% spare capacity.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

10

Possible values

Number of threads

Example usage

Command line: **sm -httpPort:13080 -dao_threadspersprocess:10**

Initialization file: `dao_threadspersprocess:10`

Startup parameter: `dashboardquerycache_enable`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dashboardquerycache_enable

Description

This parameter defines whether caching query results in the database is enabled or disabled.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1 (enabled)

Possible values

0 (disabled)

Example usage

Command line: **sm -httpPort:13080 -dashboardquerycache_enable:1**

Initialization file: `dashboardquerycache_enable:1`

sql_parameters_dashboardquerycache_enable

Delete this text and replace it with your own content.

Startup parameter: dashboardquerycache_dbtime

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dashboardquerycache_dbtime

Description

This parameter defines the time threshold in milliseconds for queries against the database when a report is generated. If the time exceeds this threshold, Service Manager saves the query results to the reporting cache.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

100

Possible values

Number of milliseconds

Example usage

Command line: **sm -httpPort:13080 -dashboardquerycache_dbtime:100**

Initialization file: `dashboardquerycache_dbtime:100`

Startup parameter: dashboardquerycache_expire

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dashboardquerycache_expire

Description

This parameter defines the expiration time in minutes of one database query in reporting cache.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

10

Possible values

Number of minutes

Example usage

Command line: **sm -httpPort:13080 -dashboardquerycache_expire:10**

Initialization file: `dashboardquerycache_expire:10`

Startup parameters: dashboardonreplicatedb

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

dashboardonreplicatedb

Description

This parameter defines whether queries against a replicated database for dashboard reporting are enabled.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Initialization file: dashboardonreplicatedb

Special parameters: detectkeyed

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

detectkeyed

Description

This parameter causes the HP Service Manager server to display an alert message when a user attempts to run a nonkeyed query.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

1

Possible values

0 (Disable)

1 (Enable)

Example usage

Command line: **sm -httpPort:13080 -detectkeyed:0**

Initialization file: `detectkeyed:0`

Startup parameter: `enableAnubisMonitor`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

enableAnubisMonitor

Description

This parameter starts the anubis monitor to check the status of background scheduler threads. By default, this parameter is disabled.

This parameter should be used in conjunction with the *anubisPollInterval* parameter, which specifies the time interval (in seconds) at which the anubis monitor checks to see if any registered scheduler is alive (default: 15 seconds).

Important: The ThreadControllerId-background thread, which can be started no matter whether `enableAnubisMonitor` is enabled or not, has been modified to additionally include the anubis monitor functionality and thus eliminated the need for the anubis process. You are recommended to use the new anubis parameters instead of the old anubis process. If an anubis agent record and anubis schedule record, which were used to restart stopped background processes automatically, already exist in your system, before enabling *enableAnubisMonitor* you need to disable the original anubis RAD applications. To do this, follow these steps:

1. Delete the existing anubis agent record.
 - a. Type **info** on the Service Manager command line, and then click **Search**.
 - b. Delete the anubis agent record.

2. Delete the existing anubis schedule record.
 - a. Type **sch** on the Service Manager command line, and then click **Search**.
 - b. Delete the anubis schedule record.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0 (Disabled)

Possible values

0: Disabled (when this parameter is not present in sm.ini or the command prompt)

1: Enabled

Example usage

Command line: **sm -httpPort:13080 -enableAnubisMonitor:1**

Initialization file: enableAnubisMonitor:1

Parameter: gcthreshold

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

gcthreshold

Description

This parameter is used to prevent the native heap from running out of memory. It specifies the threshold (in megabytes) at which an increase in native heap usage in HP Service Manager triggers JavaScript garbage collection. If the Service Manager native heap usage has increased by the specified number of megabytes since the last JavaScript garbage collection, JavaScript garbage collection is triggered, and the native heap memory referenced by the recycled JavaScript objects is therefore

freed. The minimum value for this parameter is 2 megabytes.

Caution: Be cautious when changing this parameter from the default value. Setting this parameter to a large value may result in "out of memory" errors.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

10 megabytes

Possible values

No less than 2 megabytes

Example usage

Initialization file: `gcthreshold:5`

Startup parameter: KMSearchEngineTimeout

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

KMSearchEngineTimeout

Description

This parameter defines a timeout value in seconds for all Knowledge Management search server hosts (including indexing hosts, search hosts, and load balancer hosts). The default is 20 seconds, and the minimum is 10 seconds.

This parameter is used to prevent overloaded KM search servers from causing Service Manager to hang. When a search server host hangs (for example, because of 100% CPU usage), the Service Manager server tries to connect to the search server repeatedly until the timeout of the connection. The Service Manager server then returns an error. See the example scenarios in the following table.

Scenario	Behavior
A search server hangs. From Knowledge Management > Configuration > Configure Search Servers , you select the server and click Verify Server .	The Service Manager server tries to connect to the search server until the timeout of the connection. A dialog box appears as if the search server is down or disconnected: "Could not connect to Search Engine, please verify settings."
A knowledge base is assigned with a cluster of load balanced search servers, and one of the search slaves hangs. From Knowledge Management > Configuration > Knowledgebases , you select the knowledgebase and click Full Reindex .	The Service Manager server tries to connect to the slave search server until the timeout of the connection. A message appears as if the slave search server is down or disconnected: "Slave server: <hostname or IP address> offline, skipping.."
A master search server hangs. You attempt to search the knowledge bases.	The SM server tries to connect to the master search server until the timeout of the connection. Your search then fails, and a dialog box appears as if the search server is down or disconnected: "Could not connect to Search Engine, please verify settings."

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of Service Manager server?

Yes

Default value

20 (seconds)

Possible values

No less than 10 seconds (if you specify a value less than 10, 10 is used.)

Example usage

Command line: **sm -httpPort:13080 -KMSearchEngineTimeout:25**

Initialization file: **KMSearchEngineTimeout:25**

Startup parameter: maxgroupsperview

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxgroupsperview

Description

This parameter defines the maximum number of groups that can be used in a view. When a user selects a view from the View list whose group count exceeds the limit, only the maximum allowed number of groups are displayed in the view, and the following message displays in the client UI:

"Maximum number of groups (xxxx) exceeded. Please modify the view definition to reduce the number of groups."

Note: This limit would be useful if a user runs a poorly created view that causes the servlets to consume too much CPU and memory and terminate the servlets.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

5000 (groups)

Possible values

500 or greater. If a value less than 500 is specified, Service Manager will ignore the value and use 500 instead. A warning message will also occur in the sm.log file: "A maxgroupsperview value less than 500 specified and ignored. 500 is used."

Example usage

Command line: sm -httpPort:13080 -maxgroupsperview:6000

Initialization file: maxgroupsperview:6000

Startup parameter: maxhttpresponse

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxhttpresponse

Description

This parameter defines the maximum response size (in bytes) for HTTP requests.

Note: A zero value disables the feature, which means there is no size limit.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

20971520 (20MB)

Possible values

0: No size limit

Any size limit (in bytes)

Startup parameter: maxKeepAliveRequests

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxKeepAliveRequests

Description

This parameter allows you to override the Apache Tomcat server limit of processing 100 requests

before ending a session. You can set a higher limit on the number of requests to be processed before the HP Service Manager server closes the connection.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

100

Example usage

Command line: `sm -maxKeepAliveRequests:250`

Initialization file: `maxKeepAliveRequests:250`

Startup parameter: maxloginspercluster

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxloginspercluster

Description

In a horizontal scaling implementation, the maximum number of logins for operators is enforced at the cluster level. This parameter allows administrators to turn off this feature. By default, this parameter is set to 1, which means maximum number of logins for operators is enforced by counting each operator's logins on all cluster hosts. When this parameter is set to 0, only logins on the local host are counted.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of Service Manager server?

Yes

Default value

1

Possible values

0 (Disable Max Logins at the cluster level)

1 (Enable Max Logins at the cluster level)

Example usage

Command line: **sm -httpPort:13080 -maxloginspercluster:0**

Initialization file: maxloginspercluster:0

Startup parameter: maxmemoryperthread

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxmemoryperthread

Description

This parameter specifies the maximum memory (in MB) allowed for a session. After the limit is reached, the session is terminated. By default, this parameter is disabled (set to 0), which means there is no memory limit for each session and therefore each session can use the maximum memory available to the server's operating system.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

0 (Disabled)

Possible values

0 (Disabled): No limit, and the server's operating system memory limit is used instead.

100 or greater. If a value less than 100 is specified, Service Manager displays a warning message.

Example usage

Command line: **sm -httpPort:13080 -maxmemoryperthread:500**

Initialization file: `maxmemoryperthread:500`

Startup parameter: maxmsgsharedmemory

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxmsgsharedmemory

Description

This parameter defines the maximum number of bytes of shared memory that the HP Service Manager server can use for unviewed messages.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

Ten percent (10%) of the shared memory or 1 GB (1073741824), whichever is less.

Possible values

Size in bytes

Example usage

Command line: **sm -httpPort:13080 -maxmsgsharedmemory:5120000**

Initialization file: `maxmsgsharedmemory:5120000`

Startup parameter: maxpagesize

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

maxpagesize

Description

This parameter defines the maximum number of records that the Windows client requests from the server when the client displays a record list. This helps to avoid high memory consumption by getList requests when the **Record list request count** option in the Windows client preferences is set to a large value.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No (only requires a re-login)

Default value

8000

Possible values

0: No size limit

8000 to 80,000

Example usage

Command line: **sm -httpPort:13080 -maxpagesize:10000**

Initialization file: maxpagesize:10000

Startup parameter: memdebug

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

memdebug

Description

Enable the *memdebug* parameter with the help of Customer Support. This parameter causes the HP Service Manager server to track or trace memory usage. The information is captured in a separate log file named memdebug.<pid>.<tid>.log where "*pid*" and "*tid*" refer to the operating system thread

identifier. The log is stored in the RUN folder.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

None

Possible values

1 (Track memory)

>1 (Trace memory)

Example usage

Command line: **sm -httpPort:13080 -memdebug:1**

HP Service Manager Initialization (sm.ini) file: memdebug:1

Startup parameter: precision

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

precision

Description

This parameter defines the number of decimal places at which the HP Service Manager server rounds numeric fields. By default, the HP Service Manager server rounds to six decimal places.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

6

Possible values

Number of decimal places at which to round

Example usage

Command line: **sm -httpPort:13080 -precision:5**

Initialization file: precision:5

Startup parameter: recordlistcount

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

recordlistcount

Description

Set the default number of records displayed in a record list.

Valid if set from

Start up file (sm.ini)

Requires restart of server?

No

Default value

None

Possible values

Any positive integer

Note: You can only set the value to 25, 50 and 100 for the Service Manager web tier. Any value other than 25, 50 and 100 will be reset to 50.

Example usage

Start up file: recordlistcount:50

Parameter: semaphoreWaitTime

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

semaphoreWaitTime

Description

This parameter defines the number of seconds the Service Manager server waits for a semaphore before generating a core dump. The default is 0 (no core dump will be generated).

Note: This parameter takes effect on Windows servers only.

To use this functionality, be sure to set the **enablecoredump** parameter to 1. The following table describes the server behavior when these two parameters are set to 1 or 0.

Enablecoredump value	semaphoreWaitTime value	Behavior
1	n	The server generates a core dump after waiting n seconds for a semaphore.
0	n	The server does not generate a core dump.
1 or 0	0	The server does not generate a core dump.

Valid if set from

Server's operating system command prompt

Initialization (sm.ini) file

Requires restart of the Service Manager server?

Yes

Default value

0

Possible values

0 or n seconds

Example usage

Command line: **sm -enablecoredump:1 – semaphoreWaitTime:10**

Initialization file: semaphoreWaitTime:10

Startup parameter: shared_memory

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.

Parameter

shared_memory

Description

This parameter defines the amount of memory the Service Manager server sets aside for system caches and lock tables. The Service Manager add-on product, IR Expert, also relies heavily upon shared memory. You can set this parameter from the Configure server utility.

Note:

- We recommend that you set this parameter to 134,217,728 (128 MB) or greater. If this parameter has a value less than 128 MB, a warning message occurs in the server log file (sm.log). To remove this warning, change the value to 128 MB or greater.
- On a Linux or UNIX server, after you increase this value, the Service Manager server will fail to start with the following messages:

```
2522( 2522) 03/26/2014 15:33:45 RTE E sm_init: shmget( 0x784DFB00,
134217728 ) failed, errno=22 (Invalid argument)
```

```
2522( 2522) 03/26/2014 15:33:45 RTE E sm_init: shared memory kernel
parameters may not be sufficient
```

```
2522( 2522) 03/26/2014 15:33:45 RTE E HP Service Manager is unable to
start. Failed to initialize or attach to shared memory environment
```

```
2522( 2522) 03/26/2014 15:33:45 RTE E Could not create shared memory
```

When this happens, you should adjust, as root, the kernel parameter for shared memory size limit. For example, on Linux , you can do so by executing the following command:

```
echo 134217728 > /proc/sys/kernel/shmmax
```

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of HP Service Manager server?

Yes

Default value

24,000,000 bytes

Possible values

Number of bytes

Example usage

Command line: **sm -httpPort:13080 -shared_memory:134217728**

Initialization file: `shared_memory:134217728`

Startup parameter: `shared_memory_address`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Note: You should only use this parameter when instructed to do so by HP Customer Support.

Parameter

shared_memory_address

Description

This parameter can be used on all operating systems to ensure that shared memory allocation is kept in an area that will not interfere with shared libraries, stacks, heaps or other memory related data structures. You can use this parameter to specify a new address that has enough contiguous memory for the HP Service Manager process.

If you encounter a shared memory allocation failure, the address that the HP Service Manager process is using does not have enough contiguous memory. On Windows, the `sm.log` file lists recommendations for possible *shared_memory_address* parameter values. If the *debugvmmmap* parameter is active, the log also contains a map of virtual memory at the time of the failure.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

On Solaris: 0xA0000000

On Linux: 0x50000000

On Windows: Dynamically determined

Possible values

A memory address in a decimal, hexadecimal, or octal format.

Example usage

Command line: **sm -httpPort:13080 -shared_memory_address:0x80000000**

Initialization file: shared_memory_address:0x80000000

Example sm.log file that is generated when you encounter a shared memory allocation failure

```
6116( 2716) 03/05/2010 11:06:41 RTE E shmat: MapViewOfFileEx failed
6116( 2716) 03/05/2010 11:06:41 RTE E Error 487 in call MapViewOfFileEx - Attempt
to access invalid address.
6116( 2716) 03/05/2010 11:06:41 RTE E sm_init: shmat( 516, 0x73000000, 0 ) failed
for size 67108864 and key 0x2A02E500
6116( 2716) 03/05/2010 11:06:41 RTE I List of possible shared_memory_address
parameter settings for a shared memory size of 67108864 (64 MB)
6116( 2716) 03/05/2010 11:06:41 RTE I # Free range 0x7FFF0000-0xFFFFAD000
size=2147209216 (2047 MB)
6116( 2716) 03/05/2010 11:06:41 RTE I Preferred          : shared_memory_
address:0x80000000
6116( 2716) 03/05/2010 11:06:41 RTE I Lowest available : shared_memory_
address:0x80000000
6116( 2716) 03/05/2010 11:06:41 RTE I Highest available: shared_memory_
address:0xFBFA0000
6116( 2716) 03/05/2010 11:06:41 RTE I For a complete list of available shared_
memory_address settings, run with the debugvmmmap parameter.
6116( 2716) 03/05/2010 11:06:41 RTE W !!! Use the preferred shared_memory_address
parameter above
6116( 2716) 03/05/2010 11:06:41 RTE W !!! or remove the shared_memory_address
parameter completely.
6116( 2716) 03/05/2010 11:06:41 RTE E HP Service Manager is unable to start.
Failed to initialize or attach to shared memory environment
```

Startup parameter: shutipc

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

shutipc

Description

Using this parameter at the operating system command prompt causes the HP Service Manager server to remove all IPC shared memory and semaphores.

Note: This command is only for Unix systems. On a Windows system this command does nothing and is not needed.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

No

Default value

None

Possible values

None

Example usage

Command line: **sm -shutipc**

Startup parameter: tmpdirectory

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

tmpdirectory

Description

This parameter defines the path where the HP Service Manager server can create and find temporary files for any file operation with Client Side Load/Unload and attachment handling.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of the Service Manager server?

No

Default value

HP Service Manager server installation folder\RUN

Possible values

Path to temporary files

Example usage

Command line: **sm -httpPort:13080 -tmpdirectory:temp**

Initialization file: tmpdirectory:temp

Startup parameter: unlockdatabase

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

unlockdatabase

Description

When a system is started either in a vertically-scaled implementation or in a horizontally-scaled implementation, a unique key is generated and saved in the database as a lock record. The lock record prevents another HP Service Manager system starting, so as not to use the same database. However, this causes the backup server to fail to start when the primary server is abruptly brought down. This parameter allows the System Administrator to clean up the database lock record by issuing the **sm -unlockdatabase** command, and then starting the backup server.

Note: The unlock database functionality is needed only when you are switching the HP Service Manager product from one host to another host.

Valid if set from

Server's operating system command prompt

Requires restart of the Service Manager server?

Yes

Default value

None

Possible values

None

Example usage

Command line: **sm -unlockdatabase**

Note: Do not add this parameter to the `sm.ini` file.

Startup parameter: `usealtsignalstack`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

usealtsignalstack

Description

By default, the Service Manager processes register the alternate signal handler to handle signals generated by the operating system. When *usealtsignalstack* is enabled, the processes handle stack overflow exceptions properly. The signal is delivered on an alternate stack, and the process has a chance to terminate the offending thread and continue to requests of other threads that exist on the process. Older Linux kernels may not honor the alternate signal stack. If you are running on older Linux kernels, disable this feature.

Note: This parameter applies to UNIX only.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

1

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Command line: **sm -httpPort:13080 -usealtsignalstack:1**

Initialization file: `usealtsignalstack:1`

Startup parameter: usemembar

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

usemembar

Description

When this parameter is enabled, Service Manager creates a JVM with the `-XX:+UseMemBar` parameter. When *usealtsignalstack* is enabled on Linux platforms, Service Manager runs into a known JVM issue. The JVM needs `-XX:+UseMemBar` to avoid running into the known issue.

Note: This parameter applies to UNIX only.

Valid if set from

Initialization file (sm.ini)

Requires restart of the Service Manager server?

Yes

Default value

In LINUX: 1 (start the JVM with `-XX:+UseMembar` option).

In all the other UNIX platforms: 0 (start the JVM without `-XX:+UseMembar` option).

Possible values

0 (Disabled)

1 (Enabled)

Example usage

Command line: `sm -httpPort:13080 -usealtsignalstack:1 -usemembar:1`

Initialization file:

```
usealtsignalstack:1
```

```
usemembar:1
```

Parameter: `vj_record_limit`

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

vj_record_limit

Description

This parameter sets the maximum number of records a virtual join may return on a subform. You can use this parameter to set a threshold on virtual joins so they do not affect overall system performance. When a search request reaches the virtual join record limit, the system displays a warning message to the user indicating the record limit and the subform requesting the records. The system also writes the warning message to the log file.

Note:

- If a request reaches the virtual join record limit, the search will not return all matching records. The search results will exclude any search results past the virtual join record limit.
- If you set the parameter value to zero, the virtual join record limit reverts to 32000 records.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of Service Manager server?

Yes

Default value

2000 records

Possible values

0 (Disable)

The number of records

Example usage

Initialization file: `vj_record_limit:1000`

Parameter: vj_record_warning

Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's operating system command prompt.

Parameter

vj_record_warning

Description

This parameter specifies when the system writes a message to log file about virtual join record requests. When a record request meets or exceeds the virtual join record warning limit, the system writes a message to the log file. The system will write a new message to the log file for every 1000 records over the warning limit.

Valid if set from

Server's operating system command prompt

Initialization file (sm.ini)

Requires restart of Service Manager server?

Yes

Default value

1000

Possible values

Number of records

Example usage

Initialization file: `vj_record_warning:500`

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Feedback on System Configuration Parameters help topics for printing (Service Manager 9.41)

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