Known and corrected issues

You must log in (https://docs.helixops.ai/bin/login/XWiki/XWikiLogin?xredirect=%2Fbin%2FService-Management%2FOn-Premises-Deployment%2FBMC-Helix-Service-Management-Deployment%2Fbrid26101%2FRelease-notes-and-notices%2FKnown-and-corrected-issues%2F) or register (https://webapps.helixops.ai/register/index.html#/) to view this page

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Last updated on Oct 28, 2026

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‹ 26… (/bin/Service-Management/On-Premises-Deployment/BMC-Helix-Service-Management-Deployment/brid26101/Release-notes-and-notices/22-1-enhancements-and-patches/)

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Victor Teeling , 2026/09/29 14:53 Open

hello admin team, based on customer feedback, we understand that the documentation on this page isnt correct. this method as a workaround only works for passwords of 8 characters or less.

context
"

BMC Helix Service Management	When installing or upgrading BMC Helix Service Management, if you set the **AR_SERVER_APP_SERVICE_PASSWORD** parameter to a value longer than 11 characters, the BMC Helix Management deployment fails. **Workaround**: Ensure the password is less than 11 characters.	Open	26.1.01	DRD21-151996

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