



Propel

Software Version: 2.20

Release Notes

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Contents

Introduction	4
In This Version	4
Installation Notes	4
Documentation	4
What's New in This Release	6
Issues Fixed in This Release	9
Known Problems, Limitations, and Workarounds	11
Customer Issues Fixed in This Release	16
Enhancements	16
Fixes	20
Frequently Asked Questions	32
Send Documentation Feedback	36

Introduction

This document provides an overview of the changes made to HPE Propel for the 2.20 release. It contains important information not included in the manuals or in online help.

In This Version

HPE Propel provides a single user experience, easy integrations, and quick onboarding of multiple services providers for Service Brokers. For more information about integrated products, see the *HPE Propel System and Software Support Matrix*.

To ensure the performance and stability of the HPE Propel environment, complete the following tasks before installation begins:

- Review supported hardware and software for each component product in order to meet the minimum installation requirements.
- Make sure the relevant patches and hot fixes to the patch releases are applied to the component products.
- Review the release notes for each component product to be aware of additional changes or restrictions.

Installation Notes

Installation requirements are documented in the *HPE Propel System and Software Support Matrix*. Instructions for installing and configuring HPE Propel are provided in the *HPE Propel Installation and Configuration Guide*.

Documentation

HPE Propel documentation is available from the HPE Software Support website at <https://softwaresupport.hpe.com/group/softwaresupport>. (This website requires that you register with HPE Passport.)

You need to sign in or register to use this site. Use the **Search** function at the top of the page to find documentation, whitepapers, and other information sources. To learn more about using the customer

support site, go to: https://softwaresupport.hpe.com/documents/10180/14684/HP_Software_Customer_Support_Handbook/

For more information or to track updates for all HPE Propel documentation, refer to the *HPE Propel Documentation List*.

To help us improve our documents, please send feedback to Propel_IE@hpe.com.

What's New in This Release

The following new features are provided in the HPE Propel 2.20 release:

- **Subscriptions application** – enhanced and renamed to **Services**
 - Supported in HPE Cloud Service Automation and HPE Service Manager.
 - **Service Instances List** view:
 - Organization Administrators can view service instances in their organization, for specific users, and specific services.
 - Users can view their own services.
 - Grouping and filtering capabilities are provided. (For example, group by catalog item for a particular owner.)
 - **Service Instance Detail** view:
 - Provides comprehensive information about service components, including actions.
 - Modification via requests and special service actions (single request at time, history, parameter).
 - Service actions can have pricing and approvals. (For example, for VM re-sizing – it is impossible to order a small VM and then re-size it without the approval.)
 - New actions – transfer ownership and group consumption.
 - Related Support requests:
 - When filing a ticket related to a service, attributes are automatically taken from the instance, and the user does not have to provide them.
 - Tickets list the support requests previously submitted by the end user.
- **My Workstream**
 - New features for notifications that are tailored to different personas:
 - End users receive notifications, including order status changes and organizational announcements.
 - Approvers receive notifications about pending approvals and ticket changes.
 - Ability to filter notifications by different sources such as organization announcements, orders, approvals, and so on.

- Organization administrators can push out "Admin" related notifications to all users in the same organization.
- **Business Approval**
 - New **Business Processes** application provides enhanced HPE Propel approval policies.
 - Supports native business approvals workflow capabilities (for example, a laptop).
 - Business approvals can now be defined to take advantage of additional capabilities, such as pricing thresholds. (For example, a laptop that costs greater than \$500 needs to be approved by finance but a keyboard that costs \$50 only needs to be approved by one's immediate manager.)
 - The new business process approvals can be used everywhere that the old approval policies can be used.
- **Composite Bundles**
 - Bundles can be defined in HPE Propel that are a combination of items from multiple suppliers. (For example, a "New Employee" bundle can contain a New Account fulfilled by HPE OO, a Laptop fulfilled by HPE SM, and a VM fulfilled by HPE CSA.)
 - Bundle items can have dependencies:
 - Sequencing - item A must be fulfilled prior to item B.
 - Input / output (*parameter aliases*) mapping – item B can be ordered and fulfilled with information obtained after item A is fulfilled.

For example: In a New Employee Bundle, the "New Employee ID" can be created by HPE OO and then the output from HPE OO (Employee ID) can be an input to HPE SM when fulfilling a New User Laptop.
 - Business approvals can be configured for any of these levels, if desired:
 - Bundle Approval: approval for the entire bundle in Propel
 - Bundle Line Item Approval: approval for a line item in Propel
 - Fulfillment Approval: business approval defined by fulfillment systems such as HPE SM, HPE SAW, and HPE CSA. (Fulfillment business approvals depend on backend systems.)
- **Request on Behalf**
 - Request on Behalf now supports impersonations, in which members of a group can impersonate members of a target group and order catalog items on their behalf. The impersonator/requestor can order items from the catalog of the recipient.
 - Enhanced visibility of the requestor's and the recipient's requests are properly tracked and the perspectives of both are provided.

- **Dynamic Data Sources**
 - The **Catalog Item** form definition is now easier when using dynamic values. Drop-down lists can be populated with values from fulfillment systems (or elsewhere) using REST APIs and SOAP APIs.
 - Dynamic data source retrieval from 3rd-party systems using REST or SOAP API integrations using the HPE Propel form editor. This is intended for light weight use cases where data from 3rd-party systems needs to be retrieved.
- **Shopping** – persistent shopping cart remains for additional shopping sessions.
- **Request Clustering**
 - Requests to the same supplier are grouped. Multiple cart items become a single fulfillment request for HPE SM.
 - This group of requests can have approvals associated with them.
 - Users still have an option for a single item or "non cart" checkout via Order Now.
- **Future Approvals** – user can see the entire approval chain, including the history of approvals, what approvals are currently pending, and future approvals.
- **Identity Management**
 - New role-based access control (RBAC) roles and permissions control access and capabilities for HPE Propel users.
 - Administrators can create custom roles and assign them to groups of users in HPE Propel. (For example, RBAC can be used for widgets and applications on the **Launchpad**.)
 - New organization language management, in which the `admin` and `orgadmin` users can manage supported language data localization in their organizations.
- **Request Synchronization** – allows for synchronization of requests in HPE Propel from HPE SM and HPE SAW requests created outside of HPE Propel. Service desk agents can create requests directly in HPE SM or HPE SAW, and these requests will be synchronized in HPE Propel.
- **HPE SM Line Item Approvals** – added support for HPE SM Line Item approvals.
- **Form Editor** – added Rich Text to the Form Editor capabilities.
- **Bug Fixes**

Issues Fixed in This Release

CR QCCR1D194496 – Incident created in the source SM doubled incidents in the target SAW

If an incident in HPE Service Manager (HPE SM) has new activity lines while it is being linked to HPE Service Anywhere (HPE SAW), created incidents in HPE SAW are doubled.

CR QCCR1D211128 – Services won't start after uninstall/reinstall

After a failed HPE Propel install, running `setup.sh purge` and subsequently re-installing with `setup.sh install` can result in certain processes not restarting correctly.

CR QCCR1D214594 – Restart Propel fails

After executing the `propel stop` command, not all PID files in `/var/run/propel` are removed. This prevents some HPE Propel services from starting when the `propel start` command is executed.

CR QCCR1D217150 – Authentication form has incorrect rendering of input fields in RTL Languages

The **Authentication** dialog in the Identity Management application does not correctly render input fields in RTL languages (for example, Hebrew and Arabic).

CR QCCR1D217255 – Empty space in Portal catalog list views

Empty space appears in the HPE Propel's catalog list view. Rows of catalog items appear shifted to the right (a few spaces) and white space appears in place of catalog items.

CR QCCR1D217291 – Problem with Request Support header when accessed from Search result

When navigating to the **Request Support** view, the header occasionally displays an untranslated locale key.

CR QCCR1D217628 – 2.10 OVA - mpp service fails to start

During product startup, the MPP process (Knowledge Management) fails to correctly update its PID file and startup cannot detect that it starts successfully.

CR QCCR1D217632, CR QCCR1D217676 – Adding comments immediately to new service request or support request may fail in FTLs, for both SM and SAW

After creating a support request or a service request and immediately adding a comment, the comment is not propagated from HPE Propel to HPE Service Manager or HPE Service Anywhere.

CR QCCR1D217720 – Jumpstart XHR: 413 Payload Too Large

API calls return a 413 Payload too Large error message, and this causes missing data or a blue error screen to appear.

CR QCCR1D217775 – Order now for item when same item is in cart orders cart contents and not item

When placing an order, an incorrect price on the **Checkout** and **Order Confirmation** views occasionally appears.

Known Problems, Limitations, and Workarounds

CR QCCR1D204702 - Inconsistent passwords in Propel appliance

Problem	When working with an HPE Propel installation, some default passwords have been updated, while others are the same as in prior releases. However, many of the default keystore and database passwords remain as they were in the 1.xx releases.
Cause	Product defect.
Workaround	If the updated default password does not work, try the prior release password.

CR QCCR1D216261 - Propel 2.01: KM external link issues / Chrome

Problem	In some cases, external links in KM articles are not loading pages.
Cause	Product defect.
Workaround	Use one of the following workarounds: <ul style="list-style-type: none">You can ctrl+click to open the link in new tab.The content HTML links (anchor tags) need to have the `target="_blank"` attribute.

CR QCCR1D218300 - Wrong redirect was used for refreshing the page of Chrome after timeout

Problem	When an admin user is viewing the "Catalog Connect" page and the session times out, HPE Propel redirects to the "Suppliers" page after logging back in.
Cause	Product defect.
Workaround	User can simply navigate to "Catalog Connect" from the Launchpad.

CR QCCR1D219535 - Propel 2.10: rabbitmq.config is wrong after applying 3rd party certificates

Problem	After applying third-party certificates, the rabbitmq certificate is wrong.
Cause	Product defect.

CR QCCR1D219535 - Propel 2.10: rabbitmq.config is wrong after applying 3rd party certificates, continued

Workaround	<p>Manually edit the /etc/rabbitmq/rabbitmq.config file to the correct configuration as follows:</p> <pre>[{rabbit, [{tcp_listeners, []}, {ssl_listeners, [5671]}, {ssl_options, [{cacertfile, "/opt/hp/propel/security/CA.crt"}, {certfile, "/opt/hp/propel/security/propel_host.crt"}, {keyfile, "/opt/hp/propel/security/propel_host.key.rsa"}, {verify, verify_none}}}]}, {rabbitmq_management, [{listener, [{port, 15672}, {ssl, true}, {ssl_opts, [{cacertfile, "/opt/hp/propel/security/CA.crt"}, {certfile, "/opt/hp/propel/security/propel_host.crt"}, {keyfile, "/opt/hp/propel/security/propel_host.key.rsa"}]}]}]}]}</pre>
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CR QCCR1D222013 - I18N:Strings unlocalized due to different language code between SM and Propel on Chinese

Problem	When the user views the HPE Propel UI in the Chinese language and enters a new Support Request or views an existing one, the user will see unlocalized values of Urgency and Notify By . In other words, the values are in the English language.
Cause	The HPE Service Manager server has a different language code for Chinese language (zh-Hans) stored in its internal databases than the code which is sent by browser (zh-CN).
Workaround	No Workaround exists; the user will just see the values in English language.

CR QCCR1D222551 - I18N: New created service in SM zh-cn/HE environment can not be seen in Aggregation History

Problem	When localizing Catalog Items in HPE SM to the Chinese language using the Service Catalog → Administration → Localized Catalog Items menu tree, the changes aren't correctly aggregated to HPE Propel.
Cause	Product defect.
Workaround	Items can be localized and aggregated by instead using the Service Catalog → Administration → Manage Catalog menu tree.

CR QCCR1D225562 - [Launchpad][VPAT/WCAG - Accessibility] Frames shall be titled with text that facilitates frame identification and navigation

Problem	Frames should add the title attribute to describe the contents of each frame. See VPAT 1194.22(i) and WCAG 4.1.
Cause	HPE Propel does not support adding accessibility support to custom content (widgets) that customers create.
Workaround	If you write custom widgets, you can add aria attributes to make them accessibility compliant. For reference: https://www.w3.org/TR/2016/WD-wai-aria-1.1-20160317/

CR QCCR1D226598 - Users cannot see Approvals when AD username case does not match SM case

Problem	Operators with an uppercase Login ID cannot see Approvals. Operators with lowercase Login ID can see approvals.
Cause	HPE Propel Approve/Deny username case does not match the HPE Service Manager username case.
Workaround	Use the Approvals page to Approve/Deny request. Approvals page can be accessed via the top right corner menu.

CR QCCR1D226996 - [BH] [RSS] - main feed pics are pixelated

Problem	The pictures shown in RSS Feeds can look pixelated in large screens.
Cause	RSS source feeds.
Workaround	Be sure to use RSS feeds that support large images.

CR QCCR1D228478 - Order detail: max service instance count is 10

Problem	When reviewing an Order, it is possible to see the associated Services which have been provisioned as a result of the order. For large orders (>10 items), it is not possible to see all the corresponding services. The total count can be seen on the left side of the screen (labeled "Quantity"). The Service Instances view on the bottom right will display up to 10 services.
Cause	Product defect.
Workaround	To see all services, use the Services application from the HPE Propel Launchpad.

CR QCCR1D228548 - Migration: Unable to display order details after upgrade from 2.10

Problem	After upgrading from HPE Propel 2.10 to 2.20, the user cannot see the order details.
Cause	Product defect.
Workaround	<p>This issue can be resolved by connecting to the HPE Propel machine as root and executing the following commands:</p> <pre>su -l postgres psql -d catalog</pre> <p>Next, run this query:</p> <pre>CREATE OR REPLACE FUNCTION request.jsonb_contains_any(JSONB, TEXT ARRAY) RETURNS bool AS 'SELECT \$1 ? \$2' LANGUAGE sql IMMUTABLE;</pre> <p>The orders should now display correctly.</p>

CR QCCR1D228906 - Customer misconception of group_membership attribute in LDAP configuration

Problem	Using "memberOf" in the group membership attribute of the LDAP configuration results in incorrect group membership calculations, so that no users are members of any LDAP groups.
Cause	Moving group membership calculation to an asynchronous process to improve performance has changed how group membership is calculated. Previously, if the user object had a "memberOf" attribute, it was used to compute group memberships. Now, only the group attributes that identify members are used.
Workaround	Enter the names of the attributes of the LDAP group that identify its members. While this may vary from schema to schema, the most common values are "member" and "uniqueMember" so a value of "member,uniqueMember" for the group membership attribute should work for most installations.

CR QCCR1D219242 - IDM can only show 20 Groups

Problem	IdM can only show 20 groups.
Cause	Product defect.
Workaround	Use the group button for a different role and then scroll down to fetch the remaining groups. This unlocks the dropdown.

CR QCCR1D228565 - Orgadmin not able to access support request and knowledge app

Problem	The Organization Administrator role does not have the necessary permissions to access the Support Request and Knowledge applications, which it should be able to do.
Cause	The Organization Administrator role does not have the Support Users permission.
Workaround	Resolve this problem with either of these workarounds: <ul style="list-style-type: none">• Add the Support Users permission to the Organization Administrator role.• When adding a group to the Organization Administrator role, also add the Consumer role.

Customer Issues Fixed in This Release

The following customer issues have been fixed in HPE Propel 2.20. The issues are grouped for convenience, but you should search all issues as you may find an issue in a different group than expected.

- ["Enhancements" below](#)
- ["Fixes" on page 20](#)

Enhancements

Catalog

CR	Problem	Solution
QCCR1D215564	There should be a way to resubmit an order that has been cancelled or is still waiting approval.	Orders can now be re-submitted.

Identity Management

CR	Problem	Solution
QCCR1D225550	There are multiple ways to set up an Active Directory. The Integrated Windows Authentication (IWA) cannot handle the case where the UPN returned from Kerberos is inconsistent with the UPN in the AD domain.	The problem is resolved.
QCCR1D225629	The IWA login fails in HPE Propel when the user information returned in the Kerberos token does not match IdM expectations (because the user@domain value is not the UPN).	The problem is resolved.

Installer

CR	Problem	Solution
QCCR1D223437	It is only possible to configure HPE Propel to communicate with HPE Service Manager using SSL. TLS support should be added as well.	It is now possible to configure HPE Propel to work with HPE Service Manager using TLS.

Launchpad

CR	Problem	Solution
QCCR1D217455	Have the ability to add a customized widget to the Launchpad for which the administrator can configure who sees the widget based on the user's role. Currently only consumer and admin are supported, but the roles need to be more granular.	The tiles in the Launchpad can now be filtered based on the logged-in user's roles/permissions.
QCCR1D223026	The page tab name does not display the organization title.	The portal title configured by the administrator in Identity Management is added as the browser tab title along with the name of the application.

HPE Propel-General

CR	Problem	Solution
QCCR1D214881	When the Service Desk is requesting some information, the user in HPE Propel cannot see this. There needs to be an alert in HPE Propel "My Tickets" and "My Requests" to notify the end user that he/she must send the requested information to the Service Desk.	The problem was resolved.
QCCR1D214878	Ensure that the items displayed to the end users are based on the entitlement of the user. The current functionality is not sufficient as all users can see all items listed under those categories.	Entitlement is now considered on item display.
QCCR1D221133	When defining an HPE Service Manager catalog that has a user selection against a table with a large number of rows, users are unable to find or select records in the table. Some table lookups in HPE Service Manager are slow and, as such, dynamic lookups need to be disabled in HPE Propel.	Added option to disable this on a per-entitlement basis.

HPE Propel-General, continued

CR	Problem	Solution
QCCR1D221577	Allow the number of digits in the POR, PR and PT IDs to be changed from the out-of-box default of 5. See also QCCR1D222853.	The /opt/hp/propel/catalog/config.yml file should look like this: [for Propel 2.01] request: humanReadableIdDigits: 10 [for Propel 2.10] humanReadableIdDigits: 10 [for Propel 2.20] humanReadableIdDigits: 10

Service Exchange

CR	Problem	Solution
QCCR1D215115	Allow end-users to see who needs to approve their requests, so they can follow up with them if needed.	End-users can now see all the approvers. Group approvals are expanded to show all members of the group.
QCCR1D220724	Need support for the Line Item approvals defined in HPE Service Manager: 1. Create a new approval definition in HPE Service Manager with the HPE Propel user as the approver. 2. Add the new approval definition as Line Item approval on a catalog item. 3. Log in to HPE Propel and note there are no approvals pending in HPE Propel.	Clustered request and sub-requests entities were introduced and line item approval is shown at the sub-request level.

Shopping

CR	Problem	Solution
QCCR1D221023	Request on behalf should distinguish services between the requestor and requested for. When ordering items on behalf of someone else, you need to be restricted to only being able to order the items that are available to that person.	When you order on behalf of someone else, the on behalf user must be specified first. Once specified, the catalog will be updated to the display only the items that are available to the on behalf user. When you opt to leave this request on behalf view, the catalog items will be restored to show the items that are available to you.
QCCR1D224191	<p>The HPE Propel Portal provides a shopping cart capability; however, the lifecycle of the cart is tied to the user's browser session. Hence, if the user adds service catalog items to the shopping cart, those items will be gone on the following scenarios:</p> <ul style="list-style-type: none"> • The user logs out of HPE Propel. • The user's session terminates due to a timeout. <p>When the user logs back into HPE Propel, he/she finds that the items that were added to the cart are no longer available.</p>	The shopping cart capability has been enhanced such that the items placed in the cart are permanently persisted and its lifecycle is not tied directly to the user's browser session, i.e., when the user logs off and returns later or when using different browsers, he/she will see the same shopping cart.
QCCR1D213777	While shopping in the Portal, it should be possible to re-order an item without starting from scratch (e.g., by using a previous order as a template).	Users can re-order items via an existing order or order item. Re-ordering an item will add it to the user's cart. If the catalog item contains configuration options, those will be preserved when the item is added to the user's cart.

Subscriptions/Services

CR	Problem	Solution
QCCR1D215203	When a subscription (service) is deleted in HPE Propel, the backend HPE CSA subscription is not deleted and is left in a "cancelled" state.	HPE CSA subscriptions are now correctly deleted.

Subscriptions/Services, continued

CR	Problem	Solution
QCCR1D215112	There should be a way to transfer the ownership of an HPE Cloud Service Automation (HPE CSA) subscription (service) from within HPE Propel.	<p>After logging in into HPE Propel the following steps will allow the user to transfer the ownership of HPE CSA subscriptions:</p> <ol style="list-style-type: none"> 1. Go to Services. 2. Open the desired subscription. 3. Select the “Transfer ownership” option in the dropdown menu at the right side of the screen (...). 4. In the popup window, select the person to whom the ownership needs to be transferred and click Confirm. <p>This functionality is available for users who can manage subscriptions. If the user has permission Subscription Admin (SUBSCRIPTION_ADMIN), then he/she can transfer ownership. Orgadmin has this permission by default.</p>

Fixes

Catalog

CR	Problem	Solution
QCCR1D221135	When defining an HPE Service Manager catalog that has a user selection against a table with a large number of rows, users are unable to find or select records in the table. HPE Propel issues multiple requests to HPE Service Manager concurrently and if the response is slow, adding more queries does not help. HPE Propel needs to wait for the prior request to HPE Service Manager to return before asking for the next one.	Typeahead for dropdown list fields can now be disabled.

Catalog, continued

CR	Problem	Solution
QCCR1D220103	Long text that is part of a checkbox is displayed under the checkbox instead of beside it. The checkbox is above the text.	Interaction between the checkbox and its label was changed; now the label is always to the right of the checkbox (or to the left with RTL text).
QCCR1D221646	When creating a batch and selecting not to show price to the end user, the items still show the prices.	The problem has been resolved.
QCCR1D223003	HPE Propel 2.10 sometimes duplicates catalog requests.	This problem has been resolved.
QCCR1D223355	When the English description was left blank in HPE Propel and in HPE Service Manager, the German translation for the catalog item was shown in the request. In other words, the description shows up in the wrong language. German (de) sorts alphabetically before English (en).	When ordering a localized catalog item and the HPE Propel Order Purpose field is left blank, HPE Propel will now use the localized description to update HPE SM instead of the first alphabetically available version. If there's no localized version available, the catalog's default language will be used.
QCCR1D225133	Updating an <code>svcDisplay</code> record of a localized (non-English) catalog item in HPE Service Manager updates the published English catalog item in HPE Propel and eventually (after a few updates) removes the details field value of the English item.	<p>The merging algorithm that decides what will be visible on published item now works like this:</p> <ul style="list-style-type: none"> • If there is a localized field specified on the template and not on the published item, the value from the template will be used. • If there is a value on the published item, it will be used instead of the value from template. • No merging on the language level is performed so languages will no longer disappear.

Catalog Connect

CR	Problem	Solution
QCCR1D221883	After HPE SM deactivates an item and then re-activates it, the item cannot be published to the previous catalog.	Unpublish the item from all catalogs after deactivation instead of setting the removed state in the catalog.

Documentation

CR	Problem	Solution
QCCR1D219506	Provide information in the documentation about the default retry intervals for submitting tickets to HPE Service Manager and how to change them.	The <i>Administration Guide</i> has been updated. Instructions are provided to change the parameters for the frequency and time interval of ticket-delivery retries from HPE Propel when an HPE Service Manager system is unavailable.
QCCR1D219509	The <code>SXTicketing.unl</code> file is not in the <code>/opt/hp/propel/sx/content Storage/sm-ticketing</code> folder in HPE Propel 2.10. In fact, this folder does not exist and it is not required to apply this file, so the instructions should be removed.	All references to the <code>SXTicketing.unl</code> file have been removed from the <i>HPE Propel 2.20 Installation and Configuration Guide</i> .
QCCR1D223562	The <i>HPE Propel 2.10 Administration Guide</i> Page 5 talks about guides and mentions the <i>HP Propel Troubleshooting Guide</i> . That document does not exist and the reference should be removed.	The reference to the <i>Troubleshooting Guide</i> has been removed.

Identity Management

CR	Problem	Solution
QCCR1D219666	Duplicated Users are created when syncing the Group-User mapping from HPE SM.	Added a unique constraint to prevent further duplicates from being created.
QCCR1D222151	There is an issue with creating calculated groups in the <code>abstract_user_metadata</code> table. The last new user that logs in gets the group permission, stealing it from the prior user.	This problem has been resolved. Users are managed as expected.
QCCR1D226634	When a widget is created with accented characters in its name, (e.g., <i>Météo des services</i>), it is impossible to delete it.	The problem has been resolved. Widgets with accented characters can now be properly managed.
QCCR1D226727	The <code>iwaDN</code> value is not set correctly if a fallback DN was used.	The <code>iwaDN</code> value is now set correctly.

Identity Management, continued

CR	Problem	Solution
QCCR1D219230	After logging in as an HPE Propel admin on the provider organization and removing the consumer organization, the provider and other configured organizations no longer work. After logging in to the consumer remaining organization or the provider organization, only a blank screen is displayed.	IdM was changed so that it doesn't abort when it comes across an unknown organization.

Installer

CR	Problem	Solution
QCCR1D225959	There is a variable <code>\$caPath\$</code> in the <code>app.json</code> file which looks like an environment variable but doesn't seem to point to anything. It references the certificate of subscription.	The variable <code>\$caPath\$</code> in the <code>app.json</code> file is no longer used. Instead the following variable is used: <code>\${params.installRoot}/security/CA.crt</code>
QCCR1D226649	Postgres fails to start due to a left over lock file in Distributed HPE Propel.	The lock file is removed.

Jumpstart

CR	Problem	Solution
QCCR1D219229	If the language of the browser is Norwegian - Bokmal, the login page is blank.	HPE Propel now uses English if the language set in the browser is not available.

Licensing

CR	Problem	Solution
QCCR1D219333	<p>The following message is displayed at the top of the window in a red stripe:</p> <p>"Notice: HPE Propel license is invalid. You are using unlicensed software! Please update the license."</p>	<p>HPE Propel now checks licenses as follows:</p> <ul style="list-style-type: none"> • If there is at least one valid license, then there will be no red stripe (or error message) displayed in the UI. • If loading the license information succeeds but all licenses found are expired, the error message is: "HPE Propel license is invalid. You are using unlicensed software! Please update the license." • If loading the license information fails, the error message is: "Could not load license information, please contact your System Administrator."

HPE Propel-General

CR	Problem	Solution
QCCR1D215114	When a user wants to raise a service request on behalf of a co-worker, the user must have the permission to see and set the "requested for" field.	New ways of handling group approvals have been introduced.
QCCR1D220287	On specific catalog items, the price shows up automatically, despite not being checked (aggregation checks the box that is supposed to suppress the price from showing up).	The issue is resolved.
QCCR1D222744	HPE Propel needs to allow the search of KM documents in any language with KMs/string comparison with Latin (standard ASCII) characters. Do not restrict on language.	The queries sent to HPE Service Manager were not finding all details of all articles in all languages. Fixed how HPE Propel indexes information. Requires doing a re-index in HPE Propel of all existing knowledge articles.

HPE Propel-General, continued

CR	Problem	Solution
QCCR1D225896	When a network outage occurs or a server restarts, HPE Propel tries to connect to the database. If it cannot connect when HPE Propel is starting, the services go into an "Unknown" state and HPE Propel hangs.	This was resolved now that microservices are more resilient to database connectivity failures.
QCCR1D216645	Performance testing shows that CPU usage grows under stress. Also, there is extra CPU usage during low load.	Performance was optimized. CPU usage on the system is significantly lower under low load.

Request Support

CR	Problem	Solution
QCCR1D220842	Add support for hyperlinks aggregated from HPE SM in the support request description.	Support catalog item aggregation works as expected and both short and long descriptions are aggregated. Added the long description to the "create ticket" page to show the hyperlinks.
QCCR1D221526	Historical Support Items are not aggregated when "use operator full Name" is enabled in the HPE Service Manager Service Desk Environment record.	The problem is resolved.
QCCR1D223421	After searching a support request, the browser back button should re-direct to the request support URL: <a href="https://<FQDN>:9410/support catalog/request-support">https://<FQDN>:9410/support catalog/request-support	Made the navigation behavior in the "Request Support" application consistent with "Shop".
QCCR1D223588	Adding an empty comment to a support request should generate an error indicating that the comment is not provided rather than the error "There was an error while posting the comment. Try it again later. If problem persists contact HPE Propel administrator."	Comment posting is now not allowed when comment text is empty. The button is disabled until any text is written.

Search

CR	Problem	Solution
QCCR1D219317	Editing the access controls of a category does not always apply the changes to already published items of that category. Some items may not appear in the Shop.	All published items are now updated immediately upon changes to the access control settings.
QCCR1D219885	<p>The Global Search capability is returning results in the default language, as set in an IDOL configuration file. In other words, in the customer HPE Propel instance, with the browser set to Spanish, the results are returned in English by default. To reproduce this behavior you can follow these steps:</p> <ol style="list-style-type: none"> 1. Run HPE Propel and use Chrome with Spanish as default language. 2. Aggregate and publish some items from HPE Service Manager. 3. Use the HPE Propel global search capability in order to look for an item. 4. The results of this search will be shown in English by default. <p>If a Spanish, Portuguese or English user uses this instance, results are shown in English.</p>	<p>Added several configuration parameters in the <code>search.yml</code> file to better control how this works:</p> <pre># Language Settings language: - tenant: DEFAULT defaultLanguageCode: en appendDefaultLanguage: true firstLanguageOnly: false</pre> <p>Descriptions:</p> <p><code>tenant</code>: defines which tenant you want to define parameters for. If your tenant cannot be found in the <code>search.yml</code> file, the tenant "DEFAULT" will be loaded.</p> <p><code>defaultLanguageCode</code>: defines the default language. Default value: en (English).</p> <p><code>appendDefaultLanguage</code>: determines whether to append the default language to browser languages. Default value: true.</p> <p><code>firstLanguageOnly</code>: determines whether to only honor the first of the browser languages and ignore the other languages, including the default language defined. Default value: false.</p>
QCCR1D224148	When opening the Shop application some users can see items, but when they search for the same items that they saw in the main window, they get no results.	Made changes to the Search configuration to behave the same as Catalog.

Service Exchange

CR	Problem	Solution
QCCR1D219311	<p>When using "Contact" as a User Selection in HPE Service Manager (for a Support Catalog item), the aggregation in HPE Propel fails. From the <code>sx.log</code> file:</p> <pre>ERROR [...] [sx-impl.task Executor-4] [com.hp.ccue.serviceExchange. aggregation.AggregationService Impl] - Aggregation error item: Assistance to Isolated Children Incident (AIC) java.lang.Illegal ArgumentException: Duplicate entity key: Contact</pre>	<p>Added the prefix "SM_" to all non-options fields:</p> <ul style="list-style-type: none"> • SM_ServiceRecipient • SM_smStatus • SM_RequestedBy • SM_Contact • SM_NotifyBy • SM_Urgency
QCCR1D219764	<p>HPE Propel will retry submitting requests to HPE Service Manager in case of a failure. However, once the ticket submission is eventually successful, the status of the request in HPE Propel is still marked as a failure instead of success.</p>	<p>Removed the retry capability from the Diagnostics UI.</p>
QCCR1D220073	<p>Integration between HPE SAW using HPE Propel is not working. An API call from HPE Propel to HPE SAW fails in <code>[com.hp.ccue.serviceExchange.adapter.saw.HttpClientImpl]</code> due to a string/integer mismatch.</p>	<p>Changed the type from integer to string in the latest Content Pack.</p>
QCCR1D220712	<p>The extensible status mapping is not working for Service Requests for the new feature introduced in HPE Propel 2.10.p1 (QCCR1D215925). The bidirectional communication in Service Request has been lost; messages and status changes from HPE Service Manager do not arrive to HPE Propel.</p>	<p>The extensible status mapping is now working for Service Requests.</p>
QCCR1D223657	<p>The fields added through SRC support checkout are not populated into HPE Service Manager when the ticket has been created through an HPE Propel support ticket.</p>	<p>In HPE Propel 2.10 the SRC tailored field in HPE Service Manager webservice needed to be configured manually. This is no longer needed.</p>

Service Exchange, continued

CR	Problem	Solution
QCCR1D223225	Unable to submit orders to HPE Service Manager when the language is something other than English.	It now works if you specify a locale other than 'en' in the HPE Service Manager supplier configuration and then aggregate a catalog item from HPE Service Manager that only exists in this locale (it does not have 'en' localization). If you specify a locale other than 'en' and the catalog item does not exist in that locale, it will not be aggregated. Locale does not need to be specified in the supplier configuration if all catalog items exist in English.
QCCR1D224478	A denied service request in HPE Propel shows "Approved" from the All Approvals list and when the record is opened the status there shows "Pending Fulfillment". A denied HPE Service Manager Service Request should show "Denied" on the request level.	Changed the condition to <#elseif orderInfo.approvalStatus == 'denied'>.

Shopping

CR	Problem	Solution
QCCR1D219410	When going directly to a URL such as https://propel:9010/shop/catalog?category=nnnn&sort=alphabetical , the list is sorted by newest instead of alphabetically. When this URL is generated by HPE Propel itself (after using the sort button), the list sorts as expected.	Sorting behaves correctly now.
QCCR1D220057	The “_” of an operator’s name is automatically converted to “-” resulting in an integration error.	The original operator’s name is used for all integration purposes instead of ‘name’ generated by Identity Manager.

Shopping, continued

CR	Problem	Solution
QCCR1D220388	When someone raises a request on behalf of another user, both the person who made the request as well as the person for whom it was requested must be visible in HPE Service Manager.	<p>When a an item is ordered in HPE Propel on behalf of someone else and then viewing the request in HPE Service Manager, you can see who made the request.</p> <p>See also: QCCR1D220382.</p> <p>The following Interaction fields (in the incidents table) in HPE SM are now updated correctly:</p> <p><code>opened.by</code> (only from HPE Propel 2.20 and later) <code>bRequestOnBehalf</code> <code>contact.name</code> <code>callback.contact</code></p> <p>These fields are by default not available on the Process Designer forms. The following forms could be updated:</p> <p><code>sd.interaction.subform.details</code> <code>sd.interaction.svc.subform.details</code></p>
QCCR1D220382	When ordering on behalf of another user the <code>RequestOnBehalf</code> (true/false flag) is not properly calculated for Service and Support items in HPE Service Manager.	<p>Orders submitted via Request on Behalf are now flagged as <code>RequestOnBehalf = true</code> in HPE Service Manager.</p> <p>See also: QCCR1D220388.</p> <p>The following Interaction fields (in the incidents table) in HPE SM are now updated correctly:</p> <p><code>opened.by</code> <code>bRequestOnBehalf</code> <code>contact.name</code> <code>callback.contact</code></p> <p>These fields are by default not available on the Process Designer forms. The following forms could be updated:</p> <p><code>sd.interaction.subform.details</code> <code>sd.interaction.svc.subform.details</code></p>

Shopping, continued

CR	Problem	Solution
QCCR1D220475	In several places in the product, there is a spelling error: "bellow" is used instead of "below".	The spelling error is corrected.
QCCR1D223586	Text of 200+ characters is displayed outside of the text display area in a service ticket.	Text is now forced to wrap and to enlarge its container if needed.
QCCR1D219872	After disabling the display of item prices, prices are still shown in the Shop.	When disabling prices, items are shown in the Shop correctly (with no price). To make existing records which have this error show up properly, perform a reindex on the catalog.
QCCR1D224262	<p>There are two issues around validating the selection of a recipient, where a user is ordering items for another user.</p> <ul style="list-style-type: none"> • An incorrect recipient is passed to HPE Service Manager: If a user selects a Recipient from the drop down box, then changes his/her mind and types a different user name into the entry form (a name which is not recognized), and then clicks the Submit button, the first recipient's details are passed to the backend fulfillment system. This would result in items being purchased for the incorrect end recipient. • An invalid recipient passed to HPE Service Manager: If a user types in a name which is not picked from the drop down list and clicks Submit, then that information is passed to HPE Service Manager. This could result in items being ordered which ultimately have no recipient. <p>Both issues should be fixed by doing validation prior to form submission.</p>	<p>Added validation to the Recipient field:</p> <ul style="list-style-type: none"> • If the user did not select a user from the dropdown, the Recipient field is validated during checkout. If the Recipient field is not valid, there is now an error message saying "Must select a valid recipient." • The user cannot submit while the displayed Recipient is different from the user set on the order. • If the user chooses a recipient and then deletes some or all of the text from the field, the validation will clear the selected user and disable the button so that the user will have to select a new user as the Recipient or delete all the text in the Recipient field for the validation error to resolve.

Shopping, continued

CR	Problem	Solution
QCCR1D225691	The presentation of the approver names in the approval details screen is inconsistent. Sometimes the full name is shown, and sometimes the login name.	The design of how users are displayed has been refactored and addresses this issue.

Frequently Asked Questions

Common identity between HPE Propel and integrated systems

Question	Why do I sometimes see errors in HPE Propel log files that are related to unknown users, when carrying out common tasks in HPE Propel (for example, ticketing, shopping, and so on)?
Answer	This sometimes happens with systems such as HPE SM, which can manage their own set of users. These users may not match those configured in the LDAP server used by HPE Propel. HPE recommends that all integrated systems share a common LDAP server with HPE Propel. Otherwise, identically named users need to be created on both the HPE Propel system and the integrated system.

HPE Propel download files

Question	What HPE Propel files are available for download from the HPE SSO site (https://softwaresupport.hpe.com)?
Answer	<ul style="list-style-type: none">• README files:<ul style="list-style-type: none">◦ HPE_Propel_SX_220_Doc_Readme.pdf◦ HPE_Propel_SX_220_Doc_Readme_JP.pdf• The HPE Propel OVA file: propel-2_20.ova.• A compressed file (Propel-v2.20-OSRB.tar) that contains the required source files and associated license agreements for open source libraries used in HPE Propel, where the associated license agreement requires distribution of the source.• The HPE Operations Orchestration 10.20 installer file (for Distributed HPE Propel use, but not necessary for a normal HPE Propel install): oo-installer-linux64.bin.

New users added to LDAP server can't log in immediately to HPE Propel

Question	After adding users to my LDAP server that is configured with HPE Propel, why can't these new users immediately log in to HPE Propel?
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New users added to LDAP server can't log in immediately to HPE Propel, continued

Answer

HPE Propel 2.20 introduces automated, background LDAP group populations. By default, the automated LDAP roster loader runs as a background task that restarts 10 minutes after the previous task completes. The time it takes to complete varies based on the LDAP group size.

To determine whether the synchronization has completed:

1. Open the log file `/var/log/propel/idm/idm.log`.
2. Search for the phrase "Finished ldap roster loader."
3. If the synchronization has completed, the message also shows the duration. For example, `duration 2s734ms` is 2 seconds and 734 milliseconds.

To determine the timing for the new LDAP users to log in to HPE Propel:

- You can simply wait for the LDAP server to synchronize new users with HPE Propel.
- Alternatively, you can force the background task to start immediately by restarting IdM:

```
# systemctl restart idm
```

This only speeds up the initiation time; it does not affect the time required to complete the synchronization.

Caution: Not recommended in a production environment!

The automated, background LDAP group populating time interval can be reconfigured.

Note: Reducing the time interval will degrade the HPE Propel performance.

If a specific deployment benefits from running at a shorter interval, then you should use a shorter interval, in other words, the benefits of the shorter interval outweigh the cost of increased resource consumption.

To reconfigure the LDAP roster loader time interval:

1. Open the following file:

```
/opt/hp/propel/idm-service/idm-service.war/WEB-INF/spring/applicationContext-services.xml
```
2. Search for the line that contains the following:

```
<task:scheduled ref="ldapRosterLoader" method="loadRosters" fixed-delay="600000" />
```
3. Change the `fixed-delay` value from `600000` (msec)—10 minutes—to a value appropriate for your deployment.
4. Save the file and exit.

New users added to LDAP server can't log in immediately to HPE Propel, continued

	5. Restart the IdM service: <pre># systemctl restart idm</pre>
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Knowledge Management icons

Question	Why do HPE SM article-voting icons show up inconsistently in different browsers in KM and are not functional in HPE Propel?
Answer	<p>The HPE SM configuration specifies which icons will be shown. HPE Propel cannot control this.</p> <p>Default HPE SM article templates can be modified to remove the icons:</p> <ol style="list-style-type: none">1. Log on to the HPE SM admin console.2. Go to knowledge/doctype.3. For each of the doctypes, open the default view and delete the three icons from the HTML template.

Add aggregation - query filter issue with displayName column

Question	When adding an aggregation for an HPE SM supplier and specifying a <code>displayName</code> value in the Query Filter field, the correct set of catalog items are not added to the aggregation.
Answer	This is an HPE SM issue with the <code>displayName</code> column. Refer to the <i>HPE Propel 2.20 Administration Guide</i> for instructions to resolve this issue.

Configuring Hot News Application

Question	How do I configure RSS feeds in the new Hot News application when HPE Propel has been installed behind a firewall?
Answer	Refer to the <i>HPE Propel 2.20 Administration Guide</i> for instructions to configure the Hot News application.

Missing HPE Propel Logging Messages

Question	Some log messages are not in the HPE Propel log files, as described in the <i>HPE Propel 2.20 Installation and Configuration Guide</i> . Where can I find the log messages?
Answer	If you can't find your log messages in the HPE Propel log files, look in the <code>/var/log/messages</code> file. This applies to the following HPE Propel services: <ul style="list-style-type: none">• diagnostics• idm• notification• search• subscription

Localized online help

Question	What localized online help is available in HPE Propel?
Answer	HPE Propel online help is available in German, French, Japanese, Spanish, Korean, Portuguese (Brazil), Russian, and Simplified Chinese.

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Feedback on Release Notes (Propel 2.20)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to Propel_IE@hpe.com.

We appreciate your feedback!

