
HP Propel

Release Notes

Software version: 1.11, April 2015

This document provides an overview of the changes made to HP Propel for the 1.11 release. It contains important information not included in the manuals or in online help.

In This Version

HP 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 *HP Propel System and Software Support Matrix*.

To ensure the performance and stability of the HP 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 *HP Propel System and Software Support Matrix*. Instructions for installing and configuring HP Propel are documented in the *HP Propel Installation and Configuration Guide*.

Documentation

HP Propel documentation can be found at <https://softwaresupport.hp.com>.

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.hp.com/documents/10180/14684/HP_Software_Customer_Support_Handbook/

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

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

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What's New in This Release

The following new features are provided in the HP Propel 1.11 release:

- **HP Propel Launchpad** – New entry point for HP Propel (shopping “dashboard” now accessible from Launchpad).
 - Refreshed look and feel
 - Introduces a more consistent experience for administrators and end users
 - Can be customized for each organization
- **Simplified and Enhanced Catalog Integration** – Less configuration, more functionality.
 - New configuration interface that simplifies catalog integration
 - Automatic re-aggregation (detection of changes on end-point systems)
 - Improved filtering, progress visualization, and reporting history
 - Aggregation and fulfillment now configured only once per end-point system for use by HP SX
- **HP Service Anywhere (HP SAW) Request-to-Fulfill Adapter** – HP SAW adapter enhancements.
 - HP SAW catalog aggregation via HP SX
 - Fulfillment requests are routed from HP Propel to HP SAW
- **HP SAW Ticketing Support** – Create, manage, and route support tickets from HP Propel to HP SAW.
 - Create, search, browse, and close HP SAW support tickets in HP Propel
 - View detailed support ticket information in HP Propel
 - Add comments and attachments in HP Propel
 - Support ticket validation via email
- **HP SX SDK** – Enhanced with aggregation capabilities, developer tools UI.
 - Extend SDK capability to include building custom aggregations
 - Simplified FreeMarker template authoring
 - Instant source code change and replay
 - Developer debugging capabilities via breakpoints, pause, continue, go next, and so on
 - New HP SX adapter and content pack development and modification optimization
 - Visualizes integration flows across REST operations, OO flows, JMS messages, and FreeMarker templates
- **Bundle Support** – An HP Service Manager (HP SM) bundle is aggregated as a single HP Propel offering.
 - Bundle items are modeled as item options
 - Support for nested bundles
 - Support for overall bundle approval
- **Attachment Support** – Exchange attachments between fulfillment systems and HP Propel users.
 - Aggregation of attachments from end-point fulfillment systems
 - Propagation of attachments into end-point fulfillment systems when submitting a request in HP Propel
- **HP SX Administration Enhancements** – Enhanced UI for content management.
 - Consistent admin user experience with HP SX aggregation
 - Simplified administration of HP SX content packs
- **Other Enhancements**
 - HP Propel users can re-open HP SM support tickets
 - Radio button groups display a default choice
 - Three levels of dependent user selections are supported
- **Bug Fixes**

Known Problems, Limitations, and Workarounds

CR QCCR1D194496	
Problem	If an incident in HP Service Manager (HP SM) has new activity lines while it is being linked to HP Service Anywhere (HP SAW), created incidents in HP SAW are doubled.
Cause	Product defect.
Workaround	Incidents should be assigned from HP SM to HP SAW without adding activity lines. The activity lines can be added after the incident is linked to HP SAW. This can be verified in the Case Exchange tab in HP SM.

CR QCCR1D203448	
Problem	When a user's HP Marketplace Portal (HP MPP) session has expired and the user attempts to log out, instead of being logged out of the HP MPP, the user is logged into the HP MPP.
Cause	Product defect.
Workaround	The user can attempt to log out again and the logout should complete successfully.

CR QCCR1D203707	
Problem	The approval of services coming from HP SM can happen in two phases. The first phase happens in the HP Propel catalog and the second phase occurs when the order request is received by HP Propel Service Exchange. HP SM can require that additional approval is needed. The first approval in catalog produces a message that the request has been approved, which is not accurate because another approval might be necessary.
Cause	Product defect.
Workaround	Users should realize that an additional approval request might occur after the first approval was successful.

CR QCCR1D204702	
Problem	When working with an HP Propel installation, some default passwords have been updated, while others are the same as in prior releases. For example, the default <code>root</code> password has been updated to match the current calendar year. However, many of the default keystore passwords remain as they were in the 1.0, 1.01, and 1.10 releases.
Cause	Product defect.
Workaround	If the updated default password does not work, try the prior release password.

Known Problems, Limitations, and Workarounds (continued)

CR QCCR1D204742	
Problem	During initial HP Propel setup, neglecting to enter Knowledge Management (KM) and Ticket Management (TM) configuration information into the <code>/opt/hp/propel-install/setup.properties</code> file can lead to failures in the HP MPP and confusing messages in the KM/TM microservices log file (<code>/opt/hp/propel/msvc/logs/server.log</code>).
Cause	Product defect.
Workaround	Upon discovering errors in the HP MPP or <code>server.log</code> file and confirming that KM/TM was not configured in the <code>setup.properties</code> file, manually update the service's configuration file (<code>/opt/hp/propel/msvc/app.json</code>) to include appropriate microservices configuration information.

Frequently Asked Questions

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

Knowledge Management Search	
Question	Results from a Knowledge Management (KM) search, in which the search criteria contains upper-case alpha characters, are not as expected.
Answer	KM search criteria must contain only lower-case alpha characters.

Knowledge Management Icons	
Question	Why do HP SM article-voting icons show up inconsistently in different browsers in KM and are not functional in HP Propel?
Answer	<p>The HP SM configuration specifies which icons will be shown. HP Propel cannot control this.</p> <p>Default HP SM article templates can be modified to remove the icons:</p> <ol style="list-style-type: none">1. Log on to the HP 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.

Localized Online Help	
Question	What localized online help is available in HP Propel?
Answer	New feature documentation is not localized for minor-minor releases such as this one. Localization will be done in the next major or minor release. See Localized Online Help Issues for more details.

Localized Online Help Issues

New feature documentation is not localized for minor-minor releases, such as this one. Localization will be done in the next major or minor release. Refer to the English online help for the most recent HP Propel features.

To access the latest localized version of HP Propel online help in a PDF format, go to the HP Software Support site at <https://softwaresupport.hp.com>. Click **Sign In** and then enter your HP Passport credentials (User ID and Password). Click **Search** near the top of the screen. In the **Self-Solve Knowledge Search** screen, select the **hp propel** product and the language you want. The available documentation for the specified language is displayed. Within a PDF, go to **Edit > Find** to search by keywords for topics that discuss specific features.

CR QCCR1D194063	
Problem	The user interface (UI) links to the online help in the Spanish, Korean, and German localized versions of the HP Propel Organizations UI do not open the appropriate context-sensitive help topics for Business Roles and Groups .
Cause	Localization defect.
Workaround	Expand the table of contents in the left panel of the Organizations online help, and navigate to the appropriate topic.

Bundles, Request on Behalf, and Dependent Options Help	
Problem	Context-sensitive online help for the following HP Propel features is available only in the English language: <ul style="list-style-type: none">• Composite bundles• Request on behalf• Dependent (dynamic) options
Cause	Localization defect.
Workaround	Refer to the English version of the <i>HP Propel Marketplace Portal Help</i> in a PDF format that is available from the HP Software Support Site at https://softwaresupport.hp.com .

Localized Online Help Issues (continued)

New Features Help	
Problem	Localized online help for the HP Propel Self-Service Portal, Catalog Aggregation, and Content Management is not displayed when working in a browser set to a non-English language.
Cause	Online help for these new features is not localized in this minor-minor release, and HP Propel does not access the English version of the online help.
Workaround	<p>To display English online help for these topics when working in a browser set to a non-English language, log in as <code>root</code> on the HP Propel VM and execute the following commands:</p> <pre># cd /opt/hp/propel/launchpad/dist/help # cp -r en_US <Language_Directory> # cd /opt/hp/propel/sxUI/dist/help # rm -r -f <Language_Directory> # cp -r en_US <Language_Directory></pre> <p>Where <i>Language_Directory</i> is the directory for the non-English language. Available language directories are:</p> <ul style="list-style-type: none">• ja_JP – Japanese• zh_CN – Simplified Chinese• fr_FR – French• de_DE – German• es_ES – Spanish• ko_KR – Korean/South Korean• pt_BR – Brazilian Portuguese• ru_RU – Russian <p>For example, to display the English online help for the HP Propel Self-Service Portal when the browser is set to Korean, copy the <code>/opt/hp/propel/launchpad/dist/help/en_US</code> directory to a new <code>/opt/hp/propel/launchpad/dist/help/ko_KR</code> directory.</p> <p>Note that for Catalog Aggregation and Content Management online help, the language directory must first be deleted, and then the English directory is copied to a new non-English directory.</p>

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Support

You can visit the HP Software support web site at:

<https://softwaresupport.hp.com>

This web site provides contact information and details about the products, services, and support that HP Software offers. HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

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

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

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

To register for an HP Passport ID, go to the following URL:

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