

HP Operations Orchestration

Software Version: 7.10

Release Notes

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Where to find Help, tutorials, and more

The HP Operations Orchestration Software (HP OO) documentation set is made up of:

- Help for Central
Central Help provides information to the following:
 - Finding and running flows
 - For HP OO administrators, configuring the functioning of HP OO
 - Generating and viewing the information available from the outcomes of flow runsThe Central Help system is also available as a PDF document in the HP OO home directory, in \Central\docs.
- Help for Studio
Studio Help instructs flow authors at varying levels of programming ability.
The Studio Help system is also available as a PDF document in the HP OO home directory, in \Studio\docs directory.
- Animated tutorials for Central and Studio
HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:
 - In Central, finding, running, and viewing information from flows
 - In Studio, modifying flowsThe tutorials are available in the
 - Studio Welcome pane
 - HP OO\Studio home directory, in the Tutorials subdirectory
 - The Opsware Network
- Self-documentation for HP OO operations, flows, and Accelerator Packs
Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Updating documentation

Documentation enhancements are a continual project at Hewlett-Packard Software. You can update the documentation set at any time using the following procedure (which is also available in the HP OO readme file).

To obtain HP OO documentation

1. On the web site <https://support1.opsware.com/support/index.php>, log in with account name and password that you received when you purchased HP OO.
2. On the **Support** tab, click the **Product Docs** subtab.
3. Under **Quick Jump**, click **Operations Orchestration** (or **Process Automation System**).

4. Under **Operations Orchestration**, click **ZIP** beside **HP OO 7.10 Full Documentation Set**.
5. Extract the files in the .zip file to the appropriate locations on your system:
 - For the tutorials to run, you must store the .swf file and the .html file in the same directory.
 - To obtain the repository that reflects the state of the flow at the start of the tutorial, unzip the file Exportof<preceding_tutorial_name>.zip.
 - To obtain the scriptlet for the tutorial that includes using scriptlets, click the scriptlet .txt file name.
 - To update your Central or Studio Help:
 - a. Under **Help Files**, and then click **Studio Help File Bundle** or **Central Help File Bundle**.
 - b. In the **File Download** box appears, click either **Open** or **Save**.
 - c. Extract the files to the Hewlett-Packard Software\HP OO home directory, in either the **\Central\docs\help\Central** or **\Studio\docs\help\Studio** subdirectory, overwriting the existing file.

Support

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit one of the two following sites:

- <https://support1.opsware.com/support/index.php>
- http://www.hp.com/go/hpsoftware/DCA_support

Installation or Upgrade Issues

Bug 8176: After upgrade, Web browser may store and refer to a default account password from the previous installation

If your Web browser is configured to remember passwords and you have upgraded from version 7.0 of this software (which was known as PAS 7.0), the Web browser may prompt you inappropriately to change the stored password.

If you see this prompt, changing the stored password can have unintended results. Instead, it is recommended that you remove the stored password entry.

To remove the stored password entry in Firefox: **Tools > Options > Security > Show Passwords > Remove (All)**

Bug 8288: Linux: Cannot install HP OO Central in a directory structure that includes a space

If one of the directories in the directory structure in which you install Central has a space in the directory name, the installation will hang or fail. Failure messages will say something like, "No such file or directory."

Bug 8302: Windows: Cannot install the Central Load Balancer in a directory structure that includes international (I18N) characters

If you install the Load Balancer in a directory structure that includes I18N characters, the installation will complete properly, but the RSCLuster service will not start.

Bug 6431: In installation or upgrade, the Windows RSJRAS and RSScheduler services are assigned to the default user account, Local System Account

If in the previous installation you have changed the user account that the Windows RSJRAS and RSScheduler services use to run, you must make the change again after re-installing or upgrading.

Known Issues

Documentation

Tutorials need updating to version 7.10

As of the release date of version 7.10, tutorials do not reflect the changes made to HP OO for version 7.10. They will be updated after release and available for downloading from The Opsware Network, as detailed in the "Updating your documentation" section of any HP OO document.

Bug 8549: Studio Authors Guide: Corrections to paths in HP OO

- In the procedure To start Studio, the default installation location for HP OO is given as \Opware\PAS. It should be \Hewlett-Packard\Operations Orchestration.
- In the procedure "To modify the .vm templates for generated documentation," step 1 reads, "Navigate to ..\Opware\PAS\Studio\extra\template."
It should read, "Navigate to ..\Hewlett-Packard\Operations Orchestration\Studio\extra\template."
- In the Troubleshooting section, under "The script in my operation does not run correctly," in step 3 of the procedure, the command currently reads:
`dharmapp.script.repository=C:\Program Files\iConclude\Central\scripts;c:\MyScripts`
It should read,
`dharmapp.script.repository=C:\Program Files\Hewlett-Packard\Operations Orchestration\Central\scripts;c:\MyScripts`

Bug 8667: Studio Authors Guide: Error in syntax of transition reference to flow variable

Under "Adding a transition," in the procedure "To add a transition," in the example for step 7, "Server {\$servername}" should be "Server \${servername}."

Central and Studio

Bug 8377: Non-western texts may be difficult to read

In flow diagrams and generated documentation, step names and transition labels in non-Western languages may be difficult to read due to the font size. In Studio and Central, you can zoom in on the flow diagrams to improve readability.

Central

Bug 6218: Last logged-in Central user is the logged-in user for multiple instances of Firefox Web browser

Multiple instances of the Firefox Web browser on a single machine share session data. As a result, the user that you use log in to Central in one instance of Firefox is replaced by the user you log in with when you start Central in a second instance of Firefox.

Suppose, for example, that in the first instance you log in with user JohnJ, who has permission and capability required to schedule the flow TestServers. Then you open a second instance of Firefox and start Central on that instance, logging in as BobX, who does not have the necessary permission and capability to schedule TestServers. Now BobX is the logged in account for all the instances of Central. Therefore, if you return to the first instance, you will not be able to schedule the flow TestServers until you log in again as JohnJ (or another user who has the necessary permission and capability).

Bug 8194: Results Summary does not show steps within steps that have concurrent processing

Results obtained in concurrent sections of processing within multi-instance, parallel split, or nonblocking steps do not appear as step results in the Results Summary until the step is completed. However, you can view all of a flow run's steps, including any contained in a step with concurrent processing, on the **Run History** tab (unless the author has specified that the step's results not be available to the run history).

Bug 8119: Log4j.log file does not include correct flow path when non-English characters are used

When non-English characters are used in the name of a flow or the folders in the flow's path, the pathname is not recorded correctly in the log4j.log file.

Bug 8271: Linux: Central installation in a path that includes non-English characters erroneously reports "not running" as status of Central, Scheduler, and JRAS

When Central is installed in a directory that includes folders with names that include non-English characters, the command `./Central.sh status` erroneously reports the status of the process for Central as "not running" even though the service is running normally. The same is true of the command `./Scheduler.sh status` for Scheduler and `./JRAS.sh status` for JRAS.

Bug 6867: Central may hang when you save and try to save authentication settings

On the **Administration** tab's **System Configuration** subtab, changing authentication settings for Active Directory (AD), LDAP, or Kerberos and then trying to save your changes may cause the Central Web application to appear nonresponsive. If this happens, refresh the Web page and save the settings again.

Bug 7449: On the Reports tab, changing which columns are displayed returns sort to default sort column

On the **Reports** tab, when you have created a report and change which report columns are displayed, the report automatically sorts on the default sort column. The default sort column depends on the reporting level selected. The report is sorted on the default sort column even if you remove that column from the display.

Bug 6395: In Internet Explorer 7.x, an emailed link to a flow may send the user to the Dashboard tab of Central

When a flow is handed off, clicking the emailed link might not resume the flow, but instead redirect the session to Central's Dashboard tab.

If the URL in the link in the email message includes "Login.htm," this redirection will occur when the link is clicked.

Bugs 8512, 8513, 8732, 8733: When using full-width non-English character sets, roman numerals, dates, and mathematical operators can cause errors

Characters in the Chinese character set are full width, as opposed to the half-width characters of Western-language character sets. As a result, the roman numerals of the Chinese character set are not accepted by text boxes in certain dialog boxes, such as those in which you schedule flow runs or create groups. If you are working in a version of Japanese or Korean that uses the Chinese character set, you will encounter the same problem.

A diagnostic that you are encountering this problem is that the text box is underlined.

In addition, when you have chosen for input a language that is based on the Chinese character set, mathematical comparison operators and hirigana characters in Japanese, which are also full width, cause errors.

The workaround is to switch your language input to English to enter the numerals or dates or to select the operators.

Bug 8514: An input that is both a list and encrypted causes the step to fail

Input values cannot be encrypted lists. If the assigned value for an input is a list (such as for a multi-instance step) and is encrypted, the step will fail.

Bug 8559: To ensure that you can view non-Western characters, set your Web browser's character encoding to UTF-8

With some language locations, the Web browser may not select the correct character encoding. To correct this, manually set the Web browser's character encoding to UTF-8.

Bug 8643: When creating a schedule of flow runs in Scheduler, "Now" is misleading

When you create a schedule of flow runs and specify that the first run start "Now" (that is, select "Now" in the Start Time box), the time that was current when you selected "Now" has passed by the time the schedule is saved. Therefore, the flow is not run until the next specified time.

To be certain that the first run starts at a time of your choosing, specify the schedule's start time explicitly in the **Start date** and **Start time** boxes. (Note that to select a start date, you must first specify a start time other than "Now.")

Studio

Bug 8178: Search panel does not stay open if accessed from the Edit menu Search command

If you select **Search** from the **Edit** menu, the **Search** panel does not gain the focus, and autohides before you can click the pin icon to keep it open.

To open the **Search** panel, either press F3 or click the **Search** tab.

Bug 8179: In Studio Debugger, clicking Step Into icon shifts focus to other icons

When debugging a valid flow, if you execute one step at a time, the focus shifts to other icons each time you click the Step Into icon. This behavior is harmless, and there is no workaround.

Bug 8180: Resize handles appear when you paste a copied step

Steps should not be able to be resized. When you copy and paste a step and then select it, however, resize handles appear on the step. Of these resize handles, the horizontal resize handles function. Expanding the step horizontally can introduce problems in representation of the icons on the step. When you carry out any other action in the flow diagram, the resize handles disappear. When you close and reopen the flow, the step (if you resized it) returns to its proper dimensions.

Bug 6814: If you change an encrypted input's assignment, the encryption does not carry over to the new assignment

The value of a "Logged in user credentials" step or operation input assignment is inherently encrypted. However, if you change the input assignment to the type "Prompt User," you must explicitly specify that the input be encrypted (in the **Advanced** area of the input's editor, select the **Encrypt Value** checkbox).

Bug 8356: After you add concurrent processing to a step, you cannot either add or remove checkpointing from the step

Checkpointing is the saving of either run state (all the data that defines a run) or run history, which you enable in a step's Inspector by selecting either the **This step saves the whole run state** or the **This step saves the run history** checkbox. Once you make a step into a multi-instance step or a nonblocking step, these checkboxes, whether selected or not, are unavailable: You cannot either add or remove checkpointing.

Bug 7146: Although you can add a result to a return step in the step's Inspector, you should not try to

The step Inspector allows you to add a result to any of the flow return steps, but return steps do not produce any results. Therefore, the result will not contain any data. If you try to work with the result that you have created, the flow will obtain an error.

Bug 7476: In multi-instance steps, system accounts cannot be used in an input list

Suppose that a flow includes a step that has an input (or, often, the user account and password pair of inputs) whose value is provided by a system account, and you make the step into a multi-instance. The input that gets its value from the system account must have just one system account as its data source. If you enable the input to get its value from a list of values, the values in the list cannot be system accounts.

Bug 7998: In multi-instance steps, listed inputs cannot be validated for format

In a multi-instance step, the list of values that is assigned to one of its inputs cannot be validated by an evaluator (such as a System Evaluator), because the evaluator takes the entire list as a single value.

Bug 7786: Manual steps cannot be used in concurrent operations

Manual steps cannot be used in steps that have concurrent processing (multi-instance, parallel split, or nonblocking), because they prompt the user. This means that flows that contain manual steps cannot be used as subflows of steps that have concurrent processing.

Bug 8424: Individual values in a list input not available to a flow variable of a different name from the list input

A list input applied to a multi instance step takes different values depending on where it is being used. If the list input is assigned to a flow variable with the same name, then after each evaluation of the multi instance step, the value of the variable is bound to the slice of the list that corresponds to the result being processed. If the list input is assigned to a flow variable with a different name, then there will be two flow variables based upon it: the original name will have the slice value, whereas the aliased (different name) variable will have the whole list value.

Bug 8540: Multi-instance step results assigned to flow variables are deleted after the last evaluation of the step

If you assign a multi-instance step's step result to a flow variable, the flow variable is erased when the multi instance step evaluates for the last time and chooses the "group done" transition. To work around this, copy the flow variable to a different flow variable in a processing step.

This is also true if you assign the result to a flow output field. The same workaround applies.

Bug 8463: In reports on flows that contain nonblocking steps, step counts and ROI values may be inaccurate

In run history reports on runs that include nonblocking steps, the ROI values and step counts may not reflect the step counts and ROI values for nonblocking steps, because nonblocking steps may not have completed by the time the flow completed and its data were gathered for the report. In aggregate reports such as reports on all flows of a given type or on all runs within a given time period, the total ROI values and step counts never include data from nonblocking steps, because individual runs report but do not store the nonblocking steps' ROI values or step counts.

Bug 8697: In the Debugger, changing a value in the Context Inspector can have unexpected results

When you test a flow in the Debugger, changing the value of an input creates a local variable and a global variable of the same name with the value that you just specified. Changing the value of a local variable creates a global variable of the same name with the value that you just specified.

HP OO Library: Accelerator Packs, Integrations, Operations, and Utility Operations

Bug 7776: Close Ticket operation may fail to report closing a problem ticket

The Close Ticket operation may report that it failed to close a problem ticket, even though inspection of the ticket shows that it has been closed. To confirm whether the operation has closed a Problem ticket, you can use the Get Problem operation to examine the problem ticket.

Bug 8006: Operation: Create Notify Job: Cannot use spaces in value for jobGroupName input

If you use the operation **Create Notify Job** in a flow, the value supplied for jobGroupName input cannot include spaces.