

HP Operations Orchestration

Software Version: 7.20

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 8770: Studio: On a virtual machine, automatically starting Studio via checkbox after completion of installation causes error

When installing Studio on a virtual machine (VM), if you select the **Launch HP OO Studio** box on the **Completing the...Setup** page of the installation wizard, then an alert stating that JRE 1.6.0_03 is required appears. If you then click **OK**, the Java web site opens in your web browser.

Workaround: On the **Completing the...Setup** page of the installation wizard, do not select the **Launch HP OO Studio** box.

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 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 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 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

Most tutorials need updating to version 7.20

As of the release date of version 7.20, only the Central tutorial #1 reflects the changes made to HP OO for version 7.20. The remaining tutorials will be updated after release and available for downloading from The Opware Network, as detailed in the "Updating your documentation" section of any HP OO document.

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 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.

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 hiragana 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 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 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 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 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.

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).

Studio

Bug 9093: Change to scriptlet on a system filter or evaluator is not saved when the filter or evaluator is saved

Saving a system filter or system evaluator that contains a scriptlet does not save the changes you have made to the scriptlet.

To save your changes, return to the main editor with the list of filters or evaluators and rename the edited item before saving.

Bug 9041: When creating a system table filter, exceeding value limits can cause unpredictable behavior

When you create a system filter of the Table type, the allowable values for the **Select Row**, **Select Col**, **Select Width**, and **Select Height** boxes are between 0 and 32,768, inclusive (-1 is also permissible; it has a specific effect for each of those properties). If you specify a value outside the allowable range, the filter editor and the filter's listing in the **System Filters** editor can show unpredictable behavior for those boxes, such as changing the values.

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.

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 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 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 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 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 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 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).

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

Bug 9116: New versions of SFTP Get and SFTP Put are not supported; use deprecated versions

For the new versions of the operations SFTP Get and SFTP Put (in the Operations\Remote File Transfer\SFTP\ folder), the input username was changed to `userName`, but the change is not supported. Use the deprecated versions of SFTP Get and SFTP Put (in the Operations\Remote File Transfer\SFTP\Deprecated\ folder), instead.

Bug 9072: Integrations operations: Get Latest Audit Result VO input taskName must have value assigned

In the Library, in the Integrations/Hewlett-Packard/Server Automation/7.x/Audits folder, the operation **Get Latest Audit Result VO** has an input `taskName`, which

must have a value assigned to it. If it does not have a valid value assigned, a flow that uses the operation will fail.

Bug 9005: Certain passwords are corrupted during encryption by JRSFlowInvoke

Because the Java implementation of the Windows character-encoding set does not exactly match the Windows character-encoding set, certain passwords are corrupted when you encrypt them using JRSFlowInvoke. This does not occur during encryption using RSFlowInvoke.

Therefore, to test whether your password will encrypt correctly, you can encrypt it using JRSFlowInvoke and then using RSFlowInvoke. If the string that results from the encryption is the same for both JRSFlowInvoke and RSFlowInvoke, then your password is correctly encrypted by JRSFlowInvoke.

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.

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.