
HP SM Service Catalog-PPM Center Project Proposal Integration Solution (SMPPM Integration)

Release Notes

Software version: 1.01 / September 2012

This document provides an overview of HP SM Service Catalog-PPM Center Project Proposal Integration Solution for this release. It contains important information not included in the manuals.

In This Version

[Installation Notes](#)

[Enhancements and Fixes](#)

[Known Problems, Limitations, and Workarounds](#)

[Support](#)

[Legal Notices](#)

In This Version

The HP SM Service Catalog-PPM Center Project Proposal Integration Solution aims to submit project proposals from Service Manager to PPM Center, and to feed back the proposals' status (rejection/approval) from PPM Center to Service Manager.

Features highlights:

- Adds support for Service Manager 9.2x, 9.3x and PPM Center 9.1x.
- Adds a new Web Service Interface **ServiceDeskForPPM** specific for supporting this SM Catalog - PPM Project Proposal integration.

Installation Notes

Installation prerequisites, as well as instructions for installing this integration solution, are documented in the *HP SM Service Catalog-PPM Center Project Proposal Integration Solution Configuration Guide* (<SMPPMIntegration_installDir>\doc\SMPPM_Integration_Configuration_Guide.pdf).

Enhancements and Fixes

The following items are fixed in this software release.

Global ID	Problem	Solution
QCCR1E53821	Legacy Service Manager (SM) - Project and Portfolio Management Center (PPM) integration #240 is not backwards compatible with Service Manager 9.20 due to WSDL change.	Service Manager (SM) provided a set of dedicated wsdl for the SM-PPM integration to fix the backwards compatible issue.

Known Problems, Limitations, and Workarounds

Defect ID	Known Issue	Workaround
QCCR1E47467	<p>When a Service Manager field value exceeds the maximum allowed length defined in PPM Center, an error occurs, but with different behaviors on PPM Center 7.5 and PPM Center 8.0:</p> <ul style="list-style-type: none"> • On PPM Center 7.5: An error is logged in the Service Manager log file (<code>sm.log</code>) during the synchronization from SM to PPM Center; • On PPM Center 8.0: A proposal is created in PPM Center with a blank field corresponding to the SM field. 	<p>Make sure that field values in Service Manager do not exceed the maximum allowed length defined by PPM Center.</p>
QCCR1E55617	<p>"field=" messages are displayed after submitting an order from Project Proposal in Service Catalog. This issue occurs in both the Service Manager Windows and Web clients.</p>	<ol style="list-style-type: none"> 1. Log in to the Service Manager Windows or Web client as falcon. 2. Go to Tailoring > Script Library. 3. In the Name field, type dynamicFormValidation. 4. Click Search. The script opens. 5. Locate the <code>isValidString</code> function (line 242), and then comment out the <code>print("field="+field);</code> line. 6. Click Save to save the modification. 7. Click Compile to compile the script.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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>

Legal Notices

©Copyright 2012 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.