

# HP Connect-It

For the Windows®, Linux®, and UNIX® operating systems

Software Version: 9.53

## Patch 1 Release Notes

Document Release Date: April 2014

Software Release Date: April 2014



## Legal Notices

### Warranty

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.

### Restricted Rights Legend

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.

### Copyright Notice

© Copyright 1994 - 2014 Hewlett-Packard Development Company, L.P.

### Trademark Notices

Adobe®, Adobe logo®, Acrobat®, and Acrobat Logo® are trademarks of Adobe Systems Incorporated.

Corel® and Corel logo® are trademarks or registered trademarks of Corel Corporation or Corel Corporation Limited.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

Microsoft®, Windows®, Windows NT®, Windows XP, Windows Vista®, Windows 7®, and Windows Mobile® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

## Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpsupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online 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 web 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 a support contract. To register for an HP Passport ID, go to:

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

To find more information about access levels, go to:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://h20230.www2.hp.com/scsolutions/index.jsp>

# Contents

Contents .....	3
Connect-It Release Notes .....	1
New Features in this Release .....	2
Fixed Defects in this Release .....	3
Known Problems, Limitations, and Workarounds .....	7
Documentation Updates .....	9
We appreciate your feedback! .....	10

# Connect-It Release Notes

for the Windows®, Linux®, and UNIX® operating systems.

**Software version:** 9.53

**Publication date:** April 2014

This document is an overview of the changes made to Connect-It (CIT). It contains important information that is not included in books or Help. You can find information about the following in this document:

["Fixed Defects in this Release" on page 3](#)

## Support Matrix

For information about the installation requirements and compatibility with other products, see the Connect-It Support Matrix. The support matrix may be updated between releases, and so is only available at the HP Support web site:

<http://support.openview.hp.com/selfsolve/manuals>

The support matrix includes the following information:

- **Requirements**
  - Hardware
  - Operating System
  - Java Runtime Environment
- **Compatibility**
  - Languages
  - Internationalization Variances
  - Virtualization Products
  - High-Availability Products
  - HP Software Integrations
  - HP Software Coexistence
  - Other Software Coexistence

- Modules
- Connector Support
- **Obsolescence Plans**

## **New Features in this Release**

This version of Connect-It provides the following updates and enhancements:

OpenSSL is upgraded to OpenSSL 1.0.1g (only on Windows and Linux).

## Fixed Defects in this Release

The reference number for each fixed defect is the Change Request (QCCR) number. For more information about fixed defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

**Title:** The Notes connector cannot autodescribe fields from the nsf database. (QCCR1E100970)

**Description:**

After upgrade of Domino Server from version 8.5.2 FP4 HF297 to 8.5.3 FP2, we get errors when opening Notes connector.

The error messages implies that some fields are no longer in the Notes Database although we can see them in our Notes client.

**Resolution:**

Notes connector can autodescribe fields from the nsf database without error now.

---

**Title:** There is error when using some filters on LDAP produced document. (QCCR1E101342)

**Description:**

The scenario with an LDAP connector with certain combination of filter fails to produce document:

```
(-61) 00002121: SvcErr : DSID-0312048E, problem 5012 (DIR_ERROR), data 6\n(-61) (LDAP API) Operations error
```

**Resolution:**

The issue is fixed. When producing document with filter in LDAP connector, it works well.

---

**Title:** The user is unable to connect with the MaaS connector in HP SaaS. (QCCR1E102136)

**Description:**

Connecting to the MaaS connector failed with the following errors.

```
2013/12/12 14:31:33.000 0          4          Opening connector 'HP Management as a Service (...)'...
2013/12/12 14:31:38.000 1          1          (0)
```

2013/12/12 14:31:38.000 1	1	(0) Connection error.
2013/12/12 14:31:38.000 1	1	(0) com.peregrine.shared.cit.connector.OperationException : Login failed !
2013/12/12 14:31:38.000 1	1	(0) Unable to open the 'HP Management as a Service (...)' connector.

**Resolution:**

The defect is fixed.

---

**Title:** There is memory leak on the Service Manager connector. (QCCR1E102288)

**Description:**

The memory on the Service Manager connector increases again and again until the server crashes.

**Resolution:**

The memory leak on the Service Manager connector gets mitigated.

---

**Title:** No data returned for uid field from attachment collection. (QCCR1E105392)

**Description:**

Customer exposes the additional field "uid" in the Service Manager Connector (Not Web Service) by adding the field to scdb9.cfg. But no data returns on this field on Service Manager Connector.

**Resolution:**

After the fix, the uid field can be read from Service Manager.

---

**Title:** SCCM 2012 integration generates inventory keys which are inconsistent between software utilization and installation. (QCCR1E106396)

**Description:**

When importing utilization data from SCCM 2012 to AM, the inventory key generated for inventory model of discovered product is different with the one generated when importing software installation for the same product.

**Resolution:**

The defect is fixed.

---

**Title:** The sccmac-swnorm.scn runs slowly. (QCCR1E103563)

**Description:**

In scenario\sms\sccm2012am94\sccmac-swnorm.scn, there are 3 produce document types (amModel/amInventModel/amSoftInstall) for query in AM. Currently, they are checked, which slow down the execution of the scenario significantly.

**Resolution:**

The defect is fixed.

---

**Title:** The MaaS connector - attachments were missing from Request interface with HTTP 401. (QCCR1E107626)

**Description:**

After upgrading to SAW March release, the attachments are missing from request.

**Resolution:**

The defect is fixed.

---

**Title:** The customer failed to populate software utilization records which linked model does not exist. (QCCR1E107664)

**Description:**

The customer gets error message when populating utilization data from SCCM 2012 into AM.

**Resolution:**

The defect is fixed.

---

**Title:** The scenario ddmiam\_swnorm.scn doesn't work. (QCCR1E107666)

**Description:**

There are 3 issues in the ddmiam\_swnorm.scn scenario.



1. Unable to get [SWSubComponents.SWVersion.Version\_ID] in document type 'Scanned-Computers'.
2. Missing [Portfolio.Softs.Status] in mapping 'Scanned-DevicesSrc-amComputerDst'.

**Error messages:**

Name 'Status' is not defined in element 'Portfolio.Softs'.

Path 'Status' is not a valid path from element 'Portfolio.Softs(13)'.

3. Return errors when \$ParentDoc\$.Portfolio.Softs.InventModel.InventoryKeyis null in mapping 'ProcessReport-amPortfolioDst3'.

**Error message:**

Several records match the values in the reconciliation key set.

Record found but reconciliation option in mapping does not allow update. Please check the values of the reconciliation keys.

'AssetCenter/Asset Manager' API error: 'ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]Cannot insert duplicate key row in object 'itam.amInventModel' with unique index 'IVM\_InventoryKey'. SQLState: 23000\nODBCError: [Microsoft][ODBC SQL Server Driver][SQL Server]The statement has been terminated. SQLState: 01000\nIndexerror: A record in table 'Inventoried models (amInventModel)' with the values '' for field 'Inventoried key (InventoryKey)', ' - ' for link 'Tenant (Tenant)' already exists in the database.'

Cannot use rejected link 'InventModel' as a key.

**Resolution:**

The defect is fixed.

---

## Known Problems, Limitations, and Workarounds

- Universal CMDB 9.05 with CUP7 (or above) or Universal CMDB 10.01 is required to use sub-query in Universal CMDB connector.
- When you use the **PifDateToTimezone()** function for New Zealand, replace the content of the `bin\memDaylightInfo\New_Zealand_Standard_Time.txt` file with the text listed below; otherwise, the daylight saving calculation is incorrect.

```
2007=0,60,Sunday,April,third,02:00:00,Sunday,September,last,02:00:00
2008=0,60,Sunday,April,first,02:00:00,Sunday,September,last,02:00:00
2009=0,60,Sunday,April,first,02:00:00,Sunday,September,last,02:00:00
2010=0,60,Sunday,April,first,02:00:00,Sunday,September,last,02:00:00
2011=0,60,Sunday,April,first,02:00:00,Sunday,September,last,02:00:00
2012=0,60,Sunday,April,first,02:00:00,Sunday,September,last,02:00:00
2013=0,60,Sunday,April,first,02:00:00,Sunday,September,last,02:00:00
```

- Connect-It does not support Powershell for the Command Line Connector. When you use Powershell to execute a command via the Command Line Connector, the script executes as expected. However, the script cannot exit properly and the Command Line Connector hangs.
- Connect-It has the following limitations:
  - On Windows, Connect-It cannot handle a path that contains a Chinese character.
  - On Linux, Solaris, AIX, and HP-UX, Connect-It cannot handle a path that contains a space.

These limitations can cause a scenario fail to run.

- When you use the E-Mail (fetching) connector, you may find that the HTML tags of an email are not removed. This issue occurs when the email does not contain the plain text part but only the HTML part.

Normally, the E-Mail (fetching) connector retrieves the plain text part when an email has the following two parts:

- a plain text part, which contains only plain text
- an HTML part, which contains plain text with HTML tags

However, when an email contains only the HTML part, the E-Mail (fetching) connector retrieves this part as plain text and does not remove the HTML tags.

- Connect-It crashes when it processes a corrupt attachment (previews the data in Connect-It mapping) in ServiceCenter 6.2.8.

To work around the issue, manually copy the `scc132.dll`, `sci18n.dll`, `unicode.dll`, `xerces-c_2_5_0.dll`, and `zlib.dll` files from the ServiceCenter server to the <Connect-It installation folder>\bin\sc62 folder, and then restart Connect-It.

## Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

To check for recent updates or to verify that you are using the most recent edition, visit the [HP Software Product Manuals](#) web site.

To retrieve a document, select the:

1. **Product** name.
2. **Version** list.
3. **Operating System**.
4. Preferred **Language**.
5. Document title.
6. Click **Open** or **Download**.

You must have Adobe® Reader installed to view files in PDF format (\*.pdf). To download Adobe Reader, go to the [Adobe](#) web site.

## We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

### **Feedback on Patch 1 Release Notes (Connect-It 9.53)**

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 [connectit\\_support@groups.hp.com](mailto:connectit_support@groups.hp.com).