

HP Connect-It

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

Software Version: 9.53

Release Notes

Document Release Date: December 2013

Software Release Date: December 2013



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Documentation Updates

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

- Software Version number, which indicates the software version.
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Connect-It Release Notes

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

Software version: 9.53

Publication date: December 2013

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

["New Features in this Release" on the next page](#)

["Enhancement Requests Included in this Release" on page 4](#)

["Fixed Defects in this Release" on page 5](#)

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:

Enhancements

- Connect-It supports Windows 8 and Windows Server 2012.
- The inbound E-mail connector have the ability to capture the HTML body of an email in an .eml attachment.

New Support for Connectors

New Connectors

- HP Management as a Service Connector

This connector helps you easily interact with a RESTful service from the HP Management as a Service platform.

Updated Connectors

- HP ServiceCenter and Service Manager Connector

Connect-It now supports Service Manager 9.32.

- HP ServiceCenter and Service Manager Web Service Connector

Connect-It now supports Service Manager 9.32.

- HP Matrix Operating Environment Connector

Connect-It now supports HP Matrix Operating Environment 7.2.

- HP Universal CMDB Connector

Connect-It now supports HP Universal CMDB 10.10.

- RESTful Client Connector

Connect-It now supports JavaScript Object Notation (JSON).

New Samples

Below are new samples for Connect-It 9.53:

%Connect-It installation%\scenario\samples\maas\ldapusergroup2maas.scn

%Connect-It installation%\scenario\samples\maas\omievent2maas.scn

%Connect-It installation%\scenario\samples\maas\mailattachment2maas.scn

%Connect-It installation%\scenario\sms\sccm2012am94\sccmac-hw.scn

%Connect-It installation%\scenario\sms\sccm2012am94\sccmac-sw.scn

%Connect-It installation%\scenario\sms\sccm2012am94\sccmac-swnorm.scn

Enhancement Requests Included in this Release

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

Title: Request to let the inbound E-mail connector have the ability to capture the HTML body of an email in an .eml attachment. (QCCR1E97013)

Description: Request to let the inbound E-mail connector have the ability to capture the HTML body of an email in an .eml attachment.

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: Running ddmi93am93-parallel\ddmiam.scn fails on Linux. (QCCR1E75135)

Description: Running the scenario "scenario\ed\ddmi93\ddmi93am93-parallel\ddmi.scn" more than once on Linux fails with the following error.

```
2012/04/27 20:41:26.761 0 1 [Thrd#:-135272752](-53) The connection to the process executing the connector 'DDMI 9.3 (ddmi93 on 16.157.135.174)' has been broken. The current actions will be stopped.  
2012/04/27 20:41:26.761 0 4 [Thrd#:-135272752]Operation completed (RC=-53)
```

Title: HTML tags are not removed when using the Email fetching connector. (QCCR1E76920)

Description: Users encounter the error that HTML tags are not removed when mail is fetched when using Connect-It 9.40 with the Email fetching connector POP3 SSL.

This is a limitation of the E-mail connectors. The limitation is documented in the Connector Guide and the 9.53 Release Notes.

Title: HTML tags are not removed by the Email fetching connector. (QCCR1E78784)

Description: The error occurs with the Email fetching connector. When users run a scenario in service mode, the data processed by the connector are with HTML tags.

This is a limitation of the E-mail connectors. The limitation is documented in the Connector Guide and the 9.53 Release Notes.

Title: CountOccurences() returns a wrong value. (QCCR1E78811)

Description: In CountOccurences document, CountOccurences("you|me|you,me|you", "you", ",") will return 2, but in fact, it returns 3.

Title: Error message of connection failure for Database connector is unclear. (QCCR1E78943)

Description: The password of a database account will expire in days. CIT fails to open the database connector with the database account with the following error.

```
Unable to connect to database 'oracl11gr2'..Oracle code=1.  
You have been disconnected from the db.please reconnect.  
If use Oracle SQL Plus to connect to the database, the error message is as below.  
ORA-28002: The pwd will expire within 4 days.
```

Title: The location of the conitsvc.ini file is incorrect in documentation. (QCCR1E88464)

Description: The location of the conitsvc.ini file in Windows is incorrectly documented in the User Guide. The correct path of the conitsvc.ini file in Windows7, Windows Vista, and Windows Server 2008 is: C:\ProgramData\ConnectIt\conf.

Title: Enabling cache for DB connector, some warning messages are displayed when it connects to SQL Server. (QCCR1E90165)

Description: You enable the Use cache file option for the database connector that is connecting to a SQL Server database. When you reopen the connector, you receive warning messages that resemble the following:

```
2012/12/04 13:14:38.000 3 4 Checking consistency of produced type document 'PS_VW (PS_VW)'...  
2012/12/04 13:14:38.000 4 2 Element '' already has a sub-element named 'check_constraints'.  
2012/12/04 13:14:38.000 4 2 Element '' already has a sub-element named 'columns'.  
2012/12/04 13:14:38.000 4 2 Element '' already has a sub-element named 'parameters'.  
2012/12/04 13:14:38.000 4 2 Element '' already has a sub-element named 'tables'.  
2012/12/04 13:14:38.000 4 2 Element '' already has a sub-element named 'views'.
```

Title: Opening AssetManager connector with ssl ldap authentication causes a crash. (QCCR1E94002)

Description: Under Red Hat Linux, Connect-It 9.51 scenario gives a broken connection at opening when using ssl ldap authentication against Active Directory.

Title: All date/time fields are detected as unicode text in Connect-It 9.51. (QCCR1E94959)

Description: All date/time fields are detected as unicode text instead of date/time in Connect-It 9.51.

Title: ddmiam_swnorm.scn mapping script error prevents proper user information creation in AM Software Utilization records. (QCCR1E95100)

Description: User information in AM Software Utilization records is not properly created because of an error in CIT mapping script in scenario `ddmiam_swnorm.scn`.

Workaround: To work around this issue, manually change affected line of code to:

```
lResult = PifSetStringVal("Softs#1(" & iNo & ").User.UserDomain", PifGetStringVal(strSourceName & "(" & i & ").User  
.UserDomain"))
```

Title: Connect-It Service Manager Connector writes invalid separation character to the event.in table. (QCCR1E96293)

Description: Connect-It does not filter separation characters (for example, "^") but sends these characters into field contents. This disrupts the field order in the evstring.

When the separation character is included in field content, as may well be in description or title field, this character is written into the evfields.

However, Service Manager interprets the text after the separation character as a new field. Therefore, the field sequence is disrupted, leading to different error messages when processing the evenin record.

Title: The E-mail connector cannot return the email content when the protocol is IMAP. (QCCR1E96662)

Description: You use the E-mail connector with the IMAP protocol to fetch email with the following content type:

```
MIME-Version: 1.0  
Content-Type: multipart/mixed
```

However, the connector cannot return the email content. If the content type is Microsoft Extended MAPI, the E-mail connector can fetch the email content successfully.

Title: Error "The version of document '3.0' is unknown" appears when you load monitor logs. (QCCR1E96836)

Description: When you load a saved session from **Monitor > Manage Saved Sessions**, the Message window displays the following error:

```
The version of document '3.0' is unknown.
```

Title: The LDAP connector incorrectly returns the number of group members as null. (QCCR1E96935)

Description: The LDAP connector incorrectly returns the number of group members as null. This issue occurs when `MaxValRange` is set to a range that is smaller than the number of the group members.

Wordaround: To workaround this issue, enlarge the value of `MaxValRange` for the LDAP connector according to the maximum number of group members.

Title: The display of accentuated characters is incorrect after dtd parsing. (QCCR1E97006)

Description: The display of accentuated characters is incorrect after dtd parsing.

Workaround: To workaround this issue, use the UTF-8 encoding.

Title: Syntax errors occur due to a missed "{" when scenario is executed in service mode. (QCCR1E97253)

Description: When executing the scenario as a service, the errors occur due to a missing "{" in `altirisdb7.cfg` on line eight (8).

Workaround: To work around this issue, do the following:

1. On line eight (8) of `altirisdb7.cfg`, add the symbol "{" between `FIELD` and `Software.Computer.AltirisSWInventory.Scan`, and then save the change to `altirisdb7.cfg`.
2. Stop and restart the affected service.

The corrected full element (lines eight (8) and nine (9)) of `altirisdb7.cfg` should be:

```
<Property Name="OnSchedule" Type="String">FIELD{Software.Computer.AltirisSWInventory.Scan Time} &lt;&gt; NULL AND FIELD{Software.Computer.AltirisSWInventory.Scan Time}&gt;=[Software_PointerValue]</Property>
```

Title: Syntax error with scheduled Altiris connector in service mode. (QCCR1E98276)

Description: Syntax error when Altiris source document type is associated with a schedule which is using a pointer.

Title: Windows Error 12007 when writing to a ftp server with a user that has @ character in its password. (QCCR1E98361)

Description: In Connect-It 9.50, you use a scenario that writes into a text file (destination) and try to place it in the remote server by setting up the location FTP with proper user name and password. The FTP user's password has a "@" character. However, you receive the following error:

```
Windows Error: 12007 - The server name or address could not be resolved
```

Workaround: To work around this issue, remove the "@" character from the password string.

Title: Altiris connector enhancement needs to be documented. (QCCR1E98428)

Description: In the new Altiris Connector, there is some enhancement. However, it is not documented.

Title: Collections not being returned by UCMDB connector. (QCCR1E99255)

Description: Customer is using Connect-IT 9.51. They are replicating CI information from UCMDB 10.01 CUP4 to SM 9.32. CI information of root CI type is linked to other CIs (organizations/locations/persons). If a small number of root documents needs to be produced, all attribute values of linked CIs are produced correctly. But if number of documents is too high, no attribute values for linked CI types are produced.

Title: Get NullPointerException error when running a SOAP connector scenario. (QCCR1E99322)

Description: You can connect Web service and see the different document types but you can not query. When you start the scenario you receive the followig errors for each record:

```
[(runFlow) runFlow] (0) Unable to initialize request.
```

```
...
```

```
[(runFlow) runFlow] (0) Cause by java.lang.NullPointerException: null
```

Title: Windows Error: 12044 - A certificate is required to complete client authentication. (QCCR1E100338)

Description: Running connector in write mode to connect service mixed with http and https, Connect-It pops error "Windows Error: 12044 - A certificate is required to complete client authentication".

Title: No reconnection after a stop/restart of MQ channel. (QCCR1E100355)

Description: Connect-It failed to reconnect to MQ after the MQ Channel is restarted. The following error is thrown in conitgui.log:

```
2013/10/04 10:32:55.863 1 4 Attempting to reconnect ...
2013/10/04 10:32:55.879 2 16 Creating and starting JMS connection.
2013/10/04 10:32:55.910 2 1 (0) Connection error.
2013/10/04 10:32:55.926 2 1 (0) java.lang.NullPointerException: null
2013/10/04 10:32:55.926 3 16 at com.hp.ov.cit.connector.jms.JmsConnection.retrieveJMSDestination (JmsCon
nection.java:198)
```

```
2013/10/04 10:32:55.941 3 16 at com.hp.ov.cit.connector.jms.JmsConnection.retrieveJMSDestination (JmsCon
nection.java:193)
2013/10/04 10:32:55.941 3 16 at com.hp.ov.cit.connector.jms.JmsConnection.connectToJMS (JmsConnection.ja
va:117)
2013/10/04 10:32:55.941 3 16 at com.hp.ov.cit.connector.jms.JmsConnection.connect (JmsConnection.java:97)
2013/10/04 10:32:55.957 3 16 at com.hp.ov.cit.connector.jmsmq.JmsMqConnection.connect (JmsMqConnection.j
ava:166)
2013/10/04 10:32:55.957 3 16 at com.peregrine.conit.connector.proxy.ConnectionProxy.connect (ConnectionP
roxy.java:85)
```

Title: Integration between CIT and DDMI Unused license count is incorrect. (QCCR1E100360)

Description: Integration between CIT and DDMI - Unused license count is reported incorrectly.

Title: XML parsing error with UTF-8 encoding and accentuated characters in XML body on fetching Email connector. (QCCR1E100548)

Description: The Connect-It 9.52 fetching Email connector doesn't manage the accent characters in UTF-8 encoding well.

Title: Out of date instructions in CIT User Guide for configuring CIT Web. (QCCR1E100648)

Description: The outdated instruction in the Connect-It User Guide causes an error when you install Connect-It Web manually.

The outdated instruction is:

For Oracle 9 or later, use the ojdbc14.jar library.

This instruction should be updated to:

For Oracle 10, use the ojdbc14.jar library. For Oracle 11 or later, use the ojdbc6.jar library.

Title: After running a scenario into SM 931 an orphan SM process is created. (QCCR1E100933)

Description: When processing a simple scenario using Connect-It 9.52 into SM 9.31, two processes are created when the SM connector is opened; one with no Device ID and another with a SOAP-Device ID. When the scenario stops and the connector is closed, the SOAP-Device ID is stopped but the other connection is not. After some time, it becomes an 'orphan' process.

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.

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Feedback on Release Notes (Connect-It 9.53)

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