HP Propel

Release Notes

Software version: 1.00, July 2014

This document provides an overview of the changes made to HP Propel for the 1.00 release. It contains important information not included in the manuals or in online help.

In This Version

HP Propel provides a single user experience, easy integrations and quick onboarding of multiple services providers for Service Brokers. For more information about integrated products, see the *HP Propel Solution and Software Support Matrix*.

To ensure the performance and stability of the HP Propel environment, complete the following tasks before installation begins:

- Review supported hardware and software for each component product in order to meet the minimum installation requirements.

- Make sure the relevant patches and hot fixes to the patch releases are applied to the component products.

- Review the release notes for each component product to be aware of additional changes or restrictions.

Installation Notes

Installation requirements are documented in the *HP Propel Solution and Software Support Matrix.* Instructions for installing HP Propel are documented in the *HP Propel Installation and Configuration Guide.*

Documentation

HP Propel documentation is located on [HP Software Product Manuals website](#).

Contents

Known Problems, Limitations, and Workarounds

CR QCCR1D186095	
Problem	In the HP Propel Management Console, it is possible to delete an offering which is currently published into one or more Catalogs.
Cause	Product defect.
Workaround	Offerings should be unpublished from catalogs before you attempt to delete them.

CR QCCR1D186340	
Problem	Detailed error messages, including the cause of the error, are not displayed in the Aggregation Administration UI if the adapter cannot be created.
Cause	Detailed error messages are not propagated from the HP Propel backend server to the HP Propel Catalog Aggregation UI.
Workaround	You can view detailed error messages in the `aggregation.log` file on the catalog virtual machine in the `/opt/hp/propel/jboss-as/standalone/log` directory.

CR QCCR1D186473	
Problem	In the Marketplace Portal, during checkout all languages have a sentence that says you can configure group ownership. This is not true in HP Propel as group ownership is not currently supported.
Cause	Product defect.
Workaround	None (group ownership is not supported in HP Propel). Ignore the erroneous text.

CR QCCR1D186671	
Problem	Using the IdM Administration UI to create a new organization also creates a catalog for use with the new organization. However, this catalog cannot be populated with offerings from CSA or Service Manager. The aggregation configuration within the HP Propel Management Console does not allow selecting existing catalogs.
Cause	Product defect.
Workaround	Delete the new, empty catalog which is created for the new organization. When aggregating offerings, it is possible to select a name for the destination catalog. Choose the same name as the deleted catalog (or a different name, if you prefer) and the catalog will be automatically created to contain the aggregated offerings.

CR QCCR1D186741	
Problem	When using the HP Propel Management Console to configure aggregation from HP Service Manager, certain date and time constraints are not correctly aggregated into HP Propel. If an option is set up as a date and time field in Service Manager and less than or greater than or less than or greater than or equal to time range constraints are set up on that option, the time range will not be aggregated over to HP Propel. The option will be aggregated as a date and time field with no constraints or time range validations in the Marketplace Portal.
Cause	Product defect.
Workaround	Requested dates should be manually validated within HP Service Manager when reviewing HP Propel-initiated orders.

CR QCCR1D186852	
Problem	When attaching a comment to a support ticket from the Marketplace Portal, the attached comment includes the user name of the user who added it. However, when a ticket is closed by using the Marketplace Portal or from HP Service Manager, the user who closes the ticket is not shown in the associated comment block in the Marketplace Portal.
Cause	Product defect.
Workaround	The HP Service Manager console can be used to view details of ticket closure including the user name associated with the user who closed it and the time it was closed.

CR QCCR1D186865	
Problem	The ticketing fields have maximum lengths that cannot be exceeded. Ticketing is not currently validating field length on the UI so errors will occur when submitting tickets with the maximum field length exceeded. Default for the ticketing title will be 100 characters for the maximum length.
Cause	No field validation on UI. Similar problem & cause as defect # QCCR1D187236
Workaround	Reduce number of characters in Title field.

CR QCCR1D187001	
Problem	Using IE9, HP Propel users may encounter issues loading the HP Propel UIs (specifically, the Marketplace Portal and the IdM Administration UI) to access an HP Propel installation hosted on an Intranet site.
Cause	Default IE9 settings load Intranet websites using Compatibility Mode. HP Propel does not support Compatibility Mode.
Workaround	Disable Compatibility Mode for Intranet sites. This can be disabled in the Tools -> Compatibility View settings of Internet Explorer. Alternatively, another supported browser can be used.

CR QCCR1D187002	
Problem	In the Marketplace Portal, support ticketing is only localized in English. Browsers running in non-English locales will have strings that are not properly translated to the desired language.
Cause	Product defect.
Workaround	None (a future release will include non-English translations).

CR QCCR1D187141	
Problem	In the HP Propel Management Console, when aggregation is running, offerings appear in the destination catalog before aggregation is complete. Until aggregation completes, it is possible to click on an offering and receive an error.
Cause	New aggregation status only updates after the aggregation process is completed.
Workaround	Wait until aggregation is fully ended (state AGGREGATED appears in the HP Propel Management Console on the Aggregation tile page) before accessing an offering.

CR QCCR1D187236	
Problem	In the Marketplace Portal, when creating and submitting a ticket, long ticket titles produce a "Service Unavailable" error message.
Cause	The ticket field is limited to 100 characters. Other ticket fields have limits which may produce the same "Service Unavailable" error message.
Workaround	Ensure that ticket titles are less than 100 characters. Minimize unnecessary text in additional fields.

CR QCCR1D187284	
Problem	Upon receiving an order for an aggregated Service Manager Offering, the details of the offering may look different than an order that has not been processed by HP Propel. For instance when ordering a phone, there may be an option to add a battery to the order. In a non-HP Propel environment, the order would come with the field "battery" and a value "true" if the option was selected. In an HP Propel environment the order would come with the field "SX_REMOTE_OPTION_ID" and the value "battery" if the option was selected, or the field would not exist if the option was not selected. In addition, inside an HP Propel environment, there are extraneous fields that do not reference any selections (e.g. the field "SX_REMOTE_OPTION_ID" with the value "e754a1e475ebf1cfbf676dc30c9b491e96ad8a97").
Cause	Product defect.
Workaround	When reviewing HP Propel-initiated orders within Service Manager, take note of the values for any fields identified as SX_REMOTE_OPTION_ID. The associated value should be interpreted as a request for the option of the same name. For example, a value of "battery" should be interpreted as if the field and value had been "battery" and "true," respectively.

CR QCCR1D187317	
Problem	If a catalog is aggregated from either CSA or HP Service Manager with zero offerings (or zero active offerings in the case of Service Manager), then the aggregation status will be stuck in the PENDING state indefinitely.
Cause	Product defect.
Workaround	Check the source CSA or Service Manager catalog that will be aggregated to ensure that the catalog contains offerings (and that those offerings are active). If the aggregation remains in the PENDING state, simply delete the aggregation instance and try again after adding offerings to the source catalog. Note that the aggregation instance will still create a catalog on the HP Propel system and will need to be deleted as well.

CR QCCR1D187320	
Problem	In the Marketplace Portal, the state of a subscription may not correctly reflect the actual state of the subscription in CSA. Specifically, a subscription may appear as canceled in HP Propel while it appears as terminated in CSA.
Cause	Product defect.
Workaround	The CSA Marketplace Portal itself can be used to validate the actual state of the Subscription. See the CSA documentation for instructions on connecting to the CSA Marketplace Portal.

CR QCCR1D187379	
Problem	When the number of aggregation adapters is larger than can be displayed on an opened page, no scrollbar appears in the browser on the initial page load of the aggregation administration page. Some adapter configuration appears to be cut-off near the bottom of the page.
Cause	The browser renders the page with the initial available size and does not calculate the potential overflow. Since the content is larger than can be displayed it gets rendered without a scrollbar.
Workaround	If a user is unable to see the scrollbars after an initial page load, the user can resize the browser window. Doing this will force a refresh which causes the scrollbar to appear.

Legal Notices

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