HP Connect-It

Software Version: 9.60

For the Windows® and Linux® operating systems

Release Notes

Document Release Date: December 2014

Software Release Date: December 2014

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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.
- Document Release Date, which changes each time the document is updated.
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Connect-It Release Notes

For the Windows® and Linux® operating systems.

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This document is an overview of the changes made to HP 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:

"New Features in this Release" on the next page

"Obsolete Features in This Release" on page 3

"Fixed Defects in this Release" on page 4

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 HP Connect-It provides the following updates:

Enhancements

Incremental packages

Before Connect-It 9.60, all Connect-It releases are delivered as full installation packages. Starting from Connect-It 9.60, the following types of releases are delivered in the form of incremental packages.

- Hotfix

- Patch

- Minor.minor release

An incremental package contains only the updated binary and configuration files.

New Support for Connectors

New Connectors

Amazon Web Services Connectors:

- Amazon Elastic Compute Cloud connector

  This connector helps you easily interact with the Amazon Elastic Compute Cloud.

- Amazon Web Services Billing connector

  This connector helps you export the AWS billing data into other systems.

Updated Connectors

- E-mail Connectors

  Connect-It E-mail Connectors now support Microsoft Exchange Web Service.

New Samples

Connect-It 9.60 has the following new samples :

%Connect-It installation%\scenario\samples\aws-billing\billing.scn

%Connect-It installation%\scenario\samples\aws-ec2\ec2_xml.scn

Obsolete Features in This Release

The following feature is obsolete in this version of Connect-It:

- Connect-It Web Console

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.

This release fixes the following defects. The following list includes all fixes that were implemented after the release of Connect-It 9.53.P2.

Title: Unable to open the 'HPSM (localhost.13080)' connector (QCCR1E101841)

Description: You cannot connect to Service Manager via SM Legacy Connector. Instead, you receive the following error message:

```
Unable to open the 'HPSM (localhost.13080)' connector.
```

Resolution: This defect is fixed.

Title: Update document regarding the encryption used to store credentials. (QCCR1E102373)

Description: The Connect-It documentation does not include the following information for CIT 9.2 and later versions:

- The security function that CIT uses for encrypting the user name and password.

- The AES encryption algorithm that CIT uses.

Resolution: The User Guide is updated with the missing information.

Title: There is a problem with the diagram used on page 62 of the connectors document (figure 3.8, Chapter 3, Reconciliation). (QCCR1E102631)

Description: In the Connector guide (Connector Directives > Reconciliation > Configuring Advanced Reconciliation Settings), the **Deleting members of the destination collections** illustration contains the following errors:

- The Activate collection reconciliation option is not selected.

- The value in Collection reconciliation filter is incorrect. The correct value is: Name <> 'WINNT'

Resolution: This defect is fixed.

Title: JVM option cit.rest.socket.timeout is not documented. (QCCR1E102641)

Description: The new REST connector introduced in version 9.50 has a time-out setting cit.rest.socket.timeout, but it is not documented.

Resolution: The Connector guide is updated with this information in the following chapter:

Configuring Connectors > Configuring Advanced Mode Settings > Configuring the JVM

Title: CIT shows "Blob value not displayed(length 0)" for preview, and produce null value with oracle 11g. (QCCR1E104395)

Description: You use CIT database connector to work with oracle 11g. When you preview data of a blob type field, Connect-It shows "Blob value not displayed(length 0)" for preview, and produce null value.

 Resolution: This defect is fixed.

Title: CIT does not support to preview or produce CLOB type long value in oracle 11g. (QCCR1E104425)

Description: You use CIT database connector to work with oracle 11g. When you preview data of a blob type field, Connect-It shows "Blob value not displayed(length 0)" for preview, and produce null value.

Resolution: This defect is fixed.

Title: The ToSmart() example in the Connect-It Programmer's Reference is not correct, it has an example of TimeValue() and not ToSmart(). (QCCR1E107439)

Description: In the Programmer's Reference, the example for the ToSmart() function is incorrect.

Resolution: This defect is fixed.

Title: The 4th input parameter name of PifCreateDynaMaptable is different from the explanation. (QCCR1E107645)

Description: In the Programmer's Reference, the description for the input parameters of the **PifCreateDynaMaptable()** function contains an incorrect parameter name: **bCreateOnce**. The correct parameter name is **bCaseSensitive**.

Resolution: The incorrect parameter name is corrected in the Programmer's Reference.

Title: The sample value is wrong for function DateAdd() in the Programmer's Reference. (QCCR1E108639)

Description: In the Programmer's Reference, the value for tsDuration in the example of the DateAdd() function is 1000000, which is incorrect. The correct value for tsDuration is 10000000.

Resolution: The value is updated in the Programmer's Reference.

Title: New attachment overwrites the old one when you update an attachment in SAW. (QCCR1E110440)

Description: The MaaS connector is used to connect and transmit attachments to SAW. However, when a new attachment is transmitted, it overwrites the old one.

Resolution: The MaaS EMS API has changed to case sensitive. Connect-It is updated accordingly and fixes the issue.

Title: Connect-It stops responding when sending an email that has an attachment. (QCCR1E111754)

Description: Connect-It stops responding when sending an emails that has an attachment over 1 Mb.

Resolution: This defect is fixed by using the correct buffer settings for IMAP SSL connection to get attachment data: -Dcit.mail.imap.fetchsize=512, which means the buffer is 512k. By default its value is 128k.

Title: You receive empty XML files on an HPSX Prod server.. (QCCR1E112538)

Description: Consider the following situation:

Assume that you use a batch script and the SM-to-Email connector scenario to send 10 emails in the database. After eight emails are sent successfully, you receive Error 53 for the ninth email and the scenario stops.

However, in this situation, the eight emails that haven been sent are not marked as "Sent" in the SM database.

Resolution: This defect is fixed by code change. Now every sent email is marked as "Sent" in the SM database.

Title: You receive empty XML files on an HPSX Prod server.. (QCCR1E113048)

Description: You receive empty XML files on an HPSX Prod server.

Resolution: This defect is fixed.

Title: Update user guide for how to install license. (QCCR1E115329)

Description: In the section "Importing the License File section " of the CIT User Guide document, the Windows OS instruction looks incomplete.

Resolution: The User Guide is updated accordingly.

Title: The Maas connector fail connecting to SAW. (QCCR1E115907)

Description: The Maas connector fail connecting to SAW.

Resolution: This defect is fixed by adding a reconnecting mechanism for the MaaS connector when the token expired.

Title: TqlValidationException when TQL has exclusion element assigned. (QCCR1E116767)

Description: When trying to read a TQL query with an exclusion element on it, Connect-It fails with the following error when you try to produce data:

(0) \r\n--- Start of server-side exception ---\r\nappilog.framework.shared.manage.impl.MamResponseException: [ErrorCode [200] The TQL query is missing]\nappilog.framework.shared.manage.impl.MamResponseException: [ErrorCode [200] The TQL query is missing]\nCMDB Operation Internal Error: class appilog.framework.shared.manage.impl.MamResponseException :

appilog.framework.shared.manage.impl.MamResponseException: [ErrorCode [200] The TQL query is missing]\nCMDB Operation Internal Error: class com.mercury.topaz.cmdb.shared.tql.exception.TqlException : Could not find the pattern in result cache[Asset_NAS_ Intb3a1fd4b18b022fd65d458f834be21b3]. Probably, time period for keeping chunk (configured intql.resultutils.chunk.keepingperiod.seconds) has been passed : operation Tql Query: Get Result Chunk From Repository. Pattern [Asset_NAS_Intb3a1fd4b18b022fd65d458f834be21b3], Chunk [1] : class com.mercury.topaz.cmdb.shared.base.CmdbException : \nCMDB Internal Error: Error while handling request: {request: ID='9f6ef9844d94d9ca6f8002bfda52104c' Message='General CMDB request' Operation='com.mercury.topaz.cmdb.server.tql.operation.query.impl.TqlQueryGetChunkResultFromCache@40e8643a' Customer ID='1, id name: Default Client' \nContext='CMDB Context: Customer id = '1, id name: Default Client' , User ID = '911' , Caller Application = 'UCMDB_ CONTEXT,loggedInUser:{am_integration}''} : operation Tql Query: Get Result Map Chunk. Pattern [Asset_NAS_Int]. ChunkRequest [Current:1. Last:1. Pattern:Asset_NAS_Intb3a1fd4b18b022fd65d458f834be21b3] : class com.mercury.topaz.cmdb.shared.base.CmdbException : \nCMDB Internal Error: Error while handling request: {request: ID='2001b299f5fe027cc497c02053d0e1e6' Message='General CMDB request' Operation='com.mercury.topaz.cmdb.shared.tql.operation.query.impl.TqlQueryGetResultMapChunk@26e012a6' Customer ID='1, id name: Default Client' \nContext='CMDB Context: Customer id = '1, id name: Default Client' , User ID = '911' , Caller Application = 'UCMDB_CONTEXT,loggedInUser: {am_integration}''}\r\n\tat

Resolution: This defect is fixed.

Known Problems, Limitations, and Workarounds

- 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, 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.

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The first page of this document identifies the:

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- Software release date.

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