HP Propel

Release Notes

This document provides an overview of the changes made to HP Propel for the 1.10 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 System 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 System and Software Support Matrix.* Instructions for installing and configuring HP Propel are documented in the *HP Propel Installation and Configuration Guide.*

Documentation

HP Propel documentation can be found at https://softwaresupport.hp.com.

You need to sign-in or register to use this site. Use the **Search** function at the top of the page to find documentation, whitepapers, and other information sources. To learn more about using the customer support site, go to: https://softwaresupport.hp.com/documents/10180/14684/HP_Software_Customer_Support_Handbook/

For more information or to track updates for all HP Propel documentation, refer to the *HP Propel Documentation List*.

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Contents

What's New in This Release

The following new features are provided in the HP Propel 1.10 release:

- **Request on Behalf** – A Consumer Business Manager can manage user requests on behalf of another user. HP Propel provides security and role access to control requests for service offerings on behalf of other users.

- **Composite Bundles** – Provides the ability to create a bundle of offerings from any combination of HP Service Manager (HP SM), HP Cloud Service Automation (HP CSA), and native HP Propel offerings.

- **Dependent Options** – Provides a contextually sensitive option based on a previous selection in a service offering. For example, for *Delivery or Pick Up*, selecting *Delivery* prompts for address fields; selecting *Pickup* prompts for a store location.

- **HP Propel Service Exchange SDK** – Provides the ability to create HP Propel Service Exchange (HP SX) orchestration flows using existing HP SX adapters and also create custom HP and third-party HP SX adapters. Learn more about customizing SX reference content in the *HP Propel Service Exchange SDK*.

- **New HP SX Case Exchange adapters** – New adapters for HP SX are HP Service Anywhere (HP SAW) and Atlassian JIRA.

- **Catalog Reaggregation** – Provides these new features for HP CSA offerings and HP SM catalog items in existing HP Propel catalogs, since the last aggregation:
    - Adds new offerings that were recently added.
    - Updates offerings that were recently changed.
    - Deletes offerings that were recently deleted.

- **HP Service Exchange enhancements**:
    - Improved the HP SM request-to-fulfill adapter by providing subscription management.
    - Added support for LW-SSO for HP SM fulfillment in HP SX.
    - Ticket routing (ability to configure HP SM instance for each organization).
    - Support for submitting tickets to Atlassian JIRA.

- **Identity Management (IdM) Groups and Roles**– Provides the ability to manage groups and business roles for your HP Propel organizations.

- **Carousel** – The HP Marketplace Portal dashboard supports a configurable banner in which you can add customized images and links. A single banner is displayed as a fixed header; multiple banners can be defined and each can be displayed for a specified time interval (often called a carousel).

- **Infrastructure improvements**:
    - Simplified single virtual machine installation from one OVA template.
    - Improved installation and SSL configuration.
    - Bundled HP Orchestration Operations version 10.20. (Refer to the *HP Propel System and Software Support Matrix* for details of HP Propel supported platforms.)

- **Bug Fixes**

Known Problems, Limitations, and Workarounds

CR QCCR1D192032	
Problem	Smart quotes prevent dependent options and causes all options to be displayed.
Cause	Product defect.
Workaround	Do not use smart quotes when entering offering definitions in HP Service Manager.

CR QCCR1D193591	
Problem	1. When using the SX Case Exchange adapter for Atlassian JIRA, default fields in the Ticket Form may not be pre-populated 2. Some fields in the Ticket Form may be erroneously displayed as required fields. (The form displays them highlighted in red, indicating that this is a required field.)
Cause	1. Service Exchange does not pass the default value of fields to the user interface (UI) 2. The UI does not handle the "required" property of incoming fields and assumes all fields are required.
Workaround	1. Type in the value, or if it is a lookup field, populate it from the drop-down lookup list. 2. Type in a value to satisfy the required field.

CR QCCR1D194080	
Problem	Organization names longer than 255 characters cause errors in various HP Propel components. Errors include: • A blue error screen in the HP Marketplace Portal when attempting to browse a catalog, requests, or subscriptions. • Failing to create a catalog, with JDBC errors observed in log files.
Cause	HP Propel integrates several existing HP components, not all of which were originally designed to handle organization names longer than 255 characters.
Workaround	Keep organization names to 255 characters or less.

CR QCCR1D194097	
Problem	If a manager (approver) of an organization has never logged into the HP Marketplace Portal (MPP), requests for catalog items that require manager approval via the 'User Context Template' policy will fail when submitted. The HP MPP will display the screen: "User Session Expired."
Cause	Product defect.
Workaround	This issue occurs only if a manager (approver) has not logged into the HP MPP. The manager should log into the HP MPP at least once, and then requests can be submitted successfully.

CR QCCR1D194388

Problem	When changing the default `idmTransportUser` user passwords during product installation, the value specified on line 153 of `/opt/hp/propel/jboss-as/standalone/deployments/consumption.war/WEB-INF/classes/csa.properties` will not be used by the Identity Management service for the `org.authenticate.httpbasic.password` property.
Cause	Product defect.
Workaround	Manually edit line 259 of `/opt/hp/propel/jboss-as/standalone/deployments/idm-service.war/WEB-INF/spring/applicationContext.xml` to set the value you had specified in the `csa.properties` file. For example:

```
253  <bean id="idmConfig" class="com.hp.ccue.identity.rp.IdentityServiceConfig">
254    <property name="protocol" value="https"/>
255    <property name="hostname" value="localhost"/>
256    <property name="port" value="8444"/>
257    <property name="servicePath" value="idm-service"/>
258    <property name="integrationAcctUserName" value="idmTransportUser"/>
259    <property name="integrationAcctPassword" value="YOUR_PREFERRED_PASSWORD_HERE"/>
260    <property name="defaultTenant" value="CSA_CONSUMER"/>
261  </bean>
```

For information about encrypting the `integrationAcctPassword` value with the `cryptoUtil` utility, please refer to the *HP Propel Administration Guide*. |

Localized Online Help Issues

Context-sensitive online help for the following HP Propel features is available only in the English language:
- Composite bundles
- Request on behalf
- Dependent (dynamic) options

For localized information about how to use service offering bundles, manage other user's original requests in your organization, and optimize dynamic options for a service offering, see the latest version of the HP Propel Marketplace Portal Help.

To access the latest localized version of the HP Propel Marketplace Portal Help, go to the HP Software Support site at https://softwaresupport.hp.com. Click **Sign In** and then enter your HP Passport credentials (User ID and Password). Click **Search** and then enter **Marketplace Portal Help** in the text box. In the results section, select the Marketplace Portal Help PDF that has the most recent date. Within the PDF, go to **Edit > Find** to search by keywords for topics that discuss these features.

CR QCCR1D194063	
Problem	The user interface (UI) links to the online help in the Spanish, Korean, and German localized versions of the Propel Organizations UI do not open the appropriate context-sensitive help topics for **Business Roles** and **Groups**.
Cause	Localization defect.
Workaround	Expand the table of contents in the left panel of the Organizations online help, and navigate to the appropriate topic.

CR QCCR1D194164	
Problem	The Portuguese (Brazilian) translations for the online help content are not available for the HP Marketplace Portal (MPP) and Organizations. When the Browser Language is set to Portuguese (Brazilian), the online help content is presented in English.
Cause	Product defect.
Workaround	The HP MPP and Organizations help files for Portuguese (Brazilian) are available in PDF format on the HP Software Support Site at https://softwaresupport.hp.com.

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