

# HP Connect-It

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

Software Version: 9.53

## Patch 3 Release Notes

Document Release Date: February 2015

Software Release Date: February 2015



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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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# P3\_Release\_Notes

## Connect-It Release Notes

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

**Software version:** 9.53

**Publication date:** February 2015

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 4](#)

["Open Defects" 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:

[HP Software Support](#)

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:

**Enable SSL V3:** this option allows you to enable or disable the use of Secure Socket Layer (SSL) version 2.0 and 3.0.

When you set this option to No, Connect-It disables SSL 2.0 and 3.0, and only enables Transport Layer Security (TLS) versions (TLS 1.0, 1.1, and 1.2). When you set this option to Yes, Connect-It enables SSL 2.0, 3.0, and TLS versions. The default setting of this option is No, which is the recommended setting due to the vulnerabilities of SSL 3.0.

- On HP-UX, AIX, and Solaris, OpenSSL is upgraded to OpenSSL 1.0.1h.
- On HP-UX, AIX, and Solaris, OpenLDAP is upgraded to OpenLDAP2.4.40.

## Open Defects

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

---

**Description:** You use a CIT mail scenario to send mails from HP Service Manager to an ESMTP server. If the email is sent to a large group of recipients, you receive the following warning message from the server. (QCCR1E117249)

"Sun-Java-System-SMTP-Warning: Lines longer than SMTP allows found and truncated."

---

**Description:** Japanese characters are unreadable when they are exported to csv in the service mode. (QCCR1E119794)

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## 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](#), or contact your HP Support representative directly.

**Description:**Connect-It stops responding when sending an email with an attachment larger than 1 MB. (QCCR1E111754)

**Resolution:**This defect is fixed by using the correct buffer settings for the IMAP SSL connection to get attachment data:

-Dcit.mail.imap.fetchsize=512, which means the buffer is 512K By default its value is 128K.

---

**Description:**Consider the following situation: (QCCR1E112538)

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 a code change. Now the emails are marked as "Sent" in the SM database.

---

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

**Resolution:**It is a code issue, Connect-It tries to use an empty message to test the client certification requirement that should be set in the SSL wizard. This defect is fixed.

---

**Description:**The Maas connector cannot connect to SAW. (QCCR1E115907)

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

---

**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: (QCCR1E116767)

```
(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]. Probabl
y,
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.TqlQueryGetChu
nkResultFromCache@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 Resul
t
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.TqlQueryGetRes
ultMapChunk@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:**The defect is fixed by updating the UCMDB client API.

---

**Description:**If the date separator in SM is not a slash (/) for date/time fields, the value is not retrieved by CIT. Instead, it gets a null value. (QCCR1E117292)

**Resolution:**This defect is fixed by a code change.

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**Description:**ETA for the Maas connector fails when connecting to SAW. (QCCR1E118680)

**Resolution:**This defect is fixed by releasing the resource before re-logout after the session expires.

---

**Description:**You use Connect-It 9.53 and Email fetching connector to read the emails from GMAIL inbox. However, the body is empty.

It occurs when the email contains directive: Content-Disposition. It is not properly parsed by Connect-IT. (QCCR1E119272)

**Resolution:**This defect is fixed.

---

**Description:**In Linux, you try to enable the SMTP trace for further troubleshooting. However, the connector crashes. (QCCR1E120122)

**Resolution:**This defect is fixed by a code change.

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

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