

---

# HP Service Provisioner

## Release Notes

**Edition: 7.0**

**for Microsoft Windows Server 2012 R2®, HP-UX 11i v3,  
and Red Hat Enterprise Linux 6.6 operating systems**



**January 2015**

© Copyright 2013-2015 Hewlett-Packard Development Company, L.P.

---

## Legal Notices

### Warranty

*Hewlett-Packard makes no warranty of any kind with regard to this manual, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be held liable for errors contained herein or direct, indirect, special, incidental or consequential damages in connection with the furnishing, performance, or use of this material.*

*A copy of the specific warranty terms applicable to your Hewlett-Packard product can be obtained from your local Sales and Service Office.*

### Restricted Rights Legend

Use, duplication or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause in DFARS 252.227-7013.

Hewlett-Packard Company  
United States of America

Rights for non-DOD U.S. Government Departments and Agencies are as set forth in FAR 52.227-19(c)(1,2).

### Copyright Notices

© Copyright 2013-2015 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

### Trademark Notices

Java™ is a registered trademark of Oracle and/or its affiliates.

Linux is a U.S. registered trademark of Linus Torvalds.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

Red Hat® Enterprise Linux® is a registered trademark of Red Hat, Inc.

JBoss® is a registered trademark of Red Hat, Inc. in the United States and other countries.

EnterpriseDB® is a registered trademark of EnterpriseDB.

Postgres Plus® Advanced Server is a registered trademark of EnterpriseDB.

Oracle® is a registered trademark of Oracle and/or its affiliates.

UNIX® is a registered trademark of the Open Group.

Windows® and MS Windows® are U.S. registered trademarks of Microsoft Corporation.

Document ID: p158-rn002372

## Introduction

This document provides late-breaking information about the *HP Service Provisioner 7.0* product. It specifies the system requirements as well as known issues and workarounds.

Note that you must read the *HP Service Provisioner User's and System Integrator's Guide* prior to installing the HP Service Provisioner product. This guide can be found on the distribution DVD in the `/Documentation` directory.

The HP Service Provisioner DVD is organized as follows:

- `/Binaries/Unix`:  
Contains the HP-UX and Linux install files for the *HP Service Activator* product, which – in turn – contain the HP Service Provisioner software
- `/Binaries/Windows`:  
Contains the Windows install file for the HP Service Activator product, which contains the HP Service Provisioner software
- `/Documentation`:  
Contains all product documentation for HP Service Provisioner and HP Service Activator
- `/ReadMe`:  
Location of the end user license agreement
- `/OpenSource`:  
Contains terms and conditions for Open Source software that is used, including source code for all Open Source components

## Required Hardware and Software

Since HP Service Provisioner is based on HP Service Activator, the hardware and software requirements for HP Service Provisioner are identical to the requirement for HP Service Activator. Please read the *Release Notes* for HP Service Activator V70-1A for details.

In addition, *HP Service Activator V70-1A* and *HP Subscription Repository v7.0* must be installed and configured before installing HP Service Provisioner 7.0.

For more details about HP Subscription Repository, read the document *HP Subscription Repository v7.0 Installation and Administration Reference*.

## Noteworthy Changes

This section list the noteworthy changes in the HP Service Provisioner 7.0 product.

- **Delta Operations**
  - Support for advanced *modify* operations by using so-called *Delta Operations*. When using delta operations, the desired result is specified as part of an incoming service request; HP Service Provisioner will then calculate the necessary steps to get from the current state to the desired state.
  - Support for variable cardinality CFSs; i.e. for CFS specifications it is possible to define the minimum and the maximum number of occurrences of instances based on this specification.
  - Support for migrating product instances from one product type (i.e. one product specification) to another product type through the use of a delta operation.

- **Dependencies**
  - Support for modeling dependencies; i.e. an instance can have one or more dependencies to a product instance.
  - Product instances with ingoing dependencies has a capacity assigned (larger than zero) which can be used by multiple dependencies.
  - A set of workflow nodes are available for use in action workflows to create, modify, delete, and list dependencies.
  
- **Scheduled Requests**
  - Support for attaching a number of scheduled requests to a product instance; scheduled requests can either be “one-off” or “repeating”.
  - Support for appending one or more scheduled requests to an existing list of scheduled requests.
  - Support for deleting all scheduled requests for a product instance.
  - Support for replacing an existing list of scheduled requests with a new list of scheduled requests.
  
- **Service Order Management Processes**
  - Life-cycle of service order management processes based on TMF518; added support for *modify*, *test*, and *amend* operations.
  - Two addition life-cycle profiles added for increased simplicity and improved performance.
  - Integration with resource facing services through RFS action workflows; action workflows possible at all levels (PI, CFS, RFS, and EWI).
  - Pre-workflows as well as post-workflows can be defined for all catalog items with child items.
  - Support for defining action workflows to be executed for *specific* state transitions.
  - Support for nested RFSs.
  - Support for Engineering Working Item (EWI) components.
  - Three error handling strategies are now supported: Atomic (perform full rollback in case of errors), best-effort (no rollback), and partial (partial rollback in case of errors)
  - Characteristics can be annotated as “set-once”, “constant”, and “modifiable” for increased flexibility.
  - Modify operations supported: CFSs can be added or deleted, and characteristic values can be modified.
  - Support for *shadow* characteristic values so that in case of a characteristic being modified it is possible from action workflows to read the previous value of the characteristic.
  - Support for skipping action workflows (for *modify* operations) if there have been no changes in the characteristics
  - Updated the way “force operations” work; now all force operations will have to specify the desired *state* of a product instance (instead of an *operation*).
  - Support for removing child instances based on evaluations of a set of defined conditions.
  - Support for disabling auditing in the HP Service Provisioner orchestration workflows.
  - Conflicting service requests (i.e. request attempting to operate the same product instance) will now be detected and handled.
  - Support for cancelation of ongoing fulfillment processes.
  - Support for recording an activity log; i.e. an XML structure containing the action workflows that have been executed, the state transitions, etc. for a product instance.
  - Audit records are written for the most important actions to enable auditing of product instance events.
  - Support for add annotations (small text messages) to running fulfillment processes.

- **Northbound API**
  - Possibility to receive service request via REST or SOAP.
  - Possibility in service requests to disable asynchronous notifications from HP Service Provisioner.
  - Support for setting a display label for a product instance.
  - Support for specifying queue and solution names; this is used to control identify the queue to be used for the incoming request.
  - Support for defining a Template from which to assign values to the product instance.
  - Support for specifying a list of CFS trees; in this way it is possible in a service request to specify a partial product instance tree (i.e. a product instance tree with including all CFSs, but not RFSs or EWIs).
  - Support for adding and/or deleting a number of CFSs to an existing product instance using “modify-add” or “modify-delete” operations.
  - Support for specifying a number of scheduled requests for a product instance.
  
- **Catalog**
  - Possibility to define Templates (collections of characteristic values identified by the name and version of the template).
  - Possibility to define EWI specifications.
  - Support for an administrative state for all catalog objects for increased editing flexibility; in addition, an operational state will be calculated by HP Service Provisioner from the administrative states.
  - Product specifications, CFS specifications, RFS specifications, and EWI specification can now have multiple profiles.
  - Visibility of characteristics can be set to one of three levels in order to be able to only display the most relevant characteristics on the UI.
  - Support for specifying which Product Specifications can be migrated to other Product Specifications.
  - Several usability improvements.
  
- **Trueview Integration**
  - Supports integration with *HP Trueview 2.1* through the HP Service Activator workflow manager module `TrueviewModule` and workflow node `TVWSRequest`.
  - Communication with HP Trueview via WS/SOAP.
  
- **Miscellaneous**
  - Support for JMS as well as plain sockets for asynchronous messaging (e.g. to send a notification when a service request has been completed).

## Known Issues and Defects

This section presents issues you may encounter when using the *HP Service Provisioner* product.

### Delta Operations

When migrating from one specification version to another and the old specification contains a characteristic which does not exist in the new one, then it will not be access the shadow characteristic value.

### Design UI

When editing a product instance in the “Design” web UI, it is possible to add new characteristics. However, when doing so, it is not possible to enter restrictions (they will not be stored in HP Subscription Repository).