

# HP Connect-It

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

Software Version: 9.53

## Patch 4 Release Notes

Document Release Date: May 2015

Software Release Date: December 2013



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The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
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# Connect-It Release Notes

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

**Software version:** 9.53 Patch 4

**Publication date:** May 2015

This document is an overview of the changes made to Connect-It (). 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](#)

["Enhancement Requests Included in this Release" 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**

## Enhancement Requests Included in this Release

The reference number for each enhancement is the Change Request (QCCR) number. For more information about pending enhancement requests, visit [HP Software Support Online](#), or contact your HP Support representative directly.

CR	Description	Solution
QCCR1E118541	Request to support Java 8.	Java 8 is supported.

## 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.

CR	Problem	Solution
QCCR1E 112627	<p>When scheduling the SM-CIT scenario on a daily basis, the following error message appears:</p> <pre>2908( 2824) &lt;DateTime&gt; RTE W Exception occurred for method recordset and XML request xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"&gt; count="50"  filehandle="sloresponseextend53b2806f001193b6202718e0" operation="list" start="0" total="1"/&gt; 2908( 2824) &lt;DateTime&gt; RTE E Caught XML API exception scxmlapi(15) - Invalid file handle provided on recordset SOAP request - sloresponseextend53b2806f001193b6202718e0 2908( 2320) &lt;DateTime&gt; JRTE W Send error response: A CXmlApiException was raised in native code : error 15 : scxmlapi(15) - Invalid file handle provided on recordset SOAP request - sloresponseextend53b2806f001193b6202718e0</pre>	<p>This defect is fixed. Connect-It now uses the suggested SM query condition to retry the query when there is network or session issue, in order to run continuously.</p>
QCCR1E 117249	<p>The customer has a simple Connect-It mail scenario that sends mails from HP Service Manager to an ESMTP server. The customer receives the following warning message from the server when having a large group of recipients.</p> <pre>Sun-Java-System-SMTP-Warning: Lines longer than SMTP allows found and truncated.</pre>	<p>This defect is fixed by a code change.</p>



CR	Problem	Solution
QCCR1E 119794	Japanese characters are not displayed correctly when they are exported to csv in service mode.	<p>In mapping script, Connect-It does not support setting a code page when reading from a file. It uses only UTF-8 or Unicode for encode. If your file is a Japanese code page, the characters are not displayed correctly.</p> <p>Now Connect-It provides a basic function SetFileCodePage (iFileDesc, strCodePageName) in basic script for customer to set the code page.</p>
QCCR1E 120836	Since the time change on Oct 26, 2014, the mail header pushed from Connect-It still shows the summer time.	This defect is fixed by a code change.
QCCR1E 121052	The MaaS connector cannot connect to SAW.	This defect is fixed.

CR	Problem	Solution
QCCR1E 121649	<p>The "ServiceRequestWrite" request causes the following error in the log.</p> <pre> &lt;DateTime&gt; MaaS Update Incident (https://example.com/?TENANTID=693922835) Sending MaaS request for 'ServiceRequestWrite'... &lt;DateTime&gt; MaaS Update Incident (https://example.com/?TENANTID=693922835) Access host is "https://example.com/rest/693922835/ems/bulk?TENANTID=6 93922835" &lt;DateTime&gt; MaaS Update Incident (https://example.com/?TENANTID=693922835) Entities node name : entities &lt;DateTime&gt; MaaS Update Incident (https://example.com/?TENANTID=693922835) Unable to ini tialize request.</pre>	This defect is fixed.
QCCR1E 121769	There are no Connect-It scenarios for the integration between AM 9.50 and SM 9.40, such as ESS-Catalog and PPT.	AM 9.50-SM 9.40 scenarios are added.

## Documentation Updates

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

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