HP Propel

Release Notes

Software version: 2.00, July 2015

This document provides an overview of the changes made to HP Propel for the 2.00 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*.

To help us improve our documents, please send feedback to **Propel_IE@hp.com**.

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What's New in This Release

The following new features are provided in the HP Propel 2.00 release:

- **Enhanced Shopping Experience** – engaging user experience with extendable portal framework.

- **Improved Catalog Management**
  o Templates and profiles provide flexible customization of a single item for multiple groups of items. For example, create multiple laptop descriptions and pricing (profiles) from a single laptop (template) for different business groups.
  o Form designer enables layout for available options and field validations.
  o Dynamic options and dependencies between options. For example, if a company is selected, then only departments from the specified company can be selected.
  o Entitlements
  o No-price items

- **New Support Catalog**
  o Aggregate support items in addition to service items.
  o Configurable visibility of frequent and recently used support items.
  o Configurable visibility of FAQ and knowledge articles.
  o Ticketless support via search for self-service support articles.
  o Support for traditional support ticketing.

- **Improved HP Service Manager integration – new support for**:
  o Multiple connector types (incidents)
  o Approval chains (sequences)
  o Approval delegation

- **New Search Capabilities** – HP IDOL now integrated into HP Propel and used for Knowledge Management search.

- **Subscriptions** – Enhanced HP Cloud Service Automation (HP CSA) integration.
  o HP CSA subscriptions are now visible in HP Propel.
  o Service instance information, such as IP address and hostname, are easily viewable.

- **Support for BMC Remedy and ServiceNow** – *these must be purchased separately from HP Propel*.

- **Support for HP Operations Orchestration** – enable users to request OO flows from the HP Propel catalog.
  o Aggregate OO flows into HP Propel.
  o End users can shop for OO flows (for example, reset password) just like ordering a laptop.

- **Other Enhancements**
  o New administrative roles to manage HP Propel organizations, catalogs, policies, and content management. Refer to the *HP Propel 2.00 Administration Guide* for details.
  o Updated online help, available in English, German, French, Japanese, and Spanish.

- **Bug Fixes**

Known Problems, Limitations, and Workarounds

CR QCCR1D194496	
Problem	If an incident in HP Service Manager (HP SM) has new activity lines while it is being linked to HP Service Anywhere (HP SAW), created incidents in HP SAW are doubled.
Cause	Product defect.
Workaround	Incidents should be assigned from HP SM to HP SAW without adding activity lines. The activity lines can be added after the incident is linked to HP SAW. This can be verified in the **Case Exchange** tab in HP SM.

CR QCCR1D204702	
Problem	When working with an HP Propel installation, some default passwords have been updated, while others are the same as in prior releases. For example, the default `root` password has been updated to match the current calendar year. However, many of the default keystore passwords remain as they were in the 1.xx releases.
Cause	Product defect.
Workaround	If the updated default password does not work, try the prior release password.

CR QCCR1D204742	
Problem	During initial HP Propel setup, neglecting to enter Knowledge Management (KM) and Ticket Management (TM) configuration information into the `/opt/hp/propel-install/setup.properties` file can lead to failures in the HP MPP and confusing messages in the KM/TM microservices log file (`/opt/hp/propel/msvc/logs/server.log`).
Cause	Product defect.
Workaround	Upon discovering errors in the HP MPP or `server.log` file and confirming that KM/TM was not configured in the `setup.properties` file, manually update the service's configuration file (`/opt/hp/propel/msvc/app.json`) to include appropriate microservices configuration information.

CR QCCR1D205002	
Problem	The Knowledge Management importer script at `/opt/hp/propel/KM/PropelImporter.sh`, does not have execute permissions.
Cause	Product defect.
Workaround	Change the permissions so that the script is executable. The following command can be used: `# chmod 755 /opt/hp/propel/km/PropelImporter.sh`

Known Problems, Limitations, and Workarounds (continued)

CR QCCR1D206617	
Problem	When shopping for items in the HP Propel **Shopping** application, a short list of items in three categories are displayed: **Featured Services**, **Popular Services**, and **New Services**. The **Featured Services** list is not a list of featured items, instead, it is the same list as the **New Services**.
Cause	Product defect.
Workaround	None.

CR QCCR1D208920	
Problem	Users that access HP Propel using Internet Explorer version 10 or 11 have trouble switching organizations. The organization in Launchpad appears to be unchanged, but clicking the **Login** button shows they are logging into the correct organization.
Cause	Cached application data.
Workaround	Users can do either of the following when switching organizations: • When using IE 10 or 11, first clear the browser cache, including cookies and local storage. • Ignore the Launchpad and instead verify that the correct organization details are listed on the login page.

CR QCCR1D208941	
Problem	Some items that are aggregated from HP Cloud Service Automation and contain dynamic options cannot be ordered. These types of items cannot be added to the cart nor ordered directly. (The **Add to Cart** and **Order Now** buttons are disabled.)
Cause	Product defect.
Workaround	None.

CR QCCR1D209126	
Problem	A user's browser may hang while loading the HP Propel Launchpad, freezing the browser tab and possibly crashing the browser.
Cause	Product defect.
Workaround	Clear the browser cache, including cookies and local storage, and then try again.

Known Problems, Limitations, and Workarounds (continued)

CR QCCR1D209807	
Problem	When creating an order, the Detail view of a Service Request does not contain any information about data entered into the form. If the form is nested, the root fields are displayed.
Cause	Product defect.
Workaround	None.

CR QCCR1D209867	
Problem	The Delete Aggregation and Edit Aggregation topics are missing from the French Catalog Connect online help.
Cause	Product defect.
Workaround	Access the PDF of the French Catalog Connect online help from the HP Software Support site. To access the French Catalog Connect PDF, 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** near the top of the screen. In the **Self-Solve Knowledge Search** screen, select the **hp propel** product and the language you want. The available documentation for the specified language is displayed. Within a PDF, go to **Edit > Find** to search by keywords for topics that discuss specific features.

CR QCCR1D209988	
Problem	Under certain circumstances, approvals done using HP Service Manager or the Service Console are not properly displayed.
Cause	Product defect.
Workaround	None.

Frequently Asked Questions

Common Identity Between HP Propel and Integrated Systems	
Question	Why do I sometimes see errors in HP Propel log files that are related to unknown users, when carrying out common tasks in HP Propel (for example, ticketing, shopping, and so on)?
Answer	This sometimes happens with systems such as HP SM, which can manage their own set of users. These users may not match those configured in the LDAP server used by HP Propel. HP recommends that all integrated systems share a common LDAP server with HP Propel. Otherwise, identically named users need to be created on both the HP Propel system and the integrated system.

Knowledge Management Search	
Question	Results from a Knowledge Management (KM) search, in which the search criteria contains upper-case alpha characters, are not as expected.
Answer	KM search criteria must contain only lower-case alpha characters.

Knowledge Management Icons	
Question	Why do HP SM article-voting icons show up inconsistently in different browsers in KM and are not functional in HP Propel?
Answer	The HP SM configuration specifies which icons will be shown. HP Propel cannot control this. Default HP SM article templates can be modified to remove the icons: 1. Log on to the HP SM admin console. 2. Go to knowledge/doctype. 3. For each of the doctypes, open the default view and delete the three icons from the HTML template.

Localized Online Help	
Question	What localized online help is available in HP Propel?
Answer	Besides English, HP Propel online help is available in German, French, Japanese, and Spanish.

Legal Notices

Support

You can visit the HP Software support web site at:

https://softwaresupport.hp.com

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