
HP Propel

Release Notes

Software version: 2.01, September 2015

This document provides an overview of the changes made to HP Propel for the 2.01 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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What's New in This Release

The following new features are provided in the HP Propel 2.01 release:

- **Enhanced Request-on-Behalf Shopping** – Enables Managers to request Service Catalog Items for their direct reports who may not have yet logged into HP Propel.
- **New Diagnostics Application** – a new UI that:
 - Provides a system-wide view of the current status of HP Propel's microservices.
 - Provides the status of Suppliers, including health-check, configuration checks, and basic monitoring.
 - Enables HP Propel administrators to easily determine problem areas.
- **New Suppliers Application**
 - A new UI to facilitate integration of new end-point systems, such as HP Service Manager and HP Service Anywhere.
 - No more editing `instance.json` files to make a new end-point system known to HP Propel Service Exchange.
- **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 <code>root</code> 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 <code>/opt/hp/propel-install/setup.properties</code> file can lead to failures in the HP Propel Portal and confusing messages in the KM/TM microservices log file (<code>/opt/hp/propel/msvc/logs/server.log</code>).
Cause	Product defect.
Workaround	Upon discovering errors in the HP Propel Portal or the <code>server.log</code> file and confirming that KM/TM was not configured in the <code>setup.properties</code> file, manually update the service's configuration file (<code>/opt/hp/propel/msvc/app.json</code>) to include appropriate microservices configuration information.

Known Problems, Limitations, and Workarounds (continued)

CR QCCR1D210710	
Problem	Context-sensitive help for the License Management view does not appear for localized languages.
Cause	Product defect.
Workaround	After displaying the HP Propel online help for the admin or orgadmin user, expand the Organizations help topic and click the HP Propel Automation License help subtopic.

CR QCCR1D211128	
Problem	After a failed HP Propel install, running <code>setup.sh purge</code> and subsequently re-installing with <code>setup.sh install</code> can result in certain processes not restarting correctly.
Cause	HP Propel installation creates a <code>propel</code> user; <code>purge</code> removes this user. Files created and owned by the initial user are orphaned and unreadable by the re-created <code>propel</code> user. This prevents process startup for some microservices.
Workaround	Use the <code>find</code> utility to look for orphaned files. Typically these are visible as owner 1000, 1001, and so on. You can remove the files or use the <code>chown</code> command (to the <code>propel</code> user) to resolve the issue.

CR QCCR1D212757	
Problem	After running the <code>propel start</code> command during HP Propel installation, an error message for the <code>httpd</code> service appears: <code>Job for httpd.service failed.</code>
Cause	Product defect, the Apache <code>mod_ssl</code> package is missing.
Workaround	<p>Perform the following procedure to install the Apache <code>mod_ssl</code> package:</p> <ol style="list-style-type: none"> 1. Edit the <code>/etc/yum.conf</code> file and add a proxy server. For example, add lines similar to: <pre>proxy=http://your-proxy-server.example.com:8080 # The account details for yum connections, if required: #proxy_username=yum-user #proxy_password=querty</pre> 2. Run the following command to install the Apache <code>mod_ssl</code> package: <pre># yum install mod_ssl</pre> (Reply "y" to confirm the package installation.) 3. Restart Apache <code>httpd</code> and check its status: <pre># systemctl start httpd # systemctl status httpd</pre> 4. Restart Ganglia and the HP Propel Diagnostics application: <pre># systemctl restart gmond # systemctl restart gmetad # systemctl restart diagnostics-ui</pre>

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.

<code>propel start</code> Command Issues	
Questions	When executing the <code>propel start</code> command during HP Propel installation, what should I do for the following issues? <ul style="list-style-type: none"> • A Job for <code>httpd.service</code> failed error message appears. • The <code>sx-ui</code> service appears to be hung and not started
Answers	<ul style="list-style-type: none"> • See QCCR1D212757 in the Known Problems, Limitations, and Workarounds section. • After seeing the <code>sx-ui</code> service displayed, press the Return key to complete starting the services.

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	<p>The HP SM configuration specifies which icons will be shown. HP Propel cannot control this.</p> <p>Default HP SM article templates can be modified to remove the icons:</p> <ol style="list-style-type: none"> 1. Log on to the HP SM admin console. 2. Go to <code>knowledge/doctype</code>. 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	HP Propel online help is available in German, French, Japanese, and Spanish, except for the Policies, Suppliers, and Diagnostics applications. There are minor updates in some English online help topics that have not been localized since the previous HP Propel release.

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To view open source code, see the `/opt/hp/propel/3rdParty` directory on the product installation media.

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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>