



Patch Readme – Windows

HP Cloud Server Automation

Software version: CSA 4.20.0002 Patch

Publication Date: September 2015

Introduction

This document provides patch installation instructions for HP Cloud Service Automation Server (CSA) 4.20.0002 on Windows environment and describes the changes that were made in this patch. This is a cumulative patch and includes all the updates/fixes of HP CSA 4.20.0001.

This software patch applies to CSA version 4.20.000 and is intended to improve the overall performance of CSA 4.20.000.

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What's new

This patch supports HP Operations Orchestration 10.22. To upgrade to version 10.22 of HP Operations Orchestration, the base content pack and HP solution content pack should be downloaded from <HPLN> and updated on HP OO central, with the following versions:

- oo10-base-cp-1.4.4.jar
- oo10-hp-solutions-cp-1.4.0.jar

Fixed issues

As part of the performance fixes, we have added additional index to the following database tables.

- CSA_ACTION_INSTANCE
- CSA_CATEGORY
- CSA_ARTIFACT
- CSA_LIFECYCLE_EX_RECORD

New parameters added for API

The following two additional parameters are available after applying this patch:

- Restrict
- Excludedoc

Restrict parameter

The `rest.restrict` property in the `csa.properties` file (<CSA>/jboss-as/standalone/deployments/csa.war/WEB-INF/classes) indicates if the fields specified in the `rest.restrict.fields` property should be included in the output of the REST response. By default, the comma-separated list specified in the `rest.restrict.fields` are not included in the REST response. By default, the `rest.restrict.fields` property includes these fields: `createdBy`, `updatedBy`, `createdOn`, `updatedOn`, `description`, `iconUrl`, and `categoryType`. The exclusion of primitive types such as Booleans (`isCriticalSystemObject` or `disabled`) is not supported.

Note: Regardless of the configuration, the `createdBy`, `updatedBy`, `createdOn`, and `updateOn` fields are always displayed for Service Instance and Service Subscription.

The Restrict parameter is added to the following APIs:

API	URI	Parameter added
View an artifact	/artifact/<artifact_id>	restrict=[true false] Optional; default is <i>true</i> . If the value is <i>true</i> , the output fields included in the <code>rest.restrict.fields</code> property are not displayed in the REST response. If the value is <i>false</i> , the fields included in the <code>rest.restrict.fields</code> property are displayed in the REST response.
List resource providers	/artifact	
List catalogs	/catalog	
Get catalog details	/catalog/<catalog_id>	
Get request details	/catalog/<catalog_id>/request/<request_id>	
List offerings in the catalog	/catalog/<catalog_id>/category/<category_id>	
Get offering details	/catalog/<catalog_id>/offering/<offering_id>	
Get subscription details	/catalog/<catalog_id>/subscription/<subscription_id>	
Get instance details	/catalog/<catalog_id>/instance/<instance_id>	
View a list of organizations	/organization/	
View an organization	/organization/<organization_id>	
List subscriptions for user	/user/mysubscription	

You can overwrite the default value (restrict=true) by adding the restrict parameter to the REST request URL. For example,
<https://<host>:<port>/csa/rest/artifact/90e72e4f3b00a69e013b0bf7ed55002e?userIdentifier=90d96588360da0c701360da0eedb0020&restrict=false>.

Excludedoc parameter

The `rest.excludedoc` property in the `csa.properties` file indicates if the fields should be included in the output of the REST response.

The Excludedoc parameter is added to the following APIs:

API	URI	Parameter added
Get offering details	/artifact/<artifact_id>	excludedoc=[true false] Optional; default is <i>true</i> . If the value is <i>true</i> , the document fields of the REST response are restricted and fields included in the <code>rest.restrict.fields</code> property are not displayed in the REST response. If the value is <i>false</i> , the fields included in the <code>rest.restrict.fields</code> property are displayed in the REST response.
Get subscription details	/artifact	

You can overwrite the default value (excludedoc=true) by adding the excludedoc parameter to the REST request URL. For example,
<https://<host>:<port>/csa/rest/catalog/4028caf84bd9cc4a014bd9d802b801c2/offering/4028caf84bd9cc4a014bd9d802b801c2?userIdentifier=90d96588360da0c701360da0f1d600a1&excludedoc=false>.

The following table describes the fixed issues available in this patch:

Table 1. Fixed Issues

Change Request	Description of fixed issue
QCCR1D208950	Default entry related to API change was missing in the <code>csa.properties</code> file.
QCCR1D170695	When the 'Build Resource Provider and Pool List internal' action was used with multiple Providers, it failed to select a valid resource pool.
QCCR1D188066	The Catalog ID token was not available for use in dynamic queries.
QCCR1D190788	The Subscription End Date Period could not be set for a period more than 12 months, using the UI or the <code>csa.properties</code> file.
QCCR1D192536	A service offering that was different from an existing service offering only in terms of the default values set in the subscriber, could not be imported into CSA.
QCCR1D193127	In Internet Explorer, the list property selection on price breakdown screen was not displayed correctly.
QCCR1D193931	In Marketplace Portal, the Start- and End-date for new service did not work with local date form.
QCCR1D194983	In the service design, the subscriber option properties that were set to invisible reappeared after the visibility of the overlaying option in the service offering was changed.

Change Request	Description of fixed issue
QCCR1D205849	Multiple service requests could not be submitted on a subscription when a request was already awaiting a response from one or more approvers.
QCCR1D206906	In CSA 4.1, running the database purging tool failed with the following error: <pre>[...] Starting to delete subscription : [Citluk company ###85e85f674b2a9562014b2a98b940008e] 2015-02-25 12:55:31,985 [main] ERROR org.hibernate.util.JDBCExceptionReporter - Cannot insert the value NULL into column 'ARTIFACT_ID', table 'HPCSA.dbo.CSA_PROPERTY_BINDING'; column does not allow nulls. UPDATE fails.[...]</pre>
QCCR1D208162	The service request did not track the completeness of the subscription.
QCCR1D208427	The properties of cancelled subscriptions were not visible.
QCCR1D208821	After upgrading to CSA 4.20.0001 from CSA 4.20.000, blue screen was displayed because the dependent properties were not part of the same option set, in the design.
QCCR1D209136	When the mysubscription REST API was used with creationEndDate parameter, CSA returned duplicate subscription records.
QCCR1D209148	Inputs given to properties in the option model were not validated in a single API invocation.
QCCR1D209226	The approver rejection email notification that was sent to the requested user did not have the reason for rejection. The requested user had to login to the consumer portal to see the reason for rejection. The rejection reason is displayed in the same language as it was entered, but the standard message is displayed in the server locale. This behavior is expected as per CSA localization design.
QCCR1D209730	In the MPP dynamic list, the logged in user ID was incorrect, when the group subscription was set up.
QCCR1D209782	In CSA 4.20.000, the Cancel Subscription button disappeared from the UI after a failure, during the subscription cancellation.
QCCR1D209933	After installing CSA 4.20.0001, multiple CSA subscriptions in Pending-Transitioning Status were displayed.
Issues fixed by 4.20.0001 patch (CSA_00016)	
QCCR1D190447	After upgrading HP CSA from version 4.01 to version 4.1, dynamic properties were displayed multiple times on the request page.
QCCR1D190452	Service offering with a large design takes a long time to load than the expected time.

Change Request	Description of fixed issue
QCCR1D192827	When multiple Service Components were marked to Finalize, HP CSA only de-provisioned one Service Component.
QCCR1D193468	Modify Subscription allowed end date to be set in the past.
QCCR1D194215	Option's properties with Multiple Client Tokens were displayed out of order.
QCCR1D194218	For Chilean Unidad de Fomento (CLF) currency, HP CSA displayed dollar symbol instead of the UF symbol.
QCCR1D195024	The approver user was unable to download any document attached by the Consumer.
QCCR1D195087	The actions performed in CSA timed out even when the OO flows ran successfully.
QCCR1D195133	CSA approval process had a limitation where it assumed that the userId of a user is identical to the value in the first attribute of the user's distinguished name.
QCCR1D200707	The value provided in the service design was used in the subscription instead of the hidden or locked property value in a service offering.
QCCR1D2011606	MPP did not retain the sorted order of dynamic options values list and displayed a random order list every time.
QCCR1D203261	The static list names were not displayed in the offering or the MPP, but the UIDs list was displayed.
QCCR1D203342	While importing the CSA 4.1 Patch 1 service designs into CSA 4.20.000 environment, the following error was displayed: Error importing content archive: Archive selected for import did not originate from a supported version of CSA or is missing manifest information.
QCCR1D203620	LDAP authentication failed for users with no 'Reader' role in AD/ADLDS.
QCCR1D203744	While making the copy of a topology component, the component lost values of a property, of the List type in the component.
QCCR1D204448	Dynamic property values were not sorted by value but only by description.
QCCR1D204497	'Increase Utilization' action did not work with Custom Pool Selection Flow.
QCCR1D204780	When Two Option fields depended on one Option value, the value seen was empty, when the page was loaded.

Change Request	Description of fixed issue
QCCR1D207117	CSA 4.20.000 would not read the Flow status of OO 10.20.
QCCR1D207801	The Checkout button was validated even when a blank line was selected for dynamic options.
QCCR1D206460	The end-to-end deployment of DMA application with CSA OOTB designs fails because the deploy DMA action flow fails to get the SA version.
QCCR1D204497	When using the internal actions Build Provider and Pool List and Select Resource Provider and Pool the increase of the utilization internal action works correctly, but when you add a custom pool selection flow, in between, it does not work, because the Resource Pool Utilization is not increased as soon as a Custom Resource Pool Selection flow is involved, although the exact same pool is selected.

Known issues

The following table describes the remaining known issues in this patch:

Table 2. Known Issues

Change Request	Description of known issue
QCCR1D208825	<p>The Dependent Property is not getting resolved even though the page is getting loaded successfully.</p> <p>Workaround: In CSA design, one must not use the propertyName string as a property parameter name because it causes failure in dependent property resolution. Ensure that this string is not used as a parameter name in CSA service design.</p>
NA	<p>The patch uninstallation fails with "Insufficient Access" error if the environment variable <i>CSA_HOME</i> has forward slashes.</p> <p>Workaround: To uninstall the patch in this scenario, perform the following steps:</p> <ul style="list-style-type: none"> Change all references to <i>CSA Installation Folder</i> in the following files so that it has backward slashes only. For example, change C:/Program Files/Hewlett-Packard/CSA to C:\Program Files\Hewlett-Packard\CSA in the following files: <ul style="list-style-type: none"> <code>_CSA_4_20_2_installation\Uninstaller\Uninstall HP Cloud Service Automation Patch.lax</code> <code>Program Files\Zero G Registry\com.zerog.registry.xml</code> <p><code>_CSA_4_20_2_installation\Uninstaller\com.zerog.registry.xml</code></p>
QCCR1D206003	<p>Resource Offering UI took a lot of time to load when the number of Resource Offerings and Service Designers was large.</p> <p>An index must be created in the CSA product database to reduce the time taken to load the Resource Offerings UI in the CSA Provider portal. The following SQL</p>

Change Request	Description of known issue
	<p>code is specific to MS SQL Server, and creates an index for the CSA product database hosted on an MSSQL database instance:</p> <pre>CREATE NONCLUSTERED INDEX [<Name of missing Index, sysname,>] ON [dbo].[CSA_RESOURCE_BINDING] ([RESOURCE_OFFERING_ID]) INCLUDE ([SERVICE_COMPONENT_ID])</pre> <p>If the CSA product database is hosted on an Oracle database instance or a PostgreSQL database instance, then a similar index specific to the database instance must be created.</p>
QCCR1D208500	<p>“The POST data needs to be composed of a series of field-value pairs (field1=value1&field2=value2&field3=value3...)” message is seen in logs while loading a service offering containing dynamic options and it occurs while resolving the values of properties in the offering.</p> <p>Workaround: If the offering loads in MPP without errors and the properties are completely resolved, this error message can be ignored.</p>
QCCR1D201523	<p>After a user submits a request, it is approved, but it may not appear in the operations tab. This is applicable only to new requests and existing subscriptions do not disappear, because of Regex pattern mismatch between Java based and JS based regex engines.</p> <p>Workaround: Before adding Regex pattern to CSA, verify the pattern with JS based and Java based regex engines. You can verify using the tools or websites that are available.</p>
QCCR1D211322	<p>When you run mysubscription REST API to retrieve more than 2000 subscriptions and request objects in Firefox, it takes a longer time to execute than other browsers, like Chrome.</p>

Downloading and installing the patch

Pre-installation requirements

Before installing the patch...

1. Review all instructions in this document.
2. Review the Hewlett-Packard Support Line User Guide or your Hewlett-Packard support terms and conditions for precautions, scope of license, restrictions, and limitations of liability and warranties.
3. Download the patch file.
4. Make sure that your system meets the following minimum requirements:
 - a. Minimum hardware
 - i. CPU: 4 CPU, 3.0 GHz
 - ii. RAM: 8 GB
 - iii. Hard Drive: 20 GB
 - b. Operating system:

For supported operating systems details, see HP CSA 4.20.000 Support Matrix available at: <https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01691511>
 - c. Software:

Version 4.20.000 of HP Cloud Service Automation
5. In a Windows environment, in order to run the CSA Patch Installer, the `CSA_HOME` environment variable needs to be set for the remote MPP node, as the default path, `C:\Program Files\Hewlett-Packard\CSA`.
6. Back up the CSA environment.
7. Make sure that new subscriptions are not being created and that existing subscriptions are not being modified when this patch installer is being applied.

Important: Failing to do this can leave CSA in an unstable state and the patch application can fail.
8. Sign out of all open instances of the HP CSA Management Console and HP Marketplace Portal.

9. Stop the following CSA Services:
 - a. HP Cloud Service Automation
 - b. HP Marketplace Portal

Note: If you do not stop these services manually, the following folders will not be cleared and will cause UI issues after installing the patch:

For standalone environment: <CSA_HOME>\jboss-as-7.1.1.Final\standalone\tmp

For clustered environment: <CSA_HOMES>\jboss-as-7.1.1.Final\domain\tmp

Installing the patch on standalone CSA servers

To install the patch in a standalone configuration:

1. Complete prerequisite steps described under [Pre-installation requirements](#).
2. Extract the `HP_CSA_Patch_04.20.0002.exe` file from the patch zip file.
3. Execute `HP_CSA_Patch_04.20.0002.exe` to open the HP Cloud Service Automation Patch Installation wizard.
4. Click **Next** to open the CSA Environment Selection wizard.
5. Select **Standalone** for the CSA installation and click **Next**.
6. Select **CSA and MPP**, if CSA and MPP are installed on the same server or select **Only MPP**, if only MPP component is installed. Click **Next**.

Note: If you have selected **Only MPP**, perform the same steps to install the patch. Ignore the configurations that are specific to JBoss and `csa.war`.

7. Enter the CSA database password for the CSA user and click **Next**.
8. Click **Install** to run the complete patch installation.
9. When prompted, click **Done** to exit the installation.
10. Verify the installation and start services as instructed below under [Verifying the installation](#).

Installing the patch on clustered CSA servers

To install the patch in a clustered environment, perform these steps on all nodes of the CSA cluster:

1. Complete prerequisite steps described under [Pre-installation requirements](#).
2. Extract the `HP_CSA_Patch_04.20.0002.exe` file from the patch zip file.
3. Execute `HP_CSA_Patch_04.20.0002.exe` to open the HP Cloud Service Automation Patch Installation wizard.
4. Click **Next** to open the CSA Environment Selection wizard.
5. Select **Cluster** for your CSA installation and click **Next**.
6. Select **CSA and MPP**, if CSA and MPP are installed on the same server or select **Only MPP**, if only MPP component is installed. Click **Next**.

Note: If you have selected Only MPP, perform the same steps to install the patch. Ignore the configurations that are specific to JBoss and `csa.war`.

7. Enter the CSA database password for the CSA user and click **Next**.
8. Click **Install** to run the complete patch installation.
9. When prompted, click **Done** to exit the installation.
10. Verify the installation and start services as instructed below under, [Verifying the installation](#).

Verifying the installation

The verification steps apply to both standalone and clustered environments. For clustered environments, complete these steps on each node after completing the installation on each node.

1. Verify the logs for any errors under

<CSA_HOME>_CSA_04_20_2_installation\Loggs

The log files include:

- csa_install.log
 - csa_InstallPatch.log
 - msvc_*.log
 - upgrade_idm.log
 - upgrade_search_service.log
2. Ensure that the browser cache is cleared.
 3. Verify the HP Cloud Service Automation service and HP Marketplace Portal services are running.

Note: For Windows, the services should automatically be started by the patch installer.

Important: For clustered CSA servers, start the services on all nodes.

4. Launch the Cloud Service Management Console and Markteplace Portal, log in, and then check for the updated version.

Note: If there are errors in the log files, create a backup of the log files, restore the backup of the CSA environment, and contact HP Support.

Uninstalling the patch

Note: Uninstallation of the patch will not revert the following changes made during patch installation:

- Database indexing changes
- Deployed HP CSA OO content pack

Preparing for uninstallation

1. Backup the CSA environment.
2. Make sure that new subscriptions are not being created and that existing subscriptions are not being modified when this patch installer is being applied.

Important: Failing to do this can leave CSA in an unstable state and the patch application can fail.

- a. Sign out of all open instances of the HP CSA Management Console and HP Marketplace Portal.
- b. Stop the HP Cloud Service Automation and HP Marketplace Portal services.

Important: For clustered CSA servers, stop the services on all nodes.

Uninstalling the patch on standalone CSA servers

You can uninstall the patch in a standalone environment using either of the following methods:

- Using the Control Panel
- Using the Uninstall HP Cloud Service Automation Patch wizard

To uninstall the patch using the Control Panel:

1. Complete prerequisite steps described under [Preparing for uninstallation](#).
2. Navigate to Control Panel and choose **Uninstall a program**.
3. Select **HP Cloud Service Automation Patch** and click **Uninstall**.
4. Follow the instructions on the uninstall wizard to uninstall the patch.
5. Verify the uninstallation and start services as instructed below under, [Verifying the uninstallation](#).

To uninstall the patch using the Uninstall HP Cloud Service Automation Patch wizard:

1. Complete the prerequisite steps described under [Preparing for uninstallation](#).
2. Navigate to <CSA_HOME>_CSA_04_20_2_installation\Uninstaller folder.
3. Execute `Uninstall HP Cloud Service Automation Patch.exe` to open the Uninstall HP Cloud Service Automation Patch wizard.
4. Click **Uninstall** to uninstall the patch.
5. Click **Done** to exit from the uninstall wizard.
6. Verify the uninstallation and start services as instructed below under, [Verifying the uninstallation](#).

Uninstalling the patch on clustered CSA servers

You can uninstall the patch in a clustered environment using either of the following methods:

- Using the Control Panel
- Using the Uninstall HP Cloud Service Automation Patch wizard

To uninstall the patch using the Control Panel, perform the following steps on each node of the cluster after stopping the services on all nodes of the HP CSA cluster:

1. Complete prerequisite steps described under [Preparing for uninstallation](#).
2. Navigate to the Control Panel and choose **Uninstall a program**.
3. Select **HP Cloud Service Automation Patch** and click **Uninstall**.
4. Follow the instructions in the uninstall wizard to uninstall the patch.
5. Verify the uninstallation and start services as instructed below under, [Verifying the uninstallation](#).

To uninstall the patch using the Uninstall HP Cloud Service Automation Patch wizard, perform the following steps:

1. Complete prerequisite steps described under [Preparing for uninstallation](#).
2. Navigate to <CSA_HOME>_CSA_04_20_2_installation\Uninstaller folder.
3. Execute `Uninstall HP Cloud Service Automation Patch.exe`. The Uninstall HP Cloud Service Automation Patch wizard opens.
4. Click **Uninstall**. The patch is uninstalled.
5. Click **Done** to exit from the uninstall wizard.
6. Verify the uninstallation and start services as instructed below under, [Verifying the uninstallation](#).

Verifying the uninstallation

The verification steps apply to both standalone and clustered environments. For clustered environments, complete these steps on each node after completing the uninstallation on each node.

1. Verify the logs for any errors under

`CSA_HOME\CSA_4_20_2_installation\Logs`

The uninstall log files include:

- `csa_install.log`
- `csa_InstallPatch.log`

2. Ensure that the browser cache is cleared.
3. Start the HP Cloud Service Automation and HP Marketplace Portal services if they are not up and running.

Important: In a clustered environment, make sure services are started on all nodes.

CSA modified files

<CSA_HOME> refers to the location where CSA is installed

```
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\*
<CSA_HOME>\jboss-as\standalone\deployments\idm-service.war\WEB-INF\lib\idm-
ldap-1.3.0.jar
<CSA_HOME>\portal\*
<CSA_HOME>\jboss-as\standalone\configuration\standalone.xml
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\WEB-
INF\applicationContext-security.xml
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\WEB-
INF\classes\UIversion.txt
<CSA_HOME>\CSAKit-4.2\OO Flow Content\10X\CSA-HPOO-cp-4.20.0001.jar
<CSA_HOME>\CSAKit-4.2\OO Flow Content\10X\oo10-csa-cp-4.20.0001.jar
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\WEB-
INF\classes\csa.properties
<CSA_HOME>\jboss-as\standalone\deployments\idm-service.war\WEB-
INF\spring\applicationContext-v0.xml
<CSA_HOME>\jboss-as\standalone\deployments\idm-service.war\WEB-
INF\classes\com\hp\ccue\identity\web\api\ImageProxyController.class
```

Though `csa.war` and `portal` folders are replaced by the patch, the customizable files mentioned in the below section are retained.

Any customizations on the following files are retained after the patch installation:

```
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\WEB-INF\classes\csa.properties
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\WEB-INF\applicationContext.xml
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\WEB-INF\hpssoConfiguration.xml
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\WEB-INF\web.xml
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\images\*
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\propertySources\*
<CSA_HOME>\jboss-as\standalone\deployments\csa.war\custom-content\*
<CSA_HOME>\portal\node_modules\mpp-server\conf\mpp.json
<CSA_HOME>\portal\node_modules\mpp-server\conf\.mpp_keystore
<CSA_HOME>\portal\node_modules\mpp-server\conf\keyfile
```

Additional information

HP Software Support

This web site provides contact information and details about the products, services, and support that HP Software offers. For more information, visit the HP Support web site at: [HP Software Support Online](#).

HP 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 being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

To access the Self-Solve knowledge base, click Search. Use the filter panel to search for knowledge documents, product manuals, patches, or any kind of available documentation type.

Note: 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: [Access Levels](#). If you do not have an HP Passport, you will be given an opportunity to register for one from the login page.

To find documents on the HP Software Support portal:

1. Go to <https://softwaresupport.hp.com/>.
2. Log in using your HP Passport credentials.
3. Select **Dashboards > Manuals** to view all available documentation.
4. From the Self-Solve Knowledge Search results, use the search and filter functions to narrow the set of documents by Product, Version, Operating system, Document Type, Optional keyword(s) or phrases, and so on.
5. Select your document from the list.
6. From the document view, click the file link to download it or view it online, depending on your browser.

Note: For additional assistance on this portal, explore the options in the Website Assistance menu. To help us improve our documents, please send feedback to clouddocs@hp.com.

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