



**Hewlett Packard  
Enterprise**

# HP Propel

Software version 2.10

## Release Notes

# Contents

|   |    |
|---|----|
| Legal Notices .....                               | 2  |
| Introduction.....                                 | 3  |
| What's New in This Release.....                   | 4  |
| Known Problems, Limitations, and Workarounds..... | 6  |
| Issues Fixed in This Release .....                | 9  |
| Frequently Asked Questions .....                  | 10 |
| Support.....                                      | 12 |

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## Introduction

This document provides an overview of the changes made to HP Propel for the 2.10 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/group/softwaresupport>.

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## What's New in This Release

The following new features are provided in the HP Propel 2.10 release:

- **IDOL Search Improvements**

- **Universal search:**

- Searches return unified results across service catalog, support tickets, and knowledge articles.
- Integrate with application-specific search for advanced search use cases.

- **Advanced application search bar and filters:**

- Provides consistent and unified search navigation and filters across HP Propel.
- Ability to use search filter with hierarchical tags or categories.

- **Subscription Actions**

- Service lifecycle (instance) action using dynamic data source, such as retrieving available servers for storage-attach action.
- Service lifecycle actions supported for multiple nodes.

- **New External Pricing**

- Support for complex pricing schemes via external pricing engine.
- Examples of complex pricing may include different discount per customer or per data center for cloud use cases.
- Pricing extracted from external pricing engine is displayed at three different times during shopping.

- **Smart Link between My Services and Support Tickets**

- Configurable link between My Services and Support Tickets.
- Create context-aware support tickets based on my subscribed services.
- Automatically populated support ticket attributes based on my subscribed services.

- **Support Ticket Enhancements**

- Browse support catalogs by hierarchical category.
- Aggregate support tickets created outside the HP Propel Portal.
- Aggregate and fulfill multiple support ticket systems per organization or tenant.

- **Bi-directional Communication on Requests (Shopping)**

- Provides two-way communication capability between user and service desk on shopping request, similar to support ticket request.
- Users can interact with service desk from the fulfillment request form instead of creating a new support ticket.

- **Enhanced Dynamic Conditions**

- Extends the current dynamic condition capability to include HP Service Manager-specific system variable for backend dynamic query input.
- HP Service Exchange aggregation translates HP SM expressions into HP Propel expressions.

- **Failed Fulfillment-Request Retry**

- Provides the ability to resend failed fulfillment requests.
- Configures automatic fulfillment request resend if fulfillment engine (supplier) is down momentarily.
- Ability to resend or purge failed fulfillment requests by administrator.

- **Migration of System Data**

- Ability to migrate configuration and system data from existing instance to a new instance running the latest version of HP Propel.
- System data includes: catalogs and ACLs, approval policies, catalog items, subscriptions, and requests.
- Combination of documentation, guidelines, and migration scripts to migrate system data.

- **Bug Fixes**

## Known Problems, Limitations, and Workarounds

### CR QCCR1D194496 – Incident created in the source SM doubled incidents in the target SAW

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|            |   |
|------------|---|
| 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 <b>Case Exchange</b> tab in HP SM. |

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### CR QCCR1D204702 – Inconsistent passwords in Propel appliance

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|------------|--|
| 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 and database 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.   |

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### CR QCCR1D211128 – Services won't start after uninstall/reinstall

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|------------|---|
| 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 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.              |

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#### CR QCCR1D214594 – Restart Propel fails

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|         |  |
|---------|--|
| Problem | After executing the <code>propel stop</code> command, not all PID files in <code>/var/run/propel</code> are removed. This prevents some HP Propel services from starting when the <code>propel start</code> command is executed. |
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|       |                 |
|-------|-----------------|
| Cause | Product defect. |
|-------|-----------------|

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|------------|--|
| Workaround | Execute the <code>propel stop</code> command again before executing the <code>propel start</code> command. |
|------------|--|

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#### CR QCCR1D217150 – Authentication form has incorrect rendering of input fields in RTL Languages

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|---------|---|
| Problem | The <b>Authentication</b> dialog in the Identity Management application does not correctly render input fields in RTL languages (for example, Hebrew and Arabic). |
|---------|---|

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|       |                 |
|-------|-----------------|
| Cause | Product defect. |
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| Workaround | Use English, or any left-to-right language, when using the Identity Management application to configure authentications. |
|------------|--|

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#### CR QCCR1D217255 – Empty space in Portal catalog list views

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|         |   |
|---------|---|
| Problem | Empty space appears in the HP Portal's catalog list view. Rows of catalog items appear shifted to the right (a few spaces) and white space appears in place of catalog items. |
|---------|---|

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|       |                 |
|-------|-----------------|
| Cause | Product defect. |
|-------|-----------------|

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|            |  |
|------------|--|
| Workaround | Do not publish catalog items to the same user that have a mix of pricing and no pricing. If you need to publish a catalog item that is free along with one that has a price, set the price to zero instead of disabling the price (for the free catalog item). |
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#### CR QCCR1D217291 – Problem with Request Support header when accessed from Search result

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|---------|--|
| Problem | When navigating to the <b>Request Support</b> view, the header occasionally displays an untranslated locale key. |
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|       |                 |
|-------|-----------------|
| Cause | Product defect. |
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|            |  |
|------------|--|
| Workaround | Refresh the <b>Request Support</b> view. |
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#### CR QCCR1D217628 – 2.10 OVA- mpp service fails to start

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|------------|--|
| Problem    | During product startup, the MPP process (Knowledge Management) fails to correctly update its PID file and startup cannot detect that it starts successfully. |
| Cause      | Product defect.  |
| Workaround | Please do not interrupt mpp (or HP Propel) startup and allow the default timeout (5 minutes) for MPP to start successfully.                                  |

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#### CR QCCR1D217632, CR QCCR1D217676 – Adding comments immediately to new service request or support request may fail in FTLs, for both SM and SAW

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|            |  |
|------------|--|
| Problem    | After creating a support request or a service request and immediately adding a comment, the comment is not propagated from HP Propel to HP Service Manager or HP Service Anywhere. |
| Cause      | Product defect – timing issue.   |
| Workaround | After the ticket is created, wait approximately 10 seconds before adding the comment.  |

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#### CR QCCR1D217720 – Jumpstart XHR: 413 Payload Too Large

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|            |   |
|------------|---|
| Problem    | API calls return a 413 <code>Payload too Large</code> error message, and this causes missing data or a blue error screen to appear. |
| Cause      | Browser cookies are too large.  |
| Workaround | Clear the browser cookies.  |

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#### CR QCCR1D217775 – Order now for item when same item is in cart orders cart contents and not item

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|            |   |
|------------|---|
| Problem    | When placing an order, an incorrect price on the <b>Checkout</b> and <b>Order Confirmation</b> views occasionally appears.  |
| Cause      | Product defect.   |
| Workaround | Though an incorrect price is displayed, the order has the correct price. Options are: <ul style="list-style-type: none"><li>• Ignore the incorrect price and submit the order. You should see a correct price later in the order detail.</li><li>• Reload the page and place the order again.</li><li>• If reloading the page and placing the order does not resolve the incorrect price, remove all items from the cart, reload the page, and place the order again.</li></ul> |

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## Issues Fixed in This Release

The following issues were listed in the previous (2.01) HP Propel Release Notes, and have been fixed in this release of HP Propel.

### CR QCCR1D204742

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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 Propel Portal and confusing messages in the KM/TM microservices log file (`/opt/hp/propel/msvc/logs/server.log`).

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### CR QCCR1D210710

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Context-sensitive help for the **License Management** view does not appear for localized languages.

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### CR QCCR1D212757

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After running the `propel start` command during HP Propel installation, an error message for the `httpd` service appears: `Job for httpd.service failed.`

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## Frequently Asked Questions

### Common identity between HP Propel and integrated systems

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**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.

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### HP Propel download files

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**Question** What HP Propel files are available for download from the HP SSO site (<https://softwaresupport.hp.com>)?

**Answer**

- A README file.
- The HP Propel OVA file.
- A compressed file (`propel-2_10-osrb.tar`) that contains the required source files and associated license agreements for open source libraries used in HP Propel, where the associated license agreement requires distribution of the source.

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### Knowledge Management icons

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**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.

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### Add aggregation – query filter issue with `displayName` column

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**Question** When adding an aggregation for an HP Service Manager supplier and specifying a `displayName` value in the **Query Filter** field, the correct set of catalog items are not added to the aggregation.

**Answer** This is an HP Service Manager issue with the `displayName` column. Refer to the *HP Propel 2.10 Administration Guide* for instructions to resolve this issue.

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**Localized online help**

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Question      What localized online help is available in HP Propel?

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Answer        HP Propel online help is available in German, French, Japanese, Spanish, Korean, Portuguese (Brazil), Russian, and Simplified Chinese.

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[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

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