Hewlett Packard Enterprise

HPE Propel

Software version 2.10.p1

Release Notes

Contents

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Introduction

This document provides the following information for the HPE Propel 2.10 patch 1 release (version 2.10.p1).

- Request on Behalf Feature
- Installation Requirements
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In This Version

HPE 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 *HPE Propel System and Software Support Matrix*.

To ensure the performance and stability of the HPE 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.

Documentation

HPE Propel documentation can be found at https://softwaresupport.hpe.com/group/softwaresupport.

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Request on Behalf

As a part of the HPE Propel 2.10.p1 patch release, the *request on behalf* (RoB) feature has been extended. HPE Propel 2.01 introduced RoB, which allowed managers to order a product or service for their direct reports (employees), on the employee's behalf. The manager and the employee must have a direct hierarchical relationship (only one level) in LDAP.

In this patch release, a role-based RoB has been added. In the HPE Propel **Identity** application, a group that has been assigned the new "Business Manager" role is permitted to request on behalf of others, regardless of the LDAP hierarchical relationship.

For HPE Propel 2.10.p1, managers can order items for their direct reports, and designated users can order items for others in the same organization.

For more details about the RoB feature, refer to the *Requests on Behalf Of* online help in HPE Propel.

Installation Requirements

The HPE Propel 2.10.p1 patch release can be installed only on an existing HPE Propel 2.10 virtual machine (VM),

Note: All HPE Propel 2.10 VMs within a cluster must have the same patch level. If you update one VM to 2.10.p1, you must update all VMs in the cluster.

Components Installed

On the HPE Propel 2.10 VM, the following directories in `/opt/hp/propel` will be replaced as part of the HPE Propel 2.10.p1 installation process:

- `autopass`
- `autopassUI`
- `catalog`
- `catalog-ui`
- `diagnostics`
- `diagnostics-Ui`
- `idmAdmin`
- `idm-service`
- `launchpad`
- `mpp`
- `portal`
- `subscription`
- `subscription-ui`
- `sx`
- `sxClientUI`
- `sxUI`

Installation Instructions

Note: You may choose an alternate location to store the HPE Propel installation and database backup files listed in the following instructions – just adjust the instructions accordingly. You may remove the files after the HPE Propel 2.10.p1 patch is installed.

Perform the following steps to install the HPE Propel 2.10.p1 patch release.

1. Take a VM backup. (You might need this snapshot to revert to the original HPE Propel 2.10 instance if you need to restart the 2.10.p1 installation process.)

    a. Shut down the HPE Propel 2.10 VM.

    b. Take a snapshot of your current HPE Propel 2.10 VM.

    c. Start the HPE Propel 2.10 VM.

2. Place the patch installation `.tgz` file in the `/tmp` directory on the HPE Propel 2.10 VM.

3. Log in to the HPE Propel 2.10 VM as `root`, using SSH.

4. Take a backup of the database, if desired, using the following commands:
   ```
   # mkdir /opt/hp/propel-backup
   # sudo -u postgres pg_dumpall > /opt/hp/propel-backup/database-backup.dump
   ```

5. Run the following commands, replacing `Filename.tgz` with the name of the file you uploaded in step 2:
   ```
   # mkdir /tmp/patch-install
   # cd /tmp/patch-install
   # tar -xvzf /tmp/Filename.tgz
   # ./patch.sh
   ```

The configuration is maintained from the original HPE Propel 2.10 directories. The `patch.sh` script restarts the HPE Propel services, and the HPE Propel 2.10.p1 instance is operational and ready for validation after the "installation complete" message is displayed.

Customizations

The patch installer attempts to restore configuration files; however, if you have tailored your HPE Propel 2.10 instance, for example, customized FreeMarker templates to work with a customized version of HPE Service Manager, then you must manually restore these files from the backup directories created by the patch installation. The original files are contained in a `.tgz` file in the `/opt/hp/propel-backup` directory. The filename has the datetime stamp of when the installation occurred.

Note: Your customizations may need merging with the changed files included in 2.10.p1.

Validation Instructions

Important: Test the HPE Propel 2.10.p1 installation before using it as a production system.

First, for all of the components listed in , validate the 2.10.p1 version number in the `/opt/hp/propel/versions.json` file.

Next, make sure the "Business Manager" role is present in the HPE Propel 2.10.p1 instance:

1. Log in to HPE Propel as the `admin` use.r.

2. Click the **Identity**. Application.

3. Click the **Consumer** organization.

4. Click **Business Roles**.

If the patch release was successfully installed, the "Business Manager" role is displayed, and the HPE Propel 2.10.p1 instance is ready for production.

If the validation is not successful and you need to restore the original HPE Propel 2.10 VM, see for instructions.

Tip: Additionally, the **Diagnostics** application can be used by the HPE Propel `admin` user to verify the status of the HPE Propel services.

Restore Instructions

This section provides instructions to restore the original HPE Propel 2.10 VM. (After the HPE Propel 2.10.p1 patch release has been installed.)

Tip: If you made a snapshot of your HPE Propel 2.10 VM prior to installing the 2.10.p1 patch, you can restore your HPE Propel 2.10 VM snapshot in vShpere Client. Otherwise, continue with the following instructions to restore all of the individual component directories.

The original files are contained in a `.tgz` file in `/opt/hp/propel-backup`. The filename has the datetime stamp of when the installation occurred (*yyyymmddhhmm* is used in these instructions as a placeholder).

To restore back to the original 2.10 configuration, use the following commands:

```
# cd /opt/hp/propel-backup
# ls
# tar -xzvf propel-yyyymmddhhmm.tgz
```

Next, for each directory that has been extracted, move the created directory into the production area. Replace `Component` with the corresponding name. (See Components Installed for the list of component directories.)

```
# mv /opt/hp/propel/Component /tmp/Component
# mv Component /opt/hp/propel/Component
```

Also, move the `versions.json` file back in place and then restart HPE Propel:

```
# mv versions.json /opt/hp/propel/versions.json
# propel stop
# propel start
```

You may remove the backup file:

```
# rm propel-yyyymmddhhmm.tgz
```

Important: HPE Propel components have interdependencies and you must restore all components back to the original 2.10 directories. That is, you cannot have a mix of 2.10 components and 2.10.p1 components.

Defects Fixed

The following defects are fixed in this HPE Propel 2.10.p1 patch release.

Defect	Problem	Solution
QCCR1D211776	The approval comments were not propagated from end-point system (for example, Service Manager) to catalog.	The approval comments entered in a backend system are accessible in catalog.
QCCR1D214127	Display names not working if name of category is the same in French and English (for example).	Filtering was enhanced for languages gathered from Service Manager.
QCCR1D214593	The user is not able to scroll around in the frame that displays the article content when viewing a Knowledge Management article details on an iOS Safari browser.	Added styling changes that allow the scrolling to work on iOS/mobile touch browsers.
QCCR1D214645	New Approval Policy has incorrectly aligned prompt in the Approvers dropdown.	The alignment of New Approval Policy dialog was fixed.
QCCR1D215925	Versions of HPE Propel up to and including 2.10 have hard-coded set of request status values. Need to augment the hard-coded list to include two new values (RESOLVED and ATTN_REQUIRED).	RESOLVED and ATTN_REQUIRED status values are now available.
QCCR1D216115	String truncated in Catalog Overview UI.	String is not truncated now.
QCCR1D216645	Performance testing showed CPU usage grows under stress. Also, there is extra CPU usage during low load.	Performance optimizations. CPU usage on the system is significantly lower under low load.
QCCR1D217150	Authentication form in Identity Management has trouble rendering input fields in right-to-left (RTL) languages (for example, Hebrew, Arabic). The LDAP fields that are required in the Identity Management form is LDAP data that often ends with weak characters (for example,. [, "(", "{"), When a user is in RTL languages those weak characters are displayed out of order.	Modified the form to force the browser to always use left-to-right for the LDAP configuration fields.
QCCR1D217607	There is an incorrect response status code after inserting syntax-incorrect filter in preview aggregation.	The error message is correct now.
QCCR1D217675	"Support Problems for My Services" is showing icon for a Support Item even though there is no active subscription.	Behavior was improved by changing used libraries for displaying created subscriptions.
QCCR1D217724	The comment synchronization logged errors in case a comment was added on almost new request — before Service Exchange responded to the initial synchronization message.	The comment synchronization from catalog to SX was made more resilient.

QCCR1D217984	The UI field labeled 'Requested On' displayed the last modification date.	The 'Requested On' now displays the creation date.
QCCR1D218222	The "Green screen of death" appears when trying to delete a category with items.	A message is shown instead of the "Green screen of death."
QCCR1D218281	In case dynamic load, which performs an HTTP request, of values needed to populate a dropdown list in a form failed, an uncomprehensive error was presented to the user.	The error is now parsed and displayed appropriately, providing better user experience.
QCCR1D218291	The default currency of a catalog item was ignored; US dollars were always used.	The default currency configured for a catalog item is used.
QCCR1D218292	In browsers set to languages other than English, there were form validation popups that looked improper to the language displayed on the page. The browser is adding popup functionality for form validation that isn't localized.	An attribute to the form that tells the browser to hide the validation popups for the cart.
QCCR1D218294	Comment synchronization between catalog and Service Exchange logs an error if a comment is added to the request in catalog before the request was fully synchronized into SX.	The comment synchronization was made more resilient.
QCCR1D218304	It is possible to create a support request for an unpublished catalog item.	Unpublished catalog items cannot be used for a new request.
QCCR1D218315	Selected category was not highlighted after filtering by categories.	Selected category is highlighted now.
QCCR1D218319	It was possible to access the root category and change it.	It is no longer possible to change the root category as it is not meant to be changed.
QCCR1D218329	It was possible to create cycle in category tree.	It's not possible to create cycle. Category tree always stay uncorrupted.
QCCR1D218334	Some images had bad proportions in IE11.	Images have right proportions now.
QCCR1D218338	The price of component (child) items is not correct in a Service Manager bundle.	Corrected in Catalog. Price is recalculated according to selected items and properties.
QCCR1D218352	Two scroll-bars are displayed every time on Support Request Detail page in Internet Explorer.	Corrected for IE browsers. Only one scroll bar is visible now.
QCCR1D218357	When viewing the details of a shopping item, there's a category link at the top of the page, Clicking this link takes the user back to the shopping browse page with the filters seemingly being applied to filter by the selected category from the previous page. The filter wasn't always applied to the search results.	Ensured the selected category button (from a shopping item's detail page) actually returns search results that relate to that category in the browse page.

QCCR1D218410	Approval notification of Service Manager fails.	Approval on SM 9.35 is handled correctly now.
QCCR1D218423	ApprovalHistory doesn't work for backend approval on Service Manager 9.35.	Saving of approver comment was changed. Contemporary comments of approvers are stored for each approver separately.
QCCR1D218617	When adding comments to a Service Manager Service Request, it fails with the error "Restful config not found: svcCatInteractionComment."	Unload updated. Run configuration check in supplier diagnostics. All unload files must be reported as status OK. Unload SXR2FExtAccess.unl has to be in version 2.10.2.
QCCR1D219085	When ordering a Service Catalog item in the HPE Propel Portal, one can specify a "Purpose for Ordering" during checkout. However, this user-entered data is not propagated to Service Manager. In SM, the ticket always shows the catalog item description.	The "Purpose for Ordering" is now sent to Service Manager.
QCCR1D219356	In Catalog Items (admin) and in Shop (consumer), the detailed description on catalog data that is aggregated from Service Manager cannot be seen	Aggregation from SM was corrected. The 'Details' field is accepted and can be seen in Catalog.

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