

HP Connect-It

For the Windows®, Linux®, and UNIX® operating systems

Software Version: 9.53

Patch 6 Release Notes



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 1994 - 2016 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe®, Adobe logo®, Acrobat®, and Acrobat Logo® are trademarks of Adobe Systems Incorporated.

Corel® and Corel logo® are trademarks or registered trademarks of Corel Corporation or Corel Corporation Limited.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

Microsoft®, Windows®, Windows NT®, Windows XP, Windows Vista®, Windows 7®, and Windows Mobile® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpsupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online 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 web 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 a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://h20230.www2.hp.com/scsolutions/index.jsp>

Contents

Contents	3
Connect-It Release Notes	1
Fixed Defects in this Release	3
We appreciate your feedback!	5

Connect-It Release Notes

for the Windows®, Linux®, and UNIX® operating systems.

Software version: 9.53 Patch 6

Publication date: May 2016

This document is an overview of the changes made to Connect-It. It contains important information that is not included in books or Help. You can find information about the following in this document:

[New Features in this Release](#)

Support Matrix

For information about the installation requirements and compatibility with other products, see the Connect-It Support Matrix. The support matrix may be updated between releases, and so is only available at the HP Support web site:

[HP Software Support](#)

The support matrix includes the following information:

- **Requirements**
 - Hardware
 - Operating System
 - Java Runtime Environment
- **Compatibility**
 - Languages
 - Internationalization Variances
 - Virtualization Products
 - High-Availability Products
 - HP Software Integrations
 - HP Software Coexistence
 - Other Software Coexistence
 - Modules

- Connector Support
- **Obsolescence Plans**

Fixed Defects in this Release

The reference number for each fixed defect is the Change Request (QCCR) number. For more information about fixed defects, visit [HP Software Support](#), or contact your HP Support representative directly.

ID	Description	Resolution
QCCR1E121 649	<p>The MaaS (SAW) connector fails to generate the "ServiceRequestWrite" request when the request has attachments. You can find the following log about the "ServiceRequestWrite" request.</p> <pre data-bbox="468 594 1503 889"><DateTime> MaaS Update Incident (https://example.com/?TENANTID=xxx) Sending MaaS request for 'ServiceRequestWrite'...<DateTime> MaaS Update Incident (https://example.com/?TENANTID=xxx) Access host is "https://example.com/rest/xxx/ems/bulk?TENANTID=xxx"<DateTime> MaaS Update Incident (https://example.com/?TENANTID=xxx) Entities node name : entities <DateTime> MaaS Update Incident (https://example.com/?TENANTID=xxx) Unable to initialize request.</pre>	The connector can correctly generate the "ServiceRequest Write" request.
QCCR1E125 175	When you use Connect-It to import data in Service Manager, data is not correctly inserted in the Eventin table. Specifically, the Timestamp field does not have any useful data but a constant character.	Connect-It can handle the time format transformation correctly.
QCCR1E124 330	In Linux, Connect-It hangs when producing UTF8 or UTF8 without BOM-format source file.	Connect-It correctly reads UTF8 or UTF8 without BOM-format file in Linux.

ID	Description	Resolution
QCCR1E127 207	When you try to send an email with an attachment containing German umlaut via the Connect-It scenario, the scenario hangs and stops the scheduled Connect-It process.	Connect-It does not hang and sends the email successfully.
QCCR1E127 875	The Email connector hangs when receiving an email from a Lotus Notes POP3 server.	A validation code is added on the string end for MIME boundary from Lotus Notes POP3 server, thereby avoiding the issue.
QCCR1E127 929	Scenario stops responding when processing emails. The following messages are logged. <pre> <DateTime> [(OutMailMessageDst) OutMailMessage] Pop3SmtP4548 0 bWaitForAnswer:1 <DateTime> [(OutMailMessageDst) OutMailMessage] Pop3SmtP4548 0 [BEG] CSmtPSocket::CheckAnswer() </pre>	Connect-IT scenario can run normally when processing the emails.
QCCR1E129 521	Data is truncated when synchronizing records from UCMDB via Connect-It. This is because of the default setting of the MaxChunk size.	No MaxChunk size is set by default.
QCCR1E131 063	When you use Connect-It to read an email from email server, the subject may contain meaningless character.	Connect-It reads the subject correctly.

We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Patch 6 Release Notes (Connect-It 9.53)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to connectit_support@groups.hp.com.