



Propel

Software Version: 2.20.p1

Release Notes

Document Release Date: October 2016

Software Release Date: September 2016



Hewlett Packard
Enterprise

Legal Notices

Warranty

The only warranties for Hewlett Packard Enterprise 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. Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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

© 2014 - 2016 Hewlett Packard Enterprise Development LP

Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® 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: <https://softwaresupport.hpe.com/>.

This site requires that you register for an HPE Passport and to sign in. To register for an HPE Passport ID, click **Register** on the HPE Software Support site or click **Create an Account** on the HPE Passport login page.

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

Support

Visit the HPE Software Support site at: <https://softwaresupport.hpe.com>.

This website provides contact information and details about the products, services, and support that HPE Software offers.

HPE 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 website to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HPE 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 HPE Passport user and to sign in. Many also require a support contract. To register for an HPE Passport ID, click **Register** on the HPE Support site or click **Create an account** on the HPE Passport login page.

To find more information about access levels, go to: <https://softwaresupport.hpe.com/web/softwaresupport/access-levels>.

Contents

| | |
|--|----|
| Introduction | 4 |
| In This Version | 4 |
| Documentation | 5 |
| What's Changed in This Release | 6 |
| Installation Requirements | 7 |
| Installation Instructions | 7 |
| Customizations | 9 |
| Verify HPE SM Unload Files | 10 |
| Validation Instructions | 11 |
| Restore Instructions | 12 |
| Restore PostgreSQL database | 12 |
| Restore HPE Propel Components | 13 |
| Issues Fixed in This Release | 15 |
| Customer Issues Fixed in This Release | 17 |
| Known Problems, Limitations, and Workarounds | 27 |
| Frequently Asked Questions | 32 |
| Send Documentation Feedback | 34 |

Introduction

This document provides the following information for the HPE Propel 2.20 patch 1 release (HPE Propel 2.20.p1).

- ["What's Changed in This Release" on page 6](#) - changes since the HPE Propel 2.20 release
- ["Installation Requirements" on page 7](#) - for single HPE Propel VM and clustered HPE Propel VMs
- ["Installation Instructions" on page 7](#) - detailed HPE Propel 2.20.p1 installation instructions
- ["Verify HPE SM Unload Files" on page 10](#) - required only for HPE Propel VMs integrated with HPE Service Manager
- ["Validation Instructions" on page 11](#) - to validate the 2.20.p1 patch installation
- ["Restore Instructions" on page 12](#) - in case you need to rollback to the original HPE Propel 2.20 VM
- ["Issues Fixed in This Release" on page 15](#) - all issues fixed since the HPE Propel 2.20 release
- ["Customer Issues Fixed in This Release" on page 17](#) - all customer issues fixed since the HPE Propel 2.20 release
- ["Known Problems, Limitations, and Workarounds" on page 27](#) - all known HPE Propel 2.20.p1 problems and their workarounds
- ["Frequently Asked Questions" on page 32](#) - answers to common questions about the HPE Propel 2.20.p1 release

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 is available from the HPE Software Support website at <https://softwaresupport.hpe.com/group/softwaresupport>.

You need to sign in or register with HPE Passport 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.hpe.com/documents/10180/14684/HP_Software_Customer_Support_Handbook/

For more information or to track updates for all HPE Propel documentation, refer to the *HPE Propel Documentation List*.

To help us improve our documents, please send feedback to Propel_IE@hpe.com.

What's Changed in This Release

The following changes are included in the HPE Propel 2.20.p1 release:

- **Distributed HPE Propel** – Multiple nodes can be configured for distributed HPE Propel clustering using free and open source Ansible Playbooks technology. For details of distributed HPE Propel, refer to the 2.20.p1 *Distributed HPE Propel Deployment Guide*.
- **Theme customization** – Each HPE Propel organization can have a specific color theme applied to it. The `themeName` attribute in the **Identity** application's **Customization** view specifies the color scheme. For example, the *propel-dark-theme* provides a color scheme with a dark background for the Launchpad and applications in the HPE Propel Portal. For instructions to apply the HPE Propel-provided *propel-dark-theme*, refer to the *HPE Propel Administration Guide*. For instructions to create and apply a custom theme, refer to the *HPE Propel Theming Customization* whitepaper.
- **Swedish translation** – Translation of the user interface (UI) in the Swedish language is provided. This is controlled by the language setting in the browser.

Note: Online help is not translated into Swedish. When the browser language is set to Swedish, online help is displayed in English .

This is the first HPE Propel release containing Swedish translations, and there are some occurrences of untranslated text.

Installation Requirements

The HPE Propel 2.20.p1 patch release can be installed only on an existing HPE Propel 2.20 virtual machine (VM).

Note: All HPE Propel 2.20 VMs within a cluster must have the same patch level. If you update one VM to 2.20.p1, you must update all VMs in the cluster.

If you are migrating from HPE Propel version 2.10 to version 2.20.p1, contact HPE support for assistance.

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 2.20.p1 patch is installed.

Perform the following steps on the HPE Propel 2.20 VM to install the HPE Propel 2.20.p1 patch release.

1. HPE strongly recommends taking a snapshot of the original HPE Propel 2.20 VM in vSphere Client. (You might need this snapshot to revert to the original HPE Propel 2.20 instance if you need to restart the 2.20.p1 installation process.) Perform the following steps in vSphere Client to take a snapshot of the original HPE Propel 2.20 VM:
 - a. Shut down the HPE Propel 2.20 VM.
 - b. Take a snapshot of your current HPE Propel 2.20 VM.
 - c. Start the HPE Propel 2.20 VM.
2. Using SSH, log in to the HPE Propel 2.20 VM as `root`.
3. Place the patch installation file on the HPE Propel 2.20 VM:
 - a. `# mkdir /tmp/2.20.p1`
 - b. Download the patch installation `.tgz` file to the `/tmp/2.20.p1` directory.
4. *Optional, only for manually backing up the PostgreSQL databases:* use the following commands to backup the PostgreSQL databases:

Note: As mentioned in step 1, HPE strongly recommends taking a snapshot of your HPE Propel 2.20 VM in vSphere Client in case you need to restore the 2.20 VM. The instructions in this step are provided for manually backing up the PostgreSQL databases because you cannot create a VM snapshot in vSphere Client. If you manually restore the PostgreSQL databases, you need to also restore the HPE Propel components backup that is created in step 7 below. For details about manually restoring the PostgreSQL databases and Propel components, see "[Restore Instructions](#)" on page 12.

- a. Stop the HPE Propel services to stop all database activity:

```
# propel stop
```

- b. Backup all HPE Propel PostgreSQL databases:

```
# mkdir /opt/hp/propel-postgresql-backup
# cd /opt/hp/propel-postgresql-backup
# sudo -u postgres pg_dumpall > postgres_backup_<Date-of-DB-Backup>
```

5. Upgrade to NodeJS 4.5.0, depending on whether or not you have Internet access:

- a. If you have Internet access:

```
# yum remove nodejs
# curl -sL https://rpm.nodesource.com/setup_4.x | bash -
# yum -y install nodejs-4.5.0 npm
```

- b. If you do not have Internet access:

- i. Obtain the rpm from https://rpm.nodesource.com/pub_4.x/el7/x86_64/nodejs-4.5.0-1nodesource.el7.centos.x86_64.rpm.

- ii. Copy the rpm to the /tmp directory on the HPE Propel VM.

- iii. Remove NodeJS from the HPE Propel VM:

```
# yum remove nodejs
```

- iv. Manually install the new rpm from the the /tmp directory on the HPE Propel VM:

```
# rpm -ivh /tmp/nodejs-4.5.0-1nodesource.el7.centos.x86_64.rpm
```

6. Verify that NodeJS is version 4.5.0:

```
# node --version
```

7. Run the following commands to install the HPE Propel 2.20.p1 patch, replacing *Filename.tgz* with the name of the patch installation file you downloaded in step 3:

```
# cd /tmp/2.20.p1
# tar -xvzf Filename.tgz
# ./patch.sh
```

Note: If HPE Propel is not installed in the default location (`/opt/hp/propel`), you can change the default propel installation directory value, by using `--propel-home` as an argument for the `patch.sh` patch installer. For example:

```
# ./patch.sh --propel-home <Custom_Location>
```

By default, the HPE Propel 2.20.p1 patch installer creates a backup of the 2.20 existing directories in the following location: `/opt/hp/propel-backup`.

Other supported options for the patch installer are:

- `--tmp` — Change the location for the temporary directory, which has a default location of `/tmp/propel-install`.
- `--propel-backup` — Change the location for the HPE Propel backup directory, which has a default location of `/opt/hp/propel-backup`.
- `--nobackup` — Do not keep a compressed copy of the original directories in the backup directory, if you have already taken a VM snapshot.
- `--norestart` — Disable automatic restart of the HPE Propel services after the patch has been applied by calling: `./patch.sh --norestart`.

The configuration is maintained from the original HPE Propel 2.20 directories. The `patch.sh` script restarts the HPE Propel services, and the HPE Propel 2.20.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 2.20 instance, for example, customized Free Marker 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 file name has the date-time stamp of when the installation occurred.

Note: Your customizations may need merging with the changed files included in 2.20.p1.

Verify HPE SM Unload Files

If the HPE Propel system is integrated with an HPE Service Manager (HPE SM) version other than 9.50, the following unload files should be applied. You can verify the status of the HPE SM unload files for a supplier in the **Configuration Check** view in the **Diagnostics** application.

The locations of the following unload files are relative to the `/opt/hp/propel/sx/contentStorage` path.

sm-base/sm

- `SXAdapterDB93x.unl` - Only for HPE SM 9.3x and this unload file should be applied first.
- `SXAdapterChecker.unl`
- `SXBaseDB.unl`
- `SXBaseExtAccess.unl`
- `SxEntityChangesSeqV2.unl`
- `SupportSingleIDOL.unl` - Only for HPE SM 9.41 supporting IDOL.

sm-case-exchange/sm

- `SXCaseExchange.unl`
- `SXPDCaseExchange.unl` - Only for HPE SM with Process Designer.
- `SXExtRefTable.unl` - Only for HPE SM 9.33 and older.

sm-r2f/sm

- `SXLineItemApproval93x.unl` or `SXLineItemApproval94x.unl` - Apply `SXLineItemApproval93x.unl` for HPE SM older than 9.40 and `SXLineItemApproval94x.unl` for HPE SM 9.40 and newer.
- `SXR2FDB.unl`
- `SXR2FExtAccess.unl`
- `SXBaseExtAccess.unl`

- `SXR2F94xExtAccess.unl` - A complement to `SXR2FExtAccess.unl`, only for HPE SM 9.40 and newer.

Validation Instructions

To verify that the HPE Propel 2.20.p1 patch has been successfully installed:

1. Log in to the HPE Propel 2.20.p1 VM as the `admin` user.
2. Click the avatar (top right) and select **About**.
3. Verify that the version is 2.20.p1.

Note: Test the HPE Propel 2.20.p1 installation before using it as a production system.

Restore Instructions

This section provides instructions to manually restore the original HPE Propel 2.20 VM. (After the HPE Propel 2.20.p1 patch release has been installed.)

Tip: The recommended way to restore to the original HPE Propel 2.20 VM is to restore your HPE Propel 2.20 VM snapshot in vSphere Client, assuming you took a snapshot. Otherwise, continue with the following instructions to manually restore the PostgreSQL database and all of the individual component directories.

Manually restoring your original HPE Propel 2.20 VM is a two step process:

1. ["Restore PostgreSQL database" below](#)
2. ["Restore HPE Propel Components" on the next page](#)

Restore PostgreSQL database

To restore a dump of the entire HPE Propel PostgreSQL databases, run the following commands:

1. Log in to the DB server as the `postgres` user, get all active databases that are not templates, and output the different drop commands into the `dd.sql` file:

```
# cd /opt/hp/propel-postgresql-backup
# sudo -u postgres psql -c "select 'drop database ' || datname || ';' from pg_
database where datistemplate=false" >> dd.sql
```

2. Edit the `dd.sql` file and remove the first two lines and the last one, to keep only the drop commands.
3. Drop all databases by using the `dd.sql` file:

```
# sudo -u postgres psql -d postgres -f dd.sql
```

Note: Ignore that the PostgreSQL DB is not dropped.

4. Restore the entire database dump:

```
# sudo -u postgres psql -f postgres_backup_<Date-of-DB-Backup>
```

Note: The users and roles do not change. They were not dropped and warnings and errors will be

displayed. You could drop them (except for the postgres user) using this command and du.sql SQL script:

```
# sudo -u postgres psql -c "select 'DROP USER '||username||';'from pg_user where
username<>'postgres'" >> du.sql
```

Restore HPE Propel Components

To uninstall the HPE Propel 2.20.p1 patch and restore your HPE Propel VM to its original 2.20 state, run the following commands:

1. Downgrade to NodeJS 4.4.4, depending on whether or not you have Internet access:
 - a. If you have Internet access:


```
# yum downgrade nodejs-4.4.4
```
 - b. If you do not have Internet access:
 - i. Obtain the rpm from https://rpm.nodesource.com/pub_4.x/el/7/x86_64/nodejs-4.4.4-1nodesource.el7.centos.x86_64.rpm.
 - ii. Copy the rpm to the /tmp directory on the HPE Propel VM.
 - iii. Remove NodeJS from the HPE Propel VM:


```
# yum remove nodejs
```
 - iv. Manually install the new rpm from the /tmp directory on the HPE Propel VM:


```
# rpm -ivh /tmp/nodejs-4.4.4-1nodesource.el7.centos.x86_64.rpm
```

2. Run the HPE Propel uninstaller:

```
# cd /opt/hp/propel-backup
# ./patch.sh --uninstall
```

Note: If no alternate path for the patch backup is specified using the --propel-backup option, then the backup is saved in /opt/hp/propel-backup.

Along with the backup that is created, the latest version of the patch.sh script is also copied to that location.

This command restores all of the 2.20.p1 components back to the original 2.20 version and restarts HPE Propel after the uninstall is completed.

The uninstaller checks if there is enough space in the temporary folder (TMP variable) and in the backup location (PROPEL_BACKUP variable). If there is not enough available free space, the installation will not proceed and there will be a specific message explaining the reason.

If you see a message similar to "*There is not enough disk space available in..*", valid actions are freeing some space or changing the TMP variable (-tmp argument) or the PROPEL_BACKUP variable (--propel-backup argument). For example:

```
# ./patch.sh --uninstall --tmp <Temporary_Location> --propel-backup <Location_of_Propel_Backup>
```

Issues Fixed in This Release

The following issues are fixed in this HPE Propel 2.20.p1 patch release.

CR QCCR1D218300 – Wrong redirect was used for refreshing the page of Chrome after timeout

When an admin user is viewing the "Catalog Connect" page and the session times out, HPE Propel redirects to the "Suppliers" page after logging back in.

CR QCCR1D219242 – IDM can only show 20 Groups

IdM can only show 20 groups.

CR QCCR1D219970 – Differentiate request status between "failure - will retry" and "failure - will not retry"

When HPE Propel fails to submit a request to Service Manager (for example, HPE SM is offline), it will retry several times before eventually permanently giving up. There needs to be a way to distinguish for the end user whether Propel is still retrying or it stopped doing so.

Propel will automatically retry as configured in `/opt/hp/propel/sx/WEB-INF/sx.properties`. Failed requests are added to a manual retry list. The **Diagnostics** tab in the **Supplier Detail** view indicates a failed Synchronizations status for unsent requests. An `orgadmin` can use the **Manual Retry** tab on the **Supplier Detail** view where they can manually retry to sync a request with the **Retry** button. The list of requests to be retried can be filtered such that one or more requests are retried. Upon submission, the automatic retry will start again from the beginning. If it fails again, failed requests will be re-added to the manual retry list.

CR QCCR1D222551 – [Launchpad][VPAT/WCAG - Accessibility] Frames shall be titled with text that facilitates frame identification and navigation

Frames should add the title attribute to describe the contents of each frame. See VPAT 1194.22(i) and WCAG 4.1.

CR QCCR1D225562 – I18N: New created service in SM zh-cn/HE environment can not be seen in Aggregation History

When localizing Catalog Items in HPE SM to the Chinese language using the Service Catalog → Administration → Localized Catalog Items menu tree, the changes aren't correctly aggregated to HPE Propel.

CR QCCR1D226598 – Users cannot see Approvals when AD username case does not match SM case

Operators with an uppercase Login ID cannot see Approvals. Operators with lowercase Login ID can see approvals.

CR QCCR1D228478 – Order detail: max service instance count is 10

When reviewing an Order, it is possible to see the associated Services which have been provisioned as a result of the order. For large orders (>10 items), it is not possible to see all the corresponding services. The total count can be seen on the left side of the screen (labeled "Quantity"). The Service Instances view on the bottom right will display up to 10 services.

CR QCCR1D228548 – Migration: Unable to display order details after upgrade from 2.10

After upgrading from HPE Propel 2.10 to 2.20, the user cannot see the order details.

CR QCCR1D228906 – Customer misconception of group_membership attribute in LDAP configuration

Using "memberOf" in the group membership attribute of the LDAP configuration results in incorrect group membership calculations, so that no users are members of any LDAP groups.

Customer Issues Fixed in This Release

The following customer issues have been fixed in HPE Propel 2.20.p1.

Customer Issues Fixed

| CR | Problem | Solution |
|--------------|---|---|
| QCCR1D231175 | The currently displayed "Add all items to cart" button on Order Details is confusing. Some users may be confused with its function and cause duplicate requests to be created. Usability improvement is needed. | The following changes were made: <ul style="list-style-type: none"> • Change "Add All Items to Cart" to "Order New" (order details) • Change "Order New (Add to Cart)" to "Order New" ("Your Items" menu) • Change "Add Item to Cart" to "Order New" (order item details) • Change button color to secondary. |
| QCCR1D231053 | The roster loader should allow parallel processing of groups across HPE Propel nodes in a Distributed HPE Propel setup. | IdM roster loader was enhanced to allow multiple groups be processed concurrently by different HPE Propel nodes. |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|---|--|
| QCCR1D231012 | <p>Pending Approvals remain in HPE Propel in an Open/Pending status when looking at the Approval inbox after the direct closure / withdrawal of the request in HPE Service Manager.</p> | <p>HPE Service Manager deletes all corresponding approvals after the direct close/withdrawal of a request in HPE Service Manager. This is accomplished by having HPE SX send a state=approved to HPE Propel for a request that has been closed or withdrawn in HPE Service Manager. The side effect of this is that for requests that do not require approval, the state=approved will also be sent to HPE Propel. This side effect also exists in HPE Service Manager SRC</p> |
| QCCR1D231007 | <p>After applying 2.10.p1-HF7, Service Request cannot be closed (Access Denied) when there's a case mismatch between the IdM username and HPE Service Manager operator id.</p> <p>After giving the Closure Comments, an Access Denied window is shown. Closing Support Requests works fine when the IdM username and HPE SM operator match.</p> | <p>A support request can now be closed from within HPE Propel when there's a case mismatch between the IdM username and HPE Service Manager operator id.</p> |
| QCCR1D231001 | <p>Create indexes such that the roster loader does not create CPU performance issues on the database.</p> | <p>Indexes created. Roster loader runs approximately 12x faster.</p> |
| QCCR1D231000 | <p>The logo for the organization, which is managed/updated in the admin console, is not shown (upper left corner) on the results page when you use the global search from the homepage. The popup windows still shows in the upper left corner the green default HPE Propel logo.</p> | <p>Render custom logo in universal search (if available).</p> |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1D230796 | When HPE Service Manager is Case-Insensitive, it might happen that Service Request comments cannot be added when there's a case mismatch between the IdM username and HPE SM operator id. | It is now possible to add comments to HPE Propel ServiceRequests when there's a case mismatch between the IdM username and HPE SM operator id. |
| QCCR1D230792 | Listing Orders should be username case insensitive. | HPE Propel now verifies the access in a case insensitive way so the listing orders works correctly. |
| QCCR1D220366 | <p>Users are unable to open the details of a Support Request in HPE Propel when there is a case mismatch between the HPE Service Manager operator name and the username stored in IdM which is coming from LDAP.</p> <p>In this case the user can see all the Service Requests in the list in HPE Propel but receives an Access Denied error when they try to open a Service Request..</p> | HPE Propel now verifies the access in a case insensitive way so the detail is correctly shown when opening a Service Request from the list of Service Requests. |
| QCCR1D230935 | <p>Receive error:</p> <p>'Unexpected error: could not save model'.</p> | When save fails due to size limit, another attempt is made without SVG and if that fails also, correct message error is displayed. |
| QCCR1D230885 | When trying to set a different limit (the default is 20 MB) for the total attachment size, the new limit for total attachment size is not taken into consideration. | The instructions in the HPE Propel 2.2x Administration Guides have been verified for changing the attachment size limit. |
| QCCR1D230808 | The maximum number of people returned is 20. There may be many users with similar names in a large organization, so the list should return more results. | The user select menu now has "infinite scrolling". Now the first twenty results will show on search and as you scroll to the bottom the system will continue fetching in groups of 20 and adding them to the bottom of the list until there are no more matches. |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1D230769 | Add feature to allow "exclusion" filter for IdM calculated groups. | Added a new API to allow "exclusion" filter. |
| QCCR1D230765 | Roster loader is too slow and generates a lot of unnecessary database connections. | Database connections are pooled, thus the number of connections is now limited to the pool size. |
| QCCR1D230365 | Using calculated groups for catalog access control only works if the user has logged into HPE Propel. If the user has not logged into HPE Propel, the access control by calculated group will not work in Request on Behalf (RoB) mode.. | IdM roster loader was enabled so that with configuration change, it can pull more information from the LDAP for every user. This will then allow Request on Behalf (RoB) impersonation to work for user that have not logged on yet. |
| QCCR1D229962 | With single sign-on enabled, every login creates a new user in the HPE Propel DB (ie. kz0bqm, kz0bqm1, kz0bqm2, etc.). | Configuration updated. |
| QCCR1D229942 | IdM abstract_user table attribute 'created_date' is not filled in when a new user is created. | created_date is now set. |
| QCCR1D229917 | Request on Behalf (RoB) button sporadically disappears. | Added support for calculated groups in Request on Behalf (RoB). |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|---------------------|--|---|
| <p>QCCR1D229851</p> | <p>The test scenario is like:</p> <ol style="list-style-type: none"> 1. Log in to HPE Propel. 2. Choose Support requests from top right menu. 3. Open the one of support ticket from list. <p>The loading test simulates 200 users to do support tickets search, HPE Propel becomes extremely slow. The search takes more than 5 minutes. It seems the following SQL statement is taking the most time:</p> <pre> /* RequestDao.search */ SELECT jdoc -> 'summary' AS summary FROM request WHERE cast(jdoc -> 'summary' ->> 'timestamp' AS int) >= ? AND cast(jdoc -> 'summary' ->> 'name' as varchar) ILIKE ? and (cast(jdoc -> 'summary' ->> 'state' as varchar) =? or cast(jdoc -> 'summary' ->> 'state' as varchar) =? or cast(jdoc -> 'summary' ->> 'state' as varchar) =? or cast(jdoc -> 'summary' ->> 'state' as varchar) =?) and cast(jdoc ->> 'type' as varchar) =? AND cast(jdoc-> 'summary'->>'tenant' as varchar) = 'CONSUMER' AND jsonb_contains_key(jdoc - > 'visibleToUsers', 'test1') ORDER BY cast (jdoc -> 'summary' ->> 'timestamp' AS int) desc LIMIT ? OFFSET ? </pre> <p>The function jsonb_contains_key is likely the time killer. It would cause a full table scan.</p> | <p>Fixed by moving visible to users to separate relational table and introducing appropriate indexes.</p> |
| <p>QCCR1D229626</p> | <p>No knowledge article is shown when using Distributed HPE Propel.</p> | <p>Distributed HPE Propel now correctly lists/ searches/shows knowledge articles coming from HPE Service Manager.</p> |
| <p>QCCR1D230084</p> | <p>After performing a Request on Behalf (RoB) order, the impersonation does not get reset to the logged in user after exiting out of Request on Behalf (RoB).</p> | <p>Clear cached values in dynamic forms when both entering and exiting Request on Behalf (RoB) mode..</p> |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|--|---|
| QCCR1D230151 | Unable to find Request on Behalf (RoB) target user in pull-down menu. | Change the system so that Request on Behalf (RoB) target users are not cached for the entire session. |
| QCCR1D229961 | Request on Behalf (RoB) impersonation list search performance improvement need to be extended to fullname search. | The Request on Behalf (RoB) search box performance has been improved when searching using full name and email. |
| QCCR1D229960 | Request on Behalf (RoB) impersonation list search should work on full names. | ShopUI was enabled so that Request on Behalf (RoB) impersonation list search works on both full name and email. UserID is no longer searched. |
| QCCR1D229982 | Update IDM to optionally force upper case for all userID. This is so HPE Propel can work with a HPE Service Manager system where all userID are in uppercase. | Create a custom (hidden) flag in IdM that forces all userID to uppercase during IdM LDAP roster loading. |
| QCCR1D229978 | <p>/opt/hp/propel/sx/WEB-INF/sx.properties is missing an entry:</p> <p>sx.http.separatedClientKeepAlive=120000</p> <p>After installing 2.20-HF1, this entry must be added by hand.</p> | Ensure proper default exists and no manual configuration is required. |
| QCCR1D230057 | It is not possible to remove associated users from a saved database representation group. | You now can easily remove members from a group. |
| QCCR1D229957 | Sessions are expiring at 30 minutes while still active. | Sessions no longer expire while user is still actively using them. |
| QCCR1D229632 | Slowness of loading large ldap groups into HPE Propel. | Better indexing of LDAP user information. |
| QCCR1D229457 | Request synchronization cannot deal with long comments. | Comments greater than 1024 characters are truncated to 1024 characters. |
| QCCR1D229042 | Get impersonation targets is taking ~20sec for ~6k users in an impersonation group. | User information from LDAP is indexed. |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|---|---|
| QCCR1D228972 | HPE Propel shopping/ordering produces session leak issue in HPE Service Manager. | Session leak is resolved in HPE Service Exchange by keeping the connection alive between HPE Service Manager and HPE Propel. There was an issue that connection was closed in HPE Propel sooner than they were closed on HPE Service Manager side. Now timeouts are aligned and so it is not necessary to open so many new connections. |
| QCCR1D229819 | <p>Spelling error in the message returned when adding a group to impersonation:</p> <p>"Select an impersonation target group to associate with nnnnn. You may choose to have a group impersonate itself, this will allow users in that group to impersonate other users within that same group."</p> <p>The word "assciate", spelling error, should be "associate."</p> | Spelling is corrected. |
| QCCR1D229642 | Add to the scripts developed steps to solve sporadic database failover for Distributed HPE Propel. | This issue has been resolved. |
| QCCR1D229644 | Add to the scripts developed manual configs to solve issue where category names are UUID in Distributed HPE Propel. | Copy the certificates from the load balancer and import the certificate. |
| QCCR1D229640 | Add to the scripts developed manual steps to solve pgpool connections going into TIME_WAIT state for Distributed HPE Propel. | Architectural changes to the way Distributed HPE Propel works have been made as part of 2.20.p1 to address this issue. |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|---|---|
| QCCR1D229369 | Dynamic option values datasource - 'on behalf' identity not passed from HPE SX to adapter. | Dynamic options are taken from supplier under the right user identity. Dynamic options may be different for different people. For example, if user orders VM from HPE CSA then some machine attributes may be dependent on the requester. The fix ensures that request recipient is always considered for dynamic options and so ordering works fine for 2 actors or 3 actors in Request on Behalf (RoB). |
| QCCR1D229297 | The "requested.for" value is used in SM DB lookups to query for information specific to the recipient (ie. location, computer, etc). The DB lookups are continuing to use the submitter, and not the Recipient (Request on Behalf). | API for retrieving user information in Shop and Search was improved. |
| QCCR1D229029 | The "there are some errors" red warning message box now appears below the Order Now / Add to Cart buttons rather than the top of the form. | This is improved. |
| QCCR1D228294 | When adding the "20th" group to a business role, it looks to save as it remains on the list but if you leave this page and come back the last group at the bottom of the list is gone. See also related issue: QCCR1D219242. | Users can now add more than 20 groups per organization. |
| QCCR1D228384 | Catalog items are not displayed in the same language when sorting the menu. | Service, Support and Universal Search are all fixed and sorting works correctly. |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|---|--|
| QCCR1D227523 | <p>When viewing the Details text for some catalogue items the text is not formatted correctly around where there are Hyperlinks. There are square brackets showing and sometimes "...more" is appended. When you click on Show More to expand the text the brackets disappear and the text then becomes Hyperlinks. It also duplicated the text of embedded hyperlinks. This behavior happens from the moment the text reaches a specific size and the "Show More" is displayed.</p> | <p>When viewing the Details text for some catalog items the text is now formatted correctly around where there are Hyperlinks.</p> |
| QCCR1D226463 | <p>Operators with an Uppercase Login ID cannot see Approvals. Operators with lowercase Login ID can see approvals.</p> <p>The issue is that some users their samaccountname in AD is set to uppercase. When such a user logs in, the "name" attribute in the IdM abstract_user is saved in uppercase. In HPE SM, operators are usually stored in lowercase.</p> <p>When such a "uppercase" user needs to give HPE SM approvals in HPE Propel, he doesn't find the approvals because the "visibletouser" has the approver name in lowercase.</p> | <p>All username comparisons in Approvals are done in case-insensitive manner so the case of username is now irrelevant. Users with uppercase Login ID will see their approvals as well as users with lowercase Login Id.</p> |

Customer Issues Fixed, continued

| CR | Problem | Solution |
|--------------|--|--|
| QCCR1D219970 | <p>When HPE Propel fails to submit a request to HPE Service Manager (e.g., HPE SM is offline), it will retry several times before eventually permanently giving up. There needs to be a way to distinguish for the end user whether HPE Propel is still retrying or it stopped doing so.</p> | <p>Propel will automatically retry as configured in <code>/opt/hp/propel/sx/WEB-INF/sx.properties</code>. Failed requests are added to a manual retry list. The Diagnostics tab in the Supplier Detail view indicates a failed Synchronizations status for unsent requests. An orgadmin can use the Manual Retry tab on the Supplier Detail view where they can manually retry to sync a request with the Retry button. The list of requests to be retried can be filtered such that one or more requests are retried. Upon submission, the automatic retry will start again from the beginning. If it fails again, failed requests will be re-added to the manual retry list.</p> <p>To cancel failed requests in the retry list, the orgadmin can use the Terminate button in the Manual Retry view. The termination removes the failed requests from the retry list and the requests are displayed as failed in HPE Propel.</p> |

Known Problems, Limitations, and Workarounds

CR QCCR1D204702 - Inconsistent passwords in Propel appliance

| | |
|------------|--|
| Problem | When working with an HPE Propel installation, some default passwords have been updated, while others are the same as in prior releases. 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. |

CR QCCR1D216261 - Propel 2.01: KM external link issues / Chrome

| | |
|------------|---|
| Problem | In some cases, external links in KM articles are not loading pages. |
| Cause | Product defect. |
| Workaround | Use one of the following workarounds: <ul style="list-style-type: none"> You can ctrl+click to open the link in a new tab. The content HTML links (anchor tags) need to have the `target="_blank"` attribute. |

CR QCCR1D219535 - rabbitmq.config is wrong after applying 3rd-party certificates

| | |
|---------|---|
| Problem | After applying third-party certificates, the rabbitmq certificate is wrong. |
| Cause | Product defect. |

CR QCCR1D219535 - rabbitmq.config is wrong after applying 3rd-party certificates, continued

| | |
|------------|--|
| Workaround | <p>Manually edit the /etc/rabbitmq/rabbitmq.config file to the correct configuration as follows:</p> <pre>[{rabbit, [{tcp_listeners, []}, {ssl_listeners, [5671]}, {ssl_options, [{cacertfile, "/opt/hp/propel/security/CA.crt"}, {certfile, "/opt/hp/propel/security/propel_host.crt"}, {keyfile, "/opt/hp/propel/security/propel_host.key.rsa"}, {verify, verify_none}}}]}, {rabbitmq_management, [{listener, [{port, 15672}, {ssl, true}, {ssl_opts, [{cacertfile, "/opt/hp/propel/security/CA.crt"}, {certfile, "/opt/hp/propel/security/propel_host.crt"}, {keyfile, "/opt/hp/propel/security/propel_host.key.rsa"}]}]}]}]</pre> |
|------------|--|

CR QCCR1D222013 - I18N:Strings unlocalized due to different language code between SM and Propel on Chinese

| | |
|------------|--|
| Problem | When the user views the HPE Propel UI in the Chinese language and enters a new Support Request or views an existing one, the user will see unlocalized values of Urgency and Notify By . In other words, the values are in the English language. |
| Cause | The HPE Service Manager server has a different language code for Chinese language (zh-Hans) stored in its internal databases than the code which is sent by browser (zh-CN). |
| Workaround | No Workaround exists; the user will just see the values in English language. |

CR QCCR1D226996 - [BH] [RSS] - main feed pics are pixelated

| | |
|------------|--|
| Problem | The pictures shown in RSS Feeds can look pixelated in large screens. |
| Cause | RSS source feeds. |
| Workaround | Be sure to use RSS feeds that support large images. |

CR QCCR1D227710 - Large HTTP headers causes many end-user visible problems

| | |
|------------|---|
| Problem | <p>When users are part of many LDAP groups the HTTP headers exceed the allowed space and users experience problems like:</p> <ul style="list-style-type: none"> • Browsing catalog shows an error on a green screen • Problem fetching services • Not displaying the aggregations • Not displaying the groups belonging to the ACL list • When opening the catalog app, it keeps asking to save the default language |
| Cause | Configuration issue. |
| Workaround | <ol style="list-style-type: none"> 1. Modify /opt/hp/propel/idm-service/idm-service.war/WEB-INF/jetty.xml used by IdM. Modify requestHeaderSize and responseHeaderSize to 32768 2. Restart IdM |

CR QCCR1D227810 - Improve performance of service instance listing UI for organization admin

| | |
|------------|--|
| Problem | The Service instances UI for organization admin may slowly load if grouping and filters are used. |
| Cause | Product performance. |
| Workaround | If it takes too much time to load Service instances, HPE recommends removing any grouping and filters. |

CR QCCR1D230713 - DP2.20P1: OO is not clustered

| | |
|------------|--|
| Problem | Email notification will not work in a Distributed Propel environment if Operations Orchestration (OO) is not correctly configured. |
| Cause | Incorrect configuration. |
| Workaround | Manually configure OO in a cluster. |

CR QCCR1D230739 - Support requests: attachment upload failed, no explanation why. Component not consistent with order.

| | |
|---------|--|
| Problem | If a user tries to add an attachment to a ticket, the upload may fail. |
|---------|--|

CR QCCR1D230739 - Support requests: attachment upload failed, no explanation why. Component not consistent with order., continued

| | |
|------------|--|
| Cause | Product restriction. Only some file types are allowed in catalog configuration. (For example, GZ, ZIP and LOG files are not allowed OOTB.) Additionally, files that exceed a size limit will not be uploaded. |
| Workaround | Allowable file types and the size limit are configured in /opt/hp/propel/catalog/config.yml. Refer to the <i>Attachment Size and File Types in HPE Propel</i> topic in the <i>HPE Propel Administration Guide</i> for details. |

CR QCCR1D230766 - Attachments show up as separate result on an SMAEnabled Propel for KM and Universal

| | |
|------------|--|
| Problem | When HPE Propel is integrated with KM SMA and a search is performed by the user, each attachment on a KM article is shown as a separate search result. This is different than KM Solr where any and all attachments on a KM article are shown as a single search result in HPE Propel. |
| Cause | The KM SMA solution is designed differently than the KM Solr solution. |
| Workaround | No known workaround. |

CR QCCR1D231119 - The Order Item Detail view does not provide a link to the Order Details view

| | |
|------------|--|
| Problem | When viewing an Order Item's details in HPE Propel, the navigation breadcrumb does not provide a link back to the Order Details view. |
| Cause | A missing navigation link. |
| Workaround | The user can navigate back to the Order Details view via the navigation breadcrumb or via the user menu. They can search for the order and select it to view the Order Item's details. If the user navigated to the Order Item's details from the Order Details view, they can also use the browser's "back" button to return to the Order Details view. |

CR QCCR1D231239 - 2.20P1: List Support Request: intermittent performance issue and "Failed to load your support requests" error message

| | |
|-------------------|---|
| <p>Problem</p> | <p>When HPE Propel databases (for example, idmdb or catalog database) contain a lot of data, there is a risk of defragmentation, which results in a performance loss. And in this state, if SM requests are synchronized or many new requests are created directly in HPE Propel or HPE SM, intermittent performance degradation can be experienced when you open the list of Support Requests. After a timeout of 20 seconds, a warning is shown: <i>Failed to open your support requests</i>.</p> |
| <p>Cause</p> | <p>VACUUM reclaims storage occupied by dead tuples. In normal PostgreSQL operation, tuples that are deleted or obsoleted by an update are not physically removed from their table; they remain present until a VACUUM is done. Therefore, it is necessary to do a VACUUM periodically, especially on frequently updated tables.</p> |
| <p>Workaround</p> | <p>To fix this issue, a system admin should run on regular times the following command from the command line or schedule it in the crontab:</p> <pre># sudo -u postgres psql catalog -c "vacuum analyze"</pre> <p>In this example the catalog DB is analyzed and improved, and you can do it for other HPE Propel databases as well. With the following command, you get a list of available databases on the HPE Propel server:</p> <pre># sudo -u postgres psql -c "select datname from pg_database where datistemplate=false"</pre> <p>For additional details, refer to https://www.postgresql.org/docs/9.5/static/sql-vacuum.html.</p> |

Frequently Asked Questions

Installing the HPE Service Anywhere adapter

| | |
|----------|--|
| Question | The HPE Service Anywhere (SAW) adapter was removed from my HPE Propel installation when I installed the HPE Propel 2.20.p1 release. How do I install the HPE SAW adapter so that I can create HPE SAW suppliers in HPE Propel? |
| Answer | Refer to the <i>HPE Propel Administration Guide</i> for instructions to install the HPE SAW adapter into HPE Propel. |

Search results differ between Shop and Popular Services views

| | |
|----------|---|
| Question | Why are the search results in the Shop view and the Browse Catalog view different than the search results in the Popular Services view? |
| Answer | The search functionality in the Shop and Browse Catalog views matches any word in the search text and also searches the attachments linked to the items. The search functionality in the Popular Services view searches for an exact text match and does not search attachments. |

Some messages and text strings from end-point systems are displayed only in English

| | |
|----------|---|
| Question | Why are some messages and text strings from end-point systems, such as HPE Service Manager and HPE CSA, displayed only in English? |
| Answer | <p>This may happen because the end-point system does not provide support for the same language set as HPE Propel or a result of localization defects in the end-point system. Examples in HPE Propel 2.20.p1 include:</p> <ol style="list-style-type: none"> 1. "Notify By" and "Urgency" drop-down list strings in the HPE Propel Request Support UI (which are supplied by HPE SM) are not translated and display only in English. 2. Some order status strings supplied by HPE SM may not be translated. For example, the word "Closed" is displayed only in English when a Support Ticket is closed. 3. Non-English file names for attached files in HPE Propel may not correctly display in HPE SM. For example, non-English file names entered in the HPE SM Interaction UI may not correctly display in the HPE Propel Request Support UI. |

Possible error when updating localized catalog item in HPE SM

| | |
|----------|--|
| Question | How do I resolve an error when updating a localized catalog item via the <i>Localized Catalog Items</i> feature in HPE SM? |
| Answer | When this type of error happens in HPE SM, the update will not be aggregated to the HPE Propel catalog. Updating a catalog item via the <i>Manage Catalog Items</i> feature in HPE SM works without error. |

Send Documentation 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 Release Notes (Propel 2.20.p1)

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 Propel_IE@hpe.com.

We appreciate your feedback!

