



Propel

Software Version: 2.20.p2

Release Notes

Document Release Date: December 2016

Software Release Date: December 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
HPE Propel Open Source Libraries	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	25
Frequently Asked Questions	26
Send Documentation Feedback	30

Introduction

This document provides the following information for the HPE Propel 2.20 patch 2 release (HPE Propel 2.20.p2).

- ["What's Changed in This Release" on page 6](#) - changes since the HPE Propel 2.20.p1 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.p2 installation instructions
- ["Verify HPE SM Unload Files" on page 10](#) - required only for HPE Propel VMs integrated with HPE Service Manager 9.41
- ["Validation Instructions" on page 11](#) - to validate the 2.20.p2 patch installation
- ["Restore Instructions" on page 12](#) - in case you need to rollback to the original HPE Propel VM
- ["Issues Fixed in This Release" on page 15](#) - all issues fixed since the HPE Propel 2.20.p1 release
- ["Customer Issues Fixed in This Release" on page 17](#) - all customer issues fixed since the HPE Propel 2.20.p1 release
- ["Known Problems, Limitations, and Workarounds" on page 25](#) - all known HPE Propel 2.20.p2 problems and their workarounds
- ["Frequently Asked Questions" on page 26](#) - answers to common questions about the HPE Propel 2.20.p2 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.

HPE Propel Open Source Libraries

HPE Propel includes Open Source libraries with license agreements that require HPE to provide access to the Open Source source code. This Open Source code is made available for reference purposes only and does not require installation by the customer. For the HPE Propel 2.20.p2 release, these Open Source libraries are available as a .tgz file, available from Software Support Online via this link: <https://softwaresupport.hpe.com/km/KM02578715>

Note: The file name of the .tgz file is `hpe_propel_2.20.p1-OSRB`, because the set of Open Source libraries requiring distribution for HPE Propel 2.20.p1 and HPE Propel 2.20.p2 are identical.

What's Changed in This Release

The following changes are included in the HPE Propel 2.20.p2 release:

- **Simplified access control configuration for multiple groups** – For catalogs and catalog items, bulk actions make it possible to grant access to multiple groups with one operation.
- **New Calculated Representation group type** – In addition to LDAP and database representation groups, it is now possible to create a new calculated group by specifying criteria in the **Identity** application. For example, create a calculated group to restrict access to users that are in a specific geographical location.
- **Bi-directional attachments to HPE SM service and support requests** – To enhance communication between HPE Propel users and service desk personnel, attachments added in HPE Propel are visible in HPE SM and attachments added in HPE SM are visible in HPE Propel.
- **Support of close action for HPE SM requests** – If fulfillment has not started for an HPE SM request (*pending approval* or *denied* state), the request can be closed.
- **Multi-domain LWSSO for suppliers** – Multiple suppliers in multiple domains are supported.
- **Continue an HPE OO request within HPE Propel** – Previously, HPE Operations Orchestration (OO) service requests with an HPE OO flow in a *paused* state needed action outside of HPE Propel to be continued. Now, the HPE OO service request can be continued within HPE Propel.
- **Import/Export of Business Processes** – Business processes can be imported and exported from one HPE Propel instance to another.
- **Reverse proxy support** – New Ansible automation to help with configuration of Nginx reverse proxy for HPE Propel.
- **Two-way SSL support** – HPE Propel supports client authentication via certificate with HPE Service Manager suppliers.

Installation Requirements

The HPE Propel 2.20.p2 patch release can be installed only on existing systems:

- HPE Propel 2.20 virtual machine (VM)
- HPE Propel 2.20.p1 VM

Note: All HPE Propel VMs within a cluster must have the same patch level. If you update one VM to 2.20.p2, you must update all VMs in the cluster.

If you are migrating from HPE Propel version 2.10 to version 2.20.p2, 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.p2 patch is installed.

Perform the following steps on the HPE Propel 2.20 or 2.20.p1 VM to install the HPE Propel 2.20.p2 patch release.

1. HPE strongly recommends taking a snapshot of the original HPE Propel VM in vSphere Client. (You might need this snapshot to revert to the original HPE Propel instance if you need to restart the HPE Propel 2.20.p2 installation process.) Perform the following steps in vSphere Client to take a snapshot of the original HPE Propel VM:
 - a. Shut down the HPE Propel VM.
 - b. Take a snapshot of the HPE Propel VM.
 - c. Start the HPE Propel VM.
2. Using SSH, log in to the original HPE Propel VM as `root`.
3. Place the patch installation file on the original HPE Propel VM:
 - a. `# mkdir /tmp/2.20.p2`
 - b. Download the patch installation `.tgz` file to the `/tmp/2.20.p2` 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 original HPE Propel VM in vSphere Client in case you need to restore the 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. *For original HPE Propel 2.20 VMs only:* 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/el/7/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.p2 patch, replacing *Filename.tgz*

with the name of the patch installation file you downloaded in step 3:

```
cd /tmp/2.20.p2
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.p2 patch installer creates a backup of the 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 directories. The `patch.sh` script restarts the HPE Propel services, and the HPE Propel 2.20.p2 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 original HPE Propel 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 HPE Propel 2.20.p2.

## Verify HPE SM Unload Files

If the HPE Propel system is integrated with HPE Service Manager (HPE SM) version 9.41, 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

- `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.

### sm-r2f/sm

- `SXLineItemApproval94x.unl`
- `SXR2FDB.unl`
- `SXR2FExtAccess.unl`
- `SXBaseExtAccess.unl`
- `SXR2F94xExtAccess.unl`

## Validation Instructions

To verify that the HPE Propel 2.20.p2 patch has been successfully installed:

1. Log in to the HPE Propel 2.20.p2 UI.
2. Click the avatar (top right) and select **About**.
3. Verify that the version is 2.20.p2.

**Note:** Test the HPE Propel 2.20.p2 installation before using it as a production system.

## Restore Instructions

This section provides instructions to manually restore the original HPE Propel 2.20 or 2.20.p1 VM. (After the HPE Propel 2.20.p2 patch release has been installed.)

**Tip:** The recommended way to restore to the original HPE Propel VM is to restore your HPE Propel 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 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.p2 patch and restore your HPE Propel VM to its original 2.20 or 2.20.p1 state, run the following commands:

1. *Only for HPE Propel 2.20 VMs:* 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](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 HPE Propel components back to the original 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.p2 patch release.

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

After applying third-party certificates, the rabbitmq certificate is wrong.

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

The pictures shown in RSS feeds can look pixelated in large screens.

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

When users are part of many LDAP groups the HTTP headers exceed the allowed space and users experience problems like:

- 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

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

The Service instances UI for organization admin may slowly load if grouping and filters are used.

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

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

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

When viewing an Order Item's details in HPE Propel, the navigation breadcrumb does not provide a link back to the **Order Details** view.

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

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: *Failed to open your support requests*.

## Customer Issues Fixed in This Release

The following customer issues have been fixed in HPE Propel 2.20.p2.

### Customer Issues Fixed

| CR           | Problem                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Solution                                                                                                                                                                                                                                                                                                                                         |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| QCCR1D214880 | HPE Propel should have a function that allows tickets to be re-opened once they are in the resolved state.                                                                                                                                                                                                                                                                                                                                                    | HPE Propel now supports custom request actions. Customers can define actions in the adapter and the UI displays them. In demo content there are new accept and reject actions for the review phase of the default service request Service Manager workflow.                                                                                      |
| QCCR1D218198 | After following the steps to change the HPE Propel Master Password as described in the HPE Propel administration guide, we can no longer access Launchpad or login to any of the HPE Propel organizations.                                                                                                                                                                                                                                                    | In HPE Propel 2.20 patch2, the dependency on a default master password file found in the HPE Propel msvc-util has been removed. Some library dependencies did not use the app.json specified master password file, but instead were dependent on the default msvc-util file. Now, all library dependencies will use the app.json specified file. |
| QCCR1D220725 | Bidirectional communication for service requests was implemented in HPE Propel 2.10 via QCCR1D215566. During this communication, it is desirable to allow attachments to be added as well.                                                                                                                                                                                                                                                                    | Bi-directional attachments are now supported.                                                                                                                                                                                                                                                                                                    |
| QCCR1D227710 | When users are part of many LDAP groups the HTTP headers exceed the allowed space and users experience problems such as: <ul style="list-style-type: none"> <li>• Browsing a catalog shows an error on a green screen.</li> <li>• Problem fetching services</li> <li>• Not displaying the aggregations</li> <li>• Not displaying the groups belonging to the ACL list</li> <li>• When opening the Catalog app, it keeps asking to save the default</li> </ul> | The header size is now 32 KB.                                                                                                                                                                                                                                                                                                                    |

**Customer Issues Fixed, continued**

| CR           | Problem                                                                                                                                                                                                                  | Solution                                                                                                                                                                            |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | language.                                                                                                                                                                                                                |                                                                                                                                                                                     |
| QCCR1D229440 | <p>Need ability to un-publish/delete deprecated or unwanted business processes that have been published.</p> <p>Currently cannot un-publish/delete deprecated or unwanted processes that have been published in BPM.</p> | <p>Added the ability to unpublish Business Processes if they are not used by any approval policy.</p>                                                                               |
| QCCR1D230993 | <p>After a service has been canceled, it remains on the list of services forever, listed as canceled. There is no way to delete it. This should be clearly documented.</p>                                               | <p>Updated the Consumer help and removed text about the ability to delete a service.</p>                                                                                            |
| QCCR1D231083 | <p>Business Approvals: timer with cancel doesn't cancel approval.</p>                                                                                                                                                    | <p>Timer is now canceled accordingly.</p>                                                                                                                                           |
| QCCR1D231105 | <p>When an order is denied it shows as "failed" in the list of orders.</p>                                                                                                                                               | <p>Administrators can customize how order states are shown in the UI. By default, an order with a denied request will show as DENIED (not FAILED).</p>                              |
| QCCR1D231268 | <p>Category UUIDs are displayed instead of Category names when browsing the Catalog items.</p>                                                                                                                           | <p>Resolved through code fix.</p>                                                                                                                                                   |
| QCCR1D231499 | <p>After doing Knowledge Management integration from HPE Service Manager, KM articles are not displaying Tags properly in HPE Propel.[object Object] is seen in place of tags.</p>                                       | <p>HPE Propel will now properly enumerate and display KM article tags.</p>                                                                                                          |
| QCCR1D231566 | <p>When scrolling through a list of users after searching for a common name (for example, Smith), users can scroll forward; but once users move down the list, they can't scroll back up.</p>                            | <p>Modified the user-select controller to properly use the reset flag instead of the search text to determine clearing out old values from the array used to render list items.</p> |
| QCCR1D231576 | <p>Drop-down fields that reference another table in HPE Service Manager appear empty when re-ordering the service item.</p>                                                                                              | <p>The form now does the look-up of the source value.</p>                                                                                                                           |
| QCCR1D231622 | <p>The roster loader fails to synchronize groups that exceed the size of MaxPageSize in Active Directory.</p>                                                                                                            | <p>Identity Management has been updated so that it can fetch and query users from groups that contain more than</p>                                                                 |

**Customer Issues Fixed, continued**

| CR           | Problem                                                                                                                                                                                                                                                                                                                | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | When this happens the groups appear empty in HPE Propel.                                                                                                                                                                                                                                                               | 1,000 members.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| QCCR1D231673 | After aggregating offerings from HPE CSA, the drop downs do not auto populate like they do in HPE CSA.                                                                                                                                                                                                                 | <p>HPE Propel is not re-reading the "option" values from HPE CSA each time the HPE Propel user changes one of the chains to other options. This issue only occurs if the HPE CSA configuration contains Dynamic Property Values.</p> <p>We demonstrated HPE Propel 2.20.p2 integrated with HPE CSA 4.7 and it worked with the Test_Dynamic_Dependency HPE CSA design. Although this is a test HPE CSA design, it demonstrates the round trip communication through the jsp.</p> |
| QCCR1D231696 | The jetty-sx service fails to start during migration because of a catalog start-up issue.                                                                                                                                                                                                                              | The start-up issue has been resolved by a code fix.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| QCCR1D232034 | Getting error message "Problem fetching service" when making a "Request on Behalf" from an item listed under Popular Services. Items are shown that should not be. (Items are based on the logged-in user instead of the "Request on Behalf" user.) Once the page is refreshed, then the extraneous items are removed. | When fetching new services for a Request on Behalf user (or normal user when leaving Request on Behalf), the controller attached to view was never being updated and the correct results were not shown to the user. The correct results are now shown.                                                                                                                                                                                                                         |
| QCCR1D232289 | When a user logs in and logs out, the second time the user tries to log in, an error is generated stating that "The service is unavailable at this time. Please try again later."                                                                                                                                      | The root cause has been resolved by a code fix.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| QCCR1D232484 | <p>Running migration from an existing 2.10 instance to a fresh instance of 2.20. It ran with no issues until it got to the last TASK [Start Propel] step where it has this error:</p> <pre>fatal: [your propel server host name]: FAILED! =&gt; {"changed":</pre>                                                      | <p>Migration occasionally fails at the end (re-indexing the Catalog), and is difficult to reproduce.</p> <p>Workaround when this error occurs: go to /opt/hp/propel/catalog and run:<br/># java -jar lib/catalog.jar reindex</p>                                                                                                                                                                                                                                                |

**Customer Issues Fixed, continued**

| CR           | Problem                                                                                                                                                                                                                                                                                                     | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | <pre> true, "cmd": "java -jar lib/catalog.jar reindex", "delta": "0:00:05.693359", "end": "2016-10-13 09:31:02.449526", "failed": true, "rc": 1, "start": "2016- 10-13 09:30:56.756167", "stderr": "Exception in thread \"main\" javax.ws.rs.BadRequestException ...                     </pre>             | <p>This action will re-index the catalog items and make the published items visible in HPE Propel. Make sure IDOL and the HPE Propel search and catalog services are running.</p>                                                                                                                                                                                                                                                                                                                                                             |
| QCCR1D232495 | <p>An approvals Order Number, Order Name, and Service details are not populated when multiple items in a cart are ordered.</p>                                                                                                                                                                              | <p>Order Number and Order Name are now populated.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| QCCR1D232536 | <p>LDAP integration fails if queries are not fully qualified.</p>                                                                                                                                                                                                                                           | <p>This problem was introduced in 2.20.p1-HF2 and fixed in 2.20.p1-HF3.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| QCCR1D232563 | <p>When SAML based SSO is configured for HPE Propel 2.20, users that log in the first time might need to wait 30 minutes before they're authorized to see any apps in HPE Propel. This is due to how the roster loading is handled.</p>                                                                     | <p>IdM will immediately calculate which groups the user belongs to and perform user authorization directly - not after the LDAP roster loading has been done.</p>                                                                                                                                                                                                                                                                                                                                                                             |
| QCCR1D232794 | <p>When starting to configure a catalog item with more than 15 dynamic user options to HPE Service Manager, HPE Propel jumps back to the previous page (switch from Catalog to the Portal app). Doing an F5 (refresh) the option lists are not loaded. The issue only occurs with Internet Explorer 11.</p> | <p>Configure hystrix in HPE SX to queue requests above the base thread pool limit.</p> <p>Modify /opt/hp/propel/sx/WEB-INF/classes/config.properties by adding the following lines:</p> <pre> hystrix.threadpool.default. coreSize=10  hystrix.threadpool.default. maxQueueSize=32  hystrix.threadpool.default. queueSizeRejectionThreshold=16                     </pre> <p>It will enable queueing requests above the 10-core concurrent limit. Queue size is between 16 and 32 requests, so it will raise the limit to a minimum of 26</p> |

**Customer Issues Fixed, continued**

| CR           | Problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Solution                                                                                                                                                                                                                                                                            |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | concurrent IdM validations.                                                                                                                                                                                                                                                         |
| QCCR1D232824 | Follow-up from QCCR1D232495: The Order details page is missing information in a multi-item order.                                                                                                                                                                                                                                                                                                                                                                                                                 | Approval details now has order information.                                                                                                                                                                                                                                         |
| QCCR1D232826 | Request on Behalf value is sometimes not saved if the database has a large number of users.                                                                                                                                                                                                                                                                                                                                                                                                                       | NodeJS session was being overwritten when multiple API requests were active. Now the session is explicitly saved.                                                                                                                                                                   |
| QCCR1D232871 | <p>The IdM rosterLoader still processes groups that have been previously deleted in the IdM admin UI.</p> <p>In the idmdb DB, the dap_roster_history table still contains information about groups that have been deleted and where the following tables records have been deleted:</p> <ul style="list-style-type: none"> <li>• abstract_user</li> <li>• abstract_user_metadata</li> <li>• abstract_user_representation</li> <li>• user_group_rep</li> <li>• ldap_roster_history</li> <li>• base_lock</li> </ul> | The issue has been resolved via a code fix.                                                                                                                                                                                                                                         |
| QCCR1D232907 | When HPE Propel generates requests to HPE Service Manager, it uses up floating licenses instead of ESS (Employee Self Service) licenses.                                                                                                                                                                                                                                                                                                                                                                          | ESS license is now correctly used by HPE Propel and HPE SM integration. The HPE SM adapter in HPE Propel has been changed.                                                                                                                                                          |
| QCCR1D232922 | The <b>Request on Behalf</b> button takes a long time to appear for the first time in a session.                                                                                                                                                                                                                                                                                                                                                                                                                  | Reworked and simplified the test to determine whether a user is able to impersonate others.                                                                                                                                                                                         |
| QCCR1D232967 | Request on Behalf search is too sensitive and searches before the user finishes typing.                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Improvements made:</p> <ul style="list-style-type: none"> <li>• Last search wins (multiples during search typing are discarded)</li> <li>• Search delay (debounce) extended to 0.5 seconds (triggers fewer searches)</li> <li>• 3-character minimum to trigger search</li> </ul> |

**Customer Issues Fixed, continued**

| CR           | Problem                                                                                                                                                                                                                                                                                                                      | Solution                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| QCCR1D232977 | The HPE Propel <code>jetty-sx</code> service fails to start when the HPE SM Supplier is not able to respond to REST/SOAP requests. If HPE SM is down then HPE SX boots properly and works fine. This is only for the case when HPE SM is running but cannot respond to any request. (For example, if the HPE SM DB is down.) | HPE Service Manager downtime doesn't prevent HPE SX boot, it just delays it. There is a 10-minute timeout set on all outgoing traffic, which causes the issue. Workaround: decrease the timeout to 3 minutes by editing <code>/opt/hp/propel/sx/WEB-INF/classes/config.properties</code> and change the following line:<br><br><code>hystrix.command.default.execution.isolation.thread.timeoutInMilliseconds = 180000</code> |
| QCCR1D233104 | No scrolling when Request on Behalf searches return more than 20 results.                                                                                                                                                                                                                                                    | When Infinite Scrolling was searching for future pages, there is a lock to prevent unnecessary API calls. In 2.20.p1-HF4, the call to return more than 20 results was incorrectly excluded from the lock. This has been fixed and more than 20 results can now be seen.                                                                                                                                                       |
| QCCR1D233107 | LDAP group permissions that were added via API are removed when a user logs in to the HPE Propel UI.                                                                                                                                                                                                                         | Code changed to preserve group permissions for Siteminder users.                                                                                                                                                                                                                                                                                                                                                              |
| QCCR1D233108 | When searching Request on Behalf users by common last names, performance is slow.                                                                                                                                                                                                                                            | Use a different table that results in a faster query time.                                                                                                                                                                                                                                                                                                                                                                    |
| QCCR1D233306 | Change ORD approval title in approval list to have order name.<br><br>This is a follow-up to QCCR1D232824.                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Child requests are now shown on the detail of a cluster request (fix affects detail of request and detail of approval page).</li> <li>Cluster request name is now shown in the list of approvals.</li> </ul>                                                                                                                                                                           |
| QCCR1D233341 | Incorrect user options displayed when configuring a Request on Behalf service item.                                                                                                                                                                                                                                          | Fixed race condition.                                                                                                                                                                                                                                                                                                                                                                                                         |
| QCCR1D233389 | Unable to use <b>Request on Behalf</b> button after loading in over 400K users via API.<br><br>Updating group rosters for extremely large groups (for example, >100k                                                                                                                                                         | When updating a group roster, compute differences between the old roster and the new roster, removing users who are no longer members of the group and adding new members, rather than discarding the old roster and replacing it                                                                                                                                                                                             |

**Customer Issues Fixed, continued**

| CR           | Problem                                                                                                                                                                     | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | users) can take a long time.<br><br>While the update occurs, some users may appear to not be members of the group, even though they are and nothing about them has changed. | with the new roster.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| QCCR1D233402 | User gets green screen when trying to see order details of Request on Behalf multi-item order with dynamic forms.                                                           | User will be able to view order details for a Request on Behalf multi-item order with dynamic forms. No green screen appears.                                                                                                                                                                                                                                                                                                                                                         |
| QCCR1D233452 | If using APIs to bulk load users, after installing 2.20.p1-HF5, Request on Behalf users returned in the search are incorrect.                                               | Code changed to ensure that metadata and user profile are kept in sync.                                                                                                                                                                                                                                                                                                                                                                                                               |
| QCCR1D233500 | BPM only recognizes the first IdM Groups (appearing alphabetically) and not all of them.                                                                                    | All possible results become available when you search for an IdM group in BPM.<br><br>The UI is somehow limited in displaying the results, but when you use the browser debugger, you'll notice all groups will be retrieved. You just need to more accurately describe the group in order to have it displayed in the drop-down menu.<br><br>In any case, when you have 20 groups with the name "propel", when you search for <i>propel</i> , all the results will become available. |
| QCCR1D233501 | Type-ahead in search doesn't work - results are shown that don't include the search term.                                                                                   | Please note that all the groups CONTAINING the searched string will be displayed, not just the groups STARTING WITH it.                                                                                                                                                                                                                                                                                                                                                               |
| QCCR1D233518 | Unable to disable Request on Behalf in Identity Management customization parameter.<br><br>The parameter exists but does nothing - it should be removed.                    | The patch installer has been updated to remove the obsolete flag "enableROBRequest" from the organization customization tab in the Identity Management user interface.                                                                                                                                                                                                                                                                                                                |
| QCCR1D233582 | Popular Services displays more than 6 items when Request on Behalf user is selected.                                                                                        | Popular Services will only display 6 items when Request on Behalf mode is entered or exited.                                                                                                                                                                                                                                                                                                                                                                                          |

**Customer Issues Fixed, continued**

| CR           | Problem                                                                                                                                                              | Solution                                                                                             |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| QCCR1D234024 | The IdM user profiles (table abstract_user_profile) are not kept in sync with user metadata (table abstract_user_metadata) when managing users through the REST API. | Update implementations of REST API to keep abstract_user_metadata and abstract_user_profile in sync. |

## 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 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 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.                                                                                                                                                                                                                                                                   |

## 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 <b>Shop</b> view and the <b>Browse Catalog</b> view different than the search results in the <b>Popular Services</b> view?                                                                                                                                          |
| Answer   | The search functionality in the <b>Shop</b> and <b>Browse Catalog</b> views matches any word in the search text and also searches the attachments linked to the items. The search functionality in the <b>Popular Services</b> 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"> <li>1. "Notify By" and "Urgency" drop-down list strings in the HPE Propel <b>Request Support</b> UI (which are supplied by HPE SM) are not translated and display only in English.</li> <li>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.</li> <li>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 <b>Interaction</b> UI may not correctly display in the HPE Propel <b>Request Support</b> UI.</li> </ol> |

### 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. |

### Chinese strings not localized due to different language code in HPE SM

|          |                                                                                                                                                                                                                                       |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question | When my browser is set to Chinese (zh-cn), why do the <b>Urgency</b> and <b>Notify By</b> values for a new or existing Support request appear in English?                                                                             |
| Answer   | HPE Service Manager has a different language code for the Chinese language (zh-Hans) stored in its internal databases than the code that is sent by the browser (zh-cn). No workaround exists for these two different language codes. |

### KM article with external link in HPE Propel not loaded

|          |                                                                                                                                                                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question | How can I load the page for an external link that is in an HPE Propel KM article?                                                                                                                                                                                                                 |
| Answer   | If the page for the external link is not loading, you can either: <ul style="list-style-type: none"> <li>• Right click on the external link and then select "Open in a new window."</li> <li>• Add a 'target="_blank"' attribute to the KM article's HTML link (anchor tag) in HPE SM.</li> </ul> |

### Attachments show up as separate result on an SMA-Enabled HPE Propel for KM and Universal

|          |                                                                                                                                                                                                                                                                                                              |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question | When HPE Propel is integrated with KM Smart Analytics (SMA) and a search is performed by the user, each attachment on a KM article is shown as a separate search result. Why is this different than KM Solr where any and all attachments on a KM article are shown as a single search result in HPE Propel? |
| Answer   | The KM SMA solution is designed differently than the KM Solr solution and no workaround exists.                                                                                                                                                                                                              |

### Creating DENIED state for notifications and catalogs

|          |                                                                                                  |
|----------|--------------------------------------------------------------------------------------------------|
| Question | How do I configure HPE Propel so that an order appears as DENIED if it contains DENIED requests? |
|----------|--------------------------------------------------------------------------------------------------|

### Creating DENIED state for notifications and catalogs, continued

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Answer | <p>To create a DENIED state for notifications and catalogs:</p> <ol style="list-style-type: none"> <li>1. Edit the <code>/opt/hp/propel/notification/notification.yml</code> file and add the DENIED state to the <code>allowedEntityStates</code> section. For example, add the DENIED state to the following line in the <code>allowedEntityStates</code> section:             <pre>order: 'OPEN,FAILED,COMPLETED,PARTIALLY_FAILED,DENIED'</pre> </li> <li>2. Edit the <code>/opt/hp/propel/catalog/config.yml</code> file and add the DENIED state to both the <code>states</code> sub-section and the <code>rules</code> sub-section of the <code>shoppingService.stateConfiguration</code> section. For example, add the following lines:             <ol style="list-style-type: none"> <li>a. In the <code>states</code> sub-section:                     <pre>- name: DENIED   class: text-alert   label:     \$bundleKey: orderui.state.DENIED</pre> </li> <li>b. In the <code>rules</code> sub-section:                     <pre>- condition: containsOnly   states: [DENIED]   result: DENIED</pre> </li> </ol> <div style="background-color: #f0f0f0; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> The order of the transformation rules section is important. Add the new condition after the last <code>containsOnly</code> condition in the <code>rules</code> section.</p> </div> </li> <li>3. Restart the HPE Propel notification service:             <pre># service notification restart</pre> </li> <li>4. Restart the HPE Propel catalog service:             <pre># service catalog restart</pre> </li> </ol> |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### HPE Service Manager 9.50 required for service requests Close button

|          |                                                                                                                                                                  |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question | What HPE SM version is required to enable the <b>Close</b> button for service requests that are pending approval?                                                |
| Answer   | HPE SM version 9.50 or higher must be integrated with HPE Propel and the HPE Propel administrator must set the version in the HPE SM supplier to 9.50 or higher. |

**Incorrect date for approval when default time zone and date is set in HPE Service Manager System Information Record**

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question | Why does HPE SM provide an invalid date for an HPE Propel approval record?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Answer   | In HPE SM, on the System Information Record, users can add a default HPE SM time zone and date format. This may result in HPE SM providing an invalid date for the HPE Propel approval record. For example, if approval is done on December 8, 2016 and the HPE SM System Information Record has the time zone set to Europe/Middle with date format dd/mm/yyyy, HPE SM provides an incorrect approval date (08/12/16 15:59:44 Europe/Middle) to HPE Propel. The workaround is to set the HPE SM date format to match HPE Propel's date format of mm/dd/yy. The HPE SM time zone can be switched but the date format needs to be mm/dd/yy. |

## 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.p2)**

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](mailto:Propel_IE@hpe.com).

We appreciate your feedback!

