



SM Service Catalog-PPM Center Project Proposal Integration Solution

Software Version: 1.02

Release Notes

Document Release Date: February 2017
Software Release Date: February 2017



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

© 1994-2017 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.

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

UNIX® is a registered trademark of The Open Group.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

For a complete list of open source and third party acknowledgements, visit the HPE Software Support Online web site and search for the product manual called HPE Service Manager Open Source and Third Party License Agreements.

Documentation Updates

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

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

Support

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

Most of the support areas require that you register as an HP Passport user and to sign in. Many also require a support contract. To register for an HP Passport ID, click **Register** on the HPE Support site or click **Create an Account** on the HP Passport login page.

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

HPE Software Solutions Now accesses the HPSW Solution and Integration Portal website. This site enables you to explore HPE Product Solutions to meet your business needs, includes a full list of Integrations between HPE Products, as well as a listing of ITIL Processes. The URL for this website is <https://softwaresupport.hpe.com/km/KM01702731>.

Contents

What's new in this release	4
Installation Notes	5
Fixed defects	6
Known Problems, Limitations, and Workarounds	7
Send documentation feedback	8

What's new in this release

The HPE SM Service Catalog-PPM Center Project Proposal Integration Solution aims to submit project proposals from Service Manager to PPM Center, and to feed back the proposals' status (rejection/approval) from PPM Center to Service Manager.

Features highlights:

- Adds support for Service Manager 9.5x and PPM Center 9.4x
- Adds support for JRE 8
- Drops support for Service Manager 9.2x

Installation Notes

Installation prerequisites, as well as instructions for installing this integration solution, are documented in [Service Manager 9.51 Help Center > HPE SM Service Catalog-PPM Center Project Proposal Integration Solution Configuration Guide](#).

Fixed defects

This software release fixes the following defects.

Global ID	Problem	Solution
QCCR1E138463	SM-PPM 1.01 does not support JRE 8.	Now when you are deploying the SM-PPM 1.02 adapter, you can select to use the same JDK version used by PPM to build the SM-PPM adapter dynamically.
QCCR1E138464	Exception happens when closing an Interaction from PPM.	SM-PPM 1.02 was built with an earlier ASIX2 version but PPM has an upgraded ASIX2 version. Now HPE has modified the code to reflect the change.

Known Problems, Limitations, and Workarounds

This software release includes the following known issues and limitations.

Global ID	Problem	Workaround
QCCR1E47467	<p>When a Service Manager field value exceeds the maximum allowed length defined in PPM Center, an error occurs, but with different behaviors on PPM Center 7.5 and PPM Center 8.0:</p> <ul style="list-style-type: none"> • On PPM Center 7.5: An error is logged in the Service Manager log file (sm.log) during the synchronization from SM to PPM Center. • On PPM Center 8.0: A proposal is created in PPM Center with a blank field corresponding to the SM field. 	<p>Make sure that field values in Service Manager do not exceed the maximum allowed length defined by PPM Center.</p>
QCCR1E55617	<p>"field=" messages are displayed after submitting an order from Project Proposal in Service Catalog. This issue occurs in both the Service Manager Windows and Web clients.</p>	<ol style="list-style-type: none"> 1. Log in to the Service Manager Windows or Web client as a system administrator. 2. Go to Tailoring > Script Library. 3. In the Name field, type <code>dynamicFormValidation</code>. 4. Click Search. The script opens. 5. Locate <code>isValidString</code> function (line 242), and then comment out the <code>print ("field="+field);</code> line. 6. Click Save to save the modification. 7. Click Compile to compile the script.

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 (SM Service Catalog-PPM Center Project Proposal Integration Solution 1.02)

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 ovdoc-itsm@hpe.com.

We appreciate your feedback!

