



ITSM Automation NG Express

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This section provides an overview of the changes made to HPE ITSMA NG Express 2017.04.

- [What's New](#)
- [Known issues, limitations, and workarounds](#)

What's New

As the Next-Generation Express edition of the ITSMA suite, this release of ITSMA NG Express introduces the following new features.

Quick and easy container-based deployment

ITSMA NG Express enables you to deploy the ITSMA suite in container-based mode. This mode leverages the Docker and Kubernetes technologies. Components are neither installed separately nor integrated manually. Instead, they are bundled as a suite, installed as containerized applications, and integrated automatically. The components work seamlessly as integral modules within the same product (that is, ITSMA NG Express) to provide a seamless user experience.

Simplified database preparation and configuration

The suite installation wizard provides an intuitive user interface for easy database configuration and connection verification.

Centralized user authentication

ITSMA NG Express includes HPE Identify Manager (IdM) for user authentication. The suite components and IdM are integrated with the same LDAP server (internal or external) to achieve centralized user authentication and single sign-on. Instead of logging in to each individual product, users now log in to a centralized user interface, that is, the ITSMA Suite Portal. Once logged in to this portal, users can access all suite modules and access one module from another without the need to enter a user name and password again.

Suite-level licensing

Unlike Classic suites that require a separate license file for each suite component, ITSMA NG Express requires only one suite license, which includes two sub-licenses, one for ITSMA Service Portal and the other for the rest of the suite components. The license activation process remains the same.

Consolidated suite configuration

ITSMA NG Express provides a consolidated suite configuration interface for you to easily update the suite configurations.

Known issues, limitations, and workarounds

This release of ITSMA NG Express has the following known issues and limitations.

Module/ Capability	Issue description
Smart Analytics	<p>If an abnormal restart of the node happens when IDOL is in the middle of indexing or training, it is possible that the IDOL pods fail to start. Information that resembles the following is displayed in the content server logs:</p> <p>24/03/2017 08:13:02 [1] 00-Always: Reference index needs rebuild now 24/03/2017 08:13:02 [1] 00-Always: Generating new reference index 24/03/2017 08:13:14 [1] 00-Always: Creating new reference index: processed 5% of documents (elapsed: 11.72s) 24/03/2017 08:13:27 [1] 00-Always: Creating new reference index: processed 10% of documents (elapsed: 25.19s) 24/03/2017 08:13:41 [1] 00-Always: Creating new reference index: processed 15% of documents (elapsed: 39.17s) 24/03/2017 08:13:55 [1] 00-Always: Creating new reference index: processed 20% of documents (elapsed: 53.01s)</p> <p>Workaround:</p> <p>For each content server, perform the following steps:</p> <ol style="list-style-type: none"> 1. Locate the following section in the yaml file: livenessProbe: httpGet: path: /? action=encrypted&data=MzJ8mNJbn7G5d8dxZBSaBSMBM0dIdzC0Ovz v%2BTvHrfJi84M%3D port: 10010 initialDelaySeconds: 60 2. Change the initialDelaySeconds value from 60 to 600: livenessProbe: httpGet: path: /? action=encrypted&data=MzJ8mNJbn7G5d8dxZBSaBSMBM0dIdzC0Ovz v%2BTvHrfJi84M%3D port: 10010 initialDelaySeconds: 600 3. Restart the pod.
Performance	The Service Management RTE terminates a user session when it has been waiting too long for a client request.
Performance	"kubectl exec -it" does not work after a 24-hour stabilization test. In the meantime, the response of the "kubectl get pods --all-namespaces -o wide" command may take more than 5 seconds. It is less than 1 second during startup.

Module/ Capability	Issue description
Performance	It takes more than 60 seconds to complete a pod restart for the frontend ingress and backend ingress.
Performance	<p>The IDM-PostgreSQL database corrupts after the host server experienced an out-of-disk issue.</p> <p>Workaround: Make sure that you have enough disk space to avoid the out-of-disk issue.</p>
Performance	<p>Occasionally pods are not evenly distributed to workers even when some workers only have low-resource-costing pods running.</p> <p>Workaround:</p> <p>You can set the same value for "resource requests" and "resource limits" so that Kubernetes guarantees the resource allocation.</p> <p>Example in yaml:</p> <pre data-bbox="425 848 763 1192"> resources: limits: cpu: "4" memory: 4096M requests: cpu: "4" memory: 4096M </pre>
Service Management	<p>"Webpage Error" when purging out-of-box data from the suite:</p> <p>Do you want to debug this webpage? This webpage contains errors that might prevent it from displaying or working correctly. If you are not testing this webpage, click No.</p> <div data-bbox="493 1432 1310 1466" style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin-left: auto; margin-right: 0;"> <p>This issue has no impact on the data purge. You can safely ignore it.</p> </div>
Service Management	<p>When a Service Management agent clicks the link in an email notification, the agent can access Service Management, but the corresponding record is not automatically displayed.</p> <p>Workaround:</p> <p>From the Service Management interface, search for and then open the corresponding record.</p>
Service Management	The system cannot send out email notifications to recipients for scheduled surveys.

Module/ Capability	Issue description
Service Management	<p>It rarely happens but you might encounter an HTTP 500 error when accessing Service Management if SM RTE gets crashed in the containerized environment.</p> <p>Workaround: The service will restart automatically. Try accessing Service Management a few seconds or minutes later.</p>
Chat	Offline tickets opened by the Chat feature is not supported.
Suite	The ITSMA suite does not have user role-based access control.
Database	<p>If you enter special characters (such as " ' \$ ` \) in the external PostgreSQL database password field during the suite installation, the connection to the external PostgreSQL database will fail and Service Portal will not work after the installation is finished.</p>
Suite Installation	<p>If you configure external LDAP during the suite installation, the configured external LDAP does not work and you may also encounter some other issues. For example, Service Portal does not work well after installation because the system fails to configure the supplier in Service Portal.</p> <p>Workaround: Do not set up external LDAP during the suite installation. Instead, use internal LDAP during suite installation, and then configure external LDAP in the suite configuration interface after you install the suite.</p>

Module/ Capability	Issue description
Suite Configuration	<p>On the Email Service configuration page from the suite configuration interface, if you have once clicked the Test button after you configure your email configuration, when the next time you change the Enable SSL&TSL setting and then click Test, the test always fails and you cannot apply your change for enabling or disabling SSL for email.</p> <p>Workaround:</p> <p>Follow these steps to modify email configurations from the backend:</p> <ol style="list-style-type: none"> 1. On your master node, go to the following directory: <code>cd <ITSMA NFS shared folder>/data/itsmaconfig/yamls</code> 2. Open configmap.yaml and modify the values for following parameters: <pre>email_smtp_server_name: "" # Set the name of the SMTP server (IP address, machine name, or DNS name.) that is used for sending email notifications. email_smtp_server_port: "" # Set the communications port that the SMTP server uses. email_smtp_server_username: "" # Set the user name and password of an existing account that the ITSMA suite uses to bind to the SMTP server. email_smtp_server_password: "" # Set the password. email_smtp_server_tls: "true" # Set to false if TSL is not used. email_smtp_server_ssl: "true" # Set to false if SSL is not used. email_smtp_server_ssl_port: "" # Set the SSL port if SSL is enabled. email_smtp_server_mail_from: "" # Set the descriptive name or other identifier of the sender of an e-mail. This parameter should be set in the format of email address.</pre> 3. Run the following commands to make your changes to take effect: <code>kubectl delete -f configmap.yaml kubectl create -f configmap.yaml --validate=false kubectl delete -f smsuite.yaml</code> (Wait for several minutes until all SM containers are deleted.) <code>kubectl create -f smsuite.yaml --validate=false</code> 4. Check all pods which name is starting from “sm-“ are running with following command: <code>kubectl get pod --all-namespaces grep sm-</code>

Module/ Capability	Issue description
Log	<p>The propel-catalog service fails to start when you set Service Portal log level to TRACE.</p> <p>Workaround:</p> <p>Use the following steps to make the Catalog service work temporarily. When your debugging is done, you can change it back after you switch the log level back as normal INFO.</p> <ol style="list-style-type: none"> 1. Login into the suite master machine. 2. Go to the following path: <code>/var/vols/item/core/suite-install/itsma/output</code> 3. Delete the the ganglia related metrics in the <code>propel-catalog.yaml</code> file as below: <pre>metrics: frequency: 1 minute reporters: - type: ganglia durationUnit: milliseconds rateUnit: seconds includes: - 'all_requests.*' - "jvm\\.memory\\\\.heap\\\\.used" - "request\\.fulfillment.*" - 'consumer.fulfillment.*' useRegexFilters: true frequency: 1 minute host: propel-ganglia-gmond-svc port: 8649 spoof: \${PROPEL_CATALOG_SVC_SERVICE_HOST}:propel- catalog-svc mode: unicast ttl: 1 tmax: 60 s dmax: 0 s prefix: catalog</pre> 4. Delete the catalog service with below command : <code>kubectl delete -f propel-catalog.yaml</code> 5. Restart the catalog service with below command: <code>kubectl create -f propel-catalog.yaml</code>
Log	No log file is generated for Service Portal PostgreSQL in the <code>/var/vols/item/itsma/itsma-<namespace>/logs/propel/postgresql</code> folder.
Data onboarding tool set	Operator startup parameter values are not displayed correctly when you attempt to update them.

Module/ Capability	Issue description
Data onboarding tool set	Data is not imported into the Full Name field in the contacts table.
Data onboarding tool set	<p>The following error occurs when re-running the data onboarding scenario in Connect-It to re-import Departments data:</p> <p>The record being added contains a duplicate key.</p> <p>Workaround:</p> <p>Delete the imported data from the dept table in Service Management, and then re-import the departments data.</p>
ITOM CDF	ITOM CDF supports English, French, German and Spanish. However, the License user interface (AutoPass License Manager) supports only English.
ITOM CDF	The time in the container and the time on the VM host may not be the same.
ITOM CDF	<p>When the vault token expires during the ITOM CDF installation, the ITOM CDF installation may fail.</p> <p>Workaround: In the /opt/kubernetes/bin folder of the master node, manually run the following command: update_kubeVaultToken.</p>
ITOM CDF	<p>After you install ITSMA on ITOM CDF and log on to the ITSMA suite management portal, the SUITE > Installation page of the user interface does not work.</p> <p>Workaround: Manually clean the cookie and cache of the page.</p>
ITOM CDF	<p>When uninstalling ITOM CDF on a virtual machine, the virtual machine sometimes hangs up.</p> <p>Workaround: Manually restart the virtual machine.</p>
ITOM CDF	<p>When using %, " , \ and space for the User Name in ADMINISTRATION > User Management > ADD, SAVE does not work and no error message is displayed.</p> <p>Workaround: Do not use the following characters for User Name: % " \ <blank></p>
ITOM CDF	<p>Sometimes a pod may run into error or into CrashLoopBackOff status when migrating from one node to another. This may be because no vault token is generated.</p> <p>Workaround: If the failed pod is created by Replicationcontroller of deployment (There is a random string at the end of the pod name, such as <code>idm-848511036-5ev30</code> or <code>idm-t56ui</code>), delete the pod and a new pod will be generated. Alternatively, run <code>kube-restart.sh</code> in the <code>\$K8S_HOME/bin</code> folder of the node where the pod is located.</p>

Module/ Capability	Issue description
ITOM CDF	<p>The following issues exist when working in Internet Explorer 11:</p> <ul style="list-style-type: none"> After you click ADMINISTRATION > User Management>ADD to add a new user and then click SAVE, if you refresh the browser, the newly added user is not in the user list. After you click ADMINISTRATION > User Management><input type="button"/> DELETE, and then click DELETE, if you refresh the browser, the newly deleted user is still in the user list. After you click ADMINISTRATION > Nodes>Predefined Labels, enter a new label and then click [+] , if you refresh the browser, the newly added label is not in the label list. After you click ADMINISTRATION > Nodes>Predefined Labels and then click [-] to delete a label, if you refresh the browser, the newly deleted label is still in the label list. <p>Workaround 1: Open developer tools (press F12) and then refresh after you have added a record.</p> <p>Workaround 2: Use other browsers.</p>
Localization	<p>Some languages that are not supported in this release are visible in parts of the ITSMA UI, such as UCMDB and Service Portal.</p> <div style="border: 1px solid #f0e68c; padding: 5px; margin-top: 10px;"> <p>See Known issues, limitations, and workarounds for a list of supported languages.</p> </div>
Localization	<p>Some UI strings are not localized when using the French, German, and Spanish locales:</p> <ul style="list-style-type: none"> Hardware requirement strings in ITSMA installer UI are not localized. Messages on testing DB and LDAP page from ITSMA installer UI are not localized. "Service" and "Pod" in ITSMA installer are not localized. "Access Denied" is not localized when users (not the administrator) try to access the suite configuration UI. <p>In addition, this release has the following truncation issues:</p> <ul style="list-style-type: none"> The translated "Suite Configuration" string is truncated on the landing page with IE browser in the Spanish locale. The Add New Content Group button in Operation > Smart Analytics from Suite Configuration is truncated in the French locale.

Module/ Capability	Issue description
Localization	<p>The replied messages from a Chatbot may contain gibberish characters when you use the Chat feature in Service Portal and your browser is set to the French, German, and Spanish locales.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. From the suite landing page, access Service Management. 2. Click System Administration > Ongoing Maintenance > Collaboration > Service desk Chatbot. 3. Search for the "Chatbot" records. 4. Click Publish AIML for every "Chatbot" record.
Localization	<p>If you choose the suite size as Small or Medium during the suite installation, the radio options of surveys in Service Portal might be displayed in English even when your browser is set to the French, German, and Spanish locales.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Get the namespace of your current ITSMA suite installation. On the master node, run the flowing command: <pre>> kubectl get namespace grep itsma itsma2 Active 3d</pre> In the example above, the namespace is itsma2. 2. On the master node, create a yaml file “sm-rte-svc.yaml” with following content. Replace \${namespace} with the namespace you get in step1. In this case, it is “itsma2”. <pre>apiVersion: v1 kind: Service metadata: name: sm-rte-svc labels: app: sm-rte-svc namespace: \${namespace} spec: sessionAffinity: ClientIP ports: - port: 13080 selector: app: sm-rte</pre> 3. On the master node, run the following commands: <pre>> kubectl delete -f sm-rte-svc.yaml service "sm-rte-svc" deleted > kubectl create -f sm-rte-svc.yaml service "sm-rte-svc" created</pre>

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