



# ITSM Automation NG Express

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## Release Notes

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# Release notes

This section provides an overview of the changes made to HPE ITSMA NG Express 2017.07.

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

## What's new

This release of ITSMA Next-Generation (NG) Express introduces the following new features.

- [Mixed mode deployment](#)
- [AWS support](#)
- [New Service Portal](#)
- [Native mobile app](#)
- [SAML SSO](#)
- [Deployment mode-based licensing](#)
- [Enhanced database support](#)
- [Three NFS persistent volumes for ITSMA](#)
- [Enhanced Smart Analytics](#)
- [Content packs released on HPE Marketplace](#)

### Mixed mode deployment

The Suite Installer allows you to exclude either both of the containerized Service Management and CMDB or only CMDB from the installation, and to use external Service Manager and Universal CMDB (UCMDB) systems instead. The support of mixed mode enables existing customers of Service Manager and UCMDB to keep their existing implementation and at the same time take advantage of certain containerized features and capabilities that ship with ITSMA NG Express, such as Service Portal, Chat, and Smart Analytics.

Mixed mode supports two scenarios:

- Scenario 1: Use external Service Manager and UCMDB systems instead of the containerized Service Management and CMDB. For more information, see [Install ITSMA in mixed mode \(scenario 1\)](#).
- Scenario 2: Use an external UCMDB system instead of the containerized CMDB. For more information, see [Install ITSMA in mixed mode \(scenario 2\)](#).

### AWS support

ITSMA can now be deployed on Amazon Web Services (AWS) servers. An AWS installation package is provided that enables you to configure the required parameters in a configuration file, and then run an installation script that installs CDF on the master node and worker nodes in one go. Once CDF is installed, you can run the Suite Installer from the CDF user interface to install ITSMA.

- Only fully containerized mode is supported for AWS deployments.
- Only one master node can be used. However, you can specify multiple worker nodes.

For more information, see [Install the suite on AWS](#).

### New Service Portal

This release introduces a new Service Portal for end users to order, track, and manage their IT services, to access knowledge articles, to initiate chat conversations, and to complete surveys. Administrators can customize the portal theme setting per tenant. Users can:

- Search service or support offerings, knowledge articles, and news
- Approve or deny requests and Service Manager changes
- Accept or reject the resolved service requests
- Close service requests before approval or after denial
- Close support requests before the fulfillment is done
- Create requests on behalf of another person

For more information, see [Service Portal](#).

### Native mobile app

This release introduces a new Service Portal mobile app for Android. Users can use mobile devices to perform the following tasks:

- Create new service or support requests
- Approve or deny requests
- Accept or reject resolved requests
- Search service or support offerings, knowledge articles, and news
- Browse service or support offerings

For more information, see [Configure the Service Portal mobile app](#) and [ITSMA Service Portal mobile app](#).

## SAML SSO

This release supports Single Sign-On (SSO) based on the SAML 2.0 protocol, using Microsoft ADFS as an identity provider.

For more information, see [Configure SAML SSO](#).

## Deployment mode-based licensing

The licensing policy takes into account of the deployment modes: fully containerized mode, and mixed mode. The former requires an ITSMA suite license, and the latter may or may not require a separate suite license but may require a Smart Analytics license, depending on the specific situation. For more information about licensing in mixed mode, see [Install an ITSMA suite license](#).

## Enhanced database support

All services in ITSMA in this release (except CMDB) support an external PostgreSQL database. For more information, see [\(Optional\) Prepare databases for CDF and ITSMA \(on-premises\)](#).

## Three NFS persistent volumes for ITSMA

In previous releases, ITSMA shared the same NFS server with CDF and used only one NFS persistent volume (PV). In this release, ITSMA uses two additional NFS persistent volumes for Smart Analytics and databases, which requires a large data storage:

- NFS volume to store global data (configuration files, logs and so on)
- NFS volume to store database data
- NFS volume to store Smart Analytics data

These persistent volumes can reside on the same NFS server or on different NFS servers.

For more information, see [Set up three NFS shares for ITSMA](#).

## Enhanced Smart Analytics

This release introduces the following enhancements for Smart Analytics:

### Smart Analytics migration

The ITSMA suite installation process in this release includes containerized Smart Analytics by default. Whether you are using the Solr search engine or Smart Analytics with an external Service Manager system, you can migrate your existing investment to containerized Smart Analytics for Service Portal search.

For more information, see [Connect to containerized Smart Analytics](#).

### Smart Analytics Assistant

This release supports Smart Analytics Assistant in the ITSMA suite. Smart Analytics Assistant is a tool that enables administrators to interactively perform IDOL administrative actions in Smart Analytics. For example, you can use this tool for content server maintenance, to check the system status, and for troubleshooting.

In the interface, a command line enables the administrator to send IDOL actions to Smart Analytics components. The most frequently used actions are included in a drop-down list.

For more information, see [Use Smart Analytics Assistant](#).

### Trusted clients for Smart Analytics

This release supports the trusted clients configuration for Smart Analytics in containerized Smart Analytics. To improve security, you can restrict access to Smart Analytics to specific Service Manager servlet FQDNs or addresses. Only those Service Manager servlets whose hostname or IP address are listed as trusted clients can send request and receive responses from containerized Smart Analytics.

For more information, see [Add trusted clients for Smart Analytics](#).

## Content packs released on HPE Marketplace

Two content packs are released on [HPE Marketplace](#) to provide supporting resources for the ITSMA NG Express 2017.07 release:

### ITSMA content

- An unload file for Service Manager (SM) 9.41 to support on-premises mixed mode using SM 9.41. NOTE: We recommend that you to apply SM9.41p6HF2 to improve performance.
- An unload for SM 9.5x to support on-premises mixed mode using SM 9.5x
- A Solr plug-in, which will enable a better search experience with the new Service Portal using the Service Manger Solr search engine
- A Master Data Onboarding tool, which can help you import master data from an existing Classic ITSMA system to ITSMA NG Express
- An Android mobile app, which is a native mobility solution for the new Service Portal
- Packer and Terraform scripts to help you create AWS AMI to enable AWS deployment

You can download the ITSMA content [here](#).

### Service Manager Generic Adapter 1.0.0

In an effort to drive rapid improvement of SM-UCMDB integration Adapters, HPE has streamlined and simplified the release process by decoupling the Service Manager Adapters from the Universal Discovery (UD) Content Packs (CPs), which leads to improved time to value for customers. The Service Manager Adapters can work with multiple UD CPs.

The Service Manager Generic Adapter version 1.0.0 supports the following product versions:

- Service Manager 9.41 to 9.52
- UCMDB 10.22 to 10.32

You can download this adapter [here](#).

## Known issues, limitations, and workarounds

ITSMA NG Express 2017.07 and ITOM Container Deployment Foundation (CDF) 2017.06 have the following known issues and limitations.

### ITSMA issues

Module/capability	Issue description	Introduced in version
Localization	Some UI strings are not localized in non-English locales. In addition, you may see some layout or formatting issues in non-English locales.	2017.07
Localization	<p>Service Portal failed to aggregate the categories which are created in Service Management localized languages.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1. Log on to the localized Service Management system, and then click <b>Service Catalog &gt; Administration &gt; Manage Items</b>.</li><li>2. Select the Categories that are created in the localized language, and then click <b>More &gt; Localized this record</b>. Select <b>English</b> for these categories, and then finish this task.</li><li>3. Restart the catalog aggregations in the catalog connect module in Service Portal.</li></ol>	2017.07

General	<p>If SAML SSO is enabled, when the <b>sysadmin</b> user logs out of the https://&lt;EXTERNAL_ACCESS_HOST&gt;/itsmaconfiglogin URL, an ADFS login page is displayed. However, the <b>sysadmin</b> user is a seeded user and therefore cannot log in using the ADFS login page.</p> <p><b>Workaround:</b></p> <p>The sysadmin user can click the <b>Back</b> button in the browser to log in to ITSMA again.</p>	2017.07
General	<p>The ITSMA login page is not displayed in Internet Explorer (IE) 11 on a Windows 10 system.</p> <p><b>Workaround:</b></p> <p>In IE 11, go to <b>Tools &gt; Internet Options &gt; Security</b>, and uncheck the <b>Enable Protected Mode (requires restarting Internet Explorer)</b> option.</p>	2017.07
Database	<p>The containerized Service Management does not support case-insensitive PostgreSQL.</p>	2017.07
Suite Configuration	<p>When you enable Chat from <b>Configuration &gt; Mixed Mode</b> on the suite configuration UI, if the system failed to apply your settings for some reasons (not because your settings are incorrect), you cannot apply the same settings again even if these are correct settings.</p> <p><b>Workaround:</b> Use FQDN instead of IP so that the configuration is different from the one that you applied previously.</p>	2017.07
Suite Update and Reconfigure	<p>In this release, ITSMA does not support <b>Update</b> or <b>Reconfigure</b> in CDF Management Portal. Do not use the <b>Update</b> or <b>Reconfigure</b> buttons (<b>SUITE &gt; Management &gt; more action button</b>) in the CDF Management Portal.</p>	2017.07
Service Portal	<p>An "External link navigation" window is displayed when you try to <b>open a link on side panel</b> in Service Portal. This is because your domain is not in trust site list for Service Portal. If this happens, contact HPE Software support to add your domain to the trust site list for Service Portal.</p>	2017.07
Service Management	<p>When ITSMA is running in fully containerized mode, the outbound email solution works perfectly with the Survey functionality. However, when running in mixed mode, ITSMA cannot send out email notifications for scheduled surveys.</p>	2017.07
HA/DR	<p>ITSMA supports only one master node, and therefore does not support HA deployment based on multiple master nodes. Additionally, there is not a disaster recovery (DR) mechanism currently available for ITSMA.</p>	2017.04

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><b>Workaround:</b></p> <p>From the Service Management interface, search for and then open the corresponding record.</p>	2017.04
General	ITSMA authentication is based on different capabilities.	2017.04

## CDF issues

Category	Issue description	Introduced in version
Language support	ITOM CDF supports English, French, German, and Spanish. However, the License user interface (AutoPass License Manager) supports only English.	2017.03
General	The time in the container and the time on the VM host may not be the same.	2017.03
Security	The subject value of the <code>client.crt</code> is inconsistent between the worker node added from the user interface and the worker node added from the back-end server.	2017.06
Installation	When uninstalling the ITOM Container Deployment Foundation, you must uninstall the work nodes first and then uninstall the master nodes. Otherwise, some errors may occur.	2017.06
Installation	When choosing <code>EXTERNAL_PG</code> or <code>EXTERNAL_ORA</code> as the <code>DEFAULT_DB_TYPE</code> in the <code>install.properties</code> file for the ITOM Container Deployment Foundation installation, the external database should be empty during the ITOM Container Deployment Foundation installation. Otherwise, some issues may occur.	2017.06
Installation	CDF cannot be installed in the IBM JDK environment.	2017.06
Installation	When you choose <code>EXTERNAL_PG</code> or <code>EXTERNAL_ORA</code> as the <code>DEFAULT_DB_TYPE</code> in the <code>install.properties</code> file, you can specify either the <code>DEFAULT_DB_CONNECTION_URL</code> or the <code>DEFAULT_DB_HOST</code> , <code>DEFAULT_DB_PORT</code> , and <code>DEFAULT_DB_NAME</code> . If you set all of these parameters, the specified host name, port number and the database name respectively defined in the <code>DEFAULT_DB_HOST</code> , <code>DEFAULT_DB_PORT</code> , and <code>DEFAULT_DB_NAME</code> must be the same as those specified in the <code>DEFAULT_DB_CONNECTION_URL</code> .	2017.06



Database administration	When using the <code>UpdateExternalDBInfo</code> parameter to modify the external database configuration, if you change the current external database to another existing one by changing the database name, you need to backup all the data from the old database to the new database.	2017.06
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## Deferred defects

In addition to the known issues and limitations listed above, the following defects are deferred to future releases. You can view their details on the HPE Software Support Online (SSO) site by using their global IDs.

- [QCCR1E141558](#)
- [QCCR1E141935](#)
- [QCCR1E141581](#)
- [QCCR1E142091](#)
- [QCCR1E140916](#)
- [QCCR1E142152](#)
- [QCCR1E141463](#)
- [QCCR1E140023](#)