

SMA-SM 2018.02.001 Patch Release Notes

This patch release fixes a number of issues in SMA-SM 2018.02.

Fixed issues

The following table lists all issues that are fixed in this patch release.

| ID | Component | Summary | Fixed in version |
|--------------|----------------|-----------------------------------------------------------------------------------------------------------|------------------|
| QCCR1E147536 | Service Portal | Failed to take survey in Service Portal when the survey ID is greater than 999. | 2018.02.001 |
| QCCR1E147535 | Service Portal | Expressions in dynamic fields for User Options in Service Catalog items do not work in Service Portal. | 2018.02.001 |
| QCCR1E147527 | Service Portal | Search in Service Portal does not work correctly in non-English languages. | 2018.02.001 |
| QCCR1E147492 | Installation | The REST API module of the UCMDB server cannot be correctly started due to a UCMDB password policy issue. | 2018.02.001 |
| QCCR1E147662 | Service Portal | Enable Synonym settings on Service Portal. | 2018.02.001 |

Prepare

Before applying the patch, do the following:

1. Make sure you have already installed SMA-SM 2018.02.
2. If your master node has Internet access, log in to the master node as root or a sudo user, and then download the new images by running the following commands:

```
cd /opt/kubernetes/scripts/  
./downloadimages.sh -s itsma -u <your Docker user name> -p < your Docker user password> -T  
2018.02.001-b5
```

If your master node has no Internet access, you need another machine that has Internet access and has Docker installed. Copy the **downloadimages.sh** script to a temporary directory on this machine, and then run the **downloadimages.sh** script as described above. After the downloading is complete, copy the downloaded images to the **/var/opt/kubernetes/offline/suite_images** directory on the master node. This is the default directory in which the **uploadimages.sh** script will look for suite images. If you use another directory, you must use the **-d <image directory>** option when running the **uploadimages.sh** script in the next step.

3. On the master node, run the following commands to upload the downloaded images to the local registry:

```
cd /opt/kubernetes/scripts/  
./uploadimages.sh
```

Apply the patch

To apply the patch, perform the following steps.

Step 1: Apply the new suite images

1. Log in to the master node as root or a sudo user.
2. Run the following command for each deployment listed in the following table, locate the image configuration and then change the image version as shown in the table:

```
kubectrl edit deployment <deployment name> -n <namespace>
```

Where: **<namespace>** is the suite namespace in your environment (itsma1 or itsma<n>).

| Deployment name | Image configuration |
|------------------------------|---------------------------------------------------------------------------------------------|
| itom-xservices-serviceportal | Image: localhost:5000/hpeswitom/itom-itsma-xservices-serviceportal-1.0.0-release-4.2.1-1605 |

| Deployment name | Image configuration |
|---------------------------------|----------------------------------------------------------------------------------------|
| itom-xservices-platform | Image: localhost:5000/hpeswitom/itom-itsma-xservices-platform-1.0.0-release-4.2.1-1605 |
| itom-xservices-platform-offline | Image: localhost:5000/hpeswitom/itom-itsma-xservices-platform-1.0.0-release-4.2.1-1605 |
| itom-xservices-ui | Image: localhost:5000/hpeswitom/itom-itsma-xservices-ui-1.0.0-release-4.2.1-1605 |
| propel-catalog | Image: localhost:5000/hpeswitom/itom-propel-catalog-2018.02.p1.1 |
| propel-search | Image: localhost:5000/hpeswitom/itom-propel-search-2018.02.p1.1 |
| ucmdb | Image: localhost:5000/hpeswitom/itom-cmdb-server-11.0.16 |
| ucmdb-probe | Image: localhost:5000/hpeswitom/itom-cmdb-probe-11.0.16 |

Step 2: Enable generic stemming for IDOL search

To match the search results with the local language locale settings in SMA-SM Service Portal when searching a localized catalog, a system administrator must enable the generic stemming parameters in the IDOL configuration files.

1. Log in to the NFS server as root or a sudo user.
2. Navigate to the /content1a folder:
cd <Smart Analytics NFS root folder>/config/idol/smsp/content1a
3. Run the following commands to add new configuration parameters to the [Language Types] section in the Content.cfg file:

vim Content.cfg

GenericStemming=true

GenericFullStemming=true

See the following screenshot for an example:

```
//----- Language Types -----//
[LanguageTypes]
GenericTransliteration=TRUE
DefaultLanguageType=englishUTF8
DefaultEncoding=UTF8
LanguageDirectory=/opt/HPE/SmartAnalytics/langfiles
IndexNumbers=1
HyphenChars=NONE
AugmentSeparators=-
ProperNames=7
GenericStemming=true
GenericFullStemming=true
```

4. Press **ESC**, and then enter **:wq** to save your changes.
5. Repeat the steps above for the Content.cfg file in the **<Smart Analytics NFS root folder>/config/idol/smsp/content1b** folder.
6. Restart all Smart Analytics services in the container. To do this, follow these steps:
 - a. Log in to the master node as root or a sudo user.
 - b. Run the **kubectl get pod --all-namespaces | grep smarta-smsp-con** command to get the Smart Analytics content pod's status.
 - c. Run the **kubectl delete pod <pod_name> -n <namespace>** command to stop the services.

Step 3: Update the index weight for the Title and Description fields

When the search criteria matches the Title or the Description field of certain records, a system administrator can increase the index weight for the Title or the Description field in IDOL configuration files to display these records on top of the search result list.

Follow these steps to update the index weight value for the Title field:

1. On the NFS server, navigate to the content1a folder:
cd <Smart Analytics NFS root folder>/config/idol/smsp/content1a
2. Run the following commands to modify the weight value from 1 to 16 for Title under the – Properties-- section in the Content.cfg file:
vim Content.cfg
[TitleFields]
Index=True
TitleType=TRUE
SourceType=True
Weight=16
3. Press **ESC**, and then enter **:wq** to save your changes.
4. Repeat the steps above for the Content.cfg file in the **<Smart Analytics NFS root folder>/config/idol/smsp/content1b** folder.
5. Restart all Smart Analytics services in the container. To do this, follow these steps:
 - a. Run the **kubectl get pod --all-namespaces | grep smarta-smsp-con** command to get the Smart Analytics content pod's status.
 - b. Run the **kubectl delete pod <pod_name> -n <namespace>** command to stop the services.
6. Follow these steps to update the index weight value for the Description field:
 - a. On the NFS server, navigate to the **<Smart Analytics NFS root folder>/config/idol/smsp/content1a** folder:
cd <Smart Analytics NFS root folder>/config/idol/smsp/content1a
 - b. Run the following command to add and modify configuration parameters for the Description field under the Properties section in the Content.cfg file:
vim Content.cfg
 - c. Add one more entry to the end of the [FieldProcessing] section:
N=SetIndexAndWeightForDesc
Replace N with an integer, which should be the largest number in the existing

- [FieldProcessing] section plus 1. By default, the existing largest number is 30, and hence N here should be 31.
- d. Remove */DRECONTENT in the PropertyFieldCSVs field under the [SetIndexField] section:

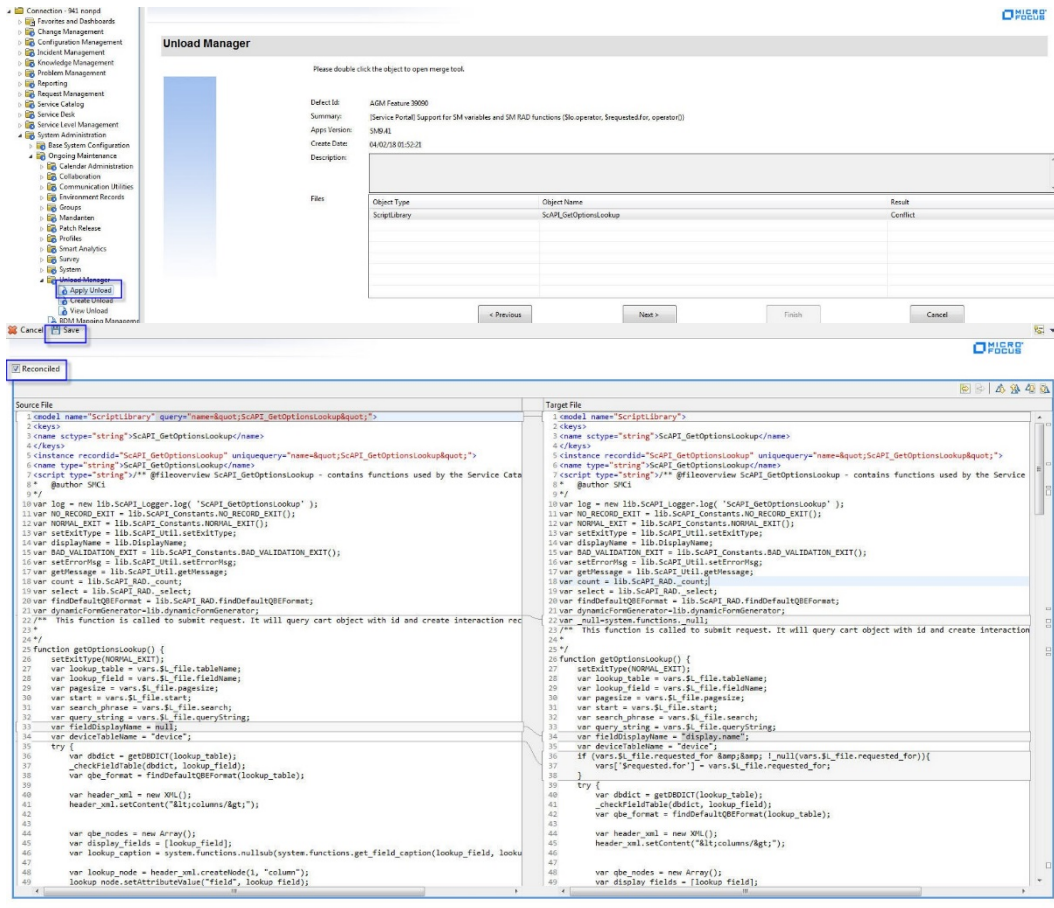

```
[SetIndexFields]
Property=IndexFields
PropertyFieldCSVs=*/DRECONTENT, */AU_REPOSITORY_METADATA_COMMENT_STRING, ...
...
```
 - e. Append the following section to the --Field Processing-- section:


```
[SetIndexAndWeightForDesc]
Property=IndexWeightDesc
PropertyFieldCSVs=*/DRECONTENT
```
 - f. Append the following section to the -- Properties-- section:


```
[IndexWeightDesc]
Index=TRUE
Weight=8
```
 - g. Press **ESC**, and then enter **:wq** to save your changes.
 - h. Repeat the steps above for the Content.cfg file in the <Smart Analytics NFS root folder>/config/idol/smsp/content1b folder.
7. Restart all Smart Analytics services in the container. To do this, follow these steps:
 - a. Run the **kubectl get pod --all-namespaces | grep smarta-smsp-con** command to get the Smart Analytics content pod's status.
 - b. Run the **kubectl delete pod <pod_name> -n <namespace>** command to stop the services.

Step 4: Apply the SM unload file

1. Download the unload file from the patch package to your local drive.
2. Log in to SM as sysadmin: https://<external_access_host>/webtier.
3. Navigate to **System Administration > Ongoing Maintenance > Unload Manager**.
4. Click **Apply Unload** and then browse to the unload file that you downloaded.
5. Reconcile the conflicts by overwriting the source file with the target file (directly turn on "Reconciled" and then save).



Step 5: Upload the content pack

1. Download the content pack from the [patch package](#) to your local drive.
2. Log in to the Service Portal administration interface as sysadmin:
https://<external_access_host>/propel/launchpad.
3. Click **Content Management**.
4. Click **Upload New Content Pack**, and then upload the content pack that you downloaded.

Step 6: Republish catalog items in Service Portal administration portal

1. Log in to the Service Portal administration interface as sysadmin:
https://<external_access_host>/propel/launchpad.
2. Select **Catalog Items**, and then in the Items section select **Published Items**.
3. Click **Select All** radio button, and then click **Unpublish**.
4. Click **Select All** radio button, and then click **Publish**.
5. Wait until the reindexing process is complete.