



# Connect-It

Software Version: 9.80  
Windows® and Linux® operating systems

## Patch 3 Release Notes

Document Release Date: March 2019  
Software Release Date: March 2019



## Legal Notices

### Warranty

The only warranties for products and services of Micro Focus and its affiliates and licensors ("Micro Focus") are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Micro Focus 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. Except as specifically indicated otherwise, a valid license from Micro Focus is 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 - 2019 Micro Focus or one of its affiliates.

### 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.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

### Disclaimer

Certain versions of software and/or documents ("Material") accessible here may contain branding from Hewlett-Packard Company (now HP Inc.) and Hewlett Packard Enterprise Company. As of September 1, 2017, the Material is now offered by Micro Focus, a separately owned and operated company. Any reference to the HP and Hewlett Packard Enterprise/HPE marks is historical in nature, and the HP and Hewlett Packard Enterprise/HPE marks are the property of their respective owners.

## 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.softwaregrp.com>.

This site requires that you register for a Software Passport and to sign in. To register for a Software Passport ID, click **Register for Software Passport** on the Micro Focus Support website at <https://softwaresupport.softwaregrp.com>.

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

## Support

Visit the Micro Focus Support site at: <https://softwaresupport.softwaregrp.com>.

This website provides contact information and details about the products, services, and support that Micro Focus offers.

Micro Focus 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 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 a Software Passport user and to sign in. Many also require a support contract. To register for a Software Passport ID, click **Register for Software Passport** on the Micro Focus Support website at <https://softwaresupport.softwaregrp.com>.

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

**Integration Catalog** accesses the Micro Focus Integration Catalog website. This site enables you to explore Micro Focus Product Solutions to meet your business needs, includes a full list of Integrations between Micro Focus Products, as well as a listing of ITIL Processes. The URL for this website is <https://softwaresupport.softwaregrp.com/km/KM01702731>.

# Contents

Connect-It Release Notes .....	4
What's new in this release .....	4
Installation Notes .....	4
Incremental packages .....	5
How to install an incremental package .....	5
How to roll back to the old version of Connect-It .....	6
Verify that Connect-It can be launched without problems .....	6
Fixed Defects in this Release .....	6

# Connect-It Release Notes

for the Windows® and Linux® operating systems.

**Software version:** 9.80 Patch 3

**Publication date:** March 2019

This document is an overview of the changes made to Connect-It (Connect-It). It contains important information that is not included in books or Help. You can find information about the following in this document:

["Installation Notes" below](#)

[Enhancement Requests Included in this Release](#)

["Fixed Defects in this Release" on page 6](#)

## What's new in this release

This version of Connect-It provides the following updates:

- The following software versions are supported by Connect-It:
  - Service Manager 9.61 and Service Manager 9.62
  - SMAX 2018.11 and SMAX 2019.02
  - UCMDB 2018.11 and UCMDB 2019.02

## Installation Notes

Connect-It 9.80 Patch 3 is delivered as an incremental package. You must make sure that the versions of any programs that interact with Connect-It are still compatible with Connect-It 9.80. If necessary, upgrade these programs as well.

To learn which program versions are compatible with Connect-It 9.80, consult the customer support site.

## Incremental packages

Before Connect-It 9.60, all Connect-It releases are delivered as full installation packages. Starting Connect-It 9.60, the following types of releases are delivered in the form of incremental packages.

- Hotfix
- Patch
- Minor.minor release

**Note:** Major and minor releases are still delivered as full installation packages.

An incremental package contains only the updated binary and configuration files.

## How to install an incremental package

To install an incremental package, follow these steps.

1. Make sure you have Connect-It 9.80 installed.
2. Acquire and unzip the incremental package.

**Note:** Usually, the name of the incremental package is similar to `DeltaPatch.zip`.

3. Shut down the Connect-It programs and services.
4. Run the `applyPatch.bat` file with administrator rights.
5. A command-line window appears.
6. Enter the installation directory of the old version of Connect-It. For example, `C:\Program Files (x86)\Micro Focus\Connect-It 9.80 en`.
7. Enter Yes to confirm the installation. If you enter No, you can enter the installation directory again.
8. Wait until the upgrade finishes.
9. A log file named `patch.log` is created in the `patch_logs` folder.
10. A backup file named `oldPatchFiles.zip` file is created in the `BackupOldFiles` folder.

**Note:** The `oldPatchFiles.zip` file contains the old version of the Connect-It binary and

configuration files which are modified by the installer. If you want to install the incremental package again (or re-apply the incremental package when upgrade fails), you must manually back up the `oldPatchFiles.zip` file. Otherwise, the `oldPatchFiles.zip` file will be overwritten and you will lose the backup of these old binary/configuration files.

11. If the upgrade is successful, a file named `<version>.success` (for example, `9.xx.xxxxx.success`) is created in the `BackupOldFiles` folder.
12. If the upgrade fails, view the `patch.log` file, correct the issue, and then run the incremental package again.

**Note:** In Linux, run the `applyPatch.sh` file instead of `applyPatch.bat`.

**Note:** After you install the incremental package, the build number on the **Uninstall or change a program** page will not be updated.

## How to roll back to the old version of Connect-It

To roll back to the old version of Connect-It, unzip the `oldPatchFiles.zip` file, and then manually replace the corresponding files in the installation folder with the files in the `oldPatchFiles.zip` file.

## Verify that Connect-It can be launched without problems

If you are having problems launching Connect-It 9.80, contact user support.

## Fixed Defects in this Release

The reference number for each fixed defect is the Change Request (QCCR) number.

CR	Description
QCCR1E151996	"Manage Saved Sessions" in monitors do not work as expected when log type 4 is enabled.

CR	Description
QCCR1E149314	When a reconciliation key has more than 256 characters, the following Oracle error occurs:  Oracle error: ORA-01480: trailing null missing from STR bind value
QCCR1E147196	The Connector documentation only mentions the HTTP Exchange Web Service while the HTTPS Exchange Web Service is also supported.