HP Connect-It

Software Version: 9.20

Release Notes

Contents

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.

- Publish date, which changes each time the document is updated.

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Updates and Enhancements

This version of Connect-It provides the following updates and enhancements:

Connector and Scenario Updates

New connector

- **Universal CMDB Connector (9.01)**
  This new connector was added to support UCMDB 9.01 via the Java API of UCMDB.

Removed connectors

- **CA Unicenter AMO 3 and AMO 4**

- **HP Network Inventory**

- **HP Desktop Inventory 7.x and 8.x (PDI)**

New support for existing connectors

- **Action Request System (ARS) Connector**
  This connector now supports ARS versions 6.3, 7, and 7.5. There are also new updates to the required DLL files.

- **Project and Portfolio Management (PPM) Center Connector**
  This connector now supports PPM Center versions 8.02 and 8.1.

- **Email Connectors**
  These connectors now support IPv6 and Microsoft Exchange server 2007 and 2010.

- **AssetCenter/Asset Manager Connector**
  This connector now supports Asset Manager 5.22.

- **Discovery and Dependency Mapping (DDM) Inventory Connector**
  This connector now supports DDM Inventory version 7.7.

- **Connectors that use the Database Connector**
  These connectors now support SQL Server 2008.

Removed support for existing connectors

- **Tally Systems TS.Census 2.x and TS.Census 3.0**
  This connector no longer supports versions 2 and 3.0. Note that TS.Census 3.1 and 3.2 are still supported.

- **HP Enterprise Discovery**
  Connectors for these versions have been removed: 2.0, 2.1, and 2.2.

- **HP Configuration Management**
  This connector no longer supports version 4.1.

- **AssetCenter/Asset Manager Connector**
  This connector no longer supports versions 3.6, 4.2.x, and 4.3.x.

- **Tivoli Enterprise Console Connector**
  This connector no longer supports version 3.8.

- **NT Security Connector**
  This connector no longer supports Windows NT4 and 2000.

- **Database Connector**
  This connector no longer supports:
  - Oracle versions 8.0.6, 8.1.7.0~8.1.7.4, 9.0.1, and 9.2

  - MsSQL versions 7.0 SP4 (and later Service Packs) and 2000 SP3 (and later Service Packs).

  - MySQL Embedded version 3.23.

  - IBM DB2 UDB version 7.2 FP7 (and above).

  - Sybase Adaptive Server version 12.

- **Lotus Notes Connector**
  This connector no longer supports version 6.x.

- **Email Connectors**
  These connectors no longer support Microsoft Exchange 5.0 and 5.5.

New Scenarios

- **HP Discovery and Dependency Mapping (DDM) Inventory Connector**
  The following new scenarios can be used to import lists of items from DDM Inventory: pre-import-once.scn, ddmiam_norm.scn, ddmiam_mobile.scn, ddmiam-caevents_sw.scn.

- **Universal CMDB (9.01) Connector**
  The following new scenarios can be used to import data from a UCMDB database: ucmdbamba.scn.

- **Access Request System (ARS) Connector**
  The following scenario can be used as a demonstration to understand how data is transferred from ARS to an Asset Manager 5.2 database: /scenario/ars/ars7am52/sharedat.scn.

Features, enhancements, and integrations

- **Two-way Authentication**
  The Connect-It Web console (Tomcat functionality) and the embedded Jetty server now support two-way authentication.

- **Support for Federal Information Processing Standards (FIPS) 140-2**
  Connect-It now supports Federal Information Processing Standards 140-2.

- **IPv6 (Level B)**
  Connect-It now recognizes IPv6 addresses.

- **Integration with Asset Manger 5.22 and DDM Inventory 7.7**

- **Additional Support**
  - VMWare Workstation: 6.0 and 6.5; VMWare Server 1.0 and 2.0

  - Windows 2008 R2

- Windows 7

- JVM 1.6

Fixed Defects

In this version (9.20):

Bug Number	Description
QCCR1E53582	Error when opening LDAP connector: (LDAP API) critical extension is unavailable.
QCCR1E53726	The POP3 server is not responding.
QCCR1E53785	Email connector hangs on incoming POP3 email (intermittently).
QCCR1E53827	Error in Programmer's Reference regarding the Shell() Function.
QCCR1E54073	Error creating the monitors DB because the XML file and the dbb folder do not exist.
QCCR1E54215	Error updating database table that has lower case column names: Oracle error: ORA-00904: "<column name>": invalid identifier.
QCCR1E54250	XML Connector writes badly formatted files after the first file (which is correctly formatted).
QCCR1E54736	Connect-It crashes when saving the scenario after changing the path of Baroc files.
QCCR1E54852	Scenario design for the out-of-box scenario ddmism.scn causes Duplicate Key errors in Service Manager.
QCCR1E54865	Interface MXANK causes repetitive error messages in the log file.
QCCR1E54867	Email connector error: (-499) Unable to load BODYSTRUCTURE.
QCCR1E55017	Compatibility Matrix missing support information.
QCCR1E55558	Bound variables should be used instead of non bound variables.
QCCR1E55659	Attachments with upper case Ü cannot be opened
QCCR1E55660	Error when viewing Lotus Notes messages: 1 (-499) 1\
QCCR1E55687	Ghost record created.
QCCR1E55700	Screenshots from emails do not arrive in Service Center tickets.
QCCR1E55805	The email subject is not displayed correctly.
QCCR1E55806	Issue with Data Generator connector.
QCCR1E55889	Impossible to export records from sysattachment table.
QCCR1E55987	Out-of-Box scenario for Service Manager 9.20 ('smincident-mail.scn') contains invalid document types and mapping references.
QCCR1E56001	Hotfix (-499) Failed to load IMAP envelope when fetching email.

Bug Number	Description
QCCR1E56002	(-499) Failed to read the attachment name.
QCCR1E56186	Email connector hangs on incoming POP3 email (intermittently) - Post Action Error.
QCCR1E56437	Incorrect Service Manager port number listed in the Connector Guide.
QCCR1E56311	Filenames of attachments are not displayed correctly.
QCCR1E56425	Duplicate key errors occur when Connect-It generates 16-digit evsysseq key for eventin records.
QCCR1E55809	Unable to view produced document type structure in doc type editor for SM WS connector if connector is not open.
QCCR1E56473	Arrow Buttons for repositioning a mapping do not work correctly.
QCCR1E56560	An error occurs when producing documents containing MAC attachments with the Email connector using the IMAP protocol: (-499) Not a valid attachment format.
QCCR1E56187	CIT3.81: JMS=>AC5.02 - Unable to use SSL connection in JMS to read/write EMS queues: Received fatal alert: certificate_expired.
QCCR1E57016	Error using the Asset Manager connector with parallelization set to 7: "(-53) The connection to the slave process executing the connector 'Asset Management (AMRWC03DX64_2)' for parallelization is broken."
QCCR1E56985	The Monitors database error: 01017 error invalid username/password.
QCCR1E56065	Cannot Configure the AssetCenter 5.02 Connector in Connect-It 4.11.
QCCR1E57177	XML file truncated.
QCCR1E57454	Unable to see all field values with the Service Manager connector.
QCCR1E57321	Question regarding the doclog between environments.
QCCR1E54782	Service Manager attachments are not processed.

In the previous version (4.11):

Bug Number	Description
QCCR1E51022	Connect-It 4.10: The Asset Manager connector crashes when the scenario is being executed.
QCCR1E51057	Connect-It 4.00: The Email (sending) connector encounters an error.
QCCR1E51074	Connect-It crashes when connecting to ServiceCenter without importing data.
QCCR1E51137	Connect-It is not always able to successfully create a new consumed document type.

Bug Number	Description
QCCR1E51138	When previewing a document that uses the LDAP Connector, the data type for userAccountControl is missing.
QCCR1E51140	An internal error occurred when Connect-It encountered a value that ended with +e10.
QCCR1E51237	The Service Manager Web Services Connector hangs when the 'Retrieve' document type is unchecked.
QCCR1E51371	Unable to read a text file if there is a comma in the filename or in the directory name where the file is stored.
QCCR1E51373	The latest Service Manager connector no longer produces an EventFeedBack document as it did in ServiceCenter 6.2.
QCCR1E51378	Some error messages related to the connection status or the XML connector are not show in any of the Process Reports for connectors.
QCCR1E51384	Java heap space cannot be configured for the Service Manager Web Services connector.
QCCR1E51390	The LDAP connector encountered an error because it used a 16-bit instead of a 32-bit integer.
QCCR1E51391	The schedule pointer cannot be updated because of a problem converting 'eventseq' to a long integer.
QCCR1E51392	Continued problem with case 4600950347: Connect-It crashes due to connection problems with a password.
QCCR1E51444	Unable to read a text file if there is an umlaut in the filename or in the directory name where the file is stored.
QCCR1E51449	The body of Inbound Email from POP3 server cannot be retrieved by the email connector when using the Alpine email client.
QCCR1E51452	Connect-It services will not start: error code 16384.
QCCR1E51454	In the scenario altirisac.scn, 'Video' is not a collection type.
QCCR1E51457	Connect-It 3.91: The date field is being exported from the Asset Manager connector as 09/18/2009 11:47:54 ~ rather than 09/18/2009 11:47:54 AM after upgrading from 3.90.
QCCR1E51459	Connect-It 4.00: Discards LDAP collection after mapping.
QCCR1E51460	Connect-It 4.0: An error occurs while opening the Asset Manager connector.
QCCR1E51461	Continuation of case 4601763278 (the Email connector is not processing multipart messages that are missing part 2).
QCCR1E51470	Connect-It 3.91: While attempting to create a new scenario and viewing the data associated with the IMAP connector's InMailMessage document type, the

Bug Number	Description
	following error is thrown: (-499) Unable to load BODYSTRUCTURE / Failed to count the attachments.
QCCR1E51991	The Email Fetching connector always crashes after 30 sessions when running on a schedule.
QCCR1E52114	For Lotus Notes messages, the names of attachments do not appear correctly when accentuated characters are in the file name and the IMAP protocol is used.
QCCR1E52192	The documentation and the connector configuration details suggests that the VIM protocol is still supported, although it is not.
QCCR1E52214	The following error occurs while running scenario ucmdbac.scn: Name 'interfaces' is not defined in element '' and Name 'disks' is not defined in element'.
QCCR1E52392	The User's Guide incorrectly states that, in a case where there is one record match for Hostname and zero record matches for Name, users will see an update on the first keyset reconciliation, i.e. the Hostname match.
QCCR1E52662	The Email connector intermittently hangs on incoming POP3 email.
QCCR1E52739	After the configuration was modified by linking a table to get a collection, no record is displayed on the linked table.
QCCR1E52743	The inability to remove out-of-box scenario shared configuration files (string tables, map tables, global functions, user formats, etc.) prevents upgrading older scenarios.
QCCR1E52816	The SMTP connector added a backslash before periods, commas, and 'at' characters: . , @

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