



# Release Notes for Cisco Service Portal for Release 9.4

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## New and Changed Information

### New Features in Release 9.4

#### Removal of ColdFusion

Cisco Service Portal originated as an application built entirely in ColdFusion and subsequent releases have involved a step-wise move away from ColdFusion to Java. Release 9.4 completes the cycle, simplifying the installation process and the footprint of the application.



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Changes resulting from the removal of ColdFusion include:

- **Simplified installation and administration process.** ColdFusion is no longer a component that requires installation and administration. Data source and logging are all managed through the application server for the portal application.
- **Rewritten internal REX API.** The REX API is an infrastructural component used by a number of features, including Service Export/Import, Service Copy, and all Catalog Deployer operations. It has also been available for internal use by Cisco Advanced Services when implementing customer solutions. Prior to Release 9.4, this API was provided in ColdFusion. To ensure no functional change in these features as ColdFusion has been removed from the application, the REX API has been rewritten in Java and is now accessible also via web services. The API signature has been revised in Release 9.4.
- **Rewritten Catalog Deployer module** (see next section).

## Rewritten Catalog Deployer Module

Prior to Release 9.4, the Catalog Deployer module was written in ColdFusion. It has been rewritten in Java in Release 9.4.

The core functionality of Catalog Deployer remains largely the same; however, users will see the following improvements:

- **Improved user interface.** The Catalog Deployer UI now leverages the same user interface framework applied to all other Service Portal modules, resulting in a better user experience. The view of each package is enhanced by the addition of a “tree control” that enables users to see the contents of the package at-a-glance:

The screenshot displays the Cisco Service Portal interface for the Catalog Deployer module. The top navigation bar shows the user is logged in as 'admin admin' and is viewing the 'Catalog Deployer' section. The main content area is divided into three sections:

- Packages List:** A table with columns 'Name' and 'Created On'. It shows one package: 'Engineering Ser...' created on '07/27/2012 12:37 AM'.
- Package Details:** The selected package is 'Engineering Service Supporting Entities'. It features a tree view of its contents:
  - Engineering Service Supporting Entities
    - Organizational Units
      - Engineering Environments
    - Groups
      - Administrator
    - People
    - Queues
      - Engineering Environment Requests
    - Functional Positions
    - Roles
      - Custom Portal User
      - Custom Roles
    - Categories
    - Email Templates
    - Agents
- Package Information:**
  - \*Package Name: Engineering Service Supporting Entities
  - \*Description: Service teams, queues and groups for use with Engineering services.
  - Package Type: Custom Deployment
  - Status: Assembled
  - Created On: 07/27/2012 12:37 AM
  - Created By: admin admin
  - Modified On: 07/27/2012 12:45 AM
  - Modified By: admin admin
  - History:
    - Assembled on 07/27/2012 12:45 AM by admin admin [View Log](#)
    - Assembled on 07/27/2012 12:38 AM by admin admin [View Log](#)
    - Created on 07/27/2012 12:37 AM by admin admin

Navigation through Catalog Deployer as a whole is also streamlined through the application of the new user interface.

- **Browser support.** The Catalog Deployer module is now supported on Internet Explorer 8 only.
- **Removal of the package size restriction.** Previous versions of Catalog Deployer applied a limit on the size of packages you can create. This often resulted in multiple packages being created for a single release of content into production. That limit has been removed in the Java version, thereby greatly simplifying the packaging and promote-to-production processes.
- **Increase in concurrent usage.** To minimize the effects on overall application performance when packages were being deployed, previous versions of Catalog Deployer applied a limit of two concurrent users assembling or importing packages at the same time. This limit has been increased to five concurrent users in Release 9.4.
- **Change in deployment behavior for Basic Services packages.** The deployment of Basic Services packages is now consistent with importing a service definition. Previously, if any associated entities (email templates, OUs, queues, groups, people, and so on) were not found on the target site during the deployment, the deployment would fail (whereas the service import would proceed and simply skip the entities not found). Now those entities are skipped.
- **Change in display of bundle services for Advanced Services packages.** All included services are now automatically displayed in packages awaiting deployment if the deployment option is set to create them.


**Note**

Deployment packages created from prior releases are not compatible with Release 9.4. Customers who are upgrading from an earlier release should complete all pending deployment before executing the upgrade process.

## Decoupling of JBoss

Previous versions of the Cisco Service Portal installer have provided customers with the ability to install JBoss as the application server for the Portal. JBoss 4.2.3 was in fact bundled with the installation and configured for use as the Portal's application server by the installation process.

The installer for Release 9.4 has decoupled the installation of JBoss. Customers wishing to use JBoss must install and configure it for use as the application server, as is consistent with the process for using the WebSphere and WebLogic application server options. The installation guide contains instructions for configuring JBoss as the Portal's application server.

Cisco Service Portal Release 9.4 has been certified on JBoss 7.1.1 (open source, with JDK 1.6).

## Other Installation Changes

With the decoupling of JBoss, the deployment of the application, configuration of the web server, and setting up of the application as a Windows service are no longer handled by the Cisco Service Portal installer on the Windows/IIS/JBoss stack. As with WebSphere and WebLogic, system administrators are responsible for these deployment and configuration steps.

The installation process now generates WAR files (rather than EAR files) on the application server.

## New Installation Wizard

The removal of ColdFusion and the decoupling of JBoss have resulted in a simplified installation process. A new GUI-driven installation wizard has also been introduced to improve the user experience. This wizard steps you through the process of setting all parameters for the installation process, and provides the usual Previous and Next buttons to help you navigate through the wizard's pages.

The installation of the Cisco Service Portal Reporting features are now separate from the main application installation. A separate, GUI-driven installation wizard steps you through the installation of the Reporting solution, covering Datamart database and Cognos configuration. This provides the flexibility of adding and upgrading reporting installation at a later time.

## Changes to Reporting

In earlier releases, the Datamart ETL program was executed on the Request Center server and the scheduling was configured by manually updating the `newscale.properties` file. In Release 9.4, the multiple ETL and update datamart processes are now combined into a single process. It can be scheduled to run using the Windows scheduler or other equivalent tool on the Cognos server. This simplifies and streamlines the datamart refresh processes. Refer to the *Cisco Service Portal Installation Guide* for the new instructions for executing the ETL and datamart update programs.

## Enhancements to the Service Item Listener Adapter

The Service Item Listener Adapter was introduced in Release 9.3.2 to provide Create, Update, and Delete operations on service items to third-party systems performing orchestration in the context of service requests.

In Release 9.4, this adapter provides two enhancements:

- A Read operation on service item instances, including extensive filter criteria on service item attributes and subscription data.
- A Read operation on service item definitions, so that the third-party application can retrieve metadata about all service item attributes.
- There is no requirement to specify a channel-ID when using these Read operations.

## Change in Support for Demand Center Objects

With Release 9.4, Cisco Service Portal no longer supports the deployment (via Catalog Deployer) of Service Offerings used by the Demand Center module.

Likewise, support for the Export and Import of Demand Center objects (via Portfolio Designer) has been withdrawn in Release 9.4.

Demand Center users can continue to use all of the features of Demand Center but will need to create any new Service Offerings in their production environment.

## Change in nsAPI Paging Settings

More granular page size settings can now be configured for different object types on the Portal Designer Portal Settings page.

# Installation Notes

The setup.exe program supports the installation and upgrade of the following products in the Cisco Service Portal product family:

- Cisco Cloud Portal
- Cisco Workplace Portal
- Cisco Demand Center

One or more of the above products can be installed/updated at the same time by selecting the relevant modules in the installer. All new features and bug fixes included in this release will be applied automatically to the products selected.

If you are running Cisco Request Center Reporting, you will need to obtain the latest version of the Cognos software, and execute the reporting\_setup.exe program to configure Cognos and the Datamart database. Please refer to the *Cisco Service Portal Installation Guide* for more details.

## Upgrade Paths

The following versions of Cisco Service Portal can be upgraded directly to Release 9.4:

- 2008.3 SP9 (contact TAC for assistance if you are on an earlier service pack)
- 9.1 SP3 (contact TAC for assistance if you are on an earlier service pack)
- 9.2
- 9.3 GA or 9.3 R2
- 9.3.1
- 9.3.2

If you are upgrading from an earlier release which is not listed above, please refer to the *Cisco Service Portal Installation Guide* on the supported upgrade paths.

To install this release you must follow the steps outlined in the *Cisco Service Portal Installation Guide*, including making a backup of application components, validating database schema, and executing the installer program. All customizations need to be reapplied after installing Release 9.4.

## Limitations and Restrictions

Service export files and Catalog Deployer packages created prior to Release 9.4 are incompatible with this release. Previously created packages display only the package name, description and audit trail but not the entities within them.

Online help for My Services in non-English languages has not been fully rebranded. It may contain references to newScale and the old product/module names.



### Note

There is a known issue in JBoss 7.1.1.Final on setting the tomcatAuthentication attribute of the AJP connector to “false” to allow IIS to handle the authentication (<https://issues.jboss.org/browse/AS7-1581>). Please contact Cisco TAC for recommendations on how to work around this issue.

# Important Notes

If you are upgrading from an earlier version of Cisco Service Portal on JBoss 7, be sure to plan with your system administration teams to install the application server ahead of time and to learn about how to configure JBoss.

To upgrade from a release prior to Release 9.3.1, you can find more about the change in supported versions of operating systems and WebSphere in the Release 9.3.2 release notes. There are a number of prerequisites to be followed.

If you have custom integration that makes use of REX API, be sure to contact Cisco Advanced Services to evaluate the modifications required.

# Documentation Updates

## Changes

The user guides for Cisco Service Portal have been updated to reflect the new and modified features in Release 9.4:

Document Name	Change Summary
Cisco Service Portal Installation Guide	<ul style="list-style-type: none"> <li>• New instructions for executing the setup programs for Service Portal and Reporting for new installation and upgrade</li> <li>• New pre- and post-installation instructions for configuring JBoss</li> <li>• Minor changes on WebSphere and WebLogic deployment instructions</li> </ul>
Cisco Service Portal Configuration Guide	<ul style="list-style-type: none"> <li>• Miscellaneous updates around system administration on JBoss</li> <li>• Application property files changes</li> <li>• Removal of ColdFusion administration instructions</li> </ul>
Cisco Service Portal Designer Guide	<ul style="list-style-type: none"> <li>• Changes on Catalog Deployer navigations and instructions.</li> <li>• New instructions for deploying JSR portlets on JBoss</li> </ul>
Cisco Service Portal Integration Guide	<ul style="list-style-type: none"> <li>• New Service Item Listener adapter operations</li> <li>• Changes to instructions of custom adapter deployment</li> <li>• Changes to instructions of JSR portlet development on JBoss</li> <li>• Miscellaneous updates related to JBoss</li> </ul>
Cisco Service Portal Reporting Guide	<ul style="list-style-type: none"> <li>• Removal of previously deprecated fact tables</li> </ul>
Cisco Service Portal Glossary	<ul style="list-style-type: none"> <li>• No change</li> </ul>

# Resolved and Known Issues

## Resolved Issues

Bug ID	Customer Issue ID	Description
CSCzo69344	N/A	Catalog Deployer: Excessive database update activity on DefDataURL table was observed during service package deployment.
CSCua50202	622075595	Conditional Rules: Set value action with multiplication action appended “.00” even when the value is an integer.
CSCtx87188	620631371	Installation: Installer failed for certain special character combinations in the database password.
CSCua59011		Installation: Error was thrown on a missing script ValidateAdditionalCheckDataOra.sql during database validation.
CSCua92000	N/A	Installation: The Service Item “IPAddress” was missing after running the installer in Upgrade mode.
CSCua10455	6221892516 2217508362 1873763621 800455	My Services: Requisition submission was prevented when a checkbox field was made mandatory.
CSCua61245	N/A	My Services: Error on Submit Requisition on existing Services with external dictionaries created prior to 2008.1.
CSCua32902	622012681	Service Item Import: Service Items were skipped in import when one or more attributes had a NULL value.
CSCtz77269	N/A	Service Link: Decimals were appended to integer number fields in the service form when the values were updated through inbound messages.
CSCua29499	621958003	nsAPI: Current logged-in user was not refreshed on logout/login and the previous user was still used in the nsAPI.
CSCua34917		nsAPI: Filters for service items did not return the correct data when an “AND” join was used with multiple filters.
CSCua26403	621956503	Service Link: Control Agents tab paging controls were missing when the browser window was resized.
CSCtz13020	621258203	Service Link: HTTP/WS outbound message failed NTLM V2 authentication on the target system.
CSCub03973	N/A	Service Link: Change of agent general properties did not invalidate the cached agent properties.
CSCua73977	622247843	Service Link: Values for multi-value fields were not passed to agent parameters when using the “medium” outgoing content option with an agent.

Bug ID	Customer Issue ID	Description
CSCua39759	621685711	Service Link: Agent properties were not displayed when they have a NULL value.
CSCtz39310		When the Service Link application failed to connect to the JMS server at the time it was started, no connection retry was made afterwards.

## Known Issues

Bug ID	Customer Issue ID	Description
CSCub03961		Catalog Deployer: Inbound properties for listener adapters carry the source site server name in the references of wsdl and routing URL.
CSCub22334	622451631	Directory Task: Update of person password does not work.
CSCty37299	620809497	My Services: Inactive services are still accessible via Recommended Accessories.
CSCub06676		Organizational Designer: Cannot delete a person on SQL Server.
CSCua53027	621932235	Organizational Designer: Update of Queue email contact field requires application restart to take effect.
CSCua86568		Organizational Designer: Cannot search for entities with double-byte and accented characters.
CSCua97346		Organizational Designer: Object permissions granted to functional positions are not removed after the functional position is deleted.
CSCua98670		Organizational Designer: Unable to assign a queue to the organization unit functional position.
CSCub05456		Portal: Content data cannot be saved when it contains double-byte characters.
CSCub15923	622472293	Portal: Grid dictionaries do not work properly in My Workspace.
CSCty53053	619623773 620962985	Service Form: Single-select or radio button fields populated with data retrieval rules do not pass the value to other form rules.
CSCtz74691		Service Form: Grid dictionary controls (the + and – buttons) do not show up after invoking condition rule actions to hide and then show the dictionaries again.
CSCua55200	622081997	Service Form: Generate Unique value function is not generating unique values for the different rows in a grid when the rows are populated by data retrieval rules.
CSCua58551	621952895	Service Designer: JavaScript function arguments are displayed in the wrong order when editing the argument values in the associated active form components.
CSCub07732 CSCua85569	622272683 622131049	Service Designer: Cannot search for entities with double-byte and accented characters.

Bug ID	Customer Issue ID	Description
CSCub14499		Service Designer: Some dictionary groups are not shown in the tree when there are many dictionary groups.
CSCua75899		Service Link: Agent inbound properties are no longer shown when the field value is NULL.
CSCtz59522		Service Link: HTTP/WS wsdl cannot be resolved when the wsdl target is enabled for Single Sign-On.
CSCty83906		Service Link: Dictionary fields with option lists dynamically populated by data retrieval rules cannot be updated via agent parameters.
CSCtz05507		Set Focus does not work for a non-grid dictionary located right below a grid dictionary.
CSCzo68695		Workflow: Authorization or delivery task conditions failed when the condition contains multi-byte characters such as Korean or Japanese.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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