



# Release Notes for *Cisco Prime Service Catalog*

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**9.4.1 R2**  
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## Introduction

Cisco Prime Service Catalog is a self-service portal that enables users to order new IT services or adjust existing ones while ensuring adherence to defined policies or regulations. It also allows organizations to encourage the adoption of standardized services and implement lifecycle management with governance across both internal services such as private cloud services and external services. The inherent tracking capabilities enable pay-per-use metering, whether implementing simple “showback” or a more complex chargeback approach.

Cisco Prime Service Catalog is offered either as a standalone product or integrated with Cisco Intelligent Automation for Cloud solution to provide cloud compute and cloud orchestration services.



# Platform Support

See [Cisco Service Portal Platform Support Matrix](#) table that lists platforms that are supported by Cisco Prime Service Catalog.

## Installation Guidelines

The setup.exe program supports the installation and upgrade of all products in the Cisco Prime Service Catalog product family:

- Cisco Cloud Portal
- Cisco Workplace Portal
- Cisco Demand Center
- Cisco Request Center Reporting

One or more of the above products can be installed or upgraded 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 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. See [Cisco Prime Service Catalog Installation Guide](#) for more details.

For detailed information about the installation guidelines, see the following URL:  
[http://www.cisco.com/en/US/partner/products/ps11927/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/partner/products/ps11927/prod_installation_guides_list.html)

## Upgrading to Cisco Prime Service Catalog

The following are the releases that you can upgrade to Cisco Prime Service Catalog 9.4.1 R2.

- 2008.3 SP9
- 9.1 SP3
- 9.2 (limited release)
- 9.3 GA
- 9.3 R2
- 9.3.1
- 9.3.2
- 9.4

You can directly upgrade to Cisco Prime Service Catalog release 9.4.1 R2 if your existing installation is 2008.3 Sp9 or above. If your existing installation is prior to 9.4.1 R2, you must first upgrade it to a supported version. It is not necessary to upgrade from release 9.4.1 to 9.4.1 R2 as there are no changes to the run-time engine and databases between these two releases. All future patch releases for 9.4.1 will also be applicable for 9.4.1 R2 and vice versa. For detailed information about the application upgrade, see the “**Upgrade Guide**” chapter from the Installation Guide in the following URL:

[http://www.cisco.com/en/US/products/ps11927/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps11927/prod_installation_guides_list.html)

## New Features in 9.4.1 R2

Cisco Prime Service Catalog 9.4.1 R2 provides the following new features:

### Cisco Prime Branding

Cisco Service Portal has been rebranded to have a similar look and feel as other Cisco Prime products. The Cisco Cloud Portal and the Cisco Workplace Portal names are subsumed and the product is now known as Cisco Prime Service Catalog.



#### Note

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All references to Cisco Service Portal in the product documentation and the Cisco Intelligent Automation for Cloud solution can be considered equivalent to Cisco Prime Service Catalog.

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If you are upgrading to Release 9.4.1 R2 from a prior version of Cisco Prime Service Catalog, you will need to review and adjust your custom stylesheets to ensure that the style definitions are up to date.

For more information, see 9.4.1R2 Installation Guide.

### Installation Improvements

The following improvements are introduced in the product installer to streamline the installation process:

#### New Option to Automatically Create Database

In the main product installer, there is now an option to automatically create the Request Center database. In the reporting installer, there will be a similar option for creating Datamart and Content Store databases. These options are available for both SQL Server and Oracle.

#### JBoss Application Server Installation and Configuration

The installer in Release 9.4.1 R2 is now bundled with JBoss AS 7.1.1 Final and some commonly used open-source plugins. When you select JBoss as the application server, the software will be installed and configured automatically with the Service Catalog application. There are additional options for configuring IIS as the web server (for Windows operating system), as well as setting up the JBoss servers to run as Windows services. For JBoss installations, there is also a new option to install Request Center and Service Link servers separately on two different machines.

If you are performing an in-place upgrade from a prior release using JBoss 7.1.1, the original JBoss instance will stay in the server but will not be re-used. Two new instances of JBoss will be created for the 9.4.1 R2 Request Center and Service Link applications respectively. You may choose to delete the old JBoss instance from the file system and remove any associated processes from the operating system.

For more information, see 9.4.1 R2 Installation Guide.

## New Features in 9.4.1

Cisco Prime Service Catalog 9.4.1 provides the following new features:

## Data Direct Version Upgrade

The Data Direct JDBC driver has been upgraded from version 3.6 to 5.0.

## Online Help Updates

The English online help has been updated and incorrect/stale references have been fixed. The Japanese online help has undergone a translation refresh including linguistic proofing for My Services, Service Manager, and Portal Designer.

## Catalog Deployer Improvements

### Support for CDATA Tags in Service Link Transformation

In Release 9.4, CDATA tags within the XSL need to be encoded. This restriction is now removed.

### Stability Improvements

A number of issues around deploying active form components and Service Link agents have been rectified.

## Installer Updates

### Changes to Installer Startup

The installer file structure has been modified. The command for starting the installation program is now `setup.cmd` (for Windows) or `setup.sh` (for Linux). See the Cisco Prime Service Catalog Installation Guide for the latest installation instructions.

### Custom Adapter Install Utility

This new utility is now part of the Adapter Development Kit (`adk.zip`) which provides a more streamlined process for installing custom adapters. See the Cisco Prime Service Catalog Integration Guide for more information.

### FDR Parameter Update Utility

This new utility is now available as part of the Reporting installation. It can be used to modify the Form Data Reporting parameters after the FDR tables have been created. Changes such as increasing the number of tables, and the number of fields in the tables, can be done through the configurator utility. See the Cisco Prime Service Catalog Installation Guide for more information.

## Server-Side Rules via Requisition Web Services

Server-side rules have been extended to take effect when you submit a requisition via the `submitRequisition` operation. In Release 9.4.1, data retrieval rules and conditional rules that are set to trigger after the service request submission are now invoked when the submission is made through the Requisition Web Services.

Other form rules that are specific to browser events and integration (for example, events other than server-side form submission and custom JavaScripts) do not take effect in requisitions submitted through web services.

## REST API Enhancements

### Single Sign-On (SSO) Support

When SSO was enabled, an explicit login operation was previously required when invoking the REST API. This integration was also limited to SSO using the http header protocol. In Release 9.4.1, the SSO tokens are now passed to the API if the user has already been authenticated and signed in to the portal via SSO. There is no need to invoke a separate login operation and the support covers both http protocol and cgi header (Microsoft IWA).

### Service Item Filter by View Name

The view name filter that governs whether all service items, or only subscribed service items, are returned has been enhanced so it can work in conjunction with a combination of attribute filters. The syntax for using the view name filter has been modified as a result of this change. See the Cisco Prime Service Catalog Integration Guide for the new syntax.

## HTTP Request Authentication

Requisition Web Services ('RAPI') now supports user authentication against the person records in the Request Center database when Single Sign-On is enabled. In addition, the option to enforce the use of encrypted password is now available for all incoming Request Center and Service Link HTTP requests. These new features are configured with the help of two new settings "Accepted Encrypted Passwords" and "Inbound HTTP Requests Authentication" in the Administration module. For more details, refer to the following sections in the Cisco Service Portal Integration Guide: Requisition Web Services, Service Link Service Item Listener Adapter and Web Services Listener Adapter.

## System Common Settings Changes

### Authorization Setting Changes

Service Group Authorization is now enabled by default for new installations of Service Portal.

### System Setting Changes

The following settings are now set to "On" by default for new installations of Service Portal:

- Enable Custom Style Sheets
- Submit, Approve, and Review Asynchronously
- Enable Web Services

### Remember Password

The global setting to allow the password to be remembered in browser cookies has been removed to strengthen application security.

## Version Information Availability

The "About" link on the login page has been removed. Only authorized users are allowed to see this information with the new Version History utility (see Version History below).

## New Support Utilities

Support Utilities (**Administration > Utilities**) has been updated with three new utilities, as described below.

### Purge Utilities

Three types of purge utilities have been added:

- **Requisition** – The requisition purge utility deletes requisitions older than a chosen date or that meet other user-specified criteria.
- **Service Link** – The purge utility removes the message content XML from the message record to reduce the size of the Service Link messages in the database.
- **Business Engine** – The Business Engine purge utility removes temporary data from the database related to workflow processing.

Prior to Release 9.4.1, these types of purges could only be done by executing database stored procedures or command-line tools. Now purge can be done through both the Administration user interface and the existing scripts. There are some changes in the syntax of the scripts to enable them for online use. Please review the Configuration Guide and update any scheduled purge you may already have in place.

### Version History

The Version History page displays the current product version number of Service Portal and a version history of build upgrades and patches.

Prior to Release 9.4.1, this information could be displayed by clicking "About" on the user login screen.

### Form Data Viewer

The Form Data Viewer, used primarily by service designers to verify the design of a service, allows you to see what values are actually stored for service forms in saved or submitted requisitions. It is useful when form rules associated with a service form are taking effect during form load.

## New Features in Release 9.4

The following topics describe new features and enhancements in Cisco Cloud Portal Release 9.4

- [Removal of ColdFusion](#)
- [Rewritten Catalog Deployer Module](#)
- [New Installation Wizard](#)
- [Changes to Reporting](#)
- [Enhancements to the Service Item Listener Adapter](#)
- [Change in Support for Demand Center Objects](#)
- [Change in nsAPI Paging Settings](#)

## Removal of ColdFusion

Cisco Prime Service Catalog 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.

Changes resulting from the removal of ColdFusion include:

- **Simplified installation and administration process**- ColdFusion is no longer a component that requires installation and administration. Datasource and logging are 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 such as 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 through web services. The API signature has been revised in Release 9.4.
- **Rewritten Catalog Deployer module** see [Rewritten Catalog Deployer Module](#)

## Rewritten Catalog Deployer Module

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.
- 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.
- **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 such as 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 skip the entities that were 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**


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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

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## Decoupling of JBoss

In the Previous versions of the Cisco Service Portal installer, JBoss 4.2.3 was bundled with the installation and configured for use as the Portal’s application server by the installation process.

The installer for Cisco Service PortalRelease 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 it 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).

**Note**


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Reverting changes. Starting with version 9.4.1 R2, JBoss application server software is bundled together with the Installer.

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## 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.



**Note**

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Reverting changes. Starting with release 9.4.1 R2, the Installer automatically configures JBoss server as Windows service.

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## New Installation Wizard

The removal of ColdFusion has 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 Prime Service Catalog Reporting features are now separated 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 previous 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 Prime Service Catalog 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 Prime Service Catalog 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.

## 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.
- There is a known issue in JBoss 7.1.1.Final on setting the tomcat Authentication attribute of the AJP connector to “false” to allow IIS to handle the authentication(  
<https://issues.jboss.org/browse/AS7-1581>).

Contact Cisco TAC for recommendations on how to work around this issue.

## Important Notes

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 JSR portlets that make use of the nsapi\_appclient.jar, the file needs to be refreshed with the latest version from the deployed RequestCenter.war. The file can be located under RequestCenter.war/WEB-INF/lib. For JBoss installations, JSR portlet WAR files should be deployed into the Request Center server.

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

The [Documentation Changes](#) table describes the user guides for Cisco Prime Service Catalog that have been updated to reflect the new and modified features in Release 9.4:

**Table 1**      **Documentation Changes**

Document Name	Change Summary
Cisco Prime Service Catalog Installation Guide	<ul style="list-style-type: none"> <li>The 'Running the Service Catalog Installer' section in Chapter 2, Cisco Prime Service Catalog Installation has been updated to include information on the new option that is introduced to automatically create a database.</li> <li>The 'Running the Service Catalog Installer' section in Chapter 2, Cisco Prime Service Catalog Installation has been updated to include JBoss Application Server installation and configuration.</li> </ul>
Cisco Service Portal Configuration Guide	No change
Cisco Service Portal Designer Guide	No change
Cisco Service Portal Integration Guide	No change
Cisco Service Portal Reporting Guide	No change
Cisco Service Portal Glossary	No change

## Resolved Bugs

Bug ID	Description
<a href="#">CSCzo83102</a>	Administration: Site-level authorization condition was limited to 150 characters. The condition is now expanded to accept up to 2000 characters.
<a href="#">CSCub70835</a>	Catalog Deployer: Agent parameter mapping were not retained in the deployed service definition.
<a href="#">CSCub73298</a>	Catalog Deployer: Capabilities in roles were not deployed when the associated entities deployment option was set to "Do not include".
<a href="#">CSCuc91663</a>	Catalog Deployer: Deployment failed when the delivery plan had project manager set to an unassigned functional position.
<a href="#">CSCub70862</a>	Catalog Deployer: Dictionary permissions were not fully deployed in the target site.
<a href="#">CSCud44963</a>	Catalog Deployer: Existing Java Script function associations with libraries on the target site were dropped after deploying a service that also referenced those libraries.
<a href="#">CSCuc16603</a>	Catalog Deployer: Form rule changes on existing services were not taking effect after the service packages were deployed in the target environment.
<a href="#">CSCuc07149</a>	Catalog Deployer: Included services in Bundle services were not fully deployed in the target site.
<a href="#">CSCud08466</a>	Catalog Deployer: Java Script arguments were lost in Active Form Components after deployment.
<a href="#">CSCud52794</a>	Catalog Deployer: Java Script function arguments were passed in the wrong order in the service deployed to the target site.

Bug ID	Description
<a href="#">CSCuc46961</a>	Catalog Deployer: Service definition was still overwritten when the bind option was selected for included services deployment.
<a href="#">CSCud58424</a>	Catalog Deployer: Service Item Subscription/History table was corrupted after deploying a service that had a retrieval rule looking up the table.
<a href="#">CSCud05327</a>	Catalog Deployer: Service package failed to deploy when it involved the deletion of dictionary fields that were used in form rule triggering events on the target site.
<a href="#">CSCuc03007</a>	Catalog Deployer: Service package failed to deploy when it involved the removal of dictionaries that were used in form rule triggering events on the target site.
<a href="#">CSCuc74751</a>	Conditional Rules: Java Script errors were thrown when the “Is equal to ignore case” condition was triggered at form load time.
<a href="#">CSCuc74772</a>	Conditional Rules: Set value actions were corrupted during upgrade from 2008.3 to 9.3.2 on Oracle.
<a href="#">CSCtz78485</a>	Conditional Rules: Use of Set Value to Expression action to compute values using numeric namespace variables had a precision of two decimal places rather than the number of decimal places defined in the dictionary.
<a href="#">CSCuc53736</a>	Custom Stylesheet: Changes to custom.css was not fully rendered due to a redundant level two Navigation tag in the example.css provided.
<a href="#">CSCue44569</a>	Deleting members from groups caused other members to lose permissions. The issue was specific to SQL Server environments only.
<a href="#">CSCzo68775</a>	Form Rules: Stack overflow error was thrown when a large number of form rules were triggered at the form load time.
<a href="#">CSCub99791</a>	My Services / Service Manager: System History in requisitions is now updated properly for unsuccessful email notifications.
<a href="#">CSCud05609</a>	My Services: Customer Initiator form showed wrong information when clicking the "reset" button during ordering on behalf.
<a href="#">CSCzo64302</a>	My Services: Extraneous message regarding no results found was shown when browsing services in catalog during order on behalf.
<a href="#">CSCub41330</a>	My Services: Inactive services were still accessible via Recommended Accessories.
<a href="#">CSCzo67823</a>	My Services: Searches containing apostrophes did not return any results.
<a href="#">CSCzo64441</a>	My Services: Service Level Description was not center-aligned.
<a href="#">CSCub76184</a>	nsAPI: API calls failed when nsAPI was invoked from an external system and Service Portal was enabled for Single Sign-On.
<a href="#">CSCua12775</a>	nsAPI: Certain nsapi requests failed when the Windows operating systems was set to French region.
<a href="#">CSCud81134</a>	nsAPI: Malformed REST URL returned service items which the login user should have no access to
<a href="#">CSCub43802</a>	nsAPI: Person status was set to Inactive during person information update.

Bug ID	Description
<a href="#">CSCub99547</a>	nsAPI: Service Item operations - SQL error was thrown when using Manage ServiceItems view in the filter. The REST API syntax is now changed to the following:  /nsapi/serviceitem/serviceItemName//Filter1 JOIN  Filter2...?ViewName=ManageServiceItems /nsapi/serviceitems/serviceitemsubscription/Filter1 JOIN  Filter2...?ViewName=Manage ServiceItems
<a href="#">CSCub43240</a>	nsAPI: Service retrieval by keyword did not return any results.
<a href="#">CSCub63670</a>	Online Help is now accessible for users who have their profile language set to a language other than English.
<a href="#">CSCub21831</a>	Organization Designer: Person that was not referenced anywhere could not be deleted.
<a href="#">CSCub51213</a>	Organization Designer: Scrolling through the list of inherited roles for an organizational unit resulted in application error.
<a href="#">CSCud50002</a>	Portal Designer: Entry of accented or double-byte characters into Custom Content data resulted in errors during save.
<a href="#">CSCuc70909</a>	Portal: Dates in Japanese were not rendered properly.
<a href="#">CSCub14158</a>	Portal: Double-byte characters were not rendered correctly in module dropdown and portal header.
<a href="#">CSCuc44707</a>	Portal: Error was thrown when importing a portal page that contains a reserved portlet.
<a href="#">CSCuc56200</a>	Portal: Made missing "title_nav_suffix" element a handled exception.
<a href="#">CSCuc03874</a>	Portal: Portlet had a reference to http://www.cisco.com.
<a href="#">CSCzo65813</a>	RBAC: Access Functional Positions capability allowed only users with the Site Administrator role to update functional positions.
<a href="#">CSCud99898</a>	Reporting: Update catalog process failed on SQL Server when the database port number was not set to use the default port.
<a href="#">CSCub79914</a>	Request Center pages can now run in iFrame (useful for Portal implementations).
<a href="#">CSCzo67945</a>	Service Designer: Changes made in the Java Script arguments associated with Active Form Components were not saved consistently.
<a href="#">CSCub41187</a>	Service Designer: Dictionaries added by mistake to the Customer-Initiator form were not removable afterwards.
<a href="#">CSCub49897</a>	Service Designer: Java Script error was thrown for some users of IE 8 on the Forms tab.
<a href="#">CSCua58551</a>	Service Designer: Java Script function arguments were displayed in the wrong order when editing the argument values in the associated active form components.
<a href="#">CSCub43829</a>	Service Designer: Search for double-byte characters in service name did not return matching services.

Bug ID	Description
<a href="#">CSCuc22992</a>	Service Designer: The same field label could not be used for fields across different reportable dictionaries on the same Active Form Component. The restriction is now applied only to fields within the same reportable dictionary.
<a href="#">CSCuc50032</a>	Service Form: Datetime calculation was off when using data retrieval rule to set the datetime value.
<a href="#">CSCzo68524</a>	Service Form: Embedded URL in read-only field was not rendered as a link.
<a href="#">CSCuc69187</a>	Service Form: Form data failed to display for requisitions created in release 2007 that contained dictionary fields of Person data type.
<a href="#">CSCua22389</a>	Service Form: Grid dictionary controls (+/-) were missing when the dictionary was first hidden and then shown using condition rules.
<a href="#">CSCud72482</a>	Service Form: JavaScripts attached to included services in a bundle were not triggered.
<a href="#">CSCzo69025</a>	Service Form: On change events were not triggered when selecting a person in the person-based dictionary.
<a href="#">CSCua24229</a>	Service Form: On change events were not triggered when selecting a person in the person-based dictionary.
<a href="#">CSCty36662</a>	Service Form: Select field still retained old values when data retrieval rule returned no results.
<a href="#">CSCtx92117</a>	Service Form: Select field still retained old values when data retrieval rule returned no results.
<a href="#">CSCzo83134</a>	Service Form: setFocus ISF function did not set focus on number field.
<a href="#">CSCub52981</a>	Service Form: setReadOnly ISF sometimes caused retrieval rule populated field to lose the value selected.
<a href="#">CSCuc84227</a>	Service Form: The first selection made in checkbox fields disappeared after the service request was approved or updated.
<a href="#">CSCud10770</a>	Service Form: The first selection made in checkbox fields disappeared after the service request was approved or updated.
<a href="#">CSCue26717</a>	Service Form: The values of read-only date fields on service forms were changed after the forms were updated in Service Manager.
<a href="#">CSCud72476</a>	Service Form: User was able to gain access to another service item by changing the item ID in the order related services URL.
<a href="#">CSCuc74831</a>	Service Form: Validation messages were not shown for hidden fields.
<a href="#">CSCuc75628</a>	Service Item Manager: A reference to an image on an external website has been removed.
<a href="#">CSCuc99131</a>	Service Item Manager: SQLException was thrown when updating a service item that contained double float datatype attributes.
<a href="#">CSCud51668</a>	Service Link: Inbound agent parameters were deleted when making changes to the outbound ones.
<a href="#">CSCzo81873</a>	Service Manager: Ad hoc task instruction field allowed only 160 characters. It is now expanded to accommodate up to 1024 characters.

Bug ID	Description
<a href="#">CSCud37157</a>	Service Manager: Not all members were displayed under the Service Team tree node.
<a href="#">CSCub54010</a>	Service Manager: Performer search showed people with Inactive status.
<a href="#">CSCud05814</a>	Service Manager: SQL error with reference to an invalid column 'ProjectActivityID' was thrown when viewing service team tasks.
<a href="#">CSCub54007</a>	Service Manager: System comments and history were not included completely in requisition printing.
<a href="#">CSCuc14405</a>	Upgrade: Create index script was run multiple times and took up much of the release upgrade duration.
<a href="#">CSCuc24029</a>	Web Services: ServiceItemTaskService.wsdl – Changed date format presentation in the response so that they are consistent with the date format used in requests.
<a href="#">CSCub99294</a>	Web Services: ServiceItemTaskService.wsdl – Changed WSDL on getResponse method to set parameters minimum and maximum occurrence in the response.

## Related Documentation

You can access Cisco Prime Service Catalog documentation on Cisco.com through the following URL  
[http://www.cisco.com/en/US/products/ps11927/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/ps11927/prod_technical_reference_list.html)

## 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:

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

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