Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 Release Notes

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This document describes key features, product requirements, enhancements, and known issues in the 3.0.2 maintenance release of Cisco Intelligent Automation for Cloud Starter Edition. For more information about Starter Edition, refer to the appropriate product guides.

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Features and Enhancements

This section notes enhanced and changed software features in Cisco Intelligent Automation for Cloud Starter Edition 3.0.2. The changes have been documented in the Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 user documentation. (See Documentation Updates, page 5 for more information.)

The following sections describe the new features and enhancements:

- Support for Cisco Service Portal 9.4
- New Authentication Scheme Field for the “Set HTTP Agent Configuration” Form

Support for Cisco Service Portal 9.4

Starter Edition 3.0.2 supports Cisco Service Portal 9.4 with hotfix 94_patch_V2L or higher. Versions 9.3.1 and 9.3.2 are no longer supported.

New Authentication Scheme Field for the “Set HTTP Agent Configuration” Form

A drop-down list for Authentication Scheme has been added to the Set HTTP Agent Configuration form (Figure 1), with the options NTLM (default) and Basic.

The authentication scheme setting allows the Set HTTP Agent Configuration form to update all of the HTTP agents with the information you provide on this form.

See Documentation Updates, page 5 for more information.

Figure 1 Set HTTP Agent Configuration Form—Authentication Scheme Field
Resolved and Known Issues

Resolved Issues

Table 1 lists the bugs that have been fixed for the Starter Edition 3.0.2 release.

Table 1  Resolved Issues for Starter Edition 3.0.2

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Headline/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCua42914</td>
<td>Newly commissioned Windows VM finishes with dirty shutdown</td>
</tr>
<tr>
<td>CSCua61426</td>
<td>Duplicate Site Administration OUs are created</td>
</tr>
<tr>
<td>CSCua99579</td>
<td>Add Network type is available with Community Network during first access</td>
</tr>
<tr>
<td>CSCub24414</td>
<td>Collect Metrics puts “N/A” for empty fields</td>
</tr>
<tr>
<td>CSCub24420</td>
<td>System Resources page not visible when environment doesn't have Inet access</td>
</tr>
<tr>
<td>CSCub23980</td>
<td>Process “Create Virtual Server” has invalid condition</td>
</tr>
</tbody>
</table>

Known Issues

Table 2 lists the known issues in the Starter Edition 3.0.2 release.

Table 2  Known Issues for Starter Edition 3.0.2

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCub75076</td>
<td>Cant remove VM Templates that have the same name but different paths</td>
</tr>
<tr>
<td>CSCub88328</td>
<td>Physical provisioning not using the VLAN set when user adds the network</td>
</tr>
<tr>
<td>CSCub87351</td>
<td>CPTA cannot see servers ordered by Server Owners</td>
</tr>
<tr>
<td>CSCub86247</td>
<td>Error 500 when jboss path has space</td>
</tr>
<tr>
<td>CSCub81275</td>
<td>removed user cannot be re-added</td>
</tr>
<tr>
<td>CSCub34807</td>
<td>Commission VM and Install OS fails for Windows servers when the hostname is greater than 15 characters</td>
</tr>
<tr>
<td>CSCub21990</td>
<td>Cannot remove/modify users in a different organization as a CPTA</td>
</tr>
<tr>
<td>CSCub02279</td>
<td>CPTA may not get information about request if PO-CP communication fails</td>
</tr>
<tr>
<td>CSCua43234</td>
<td>Windows provisioning email has Linux information</td>
</tr>
<tr>
<td>CSCub80536</td>
<td>CCP error org.xml.sax.SAXParseException when PO is down</td>
</tr>
</tbody>
</table>
Installation and Upgrade Notes

The 3.0.2 maintenance release for Starter Edition is compatible with Cisco Service Portal 9.4.

**Note**

Cisco Service Portal 9.3.1 and 9.3.2 are no longer supported. If you have an earlier version installed in your environment, you must upgrade to version 9.4. For instructions on installing or upgrading to Cisco Service Portal 9.4, see the *Cisco Service Portal 9.4 Installation Guide*.

For installations of or upgrades to Cisco Service Portal 9.4, the following hotfix is required:

`9.4_Patch_V2L.zip`

Installation of New Installation and Upgrade of Existing Installation Scenarios

The following installation and upgrade scenarios are supported.

For instructions on installing or upgrading, see the following documentation on Cisco.com:

- *Cisco Service Portal 9.4 Installation Guide*
- *Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 Configuration Guide*

**Installation**

New installations of Cisco Service 9.4 and Starter Edition 3.0.2 are supported.

**Upgrade**

Upgrades from Starter Edition 3.0.1 and Cisco Service Portal 9.3.2 are supported. For instructions on installing or upgrading to Cisco Service Portal 9.4, see the *Cisco Service Portal 9.4 Installation Guide*

<table>
<thead>
<tr>
<th>Upgrade from:</th>
<th>Upgrade to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starter Edition</td>
<td>Cisco Service Portal</td>
</tr>
<tr>
<td>3.0.1</td>
<td>9.3.2</td>
</tr>
<tr>
<td></td>
<td>3.0.2</td>
</tr>
<tr>
<td></td>
<td>9.4</td>
</tr>
</tbody>
</table>

Updates in the Procedure for Installing the Starter Edition Portals and Portlets

For the Starter Edition 3.0.2 release, the following changes have been made to the Starter Edition portals and portlets installation procedure:

- The Starter Edition Portals package version has changed from 9.3.1 to 9.4.

For more information, see the *Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 Configuration Guide*. 
Documentation Updates

In addition to this document, the following guide has been updated for the 3.0.2 update:

*Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 Configuration Guide*

The guide is available on the Cisco Intelligent Automation for Cloud End-User Guides page (login required) at cisco.com.

### Starter Edition 3.0.2 Configuration Guide Changes

Table 3 lists the changes to the Cisco Intelligent Automation for Cloud Starter Edition Configuration Guide for the 3.0.2 maintenance update.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Location in Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated guide name with new release number</td>
<td>Front Cover, footers</td>
</tr>
<tr>
<td>New part number added.</td>
<td>All pages in guide</td>
</tr>
<tr>
<td>Name of Chapter 3, “Installing Cisco Cloud Portal and the REX Adapter,” changed to “Installing the REX Adapter.”</td>
<td>Chapter 3, “Installing the REX Adapter”</td>
</tr>
<tr>
<td>Instructions for installing Cisco Cloud Portal removed.</td>
<td>Chapter 3, “Installing the REX Adapter”</td>
</tr>
<tr>
<td>Instructions for installing the REX adapter added.</td>
<td>Chapter 3, “Installing the REX Adapter”</td>
</tr>
<tr>
<td>Checklist added for the REX adapter installation.</td>
<td>Appendix E, “Solution Deployment Checklists”</td>
</tr>
<tr>
<td>Worksheet added for recording variable definitions for the REX adapter installation.</td>
<td>Appendix F, “Solution Deployment Worksheets”</td>
</tr>
<tr>
<td>The file path to the location where you extract RequestCenter_war.zip has been updated from CiscoServicePortal&gt;jboss-4.2.3.GA\server\RequestCenter\deploy\RequestCenter.ear\RequestCenter.war to &lt;JBOSS_DIR&gt;/standalone/deployments/RequestCenter.war</td>
<td>Chapter 4, “Setting Up Cisco Cloud Portal and Deploying Starter Edition Content,” in section “Copy the Starter Edition Portlets Package and Extract Files”</td>
</tr>
<tr>
<td>A new screenshot of the Set HTTP Agent Configuration form, showing the new Authentication Scheme field, has been added.</td>
<td>Chapter 6, “Setting Up the Cloud Administration,” in section “Set HTTP Agent Configuration”</td>
</tr>
</tbody>
</table>
Limitations and Restrictions

Starter Edition 3.0.2 User Guide Changes

There are no changes in the *Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 User Guide*.

Limitations and Restrictions

Go to Cisco Bug Toolkit (login required) to view open and resolved bugs. Use the following steps to query open and resolved Starter Edition issues in the Bug ToolKit.

**Searching for Specific Bug**

To search for a specific bug:

1. **Step 1**
   

2. **Step 2**
   
   On the Cisco Login page, under Existing User, enter the appropriate username and password, and click Log In.
   
   The Bug Toolkit page displays. The Search Bugs tab is displayed by default.

3. **Step 3**
   
   Enter the bug ID in the Search for Bug ID field and click Go.
   
   The queried bug displays on the Search Bugs tab.

**Searching for Bug by Release**

To search for bugs in a specific release:

1. **Step 1**
   
   On the Search Bugs tab, choose Cisco Process Orchestrator from the Select Products list box.

2. **Step 2**
   
   Optional. From the Software Version drop-down list, select the appropriate release or content update number of the product, or choose ANY.

3. **Step 3**
   
   Optional. In the Search for Keyword(s) field, enter search phrases to search within the bug title and details. Boolean expressions (AND, NOT, OR) can be used.

4. **Step 4**
   
   Click Search.
The queried bug or bugs display on the Search Bugs tab.
Searching for Bugs Using Advanced Criteria

Step 1 On the Search Bugs tab, in the Select Products box, choose Cisco Process Orchestrator.

Step 2 Optional. From the Software Version drop-down list, select the appropriate release or content update number of the product, or choose ANY.

Step 3 Optional. In the Search for Keyword(s) field, enter search phrases to search within the bug title and details. Boolean expressions (AND, NOT, OR) can be used.

Step 4 To the right of Advanced Options, click Use custom settings for severity, status, and others to define custom search criteria.

Step 5 Enter the appropriate search criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity</td>
<td>Check the 1, 2, or 3 check box to specify the severity level of the bug(s) to query.</td>
</tr>
</tbody>
</table>
| Status          | Check any or all of the following check boxes and their appropriate sub-check boxes to indicate bug status:  
|                 | • Terminated—View all bugs that have been terminated. Uncheck this check box to filter the terminated bugs from the query.  
|                 | • Open—View all bugs that are open. Uncheck this check box to filter the open bugs based on the appropriate status from the query.  
|                 | • Fixed—View bugs that have been resolved. Uncheck this check box to filter the fixed bugs from the query. |
| Advanced        | Check one or both of the following check boxes to filter the type of bug details to query:  
|                 | • Show only bugs containing bug details—View only those bugs that contain detailed information, such as symptoms and workarounds.  
|                 | • Include only bugs available to customers—View bugs only available to customers. |
| Modified Date   | From the drop-down list, choose this option to filter the number of bugs based on the date on which the bugs were last modified. |
| Results Displayed Per Page | From the drop-down list, choose the appropriate option from the list to restrict the number of results that appear per page. |

Step 6 Click Search.

The queried bug or bugs display on the Search Bugs tab.
Related Documentation

In addition to this document, the following Starter Edition guides are available on the Cisco Intelligent Automation for Cloud End-User Guides page (login required) at cisco.com:

- Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 Configuration Guide
- Cisco Intelligent Automation for Cloud Starter Edition 3.0.2 User Guide

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:


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