



Release Notes for *Cisco Service Portal, Release 9.4.1*

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Release 9.4.1

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Introduction

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



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Platform Support

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

Installation Guidelines

The setup.exe program supports the installation and upgrade of all products in the Cisco Service Portal 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 Service Portal 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

Upgrading to Cisco Service Portal Release 9.4.1

The following are the releases that you can upgrade to Cisco Service Portal Release 9.4.1.

- 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 Service portal release 9.4.1 if your existing installation is 2008.3 Sp9 or above. If your existing installation is prior to 2008.3 SP9, you must first upgrade it to a supported version. 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

New Features in Release 9.4.1

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 Release 9.4.1 Cisco Service Portal 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 Service Portal 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 Service Portal 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 Service Portal 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](#)
- [Decoupling of JBoss](#)
- [Other Installation Changes](#)
- [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 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.

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**

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

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 Portal 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 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).

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 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 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.

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

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

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

Table 1 **Documentation Changes**

Document Name	Change Summary
Cisco Service Portal Installation Guide	<ul style="list-style-type: none"> • Minor changes on installing Cisco library. • Minor updates to the fields in Form Data Reporting Dictionary settings.
Cisco Service Portal Configuration Guide	<ul style="list-style-type: none"> • Minor changes in service link setting and web service setting information • Minor change in the default options for common setting
Cisco Service Portal Designer Guide	<ul style="list-style-type: none"> • No change
Cisco Service Portal Integration Guide	<ul style="list-style-type: none"> • Minor changes on adapters deployment instructions • Changes to instructions of web Service Listener adapter and Service Item Listener adapter. • Changes to the authentication section
Cisco Service Portal Reporting Guide	No change
Cisco Service Portal Glossary	No change

Resolved Caveats

Bug ID	Description
CSCzo83102	Administration: Site-level authorization condition was limited to 150 characters. The condition is now expanded to accept up to 2000 characters.
CSCub70835	Catalog Deployer: Agent parameter mapping were not retained in the deployed service definition.
CSCub73298	Catalog Deployer: Capabilities in roles were not deployed when the associated entities deployment option was set to "Do not include".
CSCuc91663	Catalog Deployer: Deployment failed when the delivery plan had project manager set to an unassigned functional position.
CSCub70862	Catalog Deployer: Dictionary permissions were not fully deployed in the target site.
CSCud44963	Catalog Deployer: Existing Java Script function associations with libraries on the target site were dropped after deploying a service that also referenced those libraries.
CSCuc16603	Catalog Deployer: Form rule changes on existing services were not taking effect after the service packages were deployed in the target environment.
CSCuc07149	Catalog Deployer: Included services in Bundle services were not fully deployed in the target site.
CSCud08466	Catalog Deployer: Java Script arguments were lost in Active Form Components after deployment.
CSCud52794	Catalog Deployer: Java Script function arguments were passed in the wrong order in the service deployed to the target site.
CSCuc46961	Catalog Deployer: Service definition was still overwritten when the bind option was selected for included services deployment.
CSCud58424	Catalog Deployer: Service Item Subscription/History table was corrupted after deploying a service that had a retrieval rule looking up the table.
CSCud05327	Catalog Deployer: Service package failed to deploy when it involved the deletion of dictionary fields that at were used in form rule triggering events on the target site.
CSCuc03007	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.
CSCuc74751	Conditional Rules: Java Script errors were thrown when the "Is equal to ignore case" condition was triggered at form load time.
CSCuc74772	Conditional Rules: Set value actions were corrupted during upgrade from 2008.3 to 9.3.2 on Oracle.
CSCtz78485	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.

Bug ID	Description
CSCuc53736	Custom Stylesheet: Changes to custom.css was not fully rendered due to a redundant level two Navigation tag in the example.css provided.
CSCue44569	Deleting members from groups caused other members to lose permissions. The issue was specific to SQL Server environments only.
CSCzo68775	Form Rules: Stack overflow error was thrown when a large number of form rules were triggered at the form load time.
CSCub99791	My Services / Service Manager: System History in requisitions is now updated properly for unsuccessful email notifications.
CSCud05609	My Services: Customer Initiator form showed wrong information when clicking the "reset" button during ordering on behalf.
CSCzo64302	My Services: Extraneous message regarding no results found was shown when browsing services in catalog during order on behalf.
CSCub41330	My Services: Inactive services were still accessible via Recommended Accessories.
CSCzo67823	My Services: Searches containing apostrophes did not return any results.
CSCzo64441	My Services: Service Level Description was not center-aligned.
CSCub76184	nsAPI: API calls failed when nsAPI was invoked from an external system and Service Portal was enabled for Single Sign-On.
CSCua12775	nsAPI: Certain nsapi requests failed when the Windows operating systems was set to French region.
CSCud81134	nsAPI: Malformed REST URL returned service items which the login user should have no access to
CSCub43802	nsAPI: Person status was set to Inactive during person information update.
CSCub99547	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
CSCub43240	nsAPI: Service retrieval by keyword did not return any results.
CSCub63670	Online Help is now accessible for users who have their profile language set to a language other than English.
CSCub21831	Organization Designer: Person that was not referenced anywhere could not be deleted.
CSCub51213	Organization Designer: Scrolling through the list of inherited roles for an organizational unit resulted in application error.
CSCud50002	Portal Designer: Entry of accented or double-byte characters into Custom Content data resulted in errors during save.
CSCuc70909	Portal: Dates in Japanese were not rendered properly.
CSCub14158	Portal: Double-byte characters were not rendered correctly in module dropdown and portal header.

Bug ID	Description
CSCuc44707	Portal: Error was thrown when importing a portal page that contains a reserved portlet.
CSCuc56200	Portal: Made missing "title_nav_suffix" element a handled exception.
CSCuc03874	Portal: Portlet had a reference to http://www.cisco.com.
CSCzo65813	RBAC: Access Functional Positions capability allowed only users with the Site Administrator role to update functional positions.
CSCud99898	Reporting: Update catalog process failed on SQL Server when the database port number was not set to use the default port.
CSCub79914	Request Center pages can now run in iFrame (useful for Portal implementations).
CSCzo67945	Service Designer: Changes made in the Java Script arguments associated with Active Form Components were not saved consistently.
CSCub41187	Service Designer: Dictionaries added by mistake to the Customer-Initiator form were not removable afterwards.
CSCub49897	Service Designer: Java Script error was thrown for some users of IE 8 on the Forms tab.
CSCua58551	Service Designer: Java Script function arguments were displayed in the wrong order when editing the argument values in the associated active form components.
CSCub43829	Service Designer: Search for double-byte characters in service name did not return matching services.
CSCuc22992	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.
CSCuc50032	Service Form: Datetime calculation was off when using data retrieval rule to set the datetime value.
CSCzo68524	Service Form: Embedded URL in read-only field was not rendered as a link.
CSCuc69187	Service Form: Form data failed to display for requisitions created in release 2007 that contained dictionary fields of Person data type.
CSCua22389	Service Form: Grid dictionary controls (+/-) were missing when the dictionary was first hidden and then shown using condition rules.
CSCud72482	Service Form: JavaScripts attached to included services in a bundle were not triggered.
CSCzo69025	Service Form: On change events were not triggered when selecting a person in the person-based dictionary.
CSCua24229	Service Form: On change events were not triggered when selecting a person in the person-based dictionary.
CSCty36662	Service Form: Select field still retained old values when data retrieval rule returned no results.
CSCtx92117	Service Form: Select field still retained old values when data retrieval rule returned no results.

Bug ID	Description
CSCzo83134	Service Form: setFocus ISF function did not set focus on number field.
CSCub52981	Service Form: setReadOnly ISF sometimes caused retrieval rule populated field to lose the value selected.
CSCuc84227	Service Form: The first selection made in checkbox fields disappeared after the service request was approved or updated.
CSCud10770	Service Form: The first selection made in checkbox fields disappeared after the service request was approved or updated.
CSCue26717	Service Form: The values of read-only date fields on service forms were changed after the forms were updated in Service Manager.
CSCud72476	Service Form: User was able to gain access to another service item by changing the item ID in the order related services URL.
CSCuc74831	Service Form: Validation messages were not shown for hidden fields.
CSCuc75628	Service Item Manager: A reference to an image on an external website has been removed.
CSCuc99131	Service Item Manager: SQLException was thrown when updating a service item that contained double float datatype attributes.
CSCud51668	Service Link: Inbound agent parameters were deleted when making changes to the outbound ones.
CSCzo81873	Service Manager: Ad hoc task instruction field allowed only 160 characters. It is now expanded to accommodate up to 1024 characters.
CSCud37157	Service Manager: Not all members were displayed under the Service Team tree node.
CSCub54010	Service Manager: Performer search showed people with Inactive status.
CSCud05814	Service Manager: SQL error with reference to an invalid column 'ProjectActivityID' was thrown when viewing service team tasks.
CSCub54007	Service Manager: System comments and history were not included completely in requisition printing.
CSCuc14405	Upgrade: Create index script was run multiple times and took up much of the release upgrade duration.
CSCuc24029	Web Services: ServiceItemTaskService.wsdl – Changed date format presentation in the response so that they are consistent with the date format used in requests.
CSCub99294	Web Services: ServiceItemTaskService.wsdl – Changed WSDL on getResponse method to set parameters minimum and maximum occurrence in the response.

Related Documentation

You can access additional on Cisco Service Portal documentation on Cisco.com through the following URL

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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