



Release Notes for Cisco Service Portal for Release 9.3.2

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New and Changed Information

New Software Features in Release 9.3.2

Server-Side Rules

Active form rules, namely Data Retrieval Rules and Conditional Rules, are now supported for server-side execution. The key characteristics of server-side rules are as follows:

- **Ability to set values in dictionaries not sent to the browser.** The values of fields can be set in dictionaries to which the user has no access control (that is, the dictionary permission is set to “None” at the particular moment). This will result in less data being sent to the browser and more flexibility in form design and behavior, including enhanced security.



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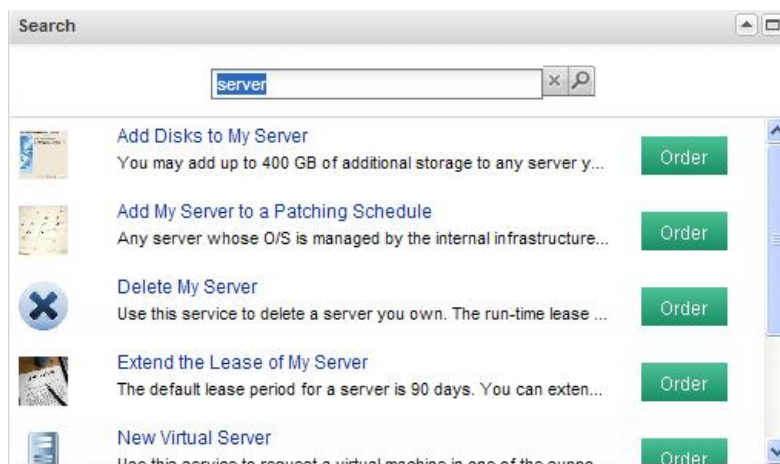
- **Two new form-level events.** The pre-Load and post-Submit events have been added to the existing event model for forms. Both of these execute on the application server, not within the user's browser session, and provide service designers with the mechanism of setting values in dictionaries that are not present in the browser.
- **Fields editable only by server-side rules.** Service Designers can now define fields that are sent to the browser either for display purposes or as “background variables”, and mark these fields as updateable only by server-side rules to maintain data security.
- **Validating data retrieval rules.** A new type of data retrieval rule is now available. The validating rule allows a server-side query to check the veracity of data entered on the form—in other words, to check the form data against the results of the query.
- **Data retrieval rules tied to multiple events.** In previous releases, a data retrieval rule could be attached to only one event. Release 9.3.2 changes that, thus making it easier to re-use rules.

More details on how to define server-side rules and the related design considerations can be found in the Active Form Components chapter of the *Cisco Service Portal Designer Guide*.

New Portlets

Release 9.3.2 presents the first set of preconfigured portlets available to all users with My Services roles. They are built on top of the Portal Manager infrastructure as alternative user interfaces to the My Service module.

- The **Search** portlet allows users to browse through the catalog to find the services they want.



- The **Order Status** portlet gives users a quick view into all the orders they have submitted, along with a visual depiction of each order's status. The delivery progress of every order, including details of each approval and review performed, is also displayed.

Order #	Service(s)	Submitted	Status
572	Extend the Lease of My Server	04/24/2012	25%
571	Add Firewall Rule	04/24/2012	0%
570	Add Firewall Rule	04/24/2012	67%
569	Extend the Lease of My Server	04/24/2012	0%
534	New Virtual Server	04/12/2012	25%
533	New Virtual Server	04/12/2012	0%
532	New Virtual Server	04/12/2012	100%
531	New Virtual Server	04/12/2012	100%

- The **Approvals** portlet provides users a summary of all of the approvals awaiting their attention. For each approval task, the portlet shows the current approver where each order is within “the approval chain”, that is, who has approved an order before him, and who will be the next approver after him.

Order #	Customer	Service Name	Cost	Priority																
572	colin moulding : XTC	Extend the Lease o...	0	Normal																
<table border="1"> <thead> <tr> <th>Due On</th> <th>Task Name</th> <th>Performer</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>04/24/2012 2:30 PM</td> <td>Approve lease exte...</td> <td>crg smith</td> <td>Approved</td> </tr> <tr> <td>04/25/2012 9:30 AM</td> <td>Financial approval f...</td> <td>William Fine</td> <td>Being approved</td> </tr> <tr> <td>04/25/2012 10:30 AM</td> <td>Technical approval ...</td> <td>Andrew Tahvildary</td> <td>New</td> </tr> </tbody> </table>					Due On	Task Name	Performer	Status	04/24/2012 2:30 PM	Approve lease exte...	crg smith	Approved	04/25/2012 9:30 AM	Financial approval f...	William Fine	Being approved	04/25/2012 10:30 AM	Technical approval ...	Andrew Tahvildary	New
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569	colin moulding : XTC	Extend the Lease o...	0	Normal																

These portlets are available in the “Reserved Portlets” group when designing portal pages. Review the Lifecycle Center chapter in the *Cisco Service Portal Designer Guide* for more information.

Each of the three new portlets leverages nsAPI to fetch and display its data. These new nsAPI operations can also be invoked in JavaScript and JSR portlets, as described in the section below.

nsAPI Enhancements

The nsAPI has been enhanced to provide the following features:

- Service wildcard name search across service name, service description, category name and keyword
- All requisition entries for a given requisition
- All requisition entries for the currently logged-in user
- All tasks for a given requisition entry
- All authorization tasks within the same approval chain for a given authorization task
- All milestones for a given requisition
- Order Service URL attribute in the Service definition nsAPI
- A number of new attributes in the Requisition, Authorization and Task nsAPI

As is true for all nsAPI functions, these functions can be used for JavaScript and JSR portlets to display the information users are most interested in. The REST URL and Java client syntax can be found in the *Cisco Service Portal Integration Guide*.

Grid Dictionaries

In both the Cloud and Workplace contexts, there are many occasions when service forms display and/or capture the data for objects that have a one-to-many relationship among them—such as people and their servers, workstations and their applications, departments and the people in them, IP addresses covered by a firewall rule, and so on.

Release 9.3.2 provides the ability for service designers to place one or more grids on the service form. Among the features comprising this ability are:

- **Dictionaries configurable as grids.** You can use any existing dictionary in either grid or non-grid layout. The existing process of defining the type of input control for a field, as well as its label and informational text, can be used as always; however, the attributes you define apply to columns within the grid and not just individual fields. All the usual built-in features such as mandatory field-checking, data validation for minimum and maximum values, and so on are also applied to grid dictionaries.
- **Data Retrieval Rules distributing into grids.** You can display the results of a query as multiple rows, without knowing ahead of time how many rows your query may return.
- **New ISF functions to support cell manipulation.** You can apply Conditional Rules to effect the appearance and behavior of the grid, and validate the data in the grid through simple JavaScript functions.

The data captured in grids is easily viewable within the service form and also printable through the Print function in Service Manager. It is also populated in the Data Mart and reported through existing Form Data Reporting capabilities.

Review the *Cisco Service Portal Designer Guide* to find out how to use grid dictionaries and how they work together with server-side rules.

Service Item Listener Adapter

Release 9.3.2 now provides web services support for maintaining the Service Item repository so that third-party applications, such as orchestrating agents (including Cisco Process Orchestrator), can create, update, and delete the service items that are created or modified during the delivery of a service. This simplifies service design as well as the design of the orchestration process, and leverages the rich feature set that service items offer through the Portal.

The Service Item Listener Adapter works through the Service Link framework. Agents with this inbound adapter listen for web service calls that create and update all service item attributes—business attributes as well as technical—and specify the “ownership” of each service item in terms of the subscription data associated with it.

More information about the adapter can be found in the Service Link chapter of the *Cisco Service Portal Integration Guide*.

Enhancements to Service Item Import

The existing Service Item Import feature, which provides a quick way of loading data into the Service Item repository, is now enhanced so that the “ownership” of subscription data can also be specified in the XML file that is imported. This enables you to assign individual people or organizational units as the owners of the service items imported in this way. The updated import file format can be found in the Lifecycle Center chapter in the *Cisco Service Portal Designer Guide*.

Unique ID Generation in Service Forms

A simple flag is now provided on the **Display Properties** page within Service Designer for each field you place on an Active Form Component. This flag enables you to generate a unique ID in the field when the form is first loaded. The requirement to provide a unique Name for each service item created through service delivery is now much easier, as you can either use the unique ID generated on the form as is, or concatenate it with other strings (such as a Company prefix or Operating System abbreviation) to construct the service item name.

New Application Utility to Republish Service Link Messages

In previous releases, Cisco provided a method for republishing Service Link messages as a standalone utility. This utility is now part of the application and accessible through the Message Republish page in the Service Link module. See the *Cisco Service Portal Integration Guide* on how to make use of this utility.

Enhancements to Requisition Purge Utility

The Requisition Purge utility, used by many customers with a high volume of transactions, has been improved in Release 9.3.2 in two ways:

- **No need to stop Request Center services.** The Requisition Purge utility can be executed while the Cisco Service Portal application is up and running. This gives you much greater flexibility for scheduling the purge activity.
- **New filter criteria.** You can now specify a *range* of requisition IDs to be purged in Oracle database.

Service Link Improvements

Service Link has been improved to handle a higher number of concurrent processes. For this reason, the recommended JVM settings for the Service Link server have been revised:

- Heap size: increased from 512 MB to 1024 MB
- Perm size: increased from 128 MB to 256 MB

This impacts the overall memory requirement for the Service Portal application and should be taken into considerations for machine sizing. For JBoss development or test environments that require a smaller memory footprint, the JVM settings can be reduced accordingly in the following files:

Windows:

```
<APP_HOME>\conf\servicelinkwrapper.conf
<APP_HOME>\bin\installServiceLinkService.cmd
<APP_HOME>\bin\startServiceLink.cmd
```

Linux:

```
<APP_HOME>/bin/installServiceLinkService.sh
```

New Software Features in Release 9.3.1

Rebranding

Cisco Service Portal, formerly known as newScale FrontOffice, has been rebranded with a new look and feel, as well as changes to the names of its modules. PortfolioCenter/DemandCenter is now known collectively as Demand Center, Analytics and Reporting is now known as Advanced Reporting.

Platform Support

Cisco Service Portal now supports the following versions of operating systems, application servers, web servers, and database management systems:

Operating Systems:

- Microsoft® Windows® 2008 R2 (replacing Windows 2003 SP2)
- Red Hat® Linux® 5.6 (replacing Red Hat Linux 4)
- IBM® AIX® 7.1 (replacing AIX 5.3)
- Oracle® Sun™ Solaris™ 10 (no change from Release 9.3)

Application Servers:

- JBoss® 4.2.3, Sun JDK™ 1.6 (no change from Release 9.3)
- Oracle WebLogic® 10.3, Sun JDK 1.6 (no change from Release 9.3)
- IBM WebSphere® 7.0, IBM Java 1.6 (replacing WebSphere 6.1.x, IBM Java 1.5)

Web Servers:

- Microsoft IIS 7.5 (replacing IIS 6)
- Apache™ 2.2.3 (no change from Release 9.3)
- IBM HTTP Server 7.0 (replacing IBM HTTP Server 6.1.x)

DBMS:

- Oracle 11.2.0.1 (replacing Oracle 10.2.1)
- Microsoft SQL Server® 2008 R2 (replacing SQL Server 2005)

Please review the details of the corresponding pre-requisites in the *Cisco Service Portal Installation Guide*.

IBM Cognos Upgrade

Cisco Service Portal Advanced Reporting is now integrated with Cognos 8.4.1. Please refer to the Cognos 8.4.1 release notes on the IBM web site for the changes and enhancements involved.

HTML Editor Upgrade

The embedded HTML editor has been upgraded to the CK Editor version 3.6.1 for functional and performance improvements.

Windows Service Wrapper Upgrade

The wrapper for running Cisco Service Portal applications as Windows services (available for JBoss application server) has been upgraded for better performance. The new wrapper is automatically installed and configured as part of the installation process.

Language Support

Korean language support in the My Services module was first introduced in Release 9.1 Service Pack 3. The support is now extended to Release 9.3.1.

Service Manager Task Search

A new option is added to the Service Manager Home page and Filter and Search page to allow the showing or hiding of tasks that are in a paused state (for example, tasks awaiting child tasks or related tasks to be completed). In addition, users who have the “Perform Global Delivery Search” RBAC capability will now have the Global Search checkbox selected by default for convenience.

Service Manager Administration View

This view was useful in providing a starting point for service team administrators and managers to locate ongoing and completed tasks. However such browsing places heavy workload on the application and its usage has diminished with the improved filter and search capabilities. For this reason, the Administration view in Service Manager is now removed from Service Manager.

Password Encryption Algorithm

The algorithm for password encryption has been modified from MD5 to AES. The encryption change for all objects containing the password attribute (for example, person and Service Link agent) in existing installations will be automatically handled by the application. However, any custom code developed for person import needs to be reviewed for compatibility with the new encryption algorithm. Catalog Deployer packages created from Release 9.3 GA/R2 are not supported for deployment into a Release 9.3.1 instance.

Time Zone Codes

Time zone codes defined for people and queues have been revised for compliance with the time zones supported by Java 1.6. The time zone codes for people and queues in existing installations will be converted automatically during the product installation. However, any custom code developed for person or queue import needs to be reviewed for compatibility with the new time zone codes. Catalog Deployer packages created from Release 9.3 GA/R2 are not supported for deployment into a Release 9.3.1 instance.

Person Search Window for Person Field

To enhance the security control of person information displayed in the Person Search window when LDAP is not enabled, RBAC permissions now govern the list of people displayed in the search window. Only people for which the currently logged in user has read or read/write access are allowed for search.

This RBAC control applies to both person select fields in a service form and the Authorization Delegate selection on the Profile page. Person search for Order on Behalf remains unchanged and is still governed by the Order on Behalf RBAC permission.

If you elect to have the Person Search window still show all users in the system, you can grant the Read All People permission to the system role “Anyone” in the Organization Designer module.

REST API and nsAPI Improvements

New methods have been made available in the REST API and the nsAPI client to support the retrieval of the login name for the currently logged-in user. Please see the *Cisco Service Portal Integration Guide* for more information. Various improvements have also been made for sorting and filtering as described in the [“Release 9.3.1 Resolved Issues” section on page 13](#).

JSR Portlets Support

Additional instructions have been added to the *Cisco Service Portal Integration Guide* and the *Cisco Service Portal Designers Guide* on how to develop and build JSR portlets to work on the Cisco Service Portal. There are also changes in the required libraries for deploying JSR portlets on WebLogic as noted in the user guides.

Support Utilities

A new user sub-module, called **Utilities**, is now available in the Administration module to provide system administrators easy access to application log files and property files. Access to this sub-module is controlled through RBAC. More details can be found in the *Cisco Service Portal Configuration Guide* and Online Help for the Administration module.

Service Link Message Republish Utility

A tool has been provided for system administrators to republish Service Link messages that failed to be generated for external delivery and authorization tasks. Please refer to the *Cisco Service Portal Configuration Guide* for more information about this utility.

Browser Cache Control

A new feature for tracking browser cache version is available with this release. This feature could significantly improve page load time for users in remote locations. This is achieved by leveraging cached static application files and forcing refresh only when version changes are detected. Please review the *Cisco Service Portal Configuration Guide* if you would like to learn more about this feature. By default this feature is turned off and can be enabled in Administration settings.

Support for SSO Redirect to HTTP Secure URL

Release 9.1 Service Pack 3 introduced the ability to specify a HTTP secure URL as the landing page for unsuccessful single sign-on attempts. The support is now extended to Release 9.3.1.

Catalog Deployer Organizational Unit Deployment

Catalog Deployer has been enhanced to allow all sub-organizational units associated with an organizational unit to be included automatically in the deployment package when the “Include” option is selected for associated entities.

Standard Reports

In the standard reports, historical service volume data (in the Service Volumes and Activity Reports and Service Volume Request Trend KPI) is now computed based on the requisition start date, which remains unchanged during the fulfillment process.

Performance Tuning

General improvements in security, performance, and scalability have been made in My Services, Service Manager, and the RBAC infrastructure.

Installation Notes

The same installer 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/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 products selected.

If you are running Cisco Request Center Reporting, additional installation packages are required for installing and configuring the Cognos component. 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 9.3.2:

- 2008.3 SP9
- 9.1 SP3
- 9.2
- 9.3 GA or 9.3 R2
- 9.3.1

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 9.3.2.

Limitations and Restrictions

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.

Important Notes

If you are upgrading from an earlier version of Cisco Service Portal, be sure to plan it with your server and database administration teams to handle upgrades to the new operating systems and database management systems.

For WebSphere installations, in addition to the application and web server upgrade, any existing custom code and adapters must be reviewed for compatibility with IBM Java 1.6.

Documentation Updates

Changes

Beginning with Release 9.3.1, the user guides for Cisco Service Portal have been consolidated into the following six books for easier navigation and cross-reference:

- *Cisco Service Portal Installation Guide*
- *Cisco Service Portal Administration Guide*
- *Cisco Service Portal Designer Guide*
- *Cisco Service Portal Integration Guide*
- *Cisco Service Portal Reporting Guide*
- *Cisco Service Portal Glossary*

Documentation from earlier releases will no longer be updated and referenced in Release 9.3.1 and future releases.

Resolved and Known Issues

Release 9.3.2 Resolved Issues

Bug ID	Customer Issue ID	Description
CSCtx75101		Service Designer: Default value was hidden but not reset when changing the field type to Password.
CSCtx87091	620566229 620566229 621130623	Directory Integration: Single Sign-On was not working for returning users after upgrading to Release 9.3.1.
CSCtx87440	620485099	Service Form: Dictionary label was center-aligned in Release 9.3.1. The vertical alignment is now back to the top as in the previous release.
CSCtx87542	620612911 620953615 13975	Service Form: Conditional rules failed to be triggered when the condition was set on checkbox fields.
CSCty01259 CSCty78799	621136545 620525547	Reporting: Date and Time dictionary fields did not show time information.
CSCty01600	620713545	HTTP Adaptor: UTF-8 encoding was not applied to the outbound response messages, causing distortion of double-byte characters in the message body.
CSCty20829	620812043	Service Designer: Service item tasks became internal tasks after upgrading to Release 9.3.1.
CSCty27191	620775365	JavaScript: There was no way to add arguments with default values to existing JavaScript functions so that the changes could be cascaded to associated Active Form Components.
CSCty43808	620794417	Catalog Deployer: Service item tasks lost the association with the service item dictionaries after deployment.
CSCty47160		SIM: Unable to enter accented or double-byte characters for SI attribute.
CSCty77674	621044107	Directory Task / LDAP Person Import: Create or update Person operation failed for some users with the error "Subquery returned more than 1 value" on SQL Server.
CSCty88893	620999061 621081129	Catalog Deployer: Service item definition is now created as part of a service deployment when it is referenced only by Data Retrieval rules in the service.
CSCtz27447		Service Designer: Error was thrown when sorting the records in the Add Rules and Add JavaScripts pop-ups in Active Form Behavior UI.
CSCtz39052	15674	Requisition Purge: Script failed when there were Service Link message errors associated with the requisitions.
CSCzo63653	10696 12232	Service Designer: Approval escalations blanked out on zero hour escalation intervals.
CSCzo63853	11037	Service Designer: Approval condition textbox was not resized well when there was a long approval condition.

CSCzo64070	619488755	Service Designer: Pricing Summary showed an extraneous '\' character in front of apostrophes.
CSCzo64430	11299	Service Form: Add button popup window did not have any scroll bars.
CSCzo65906	12353	Service Manager: Custom View with ampersand character ('&') in view name could not be deleted.
CSCzo65996	14122 12622	Directory Integration: Mapping and DataSource fields were not reset when switching the step event to Single Sign-On.
CSCzo67203	13218	Service Form: Instructional text did not show up if dictionaries were marked as view-only in Access Control.
CSCzo68551	14589	Namespace: CurrentDate namespace did not return the correct date/time.
CSCzo69006		Performance issue with service link republish utility.
CSCzo69073	15925	Service Manager: Dictionaries that were common to multiple services within a bundle were not displayed in the service form.
CSCzo69218		Security: JBoss Management consoles could be accessed without authentication. The access to JMX and web consoles now requires authentication. Refer to the <i>Cisco Service Portal Configuration Guide</i> for instructions on how to change the default administrator password after installation/upgrade.
CSCzo69344		Catalog Deployer: Frequent updates of DefDataURL table were observed during Catalog deployer operation.
CSCzo69382		Data on the Libraries tab for JavaScripts was not shown when using IE8.
CSCzo79751	619671261	Service Designer: Negative numbers could not be entered for the price of a service.
CSCzo80293	620649537	Service Manager: Bad status 400 error was thrown when clicking "Add New Effort" button while editing an existing effort entry.
CSCzo80715	11854	My Services: Category Name and Description were not properly justified when there was only one category displayed.
CSCzo82046	619488567	Service Designer: Default value was hidden but not reset when changing the field type to Person.
CSCzo82171	13485	Service Form: Form rules triggered for service item name onChange event were not fired when ordering the service from service item Related Services subtab.
CSCzo82253	13950	Service Designer: Inappropriate error message was shown when entering more than 1024 characters into the instructional text field.
CSCzo82915	619488373	Service Designer: Current logged-in user was assigned to all functional positions when creating a service. Now the assignment is done automatically only for the Author functional position.
CSCzo83384	15426	Requisition Purge: Improved performance on Oracle database.

Release 9.3.1 Resolved Issues

Bug ID	Customer Issue ID	Resolution Summary
11913	4138	Service Designer: Use of ampersand character (&) in bundle child service name caused display issues on the Plan tab.
17662	7341	My Services: Error was thrown when clicking breadcrumbs containing a service name with parenthesis in it.
17863		Failed login using the administrator URL now presents a more user-friendly error message.
19078 28430	8023 13991	After hitting an application permission error, clicking on the “Continue” button did not return the user to a valid application page.
28504 28736	14116 14495	Service Form: Options shown for checkbox fields with long instructional text were wrapping prematurely.
20036	8316	My Services: User was able to navigate to the overview and form sections of services for which he had no ordering permission by modifying the service ID in the URL.
20099		Service Designer: Scripts panel is shown as a panel-within-a-panel.
21045	8437	Reporting: Total counts in an ad-hoc report with equivalent filtering criteria as the standard report “Service Volume: Request Activity by Service” showed minor discrepancies.
22636		My Services: Ad-hoc authorization tasks were not displayed in the Authorizations portlet.
22895	9331	Email notifications stopped being generated after hitting repeated errors with email addresses. The Business Engine utility page has been enhanced to allow the email scheduler to be reset. See the <i>Cisco Service Portal Configuration Guide</i> for more information.
22985	9367	My Services: The error message was unclear when a user attempted to request an inactive service via a bookmarked URL.
23059	9520	Requisition Purge: The utility script now removes pending email notifications associated with the purged requisitions.
23143	9607	Directory Integration: A SQL error was thrown while updating group membership during person import.
23514 24119 24260 26806 27382	9837 10327 11906 12345	Service Link now filters out unsupported XML characters (such as Unicode 0X19 or Unicode 0x1a) that were causing inbound messages to fail.
23517	9886	Organization Designer: Email ID for a queue could not be removed if it was the first entry in Contacts.
23947		Service Designer: Authorization tasks checkbox could not be unchecked after it was selected to show the details.

24059	10263	Service Form: Form field changes made through browser auto-complete functionality did not trigger field onChange form rules. The issue is now resolved by suppressing auto-complete for service form data entry, regardless of the user's browser setting.
24110 28376	9998 13980	Service Form: Textarea fields were not displayed with the width defined in Active Form Components when they were in read-only mode.
24614	10970	Service Form: Date/time displayed in calendar popup were incorrect for certain time zones.
24714		Catalog Deployer: Inactive person can now be included in Catalog Deployer package.
25452	11334	Requisition Purge: The utility can now be executed when MS SQL Server uses non-default port number.
25678	11408	Service Form: Slow form load was experienced for users in remote locations. A new feature for controlling browser cache expiration is now available. See the “New and Changed Information” section on page 1 for more details.
25918	11497	Service Designer: Errors were shown when custom header and footer were enabled. This module is no longer affected by the custom settings, as with other designer modules.
26033		Service Link: Poller was not always restarted automatically after agent modifications were saved. Now the agent will be stopped after any configuration change. It can be started up manually when changes in different sections of the agent properties have been completed rather than having multiple restarts upon every change.
26111	11572	My Services: French translations were missing or inappropriate for the OU name in person search popup and the Bill To OU instructional text.
26224	10250	Service Link: External task failure email template did not send email notification on failure of an outbound message.
26406	11672	Relationship Manager: Was unable to create accounts having German characters in their name.
26622	11912	Service Designer: Authorization escalations were not inherited from the service group along with authorization tasks when a service was configured to use service group level authorization settings.
26676 27796	11962 13135	All application pop-ups can now be resized by end users. Horizontal and vertical scroll bars have also been enabled.
26726		REX: Access queue permission now takes login name instead of first and last name to uniquely identify the person.
26733	12068	Reporting: Employee code and queue description were missing from the Custom Reporting Package.
26835	12159	Service Designer: Rearranging the display order of forms within a service was very slow and took up a lot of CPU.
26873	12094	Portfolio Designer: German accented characters were not getting saved properly in attribute groups.
26896	12346	Relationship Manager: Agreement Sliders were not placed properly when using more than one (or two) objective.
26930	12384	Reporting: Many-to-many relationship was found in the Custom Reporting Package (All Task <-> ServiceRequestFact).

26980	12490	Service Form: Dictionaries were missing for completed requisitions after the service design was changed.
27376	12579	Service Form: The “is equal” condition did not work correctly on conditional rules when the field referenced was a Boolean data type and contained options other than “Yes” and “No”.
27394	12647	Service Form: Mandatory checkbox fields did not get browser focus if they were empty upon submission.
27444	12694	Installer failed on DataMart-CreateAllTableColumns-ORA.sql step.
27457 27519	12714 12818	Catalog Deployer was not properly refreshing the application cache after deployment. In some cases this would result in stale data being used by requisitions. This has been fixed.
27567	12751	Catalog Deployer failed to assemble certain service packages with the following error thrown – category processing: Illegal character or entity reference syntax.
27614	12932	Service Manager: Saving Custom View Search Criteria required an extra button click after applying Release 9.1 SP1. The change in functional behavior has now been reversed.
27618	12933	Service Manager: Custom Views are now displayed alphabetically.
27625	12976	Service Manager: Ampersands embedded in a task name via namespace were not rendered correctly in the Task Details preview area.
27672	13057	Service Form: Validation on the number of digits for a numeric field was not precise and always allowed one extra digit.
27691	13060	Service Form: Radio Button options were always displayed vertically when the selections were set with data retrieval rules.
27699		Reporting: Existing items in the Service Dimension were dropped after executing the publish_fdr_pkg.cmd.
27752	13114	Relationship Manager: Accounts created with < or > characters in the name were not displayed properly.
27783	13155	Service Designer: The input length of instructional text was limited to 900 characters. The field length is now 3000 characters and a proper error message is given when the maximum field length is exceeded.
27791	13206	Service Form: The dictionary field namespace for a person field returned the Person ID along with the redundant string “; Select”.
27808	13241	“Remember password” did not capture the updated password after the user had entered their new password.
27809	12885	Reporting: HTML tags were displayed in service offering reports.
27872	13285	Service Form: Validations failed previously for mandatory checkbox field with selections populated by data retrieval rules.
27898	13313	Directory Integration: HttpServletRequest object is now supported in custom code.
28019	13381	Service form could not be submitted after hitting exceptions in for numeric field values and making corrections.
28075	13565	ISF: The setFocus method was not setting focus on the boolean fields. A new function setFocusViaValidation has been added to perform this action.

28096	13576	Service Form: Array index out of bounds or Stack overflow error was seen whenever the number of lines in a textarea field exceeded 790. Instructions have been added to the <i>Cisco Service Portal Configuration Guide</i> to configure the JAVA_OPTS parameter <code>-Xss1m</code> to overcome this restriction.
28267	13545	French: Submit together vs. separately dialog did not fit in the popup window.
28289	13820	Service Form: Multi-select field selections were not displayed in IE8 when the field was in disabled mode.
28330		Import VM standards: The list of vCenter hosts was blank when one or more hosts in vCenter were in some undetermined states.
28348 30047 30144	13929 14600 14940	Catalog Deployer: Package deployment was stuck due to deadlock situations.
28394	12511	Service Designer: Was unable to create form rules after truncating application tables and rerunning installation.
28455	13890	Organization Designer: Sort order on group member list is now preserved after removing group member.
28474	13975	My Services: Selecting a checkbox via conditional rule used to throw a JavaScript error in some cases. This has been corrected.
28479	14044	Service Link: Filter and Search for message based on certain date criteria was failing. This has been corrected.
28483	14055 14065	Catalog Deployer no longer fails if greater than or less than symbols are used in data retrieval rules.
28507	14119	Service Designer: Graphical Designer no longer removes the Checklist after saving.
28536	14134	Service Form: Improved service item task error handling for service item attribute field value exceptions.
28555	14156	CR/ISF setValue() does not work on Multi-Select Field.
28753	14111	Service Designer: Removing categories from a service no longer fails on WebSphere.
28904	14303	Web Services: An updated WSDL for the submitRequisition RAPI request shows that version number is required.
29021	14347	Service Manager: The ampersand character (&) can now be used in QUEUE expression for task assignment. Previously, this resulted in unexpected behavior.
29060	14138	Service Designer: All customer and address namespaces are now correctly resolved in emails. Previously some of the namespaces were not correctly resolved.
29223	13858	Organization Designer: Adding a person to Access Queue permission used to fail with an error, depending on permission hierarchy. This has been corrected.
29301	14447	Directory Integration: SSO Redirect URL now supports HTTPS URLs.
29437	13998	Service Manager: Task Supervisor Role can now be assigned to a queue.
29492	14457	Service Manager: Corrected issue with SLA and Due Date calculations where in some cases the date was offset by 8 hours, resulting in an incorrect date.
29809	14652	Service Manager: Checklists with long instructional text were wrongly wrapping at 80 characters.

29858	14666	My Services no longer fails with an error when the Authorization Delegate name contains accented characters or apostrophes.
29895		nsAPI: nsAPIClient lost authentication when the refresh button was pressed.
29923		nsAPI: Authorization and Task APIs now support sorting by DueDate.
29955	14729	Service Form: Dictionaries were missing for completed requisitions after service design was changed.
29972	14626	Service Manager: Some of the rules on hidden fields were erroneously preventing form submission. This has been corrected.
29983	14757	Service Item Manager: Changes to data in Standards were not properly stored for a large table.
30003	14760	Service Designer: Conditional rules that work with dates can now handle different date formats.
30075	14807	Catalog Deployer: Improved handling of duplicate service item names.
30088		nsAPI: Standards now have a call that allows for filtering and paging when using the java client.
30093		nsAPI: Getting service by category, keyword or wildcard name now provides an option for paging and sorting when using the java client.
30107	13749	Service Link: Message Purge script performance has been improved and uses less TEMP space.
30109		nsAPI: Getting a service by id or name, that is in Consumer Services returned <code><s ID="7960"/></code> instead of <code> Consumer Services </code> .
30113	14835	Service Link: Inbound send-parameter messages failed to update external dictionaries associated with the form when the corresponding external table contained a nullable integer field that was left blank.
30121		nsAPI: Filtering groups by wildcard now provides an option for paging, sorting and filtering when using the java client.
30153	14953	Administration: The SessionTimeout field no longer accepts zero as valid input. Previously it was possible to set SessionTimeout to zero, locking all users out of RequestCenter.
30154		nsAPI: Filtering authorizations by “Assigned and Unassigned Authorizations for Self” and Status=“ALL” was not working correctly.
30195	14197	Service Forms with a large number of lines in textarea are now loaded properly.
30196	14948	Service Manager: Queue/Performer Filter and Search with “is” condition behaved like a “starts with” search.
30201		Catalog Deployer: Sub-OU associations were not migrated to the target site. The custom package has been enhanced to automatically include sub-OUTs in the deployment package.
30272	15063	My Services: setFocus on a hidden field no longer results in a JavaScript error
30273	15074	Service Link: Error was thrown when Request Center was used with TAM (Tivoli Access Monitor) to access the Service Link View Transactions page.
30274	15071	Service Link: Error was thrown when working on the Agent UI pages in a Request Center that was configured with TAM (Tivoli Access Monitor).
30275	15072	
30276	15073	

30282	15068	My Services: Calendar pop up now correctly handles all European regional settings used on the Request Center server.
30291	14995	Catalog Deployer: JavaScript function association with events on fields is now retained during deployment.
30296	15104	Service Manager: Tasks in waiting status were returned in Filter and Search of ongoing tasks. A new checkbox has been added to indicate if those tasks should be hidden and the default selection is to hide them.
30301		Person/Queue Contact: Email address field length was too small and is now extended to 400 characters.
30338	15115	My Services: Authorization tab preference did not stick when user logged in again.
30358	15120	Reporting: Previous model versions were kept, which resulted in multiple model versions. Cognos model versioning is now disabled in the package settings.
30342	15120	Service Manager: URL error was thrown when a large number of tasks were selected and opened. A limit is now enforced to keep the number of tasks to 25 for a single Open action.
30343		Service Manager: Action buttons on the task page are now disabled while the action is being processed, to prevent the user from accidentally triggering the action again.
30372	15183	Reporting: Ad-hoc reports showed requisitions outside of the date range specified. The joins associated with ServiceRequestFact table have been corrected to fix this issue.
30379		My Services: Organizational unit popup on requisition header took a long time to render when there were many members in the OU. The Members section is now removed from the popup.
30383	15250	When the application server was running on German locale, commas in numeric values caused errors when saving a delivery task or when submitting a requisition that had values computed using conditional rule expressions.
30399	15268	HTML Editor: "Insert/Pick Image" button was not working properly in Release 9.3.
30400		Service Link: Was unable to change the inbound adapter for agents in Release 9.3.
30412	15300	Catalog Deployer: Basic service package deployment did not fail if the associated agent was missing in the target site.
30421	15310	Portfolio Designer: Was unable to delete Component Services.
30439	15321	Service Designer: The catalog icon for categories disappeared when updates were made on the General tab.
30450	14896	Escalation notifications were not triggered at the expected times in some situations.
30476	15340	Running workflow purge utility could result in corrupted data if active RequestCenter database connections were still present.
30496		Service Form: JavaScript error was thrown when clicking action button defined for a dictionary field.
30506	15137	Service Designer: Users with distributed designer RBAC role setup were unable to update agent parameters.

30518	15498	Service Form: The number of decimals validation did not behave correctly when the system was on German locale.
30523		Data Mart: Percentage Compliance could not be aggregated correctly as non-compliant tasks had nulls instead of zeroes as the value for that attribute.
30551	15344	Service Item Manager: When SI type or Standards name exceeded 24 characters, the physical table name created did not have the correct nomenclature.
30644	15669	My Services / Service Item Manager: Service item information was not copied into the service form when ordering the service from the Related Services sub-tab and clicking the “Proceed to Order” on the service overview page.
30877	15746	Service Link: HTTP/WS message was not marked failed and error notification configured for the agent was not triggered when there was an outbound transport error.
31146	619609047	My Services: One or more requests within the same requisition was stuck in Preparation status when user accidentally click the Submit button more than once. The button is now disabled until the submission is completed.
31562	620156865	Service Link: Concurrent inbound requests for web service listener adapter updated the wrong tasks.
31642		nsAPI: nsAPIClient error was thrown when trying to get a sorted list of requisitions and tasks for a specific user.

Known Issues

Bug ID	Customer Issue ID	Summary
15023		Demand Center: When Tracking Actuals is set to automatic, the user must click Update in Service Level Manager before closing the period.
16889	7072	Service Designer/ Portfolio Designer / Catalog Deployer: File export on IE7 with https is supported only when the “Do not save encrypted pages to disk” option is disabled in the browser advanced options.
20422		Portfolio Designer: A cost driver name with space and most special characters cannot be used in the formula or Service Portfolio Analysis. It is recommended that only alphanumeric and underscore characters be used in the naming of cost drivers.
20603		Portfolio Designer / Demand Center: Automated actuals tracking for agreements does not account for the actuals correctly when the account/OU/agreement have many-to-many associations.
21345		Reporting: Performer dimension contents include queues.
21893		Active Form Components: Unable to use backslash as a Set Value literal in Conditional Rules. The backslash character (\) cannot be used in a Set Value statement in a conditional rule.

22025		<p>My Services Executive: On Step 5 of the Initiate Quote wizard, Adding and Removing stakeholders for an agreement causes agreement page to blank out.</p> <p>To get around this issue, use Relationship Manager instead.</p>
22218		<p>Service Link: Apostrophes in outbound messages are not encoded to “&apos;” and can cause DB adapter integration to fail. The workaround is to use a transformation to do the encoding.</p>
22373		<p>Active Form Components: A data retrieval rule using the substring function in its SQL will fail on SQL Server.</p>
22533		<p>Portfolio Designer: If an attribute for scoring offering alignment is replaced with another one of a different data type, the change is reflected in attribute name only but not the value.</p>
22534		<p>Portfolio Designer: If an attribute for scoring offering alignment is replaced with another one of a different data type, the generation of bubble chart would fail in Service Portfolio Analysis.</p>
22609		<p>Catalog Deployer: Batch count in the log file for the deployment job is not always consistent with the actual count.</p>
22628		<p>Reporting: Updating Fiscal Year in Portfolio Designer does not update the Fiscal Year for the offering in the data mart.</p>
22690		<p>Demand Center: WebLogic: NullPointerException caused by deployment of jfreechart jar files at restart of Request Center application.</p>
22815		<p>Catalog Deployer: Images used in migrated email templates do not appear in the email template editor. They do, however, appear in the generated emails. You must add a forward slash (/) after #Site.URL# in img src statements.</p> <p>For example:</p> <pre>src="#Site.URL#images/newscaleLogo.gif"</pre> <p>should be:</p> <pre>src="#Site.URL#/images/newscaleLogo.gif"</pre>
23500		<p>Catalog Deployer: The RBAC capabilities that limit a user's ability to create basic vs. advanced packages do not apply in the functionality to transmit multiple packages. A user with access only to basic packages may select advanced packages for inclusion in the new “batch”.</p>
23532		<p>Service Item Manager: Spurious errors show in the server log when saving Standards. Users may intermittently notice warning errors in the server log pertaining to the JSON object when saving Standards tables from the Service Item Manager module. These errors may be ignored.</p>
23544		<p>Lifecycle Center does not support multiple VM templates having the same name, even if they are in two different datacenters.</p>
23581		<p>VMware Adapter: Cloning of a virtual machine in one datacenter to create a new virtual machine in another datacenter is not supported.</p>
23665		<p>Service Link: SSL Handshake fails when using a VMware Agent to connect to a SSL-enabled vCenter on WebLogic.</p> <p>Please contact the Cisco Technical Assistance Center (TAC) for instructions for the workaround.</p>

23869		<p>Upgrade: Harmless Exception in the WebLogic cluster when upgrading Directory Integration configuration.</p> <p>The second machine in the cluster attempts to upgrade while the first machine is still performing the upgrade, resulting in a deadlock exception in the log. This exception is considered harmless because it does not cause any functionality issue, nor does it interfere with the upgrade that is being performed by the FIRST machine.</p>
23870		<p>When starting up a clustered WebLogic server after the upgrade process, users may see the exception “java.sql.SQLException: Connection has already been closed”. This exception is harmless and may be ignored.</p>
23880		<p>Service Designer: Data Retrieval rules do not recognize dictionary fields after the field names are changed. The workaround is to edit the rule in Service Designer, step through the wizard pages, re-specifying field name when necessary, and re-save the rule.</p>
23896		<p>Service Designer: Service designers should not use the string “&” in service names. A service having one or more external (Service Link) tasks will fail upon submission if it contains this string in its name.</p>
23983		<p>Service Manager: Users may continue to see search results returned as if the Global Search checkbox is checked even after un-checking it. This anomaly disappears upon logging out and back in, and poses no particular security issue (as the user must have the Global Search capability to enable the checkbox anyway).</p>
23997		<p>Error message appears when clicking links within the application before the application page is fully loaded on the browser. Clicking the link again resolves the issue.</p>
24003		<p>Catalog Deployer: On deploying a package that includes entity modifications that conflict with associated data (for example, removing an agent parameter when form data mapping already exist for the parameter), the error “Failed. Error Executing Database Query” appears. To resolve the error, look for “fail” status in the deployment log file, and use the information there to determine which item has failed and make the necessary corrections.</p>
24010		<p>Catalog Deployer: Email authorization templates defined in Service Group authorization steps do not get extracted in an Advanced Service package. The workaround is to first deploy those email templates separately (with a custom package), and then deploy the services that use Service Group authorization steps with those email templates.</p>
24299		<p>Service Designer: A dictionary field with “Text” data type and “Person” input control type cannot be used to trigger a data retrieval rule (through its onChange event).</p>
25193		<p>Service Item Management: Export to Excel fails when https is enabled when the Internet Explorer browser setting “Do not save encrypted pages to disk” is enabled.</p>
25690		<p>Relationship Manager: Error thrown when editing an agreement in Draft status when the associated service offering has been modified to include more component services and other active agreements have been created from the earlier version of the offering.</p>

25811		Service Designer: After login expiration on the Services/Authorization page, the top half of the page disappears. The workaround is to use F5 to refresh the page.
25990		Relationship Manager: The Page Not found error is displayed when searching for any agreement by its name after session time-out.
26001		Creation of a virtual machine fails to store in the SiVirtualMachine table if the VM Name contains a forward slash (/), a backward slash (\), or a percent symbol (%).
26019		Service Designer: When adding a field with a duplicate name to a Service Item based dictionary, “unknown internal error” is shown in the error message.
26095		Service Link: nsXML due-on date captures the requisition start date instead of its due date.
26120		My Services: On the Related Services sub-tab of the Service Items page, the service description shows extraneous characters if it contains HTML code with double quotes.
26178		<p>Child services in a bundled service will be displayed with “Preparation” status until the authorization phase on the requisition (if any) completes.</p> <p>While the “Preparation” status is typically used only to refer to services that have not yet been submitted, there is one exception to this. The exception is for child services (in a bundle) that are part of a requisition undergoing the authorization phase. The authorization doesn't need to be on the parent service in the bundle; as long as there is any authorization on any service in the same requisition, the “Preparation” status will appear for the bundle's child services. Users will see this status only if they drill into the Requisition Status page; the requisition status itself will not be “Preparation”. This is because the delivery plans for the child services are not instantiated until the authorization phase for the entire requisition is completed and the Business Engine processes the parent service; thus the child services truly are in a preparatory status.</p>
26181		Service Portfolio Analysis: After upgrade from 2008.2, Attributes selected as columns headings for the Portfolio Optimization table are not retained in the Select Column Popup.
26242		Catalog Deployer: When service package deployment fails, Standards table changes are not rolled back.
26243		Catalog Deployer: The service package deployment log reports on the deployment of “MDRClassification” and “MDRDataType”; these headings refer to “Standards Groups” and “Standards Tables”, respectively.
26258		My Services: When asynchronous submission is enabled, the Order Confirmation page for a bundled service lists only the parent service—it does not list the included [child] services. Additionally, if the child services are priced, the Order Confirmation page will show only the total price of the parent service, and not of the total bundle. The workaround is to visit the Requisition Status page shortly after submission. All included services and their prices will be reflected as soon as the submission is completed and the requisition is in Ongoing status.

26278		Dynamic Pricing: When the service name contains a trailing space and is used in the “Price applies to” clause for a Set Price action, the action is not triggered correctly.
26296		Administration/Notifications: The drop-downs for email templates to Demand Center agreement events are disabled. The workaround is to click “Update” for the email template being highlighted. The drop-downs will be enabled again.
26303		Service Item Manager/Service Items page in My Services: Not prompting for login after login expiration.
26306		Service Designer: When using the conditional rule action Set Value to a lightweight namespace variable, the evaluation of the namespace variable occurs prior to actions taking place within the same rule. For example, if there are two actions in the rule, with the first being a Set Value of field X to 1, and the second being a Set Value of field Y to X+2, the resulting value in field Y is the original value of X plus 2. The workaround is to create two separate (and consecutive) conditional rules for each Set Value action.
26322		Custom Stylesheet: lvl1_nav class customizations are ignored in Relationship Manager and My Services Executive.
26331		Graphical Workflow Designer: Irrelevant validation errors may be shown after copying a list of sub-tasks and pasting them under the same parent task.
26333		Integration Wizard: Response parameters generated for the Remedy OpCreate operation are incorrect.
26336		Graphical Workflow Designer: After deleting connections, free-floating concurrent tasks cannot be connected to another free-floating task using the dangling associations. The workaround is to add new associations and delete the old ones.
26352		Catalog Deployer: Related Services (the “follow-on services” shown on the Service Items page when a user highlights a particular service item) are not captured and deployed along with the Service Item Type definition.
26354		Service Link: The Transformation details page is shown below the Transformation list after navigating back and forth to the Agents tab.
26357		Service Item Manager: On the Design Service Items page, when saving a Service Item with a trailing space in its Display Name, saving the item again throws an error about duplicate display names.
26359		Catalog Deployer: Service deployment does not create the Service Item Group if the package contains a Standards Group of the same name. To avoid this issue, do not use the same names for Standards Groups as used for Service Item Groups.
26363		Web Services: Submit Requisition allows user to define a BillToOU that the customer is not in.
26364		Web Services: Submit Requisition does not throw an error when BillToOU given is a non-existent OU; the Home OU of the customer is used instead.
26368		HTTP/WS Agent: JavaScript errors are shown if the WSDL and Operation are inherited from the default value set in the HTTP/WS Adapter. The workaround is to enter the WSDL and choose the operation on the agent UI itself because the action triggers the parsing of the WSDL.

26387		HTML Editor: Font sizes are non-standard, for example, a 10 point size is rendered like 8 point in the editor and email notifications.
26398		Service Item Manager: Under conditions of substantial network latency, JavaScript errors are thrown when navigating to the “Manage Service Items” page. The workaround is to refresh the page after getting the error.
26411		Service Item Manager: Service items created through import have “Submitted Date” captured as GMT/UTC time, instead of the application server time zone.
26412		Service Item Manager: If user has the “My Services 360-Degree Professional” role, service items are not displayed on the Service Item tab if they are owned by the user but have the owning organizational unit set to an OU that the user is not a member of.
26417		Service Item Manager: Standards – attributes with DOUBLEFLOAT data type allow only two decimal places during data entry.
28356	13901	VMware Adapter: InvalidController error when adding a disk option with IDE controller device type.
28483	14055 14065	Catalog Deployer/Service Export: The use of a less than symbol (<) in a data retrieval rule built using the Wizard results in an error message when exporting the service in Service Designer or Catalog Deployer.
29251		Service Portal: User is able to navigate outside of the portal module while on a portal popup page.
29612		Portfolio Designer: On IE8, a JavaScript error is thrown sometimes when opening a Service Offering; this in turn may cause the action buttons on the Component Services subtab to not display fully.
29854		Upgrade from release 2008.3 fails when two Standard tables have names that differ only by the letter “s” at the end. For example, one Standard table is called Department, and another Standard table is called Departments. There is no easy way to rename the Standard table via the UI. Therefore, for customers who encounter this issue, please contact the Cisco Technical Assistance Center (TAC) so a workaround can be provided to fix the issue before the upgrade can be performed.
29996		Portal: Non-secured content warning is prompted when clicking Edit Page if SSL is enabled on the web server.
30111		Service Item Manager: Virtual machine cannot be created when there is already a VM of the same name in the Service Items table even though the two VM's are on two different vCenter Servers, clusters, or folders.
30363	15164	Workflow: Authorization or delivery task conditions failed when the condition contains multi-byte characters such as Korean or Japanese.
CSCtz13020		HTTP/WS adapter: Agent is not able to authenticate with a target system that has Single Sign-on enabled using IIS7.5 NTLM V2 protocol. The workaround is to use BASIC authentication method in the agent outbound properties, and to enable Basic Authentication (in addition to Windows Authentication) for IIS at the target system.

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. The workaround is to restart the Service Link application after the JMS server is up and running again.
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.

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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