



# Release Notes for Cisco Prime Service Catalog 12.1.1

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## Cisco Prime Service Catalog

Cisco Prime Service Catalog is a key component of Service Management package of the Cisco ONE Enterprise Cloud Suite, the solution for a software defined data center.

Cisco Prime Service Catalog provides out-of-box integration with Cisco UCS Director (UCSD), CloudCenter, and Process Orchestrator to offer a user-friendly IT service storefront for private cloud infrastructure as a service.

In addition, Cisco Prime Service Catalog is an IT service catalog that enterprises can use to implement traditional IT workplace services, such as employee onboarding, laptop refresh and other IT services.

## Cisco ONE Data Center Foundation for Compute versus Cisco ONE Enterprise Cloud Suite

Cisco ONE Enterprise Cloud Suite is a part of the Cisco ONE for Data Center solution and consists of four components: Infrastructure Automation, Cloud Management, Big Data Automation and Service Management. Each component can be used individually, or all components can be used together to create an integrated hybrid cloud solution. All components were designed to work together, providing you with an incremental approach to hybrid cloud automation.

The Cisco ONE ECS Service Management package which includes Cisco Prime Service catalog and Cisco Process Orchestrator is sold as a one-year, three-year, or five-year subscription and a customer can order the Service Management Base bundle with an option to add-on the Service Management Workplace option.

The following table illustrates the features available in the legacy offer, Cisco ONE Enterprise Cloud Suite Advanced , as well as the new Cisco ONE ECS Service Management.

Cisco Prime Service Catalog		v11.1.1 and previous	12.0 and above	
		Cisco ONE Enterprise Cloud Suite Advanced	Cisco ONE Enterprise Cloud Suite ITSM	
Feature	Description	Prime Service Catalog	Base	Workplace

Tenant Management Feature Pack	Feature pack deploying RBAC avoiding the need to manually design and implement.		✓	✓
Mini Service Design	Deploy and manage UCSD and CloudCenter in a lightweight, user friendly UI.		✓	✓
Cisco UCSD Integration	Integration of Prime Service Catalog and UCSD enabling the setup of the connection without the need to create complex flows and configurations.		✓	✓
My Products and Services	view and manage order history, owned UCSD assets & CloudCenter applications.		✓	✓
Cisco CloudCenter Integration	Integration of Prime Service Catalog and CloudCenter enabling the setup of the connection without the need to create complex flows and configurations.		✓	✓
Virtual Appliance Installer	Publish installations or updates packages that the customer can install via a simple yum command (or via the shelladmin menus).		✓	✓
Service Catalog	Enables customers to find services, submit orders.	✓	✓	✓

Catalog Deployer	Used for content deployment and configuration management to migrate application entities between development, test, and production sites.	✓	✓	✓
Service Manager	Enables service teams and their outsource providers to manage and track service requests and service level agreements.	✓		✓
Service Portal	Provides a customizable portal for PSC that can supplement (or replace) the Service Catalog home pages.	✓		✓
Order Management	enables customers to track service requests.	✓		✓
Service Designer	enables service delivery teams to design and package services as a product, and catalog their service offerings.	✓		✓
Organization Designer	model & manage service delivery organizations & customers, including organizational units, people, queues, positions & roles.	✓		✓

Administration	Module for administering global settings, synchronizing with your directory, and customizing your implementation.	✓		✓
Service Item Manager	Design and manage service item classes, types, and instances; and to create, import and manage the supporting data (standards) to construct the forms through which users will request service items.	✓		✓
Service Link	Integration component, for interfaces between PSC with external systems, such as Cisco Process Orchestrator (CPO).	✓		✓
Portal Designer	Used to configure portlets and portal pages that can supplement (or replace) the Service Catalog home page providing a customizable entry point to the Catalog for end users.	✓		✓
Localization	Module used to localize the product in various languages and also enable them.	✓		✓
Demand Management	Design billing rates and configure accounts and agreements to charge services based on usage.	✓		✓

User Management	Used to manage the users of Prime Service Catalog, including defining users, teams, and configuring role-based access control (RBAC).		✓	✓
Reporting	Provides a set of reports, metrics and Key Performance Indicators (KPIs) for monitoring service delivery operations.	✓	Available if ordered separately.	
Advanced Reporting	Provides ad hoc reporting and report authoring to enable root cause analysis and customized reporting for monitoring and managing service delivery operations. Uses IBM Cognos reporting and data management tools.	✓	Available if ordered separately.	

## New Features and Enhancements in Prime Service Catalog 12.1.1

This section provides an overview of the significant new and changed features in this release.

### JBoss EAP 7.0 Support

Prime Service Catalog 12.1.1 supports installation on JBoss Enterprise Application Platform (JBoss EAP) 7.0 application server. JBoss EAP is a subscription based application server, mainly used for building, deploying, and hosting Java applications and services. You must obtain the JBoss EAP license separately before installing Prime Service Catalog. For detailed procedure of installation of Prime Service Catalog on JBoss EAP see chapter *Installation on JBoss EAP Application Server* of [Cisco Prime Service Catalog Installation Guide](#).

## Customization Scripts for Windows Platform

Customization scripts have been introduced for windows platform for standard installer to perform customization on Prime Service Catalog. For more information see section *Applying Patch or Customizations to the WildFly Cluster Setup* in [Cisco Prime Service Catalog Installation Guide](#).

## Unsupported Features

Following features are not supported in this release:

### Upgrade

Upgrade from any previous release of Prime Service Catalog to 12.1.1 release is NOT supported. You must freshly install 12.1.1 using the standalone installer. For more information on installation of Prime Service Catalog software, see [Cisco Prime Service Catalog Installation Guide](#).

### Installation on Weblogic and WildFly

Installation of Prime Service Catalog on Weblogic and WildFly application servers not supported in this release.

### Virtual Appliance for Prime Service Catalog

Virtual Appliance Installer is not available to deploying Prime Service Catalog product as a Virtual Machine.

### FedNet and Cisco VACS

FedNet and Cisco Virtual Application Cloud Segmentation (VACS) is not supported with Prime Service Catalog 12.1.1 release.

## Platform Support

For information about platforms that are supported by Cisco Prime Service Catalog, see the [Cisco Prime Service Catalog Compatibility Matrix](#).

## Limitations

- On Windows operating system, when you stop the "Cisco Prime Service Catalog" service or "Cisco Prime Service Link" service, you may occasionally get an error message which says that Windows could not stop the service on Local computer, even though the service was actually stopped successfully. You can safely ignore the error message.
- Provisioning of APIC containers through APIC container catalogs imported from UCSD, when UCS Director is in a non-MSP (Default) mode, has not been validated (certified) in this release.
- Do not use hyphen in Advance Catalog name while creating these catalogs in UCS Director. This is to avoid the synchronization issues after integrating with Prime Service Catalog.
- The virtual appliance is supported only on VMware vSphere version 5.x.
- The dynamic strings coming from the UCS Director server on the Usage Reports and Usage Details tabs cannot be localized.

- Attributes and service names created in Prime Service Catalog must not consist ".".
- Prime Service Catalog grid dictionaries do not support Boolean value.
- View Dictionary capability overrides the permission on the instance in the following cases:
  - If a user is assigned 'View Dictionaries' capability and also 'design dictionaries' on an instance.
  - If a user is assigned 'View Dictionaries' capability and has inherited 'write' permissions on an instance inherited from either form or service.
- Only the users who are directly assigned the service role automatically become the member of the respective Service Design Team. This means that the users who inherit the service role assigned to teams, group, or organizational unit are not added as members to the Service Design Teams. However, these users can access to the system and have permissions to perform actions as defined in the Service Role.

## Installation Notes

In Prime Service Catalog 12.1.1, the installation is supported only for Jboss EAP 7.0 application server and can be configured only as in Cluster configuration.

- Use the setup.sh script on Linux and setup.cmd program on Windows for installing Cisco Prime Service Catalog.
- Use the reporting\_setup.cmd program to install Cisco Prime Service Catalog Reporting. This is a separately licensed business intelligent product supported on Windows operating system. If you are using Cisco Prime Service Catalog Reporting, you must obtain the latest version of the Cognos software, and run the reporting\_setup.cmd program to configure Cognos and the Data Mart database. For more information, see the [Cisco Prime Service Catalog Installation and Upgrade Guide](#).
- Use the setup.sh on Linux and setup.cmd on Windows for also installing Cisco Prime Service Catalog in clustered environment. The JBoss EAP server can be deployed in a cluster for failover scenarios.

## Prime Service Catalog 12.1.1 Bugs

Use the Bug Search tool to search for a specific bug or to search for all bugs in 12.1.1 release:

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**Step 1** Go to <http://tools.cisco.com/bugsearch>.

**Step 2** At the Log In screen, enter your registered Cisco.com username and password; then, click Log In. The **Bug Search page** opens.

**Note** If you do not have a Cisco.com username and password, you can register for them at <http://tools.cisco.com/RPF/register/register.do>.

**Step 3** To search for a specific bug, enter the bug **ID** in the **Search For** field, and click **Return**.

**Step 4** To search for bugs in the current release, click the Search Bugs tab and specify the following criteria:

- a) In the **Search For** field, enter Prime Service Catalog and in the **Releases** field, enter 12.1.1 and click **Return**. (Leave the other fields empty).
- b) When the search results are displayed, use the filter tools to find the types of bugs you are looking for. You can search for bugs by modified date, status, severity, and so on.

To export the results to a spreadsheet, click the **Export All to Spreadsheet link**.

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## Related Documentation

For the list of documents available for Prime Service Catalog, see [Cisco Prime Service Catalog Documentation Overview Guide](#). You can download product patch readmes from Download Software link.

See the [Cisco Prime Service Catalog support site](#) for information about:

- Customizing custom style sheets (CSS) that you can use to implement company or departmental branding. For information about Customizing the appearance of Prime Service Catalog web pages, see [Cisco Prime Service Catalog Administration and Operations Guide](#).
- How to use the HTTP/WS Service Link adapter to call REST API endpoints. For information about HTTP/WS adapter, see [Cisco Prime Service Catalog Adapter Integration Guide](#).

## Accessibility Features in Prime Service Catalog

For a list of accessibility features in Prime Service Catalog 12.1, see the [Voluntary Product Accessibility Template \(VPAT\)](#) on the Cisco website, or contact [accessibility@cisco.com](mailto:accessibility@cisco.com).

All product documents are accessible except for images, graphics, and some charts. If you would like to receive the product documentation in audio format, braille, or large print, contact [accessibility@cisco.com](mailto:accessibility@cisco.com).



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