Release Notes for Cisco Prime Service Catalog 12.0

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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 (FY16	12.0 and above (FY17)	
		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.	✔		✔

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 12.0

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

CloudCenter Integration

Cisco Prime Service Catalog offers a direct integration with Cisco CloudCenter. You can set up the connection from Prime Service Catalog to CloudCenter, resulting in the automated import of the application deployment workflows, ready to be published to the catalog.

For detailed procedure to integrate Prime Service Catalog with CloudCenter, see section *Providing CloudCenter Applications as a Service* in Cisco Prime Service Catalog Administration and Operation Guide.

AMQP Enhancements

The following are the AMQP-related enhancements in this release:

1 In the Administration module, the AMQP connection option has been moved from **Settings** > **AMQP** to **Manage Connections** > **AMQP**. This release supports multiple AMQP connections. For more details, see section *Managing AMQP Connections* in Cisco Prime Service Catalog Administration and Operation Guide.

2 You can now configure AMQP tasks to publish service request to an external system automatically with inbound and outbound transformations in XML or JSON format. Transformation type can be chosen based on the message format selected. For example, for XML transformation type is XSL and for JSON it can be either JOLT or FTL. FTL is supported only for outbound transformation. For more detailed information on how to set these in a message task, see section *Configuring AMQP Tasks for Publishing Service Request to an External System* in Cisco Prime Service Catalog Designer Guide.

3 AMQP now supports inbound messages. Two types of operations are supported for inbound messages from the third-party system:

1 Requisition operations such as, take-action, update-data, add-comment
2 Service item operations such as, create, update, delete

For details of the these operations and examples, see *Chapter 4 Integrating with AMQP* in Cisco Prime Service Adapter Integration Guide.

4 New nsAPIs are introduced for AMQP. For details of the nsAPIs see section *New, Changed, and Deprecated APIs* in Cisco Prime Service Adapter Integration Guide.

Struts 2 Upgrade

Struts libraries have been upgraded to version 2.0 for the Service Catalog and Tenant Management modules.

Customizing Service Catalog, Tenant Management, and Cloud Integrations Modules

Website model provides enhanced capabilities to customize certain modules of Prime Service Catalog such as, Service Catalog Tenant Management, and Cloud Integrations. Unlike previous releases, you can now apply customization for the entire UI (except the Service Form), such as, adding another bootstrap file, and adding routing html and js files. For detailed procedure to customize these modules, see section *Customizing Service Catalog, Tenant Management, and Cloud Integrations Modules* in Cisco Prime Service Catalog Administration and Operation Guide.

Prime Service Catalog GUI Enhancements

New User Interface has been introduced in this release.

1 **Teams**: This UI is available in the main menu. The Teams page is used for Team Management activities. This page is available for users only when the Site Administrator deploys Team Management. For detailed information on the actions you can perform, see section *Team Management* in Cisco Prime Service Catalog User Guide.

2 **Cloud Dashboard**: This UI is available in the main menu, **My Products & Services** > **Dashboard** and It displays the summary of the Cloud applications and resources on the dashboard.

3 **Deployments**: From the main menu, select **My Products & Services** > **Deployments** this option appears when a CloudCenter connection is added. This UI allows a user to view the active CloudCenter deployments. User can also deploy a new CloudCenter service by clicking **New Deployment**.

4 **SAML SSO Settings**: This UI is available in the Administration module. The user can perform CRUD operations for IDP Mappings , SAML Configuration and perform the Refresh Metadata. For more information, see section *SAML Configurations* in Cisco Prime Service Catalog Administration and Operation Guide.

5 **Integrations**: This is a new module available from the main menu, **Advanced configurations** > **Integrations**. This UI allows the Service Administrator to manage the UCS Director, CloudCenter and UCS PM connections. For detailed information, see *Chapter 4 Integrating with Cloud Applications* in Cisco Prime Service Catalog Administration and Operation Guide.

6 Custom Styles option, from Administration > Settings tab has been changed to Custom Themes. This updated UI also has the new options for website model customization for Service Catalog, Tenant Management, and Cloud Integrations.

SAML Support

The Security Assertion Markup Language (SAML) is an XML based open standard data format for exchanging authentication and authorization information data between parties. SAML is implemented for Prime Service Catalog, any other application integrating with Prime Service Catalog can use this as a means to provide Authentication and import person profile information from IDP. The Prime Service Catalog 12.0 release supports only one IDP connection to authenticate a user at login.

Chapter 9 Configuring SSO Using SAML in Cisco Prime Service Adapter Integration Guide covers the concepts of SAML login-logout behavior, user management, new properties introduced in *newscale.properties* and the REST APIs. For details on configuring SAML in Prime Service Catalog, see section *SAML Configurations* in Cisco Prime Service Catalog Administration and Operation Guide.

Skip Certificate Validation

You could choose to skip the certificate validation for an SSL connection by checking the Skip Certificate Validation option when you create a connection. When this option is selected the Certificate validation is skipped and the connection is established without the Certificate Keystore information.

Tenant Management Enhancements

Below are the multiple-tenant IaaS enhancements introduced in UCS Director:

1 Four new fields have been introduced for network devices Create Tenant option of **UCS Director** tab. For more information see *Onboarding a Tenant*, of theCisco Prime Service Catalog Administration and Operation Guide.

2 Previously, the Create VDC and Add Firewall Rule workflows were pre-defined and configured during the installation process. from this release onwards, similar to Create Tenant workflow-a site administrator must manually map the service attributes in Prime Service Catalog with the UCS Director workflows. This mapping of services must be done before creating vDC. For detailed procedure see *Mapping Tenant, VDC, and Firewall Rule Workflows from UCS Director* of Cisco Prime Service Catalog Administration and Operation Guide.

3 Add vNIC to VM option is supported only for Standard Catalog VM and APIC-container VM. For more information see *Adding vNIC to VM* section in Cisco Prime Service Catalog User Guide.

4 Create/Delete VM Disk to a VM option is now supported for standard and Fenced container. For more information see *Add Disk to VM* section inCisco Prime Service Catalog User Guide.

Service Design Enhancements

This section lists the Service Design enhancements introduced in this release:

Clone a Service

Clone a service option allows you to copy a service definition along with the Active Form Components, dictionaries, email templates, and scripts. However, you could choose to clone all the entities or only some of them. For all the entities you choose to clone, you must provide a new name and group to which it must belong. In case you choose not to clone some of the entities, then they are referenced to the entities in the original service. For detailed procedure, see section *Clone a Service* in Cisco Prime Service Catalog Designer Guide.

Create Custom Service Templates

Prime Service Catalog provides out-of-box templates using which you can then enhance it as per your requirement to create custom templates. These templates are non-orderable services which are used to generate CloudCenter applications or UCSD services. The template defines the appearance of the orderable service created from UCSD or CloudCenter in Service Catalog module. These templates have the basic configurations required for the specific types of UCSD services or CloudCenter applications. For more information on creating custom templates, see section *Creating Custom Templates* in Cisco Prime Service Catalog Designer Guide.

Team Management

Prime Service Catalog provides the ability to support multi-team environments. A multi-team environment enables the division of large organizations into logical entities called teams. As a result, you can achieve logical isolation between teams and manage the permissions to order services to the entire team or project. Team Management is provided as a service pack with Prime Service Catalog. The Site Administrator can choose to activate it to use the team management functionality.

Every Prime Service Catalog user must belong to a team to be able to order services. User must join an existing team or create a new team from the team management page. In this release a user can be a member of only one team regardless of his role. For detailed information on deploying Team Management, see *Chapter 5 Deploy Team Management* in Cisco Prime Service Catalog Administration and Operation Guide.

As a Team Administrator or user you can perform the following tasks from Team Management:

- Creating Project or Team

- Joining Team

- Managing Approvals

- Leaving a Team

- Promote as a Team Admin

For detailed information on these tasks, see section *Team Management* in Cisco Prime Service Catalog User Guide.

Virtual Appliances Enhancements

From Prime Service Catalog 12.0 release onwards, the virtual appliance contains two separate OVF files:

- CPSC-virtual-appliance-as-12.0.0.47.ova to install the application server

- CPSC-virtualappliance-db-12.0.0.35_SIGNED.ovf to install the database.

  The DB node can be downloaded from the below three separate zip files:

    ◦ CPSC-virtual-appliance-db-12.0-Part1.zip

    ◦ CPSC-virtual-appliance-db-12.0-Part2.zip

    ◦ CPSC-virtual-appliance-db-12.0-Part3.zip

All-in-one installation mode is not supported in this release. These separate packages allow you to choose not to install the Prime Service Catalog database node by instead making use of an existing Oracle 12c Database.

Other features introduced are:

• The patching and upgrade process has been changed. To be able to download the Cisco VA patch files from Cisco.com, you would need to request access to the repository from the new shell menu.

• New scripts have been introduced to applying customization to Prime Service Catalog Virtual Appliance on a WildFly cluster setup.

For details on the installation and updated shell menus, see Cisco Prime Service Catalog Quick Start Guide.

Webservices DDR

In this release Prime Service Catalog allows you to add multiple Webservice connections. For more information on adding webservice connection, see section *Integrating Webservice* in Cisco Prime Service Catalog Administration and Operation Guide.

In Service Designer, when you create a webservices DDR from the Active Form Components, you can select webservice connections from the a datasource dropdown list. Webservice DDRs can also be created using namespaces. For detailed information on creating webservice DDRs and information for all the upgrade and import scenarios, see *Creating Webservice DDR* in Cisco Prime Service Catalog Designer Guide.

New Out-of-Box Roles

In this release two new roles have been introduced, Service Administrator and Team Administrator. For detailed information on capabilities of these roles, see *Application Roles and Capabilities* in Cisco Prime Service Catalog Administration and Operation Guide.

1 **Service Administrator:** Creates and manages UCS Director, CloudCenter, and UCS PM integrations. This person is also responsible for creating and mapping custom templates for the UCSD services and CloudCenter applications.

    A Site Administrator must first create a Service Administrator role by ordering a **Create Service Administrator** service. For more information on creating this role, see section *Creating Service Administration Role* in Cisco Prime Service Catalog Administration and Operation Guide.

2 **Team Administrator**: When a the Team Management is configured in the Prime Service Catalog application. Any user who has created a team assumes the to this role. The user with this role can view the servers, deployments, and work place assets related to all the users of that teams and the associated sub teams.

nsAPI Enhancements

New nsAPI have been introduced for Order Management, Service Items, SAML configurations, Team Management, and Clone Service. For the complete list of new and changed nsAPIs, see section *New, Changed, and Deprecated API s* in Cisco Prime Service Adapter Integration Guide.

Deprecated Features

This section lists the deprecated capabilities in this release:

Stack Designer

The Stack Designer module has been deprecated from this release. if you are upgrading from Prime Service Catalog 11.0 or 11.1.1, the stack designer services will be available but will be inactive. Stack designer related Service item data and service items package will be deleted.

Weblogic Support

Installation of Prime Service Catalog on Weblogic application server not supported in this release.

InterCloud Fabric for Business (ICFB) and Puppet Support

ICFB and Puppet connections are not supported in this release.

Orchestration

Orchestration services for Virtual Appliance are discontinued.

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.

- Before starting the standalone WildFly server as Windows services, you must perform the following configuration changes in the servicecatalogwrapper.conf and servicelinkwrapper.conf files. These files can be located under `<ServiceCatalog_Install_Dir>/conf`.

  1 Modify the following JVM parameters:
```
wrapper.java.additional.4=-XX:PermSize=256m
wrapper.java.additional.5=-XX:MaxPermSize=256m
to
wrapper.java.additional.4=-XX:PermSize=512m
wrapper.java.additional.5=-XX:MaxPermSize=512m
```

  2 Comment out the following line.
```
wrapper.java.additional.24=-XX:ReservedCodeCacheSize=256m
```

- 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.

Installation Notes

In Prime Service Catalog 12.0, the installation is supported only for WildFly application server and can be configured in both Standalone and Cluster configurations.

- **Standalone Installer (zip file)**

  ◦ Use the setup.sh script on Linux and setup.cmd program on Windows for installing and upgrading 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. Both WebLogic and WildFly application servers can be deployed in a cluster for failover scenarios.

- **Virtual Appliance (OVF Files):**

The Virtual Appliance includes the following pre-installed and pre-configured software:

◦ CentOS Linux, version 7.2

◦ Apache HTTP Server, version 2.4.6

◦ WildFly Application Server, version 10.0.0. Final

◦ Oracle 12c Database Enterprise Edition, version 12.1.0.2

◦ Prime Service Catalog, version 12.0

◦ Docker 1.10.3

Note There are some limitations in the WildFly installations. For more information, see Limitations.

Upgrade Notes

Before upgrading, read the important notes in Planning Upgrades to Prime Service Catalog 12.0 and Later.

- You can directly upgrade using the installer to Prime Service Catalog release 12.0, if your existing installation is one of the following releases:

◦ 11.0

◦ 11.1

◦ 11.1.1

If you are upgrading prior to 11.0, first upgrade your installation to release 11.0 using the 11.0 installer. Then without starting the Prime Service Catalog instance, run the 12.0 installer to upgrade the instance to 12.0 release. For detailed information about the application upgrade, see the *Upgrading Prime Service Catalog* chapter of Cisco Prime Service Catalog Installation and Upgrade Guide.

Note To upgrade Prime Service Catalog Virtual Appliance from release 11.0, 11.1, and 11.1.1 to release 12.0, please use the migration instructions described in the Cisco Prime Service Catalog Quick Start Guide.

• To upgrade from 11.0 or 11.1.x release to 12.0 release, you must supply the same MEK file (i.e. Master Encryption Key) that was used for your current installation.

• If you are upgrading from a previous release databases and have an existing facet with display name as "Rating", make sure that you rename this facet before upgrading. This is to avoid conflict with the new Rating facet available in Cisco Prime Service Catalog 12.0.

Platform Support

For information about platforms that are supported by Cisco Prime Service Catalog, see the Cisco Prime Service Catalog Compatibility Matrix.

Planning Upgrades to Prime Service Catalog 12.0 and Later

• The Bootstrap library has been upgraded to a latest version (3.3.4). If you are using the existing Bootstrap library for any customizations, consider reviewing or modifying these customizations while planning the upgrade.

• With the WildFly support, JBoss application server is no longer supported from Prime Service Catalog 12.0 and later versions. If you are leveraging any features specific to the JBoss application server in your solution, consider this information while planning the upgrade.

Prime Service Catalog 12.0 Bugs

Use the Bug Search tool to search for a specific bug or to search for all bugs in 12.0 release:

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 12.0 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**.

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 12.0, see the Voluntary Product Accessibility Template (VPAT) on the Cisco website, or contact 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.