Release Notes for Cisco Prime Service Catalog 12.1

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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.	✓		✓

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

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

Integrations Module

The Integrations module has been enhanced to support all integrations with Prime Service Catalog. On the Integrations page, only those connections are displayed that are owned by the logged in user. Integrations are categorized into Internal and Custom Integrations:

- The **Internal** tab allows you to connect with and manage the third party applications integrated with Prime Service catalog such as UCSD, CloudCenter, Process Orchestrator, AMQP, Web Services, Guacamole servers, Solr and so on.

- The **Custom** tab allows you to create and manage Service Groups and Service Item Groups.

Note   The **Manage Connection** option in Administration module has been deprecated. AMQP and Web Services integrations are now handled from Integrations module.

For detailed information on integrations, see *Chapter 4 Integrating with Prime Service Catalog* in Cisco Prime Service Catalog Administration and Operation Guide.

Supported CloudCenter Features

Prime Service Catalog now supports the following features of CloudCenter:

Multiple CloudCenter Connections

You can now add more than one CloudCenter connection. In case of multi CloudCenter connections, users are pushed into multiple CloudCenter environments when imported on to Prime Service Catalog. Prime Service Catalog imports application profile for every connection and generate service for each application profile by default. If two connections are having the same application profile, Prime Service Catalog generates two services one for each connection with short name appended in the Service Name to distinguish them.

Governance Mode

Prime Service Catalog supports CloudCenter system tags, aging policies, and rules-based governance. It means that the tags created in CloudCenter when associated with the deployment takes various automatic actions based on the tags that are associated with resources and the system tag matching rules that are defined. This is applicable only if rules-based governance is enabled on CloudCenter. In case aging policy is defined for an application in CloudCenter, after the set duration the new status of application is updated. For example, if an application is set to terminate or suspend after certain duration, the same application will be deleted or suspended in Prime Service Catalog. However, the status of the application may not reflect right away in Prime Service Catalog. The status of the application syncs with Prime Service Catalog based on the poller settings. By default this cron job is set to run every day at 1 a.m.

The poller property cloudcenterdata.poller.cron in *newscale.properties* file allows you to set the frequency of the data sync between Prime Service Catalog and CloudCenter.

For detailed information on system tags, aging policies, and rules-based governance see Cisco CloudCenter Documentation.

Cisco Process Orchestrator Integration

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

For detailed procedure to integrate Prime Service Catalog with Process Orchestrator, see section *Integrating with Process Orchestrator* in Cisco Prime Service Catalog Administration and Operation Guide.

SAML Enhancements

- SAML Configuration has been moved from **Administration** > **SAML SSO Settings** to **Integrations** > **Single Sign-On**.

- Enable SAML option has been moved from **Administration** > **Settings** > **Customizations** to **Integrations** > **Single Sign-On**.

- A new option *Enabling SAML Authentication for API* is introduced to restrict only SAML authentication on Prime Service Catalog REST APIs. If this setting is disabled and SAML is enabled for the Prime Service Catalog, then it means that user can make nsapi call by providing header authentication or SAML token based authentication. This option is available within **Integrations** > **Single Sign-On**.

- Optional metadata attributes have been introduced to add supervisor information.

Support for Guacamole and VMRC Server Integrations

Prime Service Catalog uses a Guacamole or VMRC server to enable web based SSH or RDP to application VMs launched during the application lifecycle process. These are optional components that you may choose to configure. Guacamole server supports VMs from both UCSD and CloudCenter. Whereas, VMRC supports VMs only from UCSD.

For more information on configuring Guacamole and VMRC servers see section *Enabling Web Based SSH or RDP to VMs* in Cisco Prime Service Catalog Administration and Operation Guide.

Support for Apache Solr Search Platform Integration

Solr search enhances the search user experience when configured on any Web site. Apache Solr can index and search multiple sites and return recommendations for related content based on the search query's taxonomy. Integrate Prime Service Catalog with Solr to improve the performance of the Service Catalog search functionality.

For detailed information on configuring and connecting Solr server, see section *Integrating Apache Solr Search Platform* in Cisco Prime Service Catalog Administration and Operation Guide.

Service Catalog Changes

- The Deployments and Servers options in the main menu has been removed. All service items, including UCSD servers and CloudCenter deployments, are now consolidated in the **Service Items** tab. To view specific type of service item use the filter as per your requirement. In case Team Management is turned on, Service Items can be shared with another team member. For more information on all these features see section *Viewing Service Items* in Cisco Prime Service Catalog User Guide

- The Orders and Approvals page has been revapmed with a new user experience; all funtionalities remain the same.

Weblogic Enhancement

Prime Service Catalog supports basic authentication for NSAPIs on Weblogic. For more information see section *Configuring Basic Authentication for NSAPIs* in Cisco Prime Service Catalog Installation and Upgrade Guide.

Note Prime Service Catalog supports installation on Oracle WebLogic 12c (12.2.1.2) application server.

nsAPI Enhancements

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

Website Model Enhancements

Website model provides enhanced capabilities to customize certain modules of Prime Service Catalog such as, Service Catalog, Tenant Management, Cloud Integrations, and User Management. From 12.1 onwards,

Prime Service Catalog UI is launched from the website model by default. To facilitate the transition from the Classic Custom Themes to the new website model, two scripts are provided. for more information on using these scripts, see section *Moving Customizations to Website* in Cisco Prime Service Catalog Installation and Upgrade Guide.

Website model now supports both desktop and mobile UI. For detailed procedure to customize these modules, see section *Customizing Customer Facing Modules* in Cisco Prime Service Catalog Administration and Operation Guide.

New Module for User Management

This module is a subset of Organization Designer module and uses the existing features such as creating roles and assigning permissions. This module allows the Site Administrator to manage roles, teams, and users. The User Management module include three main tabs: Roles, Teams, Users.

- **Roles**: Role management is applicable the entire system. Roles created from this tab allows you to assign a set of capabilities and permissions to the role in one go.

- **Teams**: Team Management module introduced in 12.0 release is now merged with the User Management module under the Teams tab.

- **Users**: The User Management module provides options to perform CRUD operations on users for the project teams.

Note Teams and Users tab are available only if Team Management is activated by the site administrator.

For more information see *Chapter 6 User Management* Cisco Prime Service Catalog Administration and Operation Guide.

Team Management Enhancements

Team Management module is now merged with the User Management module and can be accessed directly from the Teams option from the main menu. Team management module has been enhanced to support new features for finer control over how the teams can be organized and managed.

- New features available for Site Administrators are:

    - Deactivating Team Management

    - Turn on/off approvals globally for Team Management

    - Turn on/off notifications globally for Team Management

For detailed information on setting up Team Management, see *Chapter 5 Setting Up Team Management* in Cisco Prime Service Catalog Administration and Operation Guide.

- New features available for Team Administrators are:

    - Card view display of each team, includes number of requisitions and service items ordered by the entire team

    - Can manage all teams below the hierarchy

    - Add or remove members from the team

- Viewing Assigned Roles to Team

- Manage orderable services

- Deactivate a Team

- View Service Design team details (only for SOA)

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

- New features available for Team Members are:

- Can belong to multiple teams

- View status of join, create, or leave team requests

- Card view display of each team and number of requisitions and service items ordered for that team

- View Service Design team details

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

- Teams can also be imported and exported into another system, using Calatalog Deployer packages. For more information see section *Importing/Exporting Teams* in Cisco Prime Service Catalog Administration and Operation Guide.

RBAC Enhancements

New Out-of-Box Roles

In this release two new roles have been introduced, Integrations Administrator (IA) and Service Operations Administrator (SOA). For detailed information on capabilities of these roles, see *Understanding Roles and Capabilities* in Cisco Prime Service Catalog Administration and Operation Guide.

1 **Integrations Administrator:** The integrations Administrator role is assigned to a user who is responsible to create connections with other third party cloud applications. Also creates Service Groups or Service Item Group for respective custom integration.

A site administrator must first assign IA role to the desire users by ordering a *Create Integrations Administrator* service and assign a user in the system as Integrations Administrator. For more information on creating this role, see section *Creating an Integrations Administrator* in Cisco Prime Service Catalog Administration and Operation Guide.

2 **Service Operations Administrator (SOA):** Any user who creates a integration is automatically assigned the SOA role. This role can manage the integration such as discover services, configure search facets, permissions, and presentation of services in Prime Service Catalog. SOA is also responsible for assigning services to the teams that the team can order. An SOA can also assign the SOA permission to any other user.

Deprecated Role

Service Administrator: The service administrator role has been deprecated and is replaced by Integrations Administrator role. When you upgrade from 12.0 to 12.1, the site administrator must explicitly assign this role to users who would create new internal or custom integrations. However, any user who already

New Capabilities

- New capabilities have been added for using the User Management module. For details see section *Capabilities for User Management* in Cisco Prime Service Catalog Administration and Operation Guide.

- Create service group capability and create service item group capability also added in this release.

New Permissions

New permissions have been introduced for the following Service Designer objects: Service Group, Service, Form Group, Reusable Form, Dictionary Group, Dictionary.

For detailed information, see section *Assigning Permissions* in Cisco Prime Service Catalog Administration and Operation Guide.

Enabling SSL on Apache Web server

You can now configure SSL on Apache web server by manually adding configurations in the existing files in the system. For details see section *Enabling SSL on Apache Web Server* in Cisco Prime Service Catalog Installation and Upgrade Guide.

Note   SSL on WildFly 10.1 Application Server is not supported in this release.

Making Services Team Relevant

A new option has been added to mark services or Service Groups as Team Relevant. The Service Designer need to mark a service as Team Relevant if the service is to be ordered in the context of a Team. This makes it easier for the user to order services for only those teams that have the permission to order those services. Depending on the services granted to the user (directly or inherited) you can allow the user to choose for which team the service is being ordered. For more information on team relevant service, see section *Making Services Team Relevant*in Cisco Prime Service Catalog Designer Guide.

Virtual Appliances Enhancements

For Prime Service Catalog 12.1 release, the virtual appliance contains one OVF file:

- CPSC-virtual-appliance-as-12.1.ova

- CPSC-virtual-appliance-db-12.1.ova

- CPSC-virtual-appliance-guac-12.1.ova

Other new features are:

- An optional Guacamole node has been introduced to configure guacamole server. For more information on Guacamole see section *Integrating Guacamole Server with Prime Service Catalog* in Cisco Prime Service Catalog Administration and Operation Guide.

- The firstboot process has been changed. Password for shell admin is defaulted to **Cisco1234**.

- The upgrade process has been simplified with the new option for retrieving backup of Prime Service Catalog database hosted on a remote server.

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

Security Enhancements

- Support for HSTS: HTTP Strict Transport Security (HSTS) allows the web servers to declare that web browsers must only communicate using the secure HTTPS, and never HTTP protocol. For more information see section *Enabling HSTS on IIS and Apache Server* in Cisco Prime Service Catalog Adapter Integration Guide.

- Disable Unused HTTP Methods: In Prime Service Catalog only certain HTTP methods are allowed for REST APIs. Using any other method may cause unexpected results and you may want to restrict user access to the unsupported methods. For more information see section *Disable Unused HTTP Methods* in Cisco Prime Service Catalog Adapter Integration Guide.

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.

- You may experience slowness in WebLogic 12c application server on RHEL OS during startup. This is a known issue with Oracle WebLogic 12c, refer to Oracle WebLogic documentation for the workaround.

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- 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, the installation is supported for both WildFly and WebLogic 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 7.3

  - Apache HTTP Server, version 2.4.6

  - WildFly Application Server, version 10.1 Final

  - Oracle 12c Database Enterprise Edition, version 12.1.0.2

  - Prime Service Catalog, version 12.1

  - Docker 1.12.6

• RabbitMQ 3.6.11

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 12.1, if your existing installation is one of the following releases:

    ◦ 11.0

    ◦ 11.1

    ◦ 11.1.1

    ◦ 12.0

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 12.1 installer to upgrade the instance to 12.1 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.x, 12.0.x to release 12.1, use the migration instructions described in the Cisco Prime Service Catalog Quick Start Guide.

- To upgrade from 11.0, 11.1.x, or 12.0.x release to 12.1 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 12.0.1.

Platform Support

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

Moving Customizations to Website

The Custom Themes for Service Catalog module is no longer supported and the only way to customize Service Catalog is through website model. If you have customizations applied on Service Catalog module prior to 12.1 you would need to move the customization files to a new location during upgrade. The ngc folder which contained all the UI files is now removed from the location /RequestCenter/modules/. The files used for customization found in /custom/* folders must now be moved to the out-of-box or custom website folders.

To facilitate the transition from the Classic Custom Themes to the new website model, two scripts are provided. These scripts can be used to change the references to the ngc folder in the custom files to ServiceCatalogWebsite or any other website directory. This would make it easy to move the files out of classic custom to website.

For detailed procedure to migrate to website model, see section *Moving Customizations to Website* in Cisco Prime Service Catalog Installation and Upgrade Guide.

Integrations

All connections supported with Prime Service catalog can now be managed from the Integrations module. The Manage Connections option located at Administration > Manage Connections has been removed. Hence, all the existing connections before upgrade will show up on the Integrations module. On the integrations page, only those connections are displayed that are owned by the logged in user.

Integrations are categorized into Internal and Custom Integrations:

- The **Internal** tab allows you to connect with and manage the third party applications integrated with Prime Service catalog such as UCSD, CloudCenter, Process Orchestrator, AMQP, Web Services, Guacamole servers, Solr and so on. All the existing connections created pre upgrade will be populated under the Internal tab.

- The **Custom** tab allows you to create and manage Service Groups. All the service groups or Service Item groups in the system pre upgrade, can now be managed from the Custom tab.

> **Note** Service groups and Service Item Group can no longer be created from Service Designer module.

Associate SOA Role to Existing Integrations

The user who had (read/write) permissions on the connection or service groups will not be able to view their connections by default. The site administrator must manually assign the users' the SOA permission/role for their respective connection and service group. This is as per the new RBAC design implemented in Prime Service Catalog 12.1. Site Administrator must go to each internal integration and custom integration in the system and associate SOA role to respective users, using the **Manage SOA Owners** option. For detailed information see section *Manage SOA Owner* in Cisco Prime Service Catalog Administration and Operation Guide.

In case you have already integrated with UCSD and CloudCenter, then you must manually map the user who manages the integrations with the SOA role.

RBAC Considerations

You must thoroughly understand the changes and enhancements done on the roles and permissions.

Table 1: Role Reassignment in Service Designer

Pre-upgrade	Post upgrade to 12.1 or higher
User who has design permission on all Service Group	User is assigned the IA role automatically. User will retain design permission.

Pre-upgrade	Post upgrade to 12.1 or higher
User who has any permission on Service Group or Service instance (apart from Order permission)	User is associated to corresponding Service Design Team of the corresponding Service Group. And will have the same permissions on the Service Design Team.
User who has Service Administrator role (applicable only to 12.x.x releases) or permissions to create connections and manage it	User will be assigned the IA role. However, this user will **not** be able to view the connections crated by the user. On upgrade the Site Admin must explicitly assign SOA role for that user for the specific connection. **Note** Only the SOA of the connection has the permission to manage the connection.
User who is able to create a service group or a service item group	User is assigned IA role to create Custom Integrations in the Integrations module.

Table 2: Permissions Changes in Service Designer

Pre-upgrade	Post upgrade to 12.1 or higher
Service Group	
User with Design Services and Assign Rights configured on an instance of service group	User can Design Services and Assign Rights continue to stay on the same instance Users / Members of the role will also become members of the Service Operations Administrator Role for this instance
Users with Design Service and Assign Rights configured for all instances of service group	User is assigned Integrations Administrator role User will become member of Service Operations Administrator Role for each instance
User with only Design Services on all Instances of service groups	User is assigned Integrations Administrator role
Service Item Group	
User with Write on all instances of service item group	User is assigned Integrations Administrator role
User who has Manage Service Item capability	User is assigned Integrations Administrator role

Service Catalog

All Service Items including UCSD servers and CloudCenter deployments are now consolidated under the Service Items tab.

Team Management

If Team Management was activated in the previous release, all the teams will now move under provider business tenant. The existing hierarchies will remain intact.

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 12.1 Bugs

Use the Bug Search tool to search for a specific bug or to search for all bugs in 12.1 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 12.1 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**.

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.

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.