Systemwalker
Service Catalog Manager V15.2
(Business Support System)

Release Notes

High Risk Activity

The Customer acknowledges and agrees that the Product is designed, developed and manufactured as contemplated for general use, including without limitation, general office use, personal use, household use, and ordinary industrial use, but is not designed, developed and manufactured as contemplated for use accompanying fatal risks or dangers that, unless extremely high safety is secured, could lead directly to death, personal injury, severe physical damage or other loss (hereinafter "High Safety Required Use"), including without limitation, nuclear reaction control in nuclear facility, aircraft flight control, air traffic control, mass transport control, medical life support system, missile launch control in weapon system. The Customer shall not use the Product without securing the sufficient safety required for the High Safety Required Use. In addition, FUJITSU (or other affiliate's name) shall not be liable against the Customer and/or any third party for any claims or damages arising in connection with the High Safety Required Use of the Product.

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About this Manual

This manual provides information on new features and changes made to existing features of Systemwalker Service Catalog Manager V15.2 as compared to Systemwalker Service Catalog Manager V15.1. Systemwalker Service Catalog Manager V15.1 is hereafter referred to as Business Support System (BSS) V15.1, and Systemwalker Service Catalog Manager V15.2 is hereafter referred to as BSS V15.2.

This manual is structured as follows:

Chapter	Description
What's New?	Describes changes and enhancements made in BSS since V15.1.
Update Installation on page 10	Describes information on update installations.
Compatibility	Describes compatibility issues when upgrading to BSS V15.2.
Restrictions on page 13	Describes the known restrictions of this BSS release.

Readers of this Manual

This manual is directed to operators who are responsible for installing BSS.

It assumes that you are familiar with the following:

- Administration of the operating systems in use, including the adaption and execution of batch files or shell scripts.
- Java EE 5 technology, particularly as to the deployment on application servers.
- Relational databases and their administration, in particular, the PostgreSQL database.
- BSS concepts as explained in the *Overview* manual.
- Installation and administration of Web servers.
- Installation and administration of the GlassFish application server.

Notational Conventions

This manual uses the following notational conventions:

Add	The names of graphical user interface elements like menu options are shown in boldface.
`init`	System names, for example, command names, and text that is entered from the keyboard are shown in Courier font.
`<variable>`	Variables for which values must be entered are enclosed in angle brackets.
`[option]`	Optional items, for example, optional command parameters, are enclosed in square brackets.
`one	two`	Alternative entries are separated by a vertical bar.
`{one	two}`	Mandatory entries with alternatives are enclosed in curly brackets.

Available Documentation

The following documentation on BSS is available:

- *Overview:* A PDF manual introducing BSS. It is written for everybody interested in BSS and does not require any special knowledge.
- *Online Help:* Online help pages describing how to work with the administration portal of BSS. The online help is directed and available to everybody working with the administration portal.
- *Installation Guide:* A PDF manual describing how to install and uninstall BSS. It is directed to operators who set up and maintain BSS in their environment.
- *Operator's Guide:* A PDF manual for operators describing how to administrate and maintain BSS.
- *Technology Provider's Guide:* A PDF manual for technology providers describing how to prepare applications for usage in a SaaS model and how to integrate them with BSS.
- *Supplier's Guide:* A PDF manual for suppliers describing how to define and manage service offerings for applications that have been integrated with BSS.
- *Reseller's Guide:* A PDF manual for resellers describing how to prepare, offer, and sell services defined by suppliers.
- *Broker's Guide:* A PDF manual for brokers describing how to support suppliers in establishing relationships to customers by offering their services on a marketplace.
- *Marketplace Owner's Guide:* A PDF manual for marketplace owners describing how to administrate and customize marketplaces in BSS.
- *Developer's Guide:* A PDF manual for application developers describing the public Web service interface of BSS and how to use it to integrate applications and external systems with BSS.
- Javadoc documentation for the public Web service interface of BSS and additional resources and utilities for application developers.

1 What's New?

This chapter describes changes and enhancements made in BSS since V15.1.

1.1 Seller Models

New Organization and User Roles: Reseller and Broker

In extended usage scenarios, the suppliers who define marketable services may now involve additional users and organizations in offering and selling these services. Two new organization roles have been introduced:

- **Brokers** support suppliers in establishing relationships to customers by offering the suppliers' services on a marketplace. A service subscription is a contract between the customer and the supplier.
- **Resellers** offer services defined by suppliers to customers applying their own terms and conditions. A service subscription establishes a contract between the customer and the reseller.

The platform operator can create organizations with the reseller and/or broker role. A supplier can authorize resellers and brokers to offer his services. The user roles broker or reseller can be assigned to users of the respective organizations. These user roles are required for publishing marketable services for a broker or reseller organization.

The creation of a broker or reseller organization requires an explicit contract between the operator and the broker/reseller organization. This contractual relationship is not represented in BSS, and BSS does neither track nor enforce the compliance with any contracts.

Revenue Shares

With this release of BSS, a revenue share model has been introduced. Revenue shares can be obtained by one or several of the following parties:

- Operator providing the platform for sellers (suppliers, resellers, brokers) and marketplaces.
- Marketplace owners managing the marketplaces to which services are published.
- Suppliers publishing their marketable services to a marketplace.
- Resellers that have been authorized by suppliers to sell their marketable services.
- Brokers that have been authorized by suppliers to sell their marketable services.

The platform operator defines the revenue shares on one or several of the following levels:

1. Marketplace-specific revenue shares. They are defined for a specific marketplace and comprise a percentage for the marketplace owner as well as a default percentage for all broker and reseller organizations publishing services to this marketplace.
2. Service-specific revenue shares. For every marketable service a supplier offers to brokers or resellers for publishing, a service-specific revenue share can be defined. This revenue share applies irrespective of the marketplace the service is published to. It overrules any marketplace-specific revenue shares.
3. Individual broker or reseller revenue shares. An individual revenue share can be defined for each broker and reseller organization. This revenue share definition overrules the service-specific and marketplace-specific revenue share definitions.

Specific Revenue Share Reports for All Participating Parties

The platform operator can retrieve detailed information on the revenue shares of any participating organization. Organizations of all relevant roles can retrieve information on their specific revenue shares.

Extended Supplier Revenue Report

The **Supplier revenue report** for operators has been extended so that more detailed data can be retrieved to prove the correctness of any billing data calculated by BSS:

- A "Details" section now provides more detailed information on individual subscriptions.
- A "Summary" section now provides one line per country and currency where revenues have occurred.

1.2 Account Management

Create Customer Organizations

In the previous release of BSS, only suppliers were able to create customer organizations by registering them. Now, customers can also be registered by operators, brokers and resellers.

Disable Customer Self-Registration

The operator can prohibit that customers can register themselves on a marketplace by setting the new `CUSTOMER_SELF_REGISTRATION_ENABLED` configuration setting to `false`. This is a system-wide setting and affects all marketplaces managed on the platform. When set to `false`, customer organizations can only be created by suppliers, resellers, brokers, or the platform operator.

LDAP User Management

With this release of BSS, all organizations except for the platform operator can use an external LDAP system for user authentication. The operator can define system-wide LDAP connection settings that can be reused for any organization unless organization-specific settings are provided. LDAP settings can be updated by an organization's administrator or the platform operator.

1.3 Marketplaces

Featured Services

A marketplace owner can now highlight or especially promote services on his marketplace by qualifying them as featured services. Featured services are displayed on the marketplace home page. By default, the marketplace home page displays the six services created most recently. The remaining services are displayed to marketplace visitors when they browse the service catalog.

Reporting of Issues

The administrators of customer organizations can now directly report incidents or issues regarding their subscriptions by email to the responsible seller organization (broker, reseller, supplier). For this purpose, the following functionality has been introduced:

- The seller organization can specify a support email address in its organization profile.

- The customer administrator can use a **Report issue** button on the marketplace, enter a subject and a text describing the issue, and send this report to the seller organization. The email is sent to the seller's support email address. If no such address has been specified, the email is sent to the seller's administrator.

Monitor Marketplace Traffic

A marketplace owner can add or remove tracking code to or from his Web pages.

Tracking code allows marketplace managers to monitor the marketplace traffic by measuring the frequency in which the marketplace is accessed by visitors. Any Web analytics software can be chosen. A new menu option enables a marketplace manager to insert the desired HTML code for tracking the access into each marketplace Web page. When a page is loaded, the tracking script is executed and the analytics data can be evaluated.

1.4 Improvements for Suppliers

Additional Properties for Custom Attributes

Suppliers can now define additional fields as custom attributes which must or can be filled in by customers during the subscription process.

To this end, a new property is available for customer and subscription-specific custom attributes: **User option**. Custom attributes having this property are listed during the subscription process, and customers can enter a value. Custom attributes without this property can be changed by suppliers only.

If the additional property **Mandatory** is defined for a custom attribute, customers must enter a value.

Both properties can be set by the service managers of a supplier organization. The custom attributes are included in the billing data which is generated every month.

Additional Trigger Types

The following new types of trigger are available for suppliers:

- A user subscribes to a service of the supplier organization (`Subscription created (any user)`)
- A user modifies a subscription to a service of the supplier (`Subscription modified (any user)`)
- A user terminates a subscription to a service of the supplier (`Subscription terminated (any user)`)

The following new type of trigger is available for any organization:

- A user is to be registered in one's own organization(`Register user`).

Lock Service Parameter

In certain scenarios, it is not feasible to change a service parameter once the provisioning service has created the respective instance for a subscription.

A new parameter type has been introduced in the technical service definition which indicates whether the parameter can be set only during the subscription process ("one time" parameter), or whether it can be modified by updating the subscription ("standard" parameter).

1.5   User Interface Improvements

Several improvements to the user interface of BSS have been introduced with this release. These include:

- Focusing and scrolling possibilities on various pages.
- Immediate preview for image upload.
- Handling large sets of users.
- Additional icons for buttons.

1.6   Integration Package for Asynchronous Provisioning

A new package has been added to the BSS distribution package: `fujitsu-bss-integration-app-pack.zip`. This package contains the asynchronous provisioning platform (APP) as well as samples and documentation. APP is a framework which provides a provisioning service together with functions, data persistence, and notification features which are always required for integrating applications with BSS in asynchronous mode.

1.7   Documentation

The documentation has been extended and revised for the new features. Two new manuals have been introduced:

- *Broker's Guide*: New PDF manual for brokers describing how to support suppliers in establishing relationships to customers by offering their services on a marketplace.
- *Reseller's Guide*: New PDF manual for resellers describing how to prepare, offer, and sell services defined by suppliers.

2 Update Installation

Before upgrading an existing BSS installation to this release, you need to be aware of the compatibility issues described in *Compatibility* on page 11.

The *Installation Guide* provides detailed step-by-step instructions for upgrading from BSS V15.1 to V15.2. If you want to upgrade from a previous release, you need to first install V15.1.

BSS can be operated on the platforms specified in the *Installation Guide*.

3 Compatibility

This chapter describes compatibility issues when upgrading to BSS V15.2.

Update Installation

Upgrading BSS is supported from V15.1 to V15.2. If you want to upgrade from a previous release, you need to first install V15.1.

Be aware of the following major difference between V15.1 and V15.2: In V15.1 it was sufficient to configure BSS. In V15.2, two separate domains are created before configuring BSS.

Default Port Numbers

By default, BSS now uses the following port numbers:

For HTTP connections: `8080` (previously `80`), for HTTPS connections: `8081` (previously `434`).

Public Web Service Interface

BSS V15.2 comes with a **compatibility layer** for its public Web service interface so that applications (clients) implemented with BSS V15.0 or V 15.1 can still be used without having to be rewritten.

The BSS integration package (`fujitsu-bss-integration-pack.zip`) contains two archive files, `changes_v15.0_v15.2.zip` and `changes_v15.1_v15.2.zip`, where you can find detailed information on changes to the public Web services. Use the `changes.html` file of every package for viewing the respective documentation.

This backward compatibility implies the following after an update installation:

In the application server's administrator console, various Web services are shown having the same name. A click on a service shows its version. Currently, every version of the public Web service interface is supported starting with BSS V15.0. A Web service user accesses exactly one version of the Web service interface. The versioning pattern is as follows:

v1.2 corresponds to BSS V.15.0, v1.3 corresponds to BSS V15.1, and v1.4 corresponds to BSS v15.2 (this release). The operator is responsible for providing the information on which WSDL URL to use. For new Web service users, this is the current version of the Web services. For existing Web service users, the operator needs to find out whether they want to upgrade to the current release. If not, the operator must provide the URL pointing to the Web service version used in the application in question.

> **Note:** The V14.1 Web service interface is no longer available with this release. This means that applications implemented with BSS V14.1 must be migrated to a higher version before they can be used with this release.

The current versions of the BSS platform services and of the APIs for integrating applications and external systems are the following:

- Platform services: v1.4; compatibility layer for v1.2 and v1.3 available.
- Notification service API: v1.4; compatibility layer for v1.2 and v1.3 available.
- Provisioning service API: v1.3; This means that the API has not been changed since BSS V15.1. A compatibility layer for v1.2 is available.
- Operation service API: v1.1. This means that the API has not been changed since BSS V14.1. No compatibility layer is required.

Marketplace Layout Branding

The branding package provided for customizing the layout of marketplaces has been extended with this release. The following sections have been added:

- 5.7 Pager for optimizing scrolling on marketplace pages.
- 5.8 Table Filter for optimizing the display of information in tables.
- 5.9 Browse Buttons for better navigation.
- 6.8 Recommended Price Information Box for displaying the recommended price for services offered by brokers or resellers.

When you have already defined a customized marketplace layout and upgrade to BSS V15.2, insert the above sections into your customized style sheet, and adapt them as required. Otherwise the new features are not available on your marketplace. Existing customizations are not affected.

4   Restrictions

This chapter describes known restrictions of this BSS release.

Web Browsers

Concurrent Sessions

BSS does not support multiple sessions in Web browsers. This means that you cannot run and log in to BSS using several tabs or instances of the same Web browser. If you want to use multiple sessions, run BSS in different Web browsers, for example, in Microsoft Internet Explorer and Mozilla Firefox.

HTTP or HTTPS Configuration

BSS can be configured to use the HTTP or the HTTPS protocol. If you use both protocols at a time, PSP (payment service provider) integration will not work. This is due to the following:

The pre-configured PSP adapter for Heidelpay provides one `BASE_URL` parameter. This URL specifies the protocol to use for PSP communication. If you configure both protocols in BSS, the registration of payment types (e.g. credit cards) will fail. Although the data is stored correctly, the window for registering the payment type is not closed.

We recommend to configure the HTTPS protocol for all URLs used by BSS.

Export Billing Data

In the following case the **Export billing data** menu option in the **Account** menu of the BSS administration portal returns the billing data for two subsequent billing periods:

- Customers of suppliers or resellers use subscriptions in several billing periods.
- A supplier or reseller selects the **Export billing data** menu option and specifies a billing period that lies before an already started billing period. Example: The menu option is selected on February 4th for the billing period with start date = January 1rst and end date = January 31rst.

The exported billing data result file will then contain records of the specified month (January) plus records that occurred in the subsequent month (February). This is due to the fact that the BSS billing engine assumes the last day of a month to also be the first day of the next month.

Workaround:

The supplier or reseller specifies the first day of the month for which to export billing data and the second-last day of the respective month (e.g. January 1rst and January 30th). Then, the billing result data will contain the records for one month only (e.g. January).

Report Error Messages

The following reports require input parameters, for example, a billing data key or dates:

- Supplier revenue report (can be generated by platform operators)
- Detailed billing report for an existing invoice of a customer (can be generated by suppliers)
- Detailed billing report for an existing invoice (can be generated by customers)

When the input parameter is entered in a wrong or invalid format, e.g. `My<>Key` as a billing data key or `2012.5.12` as a date, the error message generated by the report engine does not contain text explaining the reason of the error. If you receive an error message when trying to generate a report, check the input parameter(s) again and ensure they are in the correct format. For example,

you can find the date format in the dialog for entering the start and end date for a report; the billing data key is printed on the invoice.