



FUJITSU Software Systemwalker Service Catalog Manager V15.3.0

Release Notes

B1WS-0990-05ENZ0(00)
2013-12-09

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About this Manual

This manual provides information on new features and changes made to existing features of FUJITSU Software Systemwalker Service Catalog Manager (CT-MG) V15.3 as compared to V15.2.1. V15.3 includes V15.2.1 Fix 1. In addition, this manual provides information on known restrictions of this release.

This manual is structured as follows:

Chapter	Description
<i>What's New?</i> on page 6	Describes changes and enhancements made in CT-MG since V15.2.1.
<i>Update Installation</i> on page 12	Describes information on update installations.
<i>Compatibility</i> on page 13	Describes compatibility issues when upgrading to CT-MG V15.3.
<i>Restrictions</i> on page 15	Describes the known restrictions of this CT-MG release.

Readers of this Manual

This manual is directed to operators who are responsible for installing CT-MG.

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 technology, particularly as to the deployment on application servers.
- Relational databases and their administration, in particular, the PostgreSQL database.
- CT-MG 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.
<code>init</code>	System names, for example, command names, and text that is entered from the keyboard are shown in Courier font.
<code><variable></code>	Variables for which values must be entered are enclosed in angle brackets.
<code>[option]</code>	Optional items, for example, optional command parameters, are enclosed in square brackets.
<code>one two</code>	Alternative entries are separated by a vertical bar.
<code>{one two}</code>	Mandatory entries with alternatives are enclosed in curly brackets.

Available Documentation

The following documentation on CT-MG is available:

- *Overview*: A PDF manual introducing CT-MG. It is written for everybody interested in CT-MG and does not require any special knowledge.
- *Online Help*: Online help pages describing how to work with the administration portal of CT-MG. 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 CT-MG. It is directed to operators who set up and maintain CT-MG in their environment.
- *Operator's Guide*: A PDF manual for operators describing how to administrate and maintain CT-MG.
- *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 CT-MG.
- *Supplier's Guide*: A PDF manual for suppliers describing how to define and manage service offerings for applications that have been integrated with CT-MG.
- *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 CT-MG.
- *Developer's Guide*: A PDF manual for application developers describing the public Web service interface of CT-MG and how to use it to integrate applications and external systems with CT-MG.
- Javadoc documentation for the public Web service interface of CT-MG and additional resources and utilities for application developers.

1 What's New?

This chapter describes changes and enhancements made in CT-MG since V15.2.1. It includes the description of changes and enhancements made in V15.2.1, Fix 1.

1.1 Subscription Manager User Role

A new user role, subscription manager, has been introduced. This role allows a user to subscribe to services and manage his own subscriptions. Unlike administrators, subscription managers are not permitted to work on subscriptions belonging to others or on subscription data related to billing and payment. Subscription managers can belong to organizations of any role.

1.2 SAML 2.0 Support

As an alternative to a platform for public access from anywhere in the Internet, CT-MG can now be installed as a SAML 2.0 service provider (Security Assertion Markup Language). With this, Web browser single sign-on (SSO) is provided. Before installing CT-MG, the operator selects the authentication mode by specifying the new `AUTH_MODE` configuration key. `INTERNAL` is the default (CT-MG behaves as in V15.2.1), `SAML_SP` defines the new mode.

In `SAML_SP` mode, SAML assertions are used to pass information about a user between a SAML identity provider (IdP) and CT-MG (the SAML service provider).

All users are authenticated against the IdP. Web service calls are authenticated by means of a Security Token Service (STS). This is a Web service that issues security tokens as defined in the WS-Security/WS-Trust specification. CT-MG connects as a service provider to the IdP or STS and sends a request for a SAML assertion. The IdP or STS returns an assertion authenticating the calling user or Web service.

The user data is managed in the IdP system. Additionally, all users that are to work with CT-MG must be registered explicitly in CT-MG.

The public platform Web services have been extended by the additional authentication type STS and can be addressed using the STS suffix.

It is recommended to use the `SAML_SP` authentication mode if you want to operate CT-MG in a company network and existing authentication mechanisms that support the SAML 2.0 standard are to be reused. For details, refer to the *Installation Guide* and *Operator's Guide*.

Note the following:

- CT-MG installed in `SAML_SP` mode has been tested with OpenAM as Identity Provider system.
- It is only possible to use one IdP system per CT-MG installation.
- The current implementation does not support SSO logout. This means that users are not logged out in the external authentication system when they log out from CT-MG. Users need to log out directly from the IdP or delete the relevant IdP session cookie in their browser.
Otherwise they are automatically logged out from the IdP after having been inactive for the time configured as timeout in the IdP. In CT-MG, the message `The SAML response is invalid` occurs if a user is logged out from CT-MG while still having an active session in the IdP.

If you intend to use this new feature and need assistance, please contact your FUJITSU support organization.

1.3 Context Root

The platform operator can now change the context root of CT-MG. In this way, he can decide on the URL to be used for accessing the CT-MG administration portal and the marketplaces. By default (if the CT-MG installation scripts are used for installation), the context root is `fujitsu-bss-portal`. This setting can be changed in the application server administration console and by adapting the `BASE_URL` configuration setting in CT-MG.

1.4 Audit Log

The user operation log has been renamed to **audit log**. Audit log records are now written to and stored persistently in the CT-MG database.

Operations that failed, except for logins, are not recorded. The log entries contain changed values only, the initial values are not written to the audit log.

The operator can export information on subscription-related operations performed by administrators or standard users, as well as information on service and price model-related operations performed by service managers of supplier organizations. Administrator operations include actions performed by subscription managers. Service manager operations include actions performed by resellers and brokers.

The audit log entries are documented in detail in the *Operator's Guide*.

1.5 Configuration Settings

With this release, configuration settings have been added and extended.

SAML 2.0 Support

Several configuration settings have been introduced in the `configsettings.properties` file so that CT-MG can be installed and operated as a SAML 2.0 service provider:

- `AUTH_MODE`
- `SSO_IDP_TRUSTSTORE`
- `SSO_IDP_TRUSTSTORE_PASSWORD`
- `SSO_IDP_URL`
- `SSO_ISSUER_ID`
- `SSO_STS_METADATA_URL`
- `SSO_STS_URL`

Audit Log

The following configuration settings in the `configsettings.properties` file determine whether user operations are logged in an audit log and how many log entries are retrieved when the platform operator exports the audit log:

- `AUDIT_LOG_ENABLED`
- `AUDIT_LOG_MAX_ENTRIES_RETRIEVED`

Application Server Settings

Several configuration settings have been introduced in the `glassfish.properties` file to control the timeout behavior of the application server:

- `MAIL_TIMEOUT`
- `MAIL_CONNECTIONTIMEOUT`
- `glassfish.domain.stop.waitSeconds`
- `glassfish.domain.start.maxWaitSeconds`

Session Timeout

In previous releases of CT-MG, a session (a user logged in to CT-MG in a Web browser) automatically terminated after 30 minutes of inactivity.

With CT-MG V15.3, the session will not be automatically terminated after a period of inactivity as long as the Web browser stays open. Only if the Web browser is closed and the user did not log out from CT-MG, the connection to CT-MG will be closed after about 8 minutes.

Redirect Marketplace Visitors

The platform operator can now specify the URL of a Web page that is to be displayed in case a visitor tries to access a marketplace with an invalid marketplace ID. The following configuration settings have been introduced in the `configsettings.properties` file for this purpose:

- `MP_ERROR_REDIRECT_HTTP`
- `MP_ERROR_REDIRECT_HTTPS`

Hiding UI Elements

The `HIDDEN_UI_ELEMENTS` configuration setting in the `configsettings.properties` file has been extended so that now also menu options displayed on marketplaces can be hidden.

1.6 Operator Service Revenue Share

As of V15.2.1, Fix 1, the platform operator can define a revenue share for charging suppliers for using CT-MG on his platform.

The operator revenue share can be defined for every supplier organization that wants to sell its services on the platform. The default operator revenue share is specified when a supplier organization is created. It is independent of the marketplace to which a service is published, and whether the supplier sells services himself or authorizes resellers and brokers to do so. The default operator revenue share applies to all services of a supplier as long as the operator does not define service-specific operator revenue shares. A service-specific operator revenue share applies to a specific marketable service and overrules the default operator revenue share defined for the respective supplier organization.

The operator revenue share is calculated when a billing run is executed. A supplier revenue share report contains the operator revenue shares. The revenue share amount is calculated as the product of the operator revenue share percentage and the revenue of the service-related subscriptions, irrespective of whether a service is offered directly by a supplier or by a broker or reseller. The amount of money that remains for the supplier is reduced by the operator revenue share amount. The `SupplierRevenueShare` XML element in the revenue share data XML file has been extended accordingly. For details, refer to the *Developer's Guide*.

The operator can now also adjust revenue shares for existing subscriptions based on a service offered by a reseller or broker even if the responsible supplier has revoked the resale permission for the broker or reseller.

1.7 Supplier Reports Available for the Platform Operator

The platform operator can now generate the following supplier reports:

- Billing report
- Detailed billing report for an existing invoice of a supplier's customer
- Customer report
- Service report

The only difference is that customer data is hidden in the reports for operators.

Since the platform operator can also have the supplier role, the names of the reports for the operator have been extended in order to distinguish between the reports the operator sees as a supplier from those he sees as an operator on behalf of a supplier.

1.8 Technical Service Definition: New Parameter Attribute

A technical service can now contain parameter definitions whose values or options can be set only once when a customer subscribes to a marketable service based on this technical service.

A new attribute is available for the `ParameterDefinition` element of a technical service description: `modificationType`. This attribute defines whether the parameter can be set only at the time a customer subscribes to a service (one-time parameter), or whether it can be set or modified when updating a subscription (standard parameter).

For one-time parameters, parameter options cannot be changed once a subscription to the marketable service based on this technical service has been created. For standard parameters, the parameter options can be changed when a subscription to the marketable service based on this technical service is updated. Irrespective of any setting, the parameter will be sent to the service during the provisioning.

1.9 Asynchronous Provisioning Platform: New Sample

The `fujitsu-bss-integration-app-pack.zip` file contains a new sample: `RORIntegration`. This sample is an implementation of a service controller showing how FUJITSU ServerView Resource Orchestrator (ROR) could be integrated with CT-MG.

1.10 Provisioning Service: New Version

With CT-MG V15.3 the provisioning service API version has been increased to V1.4. The `modifyParameterSet` method has been renamed to `modifySubscription`. The `modifySubscription` now provides an additional parameter: `subscriptionID` so that the name of a subscription is passed.

1.11 Billing

With this release, cost calculation issues have been clarified as described in the following sections.

One-Time Fee

If a one-time fee is defined for a service to which a customer upgrades or downgrades a subscription, the fee is added to the total charges for the customer, even if the service from which the customer migrates also defines a one-time fee.

Recurring Charge For Users

With per time unit calculation, the costs for a time unit in which a user is assigned to a subscription are always fully charged. A time unit is charged only once if a user is deassigned from and re-assigned to a subscription within the same time unit.

Prices for Parameters

If the charges for a subscription are calculated per time unit and a customer changes a parameter value within a time unit, the affected time unit is charged pro rata.

Role-Based Prices

With per time unit calculation, the costs for a time unit in which a user with a specific role is assigned to a subscription are always fully charged.

If the charges are calculated per time unit and the role assignment of a user is changed within a time unit, the affected time unit is charged pro rata.

Free Trial Period

If the charges for a service are calculated per time unit, the time unit in which the free trial period ends is always fully charged, no matter how much of the time unit falls into the free trial period.

A free trial period defined for a service that is provided as an upgrade or downgrade option starts immediately after an up/downgrade.

Discounts and VAT Rate

A discount is defined as a percentage that is subtracted from the regular total price for a subscription. It is granted for all costs of a customer that occur in a billing period in which the discount is valid. It does not matter whether the discount is valid for the whole billing period or only a part of it.

A VAT rate is defined as a percentage that is added to the regular total charges for the usage of a service.

1.12 System Environment

The following systems are now additionally supported:

- Windows Server 2012 R2
- Internet Explorer V11.0

1.13 Graphical User Interface

Login Screen

The **Login** screen for the CT-MG administration portal and the marketplaces now uses the product name Systemwalker Service Catalog Manager and has been rebranded.

Password Recovery Process for Users

The **Login** screen for the CT-MG administration portal and the marketplaces now contains a **Forgot your password?** link so that users who forgot their password can start a password recovery process. This is possible only if CT-MG is installed in the INTERNAL authentication mode (default).

Hiding and Redisplaying the Menu and Sections in the Administration Portal

In the CT-MG administration portal, a button has been introduced for hiding the menu completely. Clicking the button again redisplayes the menu. In addition, the details section on pages with long lists can be collapsed and expanded.

Hiding UI Elements on the Marketplace

It is now possible to hide menu options from the Account menu on marketplaces. For this, the `HIDDEN_UI_ELEMENTS` configuration key has been extended.

Automatically Assigning a User to a Subscription

When a supplier defines or updates a marketable service, he can now define that the user subscribing to the service is automatically assigned to the subscription. For this purpose, the option **Auto-assign subscribing user** has been added to the **Define service** and **Update Service** pages in the CT-MG administration portal.

1.14 Documentation

All manuals and online help pages as well as the marketplace FAQs have been revised to reflect the features introduced or changed with this release.

In addition, the documentation now uses the product name "CT-MG" which stands for Systemwalker Service Catalog Manager. The title pages of the manuals have been rebranded.

2 Update Installation

Before upgrading an existing CT-MG installation to this release, you need to be aware of the compatibility issues described in *Compatibility* on page 13.

The *Installation Guide* provides detailed step-by-step instructions for upgrading from CT-MG V15.2.1 or V15.2.1, Fix 1, to V15.3. If you want to upgrade from a previous release, you need to install V15.2.1 first.

CT-MG can be operated on the platforms specified in the *Installation Guide*.

3 Compatibility

This chapter describes compatibility issues when upgrading to CT-MG V15.3.

Update Installation

Upgrading CT-MG is supported from V15.2.1 or V15.2.1, Fix 1, to V15.3. If you want to upgrade from a previous release, you need to install V15.2.1 first.

Public Web Service Interface

If applications integrated with CT-MG rely on pure HTTP calls, you need to change their setup to use HTTPS.

CT-MG V15.3 comes with a **compatibility layer** so that applications (clients) implemented with CT-MG V15.0, V 15.1, V15.2, or V15.2.1 can still be used without having to be rewritten. Versions older than V15.0 are not supported.

A Web service client accesses exactly one version of the public Web service interface. The versioning pattern is as follows:

Web service version	CT-MG version
Platform services: v1.2 Notification service API: v1.2 Provisioning service API: v1.2 Operation service API: v1.1	V15.0
Platform services: v1.3 Notification service API: v1.3 Provisioning service API: v1.3 Operation service API: v1.1	V15.1
Platform services: v1.4 Notification service API: v1.4 Provisioning service API: v1.3 Operation service API: v1.1	V15.2, V15.2.1
Platform services: v1.5 Notification service API: v1.5 Provisioning service API: v1.4 Operation service API: v1.1	V15.3 (this release)

A WSDL URL is used to address a specific Web service. For new Web service users, this is the current version of the Web services with basic, certificate-based, or security token service authentication (`BASIC`, `CLIENTCERT`, or `STS`). In the case that existing Web service users want to upgrade to the current release, the version information provided in the WSDL URLs used in the application in question must be updated to v1.5.

The WSDL URL of a specific service can be found out as follows:

1. In the GlassFish administration console, go to **Common Tasks** -> **Applications** -> **fujitsu-bss**.

2. On the **Descriptor** tab, open the `META-INF/sun-ejb-jar.xml` descriptor file of the `fujitsu-adm-um-webservices.jar` subcomponent.

For every Web service, the endpoint address URI shows the Web service name, its version, and whether it is to be addressed through basic authentication (`BASIC`), certificate-based authentication (`CLIENTCERT`), or a security token service (`STS`).

The URL pointing to the WSDL definition of a platform service is constructed as follows:

```
<base_URL_HTTPS>/<endpoint-address-uri>?wsdl
```

where

`<base_URL_HTTPS>` points to the server and port where the CT-MG Web services have been deployed.

`<endpoint-address-uri>` is the address as defined in the `sun-ejb-jar.xml` descriptor file.

`?wsdl` is the suffix to be used for identifying a WSDL file.

Example: `https://myserver:8081/AccountService/v1.5/BASIC?wsdl`

The `fujitsu-adm-um-webservices-v1_2.jar` subcomponent contains the descriptor file for CT-MG V15.0; the `fujitsu-adm-um-webservices-v1_3.jar` subcomponent contains the descriptor file for CT-MG V15.1; the `fujitsu-adm-um-webservices-v1_4.jar` subcomponent contains the descriptor file for CT-MG V15.2 and V15.2.1.

The CT-MG integration package (`fujitsu-bss-integration-pack.zip`) contains three archive files, `changes_v15.0_v15.2.zip`, `changes_v15.1_v15.2.zip`, and `changes_v15.2_v15.3.zip` in the `doc/en` subdirectory, where you can find detailed information on changes to the Web services. Use the `changes.html` file of every package for viewing the respective documentation.

Java 5 Client Applications with Certificate-Based Authentication

If applications integrated with CT-MG are implemented with JDK 5 and using certificate-based authentication, you need to set the following security property for GlassFish 3.1.2.2 in the JVM options of the `bes-domain` domain:

```
sun.security.ssl.allowUnsafeRenegotiation=true
```

This setting is required because the handshake protocol has changed since JDK 5. However, it is not recommended. It is safer to migrate your applications to a higher Java version.

If credentials are passed for a Web service call, although certificate-based authentication is defined, authentication takes place using the user name and password. In order to use certificate-based authentication, the applications must be changed in a way that no user name and password is sent via HTTP headers. With GlassFish 2.1 and JDK 5, the credentials were not evaluated.

Billing

The customer billing data file no longer contains a `<Discount>` or a `<VAT>` element in the `<PriceModelCosts>` element. `<Discount>` and `<VAT>` are output in the `<OverallCosts>` element only. The `grossAmount` attribute has been removed from the `<PriceModelCosts>` element. To ensure backward compatibility, the `BillingResult.xsd` schema file still contains the previous definitions. Billing data files (`<date>BillingData.xml`) generated with CT-MG V15.3 contain the data according to the new definitions.

4 Restrictions

This chapter describes known restrictions of this CT-MG release.

Certificate-Based Authentication

Certificate-based authentication cannot be used when calling CT-MG functions whose execution require the specification of a user role. The user role determines whether the calling user is allowed to execute the function. Instead, you must use basic authentication for such Web service calls.

If you need to use certificate-based authentication in such scenarios anyway, contact your Fujitsu support organization.

Web Browsers

Concurrent Sessions

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

Caching in Internet Explorer 8

If an administrator logs into the CT-MG administration portal and, during the same session, accesses a marketplace, he is logged out as soon as he wants to return to the administration portal (for example, by entering the respective URL again - `http(s)://<domain>/<context-root>/`). This behavior is due to a setting in Internet Explorer 8 which controls the web page caching. In order to avoid this behavior and to ensure that the administrator stays logged in:

In Internet Explorer, select **Tools -> Internet Options**. On the **General** tab, in the **Browsing history** section, click **Settings**. In the **Check for newer versions of stored pages** section, make sure that **Every time I visit the webpage** is selected.

HTTP or HTTPS Configuration

CT-MG 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 CT-MG, 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 CT-MG.

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 and operators)
- 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.

Asynchronous Provisioning Platform (APP)

Logging

APP does not support `log4j` tracing into the `<domain>/logs/app-core.log` file. Instead, the `slf4j` logger is used, which traces everything into the `server.log` file.