

# ***Panacea Workflow Studio Release Notes***

**Version 4.4 patch 9**

**Compatible with AR System 4.x, 5.x, 6.0.x,  
6.3, 7.0.x, 7.1, 7.5, 7.6.x**

**23 February 2012**

## **Release Notes**

You can obtain the most current version of these release notes on the Internet through the *Panacea* web pages at

<http://www.pws-europe.com>

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# Chapter 1 – Introduction

These release notes provide information that you need if you are installing and using *Panacea Workflow Studio*. Read these notes thoroughly.

These release notes include the following chapters:

1. **Introduction** – Provides information that you need to know before you install *Panacea Workflow Studio*.
2. **New Features** – Briefly describes the new features in *Panacea Workflow Studio 4.4*
3. **Fixed in 4.4** – Provides information on important bugs fixed in this release.
4. **Known Limitations** – known limits of *Panacea Workflow Studio*.

New Features are those that did not previously exist in the last Panacea Workflow Studio Major release.

## Operational Guidelines

Complete the following procedures to install, use, and troubleshoot *Panacea Workflow Studio*

1. Read these release notes in their entirety to ensure that you have complied with all system requirements.
2. Install *Panacea Workflow Studio* by executing the downloaded *PanaceaWorkflowStudio.exe*. This is a self-installing executable that will unpack and install itself via an InstallShield wizard, just follow the instructions.
3. IMPORTANT: After installation please navigate to the install directory and double click appropriate .msi file for the operating system that you will be running Workflow Studio on i.e. 32 bit or 64 bit

Msxml6.msi (for 32 bit OS)

Msxml6\_x64.msi (for 64 bit OS)

This will register the latest version of the Microsoft XML parser dll, which is required for using our PTG functionality.

4. If a problem occurs while installing or operating *Panacea Workflow Studio*, contact Technical Support as described in the following section, or your local reseller.

## Technical Support Contacts

Support requests and feedback about *Panacea Workflow Studio* are welcome. Direct your requests and comments to *Panacea Workflow Studio* Technical Support using either of the following methods:

Technical Support Fax:       **+44 (0) 1784 497 048**  
Email (Internet):           **support@pws-europe.com**  
World Wide Web:           **www.pws-europe.com**

To submit an entry to *Panacea Workflow Studio* Technical Support through the World Wide Web:

1. Access the *Panacea Workflow Studio* Technical Support web page. Select **Support | Log a support issue** via the web.
2. Fill in the provided Form, and then click Submit.
3. You will be contacted by a *Panacea Workflow Studio* Technical Support Engineer, as appropriate.

## Chapter 2 - New in 4.4

### **Allow choice of data merge options.**

An additional preference has been added to the Data Migration preference page, to allow the choice of actions when duplicate request ids are located when migrating form data entries.

In the past Workflow Studio used "Update Old Record with New Records Data" i.e. the record was merged with that of the source. Now there is the same five choices as available with the data import tool.

### **Extended CLI to include support for multiple merge.**

The CLI can be used to combine several PTG files together to form a single package. The merge operation acts on PTG packages from a single folder (repository), which has to be defined on using the -r <repository> option. Several input ptg files can be defined using the -pmi option and a single -pmo option set to define the location for the output. You can also specify a comment for the output PTG using the -pmc option.

See page 160 of the Getting Started Guide

### **Sync Change History**

This new preference is only picked up when "Copy Change History" is also selected.

The Workflow Studio compares all change history entries using Timestamp / User as the unique identifier for each change history record.

If change history entries are found for the source object being migrated which do not exist on the target environment then these are synchronised during object update. If the tool finds change history records with Identical Timestamp/User on the target it does not update these records.

This ensures that different developers do not overwrite each others change history entries and that the change history itself does not include multiple copies of the same change history information (which occurs when using normal preferences)

### **Support for new customisation types - overlays**

Workflow Studio now has support for customisation types – see the Form and Application Objects Guide from BMC for more information

on this new feature within 7.6.04. See Chapter 15 of the Workflow Studio Getting Started Guide for more information on this feature.

New features:

- Compare overlaid/overlay objects on same server
- Limit comparison by customisation type
- New browser functions to convert
  - base > custom and vice versa
  - create overlay

There are limitations which apply to overlay in this release and 7.6.04 features within the tool. These are in Chapter 6 of this release note.

### **Changes to Comparison Preferences**

The Comparison preferences have been changed to include options to limit by customisation type. Certain performance preferences have been removed as these were considered redundant. Current comparison preferences have also been added to the standard compare dialogue for ease of use.

### **Image comparison now possible from left hand treeview.**

### **More flexible workflow analysis**

It is now possible to analyse workflow for a collection of workflow items directly rather than just the workflow that belongs to a collection of forms. It is possible to analyse active links, filters, escalations after they have been browsed. It is also possible to analyse collections of forms and workflow that are contained in working lists. Working lists can be built up from the "inward relationships" from the admin view of an object.

### **Extended CLI to export individual items to PTG or use regular expressions.**

The CLI can be used to export individual items to a ptg file. This can be done by listing the types and names of objects on the command line, or by specifying groups of objects using regular expressions, for example "AP:%" would include all objects of the specified type that start with the string "AP:"

### **Form Data compare extended to limit compare to specific fields.**

It is now possible to limit the comparison of a Forms data entries to a specific set of field ids, to provide more flexibility. These are set on the data part of a comparison profile.

### **Export Data compare results to CSV**

It is now possible export selected comparison results to a csv file.

### **CLI server caching - added archive cache**

It is now possible to archive the cache of a server using -csa option, to take a copy of a current server cache.

### **Extension of PTG to allow export import of Form View plus field display properties of that Form View (Vui).**

In a similar way to the “Export FormView...” function within BMC Developer Studio, Workflow Studio now allows the addition of a Form View (Vui) plus the display properties of the field that are related to that vui as a single object. Workflow Studio offers the additional feature that you may select which of the fields that are part of the Form View, are to be added to the ptg. In this way it is possible to migrate just the display properties of selected fields, rather than the whole definition of the field, or a complete set of fields.

When a Form View is selected in the Browser tree and the context menu activated by pressing the right mouse button, an additional menu item is now available, “Add View + Field Display Attribs to PTG”, which will display a dialog to allow the selection of the fields to export along with the vui object.

Once added to a PTG, the PTG can be saved and the items contained in the PTG will be exported.

The browsing of the PTG has been extended to show the fields that belong to the Vui alongside the Vui itself.

The comparison of the PTG has been extended to compare the field display attributes of the Vui. The Comparison profile for vuis has been extended to include an extra option “Field Display Properties”, to make it simpler to turn the comparison of the display attributes for the fields on or off (was previously possible using an option within Workflow Studio’s preference settings).

Importing the vui and its field attributes within the PTG will update the target vui and display properties of just the fields for that view.

Extension of server to server comparison.

The Comparison of the field properties for a vui apply to server to server comparison. When just a Vui is selected in the comparison

results tree, then it is possible to add the selected Vui and field properties to the PTG in the same way as from the main tree display. The context menu option “Add View + Field Display Attribs to PTG” will act on the selected Vui and add it and the selected fields to the PTG.

### **Targeted performance analysis**

Workflow Analysis has been extended so it is available whilst logged onto a server that also has a cache. While using the cache, you can use Admin View to show you the inward relationships of an object. From the lists of related objects, you can now right click and Analyse the workflow. This will only work if both using cache and logged in, as this operation needs access to the cache to get the relationships, then access to the actual server to run the analysis. The cache should be up to date to ensure that the information from the live server is up to date.

## Chapter 3 – Fixed in 4.4

- 4573 – Comparison of images not available from left hand side treeview. Fixed in this release
- 4574 - Comparison Crash on views. Fixed in this release.
- 4575 – Missing objects incorrectly showing \$fieldid\$ as a missing Form,VUI,Server within the missing objects report. Fixed in this release.
- 4577 – Hang when closing Workflow Studio after a compare. Fixed in patch 1
- 4580 – Crash if accessing one diff report if second opened. Fixed in patch 1
- 4587 – Error importing error handler filters if used by other filters in ptg. Added ordering code to deal with this relationship. Fixed in patch 2
- 4585 - Errors in query analysis report . Change in documentation for Oracle DB setup. Patch 3
- 4587 - Error importing filter with error handler. Patch 3
- 4590 - PTG Form Object database names missing. Patch 3
- 4595 - Crash - compare ptg to cache server (bypass cache/data issue). Patch 3
- 4596 - 764 build - does not contain all 764 keywords in query builder. Patch 3
- 4597 - Sort by control empty when configuring data to be migrated. Patch 3
- 4603 - Search Code does not map "if no requests match" text properly. Patch 3
- 4606 - Expansion of roles not working correctly when expanded in treeview. Patch 3
- 4608 - independent field, import ptg - duplicate field entry. Patch 3
- 4610 - merging multiple PTGs the images.xml file doesn't move over to the . Patch 3
- 4612 - Merge PTG Migration error. Patch 3
- 4613 - UTF-8 encoding within 7.6.4 cache issue for specific char range.
- 4621 - Merge Multiple PTG issue. Patch 4
- 4631 – Occasional crash when re-running a comparison. Patch 6
- 4634 – Incremental recache server language issue. Patch 6
- 4638 – CLI could hang under certain error conditions. Patch 7
- 4639 – Guide Label not updated when importing. Patch 8
- 4629 – Failure to update fields, changing mapping struct not allowed. Patch 8
- 4640 – Problem with merge PTGs and dependent ordering. Patch 8

4648 – Missing permission info admin view of webservice. Patch 9

4652 – Missing relationship info for overlaid fields. Patch 9

## Chapter 4 - New in 4.3

### Compare Servers

Enhanced comparison of servers. Now separates the comparison of objects by object type, so that workflow is no longer displayed below forms in the difference browser but in a separate node on the treeview. This will improve performance of the server comparison.

#### **Modified preference – Server Comparison only file | preferences | Comparison “skip workflow/objects prefixed with...”**

This preference has been modified to be used with the change in server comparison functionality. Objects that have a prefix that is specified in this field will be ignored during the server compare (multiple prefixes can be entered as long as separated by a ;)

### Export to file

It is now possible to export workflow objects to .def, .csv or .lst file from various points within the tool. You may also export an object plus its relationships to one of these three file types and these can be included as a source for further searching operations. The csv format is currently only exporting basic information for the object. This will be extended in the next patch release. More information is available in Chapter 8 of the Getting Started Guide.

### Improved browser performance

Several changes have been made to the Workspace Server browsing window to allow faster browsing of workflow, in both cached and live modes.

### Multiple merge functionality improved.

Users may now merge multiple PTG files into a single release PTG. Should the tool find duplicate objects in different PTGs it will keep the latest version exported and report the duplicate at the end of the merge. See Chapter 13 of the Getting Started Guide for more information.

**Repository folder browsing improved.**

Users may now use the “browse workflow + detail” option to inspect the contents of multiple PTGs within a repository in a single document. Using the filtering mechanism this allows a user to rapidly locate workflow or fields/forms/vuis that exist in separate PTGs but which are stored within the same repository. See Chapter 13 of the Getting Started Guide for more information.

**Add to PTG view update**

When adding a view to a ptg, it is now possible to also add all of the fields contained in the view. To do this the preference "File | Preferences | General Migration | Copy fields when replicating views" should be set.

**Working List**

The contents of list files may now be browsed below a server. The list can be used as the starting point for browsing, searching and performing comparisons.

**CLI import/export components**

The Command Line Interface has been update to allow the export and import of Components.

## **Chapter 5 - New in 4.2**

### **CMDB comparison and migration**

It is now possible to compare a CMDB class between AR servers to produce a difference report, and then to save the differences to a PTG file. A rollback PTG may be saved at the same time so it is possible to remove the changes made from importing the original PTG file.

### **Improved PTG management**

The PTG repository can now contain sub folders to help organise collections of PTG files. The ability to add, remove and rename folders, and to rename PTG files has been added as well as a mechanism to browse the PTG repository and sub folders to obtain additional information and locate contained items more easily. See the getting started guide for full information.

### **Export to CSV**

Can add to comma separated values file.

## Chapter 6 – Known Limitations

### Customisation types – overlay

#### General

- There is no overlay support for migration directly between servers, this is only supported via PTG export/import method. If migrated directly unmodified or custom objects migration will function as normal. We hope to have this in the next release.
- There is no support currently for string search by customisation type.
- There is limited support for 7.6.04 exported def files for importing into cache files.
- Skins are not included as a dependency of any object they relate to but the Form which contains the information for each skin can be compared, browsed and migrated.(Form = AR System Skins)

#### Increased timings for overlay

It is expected that during an import process there will be an increase in the message “waiting for server cache”. This is due to the Workflow Studio needing to wait for any new overlay objects to become “visible” to the server before carrying out any further object updates.

#### Query analysis

Workflow studio uses the “T number” to build sql queries. In 764 an overlay form has a T number, but the T table for the form does not exist, the data is stored in the base forms T table. Currently overlay forms may not be analysed correctly as the wrong T table will be referenced and lead to missing Table errors.

#### Other considerations

The Workflow Studio will be unable to create overlays for objects that do not exist on the target environment. It is assumed that the Target server is an older copy of the source and that releases are being performed by the tool – rather than by directly changing the target server via Dev Studio imports or manual changes. It is also assumed that development is being performed in best practice mode to avoid the possibility of unmodified or overlaid objects becoming out of sync between source/target environments.

## CMDB

7.6.04 CMDB api files are not compatible with CMDB running on 7.5 or older CMDB versions. We will deliver 7.5 CMDB api dlls which can be used in place of the 7.6.04 dlls to use cmdb specific functionality within tool.

If attempting to use the Workflow Studio with a version 7.5 CMDB it will be necessary to make a copy of the cmdbapi7604.dll and rename cmdbapi75.dll to cmdbapi7604.

Currently the CMDB Class migration does not synchronise Audit forms associated with any Classes and Attributes. This can be performed independently using the tool. Synchronisation of Asset forms must also be performed independently.  
The CMDB is designed and tested on CMDB 2.x

7.6.04 CMDB migration is supported however the filter “...” on the Form OBJSTR:Class will need to be modified to include merge within its execute on properties.

## Differencing

The recommended client specification for RAM is 512 MB. The differencing report is first created in memory before being output to a Workflow Studio window. Differencing attributes such as Help Text, Timestamp or Diary fields on many forms at once may produce a report that grows to a large size in memory. Configuring more space on the client hard drive for swap memory would obviate the need to increase the RAM on the client.

To reduce memory requirements, when comparing large objects or many objects, we recommend turning on the differencing cache (File|Preferences|Comparison tab|Cache differences to local database) which will store a large amount of the comparison information on disk rather than in memory.

If you are differencing servers with large numbers of forms 1000+ , you may encounter the 2gb limit for our cache differencing files. In these cases you should ensure that you are not “storing matching attributes”, not “storing source attributes”, not “storing target attributes” and that you have “minimal summary report”. We would also recommend at least 800mb of RAM to ensure the client does not run out of resources.

## Documentation and disk space

Due to the nature of AR System workflow and in particular Forms, the amount of information to document can be very large. Therefore the client should ensure adequate hard drive space prior to attempting to document an entire system.

## **ARS Log Debug**

There is a limit to the size of ARS log file that is to be debugged. The actual size depends upon the capabilities of the computer running workflow studio, the more memory the system has configured the larger the log file that may be processed. However, the larger the file is, the slower the inter view linking of file entries gets.

The German version has been updated this release due to changes in the log file format. If you have any difficulties using this part of Workflow Studio then please contact support.

## **Caching Data**

There is a limit to the number of fields that can be stored in an access database table, so we can only store data for Remedy Forms that have 250 or less data fields.

## **Windows Vista /Windows 7**

Use of Microsoft Windows Vista/Windows 7 is not fully supported as a operating system for running Panacea Workflow Studio. Workflow Studio fails to operate properly under certain editions. Further testing is ongoing with different flavours of this operating system.

## **Number of open Cache Files**

There is a limitation on the total number of tables that can be open at any one time. Tables are open for each cache file (cached server, archive cache, definition file cache, Comparison cache), which therefore causes a limitation on the number of cache files that are open at once. The server cache files contain many more tables than the comparison cache files.

Warnings that no more tables should be shown, but the system will be very unstable following the display of the warning.

This is a operating system limitation. The solution would be to reduce the number of cache files being opened. You may need to relocate some cache files to reduce the number being opened.

## **ARS 7.1 Servers**

There is an outstanding AR API compatibility issue using version 7.6.04 of the api to communicate with a ARS 7.1 or earlier server. We will supply an ARS 7.5 api version of workflow studio along with ARS 7.6.04 versions until the issue is resolved by BMC.