



Release Notes for Cisco ServiceGrid 8.1

Release: Cisco ServiceGrid Release 8.1
Release Date: April 24, 2016



Introduction

Cisco ServiceGrid is an integration platform in the cloud for IT service management. It provides a scalable, highly secure, and faster way to integrate with everyone in your service ecosystem, and also meets your business requirements. It creates operational efficiencies that save you time and money, while simplifying the formation of your ecosystem so that you can collaborate faster.

This document describes the key features associated with the Cisco ServiceGrid Release 8.1.

This document contains the following sections:

- [Release Dates, page 2](#)
- [Browser Requirements, page 3](#)
- [New and Enhanced Features in Cisco ServiceGrid Release 8.1, page 4](#)
- [Important Notes, page 11](#)
- [Limitations and Restrictions, page 11](#)
- [End-User License Agreement, page 11](#)
- [ServiceGrid Documentation, page 11](#)
- [Support Information, page 12](#)
- [Related Articles, page 12](#)

Release Dates

The Cisco ServiceGrid functions of the Release 2016 (Version 8.1) are available on April 24, 2016 to all customers using the Cisco ServiceGrid main platform SDCALL (sdcall.solvedirect.com) and May 1, 2016 to all customers using the platform SJC1 (sjc1.solvedirect.com).

All customers running their own in-house infrastructure or using a Cisco partner infrastructure will receive the release on a later date. These updates will take place after the update of the Cisco ServiceGrid main platform. Contact your implementation partner for the date of your update.

Browser Requirements

Cisco ServiceGrid Online application (Portal, SD²) is a web-based application and hence is accessible using a browser. The B2B connection uses the ITSM connection capabilities of the customers.

Table 1 Browser-Policy

Browser Class	Browser	Properties
1	Mozilla Firefox (last two major versions) Google Chrome (last two major versions) Internet Explorer 11	<ul style="list-style-type: none"> • Complete availability of product and application features (technician calendar, HTML-editor, and so on). • Graphical presentation (CSS layout). • No open browser-related known errors.
2	Internet Explorer 10	<ul style="list-style-type: none"> • Limited availability of product and application features. • Limited graphical presentation (CSS Layout). • There may be browser-related bugs/known errors.

The following browser versions were tested for Release 8.1 with respect to the browser classes:

- Mozilla Firefox v44, v45
- Internet Explorer v10, v11
- Google Chrome v48, v49, v50



Note

The Cisco ServiceGrid Portal should be used with the most recent versions of all browsers provided in Browser Class 1 in [Table 1](#), and while using Internet Explorer, “compatibility mode” must be deactivated.

New and Enhanced Features in Cisco ServiceGrid Release 8.1

The following features and enhancements are provided in Cisco ServiceGrid Release 8.1:

- [Rest APIs](#)
 - [Support for XML Content Type](#)
 - [Health Check of ServiceGrid APIs](#)
 - [Date Format Enhancement](#)
- [B2B Enhancements](#)
 - [Selection of GridCore Organizations within Contracts](#)

Rest APIs

Support for XML Content Type

From release 8.1, XML structure is supported for all the following Rest APIs:

- Tickets: (/v1/tickets/)
- Ticket Events: (/v1/ticket-events/)
- Ticket History: (/v1/tickets/{ticketId}/history/{eventId})
- Attachments: (/v1/tickets/{ticketId}/attachments/attachmentId)
- TSP-Codes: (/v1/tsp-codes/)

The implementation of this feature serves the following purposes:

- POST services accept both content-types “application/json” and “application/xml” as an input content-type
- PATCH services accept “application/json-patch+json” and “application/xml” as an input content-type
- GET services can produce “application/json” or “application/xml”

Input content-type is defined through Content-Type header sent by client. Output content-type can be requested using the Accept header. Clients can send multiple accepted content-types ordered using “quality value” or “qvalue” parameter as specified by [RFC7231](#).

The XML structure is similar to the one obtained from a “JsonToXML” conversion.

Samples:

List Ticket

```
curl -i -H "Authorization: Bearer {auth-token}" -H "Content-Type: application/json" -H "Accept: application/xml" -X GET https://{host}/ws/rest/v1/tickets/{ticketId}
```

Example Response

```

<?xml version="1.0" encoding="UTF-8"?>
<root type="object">
  <_links type="array">
    <__ type="object">
      <rel type="text">prev</rel>
      <method type="text">GET</method>
      <href type="text">https://eu2-qa.servicegrid.cisco-ccs.com/ws/
rest/v1/tickets/?ticketId=200532641&since_id=200532641&limit=25</href>
    </__>
    <__ type="object">
      <rel type="text">create</rel>
      <method type="text">POST</method>
      <href type="text">https://eu2-qa.servicegrid.cisco-ccs.com/ws/
rest/v1/tickets</href>
    </__>
    <__ type="object">
      <rel type="text">list</rel>
      <method type="text">GET</method>
      <href type="text">https://eu2-qa.servicegrid.cisco-ccs.com/ws/
rest/v1/tickets</href>
    </__>
  </_links>
  <tickets type="array">
    <__ type="object">
      <_links type="array">
        <__ type="object">
          <rel type="text">self</rel>
          <method type="text">GET</method>
          <href type="text">https://eu2-qa.servicegrid.cisco-ccs.com/ws/
rest/v1/tickets/200532641</href>
        </__>
        <__ type="object">
          <rel type="text">attachments</rel>
          <method type="text">GET</method>
          <href type="text">https://eu2-qa.servicegrid.cisco-ccs.com/ws/
rest/v1/tickets/200532641/attachments</href>
        </__>
        <__ type="object">
          <rel type="text">ticketHistory</rel>
          <method type="text">GET</method>
          <href type="text">https://eu2-qa.servicegrid.cisco-ccs.com/ws/
rest/v1/tickets/200532641/history</href>
        </__>
      </_links>
      <acknowledgeTimeUtc type="text">2016-01-19 11:57</
acknowledgeTimeUtc>
      <closeTimeUtc type="text">2016-01-21 12:15</closeTimeUtc>
      <contract type="object">

```

```

<name type="text">playground</name>
  <shortName type="text">playground</shortName>
</contract>
<contractElement type="object">
  <name type="text">playground</name>
  <shortName type="text">playground</shortName>
</contractElement>
<customer type="object">
  <organization type="object">
    <company type="object">
      <name type="text">Playground_REST</name>
      <shortName type="text">Playground_REST</shortName>
    </company>
    <name type="text">Customer</name>
    <shortName type="text">CUS</shortName>
  </organization>
</customer>
<description type="text">Test ticket with Ticket-Service API -
description_2016</description>
<editTimeUtc type="text">2016-01-21 12:15</editTimeUtc>
<editor type="object">
  <firstName type="text">playground</firstName>
  <lastName type="text">admin</lastName>
  <shortName type="text">playground_admin</shortName>
</editor>
<eventId type="number">200532882</eventId>
<extended type="object">
  <field1 type="text">field1Value</field1>
</extended>
<isClosed type="boolean">true</isClosed>
<isTestTicket type="boolean">>false</isTestTicket>
<openTimeUtc type="text">2016-01-19 11:57</openTimeUtc>
<provider type="object">
  <organization type="object">
    <company type="object">
      <name type="text">Playground_REST</name>
      <shortName type="text">Playground_REST</shortName>
    </company>
    <name type="text">Incidents</name>
    <shortName type="text">INC</shortName>
  </organization>
</provider>
<providerTicketId type="text">INC1222287382343434 </
providerTicketId>
<receiveTimeUtc type="text">2016-01-19 11:57</receiveTimeUtc>
<recoveryTimeUtc type="text">2016-01-19 11:58</recoveryTimeUtc>
<remarks type="text">Incident closed</remarks>
<requestType type="object">
  <name type="text">Incident</name>
  <shortName type="text">INC</shortName>
</requestType>

```

```

<responseTimeUtc type="text">2016-01-19 11:58</responseTimeUtc>
<retentionPstMinutes24 type="text">0:00</retentionPstMinutes24>
<retentionPstMinutesSL type="text">0:00</retentionPstMinutesSL>
<retentionTimeUtc type="text">2016-01-21 12:15</retentionTimeUtc>
<role type="object">
  <name type="text">Service Provider</name>
  <shortName type="text">SP</shortName>
</role>
<solution type="text">solved</solution>
<startSlaTimeUtc type="text">2016-01-19 11:57</startSlaTimeUtc>
<ticketId type="number">200532641</ticketId>
<ticketState type="object">
  <name type="text">Incident closed</name>
  <shortName type="text">INC19</shortName>
</ticketState>
<totalAcknowledgeMinutes type="text">0:00</
totalAcknowledgeMinutes>
<totalRecoveryMinutes type="text">0:01</totalRecoveryMinutes>
<totalResponseMinutes type="text">0:01</totalResponseMinutes>
<workflow type="object">
  <name type="text">Provider</name>
  <shortName type="text">Provider</shortName>
</workflow>
</___>
</tickets>
</root>

```

New Attachment

```

<root type="object">
  <content type="text">YXNkZmFzZGZh</content>
  <fileName type="text">newFile.txt</fileName>
</root>

```

Creating Ticket

```

<root type="object">
  <contract type="object">
    <shortName type="text">Service</shortName>
  </contract>
  <contractElement type="object">
    <shortName type="text">SL1</shortName>
  </contractElement>
  <ticketState type="object">
    <shortName type="text">OPEN</shortName>
  </ticketState>
</root>

```

Updating Ticket

```

<root type="array">
  <__ type="object">
    <op type="text">replace</op>
    <path type="text">/remarks</path>
    <value type="text">New Remark</value>
  </__>
</root>

<root type="array">
  <__ type="object">
    <op type="text">add</op>
    <path type="text">/priority</path>
    <value type="object">
      <shortName type="text">1</shortName>
    </value>
  </__>
</root>

```

Health Check of ServiceGrid APIs

This is a new resource of the Cisco ServiceGrid REST services. A new API is implemented in release 8.1 to perform the health check of Cisco ServiceGrid APIs.

The following method is provided by this API:

Method	API endpoint	Description
Get	/v1/health	This method can be used to check the connectivity from a partner system to Tomcat-WS of Cisco ServiceGrid.

To perform this health check, a Get request can be sent without any additional authentication information. The API responds with current time stamp in the response body.

Sample Request

```
curl https://{host}/ws/rest/v1/health
```

Example Response

```
{
  "Timestamp": "2016-04-13T14:12:28.607Z"
}
```


Date Format Enhancement

From release 8.1, an additional date format parameter has been included in all Get requests of all tickets APIs (Tickets, Ticket Events, and Ticket History). This parameter allows the specification of the date format that would be received in the response. The following date formats can be specified through this new parameter:

- yyyy-MM-dd HH:mm:ss
- dd-MM-yyyy HH:mm:ss
- yyyy-MM-dd HH:mm
- dd-MM-yyyy HH:mm

Sample Request for Ticket-History API with date format “yyyy-MM-dd HH:mm:ss”

```
curl -i -H "Authorization: Bearer {auth-token}" -H "Content-Type: application/json" -X GET https://{host}/ws/rest/v1/tickets/{ticketId}/history?dateFormat=dd-MM-yyyy%20HH%3Amm%3Ass
```

Example Response:

```
{
  "_links": [
    {}
  ],
  "tickets": [
    {}
  ],
  "acknowledgeTimeUtc": "2016-01-19 11:57:31",
  "closeTimeUtc": "2016-01-21 12:15:15",
}
```



Note

If this parameter is not specified in the request, the default date format (yyyy-MM-dd HH:mm) is returned in the response.

The URL requires encoding for characters like ‘colon’ (%3A) and space character (%20).

B2B Enhancements

Selection of GridCore Organizations within Contracts

A new functionality has been added in release 8.1 to enable each user, who has permission for creating or editing a contract, to select CORE organizations (CORE_SC and CORE_SP).

Based on this selection, a contract is created between the core and the user's organization. CORE organizations can be selected and can be seen on both the customer and the provider side.



Note

The error message “Contract between two Cores is not possible” will be displayed, when a user attempts to create a CORE-CORE connection.

Important Notes

For all customers running their own infrastructure or using a Cisco Partner infrastructure, customers need to contact their implementation partner on the specific release date of the Cisco ServiceGrid 8.1 deployment.

Limitations and Restrictions

The requirements mentioned in Browser Class 1 in “[Browser Requirements](#)” section on page 3 provide the minimum system requirements for Cisco ServiceGrid.

End-User License Agreement

All new functions and modules are installed on the corresponding platforms. New functions and modules, which are part of the general update are available to all customers of that platform. Some of the new functions and modules must be licensed before they are used in customized systems.

ServiceGrid Documentation

Table 2 ServiceGrid Documentation

ServiceGrid DocWiki	ServiceGrid DocWiki manuals, Implementation Guides, and Release Notes Archive: http://docwiki.cisco.com/wiki/ServiceGrid
ServiceGrid Support Community	Announcements, Release Notes, Support Forum, and Blog: https://supportforums.cisco.com/community/11933756/cisco-servicegrid

Support Information

Table 3 Support Information

Cisco Support	email: tac@cisco.com Phone: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html#telephone Web: www.cisco.com/support
Customer/Partner Maintenance Announcements	servicegrid-support@cisco.com
Support Reference Guide	www.cisco.com/web/services/acquisitions/downloads/solvedirect-tech-support-reference-guide.pdf

Related Articles

- [APIs in Cisco ServiceGrid](#)

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