

CA Automation Point

Installation Guide

Release 11.5



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CA Technologies Product References

This document references the following CA Technologies products:

- CA Automation Point
- CA Remote Console™
- CA OPS/MVS® Event Management and Automation
- CA Network and Systems Management (CA NSM)
- CA Software Delivery (USD)

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Contact CA Support

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Documentation Changes

The following documentation updates have been made since the last release of this documentation:

Note: In PDF format, page references identify the first page of the topic in which a change was made. The actual change may appear on a later page.

- Updated the following sections of the [System Information](#) (see page 15) chapter:
 - [Requirements for the CA Automation Point Server Components](#) (see page 15)
 - [Requirements for the CA Automation Point Client Components \(Remote Viewer Client or Speech Notification Client\)](#) (see page 16)
 - [Smart Phone Requirements for Access to Mobile Notification Website](#) (see page 17)
 - [Database Requirements for the Workstation Housing the Notification Manager Database](#) (see page 17)
 - [Notification Server Requirements](#) (see page 20)
 - [Software Requirements](#) (see page 21)
 - [Standard User and C:\Program files](#) (see page 22)
 - [Backward Compatibility with a Previous Version of Apache Tomcat](#) (see page 25)
 - [Different Java Versions Installed on the CA Automation Point Server](#) (see page 25)
 - [Web MV and IIS](#) (see page 26)
 - [Interaction With UAC](#) (see page 26)
- Updated the following sections of the [Installation](#) (see page 29) chapter:
 - [Review the Export Declaration](#) (see page 29)
 - [Install CA Automation Point](#) (see page 29)
 - [Unattended Setup](#) (see page 34)
 - [Upgrade from CA Automation Point Release 11.3 or Release 11.4](#) (see page 34)
 - [Back Up Your Current Configuration](#) (see page 35)
 - [Install a Remote Client without Distribution Media](#) (see page 35)
- Updated the following sections of the [Migration Information](#) (see page 41) chapter:
 - [Notification Manager Database Upgrade Considerations](#) (see page 41)
 - [To Upgrade a CA Automation Point Server That Connects to a Local Notification Manager Database](#) (see page 42)

- [To Upgrade Multiple CA Automation Point Servers That Connect to a Single NM Database](#) (see page 43)
- [How Site Files Are Managed](#) (see page 43)
- [Export and Import Utility](#) (see page 45)

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Chapter 1: Introduction

This guide introduces you to CA Automation Point. By the time you have finished reading this guide, you will know how to install the product and have an overview of how it works. It is important to us that you feel comfortable with CA Automation Point before you begin to use it.

Overview

CA Automation Point lets you perform a variety of essential tasks in various management areas, which are discussed in the following sections.

Event Monitoring and Automation

In the areas of event monitoring and automation, you can do the following:

- Manage events from multiple platforms and devices
- Consolidate management of all host consoles from different systems, platforms, and devices into a central point
- Increase system availability by automating systems management and problem detection, notification, and resolution
- Initiate and automate the entire IPL/IML process.
- Simultaneously view and automate the following:
 - z/OS MCS consoles
 - JES3 console sessions
 - VTAM and CA Remote Console sessions
 - VM and VSE console sessions
 - TPF sessions
 - iSeries (AS/S400) sessions
 - Telnet, SSH, UNIX, LINUX, OpenVMS sessions
- Remotely view managed secured sessions from a Windows workstation through the Remote Viewer and the Web Message Viewer
- Capture messages and events from the Windows Event log
- Handle automation requirements using rules. Rules can be message-, time-, or command-based

- Handle the management of complex automation applications using REXX programming
- Export a message during rules processing to a customer-written function using a rules keyword
- Enable session-level and user-level security by leveraging Windows file security

Notification and Escalation

In the areas of notification and escalation, you can do the following:

- Sound audible alarms when critical messages arise
- Automatically contact personnel over the telephone through sophisticated inbound and outbound voice communications, by playing either pre-recorded or dynamically defined messages for notification or escalation of critical events
- Send notifications to numeric and alphanumeric paging devices
- Send messages to and receive replies from two-way paging devices
- Send notifications using the following methods:
 - Email
 - Text-to-speech technology to remote workstations with sound cards
 - Implementation of notification policies through a secure notification website, excluding the need for REXX programming
- Provide corporate-wide access through a secure notification website for maintaining personal notification data

Interface with Other CA Products

Through an interface with CA NSM, you can do the following:

- Create, manipulate, and delete objects in the CA NSM Common Object Repository
- Enable the communication of messages, commands, SNMP traps, and notification requests to and from the CA NSM Event Management component
- Automatically populate icons on the CA NSM WorldView map that represent the CA Automation Point server and its selected sessions
- Directly interface with the CA OPS/MVS Multiple-System Facility (MSF) using TCP/IP communication technology

Graphical User Interface for Configuration

Using a graphical user interface tool, you can do the following:

- Specify session and communications settings
- Set customizable options for each component of CA Automation Point
- Obtain directed help through use of online guides and help systems provided in specific easy-to-use formats
- Use a directory structure that separates site-created or site-edited files from the files that are distributed with the product

CA Automation Point Environment

CA Automation Point provides event monitoring and automation to help you manage systems and operations at your data center.

Primary Monitoring Capabilities

The primary monitoring capabilities provided by CA Automation Point include:

- Watching for organized data streams of information referred to as *messages*
- Processing messages through user-specified predefined rules
- Sending commands to platforms under the product's control (often in response to the processed messages' need to initiate an action)

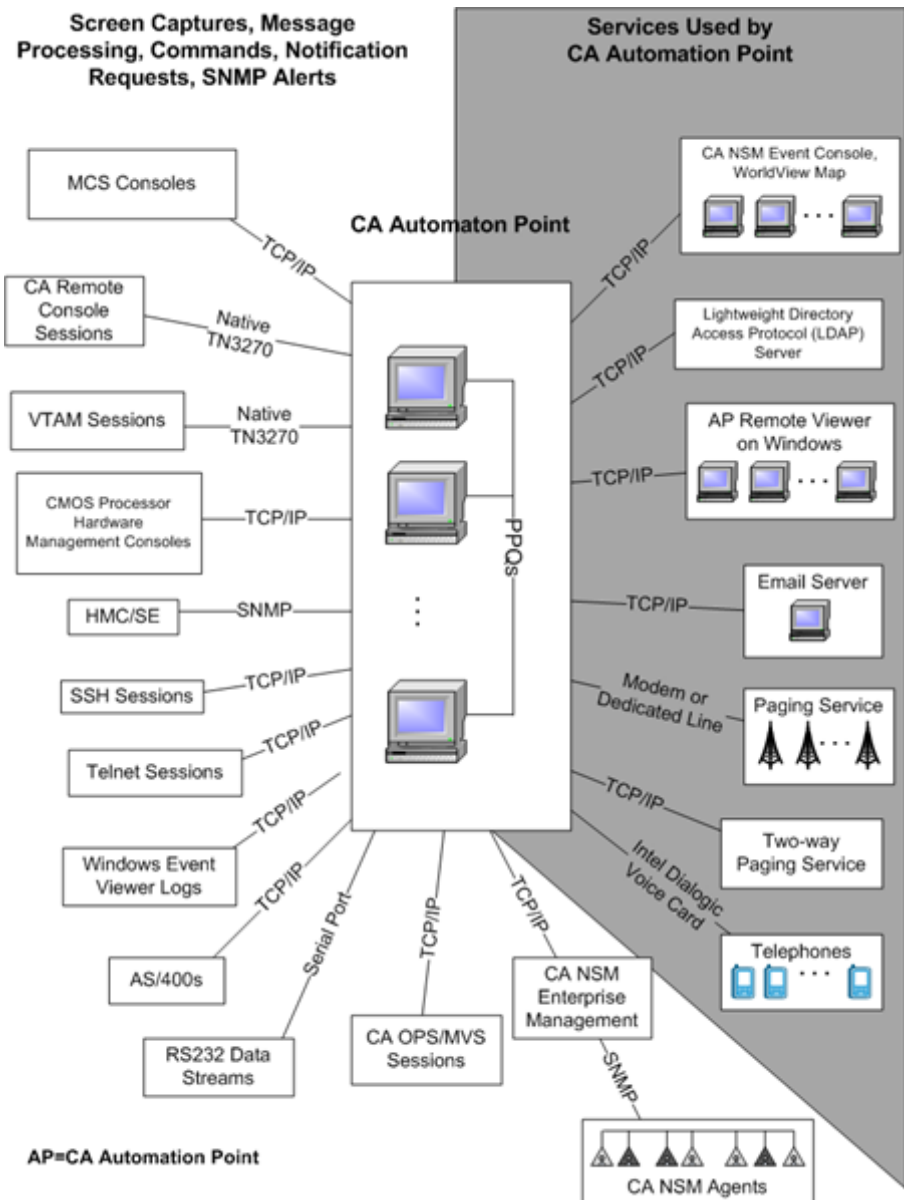
CA Automation Point Servers

The number of CA Automation Point servers you choose to run depends on the following:

- The location of the monitored platforms
- The number of platforms monitored
- The quantity of message or data stream activity
- The extent you use the product's notification capabilities
- Your need for backups to the CA Automation Point servers
- The processor speed and size of RAM on each workstation

Common Platforms

The following illustration shows the common platforms (and other externally generated data streams) that CA Automation Point is capable of monitoring. It also shows the various services used by the product for notifying data center personnel of problems, securing product functions, or remotely accessing the CA Automation Point servers.



Components

The following CA Automation Point components work together to provide automation, event monitoring, and notification capabilities.

CA Automation Point Desktop

Displays and manages CA Automation Point sessions using your workstation's graphical user interface

Configuration Manager

Enables you to configure various CA Automation Point functions and services. It is composed of two interfaces:

- The Wizard Interface, which you can use to initially set up your site configuration
- The Expert Interface, which you can use to fine tune CA Automation Point

Notification Server

Services all notification requests from the VOX client command environment, manages the interaction of the VOX environment with the workstation's notification facilities (voice card, paging services, and email), and returns result information to the VOX client command environment.

VOX Client

Provides remote connectivity from one CA Automation Point Server to the Notification Server component running on another remote CA Automation Point server machine.

Notification Manager

Helps you implement automated notification policies in your operations. Notification methods can include paging, email, text-to-speech, voice notification, solicitation of input through DTMF tones, pre-recorded messages, message forwarding, and combinations of these functions.

PPQs

Provides a means for REXX programs to communicate with each other even if they are running on different computers.

Notification Website

Lets you to manage (create, edit, view, and delete) the methods, contacts, schedules, and login names used with Notification Manager.

Web Message Viewer

Provides a common, remotely accessible message window from which you can view all of the messages received and processed through rules by CA Automation Point in as close to real time as possible.

Remote Viewer

Provides access to sessions that are managed by CA Automation Point from a remote workstation.

Speech Notification Client

Receives text-to-speech notification requests that are sent from the CA Automation Point server machine.

Interfaces to Companion Products

The following interfaces to companion CA products can be installed with CA Automation Point.

CA OPS/MVS Interface

The CA OPS/MVS Interface supplies a direct interface to the CA OPS/MVS Multiple-System Facility (MSF) using TCP/IP communication technology. MSF can be used to interface with multiple copies of the product running on different z/OS images (such as z/OS and z/OS.e), and offers two-way communication using CAICCI services.

CA NSM WorldView Map Interface

Through its WorldView Map, CA NSM provides ways to manage complex enterprise environments on a high level. Using the ADDRESS TNG environment, you can access the objects contained in the Common Object Repository for CA NSM and perform various management tasks.

CA NSM Event Manager Interface

The Event Traffic Controller provides an interface between CA Automation Point and the Event Manager component of CA NSM, letting you control the flow of event traffic between the two products.

Note: These interfaces do not need to be installed on the CA Automation Point server machine if CA NSM is already installed on the machine.

Chapter 2: System Information

This section contains the following topics:

[Operating System Support](#) (see page 15)

[System Requirements](#) (see page 18)

[Installation Considerations](#) (see page 22)

Operating System Support

The term Windows refers to the Microsoft Windows operating system, including Windows Server 2012 and Windows 8. Unless specifically designated, Windows refers to any Microsoft Windows operating system supported by CA Automation Point.

CA Automation Point runs on the Intel chip version of Windows, not the MIPS or Alpha version.

CA Automation Point requires the Windows operating system to have the OEM code page set to 437, 850, or 858.

Requirements for the CA Automation Point Server Components

You must have one of the following installed:

Operating System	Edition	32- bit or 64-bit
Microsoft Windows Server 2003	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2003 R2	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2008 (Full Installation only)	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2008 R2 (Full Installation only)	Standard, Enterprise, or Datacenter	x64 only
Microsoft Windows Server 2012 (Server with a GUI only)	Foundation, Essentials, Standard, Datacenter	x64 only
Microsoft Windows Server 2012 R2 (Server with a GUI only)	Foundation, Essentials, Standard, Datacenter	x64 only

Note: Microsoft must currently support the operating system (including service pack levels) installed on the CA Automation Point server.

Note: The Server Core Installation option of newer Microsoft Windows Server operating systems is not supported.

Requirements for the CA Automation Point Client Components (Remote Viewer Client or Speech Notification Client)

You must have one of the following installed:

Operating System	Edition	32-bit or 64-bit
Windows Vista	Home Premium, Business, Enterprise, or Ultimate	x86 or x64
Windows 7	Home Premium, Enterprise, or Ultimate	x86 or x64
Windows 8 and 8.1	Standard (unnamed), Pro, or Enterprise	x86 or x64
Microsoft Windows Server 2003	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2003 R2	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2008 (Full Installation only)	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2008 R2 (Full Installation only)	Standard, Enterprise, or Datacenter	x64 only
Microsoft Windows Server 2012 (Server with a GUI only)	Foundation, Essentials, Standard, Datacenter	x64 only
Microsoft Windows Server 2012 R2 (Server with a GUI only)	Foundation, Essentials, Standard, Datacenter	x64 only

Note: The client components are usually installed in an environment in which software other than CA Automation Point client components software is also installed. Typically, CA Automation Point software is not the overriding factor in resource requirements for your workstation. Microsoft must currently support the installed operating system (including service pack levels).

Note: The Server Core Installation option of newer Microsoft Windows Server operating systems is not supported.

Smart Phone Requirements for Access to Mobile Notification Website

To access the Mobile Notification Website from your smart phone, use one of the following operating system and browser combinations:

Operating System	Version	Browser
iOS	6.x	Safari, Chrome
iOS	7.0	Safari
Android	4.x	Browser (stock), Chrome

Requirements for the RequestService web service client Java API and command line program

The RequestService API and command line program execute on the same versions of Windows listed for the CA Automation Point Components. The RequestService API and command line program can also execute under the Linux operating system. CA verified the operation of these CA components under the 64 bit (x64) CentOS 6.2 version of Linux. CA has also verified these components for use on Unix System Services (USS) under z/OS 1.13.

Database Requirements for the Workstation Housing the Notification Manager Database

A Notification Manager database requires an instance of Microsoft SQL Server. The following versions of Microsoft SQL Server can be used to store the Notification Manager policy information in either a named instance or the default (unnamed) instance:

Database	Minimum ServicePack	Edition	32- bit or 64-bit
SQL Server 2005	Service Pack 4	Standard, Workgroup, or Enterprise	x86 or x64
SQL Server 2008	Service Pack 2	Standard, Workgroup, or Enterprise	x86 or x64
SQL Server 2008 R2	Service Pack 1	Standard, Workgroup, or Enterprise	x86 or x64
SQL Server 2012	Service Pack 1	Standard, Workgroup, or Enterprise	x86 or x64

The SQL Server instance that is used to maintain the Notification Manager Database requires the following settings:

- The mixed-mode authentication
- The dictionary sort order of case-insensitive or case-sensitive
- 1252 Character Set

Note: The version of SQL Server (including service pack levels) must be currently supported by Microsoft.

Requirements for the CA Automation Point Server Connecting Remotely to a Notification Manager Database

A CA Automation Point Server that connects remotely to a Notification Manager Database does not require any Microsoft SQL Server components to be installed, unless IPv6 support is required. If you require IPv6 support, you must install the Microsoft SQL Server client connectivity tools on the CA Automation Point server machine.

System Requirements

This section lists the following information about the hardware and software used with CA Automation Point:

- Types or models of hardware
- Suggested manufacturers
- Required versions of software

These specifications apply only to the workstation on which the server components of CA Automation Point are installed. This workstation is referred to as the CA Automation Point workstation throughout the CA Automation Point documentation.

Note: The client components are generally installed in an environment in which software *other than* CA Automation Point client components software is also installed. Typically, CA Automation Point software is *not* the overriding factor in resource requirements for your workstation.

Hardware Requirements

This section describes hardware requirements for CA Automation Point.

Client-only Requirements

These requirements apply when executing only the client programs of CA Automation Point:

- 550 MHz Pentium processor (or the minimum processor requirements that are specified for the operating system, whichever is larger)
- 1 GB RAM (or the minimum memory requirements that are specified for the operating system, whichever is larger)
- 80 GB hard drive

Server Requirements

The following sections discuss requirements for installing CA Automation Point on a server machine.

Basic CA Automation Point Processing Load

These requirements apply when executing the full server-side programs of CA Automation Point (such as system automation) on a relatively small number of sessions (perhaps with notifications). We recommend that you install the product on a Windows-certified server-class workstation with the following minimum attributes:

- 2 GHz Pentium processor (or equivalent)
- 2 GB RAM
- 80 GB hard drive

High-Volume CA Automation Point Processing Load

These requirements apply when executing a combination of CA Automation Point functions or when the server also has CA NSM installed. This combination of functions may include high levels of system automation, notifications, or web server interaction. We recommend that you install the product on a Windows-certified server-class workstation with the following minimum attributes:

- 2.4 GHz Pentium dual-core processor (or equivalent)
- 4 GB RAM
- 160 GB hard drive

Notification Server Requirements

If you plan to use the notification server component for voice notification, install extra hardware and software.

- CA Automation Point includes a copy of Dialogic System Release 6.0 Service Update 271. CA has verified voice functionality within CA Automation Point using the SU 271 software.
- Dialogic states that System Release 6.0 is supported on the following operating systems:
 - Windows Server 2003
 - Windows Server 2003 R2
 - Windows Server 2008
 - Windows Server 2008 R2
 - Windows Server 2012
 - Windows Server 2012 R2
- CA has verified voice functionality within CA Automation Point using the following Dialogic voice cards on the specified operating systems:

Voice Card	Operating system
D/4PCIU4S	Windows Server 2003 32 bit
D/4PCIUF	Windows Server 2008 32 bit and 64 bit Windows Server 2008 R2 64 bit
D/4PCIUFW	Windows Server 2003 32 bit
D/4PCIUFEQEU	Windows Server 2003 32 bit
D/41PCI	Windows Server 2003 32 bit
D/4JCT-LS	Windows Server 2003 32 bit
D/4JCT-LS-W	Windows Server 2003 32 bit

Dialogic provides European (EU) versions of voice cards (for example, D/4PCIUFEU) that are also supported. The EU version has a different front end than the U.S. version due to variations in the analog signaling in Europe.

Dialogic provides voice cards that are manufactured with lead free solder to achieve EU RoHS compliance. These cards add the character 'W' to the name. The only difference between such a card and its counterpart is the lead in the solder joints. The architecture and functionality of the cards are identical.

Software Requirements

The following software is required *only* if you are using the specified functionality:

- If you are using Web Message Viewer (Web MV) on the CA Automation Point server machine:
 - Microsoft Internet Information Server (IIS)
 - Oracle Java Runtime Environment (JRE) 1.7 or 1.8 (CA is redistributing version 1.8 of this component on the product DVD)
- If you are using the Web MV GUI on a client machine:
 - Microsoft Internet Explorer 7.0, 8.0, 9.0., 10.0, or 11.0
 - Google Chrome 35.0
 - Mozilla Firefox 29.0.
 - Oracle Java Runtime Environment (JRE) 1.7 or 1.8
- If you are using Notification Manager, one of the following is required:
 - Microsoft SQL Server 2005 Service Pack 4 or greater
 - Microsoft SQL Server 2008 Service Pack 2 or greater
 - Microsoft SQL Server 2008 R2 Service Pack 1 or greater
 - Microsoft SQL Server 2012 Service Pack 1 or greater
- If you are enabling two-way paging support in the Notification Server on the CA Automation Point server machine:
 - Microsoft Internet Explorer 7.0 or greater (WCTP protocol only)
 - If an authenticating proxy server is used to gain access to the Internet, this proxy server must support the Basic authentication method. This proxy server also supports the relay of credentials when multiple proxies are used in a chain (WCTP protocol only)
 - The Microsoft XML Parser (Version 6) is included and automatically installed with the CA Automation Point distribution (WCTP protocol only)
 - If the WCTP protocol is used to issue two-way page requests, the paging service must support version 1.1 of the WCTP protocol

- If you are using the Notification Website with the included Apache Tomcat Java Servlet environment:
 - On a 32-bit Windows Server operating system:
 - Oracle 32-bit Java Runtime Environment (JRE) 1.7 or 1.8 (CA redistributes version 1.8 of this component on the product DVD)
 - On a 64-bit Windows Server operating system:
 - Both 32-bit and 64-bit versions of Oracle Java Runtime Environment (JRE) 1.7 or 1.8 (CA redistributes version 1.8 of this component on the product DVD)
- If you are accessing the Notification Website on a client machine:
 - Microsoft Internet Explorer 7.0, 8.0, 9.0, 10.0, or 11.0
 - Google Chrome 35.0
 - Mozilla Firefox 29.0
- If you are using RequestService web service client Java API or command-line program on a client machine:
 - Oracle Java Runtime Environment (JRE) 1.7 or 1.8 (obtain a client machine version of this component from <http://www.java.com>)

Installation Considerations

There are several things you should consider before you can successfully install and configure CA Automation Point.

Standard User and C:\Program Files

Starting with Windows Server 2008, standard users (users without administrative privileges) are prevented from writing to any files or folders under the *C:\Program Files* folder. The CA Automation Point installation program selects default directories to avoid placing user data under the *C:\Program Files* folder. If you override this default and place the user files folder under *C:\Program Files*, such as in the folder *C:\Program Files\CA\CA Automation Point\UserData*, Windows Server 2008 and later blocks a standard user's write access to that data. Therefore, we cannot support the use of CA Automation Point on Windows Server 2008 or later *using* a standard user with its user files folder located under the *C:\Program Files* folder.

Files in Use

During installation, ensure that all files that are to be copied or deleted and their directories are not in use. If you receive a message that a copy or delete operation has not completed successfully or that files or directories are in use, shut down any open applications and if necessary, use Task Manager to close any hidden tasks that may be running. Then click Retry. If you click Ignore, Abort, or Cancel in this situation, Setup does not complete the requested operation and may result in a call to Technical Support.

A file or directory can be locked (considered *in use*) because of NTFS permissions on it or its directory hierarchy, or because a process outside the control of CA Automation Point is using it. If NTFS permissions are not the problem, shut down the process or processes that are causing the locks. The following partial list shows processes that you should consider shutting down. For some of these processes, you may need to use Task Manager or the Services Administrative tool to shut them down.

- Any editor (for example, Notepad)
- Command Prompt windows
- Windows Explorer windows
- Any antivirus program
- Any HTTP server for Web Message Viewer (for example, Microsoft IIS)
- Any JSP Server for the Notification Manager Website (for example, Apache Tomcat)
- The Notification Manager database manager (SQL Server)
- Any component of CA NSM WorldView, Event Management, or CCI
- Cam.exe: (CA NSM Message Queuing Server service)
- Caunisrv.exe (CA-Unicenter service)
- Ccinrsd.exe (CA-Unicenter (NR-Server) service)
- Ccirmted.exe (CA-Unicenter (Remote) service)
- DISCSRV.EXE (CA-AutoDiscovery service)
- INETINFO.EXE (IIS Admin Service service)
- IPXDSCVR.EXE (CA-IPXDiscovery service)
- Lic98Rmt.exe (CA-License Client service)
- Microsoft Outlook
- Tomcat.exe or Tomcat7.exe (Apache Tomcat service)
- Quenetd.exe (CA-Unicenter (Transport) service)
- SEVPROP.EXE (CA-Unicenter TND Severity Propagation service)

- TaskMgr.exe (Task Manager)
- Wvschdsv.exe (CA-Unicenter Discovery Scheduler service)

Important! apServerInstall.exe and apClientInstall.exe should never be stopped because they are required by the installation program.

Important! Sometimes the Windows kernel locks a file or directory. If you have shut down everything that Task Manager allows and the files or directories are still locked, then reboot your system and retry the installation before performing any other operations.

Apache Tomcat Installation Considerations

Upgrade Previous Versions of Tomcat

CA Automation Point redistributes Apache Tomcat version 7.0. If you do not use Apache Tomcat for applications other than CA Automation Point, we recommend that you uninstall older versions of Apache Tomcat. The Apache Tomcat installation process does not automatically uninstall a previous version.

To uninstall Apache Tomcat and upgrade to the latest version.

1. From the Windows Control Panel, select Administrative Tools, Services.
The Services list appears.
2. Select Apache Tomcat from the list and click Stop the service.
3. From the Windows Control Panel, uninstall the previous version of Apache Tomcat.
4. In Configuration Manager, navigate to Expert Interface, Notification Services, Notification Manager, NM Website.
The NM Website Dialog appears.
5. Clear the Enable access to the notification website check box and click the OK button.
6. Navigate to Expert Interface, Infrastructure, Web Services.
The Web Services Dialog appears.
7. Disable all Web Service modules and click the OK button.
8. Navigate to Expert Interface, Infrastructure, Java/Tomcat Installation.
The Java/Tomcat Installation Dialog appears.
9. Select the Install button for the Apache Tomcat component.
10. After Apache Tomcat installs, on the NM Website Dialog, check Enable access to the notification website and check Use local Java Servlet environment.
11. On the Web Services Dialog, enable any required Web Service modules.

Coexist with Previous Versions of Apache Tomcat

When running both an older and a newer version of Apache Tomcat simultaneously, configure one of the copies of Apache Tomcat to operate on a different TCP/IP port number. Configure the appropriate applications to communicate to Apache Tomcat through that port. After installing the new version of Apache Tomcat, use Configuration Manager to redeploy both the Notification website and any required Web Service modules under this version of Tomcat.

To redeploy the Notification website and Web Service modules under the new version of Apache Tomcat.

1. Open the NM Website dialog.
2. Uncheck or clear the Use local Java Servlet environment.
3. Click OK to save and close the dialog.
4. Reopen the NM Website dialog.
5. Select Use the Local Java Servlet environment.
6. Click OK to save and close dialog.
7. Open the Web Services dialog.
8. Disable all Web Services modules.
9. Click OK to save and close the dialog.
10. Reopen the Web Services dialog.
11. Enable any required Web Service modules.
12. Click OK to save and close the dialog.
13. Recycle Apache Tomcat.

Backward Compatibility with a Previous Version of Apache Tomcat

You can continue to run the CA Automation Point Notification Website with previous versions of Apache Tomcat. However, you must reconfigure Apache Tomcat to utilize an installation of either version 1.7 or 1.8 of the Java Runtime Environment.

Different Java Versions Installed on the CA Automation Point Server

If you have installed an earlier version of the Java Runtime Environment (JRE) or an earlier version of the Java Development Kit (JDK) for use with an earlier release of CA Automation Point, you can uninstall either or both, then install the JRE distributed with CA Automation Point. To run CA Automation Point Release 11.5, you must have JRE version 1.7 or greater. Version 1.8 of the JRE is redistributed by CA with CA Automation Point.

Multiple Instances of Java Required on 64-bit Systems

If you choose to enable access to a local Notification Website on a 64-bit version of the Microsoft Windows Server operating system, you must install both the 32-bit version of the Java Runtime Environment (JRE) and the 64-bit version of the JRE. Both versions of the JRE are distributed by CA, so you should not need to download these components separately. The 32-bit version of the JRE is required to run the NM Web Gateway service, and the 64-bit version of the JRE is required for the Apache Tomcat server distributed by CA. The NM Web Services dialog in the Configuration Manager application requires that both versions of the JRE be installed before a local Notification Website can be configured.

Web MV and IIS

The Web Message Viewer server component (Web MV) uses Microsoft's Internet Information Services component (IIS) to provide remote access to the Web MV client application (written as a Java Applet). Starting with Microsoft Windows Server 2008, newer versions of this IIS component (7.0, 8.0, and 8.5) are now bundled as an available server role. This Web Server role uses a new management interface that is not compatible with previous IIS versions, such as the version of IIS used by Microsoft Windows Server 2003 (IIS version 6.0).

To allow Web MV to work in all supported Windows Server environments, install another Web Server role service when you are using Microsoft Windows Server 2008 or later. This role service is called *IIS 6 Management Compatibility* and is not automatically selected when you select to install the Web Server role. To integrate the Web MV server component with IIS on these newer operating systems, select this optional role service for installation when installing the Web Server role.

Interaction with UAC

When installing CA Automation Point on operating systems that have User Access Control (UAC) enabled, there may be a delay before the initial setup window displays. This is because the UAC service copies and scans the setup executable before launching it.

Operating systems with UAC include Windows Vista, Windows 7, Windows Server 2008, Windows Server 2008 R2, Windows 8, Windows Server 2012, Windows 8.1, and Windows Server 2012 R2.

Optional Interface Components

When installing any of the optional Interface components (CA OPS/MVS EMA, CA NSM Event Manager, or CA NSM WorldView), make sure that a network connection is available on that computer. If there is no network connection, the installation of some or all of the interface components may fail.

Note: This does not impact the setup of the CA Automation Point Server or Client components.

Chapter 3: Installation

This section contains the following topics:

[Review the Export Declaration](#) (see page 29)
[Before You Install CA Automation Point](#) (see page 29)
[Install CA Automation Point](#) (see page 29)
[Upgrade from CA Automation Point Release 11.3 or Release 11.4](#) (see page 34)
[To Add Features or Reinstall CA Automation Point](#) (see page 35)
[To Uninstall CA Automation Point](#) (see page 35)
[Install a Remote Client without Distribution Media](#) (see page 35)
[Install the Notification Website Application on a Non-CA Automation Point Machine](#) (see page 36)
[Before You Start CA Automation Point](#) (see page 36)
[How You Find Information](#) (see page 39)

Review the Export Declaration

The U.S. government has completed a technical review on the encryption capabilities within CA Automation Point and has provided a Commerce Classification of CCATS # G075616 and 5D002 ENC.

Before You Install CA Automation Point

Before you begin installing CA Automation Point, be aware that the new version of the product removes any older version that has been previously installed. If an older version is present, your current configuration is automatically backed up. You also have the opportunity to continue using your current configuration for the new installation.

Install CA Automation Point

CA Automation Point is distributed on two DVDs. DVD #1 contains all of the CA Automation Point product software. DVD #2 contains drivers for Dialogic brand voice cards.

Note: The Dialogic drivers that are provided with this product do *not* run under Windows Server 2003 64-bit. These drivers run on all other CA Automation Point-supported operating systems.

To install CA Automation Point.

1. Log on to Windows using an account with an Administrator authority.

2. Insert CA Automation Point DVD #1 into the DVD drive on your workstation.

The CA Automation Point DVD Launcher program should begin automatically. If it does, click Install Server or Install Remote Client.

If this application does not start automatically, do the following procedure:

- a. Click Start on the taskbar, and then choose Run.
 - b. In the Open field of the Run dialog, type `d:\setup.exe` (where *d:* is the letter of the drive that contains the CA Automation Point DVD) and then click OK.
3. The installation wizard guides you through the installation. Follow the instructions on the dialogs.

Note: At the beginning of the installation, a dialog informs you that if you have any features of CA Automation Point running, they will be stopped. At this point, any existing release of the product is stopped, and then removed once the installation process begins.

Perform the following tasks during the installation:

- Accept the license agreement
- Reuse or delete user data that is found from a previous installation.

A dialog for these options appears only if Setup detects user data in an existing copy of CA Automation Point on your machine. In that case, you are given the following options:

- To configure the copy you are installing, using the configuration data from the existing copy.
- Delete the user data. The results are the same as if an earlier version of the product had not been found.

Note: Either way, your user data is automatically backed up into the *Export* directory under your User directory path.

- Select the features that you want to install. When you run the Server installation, both server and client components are installed. If you are running the Remote Client installation, only Client components are installed.

Note: The interfaces to companion products are already installed if CA NSM is installed on the computer.

- To install the program, select a location.

The CA Automation Point installation program prompts you for a *Product installation folder* where the program is installed and *User files folder* location where you want all site-specific files to be stored. You can accept the defaults or you can choose another directory location. We recommend that you use defaults, which have been selected so that many of CA Automation Point's executables can be run by Standard Users.

- Review settings

Note: Any old versions of CA Automation Point are erased if you proceed.

Important! If, during setup, you receive a message telling you that files or directories are in use and the operation cannot be completed, see [Installation Considerations](#) (see page 22) for instructions on completing that operation.

- Copy program files

4. If a reboot is required to complete the installation process, the setup program requests a reboot.
5. To reboot the workstation, click the *Reboot Now* option.

Note: An installation log is created in the *CA Automation Point Logs* directory.

Client Setup Installation Modes

The client setup program can be installed in two different modes: *AllUsers* and *CurrentUser*.

AllUsers

Use the AllUser mode when the user account performing the installation has Administrator privileges.

The AllUsers mode allows you to deploy the client applications in a way that makes them available to all users logged in to the system. When performing this installation, the user account requires Administrator privileges.

CurrentUser

Use the CurrenUser mode when the user account does not have Administrator privileges.

The CurrentUser mode does not require Administrator privileges to perform the installation. However the deployed applications are only available to the user account where the installation was performed. This mode enables deployment of the client applications in restricted environments where Administrator privileges are not readily available. The client installation can be deployed in CurrentUser mode on one machine as many times as needed under different user accounts. This procedure allows multiple users to use the client applications while still not requiring Administrator privileges during a deployment. The fact that CurrentUser mode does not require Administrator privileges is achieved by writing files and registry values to user-specific locations. The default installation paths are different in this mode. These paths point to a location under the user profile directory where the user has write access permissions by default. When overriding these default installation paths, select directories where the user has previously been granted write access permissions.

By default the AllUsers mode is used when the user account performing the installation has Administrator privileges. The CurrentUser mode is used by default when the user account does not have Administrator privileges.

Command-line options can be used to select the desired mode. The `/AllUsers` command-line option selects the AllUsers mode. The installation aborts if the AllUsers mode is selected this way and the user account does not have Administrator privileges. The `/CurrentUser` command-line option selects the CurrentUser mode.

Examples:

```
D:\client\install\apClientInstall.exe /AllUsers  
D:\client\install\apClientInstall.exe /CurrentUser
```

The unattended installation sample script is located in the `unattended/samples` directory on the installation media. This script shows how these command-line options can be used to deploy the CA Automation Point client applications.

Important! Installing the product in both the AllUsers and CurrentUser modes at the same time on a single machine is not supported. If at any time a transition from an AllUsers-mode deployment to a CurrentUser-mode one is required, the product has to be uninstalled first. The same applies to the opposite transition from a CurrentUser to an AllUsers deployment.

Note: When performing an [unattended installation](#) (see page 34), the /CurrentUser command-line switch is required to confirm that a CurrentUser mode installation is acceptable. This restriction is in place to prevent an accidental deployment in CurrentUser mode due to insufficient privileges. Similarly, the /AllUsers command-line option can be used during an unattended installation to ensure the AllUsers mode is being used.

How CA Common Service Components are Installed

CA Automation Point incorporates CA Common Services (CCS) to provide connectivity to CA NSM Event Management, CA NSM WorldView, and CA OPS/MVS. Selecting any of these options automatically installs the relevant CCS components.

When selecting CA NSM Event Manager and/or CA NSM WorldView, either establish a connection to a previously created remote CA NSM repository database, or create a local CA NSM repository database during the CA Automation Point installation. CA OPS/MVS EMA does not require a database connection.

The CA Automation Point installation program always successfully completes the installation of a CA Automation Point server before it installs any CCS components. When an error occurs while installing CCS components, the CA Automation Point server is unable to use the connections to the CCS components, but will be otherwise operational.

If CCS installation errors occur, you can reinstall the CCS components without having to completely reinstall CA Automation Point. From a Windows command prompt, type the following command:

```
ccsReinstall
```

This program asks for the path of the CA Automation Point DVD, and which companion product interfaces you want to install.

Unattended Setup

The file Readme.txt located in the unattended directory on the installation media outlines the procedures necessary to run an unattended installation or uninstallation.

Additionally, a sample script that shows how to execute an unattended client installation is available in the unattended/samples directory on the installation media. Read the Readme.txt file, before using this sample.

Install with CA Software Delivery

You can retrieve and install CA Automation Point using the CA Software Delivery (USD) application. Use the SD Explorer interface on a USD server to do this. For details on this process, see the CA Software Delivery *Administrator Guide*.

You can also register CA Automation Point with USD using an application called SDREGISTER.EXE. This utility is located in the softwareDelivery directory on the installation media. The file Readme.txt in the same directory explains how to use this application.

Upgrade from CA Automation Point Release 11.3 or Release 11.4

If you plan to upgrade from CA Automation Point Release 11.3 or Release 11.4, consider the points in this section before proceeding with the installation.

Uninstall a Previous Version

If you plan to install CA Automation Point Release 11.5 on a machine that is currently running the product, you do not need to uninstall the previous version. The installation program automatically handles any uninstallation steps that need to be performed.

Back Up Your Current Configuration

To back up your CA Automation Point configuration, use the Export and Import utility. This utility is accessible from the Manage Site Files option in the Configuration Manager File menu. After exporting your configuration, copy the *Export* directory to a backup location. This *Export* directory can be found under the *%AP_SITE%* directory.

Note: For more information on this utility, see the *CA Automation Point Administrator Guide*.

Your configuration is also automatically backed up by the installation program into the Export directory. The *Export* directory is located underneath the User files folder directory.

Note: For more information, see File Directory Structure in the *CA Automation Point Administrator Guide*.

To Add Features or Reinstall CA Automation Point

If you want to add any optional feature or reinstall CA Automation Point, rerun the Setup installation program after the initial installation is complete. Your configuration data will not be removed or modified by the Setup program. Be aware that every time you run the CA Automation Point installation program, it will shut down the currently installed version.

To Uninstall CA Automation Point

To uninstall CA Automation Point, use the Add/Remove Programs or Programs and Features facility in the Windows Control Panel.

Install a Remote Client without Distribution Media

You can install a CA Automation Point Remote Client on a computer that does not have access to the installation media (that is, one that does not have access to the product DVD).

- From a computer from which you can read the installation DVD, copy the *apClientInstall.exe* installation program from the *clientInstall* folder on the distribution media to a network shared drive that is accessible to the target computer.
- From the target computer, establish a connection to the network shared drive and run *apClientInstall.exe* to install the Remote Client.

Install the Notification Website Application on a Non-CA Automation Point Machine

If you decide to run the Notification Website application on a machine other than the CA Automation Point server machine, you must manually deploy the web application archive file (.WAR file) into your JSP/Servlet engine. The Notification Website application is packaged in the *caapnfy.war* file, which can be found in the *install\classes* directory on the CA Automation Point server machine. For instructions on how to deploy this application, see the JSP/Servlet environment documentation.

Before You Start CA Automation Point

Before you start CA Automation Point for the first time, consider the information in this section.

Initial Configuration

If you installed the server component, you need to configure CA Automation Point before you start the product for the first time. Configuration Manager provides a wizard to guide you through this process. The Wizard Interface lets you functionally configure the automation facilities and notification services that are essential for CA Automation Point to perform various functions.

Configuration Manager also provides the Expert Interface, which lets you access the settings of the CA Automation Point components, letting you drill down and quickly make changes to specific features.

For detailed information on Configuration Manager, the Wizard Interface, and the Expert Interface, see the *Administrator Guide*.

Set Up Licensing

When you purchase CA Automation Point, you receive a license certificate with your order. To run CA Automation Point on a Server machine, you need to access your license for the product.

To access your CA Automation Point license

1. Within the *ca_lic* directory (usually located under the *Program Files\CA\SharedComponents* directory, or at the root of the machine), search for a file named *ca.olf*.
2. If the *ca.olf* file *does not exist*, use a text editor to create a file with that name. Copy all of the information from the Execution Key from your license certificate into this file, and save it into the *ca_lic* directory.
3. If the *ca.olf* file *does exist*, open it using a text editor and make the following edits:
 - a. Replace all lines beginning with ID_ with the ID_ lines indicated in the Execution Key from your license certificate.
 - b. At the bottom of the file, immediately following any existing FEATURE lines, add the FEATURE line from the Execution Key from your license certificate.

Notes:

- Do not remove any existing FEATURE lines.
 - The FEATURE line may wrap to a second line on the license certificate, but it must be entered on a single line with no carriage return in the *ca.olf* file.
- c. Save the edited *ca.olf* file into the *ca_lic* directory.

To make the license installation process easier, a merged license file based on your Site ID is available to download from <http://ca.com/support>.

Note: Check your license certificate for the most up-to-date licensing instructions.

Monitoring Licensing Messages

To ensure that CA Automation Point is properly licensed, you can do one of the following:

- Monitor the AP Msg Recall window located on the Automation Point Desktop application
- Monitor the Windows application event log for CA Licensing messages.

To monitor licensing messages sent to the AP Msg Recall window, you can write rules to capture the AXC0554W and AXC0555W messages.

To monitor licensing messages sent to the Windows application event log, you can configure the Automation Point Desktop application to monitor this event log using the Events Interface section of the Configuration Manager application.

Understanding CA Automation Point Licensing Codes

There are two types of licensing codes for CA Automation Point:

- Licensing codes for the base product
- Licensing codes for optional 3270 connections

Licenses for 3270 connections include all connections to 3270 console family, regardless of connection type. Starting with CA Automation Point Release 11.3, these licenses also include connections to the 5250 family of consoles.

The following table lists information about license codes:

License Name	Code	Category	Release Introduced
Unicenter Automation Point	2UNA	base product	4.0
CA Automation Point	2UNB	base product	11.3
Unicenter Automation Point 3270 Interface Option	2UNI	3270/5250 console connection	4.0
Unicenter Automation Point 3270 Interface Option	2UN3	3270/5250 console connection	11.1
CA Automation Point 3270/5250 Option	2UN4	3270/5250 console connection	11.3

License keys are accepted from the release when they were first introduced (see previous table). Valid newer keys override keys from older releases. Although valid licensing keys from previous releases still work with newer releases, newer keys allow for higher connection counts, as shown in the following table:

Name	Code	Licensed Connections	
		Minimum	Maximum
Unicenter Automation Point 3270 Interface Option	2UNI	16	16
Unicenter Automation Point 3270 Interface Option	2UN3	12	32
CA Automation Point 3270/5250 Option	2UN4	16	64

How You Find Information

This section tells you where to find information on CA Automation Point features and functionality.

CA HTML Bookshelf


The CA Automation Point documentation set is available in both HTML and PDF formats, which you can access from the CA Automation Point HTML Bookshelf. HTML provides robust online viewing and search capabilities, while PDF provides a print-friendly option.

The HTML bookshelf features include:

- A single help screen that displays all documentation for this release.
- An all-in-one search tool that searches the entire documentation set and returns matches found in both the HTML and PDF formatted documentation, without the need for a specialized .PDX index file.
- Additional links for using the Bookshelf, downloading Acrobat Reader, and contacting CA.

The CA Automation Point Bookshelf is available on the product DVD and on CA Support Online (<http://ca.com/support>).

Online Help

CA Automation Point provides HTML Help for many of its dialogs. To view help for a dialog, click the help button  on that dialog.

Chapter 4: Migration Information

If you are upgrading from either Release 11.3 or Release 11.4, read the following migration topic:

- [How You Upgrade Notification Manager Databases](#) (see page 41)

How You Upgrade Notification Manager Databases

This section describes how you upgrade an existing Notification Manager database. The NM database resides within the CA MDB (Management Data Base). CA Automation Point Release 11.5 can upgrade any version of the CA MDB running under a supported version of SQL Server.

Notification Manager Database Upgrade Considerations

The database schema in CA Automation Point Release 11.5 has changed to support enhancements to the Notification Manager website and new ADDRESS VOX commands. This database schema is compatible with previous versions of CA Automation Point starting with Release 11.3. All notification data that were created in previous releases is retained during an upgrade to Release 11.5.

However, the following limitations apply when accessing notification request entries created with a different version of Notification Manager:

- Notification request entries that are created in a previous version of CA Automation Point do not contain detailed notification status information. This expanded notification status information is only available for requests that are submitted from CA Automation Point Release 11.5.
- Notification request entries utilizing the ASK parameter of the NMFIND program that is created in CA Automation Point Release 11.5 store the answer choices separately from the question text. These answer choices are not available to instances of CA Automation Point Release 11.3 or earlier that share the same *Notification Manager* database.

To Upgrade a CA Automation Point Server That Connects to a Local Notification Manager Database

Follow these steps:

1. Start the CA Automation Point Release 11.5 installation program.
2. Select the *Install server* option.
3. Proceed through the installation dialogs until the NM database upgrade dialog displays.
4. Select Yes. The Notification Manager database upgrade takes place immediately.
5. Continue with the CA Automation Point upgrade.

Note: You can only upgrade CA Automation Point from Release 11.3 or Release 11.4 to Release 11.5. If you have an earlier release of CA Automation Point, upgrade to CA Automation Point Release 11.3 or Release 11.4 before upgrading to Release 11.5.

Note: When the NM database resides on the same machine as an older CA Automation Point server, we recommend backing up your configuration. To create a backup of your database, run the ADDRESS VOX NMEXPORT command before each upgrade step. This backup procedure is not mandatory but is helpful to restore the previous release.

Note: When *No* is selected in the NM database upgrade dialog, NM database is not upgraded and Notification Manager and NM Website is disabled. To enable NM database run Configuration Manager and follow the instructions.

To Upgrade a Notification Manager Database on a Different Machine Than the CA Automation Point Server

Follow these steps:

1. Start the CA Automation Point Release 11.5 installation program on your CA Automation Point server.
2. Select the *Install server* option. No NM database questions are asked. Complete the upgrade.

Follow the instructions in the section entitled How You Create Or Update a Notification Manager Database on a Non-CA Automation Point server in the *CA Automation Point Administrator Guide*.

To Upgrade Multiple CA Automation Point Servers That Connect to a Single NM Database

CA Automation Point Release 11.3 and Release 11.4 can share the same Notification Manager database with CA Automation Point Release 11.5. The limitations for this cross-release database sharing are described in [Notification Manager Database Upgrade considerations](#) (see page 41).

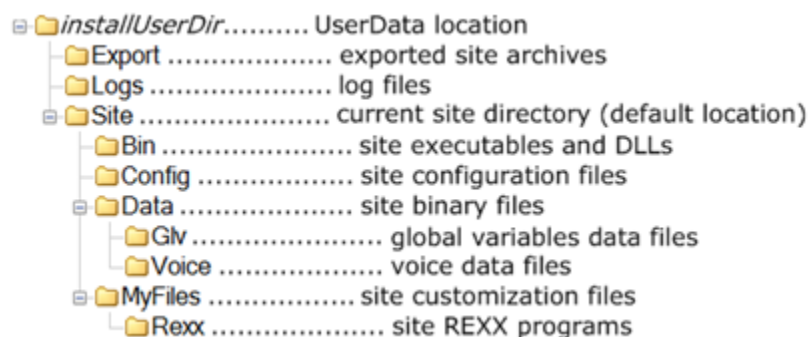
Upgrade the Notification Manager database as described in this section. You can then upgrade the remaining CA Automation Point servers pointing to that database in any order without impacting the operations of other CA Automation Point servers.

We recommend upgrading all CA Automation Point server installations that are connected to a single NM Database expediently to this new version. This database upgrade provides full functionality and limits the impact to Notification Website users.

How Site Files Are Managed

CA Automation Point keeps customer-modified data separate from CA distributed data so that when a patch or upgrade is run, it leaves the customer-modified data intact. All customer-modified data is kept under the Site files directory. The system-level environment variable `%AP_SITE%` is populated to point to the current Site directory in use by CA Automation Point.

The Site files reside under their own parent directory in a location independent of the install directory. The CA Automation Point installation program prompts you for a *UserData* path where all site-specific files are stored. You can accept the default (recommended) or you can choose another directory location. The default has been selected so that many CA Automation Point executables can be run by Standard Users. Under Windows Server 2008 or later, the default *UserData* path resides under the *ProgramData* directory. The following diagram shows this new structure:



However, the CA Automation Point installation program are *not* prompt you for a *UserData* location on upgrades from previous releases. On upgrade installations running on a pre-Windows 2008 operating system, you do not need to move the Site files to a user-writable location because the Windows operating system does not require it.

Note: During an upgrade installation of CA Automation Point, any preexisting files that are found in the *Bin* or *Distrib* (formerly *RUNTIME*) directories that are not among the product-distributed files to be installed, are moved into the *UserData* directory structure. These files are either user files or formerly distributed files that are no longer supported in the current release. You can choose to retain or delete these files under the *UserData* directory structure.

Export and Import Utility

The Export and Import Utility supports moving configuration settings from an older, supported, CA Automation Point installation to a clean installation of the current CA Automation Point. This utility also supports moving configuration settings from one CA Automation Point server to another.

Migration of your current configuration settings is handled automatically during an upgrade installation.

You can move configuration settings from CA Automation Point on one machine to a clean install of CA Automation Point on another machine in one of the following ways:

- Perform an upgrade and export settings.
- Manually migrate configuration settings

To migrate configuration settings by upgrading.

1. Upgrade the server to CA Automation Point Release 11.5.
2. Export CA Automation Point configuration settings from the source machine.
3. Copy the exported zip file to the destination machine.
4. Run importSess on the destination machine and point to the exported zip file on the local destination machine.

To manually migrate configuration settings from an older, supported, release to a clean CA Automation Point Release 11.5 installation.

1. On a CA Automation Point Release 11.3 or Release 11.4 server machine, choose the Manage Site Files option in the File menu of Configuration Manager to run the Export and Import utility.
2. Export your site configuration settings to standby Sites. For more information, see the *CA Automation Point Administrator Guide*.
3. Find the folder with exported Site configuration. This folder is in the %AXC_SITE_PATH%\Export.
4. Copy the entire exported Site folder to a removable storage device, such as USB flash drive.
5. On a CA Automation Point Release 11.5 server machine, copy the exported Site configuration folder from the removable storage device to the %AP_DATA%\Export folder on the server.
6. On the CA Automation Point Release 11.5 server machine, choose the Manage Site Files option in the File menu of Configuration Manager to run the Export and Import utility. The exported Site configuration from the older CA Automation Point Release appears in the list of Standby Site Archives.
7. In the list of Standby Site Archives, select the items that you want to import and click Import to Site.

Your configuration settings are imported to CA Automation Point.

For more information about the Export and Import utility, see the section Managing Site Files in the *CA Automation Point Administrator Guide*.

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