

# CA Automation Point

## Release Notes

Release 11.5



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# CA Technologies Product References

This document references the following CA Technologies products:

- CA Common Services (CCS)
- CA Automation Point
- CA Network and Systems Management (CA NSM)
- CA OPS/MVS Event Management and Automation (CA OPS/MVS)
- CA MICS® Resource Management Q&R Workstation (CA MICS Q&R Workstation)

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# Chapter 1: Enhancements and Changes

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This section discusses enhancements and changes that were made to the product with this release of CA Automation Point.

## Apply Configuration Changes to a Running AP Desktop

Configuration changes made to sessions, function windows, and other options within a session definition set can be applied without:

- Restart of Automation Point Desktop.
- Affecting items that were not modified, for example, interrupting automation in unchanged sessions.

Configuration changes can be applied from the Session Definition Sets dialog in Configuration Manager or using ADDRESS AXC 'CONFIG' Rexx command.

For more details, see Applying Configuration Changes to a Running AP Desktop in *Administrator Guide*.

## Improved Undo Feature in Configuration Manager

The Undo Changes feature, available in the Session Definition Sets dialog in Configuration Manager, has been improved:

- Changes can be undone for individual sessions, function windows, all sessions, or all function windows.
- Changes are no longer forgotten after leaving the Session Definition Sets dialog – they persist for the whole lifetime of the Configuration Manager process.
- Values revert to the point when the dialog was first opened or the last time they were applied to runtime from the same dialog.

## Added Audit Log for Configuration-Related Actions

We have introduced a new auditing log that contains configuration-related operations. The audit log contains entries for the following actions:

- Configuration changes made from Configuration Manager. The existing 'Report Changes' feature is superseded by this new audit log.
- Any operation that applies configuration changes to a running AP Desktop instance. Both from Configuration Manager and from REXX.
- Any instance of a license check warning being ignored by the user in Configuration Manager.

Configuration and context help for this feature is available by selecting Configuration Auditing from the File menu in Configuration Manager.

## Dropped Support for Open-REXX

Starting with this release CA Automation Point only supports the Open Object REXX interpreter. The previously distributed Open-REXX interpreter is no longer available. CA Automation Point 11.5 distributes Open Object REXX version 4.2.0.

During the installation or upgrade process the setup program launches the Open Object REXX installer if a compatible version of Open Object REXX is not yet available on the system. This does not apply to unattended (silent) setups. Open Object REXX can also be installed at any time from the Third Party Software dialog in Configuration Manager.

These REXX interpreters have differences. Some of the REXX scripts that were designed to run under the Open-REXX interpreter can fail to run under the Open Object REXX interpreter. To alleviate this problem a scanning tool which can help identify these compatibility issues is provided with this version of Automation Point. This tool, called REXX Compatibility Tool, can be launched from several places before or after the setup process finishes:

- From the Product Explorer window using the 'REXX Compatibility Tool' entry.
- During an upgrade process, the setup program allows the user to run the tool before any files are upgraded. This option only appears if Open-REXX was the configured interpreter.
- After the install or upgrade process finishes the tool can be launched from the File > REXX Compatibility Tool menu item in Configuration Manager.

For more details about the REXX Compatibility Tool see the context help available in the application and the help text available in the reports that are generated by this tool.



## New Mobile-friendly Notification Website

The notification website now contains a mobile friendly webpage. This new webpage provides an appropriate user experience from devices such as iPhone or Android smart phones. The capabilities of the mobile website are limited to viewing notifications and responding to them.

## New Notification Manager Methods

A new Notification Manager method invocation program, NMMAILSMS.REX, was added in this release. This new REXX program provides an easy way to send a Short Message Service (SMS) text message to a mobile device. In order to use this new method invocation program, your mobile device provider must provide an SMS gateway that accepts email messages. This SMS gateway then, in turn, forwards the email message to the mobile device as a SMS text message.

Four new method definitions were added to the sample Notification Manager database to support this new method invocation program. These four method definitions are: "Text Msg via ATT", "Text Msg via Sprint", "Text Msg via T-Mobile", and "Text Msg via Verizon".

Three new Notification Manager method definitions were added in this release to modify the behavior of previously existing Notification Manager method invocation programs. These new method definitions are: "2-Way Pager with URL", "Email with URL", and "Speak with URL". Each of these method definitions includes a new "SendURL" method parameter. The value of this method parameter determines whether or not the URL of the Notification Website is appended to the notification text sent out using the associated method.

## Web Message Viewer User Configuration Profiles

Web MV was enhanced to allow a user to define, save, and load one or more Web MV user configuration profiles for an established remote host connection. In addition to visual display attributes, these user configuration profiles include the list of sessions selected for viewing when the profile was last saved. Due to this enhancement, all previously defined Web MV user configuration profiles are not migrated.

## Selecting Multiple Sessions for Viewing in Web MV

The Web Message Viewer component was initially designed to provide a common, remotely accessible message window to view all messages that are received and processed by the rules engine. The user could filter the displayed messages that are based on the session name from which the message was received. In the previous release, the user had only two message filtering options. The user could choose to see messages from a single session, or they could choose to see messages from all sessions for which they had at least VIEW permission.

In this release, the message filtering options were changed to allow the user to see messages from a selected subset of sessions. This supersedes the “one or all” nature of the previous implementation, allowing the user to choose which subsets of sessions to monitor.

## Mobile Device Detection for the Notification Website

The Notification Website home page was modified to automatically detect the classification of the requesting device and forward the website request to the appropriate series of web pages. If the request originated from a mobile phone, the Notification Website browse request is forwarded to the series of web pages that are designed specifically for mobile devices. Any requests originating from either a tablet or non-mobile device (such as a laptop or a desktop PC) is forwarded to the series of Notification Website web pages that provide more functionality.

## Dropped Support for Microsoft Windows XP

The Microsoft Windows XP operating system officially entered the end of support phase on April 8, 2014. As a result, Microsoft no longer provides any technical assistance on this version of Windows, which includes providing software updates and patches. Since Microsoft no longer supports the Windows XP operating system, our client component installation program has been modified to not allow installation on this platform. Furthermore, we no longer support any of our client components on the Windows XP operating system (Remote Viewer, AP Speak, Notification Website, or Web MV client).

## Added Support for Microsoft Windows 8

Microsoft Windows 8 and Microsoft Windows 8.1 are now supported platforms for client components.

## Added Support for Microsoft Windows Server 2012

Microsoft Windows Server 2012 and Microsoft Windows Server 2012 R2 are now supported platforms for both client and server components.

## Change in Privileges Required to Install AP Client Components

AP Client components can now be installed by standard users, without administrator privileges. For more information about the installation of AP Client components, see Client Setup Installation Modes in the *Installation Guide*.

## Added NM Database Backup and Restore dialog to Configuration Manager

A new dialog was added to the Configuration Manager. This dialog allows the user to create a backup copy of their NM database (export), restore their backup copy (import), and merge their existing NM database with a previously exported copy of the NM database (merge).

To access the dialog open Configuration Manager then Notification Services, then Notification Manager, and then NM Database Backup and Restore.

## Implemented Demand Analysis Requests (DARs)

The following DARs have been implemented with this release of CA Automation Point:

**17194128-1: After changes product needs to be restarted**

**19459689-1: Dynamically add a session to running AP**

**9184177-2: Dynamic reload of session parameters**

**8625986-2: Change AUTOMATE parameter without recycling AP**

**12454808-1: Reload session parameters dynamically**

With the new Apply Configuration Changes to a Running AP Desktop feature, it is now possible to make changes to Session Definition Sets and apply those changes dynamically to a running Automation Point Desktop.

**19055079-1: Select sessions option in WebMV**

**12603331-1: WebMV session selection**

It is now possible to select any set of sessions for viewing from the Web Message Viewer user interface.

# Chapter 2: Known Issues

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The following sections discuss known behavior in CA Automation Point Release 11.5.

This section contains the following topics:

[Web Message Viewer Client Interface Does Not Appear](#) (see page 13)

[Session Definition Sets](#) (see page 13)

[MDB Cell Error During Installation of CA Common Services](#) (see page 14)

[Open File Dialog during Installation](#) (see page 14)

[CA Automation Point and CA MICS Q&R Workstation](#) (see page 14)

[Very Long Site Path or Session Definition Set](#) (see page 15)

[Notification Manager Issues](#) (see page 15)

[Apache Tomcat Monitor Fails to Start as a Standard User](#) (see page 16)

[No ADDRESS TNG Error Text](#) (see page 17)

[Version of AP Help from AP Viewer May Not Correspond to Your CA Automation Point Server](#) (see page 18)

[Remote Viewer Windows Do Not Open after Layout Load](#) (see page 18)

[Changing Fonts Causes Layouts to Load Incorrectly](#) (see page 18)

[ADDRESS AXC GETVAR with Non-existent Variables](#) (see page 18)

[Configuration Manager Process Does Not Close](#) (see page 19)

## Web Message Viewer Client Interface Does Not Appear

In some cases, the Web Message Viewer user interface does not appear when you attempt to access the Web Message Viewer client application from a web browser using Java 8. This issue may be due to a bug present in the Java Runtime Environment (JRE) 8 prior to release 8u40. This issue does not affect users running Java 7.

A long-term solution is to upgrade the JRE to version 8u40 or higher when it becomes available. Before then a possible workaround is to reload the Web Message Viewer launch page in the browser. If the issue persists after multiple reload attempts, contact CA Technical Support.

## Session Definition Sets

If you have multiple session definition sets and you have applied the event monitoring settings to only a subset of these session definition sets, and then you activate one of the session definition sets to which event monitoring settings were not applied, you will not see the sessions that are associated with the monitored event when CA Automation Point is started. However, when you go into the particular event monitoring dialog, all settings appear enabled.

## MDB Cell Error During Installation of CA Common Services

During the installation of CA Automation Point's interfaces to CA NSM or CA OPS/MVS EMA, you can encounter an error. This message states 'MDB Cell setup has failed'. This error message gives you the opportunity to continue or cancel the installation. Select continue and the installation completes successfully, and all components CA Automation Point uses operate successfully. CCS DIA DNA component issues this error message. CCS automatically installs the CCS DIA DNA component but CA Automation Point does not use this component.

## Open File Dialog during Installation

In rare cases, a generic Open File dialog appears during the installation process requesting a file with an .exe extension. This dialog happens under some circumstances when CA Secure Socket Adapter is installed on the system (usually as part of another CA product).

You can close the Open File dialog by clicking Cancel on the dialog; the CA Automation Point setup should finish successfully. The only side effect of this issue is that the Windows Add/Remove facility now contains two separate entries for CA Secure Socket Adapter. These entries have no impact on the runtime operations of CA Automation Point. If you want to remove the obsolete entry, contact CA Technical Support for further assistance.

## CA Automation Point and CA MICS Q&R Workstation

CA Automation Point and CA MICS Q&R Workstation cannot be installed on the same machine. CA MICS Q&R Workstation uses an older version of CA Common Communication Interface (CCI) than CA Automation Point does. The new CCI installed with CA Automation Point causes CA MICS Q&R Workstation services to fail.

## Very Long Site Path or Session Definition Set

When you specify a very long customized user files folder during installation or specify very long session definition set names, CA Automation Point configuration data may not be saved or imported properly. We recommend that all session definition set names and the install user files directory are no more than 100 characters long.

**Note:** Install user directory path is stored in environment variable %AP\_DATA%. Session definition set name is used as part of file name that stores session definitions and stored under %AP\_DATA%\Site\config directory. Other various configuration and user files are stored under %AP\_DATA% as described in "How Site Files are Managed" in the *CA Automation Point Installation Guide*. All previously mentioned file paths must be valid Windows paths and are subject to length limit of MAX\_PATH (259 characters). Also consider possible files and session definition sets you will import or store in this directory structure in the future.

## Notification Manager Issues

This section discusses known issues regarding the Notification Manager.

### CA Product Compatibility

The Notification Manager component of CA Automation Point uses version 1.5 of the CA Management Database (MDB) to store notification policy data. When you install other CA products to operate against the same MDB, you must be aware of your database compatibility for all such products.

- When CA applications for your site have been designed to operate with MDB 1.5, no special actions are required to install and use those applications.
- When creating a fresh Notification Manager database with CA Automation Point and installing other applications that do not yet support version 1.5 of the MDB. Before, installing these products make your MDB backwardly compatible. The steps that are required for this backward compatibility process are available at the [CA technical support site](#). Locate this procedure by selecting the Advanced Search link on the main page and using the keywords "CA Management Database Mixed Version Installation".

## Notification Monitoring Applies to Both CA OPS/MVS and CA NSM Event Manager

When you enable the monitoring of notification requests from CA OPS/MVS, you automatically enable the monitoring of notification requests from CA NSM. The reverse is also true. If you do not want CA Automation Point to monitor one of these two sources, do not select any hosts for that source, and CA Automation Point will not perform any unnecessary monitoring.

## Dialogic Voice Card Drivers on 64-bit Windows Server 2003

The Dialogic drivers that are provided on the CA Automation Point installation DVD2 do not run under Windows Server 2003 64-bit.

## Notification Manager Status of Initializing

Under certain circumstances, the initializing status of a notification request that is submitted and displayed by the Notification Website does not progress beyond the initializing state. If a notification request remains in the initializing state for an extended period, the notification request can be considered a failure and should be re-issued. If you continue to see that the notification requests do not progress past the Initializing state, verify that the Notification Server is correctly configured to establish a database connection. Also, make sure that the database server is ready to accept database connections and the Notification Server is currently active.

## Apache Tomcat Monitor Fails to Start as a Standard User

The version of Apache Tomcat that is shipped with CA Automation Point includes a component named the Apache Tomcat Monitor. This component runs in the system tray area and allows you to control the running status of the Apache Tomcat server. Because this Apache Tomcat Monitor program requires permission to interact with system services, it cannot be executed as a standard user. A standard user is defined as a user account not in the Administrators permission group. As a result, if a standard user signs in to the CA Automation Point server machine, the Apache Tomcat Monitor displays an error message and shuts down. The error message that is displayed is Unable to open the service 'Tomcat7'.



To allow this program to execute properly when launched as a standard user, the privilege level of the Apache Tomcat Monitor executable must be elevated to run as an administrator. The Microsoft Windows Server 2003 operating system does not provide a compatible permission elevation technique that allows this Tomcat Monitor program to start successfully when executed from a standard user account. When using the Microsoft Windows Server 2008 or later operating system, use the following steps to change the properties of the Apache Tomcat Monitor executable to allow a standard user to run this program with elevated privileges.

**To change user permissions.**

1. Locate the tomcat7w.exe program in Windows Explorer (the default directory is C:\Program Files\Apache Software Foundation\Tomcat 7.0\bin).
2. Right-click the name of this file and select the Properties context menu item.  
The tomcat7w Properties dialog displays.
3. Select the Compatibility tab and click either the "Show settings for all users" button or the "Change settings for all users" button at the bottom of the dialog.

A new tomcat7w.exe Properties dialog displays with a single tab entitled Compatibility for all users.

4. At the bottom of this dialog, in the Privilege Level group box, select the Run this program as an administrator.

The Apache Tomcat Monitor executable will now execute with the required privileges when run from a standard user account.

After making this change, a standard user may need to specify the administrator password each time they sign into the Microsoft Windows Server 2008 or later machine to launch the Apache Tomcat Monitor application.

## No ADDRESS TNG Error Text

When the CA-AP NSM Gateway service is not running, and a REXX program that calls an ADDRESS TNG command executes, the ADDRESS TNG command fails with error code 30. This command failed because the CA-AP NSM Gateway service must be running to enable ADDRESS TNG commands. However, the TNG.ERROR stem variable does not contain any text to explain this scenario.

## Version of AP Help from AP Viewer May Not Correspond to Your CA Automation Point Server

The help that is provided by the 'AP Help' entry in the AP Viewer menus describes the capabilities of the CA Automation Point Server Desktop. This help is installed with the AP Viewer client, and that client may be at a different release than the CA Automation Point server to which you connect. Therefore, the help could describe a different version of CA Automation Point than the version running on your server.

## Remote Viewer Windows Do Not Open after Layout Load

Loading Remote Viewer layouts in rapid succession can prevent one or more remote windows from opening. Subsequent attempts to load these windows will fail. To fix this problem, restart Remote Viewer.

## Changing Fonts Causes Layouts to Load Incorrectly

When you change the set of fonts available to CA Automation Point, and subsequently load a layout saved before such a change, desktop windows may be sized incorrectly. This may happen after you use the Customize Fonts feature of Configuration Manager or the `/fonts` command-line switch.

To correct the window size, change the window font size by using the Select Font option from the Window menu, then save the layout.

## ADDRESS AXC GETVAR with Non-existent Variables

When issuing the following REXX command:

```
GETVAR varname rexxvar
```

if the variable *varname* does not exist (it has not been previously set), return code in RC is 0, and *rexxvar* is set to an empty string.

## Configuration Manager Process Does Not Close

Sometimes when you close Configuration Manager, the settings are saved and the interface closes, but the process remains in the process list. Because you can launch another Configuration Manager process, this problem does not have any functional impact. You can use the Windows Task Manager to end the running process.



# Appendix A: Third-party Software Acknowledgements

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This section provides information about third-party software acknowledgments. The third-party license agreements are available in the \Bookshelf Files\TPSA folder in the CA Bookshelf.