CA Automation Point

Installation Guide

Service Pack 11.3.01

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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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- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
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Documentation Changes

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

- Export and Import Utility—The second bullet point in this topic has been changed to include the words *and export settings*. Extension names have also been added to step 7 of the second procedure in this topic.

Contents

Chapter 1: Introduction 7

Overview 7
- Event Monitoring and Automation 7
- Notification and Escalation 8
- Interface with Other CA Products 8
- Graphical User Interface for Configuration 9

CA Automation Point Environment 9
- Primary Monitoring Capabilities 9
- CA Automation Point Servers 9
- Common Platforms 10

Components 11

Interfaces to Companion Products 12
- CA OPS/MVS Interface 12
- CA NSM WorldView Map Interface 12
- CA NSM Event Manager Interface 12

Product Documentation 13

More Information 13

Chapter 2: Installation 15

Review the Export Declaration 15

Before You Install CA Automation Point 15

Install CA Automation Point 15
- How CA Common Service Components are Installed 17
- Unattended Installation 17
- Install with CA Software Delivery 18

To Add Features or Reinstall CA Automation Point 18

To Uninstall CA Automation Point 18

Upgrade from CA Automation Point r11.2 18
- Uninstall a Previous Version 18
- Back Up Your Current Configuration 19

Install a Remote Client without Distribution Media 19

Install the Notification Website Application on a Non-CA Automation Point Machine 20

Before You Start CA Automation Point 20
- Initial Configuration 20
- Set Up Licensing 21

How You Find Information 23

CA HTML Bookshelf 23
Online Help 23

Chapter 3: Migration Information 25

How Site Files are Managed 26
Export and Import Utility 28
Removal of NETBEUI Network Transport from PPQs 29
VIO Sessions 29
HLLAPI and Cut Mode Connection Support 30
CONNECT and DISCONNECT Key Operations 30
Removal of MAPI Support 30
CA NSM Security Server 30
3205 Terminal Type Support 30
How You Upgrade Notification Manager Databases 31
What's Next? 31

Index 33

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)

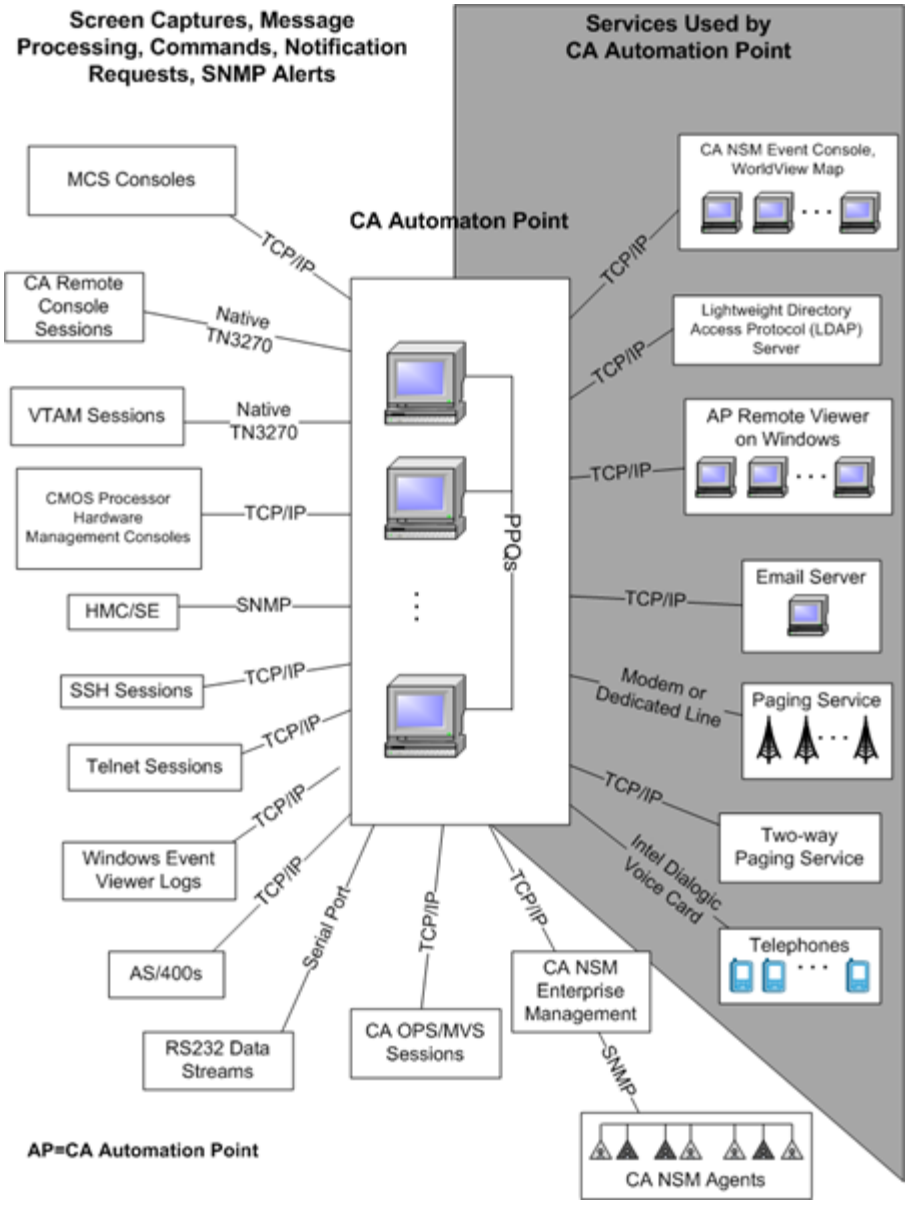
CA Automation Point Servers

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.

Product Documentation

The CA Automation Point manuals are provided in portable document format (PDF) and in HTML format accessible from the CA Automation Point Bookshelf provided on the product DVD. This bookshelf is also available at CA Support Online (http://www.ca.com/support).

More Information

After reading this *Installation Guide*, refer to the numerous resources available to you for additional information. Your product DVD contains the product documentation in PDF format. These guides provide detailed information on configuring and using CA Automation Point components. HTML help is also available from component user interfaces.

Chapter 2: Installation

This section contains the following topics:

Review the Export Declaration (see page 15)
Before You Install CA Automation Point (see page 15)
Install CA Automation Point (see page 15)
To Add Features or Reinstall CA Automation Point (see page 18)
To Uninstall CA Automation Point (see page 18)
Upgrade from CA Automation Point r11.2 (see page 18)
Install a Remote Client without Distribution Media (see page 19)
Install the Notification Website Application on a Non-CA Automation Point Machine (see page 20)
Before You Start CA Automation Point (see page 20)
How You Find Information (see page 23)

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 # G058390 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

Note: If you plan to upgrade from r11.2 of the product, see the section Upgrade from CA Automation Point 11.2. (see page 18)

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 (System Release 6.0 PCI for Windows, Service Update 239)).

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

To install CA Automation Point

1. Log on to Windows using an account with 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:

   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.

   You will perform the following tasks during the installation:

   - Accept the license agreement
   - Reuse or delete user data 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:

     - Use the configuration data from the existing copy to configure the copy you are installing.
     - Delete the user data. The end result will be 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 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.
   - Select a location to install the program

     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 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 that any old version of CA Automation Point will be irrevocably removed 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 the *Release Notes* under the heading Installation Considerations 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. Click the Reboot Now option to reboot the workstation.

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

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.

If you select CA NSM Event Manager and/or CA NSM WorldView, you must 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 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. If an error occurs while installing CCS components, the CA Automation Point server will be unable to use the connections to the CCS components, but will be otherwise operational.

If CCS installation errors occur, you can re-install the CCS components without having to completely re-install 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 Installation

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

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.

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.

Upgrade from CA Automation Point r11.2

If you plan to upgrade from CA Automation Point r11.2, consider the points in this section before proceeding with the installation.

Uninstall a Previous Version

If you plan to install CA Automation Point Service Pack 11.3.01 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 r11.2 configuration, use the Export and Import utility. accessible from the Manage Site Files option in the Configuration Manager File menu. After exporting your site, copy directory %AXC_SITE_PATH%\Export to a backup location.

Note: For more information on this utility, see the CA Automation Point r11.2 *Administrator Guide*.

Your configuration is also automatically backed up by the r11.3 installation program into the Export directory under your User files folder. In previous releases of CA Automation Point, the default Site directory resided under the default installation location. The current installation program leaves the Site directories under their existing parent directories. However, any previously exported Site directories are moved to their new location directly under installUserDir\Export. All log files are moved to their new location under installUserDir\Logs.

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

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.

Note: You must be a member of the Administrators group to run the installation program for 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 *installdir*\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 exis*t, 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. In CA Automation Point r11.3, 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:

		Licensed Connections	
Name	**Code**	**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 3: Migration Information

If you are upgrading from either Release 11.2 or Release 11.3, read the following migration topic:

- How You Upgrade Notification Manager Databases

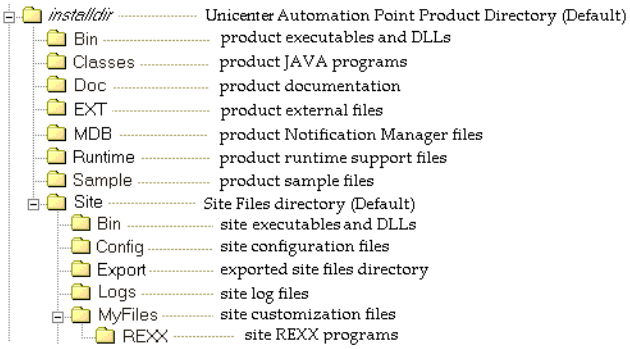
If you are upgrading from Release 11.2, read the following migration topics:

- How Site Files are Managed (see page 26)
- Export and Import Utility
- Removal of NETBEUI Network Transport from PPQs
- VIO Sessions
- HLLAPI and Cut Mode Connection Support
- CONNECT and DISCONNECT Key Operations
- Removal of MAPI Support
- CA NSM Security Server
- 3205 Terminal Type Support

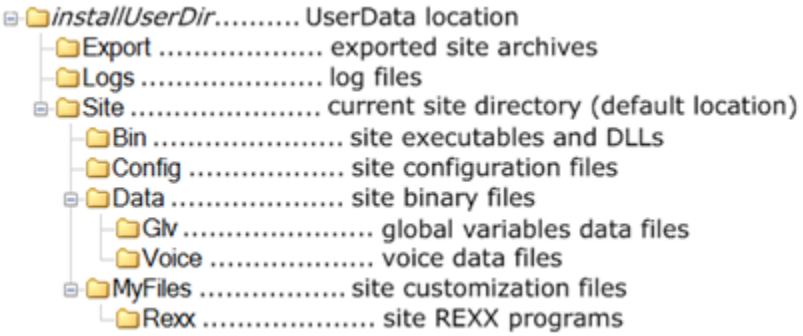
How Site Files are Managed

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%* will be populated to point to the current Site directory in use by CA Automation Point).

In CA Automation Point Release 11.2 and earlier, the Site directory resided under the same parent directory as the rest of CA Automation Point. The following diagram shows this structure:



With this release of CA Automation Point, the Site files can 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 will be 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 *UserData* path resides under the *ProgramData* directory. The following diagram shows this new structure:



However, the CA Automation Point installation program will *not* prompt you for a *UserData* location on upgrades from a previous release. 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 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

Because previous versions of CA Automation Point are not supported on the Windows 2008 Server operating system, the Export and Import utility has been enhanced to support moving configuration settings from a CA Automation Point r11.2 server installation to a clean installation of CA Automation Point 11.3 server. It also supports moving configuration settings from one CA Automation Point r11.3 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 r11.2 on one machine to a clean install of CA Automation Point r11.3 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 r11.2 server to CA Automation Point r11.3
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 r11.2 to a clean CA Automation Point r11.3 installation

1. On a CA Automation Point r11.2 server machine, choose 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 Administrator Guide.
3. Find the folder with exported Site configuration. It should be in %AXC_SITE_PATH%\Export folder.
4. Copy the entire exported Site folder to a removable storage device, such as USB flash drive.
5. If you also need to migrate stored Web MV user data, copy the following files under the StoredApMsgs folder in your CA Automation Point installation directory to your removable storage device:
   - userConfig.CDX
   - userConfig.DBF
   - userConfig.FPT

6. On a CA Automation Point r11.3 server machine, copy the exported Site configuration folder from the removable storage device to the %AP_DATA%\Export folder on the server.
7. If you also saved Web MV user data, copy the 'userConfig.*' files to the %AP_HOME%\StoredApMsgs folder on the server.

   Note: userConfig files can have the .CDX, .DBF, or.FPT file extension.
8. On the CA Automation Point r11.3 server machine, choose Manage Site Files option in the File menu of Configuration Manager to run the Export and Import utility. The exported Site configuration from CA Automation Point r11.2 should appear in the list of Standby Site Archives.
9. In the list of Standby Site Archives, select the items you want to import and click Import to Site.

   Your configuration settings are imported to CA Automation Point r11.3.

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

Removal of NETBEUI Network Transport from PPQs

Support for the NetBIOS protocol has been removed in CA Automation Point r11.3.

The CA Automation Point PPQ utility has traditionally supported various implementations of the NetBIOS network protocols to provide backward compatibility with older versions and PPQs running on OS/2. Microsoft no longer installs NETBEUI in Windows XP during a typical installation and has dropped it completely from Windows Server 2003. Because TCP/IP is now prevalent and NETBEUI cannot be routed over a WAN, NETBEUI is no longer a configurable network transport for PPQs.

The CA Automation Point r11.3 upgrade installation process automatically removes any previously configured NetBIOS NetBEUI transports and retains remaining network transport settings. If no transport is specified, the network transport is reset to the default, Local Communications Only.

VIO Sessions

The default working directory for VIO sessions has changed in this release. The new working directory for VIO sessions is the Site\MyFiles directory. In previous releases, the default working directory was the RUNTIME directory.

HLLAPI and Cut Mode Connection Support

CA Automation Point is dropping support for HLLAPI (Attachmate EXTRA!) and cut mode (Coaxial) connection types with this release. The native TN3270 connection type is now the only available connection type. To migrate HLLAPI and cut mode sessions to TN3270 you need to set their Host Name/IP and Port values in Configuration Manager.

CONNECT and DISCONNECT Key Operations

The meaning of CONNECT or DISCONNECT key operations has changed in this release. These operations were previously used to connect and disconnect HLLAPI sessions. For more information on how they have changed, see the chapter "Customizing Special CA Automation Point Files" in the *Administrator Guide* and the discussion of the SESSCNTL command in the *Command and Keyword Reference Guide.*

Removal of MAPI Support

Support for the MAPI email feature has been dropped in CA Automation Point r11.3. This release supports only SMTP protocol. Any previously configured MAPI settings will be inactivated when you install this release. If you have configured MAPI in previous releases of CA Automation Point, you must reconfigure your email settings in Configuration Manager to use the SMTP protocol.

CA NSM Security Server

CA Automation Point r11.3 no longer supports the CA NSM Security Server. If you have configured CA Automation Point to use the CA NSM Security Server, this configuration will be inactivated when you install this release. CA Automation Point will not allow you to establish a remote connection until you reconfigure your security settings with Configuration Manager.

3205 Terminal Type Support

The 3205 terminal type used for processor consoles on bipolar mainframe types is no longer supported with this release of CA Automation Point. Any session previously configured with this terminal type will be inactivated during runtime and needs to be either reconfigured to another terminal type or removed.

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 r11.3 can upgrade any version of the CA MDB running under a supported version of SQL Server, regardless of whether the MDB was previously installed by CA Automation Point or by another CA product.

To upgrade a Notification Manager database that resides on the CA Automation Point server machine

1. Start the CA Automation Point r11.3 installation program.
2. Select Install server.
3. Proceed through the installation dialogs until the NM Database Connection Reconfiguration dialog displays.
4. Select Reconfigure Notification Manager database connection now, and click Next.
5. Continue with the CA Automation Point upgrade.

Note: You can only upgrade CA Automation Point from r11.2 to r11.3. If you have an earlier release of CA Automation Point, you must upgrade to CA Automation Point r11.2 before upgrading to r11.3. If your NM database resides on the same machine as such an older CA Automation Point server, we recommend that you run the NM export command before each upgrade step to create a backup of your database. This is purely a precaution. You should not need to explicitly use the exported data during your upgrade installs.

To upgrade a Notification Manager database on a different machine than the CA Automation Point server

1. Start the CA Automation Point r11.3 installation program on your CA Automation Point server.
2. Select the Install server option. You will be asked no NM database questions. Complete the upgrade.

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

What's Next?

Now that you have installed the product and have the information you need to get started with it, you are ready to explore the functionality of CA Automation Point. For general information about product features and functionality, see the *Product Guide*. For more information on configuring and implementing product features and functionality, see the *Administrator Guide*.

Index

C

CA Common Service components, installing • 17
CA OPS/MVS, interface with • 12
CA Software Delivery, installing with • 18
configuration • 20

D

documentation, product • 23

E

Event Manager, CA NSM • 12

F

file structure • 26

G

guides, product • 23

I

installation procedure • 15
    unattended installation • 17
interfaces with other products • 8, 12

L

licensing • 21

M

manuals, product • 23

N

Notification Website, installing • 20

S

servers, CA Automation Point • 9

U

uninstalling a previous version • 18
user rights, advanced • 15

W

WorldView, CA NSM • 12