

CA Automation Point

Release Notes

Service Pack 11.3.03



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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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Documentation Changes

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

WebMV feature

This feature has been slightly improved. For more information, see the *CA Automation Point Administrator Guide*.

AXC0805X

A new message was added into the general CA Automation Point messages. For more information, see the *CA Automation Point Message and Reference Guide*.

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Chapter 1: Enhancements and Changes

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

WebMV Time Format

A possibility to switch between 12/24 hours time format for messages has been added to WebMV in this release. For more information, see the *CA Automation Point Administrator Guide*.

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 SESSCTL command in the *Command and Keyword Reference Guide*.

3205 Terminal Type Support

The 3205 terminal type used for processor consoles on bipolar mainframes is no longer supported with this release of CA Automation Point.

3151 Terminal Support

The 3151 terminal type is no longer supported with this release of CA Automation Point.

Native TN5250 Support

A new host protocol TN5250 has been added to this release to provide native terminal emulation for IBM iSeries/AS400 systems. This new console type is designed to be used under AS/400 Manager for each host connection.

For more information, see the chapter "Using AS/400 Manager" and the appendix "TN3270 and TN5250 Considerations" in the *Administrator Guide*.

Maximum Number of TN3270 and TN5250 Sessions

The maximum number of combined TN3270 and TN5250 sessions that can be configured has been increased from 32 to 64. The maximum number of sessions you are allowed (by license) depends on the particular interface license you have purchased.

Changes to the AP Speak Component

CA Automation Point currently includes a speech client component called AP Speak. AP Speak provides text-to-speech capabilities for messages sent from a remote CA Automation Point server. In previous releases, AP Speak relied solely on Microsoft Agent technology to perform the text-to-speech processing. Beginning with the Microsoft Windows 7 operating system, Microsoft Agent technology is no longer redistributed or supported by Microsoft. Due to this lack of support by Microsoft, we modified AP Speak component to use an alternative technology to provide text-to-speech capabilities on newer Microsoft operating systems. If you install AP Speak on a platform without Microsoft Agent technology, a new pop-up dialog displays instead of displaying the Microsoft Agent animated character. The text of the message is displayed within this new dialog, and the message text is also sent through the Microsoft Speech API (SAPI) for text-to-speech processing.

Serial COM Ports Through TCP/IP

CA has verified that CA Automation Point successfully communicates to serial devices over a TCP/IP network connection using third-party networked-attached serial port expansion hardware and software. Multiple serial devices, such as modems and asynchronous system console cables, can be connected to the expansion hardware. CA Automation Point operates with such devices as if they were connected to a physical COM port on the back of the CA Automation Point computer. For details about the type of expansion hardware that has been verified, contact CA Technical Support.

CA NSM Security

CA NSM (formerly Unicenter NSM) security is no longer supported. CA Automation Point uses the following two levels of security:

- No User Security
- Windows Security

Site Files Relocation

With this release, CA Automation Point supports running on Windows Server 2008. As part of this support, the Site files directory can be installed into its own directory, independent of where CA Automation Point is installed. This change was made because Windows Server 2008 does not allow programs running as a Standard User to create or modify files under the default installation location in the Program Files directory. Windows Server 2008 uses a new directory, ProgramData, for this purpose. When you install this release of CA Automation Point on a Windows Server 2008 machine, you will be prompted to supply a location for UserData. The default for this UserData directory path is %ALLUSERPROFILE%\CA\CA Automation Point.

For more information about the Site Files directory, see the Installation Guide and the Administration Guide.

CA Automation Point Client Installation

This release of CA Automation Point drops support for the VOX command environment and PPQs on CA Automation Point client-only installations. The VOX command environment and PPQs are still supported on server installations.

Importing and Exporting Configuration Settings

CA Automation Point now uses a single Site location on which it performs setting import and export operations. The Export and Import utility exports to and imports from a zip archive, which you can also transfer to a different CA Automation Point server and easily migrate all settings to another machine. After a successful import operation, CA Automation Point generates a consolidated report in HTML format. You can use this report to see which settings you may need to change manually.

CA Automation Point automatically creates an archive before starting an import operation. If something goes wrong during or after an import operation, you can revert to settings from a previous state using this autobackup archive.

You no longer need to stop CA Automation Point and its services to perform an export operation.

Import Sessions Utility

The new Import Sessions utility lets you move only session definitions from one machine to another, leaving the remainder of your destination machine's configuration unchanged. Such an operation can be useful when preparing a disaster recovery machine or when load-balancing your sessions across multiple CA Automation Point servers.

You can launch the Import Sessions program using the File, Import Sessions menu option on Configuration Manager. You can also run the Import Sessions program directly by running the program `importSess.exe`. For detailed information about the operation of the Import Sessions program, go to Help, Usage on the Import Sessions dialog.

Removal of NETBEUI Network Transport from PPQs

Support for the NetBIOS protocol has been removed from Windows by Microsoft. NETBEUI is no longer a configurable network transport for PPQs in CA Automation Point Service Pack 11.3.03.

Support for Open Object REXX

CA Automation Point now supports Open Object REXX 4.0 as an alternative to the embedded REXX interpreter.

For more information, see the section Configuring Open Object REXX in the *Administrator Guide*.

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.

Session Command Enhancements

- The ADDRESS AXC SESSLIST command has been enhanced to report additional run-time session attributes.
- The ADDRESS AXC SESSCONFIG command has been added to report configured session attributes.
- The ADDRESS AXC SESSCNTL command has been enhanced to let you to connect and disconnect sessions on demand. The AUTOMATE(STATUS) now identifies PAUSED sessions.

Run CA Automation Point as a Standard User

CA Automation Point has been modified to enable meaningful components to run as a standard user (a user that is not in the Administrators group). For a complete list of such component privileges (including considerations for running CA Automation Point as an Administrator), see the *Administrator Guide*.

Dropped Support of Third-party Hardware

With this release, CA Automation Point had dropped support for the following third-party hardware devices:

- 3270 cards
- PCI expansion chassis
- Multi-port serial controller cards (replaced with USB-connected multi-COM-port devices)

Dropped Support of Third-party Software

With this release, CA Automation Point had dropped support for the following third-party software:

- Microsoft Windows 2000 (all versions)
- CA NSM (Unicenter) Security Server
- Microsoft Messaging API (MAPI)
- Attachmate Extra
- Microsoft SQL Server 2000

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.

CA AP Autostart Manager Service

The CA AP Autostart Manager service has been enhanced. In addition to managing the automatic startup of the Automation Point Desktop at system startup, you can also use CA AP Autostart Manager service to start or stop the Automation Point Desktop any time after the system is up and running.

Layouts

The save desktop layout feature has been replaced with Layouts, which let you save multiple desktop layouts and load them at later time. This new feature is also available for Remote Viewer. For more information, see the section Layouts in *Administrator Guide*.

Remote Viewer Message Changes

Numbering and wording for messages generated by Remote Viewer have changed, and new messages have been added. These changes affect messages AXC 2001I through AXC2111W.

For details, see the *Message Reference Guide*.

Implemented Demand Analysis Requests (DARs)

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

13113783-1: 5250 terminal emulation

14755810-1: SUPPORT TN5250 EMULATION AS400

17294998 -2: Support AS/400 TN5250 device

Native 5250 terminal emulation has been added to CA Automation Point and now provides support for terminal emulation for IBM iSeries/AS400 systems.

For more information, see the appendix "TN3270 and TN5250 Considerations" in the *Administrator Guide*.

15158340-1: Publish configuration of the sessions via REXX stem variable

17397567-1: Enable reporting of disabled sessions, allow user to programmatically enable/disable sessions

The ADDRESS AXC SESSCNTL command now gives you runtime programmatic control over a session's connection with remote host machines without disrupting other sessions actively running on the CA Automation Point desktop. The ADDRESS AXC commands SESSLIST and SESSCONFIG now provide runtime programmatic access to session attributes by returning their values using a REXX stem variable.

For more information, see the *Command and Keyword Reference Guide*.

15647370-1: Pause notification before escalation

The Notification Manager NMFIND command has added the ESCALATIONWAIT parameter. You can now specify a wait time before notification escalation occurs. This gives the notified user more time to react after all notification methods for the user are exhausted.

For more information see the *Command and Keyword Reference Guide*.

16118803-2: 3270 Console Setup

Documentation has been updated to include details about configuring a z/OS console to allow an CA Automation Point 3270 session to properly connect to it.

16439543-1: Produce support-requested diagnostic report without outage

You can now generate a full Diagnostic Report without disrupting service. You no longer need to stop CA Automation Point and all its services.

16439598-1: NM commit confirmation popup

After updating Notification Manager policy or contact data using the Notification Website, a warning dialog now displays with the option to continue or cancel the action if you try to navigate away from web page without committing the changes to the database.

16835031-2: Manage the out.deb file

Configuration Manager now includes a configuration dialog that specifies options for managing the CA Automation Point internal debugging facility. Configuration Manager also supports log file rolling for managing trace log files generated by the debugging facility.

17110130-1: Create new REXX log file

You can now start a new REXX log file by selecting New REXX Log from the Action menu on any session or function window defined to the CA Automation Point Desktop.

17280075-2: Trace all commands received from OPS/MVS

Each ADDRESS AP command that CA Automation Point receives through the CA OPS/MVS Interface is now logged in the out.deb file.

17395901-2: Escalate from notification website

17439666-2: Perform escalation on notifications sent from NM website

Notifications that are initiated from the Notification Website are now subject to the same notification policy for escalation that governs notification requests that are initiated programmatically through the NMFIND command.

17772749-1: Hardware under VMWare

CA Automation Point can communicate to serial devices over a TCP/IP network connection using third-party network-attached serial port expansion hardware and software. For details about the type of expansion hardware that has been verified, contact CA Technical Support.

18249893-2: Open Object REXX Support

18519575-1: Support Open Object REXX

CA Automation Point now supports the use of Open Object REXX (version 4.0 or higher) for interacting with all supported CA Automation Point REXX address environments.

18995711-1: iSeries Autosignon Capability

A sample file entitled "ChangeAutosignonCredentials" has been added to allow updates to the auto sign-on password from a REXX exec. This applies only to sessions using native 5250 terminal emulation that have been configured to use the Auto-Signon feature.

19093784-1: Control Placement AP List Popup

The APListen client program has been modified to display a text dialog instead of the Microsoft Agent character when executed on a platform that does not have the Microsoft Agent environment installed. When this dialog is displayed instead of the Microsoft Agent character, the window position coordinates used to place this dialog on the screen default to the last known window placement of this dialog from previous notification attempts.

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>).

Chapter 2: System Information

This section contains the following topics:

- [Operating System Support](#) (see page 19)
- [System Requirements](#) (see page 21)
- [Installation Considerations](#) (see page 24)
- [Published Fixes](#) (see page 29)
- [Known Issues](#) (see page 32)
- [Documentation](#) (see page 38)
- [Contact Technical Support](#) (see page 38)

Operating System Support

The term Windows refers to the Microsoft Windows operating system, including Windows Server 2008 and Windows 7. 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 either 437 or 858.

Requirements for the CA Automation Point Server Components

You must have one of the following installed:

Operating System	Service Pack	Edition	32-bit or 64-bit
Microsoft Windows Server 2003	Service Pack 2	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2003 R2	Service Pack 2	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2008	Service Pack 2	Standard, Enterprise, or Datacenter	x86 or x64

Microsoft Windows Server 2008 R2	N/A	Standard, Enterprise, or Datacenter	x64 only
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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	Service Pack	Edition	32-bit or 64-bit
Windows XP	Service Pack 3	Home or Professional	x86 only
Windows Vista	Service Pack 2	Home Premium, Business, or Ultimate	x86 or x64
Windows 7	n/a	Home Premium, Business, or Ultimate	x86 or x64
Microsoft Windows Server 2003	Service Pack 2	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2003 R2	Service Pack 2	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2008	Service Pack 2	Standard, Enterprise, or Datacenter	x86 or x64
Microsoft Windows Server 2008 R2	N/A	Standard, Enterprise, or Datacenter	x64 only

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.

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 Notification Manager policy information in either a named instance or the default (unnamed) instance:

Database	Service Pack	Edition	32-bit or 64-bit
SQL Server 2005	Service Pack 3	Standard, Workgroup, or Enterprise	x86 or x64
SQL Server 2008	Service Pack 1	Standard, Workgroup, or Enterprise	x86 or x64

The Microsoft SQL Server instance used to maintain the Notification Manager Database requires the following:

- Mixed-mode authentication
- Dictionary sort order of case-insensitive or case-sensitive
- 1252 Character Set

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

When used only to run the client programs of CA Automation Point,

- 550 MHz Pentium processor (or equivalent non-Pentium)
- 1 GB RAM
- 80 GB hard drive (EIDE or SCSI)

Server Requirements

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

Basic CA Automation Point Processing Load

To run 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 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 (EIDE or SCSI)

High-Volume CA Automation Point Processing Load

To use a single server-class machine to perform a combination of CA Automation Point functions (such as system automation, a high volume of notifications, or web server functions), or if the server also has CA NSM installed, 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 (EIDE or SCSI)

Notification Server Requirements

If you plan to use the notification server component for voice notification, you must install the following hardware and related software:

- A Dialogic Voice Card. For a list of recommended Dialogic Voice cards, see the [Solution Document for G193464](#) on CA Support Online.
- The Dialogic Voice Card drivers provided with this release of CA Automation Point.

Software Requirements

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

- If you will be using Web Message Viewer (Web MV) on the CA Automation Point server machine:
 - Microsoft Internet Information Server (IIS)
 - Sun Microsystems Java Runtime Environment (JRE) 1.6 (CA is redistributing this component on the product DVD)
- If you will be using the Web MV GUI on a client machine:
 - Microsoft Internet Explorer 7.0 or 8.0.
- If you will be using Notification Manager, one of the following is required:
 - Microsoft SQL Server 2005 Service Pack 3 or higher
 - Microsoft SQL Server 2008 Service Pack 1 or higher
- If you will be enabling two-way paging support in the Notification Server on the CA Automation Point server machine:
 - Microsoft Internet Explorer 7.0 or 8.0 (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 and must support 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 will be used to issue two-way page requests, the paging service must support version 1.1 of the WCTP protocol.
- If you will be using the Notification Website with the included Tomcat Java Servlet environment:
 - Sun Microsystems JRE 1.6.0 (CA redistributes this component on the product DVD.)

- If you will be accessing the Notification Website on a client machine:
 - Microsoft Internet Explorer 7.0 or 8.0.

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

With Windows Server 2008, standard users 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 the 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 will block a standard user's write access to that data. Therefore, we cannot support the use of CA Automation Point on Windows Server 2008 using a standard user with its user files folder located under the "C:\Program Files" folder.

By default in Release 11.2, CA Automation Point used the "C:\Program Files\CA\Unicenter Automation Point\Site" folder for its user data. CA cannot support the following upgrade sequence because it will lead to the unsupported situation described previously.

1. Upgrade an existing installation of CA Automation Point Release 11.2 to Release 11.3 with its Site directory located under "C:\Program Files" on Windows Server 2003
2. Upgrade Windows Server 2003 to Windows Server 2008 on that machine

If you have upgraded CA Automation Point from Release 11.2 to Release 11.3 on Windows Server 2003 and you must upgrade Windows Server 2003 to Windows Server 2008 on that machine, we recommend that you perform the following steps:

1. Use Configuration Manager's "Manage Site Files" dialog to export your configuration settings.
2. Copy your exported data to a safe location
3. Uninstall CA Automation Point Release 11.2.
4. Upgrade Windows Server 2003 to Windows Server 2008.
5. Install CA Automation Point Release 11.3.
6. Import your previously saved configuration settings.

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 will 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 it is being used by a process outside the control of CA Automation Point. If NTFS permissions are not the problem, then you must shut down the process or processes that are causing the locks. The following is a partial list of the processes you should consider shutting down. For some of these, 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 Tomcat6.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.

You should be aware that the Windows kernel sometimes locks a file or directory. If you have shut down everything that Task Manager allows and the files or directories are still locked, then you need to reboot your system and retry the installation before performing any other operations.

Upgrade JRE to Use Web MV Locally on a CA Automation Point Server

The Web MV server can continue to run with an older version of the JRE while supporting remote Web MV clients. However, to run the Web MV client directly on the server, you must upgrade the server to JRE 1.6.0. This is because the new Web MV client web page automatically installs version 1.6.0 of the JRE, and you must allow the JRE 1.6.0 installation to run before the Web MV application can launch from the client web page.

Apache Tomcat Installation Considerations

Upgrade Previous Versions of Tomcat

If you choose to upgrade to Apache Tomcat version 6.0, which is distributed with CA Automation Point Service Pack 11.3.03, and you are not using the old version of Apache Tomcat to power other applications, we recommend that you uninstall the old version of Apache Tomcat first. Apache Tomcat version 6.0 installation process does not automatically uninstalls 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 Web Services.
The NM Web Services Dialog appears.
5. Clear the Enable access to the notification website check box.
6. Click Install Tomcat.
7. After Apache Tomcat 6.0 installs, on the NM Web Services Dialog, check Enable access to the notification website.
8. Check Use local Java Servlet environment.

Coexist with Previous Versions of Apache Tomcat

If you need to run both an older and newer version of Apache Tomcat simultaneously, you must configure one of the copies of Apache Tomcat to operate on a different TCP/IP port number, and configure the appropriate applications to communicate to Apache Tomcat through that port. After installing the new version of Apache Tomcat, redeploy the Notification website under the new version of Tomcat using Configuration Manager

To redeploy the Notification Manager under the new version of Apache Tomcat

1. Open the NM Web Services dialog.
2. Uncheck or clear the Use local Java Servlet environment.
3. Click OK to save and close the dialog.
4. Reopen the NM Web Services dialog.
5. Check Use the Local Java Servlet environment
6. Click OK to save and close dialog.
7. 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 and Sun JRE.

Different Java Versions Installed on the CA Automation Point Server Machine

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 Service Pack 11.3.03. To run Apache Tomcat 6.0 (distributed with CA Automation Point Service Pack 11.3.03), you must have JRE version 1.6 or later. JRE version 1.6.0 is redistributed by CA with CA Automation Point Service Pack 11.3.03.

Web MV and IIS 7.0

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). With the Microsoft Windows Server 2008 operating system, a newer version of this IIS component (version 7.0) is now bundled as an available server role. This newer version of IIS includes several enhancements over the previous version (version 6.0), including newer interfaces to configure and manage IIS itself. These new management interfaces are not backward-compatible with the previous version of IIS, so Microsoft has included an optional role service for the Web Server (IIS) server role to allow an application to use the same interface to manage both IIS 6.0 and IIS 7.0.

To allow Web MV to work in both IIS 6.0 and IIS 7.0 environments, CA Automation Point uses the previous IIS management interfaces (available in IIS version 6.0). For the Web MV server component to integrate with IIS 7.0 on the Microsoft Windows Server 2008 operating system, you must install the optional Web Server role service that provides IIS 6.0 compatibility. This Web Server role service is named *IIS 6 Management Compatibility*. Because a default IIS 7.0 installation does not include this role service, you must explicitly select this service for installation.

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 2008, and Windows 7.

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.

Published Fixes

The following is a list of fixes made for CA Automation Point Service Pack 11.3.03:

ATMXC 659

Fixes a problem that occurred on non automated consoles where the cursor was being forced to the next writable field. This problem was causing the cursor to jump to the command area as the operator was attempting to move it.

ATMXC 661

Fixes a problem that was causing the "AXC0043W Session *sessname* will not be started because it is configured with a 3251_CFE terminal type which is no longer supported" message to appear.

ATMXC 662

Fixes a problem that occurred when issuing an ADDRESS OPS command processor with CmdResp(XDQ) specified. This problem caused the return data from the REXX program to not be saved to the External Data Queue (XDQ).

ATMXC 664

Fixes a problem that caused the IMPORT SESSION dialog to fail to copy fingerprints for SSH sessions.

ATMXC 665

Fixes problems the CA OPS/MVS Interface incurred while establishing remote connections in CA Automation Point 11.3.

ATMXC 666

Fixes the problem APCMOS was having to query or set attributes that are part of activation profile groups.

ATMXC 667

Messages generated from ADDRESS GLV commands that internally call the functions VarGet, var_get, VarSet, var_set, VarList, and VarPurge have been reclassified from informational to trace.

ATMXC 668

Fixes TN3270 sessions from displaying an empty gray field.

ATMXC 670

Fixes the CMDTEST.EXE utility. This utility did not work correctly when an output from a tested command contained a delimiter (in this case the % sign).

ATMXC 671

Support for the REXX command environment on AP client workstations was dropped in CA Automation Point 11.3. To mitigate the impact on the automation in place, this fix adds support for AP client workstations to play .WAV files through the APSpeak client component.

ATMXC 672

Fixes a problem with the NM Gateway failing to start with a 1062 (Access Denied) error.

ATMXC 673

Fixes a problem with the ADDRESS AXC SESSCMD command reporting errors from timeout or the non issue of a command when the consoles are working properly.

ATMXC 674

- Fixes the problem with Unicenter security not detecting and reporting during the migration of CA Automation Point 11.2 configurations into Release 11.3.
- Fixes the problem with control files permissions not being reported when NT security is selected.

ATMXC 675

Fixes the problem with Manage Site Files GUI hang.

ATMXC 676

Fixes the problem with the Manage Site Files utility failing with the error message "Cannot find the path specified" when the Export directory did not exist under the user data path.

ATMXC 678

Fixes a problem that occurred when upgrading from a CA Automation Point 11.2 client installation. This problem occurred when the backup and CA Automation Point 11.3 data migration that was performed by the ExplmpCfg failed. This failure occurred when the Site\Config directory did not exist.

ATMXC 679

Fixes a problem with previous versions of CA Automation Point being listed in Windows Control Panel, Add or Remove Programs as being installed concurrently with CA Automation Point 11.3. This problem could have occurred if CA Automation Point 11.1 or 11.2 were improperly uninstalled.

ATMXC 680

Fixes a problem with Autostart Manager not starting the Automation Point Desktop.

ATMXC 681

Fixes a problem with only four voice channels being available in the Configuration Manager NM Voice Groups Dialog when there are more channels on the Dialogic voice card available.

ATMXC 682

Fixes a handle leak in the TN3270 reconnect logic.

ATMXC 683

Fixes a problem with incorrect initial privileges when creating a notification manager login.

ATMXC 684

Fixes the defining a scheduling time block for the notification manager problem. This problem had a begin time that designated any time between 12.01AM and 12.59AM and end time that designated between 1:00AM and 11:59AM on the same day.

ATMXC 685

Fixes a problem with exception in voicesrv.exe – uidSMTP.dll

ATMXC 686

Fixes a failure if Windows Event Log is monitored on Windows 2008.

ATMXC 687

Fixes a problem when connecting to an Automation Point server from an earlier apView client (11.1 or 11.2) – the client paints a partial screen.

ATMXC 688

Fixes a problem with notification status when a SYSTEM parameter is specified for a PAGE2WAY notification method.

ATMXC 689

Fixes a problem with frequency of calling NMIANSWER command during PAGE2WAY notification.

ATMXC 690

Fixes an issue when the name of ASYNCH SESSION contains leading or trailing spaces.

ATMXC 691

Fixes a problem when REXX LOGGING is enabled and output from REXX script contains unprintable characters.

ATMXC 692

When there is a HEARTBEAT = YES parameter on the remote statement in the CCIRMTD.rc file on Windows that is provided for connectivity problems.

ATMXC 694

Added the possibility to switch between 12/24 time format (new item in Options menu).

ATMXC 695

If a message used by the EXPORTMSG feature contains unmatched brackets, this wrong message is excluded from processing and the feature is not disabled.

ATMXC 696

A fix was written to expand the memory pools available to the GLV operations.

ATMXC 697

Fixed the heap corruption problem, with not enough memory allocated for OPS PPQWRITE.

ATMXC 698

In the 5250 inbound data stream EBCDIC 1F is printed on the display as space items.

ATMXC 699

To use a longer SMTP header with Sendmail and Notification Manager, appropriate change was determined upon test fix impact resolution and testing.

ATMXC 700

Incorrect registry parameter causing an error during install of the remote viewer was fixed.

ATMXC 701

Fixed notification of certain contacts in the tree, that were blocked.

ATMXC 702

Fixed recognition of multi-line SMTP banners to be processed.

ATMXC 703

Fixed problems with 3270 sessions sometimes not connecting because of deadlocks introduced during last version improvements.

Known Issues

The following sections discuss known behavior in CA Automation Point Service Pack 11.3.03.

Session Definition Sets

If you have multiple session definition sets and 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 associated with the monitored event when CA Automation Point is started. However, when you go into the particular event monitoring dialog, all settings will 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 may encounter an error stating that 'MDB Cell setup has failed'. The error message gives you the opportunity to continue or cancel the installation. If you chose to continue, the installation completes successfully, and all components used by CA Automation Point operate successfully. This error message is issued by the CCS DIA DNA component, which is automatically installed by CCS, but is not used by CA Automation Point.

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 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 will now contain two separate entries for CA Secure Socket Adapter. This has 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.

Maximum Size for the Name of a Session Definition Set

You must limit the size of the names that you create for session definition sets to no more than 32 characters. If you create a name that is larger than 32 characters, your configuration settings may not be properly saved.

Windows Messaging Service

Microsoft no longer provides the Windows Messaging service as part of the base operating system for Windows XP. Therefore, CA Automation Point no longer supports the MAPI (Messaging Application Programming Interface). Use the SMTP protocol to send email, requiring no other software.

Note: This release of CA Automation Point no longer supports the VOX POSTMAIL command. Use the VOX SENDMAIL command to send email notifications.

Notification Manager Status of Initializing

If you use the Notification Website to issue notification requests, you might occasionally see one or more of these notification requests remain in the Initializing state when viewing the status of your notification requests. For example, if you have configured a Notification Server machine to point to a remote NM Database Server machine, and you have configured this NM Database Server machine to route all notification requests back to the Notification Server machine, the status of notification requests initiated from the Notification Website might remain in the Initializing state. A notification request can also remain in this Initializing state if a notification request is issued from the Notification Website and the Notification Server responsible for processing this notification request is not currently running.

If a notification request remains in the Initializing state for an extended period of time, this request can be considered a failure and should be re-issued. If you continue to see notification requests that do not progress past the Initializing state, make sure that the Notification Server machine is properly configured to establish a database connection, the database server is ready to accept database connections, and the Notification Server is currently active.

Notification Manager Issues

This section discusses known issues regarding the Notification Manager.

CA Product Compatibility

Notification Manager data is stored within the CA Management Database (MDB). CA Automation Point Release 11.2 uses a new version of the MDB (version 1.5). When you install other CA products to operate against the same MDB, you must be aware of your database compatibility for all such products.

- If all of your site's CA applications have been designed to operate with MDB 1.5, no special actions are required to install and use those applications.
- If you upgraded your Notification Manager database from CA Automation Point Release 11.1, no special actions are required to install and use other CA products.
- If you create a fresh Notification Manager database with CA Automation Point Release 11.2, and you need to install other applications that do not yet support version 1.5 of the MDB, you must make your MDB backwardly compatible before installing those products.

CA Automation Point automatically places an MDB compatibility tool on your system when you create a Notification Manager database. Documentation on using of this MDB compatibility tool is available at the CA technical support site, <http://support.ca.com>. On the site's main page, select MDB from the Select a Product or Solution page drop-down list.

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. However, if you do not want CA Automation Point to monitor one of these two sources, simply do not select any hosts for that source, and CA Automation Point will not perform any unnecessary monitoring.

Dialogic Voice Card Drivers on Windows 64-bit Operating Systems

The Dialogic installation program provided on the CA Automation Point installation DVD2 supports 64-bit operating systems, but only under Windows Server 2008 64-bit. The installed Dialogic drivers will *not* run under Windows Server 2003 64-bit.

Apache Tomcat Monitor Fails to Start as a Standard User

The version of Apache Tomcat shipped with CA Automation Point (version 6) includes a component called 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 (tomcat6w.exe) requires permission to interact with system services, it cannot be executed as a standard user (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 ("Unable to open the service 'Tomcat6'") and shuts down.

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. If you are using the Microsoft Windows Server 2008 operating system, you can 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 tomcat6w.exe program in Windows Explorer (the default directory is C:\Program Files\Apache Software Foundation\Tomcat 6.0\bin).
2. Right-click the name of this file and select the Properties context menu item.
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.

The tomcat6w Properties dialog displays.

A new tomcat6w.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 machine to launch the Apache Tomcat Monitor application.

No ADDRESS TNG Error Text

When the CA-AP NSM Gateway service is not running, and you execute a REXX program that calls an ADDRESS TNG command, the ADDRESS TNG command appropriately fails with error code 30 (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 the scenario above.

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

The help provided by the 'AP Help' entry in the AP Viewer menus describes the capabilities of the CA Automation Point Server Desktop. However, the 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, you must 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.

Documentation

Product documentation is available in PDF and HTML format from the CA Automation Point Bookshelf provided on the product DVD and on <http://ca.com/support>. To view PDF files, you must download and install the Adobe Reader from the Adobe website if it is not already installed on your computer.

Contact Technical Support

For online technical assistance and a complete list of locations, primary service hours, and telephone numbers, contact Technical Support at <http://support.ca.com>.

Appendix A: Third-party Software Acknowledgements

This appendix provides software license agreements for components of third-party software used with CA Automation Point.

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For the jasper-jdt.jar component:

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