

CA Automation Suite for Clouds Base Configuration

Release Notes

Release 01.7



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CA Technologies Product References

This documentation set references the following CA Technologies products and components:

- CA Service Catalog
- CA Process Automation
- CA Embedded Entitlements Manager (CA EEM)
- CA Server Automation
- CA Business Intelligence
- CA IT Client Manager

Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At <http://ca.com/support>, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
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- Product and documentation downloads
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Chapter 1: Welcome

Welcome to CA Automation Suite for Clouds Base Configuration Release 01.7.

This document contains information about new features and enhancements, known issues, and details about how to contact [CA Technical Support](#) (see page 3).

Follow these steps:

1. Navigate to <http://ca.com/support> and log in.
2. Click Open a Case on the left side of the screen.
3. Complete the following steps:
 - a. Select CA Automation Suite for Clouds as the product name.
 - b. Select the release number.
 - c. Select CA Automation Suite for Clouds as the component name.
4. Complete the form and submit your request or issue.

Chapter 2: New Features and Enhancements

This section discusses the new features and enhancements in this release:

Disk Management

You can now Add/Modify disks to a VM and select the Disk Provisioning Type (Thick/Thin) in reserve VM, reservation that is based on a template, and reserve using existing VM.

VM Clone as Snapshot

This feature enables use of clones as snapshots and also limits the maximum clone one can create.

Reserve Using an Existing Virtual Machine

This service enables the service consumers to reserve virtual machines using their existing VMs as a source. You can also add/modify disks, secondary owners during the reservation creation.

Archiving and Restoring Reservations

This service enables a service consumer to set a grace period for a reservation. The user can retain/archive the reservation for the specified period when the reservation is returned/ expired. The archived reservation can be restored within the retention period.

Price in Cart based on Reservation Manager

This feature enables a service consumer to view the cost information of the reservation in the cart based on the Reservation Manager. The service provider has to define the costs in Reservation Manager and import the same to CA Automation Suite for Clouds.

Provide a name for the Request

This feature allows the service consumer to view their reservation names of the request. Earlier the request name used the service offering name.

Hot Add Memory and CPU without requiring a VM reboot

The service consumers can now reboot their VM at their desired time after the hardware specification of the VM is modified. A VM reboot is needed for the changes to take effect. The option is available if you are using CA Server Automation 12.8.1. They are not available in CA Server Automation 12.8 or earlier versions.

Localization Support

The following languages have been tested with the help of language pack supported by CA Service Catalog and CA Server Automation.

- French
- Spanish

Schedule VM Modification

This service allows the service consumers to schedule the VM modification request to run at a specified time.

Cancel Future Reservations

This service allows service consumers to cancel the reservations which are not yet started. To accommodate this feature, the Return Reservation service offering now lists the reservations which start on future dates.

Allow multiple requests in a cart

This service allows service consumers to add multiple request items to the cart and submit the request at once.

Secondary Owners

In the earlier versions of CA Automation Suite for Clouds, the secondary owners of a reservation could manage the reservation and could administer the provisioned VM.

This feature allows the service consumer to give specific right to the secondary owner (local administrator access or manage a reservation or both).

Secondary Owners in Modify Reservation

This feature allows the service consumer to add/modify secondary owners after the reservation is created using the Modify Reservation service offering.

Note: You cannot add local administrators to the VM using this service.

Enable Pre-provisioning & Post- provisioning Custom Process

This option allow administrators to add one or more custom processes in CA Process Automation to execute them as pre-provisioning or post-provisioning tasks during the provisioning process. The service provider must configure the settings in the CA Process Automation dataset. The service providers can select all types of reservation templates when publishing the service offerings based on reservation templates through the service builder.

The service consumers can select all types of reservation templates in template-based service offerings.

Show back Enhancements

This service allows the service providers to generate reports that are based on < SSRM > chargeback definitions. New report views are added to support this feature.

Improved Exception Handling

This release provides improved exception handling for Reservation Manager requests.

Usability Enhancements

This release supports the following usability enhancements:

- Self-Service VM State Management.
- On-demand provisioning.
- An Optional Reservation End date.
- Customization of the VM name.
- Ability to add AD-Users to the local Admin group for Windows Machines.
- Ability for multiple users to manage the reservations lifecycle.
- Ability to set a grace period before deleting machines that are part of expired reservations.
- Ability to add resources to a VM without restart for VMware-supported scenarios.
- Advanced Error Handling for reservation-time build failures.

Product Certification

This release supports the following product versions:

- CA Service Catalog r12.8 CP02 with RO65483, RO65485, and RO65486 patches
- CA EEM r12.0.7.57
- CA Process Automation r4.1 SP1
- CA Server Automation r12.8.1

Chapter 3: Known Issues

This section describes the known issues for the CA Automation Suite for Clouds.

Content Packs Are Deleted After Upgrade

Symptom:

After you upgrade CA Service Catalog 12.7 to CA Service Catalog 12.8, the content packs are deleted from the %USM_HOME%/filestore/contentpacks folder.

Solution:

Copy the content packs manually from the media.

Cost for Extend or Return Reservation Shows Zero

Symptom:

When secondary users extend or return reservation, the cost is displayed as zero in the system.

Solution:

This issue currently has no known solution.

Credentials Captured when Adding External Web Content are Not Retained Permanently

Symptom:

When a CA Business Intelligence report uses the openDoc URL to add content to the dashboard, the credentials are not saved.

Solution:

Log in again to resume adding the content to the dashboard.

Email Notifications from CA Service Catalog Display Hidden Fields

Symptom:

The email notification from CA Service Catalog displays fields that are defined as hidden. These hidden fields contain data that an approving manager can try to interpret.

Solution:

CA Service Catalog is working as currently designed. However, to work around this design, you can hide the expression data from the approval emails. Modify the request email profile file for hiding the hidden values in the request email.

Follow these steps:

1. Log in to the CA Service Catalog server.
2. Edit the requestemailprofile.xml file in the following folder:
%USM_HOME%/view/webapps/usm/explorer/request
3. Change the *formsinfo* value to false in the following line:

```
Entry: <xsl:variable name="formsinfo" select="true()" /> <!-- Requested  
Services: Forms Information -->
```

4. Save the changes.

Firefox Browser does not Redirect CA EEM URL

Symptom:

The Firefox browser does not redirect the CA EEM URL.

Solution:

This issue currently has no known solution. Use a supported Internet Explorer browser.

Incorrect Date Populates in the Request Extension Form

Symptom:

When you extend the reservation after creating a virtual machine reservation, the Request Extension form shows the incorrect date in the Maximum Extension Date field.

Solution:

This issue occurs because the Maximum Days field in the Resource Pools setting in CA Server Automation is set to unlimited. Apply the RO53724 patch on the CA Service Catalog server so the Maximum Extension Date is 20 years from the reservation date. You can then change the Maximum Days value as appropriate.

Previous Content Packs Appear after Upgrade

Symptom:

After you upgrade to Release 01.7, the CA Service Catalog also displays earlier version of CA Automation Suite for Clouds details on the Service Builder, Content Packs page.

Solution:

Having multiple versions of the content pack does not create any conflicts.

Provision Datastore Request Sometimes Fails

Symptom:

The data store provisioning request sometimes fails with the following message when you use the *iscsi* storage protocol:

```
Attach fail - The specified job failed to attach the provisioned storage to the requested target host. Failed to create datastore [isingh6]. VCPMM Error: [CAAM3295 vCenter operation Failed: Soap error: -1, Soap fault is NULL]
```

This issue occurs because the storage servers and the ESX hosts are distantly located, which results in network latency. However, because the data store is provisioned and attached to the ESX host or cluster, the product changes the request status to *Pending Administrator Remediation Action*.

Solution:

The Administrator can review the request in CA Server Automation or in the host server, and can change the request status to *Admin Remedial Action handled*.

Reservation Cost Displays Zero in Get VM Reservations By Cost Center Report

Symptom:

If the reservation is returned on the same day it got created, cost is displayed as zero in the Get VM Reservations By Cost Center report. The user is credited the same amount that they were charged when they created the reservation. Hence the reservation is not charged.

Solution:

This issue currently has no known solution.

Special Characters in the Reservation Name Field

Symptom:

You cannot submit a request when you use the \$ symbol or a series of special characters in the reservation name field.

Solution:

This issue currently has no known solution. To work around this issue, validate the supported characters in the form before submitting a request. The supported characters are 0-9; A-Z, and a-z.

Virtual Machine Reservation Fails Due to Failure in Software Installation

Symptom:

If you require more free space than is defined in the template, the software installation does not occur during the VM provisioning. This results in a reservation failure. The primary disk is expanded only after the VM is provisioned. The selected software is installed in the newly provisioned VM.

Solution:

Avoid choosing software that requires more space during VM provisioning.

Reservation details are displayed for secondary owners having "VM User Only" option

Symptom:

In the Modify VMware Reservations request, the secondary users with only local administrator rights are also listed. When the request is updated, all the users get the access to manage a reservation.

Solution:

Remove the users with only local administrator access to the VM and submit the Modify VMware Reservations request again.

Host name of the new Windows VM created using an existing VM does not get changed

Symptom:

When a new VMware Windows 2008 server VM reservation is created using an existing VM, the host name of the new VM does not get changed to the new host name. This is because the guest operating system customization did not start during the provisioning process.

This issue occurs if the Windows Software Licensing Rearm program has run more than three times in a single Windows Image. For more information, see the Microsoft Knowledge Base article 929828 <http://support.microsoft.com/kb/929828>.

For example, assume that Sysprep is run on Virtual Machine-1 for three times (for any reason) and then you convert that Virtual Machine-1 to a Template-1 and deploy a Virtual Machine-2 from that template. In this case, Sysprep fails to work on Virtual Machine-2 and when you try to initialize the Sysprep manually.

For more information, see the VMware Knowledge Base article 1026639 http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1026639.

Solution:

To resolve this issue, rebuild the template

Clones get deleted when a reservation is archived

Symptom:

When a reservation is archived, all the clones associated with the VMs of the reservation are deleted. As a result, if the reservation is restored using Restore Archived Reservation, user are not able to access the clones.

Solution:

This issue currently has no known solution.

Only VM is deleted on expiration, associated clones are not deleted

Symptom:

When a VM expires, all the clones associated with the VM are not deleted.

Solution:

This issue currently has no known solution.

Clone VM request fails in the first attempt

Symptom:

The Clone VM request sometimes fail in the first attempt with the error '*An error occurred while quiescing the virtual machine*'. This error can occur if vCenter fails to create the clone of a running machine. In this scenario, the status of catalog request is changed to Pending Admin Remedial Action.

Solution:

The clone VM request succeeds in subsequent attempts. For the existing request, the administrator can change the request status to Admin Remedial Action Handled and the request lifecycle continues.

Chapter 4: Licensing Update on Windows Preinstallation Environment (ESX Bare Metal Provisioning)

CA Automation Suite for Clouds provides workflows for provisioning multiple server classes with different operating systems or Hypervisors. This provisioning is achieved using various techniques that are based on appropriate technology and implementation requirements. Microsoft Windows Automated Install Kit (WAIK) is one example of a technology that you can use to provision Windows operating systems.

Note: The WAIK licensing terms do not permit you to use it to provision non-Windows Operating Systems (such as Linux).

You can find the license details in your copy of the WAIK. The use of DOSX to provision older versions of these platforms is supported depending on the availability of the appropriate Windows license. CA does not ship licensed, nonredistributable, or otherwise restricted components, but customers can provide valid licensing and use components at their discretion.