

CA IT Client Manager

Release Notes

Release 12.8



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CA Technologies Product References

This documentation set references to the following CA products:

- CA Advantage® Data Transport® (CA Data Transport)
- CA Asset Intelligence
- CA Asset Portfolio Management (CA APM)
- CA Common Services™
- CA Desktop Migration Manager (CA DMM)
- CA Embedded Entitlements Manager (CA EEM)
- CA Network and Systems Management (CA NSM)
- CA Patch Manager
- CA Process Automation
- CA Business Intelligence
- CA Service Desk Manager
- CA WorldView™
- CleverPath™ Reporter

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
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at <http://ca.com/docs>.

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Chapter 1: Introduction

Welcome to the CA ITCM Release Notes. This document contains the following information about how to use the CA ITCM family of products.

This document provides the details about the following functionality that is introduced in CA ITCM Release 12.8:

- [System Requirements](#) (see page 7)
- [New Features, Enhancements and Fixes](#) (see page 9)
- [Removed and Discontinued Features](#) (see page 13)
- [Languages Support](#) (see page 15)
- [CA IT Client Manager Documentation](#) (see page 17)

System Requirements

For detailed system and platform support information, see the [Compatibility Matrix](#) or Readme.

Chapter 2: New Features, Enhancements and Fixes

CA ITCM Release 12.8 provides the following New Features, Enhancements, and Fixes:

Note: Some additional features were released as patches to the last full product release (CA ITCM12.5 SP1). You can find the details on these features in the Release Notes for the CA ITCM 12.5 SP1 Cumulative 1 patch available on the CA support.

This section contains the following topics:

- [Asset Management](#) (see page 9)
- [Change Scalability Server of an Agent](#) (see page 10)
- [Location Awareness](#) (see page 10)
- [Delete Computers](#) (see page 10)
- [Duplicate Assets Registered](#) (see page 10)
- [Health Monitoring](#) (see page 10)
- [Offline Patching](#) (see page 10)
- [Oracle Directory Support](#) (see page 11)
- [OSIM](#) (see page 11)
- [Software Delivery](#) (see page 11)
- [Replication](#) (see page 12)
- [Web Console](#) (see page 12)

Asset Management

This release provides the following Asset Management enhancements:

Enable or Disable a Query-based Policy

This release includes the following enhancements to Query-based Policy Evaluation:

- The list of violators is purged each time you disable and re-enable a query-based policy.
- During the enable action, the engine re-evaluates the policy only on the next collect task or as scheduled basis the engine evaluation settings.
- On re-evaluation, all the policy actions run only on the new violators. However, the delete action continues to run for deleting the old violators that are not deleted in the previous evaluation.

Change Scalability Server of an Agent

You can change the scalability server of an agent in the respective domain from the DSM Explorer. In the previous releases, you were able to do this change only at the Agent.

Location Awareness

The location awareness feature lets a DSM Agent on a computer detect the location of the computer using the changes in the assigned IP address. You enable and configure the location awareness to let the DSM agents establish a connection with the most appropriate scalability server.

Delete Computers

You can delete the computers that have the active software delivery jobs. In the previous releases, the computers with active software delivery jobs could not be deleted.

Duplicate Assets Registered

The matching algorithm is improved to use only the MAC addresses from regular network interfaces with any existing assets. Also, the regular MAC addresses are used to match with the existing records; not only the primary MAC address. The improved matching algorithm mitigates the scope of creating duplicate assets.

Health Monitoring

Health Monitoring (HM) functionality lets you configure alerts, set threshold values, and monitor the overall health of the CA ITCM infrastructure.

Offline Patching

Offline patching lets you export content and patch files remotely when your CA ITCM environment has no internet access:

1. Export the content and patch files to a portable media device using a separate computer that has internet access.
2. Use CA Patch Manager to import the exported content to the CA ITCM environment.

Oracle Directory Support

This release provides the integration support for Oracle Directory.

OSIM

This release provides the following OSIM enhancements:

Support for WinPE 4.0:

- Support for Windows 8 and Windows 2012 deployment.

Support for Deploying the OS images using a Linux-based boot image:

- Support for a Linux-based boot image to deploy Linux operating systems, ESX hypervisors, and Citrix XenServer
- SAN Deployment Support for RHEL 6.x OS, ESXi 5.1, Oracle Enterprise Linux, and Citrix XenServer through CA ITCM OSIM
- Support for Multiple Local Disks for Linux Operating Systems, and Citrix XenServer
- Support for the Combination of Multiple SAN disks and Local Disks for RHEL 6.x OS and Citrix XenServer
- For Citrix XenServer, Guestdisk support for both local and SAN disk to identify the storage device to store guests

Note: To see a list of supported versions of OS which are added or dropped for the OSIM deployment, see the [Compatibility Matrix](#) available on support.ca.com.

Software Delivery

This release provides the following Software Delivery enhancements:

Software Delivery Enhancements for Interactive Software Deployment on Vista or Later:

Lets you install the interactive software without the need to use Interactive Services Detection Dialog when the installer requires the user input. Administrators can now specify the software package to be interactive in the procedure option.

Replication

This release provides the following enhancements to the Replication feature:

Independent Upward and Downward Replications

The replication task includes two independent stages:

- The upward replication task replicates data from a Domain Manager upwards to the Enterprise Manager.
- The downward replication task replicates data downwards from the Enterprise Manager to a Domain Manager.

Replication of Discovered Software Property

Only the changes to the discovered software property are replicated. In previous releases, the property is refreshed each time the replication task is created.

Performance Enhancements

The following engine-related enhancements improved the performance in the areas of replication and synchronization:

- Improved replication and synchronization performance.
- Enhanced error reporting and setting of failure status in replication and synchronization.
- Enhanced progress reporting of replication and synchronization.

Web Console

This release provides the following WAC enhancements:

Dynamic Search

Provides advanced filters and conditions to refine the search results, and work with the required CA ITCM components.

Health Monitoring

Provides the alert management capability such as tracking alerts, adding notes, and updating the state to New, Follow-up, or Cleared.

Group Management

Provides all the group management functionality.

- Create, edit, or delete the groups
- Add and remove members in a static group
- Evaluate a dynamic group.

Chapter 3: Removed and Discontinued Features

This chapter contains information about the removed and discontinued features:

- CA WorkFlow
- Protection Inventory

For a list of support dropped platforms and product integrations, see the [Compatibility Matrix](#) available on support.ca.com.

Chapter 4: Languages Support

This section contains the following topics:

[Internationalization Support](#) (see page 15)
[Localization Support](#) (see page 16)

Internationalization Support

An internationalized product is an English product that runs correctly on local language versions of the required operating system and third-party products. Internationalized products support the ability to specify local language conventions for date, time, currency and number formats.

This English release is certified for the following operating environment language variants on Windows, Linux, and UNIX:

- French
- German
- Japanese

For Agent Components:

- Simplified Chinese
- Traditional Chinese
- Italian
- Korean
- Spanish
- Brazilian Portuguese

Localization Support

A localized product is an internationalized product that includes local language support for the product user interface, online help, and other documentation. Also, supports local language default settings for date, time, currency, and number formats.

This release of CA ITCM supports the following localized languages:

- French
- German
- Japanese

For Agent Components:

- Simplified Chinese
- Traditional Chinese
- Italian
- Korean
- Spanish
- Brazilian Portuguese

This release provides localization support for CA Business Intelligence Reporting (BI).

Chapter 5: CA IT Client Manager Documentation

CA ITCM documentation focuses on the following key areas:

- An end-to-end bookshelf that gives you access to content throughout the product life-cycle.
- Role-based scenarios that detail how to complete key business processes. These scenarios can appear in traditional guides and as standalone Knowledge Base articles on <http://ca.com/support>.
- Concise product content that promotes the usability and accessibility.
- Up-to-date CA ITCM how-tos, tips, processes, and procedures in the CA IT Client Manager Cookbook on [Flipboard](#).

You can access the product documentation in the following locations:

- Click the Help link in the product.
- Access the Docs directory on the installation media.
- Visit Technical Support at <http://ca.com/support>.

Documentation on the Product Media

The following documentation deliverables for CA ITCM are available on the DVD and must be read before CA ITCM installation:

- **CA Bookshelf**
Provides a single point of access for all deliverables in the documentation set, regardless of their deliverable format. Users can locate information easily, search all deliverables, and browse and print documents.
The CA Bookshelf is available at *DVD_Root\DOC*.
- **Readme**
Contains product installation requirements and known issues. Readme is available in English only at *DVD_Root*.

Documentation Installed with CA ITCM

The following types of documentation are automatically installed with CA ITCM and are accessible while running CA ITCM.

- **Online Help**

Provides context-sensitive help and is accessible from the Help menu, F1, or the Help button.

- **Tutorials**

Guides you interactively through the basic application operations. You can switch tutorials on and off from the View menu.

- **Documentation Assistant**

Displays a list of CA ITCM product documentation when you start the CA ITCM user interface. Documentation Assistant provides the location and access information about the CA ITCM documentation.

- **CA Bookshelf**

Provides a single point of access for all deliverables in the documentation set, regardless of their deliverable format. Users can locate information easily, search all deliverables, and browse and print documents.

You can access the bookshelf from the Windows Start menu at Programs, CA, IT Client Manager, Bookshelf.

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