CA Automation Suite for Clouds Base Configuration

Release Notes

Release 01.6 SP01

This Documentation, which includes embedded help systems and electronically distributed materials, (hereinafter referred to as the “Documentation”) is for your informational purposes only and is subject to change or withdrawal by CA at any time.

This Documentation may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA. This Documentation is confidential and proprietary information of CA and may not be disclosed by you or used for any purpose other than as may be permitted in (i) a separate agreement between you and CA governing your use of the CA software to which the Documentation relates; or (ii) a separate confidentiality agreement between you and CA.

Notwithstanding the foregoing, if you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all CA copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION “AS IS” WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is CA.

Provided with “Restricted Rights.” Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © 2013 CA. All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

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
- 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.

Contents

Chapter 1: Welcome 7

Chapter 2: New Features and Enhancements 9

Chargeback 9
Improved Exception Handling 9
Usability Enhancements 9
Product Certification 10

Chapter 3: Known Issues 11

Content Packs Are Deleted After Upgrade 11
Cost for Extend or Return Reservation Shows Zero 11
Credentials Captured when Adding External Web Content are Not Retained Permanently 11
Email Notifications from CA Service Catalog Display Hidden Fields 12
Multiple Requests Not Supported 12
Firefox Browser does not Redirect CA EEM URL 13
Incorrect Date Populates in the Request Extension Form 13
Previous Content Packs Appear after Upgrade 13
Provision Datastore Request Sometimes Fails 14
Reservation Cost Displays Zero in Get VM Reservations By Cost Center Report 14
Special Characters in the Reservation Name Field 14
Virtual Machine Reservation Fails Due to Failure in Software Installation 15

Chapter 4: Licensing Update on Windows Preinstallation Environment (ESX Bare Metal Provisioning) 17

Chapter 1: Welcome

Welcome to CA Automation Suite for Clouds Base Configuration Release 01.6 SP01.

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 describes the new features and enhancements in this release.

Chargeback

This release supports allocation-based billing to charge the Service Consumer for the services they use. To configure this feature through a wizard, use CA Service Catalog to publish new services.

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
- Preprovisioning and Postprovisioning action enablement

Product Certification

This release supports the following product versions:

- CA Service Catalog r12.8
- CA EEM r12
- CA Process Automation r4.1
- CA Server Automation r12.8

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 user 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.xsl 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.

Multiple Requests Not Supported

Symptom:

Field values display incorrectly if you add more than one request in the Cart because the solution does not support multiple requests in the Cart.

Solution:

Modify the CA Service Catalog configuration.

Follow these steps:

1. Log in to CA Service Catalog as an Administrator.
2. Click Catalog, Configuration, Request Management Configuration.
3. Edit the Allow Only One Service Per Requests property.
4. Select the Allow Only One Service Per Requests option.
5. Click Update Configuration.

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 01.6 SP01, the CA Service Catalog also displays Release 1.6 and 1.5 SP01 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.

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.