CA Service Catalog

Release Notes
Release 12.8.00

CA Technologies Product References

This documentation set contains references to the following CA Technologies products:

- CA Service Catalog, which includes Accounting Component (formerly CA Service Accounting)
- CA Embedded Entitlements Manager (CA EEM)
- CA Server Automation
- CA Server Automation Reservation Manager (Reservation Manager)
- CA Business Service Insight (CA BSI, formerly CA Oblicore Guarantee)
- CA Open Space
- CA Role & Compliance Manager (CA RCM)
- CA Service Desk Manager, which includes CA CMDB
- CA SiteMinder®
- CA Asset Portfolio Management (CA APM)
- CA MICS® Resource Management
- CA JARS®
- CA Storage Resource Manager (CA SRM)
- CA Workflow
- CA Process Automation (formerly CA IT PAM)
- CA Business Intelligence
- CA Anti-Virus (formerly eTrust Antivirus)
- CA Threat Manager (formerly eTrust Integrated Threat Management [eTrust ITM])

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

Welcome to CA Service Catalog Release 12.8.

This section contains the following topics:

What this Document Provides

This document provides detailed information about new and enhanced features for CA Service Catalog Release 12.8.

This document also includes system requirements, installation considerations, general considerations, information about the documentation set, and known issues.

Note: At publication time, CA Service Catalog supports the operating systems and the third-party software listed in this document. For assistance, contact CA Technologies Support at http://ca.com/support.

International Support

An *internationalized* product is an English product that runs correctly on local language versions of the required operating system and required third-party products. An internationalized product supports the following:

- Local language data for input and output

- The ability to specify local language conventions for date, time, currency and number formats

A *translated* product (or *localized* product) is an internationalized product that includes local language support for the following:

- User interface

- Online help and other documentation

- Local language default settings for date, time, currency, and number formats

In addition to the English release of this product, CA Technologies supports *only* those languages listed in the following table.

Language	Internationalized	Translated
Brazilian-Portuguese	Yes	Yes
Chinese (Simplified)	Yes	Yes
French	Yes	Yes
German	Yes	Yes
Italian	Yes	Yes
Japanese	Yes	Yes
Spanish	Yes	Yes

Note: If you run the product in a language environment *not* listed in the table, you can experience problems.

Chapter 2: New and Updated Features

This section contains the following topics:

Role-based Scenarios

CA Technologies now provides a new way of documentation: role-based, user-centered scenarios that help you achieve a goal using your CA Technologies product. Scenarios provide a visual representation of the entire process and guide you through every step.

The topics that follow describe several new features and enhancements in this release. When applicable, the description mentions the related scenario and the guide that contains it.

Enhancements for Creating and Updating Services

The UI includes several enhancements to make it easier and more efficient to create and update services. You can use the enhanced UI to perform the following tasks in CA Service Catalog:

- Create and configure service offerings (services), service option groups, and service options more efficiently and more easily

- Configure a service using either a shopping cart or one-click submit as the method for requesting the service

- Associate policies, CA Process Automation processes, and actions directly to services

- Access CA Process Automation from the UI while editing a service option

Note: For details, see the *Administration Guide*.

Enhanced Look-and-Feel for Services in the Catalog

The UI includes several enhancements to the look-and-feel of services in the catalog. These enhancements improve the experience of users while browsing the catalog and while viewing and requesting services. The enhancements apply to all options for configuring the layout of the catalog. You can configure these options by selecting Catalog, Configuration, Request Management Configuration and configuring the Browse Catalog parameters.

Note: For details about these UI enhancements, access the UI and view and request services in the catalog. For details about setting the Browse Catalog parameters, see the *Administration Guide*.

Widgets

You can leverage CA Service Catalog widgets to let users in both portal and non-portal applications access catalog capabilities. These users access catalog capabilities within the context of their application and without leaving their application. Catalog users can view and request services related to the application. Request managers can approve and reject requests pending action in their queues.

For details, see the following scenario in the *Administration Guide:*

- *Embedding Widgets for Requesting Services and Managing Requests*

Enhancements for Policies and API Plug-ins

You can use API plug-ins to assign approvers to requests dynamically. Instead of assigning approvers explicitly by name, you use the plug-in to populate the list of approvers dynamically at runtime. This feature is useful when roles or personnel change frequently. This feature is also useful when an organization disperses responsibilities widely among potential assignees.

You can also attach policies directly to service options. Such policies are named *attached policies*.

Finally, you specify service options and service option elements in policy conditions according to a row number that you find on the product UI.

Note: For details, see the *Administration Guide*.

Localizing Services

CA Service Catalog lets you localize *individual* services: You use a localization properties dialog for the service and the objects that comprise it, for example, service option groups and service options.

In addition, CA Service Catalog lets you localize *multiple* services at the same time, using command line commands and a localization agency.

For details, see the following scenarios in the *Administration Guide*:

- Localize a Single Service
- Localize Multiple Services

Enhanced Installation and Upgrade Process

The documentation for planning your implementation includes enhanced sections concerning your system architecture, including its size.

The installation and upgrade process for CA Service Catalog is enhanced to be easier and more efficient. The process includes installation and setup utilities that you can run separately at your convenience. In addition, you can use the setup utility at any time after installation to quickly and efficiently update critical connection parameters throughout your implementation.

For details, see the following scenarios in the *Implementation Guide*:

- Preparing to Install CA Service Catalog

- Installing CA Service Catalog

- Upgrading CA Service Catalog

Custom Web Server

You can optionally deploy CA Service Catalog on a custom web server, instead of the default Tomcat web server. Such a deployment is suitable when you want multiple applications to share the web server. For example, CA Process Automation and CA Service Catalog are installed on the same computer. In that case, you can deploy CA Service Catalog on the JBoss web server so that both applications can run on the same JBoss web server.

For details, see the following scenario in the *Implementation Guide:*

- Deploy CA Service Catalog on a Custom Web Server

CA Process Automation-related Updates

Administrators can use the new and enhanced features while working with CA Process Automation:

- Add multiple CA Process Automation instances to support sharing work between multiple departments

- Enable automatic retry of failed requests

- Associate CA Process Automation processes directly to services

- Access CA Process Automation directly from the product UI while editing a service option

- Implement certificate-based login

  If you are using CA Process Automation 4.0 SP1, you can set up CA Service Catalog to use certificate-based login to communicate with CA Service Catalog. If you are upgrading CA Service Catalog and you already have a .p12 certificate for connecting to CA Process Automation, convert it to .pem format. Similarly, if you are installing CA Service Catalog for the first time, generate a new .pem file.

Note: For details about integrating CA Service Catalog with CA Process Automation, see the *Integration Guide*.

Multiple Active Directory Domain Support for CA EEM

CA EEM r12 lets you configure the user store to include multiple Microsoft Active Directory domains. CA Service Catalog supports this configuration. CA Service Catalog lets users from multiple Active Directory domains access the same instance of CA Service Catalog.

Note: For details, see the *Integration Guide.*

Enhancements for the Form Designer

The Form Designer includes the following enhancements:

- New keyboard shortcuts

- A new slider element that enables users to slide a control to increase or decrease the selected value, according to the increments that you specify

- New HTML attributes named *eager* and *height*, and new attributes for the slider element

- A new JavaScript attribute named onLoad

- Descriptions of predefined JavaScript functions are moved from the *Administration Guide* to the UI. To access them, select Administration, Tools, Links, Form Designer JavaScript API.

Note: For details, see the *Administration Guide*.

Archive and Purge Historical Data

You can archive and purge historical data related to requests and audits from the CA Service Catalog database (the MDB). Purging the inactive data from time to time helps improve performance and reduces the database footprint.

For details, see the following scenario in the *Administration Guide:*

- Archiving and Purging Historical Data

Monitoring the Health of CA Service Catalog Connections

In a clustered environment, you can use the diagnostic framework to monitor the health of CA Service Catalog connections to supporting components. These components include the database, CA EEM, and CA Process Automation. The framework includes support for the CA Technologies Common Diagnostic Facility (CDF) and Java Virtual Machine (JVM) metrics.

For details, see the following scenario in the *Administration Guide:*

- Monitoring the Health of CA Service Catalog Connections

UI for Content Packs

A content pack is a collection of CA Service Catalog objects, such as services, forms, policies, events, report data objects, and CA Process Automation processes. Typically, the customizations in a content pack are focused on configuring your Catalog system for the optimal use of a specific feature, service, or environment. Content packs enable you to repeat these customizations efficiently and accurately from one system to another, multiple times. You can now create, export, and import content packs using a new UI.

For details, see the following scenario in the *Implementation Guide:*

■   Using Content Packs

UI for ixutil Utility

The ixutil utility lets you migrate data between CA Service Catalog systems. The data can include business units, configuration data, events, services, and other objects. The ixutil utility now includes a UI that lets you move *most* of the same objects as the ixutil command line utility.

Note: For details about the ixutil UI, see the scenario named Migrate Data between CA Service Catalog Systems in the *Administration Guide*. For details about the ixutil command line utility, see the *Reference Guide*.

Track Log Statements in Memory

You can track all log statements for a request in memory, from the beginning of the request until it is completed. If an error occurs, the Catalog system writes all log statements to the error.log file. If no errors occur, the log statements are discarded from the memory.

For details, see the following scenario in the *Implementation Guide:*

■   Track Log Statements in Memory

Enhanced CA Bookshelf

The CA Bookshelf is enhanced to include more resources for setting up, administering, and using CA Service Catalog, in addition to the product documentation. Highlights are as follows:

- Product Demonstrations

- Knowledge base articles

- Social media links, including the link to the YouTube channel with CA Service Catalog videos

- CA Education courses

Note: For details, see the CA Bookshelf home page.

Chapter 3: Changed Features

This section contains the following topics:

Component Changes

The *Service View* and *Service Builder* components are now combined into a single component named *Catalog Component*. The documentation set references this component when necessary. Most references to *Service View* are replaced with *CA Service Catalog*.

Similarly, the CA Service Accounting component is now named Accounting Component.

Windows Services

In past releases, CA Service Catalog included the following Windows services:

- Event Log Watch

- CA Service View

- CA Service Accounting

- CA Service Fulfillment

- CA Service Repository Agent

- Message Queue 4.1 Broker

CA Service Catalog now includes the following Windows services:

- CA Service Catalog

- CA Service Accounting

- CA Service Fulfillment (only if you are using CA Workflow)

Deprecated Features

The following menu options and their associated features are deprecated from CA Service Catalog. They are no longer supplied with the product.

Administration, Report Builder

- Administration, Report Builder, Offline Data Views

- Administration, Report Builder, Offline Layouts

Administration, Configuration

- Administration, Configuration, Product License

  Note: The link is removed, but the licensing component remains in the product.

Home

- Home, Reports

- Home, Documents, including WebDAV

  Note: Attachments are not affected.

ixcatalog

The ixcatalog command line utility has been removed. To import and export catalog objects, use the ixutil command line utility or the new ixutil UI (see page 17).

ixutil Unused Objects

The ixutil objects that are not used in this release are — account, adjustment, costpool, payments, plandata, planset, report_dataview, report_layout, report_variable, request, requestslaservicehour, slaoffering, statement, subscription_detail, transaction,and generic.

Note: For details about using ixutil, see the *Reference Guide*. For details about the ixutil UI, see the *Administration Guide*.

R5 Theme

The R5 theme is removed and is no longer available. The product upgrade applies the R7 theme.

The custom branding schemes that are created in the earlier releases may not apply correctly. They need to be validated and possibly updated to work in this release.

%USM_HOME% Windows Environment Variable

The %USM_HOME% Windows environment variable is removed. It is replaced by *USM_HOME* as a documentation convention.

USM_HOME specifies the CA Service Catalog installation directory on this computer. For 32-bit computers, the default path name is C:\Program Files\CA\Service Catalog. For 64-bit computers, the default path name is C:\Program Files (x86)\CA\Service Catalog.

Moved Features and Data

The following menu options are moved in this release:

- Fiscal Periods is moved to Accounting, Configuration.

- Data mediation is moved to Accounting.

- Events-Rules-Actions is moved to its own sub-menu under Administration.

The following data is moved in this release:

- Data in the USM_HOME\EIAM.properties file is moved to the USM_HOME\config.properties file.

  USM_HOME specifies the CA Service Catalog installation directory on this computer. For 32-bit computers, the default path name is C:\Program Files\CA\Service Catalog. For 64-bit computers, the default path name is C:\Program Files (x86)\CA\Service Catalog.

- The lib location is changed from USM_HOME\lib to USM_HOME\view\webapps\usm\WEB-INF\lib.

- The following registry data is moved, consolidated, and updated.

  In past releases, the CA Service Catalog installation program created Windows registry keys like the following examples:

  - HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\Service Catalog\View (for 32-bit computers)

  - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ComputerAssociates\Service Catalog\View (for 64-bit computers)

  The program also created similar keys whose names ended with *Catalog, Catalog Content*, *Accounting,* and *Fulfillment* instead of *View*.

  In this release, the installation program creates only one registry key, as follows:

  - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\CA Service Catalog (for 32-bit computers)

  - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\CA Service Catalog (for 64-bit computers)

  Note: The installation program does *not* update the registry with any data for the database or CA EEM.

End of Support Announced for CA Workflow

CA Process Automation is the recommended process automation tool (not CA Workflow). If you are using CA Workflow process definitions, we recommend that you create and use CA Process Automation processes instead.

Important! CA Workflow is no longer being enhanced, and its maintenance and technical support are scheduled to be discontinued as of December 31, 2013. Therefore, we strongly recommend using CA Process Automation as your process automation tool.

Note: For details about installing and using CA Process Automation, see the CA Process Automation documentation and installation media, which are included with the CA Service Catalog installation media. For details about using CA Process Automation with CA Service Catalog, see the *Integration Guide*.

Chapter 4: Documentation

This section contains the following topics:

Documentation

CA Service Catalog supplies the following guides in *both* HTML and PDF format:

- Implementation Guide

- Administration Guide

- Integration Guide

- Release Notes

- Reference Guide

- Readme (if needed)

- CA MDB Overview

- CA Workflow API Reference Guide

For best results, access these guides through the CA Bookshelf .

CA Bookshelf

The CA Bookshelf provides all product documentation (see page 23) in both Section 508-compliant HTML format and PDF format. Using the CA Bookshelf, you can do perform the following actions:

- View and search individual guides in HTML or PDF format.

- Use the Search field at the upper right of the CA Bookshelf to search all guides in HTML format.

  Note: This option applies to the English language guides only, not localized guides.

- Use PDF format to view, search, and print individual guides using Adobe Reader. If Adobe Reader is not installed locally, you can use the Download Adobe Reader link on the bookshelf to download and install Adobe Reader.

- Access more resources for using the product. The bookshelf is enhanced (see page 18) in this release.

To obtain the CA Bookshelf, perform one of the following actions:

- Install CA Service Catalog. The CA Service Catalog installation media installs the CA Bookshelf automatically.

- Copy the entire \locale subfolder from either the installation media or a product installation to your local computer.

- View and optionally download the CA Bookshelf from CA Support Online.

To open the bookshelf from within the CA Service Catalog GUI, select Administration, Tools. On the Tools page, click Links (under Menu). On the Links page, select Documentation, Bookshelf.

To open the bookshelf outside the CA Service Catalog GUI, perform one of the following actions:

- Double-click the Bookshelf.html file.

- Click the CA Bookshelf link in the CA Service Catalog section of the Windows Start menu.

Updated documentation for CA Service Catalog is available at http://ca.com/support.

Readme File

The CA Service Catalog documentation includes a *Release Notes* file.

However, a readme file is optional and is included *only* if necessary to document last-minute changes.

At the time of publication, CA Service Catalog does not require or include a readme file.

Chapter 5: Systems Information

This section contains the following topics:

System Requirements

At publication time, the following list *summarizes* the system requirements for CA Service Catalog. The Support Matrix provides more related information, including details about these requirements, optional integrations, and any updates that occur after GA.

Operating System

- Microsoft Windows Server 2008 - Enterprise or 2008 R2 - Enterprise

Database

- MS SQL Server Enterprise Edition 2005 SP4, 2008 SP2 or R2, or 2012

- Oracle 10g R2 or 11g R2 running on Windows Server, Solaris SPARC, or RedHat Linux 4.0 Advanced Server

Browser

- Microsoft Internet Explorer 8 or 9, 32-bit versions, with the latest service pack

- Mozilla Firefox ESR 10, 17

- Apple Safari 3.5 on Windows

- Google Chrome 15

Hardware

Important! For production, we strongly recommended that you install each required application on its own computer. For example, you install Catalog Component on server 1, CA Process Automation (or CA Workflow) on server 2, and Accounting Component on server 3. You install the DBMS server software on server 4.

- CPU: Intel Platform—3 GHz Processor or higher—Multi-processor recommended

- Memory: 4 GB or higher recommended

- Hard disk: minimum 80 GB with at least 4 GB free space

Required CA Technologies Software

■   CA EEM 8.4 SP04 or 12; Release 12 is included on the CA Service Catalog installation
    media

    Upgrade to CA EEM Release 12 CR06, if you use either of the following setups:

    –   Multiple Active Directory domains

    –   One or more Active Directory domains that use Single Socket Layer (SSL)

    After you install CA EEM Release 12 from the CA Service Catalog installation media,
    you can download and install CR06 from http://ca.com/support.

Recommended CA Technologies Software

    –   BusinessObjects Enterprise 3.2, included with the CA Service Catalog
        installation media

    –   CA Process Automation 3.1, 4, or 4.1; Release 4.1 is included with the CA
        Service Catalog installation media

    After you install these products from the CA Service Catalog installation media, you
    can download and install the latest updates from http://ca.com/support.

Chapter 6: Considerations and Requirements for Installations and Upgrades

This section contains the following topics:

General Considerations and Requirements

Review this section for important information regarding new installations and upgrades.

The following installation considerations and requirements typically apply to all implementations.

- Verify that all CA Service Catalog computers are *geographically colocated*—that is, are located in the same building, in the same room. Having all CA Service Catalog computers geographically colocated helps prevent possible performance problems that network latency could cause.

  The term *CA Service Catalog computer* means the DBMS server and any computer on which you plan to install any CA Service Catalog product or component. These products and components include CA EEM and other CA Technologies products or components included on the CA Service Catalog installation media.

- Verify that the computer on which you plan to install any CA Service Catalog component or CA Technologies common component meets the applicable system requirements.

- Before you upgrade, note the value of all Use Service Provider Catalog Option settings for all business units in your implementation. Decide which one to use as a system setting in CA Service Catalog. After you upgrade, set this parameter to match your decision.

- Back up your entire system before upgrading from a previous release of CA Service Catalog to this release. Similarly, after you have installed this release, back up your entire system before migrating from test to production.

- In this release, you use a single new administration configuration option to enable Windows NTLM authentication. This option is named Single Signon Authentication. This option simplifies your configuration process by replacing the manual editing of XML files used in previous releases.

- Log in to CA Service Catalog computers using the Administrator account.

■ We recommend that you do not add users, delete users, or change user information using CA EEM. Instead, use CA Service Catalog, which integrate with CA EEM and update CA EEM accordingly.

■ If you are installing on a Windows 2008 computer with Terminal Server, close the installation dialog after you install each CA Service Catalog product and component. Otherwise, the next attempt to install a CA Service Catalog product and component could fail.

■ After you complete an upgrade, verify that the events, rules, and actions that you had enabled before the upgrade are still enabled.

■ The custom branding schemes that were created in the earlier releases may not apply correctly. After an upgrade, validate them, and, if necessary, update them to work correctly for this release.

Distributed Considerations and Requirements

When you install CA Service Catalog products and components on multiple computers (a distributed implementation), meet the following requirements:

■ Any computer on which you install CA Service Catalog must have either your DBMS server or DBMS client installed. This requirement applies to both SQL Server and Oracle.

Important! If you use CA Process Automation, we recommend that you do *not* install the CA Process Automation domain orchestrator and CA Process Automation components on the same computer.

Network Share Considerations and Requirements

When you install CA Service Catalog products and components on a network share, follow these considerations and requirements:

■ If the installation image is on a network share, then map a drive letter to this share. You *cannot* run batch files from a UNC path.

■ We recommend that you copy the installation image to a local folder with a short path name, for example, C:\ or C:\Temp. Run the installation programs locally from this folder.

Note: Long pathnames can cause problems during the installation process.

Chapter 7: General Considerations

This section contains the following topics:

Considerations for Preventing Duplicate Events, Rules, and Actions

CA Service Catalog supports both CA Process Automation and CA Workflow as process automation tools. CA Process Automation is the preferred tool. You can optionally use either CA Process Automation or CA Workflow. You can also use a mixed approach, such as using CA Workflow for approval and CA Process Automation for fulfillment. A mixed approach can be helpful if you are upgrading CA Service Catalog and want to move gradually from CA Workflow to CA Process Automation.

Important! CA Workflow is no longer being enhanced, and its maintenance and technical support are scheduled to be discontinued as of December 31, 2013. Therefore, we strongly recommend using CA Process Automation as your process automation tool.

Whichever approach you select, consider the following items carefully. Doing so helps prevent duplicate events, rules, and actions during request processing. Otherwise, users can receive duplicate messages regarding changes in the status of requests and duplicate requests to approve or fulfill requests.

- Review the rules related to your process automation tool or tools: Verify that the rules you want to use are enabled and the others are disabled.

    Note: For information about configuring, enabling, disabling rules, see the *Administration Guide*.

- If you install CA Service Catalog for the first time (*not* upgrade) and you install CA Workflow instead of CA Process Automation, disable the notification rules. Otherwise, you receive duplicate emails when a request goes through the approval flow. To do so, disable the following rules for the event named Request/Subscription Item Change:

    - When Status is Approved

    - When Status is Fulfilled

    - When Status is Fulfillment Cancelled

    - When Status is in Pending Fulfillment range

    - When Status is Pending Approval

    - When Status is Rejected

- Complete all tasks for configuring CA Service Catalog to integrate with CA Process Automation, CA Workflow, or both, including all post-installation configuration tasks.

    Note: For details, see the *Integration Guide*.

Localization Considerations

For products that integrate with CA Service Catalog, including other CA Technologies products, CA Technologies common components, and third-party products, do the following: Review the documentation and other resources for the product or component to determine whether it is localized. For example, for information about BusinessObjects Enterprise localization, see the documentation and other resources for BusinessObjects Enterprise.

When you view BusinessObjects Enterprise reports in localized format, the following elements remain in English:

- Some fields, including Request Status, Billing Status, Account Status, Account Type, and fields related primarily to payment and adjustment

- User names, group names, and report names

- Certain prompts, menu options, and other data retrieved from the database

- Currency names and names of time zones

In addition, in both English and localized reports, custom status values do appear in the reports; however, their descriptions do not.

As a partial work-around, you can do the following:

- Localize prompt list of values and report data (see page 33)

- Localize names of users, user groups, and reports (see page 33)

Localize Prompt List of Values and Report Data

While prompt list of values (LOVs) and report data are not localized initially, you can optionally localize them manually.

To localize prompt list of values and report data

1. Open the Universe Designer application.

2. Import the SLCM universe.

3. Verify that you can view all classes and objects.

4. Double-click the object that you want to edit.

5. Click the Definition tab.

6. In the Select text area of the Definition tab, replace the English text with the localized text.

   For example, for the account status, suppose you are localizing the properties of the Status object of the Account Details (Admin) class. By default, the Select text area of the Definition tab of this object contains the following English text:

   case DT_Account_Details.status when 0 then 'Closed' when 1 then 'Open' when 2 then 'Suspended' when 3 then 'Closed Requested' end

   To localize this text, update it as follows:

   case DT_Account_Details.status when 0 then '*localized Closed string*' when 1 then '*localized Open string*' when 2 then '*localized Suspended string*' when 3 then '*localized Closed Requested string*' end

   For example, for German, you could update this text as follows:

   case DT_Account_Details.status when 0 then 'Geschlossen' when 1 then 'Geöffnet' when 2 then 'Ausgesetzt' when 3 then 'Schliessen Angeforderten' end

7. Click OK to save the changes.

   The changes are reflected in all related columns, data, lists of values, and so forth, in reports.

8. Export the universe.

Localize Names of Users, User Groups, and Reports

You can localize report names, user names, and user group names in BusinessObjects Enterprise. Consequently, non-English users see the names in their native language rather than English.

In BusinessObjects Enterprise, you can select the object and rename it, replacing the English names with the localized names.

Note: For details, see the BusinessObjects Enterprise documentation.

Published Fixes

All published fixes for this product can be found through Technical Support at
http://ca.com/support.

Chapter 8: Known Issues

This section contains the following topics:

Database and the MDB

The following known issues affect the database and the MDB.

Oracle DBMS May Return Corrupted Data

Important! If you are using an Oracle DBMS with CA Service Catalog, CA Process Automation, and other CA Technologies products, your database can return corrupted data to these products.

At publication time, related issue numbers from Oracle Support are as follows:

- 9004101

- 9347941

- 5635254

- 8588311

- 9047803

As a work-around, we recommend one of the following:

- See Oracle Support for a solution when you are ready to install and deploy CA Service Catalog, CA Process Automation, and other CA Technologies products

- Use Microsoft SQL Server as your DBMS for CA Service Catalog, CA Process Automation, and other CA Technologies products

Integration with CA APM using Oracle

If you are integrating CA Service Catalog and CA APM using an Oracle database, the Service Delivery Administrator [Fulfiller] user ID *must* be completely uppercase.

Note: For more information, see the *Implementation Guide*.

Cannot Install Catalog Component and the Oracle Server Together

This issue applies *only* if you use Oracle as your DBMS for CA Service Catalog. If the Oracle global database name and system identifier (SID) are different, then you *cannot* install Catalog Component on the same computer as the Oracle server.

Case Sensitivity for Searches

In CA Service Catalog, you can search for requests, users (including attributes), accounts, and other items. The case sensitivity of all searches in the product depends on the case sensitivity or collation settings in the database used for MDB, as follows:

- Microsoft SQL Server is typically set up using case-insensitive collation. Therefore, searches are typically case-insensitive.

- Oracle is typically set up using case-sensitive collation. Therefore, searches are typically case-sensitive.

If necessary, verify the case sensitivity settings for your database by testing or by consulting your database administrator.

Note: The group name defined in CA EEM and the corresponding group name in CA Workflow must match by case. Otherwise, the request is not assigned to the group.

Case Sensitivity for Assigning Actions to Groups

You can assign requests pending action to an CA EEM group that corresponds to a group with the same name in CA Process Automation (or CA Workflow). In such cases, the group names in CA EEM and CA Process Automation (or CA Workflow) must match exactly, including case, if either of the following conditions exist:

- The CA EEM database is configured to use case-sensitive group names.

- The external directory (such as Active Directory) that populates the CA EEM database is configured to use case-sensitive group names.

Otherwise, the request is not assigned to the group.

Test the settings by requesting services and verifying that the requests pending action are assigned to the groups that you specified.

Note: For information about defining groups in CA EEM, see the Integration Guide and your CA EEM documentation. For information about defining groups in CA Process Automation or CA Workflow, see your CA Process Automation or CA Workflow documentation. Also see your documentation for these products for information about case-sensitivity.

MDB Upgrade May Fail During Upgrade

During an upgrade to CA Service Catalog, the CA Management Database (MDB) is also upgraded. The MDB upgrade may fail if duplicate records exist in the tables where a unique index is created; an example is the usm_configuration table. In such tables, evaluate and clean up the duplicate records, and try again to install the MDB.

Integrations with Other CA Technologies Products

The following known issues affect integrations of CA Service Catalog with other CA Technologies products.

CA Process Automation Action Disabled

If you are integrating CA Service Catalog with CA Process Automation, this section applies to your implementation. If you are not integrating CA Service Catalog with CA Process Automation, skip this section.

CA Process Automation actions for CA Service Catalog rules are enabled or disabled by default, as follows:

- The actions are disabled by default for CA Service Catalog upgrades

- The actions are enabled by default for new installations of CA Service Catalog

However, even for new installations, the CA Process Automation action is disabled by default for the rule named When Category is Software and Status is Pending Fulfillment. Therefore, to use this action, enable it manually. This requirement applies to both upgrades and new installations of CA Service Catalog.

Unable to Log in to CA Process Automation After Upgrade

After you upgrade CA EEM from Release 8.4 to Release 12, you may be unable to log in to CA Process Automation. As a solution, Follow these steps::

1. Log in to CA EEM; select the CA Process Automation application instance.

2. Click Manage access policies. Under policies, select Product User.

3. Click the policy and click Save.

4. Verify that you can log in to CA Process Automation.

5. If the problem persists, perform the following action in CA EEM: Reset the password of the pamadmin user.

6. Verify that users can create, submit, approve, and reject requests. If users can perform these actions, CA Process Automation is functioning correctly.

CA Process Automation Login Requires Refresh

CA Process Automation Login Requires Refresh

This issue can occur you are integrating CA Service Catalog, CA Service Desk Manager, and CA Process Automation 4.0.

This issue can occur after you have completed the following steps:

1. Approved and fulfilled a hardware or software request in CA Service Catalog.

2. Opened the change order within the request and logged in to CA Service Desk Manager.

3. Clicked the Additional Information->WorkFlow tasks link and clicked the Category link to start CA Process Automation.

An error message appears, for example:

website cannot display the page

If you encounter this error, click the Refresh button on your browser to start CA Process Automation.

Address-Related Requirements for CA Process Automation Integration

If you are integrating CA Service Catalog with CA Process Automation, the following requirements apply:

- The CA Service Catalog computer name must *not* begin with a number.

- If you are using a load balancer for CA Service Catalog or CA Process Automation, the computer name of the load balancer must *not* begin with a number.

If you do not meet these requirements, web service calls for the integration can result in errors, for example:
Caused by: com.sun.xml.messaging.saaj.util.JaxmURI$MalformedURIException: Host is not a well formed address!

CA EEM Application Installation Fails

The CA EEM application installation may fail for one or more of the following reasons:

- The length of the application name is more than 25 characters

- The application name contains a double quote ("), comma (,), forward slash (/), back slash (\), number sign (#), ampersand (&), or plus sign (+)

In such cases, correct the error, and try again to install the CA EEM application.

Unable to Log in to CA EEM After Upgrade

After you upgrade CA EEM, you may be unable to log in to CA EEM. The cause is typically one or more duplicate entries in the file named spin.conf. This file is from Itechnology Igateway, which CA EEM uses.

As a solution, do the following:

1. Locate the spin.conf file in %IGW_LOC%, the Itechnology Igateway home directory.

2. Back up the spin.conf file.

3. Open the spin.conf file and find the following entry:

   <Spindle Description="Embedded IAM Interface" Directory="" Prefix="/eiam" Spar="eiamSpindle.spar">eiamSpindle</Spindle>

   The file must contain only one occurrence of this entry.

4. Search the file for any duplicate entries and delete them.

5. Save the file.

Limitation for Use of CA EEM Groups

This issue applies to CA EEM Release r12 if *both* of the following conditions exist:

- The user store is configured as External LDAP Directory.

- The Configuration Type is configured as Multiple Microsoft Active Directory.

If both conditions exist, you *cannot* use CA EEM global groups with CA Service Catalog for permission control. Instead, use user-defined groups.

Unable to Assign CA APM Models

If you are integrating CA Service Catalog with CA APM, this section applies to your implementation. If you are not integrating CA Service Catalog with CA APM, skip this section.

CA Service Catalog is unable to assign CA APM models on the Service Option Group page when the CA APM application and web servers reside on different computers.

In CA Service Catalog, specify the administration configuration settings for CA APM web services. Doing so is required when the CA APM application and web servers reside on different computers.

1. On the Administration tab of CA Service Catalog, click Configuration and scroll to the CA APM Web Services section.

    The CA APM configuration options appear.

2. Click the Modify (Pencil) icon to next to each property that you want to update, using the following information:

    Enable HTTPS

    Specifies a web protocol, as follows:

    Select No (the default) to use HTTP to communicate with CA APM.

    Select Yes to use HTTPS to communicate with CA APM.

    Important! If you select Yes, verify that CA APM is using HTTPS. If necessary, configure it to use HTTPS; for details, see the CA APM documentation.

    Host Name

    Specifies the computer name on which the CA APM application server is running.

    Port Number

    Specifies the port number on which CA APM is running.

3. Verify that you are finished updating configuration properties.

4. Recycle CA Service Catalog.

5. Try again to assign CA APM models.

    Doing so tests the connection between CA Service Catalog and the CA APM application server. The connection is tested, using the new values you specified.

6. If the attempt to assign the models fails, verify that you are using the correct values for the CA APM administration configuration options.

The CA APM configuration details are updated with the values that you specified.

Cannot Create Change Orders when Multi-Tenancy is On

If you are integrating CA Service Catalog with CA Service Desk Manager, this section applies to your implementation. If you are not integrating CA Service Catalog with CA Service Desk Manager, skip this section.

You may be unable to use CA Service Catalog to create change orders in CA Service Desk Manager when you do the following tasks:

- Configure CA Service Catalog and CA Service Desk Manager to use common multi-tenant administration.

- Set the Multi-Tenancy option to On in CA Service Desk Manager.

You can use the following work-around: In CA Service Desk Manager, change the Multi-Tenancy option from On to either On (Warn) or On (Allow). This action helps you continue both to use common multi-tenant administration and to use CA Service Catalog to create CA Service Desk Manager change orders.

CA Workflow IDE Can Have Missing Fields, with JNLP on Macintosh

When you start the CA Workflow IDE using Java Network Launch Protocol (JNLP) on Macintosh, the action links and tabs can be missing. As a work-around, use the IDE from a Windows computer.

CA Workflow Inoperable on FIPS-enabled CA EEM

CA Workflow does not work with CA EEM when CA EEM uses FIPS.

As an alternative, consider using CA Process Automation instead of CA Workflow.

Installation, Upgrade, and Migration

The following known issues apply to installations, upgrades, and migrations.

Upgrade Can Require Several Hours for Oracle

If you are using Oracle, the upgrade can require several hours. For example, the upgrade can run as long as 4 hours for Catalog Component and 5 hours for all CA Service Catalog components.

Restart Computer After Migration

After migrating to CA Service Catalog from an earlier release, restart your computer and verify that all installed CA Service Catalog Windows services are started. The services are CA Service Accounting, CA Service Catalog, and CA Service Fulfillment (if used).

Note: For details about migrating, see the *Implementation Guide*.

Recreate Yearly Fiscal Periods After Migration

After migrating to CA Service Catalog from an earlier release, if you are using *yearly* fiscal periods, recreate them after migration. You do not need to recreate monthly fiscal periods after migration.

Note: For other known issues specifically for migration, see the migration information in the *Implementation Guide*.

Actions Disabled After Upgrade

If an action whose type is JAVA, Command Line, or HTTP Post has a status of Disabled before you upgrade CA Service Catalog, the type of the action changes to Unknown during the upgrade. If you enable the action after the upgrade, CA Service Catalog prompts you to re-specify the type.

For information about events, rules, and actions, see the *Administration Guide* and the *Integration Guide*.

Folders Remaining after Uninstallation

If CA Service Catalog has been installed on a non-default drive, such as the E: or F: drive, and you later uninstall CA Service Catalog, then some folders and files can remain. For example, the USM_HOME\catalog folder can remain after the uninstallation. Typically, the cause is that files in the USM_HOME folder were modified or new files were added. If any folders or files are left over after uninstallation, delete them manually.

USM_HOME specifies the CA Service Catalog installation directory on this computer. For 32-bit computers, the default path name is C:\Program Files\CA\Service Catalog. For 64-bit computers, the default path name is C:\Program Files (x86)\CA\Service Catalog.

Reporting

The following known issues apply to reporting.

Values Missing from Reports

This known issue applies *only* if you are integrating CA Service Catalog with CA Service Desk Manager and CA CMDB.

The predefined BusinessObjects Enterprise report named Requests _Change Orders_CI Association does not display any value for the following columns: CI Resource Name, CI Family Name, and CI Class Name.

Cannot Verify Digital Signature

When you load charts in the Report Builder or the CA Workflow IDE, you can receive an error message like the following:

The digital signature of the application could not be verified. Do you want to run the application?

This error occurs because Java Runtime Environment (JRE) is installed on the computer at a version lower than 1.6.022.

To prevent this error, upgrade the JRE to version 1.6.022 or higher.

Nvarchar Fields in Reports

On the CA Service Catalog GUI, you can create data objects for reports by selecting Administration, Report Builder, Data Objects. When you create reports, keep in mind that ODBC-type data objects do not retrieve nvarchar-type fields. To retrieve nvarchar fields in the objects in your reports, use JDBC as the database connection type.

Cannot Generate Offline Reports in PDF Format

You cannot generate offline reports in PDF format. Instead, generate them in CSV or HTML format.

Batch Printing Fails with Mozilla Firefox

In Accounting Component, batch printing can fail when you use the Mozilla Firefox web browser. As a work-around, try using Microsoft Internet Explorer for batch printing.

Request Processing

The following known issues apply to request processing.

Problems with Suspension of a Subscribed Service

If you suspend a subscribed service, the suspension works properly as long as the Period Start Date for the suspension remains set to the default value. However, the suspension fails if the value for the Period Start Date field is changed to a non-default value.

Fulfilled Requests that are Cancelled Can Become Stuck

When a request is cancelled after it has been fulfilled, its status can become stuck at Pending Cancellation and can fail to move to Cancelled. In such cases, ignore, override, or retry the request. The exact action you take depends on your standards procedures and your best judgment as an administrator. For details about ignoring, overriding, or retrying requests, see the *Administrator Guide*.

Retrying Failed Actions Does Not Work

When an action fails while a request is being processed, the request can become stuck. Stuck requests cannot move to the next state of the request lifecycle without manual intervention by you or another user. Stuck requests are marked with an alert status. By default, the alert is a yellow warning icon in the Status column of several request windows, including the Open Requests window.

If you are unable to retry the failed action successfully, override (push through) the alert to move the request to the next state. For details about overriding alerts, see the *Administrator Guide*.

Localization

The following known issues affect the use of CA Service Catalog for localized (non-English) environments.

Currency Symbol Always Precedes the Amount

For all languages and currencies, CA Service Catalog displays the currency symbol in front of the amount, as shown in the following examples: $500 (dollars), €85 (Euros), £100 (pounds), and ₹7500 (rupees).

Units of a Cost Element Always Appear in Fixed Sequence

For all languages, CA Service Catalog displays the units that comprise a cost element using the following fixed sequence. This sequence is customary for English and other languages, but not for all languages.

<Billing Cycle> + <Charge Type> + "of" <Currency> +<Unit Cost>+<Display Unit Type>

Examples include the following cost elements:

- One Time Charge of $3 each

- Recurring Credit of €199 each

- Installment Charge totaling 10 x £199 for 10 items

System Alert Messages Always in English

System alert messages always appear in English, even when CA Service Catalog is installed on non-English operating systems. System alert messages appear for individual requests when you view their request details. An example is selecting Home, Requests.

Similarly, certain text strings in the GUI elements and published content of the Dashboard Builder of CA Service Catalog always appear in English. They appear in English even when CA Service Catalog is installed on non-English operating systems.

Numeric Fields on Localized Operating Systems

The numeric fields on localized operating systems support only single-byte numerals such as 1, 2, and 3 that are used on English-based operating systems.

Decide How to Process Digits for Yen

In Accounting Component, two digits appear after the decimal point for all supported currency units, including the Japanese yen. Yen are processed in whole numbers only. Therefore, if your organization uses the yen, decide how to process the two digits after the decimal point. For example, you can decide to ignore them or round them up or down to the nearest whole number.

Cells Can Appear Large with Apple Safari

If you use the Apple Safari browser, the cells of service option elements can appear unusually large when you create or edit them. In such cases, the service option elements function correctly, even though their appearance can be distorted.

You can optionally use a different support browser, such as Mozilla Firefox or Microsoft Internet Explorer, to create and edit service option elements.

Miscellaneous

The following known issues affect the use of CA Service Catalog for miscellaneous functions.

Prevent False Warning Message Related to Services Manager Role

Warning messages can appear if a user with the Services Manager role handles a requests pending action, for example, by approving and rejecting requests. In such cases, the approvals and rejections proceed successfully even though the warning messages can appear. To prevent such warning messages from appearing, follow these steps:

1. Log in to CA Service Catalog as a Service Delivery administrator or business unit administrator.

2. Change the default access rights of the Services Manager role for a specific business unit, as follows:

   a. Log in to the business unit.

   b. Select Catalog, Request Management Configuration.

   c. Add the Access Control: Add Request setting to this role.

   d. Save your changes.

Display Issues for Widgets

The following issues can occur for widgets, especially when users access them through Internet Explorer and when SharePoint 2010 is the portal server:

- Forms in requests may not always render correctly. This problem sometimes occurs because SharePoint enforces XHTML standards. Browsers other than Internet Explorer do not comply to these standards.

- "Communication error" messages may appear intermittently.

Note: Blank widgets may appear. The cause is sometimes a mismatch between the values of the renderTo parameter in the widget source code (or equivalent portal setting) and the div tag id for the HTML page. If blank widgets appear, verify that these values are identical, including case and spaces.

ActiveX Controls Do Not Run With Mozilla Firefox

In CA Service Catalog, objects that require Microsoft ActiveX controls do not appear when you use the Mozilla Firefox web browser. Examples include certain functions in the Dashboard Builder and the Report Builder. As a work-around, try using Microsoft Internet Explorer for actions that require ActiveX.

Do Not Move Tenants

Important! For best results, do *not* move CA Service Catalog tenants (business units).

This notice applies whether you are managing tenants directly in CA Service Catalog (stand-alone tenant administration) or indirectly through CA Service Desk Manager (common tenant administration). In either case, moving tenants can cause several problems in request management, user management, and other functions.

Note: For details about tenant administration, see the *Administration Guide*.

Availability Status of Folders

In Catalog Component, after you make a folder or subfolder unavailable by changing its date available or date unavailable, click Refresh. This action helps ensure that the availability change is reflected when you display the contents of the folder or subfolder.

Hyperlinks to non-CA Web Sites May not Work

In the *Administration Guide* and other documents, some hyperlinks to non-CA Technologies web sites may not work properly. For example, after the *Administration Guide* was published, it was discovered that the guide has an out-of-date link to information about JavaScript axis clients on the Microsoft web site. In such cases, go to the home page of the web site and use the search or other navigation features to find the related information. For example, to the find the previously mentioned information about JavaScript axis clients, go to the microsoft.com web site and search for that topic.

Help Contents Can Appear Instead of Specific Help Topic

When you click Help to display context-sensitive help for the active window, the help contents can appear instead of a specific help topic. In such cases, use the contents and the bookshelf to navigate to the information you need.

Appendix A: Third-Party License Agreements

Links to License Agreements

CA Service Catalog has dependencies on third-party software products. Before using CA Service Catalog, you must accept all third-party license agreements ([..\..\TPSA\CA_SvcCat_ThirdPartyLicensingDoc.txt](..\..\TPSA\CA_SvcCat_ThirdPartyLicensingDoc.txt)).

The license information for third-party utilities and software used by CA Service Catalog is located in the \Bookshelf_Files\TPSA folder of the CA Bookshelf. For example, C:\Program Files (x86)\CA\Service Catalog\doc\ENU\Bookshelf_Files\TPSA\CA_SvcCat_ThirdPartyLicensingDoc.txt.