

CA Automation Suite for Clouds Base Configuration

Release Notes

Release 01.6.00



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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:

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- Product and documentation downloads
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- Other helpful resources appropriate for your product

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Chapter 1: Welcome

Welcome to CA Automation Suite for Clouds Base Configuration Release 01.6.00.

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

Follow these steps:

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.

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.

Extended Storage Capabilities with EMC and NetApp

The solution supports following storage capabilities:

- **Provisioning of Storage from EMC and NetApp**

This release extends the capability of storage services to EMC Storage. Using the advanced storage policies of CA Server Automation, the storage service allows a Service Delivery Manager to expose different grades of storage to their Service Providers. This capability is independent of the underlying storage hardware. Using this enhanced service, a Service Provider can manage storage of VMware ESX and vCenter clusters through an automated self-service process.

- **Attach or Detach Storage to Hypervisors (VMware ESX)**

Storage provisioning request allows a Service Delivery Manager to attach the provisioned storage to Hypervisors like VMware ESX or vCenter. This way the complete lifecycle of provisioning storage is handled in a single request.

Network and Disk Customization for Virtual Machine Reservations

The solution supports following capabilities:

- **Virtual Switch (vSwitch) Enablement**

This capability lets users select one of the available network pools for each Network interface controller (NIC) during the ESX VM provisioning. A Service Delivery Manager configures the required network pools and makes them available to the end users. A network pool configuration primarily involves vSwitch, port group, and VLAN.

- **Expansion of the Primary Disk Drive**

This capability lets users view the size of the primary drive that is associated with the template and lets users expand the primary drive during VM provisioning. The additional space added to the primary drive is formatted and made available to the operating system. This feature is supported on Windows 2008 and Red Hat Linux 6.1 (32-bit and 64-bit).

Installation Enhancement

This release has the following enhancement to improve the installation of the solution:

Eliminate dependency on Active Directory during installation

- This release no longer mandates Active Directory credentials during the installation of any base model. All the service groups are created in CA EEM during installation. The Active Directory details are optional and can be configured after installation. This feature eliminates the need for Active Directory details publishing during the installation.
- Ability to deploy CA Automation Suite for Clouds Release 01.6.00 content in your existing CA Automation Suite for Clouds 1.5 SP01 or CA Service Catalog 12.7 environment.

Usability Enhancements

This release has the following enhancements to improve the usability of the solution:

Reporting using dashboards

The solution supports access to all the CA Server Automation reports that are integrated with CA Business Intelligence. All the reports can be accessed through CA Service Catalog using dashboards. Users can configure the dashboard to access the reports using the documentation provided in this release.

Enhancements to user onboarding

This release enhances the user onboarding capability by allowing users to add users into any location of Active Directory. Users can configure the path where users are going to be added. In addition, users can create groups in CA EEM.

Enhanced exception handling and feedback to end users

The solution allows the Service Delivery Administrator to handle the exceptions during fulfillment process of the request. When exceptions occur during the fulfillment process, notifications are sent to administrators and options are provided to handle them.

Error Messages

All error messages now provide more detailed information. In addition, administrators can customize those error messages that end users receive.

Chapter 3: System and Hardware Requirements

The following table provides the minimum system and hardware requirements for the solution:

Product Name	Product Version and Patches	Platform OS SP Level	Memory, CPU	Disk Space
CA Service Catalog	r12.7 CP2 with RO45110, RO52319, RO53724, RI53695 patches	Microsoft Windows Server 2008 R2 x64 Standard Edition	4-GB RAM 2x vCPU	80 GB
CA Process Automation	r4.0 SP1 CP2 with RO51161, RO54478 patches or r3.1 SP1 CP12 with RO54477 patch	Microsoft Windows Server 2008 R2 x64 Standard Edition	4-GB RAM 2x vCPU	80 GB
CA EEM	r8.4	Microsoft Windows Server 2008 R2 x64 Standard Edition	4-GB RAM 2x vCPU	80 GB
CA Business Intelligence	r3.2	Microsoft Windows Server 2008 R2 x64 Standard Edition	4-GB RAM 2x vCPU	80 GB

Product Name	Product Version and Patches	Platform OS SP Level	Memory, CPU	Disk Space
CA Server Automation	r12.6 with RO44457, RO44458, RO44983, RO45100, RO44399, RO45575, RO50383, RO52821, RO53632, RO53635, RO53852, Coreq RO51397, Coreq RO49238, Coreq RO44400 patches or r12.7 SP01	Microsoft Windows Server 2008 R2 x64 Standard Edition	8-GB RAM 2x vCPU	80 GB
CA IT Client Manager	r12.5 with RO31086 patch or r12.5 SP1	Microsoft Windows Server 2008 R2 x64 Standard Edition	8-GB RAM 2x vCPU	80 GB
Microsoft Hyper-V	2008 R2 SP1	Microsoft Windows Server 2008 R2 x64 Standard Edition	8-GB RAM 2x vCPU	80 GB
CA AppLogic BFC Server	5.5	Microsoft Windows Server 2008 R2 x64 Standard Edition	16-GB RAM 2x vCPU	200 GB
CA AppLogic Grid Node	5.5	Microsoft Windows Server 2008 R2 x64 Standard Edition	16-GB RAM 4x vCPU	2X500 GB
VMware vCenter	vSphere Virtual Center v4.1	Microsoft Windows Server 2008 R2 x64 Standard Edition	8-GB RAM 2x vCPU	80 GB

Product Name	Product Version and Patches	Platform OS SP Level	Memory, CPU	Disk Space
Microsoft SQL Server for:	SQL Server 2008 R2 SP2	Microsoft Windows Server 2008 R2 x64 Standard Edition	8 GB 4x vCPU	80 GB
■	CA Server Automation Database			
■	CA MDB Database			
■	CA Process Automation Database			
■	CA Business Intelligence Database			

Note: Install the patches in the same order that is mentioned in this document.

Chapter 4: Known Issues

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

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.

Creating Hyper-V Virtual Machine Takes More Time than Expected

Symptom:

When you click submit to create a virtual machine, the Create Virtual Machine form takes 15 seconds or more to submit.

Solution:

Your request is processing. Wait until it is complete and do not close the browser or click Refresh.

Default Values Appear Instead of Actual Values in AppLogic 3.1 Change Application

Symptom:

When you change the application parameter that you provisioned earlier and you view the parameters again, the default value of the template appears instead of the actual value of the parameter.

Solution:

No known solution, currently.

Passwords Appear in Clear Text

Symptom:

When you create an AppLogic Reservation request, passwords appear in clear text under the Configuration Boundaries section.

Solution:

No known solution, currently.

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 Service Builder, Configuration, Request Management Configuration.
3. Edit the Allow Only One Service Per Requests property.
4. Select the Allow Only One Service Per Requests option and save the configuration.

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.

Remote Code Execution Vulnerability in CA Process Automation

Symptom:

CA Process Automation includes the JBoss Seam component, which contains a remote code execution vulnerability. We recommend you to disable and remove JBoss Seam from CA Process Automation.

By default, the following solution also disables the JBoss Admin Console. If the Admin Console is needed, the instructions can be reversed.

Solution:

Follow these steps:

1. Log in to the CA Process Automation server.
2. Stop the CA Process Automation service.
3. Delete the contents of the following directories:
 - <PAM_Home>\server\c2o\.tmp
 - <PAM_Home>\server\c2o\temp
 - <PAM_Home>\server\c2o\tmp
 - <PAM_Home>\server\c2o\work
4. Create a backup directory outside the CA Process Automation directory.
For example, PAM-Seam-Backup
5. Move the following folders from <PAM_Home>\server\c2o\deployers to the backup location:
 - seam.deployer
 - webbeans.deployer
6. Move the following folder from <PAM_Home>\server\c2o\deploy to the backup location:
 - admin-console.war
7. Restart the CA Process Automation service.

Note: When you want to access the Admin Console temporarily, stop the CA Process Automation service, revert the changes in step 6, and then restart the CA Process Automation service. Repeat step 6 when the Admin Console is no longer needed.

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*.

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.

Incorrect Bandwidth Calculation

Symptom:

When you provision an application in the grid with specified bandwidth, the specified value is not applied correctly.

Example: You provide the value 4M (4 MB) in the Bandwidth field of *Create AppLogic Reservation Form*. The application is provisioned with 4000 K (4000 KB) instead of 4096 K (4096 KB).

Solution:

Enter the bandwidth value in the correct format.

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.

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 5: 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.