

# CA Automation Suite for Clouds Foundation

## 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 Business Intelligence

## Contact CA Technologies

### Contact CA Support

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

- Online and telephone contact information for technical assistance and customer services
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# Chapter 1: Welcome

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Welcome to CA Automation Suite for Clouds Foundation 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).

## **Contact the Solutions Support Team**

To open a support issue or enhancement request at <http://ca.com/support> or [MyCA](#), follow these steps:

1. Navigate to <http://ca.com/support> and sign in.
2. Click Open a Case on the left side of the screen.
3. Perform 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. Continue filling out the form to submit your request or issue.

This approach ensures that your issue or request is routed to the proper support team.





# Chapter 2: New Features and Enhancements

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The new features and enhancements in this release are detailed in this section.

## 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

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

Product Name	Product Version	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 Embedded Entitlements Manager	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
Microsoft SQL Server	SQL Server 2008 R2 x64 Standard Edition	Microsoft Windows Server 2008 R2 x64 Standard Edition	4-GB RAM 2x vCPU	80 GB*
Microsoft Active Directory	Windows 2008 R2 Active Directory	Microsoft Windows Server 2008 R2 x64 Standard Edition	4-GB RAM 2x vCPU	45 GB

\*80-GB disk space for CA Process Automation and CA Business Intelligence database.

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

# Chapter 4: Known Issues

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

## 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. This is the current design of CA Service Catalog.

**Solution:**

No known solution currently. However as a workaround you can hide the expression data from the approval emails. Modify the request email profile file for hiding the hidden values in the request email.

**Follow these steps:**

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

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

4. Save the changes.

## Firefox Browser does not Redirect CA EEM URL

**Symptom:**

The Firefox browser does not redirect CA EEM URL.

**Solution:**

No known solution currently. We recommend using the Internet Explorer browser.

## 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.