CA Service Catalog

Release Notes
Release 12.7.00



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CA Technologies Product References

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

- CA Service Catalog, which includes CA Service Accounting
- CA Embedded Entitlements Manager (CA EEM)
- CA Automation Suites (formerly CA Spectrum Automation Manager)
- CA Automation Suites Reservation Manager (Reservation Manager)
- CA Business Service Insight (CA BSI, formerly CA Oblicore Guarantee)
- 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 you need for your Home Office, Small Business, and Enterprise CA Technologies products. At http://ca.com/support, you can access the following:

- 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

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

If you would like to provide feedback about CA Technologies product documentation, complete our short customer survey, which is available on the CA Support website at http://ca.com/docs.

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Chapter 1: Welcome

Welcome to CA Service Catalog Release 12.7.

This section contains the following topics:

What this Document Provides (see page 9) **Product Roadmap** (see page 9) International Support (see page 10)

What this Document Provides

This document provides detailed information about new and enhanced features for CA Service Catalog Release 12.7.

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.

Product Roadmap

The CA Service Catalog Product Roadmap outlines CA Technologies general product direction. The roadmap also provides information that can help you plan and manage your CA Service Catalog implementation. For example, the CA Service Catalog Product Roadmap provides you with the following information:

- Planned features and functionality
- End-of-service announcements
- Interim releases
- **CA Service Catalog components**
- Removed features and functionality
- Product direction
- Planned changes such as feature and functionality removal

Follow these steps:

1. Open a browser and go to http://ca.com/support. The CA Support Online page appears.

2. Select CA Service Catalog from the Product finder drop-down list.

The CA Service Catalog page appears.

3. Scroll to the Product Status section and click the CA Service Catalog Product Roadmap link.

The CA Support login page appears if you are not already logged in.

4. Log in to CA Support Online.

The CA Service Catalog Product Roadmap appears.

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)	No	No
Chinese (Traditional)	No	No
Czech	No	No
Finnish	No	No
French	Yes	Yes
German	Yes	Yes
Greek	No	No

Language	Internationalized	Translated
Hungarian	No	No
Italian	Yes	Yes
Japanese	Yes	Yes
Korean	No	No
Norwegian	No	No
Polish	No	No
Russian	No	No
Spanish	Yes	Yes
Swedish	No	No
Turkish	No	No

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:

Overview of New and Updated Features (see page 13)

Simplified Configuration Procedures (see page 14)

Custom Branding (see page 15)

Content Packs (see page 16)

Content Configuration Form (see page 18)

API Plug-ins (see page 19)

Enhancements to Reservation Services (see page 19)

Enhancements to the Form Designer (see page 20)

Overview of New and Updated Features

Welcome to CA Service Catalog Release 12.7. Administrators can use new features in this release to do the following:

- Perform simplified configuration procedures (see page 14) for authentication and mail server administration.
- Specify custom branding for one, more, or all business units. This feature includes custom themes and custom logos for business units. This feature also includes several options to customize the login page.
- Package content (see page 16) for reuse. This feature lets you efficiently import and export CA Service Catalog objects as content packs between computers and business units. Objects include services, service option groups, policies, report data objects, and so forth. You can enable and disable the content packs as needed.
- Use content configuration forms (see page 18) to specify the values of variables of custom parameters that you create. You typically reference these custom parameters in API plug-ins and CA Process Automation processes. Using the content configuration form to store the values frees you from hard-coding the values in the plug-ins or processes.
- Write and use custom API plug-ins (see page 19) that load data into certain fields on forms that you create with the Form Designer. API plug-ins can query the MDB or another data source that you use and return the number of objects that meet the specified criteria. The product also supplies two predefined plug-ins for reservation services that you can use as models.
- Create types and subtypes for resources used in <u>reservation services</u> (see page 19). Users can select these resources when requesting reservation services. Moreover, users can modify or return these resources (in whole or in part) while the reservations are in progress. You create services with modify and return features that both enable users to perform these tasks and charge users accordingly.

- Use several new features for the Form Designer to retrieve and format data for form fields more efficiently. These new features include static tables, dynamic tables, spinner fields, and Date Time fields. They also include new JavaScript functions, new elements, and new attributes.
- Replace <u>deprecated web service methods</u> (see page 23).

Simplified Configuration Procedures

CA Service Catalog 12.7 simplifies configuration procedures for the following:

NTLM Authentication on Windows

In previous releases, you enabled Windows NTLM authentication by editing XML files manually, to do both of the following:

- Configure CA Service Catalog to use single sign-on.
- Configure Apache Tomcat to use Windows NTLM authentication.

In this release, you use a single new configuration option to accomplish both tasks.

Important! If you enabled Windows NTLM authentication in the previous release of CA Service Catalog, use the new configuration option to enable it again in this release. This option is disabled by default, for both new installations and upgrades.

Single sign-on types for external authentication

In previous releases, you could enable or disable single sign-on for external authentication. However, you could not specify a type of single sign-on.

In this release, you can specify a type of single sign-on for external authentication.

If you are installing CA Service Catalog for the first time or if you are upgrading, and you use external authentication, verify that single sign-on type setting is correct for your implementation.

Mail server administration

In this release, the options in the Mail Server section of administration configuration options are enhanced. You can specify new options for the user name, password, and port number of the mail server that you use with CA Service Catalog. You can also use the new Test button to verify the connection between CA Service Catalog and the mail server.

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

Custom Branding

As an administrator, you can customize the look-and-feel of the CA Service Catalog UI. The main categories of look-and-feel elements that you can customize are the following:

 Logos are image files that uniquely identify a company, business unit, or super business unit.

These logos include the login logo, global logo, and business unit logo.

For each business unit, you can optionally specify a *business unit* logo. If you specify this logo, it replaces the *global* logo in the heading on product pages and request emails for users of the business unit. You can use a business unit logo to support the brand or other messaging uniquely for a business unit. You can update the logos for every business unit or only for specific business units. For example, you can decide to customize logos only for super tenants directly under the root business unit.

If the business unit has child business units, the following applies:

- If the child business unit has its own logo specified, users who log in to it see the child logo, not the parent logo.
- If the child business unit does *not* have its own logo specified, users who log in to it see the global logo.

Thus, users with access to multiple business units can see different header logos when they log in to each business unit.

The login page enables a user to access the product.

The same login page (including the login logo) applies to all users in all business units. You can customize the settings for several look-and-feel elements, including images and icons (*except for* logos), menus, tabs, and so forth. When applicable, these elements include colors, font name and point size, highlighting, and related specifications. You customize these look-and-feel elements by editing the Cascading Style Sheet (CSS) files for the login page.

 Global page elements appear on several or all product pages. They include the product name, shopping icon, and footer. Global page elements are always the same, on every product page where they appear.

Like the elements of the login page, global page elements apply to all users, regardless of their business unit. You *cannot* override them with business unit-specific settings. The global page elements also apply regardless of whether you have customized the themes of one or more business units.

You customize global page elements by editing the file named includes_shared.xml.

A theme specifies the settings for several look-and-feel elements, including images and icons (except for logos), menus, tabs, and so forth. When applicable, these elements include colors, font name and point size, highlighting, and related specifications. You customize these look-and-feel elements by editing the Cascading Style Sheet (CSS) files for the theme.

The look-and-feel of the UI matches the theme of the business unit that you are logged in to. If theme is not set for a business unit, CA Service Catalog checks the business unit hierarchy until it finds a theme. Thus, if a business unit does not have its own theme, it uses the theme of its closest parent business unit. You can use the same theme for all business units. Alternatively, you can optionally create and use different themes for different business units.

You can customize any, all, or none of the items in this list. Customizing each item in the previous list is a separate, independent operation. You can customize any one of them without customizing the others. This separation provides flexibility and efficiently.

You can customize logos or global page elements quickly and easily. Customizing themes is a longer process and requires advanced prerequisites. Verify that the customizations you plan to make to each one are compatible with each other, to help provide a consistent look-and-feel to users.

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

Content Packs

A content pack is a collection of CA Service Catalog objects, such as services, Form Designer forms, policies, events, report data objects, CA Process Automation processes, and so forth. As a producer or designer, you create and export content packs to package customized versions of these objects efficiently and accurately. As a consumer or adopter, you import content packs so that you can use these customized objects without having to perform the same customization 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.

Using content packs enables you to do both of the following:

- As a producer or designer of content packs, you package a library of objects, including your updates and customizations, in a single location.
- As a consumer or adopter of content packs, you import the customized objects programmatically in a single operation, as many times as necessary.

Consequently, you do not have to repeat individual operations for each object type. Content packs thus provide an efficient method of packaging and applying such updates and customizations, especially when you move from one implementation to another. Examples include the following:

- Test-to-production migrations and other same-release migrations
- Replacement of a decommissioned computer
- Restoring customizations after upgrading CA Service Catalog

Both customers and CA Technologies can create content packs, as follows:

- CA Technologies typically creates content packs that include new objects or updated versions of existing objects, including sample objects and fixes.
- Customers typically create content packs that include objects that they have customized to meet specific organizational requirements.
- Customers can optionally copy content packs from CA Technologies and customize them before applying them across their implementations.
- You can export and import multiple content packs for a single business unit. Similarly, you can export and import multiple content packs for all business units. If a conflict occurs between the existing content pack and the one you are activating, the new content pack auto overrides the old one.

The following roles are most likely to create and export content packs:

- Members of a CA Technologies content team
- A service delivery manager or other administrator in your organization

The most likely role to import a content pack is a service delivery manager or other administrator.

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

Content Configuration Form

You can optionally create a content configuration form to specify any custom configuration information required to use your content pack. These forms are typically not required but can be helpful, especially under the following circumstances:

- The imported objects require configuration before you can use them.
- The administrator who imports the content pack did not export it.
- You require custom values for variables in API plug-ins or CA Process Automation processes. Instead of hard-coding specific values, you can retrieve values from fields on content configuration forms. Typically, you use this tactic when the values can change and cause the API plug-ins or CA Process Automation processes to fail, leading to system downtime. Examples include a server URL that can change, for example, because of a test-to-production move or a migration from a low-security to high-security environment.

Content configuration forms can be helpful when your imported content requires a custom configuration for one or more of the following:

- CA Process Automation processes and plug-ins that require configuration data
- A plug-in that needs access to an external data source (not the MDB), such as web service or database
 - An example is an Active Directory query that supplies CA EEM. The configuration form can list a *server name=field-name* field. The Active Directory query references this field in the form, rather than a hard-coded server name.
- Organization-specific requirements, such as user names and passwords that change both at regular intervals and intermittently as-needed.

Content configuration forms are specific to the business unit for which you create them. Parent business units have access to the forms of their child business units.

Administrators of each business unit can define their own configuration forms in the same way as they can define request forms. Additionally, the Service Builder, Configuration, Content Configuration page includes the Change Business Unit button. This button behaves the same way as on other Service Builder pages: it opens a dialog that lets you select another business unit that you are authorized to access. If you change business units, the list of configuration forms on the left pane of the page updates to display the forms of the current business unit.

Note: For details about content configuration forms, see the *Implementation Guide*.

API Plug-ins

The network administrator, service delivery manager, and Java programmer work together to write API plug-ins that load data into the following Form Designer fields dynamically:

- Select boxes and options
- Dual lists
- Dynamic tables

The API plug-ins are Java objects that implement one of the following predefined interfaces.

- com.ca.usm.plugins.apis.forms.FDSelectDataProvider: This plug-in applies to select boxes (both single-select and multiselect) and dual list fields.
- com.ca.usm.plugins.apis.forms.FDTableDataProvider: This plug-in applies to dynamic tables.

API plug-ins can query the MDB or another data source and return the number of objects that meet the criteria that you specify. API plug-ins are deployed as jar files in the plug-ins directory of the filestore. API plug-ins run in the same Java Virtual Machine instance as Service View.

You can either write your own API plug-ins or copy and modify the predefined plug-ins to meet your requirements. In both cases, you meet the prerequisites and compile your plug-ins *before* you can use them to populate Form Designer fields dynamically.

When a user completes a form while requesting a service, the report data object populates the specified field with options for the user to select. For example, when a user completes a form to reserve a virtual computer, the report data object populates the list of available computers. In addition, you can write other report data objects to populate related fields, for example, options for RAM and disk space.

Note: For details about API plug-ins, see the *Administration Guide*.

Enhancements to Reservation Services

As an administrator, you can now perform the following tasks for reservation services:

- Specify billing charges for reservation services using any and all options that CA Service Catalog supports for nonreservation services. Examples include periodic billing, one-time billing, and usage-based billing.
- Create or update reservations that specify no end date.

- Create types and subtypes for resources used in services. Users can select these resources when requesting reservation services. Moreover, users can modify or return these resources (in whole or in part) while the reservations are in progress. An example is a user requesting additional memory after the reservation has started and returning it before the reservation ends. You create services with modify and return features that both enable users to perform these tasks and charge users accordingly.
 - The modify, return, and extend operations use the new predefined API plug-ins to retrieve details about the resources used in reservations that are in progress.
- Set up reservation services to reserve, modify, extend, and return resources, as described in the previous bullets.

Note: For general information about reservations and for details about integrating with Reservation Manager and external reservation systems, see the *Integration Guide*.

Enhancements to the Form Designer

The Form Designer includes several enhancements, including the following:

- For the Form attributes, the new Form Type attribute includes the value named Configuration, to specify a content configuration form.
- The basic elements of a form include the new spinner field. This field enables a user to select a numerical value from a range of incremented values, such as 100, 200, 300, and so forth.
- The enhanced lookup field enables users to select the guery results they want, if any, to populate the form.
- The new Date Time field lets you include the date and time and set their format.
- The new Dual List field lets you present options to users in two columns: selected and not selected.
- You can create a new static table to enter structured data into a form. A static table contains fixed data that you specify manually.
- In contrast, you can create a new dynamic table to enter structured data from a report data object into a form. The report data object can use either a data source query or an API plug-in.

- The Script dialog for each form lets you create and maintain JavaScript functions that apply to a form. Using the Script dialog is the best-practice option for maintaining custom JavaScript functions for a form.
- You can use following new HTML attributes:
 - **Empty Text**
 - The List Width attribute for select boxes only
 - Attributes for spinner fields only
 - Attributes for tables only
- You can use the following new JavaScript functions:
 - The new predefined JavaScript functions for hiding, showing, disabling, and enabling multiple fields on a form using a single method call. These new JavaScript functions complement existing functions for hiding, disabling, and enabling individual fields on a form.
 - The new predefined JavaScript functions for select boxes and options
 - The new predefined JavaScript Functions for tables only

Note: For details about these enhancements, see the *Administration Guide*.

Chapter 3: Changed Features

This section contains the following topics:

New and Deprecated Web Service Methods (see page 23) Unique Name Constraints Removed (see page 24)

New and Deprecated Web Service Methods

The following web service methods were deprecated in the previous release and replaced with the following new methods:

Deprecated Method	New Method
add Process In stance to Request I tem	addProcessInstance
${\it add Process Instance to Request Item Offer in} \\ g$	addProcessInstance
addRequestAttachment	add Request Attachment With Path
add Work flow Pending Action	assignPendingAction
add Work flow Pending Action With Desc	assignPendingAction
update Request Item Row Status	updateRequestItemStatus
update Request Offering Status	updateRequestItemStatus

Deprecated methods are still expected to work as intended and are supported. However, they are not enhanced with new features of the product. Deprecated methods may be removed in future releases of the product.

In contrast, the new methods provide a more efficient mechanism to perform the equivalent functions as the old methods. Moreover, the new methods are enhanced with new features of the product. Therefore, we recommend that you replace the deprecated methods with the new methods as soon as possible.

Note: For more information about web services, see the Administration Guide and the Web Services API Documentation.

Unique Name Constraints Removed

The following objects no longer require unique names within a business unit. If you attempt to create one of these objects with a name that is already in use, a warning message appears. You can either ignore the warning or rename the object that you are creating.

- Service option groups
- Services
- Folders
- **Events**
- Rules
- Actions

Note: For more information about these items, see the *Administration Guide*.

Chapter 4: Documentation

This section contains the following topics:

Documentation (see page 25) CA Bookshelf (see page 26) Readme File (see page 26)

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 Business Intelligence Implementation Guide
- CA Workflow API Reference Guide

For best results, access these guides through the CA Bookshelf (see page 26).

CA Bookshelf

The CA Bookshelf provides all product documentation (see page 25) in both Section 508-compliant HTML format and PDF format. Using the CA Bookshelf, you can do the following:

- 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.

To obtain the CA Bookshelf, do one of the following:

- 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, do one of the following:

- 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:

Operating System Support (see page 27)

System Requirements (see page 27)

Hardware Requirements (see page 28)

Software Requirements (see page 31)

Optional Integrations with Other CA Technologies Products (see page 33)

Client Requirements (see page 33)

Operating System Support

CA Service Catalog supports the following operating system for the application components and the database management systems:

- Microsoft Windows 2008 Server Standard and Enterprise
- Microsoft Windows 2008 R2 Server Standard and Enterprise

Note: For any additional operating systems or service packs supported after GA, see the Certification Matrix for CA Service Catalog on http://ca.com/support.

System Requirements

You must meet these requirements to install and run CA Service Catalog.

Browsers

You can access CA Service Catalog on desktop and laptop computers with the following browsers:

- Microsoft Internet Explorer 7.0 or 8.0 with the latest service pack
- Mozilla Firefox 3.5
- Apple Safari 3.5 on Windows

For PDA approval, you can access CA Service Catalog with the following browsers:

- Blackberry browser on Blackberry smartphones
- Safari browser on iPhones

Database

At publication time, CA Service Catalog supports the following DBMS software.

Important! If you are currently using a version of Oracle or SQL Server that is not supported by CA Service Catalog, then you must back up your database and install a supported version of DBMS software before you install or upgrade CA Service Catalog. In some cases, instead of directly upgrading your old DBMS version to a supported version, you may need to uninstall your existing DBMS version and install the new version as a completely new installation. For more information, see your DBMS documentation.

- MS SQL Server Enterprise Edition 2005
- MS SQL Server Enterprise Edition 2008
- Oracle 10g R2 or 11g R2 running on Windows Server, Solaris, or Linux, as follows:
 - Oracle 10g R2 or 11g R2 (32-bit) on Windows Server
 - Oracle 10g R2 or 11g R2 (64-bit) on Windows Server
 - Oracle 10g R2 or 11g R2 (32-bit) on RedHat Linux 4.0 Advanced Server (32-bit)
 - Oracle 10g R2 or 11g R2 (64-bit) on RedHat Linux 4.0 Advanced Server (64-bit)
 - Oracle 10g R2 (64-bit) on Solaris SPARC (64-bit)
 - Oracle 11g R2 (64-bit) on Solaris SPARC (64-bit)

Note: For any additional versions or service packs that may be supported after GA, see the Certification Matrix for CA Service Catalog on http://ca.com/support.

Hardware Requirements

Review the hardware requirements carefully before installing CA Service Catalog, related components, and your DBMS software.

Stand-Alone Installation Hardware Requirements

Important! In a stand-alone installation, you install CA Service Catalog, CA Service Accounting, and CA Workflow (if used) on a single computer. It is possible but not recommended that you perform a stand-alone installation. A stand-alone installation is suitable only for the following purposes: staging, development, proof of concepts, and testing. A stand-alone installation is *not* recommended for production.

The hardware requirements for a stand-alone installation follow:

- 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. The amount of free space required depends on the number of log files and the amount of data to be stored in the database.

High-speed SAS hard drive preferred

Distributed Installation Hardware Requirements

Important! For production, we *strongly* recommended that you perform a distributed installation. In a distributed installation, you install each required CA Technologies application server on its own computer. For example, you install CA Service Catalog on server 1, CA Workflow or CA Process Automation on server 2, and CA Service Accounting on server 3. You install the DBMS server software on server 4.

The hardware requirements for each computer in a distributed installation follow.

- CPU: Intel Platform—3 GHz or higher processor—Multiprocessor recommended
- Memory: 2 GB minimum, 4 GB or higher is recommended
- Hard disk: Minimum 40 GB with 5 GB of free storage or greater—the amount of free space required depends on the number of log files.
 - High-speed SAS hard drive preferred
- This item applies only if you install one or more CA Service Catalog components on nondefault drives (typically drives other than C:\). For each such component, verify that the following amounts of free disk space exist on the default drive (typically C:\):
 - 1.5 GB for the *first* Service View computer (this computer includes Apache Tomcat and other software and can include the MDB)
 - 1 GB for each additional Service View computer
 - 0.5 GB for CA Service Accounting
 - 0.5 GB for CA Workflow
 - 20 MB for CA Service Catalog and the Catalog Content

The installation program requires this free disk space to write to temporary files referenced by environment variables, such as APPDATA and ProgramFiles.

Note: For fault tolerance and scalability, you can optionally install multiple Service View servers.

More information:

Distributed Considerations and Requirements (see page 39)

DBMS Server Hardware Requirements

The following hardware requirements apply to the computer on which you install your DBMS Server software.

Install the DBMS server software on its own server, not on the same computer as the required CA Technologies application servers.

For fault tolerance, we recommend that you configure the database server in a clustered environment.

- CPU: Intel Platform—3 GHz Processor or higher—Multi-processor is recommended
- Memory: minimum 4 GB RAM, 8 GB or higher is recommended
- Hard disk: minimum 80 GB. The amount of free space required depends on the amount of data that you want to store.
- High-speed SAS hard drive preferred. Raid 5 array configuration preferred.

Software Requirements

Review the software requirements carefully before installing CA Service Catalog and related components.

Web Server Software Requirements

The web server software for CA Service Catalog is Apache Tomcat version 5.5.29, which is included with CA Service Catalog.

Load Balancers

You can optionally use a load balancer with CA Service Catalog.

The load balancer supplied with CA Service Catalog is Apache Web Server for Windows version 2.2.16.

You can optionally use it or another load balancer with CA Service Catalog. If you use another load balancer, it must support session affinity (sticky sessions).

Database Server Software Requirements

The software requirements for the Database Server component are included in Database (see page 28).

More information:

DBMS Server Hardware Requirements (see page 31)

Runtime Environment Software Requirements

The software requirements for the runtime environment are as follows:

- Java Runtime Environment (JRE) 1.6.0_20 (included with CA Service Catalog)
- Open Message Queue version 4.1 (included with CA Service Catalog)

CA Technologies Common Components Software Requirements

The following CA Technologies Common Components are required and are included on the CA Service Catalog installation media:

- CA Management Database (CA MDB) r1.5 SP2
- CA EEM r8.4 SP4

Important! CA Service Catalog requires CA EEM (formerly eIAM) r8.4 SP4. For the latest certification information for CA Service Catalog, CA Service Accounting, CA EEM, and related CA products and components, see the Certification Matrix for each product or component on http://ca.com/support.

The following CA Technologies Common Component is optional and is included on the CA Service Catalog installation media:

CA Workflow 1.1.5 SP6

Important! If you are upgrading CA Service Catalog, also upgrade CA Workflow if you used it for the previous release. In such situations, upgrade CA Workflow so that you can continue using it efficiently with CA Service Catalog. Also, transition from CA Workflow to the preferred process automation tool, CA Process Automation.

Note: For information about installing CA EEM, CA MDB, and CA Workflow, see the Implementation Guide.

Optional Integrations with Other CA Technologies Products

You can optionally integrate CA Service Catalog with the following CA Technologies products:

- CA Technologies products that are supplied on their own installation media and are included with the CA Service Catalog installation media:
 - BusinessObjects Enterprise 3.2
 - CA Process Automation 3.0 or 3.1, updated to the current patch level
- CA Technologies products that are supplied on their own installation media and are not included with the CA Service Catalog installation media:
 - CA CMDB r12.1
 - CA Service Desk Manager r11.2, r12.1
 - CA Service Desk Manager r12.5 or r12.6, which includes CA CMDB
 - CA APM r11.3.4 CP8
 - CA Business Service Insight 7
 - Reservation Manager-the Reservation Manager component of CA Server Automation r12
 - CA SiteMinder r12 SP1
 - CA Storage Resource Manager
 - CA MICS or JARS

Note: For instructions to install these products, see their documentation. For instructions to configure these products and CA Service Catalog to integrate, see the Integration Guide and the Implementation Guide.

Client Requirements

CA Service Catalog clients must meet the following requirements:

- If your browser does not display the updates to a web page every time you visit it, then you must check and set your browser cache settings on every visit to display the updated page from the server.
- Windows 2003 sets the default Internet Explorer (IE) security setting for the internet content zone as High. To open Service View, you must change the security setting for IE to Medium and add the site to your trusted sites list.

- Java Runtime Environment (see page 32) is required to view reports with charts and to start the Workflow Design Tool from the web interface. In both cases, if JRE is not installed, you are prompted to download it.
 - If you want to install Java Runtime Environment manually on a client computer, go to URL: http://<hostname>:<portnumber>/usm/jreinst/install.htm (where hostname is the name of any Service View server).
- OpenViz Viewer is required if the client is set to view reports with charts. If not present, it will be automatically downloaded on the client system.
- Microsoft Outlook View Control is required if a portal connects to MS Outlook from a client system.

Note: For more information, see the following web site: http://activex.microsoft.com

Microsoft Office Web Components are required if a portal connects to MS Office from a client system.

Note: For more information, see the following web site: http://office.microsoft.com

- To show symbols and double byte characters properly when using Microsoft Internet Explorer 6.0 SP2 or higher, set the browser to Unicode UTF8. From the IE browser, select View, Encoding, Unicode (UTF8)
- The following font families must be installed on the client computer for some currency symbols (for example, Korean Won) to display:
 - Arial Unicode MS
 - Tahoma
- CA Service Catalog and Service View use several signed controls and are used in the following areas:
 - Dashboard.cab Contains the components for the dashboard/portal related items (for IE).
 - Print.cab Contains the printing component (for IE).
 - Print.jar Contains the printing component (for non-IE browsers).
 - Chart.jar Used by the reporting component
 - The jar files in %USM_HOME%\fulfillment\webapps\usm_idews are used by the JNLP start of the CA Workflow process definition tool
- CA Workflow uses the following signed controls to invoke the Process definition tool using Web Start:
 - Safe.jar
 - axis.jar
 - IDEHelp.jar
 - branding.jar

- jaxrpc.jar
- commons-discovery.jar
- jhall.jar
- commons-logging.jar
- log4j-1.2.8.jar
- DefaultIcons.jar
- saaj.jar
- dom4j-full.jar
- xercesImpl.jar
- IDE.jar
- xml-apis.jar

Chapter 6: Considerations and Requirements for Installations and Upgrades

This section contains the following topics:

<u>General Considerations and Requirements</u> (see page 37)
<u>Distributed Considerations and Requirements</u> (see page 39)
Network Share Considerations and Requirements (see page 39)

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.

- Service View must be installed first, before any other CA Service Catalog product or component is installed.
- 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, CA Workflow, 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 the MDB 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.
- The Application User is automatically created during the installation.
 - The CA Service Catalog product user named spadmin is automatically created as a product user. The password for this user is also spadmin.
- After you have installed Service View, restart the computer on which you installed
- After you complete an upgrade, verify that the events, rules, and actions that you had enabled before the upgrade are still enabled.

Distributed Considerations and Requirements

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

- The first CA Service Catalog product or component that you install on any computer must be Service View.
- You can install CA Service Accounting and CA Workflow on different computers than Service View. However, you install CA Service Catalog and Catalog Content on the first (formerly primary) Service View computer only.
- Any computer on which you install Service View, CA Service Catalog, Catalog Content, CA Workflow, or CA Service Accounting 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 and run the installation programs locally.

Chapter 7: General Considerations

This section contains the following topics:

Considerations for Preventing Duplicate Events, Rules, and Actions (see page 41) **Localization Considerations** (see page 42) Published Fixes (see page 44)

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. However, you can optionally use either CA Workflow alone or both CA Process Automation and 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.

Whichever approach you select, consider the following items carefully. Doing so helps ensure that your implementation does not issue 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 43)
- Localize names of users, user groups, and reports (see page 43)

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:

<u>Database and the MDB</u> (see page 45)
<u>Integrations with Other CA Technologies Products</u> (see page 47)
<u>Installation, Upgrade, and Migration</u> (see page 51)
<u>Reporting</u> (see page 52)
<u>Request Processing</u> (see page 53)
<u>Miscellaneous</u> (see page 54)

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 Service View 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 Service View 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 Service View Upgrade

During an upgrade to Service View, 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 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.

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 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 Service View.
- 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 use CA Service Catalog to create change orders in CA Service Desk Manager when you do the following:

- 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

As a work-around, do the following: 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 Service View 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 services are started. The services are CA Service View, CA Service Fulfillment, and CA Service Accounting.

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.

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 CA Service Accounting, 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*.

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, administrators can do the following:

- 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 Service Builder, Configuration.
 - c. Add the Access Control: Add Request setting to this role.
 - d. Save your changes.

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*.

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.

Availability Status of Folders

In the Service Builder, 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 to navigate to the information you need.

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.

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.

Decide How to Process Digits for Yen

In CA Service Accounting, 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.

Appendix A: Third-Party Acknowledgments

This section contains the following topics:

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Dependencies on Third-Party Software (see page 58)
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Apache License Version 2.0 (see page 60)

Apache License Version 1.1 (see page 68)

Apache CXF 2.2.8 (see page 72)

Apache mod jk 1.2.30 (see page 112)

Apache Tomcat 5.5.29 (see page 120)

Apache Xerces2-J 2.11.0 (see page 181)

EclipseLink 2.1.2 (see page 196)

<u>Jquery 1.6.3</u> (see page 227)

Java Persistence API v.1 (see page 228)

Java Service Wrapper (JSW) Standard 3.5.6 (see page 229)

JAXB (see page 231)

Mozilla Rhino 1.5R4.1 (see page 241)

Open Message Queue 4.1 (see page 257)

Oracle 11G JDBC Driver (see page 257)

Saxon 8.53 (see page 257)

SLF4J (see page 258)

SourceForge Dom4j 1.6.1 (see page 260)

SourceForge ANT-CONTRIB v.1.0b3 (see page 262)

JRE 1.6.0 22 (see page 265)

Unzip 5.42 (see page 266)

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- Apache Tomcat 5.5.29 (see page 120)
- Apache Xerces2-J 2.11.0 (see page 181)
- EclipseLink 2.1.2 (see page 196)
- Ext GWT 2.0
- IBM WSDL4J 1.6.2
- Info-Zip 5.42
- Java Persistence API v.1
- JAXB (see page 231)
- Java Service Wrapper (JSW) 3.5.6
- Java Mail 1.3.3
- Java Persistence API 1.0
- Java Runtime Environment version 1.6.0_22
- jQuery 1.6.3
- Mozilla Rhino 1.5R4.1
- OpenVizViewer 2.4.1
- Open Message Queue version 4.1
- Oracle 11G JDBC Driver
- Oswego Concurrent Utilities 1.3.4

- RSA BSAFE Crypto-J jsafejcefips 3.6
- SLF4J (see page 258)
- SourceForge,Ant-Contrib 1.0b3
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- SourceForge Ehcache 1.6
- SpringSource Spring Framework 2.5.6
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JSR 311 API (https://jsr311.dev.java.net/) javax.ws.rs:jsr311-api:jar:1.0:compile

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(http://www.eclipse.org/jetty/jetty-parent/project/modules/jetty) org.mortbay.jetty:jetty:jar:6.1.21

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org.mortbay.jetty:jetty-util:jar:6.1.21
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Simple Logging Facade for Java - API (http://www.slf4j.org/slf4j-api) org.slf4j:slf4j-api:jar:1.5.8:compile

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Simple Logging Facade for Java - JDK Logging (http://www.slf4j.org/slf4j-jdk14) org.slf4j:slf4j-jdk14:jar:1.5.8:compile

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Rhino (http://www.mozilla.org/rhino/) rhino:js:jar:1.7R1

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WSDL4J (http://sf.net/projects/wsdl4j) wsdl4j:wsdl4j:jar:1.6.2

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Sun JAXB Reference Implementation Runtime com.sun.xml.bind:jaxb-impl:jar:2.1.12

Sun JAXB Reference Implementation Tools com.sun.xml.bind:jaxb-xjc:jar:2.1.12

Sun SAAJ Reference Implementation com.sun.xml.messaging.saaj:saaj-impl:jar:1.3.2 JSR 311 API (https://jsr311.dev.java.net/) javax.ws.rs:jsr311-api:jar:1.0

Java Architecture for XML Binding (JAXB API) javax.xml.bind:jaxb-api:jar:2.1

Sun SAAJ API

(http://java.sun.com/webservices/saaj/index.jsp/saaj-api) javax.xml.soap:saaj-

api:jar:1.3:

This product contains com.sun.xml.bind:jaxb-impl:jar:2.1.12,jaxb-xjc:jar:2.1.12,saaj-impl:jar: 1.3.2,jsr311-api:jar:1.0,jaxb-api:jar:2.1

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Mozilla Rhino 1.5R4.1

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