

# CA Business Service Insight

## Release Notes

8.2.5



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# Chapter 1: Introduction

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This document contains the release notes for CA Business Service Insight 8.2.5. The following chapters describe the release in detail and provide other information that supplements the main documentation.

This release improves quality and is internationalized / localized to eight languages.

For upgrade instructions CA Business Service Insight, see How to Upgrade CA Business Service Insight in the *CA Business Service Insight Installation Guide*.



# Chapter 2: Oracle Client

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Install the Oracle client listed here before you install CA Business Service Insight for the first time and before you upgrade to version 8.2.5.

**Note:** We support the 32 bit client only.

RDBMS Vendor/ Database	Database Version/ Edition	Database Software Version	Platform	Character Set*
Oracle	Oracle 11 Standard, Enterprise, or RAC	11.2.0.3	Oracle certified operating system	AL32UTF8 WE8MSWIN1252

**Notes:**

- Refer to the CA Business Service Insight Installation Guide for complete instructions.

# Chapter 3: Product Updates

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## ACE

ACE1 is the default engine for CA Business Service Insight 8.2.5. ACE2 is for customers with high performance or load implementation demands. CA Technologies recommends that customers upgrade to and use ACE2. Contact CA Support to design and optimize the implementation to best leverage the ACE2 technology.

- For new installations, ACE1 is default engine. ACE2, PslWorker, and ACETransition services added but not installed.

**Note:** In services, ACE2 appears as ACE on JBOSS Application Server.

- To use ACE2, perform the following actions:
  - To install the ACE2, ACETransition, and PslWorker services, run the following commands in the console:

```
wrapper -i ace2_wrapper.conf
wrapper -i wrapper.conf set.APPN=1 set.service_user=domain_name\login
set.service_password=password
AceTransition -i
```

Where *domain\_name*, and *login*, and *password* are replaced by your values.

- Set the ACE2, Transition and PslWorker services to start as Auto.
  - Manually migrate to ACE2 through the UI.
  - On the system configuration table, change default engine to ACE2.
  - If ACE2 is the working engine, shut down and disable the PslWriter service.
- When you upgrade from a previous version, the default engine does not change.
- If you upgrade from version 8.1.1 or an older version, and the default engine is ACE2, execute the queue migration. Verify that ACE2 service is started and then run the following command in the console:

```
QueueMigration user password tnsname
```

Where *user*, *password* and *tnsname* are you schema user name, schema user password, and tns name.

**Note:** For customers who currently use 8.x or an advanced version and would like to install a version prior to 8.2.5, in this case the default engine is ACE2 they need to run the following command before the upgrade:

```
Update t_system_configurations set sys_config_value = 0 where sys_config_name =
'is_ace2_default_engine' commit;
```

## Oracle Java Runtime Environment (JRE)

CA Business Service Insight now includes Oracle Java Runtime Environment (JRE) 1.7.0\_25.

## Service Measurement Index (SMI)

CA Business Service Insight no longer supports service measurement index (SMI) features.

**Note:** Several permissions and settings are relevant only to SMI features and do not impact CA Business Service Insight 8.2.5.

## Chapter 4: Solved Issues

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This section contains the known issues from previous versions of CA Business Service Insight that were solved in the current version.

Component	Description
ACE	Incorrect handling of Timeslot events in case of time Exception. Change ACE exception mechanism to properly handle Timeslot and time exceptions.
ACE	ACE1 fails to calculate new contract version. Delete entries from rules additional info table was removed to keep the synchronization with rules table.
ACE2	Errors when calculating recursive clustered metric that uses Context.ClusterItemLevel inside business logic. Each mission will build the cluster list for recursive metrics only.
ACE2	Metrics that were never calculated and that have no reason for recalculation do not complete the migration into ACE2. Always mark the metric to show that migration is complete and when you schedule the next calculation check if the metric is fully calculated. New registration lines that are created for metrics that are migrating in were automatically marked as completed. Do not use a default value. Take the value from the event Unique key violation when migrating from ACE1 to ACE2. Before completing the migration in of a metric wait for all its registrations to be processed. Metrics are sent to do full recalculation when migrating from ACE1 to ACE2. When getting the migration info, if the psl rule id and the rule id are equal, find the period agent and get the calculation time from it.
ACE2	The ACE2 advanced Registrations does not take the RUI RegisteredByClusterItem into calculation. Modify the ACE2 code to avoid the problem from occurring.
ACE2	The ACE2 Admin Reports do not have a status for task errors. Add a status for calculation error in the task or error of the sender task.

ACE2

- When creating a new contract version at the start of a month, the last month of a previous contract version is recalculated instead of the specified period.
- Incoming data events stop being processed when the DB resources are locked.
- No messages are received between teams when the service is disconnected.
- If the is\_registration\_completed column is not updated, the ACE2 receiver is not calculated.
- A receiver task does not recognize all of the associated sender tasks if the receiver task enters the manager before the sender tasks.
- Receivers are stuck and do not calculate if one of their senders was deleted.
- A clustered Metric which is also ER receiver has wrong calculation results if its registration is not clustered.
- A clustered Metric which is also ER receiver has wrong calculation results if its registration is unspecified.
- Th unique key violated in report bridge when new BL is committed.
- ACE2-metric is not recalculated and error is occurred in change yearly timeslot of exception.
- ACE2-metric is not recalculated in change weekly timeslot of exception.
- ACE2-metric is not recalculated and error is occurred in change yearly timeslot of exception one year when the exception timeslot is different from GMT.
- Changes in BLM cause wrong calculation results due to wrong registration analysis.
- After failure, a task is set to wait max policy time. Change it to min time.
- When a receiver is pending a sender, it tries again according to max time. Change it to min time.
- A receiver is stuck due to sender even if it is no longer effective.
- Handle Measurability status.

ACE2

ACE2 calculating when Calculation mode set to NON continuous

ACE2

PORT 38806 - Excessive Logging

ACE2

ACE2 defines no order if receiver events are on the same second. Process the events based on the sender metric id.

ACE2

Exception time slot analyzer wrong detection. Change the analyzer detection error.

---

ACE2	<ul style="list-style-type: none"><li>■ A metric registers to the same sender twice, with Tracking and with Equivalent.</li><li>■ Exceptions fix I: Decision on whether there are exceptions to be taken into consideration in the current mission calculation were wrong and time dependent.</li><li>■ Exceptions fix II: Error thrown when processing a change in exception with partial days.</li><li>■ Exception Fix III: 2nd level senders (senders that are also receivers) take wrong decision on whether or not they are calculating with exceptions.</li><li>■ Senders &amp; Receivers calculation plan: Various performance changes in making the receiver aware when a sender is in recalc or plan a recalc.</li><li>■ If there was a failure while calculating a mission and it is not the first mission, save the calculated up to date that the task has reached.</li><li>■ When receivers return from calculation, if they are not fully calculated and they were not calculated up to the point in time they were sent for calculation, set them to try and calculate according to min policy.</li><li>■ Reduced the amount of resource lock exceptions thrown when the calculation starts.</li><li>■ Missing calculation days - wrong handling of metrics that have time zone different than the contract time zone.</li></ul>
ACE2	ACE2 Scheduler Duplicate.Alert sent. We ensured that the minimum_expires and maximum_expires times are never on an integral border of an hour.
ACE2	O514-O518 PSLWORKERS ERRORS. Basically it is about in the first mission in a non-continuous calculation we set the initial state id to 0 and also use this decision later to set up correctly the flag that decides if OnRegistration is needed.
ACE2	Seeing errors in freeform reports after upgrade to 8.1.1. Solved calculation delta error. A resources issue causes a missing event.
ACE2	Error when checking for Exception timeslot changes.Change the way ACE validate exception changes for partial days.

ACE2	<ul style="list-style-type: none"><li>■ Metrics that were never calculated and have no reason for recalc - do not complete the migration into ACE2.</li><li>■ Always mark the metric to show that migration in completed and when scheduling the next calculation check if the metric is fully calculated.</li><li>■ New registration lines that are created for metrics that are migrating in were automatically marked as completed. Do not use a default value. Take the value from the event.</li><li>■ Unique key violation when migrating from ACE1 to ACE2. Before completing the migration in of a metric wait for all its registrations to be processed</li><li>■ Metrics are sent to do full recalculation when migrating from ACE1 to ACE2. When getting the migration info, if the psl rule id and the rule id are equal, find the period agent and get the calculation time from it.</li></ul>
ACE2	Errors when calculating recursive clustered metric that uses Context.ClusterItemLevel inside business logic. Each mission will build the cluster list for recursive metrics only.
Adapter	When SQLAdapter read a date field which is less than '1/1/1970'it will crush.
Adapter	INVAILD MON TIMESTAMP WHEN VIE.
Adapter	The export of more than 100000 events from the Adapter page to .csv causes an out of memory error. Microsoft Datagrid also has a performance problem if you view the event page load queried data more than once when you click export csv. CA Business Service Insight directly exports the DataTable value to a csv file.
Adapter	If you go to an adapter, right-click, and select View Events, CA Business Service Insight returns a list of all the events for that adapter. If you then open the filter and try to filter based on a string value, you receive an error.
Adapter	When you open the event viewer from an Adapter that contains many events, the viewer takes 5-10 min to open.
Adapter	When the adapter data source contains \, an error occurs when you view events from the adapter screen.
Adapter	The Adatper event viewer does not export. When you click Export to .csv file, the screen goes blank.
Adapter	Adapter folder is deleted when you change the configuration. Because the previous windows user who create task scheduler get deleted. Fix this issue accordingly. The adapter folder will not be deleted unless you remove the adapter.
Adapter	You define a query in the Advanced Settings dialog in the Data Source Interface in the Adapter Wizard for SQL Adapter. The default value in the Query Name field contains invalid characters that cause a runtime error.
Alerts	An exception for no context is thrown and logged into the system log. Avoid access null user context.

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Alerts	The alerts service shuts down when it gets a COM error.
API	CA Business Service Insight calculates and updates all contracts with API. All contract parameters and fields are saved perfectly, together with possible special characters (contract names, metric names, texts etc). The only problem is with custom attribute values where special characters are saved as question marks (?). Fix encoding error.
Authorization	Assign one user with the role which has no action about Service Overview. Login by the user and open Settings page, click Default open page drop down list, and select Service Overview item.
BL	B/L COMMIT NOT POSSIBLE. Restrict the description length to 1000 characters.
BLS	When you open the Business Logic Scope from main menu, the browser remains for too long time, or even hangs.
BLS	ERROR USING CONTEXT.FIELD
Booklet	Open booklet report will throw internal error.
Booklet	The booklet does not work when parameters contain non-English characters.
Booklet	The booklet-filter with simple report does not work.
Booklet	COM STOPS IN BSI 8.1.1
Booklet	The docx file generated by booklet cannot be opened by Word because it contains error.
Booklet	The booklet loads and generates an error.
Booklet	Numbered lists in generated documents do not display correctly.
Booklet	REPORT PARAMETERS IN BOOKLETS.
Booklet	Internal Error when using bookletdocumentloader.
BRV	When you try to drill into a contract, if contract includes a KPI/KQI without a Service (service is not mandatory in all metric types), the operation fails and an error message appears.
Business Logic Module	ERROR USING CONTEXT.FIELD. Correct wrong metric type.
Content Transfer	The metric clustering information is lost when creating a metric from a metric template through the Import Content feature.
Content Transfer	A template can not unpack to the system if its parent has conflict and you select Leave.
Content Transfer	CONTENT TRANSFER.
Contract	Cannot delete a metric that has a registration from another metric after committing a new contract version and the registration was removed.
Contract	Three contract work flow mails sent without body. Remove preceding space in an internal .xml document.

Contract	If the timeslot of new Metric copying form a Contract conflicts with timeslot of an existing Metric, there is an exception to be thrown. The Dialog has a bug and displays a script error.
Contract	Space characters between parameters or fields and other text parts of objective statement are trimmed and removed after save. Reserve space character after save.
Contract Party	The CA Business Service Insight user should not see the Resources that belong to a Contract Party that is not accessible by current user.
Dashboard	<ul style="list-style-type: none"><li>■ Open the dashboard.</li><li>■ In any report within the dashboard, select the context menu (top right of the window), and click Open. The New Report chart dialog opens.</li><li>■ Select the Data tab.</li><li>■ Open the context to any row on the table, and click View Raw Data.</li><li>■ In the new table, the second column contains icons with the title Open Event Management.</li><li>■ An error occurs and the following message opens: A script error has occurred, Please inform your system administrator.</li></ul>
Dashboard	The cluster metric KPI on the dashboard shows a result without the %(measurement symbol).
Dashboard	CA Business Service Insight does not escape the character & in resource name when it generates an XML string.
Dashboard	The title of the opened report in dashboard does not display the report name.
Dashboard	The description column width can not be saved correctly.
Dashboard	When you select navigate to the new custom navigation created, then click analysis in new window, view raw data, the open event management throws error.
Event Management	A date error occurs when you update the raw data if the preferred language is en-gb.
Event Management	Adapter read float value and generate event. If the float exceeds 5-digit precision, the adapter cannot check it and correct it to keep 5-digit precision.
General	Null pointer exception when trying to login into the system.
GUI	The UI breadcrumb shows cached information from another user session.
GUI	Some web pages display the incorrect warning message.
GUI	Menu Administration is displayed even though it has no sub menu items.
GUI	The Links menu is missing.

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GUI	The name of the resource groups are quite long. In the list selection, it is not possible to display the full name.
GUI	Selecting a date range in any advanced search dialog is not working correctly and seems to transpose the month and day. Fixed the date conversion error.
GUI	The page tries to toggle a button even when the button is removed due to permission absence.
GUI	The rename button is redundant at Administration -> Site Setting -> contracts, in the contract sections field.
GUI	After you single-click the metric in the first window, the metric is disabled. After about 1 second, it is enable again before the object details window opens. An error occurs if you click the metric a second time before window opens.
GUI	The url for the homepage was set incorrectly.
GUI	In CA Business Service Insight 8.2, the diagnose.asp page is missing under <BSI URL>/srv/.
Import Content	Import Content from Excel does not support updating the cluster information for metric.
Installation	Setup error when the password of the install user contains a quotation mark.
Integration Scripts	The integration scripts for Contract Parties work unsuccessfully. Fixed resource module error.
MSI Client	After you install the CA Business Service Insight client installation package, edit or create a freeform in BSI website. The BSI popup installation failed window.
Metrics	Tools.BulkDeleteResoureGroup and Tools.BulkDeleteResoure Methods do not exist in the API. Please remove the calls to these methods.
Metrics	In the Price Item metric, the Price per item and the Forecast tables disappear after you create a new version or duplicate of a contract. When you verify the permission to add a custom attribute to the cached recordset, the pointer of the recordset moves forward. If first duplicated metric is not allowed to add custom attribute, the find function cannot return a result because pointer moved to end. To fix this issue, move the pointer back.
Metrics	Metric notes uploaded from word cannot be displayed correctly.
Oblisync	When Oblisync transfers a user entity that already exists in the target, Oblisync should not update the user status field.
Oblisync	Transferring BLM ended with timeout error.
Oblisync	Contract transfer error Fix group error.
Online Help	The French user guide in French does not exist.

Quick Metrics	<ul style="list-style-type: none"><li>■ Create a new quick Metric.</li><li>■ Click add data.</li><li>■ Select an Adapter and Event Type.</li><li>■ Fill in any filtering fields.</li><li>■ Click the preview button, Get the following error: An internal error has occurred. Please inform your system administrator.</li><li>■ Fixed SQL structure query parameter type error.</li></ul>
Quick Metrics	Adapter folder deleted when configuration changes. Because the previous windows user who create task scheduler get deleted.
Registration	In Contract Diagnose, CA Business Service Insight can not recognize registration between Event Type and Metric if the Event Type is registered by the Registration Wizard.
Report	A report loses its template after save.
Report	The parameter of Booklet do not work well with German Contract names.
Report	If the user selects to use from the Teechart gallery, the Gauges form, and, more specifically, the Circular Gauge or the KnobGauge, the report can not to be saved or exported.
Report	Cannot open the report wizard.
Report	When trying to generate a booklet that consists of freeform reports with parameters like Contract Name and Contract Party, the booklet is generated incorrectly due to German characters. The accumulative fix 8.1.1.1.0 solved the problem for booklets generated on demand, but booklets generated via the scheduler still have this faulty behavior.
Report	No number indicator shown what the value is in report chart.
Report	NAME OF INDICATOR & Bubble disappear.
Report	The user can drill report even if the user belongs to role which does not have the Report Drill right.
Report	Users with no Add & Delete & Update Report Folders permissions cannot generate parameterized reports.
Report	Launch Report wizard takes pretty long time.
Report	The report chart series title in data tab is not updated.
Report	The Date parameter of Free Form does not work correctly in Fix 8.1.1.2.0 accumulate.
Report	The report date format on .pdf reports have reverted back to the dd/mm/yyyy format. We need to change the format to mm/dd/yyyy. Fixed incorrect culture date format.

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Report	Use the link for a scheduled report or directly View Properties -> generate -> drill down to days (or to others ) -> done.
Report	While performing the load test on the v8.1.1 of CA Business Service Insight, we encountered a COM error in the ReportManagerDO component that would hang up Oblicore COM+ engine.
Report	When we duplicated one report that has been edited and saved, the duplicated report title in TeeChart does not have the same report name.
Resource	Integration scripts for Contract Parties works unsuccessfully.
SL template	Open context menu failed in Service Level Template attachment tab for Italian language.
SLM, Scheduler, Translation Script	Go to Sevice Level Management -> Contracts page. Expand the Search panel. In the Contract Derived From: field, select Contract Template and respective template Click Search button, Error: Show an internal error. Booklet and Report Scheduler is not able to handle parameters of time type. In the Translation Script, the customer add special format " Translated: [n] Event Created: [n] Entries ignored: [n] Entries deleted: [n]" in the result function that will caused some warning message appearance in the t_log table.
Timeslot	Go to timeslots. Click edit any timeslot. Click cancel. Click view the same timeslot.click done. Receive error: not authorized to view timeslot .
Translation	Translation Error.
Translation Script	French characters do not appear correctly in docx booklet.
Translation Script	Fail to create netUtils instance from PolicyHandler. Class not registered.
Translation Script	Translation Script Tools.UpdateUserByMap can not set user to "Full access to all ontract Parties and Groups" in certain situations.
Translation Script	Using the API GetContractParties with a customer as input that contains the apostrophe in the name, the API returns zero result.
Translation Script	French characters cannot be displayed correctly in a docx booklet.
Translation Script	Fail to create netUtils instance from PolicyHandler. Class not registered.



# Chapter 5: Documentation

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This section contains information about current documentation.

For the most up to date documentation, go to the CA Support Online website at <http://support.ca.com> and view or download the latest Bookshelf

This section contains the following topics:

[PDF Guides](#) (see page 21)

[Bookshelf](#) (see page 22)

[Release Numbers](#) (see page 22)

## PDF Guides

The PDF guides for this product are as follows:

- Installation Guide (*CA Business Service Insight Installation Guide.pdf*)
- Predefined Content Guide (*CA Business Service Insight Predefined Content Guide.pdf*)
- Predefined Content Release Notes (*CA Business Service Insight Predefined Content Release Notes.pdf*)
- Administration Guide (*CA Business Service Insight Administration Guide.pdf*)
- Web Service API Reference Guide (*CA Business Service Insight Web Service API.pdf*)
- Business Intelligence (BI) Interface Guide (*CA Business Service Insight BI Interface Guide.pdf*)
- Business Intelligence (BI) Interface Release Notes (*CA Business Service Insight BI Interface Release Notes.pdf*)
- SDK Reference Guide (*CA Business Service Insight SDK Guide.pdf*)
- Release Notes (*CA Business Service Insight Release Notes.pdf*)
- Third Party Acknowledgments (*CA Business Service Insight Third Party Acknowledgments.pdf*)

To view a PDF file, you must download and install the Adobe Reader from the Adobe website if it is not already installed on your computer.

CA Business Service Insight also contains an HTML-based Online Help module. The Online Help is built in to the user interface and provides help for any task available within the product. The online help is also integrated with the CA Business Service Insight bookshelf. The latest version of the User Guide and other documents is located on the CA Support site.

## Bookshelf

The CA Business Service Insight Bookshelf is a free-standing HTML-based reference tool that provides easy access to the online help and core reference documentation for CA Business Service Insight. The Bookshelf provides a "front end" user interface where you can open individual PDF Guides or online help files, or search a combined index for all deliverables.

The Bookshelf is installed and integrated into the online help system. When viewing an online help topic, you can click the "Back to Bookshelf" link above the Table of Contents list to open the main Bookshelf page.

A zip file containing the complete and most up to date Bookshelf is also provided as a download from the Technical Support page of CA Support Online at <http://support.ca.com>.

For more information on using the Bookshelf features, click the "Navigate the CA Bookshelf" link at the bottom of the main Bookshelf window. This topic introduces the layout of the Bookshelf, the various search options.

## Release Numbers

The release number on the title page of a document might not correspond to the current product release number; however, all documentation delivered with the product, regardless of release number on the title page, will support your use of the current product release. The release number changes only when a significant portion of a document changes to support a new or updated product release. If no substantive changes are made to a document, the release number does not change. For example, a document for version 8.0 may still be valid for version 8.1. Documentation bookshelves always reflect the current product release number.

Occasionally, we must update documentation outside of a new or updated release. To indicate a minor change to the documentation that does not invalidate it for any releases that it supports, we update the edition number on the cover page. First editions do not have an edition number.

# Chapter 6: Acknowledgments

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This document contains copyright and licensing agreement information for third-party software used in CA Business Service Insight.

This section contains the following topics:

[ActiveMQ 5.3.0](#) (see page 26)  
[ActiveMQ 5.3.1](#) (see page 30)  
[ASM 3.1](#) (see page 50)  
[Axis 1.4.1](#) (see page 52)  
[Axis 2 1.4.1](#) (see page 56)  
[Axis 2 1.5.4](#) (see page 60)  
[Bazillyo 1.0](#) (see page 70)  
[Boost 1.29](#) (see page 71)  
[Commons Codec 1.4](#) (see page 72)  
[Commons Collection 3.2.1](#) (see page 76)  
[Commons Configuration 1.6](#) (see page 80)  
[Commons Lang 2.4](#) (see page 84)  
[Commons Lang 2.5](#) (see page 88)  
[Commons Lang 2.6](#) (see page 92)  
[EclipseLink 2.1.1](#) (see page 96)  
[Ehcache 1.7.1](#) (see page 110)  
[Google Web Toolkit 2.0.3](#) (see page 114)  
[Gwt-log 3.0.0](#) (see page 118)  
[HttpClient 4.0.1](#) (see page 122)  
[IDesign](#) (see page 126)  
[IE WebControls](#) (see page 128)  
[Jackson 1.6.4](#) (see page 130)  
[JAX-RS 1.1.1](#) (see page 134)  
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-- activemq-web

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- \* - works in IE4.x, IE5.x, NS4.75 possibly 4.x, NS6 (with slight cosmetic issues)
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JAXB

Java Persistence (JPA) 1.0 - EJB 3.0

JavaMail

Java Activation Framework v1.1

Streaming API for XML (StAX)

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Xerces

Java Servlet

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```

```
version 1.1.4, March 11th, 2002
```

```
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