

CA Business Service Insight

Note di rilascio

8.2.5



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Capitolo 1: Introduzione

Il presente documento contiene le note di rilascio per CA Business Service Insight 8.2.5. I seguenti capitoli forniscono una descrizione dettagliata della versione corrente, nonché altre informazioni a integrazione della documentazione principale.

La versione corrente offre miglioramenti in termini di qualità ed è internazionalizzata/localizzata in otto lingue.

Per le istruzioni sull'aggiornamento di CA Business Service Insight, consultare il capitolo Aggiornamento di CA Business Service Insight nella *Guida all'installazione di CA Business Service Insight*.

Capitolo 2: Client Oracle

Dopo l'installazione di CA Business Service Insight per la prima volta e prima di eseguire l'aggiornamento a 8.2.5, installare il client Oracle elencato qui.

Nota: È supportato solo il client a 32 bit.

Fornitore RDBMS/ Database	Versione/ Edizione database	Versione software database	Piattaforma	Set di caratteri*
Oracle	Oracle 11 Standard, Enterprise o RAC	11.2.0.3	Sistema operativo certificato Oracle	AL32UTF8 WE8MSWIN1252

Note:

- Per le istruzioni complete, fare riferimento alla Guida all'installazione di CA Business Service Insight.

Capitolo 3: Aggiornamenti di prodotto

ACE

ACE1 è il modulo predefinito per CA Business Service Insight 8.2.5. ACE2 è il modulo per i clienti che richiedono implementazioni con carico o prestazioni elevati. CA Technologies consiglia di eseguire l'aggiornamento e usare ACE2. Contattare il supporto tecnico di CA per progettare e ottimizzare l'implementazione in modo da sfruttare al meglio la tecnologia ACE2.

- Per le nuove installazioni, ACE1 è il modulo predefinito. I servizi ACE2, PslWorker e ACETransition vengono aggiunti ma non installati.

Nota: Nei servizi ACE2 è visualizzato come ACE sul server applicazioni JBoss.

- Per utilizzare ACE2, completare le azioni seguenti:
 - Per installare i servizi ACE2, ACETransition e PslWorker, immettere i comandi seguenti nella 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
```

Dove *domain_name*, *login* e *password* sono sostituiti con i valori inseriti dall'utente.
 - Impostare i servizi ACE2, Transition e PslWorker per l'avvio automatico.
 - Eseguire la migrazione manuale a ACE2 attraverso l'interfaccia utente.
 - Sulla tabella di configurazione del sistema, modificare modulo predefinito in ACE2.
 - Se ACE2 è il modulo in funzione, arrestare e disabilitare il servizio PslWriter.
- Quando si esegue l'aggiornamento da una versione precedente, il modulo predefinito non viene modificato.
- Se si esegue l'aggiornamento dalla versione 8.1.1 o da una precedente e il modulo predefinito è ACE2, eseguire la migrazione in coda. Verificare che il servizio ACE2 sia avviato, quindi immettere il comando seguente nella console:

```
QueueMigration user password tnsname
```

Dove *user*, *password* e *tnsname* corrispondono al nome utente di schema, alla password utente di schema e al nome tns.

Nota: Per i clienti che attualmente utilizzano la versione 8.x o una avanzata e desiderano installare una versione precedente alla 8.2.5, in tal caso il modulo predefinito è ACE2 ed è necessario immettere il comando seguente prima dell'aggiornamento:

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

Java Runtime Environment (JRE) di Oracle

CA Business Service Insight include ora Java Runtime Environment (JRE) 1.7.0_25 di Oracle.

Indice di misurazione del servizio (SMI)

CA Business Service Insight non supporta più le funzionalità dell'indice di misurazione del servizio (SMI).

Nota: Numerose autorizzazioni e impostazioni sono pertinenti solo alle funzionalità SMI e non influiscono su CA Business Service Insight 8.2.5.

Capitolo 4: Problemi risolti

In questa sezione sono contenuti i problemi noti rilevati nelle versioni precedenti di CA Business Service Insight risolti nella versione corrente.

Componente	Description
ACE	Gestione incorretta degli eventi del periodo di applicazione in caso di un'eccezione del periodo. Modificare il meccanismo di eccezione ACE per gestire correttamente il periodo di applicazione e le eccezioni del periodo.
ACE	Impossibile calcolare la nuova versione del contratto con ACE1. L'opzione Elimina voci è stata rimossa dalla tabella delle informazioni aggiuntive sulle regole per mantenere la sincronizzazione con la tabella delle regole.
ACE2	Errori durante il calcolo della metrica di gruppo ricorsiva che utilizza Context.ClusterItemLevel all'interno della business logic. Per ciascuna missione verrà generato l'elenco di gruppo solo per la metrica ricorsiva.
ACE2	Per le metriche che non sono mai state calcolate e non richiedono il ricalcolo non viene completata la migrazione in ACE2. Contrassegnare sempre la metrica per mostrare che la migrazione è stata completata. Durante la pianificazione del calcolo successivo, selezionare che il calcolo della metrica sia stato completato. Le nuove righe di registrazione create per le metriche in corso di migrazione vengono contrassegnate automaticamente come completate. Non utilizzare il valore predefinito. Utilizzare il valore dell'evento. Violazione della chiave univoca durante la migrazione da ACE1 a ACE2. Prima di completare la migrazione di una metrica, attendere che siano elaborate tutte le relative registrazioni. Le metriche vengono inviate per l'esecuzione del ricalcolo completo durante la migrazione da ACE1 a ACE2. Quando si acquisiscono le informazioni sulla migrazione, se l'ID di regola psl e l'ID di regola coincidono, individuare l'agente del periodo e acquisire il tempo di calcolo.
ACE2	Le registrazioni avanzate di ACE2 non includono RUI RegisteredByClusterItem nel calcolo. Modificare il codice ACE2 per evitare questo problema.
ACE2	I report di amministrazione ACE2 non dispongono di uno stato per gli errori di attività. Aggiungere uno stato per l'errore di calcolo nell'attività o l'errore di attività del mittente.

ACE2

- In caso di creazione di una nuova versione di contratto a inizio mese, viene eseguito il ricalcolo dell'ultimo mese del contratto precedente e non del periodo specificato.
- Gli eventi di dati in entrata non vengono più elaborati se le risorse di database sono bloccate.
- Quando il servizio viene disconnesso, i team non ricevono alcun messaggio.
- Se la colonna is_registration_completed non viene aggiornata, il destinatario ACE2 non viene calcolato.
- Se l'attività di destinatario entra nella gestione prima delle attività di mittente associate, non è in grado di riconoscerle.
- I destinatari sono bloccati e non eseguono i calcoli se uno dei mittenti è stato eliminato.
- I risultati del calcolo per una metrica di gruppo che funge anche da destinatario ER sono incorretti se la relativa registrazione non è di gruppo.
- I risultati del calcolo per una metrica di gruppo che è anche destinatario ER sono errati se la relativa registrazione non è specificata.
- La chiave univoca è stata violata nel bridge di report alla conferma di una nuova business logic.
- La metrica ACE2 non viene ricalcolata e si verifica un errore nella modifica del periodo di applicazione annuale dell'eccezione.
- La metrica ACE2 non viene ricalcolata nella modifica del periodo di applicazione settimanale dell'eccezione.
- La metrica ACE2 non viene ricalcolata e si verifica un errore nella modifica del periodo di applicazione annuale dell'eccezione quando non è espresso in formato GMT.
- Le modifiche in BLM causano errori nei risultati di calcolo dovuti all'errata analisi delle registrazioni.
- Dopo l'errore, viene impostato un tempo massimo di attesa per il criterio di un'attività. Modificarlo con il tempo minimo.
- Quando un destinatario è in attesa di un mittente, viene eseguito un nuovo tentativo in base al tempo massimo. Modificarlo con il tempo minimo.
- Un destinatario è bloccato a causa di un mittente anche se non più attivo.
- Gestione dello stato di misurazione.

ACE2

Calcolo ACE2 quando la modalità di calcolo è impostata su NON continuo

ACE2

PORTA 38806 - Registrazione eccessiva

ACE2	ACE2 non definisce alcun ordine se gli eventi del destinatario si verificano contemporaneamente. Elaborare gli eventi in base all'ID di metrica del mittente.
ACE2	Rilevamento errato dell'analizzatore del periodo di applicazione dell'eccezione. Modificare l'errore di rilevamento dell'analizzatore.
ACE2	■ Una metrica effettua la registrazione due volte sullo stesso mittente, con i valori Equivalente e Periodo di riferimento. ■ Correzione eccezioni I: La decisione sulla presenza di eccezioni da prendere in considerazione nel calcolo della missione corrente era errata e dipendeva dall'ora. ■ Correzione eccezioni II: Errore generato durante l'elaborazione di una modifica nell'eccezione con giorni parziali. ■ Correzione eccezione III: I mittenti di secondo livello, ossia coloro che sono anche destinatari, assumono la decisione errata circa l'esecuzione in corso dei calcoli con eccezioni. ■ Piano di calcolo per mittenti e destinatari: Varie modifiche alle prestazioni in modo che il destinatario riconosca quando un mittente è in fase di ricalcolo o pianifica un ricalcolo. ■ In caso di errore durante il calcolo di una missione che non è la prima, salvare la data di fine calcolo raggiunta dall'attività. ■ Quando vengono restituiti i destinatari dal calcolo, se il calcolo non è completo o non è stato eseguito fino al momento indicato, impostare i destinatari in modo da rieseguire il calcolo in base al criterio minimo. ■ Ridotto il numero di eccezioni sul blocco delle risorse generate all'avvio del calcolo. ■ Giorni mancanti al calcolo - Errata gestione delle metriche con fuso orario diverso da quello del contratto.
ACE2	Duplicato dell'utilità di pianificazione ACE2. Notifica inviata. È stato verificato che le ore minimum_expires e maximum_expires non coincidano mai con gli estremi di un'ora.
ACE2	O514-O518 ERRORI DI PSLWORKERS. Riguarda principalmente la prima missione in un calcolo non continuo. L'ID di stato iniziale è stato impostato su 0 e questa decisione è stata utilizzata anche in seguito per impostare correttamente il flag che decide se OnRegistration è necessario.
ACE2	Visualizzazione degli errori in report in formato libero in seguito all'aggiornamento alla versione 8.1.1. Risoluzione dell'errore del calcolo delta. Un errore di risorsa determina un evento mancante.
ACE2	Errore durante la verifica della presenza di modifiche al periodo di applicazione dell'eccezione. Modificare la modalità di convalida implementata da ACE per le modifiche all'eccezione per giorni parziali.

ACE2	■ Per le metriche che non sono mai state calcolate e non necessitano del ricalcolo non viene completata la migrazione in ACE2. ■ Contrassegnare sempre la metrica in modo da mostrare il completamento della migrazione e la pianificazione del prossimo calcolo. Selezionare se il calcolo della metrica è completo. ■ Le nuove righe di registrazione create per le metriche in corso di migrazione vengono contrassegnate automaticamente come completate. Non utilizzare il valore predefinito. Utilizzare il valore dell'evento. ■ Violazione della chiave univoca durante la migrazione da ACE1 a ACE2. Prima di completare la migrazione di una metrica, attendere che siano elaborate tutte le relative registrazioni. ■ Le metriche vengono inviate per il ricalcolo completo durante la migrazione da ACE1 a ACE2. Quando si acquisiscono le informazioni sulla migrazione, se l'ID di regola psl e l'ID di regola coincidono, individuare l'agente del periodo e acquisire il tempo di calcolo.
ACE2	Errori durante il calcolo della metrica di gruppo ricorsiva che utilizza Context.ClusterItemLevel all'interno della business logic. Per ciascuna missione verrà generato l'elenco di gruppo solo per la metrica ricorsiva.
Adapter	Arresto anomalo di SQLAdapter durante la lettura di un campo di data precedente al 01/01/1970.
Adapter	INVALID MON TIMESTAMP WHEN VIE.
Adapter	Errore di memoria insufficiente in caso di esportazione di più di 100.000 eventi dalla pagina Adapter in un file .csv. Microsoft Datagrid presenta inoltre un problema legato alle prestazioni se nella pagina di evento i dati sottoposti a query vengono caricati più di una volta quando si fa clic sul comando di esportazione in un file .csv. CA Business Service Insight esegue l'esportazione diretta del valore DataTable in un file CSV.
Adapter	Se si accede a un adapter, si fa clic con il pulsante destro del mouse e si seleziona Visualizza eventi, CA Business Service Insight restituisce un elenco di tutti gli eventi dell'adapter. Se in seguito si apre il filtro e si tenta di applicarlo in base a un valore di stringa, viene restituito un errore.
Adapter	Quando si apre il visualizzatore eventi da un adapter che contiene molti eventi, il visualizzatore impiega 5-10 minuti per aprirsi.
Adapter	Se l'origine dati dell'adapter contiene \, si verifica un errore durante la visualizzazione degli eventi dalla schermata dell'adapter.
Adapter	Il visualizzatore eventi dell'adapter non esegue l'esportazione. Quando si seleziona il comando per l'esportazione in un file .csv, non viene visualizzato nulla nella schermata.

Adapter	La cartella dell'adapter viene eliminata quando si modifica la configurazione. Questo errore si verifica perché l'utente precedente di Windows che ha creato l'utilità di pianificazione attività è stato eliminato. Risolvere il problema di conseguenza. La cartella dell'adapter non verrà eliminata salvo in caso di rimozione dell'adapter stesso.
Adapter	L'utente definisce una query nella finestra di dialogo Impostazioni avanzate dell'Interfaccia origine dati della procedura guidata per l'adapter SQL. Il valore predefinito del campo Nome query contiene caratteri non validi che generano un errore di runtime.
Notifiche	Viene generata un'eccezione per nessun contesto e registrata nel log di sistema. Evitare di accedere a un contesto utente null.
Notifiche	Il servizio di notifica viene arrestato in caso di errore COM.
API	CA Business Service Insight calcola e aggiorna tutti i contratti con API. Tutti i parametri e campi del contratto (nomi di contratto, nomi metriche, testi e così via) vengono salvati correttamente, insieme ai caratteri speciali ammessi. Tuttavia, si presenta un problema solo con i valori degli attributi personalizzati, in cui i caratteri speciali vengono salvati come punti interrogativi (?). Correggere l'errore di codifica.
Autorizzazione	Assegnare un utente il cui ruolo non presenta azioni in Informazioni sul servizio. Accedere con questo utente e aprire la pagina Impostazioni, fare clic sull'elenco a discesa Pagina di apertura predefinita e selezionare l'elemento Informazioni sul servizio.
BUSINESS LOGIC	IMPOSSIBILE CONFERMARE LA BUSINESS LOGIC. Limitare la lunghezza della descrizione a 1.000 caratteri.
BLS	Quando si apre Ambito di business logic dal menu principale, il browser resta aperto per un periodo di tempo troppo lungo o si blocca.
BLS	ERRORE DI UTILIZZO DI CONTEXT.FIELD
Booklet	Il report di booklet aperto genererà un errore interno.
Booklet	Il booklet non funziona se i parametri contengono caratteri non inglesi.
Booklet	Il filtro di booklet con il report semplice non funziona.
Booklet	ARRESTO COM IN BSI 8.1.1
Booklet	Impossibile aprire il file .docx generato dal booklet con Word perché il file contiene un errore.
Booklet	Il booklet si carica e genera un errore.
Booklet	Gli elenchi numerati nei documenti generati non sono visualizzati correttamente.
Booklet	PARAMETRI DI REPORT NEI BOOKLET.
Booklet	Errore interno nell'utilizzo di bookletdocumentloader.

BRV	Quando si prova a esplorare un contratto, se il contratto include un KPI/KQI senza un servizio (il servizio non è obbligatorio in tutti i tipi di metrica), l'operazione non riesce e viene visualizzato un messaggio di errore.
Modulo di business logic	ERRORE DI UTILIZZO DI CONTEXT.FIELD. Correggere il tipo di metrica errato.
Trasferimento del contenuto	Le informazioni sul raggruppamento delle metriche vengono perse durante la creazione di una metrica da un modello di metrica tramite la funzionalità Importa contenuto.
Trasferimento del contenuto	Impossibile decomprimere un modello nel sistema se il modello padre è in conflitto e si seleziona Mantieni.
Trasferimento del contenuto	TRASFERIMENTO DEL CONTENUTO.
Contratto	Impossibile eliminare una metrica con una registrazione da un'altra metrica dopo che è stata confermata la nuova versione di un contratto e la registrazione è stata rimossa.
Contratto	Inviati tre messaggi di posta sul flusso di lavoro del contratto senza testo. Rimuovere lo spazio iniziale in un documento .xml interno.
Contratto	Se il periodo di applicazione per la copia di una nuova metrica crea un conflitto di contratto con il periodo di applicazione di una metrica esistente, è necessario generare un'eccezione. La finestra di dialogo contiene un bug e mostra un errore di script.
Contratto	I caratteri di spazio tra i parametri o i campi e le altre parti di testo della dichiarazione dell'obiettivo vengono ridotti e rimossi dopo il salvataggio. Conservare i caratteri di spazio dopo il salvataggio.
Contraente	L'utente di CA Business Service Insight non dovrebbe visualizzare le risorse che appartengono a un contraente non accessibile dall'utente corrente.
Dashboard	■ Aprire il dashboard. ■ In qualsiasi report nel dashboard, selezionare il menu di scelta rapida (in alto a destra nella finestra), quindi fare clic su Apri. Viene visualizzata la finestra di dialogo del diagramma Nuovo report. ■ Selezionare la scheda Dati. ■ Aprire il menu di scelta rapida da qualsiasi riga nella tabella, quindi fare clic su Visualizza dati non elaborati. ■ Nella nuova tabella, la seconda colonna contiene le icone denominate Apri gestione evento. ■ Si verifica un errore e viene restituito il messaggio seguente: "Si è verificato un errore di script. Contattare l'amministratore di sistema".
Dashboard	La metrica di gruppo KPI sul dashboard mostra un risultato senza il simbolo % che indica la misurazione.
Dashboard	CA Business Service Insight non ignora la & come carattere di escape nel nome della risorsa quando genera una stringa XML.

Dashboard	Il titolo del report aperto nel dashboard non visualizza il nome del report.
Dashboard	Impossibile salvare correttamente la larghezza della colonna relativa alla descrizione.
Dashboard	Quando si seleziona di accedere alla nuova esplorazione personalizzata creata, fare clic su Analisi nella nuova finestra, Visualizza dati non elaborati e da Apri gestione evento viene generato un errore.
Gestione evento	Si verifica un errore con le date quando si aggiornano i dati non elaborati se la lingua preferita è en-gb.
Gestione evento	L'adapter legge il valore in virgola mobile e genera l'evento. Se il valore in virgola mobile supera la precisione di 5 cifre, l'adapter non è in grado di selezionarlo e correggerlo per mantenere la precisione di 5 cifre.
Generale	Eccezione puntatore null durante l'accesso al sistema.
Interfaccia utente	Il percorso di navigazione dell'interfaccia utente mostra le informazioni memorizzate nella cache da un'altra sessione utente.
Interfaccia utente	Alcune pagine Web visualizzano il messaggio di avviso errato.
Interfaccia utente	Il menu Amministrazione viene mostrato anche se non presenta voci di menu secondari.
Interfaccia utente	Il menu Collegamenti è assente.
Interfaccia utente	Il nome dei gruppi di risorse è troppo lungo. Nella selezione da un elenco non è possibile visualizzare il nome completo.
Interfaccia utente	La selezione di un intervallo di date in una finestra di dialogo di ricerca avanzata non funziona correttamente e inverte il mese con il giorno. Risolto l'errore di conversione della data.
Interfaccia utente	La pagina tenta di attivare un pulsante anche quando quest'ultimo è rimosso a causa di un'autorizzazione assente.
Interfaccia utente	Il pulsante Rinomina è ridondante in Amministrazione -> Impostazioni sito -> Contratti -> campo Sezioni del contratto.
Interfaccia utente	Dopo un singolo clic sulla metrica nella prima finestra, la metrica viene disattivata. Dopo circa 1 secondo, viene abilitata di nuovo prima che sia visualizzata la finestra dei dettagli per l'oggetto. Si verifica un errore se si fa clic sulla metrica una seconda volta prima che sia visualizzata la finestra.
Interfaccia utente	L'URL della pagina principale è stato impostato in modo errato.
Interfaccia utente	In CA Business Service Insight 8.2, la pagina diagnose.asp è assente nel percorso <BSI URL>/srv/.
Importazione contenuto	L'importazione del contenuto da Excel non supporta l'aggiornamento delle informazioni di gruppo sulla metrica.
Installazione	Errore di installazione quando la password dell'utente di installazione contiene una virgoletta.

Script di integrazione	Gli script di integrazione per i contraenti non funzionano correttamente. Errore del modulo di risorsa corretto.
Client MSI	Dopo aver installato il pacchetto di installazione del client di CA Business Service Insight, modificare o creare una pagina in formato libero sul sito Web di BSI. La finestra popup indica che l'installazione di BSI non è riuscita.
Metriche	I metodi Tools.BulkDeleteResoureGroup e Tools.BulkDeleteResoure risultano inesistenti nell'API. Eliminare le chiamate a tali metodi.
Metriche	Nella metrica Elemento di costo, le tabelle Prezzo unitario e Previsione sono mancanti dopo aver creato una nuova versione o un duplicato di un contratto. Durante la verifica delle autorizzazioni per l'aggiunta di un attributo personalizzato al set di record memorizzato nella cache, il puntatore del set di record viene visualizzato in un'altra posizione. Se la prima metrica duplicata non è in grado di aggiungere attributi personalizzati, la funzionalità di ricerca non può restituire alcun risultato in quanto il puntatore viene visualizzato alla fine. Per risolvere questo problema, spostare il cursore nella posizione iniziale.
Metriche	Impossibile visualizzare correttamente le note della metrica caricate da Word.
Oblisync	Se Oblisync esegue il trasferimento di un'entità utente già esistente nella destinazione, il campo relativo allo stato dell'utente non deve essere aggiornato.
Oblisync	Il trasferimento di BLM è terminato con un errore di timeout.
Oblisync	Errore di trasferimento del contratto. Correggere l'errore di gruppo.
Guida in linea	La versione in francese della Guida per l'utente non esiste.
Metriche rapide	■ Creare una nuova metrica rapida. ■ Fare clic su Aggiungi dati. ■ Selezionare un adapter e un tipo di evento. ■ Compilare qualsiasi campo di filtro. ■ Quando si fa clic sul pulsante di anteprima, viene restituito l'errore seguente: "Si è verificato un errore interno". Informare l'amministratore di sistema. ■ Risolto l'errore del tipo di parametro per la query di struttura SQL.
Metriche rapide	Cartella dell'adapter eliminata in caso di modifica alla configurazione. Questo errore si verifica perché l'utente precedente di Windows che ha creato l'utilità di pianificazione attività è stato eliminato.
Registrazione	Nella diagnosi del contratto, CA Business Service Insight non riesce a riconoscere la registrazione tra il tipo di evento e la metrica se il tipo di evento è stato registrato con la procedura guidata.

Report	Un report perde il modello dopo il salvataggio.
Report	Il parametro del booklet non funziona correttamente con i nomi di contratto in tedesco.
Report	Se l'utente seleziona di utilizzare dalla galleria TeeChart il modulo Gauges e, in particolare, Circular Gauge o KnobGauge, è impossibile salvare o esportare il report.
Report	Impossibile aprire la procedura guidata di creazione report.
Report	Durante la generazione di un booklet composto di report in formato libero con parametri quali Nome contratto e Contraente, il booklet viene generato in modo errato se sono presenti caratteri tedeschi. La correzione cumulativa 8.1.1.1.0 risolveva il problema per i booklet generati su richiesta, ma i booklet generati con l'utilità di pianificazione presentano ancora questo errore.
Report	Nessun indicatore numerico mostra quale sia il valore nel diagramma del report.
Report	NOME DELL'INDICATORE e grafico a bolle non visualizzati.
Report	L'utente può esplorare un report anche se appartiene a un ruolo che non dispone dell'autorizzazione Esplorazione report.
Report	Gli utenti senza autorizzazioni per aggiungere, eliminare e aggiornare le cartelle dei report non possono generare report con parametri.
Report	L'avvio della procedura guidata di creazione report richiede molto tempo.
Report	Il titolo della serie di diagrammi per il report nella scheda Dati non viene aggiornato.
Report	Il parametro Data del formato libero non funziona correttamente nella correzione cumulativa 8.1.1.2.0.
Report	Nei report in .pdf è stato ripristinato il formato di data dd/mm/yyyy. Modificare il formato in mm/dd/yyyy. Risolto il formato di data delle varianti errato.
Report	Utilizzare il collegamento per un report pianificato o accedere direttamente a Visualizza proprietà -> Genera -> Drill-down fino a (giorni o altro) -> Fine.
Report	Durante l'esecuzione del test di carico nella versione v8.1.1 di CA Business Service Insight, è stato riscontrato un errore COM nel componente ReportManagerDO che blocca il modulo Oblicore COM+.
Report	Quando viene creato un duplicato di un report modificato e salvato, il titolo del report duplicato in TeeChart non corrisponde al nome del report.
Risorsa	Errore degli script di integrazione per i contraenti.
Modello SL	Impossibile aprire il menu di scelta rapida nella scheda associata a Modello del livello di servizio per la lingua italiana.

SLM, utilità di pianificazione, script di conversione	Accedere alla pagina Contratti dalla gestione del livello di servizio. Espandere il riquadro di ricerca. Nel campo Contratto derivato da: selezionare Modello di contratto. Quando si fa clic sul pulsante Cerca del rispettivo modello, un messaggio indica la presenza di un errore interno. Impossibile gestire i parametri di tipo ora con il booklet e l'utilità di pianificazione report. Nello script di conversione, il cliente aggiunge un formato speciale "Risorse convertite: [n]; risorse create: [n] risorse ignorate: [n] risorse eliminate: [n]" nella funzione di risultato e verrà visualizzato un messaggio di avviso nella tabella t_log.
Timeslot	Accedere a Periodi di applicazione. Fare clic per modificare un periodo di applicazione. Fare clic su Annulla. Fare clic per visualizzare lo stesso periodo di applicazione. Fare clic su Fine. Viene restituito un errore indicante che non si dispone delle autorizzazioni per visualizzare il periodo di applicazione.
Significato	Errore di conversione.
Script di conversione	I caratteri francesi non vengono visualizzati correttamente nel booklet .docx.
Script di conversione	Impossibile creare l'istanza netUtils da PolicyHandler. Classe non registrata.
Script di conversione	In alcuni casi non è possibile impostare l'utente su Accesso completo a tutti i contraenti e i gruppi con lo script di conversione Tools.UpdateUserByMap.
Script di conversione	Se si usa l'API GetContractParties con input il nome di un cliente contenente l'apostrofo, l'API non restituisce alcun risultato.
Script di conversione	I caratteri francesi non vengono visualizzati correttamente in un booklet .docx.
Script di conversione	Impossibile creare l'istanza netUtils da PolicyHandler. Classe non registrata.

Capitolo 5: Documentazione

Questa sezione contiene le informazioni sulla documentazione corrente.

Per la documentazione aggiornata, accedere al sito Web del supporto tecnico in linea di CA all'indirizzo <http://support.ca.com> e visualizzare o scaricare il bookshelf aggiornato.

Questa sezione contiene i seguenti argomenti:

[Guide PDF](#) (a pagina 23)

[Bookshelf](#) (a pagina 24)

[Numeri di versione](#) (a pagina 24)

Guide PDF

Di seguito sono riportate le guide in PDF per questo prodotto:

- Guida all'installazione (*Guida all'installazione di CA Business Service Insight.pdf*)
- Guida di contenuto predefinito (*Guida del contenuto predefinito di CA Business Service Insight.pdf*)
- Note di rilascio del contenuto predefinito (*CA Business Service Insight Predefined Content Release Notes.pdf*)
- Guida per l'amministratore (*CA Business Service Insight Administration Guide.pdf*)
- Guida di riferimento API del servizio Web (*CA Business Service Insight Web Service API.pdf*)
- Guida all'interfaccia Business Intelligence (BI) (*CA Business Service Insight BI Interface Guide.pdf*)
- Note di rilascio dell'interfaccia Business Intelligence (BI) (*CA Business Service Insight BI Interface Release Notes.pdf*)
- Guida di riferimento SDK (*CA Business Service Insight SDK Guide.pdf*)
- Note di rilascio (*Note di rilascio CA Business Service Insight.pdf*)
- Avvisi di terze parti (*CA Business Service Insight Third Party Acknowledgments.pdf*)

Per visualizzare un file PDF è necessario scaricare e installare Adobe Reader dal sito Web di Adobe, se non è già installato sul computer.

CA Business Service Insight contiene inoltre un modulo di guida in linea in HTML. La guida in linea viene integrata nell'interfaccia utente e fornisce assistenza per le attività disponibili con il prodotto. La guida in linea è anche integrata con il bookshelf CA Business Service Insight. L'ultima versione della Guida per l'utente e di altri documenti è disponibile sul sito del supporto tecnico di CA.

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Il bookshelf CA Business Service Insight è uno strumento di riferimento autonomo basato su HTML che consente di accedere facilmente alla guida in linea e alla documentazione di riferimento base per CA Business Service Insight. Il bookshelf fornisce un'interfaccia utente front-end che consente di accedere alle singole guide in PDF o ai file della guida in linea oppure di cercare un indice combinato per tutti i risultati finali.

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Per ulteriori informazioni sull'utilizzo delle funzionalità del bookshelf, fare clic sul collegamento Navigate the CA Bookshelf (Accedi a CA Bookshelf) nella parte inferiore della finestra principale del bookshelf. Questo argomento descrive il layout del bookshelf, le diverse opzioni di ricerca.

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Capitolo 6: Avvisi di terze parti

Questo documento contiene informazioni sul copyright e sul contratto di licenza per software di terze parti utilizzato in CA Business Service Insight.

Questa sezione contiene i seguenti argomenti:

[ActiveMQ 5.3.0](#) (a pagina 27)
[ActiveMQ 5.3.1](#) (a pagina 31)
[ASM 3.1](#) (a pagina 51)
[Axis 1.4.1](#) (a pagina 53)
[Axis 2 1.4.1](#) (a pagina 57)
[Axis 2 1.5.4](#) (a pagina 61)
[Bazillyo 1.0](#) (a pagina 71)
[Boost 1.29](#) (a pagina 72)
[Commons Codec 1.4](#) (a pagina 73)
[Commons Collection 3.2.1](#) (a pagina 77)
[Commons Configuration 1.6](#) (a pagina 81)
[Commons Lang 2.4](#) (a pagina 85)
[Commons Lang 2.5](#) (a pagina 89)
[Commons Lang 2.6](#) (a pagina 93)
[EclipseLink 2.1.1](#) (a pagina 97)
[Ehcache 1.7.1](#) (a pagina 111)
[Google Web Toolkit 2.0.3](#) (a pagina 115)
[Gwt-log 3.0.0](#) (a pagina 119)
[HttpClient 4.0.1](#) (a pagina 123)
[IDesign](#) (a pagina 127)
[IE WebControls](#) (a pagina 129)
[Jackson 1.6.4](#) (a pagina 131)
[JAX-RS 1.1.1](#) (a pagina 135)
[Jaxen 1.1](#) (a pagina 142)
[JBoss Messaging 1.4.5.GA](#) (a pagina 144)
[JBoss Remoting 2.2.3.SP1](#) (a pagina 150)
[JDOM 1.0](#) (a pagina 156)
[Jersey 1.1.5](#) (a pagina 158)
[JK 1.2.31](#) (a pagina 172)
[jQuery 1.4.2](#) (a pagina 178)
[JSW \(Java Service Wrapper\) 3.2.3](#) (a pagina 179)
[Log4j 1.2.15](#) (a pagina 181)
[Java Runtime Environment \(JRE\) 1.7.0 25 di Oracle](#) (a pagina 184)
[Oracle JDBC Driver Release 2 \(11.2.0.2.0\)](#) (a pagina 185)
[PDFBox 1.4.0](#) (a pagina 191)
[Rampart 1.4](#) (a pagina 199)
[Rome 1.0](#) (a pagina 203)

[Script.aculo.us 1.6.2](#) (a pagina 207)
[Spring Framework 3.0.4](#) (a pagina 208)
[Sun JDK 1.6.0 18](#) (a pagina 212)
[Sun JRE 1.6.0 16](#) (a pagina 225)
[Tomcat 6.0.28](#) (a pagina 235)
[Tomcat 6.0.32](#) (a pagina 256)
[WebFX - DHTML Menu 4](#) (a pagina 277)
[Xalan-J 2.7.0](#) (a pagina 281)
[Xerces2 2.11](#) (a pagina 294)
[XMLBeans 2.5](#) (a pagina 301)
[XStream 1.3.1](#) (a pagina 305)
[zlib 1.1.4](#) (a pagina 307)

ActiveMQ 5.3.0

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-- activemq-web

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Tomcat 6.0.28

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zlib 1.1.4

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/* zlib.h -- interface of the 'zlib' general purpose compression library

version 1.1.4, March 11th, 2002

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