

CA Business Service Insight

版本说明

8.2



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第 1 章： 简介

本文档包含 CA Business Service Insight 8.2 的版本说明。以下各章节对该版本进行了详细介绍，并提供了一些主要文档中未包含的其他补充信息。

该版本改善了质量，提高了可靠性和性能，并被国际化/本地化为八种语言，同时还增添了一些新功能。

第 2 章： 新增功能

本节介绍在该版本中引入的新增功能。

此部分包含以下主题：

[国际化和本地化支持](#) (p. 10)

[ACE](#) (p. 11)

[Catalyst 连接器](#) (p. 11)

[内容传输](#) (p. 13)

[客户问题/请求](#) (p. 18)

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[国际化和本地化支持](#) (p. 21)

[ITPAM 运算符](#) (p. 27)

[新的 ITPAM 运算符](#) (p. 27)

[升级路径](#) (p. 29)

国际化和本地化支持

- 已将 CA Business Service Insight 8.2 国际化/本地化为支持以下其他语言：
 - 中文（简体）
 - 日语
 - 葡萄牙语（巴西）

受支持语言的完整列表如下：

- 中文（简体）
- 英语
- 法语
- 德语
- 意大利语
- 日语
- 葡萄牙语（巴西）
- 西班牙语
- 这些语言已添加到客户端、适配器组件和 Booklet 插件安装中，并将自动导入。
- 安装程序支持在所有受支持的语言中安装 CA Business Service Insight。
- 默认语言由系统区域设置决定。
- 将 T 图表升级到版本 2011 以支持本地化。
- 包括双字节脚本编辑器，以便能够使用双字节语言定义实体。

新的脚本编辑器

通过新的脚本编辑器，您可以使用双字节语言（如日语和简体中文）定义名称。

如果需要，您可以继续使用标准脚本编辑器。

ACE

时区工具

迁移到 ACE2 的所有度量标准都必须具有时区定义。

“ACE 时区”工具在随 ACE 数据库迁移和升级过程安装应用程序服务器期间启动。

如果系统中任何度量标准包含时区定义但没有相应的时区名称，该工具就会显示一条警告通知。还会在安装日志中添加一条注释。

当该工具由于数据库连接问题而失败时，就会创建日志文件 (%OG_HOME%\ bin) 并将警告消息写入日志表。

客户承诺

20524672 - ACE 管理显示 - 最佳显示

为了帮助阐明“实例管理”屏幕中的显示内容，添加了一条注释来解释“I”图标的含义。

JBoss 7.1.1

CA Business Service Insight 版本 8.2 使用的 JBoss 版本 7.1.1 的少量代码发生了更改。已手工将这些更改合并到 7.1.1 代码中来启用线程池的配置。

更改 (\\Fixes\\PooledConnectionFactoryService.java) 起始于：

Begin CA BSI code change

更改结束于：

End CA BSI code change

Catalyst 连接器

CA Business Service Insight 的当前版本支持 Catalyst 版本 3.2。

合同与合同方

列出所有合同与合同方

连接器会提供所有合同与合同方。

创建报警

连接器会在合同或合同方的聚合状态发生更改时创建报警。

- 每个合同与合同方都具有 SLA 的聚合状态。在连接器启动时会创建一个初始报警。该报警会在聚合状态发生更改时进行更新。

提供 URL

Catalyst 连接器提供 URL 以便支持“在 BSI 报告的合同或合同方上下文中启动”。

- 合同或合同方的报告链接包含在“报警”中。用户可以打开报告页面以查看合同或合同方的详细信息。用户必须首次登录。

获取关联关系

Catalyst 连接器现在列出了以下关联关系。

- 合同与服务之间的关联关系。
- 合同与合同方之间的关联关系。

度量标准名称和值

获取度量标准名称和值

- 使用 `Catalyst GetAvailableMetrics` 方法按特定合同或服务来获取可用的度量标准。
- 使用 `Catalyst GetMetricValues` 方法按特定合同或服务来获取度量标准值。
- 使用 `Catalyst GetAvailablePathMetrics` 方法按合同和服务的组合来获取可用的度量标准。
- 使用 `Catalyst GetMultipleMetricsValues` 方法按合同和服务的组合来获取度量标准值。

在度量标准状态发生更改时创建报警

- 当连接器启动时会为每个度量标准创建一个初始报警；它包含度量标准的初始状态
- 该报警会在度量标准的遵从状态从“遵从”更改为“违反”时进行更新，反之亦然。

内容传输

本节介绍 CA Business Service Insight 的一些新增内容传输功能。

新的内容传输实体

现在，内容传输功能支持以下实体。

- 适配器
- Booklet
- 合同当前状态
- 合同模板
- 合同模板安全性
- 数据加载表单
- 服务水平模板
- 服务水平模板安全性
- 模板文件夹
- 模板库
- 模板库安全性
- 时间段模板

模板传输树

- 现在，内容传输支持完整的模板树结构。

- 合同模板

相关实体如下：

- 服务域
- 域类别
- 时区
- 单位
- 事件类型
- 资源类型
- 资源
- 资源组
- 资源组树
- 自定义属性
- 文档
- 业务逻辑模块
- 模板库
- 模板文件夹
- 合同模板安全性/服务水平模板安全性（在传输安全性和模板设置设置为“Y”时）。
- 预定义报告

文档：

- Booklet 模板 (RTF)
- Booklet 模板 (DOCX)

注意：合同传输仅支持已提交的模板。

注意：不允许使用非版本实体。

注意：可将模板链接到不同的父级。内容传输将传输所有模板链接和相关的树结构。

- 合同模板安全性

相关实体：

- 选定的合同方
- 合同方组

注意：安全性仅在源系统和目标系统使用“限制”安全模式时才传输。

注意：安全性使用其父名称。不支持“重命名”。

- 服务水平模板
 - 相关实体：
 - 服务域
 - 域类别
 - 时区
 - 单位
 - 事件类型
 - 资源类型
 - 资源
 - 资源组
 - 资源组树
 - 自定义属性
 - 文档
 - 业务逻辑模块
 - 模板库
 - 模板文件夹
 - 合同模板安全性/服务水平模板安全性（在传输安全性和模板设置设置为“Y”时）。
 - 注意：** 合同传输仅支持已提交的模板。
 - 注意：** 不允许使用非版本实体。
 - 注意：** 可将模板链接到不同的父级。 内容传输将传输所有模板链接和相关的树结构。
- 服务水平模板安全性
 - 相关实体：
 - 选定的合同方
 - 合同方组
 - 注意：** 安全性仅在源系统和目标系统使用“限制”安全模式时才传输。
 - 注意：** 安全性使用其父名称。 不支持“重命名”。
- 模板库
 - （在模板设置参数设置为“Y”时支持相关实体模板库安全性。）
- 模板库安全性
 - 相关实体：
 - 选定的合同方
 - 合同方组
 - 注意：** 安全性仅在源系统和目标系统使用“限制”安全模式时才传输。
 - 注意：** 安全性使用其父名称。 不支持“重命名”。

- 模板文件夹 (支持相关实体模板库。)在文件夹位于不同的模板库中时，允许使用相同的名称。文件夹在内容传输向导中列出父信息。

模板安全性增强功能

本节介绍两种模板安全性的增强功能。

- 模板库安全性传输。
- 库和模板是与安全性相关的实体。现在，用于在传输库或模板时传输安全性的选项可用。

您可以在“管理”、“站点设置”、“高级”、“内容传输”中配置以下选项：

- a. 模板库、合同模板、服务水平模板的模板安全性(Y/N)。
 - 选择“Y”或“N”。
- b. 模板库安全传输保存选项: (A/I/N)。
 - 选择“A”、“I”或“N”。

示例

在源上，TempLib1 可供 CP1 和 CP2 访问；在目标上，Lib1 可供 CP1、CP2 和 CP3 访问。ContractTemplate1（在 TempLib1 下）可供 CP1 和 CP3 访问。

源	目标
TempLib1(CP1, CP2)	■ TempLib1(CP1, CP2, CP3) ■ Contract Template1(CP1, CP3)

选项 N：不向所包括项应用安全性。

作业将失败。在目标中，Contract Template1 具有超出父级安全性范围的 CP3。

选项 A：向所包括项应用安全性。

TempLib1 安全性作为 TempLib1(CP1, CP2) 传输。
ContractTemplate1 安全性作为 ContractTemplate1(CP1, CP2) 传输。

选项 I：使用 intersect 向所包括项应用安全性。

TempLib1 安全性作为 TempLib1(CP1, CP2) 传输。
ContractTemplate1 安全性作为 ContractTemplate1(CP1) 传输。

客户问题/请求

这些客户请求已在版本 8.2 中实施。

- 20318858** 当您排定适配器时，开始时间和持续时间都将显示在排定屏幕上。但是，该“持续时间”与 Microsoft 排定的任务持续时间不匹配。原因是它不是持续时间，而是停止时间。11:00 不是 11 个小时的持续时间；它是在 11:00 点钟的停止时间。
适配器排定程序屏幕选项现在为“停止时间”，而不是“持续时间”。
- 20489014** 小组件边框和标题显示。
现在，您可以独立设置小组件边框和标题的显示选项。
- 20524672** ACE 管理显示。
为了阐明“实例管理”屏幕中的显示内容，添加了一条“I”图标的说明。
- 20525515** 在显示板上删除 DEVIATION TAG。
对于显示板小组件，您现在可以设置要显示的参数：度量、偏差、边框和阈值选项。此外，您还可以显示或隐藏小组件边框。
 1. 右键单击小组件以打开“设置”对话框。
 2. 在“常规”选项卡中，选择要显示的设置。
 3. 在“计算”选项卡中，选择阈值类型以及阈值是指偏差还是度量。
- 不适用 “区域性 ID”已添加到转换脚本的用户详细信息中，以使用户能够定义要使用的区域性。
- 不适用 支持为转换脚本中的例外添加时区信息，以使用户能够定义例外的时区。

数据库

- 在全新安装中不再创建 `alter_system.log` 文件。将创建以下日志：
 - 在创建数据库实例时会创建一个 Oracle 日志文件
 - `Build_TBS_Users.log`
 - `build_schema.log`
- 全新安装中的新交换机。当手工使用 `main.bat` 运行数据库时，有两个新交换机可用。

-so

（仅架构）。“仅架构”交换机假定实例当前存在，并包括角色、用户、权限和表空间。安装仅创建作为架构用户（如 `oblicore`）的实体。不创建其他实体。

-ns

（无架构）。“无架构”(-ns) 交换机创建 Oracle 实例和表空间、系统权限、角色以及 Oracle 用户。该交换机不会创建 -so 交换机创建的不同对象。

注意：仅在 Windows 上支持这些交换机。

- 自版本 8.2 起，在全新安装和升级中，每个新表空间创建时都会有 10MB 的默认大小。大小以 10-MB 为单位递增，可自动扩展且总大小不受限制。
- 所有 Oracle 可执行文件（`dbca`、`netca` 和 `sqlplus`）的路径都存在于 `start_parameters.ini` 文件中。因此，我们不依赖于环境变量路径中的路径。“独立”可防止出现此类依赖所导致的问题，并支持使用 `Oracle_home` 调用 `dbca`、`netca` 和 `sqlplus`。
- 现在，参数“`background_dump_dest`”、“`core_dump_dest`”和“`user_dump_dest`”指向以下正确的预定义位置：
 - `$OBLICORE_ROOT/Oblicoredb/admin/b_dump`
 - `$OBLICORE_ROOT/Oblicoredb/admin/c_dump`
 - `$OBLICORE_ROOT/Oblicoredb/admin/u_dump`
- 已在“管理”下创建了 `Adump` 目录；`audit_trail_dest` 参数指向该目录。

升级日志文件

如果从先前版本升级，CA Business Service Insight 将会生成以下两个日志文件：

OG8.xMigration.log

- OG8.xMigration.log 文件始终存在，而且始终只包含与最近一次运行相关的条目。
- 首次升级（或不存在来自先前升级的日志文件）时，将在此处写入所有升级日志条目。在完成首次升级时不存在任何其他日志文件。
- 从第二次升级开始（或已存在日志文件 OG8.xMigration.log 的情况下），在开始升级之前，该文件的内容会移动并附加到 OG8.xMigrationHist.log 文件中。

OG8.xMigrationHist.log (升级历史记录)

- OG8.xMigrationHist.log 为历史升级文件；该文件在第二次升级时创建，包含当前升级之前所有升级的条目。
- 在每次后续升级开始时，会移动 OG8.xMigration.log 的内容（前一次升级）并将其附加到该文件中。

隐藏密码

现在，数据库连接字符串中的密码可以使用密码占位符进行隐藏和加密。

您可以在以下这些位置/对象/字符串中隐藏密码：

- SQL 适配器中的连接字符串段
- 数据加载表单连接字符串
- 自由格式报告连接字符串
- SQL 适配器中的查询构建器
- SQL 适配器连接字符串
- SQL 适配器测试连接字符串

安装、迁移、配置

- 为了减少安装和配置系统所需的用户交互，现在将多个第三方先决条件与安装程序进行了集成。
 - Microsoft .NET 4.0
 - ODP.NET (11.2.0.3)
 - JAVA: 1.6.0 更新 16
 - JBOSS: JBOSS 升级到 JBOSS 7.1.1
- 不再需要 JBOSS 安装工具。JBOSS 软件包分布于在安装期间需要的第三方 CD 上。

国际化和本地化支持

- 已将 CA Business Service Insight 8.2 国际化/本地化为支持以下其他语言：
 - 中文（简体）
 - 日语
 - 葡萄牙语（巴西）

受支持语言的完整列表如下：

- 中文（简体）
 - 英语
 - 法语
 - 德语
 - 意大利语
 - 日语
 - 葡萄牙语（巴西）
 - 西班牙语
- 这些语言已添加到客户端、适配器组件和 Booklet 插件安装中，并将自动导入。
 - 安装程序支持在所有受支持的语言中安装 CA Business Service Insight。
 - 默认语言由系统区域设置决定。
 - 将 T 图表升级到版本 2011 以支持本地化。
 - 包括双字节脚本编辑器，以便能够使用双字节语言定义实体。

角色

在执行 CA Business Service Insight 的全新安装之后，在“管理”>“用户管理”>“角色”下仅存在一个角色：Insight 超级管理员。

注意：只有 Insight 超级管理员角色被本地化。

角色数据包

您可以从角色数据包中加载其他角色。此外，您还可以根据需要创建角色。

完成以下步骤：

1. 转到支持站点，并下载数据包“CA Business Service Insight 预定义角色 r8.2”。

该数据包包括下列文件：

- rolesPackage.bat
- BSI 安装文件夹中的 rolesPackage.sql。

2. 双击 rolePackage.bat 文件。
 - a. 填写用户名、密码和数据库名称。

初始数据

CA Business Service Insight 安装有初始（种子）数据。BSI 中的种子数据是在 BSI 安装期间加载到数据库的英语字符串。种子数据包括诸如秒、美元、各种模板、函数、报告、脚本、Insight 超级管理员等实体，以及初始数据表中的所有实体。

自版本 8.2 起，这些实体无法编辑或者直接修改。它们对应的编辑图标处于禁用状态。用户可以复制这些单位，根据需要进行修改，以及使用其他名称将其保存。初始数据已本地化。

下表显示了初始数据对象及其在 GUI 菜单中位置的列表。

Item	菜单位置	初始数据
ACE - 计算策略	管理/ ACE 管理/ 计算策略	默认/已组群度量标准

Item	菜单位置	初始数据
管理报告	报告/ 报告文件夹/ 管理报告	■ 管理 - 数据加载表单 - 显示挂起记录 ■ 管理 - 排定状态 ■ 管理 ACE2 - 分析的更改 ■ 管理 ACE2 - 计算排定 ■ 管理 ACE2 - 计算排定(按合同) ■ 管理 ACE2 - 当前计算状态 ■ 管理 ACE2 - 当前计算状态(按合同) ■ 管理 ACE2 - 工作程序队列监视 ■ 管理其他 - 适配器状态 ■ 管理其他 - 每个收件人的报警配置文件 ■ 管理其他 - 资源信息 ■ 管理其他 - SLALOM 运行时错误 ■ 管理其他 - 系统配置 ■ 管理其他 - 系统统计 ■ 管理 PSL - 计算状态 ■ 管理 PSL - 合同的计算状态 ■ 管理 PSL - 循环状态 ■ 管理 PSL - 数据清除 - 历史 ■ 管理 PSL - 数据清除 - 状态 ■ 管理 PSL - 未来计算 ■ 管理 PSL - 未来计算摘要 ■ 管理 PSL - 度量标准请求重新计算数 ■ 管理 PSL - 度量标准请求重新计算数(图表) ■ 管理安全 - 用户权限
管理数据库报告	报告/ 报告文件夹/ 管理数据库报告	■ 管理数据库 - 数据库对象分析状态 ■ 管理数据库 - Oracle 参数列表 ■ 管理数据库 - 表索引 ■ 管理数据库 - 表空间状态 ■ 管理数据库 - 表空间使用情况

Item	菜单位置	初始数据
报警设备	报告/报警/ 报警设备	■ 命令行 ■ 电子邮件 ■ 弹出框 ■ SMS
业务逻辑 模块	设计/ 基础实体/ 业务逻辑模块	■ 快速度量标准平均 ■ 快速度量标准计数 ■ 快速度量标准筛选 ■ 快速度量标准映射 ■ 快速度量标准最大 ■ 快速度量标准最小 ■ 快速度量标准合计
业务逻辑 模板	设计/ 基础实体/业务逻辑模板	■ SLALOM 框架模板
更改集	设计/资源/ 更改集	默认更改集 注意： 此编辑图标处于启用状态。无法编辑“默认”的名称和说明。但可以编辑“默认生效日期”和“状态”。
文档存储 库	管理/ 文档存储库	■ SLA 模板 ■ Booklet 模板 (DOCX) ■ Booklet 模板 (RTF)
函数	设计/ 基础实体/ 函数	■ 平均 ■ 计数 ■ 最大值 ■ 最小值 ■ 合计
预定义报告	报告/ 报告文件夹/ 预定义报告	■ 所有度量标准报告(当月) ■ 所有度量标准报告(上月) ■ 度量标准与目标的服务水平(当月) ■ 服务水平遵从(当月) ■ 服务水平遵从(上月)

Item	菜单位置	初始数据
角色	管理/ 用户管理/ 角色	Insight 超级管理员
服务域	设计/ 基础实体/服务域	常规公式
时区	管理/ 站点设置/ 时区	GMT
转换脚本	设计/转换/ 转换脚本	默认转换脚本
转换表	设计/转换/ 转换表	默认转换表
单位	设计/ 基础实体/ 单位	# 付款百分比 位/秒 欧元 小时 日元 分钟 百分比 英镑 秒 瑞士法郎 美元

UI 更改

用户界面现在已转换为“管理”>“用户管理”>“角色”（请参阅[受支持语言](#) (p. 10)）。

高级设置

“高级设置”菜单项中的每个节点和子节点都已本地化。参数名称和工具提示采用本地化的语言。

注意：参数值未本地化。

报告

下列报告文件夹的报告名称、文件夹名称、说明、工具提示以及一些标签已本地化：

- 管理报告
- 管理数据库报告
- 预定义报告

下列视图已本地化：

- 创建快捷方式
- 使用 T 图表生成报告
- “报告文件夹”菜单
- 报告列表（报告名称、说明和工具提示）
- 报告向导（服务域和域类别的初始数据）
- 根文件夹

T 图表

T 图表从 2010 升级到 2011。此外，报告名称和报告图例已本地化。

脚本编辑器

CA Business Service Insight 支持使用两个脚本编辑器中的任何一个。设置位于：
管理、站点设置、高级、系统、使用富脚本编辑器。

编辑器	设置	说明
纯文本编辑器	否	支持双字节语言，如日语和中文。使用户能够从脚本创建实体（如资源或事件类型），并能够采用双字节语言编写实体名称。
富脚本编辑器	是	仅支持西方语言。

存在 5 个页面包含脚本编辑器控件：

- 转换脚本详细信息页面
- 集成脚本详细信息页面
- 业务逻辑模块
- 度量标准详细信息页面
- 业务逻辑模板

ITPAM 运算符

为了将 CA Business Service Insight 与客户的现有 ITPAM 过程集成，CA 提供了自定义 SOAP 调用、ITPAM 运算符。有关详细信息，请参阅《CA Business Service Insight SDK 指南》。请参阅打开 API、ITPAM 运算符一节。

新的 ITPAM 运算符

- 更简易的安装
- 改进的解决方案和集成功能
 - 现在，CA Business Service Insight 对象通过 Catalyst 提供，这样可轻松进行集成
 - 新的 ITPAM 运算符使 CA Business Service Insight 成为跨各种 CA 产品（如编录、SD、Clarity）的自动化的一部分。
- 可支持性
 - 密码隐藏
 - 密码隐藏
- 其他内容传输实体

密码实用工具

通过密码实用工具，您可以在数据库连接字符串中隐藏和加密密码。到目前为止，它们始终是可见的。

通过密码实用工具，您可以：

- 隐藏密码并使用占位符代替。
- 从中心位置更新数据库连接的密码。
- 更新数据源（TNS 名称）
- 更新属于服务的密码
- 更新 COM+ 密码

注意： 密码实用工具的路径

为 %OG_HOME%\Utilities\PassUpdate\PassUpdate.exe

- SQL 适配器连接字符串
- SQL 适配器连接字符串段
- SQL 适配器中的查询构建器
- SQL 适配器中的测试连接字符串
- 自由格式报告中的连接字符串
- 数据加载表单中的连接字符串

可支持性

为了简化系统安装和配置，以下第三方先决条件现在将集成到安装过程中。

- Microsoft .NET 4.0
- ODP.NET (11.2.03)
- JAVA - 1.6.0 更新 16
- JBoss 版本 7.1。

不再需要 JBoss 安装工具。现在，JBoss 软件包分布于在安装期间必须提供的第三方 CD 上。

- ACE 转换服务

通过 ACE 转换服务，您可以将度量标准从 ACE1 迁移到 ACE2，而不需要维护最初的 ACE1 实例。

升级路径

版本 8.2 的受支持升级路径为：

- 7.0 SP1
- 8.0
- 8.0.1
- 8.1
- 8.1.1

第 3 章： 已知问题

该部分包含在 CA Business Service Insight 8.2 中检测到的已知问题以及解决方案（如果可用）。将在以下两个子节中讨论这些问题：

- CA Business Service Insight 8.2 问题：这些是在当前版本中检测到的问题。
- 先前版本问题：这些问题源于先前版本并仍适用于当前版本。

此部分包含以下主题：

[CA Business Service Insight 8.2 问题](#) (p. 31)

[先前版本问题](#) (p. 33)

CA Business Service Insight 8.2 问题

本节讨论在此版本中检测到的问题。

ACE 问题

38282	有时，将数千个度量标准从 ACE1 迁移到 ACE2 会导致错误。 解决方法： 在大型系统中，每批次迁移 1000 个度量标准，直到迁移完所有度量标准。
38284	当接收方任务尝试启动其计算时，有时会受到阻止，因为发送方任务尚未完成其计算。但是，这是一种有效情况，一条包含以下文本的错误将写入日志： Error: "#111 the calculation dates boundaries for task X are invalid Dates: [Z - Y]." 注意： 将多次写入该消息，直到接收方能够开始计算为止。可以忽略该错误消息。

初始数据报告排定

自版本 8.2 起，初始数据实体无法编辑或者直接修改，且它们对应的编辑图标处于禁用状态。

因此，无法直接排定预定义报告、管理报告和管理数据库报告。

要解决该问题，请执行以下步骤：

1. 选择报告，然后右键单击。
将显示可用选项。
2. 选择“复制”。
将显示“属性”对话框。
3. 使用不同的名称保存报告/booklet。
4. 打开复制的报告。
5. 单击“排定”、“编辑”以排定复制的报告。

数据库作业

37519 客户有时会禁用数据库作业，因为这些作业会运行与该特定客户无关的领域中的功能。

在版本 8.2 之前的某些版本（不是所有）中，指定的数据库登录用户和特权用户均为 **oblidbadmin**。在当前版本中，创建了一些数据库作业，因此指定的数据库登录用户和特权用户均为 **Oblicore**。

升级到版本 8.2 后，将自动删除以架构 **Oblicore** 或 **oblidbadmin** 身份创建的所有当前作业（10 个），并以用户 **Oblicore** 身份重新提交这些作业。这样，禁用的作业就变为活动状态。

因此，您可以重新禁用过去有意禁用的所有作业。

要禁用作业，建议您设置“**broken**”属性，而不是完全删除作业。这样，将来迁移时，可以自动重新创建缺失的作业。

示例:

```
-- Before upgrade.
-- This searches for broken jobs.
-- Record the results.
select what
  from dba_jobs
where schema_user = 'OBLICORE'
  and broken      = 'Y'

-- After upgrade. This selects the jobs
select job
  from dba_jobs x
where schema_user = 'OBLICORE'
  and what        = 'oblicore.db_mng_forecast_pkg.cre_forecast_new_partition
('PSL');'

-- This is a possible result.
JOB
---
48

-- This resubmits the job.
begin
  dbms_job.broken (48 , true);
  commit;
end;

-- or:
-- This resubmits the job (SQLplus).

exec dbms_job.broken (48 , true);
commit;
```

先前版本问题

本节讨论源于先前版本但仍适用于此版本的问题。

ACE 问题

29339	在将度量标准注册到大量（数千）资源时，在该度量标准上运行业务逻辑范围可能会失败，并显示一个内部错误。
34711	ACE2 不支持以下功能。也不打算在未来支持它们。
32248	■ 静态组群 ■ 预测 ■ 按事件类型注册

35645	存在一个已知问题，即将存档的度量标准从 ACE1 迁移到 ACE2 时失败。 解决办法： 联系数据库脚本的技术支持，以使合同脱离 ACE2。
34125	ACE2 不支持计算快速度量标准。 解决办法： 不要将快速度量标准分配给 ACE2；默认情况下会将其合同方分配给 ACE1。不要更改该分配。
36104	在清除完成后，将针对所有完成的清除每分钟向 <code>t_purge_history</code> 添加一个条目，直到在午夜运行的作业清除该表。
34818	在创建包含新度量标准的新合同，并向该度量标准分配非默认计算策略时，该新的计算策略会在执行提交时被默认计算策略覆盖。 解决办法： 在提交后分配策略。
35611	在将数据库中手工更改的度量标准从 ACE1 迁移到 ACE2 以便关闭粒度时，会在计算度量标准期间引发错误。
32644	在清除存档合同的数据时执行“撤销存档”操作，则将不会计算存档合同。
不适用	如果分配给 ACE2 的度量标准随后设置为预测，则这些度量标准将不会正确迁移回 ACE1。 解决办法： 首先将度量标准迁移到 ACE1，然后将其设置为预测。
不适用	度量标准列表没有为业务逻辑模块中包含注册错误的度量标准显示注册错误指示，因此不会进行计算。 解决办法： 联系技术支持以接收指示此类情况的查询。
不适用	包含使用未初始化时区名称的度量标准的合同将导致 ACE2 阻止所有新提交的合同，即使没有提交有问题的度量标准也是如此。 解决办法： 一旦发生错误，便初始化时区名称。
不适用	“管理 PSL - 数据清除 - 历史”未正确显示数据，并在原始数据清除后包含不正确的值。

适配器问题

不适用 在 SQL 适配器的查询中使用“<”字符，会在单击“测试查询”时导致错误

API 问题

不适用 API 在代理环境中不起作用。

Booklet: 生成为 PDF

不适用 在尝试从 DOCX booklet 生成 PDF 文档时，存在一个已知限制。CA Business Service Insight 将生成一条错误消息，而不是 PDF 输出。

业务逻辑模块问题

不适用 使用修订模块的度量标准向日志生成错误。模块版本从“挂起”更改为“生效”后，才会执行计算。

内容传输问题

32495	将合同从源传输到本地环境后，将不会保留合同中自定义属性的顺序。
34308	内容传输不总是能够明确标识批量传输中哪些资源会导致失败。
34966	将合同从源传输到本地环境后，将不会保留合同中的费用和座席空值。如果这些值为十进制整数或纯整数，则传输的值为除十进制或纯整数之外的整数。
36172	当传输按度量标准或时间段分组的简单报告时，在本地环境上报告中的颜色系列不总是与源报告中定义的颜色匹配。

36276	如果度量标准使用 Tools.SendEvent 方法，则在调用此方法时，该度量标准可能会在执行 ACE 计算期间失败，因为资源和（或）事件类型不总是位于本地环境中。在合同（如在度量标准注册中）中未直接提到资源或事件类型时会发生失败，并且在传输合同之前本地环境中不存在资源。
37221	当鼠标光标点击合同（位于源中）的度量标准阈值选项卡时，可将该度量标准标记为已更改（没有实际更改）。
不适用	内容传输限制：X.509 证书错误。 如果安装了 Oblisync X.509 证书但缺少能够读取私钥的正确访问权限，则会导致内容传输出现故障。当尝试连接到用于内容传输的服务器时，会生成错误。 有关完整信息和修复方法，请参阅《用户指南》中的“内容传输”、“可能的失败原因”、“X.509 证书”。

不适用

“初始状态实体”是在安装期间由 CA Business Service Insight 创建的实体，包括单位、角色等（请参阅下列完整列表）。

在 V8.x（第一个内容传输版本）之前，由用户执行的对“初始状态实体”的修改没有通过内容传输工具的迁移脚本识别为“已更改”。

内容传输目前支持的初始数据实体的完整列表如下：

服务域

- 常规公式（为快速度量标准定义）

域类别

（在“常规公式: 服务域”下）

（为快速度量标准定义）。

- 计数
- 平均
- 最大值
- 最小值
- 合计

时区：

- GMT

单位：

- 美元
- 欧元
- 英镑
- 日元
- 瑞士法郎
- 百分比
- 秒
- 分钟
- 位/秒
- 小时
- 付款百分比
- #
- 更改集

- 默认值

业务逻辑模块（为快速度量标准定义）

- 快速度量标准筛选

合同管理问题

- 31138 在提交后将度量标准从非活动状态更新为活动状态，这是无效操作，可以在度量标准列表页面中使用“设置为”按钮来执行。用户应该已得到提示，不允许对选定的度量标准执行此操作。

数据库问题

- 36171 在安装数据库时，NLS_LANG 参数的不正确设置可能会导致安装失败（架构创建错误）、ORA-01843 错误和（或）其他错误。

解决办法：

1. 确定用于数据库实例的字符集。

CA Business Service Insight 8.2 同时支持 AL32UTF8 和 WE8MSWIN1252 字符集。

- CA 强烈建议对新部署使用 AL32UTF8 字符集。

在数据库实例中使用 WE8MSWIN1252 字符集可防止使用包含非西欧字符的字符串。

注意：对于存储包含非西欧字符的字符串的数据库，您必须使用 AL32UTF8 字符集。

2. 设置 NLS_LANG 参数。

您必须为数据库实例以及所有的 CA Business Service Insight 服务器（Web、应用程序、数据库）使用相同的参数。

NLS_LANG 参数由三部分组成：语言、地域、字符集。格式为：<语言>_<地域>.<字符集>。

示例 1: AMERICAN_AMERICA.WE8MSWIN1252

示例 2: AMERICAN_AMERICA.AL32UTF8

注意：

3. **NLS_LANG** 参数必须在安装数据库实例之前在注册表中进行设置。注册表中的确切位置取决于已安装的特定 Oracle 版本和操作系统。请参阅 Oracle 文档以获取确切位置。
 - 对于如何设置 **NLS_LANG** 参数的特定消息，请参阅官方 Oracle 文档。
- 不适用 存在一个已知问题，即当从低于 8.0 的版本迁移 Oracle 11g 数据库时，该迁移过程可能会因 **o7_dictionary_accessibility** 参数中的值错误而失败。

解决办法：

1. 运行迁移之前，在通过“**sysdba**”连接到数据库时，运行下列查询：


```
select value from v$parameter where name =
upper('o7_dictionary_accessibility' );
```

 如果结果为“**FALSE**”，则在通过 **sysdba** 连接到数据库时，在 **sql*plus** 中运行下列命令将其更改为“**TRUE**”（需要重新启动数据库）。


```
alter system set o7_dictionary_accessibility=TRUE scope=spfile;
shutdown immediate
startup
```
2. 通过运行下列命令确保该参数已发生更改：


```
select value from v$parameter where name =
upper('o7_dictionary_accessibility' );
```
3. 成功运行迁移后，在通过 **sysdba** 连接到数据库时，在 **sql*plus** 中运行下列命令将参数更改回“**FALSE**”（需要重新启动数据库）。


```
alter system set o7_dictionary_accessibility=FALSE scope=spfile;
shutdown immediate
startup
```
4. 通过运行下列命令确保该参数已发生更改：


```
select value from v$parameter where name =
upper('o7_dictionary_accessibility' );
```
- 不适用 在未通过提供的批处理文件或 shell 文件运行 CA Oblicore Guarantee SQL 脚本时，**nls_length_semantics** 参数的值可能会在当前会话的持续期间被用于访问数据库的工具的配置所覆盖。这可能会导致新创建或修改的表的字符字段具有错误长度。
- 不适用 在其下创建数据库文件的文件夹的路径不能包含空格。

常规问题

- 不适用 由内容传输工具、OMV、SMI 以及 ACE2 管理器组件向日志发出的错误不适用于报警。

增强报告

- 不适用 在 Office 2007 以及 Windows XP 中无法运行 Word 的增强报告插件。
- 不适用 在上传包含无效、超链接 URL（蓝色）的 *.docx 文件以生成新的文档存储库时，会生成一个错误。例如，URL \\bhb@hbm\vgvgvgv <file:///\\bhb@hbm\vgvgvgv> 将生成错误。这是已知问题且已在相关文档中进行报告；在使用 SDK 对象打开文档时会产生该问题：
`WordprocessingDocument.Open(EntityProvider.GeneratedFilePath, true)`。

I18N 问题

- 36131 存在一个已知的 **SMI** 问题，即用户输入或从云共享下载的任何数据都未本地化。其中包括：
 - 服务名称
 - 服务说明
 - 提供商名称和其他信息
 - 类别名称
 - 用户定义的属性以及这些属性的值
 - 兼容性
 - 功能
 - 度量标准名称
 - 常规错误（例如，直接来自数据库的 **SQL** 错误、**Java** 错误等）“按原样”显示。

转换的项：

- 包括特征名称和说明的 **SMI** 模块。

如果正在向用户显示数据，则会转换 **SMI** 模块。其中包括：

- 特征的名称和说明
 - 度量
 - 指标
 - 服务网格显示的列名称
- 错误消息

将针对以下内容转换错误消息：

 - **SMI** 生成的错误
 - 来自数据库存储过程和功能的错误
 - 通过用户界面显示的消息和提示
- 用户界面
 - 将转换向用户显示的所有静态字符串。

- 不适用 存在一个已知问题，即在打印日语文本时 PDF 文档中从 booklet 创建的 CA Business Service Insight 数据不可读。
- 不适用 存在一个已知问题，即在业务逻辑或转换脚本遇到错误时会显示英语错误消息，而不是本地化的错误消息。
- 不适用 存在一个已知问题，即 TeeChart 图的 x 轴上的文本在客户端采用日语并且操作系统为英语 Windows 时不可读。
- 不适用 存在一个已知问题（TeeChart 问题），即某些对话框显示为英语，而不是日语。
- 不适用 存在一个已知问题，在 Excel 中显示的导出到 csv 文件中的日语字符不正确。
解决办法：
 1. 打开 Excel。
 2. 单击“数据”。
 3. 单击“自文本”。
 4. 浏览并选择 csv 文件。
 5. 在“原始数据类型”部分下，选择“分隔符号 – 用分隔字符，如逗号或制表符分隔每个字段”。
 6. 单击“下一步”。
 7. 在“分隔符”部分下，选择“逗号”。
 8. 单击“完成”。

报告问题

- 不适用 在并行生成大量报告（> 20 个）时，用户界面可能会挂起。
- 不适用 仅在 Oracle 数据库中支持在自由格式参数中进行搜索的功能。
解决方法：如果您具有访问非 Oracle 数据库的自由格式，请将配置密钥 (ff_report_max_search_results) 设置为 -1。

SMI 问题

- 不适用 存在一个已知问题，即 SMI 数据包中的转换脚本需要一个特定日期格式。该格式基于具有默认值的“sadmin”用户。更改“sadmin”用户首选项时，可能会导致转换脚本失败。

要防止该情况：

在使用 SMI 数据包时，请确保使用具有默认值的“sadmin”用户。

注意：通常，CA 强烈建议不要将“sadmin”用户用于进行 CA Business Service Insight 用途。基于“sadmin”用户或其他内置用户创建特定用户。
- 不适用 在页面中选中某个复选框，然后在离开该页面时会清除该选择。

当在“服务概览”页面中显示多页服务时，对于不在同一页面中显示的服务，您可能会希望选择显示趋势图。但是，在其中一个页面中选中某个复选框，然后导航到其他页面时，会清除该选择。此限制会限制您选择显示不在同一页面中显示的两种服务的趋势图。
- 不适用 父服务/子服务的显示限制。

在“服务概览”页面中，可能会显示一些具有父/子关联关系的已发现服务。这是一种服务嵌套在另一种服务中的情况。当在“服务发现和管理”页面中管理服务时，您可以将父服务或子服务设置为“受管”或“未受管”状态。设置为“受管”状态的服务显示在“服务概览”页面中。对于显示嵌套的受管服务，存在一个已知问题。

如果将父服务设置为“未受管”状态，则在“服务概览”页面的分层视图中均不会显示父服务和子服务。但是，在筛选服务时，会显示服务的平面列表（没有层次结构），该列表包括未受管父服务的受管子服务。这是产品的已知限制，会在未来版本中解决这个问题。

- 不适用 将服务从“受管”状态更改为“未受管”状态时出错
在使用“服务发现”页面中的功能创建服务，或使用已发现服务后，可能会在将服务从“受管”状态更改为“未受管”状态时遇到错误消息。这仅在服务比较度量标准设置为“打开”时才发生，并且会将该服务指定为“受管”状态。
将服务比较度量标准设置为“打开”时，会自动为该服务创建 SMI 合同。删除与 SMI 合同的关联后，该服务才会变为“未受管”状态。
您可能会遇到以下出现错误的情况：
 - 创建服务，设置“打开服务比较度量标准”，并将该服务设置为“受管”状态。
 - 随后，打开“服务发现和管理”页面，并尝试通过从“服务操作”菜单中选择“未受管”选项将服务更改为“未受管”状态。
 - 将显示错误消息“Update Service Partially Failed for Service <name>”，将“服务比较度量标准”设置为“关闭”，但服务仍显示为“受管”状态。
发生该问题的原因是，在删除基本 SMI 合同之前系统中存在多达五分钟的延迟。在将服务比较度量标准设置为“关闭”时，会自动触发 SMI 合同删除操作。
为了解决这个问题，需等待大约五分钟，然后返回“服务发现和管理”页面，并再次通过从“服务操作”菜单中选择“未受管”选项将服务状态更改为“未受管”。
将显示消息“Update Service Successful for Service <name>”，且服务状态更改为“未受管”。

第 4 章： 已解决问题

该部分包含来自 CA Business Service Insight 先前版本而在当前版本中已解决的已知问题。

已更正问题

下列问题在此版本中已得到更正。

1. 安全性
 - 非法字符已从 URL 中删除。
2. 已在下列区域中实施大规模性能改善：
 - 度量标准删除
 - 合同删除
 - 合同版本删除和创建
 - 报警服务处理事件
3. ACE1
 - 不会执行对性能和稳定性造成不利影响的不必要重新计算。
 - 从 7.0 或 6.3 SR4 之前的版本升级时，将不再执行完整的重新计算。
4. ACE2
 - 不正确的事件可重用性度量标准注册将不再发生。
 - JBoss 日志文件的高磁盘空间消耗将不再发生。
 - 现在可根据 ACE2 基准结果对 ACE2 管理器的内存消耗进行调整，以便优化使用率。
5. 可在当前版本中访问报告门户集成。
6. 事件管理
 - 树的垂直滚动条现在正常工作。
7. 系统日志页面
 - 单击“搜索”按钮时，“系统日志”页面将不再崩溃。
8. 投资组管理
 - 已解决包含无位置实体 (SD/CT) 和无实体位置的情况。

此部分包含以下主题：

[数据库问题](#) (p. 46)

数据库问题

- 36812 相对于内部转换，曾经将某些对象（索引、表或 LOB）分配给错误的表空间。此问题现在在全新安装和升级中已得到修复。
该问题仅适用于 CA Business Service Insight 对象，不适用于客户创建的对象或客户移动的对象。
- 不适用 已解决 Oracle 10 和 Oracle 11 数据库的初始参数（如“audit_trail”）间的差异。现在可在 Oracle 10x 和 11x 中使用相同的参数。

第 5 章： 文档

该部分包含有关当前文档的信息。

有关最新文档，请转到 CA 在线支持网站 (<http://support.ca.com>)，查看或下载最新总目录。

此部分包含以下主题：

[PDF 指南](#) (p. 48)

[总目录](#) (p. 49)

[版本号](#) (p. 49)

[Acknowledgments](#) (p. 51)

PDF 指南

本产品的 PDF 指南如下所示：

- 安装指南 (*CA Business Service Insight Installation Guide.pdf*)
- 预定义内容指南 (*CA Business Service Insight Predefined Content Guide.pdf*)
- 预定义内容版本说明 (*CA Business Service Insight Predefined Content Release Notes.pdf*)
- 管理指南 (*CA Business Service Insight Administration Guide.pdf*)
- Web 服务 API 参考指南 (*CA Business Service Insight Web Service API.pdf*)
- 商业智能 (BI) 接口指南 (*CA Business Service Insight BI Interface Guide.pdf*)
- 商业智能 (BI) 接口版本说明 (*CA Business Service Insight BI Interface Release Notes.pdf*)
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要查看 PDF 文件，必须从 Adobe 网站下载并安装 Adobe Reader（如果尚未在计算机中安装）。

CA Business Service Insight 还包含基于 HTML 的联机帮助模块。联机帮助内置于用户界面中，并针对产品中的任何可用任务提供帮助。联机帮助还可以与 CA Business Service Insight 总目录集成。最新版本的用户指南以及其他文档位于 CA 支持站点。

总目录

CA Business Service Insight 总目录为基于 HTML 的独立式参考工具，可让您轻松访问 CA Business Service Insight 的联机帮助和核心参考文档。总目录提供“前端”用户界面，您可以在该界面中打开各个 PDF 指南或联机帮助文件，或搜索所有交付结果的组合索引。

总目录已安装并集成到联机帮助系统中。在查看联机帮助主题时，您可以单击目录列表上方的“返回总目录”链接来打开主要总目录页面。

还可以从 CA 在线支持（位于 <http://support.ca.com>）的“技术支持”页面中下载包含最新完整总目录的 zip 文件。

有关使用总目录功能的详细信息，请单击主要总目录窗口底部的“导航 CA 总目录”链接。本主题介绍了总目录、各个搜索选项的布局。

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第 6 章： Acknowledgments

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

此部分包含以下主题：

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[ActiveMQ 5.3.1](#) (p. 57)
[ASM 3.1](#) (p. 78)
[Axis 1.4.1](#) (p. 80)
[Axis 2 1.4.1](#) (p. 84)
[Axis 2 1.5.4](#) (p. 89)
[Bazillyo 1.0](#) (p. 99)
[Boost 1.29](#) (p. 101)
[Castle Windsor 3.0.0](#) (p. 102)
[Commons Codec 1.4](#) (p. 106)
[Commons Collection 3.2.1](#) (p. 111)
[Commons Configuration 1.6](#) (p. 116)
[Commons Lang 2.4](#) (p. 121)
[Commons Lang 2.5](#) (p. 125)
[Commons Lang 2.6](#) (p. 130)
[Datajs 1.0.2](#) (p. 134)
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[Ehcache 1.7.1](#) (p. 150)
[Globalize 0.1.0a2](#) (p. 154)
[Google Web Toolkit 2.0.3](#) (p. 155)
[Gwt-log 3.0.0](#) (p. 160)
[HttpClient 4.0.1](#) (p. 165)
[IDesign](#) (p. 169)
[IE WebControls](#) (p. 172)
[Jackson 1.6.4](#) (p. 174)
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[jQuery-json 2.3](#) (p. 231)
[jQuery mobile 1.0.1](#) (p. 232)
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ActiveMQ 5.3.0

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-- activemq-web

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== For the behaviour.js library ==

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jetty

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Initial authors:

Stefan Haustein

Aleksander Slominski

2001-12-12

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== For the xstream library

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* - Thanks to Chris for the domlay() function

* - this requires calendarcode.js, calendar.css, and calendarTest.htm

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

* - Netscape does display some controls overtop of the layer so layout is important

*

*/"

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jQuery JSON Plugin

version: 2.3 (2011-09-17)

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Brantley Harris wrote this plugin. It is based somewhat on the JSON.org website's <http://www.json.org/json2.js>, which proclaims:

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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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Jean-loup Gailly Mark Adler

jloup@gzip.org madler@alumni.caltech.edu