

CA Business Service Insight

Versionshinweise

8.2



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Kapitel 1: Einführung

Dieses Dokument enthält die Versionshinweise für CA Business Service Insight 8.2. Die folgenden Kapitel enthalten eine ausführliche Beschreibung dieser Version und ergänzen die Hauptdokumentation um zusätzliche Informationen.

In dieser Version wurden Qualität, Zuverlässigkeit und Leistung verbessert. Sie liegt für acht Sprachen internationalisiert bzw. lokalisiert vor und enthält neue Funktionen.

Kapitel 2: Neue Funktionen

In diesem Abschnitt werden die neuen Funktionen dieser Version beschrieben.

Dieses Kapitel enthält folgende Themen:

[Internationalisierung und Lokalisierung](#) (siehe Seite 12)

[ACE](#) (siehe Seite 13)

[Catalyst-Connector](#) (siehe Seite 14)

[Inhaltsübertragung](#) (siehe Seite 15)

[Gelöste Kundenprobleme / Anfragen](#) (siehe Seite 21)

[Datenbank](#) (siehe Seite 23)

[Ausblenden des Kennworts](#) (siehe Seite 25)

[Installation, Migration, Konfiguration](#) (siehe Seite 25)

[Internationalisierung und Lokalisierung](#) (siehe Seite 26)

[ITPAM-Operatoren](#) (siehe Seite 34)

[Neue ITPAM-Operatoren](#) (siehe Seite 34)

[Upgrade-Pfad](#) (siehe Seite 36)

Internationalisierung und Lokalisierung

- CA Business Service Insight 8.2 wurde internationalisiert/lokalisiert, um folgende zusätzlichen Sprachen zu unterstützen:
 - Chinesisch (vereinfacht)
 - Japanisch
 - Portugiesisch (Brasilien)

Folgende Sprachen werden unterstützt:

- Chinesisch (vereinfacht)
- Englisch
- Französisch
- Deutsch
- Italienisch
- Japanisch
- Portugiesisch (Brasilien)
- Spanisch
- Die Sprachen wurden zu den Client- und Adapter-Komponenten, sowie zu Booklet-Add-In-Installationen hinzugefügt und werden automatisch importiert.
- Das Installationsprogramm aktiviert die Installation von CA Business Service Insight in allen unterstützten Sprachen.
- Die Standardsprache wird vom Gebietsschema des Systems bestimmt.
- T-Chart wurde auf Version 2011 aktualisiert, um Lokalisierung zu unterstützen.
- Ein Doppelbyte-Skripteditor wurde eingeschlossen, um das Festlegen von Entitäten in Doppelbyte-Sprachen zu ermöglichen.

Neuer Skript-Editor

Der neue Skript-Editor ermöglicht es Ihnen, Namen in Doppelbyte-Sprachen wie Japanisch und Chinesisch (vereinfacht) festzulegen.

Bei Bedarf können Sie auch weiterhin den Standard-Skript-Editor verwenden.

ACE

Zeitzone-Tool

Alle in ACE2 migrierenden Metriken müssen über definierte Zeitzonendefinitionen verfügen.

Das ACE-Zeitzone-Tool startet während der Installation des Anwendungsservers als Teil des Migrations- und Upgrade-Vorgangs der ACE-Datenbank.

Das Tool zeigt einen Warnungshinweis an, wenn eine Metrik im System eine Zeitzonendefinition ohne entsprechenden Zeitzonennamen enthält. Im Installationsprotokoll wird ebenfalls ein Hinweis angezeigt.

Das Tool erstellt eine Protokolldatei (%OG_HOME%\ bin) und schreibt eine Warnung in die Protokolltabelle, wenn es aufgrund von Datenbankverbindungsproblemen fehlschlägt.

Kundenbindung

20524672 - ACE-Verwaltungsanzeige - Nur verbesserte Anzeige

Um die Anzeige im Fenster der Instanzenverwaltung verständlicher zu machen, wurde ein Hinweis hinzugefügt, der die Bedeutung des "I"-Symbols erklärt.

JBoss 7.1.1

CA Business Service Insight-Version 8.2 verwendet JBoss-Version 7.1.1 mit geringfügigen Änderungen am Code. Die Änderungen wurden manuell zum 7.1.1-Code hinzugefügt, um die Konfiguration des Thread-Pools zu aktivieren.

Die Änderungen (\Fixes\PooledConnectionFactoryService.jav) beginnen mit:
Begin CA BSI code change

Die Änderungen enden mit:
End CA BSI code change

Catalyst-Connector

Die aktuelle Version von CA Business Service Insight unterstützt die Catalyst-Version 3.2.

Verträge und Vertragsparteien

Listet alle Verträge und Vertragsparteien auf

Der Connector legt alle Verträge und Vertragsparteien dar.

Alarm wird erstellt

Der Connector erstellt einen Alarm, wenn sich der Aggregatstatus der Verträge oder Vertragsparteien ändert.

- Jeder Vertrag und jede Vertragspartei haben den Aggregatstatus für SLA. Ein erstmaliger Alarm wird erstellt, wenn der Connector startet. Der Alarm wird aktualisiert, wenn der Aggregatstatus sich ändert.

URL wird angezeigt

Der Catalyst-Connector zeigt die URL an, um "launch in context of a Contracts or Contract Party to BSI report" (Starten im Kontext eines Vertrags oder einer Vertragspartei zum BSI-Bericht) zu aktivieren.

- Der Berichts-Link für die Verträge oder Vertragspartei ist im Alarm enthalten. Anwender können die Berichtsseite öffnen, um die Details der Verträge oder Vertragspartei anzuzeigen. Der Anwender muss sich beim ersten Mal anmelden.

Abrufen von Beziehungen

Der Catalyst-Connector listet diese Beziehungen nun auf.

- Die Beziehung zwischen einem Vertrag und einem Service.
- Die Beziehung zwischen einem Vertrag und einer Vertragspartei.

Metriknamen und Werte

Abrufen von Metriknamen und Werten

- Ruft verfügbare Metrik nach einem bestimmten Vertrag oder Service mithilfe der Catalyst-Methode "GetAvailableMetrics" ab.
- Ruft Metrikwerte nach einem bestimmten Vertrag oder Service mithilfe der Catalyst-Methode GetMetricValues ab.
- Ruft verfügbare Metrik nach der Kombination aus Vertrag und Service mithilfe der Catalyst-Methode GetAvailablePathMetrics ab.
- Ruft Metrikwerte nach der Kombination aus Vertrag und Service mithilfe der Catalyst-Methode GetMultipleMetricsValues ab.

Erstellen eines Alarms, wenn der Metrikstatus geändert wurde

- Ein erstmaliger Alarm wird für jede Metrik erstellt, wenn der Connector startet; er enthält den Anfangsstatus der Metrik.
- Der Alarm wird aktualisiert, wenn sich der Compliance-Status der Metrik von "kompatibel" zu "Vertragsverletzung" ändert, und umgekehrt.

Inhaltsübertragung

Dieser Abschnitt beschreibt die neuen Inhaltsübertragungsfunktionen von CA Business Service Insight.

Neue Inhaltsübertragungsentitäten

Diese Entitäten werden nun von der Inhaltsübertragungsfunktion unterstützt.

- Adapter
- Booklet
- Vertrag - Aktueller Status
- Vertragsvorlage
- Vertragsvorlage - Sicherheit
- Formular zum Laden von Daten
- Service Level-Vorlage
- Service Level-Vorlage - Sicherheit
- Vorlagenordner
- Vorlagenbibliothek
- Vorlagenbibliothek - Sicherheit
- Zeitfenstervorlage

Vorlageübertragungsbaum

- Inhaltsübertragung unterstützt nun die vollständige Vorlagebaumstruktur.
 - Vertragsvorlage
 - Zugehörige Entitäten sind:
 - Servicedomäne
 - Domänenkategorie
 - Zeitzone
 - Einheit
 - Event-Typ
 - Ressourcentyp
 - Ressource
 - Ressourcengruppe
 - Ressourcengruppenbaum
 - Anwenderspezifisches Attribut
 - Dokumente
 - Business-Logik-Modul
 - Vorlagenbibliothek
 - Vorlagenordner
 - Vertragsvorlage - Sicherheit / Service-Level-Vorlage - Sicherheit (wenn die Einstellung für das Übertragen von Sicherheit und Vorlage auf "J" festgelegt ist).
 - Vordefinierte Berichte

Dokument:

- Booklet-Vorlage (RTF)
- Booklet-Vorlage (DOCX)

Hinweis: Vertragsübertragung unterstützt nur übernommene Vorlagen.

Hinweis: Keine nicht zur Version gehörenden Entitäten zulässig.

Hinweis: Vorlagen können mit verschiedenen übergeordneten Elementen verbunden sein. Inhaltsübertragung überträgt alle Vorlage-Links und die zugehörige Baumstruktur.

- **Vertragsvorlagensicherheit** Zugehörige Entitäten:
 - Ausgewählte Vertragspartei
 - Vertragsparteigruppe

Hinweis: Sicherheit wird nur übertragen, wenn das Quellsystem und das Zielsystem den Sicherheitsmodus "Eingeschränkt" verwenden.

Hinweis: Sicherheit verwendet einen übergeordneten Namen. "Umbenennen" wird nicht unterstützt.
- **Service Level-Vorlage** Zugehörige Entitäten:
 - Servicedomäne
 - Domänenkategorie
 - Zeitzone
 - Einheit
 - Event-Typ
 - Ressourcentyp
 - Ressource
 - Ressourcengruppe
 - Ressourcengruppenbaum
 - Anwenderspezifisches Attribut
 - Dokumente
 - Business-Logik-Modul
 - Vorlagenbibliothek
 - Vorlagenordner
 - Vertragsvorlage - Sicherheit / Service-Level-Vorlage - Sicherheit (wenn die Einstellung für das Übertragen von Sicherheit und Vorlage auf "J" festgelegt ist).

Hinweis: Vertragsübertragung unterstützt nur übernommene Vorlagen.

Hinweis: Keine nicht zur Version gehörenden Entitäten zulässig.

Hinweis: Vorlagen können mit verschiedenen übergeordneten Elementen verbunden sein. Inhaltsübertragung überträgt alle Vorlage-Links und die zugehörige Baumstruktur.

- Service Level-Vorlage - Sicherheit
 - Zugehörige Entitäten:
 - Ausgewählte Vertragspartei
 - Vertragsparteigruppe
 - Hinweis:** Sicherheit wird nur übertragen, wenn das Quellsystem und das Zielsystem den Sicherheitsmodus "Eingeschränkt" verwenden.
 - Hinweis:** Sicherheit verwendet einen übergeordneten Namen. "Umbenennen" wird nicht unterstützt.
- Vorlagenbibliothek
 - (unterstützt die zugehörige Entität "Vorlagenbibliothek - Sicherheit", wenn der Parameter der Einstellungen der Vorlage auf "J" festgelegt ist).
- Vorlagenbibliothek - Sicherheit
 - Zugehörige Entitäten:
 - Ausgewählte Vertragspartei
 - Vertragsparteigruppe
 - Hinweis:** Sicherheit wird nur übertragen, wenn das Quellsystem und das Zielsystem den Sicherheitsmodus "Eingeschränkt" verwenden.
 - Hinweis:** Sicherheit verwendet einen übergeordneten Namen. "Umbenennen" wird nicht unterstützt.
- Vorlagenordner
 - (unterstützt die Vorlagenbibliothek der zugehörigen Entität). Ein identischer Name ist zulässig, wenn sich der Ordner in einer unterschiedlichen Vorlagenbibliothek befindet. Der Ordner listet Informationen zu übergeordneten Elementen im Assistenten zur Inhaltsübertragung auf.

Verbesserung der Vorlagensicherheit

Dieser Abschnitt beschreibt zwei Verbesserungen der Vorlagensicherheit.

- Übertragung der Sicherheit der Vorlagenbibliothek.
- Bibliothek und Vorlage sind Entitäten, die zur Entität "Sicherheit" gehören. Die Option der Übertragung von "Sicherheit," während die Entität "Bibliothek" oder "Vorlage" übertragen wird, ist jetzt verfügbar.

Sie können die Optionen in "Administration", "Site-Einstellungen", "Erweitert", "Inhaltsübertragung" konfigurieren. Danach:

- a. Vorlagensicherheit mit Vorlagenbibliothek, Vertragsvorlage, Service-Level-Vorlage (J/N).
 - Wählen Sie "J" oder "N" aus.
- b. Option zum Speichern der Übertragung der Sicherheit für die Vorlagenbibliothek (A/I/N).
 - Wählen Sie "A", "I" oder "N" aus.

Beispiel

Auf der Quelle ist TempLib1 zugreifbar durch CP1 und CP2; auf dem Ziel ist Lib1 zugreifbar durch CP1, CP2 und CP3. ContractTemplate1 (unter TempLib1) ist zugreifbar durch CP1 und CP3.

Quelle

TempLib1(CP1, CP2)

Target

- TempLib1(CP1, CP2, CP3)
- ContractTemplate1(CP1, CP3)

Option "N": Sicherheit nicht auf eingeschlossene Objekte anwenden.

Der Job schlägt fehl. Im Ziel hat ContractTemplate1 den Wert CP3, der außerhalb des Bereichs der Sicherheit des übergeordneten Elements liegt.

Option "A": Sicherheit auf eingeschlossene Objekte anwenden.

TempLib1-Sicherheit wird übertragen als TempLib1(CP1, CP2).

ContractTemplate1-Sicherheit wird übertragen als ContractTemplate1(CP1, CP2).

Option: I: Sicherheit mit eingeschlossenen Objekten teilen.

TempLib1-Sicherheit wird übertragen als TempLib1(CP1, CP2).

ContractTemplate1-Sicherheit wird übertragen als ContractTemplate1(CP1).

Gelöste Kundenprobleme / Anfragen

Diese Anfragen durch Kunden wurden in Version 8.2 implementiert.

20318858	Wenn Sie einen Adapter planen, werden auf dem Ablaufplanfenster eine Startzeit und eine Dauer angezeigt. Allerdings stimmte die "Dauer" nicht mit der Dauer der Microsoft-geplanten Aufgaben überein. Dies liegt daran, dass sich nicht um die Dauer handelt, sondern um die Endzeit. 11:00 bedeutet nicht die Dauer von 11 Stunden; es stellt die Endzeit dar: 11:00 Uhr. Die Option der Ansicht des Adapter-Scheduler ist nun "Endzeit" anstelle von "Dauer".
20489014	Widget-Grenze und Titel werden angezeigt. Sie können jetzt die Anzeigeeoptionen für die Widget-Grenze und den Titel unabhängig voneinander festlegen.
20524672	ACE-Verwaltung wird angezeigt. Um die Anzeige im Fenster "Instanzenverwaltung" verständlich zu machen, wurde eine Erklärung des Symbols "I" hinzugefügt.

20525515	Entfernen Sie die Marke ABWEICHUNG auf dem Dashboard. Für Dashboard-Widgets können Sie nun festlegen, welche Parameter angezeigt werden sollen: die Optionen "Messungseinheit", "Abweichung", "Rahmen" und "Grenzwert". Außerdem können Sie die Widget-Grenze anzeigen oder ausblenden. 1. Klicken Sie mit der rechten Maustaste auf das Widget, um das Dialogfeld "Einstellungen" zu öffnen. 2. Wählen Sie auf der Registerkarte "Allgemein" die anzuzeigenden Einstellungen aus. 3. Wählen Sie auf der Registerkarte "Berechnung" den Grenzwerttyp aus, und ob der Grenzwert sich auf die Abweichung oder auf die Messung bezieht.
N/A	"Kultur-ID" wurde im Übersetzungsskript zu den Anwenderdetails hinzugefügt, damit Anwender die zu verwendende Kultur festlegen können.
N/A	Unterstützung für das Hinzufügen von Zeitzoneinformationen für Ausnahmen in Übersetzungsskripten, damit Anwender die Zeitzone der Ausnahme festlegen können.

Datenbank

- Die Datei `alter_system.log` wird bei Neuinstallationen nicht mehr erstellt. Die folgenden Protokolle werden erstellt:
 - Eine Oracle-Protokolldatei wird erstellt, während die Datenbankinstanz erstellt wird.
 - `Build_TBS_Users.log`
 - `build_schema.log`
- Neue Switches in Neuinstallationen. Wenn Datenbanken mithilfe der Datei `main.bat` manuell ausgeführt werden, sind zwei neue Schalter verfügbar.

`-so`

(Schema only). Der Switch "Schema only" (nur Schema) geht davon aus, dass die Instanz derzeit vorhanden ist und dass sie Rollen, Anwender, Berechtigungen und Tablespaces enthält. Die Installation erstellt nur Entitäten wie der Schemaanwender (wie Oblicore). Andere Entitäten werden nicht erstellt.

`-ns`

(No schema). Der Switch "No schema" (`-ns`) (kein Schema) erstellt die Oracle-Instanz und den Tablespace, Systemberechtigungen, Rollen und Oracle-Anwender. Der Switch erstellt nicht die gleichen Objekte, die der `-so`-Switch erstellt.

Hinweis: Die Switches werden nur unter Windows unterstützt.

- Ab Version 8.2 wird sowohl bei Neuinstallationen als auch bei Aktualisierungen jeder neue Tablespace mit einer Standardgröße von 10 MB erstellt. Vergrößerungen erfolgen in 10-MB-Schritten, sind automatisch erweiterbar und haben eine unbegrenzte Gesamtgröße.
- Der Pfad aller ausführbaren Oracle-Dateien (`dbca`, `netca` und `sqlplus`) ist in der Datei `start_parameters.ini` enthalten. Deswegen besteht keine Abhängigkeit von dem Pfad im Umgebungsvariablenpfad. Diese "Unabhängigkeit" verhindert Probleme, die eine solche Abhängigkeit verursacht und ermöglicht das Verwenden von `Oracle_home` beim Aufrufen von `dbca`, `netca` und `sqlplus`.
- Die Parameter "`Background_dump_dest`", "`core_dump_dest`" und "`user_dump_dest`" werden jetzt auf die folgenden vordefinierten, korrekten Speicherorte gerichtet:
 - `$OBLICORE_ROOT/Oblicoredb/admin/b_dump`,
 - `$OBLICORE_ROOT/Oblicoredb/admin/c_dump`
 - `$OBLICORE_ROOT/Oblicoredb/admin/u_dump`

- Das Adump-Verzeichnis wurde unter Admin erstellt; der Parameter "audit_trail_dest" weist auf das Verzeichnis hin.

Upgrade-Protokolldateien

Wenn Sie Upgrades von Vorgängerversionen durchführen, generiert CA Business Service Insight zwei Protokolldateien:

OG8.xMigration.log

- Die Datei OG8.xMigration.log ist immer vorhanden. Sie enthält ausschließlich die Einträge der letzten Ausführung.
- Für das erste Upgrade (oder wenn keine Protokolldateien von einem früheren Upgrade vorhanden sind) werden alle Upgrade-Protokolleinträge in diese Datei geschrieben. Nach Abschluss des ersten Upgrade ist keine weitere Protokolldatei vorhanden.
- Ab Upgrade #2 (sowie in allen Fällen, in denen die Protokolldatei OG8.xMigration.log bereits vorhanden ist) werden die Inhalte dieser Datei vor Beginn des Upgrade verschoben und an die Datei "OG8.xMigrationHist.log" angehängt.

OG8.xMigrationHist.log (Upgrade-Verlauf)

- Die Datei OG8.xMigrationHist.log ist eine historische Upgrade-Datei. Sie wird beim zweiten Upgrade erstellt und enthält die Einträge zu allen Upgrades, die vor dem aktuellen Upgrade durchgeführt wurden.
- Zu Beginn jedes folgenden Upgrade wird der Inhalt von OG8.xMigration.log (das frühere Upgrade) verschoben und an diese Datei angehängt.

Ausblenden des Kennworts

Kennwörter in Datenbankverbindungszeichenfolgen können nun ausgeblendet und mithilfe von Kennwortplatzhaltern verschlüsselt werden.

Sie können Kennwörter in diesen Speicherorten/Objekten/Zeichenfolgen ausblenden:

- Verbindungszeichenfolgensegmente in SQL-Adaptern
- Verbindungszeichenfolgen von Formularen zum Laden von Daten
- Verbindungszeichenfolgen von Freiformberichten
- Ersteller der Abfrage in SQL-Adaptern
- Verbindungsstrings von SQL-Adaptern
- Testverbindungsstrings von SQL-Adaptern

Installation, Migration, Konfiguration

- Um die Anwenderinteraktion zu reduzieren, die notwendig ist, um das System zu installieren und zu konfigurieren, wurden einige Drittanbietervoraussetzungen mit dem Installationsprogramm integriert.

- Microsoft .NET 4.0
- ODP.NET (11.2.0.3)
- JAVA: 1.6.0 Update 16
- JBOSS: JBOSS wurde auf JBOSS 7.1.1 aktualisiert.

Das JBOSS-Installations-Tool wird nicht mehr benötigt. Das JBOSS-Paket wird auf einer Drittpartei-CD geliefert, die während der Installation erforderlich ist.

Internationalisierung und Lokalisierung

- CA Business Service Insight 8.2 wurde internationalisiert/lokalisiert, um folgende zusätzlichen Sprachen zu unterstützen:

- Chinesisch (vereinfacht)
- Japanisch
- Portugiesisch (Brasilien)

Folgende Sprachen werden unterstützt:

- Chinesisch (vereinfacht)
- Englisch
- Französisch
- Deutsch
- Italienisch
- Japanisch
- Portugiesisch (Brasilien)
- Spanisch
- Die Sprachen wurden zu den Client- und Adapter-Komponenten, sowie zu Booklet-Add-In-Installationen hinzugefügt und werden automatisch importiert.
- Das Installationsprogramm aktiviert die Installation von CA Business Service Insight in allen unterstützten Sprachen.
- Die Standardsprache wird vom Gebietsschema des Systems bestimmt.
- T-Chart wurde auf Version 2011 aktualisiert, um Lokalisierung zu unterstützen.
- Ein Doppelbyte-Skripteditor wurde eingeschlossen, um das Festlegen von Entitäten in Doppelbyte-Sprachen zu ermöglichen.

Rollen

Nachdem Sie eine Neuinstallation von CA Business Service Insight ausgeführt haben, ist nur eine Rolle (unter Administration/Anwenderverwaltung/Rollen) vorhanden: der Insight-Super-Administrator.

Hinweis: Nur die Rolle des Insight-Super-Administrators ist lokalisiert.

Rollenpaket

Sie können zusätzliche Rollen aus dem Rollenpaket laden. Außerdem können Sie Rollen je nach Bedarf erstellen.

Führen Sie folgende Schritte aus:

1. Gehen Sie zur Support-Website und laden Sie das Paket "CA Business Service Insight Predefined Roles r8.2" herunter.

Das Paket enthält die folgenden Dateien:

- rolesPackage.bat
 - rolesPackage.sql im BSI-Installationsverzeichnis.
2. Doppelklicken Sie auf die Datei rolePackage.bat.
 - a. Geben Sie Anwendernamen, Kennwort und Datenbanknamen an.

Ursprüngliche Daten

CA Business Service Insight ist mit ursprünglichen (Seed-)Daten installiert. Seed-Daten in BSI sind englische Zeichenfolgen, die während der BSI-Einrichtung in die Datenbank geladen werden. Seed-Daten enthalten Entitäten wie Sekunden, US-Dollar, verschiedene Vorlagen, Funktionen, Berichte, Skripten, den Insight-Super-Administrator und alle Entitäten in der Tabelle der ursprünglichen Daten.

Ab Version 8.2 können diese Entitäten nicht bearbeitet oder anderweitig direkt geändert werden. Ihre entsprechenden Bearbeitungssymbole sind deaktiviert. Anwender können diese Einheiten duplizieren, sie nach Bedarf ändern und sie mit einem anderen Namen speichern. Die Eingangsdaten sind lokalisiert.

Diese Tabelle stellt eine Liste von Eingangsdatenobjekten und ihren Speicherorten im GUI-Menü dar.

Item	Menüspeicherort	Ursprüngliche Daten
ACE - Berechnungs- richtlinien	Administration/ ACE-Verwaltung/ Berechnungsrichtlinien	Standard/Geclusterte Metriken

Item	Menüspeicherort	Ursprüngliche Daten
Admin-Berichte	Berichte Berichtsordner / Admin-Berichte	■ Administrator - Formulare zum Laden von Daten - Ausstehende Datensätze anzeigen ■ Admin - Ablaufplanstatus ■ Admin ACE2 - Analysierte Änderungen ■ Admin, ACE2 - Berechnungsplan ■ Admin, ACE2 - Berechnungsplan nach Vertrag ■ Admin, ACE2 - Aktueller Berechnungsstatus ■ Admin, ACE2 - Aktueller Berechnungsstatus nach Vertrag ■ Admin, ACE2 - Überwachung der Arbeiterwarteschlangen ■ Admin, Sonstiges - Adapterstatus ■ Admin, Sonstiges - Alarmprofile pro Empfänger ■ Admin, Sonstiges - Ressourceninformationen ■ Admin, Sonstiges - SLALOM-Ausführungsfehler ■ Admin, Sonstiges - Systemkonfiguration ■ Admin, Sonstiges - Systemstatistik ■ Admin, PSL - Berechnungsstatus ■ Admin, PSL - Berechnungsstatus nach Vertrag ■ Admin, PSL - Zyklusstatus ■ Admin, PSL - Datenbereinigung - Verlauf ■ Admin, PSL - Datenbereinigung - Status ■ Admin, PSL - Zukunftsberechnung ■ Admin, PSL - Zusammenfassung der Zukunftsberechnung ■ Admin, PSL - Neuberechnung der Anzahl erforderlicher Metriken ■ Admin, PSL - Neuberechnung der Anzahl erforderlicher Metriken (Diagramm) ■ Admin, Sicherheit - Anwenderberechtigungen

Item	Menüspeicherort	Ursprüngliche Daten
Admin-DB-Berichte	Berichte Berichtsordner / Admin-DB-Berichte	■ Admin, Datenbank - Status der Datenbankobjektanalyse ■ Admin, Datenbank - Oracle-Parameterliste ■ Admin, Datenbank - Tabellenindizes ■ Admin-Datenbank - Tablespaces-Status ■ Admin-Datenbank - Tablespaces-Verwendung
Alarmempfangsgeräte	Berichte / Alarmer / Alarmempfangsgeräte	■ Befehlszeile ■ E-Mail ■ Popup ■ SMS
Business-Logik-Module	Design / Basisentitäten / Business-Logik-Module	■ Quick Metric-Durchschnitt ■ Quick Metric-Anzahl ■ Quick Metric-Filter ■ Quick Metric-Zuordnung ■ Quick Metric-Höchstwert ■ Quick Metric-Mindestwert ■ Quick Metric-Summe
Business-Logik-Vorlagen	Design / Basisentitäten / Business-Logik-Vorlagen	■ SLALOM-Rahmenvorlage
Änderungssätze	Design/Ressourcen/ Änderungssätze	Standard-Änderungssatz Hinweis: Dieses Bearbeitungssymbol ist aktiviert. Der Name und die Beschreibung "Standard" können nicht bearbeitet werden. Allerdings können das "Standard-Wirksamkeitsdatum" und der "Status" bearbeitet werden.
Dokumentenablage	Administration/ Dokumentenablage	■ SLA-Vorlage ■ Booklet-Vorlage (DOCX) ■ Booklet-Vorlage (RTF)

Item	Menüspeicherort	Ursprüngliche Daten
Funktionen	Design / Basisentitäten / Funktionen	■ Durchschnitt ■ Anzahl ■ Maximum ■ Minimum ■ Summe
Vordefinierte Berichte	Berichte / Berichtsordner / Vordefinierte Berichte	■ Alle Metrikberichte (laufender Monat) ■ Alle Metrikberichte (vergangener Monat) ■ Service Level nach Metrik im Vergleich zum Ziel (aktueller Monat) ■ Service-Level-Compliance (laufender Monat) ■ Service-Level-Compliance (vergangener Monat)
Rollen	Administration/ Anwenderverwaltung / Rollen	Insight-Super-Administrator
Servicedomänen	Design / Basisentitäten / Servicedomänen	Generische Formeln
Zeitzone	Administration / Site-Einstellungen / Zeitzone	GMT
Übersetzungsskript	Design/Übersetzungen / Übersetzungsskripten	Standard-Übersetzungsskript
Übersetzungstabellen	Design/Übersetzungen / Übersetzungstabellen	Standard-Übersetzungstabelle

Item	Menüspeicherort	Ursprüngliche Daten
Einheiten	Design / Basisentitäten / Einheiten	■ # ■ % der Zahlung ■ Bit/s ■ Euro ■ Stunden ■ Japanischer Yen ■ Minuten ■ Prozent ■ Pfund ■ Sekunden ■ Schweizer Franken ■ US-Dollar

Benutzeroberflächenänderungen

Die Benutzeroberfläche ist nun in Administration/Anwenderverwaltung/Rolle übersetzt (siehe [unterstützte Sprachen](#) (siehe Seite 12)).

Erweiterte Einstellungen

Alle Knoten und untergeordnete Knoten in den Menüpunkten "Erweiterte Einstellungen" sind lokalisiert. Parameternamen und QuickInfos werden in der lokalisierten Sprache angezeigt.

Hinweis: Die Parameterwerte sind nicht lokalisiert.

Berichte

Berichtsnamen, Ordnernamen, Beschreibungen, QuickInfos, und einige Label für die folgenden Berichtsordner sind lokalisiert:

- Admin-Berichte
- Admin-DB-Berichte
- Vordefinierte Berichte

Die folgenden Ansichten wurden lokalisiert:

- Verknüpfung erstellen
- Bericht generieren mit T-Diagramm
- Menü "Berichtsordner"
- Berichtsliste (Berichtsname, Beschreibung und QuickInfo)
- Berichtsassistent (Eingangsdaten für Servicedomäne und Domänenkategorie)
- Stammordner

T-Diagramm

T-Diagramm wurde von 2010 auf 2011 aktualisiert. Außerdem wurden der Berichtsname und die Berichtslegende lokalisiert.

Skript-Editor

CA Business Service Insight ermöglicht die Verwendung beider Skripteditoren. Die Einstellung befindet sich unter: "Administration", "Site-Einstellungen", "Erweitert", "System", "Editor für erweiterte Textverarbeitung verwenden".

Editor	Einstellung	Description
Editor für reinen Text	N	Unterstützt Doppelbyte-Sprachen wie Japanisch und Chinesisch. Ermöglicht es Anwendern, Entitäten wie Ressourcen oder Event-Typen von einem Skript aus zu erstellen und Entitätsnamen in Doppelbyte-Sprachen zu schreiben.
Editor für erweiterte Textverarbeitung	J	Unterstützt nur westliche Sprachen.

Es gibt 5 Seiten mit Steuerelementen zur Skriptbearbeitung:

- Seite "Details des Übersetzungsskripts"
- Seite "Details des Integrationsskripts"
- Business-Logik-Module
- Seite "Metrikdetails"
- Business-Logik-Vorlagen

ITPAM-Operatoren

Um CA Business Service Insight mit den vorhandenen ITPAM-Prozessen der Kunden zu integrieren, bietet CA anwenderdefiniert den SOAP-Aufruf, ITPAM-Operatoren. Weitere Informationen erhalten Sie im CA Business Service Insight SDK Guide. Gehen Sie zum Abschnitt Offene API, ITPAM-Operatoren.

Neue ITPAM-Operatoren

- Einfachere Installation
- Verbesserte Lösungen und Integrationskapazitäten
 - CA Business Service Insight-Objekte werden nun über Catalyst angezeigt, um die Integration zu vereinfachen.
 - Neue ITPAM-Operatoren ermöglichen es, dass CA Business Service Insight Teil der Automatisierung über verschiedene CA-Produkte hinweg wird, wie Catalog, SD, Clarity.
- Unterstützbarkeit
 - Kennwortverbergung
 - Kennwortverbergung
- Entitäten für zusätzliche Inhaltsübertragung

Kennworthilfsprogramm

Das Kennworthilfsprogramm ermöglicht es Ihnen, Kennwörter in Datenbankverbindungszeichenfolgen zu verbergen und zu verschlüsseln. Bisher waren sie immer sichtbar.

Das Kennworthilfsprogramm ermöglicht Ihnen Folgendes:

- Ein Kennwort verbergen und stattdessen einen Platzhalter verwenden
- Kennwörter für Datenbankverbindungen von einem zentralen Ort aus aktualisieren
- Die Datenquelle aktualisieren (TNS-Namen)
- Kennwörter aktualisieren, die zu Services gehören
- Das Kennwort für COM+ aktualisieren

Hinweis: Der Pfad zum Kennworthilfsprogramm lautet %OG_HOME%\Utilities\PassUpdate\PassUpdate.exe.

- SQL-Adapter-Verbindungszeichenfolgen
- Segmente von SQL-Adapter-Verbindungszeichenfolgen
- Ersteller der Abfrage im SQL-Adapter
- Test-Verbindungszeichenfolgen im SQL-Adapter
- Verbindungszeichenfolgen in Freiformberichten
- Verbindungszeichenfolgen in Formularen zum Laden von Daten

Unterstützbarkeit

Um die Systeminstallation und -konfiguration zu erleichtern, sind folgende Drittanbieteranforderungen nun im Installationsvorgang integriert.

- Microsoft .NET 4.0
- ODP.NET (11.2.03)
- JAVA - 1.6.0 Update 16
- JBoss Version 7.1.

Das JBOSS-Installations-Tool wird nicht mehr benötigt. Das JBOSS-Paket wird auf einer Drittpartei-CD geliefert, die während der Installation erforderlich ist.

- ACE-Transition-Service

Der ACE-Transition-Service ermöglicht es Ihnen, Metrikwerte von ACE1 bis ACE2 zu migrieren, ohne dass Sie die ursprüngliche ACE1-Instanz beibehalten müssen.

Upgrade-Pfad

Die unterstützten Upgrade-Pfade für Version 8.2 sind:

- 7.0 SP1
- 8.0
- 8.0.1
- 8.1
- 8.1.1

Kapitel 3: Bekannte Probleme

Dieser Abschnitt enthält bekannte Probleme in CA Business Service Insight 8.2 und, wenn verfügbar, die entsprechende Umgehungslösungen. Die Probleme werden in zwei Abschnitten behandelt:

- Probleme in CA Business Service Insight 8.2: Diese Probleme wurden in der aktuellen Version erkannt.
- Probleme der Vorgängerversionen: Diese Probleme stammen aus Vorgängerversionen und sind auch auf die aktuelle Version anwendbar.

Dieses Kapitel enthält folgende Themen:

[Probleme in CA Business Service Insight 8.2](#) (siehe Seite 37)

[Probleme der Vorgängerversionen](#) (siehe Seite 39)

Probleme in CA Business Service Insight 8.2

In diesem Abschnitt werden die Probleme angezeigt, die in dieser Version festgestellt wurden.

ACE-Probleme

38282	Die Migration von Tausenden von Metrikwerten von ACE1 nach ACE2 führt manchmal zu Fehlern. Umgehungslösung: Migrieren Sie in großen Systemen die Metrik in Blöcken von 1000, bis die Migration aller Metrikwerte abgeschlossen ist.
38284	Wenn eine Nutzeraufgabe versucht, ihre Berechnung zu starten, wird sie manchmal gesperrt, weil ihre Absenderaufgabe in ihrer Berechnung nicht ausreichend fortgeschritten ist. Es handelt sich allerdings um einen gültigen Fall. Ein Fehler mit dem folgenden Text wird ins Protokoll geschrieben: Fehler: "#111 the calculation dates boundaries for task X are invalid Dates: [Z - Y]." Hinweis: Die Meldung wird viele Male geschrieben, so lange bis der Nutzer die Berechnung starten kann. Die Fehlermeldung kann ignoriert werden.

Planung des Eingangsdatenberichts

Ab Version 8.2 können Entitäten mit Eingangsdaten nicht bearbeitet oder anderweitig direkt geändert werden und ihre entsprechenden Bearbeitungssymbole sind deaktiviert.

Dadurch können vordefinierte Berichte, Admin-Berichte und Admin-DB-Berichte nicht direkt geplant werden.

Zu dieses Problem zu umgehen, folgen Sie diesen Schritten:

1. Wählen Sie den Bericht aus und klicken Sie mit der rechten Maustaste.
Die verfügbaren Optionen werden angezeigt.
2. Wählen Sie "Duplizieren" aus.
Das Dialogfeld "Eigenschaften" wird angezeigt.
3. Speichern Sie den Bericht / das Booklet mit einem unterschiedlichen Namen.
4. Öffnen Sie den duplizierten Bericht.
5. Klicken Sie auf "Planung", "Bearbeiten", um den duplizierten Bericht zu planen.

Datenbankjobs

- 37519 Kunden deaktivieren manchmal Datenbankjobs, weil sie sich auf Funktionen beziehen, die für sie irrelevant sind.
- In manchen (nicht allen) Versionen vor Version 8.2 waren der zugewiesene Anwender für die Anmeldung bei der Datenbank und der zugewiesene berechtigte Anwender "oblidbadmin". In der aktuellen Version werden Datenbankjobs so erstellt, dass es sich beim zugewiesenen Anwender für die Anmeldung bei der Datenbank und dem zugewiesenen berechtigten Anwender um "Oblicore" handelt.
- Bei einem Upgrade auf Version 8.2 werden alle aktuellen Jobs (10), die unter dem Schema "Oblicore" oder "oblidbadmin" erstellt wurden, automatisch entfernt und unter dem Anwender "Oblicore" neu übergeben. Dadurch werden deaktivierte Jobs aktiv.
- Deaktivieren Sie deswegen alle Jobs, die in der Vergangenheit deaktiviert absichtlich wurden, erneut.
- Um die Jobs zu deaktivieren, empfehlen wir, dass Sie das Attribut "broken" verwenden, anstatt den Job komplett zu löschen. Bei späteren Migrationen können fehlende Jobs automatisch wiederhergestellt werden.

Beispiel:

```
-- Vor Upgrade.
-- Dies sucht nach "broken" Jobs.
-- Notieren Sie die Ergebnisse.
select what
  from dba_jobs
where schema_user = 'OBLICORE'
   and broken      = 'Y'

-- Nach Upgrade. Dies wählt Jobs aus
select job
  from dba_jobs x
where schema_user = 'OBLICORE'
   and what        = 'oblicore.db_mng_forecast_pkg.cre_forecast_new_partition
('PSL')';

-- Dies ist ein mögliches Ergebnis.
JOB
---
48

-- Dies übergibt den Job erneut.
begin
  dbms_job.broken (48 , true);
  commit;
end;

-- oder:
-- Dies übergibt den Job erneut (SQLplus).

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

Probleme der Vorgängerversionen

In diesem Abschnitt werden Probleme aus Vorgängerversionen beschrieben, die auch auf diese Version anwendbar sind.

ACE-Probleme

29339	Wenn eine Metrik mit einer großen Anzahl von Ressourcen (Tausende) registriert wird, kann es bei der Ausführung des Business-Logik-Umfangs auf der Metrik zu einem internen Fehler kommen.

34711 32248	ACE2 unterstützt die unten aufgeführten Funktionen nicht. Es ist nicht vorgesehen, dass sie in der Zukunft unterstützt werden. ■ Statisches Clustern ■ Prognose ■ Registrierung nach Event-Typ
35645	Es ist ein bekanntes Problem, dass die Migration von archivierten Metriken von ACE1 zu ACE2 fehlschlägt. Lösung: Setzen Sie sich mit dem technischen Support in Verbindung, um ein Skript zu erhalten, das den Vertrag aus ACE2 entfernt.
34125	ACE2 unterstützt die Berechnung von Quick Metrics nicht. Lösung: Weisen Sie Quick Metrics nicht zu ACE2 zu. Ihre Vertragspartei ist standardmäßig zu ACE1 zugewiesen. Ändern Sie diese Zuweisung nicht.
36104	Nachdem eine Bereinigung abgeschlossen ist, wird jede Minute ein Eintrag in "t_purge_history" für alle abgeschlossenen Bereinigungen hinzugefügt, bis der Job, der um Mitternacht ausgeführt wird, die Tabelle bereinigt.
34818	Wenn man einen neuen Vertrag erstellt, der eine neue Metrik enthält, und ihm eine Berechnungsrichtlinie zuweist, die nicht der Standardrichtlinie entspricht, wird die neue Berechnungsrichtlinie bei der Übernahme von der standardmäßigen Berechnungsrichtlinie überschrieben. Lösung: Weisen Sie die Richtlinie nach der Übernahme zu.
35611	Wenn Sie Metriken von ACE1 zu ACE2 migrieren, die manuell in der Datenbank geändert wurden, um Granularitäten zu deaktivieren, werden Fehler während der Berechnung der Metrik ausgelöst.
32644	Ein archivierter Vertrag wird nicht berechnet, nachdem die Aktion "Dearchivieren" ausgeführt wird, wenn die Daten des archivierten Vertrags bereinigt wurden.
N/A	Wenn Metriken, die ACE2 zugewiesen wurde, zu einem späteren Zeitpunkt für eine Prognose verwendet werden sollen, werden sie nicht korrekt zu ACE1 zurückmigriert. Lösung: Migrieren Sie die Metrik zunächst zu ACE1, und legen Sie sie anschließend für die Prognose fest.

N/A	Die Metrikliste enthält keine Hinweise auf Registrierungsfehler für Metriken mit fehlerhafter Registrierung im Business-Logik-Modul. Die Metriken werden deswegen nicht berechnet. Lösung: Setzen Sie sich mit dem technischen Support in Verbindung, um eine Abfrage für solche Fälle zu erhalten.
N/A	Bei Verträgen mit Metriken, die Namen nicht initialisierter Zeitzonen verwenden, blockiert ACE2 alle neuen übernommenen Verträge, auch wenn die problematische Metrik nicht übernommen wird. Lösung: Initialisieren Sie die Zeitzonennamen, wenn der Fehler auftritt.
N/A	Nach der Bereinigung von Rohdaten zeigt "Admin, PSL - Datenbereinigung - Verlauf" Daten nicht korrekt an und enthält inkorrekte Werte.

Adapter-Probleme

N/A	Wenn Sie das Zeichen '<' in einer Abfrage in einem SQL-Adapter verwenden, kommt es zu einem Fehler, wenn Sie auf "Testabfrage" klicken.

API-Probleme

N/A	API funktioniert nicht in einer Proxy-Umgebung.

Booklets: Als PDF generieren

N/A	Es ist eine bekannte Beschränkung beim Erstellen eines PDF-Dokuments aus einem DOCX-Booklet vorhanden. CA Business Service Insight generiert eine Fehlermeldung anstelle der PDF-Ausgabe.

Probleme in Business-Logik-Modulen

N/A	Fehler werden im Protokoll von Metriken generiert, die überprüfte Module verwenden Keine Berechnungen werden gemacht, bis die Modulversion von "Ausstehend" auf "Wirksam" geändert wird.

Probleme bei der Inhaltsübertragung

32495	Die Reihenfolge von anwenderspezifischen Attributen in einem Vertrag wird nicht beibehalten, nachdem der Vertrag von der Quelle zur lokalen Umgebung übertragen wurde.
34308	Die Inhaltsübertragung erkennt nicht immer explizit, welche Ressource in einer Batch-Übertragung einen Fehler verursacht hat.
34966	Nullwerte für Gebühren und Plätze werden nicht beibehalten, nachdem der Vertrag von der Quelle in die lokale Umgebung übertragen wurde. Wenn die Werte dezimale Ganzzahlen oder reine Ganzzahlen sind, werden die Werte als Ganzzahl ohne die Dezimalzahl oder als reine Ganzzahl übertragen.
36172	Bei der Übernahme eines einfachen Berichts, der nach Metrik oder Zeitfenster gruppiert ist, stimmen die Standardfarben im Bericht der lokalen Umgebung nicht immer mit den Farben des Quellberichts überein.
36276	Wenn die Methode "Tools.SendEvent" für eine Metrik verwendet wird, schlägt die Metrik möglicherweise während der ACE-Berechnung fehl, wenn diese Methode abgerufen wird, da der Ressourcen- und/oder Event-Typ nicht immer in der lokalen Umgebung ist. Dieser Fehler tritt auf, wenn der Ressourcen- oder Event-Typ nicht direkt im Vertrag erwähnt wird (in der Metrikerfassung zum Beispiel) und die Ressource nicht in der lokalen Umgebung vorhanden ist, bevor der Vertrag übertragen wurde.
37221	Wenn der Mauszeiger auf der Registerkarte mit dem Metrikgrenzwert eines Vertrags (Quelle) liegt, kann die Metrik als geändert markiert werden, ohne dass Änderung vorgenommen wurden.
N/A	Beschränkung bei der Inhaltsübertragung: Fehler beim Zertifikat X.509. Wenn das Zertifikat Oblisync-X.509 installiert ist, jedoch nicht über die richtigen Zugriffsberechtigungen verfügt, um die privaten Schlüssel lesen zu können, führt dies zu einer Fehlfunktion bei der Inhaltsübertragung. Fehler entstehen beim Versuch, für die Inhaltsübertragung eine Verbindung mit dem Server aufzunehmen. Vollständige Informationen und Lösungen finden Sie in "Inhaltsübertragung", "Mögliche Ursachen für Fehler", "Zertifikat X.509" im Benutzerhandbuch.

N/A

“Entitäten mit ursprünglichem Status” sind während Installation von CA Business Service Insight erstellte Entitäten. Sie umfassen Einheiten, Rollen und andere (Gesamtverzeichnis unten).

Änderungen an “Entitäten mit ursprünglichem Status”, die vom Anwender vor Version 8.x (erste Version mit Inhaltsübertragung) durchgeführt wurden, werden vom Migrationsskript des Inhaltsübertragungs-Tools nicht als “geändert” erkannt. Die vollständige Liste von Entitäten mit Eingangsdaten, die die Inhaltsübertragung derzeit unterstützt, enthält:

Servicedomänen

- Generische Formeln (für Quick Metrics definiert)

Domänenkategorien

(Unter Generischen Formeln: Servicedomäne)
(Für Quick Metrics definiert).

- Anzahl
- Durchschnitt
- Maximum
- Minimum
- Summe

Zeitzone:

- GMT

Einheiten:

- US-Dollar
- Euro
- Pfund
- Japanischer Yen
- Schweizer Franken
- Prozent
- Sekunden
- Minuten
- Bps
- Stunden
- % der Zahlung

- #
- Änderungssätze
- Standard

Probleme bei der Vertragsverwaltung

- 31138 Der ungültige Vorgang, eine Metrik nach der Übernahme von "Inaktiv" zu "Aktiv" zu ändern, kann mithilfe der Schaltfläche "Festlegen als" auf der Seite "Metrikliste" durchgeführt werden. Der Anwender hätte einen Hinweis erhalten müssen, dass dieser Vorgang für die ausgewählte Metrik nicht erlaubt ist.

Datenbankprobleme

- 36171 Es ist ein bekanntes Problem, dass falsche Einstellungen des Parameters "NLS_LANG" bei der Installation der Datenbank zu einer fehlgeschlagenen Installation (Schemaerstellungsfehler), zu ORA-01843-Fehlern und/oder zu anderen Fehlern führen können.

Lösung:

1. Bestimmen Sie den Zeichensatz, der für Ihre Datenbankinstanz verwendet werden soll.

CA Business Service Insight 8.2 unterstützt die Zeichensätze "AL32UTF8" und "WE8MSWIN1252".

- CA empfiehlt dringend, den Zeichensatz "AL32UTF8" für neue Bereitstellungen zu verwenden.

Die Verwendung des Zeichensatzes "WE8MSWIN1252" in Ihrer Datenbankinstanz verhindert, dass Zeichenfolgen mit nicht westeuropäischen Zeichen verwendet werden.

Hinweis: Damit die Datenbank Zeichenfolgen mit nicht westeuropäischen Zeichen speichert, müssen Sie den Zeichensatz "AL32UTF8" verwenden.

2. Festlegen des Parameters "NLS_LANG".

Sie müssen den identischen Parameter für die Datenbankinstanz und für alle Server von CA Business Service Insight verwenden (Web, Anwendung, Datenbank).

Der Parameter "NLS_LANG" besteht aus 3 Teilen: Sprache, Gebiet, Zeichensatz. Das Format ist: <Sprache>_<Gebiet>.<Zeichensatz>

Beispiel_1: AMERICAN_AMERICA.WE8MSWIN1252

Beispiel_2: AMERICAN_AMERICA.AL32UTF8

Hinweise:

3. Der Parameter "NLS_LANG" muss vor Installation der Datenbankinstanz in der Registrierung festgelegt werden. Der genaue Speicherort in der Registrierung hängt von der jeweils installierten Oracle-Version und dem Betriebssystem ab. Informationen über den genauen Speicherort finden Sie in Ihrer Oracle-Dokumentation.
 - Spezifische Informationen für das Festlegen des Parameters "NLS_LANG" finden Sie in der offiziellen Oracle-Dokumentation.

- N/A Es ist ein bekanntes Problem, dass bei der Migration einer Oracle 11g-Datenbank von Versionen, die älter sind als Version 8.0, der Migrationsvorgang aufgrund von falschen Werten im Parameter "o7_dictionary_accessibility" fehlschlagen kann.

Lösung:

1. Bevor Sie die Migration ausführen, führen Sie folgende Abfrage aus, während Sie lassen Sie die folgende Abfrage laufen während Sie als "sysdba" mit der Datenbank verbunden sind:

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

Wenn das Ergebnis "FALSE" ist, führen Sie folgende Befehle aus, um das Ergebnis in sql*plus in "TRUE" (ein Neustart der Datenbank ist erforderlich) zu ändern, während Sie als "sysdba" mit der Datenbank verbunden sind.

```
alter system set o7_dictionary_accessibility=TRUE scope=spfile;
shutdown immediate
startup
```

2. Stellen Sie sicher, dass der Parameter mithilfe des folgenden Befehls geändert wurde:

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

3. Nachdem die Migration erfolgreich ausgeführt wurde, führen Sie folgende Befehle aus, um den Parameter in sql*plus auf "FALSE" zurückzusetzen (ein Neustart der Datenbank ist erforderlich), während Sie als "sysdba" mit der Datenbank verbunden sind.

```
alter system set o7_dictionary_accessibility=FALSE scope=spfile;
shutdown immediate
startup
```

4. Stellen Sie sicher, dass der Parameter mithilfe des folgenden Befehls geändert wurde:

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

- N/A Wenn Sie CA Oblicore Guarantee-SQL-Skripte nicht über die gelieferten Batch- oder Shell-Dateien ausführen, kann der Wert des Parameters "nls_length_semantics" für die Dauer der aktuellen Sitzung von der Konfiguration des Tools überschrieben werden, das für den Zugriff auf die Datenbank verwendet wird. Dies kann dazu führen, dass die Zeichenfelder von neu erstellten oder geänderten Tabellen die falsche Länge haben.
- N/A Der Pfad des Ordners, in dem die Datenbankdateien erstellt werden, kann keine Leerzeichen enthalten.

Allgemeine Probleme

- N/A Fehler, die durch das Inhaltsübertragungs-Tool, OMV, SMI und der ACE2-Managerkomponente für das Protokoll ausgegeben werden, sind nicht für Alarmer verfügbar.

Erweiterte Berichtserstellung

- N/A Das Add-in zur erweiterten Berichtserstellung für Word schlägt unter Office 2007 und unter Windows XP fehl.
- N/A Ein Fehler wird generiert, wenn eine *.docx-Datei hochgeladen wird, die eine ungültige und als Hyperlink angegebene URL (in blau angezeigt) enthält, um eine neue Dokumenten-Ablage zu generieren. Zum Beispiel würde die URL "\\bhb@hbm\vgvgvgv <file:///\\bhb@hbm\vgvgvgv>" einen Fehler generieren.

Das Problem ist bereits bekannt und wurde dokumentiert. Es tritt auf, wenn das Dokument mithilfe des SDK-Objekts "WordprocessingDocument.Open(EntityProvider.GeneratedFilePath, true)" geöffnet wird.

I18N-Probleme

- 36131 Ein bekanntes SMI-Problem besteht darin, dass Daten, die von einer Anwendereingabe oder von einem Download von Cloud Commons stammen, nicht lokalisiert sind. Dazu gehören:
 - Servicenamen
 - Servicebeschreibungen
 - Namen von Providern und andere Informationen
 - Kategorienamen
 - Anwenderdefinierte Attribute und Werte für diese Attribute
 - Kapazität
 - Funktionalität
 - Metriknamen
 - Allgemeine Fehler wie SQL-Fehler, die direkt aus der Datenbank kommen, Java-Fehler etc. werden angezeigt, so wie sie sind.Was liegt übersetzt vor:
 - SMI-Modell einschließlich Namen und Beschreibungen von CharakteristikaDas SMI-Modell ist übersetzt, wenn die Daten für den Anwender sichtbar sind. Dazu gehören:
 - Namen und Beschreibungen von Charakteristika
 - Maßeinheiten
 - Indikatoren
 - Spaltennamen für die Anzeige des Service-Grid
 - Fehlermeldungen
 - Fehlermeldungen sind übersetzt für:
 - SMI-generierte Fehler
 - Fehler aus in der Datenbank gespeicherten Vorgängen und Funktionen
 - Meldungen und Aufforderungen, die auf der Benutzeroberfläche angezeigt werden
 - Benutzeroberfläche
 - Alle für den Anwender sichtbaren statischen Zeichenfolgen sind übersetzt.
- N/A Ein bekanntes Problem besteht darin, dass CA Business Service Insight-Daten in einem PDF-Dokument, das anhand eines Booklets erstellt wurde, in Japanisch unlesbar sind.
- N/A Ein bekanntes Problem besteht darin, dass englische Fehlermeldungen anstatt übersetzter Fehlermeldungen angezeigt werden, wenn ein Business-Logik- oder Übersetzungs-Skript Fehler aufweisen.

- N/A Ein bekanntes Problem besteht darin, dass Text auf der X-Achse einer TeeChart-Grafik unlesbar ist, wenn der Client Japanisch und das Betriebssystem Windows auf Englisch ist.
- N/A Ein bekanntes Problem besteht darin, dass bestimmte Dialogfelder, mit Diagrammen statt auf Japanisch auf Englisch angezeigt werden.
- N/A Ein bekanntes Problem besteht darin, dass japanische Zeichen in Excel aus einer Datei, die nach .csv exportiert wurde, falsch angezeigt werden.
Lösung:
 1. Öffnen Sie "Excel".
 2. Klicken Sie auf "Daten".
 3. Klicken Sie auf "Aus Text".
 4. Gehen Sie auf "Durchsuchen" und wählen Sie die .csv-Datei.
 5. Im Bereich "Ursprünglicher Datentyp" wählen Sie die Option "Getrennt – Zeichen wie z.B. Kommas oder Tabulatoren teilen Felder" aus.
 6. Klicken Sie auf Weiter.
 7. Wählen Sie unter dem Abschnitt "Trennzeichen" die Option "Komma" aus.
 8. Klicken Sie auf "Beenden".

Berichtsprobleme

- N/A Wenn eine große Anzahl von Berichten (über 20) parallel generiert wird, kann sich die Benutzeroberfläche aufhängen.
- N/A Die Funktion zur Suche in Freiform-Parametern wird nur in Oracle-Datenbanken unterstützt.
Lösung: Wenn Sie Freiformen haben, die auf eine Datenbank zugreifen, die nicht Oracle ist, legen Sie den Konfigurationsschlüssel (ff_report_max_search_results) auf "-1" fest.

SMI Issues

- N/A
Es ist ein bekanntes Problem, dass Übersetzungsskripte im SMI-Paket ein bestimmtes Datumsformat erwarten. Das Format basiert auf dem Anwender "sadmin" mit seinen Standardwerten. Wenn die Anwendereinstellungen von "sadmin" geändert werden, könnte dies dazu führen, dass die Übersetzungsskripte fehlschlagen.
Um dies zu verhindern:
Wenn ein SMI-Paket verwendet wird, stellen Sie sicher, dass Sie den Anwender "sadmin" mit seinen Standardwerten verwenden.
Hinweis: Im Allgemeinen empfiehlt CA dringend, den Anwender "sadmin" nicht für laufende CA Business Service Insight-Verwendungen zu verwenden. Erstellen Sie bestimmte Anwender, die entweder auf dem Anwender "sadmin" oder die auf andere integrierte Anwender basieren.
- N/A
Aktivierte Kontrollkästchen werden nicht beibehalten, wenn Sie Seiten verlassen.
Wenn auf der Seite "Serviceübersicht" mehr als eine Serviceseite angezeigt wird, möchten Sie möglicherweise ein Trenddiagramm für die Service anzeigen, die nicht auf der gleichen Seite zu finden sind. Wenn Sie jedoch ein Kontrollkästchen auf einer Seite aktivieren und dann auf eine andere Seite wechseln, wird die Auswahl gelöscht. Diese Einschränkung führt dazu, dass Sie kein Trenddiagramm für Services anzeigen können, die nicht auf der gleichen Seite angezeigt werden.
- N/A
Einschränkungen bei der Anzeige von übergeordneten/Untergeordneten Services.
Einige erkannte Services werden möglicherweise auf der Seite "Serviceübersicht" mit einer übergeordneten bzw. untergeordneten Beziehung angezeigt. Dies ist der Fall, wenn ein Service geschachtelt innerhalb eines anderen Services liegt. Wenn Sie Ihren Service auf der Seite "Serviceerkennung und -Management" verwalten, können Sie entweder einen übergeordneten oder untergeordneten Service auf "Verwaltet" oder "Nicht verwaltet" setzen. Service, die auf "Verwaltet" gesetzt sind, werden auf der Seite "Serviceübersicht" angezeigt. Es liegt ein bekanntes Problem bei der Anzeige von geschachtelten verwalteten Services vor.
Wenn Sie einen übergeordneten Service auf "Nicht verwaltet" festlegen, werden in der hierarchischen Ansicht auf der Seite "Serviceübersicht" weder der übergeordnete noch der untergeordnete Service angezeigt. Wenn Services jedoch gefiltert werden, wird eine flache Liste der Services (ohne Hierarchie) angezeigt. Die Auflistung enthält verwaltete untergeordnete Services von nicht verwalteten übergeordneten Elementen. Dabei handelt es sich um eine bekannte Beschränkung des Produkts, die in einer zukünftigen Version bearbeitet wird.

■ N/A

Fehler beim Wechseln eines Dienstes von "Verwaltet" zu "Nicht Verwaltet"

Nachdem Sie einen Service mit den Funktionen der Seite "Serviceerkennung" erstellt haben, oder mit einem erkannten Service gearbeitet haben, wird möglicherweise eine Fehlermeldung angezeigt, wenn Sie den Service von "Verwaltet" auf "Nicht verwaltet" ändern. Dazu kommt es nur, wenn Metriken für den Servicevergleich auf "An" und der Service auf "Verwaltet" gesetzt werden.

Wenn Sie die Metriken für den Servicevergleich auf "An" setzen, wird ein SMI-Vertrag automatisch für den Service erstellt. Der Service kann nicht "Nicht verwaltet" sein, bis die Verknüpfung mit dem SMI-Vertrag entfernt wird.

Es kann zu folgendem Szenario kommen, in dem der Fehler auftritt:

- Sie erstellen einen Service und setzen die Metriken für den Servicevergleich auf "An" und den Service auf "Verwaltet".
- Öffnen Sie zu einem späteren Zeitpunkt die Seite "Serviceerkennung und -Management", und versuchen Sie, den Service auf "Nicht verwaltet" zu ändern, indem Sie die Option "Verwaltung aufheben" aus dem Menü "Serviceaktion" auswählen.
- Die Fehlermeldung "Serviceaktualisierung teilweise fehlgeschlagen für Service <Name>" wird angezeigt. Die Metriken für den Servicevergleich sind jetzt auf "Aus" gesetzt, der Service wird jedoch weiterhin als "Verwaltet" angezeigt. Dazu kommt es, da eine bis zu fünfminütige Verzögerung im System besteht, bevor der zugrunde liegende SMI-Vertrag gelöscht wird. Das Löschen des SMI-Vertrags wird automatisch ausgelöst, wenn die Metriken für den Servicevergleich auf "Aus" gesetzt werden.

Warten Sie zur Lösung des Problems ungefähr fünf Minuten und wechseln Sie dann zurück zur Seite "Serviceerkennung und -Management". Ändern Sie dort den Status des Services auf "Nicht verwaltet", indem die Option "Verwaltung aufheben" aus dem Menü "Serviceaktion" auswählen.

Die Meldung "Serviceaktualisierung erfolgreich für Service <Name>" wird angezeigt und der Service-Status wechselt auf "Nicht verwaltet".

Kapitel 4: Behobene Probleme

Dieser Abschnitt enthält die bekannten Probleme aus Vorgängerversionen von CA Business Service Insight, die in der aktuellen Version behoben wurden.

Behobene Probleme

Die folgenden Probleme wurden in dieser Version behoben.

1. Sicherheitsunterstützung
 - Unzulässige Zeichen wurden aus der URL entfernt.
2. Massive Leistungsverbesserungen wurden in folgenden Bereichen implementiert:
 - Metriklöschung
 - Vertragslöschung
 - Vertragsversionslöschung und -erstellung
 - Alarmservice-Verarbeitungs-Events
3. ACE1
 - Unnötige Neuberechnungen, die sich ungünstig auf Leistung und Stabilität auswirken, werden nicht mehr ausgeführt.
 - Beim Upgrade von einer Vorgängerversion von 7.0 oder 6.3 SR4 wird keine vollständige Neuberechnung mehr durchgeführt.
4. ACE2
 - Es werden keine inkorrekten Metrikerfassungen für Wiederverwendbarkeit von Events mehr durchgeführt.
 - Die JBoss-Protokolldatei nimmt weniger Speicherplatz in Anspruch.
 - Der Speicherverbrauch durch ACE2-Manager wird jetzt entsprechend ACE2-Benchmark-Ergebnissen angepasst, um die Auslastung zu optimieren.
5. Die Berichtsportalintegration ist in der aktuellen Version zugreifbar.
6. Event Management
 - Die senkrechte Bildlaufleiste des Baums funktioniert jetzt richtig.

7. Systemprotokollseite

- Die Seite "Metriklöschung" stürzt durch das Klicken auf die Suchschaltfläche nicht mehr ab.

8. Portfolio-Management

- Szenarien mit Entitäten (SD/CT) ohne Speicherort und Speicherorte ohne Entitäten wurden korrigiert.

Dieses Kapitel enthält folgende Themen:

[Datenbankprobleme](#) (siehe Seite 54)

Datenbankprobleme

- 36812 Einige Objekte (Index, Tabellen oder LOBs) wurden bezüglich internen Konventionen falschen Tablespace zugewiesen. Dieses Problem ist nun in Neuinstallationen und Aktualisierungen behoben.
Der Issue bezieht sich nur auf CA Business Service Insight-Objekte, nicht auf kundenerstellte Objekte oder auf Objekte, die der Kunde verschiebt.
- N/A Unterschiede in den Eingangsparametern (wie "audit_trail") von Oracle 10- und Oracle 11-Datenbanken sind behoben. Die gleichen Parameter werden jetzt in beiden Oracle-Datenbanken verwendet.

Kapitel 5: Dokumentation

Dieser Abschnitt enthält Informationen zur aktuellen Dokumentation.

Die aktuellste Dokumentation finden Sie auf der CA Support Online-Website unter <http://support.ca.com>, wo Sie das aktuellste Bookshelf anzeigen oder herunterladen können.

Dieses Kapitel enthält folgende Themen:

[PDF-Handbücher](#) (siehe Seite 56)

[Bookshelf](#) (siehe Seite 57)

[Versionsnummern](#) (siehe Seite 57)

[Acknowledgments](#) (siehe Seite 59)

PDF-Handbücher

Die folgenden PDF-Handbücher stehen für dieses Produkt zur Verfügung:

- Installationshandbuch (*CA Business Service Insight Installation Guide.pdf*)
- Handbuch zu vordefiniertem Inhalt (*CA Business Service Insight Predefined Content Guide.pdf*)
- Versionshinweise zu vordefiniertem Inhalt (*CA Business Service Insight Predefined Content Release Notes.pdf*)
- Administrationshandbuch (*CA Business Service Insight Administration Guide.pdf*)
- Webdienst-API-Referenzhandbuch (*CA Business Service Insight Web Service API.pdf*)
- Handbuch zur Business Intelligence-Schnittstelle (BI) (*CA Business Service Insight BI Interface Guide.pdf*)
- Versionshinweise zur Business Intelligence-Schnittstelle (BI) (*CA Business Service Insight BI Interface Release Notes.pdf*)
- SDK-Referenzhandbuch (*CA Business Service Insight SDK Guide.pdf*)
- Versionshinweise (*CA Business Service Insight Release Notes.pdf*)
- Drittanbieterhinweise (*CA Business Service Insight Third Party Acknowledgments.pdf*)

Um PDF-Dateien anzuzeigen, laden Sie Adobe Reader von der Adobe-Website herunter und installieren dieses Programm, sofern es nicht bereits auf Ihrem Computer installiert ist.

CA Business Service Insight umfasst auch ein HTML-basiertes Modul der Online-Hilfe. Die Online-Hilfe ist in die Benutzeroberfläche integriert und bietet Unterstützung bei allen im Produkt verfügbaren Aufgaben. Die Online-Hilfe ist auch im CA Business Service Insight-Bookshelf zu finden. Die aktuelle Version des Benutzerhandbuchs und anderer Dokumente befindet sich auf der Website von CA Support.

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Auf der Seite des technischen Supports von CA Support Online (<http://support.ca.com>) finden Sie eine ZIP-Datei zum Download, die das vollständige und aktuellste Bookshelf enthält.

Für weitere Informationen zur Verwendung der Bookshelf-Funktionen klicken Sie auf "CA Bookshelf-Navigation" am unteren Ende des Bookshelf-Hauptfensters. In diesem Thema werden das Layout des Bookshells und die verschiedenen Suchoptionen erklärt.

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ActiveMQ 5.3.0

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-- activemq-web

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2001-12-12

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== For the xstream library

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- *
- */"

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Jersey 1.1.5

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*

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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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It is also influenced heavily by MochiKit's `serializeJSON`, which is copyrighted 2005 by Bob Ippolito.

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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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