

CA Business Service Insight

Release Notes

8.2



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Chapter 1: Introduction

This document contains the release notes for CA Business Service Insight 8.2. The following chapters describe the release in detail and provide other information that supplements the main documentation.

This release improves quality, reliability and performance and is internationalized / localized to eight languages and adds new functionality.

Chapter 2: Oracle Client

Install the Oracle client listed here before you install CA Business Service Insight for the first time and before you upgrade to version 8.2.

Note: We support the 32 bit client only.

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

Notes:

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

Chapter 3: Enhancements

This section describes the enhancements that were introduced in this fix.

Internationalization and Localization Support

- CA Business Service Insight 8.2 has been internationalized / localized to support these additional languages:
 - Chinese (simplified)
 - Japanese
 - Portuguese (Brazilian)

The full list of supported languages is:

- Chinese (simplified)
 - English
 - French
 - German
 - Italian
 - Japanese
 - Portuguese (Brazilian)
 - Spanish
- The languages have been added to the Client, Adapter Components, and Booklet add-in installations and are imported automatically.
 - The installer enables installation of CA Business Service Insight in all of the supported languages.
 - The default language is determined by the system locale.
 - T-Chart is upgraded to version 2011 to support localization.
 - A double-byte script-editor is included to enable defining entities in double-byte languages.

New Script Editor

The new script editor enables you to define names in double-byte languages such as Japanese and Chinese (simplified).

You may continue to use the standard script editor if required.

ACE

Time Zone Tool

All metrics migrating into ACE2 must have time zone definitions.

The ACE Time Zone Tool launches during application server installation as part of the ACE database migration and upgrade process.

The tool displays a warning notice when any metric in the system contains a time zone definition without a corresponding time zone name. A note also appears in the Installation Log.

The tool creates a log file (%OG_HOME%\ bin) and writes a warning to the log table when it fails due to database connection problems.

Customer Commitment

20524672 - ACE Management Display

A note is added to explain the meaning of the 'I' icon to help clarify the display in the Instance Management screen.

JBoss 7.1.1

CA Business Service Insight version 8.2 uses JBoss version 7.1.1 with changes to a small amount of code. The changes have been manually merged into the 7.1.1 code to enable configuration of the thread pool.

The changes (\Fixes\PooledConnectionFactoryService.java) start with:

Begin CA BSI code change

The changes end with:

End CA BSI code change

Catalyst Connector

The current release of CA Business Service Insight supports the Catalyst version 3.2.

Contracts & Contract Parties

Lists all Contracts & Contract Parties

The connector exposes all Contracts & Contract Parties.

Creates Alert

The connector creates an alert when the aggregate status of the Contracts or Contract Parties changes.

- Each Contracts and Contract Party has the aggregate status for SLA. One initial Alert is created when the connector starts up. The Alert is updated when the aggregate status changes.

Expose URL

The Catalyst Connector exposes the URL to enable “launch in context of a Contracts or Contract Party to BSI report”.

- The report link for the Contracts or Contract Party is included in the Alert. Users can open the report page to see the details of the Contracts or Contract Party. The user must login the first time.

Get Relationships

The Catalyst Connector now lists these relationships.

- The relationship between a Contract and Service.
- The relationship between a Contract and Contract Party.

Metric Names and Values

Get metric names and values

- Gets available metrics by particular contract or service, using the Catalyst GetAvailableMetrics method.
- Gets metric values by particular contract or service, using the Catalyst GetMetricValues method.
- Gets available metrics by the combination of contract and service, using the Catalyst GetAvailablePathMetrics method.
- Gets metric values by the combination of contract and service, using the Catalyst GetMultipleMetricsValues method.

Create Alert when the metric status is changed

- One initial Alert is created for each metric when the connector starts up; it contains the initial status of the metric
- The Alert is updated when the metric's compliance status changes from "compliant" to "in violation" and vice versa.

Content Transfer

This section describes the new Content Transfer Features of CA Business Service Insight.

New Content Transfer Entities

These entities are now supported by the Content Transfer function.

- Adapter
- Booklet
- Contract Current Status
- Contract Template
- Contract Template Security
- Data Loading Form
- Service Level Template
- Service Level Template Security
- Template Folder
- Template Library
- Template Library Security
- Timeslot Template

Template Transfer Tree

- Content Transfer now supports the complete template tree structure.

- Contract Template

Related entities are:

- Service Domain
- Domain Category
- Time zone
- Unit
- Event type
- Resource Type
- Resource
- Resource Group
- Resource Group Tree
- Custom Attribute
- Documents
- Business Logic Module
- Template Library
- Template Folder
- Security / Service Level Template Security (when transferring security and template setting is set to “Y”).
- Predefined Reports

Document:

- Booklet Template (RTF)
- Booklet Template (DOCX)

Note: Contract Transfer supports committed templates only.

Note: No non-version entities are allowed.

Note: Templates can be linked to different parents. Content transfer transfers all template links and the related tree structure.

- Contract Template Security

Related entities:

- Selected Contract Party
- Contract Party Group

Note: Security transfers only when the source system and the target system use “Restricted” Security mode.

Note: Security uses its parent name. “Rename” is not supported.

- Service Level Template
 - Related entities:
 - Service Domain
 - Domain Category
 - Time zone
 - Unit
 - Event type
 - Resource Type
 - Resource
 - Resource Group
 - Resource Group Tree
 - Custom Attribute
 - Documents
 - Business Logic Module
 - Template Library
 - Template Folder
 - Contract Template Security / Service Level Template Security (when transferring security and template setting is set to “Y”).
 - Note:** Contract Transfer supports committed templates only.
 - Note:** No non-version entities are allowed.
 - Note:** Templates can be linked to different parents. Content transfer transfers all template links and the related tree structure.
- Service Level Template Security
 - Related entities:
 - Selected Contract Party
 - Contract Party Group
 - Note:** Security transfers only when the source system and the target system use “Restricted” Security mode.
 - Note:** Security uses its parent name. “Rename” is not supported.
- Template Library
 - (supports the related entity Template Library Security when the Template setting parameter is set to “Y”).
- Template Library Security
 - Related entities:
 - Selected Contract Party
 - Contract Party Group
 - Note:** Security transfers only when the source system and the target system use “Restricted” Security mode.
 - Note:** Security uses its parent name. “Rename” is not supported.

- **Template Folder** (supports the related entity Template Library). An identical name is permitted when the folder is in a different Template Library. The folder lists parent information in the Content Transfer wizard.

Templaet Security Enhancement

This section describes two enhancements to Template Security.

- **Template Library Security transfer.**
- **Library and Template are related entities to Security.** The option to transfer Security while transferring Library or Template is now available.

You can configure the options in Administration, Site Settings, Advanced, Content Transfer, then:

- a. **Template security with Template Library, Contract Template, Service Level Template (Y/N).**
 - Select "Y" or "N".
- b. **Template Library Security transfer save option: (A/I/N).**
 - Select "A", "I", or "N".

Example

On the source, TempLib1 is accessible by CP1 and CP2; on the target Lib1 is accessible by CP1, CP2, and CP3. ContractTemplate1 (beneath TempLib1) is accessible by CP1 and CP3.

Source	Target
TempLib1(CP1, CP2)	■ TempLib1(CP1, CP2, CP3) ■ Contract Template1(CP1, CP3)

Option N: Do not apply security to included items.

The job fails. In the target, Contract Template1 has CP3 which is out of the scope of the parent security.

Option A: Apply security to included items.

TempLib1 security transfers as TempLib1(CP1, CP2).

ContractTemplate1 security transfers as ContractTemplate1(CP1, CP2).

Option I: Intersect security to included items.

TempLib1 security transfers as TempLib1(CP1, CP2).

ContractTemplate1 security transfers as ContractTemplate1(CP1).

Customer Issues / Requests

These customer requests have been implemented in version 8.2.

20318858	When you schedule an adapter, a start time and a duration display on the schedule screen. However, the "duration" did NOT match the Microsoft scheduled task duration. The reason was because it is NOT a duration, it is a stop time. 11:00 is not a duration of 11 hours; it is a stop time of 11:00 o'clock. The adapter scheduler screen option is now "stop time" instead of "duration".
20489014	Widget border and title display. You can now set the display options for the widget border and the title independently.
20524672	ACE Management Display. To clarify the display in the Instance Management screen, an explanation of the "I" icon is added.
20525515	Remove DEVIATION TAG on the dashboard. For dashboard widgets, you can now set which parameters to display: the measurement, deviation, border and the threshold option. In addition, you can show or hide the widget border. 1. Right-click the widget to open the settings dialog. 2. On the general tab, select the settings to display. 3. On the calculation tab, select the threshold type and whether the threshold refers to the deviation or to the measurement.
20994301	Can now save Notes from Word directly to the system using an enhanced docx plugin.
20994336	Can now view notes in the CA Business Service Insight UI
N/A	"Culture ID" added to user details in the translation script to enable user to define the culture being used.
N/A	Support for adding Time Zone information for exceptions In Translation Scripts to enable users to define the exception's time zone.

Database

- The alter_system.log file is no longer created in clean installations. The following logs are created:
 - An Oracle log file is created while creating the database instance
 - Build_TBS_Users.log
 - build_schema.log
- New Switches in clean installations. When running databases manually using main.bat, two new switches are available.

-so

(Schema only). The "schema only" switch assumes that the instance currently exists and that it includes roles, users, privileges and tablespaces. Installation only creates entities as the schema user (such as oblicore). Other entities are not created.

-ns

(No schema). The switch "no schema" (-ns) creates the Oracle instance and tablespace, system privileges, roles, and Oracle users. The switch does not create the same objects that the -so switch creates.

Note: The switches are supported only on Windows.

- As of version 8.2, in both clean installs and upgrades, each new tablespace is created with a default size of 10MB. Size increases are in 10-MB increments, are autoextensible and are unlimited in total size.
- The path of all Oracle executables (dbca, netca, and sqlplus) is present in the start_parameters.ini file. Therefore, we are not dependent upon the path in the environment variable path. The "independence" prevents problems that such dependence causes and enables using Oracle_home in calls to dbca, netca, and sqlplus.
- The parameters "background_dump_dest", "core_dump_dest", and "user_dump_dest" now point to the following predefined, correct locations:
 - \$OBLICORE_ROOT/Oblicoredb/admin/b_dump,
 - \$OBLICORE_ROOT/Oblicoredb/admin/c_dump
 - \$OBLICORE_ROOT/Oblicoredb/admin/u_dump
- The Adump directory has been created under admin; the audit_trail_dest parameter points to the directory.

Upgrade Log Files

When you upgrade from previous versions, CA Business Service Insight generates two log files:

OG8.xMigration.log

- The OG8.xMigration.log file is always present and always contains the entries of the last run only.
- For the first upgrade (or when no log files from a previous upgrade exist) all upgrade log entries are written here. No other log file is present upon completing the first upgrade.
- Starting at upgrade #2 (or whenever the log file OG8.xMigration.log already exists) the contents of this file are moved and appended to the OG8.xMigrationHist.log file before the upgrade begins.

OG8.xMigrationHist.log (upgrade history)

- The file OG8.xMigrationHist.log is a historical upgrade file; it is created at the second upgrade and contains the entries of all upgrades previous to the current upgrade.
- At the beginning of each subsequent upgrade, the contents of OG8.xMigration.log (the previous upgrade) are moved and appended to this file.

Hide Password

Passwords in database connection strings can now be hidden and encrypted using password placeholders.

You can hide passwords in these locations/objects/strings:

- Connection string segments in SQL Adapters
- Data Loading Form connection strings
- Free Form report connection strings
- Query Builder in SQL Adapters
- SQL Adapter connection strings
- SQL adapter test-connection strings

Installation, Migration, Configuration

- To reduce the user interaction that is necessary to install and configure the system, a number of third-party prerequisites are now integrated with the installer.

- Microsoft .NET 4.0
- ODP.NET (11.2.0.3)
- JAVA: 1.6.0 Update 16
- JBOSS: JBOSS is upgraded to JBOSS 7.1.1

The JBOSS Installation tool is no longer required. The JBOSS package is distributed on a third-party CD which is required during the installation.

Internationalization and Localization Support

- CA Business Service Insight 8.2 has been internationalized / localized to support these additional languages:
 - Chinese (simplified)
 - Japanese
 - Portuguese (Brazilian)

The full list of supported languages is:

- Chinese (simplified)
 - English
 - French
 - German
 - Italian
 - Japanese
 - Portuguese (Brazilian)
 - Spanish
- The languages have been added to the Client, Adapter Components, and Booklet add-in installations and are imported automatically.
 - The installer enables installation of CA Business Service Insight in all of the supported languages.
 - The default language is determined by the system locale.
 - T-Chart is upgraded to version 2011 to support localization.
 - A double-byte script-editor is included to enable defining entities in double-byte languages.

Roles

After you perform a clean installation of CA Business Service Insight, only one role is present (under Administration/User Management/Roles): the Insight Super Administrator.

Note: Only the Insight Super Administrator role is localized.

Roles Package

You can load additional roles from the roles package. In addition, you can create roles as required.

Follow these steps:

1. Go to the Support site and download the package "CA Business Service Insight Predefined Roles r8.2".

The Package includes the following files:

- rolesPackage.bat
- rolesPackage.sql in the BSI installation folder.

2. Double-click the rolePackage.bat file.
 - a. Fill in the user name, password, and database name.

Initial Data

CA Business Service Insight is installed with initial (seed) data. Seed Data in BSI are English strings loaded into database during the BSI setup. Seed data includes entities such as seconds, US Dollar, various templates, functions, reports, scripts, Insight Super Administrator, and all the entities in the Initial Data table.

As of version 8.2, these entities cannot be edited or otherwise modified directly. Their corresponding edit icons are disabled. Users can duplicate these units, modify them as required, and save them with another name. Initial data is localized.

This table presents a list of initial data objects and their locations in the GUI menu.

Item	Menu Location	Initial Data
ACE - Calculation Policies	Administration / ACE Management/ Calculation Policies	Default/Clustered Metrics

Item	Menu Location	Initial Data
Admin Reports	Reports / Reports Folders / Admin Reports	■ Admin - Data Loading Forms - Show pending records ■ Admin - Schedules status ■ Admin ACE2 - Analyzed Changes ■ Admin ACE2 - Calculation Schedule ■ Admin ACE2 - Calculation Schedule by Contract ■ Admin ACE2 - Current Calculation Status ■ Admin ACE2 - Current Calculation Status by Contract ■ Admin ACE2 - Workers Queue Monitoring ■ Admin Misc - Adapters Status ■ Admin Misc - Alert Profiles Per Recipient ■ Admin Misc - Resource Information ■ Admin Misc - SLALOM Runtime Errors ■ Admin Misc - System Configuration ■ Admin Misc - System Statistics ■ Admin PSL - Calculation Status ■ Admin PSL - Calculation Status by Contract ■ Admin PSL - Cycle Status ■ Admin PSL - Data Purge - History ■ Admin PSL - Data Purge - Status ■ Admin PSL - Future Calculation ■ Admin PSL - Future Calculation Summary ■ Admin PSL -Number of Metrics Req Recalculation ■ Admin PSL -Number of Metrics Req Recalculation (Graph) ■ Admin Sec - User Permissions
Admin DB Reports	Reports / Reports Folders / Admin DB Reports	■ Admin DB - Database Objects Analyze Status ■ Admin DB - Oracle Parameter List ■ Admin DB - Tables Indexes ■ Admin DB - Tablespaces Status ■ Admin DB - Tablespaces Usage

Item	Menu Location	Initial Data
Alert Devices	Reports / Alerts / Alert Devices	■ Command Line ■ E-mail ■ Popup ■ SMS
Business Logic Modules	Design / Foundations Entities / Business Logic Modules	■ Quick Metric Average ■ Quick Metric Count ■ Quick Metric Filtering ■ Quick Metric Mapping ■ Quick Metric Maximum ■ Quick Metric Minimum ■ Quick Metric Sum
Business Logic Templates	Design / Foundations Entities / Business Logic Templates	■ SLALOM Framework Template
Change Sets	Design/Resources/ Changes Sets	Default Change Set Note: This edit icon is enabled. The name and the description “Default” cannot be edited. However, the “Default Effective Date” and the “Status” can be edited.
Document Repository	Administration / Document Repository	■ SLA Template ■ Booklet Template (DOCX) ■ Booklet Template (RTF)
Functions	Design / Foundation Entities / Functions	■ Average ■ Count ■ Maximum ■ Minimum ■ Sum

Item	Menu Location	Initial Data
Predefined Reports	Reports / Reports Folders / Predefined Reports	■ All Metrics Report (current month) ■ All Metrics Report (last month) ■ Service Level by Metric vs. Target (current month) ■ Service Level Compliance (current month) ■ Service Level Compliance (last month)
Roles	Administration / User Management / Roles	Insight Super Administrator
Service Domains	Design / Foundation Entities / Service Domains	Generic Formulas
Time Zones	Administration / Site Settings / Time Zones	GMT
Translation Script	Design/Translations / Translations Scripts	Default Translation Script
Translation Tables	Design/Translations / Translation Tables	Default Translation Table
Units	Design / Foundations Entities / Units	■ # ■ % of payment ■ BPS ■ Euro ■ Hours ■ Japanese Yen ■ Minutes ■ Percent ■ Pounds ■ Seconds ■ Swiss Francs ■ US Dollars

UI Changes

The User Interface is now translated into Administration/User Management/Role (see [supported languages](#) (see page 12)).

Advanced Settings

Each node and child node in the Advanced Settings menu items are localized. Parameter names and tool tips are in the localized language.

Note: The parameter values are not localized.

Reports

Report names, folder names, descriptions, tooltips, and some labels for the following report folders are localized:

- Admin Reports
- Admin DB Reports
- Predefined reports

The following views are localized:

- Create shortcut
- Generate report with Tee Chart
- Report Folder menu
- Report List (report name, description and tooltip)
- Report Wizard (Initial data for service domain and domain category)
- Root Folder

T-Chart

T-Chart is upgraded from 2010 to 2011. In addition, the report name and the report legend are localized.

Script Editor

CA Business Service Insight enables using either of two script editors. The setting is located at:

Administration, Site Settings, Advanced, System, Use Rich Script Editor.

Editor	Setting	Description
Plain text editor	N	Supports double byte languages such as Japanese and Chinese. Enables users to create entities such as resources or event types from a script and to write entity names in double byte languages.
Rich script editor	Y	Supports Western languages only.

There are 5 pages containing Script Editor Controls:

- Translation Script Details Page
- Integration Script Details Page
- Business Logic Modules
- Metric Details Page
- Business Logic Templates

ITPAM Operators

In order to integrate CA Business Service Insight with customers' existing ITPAM processes, CA provides customized the SOAP call, ITPAM operators. For more information see the CA Business Service Insight SDK Guide. Refer to the section Open API, ITPAM Operators.

New ITPAM Operators

- Easier Installation
- Improved Solutions and Integration Capabilities
 - CA Business Service Insight Objects are now exposed through Catalyst to enable easy integration
 - New ITPAM operators enable CA Business Service Insight to be part of automation across various CA products such as Catalog, SD, Clarity.
- Supportability
 - Password Hiding
 - Password Hiding
- Additional Content Transfer Entities

Password Utility

The Password Utility enables you to hide and encrypt passwords in database connection strings. Until now they were always visible.

The Password Utility enables you to:

- Hide a password and use a placeholder instead.
- Update passwords for database connections from a central location.
- Update the Data Source (TNS name)
- Update passwords belonging to services
- Update the COM+ password

Note: The path to the Password Utility is
%OG_HOME%\Utilities\PassUpdate\PassUpdate.exe

- SQL Adapter Connection strings
- SQL Adapter Connection string segments
- Query Builder in SQL Adapter
- Test Cconnection Strings in SQL Adapter
- Connection Strings in Free-form Reports
- Connection Strings in Data Loading Forms

Supportability

In order to simplify system installation and configuration the following third party prerequisites are now integrated into the installation procedure.

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

The JBoss installation Tool is no longer required. The JBoss package is now distributed on a third party CD which must be present during installation.

- ACE Transition Service

The ACE Transition service enables you to migrate metrics from ACE1 into ACE2 without requiring you to maintain the original ACE1 instance.

Upgrade Path

The supported upgrade paths for version 8.2 are:

- 7.0 SP1
- 8.0
- 8.0.1
- 8.1
- 8.1.1

Chapter 4: Known Issues

This section contains the known issues detected in CA Business Service Insight 8.2 and if available, workaround solutions. The issues are discussed in two sub-sections:

- CA Business Service Insight 8.2 issues: These are issues that were detected in the current version.
- Previous versions issues: These are issues from previous versions and are still applicable to the current version.

This section contains the following topics:

[CA Business Service Insight 8.2 Issues](#) (see page 31)

[Previous versions issues](#) (see page 33)

CA Business Service Insight 8.2 Issues

This section discusses the issues that were detected in this version.

ACE Issues

38282	Migration of thousands of metrics from ACE1 to ACE2 sometimes results in errors. Workaround: In large systems, migrate the metrics in chunks of 1000 until you complete migration of all the metrics.
38284	When a receiver task tries to launch its calculation, it is sometimes blocked because it's sender task hasn't progressed enough in its calculation. This is a valid case however, an error is written to the log with the following text: Error: "#111 the calculation dates boundaries for task X are invalid Dates: [Z - Y]." Note: The message is written many times until the receiver is able to start calculation. The error message can be ignored.

Initial Data Report Scheduling

As of version 8.2 initial data entities cannot be edited or otherwise modified directly and their corresponding edit icons are disabled.

As a result, Predefined Reports, Admin Reports, and Admin DB Reports cannot be scheduled directly.

To workaround this issue, follow these steps:

1. Select the report and right-click.
The available options display.
2. Select "Duplicate".
The Properties dialog displays.
3. Save the report / booklet with a different name.
4. Open the duplicated report.
5. Click Scheduling, Edit to schedule the duplicated report.

Database Jobs

- 37519 Customers sometimes disable database jobs because they refer to features that area irrelevant for that specific customer.
- In some versions (not all) before version 8.2, the designated database login user and designated privileged user were oblidbadmin. In the current version, database jobs are created so that the designated database login user and designated privileged user are Oblicore.
- When upgrading to version 8.2, all current jobs (10) created under schema Oblicore or oblidbadmin are automatically removed and are resubmitted under the user Oblicore. As a result, disabled jobs become active.
- Therefore, redisable all jobs that were deliberately disabled in the past.
- To disable the jobs, we recommend that you set the 'broken' attribute and not delete the job altogether. During future migrations, missing jobs can be recreated automatically.

Example:

```
-- 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;
```

Previous versions issues

This section discusses issues from previous versions that are still applicable to this version.

ACE Issues

29339	When a metric is registered to a very large number of resources (thousands), running business logic scope on the metric may fail with an internal error.

34711 32248	ACE2 doesn't support the features below. There is no plan to support them in the future. ■ Static Clustering ■ Forecast ■ Registration by event type
35645	There is a known issue in which migration of archived metrics from ACE1 to ACE2 fails. To resolve: Contact Support for a DB script to take the contract out of ACE2.
34125	ACE2 does not support the calculation of quick metrics. To resolve: Do not assign quick metrics to ACE2; by default their Contract Party is assigned to ACE1. Do not change the assignment.
36104	After a purge completes an entry is added each minute to t_purge_history, for all completed purges, until the job that runs at midnight cleans the table.
34818	When creating a new contract that contains a new metric and assigning a calculation policy that is different than the default one to the metric, the new calculation policy is overridden by the default calculation policy when performing a commit. To resolve: Assign the policy after the commit.
35611	When migrating metrics from ACE1 to ACE2 that were changed manually in the database to switch off granularities, errors are thrown during the calculation of the metrics.
32644	An archived contract is not calculated after an "Undo archive" action is performed when the data of the archived contract was purged.
N/A	When metrics assigned to ACE2 are later set to be forecast, they are not migrated back to ACE1 correctly. To resolve: First migrate the metric to ACE1, and then set it to be forecast.
N/A	The metric list does not show a registration error indication for metrics that include registration errors in the business logic module and therefore are not calculated. To resolve: Contact Support to receive a query that indicates such cases.

N/A	Contracts containing metrics that use uninitialized time zone names cause ACE2 to block all newly committed contracts even if the problematic metric is not committed. To resolve: Initialize the time zone names once the error occurs.
N/A	'Admin PSL - Data Purge - History' doesn't display data correctly and contains incorrect values following a raw data purge.

Adapters Issues

N/A	Using the '<' character in a query in an SQL adapter, results in an error when clicking Test Query

API Issues

N/A	The API does not work on a proxy environment.

Booklets: Generate to PDF

N/A	There is a known limitation when attempting to generate a PDF document from a DOCX booklet. CA Business Service Insight generates an error message instead of PDF output.

Business Logic Modules Issues

N/A	Errors are generated into the log by metrics that use revised modules. Calculations will not be made until the module version changes from pending to effective.

Content Transfer Issues

32495	The order of custom attributes in a contract is not kept after transferring the contract from the source to the local environment.
34308	Content Transfer does not always explicitly identify which resource in a batch transfer caused a failure.

34966	Fee and Seats null values in a contract are not kept after transferring the contract from the source to the local environment. If the values are decimal integers or pure integer, the values that transfer are the integer without the decimal or the pure integer.
36172	When transferring a simple report grouped by metric or timeslot, the colors of series in the report on the local environment does not always match colors defined in the source report.
36276	If a metric uses the Tools.SendEvent method, the metric can fail during ACE calculation when it calls this method, because the resource and / or event type are not always in the local environment. The failure occurs when the resource or event type is not mentioned directly in the contract (in metric registration for example) and the resource did not exist in the local environment before the transfer of the contract.
37221	When the mouse cursor touches the metric threshold tab of a contract (in source) the metric can be marked as changed without actual change.
N/A	Content transfer limitation: X.509 Certificate error. When the Oblisync X.509 certificate is installed but lacks the correct access permissions to be able to read the private keys, the result is a mis-function of Content Transfer. Errors result when trying to connect to the server for Content Transfer. Refer to Content Transfer, Potential Causes of Failure, X.509 Certificate, in the User Guide complete information and fix.

N/A

“Initial state entities” are entities created by CA Business Service Insight during installation and include units, roles, and others (see full list below).

Modifications to “Initial state entities” modifications done by the user before V8.x (first release of Content Transfer) are not recognized as "changed" by the Content Transfer Tool's migration script.

The complete list of initial data entities that the Content Transfer currently supports are:

Service Domains

- Generic Formulas (defined for Quick Metrics)

Domain Categories

(Under Generic Formulas: Service Domain)

(Defined for Quick Metrics).

- Count
- Average
- Maximum
- Minimum
- Sum

Time zones:

- GMT

Units:

- US Dollars
- Euro
- Pounds
- Japanese Yen
- Swiss Francs
- Percent
- Seconds
- Minutes
- Bps
- Hours
- % of Payment
- #
- Change sets

- Default

Business Logic Modules (defined for Quick Metrics)

- Quick Metric Filtering
- Quick Metric Mappings

Contract Management Issues

- 31138 Updating a metric from inactive to active after it was committed, which is an invalid operation, can be performed using the Set As button in the metric list page. The user should have been prompted that the operation is not allowed for the selected metric.

Database Issues

- 36171 Incorrect settings of the NLS_LANG parameter may result in a failed installation (schema creation error), ORA-01843 errors and/or other errors when installing the database.

To resolve:

1. Determine the character set to use for your database instance.

CA Business Service Insight 8.2 supports both the AL32UTF8 and the WE8MSWIN1252 character sets.

- CA strongly recommends using the AL32UTF8 character set for new deployments.

Use of the WE8MSWIN1252 character set in your database instance prevents use of strings containing non-western European characters.

Note: For the database to store strings containing non-western European characters you must use the AL32UTF8 character set.

2. Set the NLS_LANG parameter.

You must use the identical parameter for the database instance and all CA Business Service Insight servers (Web, Application, Database).

The NLS_LANG parameter is made up of three parts: language, territory, character set. The format is: <language>_<territory>.<character set>.

Example_1: AMERICAN_AMERICA.WE8MSWIN1252

Example_2: AMERICAN_AMERICA.AL32UTF8

Notes:

3. The NLS_LANG parameter must be set in the registry prior to installation of the database instance. The exact location in the registry depends on the specific Oracle version installed and the OS. Refer to your Oracle documentation for the exact location.

- For specific information on how to set the NLS_LANG parameter refer to your official Oracle documentation.

- N/A There is a known issue where when migrating an Oracle 11g database from versions lower than 8.0, the migration process might fail due to incorrect value in the o7_dictionary_accessibility parameter.

To resolve:

1. Before running the migration, run the following query while connected to the database as "sysdba":

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

If the result is "FALSE", run the following commands to change it to "TRUE" (restart of the database is needed) in sql*plus while connected to the database as sysdba.

```
alter system set o7_dictionary_accessibility=TRUE scope=spfile;
```

```
shutdown immediate
```

```
startup
```

2. Make sure the parameter was changed by running the following command:

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

3. After running the migration successfully, run the following commands to change the parameter back to "FALSE" (restart of the database is needed) in sql*plus while connected to the database as sysdba.

```
alter system set o7_dictionary_accessibility=FALSE scope=spfile;  
shutdown immediate  
startup
```
 4. Make sure the parameter was changed by running the following command:

```
select value from v$parameter where name = upper('o7_dictionary_accessibility');
```
- N/A When running CA Oblicore Guarantee SQL scripts not via the supplied batch or shell files, the value of the nls_length_semantics parameter may be overridden for the duration of the current session by the configuration of the tool used to access the database. This may cause the character fields of newly created or modified tables to have the wrong length.
 - N/A The path to the folder under which the database files are created cannot contain spaces.

General Issues

- N/A Errors issued by the Content Transfer Tool, OMV, SMI and the ACE2 Manager component to the log are not available for alerts.

Enhanced Reporting

- N/A The Enhanced Reporting add-in for Word fails on Office 2007 and on Windows XP.
- N/A An error is generated when uploading a *.docx file containing an invalid, hyperlinked, URL (colored blue) to generate a new document repository. For example, the URL \\bhb@bhb\vgvvggv <file:///\\bhb@bhb\vgvvggv> would generate the error.

The issue is known and has been reported in the literature; it results when opening the document using the SDK object:
WordprocessingDocument.Open(EntityProvider.GeneratedFilePath, true)

I18N Issues

- 36131 There is a known SMI issue where any data that is a result of user input or download from Cloud Commons is not localized. This includes:
 - Service names
 - Service descriptions
 - Provider name and other information
 - Category names
 - User-defined attributes and values for these attributes
 - Capability
 - Functionality
 - Metric names
 - General errors such as SQL errors coming directly from database, Java errors etc. are displayed “as is”

What is translated:

 - SMI model including name and descriptions for characteristics.

The SMI model is translated if the data is being displayed to the user. This includes:

 - Name and descriptions of characteristics
 - Measures
 - Indicators
 - Column names for the service grid display
 - Error Messages

Error messages are translated for:

 - SMI-generated errors
 - Errors from database stored procedures and functions
 - Messages and prompts displayed by the user interface
 - User Interface
 - All the static strings displayed to the user are translated.
- N/A There is a known issue where CA Business Service Insight data in a PDF document, created from a booklet, is unreadable when printing Japanese text.
- N/A There is a known issue in which English error messages are shown instead of localized error messages when a Business Logic or Translation Script encounters an error.
- N/A There is a known issue where text on the x-axis of a TeeChart graphic is unreadable when the client is Japanese and the operating system is English Windows.

- N/A There is a known issue where some of the dialogs, which TeeChart issues, appear in English, instead of Japanese.
- N/A There is a known issue where Japanese characters are displayed incorrectly in Excel from an exported to csv file.
To resolve:
 1. Open Excel.
 2. Click Data.
 3. Click From Text.
 4. Browse to and select the csv file.
 5. Under the Original data type section, select "Delimited – Characters such as commas or tables separate each field".
 6. Click Next.
 7. Under the Delimiters section, select "Comma".
 8. Click Finish.

Reports Issues

- N/A When generating a large number of reports (> 20) in parallel the user interface may hang.
- N/A The feature that enables searching in Free-Form parameters is supported in Oracle databases only.
To resolve: If you have Free-Forms that access a database that is not Oracle, set the configuration key (ff_report_max_search_results) to -1.

SMI Issues

- N/A There is a known issue where the translation scripts in the SMI Package expect a specific date format. The format is based on the "sadmin" user with its default values. Changing the "sadmin" user preferences, may cause the translation scripts to fail.
To prevent:
When using the SMI package, make sure you are using the "sadmin" user with its default values.
Note: In general, CA strongly recommends not to use the "sadmin" user for ongoing CA Business Service Insight use. Create specific users either based on the "sadmin" user or on other users that come built-in.

- N/A Selecting a check box on a page, then navigating away erases the selection.

When more than one page of services displays on the Service Overview page, you may want to select to display a trend chart for services that do not appear on the same page. However, when you select a check box on one page and then navigate to another page, the selection is erased. This limitation restricts you from selecting to display a trend chart for two services that do not appear on the same page.

- N/A Display Limitation for Parent/Child Services.

Some discovered services may display in the Service Overview page with a parent/child relationship. This is the case when one service is nested within another. When you manage your services in the Service Discovery & Management page, you can set either a parent or child service to the "Managed" or "Un-managed" state. Services set to "Managed" display on the Service Overview page. There is a known issue with display of nested, managed services.

When you set a parent service to "Un-managed" both the parent and child services do not display on the Service Overview page in the hierarchical view. However, when services are filtered, a flat list of services (without the hierarchy) is displayed, which includes managed child services of an unmanaged parent. This is a known limitation with the product and will be addressed in a future release.

- N/A **Error When Changing a Service from Managed to Unmanaged**

After you create a service using features in the Service Discovery page, or work with a discovered service, you may encounter an error message when you change the service from "Managed" to "Unmanaged." This only occurs when Service Comparison Metrics are set to "on", and the service is designated as "Managed".

When you set Service Comparison Metrics to "on", an SMI contract is automatically created for the service. The service cannot be unmanaged until the association with the SMI contract is removed.

You may encounter the following scenario in which the error occurs:

 - You create a service and set "Service Comparison Metrics to On" and set the service to the "Managed" state.
 - Later, open the Service Discovery & Management page and try to change the service to "unmanaged" by selecting the "Un-mange" option from the Service Action menu.
 - The error message "Update Service Partially Failed for Service <name>" displays, "Service Comparison Metrics" are set to "off", but the service still appears "Managed".

The problem occurs because there is up to a five minute delay in the system before the underlying SMI contract is deleted. The SMI contract deletion is triggered automatically when the Service Comparison Metrics are set to "off".

To resolve this, wait approximately five minutes, and then return to the Service Discovery and Management page and again change the status of the service to "unmanaged" by selecting the "Un-manage" option from the Service Action menu.

The message "Update Service Successful for Service <name>" displays and the status of the service changes to "Unmanaged."

Uninstall

The uninstall functionality is not currently supported.

Chapter 5: Solved Issues

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

Database Issues

36812	Some objects (index, tables, or LOBs) were assigned to incorrect tablespaces relative to internal conventions. This problem is now fixed in clean installations and in upgrades. The issue applies only to CA Business Service Insight objects, not to customer created objects or to objects that the customer moves.
N/A	Differences in the initial parameters (such as "audit_trail") of Oracle 10 and Oracle 11 databases have been corrected. The identical parameters are now used in both Oracle versions.

Chapter 6: Documentation

This section contains information about current documentation.

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

This section contains the following topics:

[PDF Guides](#) (see page 48)

[Bookshelf](#) (see page 49)

[Release Numbers](#) (see page 49)

[Acknowledgments](#) (see page 51)

PDF Guides

The PDF guides for this product are as follows:

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

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

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

Bookshelf

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

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

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

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

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

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

Chapter 7: Acknowledgments

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

This section contains the following topics:

[ActiveMQ 5.3.0](#) (see page 54)
[ActiveMQ 5.3.1](#) (see page 58)
[ASM 3.1](#) (see page 78)
[Axis 1.4.1](#) (see page 80)
[Axis 2 1.4.1](#) (see page 84)
[Axis 2 1.5.4](#) (see page 88)
[Bazillyo 1.0](#) (see page 98)
[Boost 1.29](#) (see page 99)
[Castle Windsor 3.0.0](#) (see page 100)
[Commons Codec 1.4](#) (see page 104)
[Commons Collection 3.2.1](#) (see page 108)
[Commons Configuration 1.6](#) (see page 112)
[Commons Lang 2.4](#) (see page 116)
[Commons Lang 2.5](#) (see page 120)
[Commons Lang 2.6](#) (see page 124)
[Datajs 1.0.2](#) (see page 128)
[EclipseLink 2.1.1](#) (see page 129)
[Ehcache 1.7.1](#) (see page 143)
[Globalize 0.1.0a2](#) (see page 147)
[Google Web Toolkit 2.0.3](#) (see page 148)
[Gwt-log 3.0.0](#) (see page 152)
[HttpClient 4.0.1](#) (see page 156)
[IDesign](#) (see page 160)
[IE WebControls](#) (see page 162)
[Jackson 1.6.4](#) (see page 164)
[JAX-RS 1.1.1](#) (see page 168)
[Jaxen 1.1](#) (see page 175)
[JBoss Messaging 1.4.5.GA](#) (see page 177)
[JBoss 7.1.1.final](#) (see page 183)
[JBoss Remoting 2.2.3.SP1](#) (see page 187)
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[Jersey 1.1.5](#) (see page 195)
[JK 1.2.31](#) (see page 209)
[jQuery 1.4.2](#) (see page 215)
[jQuery 1.7.1](#) (see page 216)
[jQuery-json 2.3](#) (see page 217)
[jQuery mobile 1.0.1](#) (see page 218)
[jQuery UI 1.8.18](#) (see page 218)
[Log4NET 1.2.11](#) (see page 219)
[JSW \(Java Service Wrapper\) 3.2.3](#) (see page 224)
[Log4j 1.2.15](#) (see page 226)
[.Net entity framework 4.2 4.2](#) (see page 229)
[.Net entity framework 4.3.1](#) (see page 229)
[ODAC 11.2 release 4 \(11.2.0.3\)](#) (see page 229)

[Oracle JDBC Driver Release 2 \(11.2.0.2.0\)](#) (see page 230)
[PDFBox 1.4.0](#) (see page 236)
[Rampart 1.4](#) (see page 244)
[Rome 1.0](#) (see page 248)
[Script.aculo.us 1.6.2](#) (see page 252)
[Spring Framework 3.0.4](#) (see page 253)
[Sun JDK 1.6.0_18](#) (see page 257)
[Sun JRE 1.6.0_16](#) (see page 270)
[TeeChart 2011.0.0.5](#) (see page 280)
[Timezone Updater Tool](#) (see page 280)
[Tomcat 6.0.28](#) (see page 286)
[Tomcat 6.0.32](#) (see page 307)
[WCF Data Services 5.0.1](#) (see page 328)
[WebFX - DHTML Menu 4](#) (see page 328)
[Xalan-J 2.7.0](#) (see page 332)
[Xerces2 2.11](#) (see page 345)
[XMLBeans 2.5](#) (see page 352)
[XStream 1.3.1](#) (see page 356)
[zlib 1.1.4](#) (see page 358)

ActiveMQ 5.3.0

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-- activemq-web

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2001-12-12

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* - Thanks to Chris for the domlay() function

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- * - 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
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jvmstat

Tomcat 6.0.28

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Tomcat 6.0.32

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WCF Data Services 5.0.1

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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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