

CA Business Service Insight

Notes de parution

8.2



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Support technique

Pour une assistance technique en ligne et une liste complète des sites, horaires d'ouverture et numéros de téléphone, contactez le support technique à l'adresse <http://www.ca.com/worldwide>.

Table des matières

Chapitre 1 : Introduction 9

Chapitre 2 : Nouvelles fonctionnalités 11

Prise en charge des versions internationalisées et localisées	12
Nouvel éditeur de scripts	12
ACE.....	13
Outil de fuseau horaire	13
Engagement envers le client	13
JBoss 7.1.1	13
Connecteur Catalyst.....	14
Contrats et contractants	14
Obtention des relations.....	14
Noms et valeurs des métriques.....	15
Transfert de contenu	15
Nouvelles entités de transfert de contenu	16
Arborescence de transfert de modèles.....	17
Amélioration de la sécurité des modèles.....	20
Problèmes/Demandes client	21
Base de données.....	23
Mise à niveau de fichiers journaux	24
Masquage du mot de passe.....	25
Installation, migration et configuration.....	25
Prise en charge des versions internationalisées et localisées	26
Rôles	27
Données initiales	28
Opérateurs ITPAM	34
Nouveaux opérateurs ITPAM.....	34
Utilitaire de mot de passe	35
Capacité de prise en charge	36
Emplacement de mise à niveau	36

Chapitre 3 : Problèmes connus 37

Problèmes liés à CA Business Service Insight 8.2.....	37
Problèmes liés au moteur ACE	37

Planification du rapport de données initiales	38
Jobs de base de données.....	38
Problèmes liés aux versions précédentes.....	39
Problèmes liés au moteur ACE	39
Problèmes d'adaptateurs	41
Problèmes liés au moteur API	41
Livrets et génération de PDF	41
Problèmes liés aux modules de logique applicative	41
Problèmes de transfert de contenu	41
Problèmes de gestion des contrats	44
Problèmes liés aux bases de données.....	44
Problèmes généraux.....	46
Fonctionnalité améliorée de génération des rapports	46
Problèmes liés au moteur I18N	46
Problèmes de rapports.....	48
Problèmes liés au moteur SMI	48

Chapitre 4 : Problèmes résolus **51**

Problèmes liés aux bases de données	52

Chapitre 5 : Documentation **53**

Manuels PDF	54
Bibliothèque.....	55
Numéros de version.....	55

Chapitre 6 : Acknowledgments **57**

ActiveMQ 5.3.0.....	58
ActiveMQ 5.3.1.....	62
ASM 3.1	84
Axis 1.4.1	86
Axis 2 1.4.1	90
Axis 2 1.5.4	95
Bazillyo 1.0	106
Boost 1.29.....	107
Castle Windsor 3.0.0	108
Commons Codec 1.4.....	112
Commons Collection 3.2.1	117

Commons Configuration 1.6	122
Commons Lang 2.4	127
Commons Lang 2.5	132
Commons Lang 2.6	137
Datajs 1.0.2	142
EclipseLink 2.1.1	143
Ehcache 1.7.1	159
Globalize 0.1.0a2	164
Google Web Toolkit 2.0.3	165
Gwt-log 3.0.0	170
HttpClient 4.0.1	175
IDesign	180
IE WebControls	183
Jackson 1.6.4	185
JAX-RS 1.1.1	190
Jaxen 1.1	198
JBOSS Messaging 1.4.5.GA	200
JBoss 7.1.1.final	206
JBOSS Remoting 2.2.3.SP1	210
JDOM 1.0	216
Jersey 1.1.5	218
JK 1.2.31	234
jQuery 1.4.2	241
jQuery 1.7.1	242
jQuery-json 2.3	243
jQuery mobile 1.0.1	244
jQuery UI 1.8.18	245
Log4NET 1.2.11	246
JSW (Java Service Wrapper) 3.2.3	251
Log4j 1.2.15	253
.Net entity framework 4.2 4.2	257
.Net entity framework 4.3.1	257
ODAC 11.2 release 4 (11.2.0.3)	257
Oracle JDBC Driver Release 2 (11.2.0.2.0)	258
PDFBox 1.4.0	265
Rampart 1.4	274
Rome 1.0	279
Script.aculo.us 1.6.2	283

Spring Framework 3.0.4	284
Sun JDK 1.6.0_18	289
Sun JRE 1.6.0_16	302
TeeChart 2011.0.0.5	313
Tomcat 6.0.28.....	313
Tomcat 6.0.32.....	337
WCF Data Services 5.0.1.....	361
WebFX - DHTML Menu 4.....	361
Xalan-J 2.7.0	366
Xerces2 2.11	381
XMLBeans 2.5.....	389
XStream 1.3.1	394
zlib 1.1.4	396

Chapitre 1 : Introduction

Ce document contient les Notes de parution de CA Business Service Insight 8.2. Les chapitres suivants décrivent la version en détail et fournissent d'autres informations qui complètent la documentation principale.

Cette version présente des améliorations en termes de qualité, de fiabilité et de performances. Elle est en outre internationalisée/localisée dans huit langues et inclut des nouvelles fonctionnalités.

Chapitre 2 : Nouvelles fonctionnalités

Cette section décrit les nouvelles fonctionnalités introduites dans cette version.

Ce chapitre traite des sujets suivants :

[Prise en charge des versions internationalisées et localisées](#) (page 12)

[ACE](#) (page 13)

[Connecteur Catalyst](#) (page 14)

[Transfert de contenu](#) (page 15)

[Problèmes/Demandes client](#) (page 21)

[Base de données](#) (page 23)

[Masquage du mot de passe](#) (page 25)

[Installation, migration et configuration](#) (page 25)

[Prise en charge des versions internationalisées et localisées](#) (page 26)

[Opérateurs ITPAM](#) (page 34)

[Nouveaux opérateurs ITPAM](#) (page 34)

[Emplacement de mise à niveau](#) (page 36)

Prise en charge des versions internationalisées et localisées

- CA Business Service Insight 8.2 a été internationalisé/localisé pour la prise en charge des langues supplémentaires suivantes :
 - Chinois (simplifié)
 - Japonais
 - Portugais (du Brésil)

Liste complète des langues prises en charge :

- Chinois (simplifié)
- Anglais
- Français
- Allemand
- Italien
- Japonais
- Portugais (du Brésil)
- Espagnol
- Les langues ont été ajoutées aux installations des modules d'extension Client, Composants d'adaptateur et Livret et sont importées automatiquement.
- Le programme d'installation active l'installation de CA Business Service Insight dans toutes les langues prises en charge.
- La langue par défaut est déterminée par les paramètres régionaux du système.
- T-Chart a été mis à niveau vers la version 2011 pour la prise en charge de la localisation.
- Un éditeur de scripts sur deux octets est inclus pour permettre la définition des entités dans des langues codées sur deux octets.

Nouvel éditeur de scripts

Le nouvel éditeur de scripts vous permet de définir des noms dans des langues codées sur deux octets telles que le japonais et le chinois (simplifié).

Vous pouvez continuer d'utiliser l'éditeur de scripts standard si requis.

ACE

Outil de fuseau horaire

Toutes les métriques migrées vers le moteur ACE2 doivent contenir des définitions de fuseau horaire.

L'outil de fuseau horaire d'ACE est lancé pendant l'installation du serveur d'applications, lors de la mise à niveau et de la migration de la base de données ACE.

L'outil affiche un avertissement chaque fois qu'une métrique du système contient une définition de fuseau horaire sans nom correspondant. Une note est également ajoutée au journal d'installation.

L'outil crée un fichier journal (%OG_HOME%\bin) et ajoute un avertissement à la table du journal en cas d'échec lié à des problèmes de connexion à la base de données.

Engagement envers le client

20524672 - Affichage amélioré des éléments de gestion ACE

Pour simplifier l'affichage des éléments dans la fenêtre Gestion des instances, une remarque a été ajoutée pour expliquer le sens de l'icône I.

JBoss 7.1.1

CA Business Service Insight version 8.2 utilise la version 7.1.1 de JBoss à laquelle de faibles modifications ont été apportées au niveau du code. Les modifications ont été fusionnées manuellement avec le code de JBoss 7.1.1 afin d'activer la configuration du pool de threads.

Les modifications (\Fixes\PooledConnectionFactoryService.java) commencent à :

```
Begin CA BSI code change
```

et finissent à :

```
End CA BSI code change
```

Connecteur Catalyst

La version actuelle de CA Business Service Insight prend en charge la version 3.2 de Catalyst.

Contrats et contractants

Répertoire l'ensemble des contrats et des contractants

Le connecteur affiche tous les contrats et tous les contractants.

Création d'une alerte

Le connecteur crée une alerte lorsque l'état cumulé des contrats ou des contractants change.

- Chaque contrat et contractant possède l'état cumulé pour l'accord sur les niveaux de service . Une alerte initiale est créée lorsque le connecteur est lancé. L'alerte est mise à jour lors de la modification de l'état cumulé.

Affichage de l'URL

Le connecteur Catalyst affiche l'URL permettant d'activer le lancement dans un rapport BSI dans le contexte de contrats ou d'un contractant.

- Le lien de rapport des contrats ou du contractant est inclus dans l'alerte. Les utilisateurs peuvent ouvrir la page de rapport pour afficher les détails des contrats ou du contractant. L'utilisateur doit saisir des informations d'identification uniquement lors de sa première connexion.

Obtention des relations

Désormais, le connecteur Catalyst catalogue les relations ci-dessous.

- Relation entre un contrat et un service.
- Relation entre un contrat et un contractant.

Noms et valeurs des métriques

Obtention du nom et de la valeur des métriques

- Vous pouvez obtenir les métriques disponibles pour un contrat ou un service particulier, à l'aide de la méthode `GetAvailableMetrics` de Catalyst.
- Vous pouvez obtenir les valeurs des métriques pour un contrat ou un service particulier, à l'aide de la méthode `GetMetricValues` de Catalyst.
- Vous pouvez obtenir les métriques disponibles par combinaison d'un contrat et d'un service, à l'aide de la méthode `GetAvailablePathMetrics` de Catalyst.
- Vous pouvez obtenir les valeurs des métriques par combinaison d'un contrat et d'un service, à l'aide de la méthode `GetMultipleMetricsValues` de Catalyst.

Création d'une alerte lorsque le statut d'une métrique est modifié

- Une alerte initiale est créée pour chaque métrique lorsque le connecteur est lancé ; le statut initial de la métrique lui est attribué.
- L'alerte est mise à jour lorsque le statut de conformité de la métrique passe de "Conforme" à "Objet d'une violation" et vice versa.

Transfert de contenu

Cette section décrit les nouvelles fonctionnalités de transfert de contenu de CA Business Service Insight.

Nouvelles entités de transfert de contenu

Ces entités sont désormais prises en charge par la fonction de transfert de contenu.

- Adaptateur
- Livret
- Etat actuel du contrat
- Modèle de contrat
- Sécurité du modèle de contrat
- Formulaire de chargement de données
- Modèle de niveau de service
- Sécurité du modèle de niveau de service
- Dossier de modèle
- Bibliothèque de modèles
- Sécurité de la bibliothèque de modèles
- Modèle de période d'application

Arborescence de transfert de modèles

- La fonctionnalité de transfert de contenu prend désormais en charge la totalité de l'arborescence de modèles.

- **Modèle de contrat**

Entités connexes :

- Domaine de service
- Catégorie de domaine
- Fuseau horaire
- Unité
- Type d'événement
- Type de ressource
- Ressource
- Groupe de ressources
- Arborescence de groupe de ressources
- Attribut personnalisé
- Documents
- Module de logique applicative
- Bibliothèque de modèles
- Dossier de modèle
- Sécurité/Sécurité du modèle de niveau de service (lors du transfert des données de sécurité et que le paramètre de modèle est défini sur Y).
- Rapports prédéfinis

Document :

- Modèle de livret (RTF)
- Modèle de livret (DOCX)

Remarque : Le transfert de contrat prend uniquement en charge les modèles validés.

Remarque : Les entités sans version ne sont pas prises en charge.

Remarque : Vous pouvez lier des modèles à des parents différents. Le transfert de contenu transfère tous les liens de modèle et l'arborescence associée.

- Sécurité du modèle de contrat
 - Entités connexes :
 - Contractant sélectionné
 - Groupe de contractants
 - Remarque :** Les données de sécurité sont transférées uniquement lorsque le système source et le système cible utilisent le mode Sécurité limitée.
 - Remarque :** Les données de sécurité utilisent le nom de leur parent. Le renommage n'est pas pris en charge.
- Modèle de niveau de service
 - Entités connexes :
 - Domaine de service
 - Catégorie de domaine
 - Fuseau horaire
 - Unité
 - Type d'événement
 - Type de ressource
 - Ressource
 - Groupe de ressources
 - Arborescence de groupe de ressources
 - Attribut personnalisé
 - Documents
 - Module de logique applicative
 - Bibliothèque de modèles
 - Dossier de modèle
 - Sécurité du modèle de contrat/Sécurité du niveau de service (lors du transfert des données de sécurité et que le paramètre de modèle est défini sur Y).
 - Remarque :** Le transfert de contrat prend uniquement en charge les modèles validés.
 - Remarque :** Les entités sans version ne sont pas prises en charge.
 - Remarque :** Vous pouvez lier des modèles à des parents différents. Le transfert de contenu transfère tous les liens de modèle et l'arborescence associée.

- Sécurité du modèle de niveau de service
 - Entités connexes :
 - Contractant sélectionné
 - Groupe de contractants
 - Remarque** : Les données de sécurité son transférées uniquement lorsque le système source et le système cible utilisent le mode Sécurité limitée.
 - Remarque** : Les données de sécurité utilisent le nom de leur parent. Le renommage n'est pas pris en charge.
- Bibliothèque de modèles
 - (prend en charge l'entité associée Sécurité de la bibliothèque de modèles lorsque la valeur du paramètre Modèle est définie sur Y).
- Sécurité de la bibliothèque de modèles
 - Entités connexes :
 - Contractant sélectionné
 - Groupe de contractants
 - Remarque** : Les données de sécurité son transférées uniquement lorsque le système source et le système cible utilisent le mode Sécurité limitée.
 - Remarque** : Les données de sécurité utilisent le nom de leur parent. Le renommage n'est pas pris en charge.
- Dossier de modèle
 - (prend en charge la bibliothèque de modèles de l'entité associée). L'utilisation de noms identiques est autorisée lorsque le dossier se trouve dans une bibliothèque de modèles différente. Le dossier répertorie les informations du dossier parent dans l'assistant de transfert de contenu.

Amélioration de la sécurité des modèles

Cette section décrit deux améliorations apportées au niveau de la sécurité des modèles.

- Transfert des données de sécurité de la bibliothèque de modèles
- La bibliothèque et le modèle sont des entités liées à la sécurité. Il est désormais possible de transférer les données de sécurité conjointement à la bibliothèque ou au modèle.

Vous pouvez configurer les options sous Administration, Paramètres de site, Avancé, Transfert de contenu, puis

- a. la sécurité du modèle dans Bibliothèque de modèles, Modèle de contrat, Modèle de niveau de service (Y/N).
 - Sélectionnez "Y" ou "N".
- b. Option d'enregistrement du transfert des données de sécurité de la bibliothèque de modèles (A/I/N)
 - Sélectionnez "A", "I" ou "N".

Exemple

Dans la source, TempLib1 est accessible par CP1 et CP2 ; au niveau de la cible, Lib1 est accessible par CP1, CP2 et CP3. ContractTemplate1 (sous TempLib1) est accessible par CP1 et par CP3.

Source

TempLib1(CP1, CP2)

Cible

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

N : ne pas appliquer la sécurité aux éléments inclus.

Echec du job. Au niveau de la cible, ContratTemplate1 inclut CP3 qui est exclu de la sécurité parente.

A : appliquer la sécurité aux éléments inclus.

Les données de sécurité de TempLib1 sont transférées en tant que TempLib1(CP1, CP2).

Les données de sécurité de ContratTemplate1 sont transférées en tant que ContratTemplate1(CP1, CP2).

Option I : appliquer la sécurité aux éléments inclus avec l'intersection.

Les données de sécurité de TempLib1 sont transférées en tant que TempLib1(CP1, CP2).

Les données de sécurité de ContratTemplate1 sont transférées en tant que ContratTemplate1(CP1).

Problèmes/Demandes client

Les demandes réalisées par des clients ont été implémentées dans la version 8.2.

20318858	Lorsque vous planifiez un adaptateur, une heure de début et une durée s'affichent dans la fenêtre de planification. Toutefois, la "durée" ne correspond pas à la durée de la tâche planifiée qui apparaît dans Microsoft. Cela est dû au fait qu'il ne s'agit pas d'une durée, mais d'un temps d'arrêt. En effet, la valeur "11:00" n'indique pas une durée de 11 heures, mais l'heure d'arrêt 11 h 00. L'option de la fenêtre du planificateur de l'adaptateur est "Heure d'arrêt" et non plus "Durée".
20489014	Affichage de la bordure du widget et du titre. Vous pouvez à présent définir de façon indépendante les options d'affichage de la bordure du widget et du titre.
20524672	Affichage des éléments de gestion ACE. Pour clarifier l'affichage dans la fenêtre Gestion des instances, une description de l'icône "I" a été ajoutée.

20525515	Suppression de la balise DEVIATION dans le tableau de bord. Vous pouvez désormais définir les paramètres à afficher pour les widgets du tableau de bord : la mesure, l'écart, la bordure et l'option de seuil. Par ailleurs, vous pouvez afficher ou masquer la bordure des widgets. 1. Cliquez avec le bouton droit de la souris sur le widget pour ouvrir la boîte de dialogue des paramètres. 2. Dans l'onglet général, sélectionnez les paramètres à afficher. 3. Dans l'onglet de calcul, sélectionnez le type de seuil et indiquez si le seuil renvoie à l'écart ou à la mesure.
N/D	Un "ID de culture" a été ajouté aux détails de l'utilisateur dans le script de conversion afin de permettre à l'utilisateur de définir la culture utilisée.
N/D	Il est désormais possible d'ajouter les informations de fuseau horaire pour les exceptions dans Scripts de conversion afin de permettre aux utilisateurs de définir le fuseau horaire de l'exception.

Base de données

- Le fichier alter_system.log n'est plus créé dans les nouvelles installations. Les journaux suivants sont créés :
 - Un fichier journal Oracle est créé conjointement à l'instance de base de données.
 - Build_TBS_Users.log
 - build_schema.log
- Nouveaux commutateurs dans les nouvelles installations. Lorsque les bases de données sont exécutées en lançant manuellement main.bat, deux nouveaux commutateurs sont disponibles.

-so

(schéma uniquement). Le commutateur "schéma uniquement" suppose que l'instance existe et qu'elle inclut des rôles, des utilisateurs, des droits et des espaces disque logiques. L'installation crée uniquement des entités telles que l'utilisateur de schéma (oblicore par exemple). Les entités d'un autre type ne sont pas créées.

-ns

(aucun schéma). Le commutateur "aucun schéma" (-ns) crée l'instance et l'espace disque logique Oracle, les droits de système, les rôles et les utilisateurs Oracle. Le commutateur ne crée pas les mêmes objets que le commutateur -so.

Remarque : Les commutateurs sont pris en charge uniquement sous Windows.

- A partir de la version 8.2, dans les nouvelles installations aussi bien que dans les mises à niveau, chaque nouvel espace disque logique est créé avec une taille par défaut de 10 Mo. Les augmentations de taille se font pas incréments de 10 Mo, sont auto-extensibles et ne connaissent aucune limite au niveau de la taille totale.
- Le chemin d'accès de tous les exécutables Oracle (dbca, netca et sqlplus) est inclus dans le fichier start_parameters.ini. Par conséquent, le chemin d'accès de la variable d'environnement n'est pas à prendre en compte. Le paramètre "independence" empêche l'apparition d'éventuels problèmes liés à cette dépendance cause et permet d'utiliser Oracle_home pour appeler dbca, netca et sqlplus.
- Les paramètres "background_dump_dest", "core_dump_dest" et "user_dump_dest" mènent désormais vers les emplacements prédéfinis suivants (qui sont corrects) :
 - \$OBLICORE_ROOT/Oblicoredb/admin/b_dump,

- \$OBLICORE_ROOT/Oblicoredb/admin/c_dump
- \$OBLICORE_ROOT/Oblicoredb/admin/u_dump
- Le répertoire Adump a été créé sous le dossier admin ; le paramètre audit_trail_dest pointe vers le répertoire.

Mise à niveau de fichiers journaux

Lors d'une mise à niveau à partir de versions précédentes, CA Business Service Insight génère deux fichiers journaux :

OG8.xMigration.log

- Le fichier OG8.xMigration.log contient uniquement les entrées de la dernière exécution.
- Lors de la première mise à niveau (ou s'il n'existe aucun fichier journal créé lors d'une mise à niveau précédente), toutes les entrées du journal de mise à niveau seront consignées ici. Aucun autre fichier journal n'est créé après la première mise à niveau.
- A partir de la deuxième mise à niveau (ou si le fichier journal OG8.xMigration.log existe déjà), le contenu de ce fichier est déplacé et ajouté au fichier OG8.xMigrationHist.log avant le début de la mise à niveau.

OG8.xMigrationHist.log (Historique des mises à niveau)

- OG8.xMigrationHist.log est un fichier d'historique des mises à niveau. Il est créé lors de la deuxième mise à niveau et contient les entrées de toutes les mises à niveau précédentes, jusqu'à la mise à niveau actuelle.
- Au début de chaque nouvelle mise à niveau, le contenu du fichier OG8.xMigration.log (issu de la mise à niveau précédente) est déplacé et ajouté à ce fichier.

Masquage du mot de passe

Vous pouvez désormais masquer les mots de passe dans les chaînes de connexion à la base de données et les chiffrer à l'aide d'espaces réservés de mot de passe.

Vous pouvez masquer les mots de passe dans les emplacements, objets ou chaînes ci-dessous :

- Segments de chaîne de connexion dans les adaptateurs SQL
- Chaînes de connexion de formulaire de chargement de données
- Chaînes de connexion de rapport au format libre
- Générateur de requêtes dans les adaptateurs SQL
- Chaînes de connexion des adaptateurs SQL
- Chaînes de connexion de test des adaptateurs SQL

Installation, migration et configuration

- Pour réduire l'intervention de l'utilisateur dans le cadre de l'installation et de la configuration du système, plusieurs configurations tierces ont été intégrées au programme d'installation.
 - Microsoft .NET 4.0
 - ODP.NET (11.2.0.3)
 - JAVA 1.6.0 mise à jour 16
 - JBOSS : a été mis à niveau vers la version 7.1.1

L'outil d'installation de JBOSS n'est plus requis. Le package JBOSS est distribué sur un CD tiers requis pendant l'installation.

Prise en charge des versions internationalisées et localisées

- CA Business Service Insight 8.2 a été internationalisé/localisé pour la prise en charge des langues supplémentaires suivantes :
 - Chinois (simplifié)
 - Japonais
 - Portugais (du Brésil)

Liste complète des langues prises en charge :

- Chinois (simplifié)
- Anglais
- Français
- Allemand
- Italien
- Japonais
- Portugais (du Brésil)
- Espagnol
- Les langues ont été ajoutées aux installations des modules d'extension Client, Composants d'adaptateur et Livret et sont importées automatiquement.
- Le programme d'installation active l'installation de CA Business Service Insight dans toutes les langues prises en charge.
- La langue par défaut est déterminée par les paramètres régionaux du système.
- T-Chart a été mis à niveau vers la version 2011 pour la prise en charge de la localisation.
- Un éditeur de scripts sur deux octets est inclus pour permettre la définition des entités dans des langues codées sur deux octets.

Rôles

Une fois que vous avez effectué une nouvelle installation de CA Business Service Insight, un seul rôle est présent (sous Administration/Gestion des utilisateurs/Rôles) : Super administrateurs Insight.

Remarque : Uniquement le rôle Super administrateurs Insight est localisé.

Package de rôles

Vous pouvez charger des rôles supplémentaires à partir du package rôles. Par ailleurs, vous pouvez créer des rôles selon vos besoins.

Procédez comme suit :

1. Allez sur le site de support et téléchargez le package CA Business Service Insight Predefined Roles r8.2.

Le package contient les fichiers suivants :

- rolesPackage.bat
- rolesPackage.sql dans le dossier d'installation de BSI.

2. Double-cliquez sur le fichier rolePackage.bat.
 - a. Spécifiez le nom de l'utilisateur, le mot de passe et le nom de la base de données.

Données initiales

CA Business Service Insight est installé avec des données initiales (d'origine). Les données d'origine fournies dans CA Business Service Insight sont des chaînes anglaises chargées dans la base de données lors de l'installation du produit. Les données d'origine incluent des entités telles que les secondes, le dollar américain, divers modèles, des fonctions, des rapports, des scripts, le rôle Super administrateurs Insight et toutes les entités dans la table Données d'origine.

A partir de la version 8.2, vous ne pouvez pas modifier ces entités et, si vous le pouvez, ce sera de façon indirecte uniquement. Les icônes d'édition correspondantes sont désactivées. Les utilisateurs peuvent dupliquer ces unités, les modifier selon leurs besoins et les enregistrer avec un autre nom. Les données initiales sont localisées.

Cette table affiche une liste d'objets de données initiales et leurs emplacements dans le menu de l'interface utilisateur graphique.

Élément	Emplacement dans le menu	Données initiales
ACE - Politiques de calcul	Administration/ Gestion ACE/ Politiques de calcul	Par défaut/Métriques groupées

Élément	Emplacement dans le menu	Données initiales
Rapports d'administrateur	Rapports/ Dossier de rapports/ Rapports d'administrateur	■ Administration - Formulaires de chargement de données - Afficher les enregistrements en attente ■ Administration - Statut des planifications ■ Moteur ACE2 d'administration - Modifications analysées ■ Moteur ACE2 d'administration - Planification de calcul ■ Moteur ACE2 d'administration - Planification de calcul par contrat ■ Moteur ACE2 d'administration - Statut de calcul actuel ■ Moteur ACE2 d'administration - Statut de calcul actuel par contrat ■ Moteur ACE2 d'administration - Surveillance de la file d'attente des travailleurs ■ Rapports administratifs divers - Statut des adaptateurs ■ Rapports administratifs divers - Statut des adaptateurs ■ Rapports administratifs divers - Informations sur les ressources ■ Rapports administratifs divers - Erreurs d'exécution SLALOM ■ Rapports administratifs divers - Configuration du système ■ Rapports administratifs divers - Statistiques du système ■ Moteur PSL d'administration - Statut du calcul ■ Moteur PSL d'administration - Statut du calcul par contrat ■ Moteur PSL d'administration - Statut du cycle ■ Moteur PSL d'administration - Purge des données - Historique ■ Moteur PSL d'administration - Purge des données - Statut ■ Moteur PSL d'administration - Prochain calcul ■ Moteur PSL d'administration - Récapitulatif des prochains calculs ■ Moteur PSL d'administration - Nombre de métriques devant être recalculées ■ Moteur PSL d'administration - Nombre de métriques devant être recalculées (graphique) ■ Sécurité administrative - Autorisations d'utilisateur

Élément	Emplacement dans le menu	Données initiales
Rapports de base de données d'administrateur	Rapports/ Dossier de rapports/ Rapports de base de données d'administrateur	■ Base de données d'administration - Statut de l'analyse des objets de base de données ■ Base de données d'administration - Liste des paramètres Oracle ■ Base de données d'administration - Index des tables ■ Base de données d'administration - Statut des espaces disque logiques ■ Base de données d'administration - Utilisation des espaces disque logiques
Dispositifs d'alerte	Rapports/Alertes/ Dispositifs d'alerte	■ Ligne de commande ■ Courriel ■ Fenêtre contextuelle ■ SMS
Modules de logique applicative	Conception/ Entités Foundation/ Modules de logique applicative	■ Moyenne de métrique rapide ■ Nombre de métriques rapides ■ Filtrage de métriques rapides ■ Mappage des métriques rapides ■ Maximum de métrique rapide ■ Minimum de métrique rapide ■ Somme de métrique rapide
Modèles de logique applicative	Conception/ Entités Foundation/Modèles de logique applicative	■ Modèle de structure SLALOM
Ensembles de modifications	Conception/Ressources/ Ensembles de modifications	Ensemble de modifications par défaut Remarque : Cette icône d'édition est activée. Vous ne pouvez pas modifier le nom et la description du paramètre Valeur par défaut. Toutefois, vous pouvez modifier les paramètres Date d'entrée en vigueur par défaut et Statut.
Référentiel de documents	Administration/ Référentiel de documents	■ Modèle SLA ■ Modèle de livret (DOCX) ■ Modèle de livret (RTF)

Élément	Emplacement dans le menu	Données initiales
Fonctions	Conception/ Entités Foundation/ Fonctions	■ Moyenne ■ Nombre ■ Maximum ■ Minimum ■ Somme
Rapports prédéfinis	Rapports/ Dossier de rapports/ Rapports prédéfinis	■ Rapport Toutes les métriques (mois en cours) ■ Rapport Toutes les métriques (mois précédent) ■ Niveau de service par métrique/Objectif (mois en cours) ■ Conformité du niveau de service (mois en cours) ■ Conformité du niveau de service (mois précédent)
Rôles	Administration/ Gestion des utilisateurs/ Rôles	Super administrateur d'Insight
Domaines de service	Conception/ Entités Foundation/Domaines de service	Formules génériques
Fuseaux horaires	Administration/ Paramètres du site/ Fuseaux horaires	GMT
Script de conversion	Conception/Conversions / Scripts de conversion	Script de conversion par défaut
Tables de conversion	Conception/Conversions / Tables de conversion	Table de conversion par défaut

Élément	Emplacement dans le menu	Données initiales
Unités	Conception/ Entités Foundation/ Unités	■ # ■ % du paiement ■ Bits/s ■ Euro ■ Heures ■ Yen japonais ■ Minutes ■ Pourcentage ■ Livre ■ Secondes ■ Franc suisse ■ Dollar américain

Modifications apportées à l'interface utilisateur

L'interface utilisateur a été transformée Administration/Gestion des utilisateurs/Rôle (voir [langues prises en charge](#) (page 12)).

Paramètres avancés

Tous les noeuds et noeuds enfants présents dans les éléments de menu Paramètres avancés sont localisés. Les noms de paramètre et les info-bulles s'affichent dans la langue de localisation.

Remarque : Les valeurs des paramètres ne sont pas localisées.

Rapports

Les noms des rapports, les noms des dossiers, les descriptions, les info-bulles et certains étiquettes des dossiers de rapport suivants sont localisés :

- Rapports d'administrateur
- Rapports de base de données d'administrateur
- Rapports prédéfinis

Les vues suivantes sont localisées :

- Créer un raccourci
- Générer un rapport à l'aide de T-Chart
- Menu Dossier de rapport
- Liste des rapports (nom de rapport, description et info-bulle)
- Assistant de création de rapports (données initiales pour le domaine de service et la catégorie de domaine)
- Dossier racine

T-Chart

T-Chart a été mis à niveau de la version 2010 à la version 2011. Par ailleurs, le nom et la légende des rapports sont localisés.

Editeur de scripts

CA Business Service Insight permet d'utiliser l'un des deux éditeurs de scripts. Le paramètre se trouve sous : Administration, Paramètres du site, Avancé, Système, Utiliser l'éditeur de scripts avec texte enrichi.

Editeur	Paramètre	Description
Editeur de texte simple	N	Les langues sur deux octets tels que le japonais et le chinois sont prises en charge. Cela permet aux utilisateurs de créer des entités telles que des ressources ou des types d'événement à partir d'un script et d'écrire les noms d'entité dans les langues sur deux octets.
Editeur de scripts riche	Y	Seules les langues occidentales sont prises en charge.

Cinq pages contiennent des contrôles d'éditeur de scripts :

- Page Détails du script de conversion
- Page Détails du script d'intégration
- Modules de logique applicative
- Page Détails de la métrique
- Modèles de logique applicative

Opérateurs ITPAM

Pour intégrer CA Business Service Insight aux processus ITPAM existants des clients, CA fournit un appel SOAP et des opérateurs ITPAM personnalisés. Pour plus d'informations, reportez-vous au Manuel SDK Reference Guide de CA Business Service Insight. Consultez la section API ouverte, Opérateurs ITPAM.

Nouveaux opérateurs ITPAM

- Installation simplifiée
- Solutions améliorées et fonctionnalités d'intégration
 - Intégration simplifiée des objets CA Business Service Insight grâce à leur présence dans Catalyst
 - Les nouveaux opérateurs ITPAM permettent d'inclure CA Business Service Insight dans l'automatisation de divers produits CA tels que CA Catalog, CA SD, ou encore CA Clarity.
- Capacité de prise en charge
 - Masquage du mot de passe
 - Masquage du mot de passe
- Entités de transfert de contenu supplémentaire

Utilitaire de mot de passe

L'utilitaire de mot de passe vous permet de masquer et de chiffrer des mots de passe dans des chaînes de connexion à la base de données. Jusqu'à présent, ces mots de passe étaient toujours visibles.

L'utilitaire de mot de passe vous permet d'effectuer les opérations suivantes :

- Masquer un mot de passe et utiliser un espace réservé à la place
- Mettre à jour des mots de passe pour les connexions à la base de données réalisées à partir d'un emplacement central
- Mettre à jour la source de données (nom TNS)
- Mettre à jour les mots de passe appartenant à des services
- Mettre à jour le mot de passe COM+

Remarque : Le chemin d'accès à l'utilitaire de mot de passe est %OG_HOME%\Utilities\PassUpdate\PassUpdate.exe

- Chaînes de connexion de l'adaptateur SQL
- Segments de chaîne de connexion de l'adaptateur SQL
- Générateur de requêtes dans l'adaptateur SQL
- Tester les chaînes de connexion dans l'adaptateur SQL
- Chaînes de connexion dans les rapports au format libre
- Chaînes de connexion dans les formulaires de chargement de données

Capacité de prise en charge

Afin de simplifier l'installation système et la configuration, les conditions préalables de tiers suivantes ont été intégrées à la procédure d'installation.

- Microsoft .NET 4.0
- ODP.NET (11.2.03)
- JAVA - 1.6.0 mise à jour 16
- JBoss version 7.1.

L'outil d'installation de JBoss n'est plus requis. Désormais, le package JBoss est distribué sur un CD tiers qui doit être présent lors de l'installation.

- Service de transition ACE

Le service de transition ACE vous permet de transformer des mesures ACE1 en mesures ACE2 sans devoir gérer l'instance ACE1 d'origine.

Emplacement de mise à niveau

Séquences de mise à niveau prises en charge pour la version 8.2 :

- 7.0 SP1
- 8.0
- 8.0.1
- 8.1
- 8.1.1

Chapitre 3 : Problèmes connus

Cette section contient les problèmes connus détectés dans CA Business Service Insight 8.2 et, le cas échéant, leurs solutions. Deux sous-sections décrivent les problèmes :

- Problèmes de CA Business Service Insight 8.2 : il s'agit des problèmes qui ont été détectés dans la version actuelle.
- Problèmes des versions précédentes : ces problèmes proviennent de versions précédentes et persistent dans la version actuelle.

Ce chapitre traite des sujets suivants :

[Problèmes liés à CA Business Service Insight 8.2](#) (page 37)

[Problèmes liés aux versions précédentes](#) (page 39)

Problèmes liés à CA Business Service Insight 8.2

Cette section présente les problèmes détectés dans cette version.

Problèmes liés au moteur ACE

- 38282 La migration de milliers de mesures de ACE1 à ACE2 aboutit parfois sur une erreur.
Solution : Dans les systèmes volumineux, migrez les mesures en fragments de 1 000.
- 38284 Lorsqu'une tâche de destinataire essaie de lancer son calcul, il arrive qu'elle soit bloquée si le calcul de la tâche d'expéditeur correspondante n'a pas suffisamment progressé. Cette erreur est toutefois valide et est consignée dans le journal avec le texte suivant :
- Erreur : #111 the calculation dates boundaries for task X are invalid Dates: [Z - Y].
- Remarque** : Le message est écrit plusieurs fois, jusqu'à ce que le destinataire puisse commencer le calcul. Vous pouvez ignorer ce message d'erreur.

Planification du rapport de données initiales

A compter de la version 8.2, vous ne pouvez pas modifier les entités de données initiales de façon directe et les icônes d'édition correspondantes sont désactivées.

Vous ne pouvez donc pas planifier de rapports prédéfinis, rapports d'administration et rapports de base de données d'administration de façon directe.

Pour résoudre ce problème, procédez comme suit :

1. Sélectionnez le rapport et cliquez dessus avec le bouton droit de la souris.
Les options disponibles s'affichent.
2. Sélectionnez Dupliquer.
La boîte de dialogue Propriétés s'affiche.
3. Enregistrez le rapport/livret avec un autre nom.
4. Ouvrez le rapport dupliqué.
5. Pour planifier le rapport dupliqué, cliquez sur Planification, Modifier.

Jobs de base de données

- 37519 Les clients peuvent être amenés à désactiver certains jobs de base de données, car les fonctionnalités correspondantes ne leur sont pas utiles.
- Dans certaines versions antérieures à la version 8.2, oblidbadmin correspondait à l'utilisateur connecté à la base de données désignée ainsi qu'à l'utilisateur à forts privilèges désigné. Dans la version actuelle, les jobs de base de données sont créés pour que l'utilisateur connecté à la base de données désignée et l'utilisateur à forts privilèges désigné soient Oblicore.
- Lors d'une mise à niveau vers la version 8.2, tous les jobs actuels (10) créés sous le schéma Oblicore ou oblidbadmin sont automatiquement supprimés, puis resoumis avec l'utilisateur Oblicore. Les jobs désactivés sont donc activés.
- Vous devrez donc désactiver de nouveau tous les jobs précédemment désactivés.
- Pour désactiver les jobs, il est recommandé de définir l'attribut 'broken' et de ne pas supprimer les jobs en même temps. Lors des prochaines migrations, vous pourrez recréer les jobs manquants automatiquement.

Exemple :

```
-- Avant la mise à niveau.
-- Cette opération recherche les jobs cassés.
-- Cette opération enregistre les résultats.
select what
      from dba_jobs
where schema_user = 'OBLICORE'
      and broken    = 'Y'

-- Après la mise à niveau. Cette opération sélectionne les jobs.
select job
      from dba_jobs x
where schema_user = 'OBLICORE'
      and what      = 'oblicore.db_mng_forecast_pkg.cre_forecast_new_partition
('PSL')';

-- Résultat possible
JOB
---
48

-- Cette opération soumet de nouveau le job.
begin
  dbms_job.broken (48 , true);
  commit;
end;

-- ou :
-- Cette opération soumet de nouveau le job (SQLplus).

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

Problèmes liés aux versions précédentes

Cette section présente les problèmes détectés dans les versions précédentes et toujours présents dans cette version.

Problèmes liés au moteur ACE

29339 Lorsqu'une métrique est enregistrée dans de nombreuses ressources, l'exécution de la portée de la logique applicative sur la métrique peut échouer avec une erreur interne.

34711 32248	Le moteur ACE2 ne prend pas en charge les fonctionnalités suivantes. Aucun plan de prise en charge n'est actuellement prévu. ■ Groupement statique ■ Prévion : ■ Enregistrement par type d'événement
35645	La migration entre ACE1 et ACE2 des métriques archivées ne fonctionne pas. Il s'agit d'un problème connu. Solution : Contactez le service de support qui vous fournira un script de base de données pour extraire le contrat d'ACE2.
34125	ACE2 ne prend pas en charge le calcul des métriques rapides. Solution : N'affectez pas de métriques rapides au moteur ACE2. Par défaut, leur contractant est affecté à ACE1. Ne modifiez pas cette affectation.
36104	A l'issue d'une purge, une entrée est ajoutée toutes les minutes à t_purge_history, pour toutes les purges terminées, jusqu'à ce que le job exécuté à minuit ait nettoyé la table.
34818	Si vous créez un contrat qui contient une nouvelle métrique et que vous assignez une politique de calcul différente de celle par défaut de la métrique, la nouvelle politique de calcul est remplacée par la politique par défaut lorsque vous effectuez une validation. Solution : Affectez la politique après la validation.
35611	Lors de la migration ACE1 vers ACE2 des métriques qui ont été modifiées manuellement dans la base de données pour désactiver des granularités, des erreurs sont renvoyées lors du calcul des métriques.
32644	Un contrat archivé n'est pas calculé après l'exécution d'une action Désarchiver une fois les données du contrat archivé purgées.
N/D	Si vous définissez l'option de prévion pour les métriques affectées à ACE2, celles-ci ne seront pas correctement migrées vers ACE1. Solution : Commencez par migrer la métrique vers ACE1 avant de la définir pour la prévion.
N/D	La liste des métriques n'affiche pas d'indication d'erreur d'enregistrement pour les métriques qui incluent des erreurs d'enregistrement dans le module de logique applicative et qui, par conséquent, ne sont pas calculées. Solution : Contactez le service de support pour recevoir une requête répertoriant ces cas.

- N/D Les contrats contenant des métriques qui utilisent des noms de fuseau horaire non initialisés entraînent le blocage par ACE2 de tous les contrats nouvellement validés même si la métrique problématique n'est pas validée.
Solution :
Initialisez les noms de fuseau horaire lorsque l'erreur se produit.
- N/D L'option Moteur PSL d'administration - Purge des données - Historique n'affiche pas correctement les données et contient des valeurs incorrectes suite à une purge de données brutes.

Problèmes d'adaptateurs

- N/D L'utilisation du caractère "<" dans une requête au niveau d'un adaptateur SQL aboutit à une erreur lorsque vous cliquez sur Tester la requête.

Problèmes liés au moteur API

- N/D L'API ne fonctionne pas dans un environnement de proxy.

Livrets et génération de PDF

- N/D La génération de documents PDF à partir de livrets DOCX ne s'effectue pas correctement. Il s'agit d'un problème connu. CA Business Service Insight génère un message d'erreur, sans créer de PDF.

Problèmes liés aux modules de logique applicative

- N/D Des erreurs sont générées dans le journal par les métriques qui utilisent des modules révisés. Les calculs ne sont effectués qu'une fois la version du module passée de l'état En attente à l'état En vigueur.

Problèmes de transfert de contenu

- 32495 L'ordre des attributs personnalisés dans un contrat n'est pas conservé après le transfert du contrat à partir de la source vers l'environnement local.

34308	La fonctionnalité de transfert de contenu n'identifie pas toujours explicitement les ressources à l'origine des échecs de transfert par lots.
34966	Les valeurs nulles des frais et sites dans un contrat ne sont pas conservées après le transfert du contrat de la source vers l'environnement local. Si les valeurs sont des nombres entiers décimaux ou des entiers naturels, les valeurs transférées sont le nombre entier sans la décimale ou l'entier naturel.
36172	Lorsque vous transférez un rapport simple groupé en fonction d'une métrique ou d'une période d'application, les couleurs de série dans le rapport qui se trouve dans l'environnement local ne correspondent parfois pas aux couleurs définies dans le rapport source.
36276	Si une métrique utilise la méthode Tools.SendEvent, elle peut échouer pendant le calcul ACE lors de l'appel de cette méthode, car la ressource et/ou le type d'événement ne sont parfois pas stockés dans l'environnement local. Cette erreur a lieu uniquement lorsque le type de ressource ou d'événement n'est pas mentionné directement dans le contrat (dans l'enregistrement de métrique, par exemple) et que la ressource n'est pas présente dans l'environnement local préalablement au transfert du contrat.
37221	Lorsque vous placez le curseur de la souris sur l'onglet Seuil de la métrique d'un contrat (dans la source), il se peut que la métrique soit marquée comme ayant été modifiée, même lorsqu'aucun changement n'a été apporté.
N/D	Restriction au niveau du transfert de contenu : erreur de certificat X.509. L'installation du certificat X.509 d'Oblisync sans l'octroi des droits d'accès appropriés pour la lecture des clés privées se traduit par un problème de fonctionnement du transfert de contenu. Des erreurs sont générées lors d'une tentative de connexion au serveur dans le cadre d'un transfert de contenu. Pour obtenir des informations et l'opération à suivre pour corriger le problème, reportez-vous à la section Transfert de contenu, Causes éventuelles de l'échec, Certificat X.509 du Manuel de l'utilisateur.

N/D

Les entités d'état initial sont des entités créées par CA Business Service Insight pendant l'installation. Elles incluent des unités, des rôles, etc. Une liste complète est fournie ci-après.

Les modifications apportées par les utilisateurs aux entités d'état initial antérieures à la version 8.x (première version incluant la fonctionnalité de transfert de contenu) ne sont pas reconnues en tant que telles par le script de migration de l'outil de transfert de contenu.

Liste complète des entités de données initiales prises en charge par l'outil de transfert de contenu :

Domaines de service

- Formules génériques (définies pour les métriques rapides)

Catégories de domaine

(Sous Formules génériques : Domaine de service)

(Définies pour les métriques rapides).

- Nombre
- Moyenne
- Maximum
- Minimum
- Somme

Fuseaux horaires

- GMT

Unités

- Dollar américain
- Euro
- Livre
- Yen japonais
- Franc suisse
- Pourcentage
- Secondes
- Minutes
- Bits/s
- Heures

- % de paiement
- #
- Ensembles de modifications
- Valeur par défaut

Problèmes de gestion des contrats

- 31138 Bien que cette opération ne soit pas valide, il est possible de faire passer une métrique de l'état Inactif à Actif après sa validation à l'aide du bouton Définir comme dans la page Liste des métriques. L'utilisateur doit être averti que l'opération n'est pas autorisée pour la métrique sélectionnée.

Problèmes liés aux bases de données

- 36171 Certains paramètres incorrects dans le paramètre NLS_LANG peuvent entraîner un échec de l'installation (erreur de création de schéma). Des erreurs ORA-01843 et/ou d'autres erreurs se produisent lors de l'installation de la base de données.

Solution :

1. Déterminez le jeu de caractères à utiliser pour votre instance de base de données.

CA Business Service Insight 8.2 prend en charge les jeux de caractères AL32UTF8 et WE8MSWIN1252.

- CA recommande fortement l'utilisation du jeu de caractères AL32UTF8 pour les nouveaux déploiements.

L'utilisation du jeu de caractères WE8MSWIN1252 dans votre instance de base de données empêche l'utilisation de chaînes contenant des caractères de l'Europe de l'Ouest.

Remarque : Pour que les chaînes contenant des caractères de l'Europe de l'Ouest puissent être stockées dans la base de données, vous devez utiliser le jeu de caractères AL32UTF8.

2. Définissez le paramètre NLS_LANG.

Vous devez utiliser le même paramètre pour l'instance de base de données et tous les serveurs CA Business Service Insight (serveurs Web, d'applications, de base de données).

Le paramètre NLS_LANG est composé de 3 parties : langue, territoire, jeu de caractères. Format : <langue>_<territoire>.<jeu_caractères>

Exemple_1 : AMERICAN_AMERICA.WE8MSWIN1252

Exemple_2 : AMERICAN_AMERICA.AL32UTF8

Remarques :

3. Remarque : Le paramètre NLS_LANG doit être défini dans le registre avant l'installation de l'instance de base de données. L'emplacement exact dans le registre dépend de la version d'Oracle installée et du système d'exploitation. Pour connaître cet emplacement, reportez-vous à la documentation Oracle.
 - Pour obtenir des informations spécifiques sur la définition du paramètre NLS_LANG, consultez la documentation Oracle officielle.
- N/D Lors de la migration d'une base de données Oracle 11g à partir de versions antérieures à la version 8.0, le processus de migration peut échouer en raison d'une valeur incorrecte dans le paramètre o7_dictionary_accessibility. Il s'agit d'un problème connu.

Solution :

1. Avant d'exécuter la migration, exécutez la requête suivante lors de la connexion à la base de données en tant qu'administrateur sysdba :


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

Si le résultat est FALSE, exécutez les commandes suivantes pour TRUE apparaisse (vous devrez redémarrer la base de données) dans sql*plus lors de la connexion à la base de données en tant qu'administrateur sysdba.

```
alter system set o7_dictionary_accessibility=TRUE scope=spfile;
shutdown immediate
startup
```
2. Assurez-vous que le paramètre a été modifié en exécutant la commande suivante :


```
select value from v$parameter where name =
upper('o7_dictionary_accessibility');
```
3. A l'issue de la migration, exécutez les commandes suivantes afin de modifier le paramètre et rétablir la valeur FALSE (vous devrez redémarrer la base de données) dans sql*plus lors de la connexion à la base de données en tant qu'administrateur sysdba.


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

4. Assurez-vous que le paramètre a été modifié en exécutant la commande suivante :

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

- N/D Si vous n'exécutez pas les scripts SQL de CA Oblicore Guarantee à l'aide des fichiers Shell ou de commande fournis, la valeur du paramètre `nls_length_semantics` risque d'être remplacée pour la durée de la session en cours par la configuration de l'outil utilisé pour accéder à la base de données. Dès lors, la longueur des champs de chaînes de caractères des tables nouvellement créées ou modifiées peut être erronée.
- N/D Le chemin d'accès au dossier sous lequel les fichiers de base de données sont créés ne peut pas contenir d'espaces.

Problèmes généraux

- N/D Les erreurs ajoutées au journal par l'outil de transfert de contenu, le module OMV, l'indice de mesure du service et le composant du gestionnaire ACE2 au journal ne permettent pas de générer d'alertes.

Fonctionnalité améliorée de génération des rapports

- N/D Le module d'extension de génération améliorée des rapports pour Word ne fonctionne pas sur Office 2007 et Windows XP.
- N/D Une erreur est générée lors du chargement d'un fichier *.docx contenant une URL non valide se présentant sous forme d'hyperlien (de couleur bleue) pour générer un nouveau référentiel de documents. Par exemple, l'URL `\\bhb@hbh\vgvgvgv <file:///\\bhb@hbh\vgvgvgv>` génèrerait une erreur.

Il s'agit d'un problème connu qui a été documenté. Il survient lors de l'ouverture du document à l'aide de l'objet SDK
`WordprocessingDocument.Open(EntityProvider.GeneratedFilePath, true).`

Problèmes liés au moteur I18N

- 36131 Les données saisies par les utilisateurs ou téléchargées à partir de Cloud Commons ne sont pas localisées. Il s'agit d'un problème connu de l'indice de mesure du service. Cela inclut :
 - Noms des services
 - Descriptions des services
 - Noms des fournisseurs et autres informations
 - Noms des catégories
 - Attributs définis par l'utilisateur et valeurs de ces attributs
 - Fonctionnalité
 - Fonctionnalité
 - Noms des métriques
 - Des erreurs générales (erreurs SQL générées directement par la base de données, erreurs Java, etc.) peuvent s'afficher.
 Contenu traduit :
 - Modèles d'indices de mesure du service incluant le nom et les descriptions des caractéristiques
 Le modèle d'indice de mesure du service est traduit si les données sont visibles dans l'interface utilisateur. Cela inclut :
 - Nom et descriptions des caractéristiques
 - Métriques
 - Indicateurs
 - Noms des colonnes pour l'affichage des grilles de services
 - Messages d'erreur
 - Les messages d'erreur sont traduits pour :
 - Erreurs générées par l'indice de mesure du service
 - Erreurs liées à des fonctions et à des procédures stockées dans les bases de données
 - Messages et invites affichés dans l'interface utilisateur
 - Interface utilisateur
 - Toutes les chaînes statiques visibles dans l'interface utilisateur sont traduites.
- N/D Autre problème connu : les données CA Business Service Insight des documents PDF créées à partir d'un livret sont illisibles dans le texte japonais.
- N/D En cas d'erreur dans les scripts de conversion ou dans de logique applicative, certains messages d'erreur apparaissent en anglais et non dans leur version localisée.

- N/D Le texte de l'axe X des graphiques TeeChart est illisible lorsque le client est japonais et que le système d'exploitation Windows est anglais. Il s'agit également d'un problème connu.
- N/D Certaines boîtes de dialogue TeeChart s'affichent en anglais et non en japonais. Il s'agit d'un problème connu.
- N/D Les caractères japonais ne s'affichent pas correctement dans Excel à partir de fichiers CSV exportés.
Solution :
 1. Lancez Excel.
 2. Cliquez sur Données.
 3. Cliquez sur A partir du texte.
 4. Accédez au fichier CSV et sélectionnez-le.
 5. Dans la section Type de données d'origine, sélectionnez Délimiteurs - Des caractères tels que des virgules ou des tabulations séparent chaque champ.
 6. Cliquez sur Suivant.
 7. Dans la section Délimiteurs, sélectionnez Virgule.
 8. Cliquez sur Terminer.

Problèmes de rapports

- N/D Lors de la génération simultanée d'un grand nombre de rapports (plus de 20), l'interface utilisateur peut se bloquer.
- N/D La fonctionnalité qui active la recherche dans les paramètres au format libre est uniquement prise en charge dans les bases de données Oracle.
Solution : Si vous avez des formats libres qui accèdent à une base de données non Oracle, définissez la clé de configuration (ff_report_max_search_results) sur -1.

Problèmes liés au moteur SMI

- N/D

Un format de date spécifique est attendu dans les scripts de conversion dans les packages d'indice de mesure du service. Le format est basé sur les valeurs par défaut définies pour l'utilisateur sadmin. La modification des préférences de l'utilisateur sadmin pourrait entraîner l'échec des scripts de conversion.

Solution :

Lors de l'utilisation d'un package d'indice de mesure du service, veuillez à utiliser les valeurs par défaut définies pour l'utilisateur sadmin.

Remarque : CA déconseille fortement d'utiliser l'utilisateur sadmin dans le cadre d'une utilisation standard de CA Business Service Insight. Créez des utilisateurs spécifiques basés sur l'utilisateur sadmin ou sur d'autres utilisateurs fournis avec l'application.
- N/D

Si vous activez une case à cocher dans une page et que vous placez le curseur loin de cette case, la sélection est effacée.

Lorsque plusieurs pages de services apparaissent dans la page Présentation du service, il se peut que vous souhaitiez afficher un graphique de tendance pour les services qui ne figurent pas sur la même page. Toutefois, lorsque vous activez une case à cocher dans une page et naviguez ensuite sur une autre page, la sélection est effacée. Cette limitation vous empêche d'afficher un graphique de tendance pour deux services qui n'apparaissent pas dans la même page.
- N/D

Problème d'affichage des services parents/enfants

Certains services détectés peuvent s'afficher dans la page Présentation du service avec une relation parent/enfant. C'est le cas lorsqu'un service est imbriqué dans un autre. Lorsque vous gérez vos services dans la page Gestion et détection de services, vous pouvez définir un service parent ou enfant sur l'état Géré ou Non géré. Les services définis sur Géré apparaissent dans la page Présentation du service. Il existe toutefois un problème connu avec l'affichage des services gérés imbriqués.

Lorsque vous définissez un service parent sur Non géré, tant le service parent que le service enfant n'apparaissent pas dans la page Présentation du service dans la vue hiérarchique. Néanmoins, lorsque les services sont filtrés, une liste plate des services (non hiérarchique) s'affiche et inclut les services enfants gérés d'un parent non géré. Il s'agit d'un problème d'affichage connu du produit, qui sera résolu dans une version ultérieure.

- N/D Erreur lors du changement d'un service géré en non géré
Après avoir créé un service à l'aide de fonctionnalités de la page Détection de service ou après avoir utilisé un service détecté, vous pouvez rencontrer un message d'erreur lorsque vous changez le service de l'état Géré à Non géré. Cela se produit uniquement lorsque les métriques de comparaison de services sont définies sur Activer et que le service est désigné comme Géré.
Lorsque vous définissez les métriques de comparaison de services sur Activer, un contrat SMI est automatiquement créé pour le service. Ce dernier ne peut être Non géré qu'une fois l'association avec le contrat SMI supprimée.
Vous pouvez rencontrer le scénario suivant dans lequel l'erreur se produit :
 - Vous créez un service et définissez l'option Métriques de comparaison de services sur Activer et le service sur l'état Géré.
 - Vous ouvrez ensuite la page Gestion et détection de services et essayez de changer le service en Non géré en sélectionnant l'option Ne pas gérer dans le menu Action du service.
 - Le message d'erreur "Echec partiel de la mise à jour du service pour <name>" s'affiche, l'option Métriques de comparaison de services est définie sur Désactiver, mais le service apparaît toujours comme Géré.
Cela est dû au délai de suppression du contrat SMI sous-jacent, qui peut atteindre cinq minutes. La suppression du contrat SMI est déclenchée automatiquement lorsque les métriques de comparaison de services sont désactivées.Pour éviter ce problème, veuillez patienter environ cinq minutes, puis retourner à la page Gestion et détection de services pour changer de nouveau le statut du service en Non géré en sélectionnant l'option Ne pas gérer dans le menu Action du service. Le message "Mise à jour du service terminée pour <name>" s'affiche et le statut du service change en Non géré.

Chapitre 4 : Problèmes résolus

Cette section décrit les problèmes connus affectant les versions précédentes de CA Business Service Insight et qui ont été corrigés dans la version actuelle.

Problèmes corrigés

Les problèmes suivants ont été corrigés dans cette version.

1. Sécurisation
 - Les caractères non autorisés ont été supprimés de l'URL.
2. D'importantes améliorations ont été implémentées pour améliorer les performances des fonctionnalités suivantes du produit :
 - Suppression des métriques
 - Suppression des contrats
 - Suppression et création des version de contrat
 - Événement de processus de service d'alertes
3. ACE1
 - Plus aucun recalcul inutile affectant les performances et la stabilité du produit n'est réalisé.
 - Lors d'une mise à niveau à partir d'une version antérieure à la version 7.0 ou 6.3 SR4, le nouveau calcul complet n'est plus réalisé.
4. ACE2
 - Les enregistrements incorrects de métrique de réutilisabilité n'ont plus lieu.
 - La consommation élevée d'espace disque du fichier journal JBoss ne se produit plus.
 - La consommation de mémoire du gestionnaire ACE2 est maintenant ajustée conformément aux résultats des tests ACE2, afin d'en optimiser l'utilisation.

5. L'intégration du portail de rapports est accessible dans la version actuelle.
6. Gestion des événements
 - La barre de défilement verticale de l'arborescence fonctionne maintenant correctement.
7. Page Journal du système
 - La page Journal du système ne se bloque plus lorsque l'utilisateur clique sur le bouton de recherche.
8. Gestion des portefeuilles
 - Les scénarios contenant des entités (SD/CT) sans emplacement et des emplacements sans entités ont été corrigés.

Ce chapitre traite des sujets suivants :

[Problèmes liés aux bases de données](#) (page 52)

Problèmes liés aux bases de données

- 36812 Certains objets (index, tables ou LOB) ont été affectés à des espaces disque logiques inappropriés pour les conventions internes. Ce problème a été corrigé au niveau des nouvelles installations et des mises à niveau.
Le problème s'applique uniquement aux objets CA Business Service Insight et pas aux objets créés par le client ou aux objets que le client modifie.
- N/D Les différences au niveau des paramètres initiaux (audit_trail par exemple) des bases de données Oracle 10 et 11 ont été corrigées. Des paramètres identiques sont désormais utilisés dans ces deux versions d'Oracle.

Chapitre 5 : Documentation

Cette section contient des informations sur la documentation actuelle.

Pour obtenir la documentation la plus récente et afficher ou télécharger la dernière version de la bibliothèque, accédez au site Web de support en ligne de CA (<http://support.ca.com>).

Ce chapitre traite des sujets suivants :

[Manuels PDF](#) (page 54)

[Bibliothèque](#) (page 55)

[Numéros de version](#) (page 55)

[Acknowledgments](#) (page 57)

Manuels PDF

Plusieurs manuels de produit sont disponibles au format PDF :

- Manuel d'installation (*CA Business Service Insight Installation Guide.pdf*)
- Manuel de contenu prédéfini (*CA Business Service Insight Predefined Content Guide.pdf*)
- Notes de parution du contenu prédéfini (*CA Business Service Insight Predefined Content Release Notes.pdf*)
- Manuel d'administration (*CA Business Service Insight Administration Guide.pdf*)
- Manuel de référence de l'API de service Web (*CA Business Service Insight Web Service API.pdf*)
- Manuel de l'interface Business Intelligence (BI) (*CA Business Service Insight BI Interface Guide.pdf*)
- Notes de parution de l'interface Business Intelligence (BI) (*CA Business Service Insight BI Interface Release Notes.pdf*)
- SDK Reference Guide (*CA Business Service Insight SDK Guide.pdf*)
- Notes de parution (*CA Business Service Insight Release Notes.pdf*)
- Third Party Acknowledgments (*CA Business Service Insight Third Party Acknowledgments.pdf*)

Pour afficher un fichier PDF, vous devez télécharger Adobe Reader à partir du site Web Adobe s'il n'est pas encore installé sur votre ordinateur.

CA Business Service Insight contient également un module d'Aide en ligne HTML. L'Aide en ligne est intégrée à l'interface utilisateur et offre une assistance pour toute tâche disponible dans le produit. L'Aide en ligne est également intégrée à la bibliothèque CA Business Service Insight. Les versions les plus récentes du Manuel de l'utilisateur et des autres documents sont disponibles sur le site de support de CA.

Bibliothèque

La bibliothèque CA Business Service Insight est un outil de référence HTML indépendant qui fournit un accès facile à l'Aide en ligne et à la documentation de référence principale pour CA Business Service Insight. La bibliothèque offre une interface utilisateur frontale où vous pouvez ouvrir différents manuels PDF ou des fichiers d'aide en ligne, ou encore effectuer une recherche sur un index combiné reprenant tous les livrables.

La bibliothèque est installée avec le produit et intégrée au système d'aide en ligne. Lorsque vous affichez une rubrique de l'Aide en ligne, vous pouvez cliquer sur le lien Revenir à la bibliothèque situé au-dessus de la liste du sommaire pour ouvrir la page principale de la bibliothèque.

Un fichier ZIP contenant la dernière version de la bibliothèque est également disponible pour téléchargement sur la page du site Web de support en ligne de CA (<http://support.ca.com>).

Pour plus d'informations concernant les fonctionnalités de la bibliothèque, cliquez sur Naviguer dans la bibliothèque CA au bas de la fenêtre principale de la bibliothèque. Cette rubrique présente l'organisation de la bibliothèque, ainsi que les diverses options de recherche.

Numéros de version

Il se peut que le numéro de version mentionné sur la page de titre d'un document ne corresponde pas au numéro de la version actuelle du produit. Indépendamment du numéro de version indiqué sur la page de titre, l'ensemble de la documentation fournie avec le produit couvre la version actuelle du produit. Le numéro de version est modifié uniquement lorsqu'une partie importante d'un document change pour incorporer une mise à jour ou la nouvelle version d'un produit. Si aucune modification importante n'est apportée à un document, le numéro de version demeure inchangé. Par exemple, un document pour la version 8.0 peut toujours être valide pour la version 8.1. Les bibliothèques de documentation indiquent toujours le numéro de la version actuelle d'un produit.

La documentation est parfois mise à jour, même si aucune nouvelle version ou mise à jour du produit n'est disponible. Pour indiquer une modification mineure apportée à une documentation, tout en maintenant sa validité pour les autres versions, le numéro d'édition est mis à jour sur la page de couverture. Les premières éditions n'ont pas de numéro d'édition.

Chapitre 6 : Acknowledgments

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ActiveMQ 5.3.0

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-- activemq-web

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== For the xstream library

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- * - Thanks to Chris for the domlay() function
- * - this requires calendarcode.js, calendar.css, and calendarTest.htm
- * - works in IE4.x, IE5.x, NS4.75 possibly 4.x, NS6 (with slight cosmetic issues)
- * - Netscape does display some controls overtop of the layer so layout is important
- *
- */"

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Xerces

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jQuery JSON Plugin

version: 2.3 (2011-09-17)

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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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