

CA Business Service Insight

Note di rilascio

8.2



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Capitolo 1: Introduzione

Il presente documento contiene le note di rilascio per CA Business Service Insight 8.2. I seguenti capitoli forniscono una descrizione dettagliata della versione corrente, nonché altre informazioni a integrazione della documentazione principale.

La versione corrente offre miglioramenti in termini di qualità, affidabilità e prestazioni. Inoltre include nuove funzionalità ed è disponibile la versione internazionalizzata/localizzata in otto lingue.

Capitolo 2: Nuove funzionalità

Questa sezione descrive le nuove funzionalità introdotte in questa versione.

Questa sezione contiene i seguenti argomenti:

[Supporto delle versioni internazionalizzate e localizzate](#) (a pagina 12)

[ACE](#) (a pagina 13)

[Connettore Catalyst](#) (a pagina 14)

[Trasferimento del contenuto](#) (a pagina 15)

[Problemi e richieste dei clienti](#) (a pagina 21)

[Database](#) (a pagina 23)

[Crittografia della password](#) (a pagina 24)

[Installazione, migrazione, configurazione](#) (a pagina 25)

[Supporto delle versioni internazionalizzate e localizzate](#) (a pagina 26)

[Operatori di ITPAM](#) (a pagina 34)

[Nuovi operatori ITPAM](#) (a pagina 34)

[Percorso di aggiornamento](#) (a pagina 36)

Supporto delle versioni internazionalizzate e localizzate

- CA Business Service Insight 8.2 è stato internazionalizzato/localizzato per supportare le seguenti lingue aggiuntive:
 - Cinese (semplificato)
 - Giapponese
 - Portoghese (Brasiliano)

Elenco completo delle lingue supportate:

- Cinese (semplificato)
- Inglese
- Francese
- Tedesco
- Italiano
- Giapponese
- Portoghese (Brasiliano)
- Spagnolo
- Le lingue sono state aggiunte all'installazione dei componenti aggiuntivi del booklet, del client, dei componenti dell'adapter e vengono importate automaticamente.
- Il programma di installazione abilita l'installazione di CA Business Service Insight in tutte le lingue supportate.
- La lingua predefinita viene determinata in base alle impostazioni locali del sistema.
- T-Chart è stato aggiornato alla versione 2011 per supportare la localizzazione.
- L'editor di script a doppio byte è stato incluso per abilitare la definizione delle entità nelle lingue a doppio byte.

Nuovo editor di script

Il nuovo editor di script consente di definire i nomi nelle lingue a doppio byte, quali giapponese e cinese (semplificato).

Se lo si desidera, è possibile continuare a utilizzare l'editor di script standard.

ACE

Strumento di fuso orario

Tutte le metriche migrate verso ACE2 devono includere le definizioni di fuso orario.

Lo strumento di fuso orario di ACE viene avviato durante l'installazione del server applicazioni come parte del processo di migrazione e aggiornamento del database ACE.

Nel caso in cui una metrica nel sistema contenga una definizione di fuso orario priva del nome di fuso orario corrispondente, lo strumento visualizzerà una notifica di avviso. Inoltre verrà visualizzata una nota nel log di installazione.

Nel caso in cui si verifichi un errore a causa di un problema di connessione al database, lo strumento crea un file di log (%OG_HOME%\ bin) e aggiunge un avviso alla tabella di log.

Impegno verso il cliente

20524672 - Visualizzazione migliorata della Gestione ACE

Per migliorare la visualizzazione della schermata Gestione dell'istanza, è stata aggiunta una nota contenente la descrizione dell'icona 'I'.

JBoss 7.1.1

CA Business Service Insight 8.2 utilizza JBoss 7.1.1 a cui sono state apportate lievi modifiche del codice. Le modifiche sono state aggiunte manualmente al codice della versione 7.1.1 per abilitare configurazione del pool di thread.

Le modifiche (\Fixes\PooledConnectionFactoryService.java) iniziano con la dicitura:

```
Begin CA BSI code change
```

Le modifiche finiscono con la dicitura:

```
End CA BSI code change
```

Connettore Catalyst

La versione corrente di CA Business Service Insight supporta Catalyst versione 3.2.

Contratti e contraenti

Elenca tutti i contratti e i contraenti

Il connettore mostra tutti i contratti e i contraenti.

Creazione di una notifica

Il connettore crea una notifica in caso di modifica dello stato globale di contratti e contraenti.

- Lo stato globale di ciascun contratto e contraente è definito in base allo SLA. All'avvio del connettore, viene creata una notifica iniziale. La notifica viene aggiornata in base alle modifiche dello stato globale.

Visualizzazione dell'URL

Il connettore Catalyst visualizza l'URL per abilitare l'avvio di un report BSI nel contesto del contratto o del contraente.

- Il collegamento di report ai contratti o al contraente è incluso nella notifica. Gli utenti possono aprire la pagina del report per visualizzare i dettagli dei contratti o del contraente. L'utente dovrà immettere le informazioni di identificazione al momento del primo accesso.

Acquisizione delle relazioni

Il connettore Catalyst fornisce un elenco delle relazioni seguenti:

- Relazione tra contratto e servizio.
- Relazione tra contratto e contraente.

Valori e nomi di metrica

Acquisizione dei valori e dei nomi di metrica

- È possibile ottenere le metriche disponibili per un determinato contratto o servizio utilizzando il metodo `GetAvailableMetrics` di Catalyst.
- È possibile ottenere i valori di metrica per un determinato contratto o servizio utilizzando il metodo `GetMetricValues` di Catalyst.
- È possibile acquisire le metriche disponibile mediante la combinazione di un contratto e un servizio, utilizzando il metodo `GetAvailablePathMetrics` di Catalyst.
- È possibile acquisire i valori di metrica mediante la combinazione di un contratto e un servizio, utilizzando il metodo `GetMultipleMetricsValues` di Catalyst.

Creazione di una notifica in caso di modifica dello stato della metrica

- All'avvio del connettore viene creata una notifica iniziale per ciascuna metrica. La notifica contiene lo stato iniziale della metrica.
- La notifica viene aggiornata quando lo stato di conformità della metrica viene modificato da Conforme a Violazione e viceversa.

Trasferimento del contenuto

La presente sezione descrive le nuove funzionalità di trasferimento del contenuto di CA Business Service Insight.

Nuove entità di trasferimento del contenuto

Le entità seguenti sono supportate dalla funzionalità di trasferimento del contenuto.

- Adapter
- Booklet
- Stato corrente contratto
- Modello di contratto
- Protezione del modello di contratto
- Maschera di caricamento dati
- Modello del livello di servizio
- Protezione modello del livello di servizio
- Cartella dei modelli
- Libreria dei modelli
- Protezione libreria dei modelli
- Modello del periodo di applicazione

Struttura di trasferimento del modello

- La funzionalità Trasferimento contenuto è ora in grado di supportare la struttura ad albero completa dei modelli.

- **Modello di contratto**

Entità correlate:

- Dominio del servizio
- Categoria di dominio
- Fuso orario
- Unità
- Tipo di evento
- Tipo di risorsa
- Risorsa
- Gruppo di risorse
- Struttura gruppo di risorse
- Attributo personalizzato
- Documenti
- Modulo di business logic
- Libreria dei modelli
- Cartella dei modelli
- Protezione del modello di contratto / Protezione modello del livello di servizio (durante il trasferimento della protezione, se le impostazioni del modello sono definite su "Y").
- Report predefiniti

Documento:

- Modello di booklet (RTF)
- Modello di booklet (DOCX)

Nota: il trasferimento di contratto supporta unicamente i modelli confermati.

Nota: le entità non di versione non sono consentite.

Nota: i modelli possono essere collegati a elementi padre diversi. Il trasferimento del contenuto trasferisce tutti i collegamenti di modello e la struttura ad albero corrispondente.

- Protezione del modello di contratto
 - Entità correlate:
 - Contraente selezionato
 - Gruppo di contraenti
 - Nota:** il trasferimento della protezione viene eseguito unicamente quando il sistema di origine e il sistema di destinazione utilizzano la modalità di protezione di tipo Ristretto.
 - Nota:** la protezione utilizza il nome dell'elemento padre. La funzionalità Rinomina non è supportata.
- Modello del livello di servizio
 - Entità correlate:
 - Dominio del servizio
 - Categoria di dominio
 - Fuso orario
 - Unità
 - Tipo di evento
 - Tipo di risorsa
 - Risorsa
 - Gruppo di risorse
 - Struttura gruppo di risorse
 - Attributo personalizzato
 - Documenti
 - Modulo di business logic
 - Libreria dei modelli
 - Cartella dei modelli
 - Protezione del modello di contratto / Protezione modello del livello di servizio (durante il trasferimento della protezione e se le impostazioni del modello sono definite su “Y”).
 - Nota:** il trasferimento di contratto supporta unicamente i modelli confermati.
 - Nota:** le entità non di versione non sono consentite.
 - Nota:** i modelli possono essere collegati a elementi padre diversi. Il trasferimento del contenuto trasferisce tutti i collegamenti di modello e la struttura ad albero corrispondente.

- Protezione modello del livello di servizio
 - Entità correlate:
 - Contraente selezionato
 - Gruppo di contraenti
 - Nota:** il trasferimento della protezione viene eseguito unicamente quando il sistema di origine e il sistema di destinazione utilizzano la modalità di protezione di tipo Ristretto.
 - Nota:** la protezione utilizza il nome dell'elemento padre. La funzionalità Rinomina non è supportata.
- Libreria dei modelli
 - (supporta la funzionalità Protezione libreria dei modelli delle entità correlate quando il parametro di impostazione Modello è impostato su "Y").
- Protezione libreria dei modelli
 - Entità correlate:
 - Contraente selezionato
 - Gruppo di contraenti
 - Nota:** il trasferimento della protezione viene eseguito unicamente quando il sistema di origine e il sistema di destinazione utilizzano la modalità di protezione di tipo Ristretto.
 - Nota:** la protezione utilizza il nome dell'elemento padre. La funzionalità Rinomina non è supportata.
- Cartella dei modelli
 - (supporta la Libreria dei modelli dell'entità correlata). L'utilizzo di nomi identici è consentito nel caso in cui la cartella sia contenuta in librerie dei modelli diverse. La cartella elenca informazioni relative all'elemento padre nella procedura guidata di trasferimento del contenuto

Miglioramento della protezione dei modelli

Questa sezione descrive due miglioramenti apportati alla protezione dei modelli.

- Trasferimento dei dati di protezione della libreria dei modelli
- La libreria e il modello sono entità correlate alla protezione. L'opzione per il trasferimento dei dati di protezione durante il trasferimento della libreria o del modello è ora disponibile.

È possibile configurare le opzioni in Amministrazione, Impostazioni sito, Avanzate, Trasferimento contenuto, quindi:

- a. Definire la protezione del modello impostando Libreria dei modelli, Modello di contratto, Modello del livello di servizio (Y/N).
 - Selezionare "Y" o "N".
- b. Opzione di salvataggio del trasferimento protetto della libreria dei modelli [A/I/N].
 - Selezionare "A", "I", oppure "N".

Esempio

Sull'origine, l'accesso a TempLib1 è disponibile per CP1 e CP2; sulla destinazione l'accesso a Lib1 è disponibile per CP1, CP2 e CP3. L'accesso a ContractTemplate1 (in TempLib1) è disponibile per CP1 e CP3.

Origine

TempLib1(CP1, CP2)

Destinazione

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

Opzione N: la protezione non viene applicata agli elementi inclusi.

Il processo non viene completato. Sulla destinazione, ContractTemplate1 include CP3, escluso dalla protezione dell'elemento padre.

Opzione A: la protezione viene applicata agli elementi inclusi.

La protezione di TempLib1 viene trasferita come TempLib1(CP1, CP2).

La protezione di ContractTemplate1 viene trasferita come ContractTemplate1(CP1, CP2).

Opzione I: integrazione della protezione agli elementi inclusi.

La protezione di TempLib1 viene trasferita come TempLib1(CP1, CP2).

La protezione di ContractTemplate1 viene trasferita come ContractTemplate1(CP1).

Problemi e richieste dei clienti

Le seguenti richieste sono state implementate nella versione 8.2:

20318858	Durante la pianificazione di un adapter, la schermata di pianificazione mostra l'ora di inizio e la durata. Tuttavia, il valore della durata non corrisponde alla durata dell'attività pianificata visualizzata in Microsoft. Motivo: il valore indicato come durata corrisponde in realtà all'ora di arresto. Il valore 11:00 non corrisponde a una durata di 11 ore ma all'ora di arresto 11:00. L'opzione della schermata di pianificazione dell'adapter è stata modificata da Durata a Ora di arresto.
20489014	Visualizzazione del titolo e del bordo del widget È ora possibile impostare le opzioni di visualizzazione del bordo del widget e del titolo in modo indipendente.
20524672	Visualizzazione della gestione ACE. La schermata Gestione istanza include ora una descrizione dell'icona "I".

20525515	Rimozione del tag di deviazione dal dashboard: Per i widget di dashboard, è ora possibile impostare i parametri da visualizzare, quali misurazione, deviazione, bordo e soglia. Inoltre, è possibile mostrare o nascondere il bordo del widget. 1. Fare clic con il tasto destro del mouse sul widget per aprire la finestra di dialogo delle impostazioni. 2. Nella scheda Generale, selezionare le impostazioni da visualizzare. 3. Sulla scheda Calcolo, selezionare il tipo di soglia e impostare la soglia per la deviazione o la misurazione.
N/A	Aggiunta dell'ID di variante ai dettagli utenti nello script di conversione per consentire all'utente di definire la variante in uso.
N/A	È ora possibile aggiungere informazioni sul fuso orario per eventuali eccezioni dello script di conversione per consentire agli utenti di definire il fuso orario dell'eccezione.

Database

- Il file `alter_system.log` non viene più creato durante le installazioni pulite. Vengono creati i log seguenti:

- File di log Oracle durante la creazione dell'istanza di database
- `Build_TBS_Users.log`
- `build_schema.log`

- Nuovi switch nelle installazioni pulite. Durante l'esecuzione manuale dei database mediante `main.bat`, sono disponibili due nuovi switch.

-so

(Solo schema). Lo switch Solo schema presuppone che l'istanza esiste e che include ruoli, utenti, privilegi e spazi tabelle. L'installazione crea unicamente le entità come utente di schema (ad esempio, oblicore). Non vengono create altre entità.

-ns

(Nessuno schema). Lo switch Nessuno schema (-ns) crea l'istanza Oracle, lo spazio tabella, i privilegi di sistema, i ruoli e gli utenti Oracle. Lo switch non crea gli stessi oggetti creati dallo switch -so.

Nota: gli switch sono supportati unicamente su Windows.

- A partire dalla versione 8.2, negli aggiornamenti e nelle installazioni pulite, ciascun spazio tabella viene creato con dimensioni predefinite di 10MB. Le dimensioni possono essere aumentate di 10MB e sono autoestensibili e non presentano limiti di dimensione totale.
- Il percorso di tutti gli eseguibili di Oracle (`dbca`, `netca`, e `sqlplus`) è incluso nel file `start_parameters.ini`. Pertanto, il percorso della variabile di ambiente è di carattere indipendente e non viene considerato. Tale indipendenza del percorso consente di evitare i problemi causati generalmente da tale dipendenza e di utilizzare `Oracle_home` in calls to `dbca`, `netca` e `sqlplus`.
- I parametri "`background_dump_dest`", "`core_dump_dest`", e "`user_dump_dest`" puntano ai seguenti percorsi corretti:
 - `$OBLICORE_ROOT/Oblicoredb/admin/b_dump`,
 - `$OBLICORE_ROOT/Oblicoredb/admin/c_dump`
 - `$OBLICORE_ROOT/Oblicoredb/admin/u_dump`
- La directory `Adump` è stata creata in `admin`; il parametro `audit_trail_dest` punta la directory.

Aggiornamento dei file di log

Quando si esegue l'aggiornamento da versioni precedenti, CA Business Service Insight genera due file di log:

OG8.xMigration.log

- Il file OG8.xMigration.log contiene unicamente le voci corrispondenti all'ultima esecuzione e viene sempre visualizzato.
- Durante il primo aggiornamento (o quando non esiste alcun file di log corrispondente a un aggiornamento precedente), questo file viene utilizzato per la scrittura di tutte le voci di log di aggiornamento. Dopo il primo aggiornamento non sarà presente nessun altro file di log.
- A partire dal secondo aggiornamento (o quando i file di log OG8.xMigration.log è già esistente) i contenuti di questo file vengono rimossi e aggiunti al file OG8.xMigrationHist.log prima dell'inizio dell'aggiornamento.

OG8.xMigrationHist.log (cronologia di aggiornamento)

- OG8.xMigrationHist.log è un file di cronologia degli aggiornamenti. Viene creato con il secondo aggiornamento e contiene le voci corrispondenti a tutti gli aggiornamenti precedenti all'aggiornamento corrente.
- All'inizio di ciascun aggiornamento successivo, i contenuti di OG8.xMigration.log (l'aggiornamento precedente) vengono rimossi e aggiunti a questo file.

Crittografia della password

È ora possibile nascondere le password nelle stringhe di connessione del database e codificarle utilizzando segnaposto per le password.

È possibile nascondere le password nelle posizioni/oggetti/stringhe seguenti:

- Segmenti della stringa di connessione negli adapter SQL
- Stringhe di connessione della maschera di caricamento dei dati
- Stringhe di connessione del report in formato libero
- Generatore di query negli adapter SQL
- Stringhe di connessione dell'adapter SQL
- Stringhe di connessione di test dell'adapter SQL

Installazione, migrazione, configurazione

- Per ridurre l'interazione utente necessaria per eseguire l'installazione e la configurazione del sistema, diversi prerequisiti di terze parti sono stati integrati nel programma di installazione.

- Microsoft .NET 4.0
- ODP.NET (11.2.0.3)
- JAVA: 1.6.0 Aggiornamento 16
- JBOSS: aggiornamento a JBOSS 7.1.1

Lo strumento di Installazione di JBOSS non è più richiesto. La distribuzione del pacchetto JBoss viene ora eseguita su un CD di terze parti richiesto durante l'installazione.

Supporto delle versioni internazionalizzate e localizzate

- CA Business Service Insight 8.2 è stato internazionalizzato/localizzato per supportare le seguenti lingue aggiuntive:
 - Cinese (semplificato)
 - Giapponese
 - Portoghese (Brasiliano)

Elenco completo delle lingue supportate:

- Cinese (semplificato)
- Inglese
- Francese
- Tedesco
- Italiano
- Giapponese
- Portoghese (Brasiliano)
- Spagnolo
- Le lingue sono state aggiunte all'installazione dei componenti aggiuntivi del booklet, del client, dei componenti dell'adapter e vengono importate automaticamente.
- Il programma di installazione abilita l'installazione di CA Business Service Insight in tutte le lingue supportate.
- La lingua predefinita viene determinata in base alle impostazioni locali del sistema.
- T-Chart è stato aggiornato alla versione 2011 per supportare la localizzazione.
- L'editor di script a doppio byte è stato incluso per abilitare la definizione delle entità nelle lingue a doppio byte.

Ruoli

Dopo aver eseguito un'installazione pulita di CA Business Service Insight, sarà disponibile un solo ruolo (in Amministrazione/Gestione utente/Ruoli): Amministratori con privilegi avanzati di Insight.

Nota: solo il ruolo di amministratore con privilegi avanzati di Insight è disponibile localizzato.

Pacchetto di ruoli

È possibile caricare ruoli aggiuntivi dal pacchetto dei ruoli. Inoltre, è possibile creare ruoli in base alle proprie esigenze.

Attenersi alla seguente procedura:

1. Accedere al sito del supporto e scaricare il pacchetto CA Business Service Insight Predefined Roles r8.2.

Il pacchetto include i seguenti file:

- rolesPackage.bat
- rolesPackage.sql nella cartella di installazione di BSI.

2. Fare doppio clic sul file rolePackage.bat.
 - a. Immettere il nome utente, la password e il nome di database.

Dati iniziali

L'installazione di CA Business Service Insight viene eseguita con i dati iniziali (definiti). I dati iniziali forniti con BSI corrispondono a stringhe in lingua inglese caricate nel database durante l'installazione del prodotto. I dati iniziali includono entità quali secondi, dollaro U.S.A., modelli diversi, funzioni, report, script, amministratore con privilegi avanzati di Insight e tutte le entità contenute nella tabella Dati iniziali.

A partire dalla versione 8.2, non è possibile apportare modifiche dirette a tali entità. Le icone di modifica corrispondenti sono disabilitate. Gli utenti possono duplicare tali unità, modificarle come desiderato e salvarle con un altro nome. I dati iniziali sono localizzati.

Questa tabella contiene un elenco degli oggetti di dati iniziali e delle posizioni corrispondenti nel menu di interfaccia utente.

Item	Posizione del menu	Dati iniziali
ACE - Criteri di calcolo	Amministrazione Gestione ACE Criteri di calcolo	Predefinito/Metrica di gruppo

Item	Posizione del menu	Dati iniziali
Report di amministrazione	Reports / Cartelle dei report / Report di amministrazione	■ Amministratore - Maschere per il caricamento dati - Mostra record in sospeso ■ Amministrazione - Stato pianificazione ■ ACE2 di amministrazione - Modifiche analizzate ■ ACE2 di amministrazione - Pianificazione calcolo ■ ACE2 di amministrazione - Pianificazione calcolo per contratto ■ ACE2 di amministrazione - Stato di calcolo corrente ■ ACE2 di amministrazione - Stato di calcolo corrente per contratto ■ ACE2 di amministrazione - Monitoraggio coda lavoratori ■ Attività di amministrazione varie - Stato adapter ■ Attività di amministrazione varie - Profili di notifica per destinatario ■ Attività di amministrazione varie - Informazioni sulle risorse ■ Attività di amministrazione varie - Errori di runtime SLALOM ■ Attività di amministrazione varie - Configurazione di sistema ■ Attività di amministrazione varie - Statistiche di sistema ■ PSL di amministrazione - Stato di calcolo ■ PSL di amministrazione - Stato di calcolo per contratto ■ PSL di amministrazione - Stato del ciclo ■ PSL di amministrazione - Eliminazione definitiva dati - Cronologia ■ PSL di amministrazione - Eliminazione definitiva dati - Stato ■ PSL di amministrazione - Prossimo calcolo ■ PSL di amministrazione - Riepilogo prossimi calcoli ■ PSL di amministrazione- Numero di metriche richiedenti il ricalcolo ■ PSL di amministrazione - Numero di metriche che richiedono il ricalcolo (Grafico) ■ Protezione di amministrazione

Item	Posizione del menu	Dati iniziali
Report database di amministrazione	Reports / Cartelle dei report / Report database di amministrazione	- Database di amministrazione - Stato di analisi degli oggetti di database - Database di amministrazione - Elenco parametri Oracle - Database di amministrazione - Indici tabelle - Database di amministrazione - Stato spazi tabelle - Database di amministrazione - Utilizzo spazi tabelle
Dispositivi di notifica	Report / Notifiche Dispositivi di notifica	- Riga di comando - Indirizzo di posta elettronica - Popup - SMS
Moduli di business logic	Progettazione / Entità basilari / Moduli di business logic	- Media di metriche rapide - Numero delle metriche rapide - Filtraggio delle metriche rapide - Mapping di metrica rapida - Massimo metriche rapide - Minimo metriche rapide - Somma delle metriche rapide
Modelli di business logic	Progettazione / Entità basilari / Modelli di business logic	Modello framework SLALOM
Gruppi di modifiche	Progettazione/Risorse/ Gruppi di modifiche	Gruppo di modifiche predefinito Nota: questa icona di modifica è abilitata. Non è possibile modificare il nome e la descrizione di Predefinito. Tuttavia, è possibile modificare i valori di Stato e Data di inizio validità predefinita
Repository documento	Amministrazione Repository documento	- Modello SLA - Modello di booklet (DOCX) - Modello di booklet (RTF)

Item	Posizione del menu	Dati iniziali
Funzionalità	Progettazione / Entità basilari / Funzionalità	■ Media ■ Numero ■ Massimo ■ Minimo ■ Somma
Report predefiniti	Report / Cartelle dei report / Report predefiniti	■ Report Tutte le metriche (mese corrente) ■ Report Tutte le metriche (ultimo mese) ■ Livello di servizio per metrica vs. Destinazione (mese corrente) ■ Conformità del livello di servizio (mese corrente) ■ Conformità del livello di servizio (ultimo mese)
Ruoli	Amministrazione Gestione utente / Ruoli	Amministratore Insight con privilegi avanzati
Domini del servizio	Progettazione / Entità basilari / Domini del servizio	Formule generiche
Fusi orari	Amministrazione Impostazioni sito / Fusi orari	GMT
Script di conversione	Progettazione/Conversioni / Script di conversione	Script di conversione predefinito
Tabelle di conversione	Progettazione/Conversioni / Tabelle di conversione	Tabella di conversione predefinita

Item	Posizione del menu	Dati iniziali
Units	Progettazione / Entità basilari / Units	■ # ■ % di pagamento ■ BPS ■ Euro ■ Ore ■ Yen giapponese ■ Minuti ■ Percentuale ■ Sterlina ■ Secondi ■ Franco svizzero ■ Dollaro USA

Modifiche dell'interfaccia utente

La versione tradotta dell'interfaccia utente è ora disponibile in Amministrazione/Gestione utente/Ruolo (consultare le [lingue supportate](#) (a pagina 12)).

Impostazioni avanzate

Ciascun nodo e ciascun nodo figlio negli elementi del menu Impostazioni avanzate sono disponibili localizzati. I nomi di parametro e le descrizioni comandi vengono visualizzati nella lingua localizzata.

Nota: i valori di parametro non sono localizzati.

Report

I nomi di report, i nomi di cartella, le descrizioni, le descrizioni di comando e alcune etichette per le seguenti cartelle di report sono disponibili localizzati:

- Report di amministrazione
- Report database di amministrazione
- Report predefiniti

È disponibile la versione localizzata delle seguenti visualizzazioni:

- Crea collegamento
- Generazione di report con TeeChart
- Menu Cartella dei report
- Elenco dei report (nome di report, descrizione e descrizione comando)
- Procedura guidata di creazione report (dati iniziali per il dominio del servizio e categoria di dominio)
- Cartella principale

T-Chart

Aggiornamento di T-Chart dalla versione 2010 alla versione 2011. Inoltre, il nome e la legenda di report sono localizzati.

Editor di script

CA Business Service Insight consente di utilizzare due editor di script. Tale impostazione è disponibile in:
Amministrazione, Impostazioni sito, Impostazioni avanzate, Sistema, Usa editor di testo formato Rich.

Editor	Impostazioni	Description
Editor di testo normale	N	Supporta le lingue a byte doppio, ad esempio giapponese e cinese. Consente agli utenti di creare entità quali risorse o tipi di evento da uno script nonché di scrivere i nomi di entità nelle lingue a byte doppio.
Editor di testo formato Rich	S	Supporta unicamente le lingue occidentali .

I controlli dell'editor di script sono contenuti in 5 pagine:

- Pagina Dettagli script di conversione
- Pagina Dettagli script di integrazione
- Moduli di business logic
- Pagina Dettagli metrica
- Modelli di business logic

Operatori di ITPAM

Per l'integrazione di CA Business Service Insight con i processi ITPAM esistenti, CA fornisce operatori ITPAM e chiamate SOAP personalizzate. Per ulteriori informazioni, consultare la guida di riferimento SDK (CA Business Service Insight SDK Guide) Consultare la sezione relativa all'apertura delle APIe agli Operatori ITPAM.

Nuovi operatori ITPAM

- Installazione semplificata
- Soluzioni e funzionalità di integrazione migliorate
 - Integrazione semplificata degli oggetti CA Business Service Insight mediante la loro visualizzazione in Catalyst.
 - I nuovi operatori ITPAM consentono di includere CA Business Service Insight nell'automazione di diversi prodotti CA, quali CA Catalog, CA SD, o CA Clarity.
- Supportabilità
 - Crittografia della password
 - Crittografia della password
- Entità aggiuntive di trasferimento del contenuto

Utilità password

L'utilità di password consente di nascondere e crittografare le password in stringhe di connessione di database. Nelle versioni precedenti le password erano sempre visibili.

L'utilità di password consente di effettuare le operazioni seguenti:

- Nascondere una password e utilizzare un segnaposto invece della password.
- Aggiornare le password per le connessioni di database da una posizione centrale.
- Aggiornare l'origine dati (nome TNS)
- Aggiornare le password dei servizi
- Aggiornare la password di COM+

Nota: il percorso dell'utilità password è
%OG_HOME%\Utilities\PassUpdate\PassUpdate.exe

- Stringhe di connessione dell'adapter SQL
- Segmenti della stringa di connessione dell'adapter SQL
- Generatore di query nell'adapter SQL
- Verifica delle stringhe di connessione nell'adapter SQL
- Stringhe di connessione nei report in formato libero
- Stringhe di connessione nelle maschere di caricamento dei dati

Supportabilità

Per semplificare l'installazione e la configurazione di sistema, i seguenti prerequisiti di terze parti sono stati integrati nella procedura di installazione.

- Microsoft .NET 4.0
- ODP.NET (11.2.03)
- JAVA - 1.6.0 Aggiornamento 16
- JBoss versione 7.1.

Lo strumento di installazione di JBoss non è più richiesto. La distribuzione del pacchetto JBoss viene ora eseguita su un CD di terze parti richiesto durante l'installazione.

- Servizio di transizione ACE

Il servizio di transizione ACE consente di eseguire la migrazione delle metriche da ACE1 a ACE2 senza la necessità di conservare l'istanza ACE1 originale.

Percorso di aggiornamento

Di seguito si riportano i percorsi di aggiornamento supportati per la versione 8.2:

- 7.0 SP1
- 8.0
- 8.0.1
- 8.1
- 8.1.1

Capitolo 3: Problemi noti

Questa sezione contiene i problemi noti rilevati in CA Business Service Insight 8.2 e, se disponibili, le soluzioni per risolverli. I problemi sono descritti in due sezioni secondarie:

- Problemi di CA Business Service Insight 8.2: sono i problemi rilevati nella versione corrente.
- Problemi delle versioni precedenti: problemi rilevati nelle versioni precedenti e tuttora applicabili alla versione corrente.

Questa sezione contiene i seguenti argomenti:

[Problemi di CA Business Service Insight 8.2](#) (a pagina 37)

[Problemi delle versioni precedenti](#) (a pagina 39)

Problemi di CA Business Service Insight 8.2

Questa sezione riporta i problemi rilevati nella versione presente.

Problemi di ACE

38282	La migrazione di migliaia di metriche da ACE1 a ACE2 può generare errori. Soluzione alternativa: nei sistemi di grandi dimensioni, eseguire la migrazione della metrica in blocchi di 1000 metriche fino al completamento del processo di migrazione.
38284	Quando un'attività di destinatario tenta di avviare il calcolo, l'attività potrebbe essere bloccata se l'avanzamento del calcolo dell'attività di mittente non è sufficiente. Si tratta di un errore valido registrato nel log con il testo seguente: Error: "#111 the calculation dates boundaries for task X are invalid Dates: [Z - Y]." Nota: la scrittura del messaggio viene eseguita più volte finché il destinatario è in grado di avviare il calcolo. È possibile ignorare il messaggio di errore.

Pianificazione del report di dati iniziali

A partire dalla versione 8.2 non è più possibile apportare modifiche dirette alle entità di dati iniziali. Le icone di modifica corrispondenti vengono visualizzate disattivate.

Come risultato, non è possibile pianificare direttamente i report predefiniti, i report di amministrazione e i report database di amministrazione.

Come soluzione alternativa, eseguire le operazioni seguenti:

1. Selezionare il report e fare clic con il tasto destro del mouse.
Vengono visualizzate le opzioni disponibili.
2. Selezionare Duplica.
Viene visualizzata la finestra di dialogo Proprietà.
3. Salvare il report / booklet con un nome diverso.
4. Aprire il report duplicato.
5. Fare clic su Pianificazione e selezionare Modifica per pianificare il report duplicato.

Processi di database

37519 I clienti potrebbero disattivare i processi di database in quanto non considerano utili tali funzionalità nel proprio contesto.

In alcune delle versioni precedenti alla versione 8.2, oblidbadmin veniva utilizzato come l'utente connesso al database designato e l'utente con privilegi. Nella versione corrente, i processi di database vengono creati affinché l'utente connesso al database specificato e l'utente con privilegi corrispondano a Oblicore.

Durante l'aggiornamento alla versione 8.2, tutti i processi correnti (10) creati con lo schema Oblicore o oblidbadmin vengono rimossi automaticamente e inoltrati nuovamente come utente Oblicore. I processi disabilitati vengono attivati nuovamente.

Pertanto, sarà necessario disattivare nuovamente tutti i processi disabilitati precedentemente.

Per disattivare i processi, si consiglia di impostare l'attributo 'broken' e non eliminare il processo. In tal modo, durante l'esecuzione delle migrazioni successive, sarà possibile creare automaticamente i processi mancanti.

Esempio:

```
-- 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;
```

Problemi delle versioni precedenti

Questa sezione riporta i problemi rilevati nelle versioni precedenti e applicabili a questa versione.

Problemi del modulo ACE

29339 Se una metrica è registrata in un numero elevato di risorse (migliaia), l'esecuzione dell'ambito di business logic sulla metrica potrebbe non riuscire a causa di un errore interno.

34711 32248	Le funzionalità riportate di seguito non sono supportate da ACE2. Il supporto di tali funzionalità non è previsto nelle versioni successive. ■ Raggruppamento statico ■ Previsione ■ Registrazione per tipo di evento
35645	La migrazione delle metriche archiviate da ACE 1 a ACE2 non viene eseguita correttamente. Si tratta di un problema noto. Risoluzione: Contattare il supporto per ottenere uno script di database che consenta l'estrazione del contratto da ACE2.
34125	ACE2 non supporta il calcolo delle metriche rapide. Risoluzione: Non assegnare metriche rapide a ACE2. Per impostazione predefinita, il contraente viene assegnato a ACE1. Non modificare questa assegnazione.
36104	Una volta completata un'eliminazione definitiva, ogni minuto viene aggiunta una voce a t_purge_history per tutte le eliminazioni definitive completate, finché il processo eseguito a mezzanotte non pulisce la tabella.
34818	Durante la creazione di un nuovo contratto che contiene una nuova metrica e l'assegnazione di un criterio di calcolo diverso da quello predefinito della metrica, il nuovo criterio di calcolo viene sovrascritto dal criterio di calcolo predefinito durante la conferma. Risoluzione: Assegnare il criterio dopo la conferma.
35611	Quando si esegue la migrazione da ACE1 ad ACE2 di metriche modificate manualmente nel database per disattivare le granularità, durante il calcolo delle metriche vengono generati degli errori.
32644	Un contratto archiviato non è calcolato dopo aver eseguito l'azione Annulla archiviazione quando i dati del contratto archiviato sono stati eliminati in modo definitivo.
N/A	Se le metriche assegnate a ACE2 vengono impostate per la previsione, la migrazione verso ACE1 non verrà eseguita correttamente. Risoluzione: Eseguire la migrazione della metrica verso ACE1, quindi impostarla per la previsione.

N/A	L'elenco delle metriche non indica un messaggio di errore per la registrazione delle metriche che includono errori di registrazione nel modulo di business logic, pertanto non verranno calcolate. Risoluzione: Contattare il supporto tecnico per ottenere una query che consenta di indicare tale caso.
N/A	I contratti contenenti metriche che utilizzano nomi di fuso orario non inizializzati causano il blocco da parte di ACE2 di tutti i contratti appena confermati anche se la metrica problematica non viene confermata. Risoluzione: Inizializzare i nomi di fuso orario quando viene generato l'errore.
N/A	L'opzione PSL amministratore - Eliminazione definitiva dati - Cronologia non visualizza correttamente i dati e contiene valori incorretti in seguito all'eliminazione dei dati non elaborati.

Problemi degli adapter

N/A	Se il carattere < viene utilizzato in una query con un adapter SQL e si fa clic su Verifica query, viene generato un errore.

Problemi di API

N/A	L'API non funziona su un ambiente proxy.

Booklet: Generazione in formato PDF

N/A	La generazione di un documento PDF da un booklet DOCX presenta una limitazione nota. CA Business Service Insight genera un messaggio di errore invece dell'output in formato PDF.

Problemi dei moduli di business logic

N/A	Gli errori vengono generati nel log per metriche che utilizzano i moduli revisionati. I calcoli non verranno eseguiti fino a quando la versione del modulo non viene modificata da in sospeso a in vigore.

Problemi di trasferimento del contenuto

32495	L'ordine degli attributi personalizzati in un contratto non viene mantenuto dopo il trasferimento del contratto dall'ambiente di origine a quello locale.
34308	La funzionalità di trasferimento del contenuto non identifica sempre esplicitamente la risorsa che ha causato l'errore durante il trasferimento in batch.
34966	I valori null Onere e Utenze in un contratto non vengono mantenuti dopo il trasferimento del contratto dall'ambiente di origine a quello locale. Se i valori sono numeri interi decimali o numeri interi puri, i valori trasferiti sono numeri interi senza decimale o numeri interi puri.
36172	Durante il trasferimento di un report semplice raggruppato per metrica o per periodo di applicazione, i colori delle serie nel report sull'ambiente locale potrebbero non corrispondere ai colori definiti nel report di origine.
36276	Se una metrica utilizza il metodo Tools.SendEvent, è possibile che la metrica non sia eseguita correttamente durante il calcolo ACE quando si invoca tale metodo, in quanto la risorsa e/o il tipo di evento potrebbero non essere presenti nell'ambiente locale. Tale errore si verifica solo quando la risorsa o il tipo di evento non viene specificato direttamente nel contratto (ad esempio, nella registrazione della metrica) e la risorsa non esiste nell'ambiente locale prima del trasferimento del contratto.
37221	Se il cursore del mouse viene posizionato sulla scheda della soglia di metrica di un contratto (nell'origine), la metrica potrebbe essere contrassegnata come modificata sebbene non sia stata apportata alcuna modifica.
N/A	Limitazione del trasferimento del contenuto: Errore di certificazione X.509. Se l'installazione del certificato X.509 Oblisync viene eseguita senza le autorizzazioni di accesso corrette per la lettura delle chiavi private, il trasferimento del contenuto non viene eseguito correttamente. L'errore si verifica durante il tentativo di connessione al server per il trasferimento del contenuto. Consultare gli argomenti Trasferimento del contenuto, Possibili cause di errore, Certificato X.509 della Guida per l'utente per maggiori informazioni e le correzioni corrispondenti.

N/A

Le entità di stato iniziali sono entità create da CA Business Service Insight durante l'installazione ed includono unità, ruoli, ecc. Di seguito si riporta un elenco completo di tali elementi.

Le modifiche apportate dagli utenti alle entità di stato iniziali precedenti alla versione V8.x (prima release della funzionalità Trasferimento contenuto) non verranno contrassegnate come modificate dallo script di migrazione dello strumento di trasferimento del contenuto.

Di seguito si riporta l'elenco completo delle entità di dati iniziali supportate attualmente dal trasferimento del contenuto:

Domini del servizio

- Formule generiche (definite per le metriche rapide)

Categorie di dominio

(in Formule generiche: Dominio del servizio)
(definito per metriche rapide).

- Numero
- Media
- Massimo
- Minimo
- Somma

Fusi orari:

- GMT

Unità:

- Dollaro USA
- Euro
- Sterlina
- Yen giapponese
- Franco svizzero
- Percentuale
- Secondi
- Minuti
- Bps
- Ore

- % di pagamento
- #
- Gruppi di modifiche
- Predefinito

Problemi di gestione dei contratti

- 31138 Nella pagina di elenco delle metriche è possibile aggiornare lo stato di una metrica confermata da Non attivo ad Attivo, sebbene si tratti di un'operazione non valida, utilizzando il pulsante Imposta come della pagina di elenco delle metriche. L'utente deve visualizzare un avviso indicante che l'operazione non è consentita per la metrica selezionata.

Problemi di database

- 36171 L'impostazione incorretta del parametro NLS_LANG potrebbe generare un errore di installazione (errore di creazione dello schema), errori ORA-01843 e/o altri errori durante l'installazione del database.

Risoluzione:

1. Individuare il set di caratteri da utilizzare per l'istanza di database in uso.

CA Business Service Insight 8.2 supporta entrambi i set di caratteri AL32UTF8 e WE8MSWIN1252.

- CA consiglia vivamente di utilizzare il set di caratteri AL32UTF8 per le nuove distribuzioni.

La selezione del set di caratteri WE8MSWIN1252 nell'istanza di database consente di evitare l'uso di stringhe con caratteri non appartenenti al set Europeo occidentale.

Nota: se si desidera che il database esegua l'archiviazione di stringhe con caratteri non appartenenti al set Europeo occidentale, selezionare il set di caratteri AL32UTF8.

2. Impostare il parametro NLS_LANG.

Utilizzare lo stesso parametro per l'istanza di database e tutti i server CA Business Service Insight (server Web, applicazioni e di database).

Il parametro NLS_LANG è composto da tre parti: lingua, territorio e set di caratteri. Formato: <lingua>_<territorio>.<set_caratteri>.

Esempio_1: AMERICAN_AMERICA.WE8MSWIN1252

Esempio_2: AMERICAN_AMERICA.AL32UTF8

Note:

3. Impostare il parametro NLS_LANG nel Registro di sistema prima di eseguire l'installazione dell'istanza di database. La posizione esatta di tale parametro all'interno del Registro di sistema dipende dalla versione di Oracle installata e dal sistema operativo. Per individuare la posizione esatta, consultare la documentazione di Oracle.
 - Per informazioni dettagliate sulle modalità di impostazione del parametro NLS_LANG, consultare la documentazione ufficiale di Oracle.
-
- N/A Durante la migrazione di un database Oracle 11g da versioni inferiori alla 8.0, potrebbe verificarsi un errore del processo di migrazione a causa di un valore incorretto nel parametro o7_dictionary_accessibility.

Risoluzione:

1. Prima dell'esecuzione della migrazione, eseguire la query riportata di seguito durante la connessione al database come sysdba:

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

Se il risultato è FALSE, modificarlo in TRUE eseguendo i comandi riportati di seguito (se necessario, riavviare il database) in sql*plus durante la connessione al database come sysdba:

```
alter system set o7_dictionary_accessibility=TRUE scope=spfile;  
shutdown immediate  
startup
```
2. Verificare che la modifica del parametro sia stata eseguita immettendo il seguente comando:

```
select value from v$parameter where name =  
upper('o7_dictionary_accessibility');
```
3. Dopo aver completato correttamente la migrazione, eseguire i comandi riportati di seguito per modificare nuovamente il parametro in FALSE (se necessario, riavviare il database) in sql*plus durante la connessione al database come sysdba.

```
alter system set o7_dictionary_accessibility=FALSE scope=spfile;  
shutdown immediate  
startup
```
4. Verificare che la modifica del parametro sia stata eseguita immettendo il seguente comando:

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

- N/A Durante l'esecuzione degli script CA Oblicore Guarantee SQL non mediante i file batch o shell forniti, il valore del parametro `nls_length_semantics` può essere sovrascritto per la durata della sessione corrente dalla configurazione dello strumento utilizzato per accedere al database. Ciò può causare una lunghezza errata nei campi carattere di tabelle appena create o modificate.
- N/A Il percorso per la cartella in cui i file di database vengono creati non può contenere spazi.

Problemi generali

- N/A Gli errori dello strumento di trasferimento del contenuto, del modulo OMV, dello SMI e del componente Gestione ACE2 nel registro non consentono la generazione di notifiche.

Miglioramento delle funzionalità di generazione dei report

- N/A Il componente aggiuntivo funzionalità di generazione dei report migliorata per Word non viene eseguito correttamente in Office 2007 e in Windows XP.
- N/A Viene generato un errore durante il caricamento di un file *.docx contenente un URL non valido con collegamento ipertestuale (di colore blu) per generare un nuovo repository documento. Ad esempio, l'URL `\\bhb@hbm\vgvgvgv` `<file:///\\bhb@hbm\vgvgvgv>` genererebbe un errore di questo tipo.
Si tratta di un problema noto che è stato segnalato nella letteratura; si presenta quando si apre il documento utilizzando l'oggetto SDK:
`WordprocessingDocument.Open(EntityProvider.GeneratedFilePath, vero)`

Problemi di internazionalizzazione

- 36131 I dati immessi dall'utente o scaricati da Cloud Commons non vengono localizzati. Si tratta di un problema noto di SMI. Include:
 - Nomi dei servizi
 - Descrizioni dei servizi
 - Nome del provider ed altre informazioni
 - Nomi di categoria
 - Attributi definiti dall'utente e valori corrispondenti
 - Caratteristiche funzionali
 - Funzionalità
 - Nomi delle metriche
 - Errori di carattere generale, ad esempio errori SQL originati direttamente dal database, errori Java, ecc. vengono visualizzati nel formato originale.

Contenuto tradotto:

 - Modelli SMI, inclusi nomi e descrizioni delle caratteristiche.

Modelli SMI i cui dati verranno visualizzati dall'utente. Include:

 - Nome e descrizione delle caratteristiche
 - Misurazioni
 - Indicatori
 - Nomi delle colonne per la visualizzazione della griglia di servizio.
 - Messaggi di errore

Messaggi di errore tradotti:

 - Errori generati dallo SMI
 - Errori associati alle funzioni e alle procedure archiviate nel database
 - Prompt e messaggi visualizzati nell'interfaccia utente
 - Interfaccia utente
 - Tutte le stringhe statiche visualizzate nell'interfaccia utente sono tradotte.
- N/A I dati di CA Business Service Insight dei documenti in formato PDF (creato a partire da un booklet) non sono leggibili per la lingua giapponese. Si tratta di un problema noto
- N/A In caso di errore degli script di conversione o di business logic, alcuni messaggi di errore vengono visualizzati in lingua inglese e non nella lingua localizzata. Si tratta di un problema noto.
- N/A Il testo sull'asse X di un grafico TeeChart non è leggibile in caso di client giapponese e sistema operativo Windows in lingua inglese. Si tratta di un problema noto.

- N/A Alcune finestre di dialogo TeeChart vengono visualizzate in lingua inglese e non in lingua giapponese. Si tratta di un problema noto.
- N/A I caratteri giapponesi non vengono visualizzati correttamente negli Excel creati a partire da un file CSV esportato.
Risoluzione:
 1. Aprire Excel.
 2. Fare clic su Dati.
 3. Selezionare Da testo
 4. Individuare e selezionare il file CSV
 5. Nella sezione Tipo dati originali, selezionare Delimitato. I campi sono separati da caratteri come virgole o tabulazioni.
 6. Fare clic su Successivo.
 7. Nella sezione Delimitatori, selezionare Virgola.
 8. Fare clic su Fine.

Problemi di report

- N/A Durante la generazione simultanea di un numero elevato di report (> 20) l'interfaccia utente potrebbe bloccarsi.
- N/A La funzionalità che consente di eseguire la ricerca in Parametri in formato libero è supportata solo nei database Oracle.
Per risolvere il problema: se si dispone di report in formato libero per l'accesso a un database non Oracle, impostare la chiave di configurazione (ff_report_max_search_results) su -1.

Problemi di SMI

- N/A Gli script di conversione del pacchetto SMI prevedono un formato di data specifico. Tale formato si basa sui valori predefiniti dell'utente sadmin. La modifica delle preferenze dell'utente sadmin può comportare un errore dello script di conversione.
Soluzione:
Durante l'uso del pacchetto SMI, assicurarsi di utilizzare i valori predefiniti per l'utente sadmin.
Nota: CA consiglia vivamente di non utilizzare l'utente sadmin durante l'uso normale di CA Business Service Insight, né di creare utenti specifici basati su tale utente o su altri utenti predefiniti.

- N/A

Se si seleziona una casella di controllo e si abbandona la pagina, la selezione verrà eliminata.

Quando più pagine dei servizi vengono visualizzate nella pagina Informazioni sul servizio, è possibile selezionare di visualizzare un grafico della tendenza per i servizi non visualizzati nella stessa pagina. Tuttavia, quando si seleziona una casella di controllo su una pagina e in seguito si passa a un'altra pagina, la selezione viene cancellata. Questa limitazione impedisce all'utente di selezionare la visualizzazione di un grafico della tendenza per due servizi non visualizzati nella stessa pagina.
- N/A

Errore di visualizzazione dei servizi padre/figlio.

Alcuni servizi rilevati possono essere visualizzati nella pagina Informazioni sul servizio con una relazione padre/figlio. In questo caso un servizio viene nidificato all'interno di un altro. Quando si gestiscono i servizi nella pagina Rilevamento e gestione dei servizi, è possibile impostare un servizio padre o un servizio figlio sullo stato Gestito o Non gestito. I servizi impostati su Gestito vengono visualizzati nella pagina Informazioni sul servizio. Esiste un problema noto con la visualizzazione di servizi gestiti nidificati.

Quando un servizio padre viene impostato su Non gestito, entrambi i servizi padre e i servizi figlio non vengono visualizzati nella pagina Informazioni sul servizio in modo gerarchico. Tuttavia, quando i servizi vengono filtrati, viene visualizzato un elenco dei servizi semplice (non gerarchico), che include i servizi figlio gestiti di un servizio padre non gestito. Si tratta di una limitazione nota con il prodotto e verrà trattata in una prossima versione.

- N/A Errore durante la modifica di un servizio da gestito a non gestito
Dopo aver creato un servizio tramite la funzionalità della pagina Rilevamento dei servizi, o con l'utilizzo di un servizio rilevato, potrebbe essere visualizzato un messaggio di errore quando si modifica il servizio da Gestito a Non gestito. Questo si verifica solo quando le metriche di confronto dei servizi sono impostate su Attivo e il servizio è designato come Gestito.
Quando le Metriche di confronto dei servizi sono impostate su Attivo, viene creato automaticamente un contratto SMI per il servizio. Il servizio può essere modificato in non gestito solo se l'associazione con il contratto SMI viene rimossa.
È possibile riscontrare il seguente scenario di generazione dell'errore:
 - L'utente crea un servizio, attiva l'opzione Attiva metriche di confronto dei servizi e imposta il servizio sullo stato Gestito.
 - In un secondo momento, l'utente visualizza la pagina Rilevamento e gestione dei servizi e Gestione per tentare di modificare il servizio in Non gestito selezionando l'opzione Non gestire dal menu Azione del servizio.
 - Viene visualizzato il messaggio di errore "Errore parziale di aggiornamento del servizio <name>", le metriche di confronto dei servizi sono disattivate ma il servizio continua a essere indicato come Gestito.
Questo si verifica perché è presente un ritardo di massimo cinque minuti nel sistema prima che il contratto SMI di base sia eliminato. L'eliminazione del contratto SMI viene eseguita automaticamente quando le metriche di confronto dei servizi sono impostate su Non attivo.Per risolvere il problema, attendere cinque minuti circa, quindi tornare alla pagina Rilevamento e gestione dei servizi e modificare nuovamente lo stato del servizio su non gestito selezionando l'opzione Non gestire dal menu Azione del servizio. Viene visualizzato il messaggio "Aggiornamento del servizio completato correttamente per il servizio <name>" e lo stato del servizio viene modificato in Non gestito.

Capitolo 4: Problemi risolti

Questa sezione contiene i problemi noti rilevati nelle versioni precedenti di CA Business Service Insight risolti nella versione corrente.

Problemi corretti

I problemi riportati di seguito sono stati corretti nella versione corrente.

1. Protezione
 - I caratteri non validi sono stati rimossi dall'URL.
2. Sono stati apportati miglioramenti considerevoli alle seguenti funzionalità:
 - Cancellazione delle metriche
 - Eliminazione dei contratti
 - Eliminazione e creazione delle versioni di contratto
 - Evento di processo del servizio di notifica
3. ACE1
 - Eliminazione dei ricalcoli superflui con impatto su prestazioni e stabilità.
 - In caso di aggiornamento da una versione precedente alla versione 7.0 o 6.3 SR4, il ricalcolo completo non viene più eseguito.
4. ACE2
 - Le registrazioni incorrette delle metriche di riusabilità non si verificano più.
 - Il consumo elevato di spazio su disco del file di log di JBoss non si verifica più.
 - Il consumo di memoria da parte di Gestione ACE2 viene regolato in base ai risultati benchmark di ACE2 ottimizzando l'utilizzo.
5. L'integrazione del portale dei report è accessibile nella versione corrente.
6. Gestione evento
 - La barra di scorrimento verticale della struttura funziona correttamente.
7. Pagina Log di sistema

- La pagina Log di sistema funziona correttamente quando si seleziona il pulsante di ricerca.
- 8. Gestione portfolio.
 - Gli scenari contenenti entità (SD/CT) prive di posizione e posizioni prive di entità sono stati corretti.

Questa sezione contiene i seguenti argomenti:

[Problemi di database](#) (a pagina 52)

Problemi di database

- 36812 Assegnazione incorretta di alcuni oggetti (indici, tabelle o LOB) a spazi tabelle a causa di convenzioni interne. Questo problema è stato risolto negli aggiornamenti e nelle installazioni pulite.
Il problema si verifica unicamente per gli oggetti di CA Business Service Insight e non per gli oggetti creati o spostati dal cliente.
- N/A Correzione delle differenze nei parametri iniziali (ad esempio, audit_trail) dei database Oracle 10 e Oracle 11. I parametri identici vengono utilizzati in entrambe le versioni di Oracle.

Capitolo 5: Documentazione

Questa sezione contiene le informazioni sulla documentazione corrente.

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

Questa sezione contiene i seguenti argomenti:

[Guide PDF](#) (a pagina 54)

[Bookshelf](#) (a pagina 55)

[Numeri di versione](#) (a pagina 55)

[Acknowledgments](#) (a pagina 57)

Guide PDF

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

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

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

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

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Il numero di versione sul frontespizio del documento potrebbe non corrispondere al numero di versione del prodotto corrente; ciononostante, tutta la documentazione fornita con il prodotto, indipendentemente dal numero di versione sul frontespizio, è compatibile con l'utilizzo della versione del prodotto corrente. Il numero di versione cambia solo quando si apportano modifiche significative alla documentazione, valide per l'uso di un prodotto nuovo o aggiornato. Se non vengono apportate modifiche significative a un documento, il numero di versione non cambia. Ad esempio, un documento utilizzato per la versione 8.0 può essere valido per la versione 8.1. I bookshelf della documentazione riportano sempre il numero di versione del prodotto corrente.

A volte è necessario aggiornare la documentazione successivamente a una versione nuova o aggiornata. Per indicare una modifica minore apportata alla documentazione senza invalidare le versioni supportate, viene aggiornato il numero di edizione riportato sulla copertina. La prima edizione non riporta alcun numero.

Capitolo 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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would be greatly appreciated and help me develop other controls like the free dropdown combo coming up, and it would also let me prioritize your technical questions ahead of others, and answer you, or help you customize it, in a timely fashion. - but that's not necessary - Just be a good web-izen and contribute to the web to help others yourself!

<http://www.hvorfor.no/temp/spiffycal/README.htm>

"/*

* Bazillyo's Spiffy DHTML Popup Calendar v. 1.0 © 2000 S. Ousta

* - freeware with this comment

- * - for download size, you can strip all spaces & comments except the © notices
- * - 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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Revision level 1.1, last updated on 2007/11/19

Xerces

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jQuery JSON Plugin

version: 2.3 (2011-09-17)

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

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

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Sun JRE 1.6.0_16

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TeeChart 2011.0.0.5

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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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