

CA Business Service Insight

Notas da Versão

8.2



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Capítulo 1: Introdução

Este documento contém o arquivo Notas da Versão do CA Business Service Insight 8.2. Os capítulos a seguir descrevem a release em detalhes e oferecem outras informações que complementam a documentação principal.

Esta release melhora a qualidade, a confiabilidade e o desempenho; este arquivo foi internacionalizado/localizado em oito idiomas, e adiciona novas funcionalidades.

Capítulo 2: Novos recursos

Esta seção descreve os novos recursos apresentados nesta release.

Esta seção contém os seguintes tópicos:

[Suporte à internacionalização e localização](#) (na página 12)

[MCA](#) (na página 13)

[Conector do Catalyst](#) (na página 14)

[Transferência de conteúdo](#) (na página 15)

[Ocorrências/solicitações de clientes](#) (na página 21)

[Banco de dados](#) (na página 23)

[Ocultar senha](#) (na página 24)

[Instalação, migração, configuração](#) (na página 25)

[Suporte à internacionalização e localização](#) (na página 26)

[Operadores de ITPAM](#) (na página 34)

[Novos operadores do ITPAM](#) (na página 34)

[Caminho de atualização](#) (na página 36)

Suporte à internacionalização e localização

- O CA Business Service Insight 8.2 foi internacionalizado/localizado para oferecer suporte a estes idiomas:
 - Chinês (simplificado)
 - Japonês
 - Português (Brasil)

A lista completa de idiomas suportados é:

- Chinês (simplificado)
 - Inglês
 - Francês
 - Alemão
 - Italiano
 - Japonês
 - Português (Brasil)
 - Espanhol
- Os idiomas foram adicionados às instalações do cliente, de componentes do conector, de componentes do booklet e são importados automaticamente.
 - O programa de instalação permite a instalação do CA Business Service Insight em todos os idiomas suportados.
 - O idioma padrão é determinado pela configuração regional do sistema.
 - O T-Chart foi atualizado para a versão 2011 para oferecer suporte à localização.
 - Um editor de script de byte duplo foi incluído para permitir a definição de entidades em idiomas de byte duplo.

Novo editor de script

O novo editor de script permite definir nomes em idiomas de dois bytes, como o japonês e o chinês (simplificado).

Você pode continuar usando o editor de script padrão, se necessário.

MCA

Ferramenta de fuso horário

Todas as métricas que migram para o ACE2 devem ter definições de fuso horário.

A ferramenta de fuso horário do ACE é iniciada durante a instalação do servidor do aplicativo como parte do processo de migração e atualização do banco de dados ACE.

A ferramenta exibe um aviso quando qualquer métrica do sistema contiver uma definição de fuso horário sem um nome de fuso horário correspondente. Uma observação também aparece no log de instalação.

A ferramenta cria um arquivo de log (%OG_HOME%\ bin) e grava um aviso na tabela de log quando houver falha devido a problemas de conexão com o banco de dados.

Compromisso com o cliente

20524672 - Exibição de gestão do ACE - melhor exibição apenas

Para ajudar a esclarecer a exibição na tela Gestão de instância, uma observação foi adicionada para explicar o significado do ícone I.

JBoss 7.1.1

O CA Business Service Insight versão 8.2 usa o JBoss versão 7.1.1 com alterações em uma pequena quantidade de código. As alterações foram mescladas manualmente no código da versão 7.1.1 para ativar a configuração do pool de segmentos.

As alterações (\Fixes\PooledConnectionFactoryService.java) começam com:
Begin CA BSI code change

As alterações terminam com:
End CA BSI code change

Conector do Catalyst

A release atual do CA Business Service Insight suporta o Catalyst versão 3.2.

Contratos e partes contratuais

Relaciona todos os contratos e partes contratuais

O conector mostra todos os contratos e as partes contratuais.

Cria alertas

O conector cria um alerta quando o status agregado dos contratos ou das partes contratuais é alterado.

- Todos os contratos e as partes contratuais têm o status agregado para SLA. Um alerta inicial é criado quando o conector é iniciado. O alerta é atualizado quando o status agregado é alterado.

Expor o URL

O conector do Catalyst expõe o URL para ativar a opção Iniciar no contexto de um contrato ou parte contratual para relatório do BSI.

- O link do relatório para os contratos ou partes contratuais está incluído no alerta. Os usuários podem abrir a página de relatório para ver os detalhes dos contratos ou das partes contratuais. O usuário deve efetuar logon na primeira vez.

Obter relacionamentos

O conector do Catalyst lista esses relacionamentos.

- O relacionamento entre um contrato e um serviço.
- O relacionamento entre um contrato e uma parte contratual.

Nomes e valores de métricas

Obter nomes e valores de métricas

- Obtém métricas disponíveis por contrato ou serviço específico usando o método `GetAvailableMetrics` do Catalyst.
- Obtém valores de métricas por contrato ou serviço específico usando o método `GetMetricValues` do Catalyst.
- Obtém métricas disponíveis pela combinação de contrato e serviço usando o método `GetAvailablePathMetrics` do Catalyst.
- Obtém valores de métricas pela combinação de contrato e serviço usando o método `GetMultipleMetricsValues` do Catalyst.

Criar alerta quando o status da métrica é alterado.

- Um alerta inicial é criado para cada métrica quando o conector é iniciado. Ele contém o status inicial da métrica.
- O alerta é atualizado quando o status de conformidade da métrica é alterado de "em conformidade" para "em violação" e vice-versa.

Transferência de conteúdo

Esta seção descreve os novos recursos de transferência de conteúdo do CA Business Service Insight.

Novas entidades de transferência de conteúdo

Estas entidades agora são suportadas pela função Transferência de conteúdo.

- Conector
- Booklet
- Status atual do contrato
- Modelo de contrato
- Segurança do modelo de contrato
- Formulário de carregamento de dados
- Modelo de nível de serviço
- Segurança do modelo de nível de serviço
- Pasta de modelos
- Biblioteca de modelos
- Segurança da biblioteca de modelos
- Modelo de período de atividade

Árvore de transferência de modelo.

- A transferência de conteúdo agora oferece suporte à estrutura de árvore do modelo completa.

- Modelo de contrato

As entidades relacionadas são:

- Domínio do serviço
- Categoria do domínio
- Fuso horário
- Unidade
- Tipo de evento
- Tipo de recurso
- Recurso
- Grupo de recursos
- Árvore do grupo de recursos
- Atributo personalizado
- Documentos
- Módulo de lógica de negócios
- Biblioteca de modelos
- Pasta de modelos
- Segurança do modelo de contrato/Segurança do modelo de nível de serviço (durante a transferência de segurança e do modelo a configuração está definida como Y).
- Relatórios pré-definidos

Documento:

- Modelo de booklet (RTF)
- Modelo de booklet (DOCX)

Observação: a transferência de contrato aceita apenas modelos confirmados.

Observação: não é permitida nenhuma entidade sem controle versão.

Observação: os modelos podem ser vinculados a diferentes país. A transferência de conteúdo transfere todos os links de modelo e a estrutura de árvores relacionada.

- Segurança do modelo de contrato
 - Entidades relacionadas:
 - Parte contratual selecionada
 - Grupo de partes contratuais
 - Observação:** a segurança é transferida apenas quando o sistema de origem e o sistema de destino usam o modo de segurança Restrito.
 - Observação:** a segurança usa o nome do pai. Não há suporte à opção Renomear.

- Modelo de nível de serviço
 - Entidades relacionadas:
 - Domínio do serviço
 - Categoria do domínio
 - Fuso horário
 - Unidade
 - Tipo de evento
 - Tipo de recurso
 - Recurso
 - Grupo de recursos
 - Árvore do grupo de recursos
 - Atributo personalizado
 - Documentos
 - Módulo de lógica de negócios
 - Biblioteca de modelos
 - Pasta de modelos
 - Segurança do modelo de contrato / Segurança do modelo de nível de serviço (durante a transferência de segurança e do modelo a configuração está definida como Y).
 - Observação:** a transferência de contrato aceita apenas modelos confirmados.
 - Observação:** não é permitida nenhuma entidade sem controle versão.
 - Observação:** os modelos podem ser vinculados a diferentes pais. A transferência de conteúdo transfere todos os links de modelo e a estrutura de árvores relacionada.

- Segurança do modelo de nível de serviço
 - Entidades relacionadas:
 - Parte contratual selecionada
 - Grupo de partes contratuais
 - Observação:** a segurança é transferida apenas quando o sistema de origem e o sistema de destino usam o modo de segurança Restrito.
 - Observação:** a segurança usa o nome do pai. Não há suporte à opção Renomear.
- Biblioteca de modelos (oferece suporte à segurança da biblioteca de modelos da entidade relacionada quando o parâmetro de configuração do modelo estiver definido como Y).
- Segurança da biblioteca de modelos
 - Entidades relacionadas:
 - Parte contratual selecionada
 - Grupo de partes contratuais
 - Observação:** a segurança é transferida apenas quando o sistema de origem e o sistema de destino usam o modo de segurança Restrito.
 - Observação:** a segurança usa o nome do pai. Não há suporte à opção Renomear.
- Pasta de modelos (oferece suporte à biblioteca de modelos da entidade relacionada). É permitido um nome idêntico quando a pasta estiver em uma biblioteca de modelos diferente. A pasta lista informações pai no assistente de transferência de conteúdo.

Aprimoramento da segurança do modelo

Esta seção descreve dois aprimoramentos à segurança do modelo.

- Transferência da segurança da biblioteca de modelos.
- A biblioteca e o modelo são entidades relacionadas à segurança. A opção para transferir a segurança durante a transferência da biblioteca ou modelo está disponível agora.

É possível configurar as opções em Administração, Configurações do site, Avançado, Transferência de conteúdo e, sem seguida:

- a. Segurança do modelo com biblioteca de modelos, modelo do contrato, modelo de nível de serviço (Y/N).
 - Selecione Y ou N.
- b. Opção para salvar a transferência de segurança da biblioteca de modelos: (A/I/N).
 - Selecione A, I, ou N.

Exemplo

Na origem, o TempLib1 é acessível pelo CP1 e CP2; no destino, o Lib1 é acessível pelo CP1, CP2 e CP3. ContractTemplate1 (abaixo do TempLib1) é acessível pelo CP1 e CP3.

Origem

TempLib1(CP1, CP2)

Destino

- TempLib1(CP1, CP2, CP3)
- Contract Template1(CP1, CP3)

Opção N: não aplicar segurança aos itens inclusos.

A tarefa falha. No destino, o Contract Template1 tem CP3 que está fora do escopo da segurança pai.

Opção A: aplicar segurança aos itens inclusos.

A segurança de TempLib1 é transferida como TempLib1(CP1, CP2).

A segurança de ContractTemplate1 é transferida como ContractTemplate1(CP1, CP2).

Opção I: fazer a intersecção de segurança para incluir outros itens..

A segurança de TempLib1 é transferida como TempLib1(CP1, CP2).

A segurança de ContractTemplate1 é transferida como ContractTemplate1(CP1).

Ocorrências/solicitações de clientes

Estas solicitações de clientes foram implementadas na versão 8.2.

- 20318858 Ao programar um conector, a hora de início e a duração são exibidas na tela de programação. No entanto, a duração NÃO correspondeu à duração da tarefa programada da Microsoft. O motivo é que isso NÃO é uma duração, e sim uma hora de término. 11:00 não significa duração de 11 horas; significa a hora de término de 11:00 horas.
A opção de tela do programador do adaptador é agora hora de término em vez de duração.
- 20489014 O título e a borda do medidor são exibidos.
É possível definir as opções de exibição para a borda do medidor e para o título de modo independente.
- 20524672 Exibição da gestão de ACE.
Para esclarecer a exibição na tela Gestão de instâncias, foi adicionada uma explicação sobre o ícone I.

20525515	<p>Remova a opção DEVIATION TAG no painel.</p> <p>Para medidores do painel, é possível definir quais parâmetros serão exibidos: a medição, o desvio, a borda ou o limite. Além disso, é possível exibir ou ocultar a borda do medidor.</p> <ol style="list-style-type: none">1. Clique com o botão direito do mouse no medidor para abrir a caixa de diálogo de configurações.2. Na guia Geral, selecione as configurações a serem exibidas.3. Na guia Cálculo, selecione o tipo de limite, e se ele se refere ao desvio ou à medição.
N/D	<p>A ID de cultura adicionada aos detalhes do usuário no script de conversão para permitir que o usuário defina a cultura a ser usada.</p>
N/D	<p>Suporte para adicionar informações do fuso horário de exceções em scripts de conversão para permitir que os usuários definam o fuso horário da exceção.</p>

Banco de dados

- O arquivo `alter_system.log` não é mais criado em instalações limpas. Os logs a seguir são criados:
 - Um arquivo de log do Oracle é criado ao gerar a instância do banco de dados.
 - `Build_TBS_Users.log`
 - `build_schema.log`
- Novos comutadores em instalações limpas. Ao executar os bancos de dados manualmente usando o `main.bat`, dois novos comutadores estão disponíveis.

`-so`

(Schema only). O comutador Schema only supõe que a instância existe atualmente e que inclui funções, usuários, privilégios e espaços de tabelas. A instalação apenas cria entidades como o usuário do esquema (por exemplo, o `oblicore`). Outras entidades não são criadas.

`-ns`

(No schema). O comutador No schema (`-ns`) cria instância e espaço de tabela do Oracle, privilégios do sistema, funções e usuários do Oracle. Este comutador não cria os mesmos objetos que o comutador `-so` cria.

Observação: os comutadores são suportados apenas no Windows.

- A partir da versão 8.2, todos os novos espaços de tabela são criados com um tamanho padrão de 10MG em instalações limpas e atualizações. Os aumentos de tamanho são de 10-MB incrementos, são autoextensíveis e são ilimitados no tamanho total.
- O caminho de todos os arquivos executáveis do Oracle (`dbca`, `netca`, e `sqlplus`) está presente no arquivo `start_parameters.ini`. Assim, não dependemos do caminho no caminho da variável de ambiente. Essa "independência" evita problemas que a dependência causa, e permite o uso de `Oracle_home` em chamadas para `dbca`, `netca`, e `sqlplus`.
- Os parâmetros `background_dump_dest`, `core_dump_dest`, e `user_dump_dest` agora apontam para os locais corretos e predefinidos a seguir:
 - `$OBLICORE_ROOT/Oblicoredb/admin/b_dump`,
 - `$OBLICORE_ROOT/Oblicoredb/admin/c_dump`
 - `$OBLICORE_ROOT/Oblicoredb/admin/u_dump`
- O diretório `Adump` foi criado em `admin`; o parâmetro `audit_trail_dest` aponta para o diretório.

Atualizar arquivos de log

Ao atualizar a partir de versões anteriores, o CA Business Service Insight gera dois arquivos de log:

OG8.xMigration.log

- O arquivo OG8.xMigration.log está sempre presente e contém sempre apenas as entradas da última execução.
- Na primeira atualização (ou quando não houver arquivos de log de uma atualização anterior), todas as entradas de log de atualização são exibidas aqui. Nenhum outro arquivo de log estará presente na conclusão da primeira atualização.
- Iniciando na atualização 2 (ou sempre que o arquivo de log OG8.xMigration.log já existir) o conteúdo desse arquivo será movido e anexado ao arquivo OG8.xMigrationHist.log antes da atualização.

OG8.xMigrationHist.log (histórico de atualização)

- O arquivo OG8.xMigrationHist.log é um arquivo de atualização histórico. Ele é criado na segunda atualização e contém as entradas de todas as atualizações anteriores até a atualização atual.
- No início de cada atualização, o conteúdo do OG8.xMigration.log (a atualização anterior) é movido e anexado a esse arquivo.

Ocultar senha

As senhas em textos da conexão com o banco de dados podem ser ocultadas e criptografadas usando espaços reservados de senha.

É possível ocultar senhas nestes locais/objetos/textos:

- Segmentos do texto da conexão nos conectores do SQL
- Textos da conexão do formulário de carregamento de dados
- Textos da conexão do formulário de formato livre
- Criador de consultas nos conectores do SQL
- Texto da conexão do conector do SQL
- Textos da conexão de teste do conector do SQL

Instalação, migração, configuração

- Alguns requisitos de terceiros foram integrados ao programa de instalação para reduzir a interação do usuário necessária para instalar e configurar o sistema.
 - Microsoft .NET 4,0
 - ODP.NET (11.2.0.3)
 - JAVA: 1.6.0 Update 16
 - JBOSS: JBOSS foi atualizado para JBOSS 7.1.1

A ferramenta de instalação do JBOSS não é mais necessária. O pacote do JBOSS é distribuído em um CD de terceiros, o qual é necessário para a instalação.

Suporte à internacionalização e localização

- O CA Business Service Insight 8.2 foi internacionalizado/localizado para oferecer suporte a estes idiomas:
 - Chinês (simplificado)
 - Japonês
 - Português (Brasil)

A lista completa de idiomas suportados é:

- Chinês (simplificado)
 - Inglês
 - Francês
 - Alemão
 - Italiano
 - Japonês
 - Português (Brasil)
 - Espanhol
- Os idiomas foram adicionados às instalações do cliente, de componentes do conector, de componentes do booklet e são importados automaticamente.
 - O programa de instalação permite a instalação do CA Business Service Insight em todos os idiomas suportados.
 - O idioma padrão é determinado pela configuração regional do sistema.
 - O T-Chart foi atualizado para a versão 2011 para oferecer suporte à localização.
 - Um editor de script de byte duplo foi incluído para permitir a definição de entidades em idiomas de byte duplo.

Funções

Depois de executar uma instalação limpa do CA Business Service Insight, apenas uma função está presente (em Administração/Gestão de usuários/Funções): Super administrador do Insight.

Observação: apenas a função de Super administrador do Insight Super Administrador foi localizada.

Pacote de funções

É possível carregar outras funções a partir do pacote de funções. Além disso, você pode criar funções conforme necessário.

Siga estas etapas:

1. Vá para o site do suporte e faça download do pacote CA Business Service Insight Predefined Roles r8.2.

O pacote inclui os seguintes arquivos:

- rolesPackage.bat
 - rolesPackage.sql na pasta de instalação do BSI.
2. Clique duas vezes no arquivo rolePackage.bat.
 - a. Preencha o nome de usuário, senha e nome do banco de dados.

Dados iniciais

O CA Business Service Insight está instalado com os dados iniciais (propagação). Os dados de propagação no BSI são textos em inglês carregados no banco de dados durante a instalação do BSI. Esses dados incluem entidades como segundos, dólar norte-americano, diversos modelos, funções, relatórios, scripts, Super administradores do Insight e todas as entidades na tabela de dados iniciais.

A partir da versão 8.2, tais entidades não podem ser editadas nem modificadas diretamente. Os ícones de edição correspondentes permanecerão desativados. Os usuários podem duplicar tais unidades, modificá-las, conforme necessário, e salvá-las com outro nome. Os dados iniciais são localizados.

Esta tabela apresenta uma lista de objetos de dados iniciais e seus locais no menu da GUI.

Item	Local do menu	Dados iniciais
ACE - Diretivas de cálculo	Administração / Gestão do ACE/ Diretivas de cálculo	Métricas agrupadas/padrão

Item	Local do menu	Dados iniciais
Relatórios administrativos	Relatórios / Pastas de relatórios / Relatórios administrativos	<ul style="list-style-type: none"> ■ Administração - Formulários de carregamento de dados - Mostrar registros pendentes ■ Administração - Status de programações ■ Administração do ACE2 - Alterações analisadas ■ Administração do ACE2 - Programação de cálculo ■ Administração do ACE2 - Programação de cálculo por contrato ■ Administração do ACE2 - Status do cálculo atual ■ Administração do ACE2 - Status do cálculo atual por contrato ■ Administração do ACE2 - Monitoramento da fila de funcionários ■ Vários tipos de relatórios administrativos - Status de conectores ■ Vários tipos de relatórios administrativos - Perfis de alerta por destinatário ■ Vários tipos de relatórios administrativos - Informações do recurso ■ Vários tipos de relatórios administrativos - Erros de tempo de execução de SLALOM ■ Vários tipos de relatórios administrativos - Configuração do sistema ■ Vários tipos de relatórios administrativos - Estatísticas do sistema ■ PSL de administração - Status do cálculo ■ PSL de administração - Status do cálculo por contrato ■ PSL de administração - Status do ciclo ■ PSL de administração - Eliminação de dados - Histórico ■ PSL de administração - Eliminação de dados - Status ■ PSL de administração - Cálculo futuro ■ PSL de administração - Resumo de cálculo futuro ■ PSL de administração - Novo cálculo do número de solicitações de métricas ■ PSL de administração - Novo cálculo do número de solicitações de métricas (gráfico) ■ Segurança de administração - Permissões de usuário

Item	Local do menu	Dados iniciais
Relatórios do banco de dados administrativo	Relatórios / Pastas de relatórios / Relatórios do banco de dados administrativo	<ul style="list-style-type: none"> ■ Banco de dados administrativo - Status da análise de objetos do banco de dados ■ Banco de dados administrativo - Lista de parâmetros do Oracle ■ Banco de dados administrativo - Índices de tabelas ■ Banco de dados administrativo - Status do espaço de tabela ■ Banco de dados administrativo - Uso de espaço de tabela
Dispositivos de alerta	Oblicore / Alertas / Dispositivos de alerta	<ul style="list-style-type: none"> ■ Linha de comando ■ Email ■ Pop-up ■ SMS
Módulos de lógica de negócios	Design / Entidades base / Módulos de lógica de negócios	<ul style="list-style-type: none"> ■ Média de métricas rápidas ■ Contagem de métricas rápidas ■ Filtragem de métricas rápidas ■ Mapeamento de métrica rápida ■ Máximo de métricas rápidas ■ Mínimo de métricas rápidas ■ Soma de métricas rápidas
Modelos de lógica de negócios	Design / Entidades base / Modelos de lógica de negócios	<ul style="list-style-type: none"> ■ Modelo de estrutura SLALOM
Conjuntos de alterações	Design/Recursos/ Conjuntos de alterações	<p>Conjunto de alterações padrão</p> <p>Observação: o ícone Editar está ativado. O nome e a descrição padrão não podem ser editados. Contudo, os campos Data de vigência padrão e Status podem ser editados.</p>
Repositório de documentos	Administração / Repositório de documentos	<ul style="list-style-type: none"> ■ Modelo do SLA ■ Modelo de booklet (DOCX) ■ Modelo de booklet (RTF)

Item	Local do menu	Dados iniciais
Funções	Design / Entidades base / Funções	<ul style="list-style-type: none"> ■ Média ■ Contagem ■ Máximo ■ Mínimo ■ Soma
Relatórios pré-definidos	Relatórios / Pastas de relatórios / Relatórios pré-definidos	<ul style="list-style-type: none"> ■ Todos os relatórios de métricas (mês atual) ■ Todos os relatórios de métricas (mês passado) ■ Nível de serviço por métrica versus objetivo (mês atual) ■ Conformidade com o nível de serviço (mês atual) ■ Conformidade com o nível de serviço (mês passado)
Funções	Administração / Gestão de usuários / Funções	Super administradores do Insight
Domínios do serviço	Design / Entidades base / Domínios de serviço	Fórmulas genéricas
Fusos horários	Administração / Configurações do site / Fusos horários	GMT
Script de conversão	Design/conversões / Scripts de conversão	Script de conversão padrão
Tabelas de conversão	Design/conversões / Tabelas de conversão	Tabela de conversão padrão

Item	Local do menu	Dados iniciais
Unidades	Design / Entidades base / Unidades	<ul style="list-style-type: none">■ #■ % de pagamento■ BPS■ Euro■ Horas■ Iene japonês■ Minutos■ Porcentagem■ Libra■ Segundos■ Franco suíço■ Dólar norte-americano

Alterações da interface de usuário

A interface de usuário foi convertida em Administração/Gestão de usuário/Função (veja os [idiomas suportados](#) (na página 12)).

Configurações avançadas

Todos os nós e nós filhos nos itens de menu Configurações avançadas foram localizados. Os nomes de parâmetro e as dicas foram localizados.

Observação: os valores de parâmetro não estão localizados.

Relatórios

Nomes de relatório, nomes de pasta, descrições, dicas e alguns rótulos das pastas de relatório a seguir foram localizados:

- Relatórios administrativos
- Relatórios do banco de dados administrativo
- Relatórios pré-definidos

As exibições a seguir foram localizadas:

- Criar atalho
- Gerar relatório com o Tee Chart
- Menu Pasta do relatório
- Lista de relatórios (nome do relatório, descrição e dica)
- Assistente de relatórios (data inicial para o domínio de serviço e categoria de domínio)
- Pasta raiz

T-Chart

O T-Chart foi atualizado de 2010 para 2011. Além disso, o nome e a legenda do relatório foram localizados.

Editor de scripts

O CA Business Service Insight permite usar os dois editores de script. A configuração se encontra em: Administração, Configurações do site, Avançado, Sistema, Usar o Rich Script Editor.

Editor	Configuração	Descrição
Editor de texto sem formatação	N	Oferece suporte a idiomas byte duplo, como japonês e chinês. Permite que os usuários criem entidades, por exemplo, recursos ou eventos, a partir de um script e gravem nomes de entidade em idiomas de dois bytes.
Rich Script Editor	S	Oferece suporte apenas a idiomas ocidentais.

Há cinco páginas que contêm os controles do Script Editor:

- Página de detalhes do script de conversão
- Página de detalhes do script de integração
- Módulos de lógica de negócios
- Página de detalhes da métrica
- Modelos de lógica de negócios

Operadores de ITPAM

A fim de integrar o CA Business Service Insight com os processos existentes do ITPAM do cliente, a CA fornece chamadas SOAP e operadores ITPAM personalizados. Para obter mais informações, consulte o guia CA Business Service Insight SDK. Consulte a seção Abrir API, Operadores ITPAM.

Novos operadores do ITPAM

- Mais facilidade na instalação
- Soluções aprimoradas e recursos de integração
 - Os objetos do CA Business Service Insight agora são expostos por meio do Catalyst para permitir uma fácil integração
 - Os novos operadores do ITPAM permitem que o CA Business Service Insight faça parte da automação de diversos produtos da CA, como o Catalog, o SD e o Clarity.
- Capacidade de suporte
 - Ocultação de senha
 - Ocultação de senha
- Entidades de transferência de conteúdo adicional

Utilitário de senha

O Utilitário de senha permite ocultar e criptografar senhas em textos de conexão do banco de dados. Até o momento, elas sempre estiveram visíveis.

O utilitário permite:

- Ocultar a senha usando caracteres de espaço reservado.
- Atualizar senhas para conexões com o banco de dados a partir de um local central.
- Atualizar a origem dos dados (nome TNS)
- Atualizar senhas pertencentes aos serviços
- Atualizar a senha do COM+

Observação: o caminho para o Utilitário de senha é %OG_HOME%\Utilities\PassUpdate\PassUpdate.exe

- Texto da conexão do conector do SQL
- Segmentos de texto da conexão do conector SQL
- Criador de consultas em conector do SQL
- Testar o texto da conexão no conector do SQL
- Texto da conexão nos relatórios de formato livre
- Textos da conexão em relatórios de carregamento de dados

Capacidade de suporte

Para simplificar a instalação no sistema e a configuração, os seguintes pré-requisitos de terceiros estão agora integrados ao procedimento de instalação.

- Microsoft .NET 4,0
- ODP.NET (11.2.03)
- JAVA - 1.6.0 Update 16
- JBoss version 7.1

A ferramenta de instalação do JBoss não é mais necessária. O pacote JBoss agora é distribuído em um CD de terceiros que deve estar presente durante a instalação.

- Serviço de Transição do ACE

O serviço de transição do ACE permite migrar métricas do ACE1 para o ACE2 sem precisar manter a instância original do ACE1.

Caminho de atualização

Os caminhos de atualização suportados para a versão 8.2 são:

- 7.0 SP1
- 8.0
- 8.0.1
- 8.1
- 8.1.1

Capítulo 3: Problemas conhecidos

Esta seção contém problemas conhecidos detectados no CA Business Service Insight 8.2 e soluções alternativas, se estiverem disponíveis. Os problemas são discutidos em duas subseções:

- Problemas do CA Business Service Insight 8.2: há problemas que foram detectados na versão atual.
- Problemas da versão anterior: há problemas da versão anterior que ainda se aplicam à versão atual.

Esta seção contém os seguintes tópicos:

[Problemas do CA Business Service Insight 8.2](#) (na página 37)

[Problemas da versão anterior](#) (na página 39)

Problemas do CA Business Service Insight 8.2

Esta seção discute os problemas detectados nesta versão.

Problemas do ACE

- 38282 Às vezes a migração de milhares de métricas do ACE1 para o ACE2 resulta em erros.
Alternativa: em sistemas grandes, migre as métricas em blocos de 1000 até concluir a migração de todas as métricas.
- 38284 Quando a tarefa do destinatário tenta iniciar os cálculos, ela é algumas vezes bloqueada, pois a tarefa do remetente não progrediu o suficiente em seu cálculo. Este é um caso válido; no entanto, um erro é gravado no log com o seguinte texto:
Erro: "#111 os limites de datas do cálculo para a tarefa x são datas inválidas: [Z - Y]."
Observação: a mensagem é gravada diversas vezes até que o destinatário possa iniciar o cálculo. A mensagem de erro pode ser ignorada.

Programação inicial de relatório de dados

A partir da versão 8.2, as entidades de dados iniciais não podem ser editadas ou modificadas diretamente e seus ícones de edição correspondentes serão desativados.

Como resultado, os relatórios predefinidos, os relatórios administrativos e os relatórios do banco de dados administrativos não podem ser programados diretamente.

Para corrigir esse problema, siga estas etapas:

1. Selecione o relatório e clique com o botão direito do mouse.
As opções disponíveis são exibidas.
2. Selecione Duplicar.
A caixa de diálogo Propriedades é exibida.
3. Salve o relatório/booklet com um nome diferente.
4. Abra o relatório duplicado.
5. Clique em Programação, Editar para programar o relatório duplicado.

Tarefas de banco de dados

- 37519 Às vezes, os clientes desativam as tarefas de banco de dados, pois elas se referem aos recursos de área irrelevante para aquele cliente específico.
- Em algumas versões (não todas) antes da versão 8.2, o usuário conectado ao banco de dados e o usuário privilegiado designados eram oblidbadmin. Na versão atual, as tarefas de banco de dados são criadas de forma que o usuário de logon do banco de dados e o usuário privilegiado determinados sejam Oblicore.
- Ao atualizar para a versão 8.2, todas as tarefas atuais (10) criadas no esquema do Oblicore ou do oblidbadmin são automaticamente removidas e reenviadas pelo Oblicore do usuário. Como resultado, as tarefas desativadas se tornam ativas.
- Portanto, desative novamente todas as tarefas que foram deliberadamente desativadas no passado.
- Para desativar as tarefas, recomendamos que você configure o atributo corrompido e não exclua a tarefa ao mesmo tempo. Durante as migrações futuras, tarefas ausentes podem ser recriadas automaticamente.

Exemplo:

```
-- Antes da atualização.
-- Realiza a pesquisa a tarefas interrompidas.
-- Registra os resultados.
select what
  from dba_jobs
where schema_user = 'OBLICORE'
   and broken     = 'Y'

-- Depois da atualização. Isto seleciona as tarefas
select job
  from dba_jobs x
where schema_user = 'OBLICORE'
   and what       = 'oblicore.db_mng_forcast_pkg.cre_forcast_new_partition
('PSL');'

-- Este é um resultado possível.
JOB
---
48

-- Isto reenvia a tarefa.
begin
  dbms_job.broken (48 , true);
  commit;
end;

-- or:
-- Isto reenvia a tarefa (SQLplus).

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

Problemas da versão anterior

Esta seção discute problemas da versões anteriores que ainda se aplicam a esta versão.

Problemas do ACE

29339 Quando uma métrica é registrada a um grande número de recursos (milhares), a execução do escopo da lógica de negócios na métrica pode falhar com um erro interno.

34711 32248	<p>O ACE2 não suporta os recursos abaixo. Não há planos para que o ACE2 ofereça suporte a eles no futuro.</p> <ul style="list-style-type: none">■ Agrupamento estático■ Previsão■ Registro por evento
35645	<p>Existe um problema conhecido em que ocorre falha na migração de métricas arquivadas do ACE1 para ACE2.</p> <p>Para corrigir:</p> <p>Entre em contato com o suporte para obter um script do banco de dados para retirar o contrato de ACE2.</p>
34125	<p>O ACE2 não oferece suporte ao cálculo de métricas rápidas.</p> <p>Para corrigir:</p> <p>Não atribua métricas rápidas ao ACE2; as partes contratuais são atribuídas ao ACE1 por padrão. Não altere a atribuição.</p>
36104	<p>Após terminar a eliminação, uma entrada é adicionada a cada minuto ao <code>t_purge_history</code>, para todas as eliminações concluídas, até que a tarefa executada à meia noite limpe a tabela.</p>
34818	<p>Ao criar um contrato que contém uma nova métrica e atribuir uma diretiva de cálculo diferente do padrão à métrica, a diretiva do novo cálculo é substituída pela diretiva do cálculo padrão ao executar uma confirmação.</p> <p>Para corrigir:</p> <p>Atribua a diretiva depois de confirmar.</p>
35611	<p>Erros são gerados durante o cálculo das métricas ao migrar métricas do ACE1 para ACE2 as quais foram alteradas manualmente no banco de dados para desativar as granularidades.</p>
32644	<p>Um contrato arquivado não é calculado depois que uma ação Desarquivar foi executada quando os dados do contrato arquivado foram eliminados.</p>
N/D	<p>Quando as métricas atribuídas ao ACE2 forem definidas posteriormente como previsão, elas não são migradas de volta para o ACE1 corretamente.</p> <p>Para corrigir:</p> <p>Migre primeiro a métrica no ACE1, e em seguida defina-a como previsão.</p>
N/D	<p>A lista de métricas não mostra uma indicação de erros de registro de métricas que incluem os erros de registro no módulo de lógica de negócios e, portanto, não são calculadas.</p> <p>Para corrigir:</p> <p>Entre em contato com o suporte para receber uma consulta que mostra tais casos.</p>

- N/D Os contratos que contêm métricas que usam nomes de fuso horário não iniciados fazem com que o ACE2 bloqueie todos os contratos recém confirmados, mesmo se a métrica com problemas não for confirmada.
Para corrigir:
Inicie os nomes de fuso horário quando o erro ocorrer.
- N/D A opção PSL de administração - Eliminação de dados - Histórico não exibe os dados corretamente e contém valores incorretos após a eliminação de dados brutos.

Problemas do conector

- N/D Usar o caractere '<' em uma consulta, em um conector do SQL resultará em um erro ao clicar na opção Consulta de teste.

Problemas do API

- N/D O API não funciona em um ambiente de proxy.

Booklets: gerar em PDF

- N/D Há uma limitação conhecida ao tentar gerar um documento em PDF a partir de um booklet DOCX. O CA Business Service Insight gera uma mensagem de erro em vez e uma saída PDF.

Problemas dos módulos de lógica de negócios

- N/D Os erros são gerados em log por métricas que usam módulos revisados. Os cálculos não serão feitos até que a versão do módulo seja alterada de pendente para em vigor.

Problemas de transferência de conteúdo

- 32495 A ordem de atributos personalizados em um contrato não é mantida após a transferência do contrato da origem ao ambiente local.

- 34308 Nem sempre a transferência de conteúdo identifica, de modo explícito, qual recurso em uma transferência em lote causou a falha.
- 34966 Os valores nulos de taxa e participantes em um contrato não são mantidos após a transferência do contrato da origem para o ambiente local. Se os valores forem números decimais ou números inteiros, os valores transferidos serão os inteiros sem o decimal ou os inteiros.
- 36172 Ao transferir um relatório simples agrupado por métrica ou período de atividade, as cores de séries do relatório, no ambiente local nem sempre correspondem às cores definidas no relatório de origem.
- 36276 Se uma métrica usa o método Tools.SendEvent, poderá haver falha durante o cálculo de ACE ao chamar este método, pois o recurso e/ou o evento nem sempre estão no ambiente local. A falha ocorre quando o recurso ou o evento não for mencionado diretamente no contrato (por exemplo, no registro da métrica) e o recurso não existiu no ambiente local antes da transferência do contrato.
- 37221 Quando o cursor do mouse toca a guia de limite da métrica de um contrato (na origem), a métrica pode ser marcada como alterada sem a alteração real.
- N/D Limitação de transferência de conteúdo: erro de certificado X.509.
Quando o certificado Oblisync X.509 é instalado, mas falta a correta permissão de acesso para permitir a leitura de chaves privadas, o resultado é um mal funcionamento da transferência de conteúdo. Erros obtidos ao tentar se conectar ao servidor para transferência de conteúdo.
Consulte o tópico Transferência de conteúdo, Possíveis causas de falhas, Certificado X.509 no Guia do Usuário para obter mais informações e corrigir os erros.

N/D

As entidades de estado inicial são entidades criadas pelo CA Business Service Insight durante a instalação e inclui unidades, funções e outros (veja a lista completa abaixo).

As modificações nas entidades de estado inicial, modificações feitas pelo usuário antes da release V8.x (primeira release da transferência de conteúdo), não são reconhecidas como alteradas pelo script de migração da ferramenta de transferência de conteúdo.

A lista completa de entidades de dados iniciais que a transferência de conteúdo suporta atualmente é:

Domínios do serviço

- Fórmulas genéricas (definida para métricas rápidas)

Categorias do domínio

(Em fórmulas genéricas: domínio de serviço)

(Definido para métricas rápidas).

- Contagem
- Média
- Máximo
- Mínimo
- Soma

Fusos horários:

- GMT

Unidades:

- Dólar norte-americano
- Euro
- Libra
- Iene japonês
- Franco suíço
- Porcentagem
- Segundos
- Minutos
- Bps
- Horas

- Percentual de pagamento
- #
- Conjuntos de alterações
- Padrão

Problemas de gestão de contratos

- 31138 A atualização de uma métrica do estado inativo para ativo após sua confirmação, a qual é uma operação inválida, pode ser executada usando o botão Definir como na página de lista de métricas. O usuário deve ser informado que a operação não é permitida para a métrica selecionada.

Problemas no banco de dados

- 36171 As configurações incorretas do parâmetro NLS_LANG pode resultar em uma falha na instalação (erro na criação do esquema), erros ORA-01843 e/ou outros erros ao instalar o banco de dados.

Para corrigir:

1. Determine o conjunto de caracteres para usar na instância do banco de dados.

O CA Business Service Insight 8.2 suporta os conjuntos de caracteres AL32UTF8 e o WE8MSWIN1252.

- A CA recomenda que você use o conjunto de caracteres AL32UTF8 para novas implantações.

Usar o conjunto de caracteres WE8MSWIN1252 na instância do banco de dados evita o uso de sequências de caracteres que contêm caracteres que não sejam da Europa Ocidental.

Observação: para o banco de dados armazenar sequências de caracteres diferentes da Europa Ocidental, é preciso usar o conjunto de caracteres AL32UTF8.

2. Definir o parâmetro NLS_LANG.

É preciso usar o parâmetro idêntico para a instância de banco de dados e todos os servidores do CA Business Service Insight (web, aplicativo, banco de dados).

O parâmetro NLS_LANG é constituído de três partes: idioma, território, conjunto de caracteres. O formato é:
<language>_<territory>.<characterset>.

Example_1: AMERICAN_AMERICA.WE8MSWIN1252

Example_2: AMERICAN_AMERICA.AL32UTF8

Observações:

3. O parâmetro NLS_LANG deve ser definido no registro antes da instalação da instância do banco de dados. O local exato no registro depende da versão instalada específica do Oracle e do sistema operacional. Consulte a documentação do Oracle para saber mais sobre o local exato.
 - Para obter informações específicas de como definir o parâmetro NLS_LANG, consulte a documentação oficial do Oracle.

- N/D Há um problema conhecido ao migrar um banco de dados Oracle 11g das versões inferiores a 8.0. O processo de migração pode falhar devido ao valor incorreto no parâmetro o7_dictionary_accessibility.

Para corrigir:

1. Antes de executar a migração, execute a consulta a seguir ao se conectar com o banco de dados como sysdba:

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

Se o resultado for “FALSE”, execute os comandos a seguir para alterá-lo para “TRUE” (é necessário reiniciar o banco de dados) no sql*plus enquanto estiver conectado ao banco de dados como sysdba.

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

2. Certifique-se de que o parâmetro tenha sido alterado com a execução do seguinte comando:

```
select value from v$parameter where name =
upper('o7_dictionary_accessibility');
```
3. Após realizar a migração com êxito, execute os parâmetros a seguir para alterar o parâmetro para “FALSE” novamente (é necessário reiniciar o banco de dados) no sql*plus enquanto estiver conectado ao banco de dados como sysdba.

```
alter system set o7_dictionary_accessibility=FALSE scope=spfile;
shutdown immediate
startup
```
4. Certifique-se de que o parâmetro tenha sido alterado com a execução do seguinte comando:

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

- N/D Ao executar os scripts do CA Oblicore Guarantee SQL não por meio do lote fornecido ou de arquivos shell, o valor do parâmetro nls_length_semantics pode ser substituído durante o período da sessão atual por meio da configuração da ferramenta usada para acessar o banco de dados. Isso pode fazer com que os campos de caracteres de tabelas recém criadas ou modificadas tenham um tamanho incorreto.
- N/D O caminho para a pasta na qual os arquivos do banco de dados são criados não pode conter espaços.

Problemas gerais

- N/D Os erros enviados pela ferramenta de transferência de conteúdo, OMV, SMI e pelo componente Gerenciador de ACE2 ao log não estão disponíveis para alertas.

Geração de relatórios aprimorada

- N/D O complemento Geração de relatórios aprimorada falha no Office 2007 e no Windows XP.

- N/D Um erro é gerado ao fazer upload de um arquivo *.docx que contém um URL (azul) com hyperlink e inválido para criar um repositório de documentos. Por exemplo, o URL \\bhb@hbh\vgvgvgv <file:///^\\bhb@hbh\vgvgvgv> geraria o erro.
O problema é conhecido e foi relatado na literatura; ele é gerado ao abrir o documento usando o objeto SDK
WordprocessingDocument.Open(EntityProvider.GeneratedFilePath, true)

Problemas do I18N

- 36131 Há um problema conhecido de SMI em que qualquer dado que for um resultado de intervenção do usuário ou download do Cloud Commons não for localizado. Isso inclui:
 - Nomes de serviço
 - Descrições do serviço
 - Nome do servidor e outras informações
 - Nomes de categoria
 - Atributos e valores definidos pelo usuário para estes atributos
 - Capacidade
 - Funcionalidade
 - Nomes de métrica
 - Os erros gerais como erros do SQL oriundos diretamente do banco de dados, erros de Java, etc. são exibidos "no estado em que se encontram"O que é traduzido:
 - Modelo de SMI que inclui o nome e as descrições de características.O modelo de SMI é traduzido se os dados estiverem sendo exibidos ao usuário. Isso inclui:
 - Nome e descrições de características
 - Medições
 - Indicadores
 - Nomes de coluna para a exibição da grade de serviços
 - Mensagens de erro
 - As mensagens de erro são traduzidas para:
 - Erros gerados pelo SMI
 - Erros de procedimentos de armazenamento de banco de dados e de funções
 - Mensagens e prompts exibidos pela interface do usuário
 - Interface de usuário
 - Todas as sequências de caracteres estáticas exibidas ao usuário são traduzidas.
- N/D Há um problema conhecido em que os dados do CA Business Service Insight em um documento PDF, criados a partir de um booklet, são elegíveis ao imprimir um texto em japonês.
- N/D Há um problema conhecido em que mensagens de erro são exibidas em inglês em vez de localizadas quando um script de tradução ou de lógica de negócios encontra um erro.

- N/D Há um erro conhecido em que um texto no eixo-x de um gráfico TeeChart é ilegível quando o cliente estiver em japonês e o sistema operacional for Windows em inglês.
- N/D Há um erro conhecido em que algumas caixas de diálogo, como problemas do TeeChart, são exibidas em inglês, em vez de japonês.
- N/D Há um problema conhecido em que os caracteres em japonês são exibidos de modo incorreto no Excel a partir de uma exportação ao arquivo csv.
Para corrigir:
 1. Abra o Excel.
 2. Clique em Dados.
 3. Clique em From Text.
 4. Vá até e selecione o descritor de arquivo csv.
 5. Na seção Tipo de dados original, selecione a opção Delimitado - Caracteres como vírgulas ou tabelas separada em cada campo.
 6. Clique em Avançar.
 7. Na seção Delimitadores, selecione Vírgula.
 8. Clique em Concluir.

Problemas de relatórios

- N/D Ao gerar um grande número de relatório em paralelo (> 20), a interface do usuário pode travar.
- N/D O recurso que permite a pesquisa em parâmetros de relatório de formato livre é suportado apenas em banco de dados Oracle.
Para resolver: se você tiver relatórios de formato livre, acesse um banco de dados diferente do Oracle, defina a chave de configuração (ff_report_max_search_results) para -1.

Problemas do SMI

- N/D Há um problema conhecido em que os scripts de conversão no pacote de SMI esperam um \ formato de datas específico. O formato tem como base o usuário "sadmin" com seus valores padrão. Alterar as preferências do usuário "sadmin" pode provocar uma falha nos scripts de conversão.
Para evitar isso:
Ao usar o pacote de SMI, certifique-se de que você está usando o usuário "sadmin" com seus valores padrão.
Observação: em geral, a CA recomenda não usar o usuário "sadmin" para uso contínuo do CA Business Service Insight. Crie usuários específicos com base no usuário "sadmin" ou em outros usuários integrados.
- N/D Selecionar uma caixa de diálogo em uma página, e em seguida sair, apaga a seleção. Quando mais de uma página de serviços é exibida na página Visão geral do serviço, é possível selecionar um gráfico de tendência para serviços que não são exibidos na mesma página. No entanto, ao selecionar uma caixa de seleção em uma página e, em seguida ir para outra página, a seleção é apagada. Esta limitação o impede de selecionar para exibição um gráfico de tendência de dois serviços que não aparecem na mesma página.
- N/D Exibir limitação para serviços pai/filho.
Alguns serviços detectados podem ser exibidos na página Visão geral do serviço com um relacionamento pai/filho. Este é o caso quando um serviço está aninhado em outro. Ao gerenciar os serviços na página Detecção e gerenciamento de serviços, é possível definir um serviço pai ou filho para o estado Gerenciado ou Não gerenciado. Os serviços definidos como Gerenciado são exibidos na página Visão geral do serviço. Existe um problema conhecido com a exibição de serviços gerenciados e aninhados.
Ao definir um serviço pai como Não gerenciado, tanto o serviço pai, quanto o filho não são exibidos na página Visão geral do serviço, na visualização hierárquica. No entanto, quando os serviços são filtrados, uma lista simples de serviços (sem hierarquia) é exibida, a qual inclui serviços filho gerenciados de um pai não gerenciado. Esta é uma limitação conhecida do produto e será abordada em uma release futura.

- N/D Erro ao alterar um serviço de Gerenciado para Não gerenciado.

Após criar um serviço usando recursos na página Detecção de serviço, ou trabalhar com um serviço detectado, pode-se encontrar uma mensagem de erro ao alterar o serviço do estado Gerenciado para Não gerenciado. Isso ocorre apenas quando as métricas de comparação do serviço forem definidas como Ativada e o serviço for designado como gerenciado.

Ao definir as métricas de comparação de serviço como ativado, um contrato de SMI é criado automaticamente para o serviço. O serviço não pode ser alterado para não gerenciado até que a associação com o contrato de SMI seja removida.

É possível localizar o cenário a seguir em que o erro ocorre:

 - Crie um serviço, defina as métricas de comparação do serviço como ativado e defina o serviço com o estado não gerenciado.
 - Em seguida, abra a página Detecção e gerenciamento de serviços e tente alterar o serviço para não gerenciado, selecionando a opção Não gerenciar, no menu Ação de serviço.
 - A mensagem de erro "Houve falha na atualização parcial de serviço para o serviço <name>" é exibida; as métricas de comparação de serviço são definidas como desativadas, mas o serviço ainda aparece como Gerenciado.

O problema ocorre, pois há um atraso de até cinco minutos no sistema antes que o contrato de SMI subjacente seja excluído. A exclusão do contrato de SMI é acionado automaticamente quando as métricas de comparação de serviço estiverem definidas como desativado.

Para resolver isso, aguarde cerca de cinco minutos e volte para a página Detecção e gerenciamento de serviços, e altere novamente o status do serviço para Não gerenciado, selecionando a opção Não gerenciar, no menu Ação de serviço. A mensagem "Atualização de serviço realizada com êxito para o serviço <name>" é exibida, e o status do serviço é alterado para Não gerenciado.

Capítulo 4: Problemas resolvidos

Esta seção contém problemas conhecidos de versões anteriores do CA Business Service Insight que foram resolvidos na versão atual.

Problemas corrigidos

Os problemas a seguir foram corrigidos nesta versão.

1. Segurança
 - Caracteres inválidos foram removidos do URL.
2. Uma melhoria de desempenho sólida foi implementada nas áreas a seguir:
 - Exclusão da métrica
 - Exclusão do contrato
 - Exclusão e criação da versão do contrato
 - Evento do processo do serviço de alertas
3. ACE1
 - Novos cálculos desnecessários que afetam de modo negativo o desempenho e a estabilidade não são executados.
 - Ao atualizar de uma versão anterior a 7.0 ou 6.3 SR4, o recálculo completo não será mais realizado.
4. ACE2
 - Os registros incorretos de métrica de reutilização de eventos não ocorrerão mais.
 - O alto consumo de espaço em discos do arquivo de log JBoss não ocorrerá mais.
 - O consumo de memória do gerenciador do ACE2 agora está ajustado de acordo com os resultados do parâmetro de comparação para otimizar a utilização.
5. A integração do portal de relatório está acessível nesta versão.
6. Gestão de eventos
 - A barra de rolamento vertical da árvore agora funciona adequadamente.

7. Página Log do sistema
 - A página Log do sistema não trava mais ao clicar no botão Pesquisar.
8. Gestão de portfólio
 - Os cenários que contêm entidades (SD/CT) sem local e o local sem entidades foram corrigidos.

Esta seção contém os seguintes tópicos:

[Problemas no banco de dados](#) (na página 54)

Problemas no banco de dados

- 36812 Alguns objetos (índice, tabelas, ou LOBs) foram atribuídos a espaços de tabela incorretos em relação às convenções internas. O problema está corrigido em instalações limpas e em atualizações
O problema se aplica apenas aos objetos do CA Business Service Insight, não a objetos criados pelo cliente ou a objetos movidos pelo cliente.
- N/D As diferenças nos parâmetros iniciais (como "audit_trail") do banco de dado Oracle 10 e Oracle 11 foram corrigidas. Os parâmetros idênticos agora são usados nos dois Oracle.

Capítulo 5: Documentação

Esta seção contém informações sobre a documentação atual.

Para obter a documentação mais atualizada, vá para o site de suporte online da CA em <http://support.ca.com>, veja e faça download da biblioteca mais recente.

Esta seção contém os seguintes tópicos:

[Guias em PDF](#) (na página 56)

[Biblioteca](#) (na página 57)

[Números da release](#) (na página 57)

[Acknowledgments](#) (na página 59)

Guias em PDF

Os guias em PDF deste produto são os seguintes:

- Guia de Instalação (*Guia de Instalação do CA Business Service Insight.pdf*)
- Guia de Conteúdo Predefinido (*Guia de Conteúdo Predefinido do CA Business Service Insight.pdf*)
- Notas da Versão do Conteúdo Predefinido (*Notas da Versão do Conteúdo Predefinido do CA Business Service Insight.pdf*)
- Guia de Administração (*Guia de Administração do CA Business Service Insight.pdf*)
- Guia de Referência da API de Serviço Web (*API de Serviço Web do CA Business Service Insight.pdf*)
- Guia de Interface do Business Intelligence (BI) (*Guia de Interface do CA Business Service Insight BI.pdf*)
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Para ver um arquivo em PDF, você deverá fazer download e instalar o Adobe Reader do site da Adobe, se ele não estiver instalado ainda em seu computador.

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Um arquivo zip que contém a biblioteca completa e mais atualizada também é fornecido como download na página de suporte técnico do suporte online da CA em <http://support.ca.com>.

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Capítulo 6: Acknowledgments

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Esta seção contém os seguintes tópicos:

[ActiveMQ 5.3.0](#) (na página 61)
[ActiveMQ 5.3.1](#) (na página 65)
[ASM 3.1](#) (na página 87)
[Axis 1.4.1](#) (na página 89)
[Axis 2 1.4.1](#) (na página 93)
[Axis 2 1.5.4](#) (na página 98)
[Bazillyo 1.0](#) (na página 109)
[Boost 1.29](#) (na página 110)
[Castle Windsor 3.0.0](#) (na página 111)
[Commons Codec 1.4](#) (na página 116)
[Commons Collection 3.2.1](#) (na página 121)
[Commons Configuration 1.6](#) (na página 126)
[Commons Lang 2.4](#) (na página 131)
[Commons Lang 2.5](#) (na página 135)
[Commons Lang 2.6](#) (na página 140)
[Datajs 1.0.2](#) (na página 145)
[EclipseLink 2.1.1](#) (na página 146)
[Ehcache 1.7.1](#) (na página 162)
[Globalize 0.1.0a2](#) (na página 167)
[Google Web Toolkit 2.0.3](#) (na página 168)
[Gwt-log 3.0.0](#) (na página 173)
[HttpClient 4.0.1](#) (na página 178)
[IDesign](#) (na página 183)
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[Jackson 1.6.4](#) (na página 188)
[JAX-RS 1.1.1](#) (na página 193)
[Jaxen 1.1](#) (na página 201)
[JBoss Messaging 1.4.5.GA](#) (na página 203)
[JBoss 7.1.1.final](#) (na página 209)
[JBoss Remoting 2.2.3.SP1](#) (na página 213)
[JDOM 1.0](#) (na página 219)
[Jersey 1.1.5](#) (na página 221)
[JK 1.2.31](#) (na página 237)
[jQuery 1.4.2](#) (na página 244)

[jQuery 1.7.1](#) (na página 245)
[jQuery-json 2.3](#) (na página 246)
[jQuery mobile 1.0.1](#) (na página 247)
[jQuery UI 1.8.18](#) (na página 248)
[Log4NET 1.2.11](#) (na página 249)
[JSW \(Java Service Wrapper\) 3.2.3](#) (na página 254)
[Log4j 1.2.15](#) (na página 256)
[.Net entity framework 4.2 4.2](#) (na página 260)
[.Net entity framework 4.3.1](#) (na página 260)
[ODAC 11.2 release 4 \(11.2.0.3\)](#) (na página 260)
[Oracle JDBC Driver Release 2 \(11.2.0.2.0\)](#) (na página 261)
[PDFBox 1.4.0](#) (na página 268)
[Rampart 1.4](#) (na página 277)
[Rome 1.0](#) (na página 282)
[Script.aculo.us 1.6.2](#) (na página 286)
[Spring Framework 3.0.4](#) (na página 287)
[Sun JDK 1.6.0 18](#) (na página 292)
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[TeeChart 2011.0.0.5](#) (na página 316)
[Tomcat 6.0.28](#) (na página 316)
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[WCF Data Services 5.0.1](#) (na página 364)
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[XMLBeans 2.5](#) (na página 391)
[XStream 1.3.1](#) (na página 396)
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ActiveMQ 5.3.0

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-- activemq-web

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2001-12-12

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== For the xstream library

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- *
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* cvt - IEEE floating point formatting routines.

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jQuery JSON Plugin

version: 2.3 (2011-09-17)

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

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

```
**/
```

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zlib 1.1.4

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```
/* zlib.h -- interface of the 'zlib' general purpose compression library
```

```
version 1.1.4, March 11th, 2002
```

```
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