CA Clarity™ PPM

Release Notes - On Demand
Release 13.3.00

Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At http://ca.com/support, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services

- Information about user communities and forums

- Product and documentation downloads

- CA Support policies and guidelines

- Other helpful resources appropriate for your product

Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at http://ca.com/docs.

Contents

Appendix C: Third-Party Acknowledgements 35

Chapter 1: Release Notes

This section contains the following topics:

What This Document Covers

This document provides information about enhanced features, documentation, and system requirements for CA Clarity PPM. This release provides a CA Technologies Bookshelf that you can access from the product. For more information about the bookshelf and product documentation, see View the CA Technologies Bookshelf (see page 20).

Note: At publication time, the product supports the operating systems and third-party software listed in this document. The most current Release Notes is found on CA Support at http://ca.com/support.

Training

For user training, CA Technologies offers the CA Productivity Accelerator (CA PA) solution. You can use this solution to create custom education materials and practice simulations and assessments. The custom education materials are used in classroom training and online simulations. Your users can access the practice simulations and assessments from the Learn link on the User toolbar or from the learning management system (LMS). The CA PA provides standard content modules that you can upload into your CA PA editor and modify to reflect your configuration of CA Clarity PPM. You can also integrate your organization's processes and procedures into the CA PA solution.

CA Education offers these training solutions. To learn more about the training offerings and CA PA, see the CA Education website at http://ca.com/education.

International Support

An internationalized product is an English product that operates correctly on local language versions of the required operating system and required third-party products, and supports local language data for input and output. Internationalized products also support the ability to specify local language conventions for date, time, currency and number formats.

A translated product (sometimes referred to as a localized product) is an internationalized product that includes local language support for the user interface of the product, online help and other documentation, and local language default settings for date, time, currency, and number formats.

The product is fully localized and supports over 100 regional settings for date, time, and number formatting. The user interface is available in the following languages:

- Brazilian Portuguese
- Czech
- Danish
- Dutch
- English
- Finnish
- French
- German
- Hungarian
- Italian

- Japanese
- Norwegian
- Polish
- Russian
- Simplified Chinese
- Spanish
- Swedish
- Traditional Chinese
- Turkish

Localized versions of some CA Clarity PPM Online Help files and guides are available within 90 days of the product general availability.

The most recent versions of localized product documentation are available at CA Support.

Published Fixes

We recommend that you review the certification matrix for the product and the Solutions and Patches that Technical Support provides at http://ca.com/support. You can review the solutions and patches and any prerequisite published fixes that are required for the product release.

Known Issues and Resolved Defects

Known Issues

For information about known issues, log in to CA Support Online and search using the *clarity13open* keyword. Any related articles and known issues appear.

Note: For the known issues related to the product installation and new features, see the chapter "Installation and Upgrade" in the *Change Impact and Upgrade Guide.*

Resolved Defects

For information about resolved defects, see the Resolved Defects page on CA Support Online.

Java Runtime Environment Defects

The Java Runtime Environment (JRE) is updated frequently with fixes for security issues, including issues that are unknown at the time CA Clarity PPM is released. To ensure that you have the latest fixes, we recommend that you download the most recent version 7 JDK.

Add-ins Compatibilities

The following section describes important information about upgrading installed add-ins, accelerators, and connectors for Release 13.3.

- If you are upgrading from Version 13.0, Release 13.1, or Release 13.2 to this release, the following add-ins are upgraded, if deployed:
    - PMO Accelerator
    - Clarity Solution Pack (CSP)
    - Clarity Agile
    - Connector for Microsoft SharePoint
- If you are upgrading from any version before Version 13.0 to Release 13.3, all installed add-ins are upgraded.

The following table shows the accelerator and connector releases that are installed with Release 13.3.

Accelerator or Connector	Upgraded Version
PMO Accelerator	3.3.0
Clarity Solution Pack (CSP)	3.3.0
Earned Value Manager	2.0.1
Accelerator for PRINCE2	2.0.1
Accelerator for the PMBOK	2.0.1
Accelerator for New Product Development	2.0.2
BRM Accelerator	3.0.2
Connector for CA Unicenter Service Desk & CA Software Change Manager™ for Distributed	2.0.1
Connector for Microsoft SharePoint	3.0.0
Service Connect	2.0.0
Catalyst Connector	2.5.0
CA Clarity Agile	13.3

Chapter 2: New and Enhanced Features

This section contains the following topics:

New Features

This release includes the following new features:

- Portfolio cost and resource balancing (see page 11)

- Financially enabled ideas (see page 11)

- Rebranding of the login page (see page 12)

- Interactive Gantt printing (see page 14)

- MSP integration performance improvements (see page 14)

- Editable Duration field within the Gantt (see page 15)

- XOG governor limits (see page 16)

- Populate cost plans and inactive resources (see page 16).

Portfolio Cost and Resource Balancing

The Waterlines view has been enhanced to display aggregated time-varying totals for selected portfolio constraints. The aggregates provide details about how the cost and resource constraints are affecting the portfolio. The aggregation details let you narrow down your problem areas and balance out your cost and resource constraints.

The time-varying values for the individual investments can also be displayed overlaying the Gantt bars for a selected constraint.

Financially Enabled Ideas

This release includes financially enabled ideas. The changes include:

- The ability to create cost plans, benefit plans, and budget plans for an idea.

- A Financial Plans tab for any idea that you open in CA Clarity PPM. This tab provides access to cost plans, benefit plans, and budget plans for the idea.

- New access rights for the following Idea pages: Financial (subpage), Cost Plan, Benefit Plan, and Budget Plan.

- A new check box named *Copy Financial Plan and Properties* on the conversion page for an idea. The conversion page lets you convert an idea into an investment. The check box lets you copy the financial data from an idea to a target investment.

- New views for the Idea Cost Plan object which make the Actual attributes unavailable to add to the view.

- New views added for the Idea Benefit Plan Detail object which make the Actual attributes unavailable to add to the view.

- The configuration of workflow processes on idea cost plans.

The following limitations exist for a financial plan on an idea:

- Actuals using transactions are not possible.

- Only a manually created cost plan (plan of record) can be converted to a target investment. A cost plan that you create using the methods *Populated from Investment Team* or *Task Assignment* is not converted.

- A budget plan will not be converted to a target investment.

- A workflow system action is not available to convert an idea financial plan to a target investment. An idea financial plan can only be converted through the user interface.

Login Page Can Be Rebranded

You can use the UI theme CSS to customize the appearance of the login page. For example, set a custom logo for an organization or set a message for all users to view when they log in. A sample system maintenance message appears as follows:

```
The system will be unavailable from Sun April 15 at 11:30 pm until Mon April
16 at 3:30 am.
```
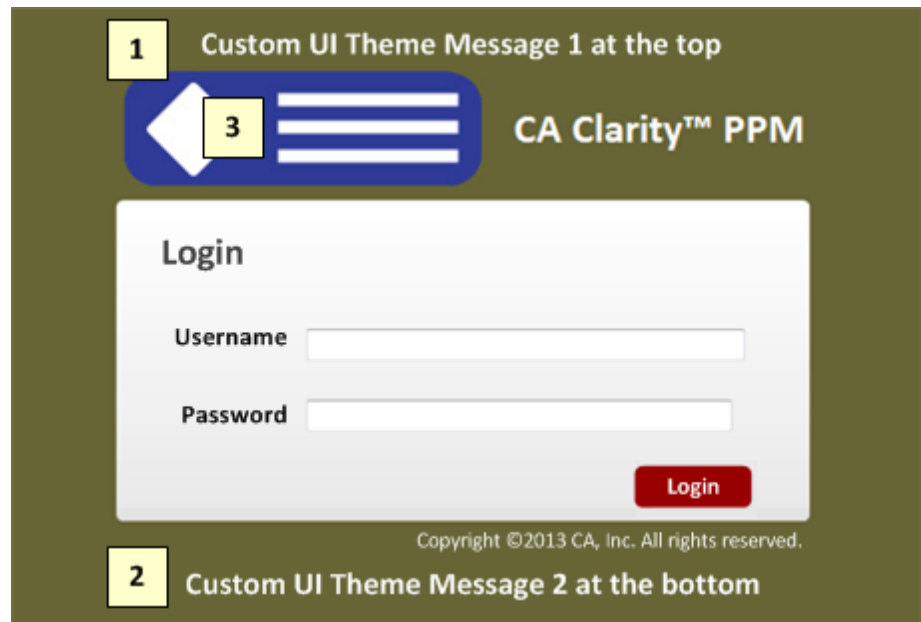

1. Login Page Top Message

You can add a service announcement or custom message at the top of the login page.

2. Login Page Bottom Message

You can add a service announcement or custom message at the bottom of the login page.

3. Login Page Logo

You can insert a custom logo on the login page.

Note: See the *Studio Developer's Guide* for more information.

Gantt View Can Be Printed

You can now print a Gantt view. The Printable View icon on the Gantt chart displays a read-only view of the tasks you want to print in a new window. You can view a maximum of 300 tasks at a time. The page height automatically fits the tasks, and the page width automatically fits the column and period configuration.

Before you print the Gantt view, select the background colors and images option in the browser menu.

Browser	Action to Take
Internet Explorer, Firefox	Use the Page Setup option in the browser menu.
Google Chrome	Use the Print option in the browser menu.

Note: Use the Alt key to enable the browser menu for Internet Explorer and Firefox.

CA Microsoft Project Interface Changes

The following Release 13.3 changes were made for the Microsoft Project Interface:

Resource Leveling

The CA Microsoft Project Interface supports the Microsoft Project Resource Leveling feature. If you do resource leveling in Microsoft Project and save the project into CA Clarity PPM, the resource leveling information is kept in the CA Clarity PPM database. The next time that you open the project in Microsoft Project from CA Clarity PPM, the resource leveling information that you entered is available.

Note: See the Microsoft Project documentation for more information about resource leveling.

Performance Tuning

The Microsoft Project Interface was tuned to improve performance in the following areas:

- Exporting a project from CA Clarity PPM to Microsoft Project

- Importing a project from Microsoft Project to CA Clarity PPM

Smaller projects show performance improvements for the import and export actions. Projects that have large time-scaled value data such as Assignment Actuals and ETC, or Baseline Cost and Usage Curve may not show the expected improvement.

Java Runtime Environment Is Provided

CA Clarity PPM provides a specific Java Runtime Environment (JRE) for use by Microsoft Project. The JRE is copied to the hard drive in the Microsoft Project Interface installation directory on the end-user workstation. The JRE is used for the Microsoft Project Interface integration and is independent of the JRE used for the Windows workstation.

The Microsoft Project Interface uses only the internal JRE version that is provided which we certify to be compatible. This approach eliminates issues that arise when the workstation Windows installation of the JRE is not the correct version or the JRE is missing. An IT department no longer has to update a JRE version when deploying the Microsoft Project Interface.

Silent Installation Support

In this release, the Microsoft Project Interface can be installed silently without any user intervention.

In previous releases, when you ran the Microsoft Project add-in setup, the Windows operating system displayed a message that the publisher could not be verified. You were then asked if you wanted to install the customization.

This message is no longer displayed. You receive a confirmation message after the add-in is successfully installed. The Microsoft Project Interface add-in setup closes the installer window automatically.

Task Duration on the Gantt View Is Editable

The task duration on the Gantt view represents the number of working days between the task Start date and task Finish Date. The duration is auto calculated based on the task Start Date and task Finish Date after you save. Starting this release, you can edit the task duration on the Gantt view. This helps project managers to schedule tasks based on the task duration and not only the task start and finish dates.

The following table explains the interactive changes that you see when you edit the task attributes on the Gantt view:

Field Edited	Result
Task Duration	The Task Finish Date and the Gantt bar change.
Task Finish Date	The Task Duration changes.
Task Start Date	The task Finish Date changes, but the task Duration does not.

However, you cannot edit the task duration in the following cases:

- When a task is a Milestone or Summary Task.

- Timesheet is already submitted for that period.

Note: For more information, see the *Project Management User Guide*.

XOG Governor Limits

When you import or export a large number of instances through XOG, you may encounter Out of Memory (OOM) or time-out exceptions. To handle these issues, the Maximum XML Nodes specifies the number of XML nodes that can be imported or exported at any given time. The default value for the Maximum XML Nodes is 150,000 for both the On-Demand and On-Premise environments.

Before this release, for a XOG read request, the entire requested information was sent in a single response which resulted in the OOM or time-out exceptions. Starting this release, the server processes the instances until the node limit is reached. After processing the response is sent back to the client in chunks using pagination. A new read request should be sent to the server with the appropriate information using pagination for the next set of instances. The number of the processed instances for a read request is updated in the skip element of the XOG output.

When you import instances, the server processes 20 instances per iteration. If the node limit is reached even before the 20 instances are loaded, the server processes only those instances that have loaded until that point for the current iteration. The remaining instances are considered automatically for the next iteration.

Note: For more information about setting the XOG Governor limit, see the *XML Open Gateway Developer's Guide*.

Inactive Resources in Cost Plan Population

Starting with this release, information for both active and inactive resources appears in cost plan detail and is used for the rate calculation. The values for resource attributes are pulled for the rate calculation regardless of the active status if the attributes are specified in the resource profile.

For example, if the transaction class is defined for a resource, the resource transaction class appears in the cost plan. The transaction class is used to pull the rate from the rate matrix. Setting the resource to inactive on the general properties page or the financial properties page does not change this behavior.

If the resource does not have a defined transaction class but does have an allocation, ETC, or actuals on a project, the rate is pulled from the rate matrix. The active status does not change this behavior.

Enhanced Features

This release includes enhancements to the following features:

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Connector for Microsoft SharePoint Changes

The Microsoft SharePoint Connector Release 3.0.0 is new. If you have the Connector for Microsoft SharePoint Release 2.0.2 or earlier installed, you cannot upgrade the existing connector. You are required to install the new Release 3.0.0 connector. The existing connector was based on SharePoint 2010, and the new Release 3.0.0 connector is based on SharePoint 2013.

Bubble Chart Improvement

Starting with this release, the bubbles in a bubble chart are translucent. This change allows smaller bubbles that appear behind larger bubbles to be viewed. Previously, smaller bubbles were not visible when hidden because the bubbles appeared as solid objects in the chart.

Chapter 3: Documentation

This section contains the following topics:

Documentation Changes

The CA Clarity PPM documentation has been improved with these changes to help you find information faster.

- **CA Answer Bar**. Quickly find the CA Clarity PPM information you need using the CA Answer Bar (https://enable.ca.com/answers/us/CA-Clarity-PPM). Find the latest "how to" scenario content, discover great insights from CA Support, and more. You'll spend less time searching and more time focused on getting your job done. Technical content is available for CA Clarity PPM 13.0 and above.

- **CA Clarity PPM Cookbook**. Select CA Clarity PPM technical content is available on the mobile device platform Flipboard. Watch this video and use the cookbook today. Happy flipping!

  - To add the CA Clarity PPM Cookbook to your RSS feed folder, add this URL: http://cookbooks.ca.com/cacppm/?feed=rss2

  - To view the CA Clarity PPM Cookbook in your browser, rather than the mobile app, access this URL: https://flipboard.com/section/ca-clarity-ppm-cookbook-bgk99n

- **Online Help Bookshelf**. To help simplify and improve how you find content, the bookshelf available from the product only includes the product documentation. Additional information such as release notes, green books, KB articles, social media, and so forth is available in the On Premise and On Demand bookshelves on CA Support Online.

- **New Portfolio Management Scenarios Guide**. Provides "how to" scenario content the Portfolio Manager needs.

- **New Portlet Reference Guide**. Provides a list and details for all out-of-the-box portlets and PMO Accelerator portlets.

- **Accelerator, Add-in, and Connector Guides**. To help improve how you find content, the release notes for the accelerators, add-ins, and connectors are now found in their associated product guide.

- **Basics User Guide and Personalizing CA Clarity User Guide**. To help improve how you find content, the content in the *Personalizing CA Clarity User Guide* is now found in the *Basics User Guide*.

- **Access Rights Reference Guide**. To help improve how you find content, the access rights for all the guides are now found in the *Access Rights Reference Guide*. They are no longer included in the individual guides.

- **XML Open Gateway Developer Guide**. The element syntax *IsComplete* and *completed* were recognized as deprecated forms and are replaced by *complete*. For example, when true, the optional *complete* element for the OBSAssocs element indicates that any OBS associations represent a complete replacement as a set. When the value is false, the operation inserts and/or updates any existing OBS associations. Sample content including sample .xsd files may continue to show the old forms. The documentation reflects this recognition of a single standard in topics that include the *complete* element with the following note:

  Note: *Complete* replaces deprecated forms *completed* and *IsComplete*.

View the CA Technologies Bookshelf

The CA Technologies Bookshelf available on the Documentation page of CA Support Online provides the product documentation set in Section 508-compliant HTML format and in PDF format. You can view the CA Technologies Bookshelf online from CA Support Online, or you can download and view the bookshelf locally on your computer.

The CA Technologies Help Bookshelf is installed automatically with the product and provides the core documentation set in HTML format. You can access the Help Bookshelf by clicking the Help link in the product.

To extract the ZIP file and view the CA Technologies Bookshelf

1. Use an archive product such as WinZip.

2. Extract the content to a local folder.

3. Double-click the Bookshelf.html file in the Bookshelf folder.

   The CA Technologies Bookshelf opens, and you can use it to view and search the product documentation.

Where to Find Documentation

You can access the product documentation in the following locations:

- Click the Help link in the product.

- Technical Support at http://ca.com/support.

- Search topics on the Answer Bar.

How to View and Search PDFs

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

If you open a PDF file in Adobe Reader in the CA Technologies Bookshelf and search, the individual PDF file is searched and you see the individual instances of the search term.

Appendix A: Compatibilities

This appendix contains operating environment information for this release, which is also available from the Compatibilities link on support.ca.com.

Some of the products listed in this appendix are not delivered with CA Clarity PPM, and you must purchase the product. For information about the software that is included with CA Clarity PPM, see Products Included with CA Clarity PPM. Refer to your licensing agreement for more information.

This section contains the following topics:

Clients

The following table shows supported software for client computers accessing CA Clarity PPM.

Note: Using multiple versions of third-party software concurrently is not supported as it can cause out-of-sync and compatibility issues. CA Technologies supports only versions of third-party software that the vendor supports.

	Microsoft Windows	**Apple Mac OS**	**Desktop Linux**
Operating System	■ Microsoft Windows XP Professional: SP3 or higher ■ Microsoft Windows 7 SP1 32-bit and 64-bit, all editions ■ Microsoft Windows 8 32-bit and 64-bit	■ Mac OS X: Release 10.8.4 or higher patch level	■ Any vendor or version with support for browsers listed under the Web Browser section.

	Microsoft Windows	Apple Mac OS	Desktop Linux
Web Browser	■ Microsoft Internet Explorer 10.0 and higher patch level (Microsoft Windows 7 and 8)[1] ■ Microsoft Internet Explorer 9.0 and higher patch level ■ Microsoft Internet Explorer 8.0 and higher patch level ■ Firefox 22 and higher release level[2] ■ Google Chrome 31.x.x. or higher release[2]	■ Safari 6.0.5 and higher patch level ■ Firefox 22 and higher release[2]	■ Firefox 22 and higher release[2]
Client Applications[8]	■ Microsoft Excel 2010-2013 32-bit & 64-bit, all editions. ■ Microsoft PowerPoint 2007-2013 32-bit & 64-bit, all editions. ■ Microsoft Project 2010-2013 32-bit & 64-bit, all editions[3] ■ Java 7 Runtime Environment: 1.7 update 25 or higher update level[4] ■ Adobe Flash Player 11.7 or higher[5] ■ Acrobat Reader 7.0 or higher[6] ■ CA Open Workbench 2.1 ■ Crystal Reports 2008 Designer Client SP5[7]	■ Microsoft Excel 2011 ■ Adobe Flash Player 11 or higher[5] ■ Mac OS Preview PDF viewer[6] ■ *No Microsoft Project support* ■ *No Open Workbench support* ■ *No Crystal Reports Designer support*	■ Acrobat Reader 7.0 or higher[6] ■ Adobe Flash Player 11 or higher[5] ■ *No Excel Export support* ■ *No Microsoft Project support* ■ *No Open Workbench support* ■ *No Crystal Reports Designer support*
Third-party SOAP Integration Toolkits	■ Microsoft Visual Studio 2005 (.NET Framework 2.0) ■ Apache AXIS 1.4-6	■ Apache AXIS 1.4-6	■ Apache AXIS 1.4-6

Notes:

■ [1] CA Business Intelligence is not supported on Microsoft Internet Explorer 10.0.

■ [2] New Firefox and Chrome releases may be supported with minimal testing after being released. Google Chrome versions 29, 30 and 31 have known issues with CA Clarity PPM and it is recommended to use version 32 or higher.

■ Browsers such as Firefox and Chrome update frequently. Releases will be updated as needed.

■ [3] Install JRE x86 for x86 Microsoft Project. Install JRE x64 for x64 Microsoft Project.

■ [4] Required for Open Workbench, CA Clarity PPM Microsoft Project interface, and XOG Client.

■ [5] For viewing Xcelsius dashboards.

■ [6] For viewing the product documentation and offline reports.

■ [7] Required only for custom report development.

■ [8] Using multiple versions of third-party software concurrently is not supported as it can cause out-of-sync and compatibility issues. CA Technologies supports only versions of third-party software that the vendor supports.

Clarity Mobile Time Manager

The following table presents the mobile operating system platforms that are supported for the Clarity Mobile Time Management application.

	iOS	Android
Mobile Operating System	■ Apple iOS 6.0 or higher ■ Apple iOS 7.0 or higher	■ Google Android OS 4.0 or higher

Change History

Changes in CA Clarity PPM Release 13.3.00

Component	Description
Mobile Operating Systems[1]	■ Added support for Apple iOS 6.1.4 and iOS 7 ■ Added support for Google Android OS 4.2.2 (Jelly Bean)

Component	Description
Client Browser	■ Added support for Firefox 19.0.2 22 for Microsoft Windows ■ Added support for Google Chrome 32.x.x.x for Microsoft Windows. Also added a footnote regarding known issues with version 29,30, and 31 ■ Added support for Safari 6.0.52 for Apple Mac OS ■ Added support for Adobe Flash Player version 11
Client Applications	■ Dropped Support for Microsoft Project 2007

Changes in CA Clarity PPM Release 13.2.00

Component	Description
Mobile Operating Systems[1]	■ Added support for Apple iOS 6.0 and higher. ■ Added support for Google Android 4.0 (Ice Cream Sandwich) and higher.
Client Browser	**Note:** CA Technologies only supports browser versions that are supported by their associated third-party vendors. ■ Added support for Firefox 19.0.2. ■ Added support for Firefox ESR 17.0.4. ■ Dropped support for Firefox ESR 10.0.5. ■ Added support for Microsoft Internet Explorer 10 (Windows 8 only). ■ Added support for Chrome 25.0.1364.172m. ■ Added support for Apple Safari 6.0.2 (on Mac OS X 10.8.2 or higher).
Client Applications	■ Added support for Microsoft Project 2010-2013 32-bit and 64-bit, all editions. ■ Added support for Microsoft Excel 2010-2013 64-bit,all editions. ■ Added support for Microsoft PowerPoint 2010-2013 64-bit, all editions. ■ Added support for CA Open Workbench 2.1. ■ Dropped support for CA Open Workbench 2.0.

Notes:

■ [1]This support is for the Clarity Mobile Time Management application only.

Changes in CA Clarity PPM Release 13.1.00

Component	Description
Client Browser	**Note:** CA Technologies only supports browser versions that are supported by their associated third-party vendors. ■ Added support for Firefox ESR 10.0.5 and higher release level. ■ Added support for Firefox 13.0 and higher release level. ■ Dropped support for Firefox 3.5. ■ Dropped support for Firefox 8.0. ■ Added support for Chrome 18.0.1.25.152m and higher release level.
Client Applications	■ Added support for Xcelsius Designer 2008 Service Pack 5. ■ Dropped support for Xcelsius Designer 2008 Service Pack 3. ■ Added support for Crystal Reports Designer 2008 Service Pack 5. ■ Dropped support for Crystal Reports Designer 2008 Service Pack 3.

Changes in CA Clarity PPM Service Pack 13.0.01

Component	Description
Client Browser	■ Added support for Firefox 10.0. ■ Dropped support for Firefox 8.0. ■ Added support for Firefox 3.6. ■ Dropped support for Firefox 3.5.

Changes in CA Clarity PPM Release 13.0.00

Component	Description
Client Browser	■ Added support for IE 9.0. ■ Dropped support for IE6 and IE7. ■ Added support for Firefox 8.0. ■ Added support for Safari 5.1.1.

Component	Description
Client Applications	■ Dropped support for Microsoft Project 2000, 2002 and 2003. ■ Defined support for Crystal Reports Designer 2008 as SP3 or higher (instead of any service pack).
SharePoint Server	■ Added support for SharePoint Server 2010. ■ Dropped support for SharePoint Server 2007.

Appendix B: Accessibility Features

This section contains the following topics:

Product Enhancements

CA Technologies is committed to ensuring all customers can successfully use its products and supporting documentation to accomplish business tasks. Enable the accessibility mode to optimize contrast in the user interface and assist a screen reader for those users who need assistance.

CA Clarity PPM accessibility features are best when used with the Mozilla Firefox 13 browser and the Job Access With Speech (JAWS) screen reader.

CA Clarity PPM inherits accessibility enhancements from Windows-based and Macintosh-based environments in the following areas:

- Display

- Sound

- Keyboard

- Mouse

Note: The information in the following topics applies to Windows-based and Macintosh-based applications. Java applications run on many host operating systems, some of which already have assistive technologies available to them. For these existing assistive technologies to provide access to programs written in JPL, they need a bridge between themselves in their native environments and the Java Accessibility support that is available from within the Java Virtual Machine (Java VM). This bridge has one end in the Java VM and the other on the native operating systems, so it will be slightly different for each platform it bridges to. Oracle is currently developing both the JPL and the Win32 sides of this bridge.

Display

To increase visibility on your computer display, you can adjust the following options:

Font style, color, and size of items

Lets you choose font color, size, and other visual combinations.

Screen resolution

Lets you change the pixel count to enlarge objects on the screen.

Cursor width and blink rate

Lets you make the cursor easier to find or minimize its blinking.

Icon size

Lets you make icons larger for visibility or smaller for increased screen space.

High contrast schemes

Lets you select color combinations that are easier to see.

Sound

Use sound as a visual alternative or to make computer sounds easier to hear or distinguish by adjusting the following options:

Volume

Lets you turn the computer sound up or down.

Text-to-Speech

Lets you hear command options and text read aloud.

Warnings

Lets you display visual warnings.

Notices

Gives you aural or visual cues when accessibility features are enabled or disabled.

Schemes

Lets you associate computer sounds with specific system events.

Captions

Lets you display captions for speech and sounds.

Keyboard

You can make the following keyboard adjustments:

Repeat Rate

Lets you set how quickly a character repeats when a key is pressed.

Tones

Lets you hear tones when pressing certain keys.

Sticky Keys

Lets those who type with one hand or finger choose alternative keyboard layouts.

Mouse

You can use the following options to make your mouse faster and easier to use:

Click Speed

Lets you choose how fast to click the mouse button to make a selection.

Click Lock

Lets you highlight or drag without holding down the mouse button.

Reverse Action

Lets you reverse the functions controlled by the left and right mouse keys.

Blink Rate

Lets you choose how fast the cursor blinks or if it blinks at all.

Pointer Options

Let you do the following:

- Hide the pointer while typing

- Show the location of the pointer

- Set the speed that the pointer moves on the screen

- Choose the pointer's size and color for increased visibility

- Move the pointer to a default location in a dialog box

Set Up Accessibility for a User

Use these steps to set up accessibility for a user.

Follow these steps:

1. Open Administration, and from Organization and Access, click Resources.

2. Click the name of the resource.

    The properties page appears.

3. Select the appropriate Accessibility check boxes:

    Screen Reader Optimized UI

    Determines whether the user interface is optimized so that a screen reader can better recognize the features. Select this check box for any visually impaired user who is using a screen reader.

    Default: Cleared

    High Contrast Color Mode

    Determines whether a specific UI theme to assist color-deficient users is used. If selected, the user sees the High Contrast UI theme.

    Default: Cleared

4. Save your changes.

5. (Optional) If you selected the Screen Reader Optimized UI, verify that the screen reader software is running on the user's computer.

6. If the user is logged in to CA Clarity PPM, instruct the user to log out and log back in.

Keyboard Shortcuts

Keyboard Shortcuts for Basic Features

The following table shows the keyboard shortcuts for basic features available on all CA Clarity PPM pages.

Feature	Key Combination
Home Menu	Ctrl+Alt+h
Administration Menu	Ctrl+Alt+a
Favorites Menu	Ctrl+Alt+f
Back	Ctrl+Alt+b or Alt+Left Arrow

Feature	Key Combination
Home Page	Ctrl+Alt+Home
Refresh	Ctrl+Alt+F5
Search	Ctrl+Alt+s
History	Ctrl+Alt+v
Help	F1

CA Clarity Keyboard Shortcuts (Actions)

The following table shows keyboard shortcuts for actions on CA Clarity PPM pages.

Action	Key Combination	Alternate Accessibility Key Combination
Activate a field editor (for example, a date picker)	Enter	Alt+Enter
Close a popup	Esc	Shift+Esc
Open a tab menu	Enter	Alt+Enter
Move left, right, up, or down in a menu	Left Arrow Right Arrow Up Arrow Down Arrow	Alt+Up Arrow Alt+Down Arrow Alt+Up Arrow Alt+Down Arrow
Select a highlighted menu item	Enter	Alt+Enter
Open a link in a list page	Ctrl+Enter	
Select or clear a check box **Note**: Focus must be on the checkbox.	Space Bar	
Expand a hierarchical list **Note**: Focus must be on the + in the hierarchical list.	Space Bar	

CA Clarity Keyboard Shortcuts (Lists)

The following table shows the keyboard shortcuts for lists.

Action	Mode	Keyboard Combination
Switch between edit and display mode in a list	Display, Edit	Enter

Action	Mode	Keyboard Combination
Move from cell to cell through a list (grid)	Display	Left Arrow Right Arrow Up Arrow Down Arrow
Move to different areas within a list: portlet icons, column headers, body of list, buttons	Display	Tab (Forward) Shift+Tab (Back)
Switch to display mode	Edit	Esc or Enter
Move left or right within a cell	Edit	Left Arrow Right Arrow
Move from editable cell to editable cell	Edit	Tab (Forward) Shift+Tab (Back)
Move to the end of a row **Note**: If the action is on a TSV row, repeat the keyboard combination to leave the TSV section.	Edit	Ctrl+Right Arrow
Move to the beginning of a row	Edit	Ctrl+Left Arrow
Page up or down	Display, Edit	Ctrl+Alt+Up Arrow Ctrl+Alt+Down Arrow
Move to the top or bottom of a list **Note**: If the action is in a TSV cell, repeat the keyboard combination to leave the TSV section.	Display, Edit	Ctrl+Up Arrow Ctrl+Down Arrow
Open a drop-down list or a date selector	Edit	Enter
Move through selection items in a drop-down	Edit	Up Arrow Down Arrow
Select a highlighted value in a drop-down or a date selector	Edit	Enter
Highlight a date in a date selector	Edit	Down Arrow
Add a new line in a long text area	Edit	Ctrl+Enter

Appendix C: Third-Party Acknowledgements

The license information for third-party utilities and software that CA Clarity PPM uses is available in the \Bookshelf Files\TPSA folder of the CA Technologies Bookshelf.

You can open the license information on the CA Technologies Bookshelf. Click the View TXT link next to Third-Party Acknowledgments.