

# CA Client Automation

## Release Notes

12.9



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## CA Technologies Product References

This documentation set references to the following CA products:

- CA Advantage® Data Transport® (CA Data Transport)
- CA Asset Intelligence
- CA Asset Portfolio Management (CA APM)
- CA Business Intelligence
- CA Common Services™
- CA Desktop Migration Manager (CA DMM)
- CA Embedded Entitlements Manager (CA EEM)
- CA Mobile Device Management (CA MDM)
- CA Network and Systems Management (CA NSM)
- CA Patch Manager
- CA Process Automation
- CA Service Desk Manager
- CA WorldView™

# 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

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# Chapter 1: Introduction

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Welcome to the Client Automation Release Notes. This document provides the details about the functionality that is introduced in Client Automation Release 12.9. This document also includes, the additional features released as patches (CA Client Automation Feature Pack 12.8.01) to the last full product release.

- [System Requirements](#) (see page 7)
- [New Features and Enhancements](#) (see page 9)
- [Removed and Discontinued Features](#) (see page 19)
- [Known Issues and Troubleshooting](#) (see page 21)
- [Languages Support](#) (see page 23)
- [CA Client Automation Documentation](#) (see page 25)

## System Requirements

For detailed system and platform support information, see the [Compatibility Matrix](#) or [Readme](#).



# Chapter 2: New Features and Enhancements

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Client Automation Release 12.9 provides the following New Features, Enhancements, and Fixes:

**Note:** Some additional features were released as patches to the last full product release (Client Automation 12.5 SP1). You can find the details on these features in the Release Notes for the Client Automation 12.5 SP1 Cumulative 1 patch available on the CA support.

This section contains the following topics:

[Neighbor Aware Software Distribution](#) (see page 9)

[Infrastructure Health Monitoring Remediation](#) (see page 9)

[Data Transport Service Configuration](#) (see page 10)

[DSM Calendars](#) (see page 10)

[DSM Web Console](#) (see page 10)

[Custom Software Signature](#) (see page 11)

[Platform Support](#) (see page 12)

[Product Integration](#) (see page 13)

[OS Installation Management](#) (see page 14)

[Mobile Device Management Data Integration](#) (see page 16)

[Remote MDB Installer](#) (see page 16)

[Patch Manager Integration for DSM Job Options](#) (see page 16)

[Performance Optimization](#) (see page 17)

## Neighbor Aware Software Distribution

Neighbor Aware Software Distribution (NASD) enables an agent to be configured as a collaborative agent for peer-enabled software Distribution. The collaborative agents are configured to retain the software packages that the Neighbor Aware Agents can download. This feature speeds up the software distribution as the collaborating agents can service other agents even if the limit of maximum simultaneous executions on Scalability Server has been reached.

## Infrastructure Health Monitoring Remediation

Health Monitoring is enhanced to include support for Alert Remediation. On detection of a particular alert condition, you can associate a remedial action to resolve the problem on the machine. For more details, see Implementation Guide.

## Data Transport Service Configuration

Data Transport Service is enhanced with an in-house capability to define the preferred routes for data transport. This co-exists with the CCS WorldView 2D Map functionality. For more details, see Software Delivery Administration Guide.

## DSM Calendars

CA Client Automation now includes the in-house DSM Calendar to define the schedule for software delivery and software job execution. DSM Calendar can be used in all places where CCS Calendar is used. For more information, see Software Delivery Administration Guide.

## DSM Web Console

In this release, you can additionally perform the following tasks from Web Console:

### MDM Integration

You can launch and manage the Mobile Device Management (MDM) admin console from ITCM Web Console.

**Note:** To manage MDM from web console, configure the integration parameter in the configuration policy of the domain manager.

### Software Management

You can view and manage the software from Package Library for the following:

- Software Group
- Procedure Group
- Catalog Group
- Software Package
- Procedure
- Software Deployment

You can perform appropriate actions such as New Group, Edit, Delete, Add Members, Remove Members and more based on your selections.

### Time Zone

You can view the client time zone in the console header and manager time zone in Information about the DSM domain.

### External Assets

You can view and manage all the external assets into various groups.

## Custom Software Signature

You can now import the signature definitions from an XML file. This import feature supports creating complex signatures. You can provide multiple registry and package information per signature through this XML file. For more information about How to Create a Custom Software Signature and Software Signature XML Reference information, refer to Asset Management Administration Guide.

## Platform Support

This release supports the following platforms:

### Agent

- Windows 8.1
- Windows Server 2012 R2
- Red Hat Enterprise Linux 6.5
- Red Hat Enterprise Linux 5.10
- Red Hat Enterprise Linux 5.11
- Red Hat Enterprise Linux 7
- Oracle Enterprise Linux 7
- SuSE Linux Enterprise Desktop 11 SP3
- SuSE Linux Enterprise Server 11 SP3
- Open SusE 13.1
- OSX 10.9.2, OSX 10.9.4, OSX 10.9.5 and OSX 10.10

### Scalability Server

- Windows 8.1
- Windows Server 2012 R2
- Red Hat Enterprise Linux 6.5
- SuSE Linux Enterprise Server 11 SP3

### Manager

- Windows Server 2012 R2

### MDB

- Microsoft SQL Server 2014
- Oracle 12c
- Oracle on AIX

**Note:** The native AIX MDB Installer is not available. You must install MDB remotely using Windows MDB installer.

## Product Integration

This release provides integration support for the following products:

- CA Process Automation 4.2 SP2
- CA Business Intelligence 4.1 SP3

## OS Installation Management

This release includes the following enhancements to OS Installation Management:

### Platform Support

This release provides support for the following platforms:

- Windows 8.1
- Windows Server 2012 R2
- OpenSuSE 13.1
- RHEL 6.5
- SUSE Linux Enterprise Server 11 SP3
- Microsoft Hyper-V Server 2012 R2
- VMware ESXi 5.5
- XEN Server 6.2

For a list of support dropped platforms and product integrations, see ITCM Compatibility Matrix.

### GETIMAGE

This release provides the following new GETIMAGE type to support 64-bit version of WinPE 4.0.

### GETIMAGEX64

Captures Windows 7x64, 8x64, 8.1x64, Windows Server 2008x64, 2008 R2, 2012, 2012 R2 OS images.

### ImageX

This release provides the following new ImageX types to support 64-bit version of WinPE 4.0.

#### IMAGEX64-WIN7

Supports Windows 7x64, and Windows 7 SP1x64 OS images.

#### IMAGEX64-WIN8

Supports Windows 8x64 and Windows 8.1x64 OS images.

#### IMAGEX64-W2008/R2

Supports Windows Server 2008x64 and 2008 R2.

#### IMAGEX64- W2012/R2

Supports Windows Server 2012, 2012R2.

### Linux, ESXi and Citrix Images Deployment and Staging

This release provides support for deployment and staging of the Linux, ESXi and Citrix OS images to the OSIM Remote Boot Server running on Windows 2012 and Windows 2012 R2.

**Note:** For Windows Remote Boot Server, deployment and staging of the Linux, ESXi and Citrix images is supported only with Server Class Operating System like Windows Server 2008, 2012 and 2012 R2.

#### **SAN Deployment Support for Windows Server**

SAN Deployment Support for Windows Server 2012 and Windows Server 2012R2.

#### **Key-less Installation (Product Key or ID is Optional) for Windows**

Windows can be deployed without specifying the Product Key through OSIM. Key-less Installation is supported for the following platforms:

- Windows 8
- Windows 8.1
- Windows 2012
- Windows 2012 R2

#### **Volume Licensing (VL) Image Installation for Windows**

Windows OS Edition with Volume Licensing Image can be deployed through OSIM. Volume Licensing (VL) Image Installation is supported for the following platforms:

- Windows 8 Professional Edition
- Windows 8.1 Professional Edition

#### **Unsigned Driver Support**

Supports the unsigned drivers to Windows PE boot images and ImageX Windows OS images. Following platforms are supported:

- Windows 7
- Windows 7 SP1
- Windows 2008 x64
- Windows 2008 R2
- Windows 8
- Windows 8.1
- Windows 2012
- Windows 2012 R2

#### **Support for Kubuntu OS Deployment With LinuxPE Boot Image**

Kubuntu OS deployment is now supported with LinuxPE Boot image. In the previous releases, the deployment was supported with DOSX Boot Image.

#### **Updated Linux Based Boot Image**

Linux-Based Boot Image has been patched up to mitigate Shellshock vulnerability (Bash Code Injection Vulnerability). Updated Linux-Based Boot Image (Customized CentOS 6.3 x64 boot files) available on a DVD separate from the product DVD.

#### **Boot Image and OS Image Name Length**

The number of characters for naming the Boot and OS Images is increased to 32.

## **Mobile Device Management Data Integration**

CA Client Automation seamlessly integrates CA Mobile Device Management (CA MDM) and extracts information about the assets stored in its database. The integration with MDM empowers IT administrators to holistically view and collect inventory of any end points and applications used to access enterprise systems and services. For more information, see Asset Management Administration Guide.

## **Remote MDB Installer**

The master installer is enhanced to install CA Client Automation along with MDB in a single step on the same computer. This makes the installation process simpler and faster. For more information, see Implementation Guide

**Note:** If you are installing DSM Manager with CCS on a remote MDB, CCS with MDB must have already installed on the remote computer as that of previous releases.

## **Patch Manager Integration for DSM Job Options**

CA Patch Manager supports additional job options in deployment options page of Test and Deploy, and Software Policies. For Software policies, these additional job options can be configure for each patch.

## Performance Optimization

In this release following enhancements are made to improve the performance:

- Improved the response speed to launch DSM Explorer and navigate to the following nodes:
  - Discovered Software
  - Queries
  - Engine
- Scalability Server now retains only the latest three versions of signature/intellisig files to reduce the disk space.
- Added an option to change SQL transaction isolation level for faster execution of DSM reports on Microsoft SQL Server.
- Added the Application Idle Notification option to DSM Explorer for configuring the active GUI session updates.



# Chapter 3: Removed and Discontinued Features

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This chapter contains information about the following removed and discontinued features:

1. System Performance LiteAgent
2. CCS Event Management, Calendaring, Discovery (Common & Continuous), World View and High Availability Service functionalities are not supported on the newer Operating System and Database platforms that being supported from 12.8 onwards.

We are targeting the replacement of key portions of CCS functionality in CA Client Automation 12.9 and future releases.

Until the Replacement Plan is complete, CA Client Automation Enterprise and Domain Managers may be supported on a broader range of platforms than is offered by CCS (such as Windows Server 2012 R2). In such scenarios, CA Client Automation may continue to be used without the functionality offered by CCS. Alternatively, CCS may still be installed on its supported platforms.

For a complete list of the platforms supported by CCS, please review the Release Certification Information

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=6dc54d3d-7d1f-4450-85ff-7b2c6d747cf0&productID=2869> on the CA Support Site.

3. Green IT Advanced Inventory and Remediation Jobs

The following items are removed from Green IT:

- Inventory of Calculated Power State Times.
- Additional Green IT Inventory regarding sleep states.
- Details of devices that can trigger a system wakeup.
- Green IT Remediation Jobs to enforce PC power management settings.

**Note:** If you have a valid CA ecoDesktop license, to ensure you experience no loss of functionality, contact CA Support for guidance before deploying this patch.

For a list of support dropped platforms and product integrations, see CA Client Automation [Compatibility Matrix](#).



# Chapter 4: Known Issues and Troubleshooting

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This section includes known issues and troubleshooting information.

## The Job Options Selected For a Patch Are Applied to Some Other Patch

**Symptom:**

While creating a policy in Patch Manager, if the user overrides the default job options in Deployment Options page, then job options selected for a patch may get applied to some other patch.

**Solution:**

Create the policy with default job options instead of overriding them. Then edit the policy and provide the different job options for each patch.



# Chapter 5: Languages Support

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## Internationalization Support

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

This English release is certified for the following operating environment language variants on Windows, Linux, and UNIX:

- French
- German
- Japanese

**For Agent Components:**

- Simplified Chinese
- Traditional Chinese
- Italian
- Korean
- Spanish
- Brazilian Portuguese

## Localization Support

A localized product is an internationalized product that includes local language support for the product user interface, online help, and other documentation. Also, supports local language default settings for date, time, currency, and number formats.

This release of Client Automation supports the following localized languages:

- French
- German
- Japanese

**For Agent Components:**

- Simplified Chinese
- Traditional Chinese
- Italian
- Korean
- Spanish
- Brazilian Portuguese

This release provides localization support for CA Business Intelligence Reporting (BI).

# Chapter 6: CA Client Automation Documentation

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Client Automation documentation focuses on the following key areas:

- An end-to-end bookshelf that gives you access to content throughout the product life-cycle.
- Role-based scenarios that detail how to complete key business processes. These scenarios can appear in traditional guides and as standalone Knowledge Base articles on <http://ca.com/support>.
- Concise product content that promotes the usability and accessibility.
- Up-to-date Client Automation how-tos, tips, processes, and procedures in the CA Client Automation Cookbook on [Flipboard](#).

You can access the product documentation in the following locations:

- Click the Help link in the product.
- Access the Docs directory on the installation media.
- Visit Technical Support at <http://ca.com/support>.

## Documentation on the Product Media

The following documentation deliverables for Client Automation are available on the DVD and must be read before Client Automation installation:

- **CA Bookshelf**

Provides a single point of access for all deliverables in the documentation set, regardless of their deliverable format. Users can locate information easily, search all deliverables, and browse and print documents.

The CA Bookshelf is available at *DVD\_Root\DOC\*.

- **Readme**

Contains product installation requirements and known issues. Readme is available at *DVD\_Root\*.

## Documentation Installed with Client Automation

The following types of documentation are automatically installed with Client Automation and are accessible while running Client Automation.

- **Online Help**

Provides context-sensitive help and is accessible from the Help menu, F1, or the Help button.

- **Tutorials**

Guides you interactively through the basic application operations. You can switch tutorials on and off from the View menu.

- **Documentation Assistant**

Displays a list of Client Automation product documentation when you start the Client Automation user interface. Documentation Assistant provides the location and access information about the Client Automation documentation.

- **CA Bookshelf**

Provides a single point of access for all deliverables in the documentation set, regardless of their deliverable format. Users can locate information easily, search all deliverables, and browse and print documents.

You can access the bookshelf from the Windows Start menu at Programs, CA, IT Client Manager, Bookshelf.