

CA Asset Portfolio Management

Release Notes

Release 12.8



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CA Technologies Product References

This documentation set references the following CA Technologies products:

- CA Asset Converter
- CA Asset Portfolio Management (CA APM)
- CA Business Intelligence
- CA Client Automation
(formerly CA IT Client Manager)
- CA CMDB
- CA Embedded Entitlements Manager (CA EEM)
- CA Management Database (CA MDB)
- CA Process Automation™
- CA Service Catalog
- CA Service Desk Manager
- CA Software Asset Manager (CA SAM)
- CA SiteMinder®

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>.

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Chapter 1: Welcome

Welcome to CA APM Release 12.8.

This section contains the following topics:

[What this Document Covers](#) (see page 7)

[International Support](#) (see page 7)

[Published Fixes](#) (see page 8)

[Find Product Roadmap Information](#) (see page 8)

What this Document Covers

This document provides information about new, enhanced, and removed features, documentation, and system requirements for CA APM. This release provides a CA Technologies Bookshelf that you can access from the product. For more information about the bookshelf and product documentation, see [Documentation](#) (see page 19).

Note: At publication time, the product supports the system and product requirements that are listed in this document. The most current list of system and product requirements is available in the [Compatibility Matrix](#) on CA Support Online.

For complete installation instructions, see the *Implementation Guide*.

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.

In addition to the English release of CA APM, CA Technologies supports only those languages listed in the following table.

Object Contact	Internationalized	Translated (Post-GA)
Brazilian Portuguese	Yes	Yes
French	Yes	Yes
German	Yes	Yes
Italian	Yes	Yes
Japanese	Yes	Yes
Spanish	Yes	Yes

Published Fixes

To see the list of all published fixes for CA APM, see the [CA Asset Portfolio Management Solutions and Patches page](#) on CA Support Online.

Find Product Roadmap Information

The CA IT Asset Manager Product Roadmap outlines general product direction and provides information that can help you plan and manage your asset management implementation. For example, the Product Roadmap provides you with the following information:

- Planned features and functionality
- Removed features and functionality
- Internationalization and localization
- Product direction

To find the CA IT Asset Manager Product Roadmap

1. Open a browser and navigate to <http://ca.com/support>.
The CA Support page appears.
2. Select CA IT Asset Manager from the Product finder drop-down list.

The CA IT Asset Manager page appears.

3. Scroll to the Product Status section, and click the CA IT Asset Manager Product Roadmap link.

If you are not already logged in, the CA Support login page appears.

4. Log in to CA Support.

The CA IT Asset Manager Product Roadmap appears.

Chapter 2: Enhanced and Removed Features

This section contains the following topics:

[Feature Name Change](#) (see page 11)

[Enhanced Features](#) (see page 11)

[Removed Features](#) (see page 17)

Feature Name Change

The feature formerly known as the *ITAM Data Importer* has been changed to the *Data Importer*. The previous ITAM Data Importer was a stand-alone product that you accessed outside CA APM. The current Data Importer is available within CA APM. The basic data import functions have not changed.

Enhanced Features

This release includes enhancements to the following features:

- [Attachments](#) (see page 12)
- [Data Importer](#) (see page 12)
- [Data Migration](#) (see page 12)
- [Filtering](#) (see page 13)
- [Data Validation](#) (see page 13)
- [Mass Change](#) (see page 14)
- [Navigation](#) (see page 14)
- [Configuration Improvements](#) (see page 15)
- [Common Asset Viewer Integration with CA SAM](#) (see page 15)
- [Installation](#) (see page 15)
- [CA Software Asset Manager](#) (see page 16)
- [Common Home Page](#) (see page 17)

Attachments

Attachments are electronic files or URL pages containing supporting documentation that you associate with an object. This release provides access to the following types of attachments:

- **Web URL.** Links a URL page to a CA APM object record.
- **File.** Attaches a file to an object record. The file is uploaded to the file system on a CA APM server. The Storage Manager Service uploads the file attachments to one of the following locations on the server, depending on whether multi-tenancy is used:

`[ITAM Root Path]/Storage/Common Store/Attachments`

`[ITAM Root Path]/Storage/Tenant_Name/Attachments`

For information about how to manage attachments, see the *User Guide*.

Data Importer

The data import function is now in the CA APM web client user interface on the Administration tab. In previous releases, this function was performed in the ITAM Data Importer. You can define imports and can submit them as on-demand or scheduled jobs. The Data Importer Engine Service processes the import jobs.

You import data with the Data Importer when you want to add or update data. The data that you import is inserted, or updates existing data, in the CA MDB. You can also delete data with the Data Importer.

For information about how to use the Data Importer to import or delete data, see the *Administration Guide*.

Data Migration

You use data migration to move CA APM data from Release 11.3.4 to Release 12.8. You first install Release 12.8. At the end of the installation, the CA Management Database (CA MDB) structures are updated and you are prompted to migrate your data. The data migration moves the data in your database from the previous database structures to the new database structures.

You use the Migration Toolkit to perform the data migration. The Migration Toolkit contains the following four tools:

- **Migration Documentation.** Provides the instructions for generating the migration reports, running the Migration Utility, and manually migrating objects.
- **Migration Reporting.** Generates reports that help you during the migration process. You generate pre-migration reports before you run the Migration Utility to avoid potential problems during the migration. You generate more migration reports after you run the Migration Utility. These reports help you manually migrate legacy database structures that cannot be migrated using the Migration Utility.
- **Duplicate Asset Name Configurator.** Specifies the renaming configuration to apply to duplicate Asset Names.
- **Migration Utility.** Provides automated steps to move the selected objects in your legacy database structures to the new database structures.

For information about how to migrate data from Release 11.3.4 to Release 12.8, see the *Implementation Guide*.

Filtering

You can set up an additional level of data security by limiting the data that individual users and user roles can view, create, or modify. Users can change or view only the data that the filter specifies. You can create filters for any of the primary objects.

For information about how to filter data, see the *Administration Guide*.

Data Validation

You can validate the data entry in fields. These field data validations ensure that users enter data in the correct format and enforce your organizational business rules. In this release, you can add and manage data validations for text fields. The users are notified of invalid data entry when they attempt to create or modify a record.

For information about how to define data validations, see the *Administration Guide*.

Mass Change

Mass changes help you complete field value changes across multiple records through the search capabilities. With this feature, you can change the value of a field in a search results list. You can perform the following types of mass changes:

- Change the value of a specific field for all or selected objects in the list.
- Add a value to a specific field for all or selected objects in the list that have blank values in that field.

For information about how to perform mass changes, see the *User Guide*.

Navigation

Navigation enhancements allow you to access additional related information for selected objects. You can access this additional information by selecting menu items under Relationships on the left side of the page. The following table summarizes the additional information that is available:

Object	Label	Additional Information
Model	Assets Created from Model	Displays the assets that were created from a model.
Asset	Service Desk Tickets	Displays the CA Service Desk Manager tickets that are related to an asset.
Company (seller)	Asset from Company	Displays the assets that were sold by a company.
Company (company bought for)	Assets for Company	Displays the assets that were bought for a company.
Company (external)	Legal Documents for External Company	Displays the legal documents that are associated with an external company.
Contact (assigned assets)	Assets Allocated	Displays the asset allocation for a contact.
Contact (negotiator)	Legal Documents Negotiated	Displays the legal documents that were negotiated by a contact.
Location	Assets at Location	Displays the assets that are present at a location.

Configuration Improvements

Additional component configuration parameters are now available for editing through the Administration tab. Previously, you could edit these parameters only in the configuration files. Additional parameters are provided for the following components:

- Event Service
- Database
- Application Server
- Export Service
- LDAP Import and Sync Service
- Web Server

Common Asset Viewer Integration with CA SAM

The Common Asset Viewer provides a common view of owned and discovered asset information. You can view the discovered information for the owned assets that are linked with discovered assets during the hardware reconciliation process. Discovered information for an asset includes system configuration, operating system, system devices, file systems, and other information. You can also view the owned information for the assets that you define in the product. Owned information for an asset includes asset properties (for example, operating system and product version), legal information, installed software, components, and other information.

If CA APM is integrated with CA Service Desk Manager and CA Client Automation, you can see the asset information from those products. With Release 12.8, you can also see the asset information from CA SAM if CA APM is implemented with CA SAM.

Installation

The installation process includes the following improvements:

- **Simplified installation.** A single installation process is provided for all product components. After the installation, you can see a single CA Asset Portfolio Management component in the Start menu and Control Panel, Add/Remove Programs. This one component incorporates all of the product components and services.
- **Installation options.** A standard installation, a custom installation, and a demonstration installation are available to provide flexibility and meet your needs.

- **Migration Utility installation.** The Migration Utility helps you migrate your Release 11.3.4 data to Release 12.8. This utility is installed automatically with all installations. However in Release 12.8, this utility is applicable to Release 11.3.4 users only.

For more information about the Release 12.8 installation, see the *Implementation Guide*.

CA Software Asset Manager

CA APM coordinates with CA Software Asset Manager (CA SAM) to allow you to perform software asset management functions. CA SAM is the next evolution of software asset and compliance management, superseding CA Software Compliance Manager (CA SCM). For more information about the plans for CA Software Compliance Manager, see the [CA Software Compliance Manager page](#) on CA Support Online.

Important! We do not recommend that you manage software assets in CA APM. To take advantage of the enhancements that this release provides, we recommend that you use CA SAM to manage your software assets and licenses.

CA SAM provides the following advantages:

- Supports the process of determining your software license compliance position by comparing the number of available licenses with the number of used licenses.
- Integrates a software license import function into the CA SAM user interface.
- Facilitates the creation and maintenance of a software license catalog with detailed commercial information about the licenses.
- Assigns installation and usage data to defined products in the software license catalog.
- Performs software product recognition.
- Permits financial analysis of product prices, license costs, and contract payments (this function is available through an additional module).

If you implement both CA APM and CA SAM, you can coordinate the management of both hardware and software assets in your organization. CA APM maintains hardware asset data and CA SAM maintains software asset and license data. Common data that both CA APM and CA SAM require is shared.

For more information about how to implement CA APM with CA SAM, see the *Implementation Guide*.

Common Home Page

You now have a single web-based home page for accessing the functions in both CA APM and CA SAM, including the following areas:

- Hardware asset management, including access to assets, contracts, and models
- Hardware asset management reporting, including CA Business Intelligence reporting
- Software asset inventory and effective demand and licenses
- Software asset financial and compliance positions
- Software compliance intelligence
- Organizational information, including access to companies, locations, divisions, contacts, and cost centers

The Web server provides a Start Menu shortcut to the Common Home Page. The shortcut name is “CA IT Asset Manager”.

You can make the Common Home Page the default home page by including “Homepage.aspx” in the Home Page setting in System Configuration, Web Server Configuration Settings.

Removed Features

The following features have been removed from this release:

- Support for SQL Server 2005, Windows 2003, and Microsoft Internet Explorer 7.
- Support for CA Licensing.
- External authentication using stand-alone CA SiteMinder. CA SiteMinder requires CA EEM for authentication to work in CA APM.
- CA EEM is no longer installed automatically. CA EEM must be installed manually before the CA APM installation.
- The ITAM Data Importer is no longer provided as a stand-alone product. The import functions have been incorporated into the product on the Administration, Data Importer tab.

Chapter 3: Documentation

This section contains the following topics:

[View the CA Technologies Bookshelf](#) (see page 19)

[Readme File](#) (see page 20)

[Documentation Changes](#) (see page 20)

View the CA Technologies Bookshelf

The CA Technologies Bookshelf provides your product documentation set in Section 508-compliant HTML format, and a print version of each guide. The CA Technologies Bookshelf is installed automatically with the product and you can access it by clicking the Bookshelf link in the product.

You can download and extract the CA Technologies Bookshelf for your product (a ZIP file) from CA Support Online.

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 CA APM documentation in the following locations:

- Click the Bookshelf link in the product.
- The Doc directory on the installation media. Double-click Bookshelf.html.
- Technical Support at <http://ca.com/support>.

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.

Readme File

A readme file is a single-file document that may be delivered with a CA Technologies product. While a Release Notes file is always included with CA APM, a readme file is optional.

At the time of publication, CA APM does not require or include a separate readme file.

Documentation Changes

The product documentation has been updated to incorporate release changes. In addition, role-based documentation scenarios have been added. A scenario provides concise, modular information about how you use CA APM to complete specific tasks.

- User Guide
 - File attachments
 - Mass changes for a search results list
- Administration Guide
 - Import data using the Data Importer (scenario)
 - Delete data using the Data Importer (scenario)
 - Secure data with filters (scenario)
 - Delete unused files from CA APM (scenario)
 - Field data validations
- Implementation Guide
 - Migrate data from Release 11.3.4 to Release 12.8 (scenario)
 - Upgrade, installation, and integration instructions
- Known Issues, previously found in this Release Notes, are now available from the [CA APM product page](#) on CA Support Online.
- The *CA ITAM Data Importer Product Guide* is no longer included in the documentation set. You will find the content in the *Administration Guide*.

Chapter 4: System Information

This section contains the following topics:

[Operating Systems, Databases, and Web Browsers](#) (see page 21)

[System Requirements](#) (see page 22)

[Additional Product Requirements](#) (see page 23)

[CA Technologies Product Integration Patch Requirements](#) (see page 25)

Operating Systems, Databases, and Web Browsers

The product supports the following operating systems, database management systems, and web browsers for all installation types (standard, custom, and demonstration). CA Technologies supports each component during its lifecycle (as determined by its manufacturer) or until CA Technologies announces that we no longer support it.

Note: At publication time, the product supports the system and product requirements that are listed in this document. The most current list of system and product requirements is available in the [Compatibility Matrix](#) on CA Support Online.

Note: The CA Business Intelligence installation is limited to Windows operating environments. However, you can integrate CA Business Intelligence with the product on all supported operating environments.

Web Server/Application Server Operating System (OS)

- Windows Server 2008 Standard and Enterprise Edition SP2 x86
- Windows Server 2008 Standard and Enterprise Edition R2 x64
- Windows Server 2008 Standard and Enterprise Edition SP2 x64

Note: If you are migrating from CA APM Release 11.3.4 and you have Windows Server 2003, upgrade to Windows Server 2008 first.

Database/OS Operating Environment

- Microsoft SQL Server 2008 SP1, SP2, SP3, Standard and Enterprise Edition x86 and x64
- Microsoft SQL Server 2008 R2 SP1, SP2, Enterprise Edition x86 and x64

- Microsoft SQL Server 2012, Standard and Enterprise Edition x86 and x64

- Microsoft SQL Server 2012 SP1, Enterprise Edition x86 and x64

Note: Common components are not supported with Microsoft SQL Server 2012 database versions.

- Oracle 10g Release 10.2.0.4.0 - Prod x64/Solaris 10 SPARC

- Oracle 11g R2 Release 10.2.0.4.0 - Prod x64/Solaris 10, 11 SPARC

- Oracle 11g R2 Release 11.2.0.1.0 Standard and Enterprise Edition x86 and x64

- Oracle 11g R1 SLES 10 SP3 x32 and x64

Note: If you are migrating from CA APM Release 11.3.4 and you have Microsoft SQL Server 2005, upgrade to Microsoft SQL Server 2008 before you migrate.

Web Browser

- Microsoft Internet Explorer 8.0, 9.0, 10.0 on Windows platforms

- Firefox 3.5.5/Open SUSE Linux 11.1

- Firefox 3.5.6, 19 on Windows platforms

- Firefox 3.6/Windows and Open SUSE Linux 11.1

- Firefox 3.6/SUSE Linux Enterprise (SLES) 11

- Chrome on Windows platforms

System Requirements

The following requirements must be met for the product to install and operate properly. These requirements assume that you have between 80 and 100 concurrent users. A minimum of 4 GB of space is required for the data files directory of the database server for the MDB to install and configure properly.

For assistance with deployment architectures exceeding 100 concurrent users, contact CA Support at <http://ca.com/support>.

Important! CA APM has time-sensitive processes. Verify that all servers are set to their correct date and time with their respective time zones.

Web Server

Hardware	Requirement
Processor	Minimum: 3 GHz (dual core processor)

Hardware	Requirement
Memory	Minimum: 8 GB
Free Disk Space	Minimum: 5 GB

Database Server

Hardware	Requirement
Processor	Minimum: 3 GHz (dual core processor)
Memory	Minimum: 8 GB

Application Server

Hardware	Requirement
Processor	Minimum: 3 GHz (dual core processor)
Memory	Minimum: 8 GB
Free Disk Space	Minimum: 5 GB

Additional Product Requirements

The following additional products requirements must be met for the product to install and operate properly.

Note: At publication time, the product supports the system and product requirements that are listed in this document. The most current list of system and product requirements is available in the [Compatibility Matrix](#) on CA Support Online.

Additional Products Installed

Product	Release
MDB (SQL Server and Oracle)	1.5 build 1
Java Runtime Environment (JRE)	1.5.0_06, 1.6.0_07, 1.6.43
Common Asset Viewer	r12.8 build 2.0 on Apache Tomcat 6.0.26

Product	Release
MDAC	2.8
CORA	12.5.0.34
Common Administration for Service Management (CASM)	12.5.19 on Apache Tomcat 5.5.25
BIAR	14
CA SAM	12.8 (3.5.0p11)
Migration Utility	12.8

Additional Products Required

Product	Release
CA EEM	8.4.244, 8.4.415, 12.0.6.56 (32 bit)
CA Business Intelligence Embedded Kit	3.2.0.6, 3.3
CA Process Automation (required for CA SAM implementation)	4.0 SP1
Acrobat Reader	5.0 or greater
JDBC Drivers	SQL Server = 1.0.809.102, 2.0, 3.0, 4.0 Oracle = 2 (10.2.0.3.0), 11.2.0.1.0, 11.2.0.3
Internet Information Server (IIS)	6.0, 7.0, 7.5, 8.0 (7.5 required for CA SAM implementation)
Microsoft JET Database Engine	4.0 SP5
Microsoft .NET Framework	4.0
Windows Installer	3.1
Java Development Kit (JDK)	1.6.43 (32 bit)

Additional Products Supported

Product	Release
CA SiteMinder	12.0 SP3
CA Client Automation	12.5 SP1
CA CMDB	12.6, 12.7

Product	Release
CA Service Desk Manager	12.6, 12.7
CA Service Catalog	12.7, 12.8

Note: Before you start the CA Business Intelligence or CA Process Automation installation, review the requirements in the CA Business Intelligence and CA Process Automation product documentation.

CA Technologies Product Integration Patch Requirements

To integrate CA Client Automation Release 12.5 with CA APM Release 12.8, download and install CA Client Automation and the latest patches (TF9B008 and TF9B004, or their published equivalent) on CA Support Online.

Chapter 5: Known Issues

To see the known issues for this release of CA APM, complete the following steps:

1. Log in to CA Support Online.
2. Go to the CA Asset Portfolio Management product support page.
3. Scroll to the Product Status area.

Appendix A: Accessibility Features

CA Technologies is committed to helping all customers, regardless of their ability, to use its products and supporting documentation to accomplish vital business tasks. This section outlines the accessibility features that are part of CA APM.

This section contains the following topics:

[Product Enhancements](#) (see page 29)

Product Enhancements

CA APM offers accessibility enhancements in the following areas:

- Display
- Sound
- Keyboard
- Mouse

Note: The following information applies to Windows-based and Macintosh-based applications. Java applications processed 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 (or Java VM). This bridge has one end in the Java VM and the other on the native operating environment, so it will be slightly different for each operating environment it bridges to. Sun 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 select 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 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 turned on or off.

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 struck.

Tones

Lets you hear tones when pressing certain keys.

Sticky Keys

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

Mouse

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

Click Speed

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

Pointer Options

Lets you complete the following tasks:

- Hide the pointer while typing
- Show the location of the pointer
- Set the speed that the pointer moves on the screen
- Select the pointer's size and color for increased visibility
- Move the pointer to a default location in a dialog box

Keyboard Shortcuts

The following table lists the keyboard shortcuts that CA APM supports:

Keyboard	Description
Ctrl+X	Cut
Ctrl+C	Copy
Ctrl+K	Find Next
Ctrl+F	Find and Replace
Ctrl+V	Paste
Ctrl+S	Save
Ctrl+Shift+S	Save All
Ctrl+D	Delete Line
Ctrl+Right	Next Word
Ctrl+Down	Scroll Line Down

Keyboard	Description
End	Line End

Appendix B: Third-Party Acknowledgements

The license information for third-party utilities and software that CA APM 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.