

CA Open Space

Implementation Guide

Release 2.0.00



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Chapter 1: Introduction

CA Open Space is a community-based communication tool, which lets you connect and share knowledge with the people in your organization. Using this communication tool, you can post questions, get answers, share information, solutions, and ideas. A powerful search capability offers results from community conversations, SharePoint content, and external search engines, such as Google.

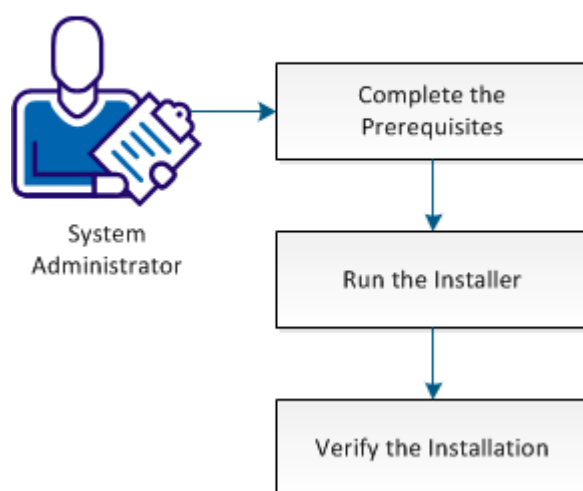
CA Open Space is integrated with CA SDM r12.6 and r12.7 as a self-service front end. If the community cannot provide the answer, open a Service Desk request. You can also monitor progress of requests in CA Open Space.

Chapter 2: Installing CA Open Space

CA Open Space lets you create and build user communities for your users. Install CA Open Space to create and manage communities.

The following diagram illustrates how to install CA Open Space.

Installing CA Open Space



As an administrator you can perform the following task to install CA Open Space:

1. [Complete the Prerequisites](#) (see page 10)
2. [Run the Installer](#) (see page 11)
3. [Verify the Installation](#) (see page 14)

Complete the Prerequisites

Before you install CA Open Space, verify that you have completed the following prerequisites:

- Ensure that the server meets the following hardware and Operating System requirements
 - Minimum 4-GB RAM
 - Windows Server 2003 SP2 Standard Edition, Enterprise Edition (64-bit)
 - Windows Server 2008 SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)
 - Windows Server 2008 R2 SP2 Standard Edition, Enterprise Edition (64-bit)
 - Windows Server 2012 Standard Edition, Enterprise Edition (64-bit)
 - RedHat Enterprise Linux OS 5.5, 6.0 (64-bit)
- Download [Liferay CE 6.1 GA edition zip file](#)

Note: Do not install Liferay manually as the CA Open Space installer unzips the downloaded file and installs Liferay.
- Install MySQL 5.5.27. You can download MySQL from <http://downloads.mysql.com/archives.php?p=mysql-5.5&v=5.5.27>.
- Install JRE 1.6.26 or later and set JAVA_HOME to the JRE path. Make sure to add JAVA_HOME in the Environment PATH variable.
- Install MySQL Workbench from <http://dev.mysql.com/downloads/workbench/>.
- Configure MySQL Workbench so that the MySQL root user has full privileges on the host where you are installing CA Open Space. Follow this step:

Open MySQL Workbench and navigate to Manage Security, Security, Users and Privileges, Root User. Verify that *Limited Connectivity to Hosts Matching* is set to % and all the Administrator Roles are selected.

Run the Installer

Run the installer to install CA Open Space.

Follow these steps:

1. Double-click Install.exe from the installation directory.
The InstallAnywhere page opens.
2. Read and select I accept the terms of License Agreement.
3. Click Next.
The Liferay Selection page opens.
4. Click Choose and select the liferay zip file that you have downloaded.
5. Click Next.
The Path to Installation Folder page opens.
6. Click Choose and select the path to the Installation folder.
7. Click Next and enter the following details in the Tomcat Server Settings page.

Web Host

Specifies the host name of the computer where you are installing CA Open Space.

Tomcat port number

Defines the tomcat port number.

Tomcat Shutdown port number

Defines the Tomcat shutdown port number that is used to close Tomcat.

Verify that the given ports are open to use.

8. Click Next.
The MySQL Database Setting screen opens.
9. To configure the MySQL server, select one of the following options:

Create Database

Specifies to create a MySQL database.

Overwrite Database

Deletes the existing database and creates a database with the same name. Select this option when you want to modify the installation.

Use Existing Database

Uses the existing database. Select this option when you want to modify the installation.

DB Server Host

Defines the host name of the database server.

DB Server Port

Defines the port number of the database server.

DB Name

Defines the name of the database.

Root User Name (User to Connect Database)

Defines the name of the root user that is used to create the database and CA Open Space database user.

Root User Password

Defines the password of the root user.

Open Space Database User Name

Defines the name of the CA Open Space database user. The installer creates a user with this name. This user name is used to connect the database when CA Open Space runs.

Open Space Database User Password

Defines the password of the CA Open Space database user.

10. Click Next.

The Administrator Settings page opens. Provide the details of the administrator. The following list includes the explanation of only those fields that are not self-explanatory:

Admin Screen Name

Defines the name for the administrator screen.

Mail Domain

Defines the name of your company's email domain.

Example: forwardinc.com

Admin Mail ID

Defines the administrator email ID. The installer creates an administrative user with this email ID for the CA Open Space administrators.

Example: admin@forwardinc.com

Enter Password

Defines the administrator password.

Re-enter Password

Defines to re-enter the administrator password.

11. Click Next and provide the mail server details for sending automatic notification emails from CA Open Space in the SMTP Mail Server Settings page.

Mail Server (mail.openspace.com)

Defines the name of the mail server.

Example: mail.forwardinc.com

Enable Authentication

Specifies whether anonymous users are allowed to send emails to the mail server. Ensure that the anonymous user setting is set in the mail server too.

Note: If you select the Enable Authentication option, then Mail User and Mail User's Password is required.

Mail User

Defines the name of the mail user using which you want to send automatic notifications.

Mail User's Password

Defines password of the mail user.

Is Security (TLS) enabled?

Specifies whether the TLS security is enabled or not for the mail server.

SMTP Port Number

Defines the port number of the SMTP mail server.

12. Click Next.

The Pre-installation Summary page opens.

13. Click Install.

The Installing Open Space page opens. After the extraction of CA Open Space the Tomcat Server page opens.

14. Click Next.

The Install Complete screen opens.

15. Click Done.

CA Open Space is installed.

Important! Two command prompts open after the installation on the Windows platform. Do not close the prompt screens.

Verify the Installation

You can verify the installation by opening CA Open Space on boarding page.

Follow these steps:

1. Click Start, All Programs, CA, Open Space, Onboarding.

The Onboarding page opens.

Important! (Windows) The application takes a few minutes to start, so wait for the message, *INFO:Server startup in xxxxxx ms* in the Tomcat window before launching the onboarding window.

Note: (Linux) To launch on boarding URL, open `http:// Web Host:Tomcat Port /`.

2. Login using administrator credentials. This administrator credentials that you specified during installation.

The CA Open Space onboarding page opens.

More Information:

[Create a Tenant](#) (see page 20)

Chapter 3: Modifying or Uninstalling CA Open Space

You can modify or uninstall CA Open Space when you want. Modifying helps you in changing the settings of CA Open Space.

Modify CA Open Space

You can modify CA Open Space to change any of the following settings:

- Tomcat Settings
- Database Settings
- Administrator Settings
- Mail Server Settings

Follow these steps:

1. Depending on your operating system, do one of the following steps:
 - (Windows) Click Start, All Programs, CA, Open Space, Change Open Space Installation for Windows.
 - (LINUX) Navigate to the install directory, run Change Open Space Installation, select Modify Open Space Settings.
The Maintenance Mode page opens.
2. Select Modify Open Space Settings and click Next.
The Repair Installation page opens.
3. For more information about the field details, see [Run the Installer](#) (see page 11).

Uninstall CA Open Space

Uninstall CA Open Space, if you no longer need it.

Follow these steps:

Windows

1. Click Start, All Programs, CA, Open Space, Change Open Space Installation, and select Uninstall Product.
2. You get the prompt to take the backup. Click OK.

A CAOpenSpaceBackup.car backup file is created under the path
C:\CA_Open_Space_Backup.

Linux

1. Navigate to the install directory, run Change Open Space Installation, and select Uninstall Product.
2. You get the prompt to take the backup. Click OK.

A CAOpenSpaceBackup.car backup file is created under the path
\CA_Open_Space_Backup.

The installed directories and files are deleted from the system but the database is not deleted.

Note: If the uninstaller does not remove the installed directory, you can delete the directory manually.

If the uninstaller does not change the registry, you can change the registry manually. You observe this problem on Windows and not on Linux.

On Windows, modify the file.com.zerog.registry.xml under the directory C:\Program Files\Zero G registry after CA Open Space is uninstalled. Zero G Registry can be a hidden folder, so you have to enable the Show Hidden Folder option on Windows. Remove the following node <product name="CA Open Space"> and two other components nodes that are related to CA Open Space:

```
<product name="CA Open Space" id="409328f9-1f0a-11b2-941e-b9699e36f638"
version="2.0.95.0" copyright="2012" info_url="" support_url="http://support.ca.com/"
location="C:\Program Files\CA\Open Space" last_modified="2012-12-05 14:12:12">
<![CDATA[Open Space]]>
<vendor name="CA, Inc." id="de0206eb-1ee1-11b2-84f1-ce0895af55c4"
home_page="www.ca.com" email="" />
<feature short_name="Open Sp" name="Open Space on Premise" last_modified="2012-12-05
14:12:12">
<![CDATA[This installs the Open Space on Premise Framework to support Service Desk
applications and features.]]>
```

```
<component ref_id="409328f7-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
location="C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CA\Open
Space\Change CA Open Space Installation.lnk"/>
<component ref_id="409328fa-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
location="C:\Program Files\CA\Open Space\CA Open Space_installation\Change CA Open
Space Installation.exe"/>
</feature>
</product>
<component id="409328f7-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
name="Common Folder" location="C:\ProgramData\Microsoft\Windows\Start
Menu\Programs\CA\Open Space\Change CA Open Space Installation.lnk" vendor="CA,
Inc."/>
<component id="409328fa-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
name="InstallAnywhere Uninstall Component" location="C:\Program Files\CA\Open
Space\CA Open Space_installation\Change CA Open Space Installation.exe" vendor="CA,
Inc."/>
</registry>
```

After removing the above product and components, you get to see the following code with no reference to CA Open Space:

```
<?xml version="1.0" encoding="UTF-8"?>
<registry install_date="2012-12-05 14:12:12" version="1.1"
last_modified="2012-12-05 14:15:47">
<products>
</products>
<components>
</components>
</registry>
```


Chapter 4: Onboarding Tenants

After CA Open Space installation, you create tenants by onboarding them. You must create at least one tenant that is your company. Onboard your company. Your tenants in CA Open Space must be able to create and manage communities. Tenants are your customers or partners who share CA Open Space environment.

Note: Even if you do not have a multi-tenant environment, you must onboard your company.

Create a Tenant

Create a unique tenant in CA Open Space so that your tenants can create and manage their communities.

Follow these steps:

1. Click Start, All Program, CA, Open Space, OnBoarding.
The OnBoarding page opens.
2. Log in with Admin Mail ID and password that you entered on the Administrator Setting page during installation.
3. Provide the details to start onboarding a tenant.

Company Name

Defines the company name of the tenant that you want to onboard.

Example: Company Inc

Web ID

Defines the web domain of the tenant. This ID is a user-generated ID for the instance. A web ID must be unique.

Example: company.com

Mail Domain

Defines the mail domain of the tenant that you are boarding. CA Open Space uses this information to send email notifications from the portal. This mail domain is a domain part of the email address. If your email is someone@company.com, then company.com is the mail domain.

Example: company.com

Company Host

Specifies a unique host name for the tenant. There can be multiple examples within the same domain. For example, Finance.company.com, HR.company.com. Here, Finance or HR are tenant host names.

Example: test.company.com

Note: The Web ID, Mail Domain, and Company Host must not contain special characters.

4. Click Next.
5. Provide the login credential of the administrator of the tenant.

Admin ID

Defines the mail user ID of the tenant administrator.

Default: openspaceadmin@company.com.

Password

Defines the password for the tenant administrator.

Confirm Password

Specifies to re-enter the password.

Enable SiteMinder

Specifies that you want to enable SiteMinder authentication.

6. Click Next.
The OnBoarding summary page opens.

7. Click Start Onboarding.

The OnBoarding page opens with the message Onboarding completed successfully.

Note: Add an entry in the DNS server with the Company Host of the new tenant pointing to the CA Open Space server. For the testing purpose, you can add an entry in the c:\windows\system32\driver\etc\hosts on the client machine for the onboarded tenant.

<IPaddress of the OpenSpace server> <Company Host>

Example: 10.131.87.34 test.company.com

10.131.87.34 is the IP address of CA Open Space Server and test.company.com is the company Host.

8. Click Go to Company Portal.

The Company portal opens. Share this portal detail with the tenant.

View Default Users

After you create a tenant, the onboarding process creates a set of default users with different roles.

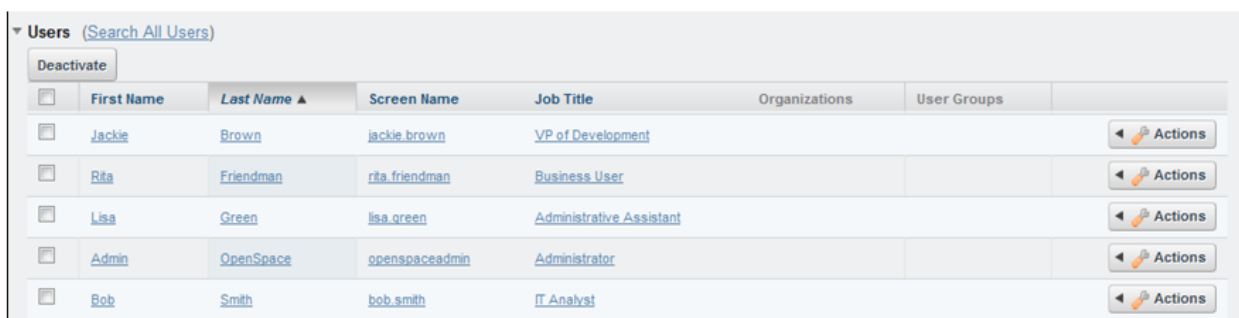
Follow these steps:

1. Log in to the CA Open Space tenant control panel as a tenant administrator.

Example: http://test.company.com:8686/group/control_panel

2. Navigate to Control Panel, Users and Organizations.

The default users are listed. The default users are created with the password aquila.



<input type="checkbox"/>	First Name	Last Name ▲	Screen Name	Job Title	Organizations	User Groups	
<input type="checkbox"/>	Jackie	Brown	jackie.brown	VP of Development			⏪ Actions
<input type="checkbox"/>	Rita	Friendman	rita.friendman	Business User			⏪ Actions
<input type="checkbox"/>	Lisa	Green	lisa.green	Administrative Assistant			⏪ Actions
<input type="checkbox"/>	Admin	OpenSpace	openspaceadmin	Administrator			⏪ Actions
<input type="checkbox"/>	Bob	Smith	bob.smith	IT Analyst			⏪ Actions

Authenticating Users

You can authenticate CA Open Space users using one of the following methods:

- CA EEM

Note: For more information about CA EEM authentication, see [Using CA EEM for Authentication](#) (see page 23).

- CA SiteMinder
- NTLM
- LDAP

Note: For more information about CA Siteminder, NTLM, and LDAP authentication, see [Liferay documentation](#).

Import Users from LDAP

By default, when a user logs in to CA Open Space, the user details are created in the CA Open Space database. To add users to communities, the users must exist in the database. You can perform a mass import of all the users from LDAP to the database so that the users are available in the database immediately.

Follow these steps:

1. Verify that you have configured LDAP authentication. For more information, see Liferay documentation.
2. Log in to the CA Open Space tenant control panel as a tenant administrator.

Example: `http://test.company.com:8686/group/control_panel`

3. Click Portal Settings, Authentication, LDAP.
4. Select Import Enabled and save the changes.

The LDAP users are imported to the database.

CA SiteMinder Configuration

You can configure CA SiteMinder authentication.

Follow these steps:

1. Configure Apache server with the reverse proxy pointing to CA Open Space server.
2. Install CA SiteMinder agent on the Apache Server.

The following configuration elements must be part of the `portal-ext.properties` to enable CA SiteMinder authentication from OSOP.

- `auto.login.hooks=com.liferay.portal.security.auth.SiteMinderAutoLogin`
- `siteminder.user.header=sm_user`

Using CA EEM for Authentication

If you have an existing installation of CA EEM, you can use the same for authenticating CA Open Space users

For more information about installing and configuring CA EEM, see the *CA EEM Implementation Guide*.

Configure portal-ext.properties for CA EEM Authentication

Configure the portal-ext.properties file to specify the CA EEM authentication details.

1. Open the portal-ext.properties file from the *openspace_install_path*, *osop* folder.

<companywebid>.eem.authentication.enabled (required)

Specifies whether you want to use CA EEM authentication. Set this to true.

Example: abc.com.eem.authentication.enabled=true.

<companywebid>.eem.backend (required)

Specifies the host name of the CA EEM server.

Example: abc.com.eem.backend=EEMserver hostname.

<companywebid>.eem.application

Specifies the application within a CA EEM server, which is used for authentication, by default it is <Global> application.

<companywebid>.eem.query.username (required)

Specifies the CA EEM Admin user, which is used for querying CA EEM during authentication.

<companywebid>.eem.query.password (required)

Specifies the encrypted password for eem.query.username. Encrypt the password using the cryptoUtil tool that is shipped with CA Open Space. For more information on encrypting the password, see [Encrypt the Password](#). (see page 25)

<companywebid>.eem.users.default.organization

Specifies the default organization of the user. Enter the name of the organization that you specified during onboarding.

<companywebid>.eem.application.admin.group

Specifies the name of CA EEM administrator group.

<companywebid>.eem.default.user.role=Administrator

Specifies the role for the administrator user (in Liferay) who is added after authentication.

<companywebid>.eem.fipsmode.enabled=true

Specifies whether the FIPS is enabled or disabled in the configured CA EEM server.

Note: As per CA EEM behavior,

- When FIPS property is set to true, it can authenticate with both FIPS enabled CA EEM server and FIPS disabled CA EEM server.
- When FIPS property is set to false, it can authenticate with the only FIPS disabled CA EEM server.

2. Save and close the file.
3. Restart CA Open Space using one of the following steps depending on your operating system:

Windows

- a. Click Start, Programs, CA Open Space, Stop CA Open Space.
- b. Click Start, Programs, CA Open Space, Start CA Open Space.

LINUX

- c. Navigate to the install directory, run Stop CA Open Space.
- d. Navigate to the install directory, run Start CA Open Space.

CA EEM is configured for authenticating CA Open Space users.

Encrypt the Password

Encrypt the password using the cryptoUtil tool for security.

Follow these steps:

1. Extract the cryptoUtil.tar.gz file from *openspace_install_path*, *osop*, *data*, *EEM-Password-Encrypter* folder.
2. Go to the command prompt and open the unzipped folder.
3. Execute `encrypt.bat <pwd>`.
Encrypted password is displayed.

Enable Single Sign-on Using CA EEM

CA EEM authentication supports Single Sign-on. CA Open Space can be context launched from the other products, provided CA Open Space and the other product are configured on the same CA EEM server.

Any other product that authenticates the user with CA EEM can pass the CA EEM artifact through URL. Thus, CA Open Space gets the artifact from the URL and authenticates with the CA EEM server. Upon the successful authentication user is logged in automatically. For more information about passing the CA EEM artifact, see CA EEM documentation.

Example: CA EEM token that is passed to CA Open Space.

```
http://open-space-serverport-no>/web/frontoffice/dashboard?_area_=dashboard&auth-token=Userversion XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
```


Chapter 5: Diagnostics and Troubleshooting

You can diagnose and troubleshoot CA Open Space by going through the following topics.

Change the Debug Log Settings

You can change the log level settings in CA Open Space to debug any error and to know the flow of request in the code.

Example: If you face some error while configuring DataSource, you can increase the log level of `com.ca.sfo.portlet.datasources.action.ViewAction` class.

`com.ca.sfo.portlet.datasources.action.ViewAction` is the Struts Action class, which gets the code to fulfill the web request.

Follow these steps:

1. On the computer where CA Open Space is installed, navigate to Start, All Programs, CA, Open Space, Control Panel.

The CA Open Space login page opens.

Note: (Linux) To launch Control Panel, open http://webhost:Tomcatport/group/control_panel.

2. Log in as CA Open Space Administrator.

The Control Panel page opens.

3. Click Server, Server Administration on the left pane.
4. To view the present log levels for each package, select the Log Levels tab.
5. To debug any error and to know the flow of request, change the level to Debug.

You can find the Log file (`liferay.<date>.log`) at the OSOP installer folder.

Example: `C:\Program Files\CA\Open Space\OSOP\logs`.

Add a New Category

Add a new category (package or class) to mention the log levels.

Follow these steps:

1. Click Add Category under the Log Levels tab.
You can change the default log level from Debug, if necessary.
2. Enter package name and click Save.

Example: com.ca

Changes that are made to the log level take effect immediately. You need not re-start the server.

CA Open Space uses WebService API to communicate with CA SDM. For any issues with DataSource configuration or Request creation, check CA SDM logs.

Unable to Open the Attached Files

Symptom:

I am unable to open the attached files of the Request and Incident in CA Open Space.

Solution:

The name of the SERVER HOST NAME that is mentioned in CA Service Desk Manager Data Source configuration page (Administrator, Data sources, CA Service Desk Manager) of CA Open Space Server must match the name of the Server that is mentioned in Service Desk Repository(Administrator, Attachments, Library, Repositories, Service Desk).

Symptoms:

When I click the attached file link of the request or incident in CA Open Space, the Service Desk Manager login page opens instead of the file.

Solution:

The name of the SERVER HOST NAME that is mentioned in CA Service Desk Manager Data Source configuration page (Administrator, Data sources, CA Service Desk Manager) of CA Open Space Server must match the name of the Server that is mentioned in Service Desk Repository(Administrator, Attachments, Library, Repositories, Service Desk).

Unable to Install CA Open Space

Symptom:

I try to install CA Open Space and I get an error that the product is already installed (though the product does not exist in your computer).

Solution:

To avoid the error, apply the following method:

You get the com.zerog.registry.xml (C:\Program Files\Zero G registry\)file after installation of CA Open Space. Zero G Registry could be a hidden folder, so you have to enable the Show Hidden Folder option from Windows, Show Hidden Folder. Remove the following node <product name="CA Open Space"> and other two components nodes that are related to CA Open Space and save the file.

```
<product name="CA Open Space" id="409328f9-1f0a-11b2-941e-b9699e36f638"
version="2.0.95.0" copyright="2012" info_url="" support_url="http://support.ca.com/"
location="C:\Program Files\CA\Open Space" last_modified="2012-12-05 14:12:12">
<![CDATA[Open Space]]>
<vendor name="CA, Inc." id="de0206eb-1ee1-11b2-84f1-ce0895af55c4"
home_page="www.ca.com" email=""/>
<feature short_name="Open Sp" name="Open Space on Premise" last_modified="2012-12-05
14:12:12">
<![CDATA[This installs the Open Space on Premise Framework to support Service Desk
applications and features.]]>
<component ref_id="409328f7-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
location="C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CA\Open
Space\Change CA Open Space Installation.lnk"/>
<component ref_id="409328fa-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
location="C:\Program Files\CA\Open Space\CA Open Space_installation\Change CA Open
Space Installation.exe"/>
</feature>
</product>
<component id="409328f7-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
name="Common Folder" location="C:\ProgramData\Microsoft\Windows\Start
Menu\Programs\CA\Open Space\Change CA Open Space Installation.lnk" vendor="CA,
Inc."/>
<component id="409328fa-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0"
name="InstallAnywhere Uninstall Component" location="C:\Program Files\CA\Open
Space\CA Open Space_installation\Change CA Open Space Installation.exe" vendor="CA,
Inc."/>
```

Unable to Enter a Text Through Post a Question Option Using IE 9

Symptom:

I am unable to enter a text in the description under Post a Question option in CA Open Space if the Browser Mode is Internet Explorer 9 compatibility view.

Solution:

You can change the Browser Mode to Internet Explorer 9, or Internet Explorer 8 to get rid of this issue.