

CA Open Space

Release Notes

Release 2.0.00



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Chapter 1: Welcome

Welcome to CA Open Space 2.0.

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.

This section contains the following topics:

[New Features](#) (see page 8)

[What this Document Covers](#) (see page 9)

New Features

CA Open Space is a social media offering from CA SDM that enables enterprise IT to engage with end-users and analysts in a collaborative fashion using known and easy to learn and use social media constructs. CA Open Space is a community-based communication and collaboration tool, which lets you connect and share knowledge with the people in your organization.

Following new features are added with CA Open Space 2.0:

- Collaborate within and across the communities
You can post questions, get answers, share information, solutions, and ideas.
- CA Open Space is a new self-service interface to CA SDM.
Note: The current employee interface continues to exist.
- Create Incidents and Requests
With CA SDM integration, using CA Open Space, you can create Incidents or Requests from the chat itself.
- You can Live chat with Analyst, search the CA SDM knowledge base and can display CA SDM announcements.
- The powerful search capability offers results from other sources like community conversations, SharePoint content, and external search engines, such as Google.
- Access CA Open Space from Smart Phones
- Support for Multi-tenancy
CA SDM supports the multilevel tenancy model (hierarchical). Unlike CA SDM, CA Open Space supports flat organizations (tenant), where no information (communities and message boards) can be shared across organizations. Customer can map CA SDM's tenants with CA Open Space organizations (tenant). CA Open Space supports two types of Mappings:
 - One-to-One
For each tenant in CA SDM, we can create an organization in CA Open Space. This type can be used for the situations where we do not want to allow the users to collaborate across the CA SDM tenants.
 - One-to-Many
You can create one organization in CA Open Space for multiple tenants of CA SDM. This type can be used for the situations where we allow users to collaborate across CA SDM tenants.

CA Open Space 2.0 integrates with both CA SDM (r12.6 and r12.7).

What this Document Covers

This document provides detailed information about enhancements and changes in functionality for this release of CA Open Space. The Release Notes includes system requirements, general information about the documentation set, and known issues that affect CA Open Space.

The information in this document can help you get started with this release of CA Open Space.

Chapter 2: System Information

This section contains the following topics:

[Supported Operating System](#) (see page 11)

[Supported Database Management System](#) (see page 12)

[Hardware Requirements](#) (see page 13)

[Supported Web Browser](#) (see page 14)

Supported Operating System

CA Open Space 2.0 supports a number of 64-bit operating systems. CA Technologies supports each operating system for the duration of its lifecycle (as determined by its manufacturer) or until CA Technologies announces that we no longer support it.

Microsoft Windows Operating System

CA Open Space supports the following versions of Microsoft Windows:

Release	Version	CA EEM 8.4 SP4 CR05	CA EEM r12 CR02
Windows Server 2003	SP2 Standard Edition, Enterprise Edition (64-bit)	Yes	Yes
Windows Server 2008	SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)	Yes	Yes
Windows Server 2008	R2 SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)	Yes	Yes
Windows Server 2012	Standard Edition, Enterprise Edition, Data Center (64-bit)	Yes	Yes

Note: For more information about the installation and deployment of CA Open Space, see the *Implementation Guide*.

Redhat Enterprise Linux Operating System

CA Open Space supports the following versions of Redhat Enterprise Linux:

Release	Version	CA EEM 8.4 SP4 CR05	CA EEM r12 CR02
5.5	64-bit	Yes	Yes
6.0	64-bit	Yes	Yes

Mobile Operating System

CA Open Space supports the following versions of the mobile Operating System:

- iOS 5 and iOS 6 (native browser)
- Android 4.0 and Android 4.1 (native browser)

Supported Database Management System

The following tables list the database management systems that CA Open Space 2.0 supports.

CA Open Space supports the following databases:

Operating System	Version	DBMS
Windows Server 2003	SP2 Standard Edition, Enterprise Edition (64-bit)	MYSQL 5.5.27 (64-bit)
Windows Server 2008	SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)	MYSQL 5.5.27 (64-bit)
Windows Server 2008	SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)	MYSQL 5.5.27 (64-bit)
Windows Server 2012	Standard Edition, Enterprise Edition, Data Center (64-bit)	MYSQL 5.5.27 (64-bit)
Linux 5.5	64-bit	MYSQL 5.5.27 (64-bit)
Linux 6.0	64-bit	MYSQL 5.5.27 (64-bit)

Hardware Requirements

You must meet or exceed the following requirements to successfully install and run CA Open Space Server:

Hardware	Requirements
CPU	Dual Processor 2.0 GHz preferred
RAM	Minimum 4 GB
Disk Space	4 GB

You must meet or exceed the following requirements to successfully access CA Open Space Web Client computer with better performance:

Hardware	Requirements
CPU	Dual Processor 2.0 GHz preferred
RAM	Minimum 2 GB available free memory
Disk Space	4 GB

You must meet or exceed the following requirements based on the size of your CA Open Space environment, to successfully install and run CA Open Space:

Database Size	Hardware	Requirements
Small—Used for installing CA Open Space in a test environment.	CPU	Minimum Dual Processor 2.0 GHz
	RAM	Minimum 2 GB
	Disk Space	4 GB minimum will increase over time to accommodate database growth
Medium—The CA Open Space default. The recommended setting for most CA Open Space installations.	CPU	Dual Processor 2.0 GHz
	RAM	Minimum 4 GB
	Disk Space	4 GB minimum will increase over time to accommodate database growth

Database Size	Hardware	Requirements
Large—Used for large CA Open Space installations.	CPU	Quad Processor 2.0 GHz
	RAM	Minimum 4 GB
	Disk Space	4 GB minimum will increase over time to accommodate database growth

Supported Web Browser

CA Open Space supports the following web browsers.

- Microsoft Internet Explorer 9 (on Windows only)
- Microsoft Internet Explorer 8 (on Windows only)
- Firefox ESR 10 and above

Note: For more information about ESR, visit <https://wiki.mozilla.org/Enterprise/Firefox/ExtendedSupport%3AProposal>.

- Google Chrome 23.0.1271.95
- Apple Safari 5.1 (on Mac OS X only)

Chapter 3: Known Issues

Known issues exist that affect the behavior and success of using CA products and components with CA Open Space.

Apple Safari Browser on Windows Operating System is Not Supported

Valid on Windows

CA Open Space is Not Supported on Apple Safari Browser on Windows Operating System.

Proper Message does not Display on 32-bit Operating System

Symptom:

When I install CA Open Space on a 32-bit Operating System and the installer throws the following message instead of proper error message:

Windows Error 216 occurred while loading the Java VM

Solution:

You can install CA Open Space on 64-bit Operating System.

CA EEM encrypt.sh Utility does not Work on Linux

Valid on Linux

Symptom:

When I enter a password while configuring CA EEM, the encrypt.sh file is not giving the encrypted password.

Solution:

Encrypt the password on the Windows Operating System using encrypt.bat and use that encrypted file for the portal-ext.properties.

Starting of Tomcat Gives BeanLocator Exception

Symptom:

When I start the Tomcat, I get the following message:

**[ServiceLocator:56] com.liferay.portal.kernel.bean.BeanLocatorException:
BeanLocator has not been set for servlet context openspace-portlet in Tomcat
Window.**

Solution:

You can continue working as this error does not affect the Tomcat functionality.

Ignore the Error Table osop.Lock_does not Exist in Liferay Log

Symptom:

When Tomcat starts while installing CA Open Space, I get the following message in the Liferay.log:

Table osop.Lock_ does not exist.

Solution:

You can continue working as this error would not impact any CA Open Space functionality.

CA EEM Errors in FIPS Mode

Symptoms:

When I work with FIPS mode supported CA Open Space, CA EEM API displays the following logs messages:

log4j:WARN Continuable parsing error 1 and column 20

log4j:WARN Document root element "EiamConfiguration", must match DOCTYPE root "null".

log4j:WARN Continuable parsing error 1 and column 20

log4j:WARN Document is invalid: no grammar found.

log4j:ERROR DOM element is - not a <log4j:configuration> element.

Solution:

CA Open Space does not have a control over these logs and it does not affect any functionality of CA EEM.

Onboarding a Tenant Throws Tomcat Error

Symptom:

When I onboard a tenant, Tomcat log shows the following error:

No theme loaders are deployed.

Solution:

This is a Liferay error, which you can see at the link:

<http://issues.liferay.com/browse/LPS-18614?page=com.atlassian.jira.plugin.system.issuetabpanels:all-tabpanel>

You can continue working as this error would not impact any CA Open Space functionality.

Unable to Connect the Server on CA Open Space iPhone Native App

Symptom:

I am unable to connect the server when I access the CA Open Space through an iPhone app.

Solution:

The iPhone app can work for CA Open Space 2.0 (on-premise version) provided the authentication and CA Open Space servers are geographically co-located.

CA Open Space iPhone App Crashes

Symptom:

My CA Open Space iPhone app crashes.

Solution:

Kill the app and clear the username and password in setting and login again. If clearing settings does not work, delete the app and redownload from the app store.

Appendix A: Third-Party Acknowledgements

This section provides acknowledgements for third-party software used with CA Open Space.

License Agreements

The license information for third-party utilities and software that CA Open Space uses is located in the installation directory:

Example:

- Windows: C:\Program Files\CA\Open Space\license.txt.
- Linux: \opt\CA\Open Space\license.txt