

CA Server Automation

Installation Guide

Release 12.7



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Contact CA Support

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- 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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CA Technologies Product References

This document may reference the following CA Technologies products and components or third-party components:

- CA AppLogic®
- CA Configuration Automation, formerly CA Application Configuration Manager (CA ACM)
- CA eHealth®
- CA Embedded Entitlements Manager (CA EEM)
- CA IT Asset Manager (CA ITAM)
- CA IT Client Manager (CA ITCM)
- CA Network and Systems Management (CA NSM)
- CA Network Automation™
- CA Patch Manager
- CA Process Automation, formerly CA IT Process Automation Manager (CA IT PAM)
- CA Server Automation
- CA Service Desk Manager (CA SDM)
- CA Software Delivery, a component of CA IT Client Manager
- CA Spectrum® Infrastructure Manager (CA Spectrum)
- CA SystemEDGE
- Racemi DynaCenter®

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Chapter 1: Introduction

This section contains the following topics:

[About this Guide](#) (see page 7)

[Related Publications](#) (see page 7)

About this Guide

This guide describes the steps to install the CA Server Automation software.

Related Publications

The CA Bookshelf provides the following CA Server Automation publications:

Administration Guide

Describes product architecture, troubleshooting, concepts, and configuration tasks for administrators.

Installation Guide

Describes installation prerequisites, best practices, and procedures for CA Server Automation.

Reference Guide

Provides detailed information about AutoShell, CLI scripting commands, log files, and performance metrics.

CA Process Automation Connector Reference Guide

Provides detailed information about CA Process Automation connectors and use cases.

Online Help

Provides information to help you complete tasks using the CA Server Automation user interface.

Reservation Manager Help

Provides information to help users and administrators complete tasks using the Reservation Manager user interface.

Release Notes

Provides information about new and changed features and product implementation information including operating system support, system requirements, and how to contact Technical Support.

Service Response Monitoring User Guide

Provides installation and configuration details of SRM.

SystemEDGE User Guide

Provides end-user information about the SystemEDGE agent.

SystemEDGE Release Notes

Provides information about new and changed features and agent implementation information including operating system support, system requirements, and how to contact Technical Support.

In addition, the CA Bookshelf supplies the following Rapid Server Imaging (RSI) server guides:

- *RSI Server Administration Guide*
- *RSI Server Installation Guide*
- *RSI Server for AppLogic User and Installation Guide*
- *RSI Server Release Notes*

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

Chapter 2: Plan Your Installation

This section contains the following topics:

[Plan the Installation](#) (see page 9)

[Prepare Servers](#) (see page 9)

Plan the Installation

You can install the product software using one of the following ways:

Installation Wizard

Installs and upgrades CA Server Automation basic components and SystemEDGE.

You can run the installation wizard after initial installation to install new components. You cannot use the installation wizard to reinstall, repair, or reconfigure existing components.

To install and upgrade SystemEDGE, see the *SystemEDGE User Guide*.

Command line

Requires you to create property files (silent installation).

Note: To configure CA integration products such as CA Software Delivery, RSI, and CA Process Automation, use the CA Server Automation user interface after installation.

Review the following information to prepare for installation:

- *Release Notes* for system requirements
- *Administration Guide* for configuration and management
- Other CA integration product documentation

Prepare Servers

The servers that you select to host the CA Server Automation software must meet the system requirements specified in the *Release Notes*.

CA Server Automation Server

The wizard provides a centralized installation, with components installed on a single Windows server. If your site requires it, you can install some components (for example, AIMS and Autoshell) across multiple servers. However, the CA Server Automation components (core) are *not* distributable.

To distribute components across more than one server, verify the following conditions:

- Open the communication ports if components are installed across firewalls.
- Install the Microsoft SQL Management Tools (OSQL, BCP) on the Microsoft SQL server database (Management Database).
- Use the same authentication (Windows or SQL) for the Management Database and the Performance Database.
- Synchronize all server clocks.

Use the following table to prepare the server for installing CA Server Automation.

Server	Requirements
For installing CA Server Automation	<ul style="list-style-type: none">■ Valid path for installing CA Server Automation is identified.■ Microsoft SQL Server is accessible and configured.■ CA EEM server (local or remote) and users are identified.■ Active Directory is configured (if applicable).■ Required network ports are identified and open.■ Additional runtime locales are identified (if applicable).■ Community strings are defined.■ DNS server is working properly.■ If you are using DHCP for the IP address assignment, DHCP is configured to update the DNS server dynamically.■ Java Quick Test Pro (QTP) plug-in is not installed.■ Antivirus programs are stopped before installation.■ All systems and databases are backed up.

Management Database Requirements

Use the following table to prepare the Management Database servers for installation.

Server	Other Requirements
Management Database Server	<ul style="list-style-type: none"> ■ TCP/IP is enabled. ■ Remote connections are enabled. ■ Authentication mode is enabled (mixed mode or Windows mode). ■ TCP/IP port for the instance is static (dynamic is not supported). ■ No existing databases are named AOM2 or DPM. ■ No IP address is used as the server name for the local database.
Clients	<ul style="list-style-type: none"> ■ The system PATH must have an entry for the client (or CA Server Automation does not recognize that the SQL Server is installed). ■ OSQL.EXE and SQLCMD.EXE are in <i>one</i> of the system PATH entries.

Database Sizes for Best Performance

During installation, select an initial size for the Management Database. Selecting an appropriate initial size can avoid incremental resizing that leads to data fragmentation and performance issues.

Review the following table to select the best initial size for the Management Database.

Initial Size	Number of Systems	Disk Space
Small	1,000	1 GB—core components 500 MB—log files
Medium	5,000	5 GB—core components 1 GB—log files
Large	10,000	10 GB—core components 5 GB—log files

Note: The SQL Server databases are set to Full Recovery Model by default, so the transaction log grows until it is backed up. Regularly schedule database backups.

Note: The Performance database defaults to 500 MB and increases automatically as needed.

Chapter 3: Install the Software

This section contains the following topics:

[Start the Installation Wizard](#) (see page 13)

[Start a Silent Installation](#) (see page 13)

[Start the User Interfaces and Documentation](#) (see page 14)

[How to Update CA Server Automation](#) (see page 15)

Start the Installation Wizard

Follow these steps:

1. Access the installation media.
2. Navigate to the *drive:DVD1*.
3. Click setup.hta.
4. Click Install CA Server Automation and follow the wizard.

After the installation completes, a record of the installation is created in: *install_path\log\install*. The file, *install.log*, contains all output and errors; *install_error_detected.log* is generated for specific error conditions.

Note: Passwords that are entered during installation are temporarily stored on the hard disk in unencrypted format; they are removed before the installation exits.

Start a Silent Installation

A silent installation consists of editing property files and starting the installation from a command line.

Important! The properties file must use UTF-8 encoding. Unicode and ANSI encoding are not supported.

Follow these steps:

1. Navigate to the root directory of the installation media and copy all folders to the installation server.

Important! Preserve the directory structure on the installation media when copying the files to the installation server.

2. Open the *path\ResponseFileTemplates* folder on your server.

3. Open and edit the `silent.properties` file using a text editor.

Note: Do not remove sections that are unused.

4. Open a Command Prompt window, navigate to the Windows folder, and enter the following command:

```
install.exe -i silent -f <path_to_silent.properties_file>\silent.properties
```

5. Review the `Install.log` file for errors and warnings after installation.

Start the User Interfaces and Documentation

After a successful installation, you can start the user interfaces and the product documentation.

Follow these steps:

1. Review the *Release Notes* for browser requirements.
2. Select Windows Start, Programs, CA, CA Server Automation, Launch CA Server Automation, or enter the URL in a supported browser:

- CA Server Automation

Format: `https://<localhost | ip_address>:port/UI`

Example: `https://laroo-vm0002:8443/UI`

- Reservation Manager

Format: `https://<server | ip_address | localhost >:port/ssrm`

Example: `https://laroo-vm0002:8443/ssrm`

3. Use the CA EEM credentials that are specified during installation (application, server, or system user) and click Login.

Note: The CA EEM credentials are valid for Reservation Manager and CA Server Automation.

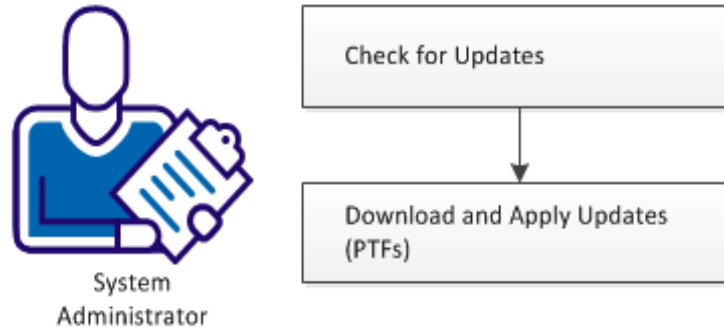
Note: If you receive a security certificate request, bypass it and continue. To eliminate these messages, acquire a certificate from the vendor of your choice and apply it to the server. For information about installing security certificates, see the Apache Tomcat website.

To start the documentation and online help, select Windows Start, Programs, CA, CA Server Automation, Bookshelf.

How to Update CA Server Automation

As a System Administrator, your job includes applying the PTFs (program temporary fix) for CA Server Automation on manager systems. Applying the PTFs includes downloading and installing the PTFs that you can handle through one application.

How to Apply Updates (PTFs)




Follow these steps:

1. [Check for Updates](#) (see page 15).
2. [Download and Apply the Updates \(PTFs\)](#) (see page 16).

Check for Updates


Before you download and apply updates, verify if appropriate updates for this release are available.

Follow these steps:

1. Right-click the  icon in the system tray and click "Check for updates".
The tooltip displays the result.

Additionally, you can specify the settings when to check for updates automatically.

Follow these steps:

1. Right-click the  icon in the system tray and click "Settings".
The Settings dialog appears.
2. Specify the fields in the dialog and click OK.
The "Check for updates" schedule is set.

Download and Apply the Updates (PTFs)

Download and apply the PTFs to keep the CA Server Automation up-to-date on the manager system.

Follow these steps:

1. Go to Start, All Programs, CA, CA Server Automation, and click CA Server Automation Update.

The "Updates for CA Server Automation" window is displayed.

2. Open the Applicable page.

The applicable PTFs for this release are listed.

3. Select the PTFs that you require, click Download selected updates, and then click Apply all downloaded updates.

The update utility downloads the PTFs to the %INSTALL_PATH%\productname\CAPTFS directory and starts the application process. The application progress dialog displays the status.

4. After the PTFs are applied successfully, exit the application progress dialog.

The applied PTFs are listed in the Applied page of the "Updates for CA Server Automation" window.

5. Click Exit.

Chapter 4: Upgrade the Software

This section contains the following topics:

- [How to Upgrade CA Server Automation](#) (see page 17)
- [Prepare for Upgrade](#) (see page 18)
- [Upgrade CA Server Automation](#) (see page 19)
- [Post Upgrade Tasks](#) (see page 20)

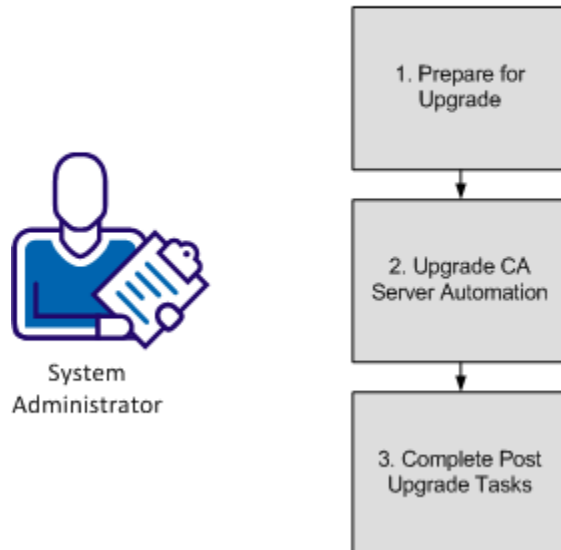
How to Upgrade CA Server Automation

System Administrators use the installation wizard to upgrade CA Server Automation. You can upgrade only core CA Server Automation components (for example, CA EEM and Apache). The upgrade wizard validates required versions of software and optionally lets you install patches.

The wizard does not upgrade CA integration products (for example, CA ITCM and CA Process Automation). CA integration products require a migration process after upgrading core components.

The following illustration shows the process for upgrading CA Server Automation:

How to Upgrade CA Server Automation



1. [Prepare for upgrade](#) (see page 18).
2. [Upgrade CA Server Automation](#) (see page 19).
3. [Complete post upgrade tasks](#) (see page 20).

Prepare for Upgrade

Upgrading requires that your existing CA Server Automation environment is working and credentials are valid.

Important! You do not uninstall CA Server Automation to upgrade.

Note: CA Server Automation Releases 12.5 and 12.6 support Microsoft SQL Server 2005 SP3 (32 bit, 64 bit), Standard and Enterprise Editions, SP4 optional and Windows Server 2003 SP2 and 2003 R2 SP2 Standard, Enterprise, and Datacenter Edition (x86, x64). These versions are **not** supported in CA Server Automation Release 12.7. During installation, your hardware and software versions are verified. If the versions do not meet the minimal requirements, the installation cannot proceed. For details about supported versions, see the *Release Notes*.

You can upgrade from the previous two releases excluding any 11.x releases.

If You Are Upgrading From...	Then	Example
Current release minus two releases.	Use the upgrade wizard.	If the current release is 12.7, you can upgrade directly from 12.5 or 12.6 only.
A release that is older than two releases.	Use the upgrade wizard, to move to an interim release, then upgrade to the current release.	If you have 12.02, upgrade to 12.5 or 12.6 then upgrade to 12.7.
11.x	Contact Customer Support .	

Complete the following tasks to prepare for an upgrade:

- Back up your existing system.
- Stop all administrative activities in the CA Server Automation user interface.
- If you are using Reservation Manager, suspend all activities, including user reservations.

Note: If reservations are in process as the upgrade starts, you may need to reinitiate reservations. For more information about reinitiating reservations, see the *Administration Guide*.

Important! Chargeback rates for AppLogic reservations are not preserved when upgrading. You need to manually set the rates after upgrading CA Server Automation. For more information about configuring chargebacks, see the *Administration Guide*.

- Uninstall all instances of CA Software Delivery on remote servers.

Important! When uninstalling instances, do not select the options to remove the CA EEM AIP instance or the Management and Performance Databases. Uninstalling these items results in a failure to successfully upgrade.

Note: CA Server Automation release 12.7 installs the adapter for CA Software Delivery on the CA Server Automation node and all configurations are saved in the database.

Upgrade CA Server Automation

Follow these steps:

1. Access the installation media.
2. Navigate to the *drive:DVD1*.
3. Click *setup.hta*.
4. Click Install CA Server Automation and follow the wizard.

After the upgrade completes, a record of the installation is created in: *install_path\log\install*. The file, *install.log*, contains all output and errors; *install_error_detected.log* is generated for specific error conditions.

Post Upgrade Tasks

Complete the following tasks after upgrading:

- Restore custom settings for core components.

The following core components are backed up and renamed during upgrade to product root\component-old:

- Apache HTTP Server
- Apache ActiveMQ
- Apache Tomcat

If you made custom settings for these services, manually apply them using the backup files.

Note: SSRM Announcements and Images are automatically carried forward during the upgrade.

- Set chargeback rates for AppLogic reservations, if applicable. For more information about configuring chargebacks, see the *Administration Guide*.
- Any existing SSRM reservation templates for IBM PowerVMs must be edited and the setting for Virtual Adapters Maximum must be changed from 4 to 9.
- Run updates for the following managed systems and servers (if applicable):

Solaris

Based on your environment, run the appropriate command:

1. Navigate to the DVD2\Installers\Solaris_sparc\JumpStart directory and run ca-jumpstart-adapter.Solaris.
2. Navigate to the DVD2\Installers\Solaris_x86\JumpStart directory and run ca-jumpstart-adapter.SolarisIntel.

AIX:

1. Navigate to the DVD2\Installers\AIX_aix\NIM directory and run ca-nim-adapter.AIX.

- (Optional) Upgrade SystemEDGE using the installation wizard.
For detailed upgrade information, see the *SystemEDGE User Guide*.
- Manually delete the RSI Validate Server Access connector from CA Process Automation after you upgrade CA Server Automation to version 12.7, if you integrate CA Process Automation with CA Server Automation, using the following steps:
 1. Navigate to the Custom Operators, CA Server Automation, RSI folder in the CA Process Automation user interface.
 2. Right-click the RSI Validate Server Access operator and select Delete.
 3. Right-click the Recycle Bin and select Purge All. The connector is removed.

Appendix A: Troubleshooting

This section contains the following topics:

[Customs Views are Lost After Upgrade](#) (see page 23)

[Installation Problems: General](#) (see page 23)

[Installation Stops Responding After Remote Desktop Interruption](#) (see page 23)

[Installation Program Continues After Cancellation](#) (see page 24)

[Microsoft SQL Server Error](#) (see page 24)

[Transform Error When Upgrading Windows Server](#) (see page 25)

[UNC Path Error When Not Using Built-In Administrator Account](#) (see page 25)

Customs Views are Lost After Upgrade

Symptom:

After upgrade, my custom views are not working.

Solution:

Your custom views are not lost. See [Post Upgrade Tasks](#) (see page 20) to recover.

Installation Problems: General

Symptom:

The installation wizard disappears after the first progress bar, Apache Tomcat does not start, or other installation problems.

Solution:

Systemwide `_JAVA_OPTIONS` environment variables cause conflicts with CA Server Automation. Unset the variables, or set them at an application level, and restart the installation.

Installation Stops Responding After Remote Desktop Interruption

Symptom:

The installation program stops responding after a Remote Desktop Connection (RDC) interruption. More Command Prompt windows open on the desktop.

Solution:

If you connect to a remote system using RDC and any of the following actions occurred, the installation process stops responding:

- Connection is interrupted during installation.
- CTRL key is intentionally or inadvertently pressed.

To resolve this issue, close any open Command Prompt windows and continue the installation.

Installation Program Continues After Cancellation

Symptom:

If you cancel the installation program before the first installation dialog, the progress bar disappears, the product is not installed, but the installation program continues unpacking files to completion. This process can cause a temporary decrease in CPU performance.

Solution:

When the installation program completes unpacking files, the temporary directory and files are deleted, and the system is unchanged.

Microsoft SQL Server Error

Symptom:

During authentication of the Microsoft SQL Server credentials during installation, a message appears indicating a problem.

Solution:

Verify the following items:

- Your credentials are correct.
- Remote SQL Server instance has TCP/IP enabled.
- Server is listening on the port specified.

Transform Error When Upgrading Windows Server

Symptom:

I am upgrading CA Server Automation 12.5 or 12.6 to 12.7 on a Windows 2008 server, which was upgraded from Windows 2003 after installing 12.5 or 12.6. I get the following message:

Error applying transforms. Verify that the specified transform paths are valid. *path*

Solution:

Before upgrading to 12.7, you must manually change the Windows 2008 server registry keys. Contact [Customer Support](#).

UNC Path Error When Not Using Built-In Administrator Account

Symptom:

On Windows 2008 R2 when not using a Built-in Administrator account, the install fails with an error message indicating the following errors:

- Drive is a UNC path
- Insufficient permissions exist to execute the install.

This problem occurs if you attempt the install from a mapped drive with a client-defined Administrator.

Solution:

To resolve this issue, perform the following tasks:

1. Open a CMD prompt as the Administrator and run the following commands:

```
Net use Z: \\DVD-IMAGE-PATH  
CD /d Z:
```
2. Run the Setup.hta program (right-click the program name and select Run as Administrator).
3. **Note:** On Windows 2008 R2 and above, launch CA Server Automation and any related programs and utilities using the Run as Administrator option.

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