

CA Service Catalog

Release Notes

Release 12.9.00



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CA Technologies Product References

This documentation set contains references to the following CA Technologies products:

- CA Service Catalog, which includes Accounting Component (formerly CA Service Accounting)
- CA Embedded Entitlements Manager (CA EEM)
- CA Server Automation
- CA Server Automation Reservation Manager (Reservation Manager)
- CA Business Service Insight (CA BSI, formerly CA Oblicore Guarantee)
- CA Open Space
- CA Remote Engineer (formerly CA Role & Compliance Manager [CA RCM])
- CA Service Desk Manager, which includes CA CMDB
- CA SiteMinder®
- CA Asset Portfolio Management (CA APM)
- CA MICS® Resource Management
- CA JARS®
- CA Storage Resource Manager (CA SRM)
- CA Workflow
- CA Process Automation (formerly CA IT PAM)
- CA Business Intelligence
- CA Anti-Virus (formerly eTrust Antivirus)
- CA Threat Manager (formerly eTrust Integrated Threat Management [eTrust ITM])

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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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>.

Contents

Chapter 1: Welcome	9
What this Document Provides	9
International Support.....	10
Chapter 2: New and Updated Features	11
Mobile Access.....	12
Enhancements for Creating and Requesting Services and for Managing Requests	13
Enhancements for Managing Requests.....	14
Enhancements for Managing Users	14
Enhancements for Widgets	15
Enhancements for Tables and Tooltips in Forms	15
Enhancements for Content Packs	16
Enhancements for Integration with CA Service Desk Manager	18
Enhancements for Integration with CA APM	18
Enhancements for Web Services.....	19
Enhancements for CA EEM.....	20
Enhancements for Events, Rules, and Actions	20
Chapter 3: Changed Features	21
Documentation Enhancements.....	21
Moved Documentation	22
Documentation for Legacy Integrations, Including CA Workflow	23
End of Support Announced for Integration with Reservation Manager	23
End of Support Announced for CA Workflow	24
Use of Report Data Objects to Populate Fields in Forms	24
Chapter 4: Documentation	25
Documentation	25
CA Bookshelf	26
Readme File.....	27
Chapter 5: Systems Information	29
System Requirements	29

Chapter 6: Considerations and Requirements for Installations and Upgrades	31
General Considerations and Requirements	31
Distributed Considerations and Requirements	32
Network Share Considerations and Requirements	32
Chapter 7: General Considerations	33
Guidelines for Preventing Duplicate Events, Rules, and Actions.....	33
Localization Considerations.....	34
Localize Prompt List of Values and Report Data	34
Localize Names of Users, User Groups, and Reports	35
Published Fixes	35
Chapter 8: Known Issues	37
Database and the MDB	37
Oracle DBMS May Return Corrupted Data	37
Integration with CA APM using Oracle.....	38
Cannot Install Catalog Component and the Oracle Server Together	38
Case Sensitivity for Searches.....	38
Case Sensitivity for Assigning Actions to Groups	39
MDB Upgrade May Fail During Upgrade	39
Integrations with Other CA Technologies Products	39
CA Process Automation Action Disabled.....	40
Unable to Log in to CA Process Automation After Upgrade	40
CA Process Automation Login Requires Refresh	41
Address-Related Requirements for CA Process Automation Integration	41
CA EEM Application Installation Fails.....	42
Unable to Log in to CA EEM After Upgrade.....	42
Limitation for Use of CA EEM Groups	42
Unable to Assign CA APM Models.....	43
Cannot Create Change Orders when Multi-Tenancy is On	44
Certain Change Orders Are Not Created	44
Installation, Upgrade, and Migration	44
Upgrade Can Require Several Hours for Oracle	44
Restart Computer After Migration	45
Recreate Yearly Fiscal Periods After Migration.....	45
Actions Disabled After Upgrade	45
Folders Remaining after Uninstallation	45
Reporting.....	46
Values Missing from Reports	46

Cannot Verify Digital Signature	46
Nvarchar Fields in Reports	46
Cannot Generate Offline Reports in PDF Format	46
Batch Printing Fails with Mozilla Firefox	47
Request Processing	47
Problems with Suspension of a Subscribed Service	47
Fulfilled Requests that are Cancelled Can Become Stuck	47
Retrying Failed Actions Does Not Work	47
Email Notifications Are Occasionally Not Sent.....	47
Certain Notes and Attachments Are Deleted.....	48
Localization.....	48
Currency Symbol Always Precedes the Amount	48
Units of a Cost Element Always Appear in Fixed Sequence	48
System Alert Messages Always in English	49
Numeric Fields on Localized Operating Systems.....	49
Decide How to Process Digits for Yen	49
Cells Can Appear Large with Apple Safari	49
Miscellaneous.....	49
Prevent False Warning Message Related to Services Manager Role	50
Display Issues for Widgets	50
ActiveX Controls Do Not Run With Mozilla Firefox	50
Do Not Move Tenants	51
Availability Status of Folders	51
Hyperlinks to non-CA Web Sites May not Work	51
Help Contents Can Appear Instead of Specific Help Topic	51
Accessibility	52
 Appendix A: Third-Party License Agreements	 55
Links to License Agreements	55

Chapter 1: Welcome

Welcome to CA Service Catalog Release 12.9.

This section contains the following topics:

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

[International Support](#) (see page 10)

What this Document Provides

This document provides detailed information about new and enhanced features for CA Service Catalog Release 12.9.

This document also includes system requirements, installation considerations, general considerations, information about the documentation set, and known issues.

Note: At publication time, CA Service Catalog supports the operating systems and the third-party software listed in this document. For assistance, contact CA Technologies Support at <http://ca.com/support>.

International Support

An *internationalized* product is an English product that runs correctly on local language versions of the required operating system and required third-party products. An internationalized product supports the following:

- Local language data for input and output
- The ability to specify local language conventions for date, time, currency and number formats

A *translated* product (or *localized* product) is an internationalized product that includes local language support for the following:

- User interface
- Online help and other documentation
- Local language default settings for date, time, currency, and number formats

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

Language	Internationalized	Translated
Brazilian-Portuguese	Yes	Yes
Chinese (Simplified)	Yes	Yes
French	Yes	Yes
German	Yes	Yes
Italian	Yes	Yes
Japanese	Yes	Yes
Spanish	Yes	Yes

Note: If you run the product in a language environment *not* listed in the table, you can experience problems.

Chapter 2: New and Updated Features

This section contains the following topics:

[Mobile Access](#) (see page 12)

[Enhancements for Creating and Requesting Services and for Managing Requests](#) (see page 13)

[Enhancements for Managing Requests](#) (see page 14)

[Enhancements for Managing Users](#) (see page 14)

[Enhancements for Widgets](#) (see page 15)

[Enhancements for Tables and Tooltips in Forms](#) (see page 15)

[Enhancements for Content Packs](#) (see page 16)

[Enhancements for Integration with CA Service Desk Manager](#) (see page 18)

[Enhancements for Integration with CA APM](#) (see page 18)

[Enhancements for Web Services](#) (see page 19)

[Enhancements for CA EEM](#) (see page 20)

[Enhancements for Events, Rules, and Actions](#) (see page 20)

Mobile Access

CA Service Catalog supports mobile access for catalog users and request managers, as follows:

Catalog users can perform the following tasks from their mobile devices:

- Browse and search the catalog
- Complete and submit requests for service offerings (services)
- Add notes or attach images to their requests
- View the status and other details of their requests, including requests submitted from both the browser interface and the mobile app
- Cancel their requests

Request managers can perform the following tasks from their mobile devices:

- View their requests pending approval and approve or reject them
- Add note or attachments to those requests

To access these functions, catalog users and request managers install the mobile application (app) for CA Service Catalog on their mobile devices. This app becomes available shortly after CA Service Catalog reaches GA. For details, see <http://ca.com/support> or your CA account representative.

Similarly, service designers meet the requirements and follow the guidelines for creating services that are suitable for mobile access.

Note: For details about designing services that are suitable for mobile access, see the *Administration Guide*.

Enhancements for Creating and Requesting Services and for Managing Requests

The CA Service Catalog UI includes the following enhancements to make it easier and more efficient to create and update services, as follows:

- Service designers can configure services so that catalog users can view and request them from mobile devices.
- Service designers can configure services to require users to add an attachment for a service option when requesting it.
- Catalog users can add attachments and notes to an individual service option, for services that contain multiple service options.

Note: For such services, catalog users can also add attachments and notes for the entire request. For services that contain a single service option, catalog users can add attachments and notes for the entire request.

- The links for adding notes and attachments to requests (and for viewing them) are streamlined to be more user-friendly.
- Request managers can include attachments when copying requests.

Administrators enable or disable the configuration options for these features on the Catalog Configuration, Request Management tab.

Note: For details, see the *Administration Guide*.

Enhancements for Managing Requests

CA Service Catalog includes the following enhancements for managing requests:

- Catalog administrators can optionally implement multi-item approval so that request managers can approve and reject multiple items in a request simultaneously, as follows:
 - Request managers can select all or multiple *services* in a request and approve or reject them simultaneously, with a single click. (Multi-item approval provides this ability regardless of whether discrete approval is implemented.)
 - Without multi-item approval, request managers must approve or reject every service individually by updating its status in the Status drop-down list.
 - If both multi-item approval and discrete approval are implemented, request managers can select all or multiple *service options* in a service and approve or reject them simultaneously, with a single click.
 - If discrete approval is implemented without multi-item approval, request managers can approve or reject each service option individually by updating its status in the Status drop-down list.

Note: For details about multi-item approval, see the *Administration Guide*.

- Request managers can also [use mobile devices to approve and reject requests](#) (see page 12) in their queues.
- The default value has changed from No to Yes for the following parameter on the Catalog, Configuration, Request Management tab: Show Service Details on Request Pages. Catalog users may notice this change when they view their submitted requests. Request managers may notice this change when they view the requests in their queues.

Enhancements for Managing Users

After you install CA Service Catalog, its user database is empty. To populate it, configure and run the LDAP Importer utility. Running the utility populates the database with the users that you specify from your LDAP server.

Also run the utility at regular intervals (optionally using a scheduler) to synchronize updates in the user database from the LDAP server to the CA Service Catalog database.

The LDAP Importer utility replaces the CA EEM synchronization utility that was supplied in previous releases. The CA EEM synchronization utility has been deprecated.

Note: For details about the LDAP Importer utility, see the *Integration Guide*.

Enhancements for Widgets

You can leverage CA Service Catalog widgets to let users in both portal and non-portal applications access catalog capabilities. These users access catalog capabilities in the context of their application and without leaving their application. For example, catalog users can view and request services that are related to the application. This release provides the following enhancements:

- A new configuration parameter that limits user access to the business unit that you specify.
- Widgets and portlets are accessible to users with visual disabilities using a screen reader such as JAWS.

This update affects widgets and portlets *only*. To utilize this update, verify that the *container* is also accessible. The container is the web page on which you embed the widget or portlet, for example, a Microsoft SharePoint page or a plain HTML page.

Note: For details about widgets, see the following scenario in the *Administration Guide: Embedding Widgets for Requesting Services and Managing Requests*.

Enhancements for Tables and Tooltips in Forms

For forms, the Allow Inserts attribute for tables and the behavior of tooltips changed between Releases 12.7 and 12.8. They changed again after 12.8 was released. The following information applies for Release 12.9.

Tables

Form designers can use the new Allow Edits attribute with the existing Allow Inserts attribute to control whether and how catalog users can update tables in a form when they request a service.

The existing *Allow Inserts* attribute continues to let you specify whether catalog users can manually add rows to tables, as follows:

- If you specify true, users can click the Add icon on the table to add rows.
- If you specify false, no Add icon appears on the table, and users cannot add rows.

The setting for *Allow Edits* takes effect *only* if you set Allow Inserts to false. In that case, you can use Allow Edits to specify whether catalog users can manually update the data that is dynamically inserted into a row by a JavaScript function, as follows:

- If you specify true, users can edit the data in such rows.
- If you specify false, users cannot edit the data in such rows.

Tooltips

When a catalog user completes a form while requesting a service, tooltip text appears even after the Catalog system has validated the user input. However, if a validation error occurs, a related error message appears instead of the tooltip.

Note: For details about these attributes, see the chapter named "Using the Form Designer" in the *Administration Guide*.

Enhancements for Content Packs

This release introduces the Service Management and Demo content packs, which contain several model services. Catalog administrators can optionally import the content packs after the installation of CA Service Catalog. The import process adds the services to the catalog. Service designers can copy and customize a model service to create a working service.

Note: For *general* information about importing and using content packs, see the *Implementation Guide*.

Service Management

The Service Management content pack contains the following predefined services:

- View My Assets – Lets catalog users view their CA APM assets.
Note: To work as intended, this service and the Request a Hardware Asset service require that you have integrated CA Service Catalog with CA APM.
- Request a Hardware Asset – Lets catalog users request a hardware asset in CA APM.
Note: The default database query for this service works for SQL Server only. However, if necessary, you can adjust the query to work for Oracle instead. The content pack documentation (described later in this topic) includes the query statement for Oracle.
- Report an Issue – Lets catalog users report a CA Service Desk Manager issue, for example, to request help with a software or hardware problem.
Note: To work as intended, this service requires that you have integrated CA Service Catalog with CA Service Desk Manager.

To access the documentation for the Service Management content pack, click Administration, Tools, Links. Check <http://ca.com/support> for any updates to the content pack or its documentation after publication time.

Demo Content

This release also introduces the Demo Content (Demo) content pack, which contains several model services for common requests throughout an enterprise. Most services in the Demo content pack are intuitive and do not require documentation. However, some services require CA Process Automation processes and integration with underlying systems to function as intended.

Examples include the following services:

- **Reset User Password** – Lets catalog users reset their passwords for the systems that you specify.

This service requires that you create a program, typically in JavaScript, to integrate CA Service Catalog with each system for which you want to use the service. For example, if you want to use the Reset User Password service to let catalog users reset their passwords for your email, payroll, and human resources systems, you likely create a JavaScript program to integrate CA Service Catalog with these systems.

- **Smartphone Selector service** – Lets catalog users select a smartphone and accessories by guiding them through several nested levels of choices.

This service uses JavaScript programs in forms for this purpose. To copy and customize this service, you must have advanced knowledge of the Form Designer and a working knowledge of JavaScript.

For the complete list of services in the Demo content pack, import it and view the Import Report. Then view the services in the CA Service Catalog Demo Content folder in the catalog. You can import the Demo content pack file from this location:
`USM_HOME\Filestore\contentpacks`.

`USM_HOME` is the documentation convention that specifies the local CA Service Catalog installation directory. For 32-bit computers, the default path name is `C:\Program Files\CA\Service Catalog`. For 64-bit computers, the default path name is `C:\Program Files (x86)\CA\Service Catalog` for 32-bit installations or `C:\Program Files\CA\Service Catalog` for 64-bit installations.

Enhancements for Integration with CA Service Desk Manager

This release includes the following enhancements for the integration between CA Service Catalog and CA Service Desk Manager:

- You can configure CA Service Catalog to create two new types of tickets (incidents and requests) in CA Service Desk Manager when a catalog user submits a request for certain services.

Note: In previous releases, you could configure CA Service Catalog to create only one type of ticket (change order) in CA Service Desk Manager.

- You can configure the Catalog system to synchronize notes and attachments between a CA Service Catalog request and its related CA Service Desk Manager ticket or tickets. You can configure this synchronization to occur at the time the ticket is created and afterwards. This synchronization helps provide the latest information about the request to the CA Service Desk Manager analyst who processes the related ticket. This synchronization also helps provide the latest information about the ticket to the CA Service Catalog requestor.

Note: For details about the integration, including this enhancement, see the "Integrating with CA Service Desk Manager" chapter in the *Integration Guide*.

Enhancements for Integration with CA APM

This release includes the following enhancements for the integration between CA Service Catalog and CA APM:

- Users other than the Service Delivery administrator can now associate service options to models. These users include service designers and catalog administrators.
- Request managers can use the gold brick icon to fulfill the requests pending action that are assigned to them.

Note: For details about this integration, see the "Integrating with CA APM" chapter in the *Integration Guide*.

Enhancements for Web Services

For web services, this release introduces new methods and tokenized search.

Administration Web Service

The Administration web service includes the following new methods:

- `addRule` – Creates a rule for an event
- `addRuleAction` – Creates an action for a rule
- `addAttachmentLinkToSubscription` – Updates a service option by adding a link to an attachment

Request Web Service

The Request web service includes the following new methods:

- `addAttachmentToRequestItemWithPath` – Adds an attachment to a service option

The attachment is uploaded to the following folder:

`USM_HOME\filestore\documents\requests\request_id`

`USM_HOME` is the documentation convention that specifies the local CA Service Catalog installation directory. For 32-bit computers, the default path name is `C:\Program Files\CA\Service Catalog`. For 64-bit computers, the default path name is `C:\Program Files (x86)\CA\Service Catalog` for 32-bit installations or `C:\Program Files\CA\Service Catalog` for 64-bit installations.

`request_id` specifies the ID of the catalog request.

- `getRequestLevelAttachments` – Returns attachments for the entire request
This method does *not* return attachments for individual service options.
- `getRequestLevelNotes` – Returns notes for the entire request
This method does *not* return notes for individual service options.

Tokenized Search

This release also introduces tokenized search for the `searchCatalog` method in the Catalog web service. You can now use either tokenized search or full string search for this method.

Note: For details about these methods, see the Web Services API Reference. To access this document, select Administration, Tools, Web Services API.

Enhancements for CA EEM

For this release, the CA EEM SDK has been upgraded from 8.4 to 12.51 (32-bit).

Note: For information about the CA EEM SDK, see your CA EEM documentation.

Enhancements for Events, Rules, and Actions

The Request Subscription Item Change event types include the following new parameters that expose form data as JSON output:

- \$form_data_sd\$
- \$form_data_sd_row\$

Note: For details about event parameters, see the *Administration Guide*.

Chapter 3: Changed Features

This section contains the following topics:

[Documentation Enhancements](#) (see page 21)

[Moved Documentation](#) (see page 22)

[Documentation for Legacy Integrations, Including CA Workflow](#) (see page 23)

[End of Support Announced for Integration with Reservation Manager](#) (see page 23)

[End of Support Announced for CA Workflow](#) (see page 24)

[Use of Report Data Objects to Populate Fields in Forms](#) (see page 24)

Documentation Enhancements

Documentation enhancements for this release are as follows:

- Documentation updates for new and updated features, as described in earlier topics in this *Release Notes*.
- *Integration Guide*
 - The following chapters include updated procedures and parameters:
 - Managing Users With CA EEM and Other Tools
 - Integrating with CA SiteMinder
 - Integrating with CA Service Desk Manager
 - Integrating with CA Process Automation
- *Administration Guide*
 - The "Using Accounting Component" chapter includes updated procedures for managing physical subscriptions.
 - The "Using Web Services" chapter contains new and updated topics for the following topics:
 - Using special characters in web services
 - Using multiple techniques to add attachments to web services
 - The "Creating and Updating Services" chapter provides a new scenario: *Creating a Simple Service*. This scenario illustrates how to create a simple service, primarily by copying objects from an existing service and modifying the copies.
 - The "Using the Form Designer" chapter provides a new scenario: *Creating a Form*. This scenario illustrates how to create a form. This scenario includes creating and configuring new elements. This scenario also includes copying objects from existing forms and modifying the copies.

- *Implementation Guide*
 - The "Installing" and "Upgrading" chapters include many updates to the installation and upgrade scenarios, especially concerning the database, the setup utility, and CA EEM.
 - The "Configuring" chapter contains updated procedures for configuring single sign-on and for configuring Secure Socket Layer (SSL).

Moved Documentation

The *Reference Guide* is no longer supplied on the documentation bookshelf. The topics formerly in that guide have been moved, as follows:

- The IXUTIL topics are in the *IXUTIL Command Line Reference*. You can access this guide from the CA Service Catalog portion of the Windows Start menu.
- The topics for deploying and undeploying components from the command line are in the *Implementation Guide*.
- The topics for using the data mediation and rollback invoice utilities are in the *Administration Guide*.

Documentation for Legacy Integrations, Including CA Workflow

CA Service Catalog provides legacy integrations with the following products:

- CA Workflow

Important! CA Workflow is no longer being enhanced, and its maintenance and technical support are scheduled to be discontinued as of December 31, 2013. Therefore, we strongly recommend using CA Process Automation as your process automation tool.

- CA JARS/MICS

- CA SRM

- Products that use MDB version 1.0.4; these products are no longer supported

Legacy integrations have not changed for several years. Legacy integrations are no longer documented in this bookshelf, except for installation, upgrade, and clustering instructions for CA Workflow users: these instructions are provided to help CA Workflow users continue business operations as they implement CA Service Catalog Release 12.9 and begin the transition to CA Process Automation. These instructions appear in the installation and upgrade scenarios and the "Clustering" chapter of the *Implementation Guide*.

Otherwise, for details about using CA Workflow and other legacy integrations, see the [CA Service Catalog Release 12.8 documentation](#).

End of Support Announced for Integration with Reservation Manager

The point-to-point integration between CA Service Catalog and Reservation Manager remains for this release; however, this integration is scheduled to be deprecated for the next release of CA Service Catalog. This integration is documented in the "Integrating with Reservation Manager" chapter in the *Integration Guide*.

Instead of using the point-to-point methodology, consider setting up this integration by exchanging data through web service calls from custom CA Process Automation processes. This methodology lets you set up services so that users can modify, extend, or return early their existing reservations of physical or virtual resources. This type of integration is documented in the "Integrating with External Reservation Services" chapter in the *Integration Guide*. This chapter focuses on external (non-CA) reservation solutions; however, you can use it as a model for integrating CA Service Catalog and Reservation Manager.

End of Support Announced for CA Workflow

CA Process Automation is the recommended process automation tool (not CA Workflow). If you are using CA Workflow process definitions, we recommend that you create and use CA Process Automation processes instead.

Important! CA Workflow is no longer being enhanced, and its maintenance and technical support are scheduled to be discontinued as of December 31, 2013. Therefore, we strongly recommend using CA Process Automation as your process automation tool.

Note: For details about installing and using CA Process Automation, see the CA Process Automation documentation and installation media, which are included with the CA Service Catalog installation media. For details about using CA Process Automation with CA Service Catalog, see the *Integration Guide*.

Use of Report Data Objects to Populate Fields in Forms

This change applies to all forms that use a report data object to populate one or more fields. This change began with CA Service Catalog 12.8 and continues for Release 12.9. As a best practice, do not use the literal strings "name" and "value" as values of the `_id` attribute of fields.

This best practice applies even if the query for the report data object does not return any columns that are named "name" or "value".

Follow this best practice to help prevent fields in forms from being auto-populated with unwanted data.

Chapter 4: Documentation

This section contains the following topics:

[Documentation](#) (see page 25)

[CA Bookshelf](#) (see page 26)

[Readme File](#) (see page 27)

Documentation

CA Service Catalog supplies the following guides in *both* HTML and PDF format:

- Implementation Guide
- Administration Guide
- Integration Guide
- Release Notes
- CA MDB Overview
- Readme (if needed)

For best results, access these guides through the [CA Bookshelf](#) (see page 26).

CA Bookshelf

The CA Bookshelf provides all product [documentation](#) (see page 25) in both Section 508-compliant HTML format and PDF format. Using the CA Bookshelf, you can do perform the following actions:

- View and search individual guides in HTML or PDF format.
- Use the Search field at the upper right of the CA Bookshelf to search all guides in HTML format.
Note: This option applies to the English language guides only, not localized guides.
- Use PDF format to view, search, and print individual guides using Adobe Reader. If Adobe Reader is not installed locally, you can use the Download Adobe Reader link on the bookshelf to download and install Adobe Reader.
- Access more resources for using the product. The bookshelf is [enhanced](#) (see page 14) in this release.

To obtain the CA Bookshelf, perform one of the following actions:

- Install CA Service Catalog. The CA Service Catalog installation media installs the CA Bookshelf automatically.
- Copy the entire \locale subfolder from either the installation media or a product installation to your local computer.
- View and optionally download the CA Bookshelf from CA Support Online.

To open the bookshelf from within the CA Service Catalog GUI, select Administration, Tools. On the Tools page, click Links (under Menu). On the Links page, select Documentation, Bookshelf.

To open the bookshelf outside the CA Service Catalog GUI, perform one of the following actions:

- Double-click the Bookshelf.html file.
- Click the CA Bookshelf link in the CA Service Catalog section of the Windows Start menu.

Updated documentation for CA Service Catalog is available at <http://ca.com/support>.

Readme File

The CA Service Catalog documentation includes a *Release Notes* file.

However, a readme file is optional and is included *only* if necessary to document last-minute changes.

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

Chapter 5: Systems Information

This section contains the following topics:

[System Requirements](#) (see page 29)

System Requirements

See the [Support Matrix](#) for detailed information about system requirements, including operating system, database, browser, hardware, and software.

Chapter 6: Considerations and Requirements for Installations and Upgrades

This section contains the following topics:

[General Considerations and Requirements](#) (see page 31)

[Distributed Considerations and Requirements](#) (see page 32)

[Network Share Considerations and Requirements](#) (see page 32)

General Considerations and Requirements

Review this section for important information regarding new installations and upgrades.

The following installation considerations and requirements typically apply to all implementations.

- Verify that all CA Service Catalog computers are *geographically colocated*—that is, are located in the same building, in the same room. Having all CA Service Catalog computers geographically colocated helps prevent possible performance problems that network latency could cause.

The term *CA Service Catalog computer* means the DBMS server and any computer on which you plan to install any CA Service Catalog product or component. These products and components include CA EEM and other CA Technologies products or components included on the CA Service Catalog installation media.

- Verify that the computer on which you plan to install any CA Service Catalog component or CA Technologies common component meets the applicable system requirements.
- Before you upgrade, note the value of all Use Service Provider Catalog Option settings for all business units in your implementation. Decide which one to use as a system setting in CA Service Catalog. After you upgrade, set this parameter to match your decision.
- Back up your entire system before upgrading from a previous release of CA Service Catalog to this release. Similarly, after you have installed this release, back up your entire system before migrating from test to production.
- In this release, you use a single new administration configuration option to enable Windows NTLM authentication. This option is named Single Signon Authentication. This option simplifies your configuration process by replacing the manual editing of XML files used in previous releases.
- Log in to CA Service Catalog computers using the Administrator account.

- We recommend that you do not add users, delete users, or change user information using CA EEM. Instead, use CA Service Catalog, which integrates with CA EEM and update CA EEM accordingly.
- If you are installing on a Windows 2008 computer with Terminal Server, close the installation dialog after you install each CA Service Catalog product and component. Otherwise, the next attempt to install a CA Service Catalog product and component could fail.
- After you complete an upgrade, verify that the events, rules, and actions that you had enabled before the upgrade are still enabled.
- The custom branding schemes that were created in the earlier releases may not apply correctly. After an upgrade, validate them, and, if necessary, update them to work correctly for this release.

Distributed Considerations and Requirements

When you install CA Service Catalog products and components on multiple computers (a distributed implementation), meet the following requirements:

- Any computer on which you install CA Service Catalog must have either your DBMS server or DBMS client installed. This requirement applies to both SQL Server and Oracle.

Important! If you use CA Process Automation, we recommend that you do *not* install the CA Process Automation domain orchestrator and CA Process Automation components on the same computer.

Network Share Considerations and Requirements

When you install CA Service Catalog products and components on a network share, follow these considerations and requirements:

- If the installation image is on a network share, then map a drive letter to this share. You *cannot* run batch files from a UNC path.
- We recommend that you copy the installation image to a local folder with a short path name, for example, C:\ or C:\Temp. Run the installation programs locally from this folder.

Note: Long pathnames can cause problems during the installation process.

Chapter 7: General Considerations

This section contains the following topics:

[Guidelines for Preventing Duplicate Events, Rules, and Actions](#) (see page 33)

[Localization Considerations](#) (see page 34)

[Published Fixes](#) (see page 35)

Guidelines for Preventing Duplicate Events, Rules, and Actions

Follow these guidelines to help prevent duplicate events, rules, and actions during request processing. Otherwise, users can receive duplicate messages regarding changes in the status of requests and duplicate requests to approve or fulfill requests.

- Review the rules related to your process automation tool or tools: Verify that the rules you want to use are enabled and the others are disabled.

Note: For information about configuring, enabling, disabling rules, see the *Administration Guide*.

- Complete all tasks for configuring CA Service Catalog to integrate with CA Process Automation, including all post-installation configuration tasks.

Note: For details, see the *Integration Guide*.

Localization Considerations

For products that integrate with CA Service Catalog, including other CA Technologies products, CA Technologies common components, and third-party products, do the following: Review the documentation and other resources for the product or component to determine whether it is localized. For example, for information about BusinessObjects Enterprise localization, see the documentation and other resources for BusinessObjects Enterprise.

When you view BusinessObjects Enterprise reports in localized format, the following elements remain in English:

- Some fields, including Request Status, Billing Status, Account Status, Account Type, and fields related primarily to payment and adjustment
- User names, group names, and report names
- Certain prompts, menu options, and other data retrieved from the database
- Currency names and names of time zones

In addition, in both English and localized reports, custom status values do appear in the reports; however, their descriptions do not.

As a partial work-around, you can do the following:

- [Localize prompt list of values and report data](#) (see page 34)
- [Localize names of users, user groups, and reports](#) (see page 35)

Localize Prompt List of Values and Report Data

While prompt list of values (LOVs) and report data are not localized initially, you can optionally localize them manually.

To localize prompt list of values and report data

1. Open the Universe Designer application.
2. Import the SLCM universe.
3. Verify that you can view all classes and objects.
4. Double-click the object that you want to edit.

5. Click the Definition tab.
6. In the Select text area of the Definition tab, replace the English text with the localized text.

For example, for the account status, suppose you are localizing the properties of the Status object of the Account Details (Admin) class. By default, the Select text area of the Definition tab of this object contains the following English text:

```
case DT_Account_Details.status when 0 then 'Closed' when 1 then 'Open' when 2 then  
'Suspended' when 3 then 'Closed Requested' end
```

To localize this text, update it as follows:

```
case DT_Account_Details.status when 0 then 'localized Closed string' when 1 then  
'localized Open string' when 2 then 'localized Suspended string' when 3 then  
'localized Closed Requested string' end
```

For example, for German, you could update this text as follows:

```
case DT_Account_Details.status when 0 then 'Geschlossen' when 1 then 'Geöffnet'  
when 2 then 'Ausgesetzt' when 3 then 'Schliessen Angeforderten' end
```

7. Click OK to save the changes.

The changes are reflected in all related columns, data, lists of values, and so forth, in reports.

8. Export the universe.

Localize Names of Users, User Groups, and Reports

You can localize report names, user names, and user group names in BusinessObjects Enterprise. Consequently, non-English users see the names in their native language rather than English.

In BusinessObjects Enterprise, you can select the object and rename it, replacing the English names with the localized names.

Note: For details, see the BusinessObjects Enterprise documentation.

Published Fixes

All published fixes for this product can be found through Technical Support at <http://ca.com/support>.

Chapter 8: Known Issues

This section contains the following topics:

[Database and the MDB](#) (see page 37)

[Integrations with Other CA Technologies Products](#) (see page 39)

[Installation, Upgrade, and Migration](#) (see page 44)

[Reporting](#) (see page 46)

[Request Processing](#) (see page 47)

[Localization](#) (see page 48)

[Miscellaneous](#) (see page 49)

[Accessibility](#) (see page 52)

Database and the MDB

The following known issues affect the database and the MDB.

Oracle DBMS May Return Corrupted Data

Important! If you are using an Oracle DBMS with CA Service Catalog, CA Process Automation, and other CA Technologies products, your database can return corrupted data to these products.

At publication time, related issue numbers from Oracle Support are as follows:

- 9004101
- 9347941
- 5635254
- 8588311
- 9047803

As a work-around, we recommend one of the following:

- See Oracle Support for a solution when you are ready to install and deploy CA Service Catalog, CA Process Automation, and other CA Technologies products
- Use Microsoft SQL Server as your DBMS for CA Service Catalog, CA Process Automation, and other CA Technologies products

Integration with CA APM using Oracle

If you are integrating CA Service Catalog and CA APM using an Oracle database, the Service Delivery Administrator [Fulfiller] user ID *must* be completely uppercase.

Note: For more information, see the *Implementation Guide*.

Cannot Install Catalog Component and the Oracle Server Together

This issue applies *only* if you use Oracle as your DBMS for CA Service Catalog. If the Oracle global database name and system identifier (SID) are different, then you *cannot* install Catalog Component on the same computer as the Oracle server.

Case Sensitivity for Searches

In CA Service Catalog, you can search for requests, users (including attributes), accounts, and other items. The case sensitivity of all searches in the product depends on the case sensitivity or collation settings in the database used for MDB, as follows:

- Microsoft SQL Server is typically set up using case-insensitive collation. Therefore, searches are typically case-insensitive.
- Oracle is typically set up using case-sensitive collation. Therefore, searches are typically case-sensitive.

If necessary, verify the case sensitivity settings for your database by testing or by consulting your database administrator.

Case Sensitivity for Assigning Actions to Groups

You can assign requests pending action to an CA EEM group that corresponds to a group with the same name in CA Process Automation (or CA Workflow). In such cases, the group names in CA EEM and CA Process Automation (or CA Workflow) must match exactly, including case, if either of the following conditions exist:

- The CA EEM database is configured to use case-sensitive group names.
- The external directory (such as Active Directory) that populates the CA EEM database is configured to use case-sensitive group names.

Otherwise, the request is not assigned to the group.

Test the settings by requesting services and verifying that the requests pending action are assigned to the groups that you specified.

Note: For information about defining groups in CA EEM, see the Integration Guide and your CA EEM documentation. For information about defining groups in CA Process Automation or CA Workflow, see your CA Process Automation or CA Workflow documentation. Also see your documentation for these products for information about case-sensitivity.

MDB Upgrade May Fail During Upgrade

During an upgrade to CA Service Catalog, the CA Management Database (MDB) is also upgraded. The MDB upgrade may fail if duplicate records exist in the tables where a unique index is created; an example is the `usm_configuration` table. In such tables, evaluate and clean up the duplicate records, and try again to install the MDB.

Integrations with Other CA Technologies Products

The following known issues affect integrations of CA Service Catalog with other CA Technologies products.

CA Process Automation Action Disabled

If you are integrating CA Service Catalog with CA Process Automation, this section applies to your implementation. If you are not integrating CA Service Catalog with CA Process Automation, skip this section.

CA Process Automation actions for CA Service Catalog rules are enabled or disabled by default, as follows:

- The actions are disabled by default for CA Service Catalog upgrades
- The actions are enabled by default for new installations of CA Service Catalog

However, even for new installations, the CA Process Automation action is disabled by default for the rule named When Category is Software and Status is Pending Fulfillment. Therefore, to use this action, enable it manually. This requirement applies to both upgrades and new installations of CA Service Catalog.

Unable to Log in to CA Process Automation After Upgrade

After you upgrade CA EEM from Release 8.4 to Release 12.51, you may be unable to log in to CA Process Automation. As a solution, Follow these steps::

1. Log in to CA EEM; select the CA Process Automation application instance.
2. Click Manage access policies. Under policies, select Product User.
3. Click the policy and click Save.
4. Verify that you can log in to CA Process Automation.
5. If the problem persists, perform the following action in CA EEM: Reset the password of the pamadmin user.
6. Verify that users can create, submit, approve, and reject requests. If users can perform these actions, CA Process Automation is functioning correctly.

CA Process Automation Login Requires Refresh

This issue can occur if you are integrating CA Service Catalog, CA Service Desk Manager, and CA Process Automation.

This issue can occur after you have completed the following steps:

1. Approved and fulfilled a hardware or software request in CA Service Catalog.
2. Opened the change order within the request and logged in to CA Service Desk Manager.
3. Clicked the Additional Information, WorkFlow tasks link and clicked the Category link to start CA Process Automation.

An error message appears, for example:

website cannot display the page

If you encounter this error, click Refresh on your browser to start CA Process Automation.

Address-Related Requirements for CA Process Automation Integration

If you are integrating CA Service Catalog with CA Process Automation, the following requirements apply:

- The CA Service Catalog computer name must *not* begin with a number.
- If you are using a load balancer for CA Service Catalog or CA Process Automation, the computer name of the load balancer must *not* begin with a number.

If you do not meet these requirements, web service calls for the integration can result in errors, for example:

Caused by:

```
com.sun.xml.messaging.saaj.util.JaxmURI$MalformedURLException:  
Host is not a well formed address!
```

CA EEM Application Installation Fails

The CA EEM application installation may fail for one or more of the following reasons:

- The length of the application name is more than 25 characters
- The application name contains a double quote ("), comma (,), forward slash (/), back slash (\), number sign (#), ampersand (&), or plus sign (+)

In such cases, correct the error, and try again to install the CA EEM application.

Unable to Log in to CA EEM After Upgrade

After you upgrade CA EEM, you may be unable to log in to CA EEM. The cause is typically one or more duplicate entries in the file named `spin.conf`. This file is from Itechnology Igateway, which CA EEM uses.

As a solution, do the following:

1. Locate the `spin.conf` file in `%IGW_LOC%`, the Itechnology Igateway home directory.
2. Back up the `spin.conf` file.
3. Open the `spin.conf` file and find the following entry:

```
<Spindle Description="Embedded IAM Interface" Directory=""  
Prefix="/eiam" Spar="eiamSpindle.spar">eiamSpindle</Spindle>
```

The file must contain only one occurrence of this entry.

4. Search the file for any duplicate entries and delete them.
5. Save the file.

Limitation for Use of CA EEM Groups

This issue applies to CA EEM Release 12.51 if *both* of the following conditions exist:

- The user store is configured as External LDAP Directory.
- The Configuration Type is configured as Multiple Microsoft Active Directory.

If both conditions exist, you *cannot* use CA EEM global groups with CA Service Catalog for permission control. Instead, use user-defined groups.

Unable to Assign CA APM Models

If you are integrating CA Service Catalog with CA APM, this section applies to your implementation. If you are not integrating CA Service Catalog with CA APM, skip this section.

CA Service Catalog is unable to assign CA APM models on the Service Option Group page when the CA APM application and web servers reside on different computers.

In CA Service Catalog, specify the administration configuration settings for CA APM web services. Doing so is required when the CA APM application and web servers reside on different computers.

1. On the Administration tab of CA Service Catalog, click Configuration and scroll to the CA APM Web Services section.

The CA APM configuration options appear.

2. Click the Modify (Pencil) icon to next to each property that you want to update, using the following information:

Enable HTTPS

Specifies a web protocol, as follows:

Select No (the default) to use HTTP to communicate with CA APM.

Select Yes to use HTTPS to communicate with CA APM.

Important! If you select Yes, verify that CA APM is using HTTPS. If necessary, configure it to use HTTPS; for details, see the CA APM documentation.

Host Name

Specifies the computer name on which the CA APM application server is running.

Port Number

Specifies the port number on which CA APM is running.

3. Verify that you are finished updating configuration properties.
4. Recycle CA Service Catalog.
5. Try again to assign CA APM models.

Doing so tests the connection between CA Service Catalog and the CA APM application server. The connection is tested, using the new values you specified.
6. If the attempt to assign the models fails, verify that you are using the correct values for the CA APM administration configuration options.

The CA APM configuration details are updated with the values that you specified.

Cannot Create Change Orders when Multi-Tenancy is On

If you are integrating CA Service Catalog with CA Service Desk Manager, this section applies to your implementation. If you are not integrating CA Service Catalog with CA Service Desk Manager, skip this section.

You may be unable to use CA Service Catalog to create change orders in CA Service Desk Manager when you do the following tasks:

- Configure CA Service Catalog and CA Service Desk Manager to use common multi-tenant administration.
- Set the Multi-Tenancy option to On in CA Service Desk Manager.

You can use the following work-around: In CA Service Desk Manager, change the Multi-Tenancy option from On to either On (Warn) or On (Allow). This action helps you continue both to use common multi-tenant administration and to use CA Service Catalog to create CA Service Desk Manager change orders.

Certain Change Orders Are Not Created

This known issue applies when you have integrated CA Service Catalog with CA Service Desk Manager Release 12.9 and the following condition exists: A request manager changes the status of the request to Filled from Inventory. In such cases, the products can fail to produce the expected result of creating a change order in CA Service Desk Manager for every service option in the request.

As a work-around, inform catalog users of this behavior and advise them to perform these actions:

- Verify that the products created all expected change orders in CA Service Desk Manager.
- If necessary, create any missing change orders manually.

Installation, Upgrade, and Migration

The following known issues apply to installations, upgrades, and migrations.

Upgrade Can Require Several Hours for Oracle

If you are using Oracle, the upgrade can require several hours. For example, the upgrade can run as long as 4 hours for Catalog Component and 5 hours for all CA Service Catalog components.

Restart Computer After Migration

After migrating to CA Service Catalog from an earlier release, restart your computer and verify that all installed CA Service Catalog Windows services are started. The services are CA Service Accounting, CA Service Catalog, and CA Service Fulfillment (if used).

Note: For details about migrating, see the *Implementation Guide*.

Recreate Yearly Fiscal Periods After Migration

After migrating to CA Service Catalog from an earlier release, if you are using *yearly* fiscal periods, recreate them after migration. You do not need to recreate monthly fiscal periods after migration.

Note: For other known issues specifically for migration, see the migration information in the *Implementation Guide*.

Actions Disabled After Upgrade

If an action whose type is JAVA, Command Line, or HTTP Post has a status of Disabled before you upgrade CA Service Catalog, the type of the action changes to Unknown during the upgrade. If you enable the action after the upgrade, CA Service Catalog prompts you to re-specify the type.

For information about events, rules, and actions, see the *Administration Guide* and the *Integration Guide*.

Folders Remaining after Uninstallation

If CA Service Catalog has been installed on a non-default drive, such as the E: or F: drive, and you later uninstall CA Service Catalog, then some folders and files can remain. For example, the USM_HOME\catalog folder can remain after the uninstallation. Typically, the cause is that files in the USM_HOME folder were modified or new files were added. If any folders or files are left over after uninstallation, delete them manually.

USM_HOME is the documentation convention that specifies the local CA Service Catalog installation directory. For 32-bit computers, the default path name is C:\Program Files\CA\Service Catalog. For 64-bit computers, the default path name is C:\Program Files (x86)\CA\Service Catalog for 32-bit installations or C:\Program Files\CA\Service Catalog for 64-bit installations.

Reporting

The following known issues apply to reporting.

Values Missing from Reports

This known issue applies *only* if you are integrating CA Service Catalog with CA Service Desk Manager and CA CMDB.

The predefined BusinessObjects Enterprise report named Requests _Change Orders_CI Association does not display any value for the following columns: CI Resource Name, CI Family Name, and CI Class Name.

Cannot Verify Digital Signature

When you load charts in the Report Builder, you can receive an error message like the following:

The digital signature of the application could not be verified. Do you want to run the application?

This error occurs because Java Runtime Environment (JRE) is installed on the computer at a version lower than 1.6.022.

To prevent this error, upgrade the JRE to version 1.6.022 or higher.

Nvarchar Fields in Reports

On the CA Service Catalog GUI, you can create data objects for reports by selecting Administration, Report Builder, Data Objects. When you create reports, keep in mind that ODBC-type data objects do not retrievenvarchar-type fields. To retrievenvarchar fields in the objects in your reports, use JDBC as the database connection type.

Cannot Generate Offline Reports in PDF Format

You cannot generate offline reports in PDF format. Instead, generate them in CSV or HTML format.

Batch Printing Fails with Mozilla Firefox

In Accounting Component, batch printing can fail when you use the Mozilla Firefox web browser. As a work-around, try using Microsoft Internet Explorer for batch printing.

Request Processing

The following known issues apply to request processing.

Problems with Suspension of a Subscribed Service

If you suspend a subscribed service, the suspension works properly as long as the Period Start Date for the suspension remains set to the default value. However, the suspension fails if the value for the Period Start Date field is changed to a non-default value.

Fulfilled Requests that are Cancelled Can Become Stuck

When a request is cancelled after it has been fulfilled, its status can become stuck at Pending Cancellation and can fail to move to Cancelled. In such cases, ignore, override, or retry the request. The exact action you take depends on your standards procedures and your best judgment as an administrator. For details about ignoring, overriding, or retrying requests, see the *Administrator Guide*.

Retrying Failed Actions Does Not Work

When an action fails while a request is being processed, the request can become stuck. Stuck requests cannot move to the next state of the request lifecycle without manual intervention by you or another user. Stuck requests are marked with an alert status. By default, the alert is a yellow warning icon in the Status column of several request windows, including the Open Requests window.

If you are unable to retry the failed action successfully, override (push through) the alert to move the request to the next state. For details about overriding alerts, see the *Administrator Guide*.

Email Notifications Are Occasionally Not Sent

This known issue applies if you have configured email notifications for requests. Requestors occasionally do not receive email notifications when their requests are assigned, approved, or rejected.

Certain Notes and Attachments Are Deleted

This known issue applies when both of the following conditions exist:

- A request includes two or more instances of the same service.
- The catalog user deletes one or more instances of the service after submitting the request.

In such cases, the Catalog system can inadvertently delete notes and attachments from the remaining instances of the service in the request.

As a work-around, inform catalog users of this behavior and advise them to perform these actions:

- Verify that these notes and attachments still exist in the remaining instances of the service.
- If necessary, re-create any notes and attachments that were inadvertently deleted.

Localization

The following known issues affect the use of CA Service Catalog for localized (non-English) environments.

Currency Symbol Always Precedes the Amount

For all languages and currencies, CA Service Catalog displays the currency symbol in front of the amount, as shown in the following examples: \$500 (dollars), €85 (Euros), £100 (pounds), and ₹7500 (rupees).

Units of a Cost Element Always Appear in Fixed Sequence

For all languages, CA Service Catalog displays the units that comprise a cost element using the following fixed sequence. This sequence is customary for English and other languages, but not for all languages.

<Billing Cycle> + <Charge Type> + "of" <Currency> +<Unit Cost>+<Display Unit Type>

Examples include the following cost elements:

- One Time Charge of \$3 each
- Recurring Credit of €199 each
- Installment Charge totaling 10 x £199 for 10 items

System Alert Messages Always in English

System alert messages always appear in English, even when CA Service Catalog is installed on non-English operating systems. System alert messages appear for individual requests when you view their request details. An example is selecting Home, Requests.

Similarly, certain text strings in the GUI elements and published content of the Dashboard Builder of CA Service Catalog always appear in English. They appear in English even when CA Service Catalog is installed on non-English operating systems.

Numeric Fields on Localized Operating Systems

The numeric fields on localized operating systems support only single-byte numerals such as 1, 2, and 3 that are used on English-based operating systems.

Decide How to Process Digits for Yen

In Accounting Component, two digits appear after the decimal point for all supported currency units, including the Japanese yen. Yen are processed in whole numbers only. Therefore, if your organization uses the yen, decide how to process the two digits after the decimal point. For example, you can decide to ignore them or round them up or down to the nearest whole number.

Cells Can Appear Large with Apple Safari

If you use the Apple Safari browser, the cells of service option elements can appear unusually large when you create or edit them. In such cases, the service option elements function correctly, even though their appearance can be distorted.

You can optionally use a different support browser, such as Mozilla Firefox or Microsoft Internet Explorer, to create and edit service option elements.

Miscellaneous

The following known issues affect the use of CA Service Catalog for miscellaneous functions.

Prevent False Warning Message Related to Services Manager Role

Warning messages can appear if a user with the Services Manager role handles a requests pending action, for example, by approving and rejecting requests. In such cases, the approvals and rejections proceed successfully even though the warning messages can appear. To prevent such warning messages from appearing, follow these steps:

1. Log in to CA Service Catalog as a Service Delivery administrator or business unit administrator.
2. Change the default access rights of the Services Manager role for a specific business unit, as follows:
 - a. Log in to the business unit.
 - b. Select Catalog, Request Management Configuration.
 - c. Add the Access Control: Add Request setting to this role.
 - d. Save your changes.

Display Issues for Widgets

The following issues can occur for widgets, especially when users access them through Internet Explorer and when SharePoint 2010 is the portal server:

- Forms in requests may not always render correctly. This problem sometimes occurs because SharePoint enforces XHTML standards. Browsers other than Internet Explorer do not comply to these standards.
- "Communication error" messages may appear intermittently.

Note: Blank widgets may appear. The cause is sometimes a mismatch between the values of the renderTo parameter in the widget source code (or equivalent portal setting) and the div tag id for the HTML page. If blank widgets appear, verify that these values are identical, including case and spaces.

ActiveX Controls Do Not Run With Mozilla Firefox

In CA Service Catalog, objects that require Microsoft ActiveX controls do not appear when you use the Mozilla Firefox web browser. Examples include certain functions in the Dashboard Builder and the Report Builder. As a work-around, try using Microsoft Internet Explorer for actions that require ActiveX.

Do Not Move Tenants

Important! For best results, do *not* move CA Service Catalog tenants (business units).

This notice applies whether you are managing tenants directly in CA Service Catalog (stand-alone tenant administration) or indirectly through CA Service Desk Manager (common tenant administration). In either case, moving tenants can cause several problems in request management, user management, and other functions.

Note: For details about tenant administration, see the *Administration Guide*.

Availability Status of Folders

In Catalog Component, after you make a folder or subfolder unavailable by changing its date available or date unavailable, click Refresh. This action helps ensure that the availability change is reflected when you display the contents of the folder or subfolder.

Hyperlinks to non-CA Web Sites May not Work

In the *Administration Guide* and other documents, some hyperlinks to non-CA Technologies web sites may not work properly. For example, after the *Administration Guide* was published, it was discovered that the guide has an out-of-date link to information about JavaScript axis clients on the Microsoft web site. In such cases, go to the home page of the web site and use the search or other navigation features to find the related information. For example, to find the previously mentioned information about JavaScript axis clients, go to the microsoft.com web site and search for that topic.

Help Contents Can Appear Instead of Specific Help Topic

When you click Help to display context-sensitive help for the active window, the help contents can appear instead of a specific help topic. In such cases, use the contents and the bookshelf to navigate to the information you need.

Accessibility

Widgets and portlets are accessible to users with visual disabilities who are using a screen reader such as JAWS. The known issues in this topic apply to this accessibility.

The following known issues apply to all widgets:

- By default, images in forms do *not* include alt text and consequently do *not* meet accessibility standards. Add alt text that meets accessibility standards to these images.
- By default, the color contrast ratio of links in portlets and widgets does *not* meet accessibility standards. Adjust the color contrast ratio of these links to a setting that meets accessibility standards.
- Similarly, by default, the color contrast ratio of the background color of images in portlets and widgets does *not* meet accessibility standards. An example is the background color of a Save or Edit button. Adjust the color contrast ratio of these background colors to a setting that meets accessibility standards.
- When a service is attached to a form that contains the following elements, the navigation between the elements does not work in Firefox:
 - Field set with Date, Check box, and Radio group or button
 - Table followed by Date, Check box, and Radio group or button
- The JAWS screen reader cannot read the month and year on the Date field in the form. Additionally, users cannot click the "Today" button using the keyboard.
- When the user presses the Tab key to navigate from service description to the form, the focus skips to the top of the browser page. As a work-around, press the Enter key (not Tab).

The following known issue applies to the Browse widget:

- By default, the tooltips for images for services are empty and consequently do *not* meet accessibility standards. Add alt text that meets accessibility standards to these images.

The following issues apply to the Request and Request-Edit widgets:

- In forms, JAWS does not read all the options of a dual list if the user selects more than one option from the list. As a work-around, users listen to all options before selecting any options.
- In forms, the spinner field is read as “type and text” and cannot be utilized correctly for input. Therefore, do not use spinner fields in forms that you intend to be accessibility-friendly.
- On the Create Request or Edit Request pages, the following issues occur when the users access the Notes text area using the following browsers:
 - (Internet Explorer) Users cannot add notes even if the cursor is on the Notes text area. As a work-around, users press the Tab key twice to add notes.
 - (Firefox) When the focus is on the Notes text area, the reader reads the entire page content, from the browser-level, instead of only reading the Notes. Additionally, users cannot add notes.

The following issue applies to the Request-List widget:

- The request list (such as My Requests or Pending My Action) is not recognized as a table component. Therefore, the navigation within the list can confuse users because the context is not clear.

Appendix A: Third-Party License Agreements

Links to License Agreements

CA Service Catalog has dependencies on third-party software products. Before using CA Service Catalog, you must accept all third-party license agreements ([../TPSA/CA_SvcCat_ThirdPartyLicensingDoc.txt](#)).

The license information for third-party utilities and software used by CA Service Catalog is located in the \Bookshelf_Files\TPSA folder of the CA Bookshelf. For example, C:\Program Files (x86)\CA\Service Catalog\doc\ENU\Bookshelf_Files\TPSA\CA_SvcCat_ThirdPartyLicensingDoc.txt.