

CA Service Desk Manager

Release Notes

Release 12.9.00



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CA Technologies Product References

This document references the following CA Technologies products:

- CA IT Asset Management (formerly known as CA Asset Portfolio Management (CA APM))
- CA CMDB
- CA Business Intelligence
- CA Business Service Insight (CA BSI)
- CA Configuration Automation (formerly known as CA Cohesion ACM)
- CA Embedded Entitlements Manager (CA EEM)
- CA Enterprise Workload Automation (CA EWA)
- CA Process Automation (formerly known as CA IT PAM)
- CA Management Database (CA MDB)
- CA Management Portal
- CA Network and Systems Management (CA NSM)
- CA Portal
- CA Remote Control Manager (CA RCM)
- CA Service Desk Manager (CA SDM)
- CA Service Management
- CA Siteminder
- CA Software Delivery
- CA Spectrum® Infrastructure Manager (CA Spectrum)
- CA Wily
- CA Workflow

Contact CA Technologies

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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Chapter 1: Welcome

Welcome to CA Service Desk Manager r12.9.

This section contains the following topics:

[What this Document Covers](#) (see page 11)

[International Support](#) (see page 11)

[Find Product Roadmap Information](#) (see page 13)

[Fixes](#) (see page 13)

What this Document Covers

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

Note: For the complete list of supported operating environments and Catalyst connectors, see the product [Certification Matrix](#). For complete upgrade information, see the CA SDM Upgrade Information Page on <http://ca.com/support>.

International Support

An internationalized product is an English-language product that runs correctly on local language versions of the required operating system and required third-party products, and supports local language data for input and output. Internationalized products also support the ability to specify local language conventions for date, time, currency, and number formats.

A translated product (sometimes referred to as a localized product) is an internationalized product that includes local language support for the user interface of the product, online help and other documentation, and local language default settings for date, time, currency, and number formats.

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

Object Contact	Internationalized	Translated
Brazilian Portuguese	Yes	Yes
Chinese (Simplified)	Yes	Yes

Object Contact	Internationalized	Translated
Chinese (Traditional)	Yes	No
French	Yes	Yes
French Canadian	Yes	Yes
German	Yes	Yes
Italian	Yes	Yes
Japanese	Yes	Yes
Korean	Yes	No
Spanish	Yes	Yes

Localized Versions

The following list indicates which localized versions of the product are supported on Windows:

- German
- French
- French Canadian
- Brazilian Portuguese
- Italian
- Spanish
- Japanese
- Simplified Chinese

The following list indicates which localized versions of the product are supported on Linux and Solaris:

- French
- German
- Japanese

IBM AIX supports English only.

Find Product Roadmap Information

The CA Service Desk Manager Product Roadmap outlines CA Technologies general product direction and provides information that can help you plan and manage your CA SDM implementation. For example, the CA Service Desk Manager Product Roadmap provides you with the following information:

- Planned features and functionality
- End-of-service announcements
- Interim releases
- CA SDM components
- Removed features and functionality
- Product direction
- Planned changes such as feature and functionality removal

To find the CA Service Desk Manager Product Roadmap

1. Open a browser and go to <http://ca.com/support>.
The CA Support Online page appears.
2. Select CA Service Desk Manager from the Product finder drop-down list.
The CA Service Desk Manager page appears.
3. Scroll to the Product Status section and click the CA Service Desk Manager Product Roadmap link.
The CA Support login page appears if you are not already logged in.
4. Log in to CA Support Online.
The CA Service Desk Manager Product Roadmap appears.

Fixes

For all published fixes for CA SDM, see the Published Solutions provided by Technical Support at <http://ca.com/support>.

Chapter 2: New and Changed Features

The following new and changed features are available in CA SDM r12.9:

- [Advanced Availability Configuration](#) (see page 17)
- **EBR Search Engine** - For customers upgrading from a previous release of CA SDM that used the FAST ESP search engine, must change to the EBR search engine. The FAST ESP license expires in May 2013. For more information, contact [CA Support Online](#).
- **New KPIs for User and Session Counts** - There are different session types defined in the system, for example, CA SDM Web UI, SOAP Web Services, REST Web Services, and so on. New KPIs have been introduced to count the number of unique licensed and unlicensed users that are logged in to the system, regardless of how many sessions each user has opened. For more information about the logged in user counts and session counts, see the *Administration Guide*.
- **Supportability Enhancements** - Supportability enhancements reduce support volume or make troubleshooting and resolving customer incidents easier. These features help your support organization to identify the root cause of a reported failure more rapidly.
 - **Interval Logging Utility** - CA SDM now allows you to use the Interval logging utility from the CA SDM web UI. The Interval Logging utility is used by CA Support to troubleshoot performance and memory-related issues by collecting CPU, Memory, database queries, and other statistics on a CA SDM installation at regular intervals. Users can specify the data that they want to collect from each CA SDM server that is installed on their environment. For more information, see the *Administration Guide*.
 - **Add Processes to CA SDM Servers** - CA SDM now lets you add or modify processes and daemons the CA SDM servers using the CA SDM Web UI. You can configure object managers, web engines, web directors, and other processes for the CA SDM servers in your environment. This feature replaces the pdm_edit script functionality with a user interface. For more information, see the *Administration Guide*.

- **Federated Search Configuration** - Using different adapters, you can integrate multiple search engines in CA SDM to provide a federated search capability. This search capability helps you to get search results from heterogeneous sources, Google, SharePoint, CA Open Space, and so on. You can also create a custom adapter. The custom adapter is a new adapter that you can create using the SDK. The custom adapter helps you to search your database that cannot be searched through the Google, SharePoint, and OpenSpace adapter.
- **CA Workflow Installation** - CA Workflow is no longer bundled with the CA SDM r12.9 installation media. CA Workflow is only valid for existing users who were using the previous CA SDM releases. For the existing CA Workflow users, to install CA Workflow with the CA SDM r12.9, the CA SDM 12.7 installation media must be used. For more information, contact [CA Support Online](#).

Important! The CA Workflow related documentation is only valid for the existing users who were using CA Workflow during the previous CA SDM releases.

- **UNC Support** - All attachments, KT documents, and archived data are stored in shared resources which can be accessed using the UNC credentials. You need to create UNC credentials to allow users to access the shared resources from the CA SDM servers using the UNC path. The UNC component does not work when the CA SDM server is in the domain and the shared location is in the WORKGROUP. It is preferred to use a domain user credentials that is part of CA SDM server and the shared location. For more information, see the *Administration Guide*.
- **TLS Support in Emails** - Enable TLS support in emails to enhance security. From the CA SDM Web UI, select Options Manager, Email and install mail_ca_cert_path and mail_smtp_use_tls options. For more information, see the *Administration Guide*.
- CA SDM Mobile Enabler r2.0 mobile application is now deployed with CA SDM r12.9. For more information about the mobile application and how to use it, see the *Administration Guide*.
- CA SDM r12.9 does not use the pdm_edit.pl script to create the process configuration, unlike previous releases of CA SDM. Any references of using the pdm_edit.pl script in the documentation are not valid and must be ignored. For example,
 - Ignore the *How to Configure Visualizer on a Secondary Server* topic from the *Implementation Guide*. For more information about how to configure the visualizer, see the *Administration Guide*.
 - Ignore the *Configure Support Automation on a Secondary Server* topic from the *Implementation Guide*. For more information about how to configure support automation, see the *Administration Guide*.
 - The following files under pdmconf sample directory do not exist:
 - pdm_edit_usage_notes.htm
 - alias_install.bat
 - pdm_edit.pl
 - README_files

- CA SDM r12.9 documents will be available on [CA Answer Bar](#) and on Flipboard (you have to download the Flipboard app on your mobile device) after the General Availability release of CA SDM r12.9.

Note: CA Answer Bar enables users to quickly find information from the relevant scenarios, guides, technical documents, Green Books, Green Papers, product status, and recommended reading. CA Answer Bar content is tagged using metadata. Tagged content is prioritized above indexed content to improve the relevancy of the search results.

Advanced Availability Configuration

The advanced availability configuration offers more resilience to server outages, higher application availability, and supports rolling maintenance with minimal end-user disruption. This configuration requires one background server, one or more standby servers, and one or more application servers. The previous configuration with primary and secondary servers is now known as the conventional configuration.

You can configure CA SDM to use either conventional or advanced availability configuration. You can also convert from one configuration to another.

The advanced availability configuration improves the overall availability of CA SDM in the following ways:

- Minimizes the CA SDM application down time resulting from the application failure, hardware failure, or maintenance by reducing single point of the failure.
- Minimizes the CA SDM downtime by supporting rolling maintenance of the servers. This means, the users keep working on the application while one of the servers is under the maintenance.
- For more information about planning and configuring advanced availability, see the *Implementation Guide* or view the advanced availability scenarios directly from the bookshelf.

When to Opt for Advanced Availability Configuration

The advanced availability configuration provides higher availability, reduces down times, and supports rolling maintenance. Consider the advanced availability configuration when any of the following factors is true:

- You require a high degree of CA SDM availability.
- You require the CA SDM servers to be more independent and more resilient to failures.

- You require an ability to remove and return the CA SDM servers to service, without bringing down the entire CA SDM installation.
- You require near zero downtime during rolling maintenance.

Considerations for Advanced Availability Configuration

We recommend you to consider the following points before you decide to implement the advanced availability configuration:

General Considerations

All the planning considerations of the conventional configuration are valid for the advanced availability configuration. For more information about the conventional configuration planning, see the *Implementation Guide*.

- Additional hardware costs are expected as you require one background, at least one standby, and one or more application servers. The configuration of standby and background server must be identical.
- You require a remote database server and a server to share knowledge tools index files, knowledge tools import/export files, archive purge output files, and attachment repositories. To allow the background and the standby server to access these files, a shared location is required. Linux and Unix installations can use NFS mounts. UNC support has been added for Windows installations.
- The CA SDM performance is expected to remain the same even with the additional servers for background and standby operations. If you deploy more application servers, the performance can possibly improve.
- Each of the servers is directly connected to the database, leading to an increased resource contention at the DBMS level. We recommend increasing the hardware configuration of the DBMS server. For more information, check the system information.
- Converting a conventional configuration to an advanced availability configuration is a manual effort. The larger implementations are usually more complex and you may have to engage CA Services for the assistance.
- To migrate to the advanced availability configuration, upgrade to CA SDM r12.9 in the conventional configuration and then convert to the advanced availability configuration.
- Install the background and the standby server on the same network subnet to make ping times and latencies from different application servers similar.
- Consider locating the background and the standby servers in a central location with a good network connectivity to all your users. The application servers can be located either centrally or they can be distributed across the globe.

- An advanced availability configuration must always have one background server and at least one standby server.
 - (Recommended) Ensure that both background server and all other standby servers have similar configuration. This process ensures that during a failover when a standby server becomes the new background server, it can function exactly like the old background server.
 - Any number of standby servers can be configured. To increase the CA SDM availability, consider placing one standby server in your backup data center or the disaster recover site.
 - The minimum advanced availability implementation requires one application server. We recommend you to have two application servers to increase the availability and a load balancer to direct web traffic.
 - Except for CA SDM administrators, no other users are allowed to log in to the background server. Also, no users are allowed to log in to the standby servers.
- We can send email notifications from all CA SDM servers. There is currently no way to limit or configure this option. Every server in the advanced availability configuration must have a connection to the mail server.
 - An email notification resulting from an end user interaction is sent from the application server to which the user is connected.
 - An email notification resulting from any background processes (such as Animator processing an Attached Event) are sent by the pdm_mail_nxd utility running on the background server.
 - During a background server failure, the queued emails are sent when the background server comes up as a standby server.

Failover Considerations

During a failover of the background server to the standby server, consider the following:

- The new users cannot log in.
- For the already connected users, the following actions do not work during the failover and must be attempted again by the user after the failover:
 - Creating the tickets with attachments.
 - Downloading the attachments.
 - Searching Knowledge documents.
 - Indexing the new knowledge documents.
 - Inbound email.

- The SLA events that are not triggered until the failover has completed.
- **Important!** If you have configured your third party tool to enable the auto-failover of the CA SDM servers, you must disable it before starting the rolling maintenance.

Database Considerations

- A direct connection exists from each of the servers to the other as well as to the database. If the CA SDM server is within DMZ, you are required to open the firewall ports or implement a tunneling proxy technology for this connectivity. Also consider licensing arrangements with your DBMS vendor.
- Ensure that you install the database client on all the CA SDM servers.
- In advanced availability configuration, all the servers still connect to a single database. As the database can be a single point of failure, consider taking the advantages of database clustering to increase the availability of DBMS.
- Microsoft SQL Server is only natively supported on the Windows platform. For example, if your implementation consists of servers with heterogeneous operating systems like Windows and Linux, select Oracle as the DBMS as Microsoft SQL Server is not supported on Linux.
- The pdm_isql utility works only on the application server.

System Configuration, Administration, and Operation

- SOAP Web Services and RESTful Web Services are only supported on the application servers. Web directors can be configured on all CA SDM servers.
- As the application servers are independent of each other, web directors can only service web engines running on the same application server. Web directors cannot service web engines across application servers.
- Since the servers in the advanced availability configuration have a higher degree of independence, most command-line utilities function only on the local server. For example, pdm_status only shows you the CA SDM processes running on the server on which you are executing the command. The pdm_webcache utility only refreshes the form caches on the server on which it was issued.
- Unlike conventional configuration, where you start and stop CA SDM processes by pdm_d_mgr running on the primary server, in advanced availability, processes on each server are controlled independently.
- We recommend you to use the new pdm_server_control instead of pdm_halt command to shutdown application servers. Before the shutdown, you can ask the active users to move to another application server. This can be done by notifying the users using the quiesce option.
- The pdm_edit utility has been replaced with a new graphical user interface, eliminating many manual configuration file changes required earlier.

- Unlike conventional, in the advanced availability configuration, you can use the `bopauth_host` option from the Options Manager of the background server Web UI to specify the authentication server details. You no longer make this configuration change in `pdm_edit` for the advanced availability configuration. Users cannot log in when the authentication server is unavailable.

Note: In the conventional configuration, you can use a secondary server to integrate CA SDM with an authentication system running on a different system or even on a different hardware platform.

- To prevent rogue servers from joining the advanced availability configuration, all servers must be defined from the background server Web UI, before they can be configured.
- The role and other information for a server in the advanced availability configuration can be changed from the Administration tab. Stop the CA SDM services before attempting to change a server definition. The server reconfiguration is required for the changes to take effect.
- You can change a server between the conventional configuration and the advanced availability configuration by running the configuration utility. Be sure to change all servers in the implementation. Your data remains unaffected, but the manual updates are required to change the settings.
- Use the latest `pdm_startup` files while migrating to CA SDM r12.9. Do not use the files from previous versions of CA SDM. For example, files that are generated by the `pdm_edit` utility.
- New environment variables have been added to `NX.env` to support the advanced availability and the system automatically maintains the variable values.

Important! Do not change `NX.env` manually unless instructed to do so.

- A new facility generates ticket numbers and numeric record keys. To avoid possible database corruption, never try to load or manually alter the `Key_Control` table.
- You cannot move the Knowledge Tools daemons to another server in the advanced availability configuration. The `kt_daemon` now runs on all servers. All other Knowledge Tools daemons run as singletons on the background server.
- Knowledge Tools now support UNC file paths on Windows for the location of the EBR index files and input/output files that are used by the Knowledge Export Import facility. This feature is available for both the advanced availability and the conventional configurations.

Important! EBR Index Files path & KEIT Files path must refer to the same UNC credentials and the path must reside on a same server to support this.

- Version control distributes the files (for example, `html`, `.maj`, `.mod`, and `.sch`) that are configured in the `server_secondary_custom.ver` file from the background server. Upon startup, the standby or the application server runs the version control client to pull updated files from the background server.
- Archive/Purge runs on the background server and supports UNC file paths on Windows for output files. This feature is available in the advanced availability and the conventional configurations.
- Attachments on incoming emails are now stored by `pdm_maileater` when the repository is on a remote server.
- Ensure that you allow the daemon manager to modify the procsets and do not run the `pdm_dmnmode` command for this action.

General Web User Interface Considerations

- A web server is required on all the servers of the advanced availability configuration.
- When the background server is not available due to failover, a Delayed Server Response form is presented to the web users. Users are allowed to resume their work when the standby server is promoted to the background server.
- The value of the `web_cgi_url` option must point to:
 - The load balancer if you have more than one application servers.
 - The application server, if you have only one application server.

Attachment Considerations

- You can increase the availability of attachments by configuring multiple document repository processes to access a shared file repository.

Web Screen Painter Considerations

- You can use the Web Screen Painter (WSP) only on the background server.
- Follow the recommended procedure to publish WSP form changes so that the updated forms are distributed to all the servers in the installation. For more information, see the *How to Customize Schema Using Web Screen Painter* and *How to Customize Web Interface using Web Screen Painter* scenarios.
- The virtual database layer daemons run on all servers. Install the CA SDM database customizations and object definitions on all the servers.

Reporting Considerations

- CA Business Intelligence can automatically retrieve data from alternate application servers. You can configure this feature to increase the availability of CA SDM reporting.
- BOXI is not integrated with the background server. For this reason, you cannot view reports from the background server web UI. An error message is displayed if you select the Reports tab from the background server web UI.

Options Manager Considerations

- You can install or uninstall options through Options Manager only from the background server web UI. Use the rolling maintenance procedure to propagate the changes to all servers in the configuration. For more details on performing the rolling maintenance, see the *Performing Rolling Maintenance on the CA SDM Server* scenario.

Web Services Considerations

- You can configure web services only on the application servers.
- The `webservices_domsrvr` option no longer exists in the Options Manager. You can configure `NX_WEBSERVICES_DOMSRVR` variable independently on each application server by modifying `NX.env`.

General Integration Considerations

- The URL to the CA SDM web user interface must point to a properly configured application server. The `ca_application_registration` contains a URL to your CA SDM installation that is used by other CA products. This URL points to the CA SDM server that is configured first, which is most commonly the background server. Only the CA SDM administrators can change the value through the administration facility. If you are using a load balancer, point this URL to the load balancer instead of a single application server. For more information, see the *Online Help*.
- Most end-users interaction and integrations with other software products are done at the application server level. There is no failover for the application servers. If the application server is unavailable, the web services for the application server are also unavailable. To increase the application server availability, you can deploy a load balancer to route requests among different application servers.
- You can integrate NSM only to a single application server as the IP addresses are involved. The NSM integration is unavailable when that server is down.
- CA Workflow must be installed on any of the application servers. If that application server goes down, the CA Workflow integration becomes unavailable.

Conversion Considerations

- You can convert the background server to a primary server only.
- You can convert the primary server to a background server only.
- You can convert the secondary server to a standby server or application server only.
- You can convert the standby or an application server to the secondary server only.

Federated Search Considerations

- To enable and use the federated search feature, select the federated search option while configuring the application servers.

Chapter 3: Documentation

This section contains the following topics:

[View the CA Bookshelf](#) (see page 25)

[Readme File](#) (see page 25)

View the CA Bookshelf

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

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

To extract the ZIP file and view the CA Bookshelf

1. Use an archive product such as WinZip.
2. Extract the content to a local folder.
3. Double-click the Bookshelf.hta file in the Bookshelf folder.

Note: If you are viewing the bookshelf on your hard drive in an Internet browser other than Microsoft Internet Explorer, you can simply open the Bookshelf.html file.

The CA Bookshelf opens, and you can use it to view and search product documentation.

Readme File

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

At the time of publication, CA SDM r12.9 does not require or include a separate readme file.

Chapter 4: System Information

This section contains the following topics:

[Operating Systems](#) (see page 27)

[Database Management Systems](#) (see page 33)

[System Requirements](#) (see page 34)

[Web Browser Support](#) (see page 38)

Operating Systems

CA SDM r12.9 supports a number of 64-bit operating systems. CA supports each operating system for the duration of its lifecycle (as determined by its manufacturer) or until CA announces that we no longer support it.

CA SDM supports upgrade to r12.9 from r11.2, r12.0, r12.1, r12.5, r12.6, and r12.7 for all supported platforms.

For Windows, you can upgrade directly to CA SDM r12.9 from r11.2, r12.0, r12.1, r12.5, r12.6, and r12.7.

If you installed CA SDM on Linux or UNIX, you can upgrade to CA SDM r12.9 only from r12.5, r12.6, and r12.7. If your installation runs on an earlier version of the product, such as r11.2, r12.0 and r12.1 on Linux/UNIX, you *must* upgrade to CA SDM r12.5 and move CA SDM to a supported platform and Database before upgrading to CA SDM r12.9.

Consider the following operating system information:

- CA SDM requires 8.3 filename creation.
Note: For detailed information about configuring File Name Creation and the disable8dot3 registry entry, see the *Online Help* and support documentation for your operating system.
- CA EEM for Linux and UNIX must be installed from a command line. If you attempt to install CA EEM from the CA SDM installation media, Product Installs option, a message informs you to use a command line for installation. The command-line install uses a self-extracting shell script that guides you through the installation process.

IBM AIX Operating Systems

CA SDM supports the following IBM AIX operating systems:

Release	Version	CA Business Intelligence 3.3 SP1	CA EEM 8.4 SP4	CA EEM r12.51
6.1	(64-bit)	No	Yes	Yes
7.1	(64-bit)	No	Yes	Yes

For CA SDM, consider the following:

- Before installing CA SDM r12.9 (or migrating from a previous release), the IBM XL C/C++ Runtime Environment version 9.0.0.9 (or later) must be installed and running on IBM AIX servers.
- You can integrate CA SDM with CA Business Intelligence, which uses Business Objects Enterprise XI, although we do not support installing CA Business Intelligence on IBM AIX.
- CA Workflow 1.1.132.0 server installation is supported on IBM AIX; however, you must install the CA Workflow IDE client on Windows and Linux operating systems.
- On IBM AIX, install CA EEM by following the instructions provided when CA EEM is selected during installation.

Note: For more information about integrating products with CA SDM, see the *Implementation Guide*.

Important! CA SDM r12.9 does *not* provide tools.jar and javac for AIX. Configuring REST Web Services and Support Automation requires the tools.jar file. To use the REST sample files, you must install javac on AIX. You can download the Java SDK for AIX from the IBM website in the IBM Developer kits section for Linux. Download the 32-bit binaries of Java SE and install JDK 1.7 SR4 on the AIX computer at any location. Copy tools.jar from the installed JDK location to <Shared Component>\JRE\1.7.0_04\lib and copy javac to \JRE\1.7.0_04\bin. You can also find the JRE location in the NX_JRE_INSTALL_DIR variable. You *must* copy the tools.jar file across all AIX installation, before you run the product configuration.

Microsoft Windows Operating Systems

CA SDM supports the following Microsoft Windows operating systems:

Release	Version	CA Business Intelligence 3.3 SP1	CA EEM 8.4 SP4	CA EEM r12.51
Windows Server 2008 SP2	Standard Edition, Enterprise Edition, Data Center (64-bit)	Yes	Yes	Yes
Windows Server 2008 R2	Standard Edition, Enterprise Edition, Data Center (64-bit)	Yes	Yes	Yes
Windows Server 2012 SP1	Standard Edition, Data Center (64-bit)	Yes	No	Yes

CA Business Intelligence supports the entire range of performance management, reporting, querying, and analysis applications. You must install the CA Business Intelligence R3.3 SP1 (CABI 3.3 SP1 is a patch release which is equal to SAP BOXI 3.1 SP6 patch release) patch to complete the CA Business Intelligence installation. For more information about integrating products with CA SDM, see the *Implementation Guide*.

Redhat Enterprise Linux Operating Systems

CA SDM supports the following Redhat Enterprise Linux operating systems:

Release	Version	CA Business Intelligence 3.3 SP1	CA EEM 8.4 SP4	CA EEM r12.51
5.5	64-bit	No	Yes	Yes
6.0	64-bit	No	Yes	Yes

For CA SDM, consider the following:

- You can integrate CA SDM with CA Business Intelligence, which uses Business Objects Enterprise XI, although we do not support installing CA Business Intelligence on Redhat Linux.
- Verify that you have the following Java libraries on Redhat Linux to launch the product installer:
 - java-1.4.2-gcj-compat-1.4.2.0-40jpp.115
 - java-1.4.2-gcj-compat-devel-1.4.2.0-40jpp.115

- java-1.4.2-gcj-compat-devel-1.4.2.0-40jpp.115
- java-1.4.2-gcj-compat-src-1.4.2.0-40jpp.115

- To install CA SDM on RedHat Enterprise Linux 6.0 successfully, verify that you have the following RPM packages and their dependencies:

Required RPM

- libXp-1.0.0-15.1.el6.i686.rpm

Dependencies

- libXau-1.0.5-1.el6.i686.rpm
- libxcb-1.5.1-1.el6.i686.rpm
- libXext-1.1.3-1.el6.i686.rpm
- libX11-1.3.2-1.el6.i686.rpm

Required RPM

- libXtst-1.0.99.2-3.el6.i686.rpm

Dependencies

- libXi-1.3.3-3.el6.i686.rpm

Required RPM

- openssl-1.0.0-4.el6.i686.rpm

Dependencies

- zlib-1.2.3-25.el6.i686.rpm
- libseline-20.94-2.el6.i686.rpm
- keyutils-libs-1.4-1.el6.i686.rpm
- krb5-libs-1.8.2-3.el6.i686.rpm

Required RPM

- openldap-2.4.19-15.el6.i686.rpm

Dependencies

- db4-4.7.25-16.el6.i686.rpm
- cyrus-sasl-lib-2.1.23-8.el6.i686.rpm

Required RPM

- pam-1.1.1-4.el6.i686.rpm

Dependencies

- cracklib-2.8.16-2.el6.i686.rpm
- audit-libs-2.0.4-1.el6.i686.rpm
- **Note:** These 32-bit packages (pam-1, cracklib-2, and audit-libs-2) are required on both 32-bit and 64-bit systems.
- Verify that you have the following pcre and libuuid packages:
 - pcre-7.8-3.1.el6.i686.rpm
 - libuuid-2.17.2-6.el6.i686.rpm
 - **Note:** These 32-bit packages (pcre-7 and libuuid-2) are required on both 32-bit and 64-bit systems.

Note: For more information about integrating products with CA SDM, see the *Implementation Guide*.

Oracle Solaris Operating Systems

CA SDM supports the following Oracle Solaris operating systems:

Release	Version	CA Business Intelligence 3.3 SP1	CA EEM 8.4 SP4	CA EEM r12.51
10	SPARC (64-bit)	No	Yes	Yes
11	SPARC (64-bit)	No	No	Yes

For CA SDM, consider the following:

- You can integrate CA SDM with CA Business Intelligence, which uses Business Objects Enterprise XI, although we do not support installing CA Business Intelligence on Oracle Solaris.
- You can install CA EEM on Oracle Solaris, however CA SDM on Oracle Solaris cannot use external authentication for CA EEM on any platform. The CA EEM authentication feature requires the site to move the boplgm daemon to a Windows, Linux, or AIX operating system. The boplgm daemon on Oracle Solaris cannot integrate with the CA EEM Server on any platform.
- CA Workflow 1.1.132.0 server installation is supported on Oracle Solaris; however, you must install the CA Workflow IDE client on Windows and Linux operating systems.

Note: For more information about integrating products with CA SDM, see the *Implementation Guide*.

Novell SUSE Linux (SLES) Operating Systems

CA SDM supports the following Novell SUSE Linux operating systems:

Release	Version	CA Business Intelligence 3.3 SP1	CA EEM 8.4 SP4	CA EEM r12.51
11	(SP1 64-bit)	No	Yes	Yes

For CA SDM, consider the following:

- You can integrate CA SDM with CA Business Intelligence, which uses Business Objects Enterprise XI, although we do not support installing CA Business Intelligence on SUSE Linux.

Note: For more information about integrating products with CA SDM, see the *Implementation Guide*.

VMware Operating Systems

CA SDM supports the following VMware operating systems:

Release	Version	CA Business Intelligence 3.3 SP1	CA EEM 8.4 SP4	CA EEM r12.51
ESX Server	4.0 or higher	Yes	Yes	Yes

Important! If you want to configure CA SDM on Windows in a network address translation (NAT) environment, modify the local HOSTS file with the hostname and IP address of your server. You can find the hosts file in the `\system32\drivers\etc\hosts` directory.

Database Management Systems

The following tables list the database management systems that CA SDM r12.9 supports.

Important! Consider the following information:

- For UNIX/Linux Oracle implementations, set the Oracle environment variables before you install or migrate CA SDM.
- To resolve some known issues with Oracle 11g, you *must* force case sensitivity by setting the NX.env variable as `NX_ORACLE_CASE_INSENSITIVE=0`. We recommend that you also set `NX_DSSORT` to `BINARY` to make the domsrvr sort case sensitive. After upgrading to the latest release of Oracle 11gR2 (which *must* include Oracle patch 10248523), you can reset `NX_ORACLE_CASE_INSENSITIVE=1` for case insensitivity support.
- If you want to use a remote MDB, the database client (Oracle or SQL Server) *must* be installed on the same computer where you install CA SDM.

CA SDM supports the following Microsoft SQL Server - Database releases:

- SQL Server 2008, R2, SP1, SP2, SP3
- SQL Server 2012, SP1

CA SDM supports Oracle 11g R2. 32-bit ORACLE client must be installed on all CA SDM servers.

Note: We support remote MDB on HP UNIX with Oracle 11g R2.

System Requirements

Temporary space requirements vary from system to system. We recommend that at least 512 MB is available for the CA SDM installation purposes and 256 MB is available for the CA MDB installation. If the temporary space is less than the recommended minimum value, you can use the IATEMPDIR variable to redirect the temporary space of the installer to another folder.

(Advanced availability configuration) The following requirements must be met or exceeded for a CA SDM server to install and run properly:

Server Type	CPU Requirements	RAM Requirements	Disk Space Requirements
Standby or Background server Note: All standby servers and background server must have the similar hardware and software requirements.	Minimum Dual Processor 2 GHz Preferred Quad Core Processor 2 GHz	Minimum 4 GB Recommended 8 GB	4 GB Note: The mentioned minimum disk space is for product installation and for minimal application log growth.
Application server Note: The minimum recommended configuration for each of the application servers that the administration deploys must be the same.	Minimum Dual Processor 2 GHz Preferred Quad Core Processor 2 GHz	Minimum 4 GB Recommended 8 GB Note: The RAM size can be increased based upon the number of domsrvr or webengine pairs	4 GB
Remote MDB	Minimum Dual Processor 2 GHz Preferred Quad Core Processor 2 GHz	Minimum 4 GB Recommended 8 GB	20 GB Note: The recommended minimum disk space is 20GB, but, you should also allow for incremental growth to accommodate both new MDB table entries and to provide enough space for additional Service Desk-related documents.

Server Type	CPU Requirements	RAM Requirements	Disk Space Requirements
Attachments	-	-	Based on your organization requirements.
<p>Note: It is not recommended to have the attachment repository location as part of the standby or background or application server to avoid any link breakup during failover. It is recommended to keep it on an independent file server, preferably on a shared storage location, For advanced availability configuration, you may use SAN with RAID 5 configured. Best performance is achieved by using multiple repositories on multiple application servers.</p>			

(Conventional configuration) The following requirements must be met or exceeded for a CA SDM server to install and run properly:

Server Type	CPU Requirements	RAM Requirements	Disk Space Requirements
Primary server	Minimum Dual Processor 2 GHz	Minimum 4 GB Recommended 6 GB Note: The RAM size can be increased based upon the number of domsrvr or webengine pairs.	4 GB

Server Type	CPU Requirements	RAM Requirements	Disk Space Requirements
Secondary server	Minimum Dual Processor 2 GHz	Minimum 4 GB Recommended 6 GB Note: The RAM size can be increased based upon the number of domsrvr or webengine pairs.	4 GB
Remote MDB	Minimum Dual Processor 2 GHz Recommended: Quad Core Processor 2 GHz	Minimum 4 GB Recommended 8 GB	20 GB Note: The recommended minimum disk space is 20GB, but, you should also allow for incremental growth to accommodate both new MDB table entries and to provide enough space for additional Service Desk-related documents.

Note: Use only one DOM server or Web engine pair for each CPU and allocate 1GB RAM per pair.

The following requirements must be met or exceeded for a CA SDM Web Client computer to access CA SDM with better performance:

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

Based on the size of your CA SDM environment, the following requirements must be met or exceeded for the product install and run properly:

Database Size	Hardware	Requirements
Small—Used for installing CA SDM in a test environment.	CPU	Minimum Dual Processor 2.0 GHz
	RAM	Minimum 2 GB
	Disk Space	4 GB minimum. This will increase over time to accommodate database growth
Medium—The CA SDM default. The recommended setting for most CA SDM installations.	CPU	Dual Processor 2.0 GHz
	RAM	Minimum 4 GB Recommended 6 GB
	Disk Space	4 GB minimum. This will increase over time to accommodate database growth
Large—Used for large CA SDM installations.	CPU	Quad Processor 2.0 GHz
	RAM	Minimum 4 GB Recommended 8 GB
	Disk Space	4 GB minimum. This will increase over time to accommodate database growth

Note: The data files directory of the database server for the MDB requires at least 2 GB of space.

Web Browser Support

CA SDM supports the following web browsers. For specific version support, visit <http://support.ca.com> for the Browser Compatibility Matrix.

Desktops and Laptops

Provides full support for the following browsers:

- Microsoft Internet Explorer 8, 9, and 10
- Mozilla Firefox ESR 17 and ESR 24

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

- Google Chrome 27.0.x and above
- Apple Safari 5.1 and above

Note: If you want to browse CA SDM links and buttons with the tab key, enable the advanced setting in Safari that specifies Press Tab to highlight each item on webpage.

Note: When you open the Support Automation client, instructions appear about how to download and install this client on your computer. Select Yes or OK to any security prompts and do not change the file name. The client does not install if you rename the file or if you click No or Cancel at the security prompts.

Important! You can launch the Support Automation Analyst Interface from 32-bit web browsers only.

Tablets

Provides limited support for the Apple iPad.

Important! CA SDM supports the Apple iPad with iOS 7.0 browsers to display the Analyst Interface, Employee Self-Service, Customer Self-Service, and Vendor Self-Service interfaces only. CA SDM does not support attachments on Tablets. On the iPad, the Safari browser supports the full CA SDM User Interface. However, other browsers may display the full UI, but currently they are not supported.

CA SDM limits the Apple iPad default browsers to the following functionality:

- Announcements
- Scoreboards
- Create, modify, search, and sort Tickets
- Search and view Knowledge Documents
- Submit a Knowledge Document (Employee Interface only)

Smartphones

Displays the PDA Interface on all unsupported devices and browsers.

Chapter 5: Known Issues

This section contains the following topics:

- [Known CA Products Issues](#) (see page 41)
- [Known Client Issues](#) (see page 49)
- [Known Configuration Issues](#) (see page 59)
- [Known Database Issues](#) (see page 66)
- [Known Documentation Issues](#) (see page 69)
- [Known Installation Issues](#) (see page 69)
- [Known Knowledge Management Issues](#) (see page 72)
- [Known Localization Issues](#) (see page 75)
- [Known Migration Issues](#) (see page 92)
- [Known Miscellaneous Issues](#) (see page 97)
- [Known Reporting Issues](#) (see page 101)
- [Known Security Issues](#) (see page 105)
- [Known Upgrade Issues](#) (see page 111)
- [Known SharePoint Issues](#) (see page 115)
- [Known CA SDM Mobile Enabler Issues](#) (see page 116)

Known CA Products Issues

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

GRLoader Compatibility

The General Resource Loader (GRLoader) for CA SDM is distributed at level r12.9 and is backward compatible with all previous releases of CA CMDB.

Important! We recommend that you use GRLoader distributed with CA SDM r12.9.

The following considerations apply to GRLoader:

- The GRLoader utility that is distributed with CA CMDB r11.x is not compatible with CA SDM r12.9. Upgrade the utility to the version that is distributed with CA SDM r12.9.
- For any third-party product that uses GRLoader, reinstall all the files and directories in the java\lib directory, according to the instructions in the *CA CMDB Technical Reference Guide*.
- Earlier releases of GRLoader, for example, GRLoader distributed with CA Cohesion ACM, may require an upgrade. Apply the appropriate patch.

- (Solaris only) When running GRLoader using pdm_task, the environment variable \$NX_ROOT must *not* be exported from pdm_task. Prevent exporting \$NX_ROOT, by doing one of the following:
 - Temporarily comment out the line where \$NX_ROOT is exported.
 - Add a small script so that \$NX_ROOT is not exported when pdm_task runs GRLoader.

Note: In non-Windows operating environments, it can be useful to invoke GRLoader using pdm_task GRLoader <arguments>.

Unable to Access the Customized Tables Created from Web Screen Painter

Symptom:

I created a table using the Web Screen Painter but could not access the list page of this table from the CA SDM Web UI.

Solution:

Customized table names must not contain the JavaScript keywords, such as alert, prompt, and confirm. For example, the customized table with the name, z_global_alert, is rejected by the CA SDM webengine. Create the table with some other names and try again.

Unable to log in to the CA SDM Server in EEM High Availability Environment

Symptom:

When both the EEM servers are down and we try to bring up one or both the EEM servers, the CA SDM user login does not work.

Solution:

Contact [CA Support Online](#) to apply the patch and resolve this issue.

How to Review the Log Files

If a CA Business Intelligence installation fails, review the log files for further information. The log files contain error codes, presented as return values from certain functions.

The log files (ca-install.log, CA_Business_Intelligence_InstallLog.log) are located at the top level of the CA Business Intelligence installation directory. During the installation process, they are located in a temporary location, determined by the TEMP environment property on the system. If the installation fails, you can locate the log file in this temporary location.

If you encounter a problem, do the following:

1. Open CA_Business_Intelligence_InstallLog.log and check if any errors are reported.
2. Open the ca-install.log file.

This file is large and contains log details.

3. Scroll down to the bottom of the file and check if any errors are reported.
4. Search for BIEK_GetExitCode to check the returned value of the BIEK_GetExitCode function.

If the returned value is not 0, an installation error exists.

5. Search for keywords, such as Error, Warning, CMS, or InfoStore to figure out the cause of the error.

CA SDM Fails to Start after Previous Versions of eTPKI are installed after CA SDM

Valid on Windows systems with other CA products installed after CA SDM

Symptom:

The following message occurs while CA SDM is starting:

Unable to connect to DB

CA SDM fails to start when CA products with earlier versions of eTPKI are installed after CA SDM.

Solution:

To avoid this issue, do the following:

1. Edit the system path: Move the PROGRA~1\CA\SC\CAPKI\Windows\x86\32\lib directory to the beginning of the path.
2. Start CA SDM.

Error Adding Scoreboard to a Multi-Frame Form

Valid on all operating systems

Symptom:

When you add the Scoreboard to a multiframe form, the following error occurs:

Error: `window.parent.scoreboard` has no properties

For example, this problem occurs when you do the following:

1. Create a multiframe form.
2. Add the Scoreboard to one of the frames.
3. Publish the form.
4. Add the form to a tab, and the tab to a role.
5. Log in to CA SDM using the role to which you added the tab or form.

The following error message appears:

Error: `window.parent.scoreboard` has no properties

Note: For information about these steps, see the *Online Help*.

Solution:

Do not use the Scoreboard with multiframe forms in CA SDM r12.9.

Error While Launching the CA Process Automation Process Viewer

Valid on all operating systems

Symptom:

When a user tries to launch the CA Process Automation Process Viewer from CA SDM, the following error message appears:

Unable to launch the application. [Client name][Publisher][From]

Solution:

The CA Process Automation installer uses the host name of the computer where it is installed to populate the information in the CA Process Automation configuration files. For CA Process Automation to operate properly, the host name has to be a reachable name from all computers that access CA Process Automation from CA SDM. If there is an issue with the hostname value that is set during installation, the Administrator can change a CA Process Automation configuration file to resolve the problem.

1. On the CA Process Automation server open the %InstallationDir%\server\c2o\.config\OasisConfig.properties file.
2. Change the oasis.local.hostname to a value that is reachable from both the CA Process Automation server and from CA SDM workstations.

Note: Verify that the new hostname matches the CA SDM Options Manager value set in the caextwf_processdisplay_url option.

3. Restart the CA Process Automation server.

The user can launch the Process Viewer from CA SDM. The host name is reachable from every computer that accesses CA Process Automation from CA SDM.

CA Process Automation Client Launches with the Previous User Credentials

Symptom:

When I launch the CA Process Automation client, the client opens with the previous user credentials.

Solution:

CA Process Automation caches data such as for user names and passwords in the browser. This caching causes the client to open with the previous user credentials when a user clicks View Process or any process instance log under the Workflow Tasks tab of any ticket detail page.

Clear your browser cache before you log in to CA SDM or open CA SDM in a new browser.

404 Error is Displayed on Clicking the View Process Button

Symptom:

CA SDM r12.9 is integrated with CA Process Automation r3.1 SP1. When I click on the View Process button from CA SDM, a 404 error is displayed.

Solution:

1. Select Options Manager, CA IT PAM Workflow.
2. Set the value of the *caextwf_processdisplay_url* option to the following:

```
http://<wf_hostname>:<wf_tomcat_port>/itpam/JNLRequestProcessor?processType=startUI&roid=
```
3. Restart CA SDM services.

Dependent CIs Belonging to Service Family Do Not Display on the Change Scheduler

Symptom:

Dependent CIs that belong to the CI families: Enterprise Service and Service do not display on the Change Scheduler if the Service family in the table *ci_resource_family* has an *table_extension_name* different from "serx."

Solution:

Change the *table_extension_name* for the Service family to "serx."

Help Set Redefinition Error

Valid on all operating systems

Symptom:

When you remove topics from a help set, the topic headings are not removed from the Table of Contents.

For example, this problem occurs if you do the following:

1. Create a Help Set.
2. Associate the Help Set with a newly created role.

3. Edit the Help Set definition and remove some of the content.
4. Log in to CA SDM using the role with the edited help set.
5. Launch the online help and examine the Table of Contents.

The help topics you edited out are still listed in the Table of Contents.

Solution:

1. Create a help set rather than edit one.
2. Edit the role to attach the new help set.

Note: For information about these steps, see the *Online Help*.

Configuration Item Reconciliation Attributes Are Not Tenant Aware

Valid on all systems with a multi-tenancy installation

Symptom:

The user cannot create a configuration item because it conflicts with another configuration item owned by a different tenant. The following reconciliation attributes are not tenant aware:

- Name
- Serial Number
- Hostname
- DNS Name
- Asset Tag

Solution:

To prevent this conflict, append the name of the tenant to one or more of the reconciliation attributes.

Support Automation Creates a Temporary Folder Named CA-SupportBridge

Symptom:

When end users and analysts use Support Automation, they cannot locate the temporary Support Automation folder. The temporary folder stores files, such as executables, from the end-user client and Support Automation Analyst Interface.

Solution:

The temporary folder created by the applications is named CA-SupportBridge, such as in the following directory:

C:\Documents and Settings\All Users\Application Data\CA-SupportBridge

Purge on a CA Support Automation r6.0 SR1 eFix5 Database Does Not Export Inactive Users

After running the historical data purge script on the CA Support Automation r6.0 SR1 eFix5 database, inactive users (those that have not been involved in an assistance session during the retained history time period) are not exported to the CA SDM r12.9 database.

CA BSI Metric Data Does Not Display Properly

When you integrate CA SDM with CA BSI, users can display Metric data for Contract CIs that are associated with a CA BSI MDR. Users must specify a Contract Party (CA BSI Entity) before they submit the request. A CA BSI limitation prevents metric data from being properly displayed for Contract Parties that have certain non-alphanumeric characters within the name. We recommend that you use alphanumeric Contract Party names and avoid using any of the following characters:

reserved = gen-delims / sub-delims

gen-delims = : / ? # [] @

sub-delims = ! \$ & ' () * + , ; =

CA NSM Integration

CA SDM r12.9 customers that plan to integrate with CA NSM must apply a CA NSM patch that enables the integration using the CA SDM r12.9 WSDL.

You can download the CA NSM patch from [CA Support Online](#).

Known Client Issues

Known issues exist that affect the behavior and success of using clients within CA SDM.

Unable to Launch the Support Automation Web Chat Client Session

Symptom:

The web chat client session can only be launched after closing the existing browser and opening a new browser. You encounter the following problems when you configure the supportautomation_url with an IP address:

- The web client end user does not launch after the first web client end-user session is closed. The Post Logout page displays the following message: Your Live Assistance Session is complete.
- Different web client end-user consoles are merged with the existing web client session when you try to launch a different web client end-user console on the same computer in the same browser window.

Solution:

If the supportautomation_url configuration uses an IP address which has an existing host name mapping, the HTTP request processing resolves to this host name. You can change the configuration of supportautomation_url to the host name or you can remove the mapping of the IP address to host name to resolve the issue.

Unable to Run the Support Automation Agent Installer Silently

Valid on Windows 8 with UAC enabled or disabled, Windows 7 with UAC enabled, Vista with UAC enabled

Symptom:

I am unable to perform silent install or silent uninstall on the Support Automation Agent installer.

Solution:

To run the installer silently, user must be using a built-in administrator account. If the user is a created administrator (non-built-in administrator), complete the following steps to install or uninstall silently:

1. Open the command prompt, as the administrator.
The UAC window is displayed.
2. Click Yes on the UAC window, go to file location of silent installation bat file and run the batch program.

Unable to Perform Some Support Automation Tasks (Chat, Automation, File Transfer, Remote Registry, and so on)

Valid on Windows XP 64 bit machine with pre-installed Support Automation agent.

Symptom:

Remote control and screenshot functionalities are working, while the remaining functionalities (for example, Chat, Automation, File Transfer and Remote Registry, and so on) are not working.

Solution:

Currently no solution exists.

Unable to Use the Remote Control Functionality

Valid on Windows 8 machine with pre-installed agent

Solution:

Make the following registry changes on the end-user machine:

- Hive: HKLM
- Path: SYSTEM\CurrentControlSet\Control\Windows
- DWORD: NoInteractiveServices
- Change value "1" to "0"

We also recommended that when an analyst tries to do Remote Control with the end user, the end-user machine must be accessed as a console session and not by any other remote desktop protocols.

Unable to Create Registry keys Under HKEY_LOCAL_MACHINE, Software

Valid on Windows 7, 8 and Vista with UAC enabled

Symptom:

SA analyst has initiated a Live chat session with a SA end user. Both SA analyst and SA end user are on different machines and the SA end user has logged in to Support Automation as a created administrator. SA analyst tries to create a registry key under HKEY_LOCAL_MACHINE, Software on the SA end user machine (Windows 7, 8 and Vista with UAC enabled). An error message is displayed.

Solution:

Use the impersonate feature, and impersonate as the built-in administrator to work with registry keys.

Support Automation Clients Do Not Open on Chrome, Safari, or Firefox

Symptom:

When I open the Support Automation Analyst Interface or end-user client from Chrome, Safari, or Firefox, the Support Automation client opens in IE. The client only opens in IE, even if I set Chrome, Safari, or Firefox as the default browser. For example, you click on any link on the Support Automation Analyst Interface, such as an Incident. The Incident opens in Internet Explorer, instead of opening in Chrome, Safari, or Firefox. If I disable IE, the links do *not* work.

Solution:

No solution exists.

The Support Automation Analyst Cannot Use Remote Control During the Assistance Session

Valid on Windows Vista, Windows 7, and Windows 8

Symptom:

When I use Remote Control during an assistance session, I try to run an application as Administrator and I use the provided Administrator credentials in the User Account Control window. I do not have control on an opened application in the Remote Control session on the end-user computer.

Solution:

Windows Vista, Windows 7, and Windows 8 do not display the User Account Control (UAC) window or any Secure Desktop window for the Support Automation Analyst during the web launch. You can only switch between the Desktops to display the secure Windows window when the end-user computer runs the CA Support Automation Agent Service.

Unable to View the HKEY_LOCAL_MACHINE\SOFTWARE Sub Registry Keys

Valid on Windows 64-bit computers

Symptom:

When the end user uses a 64-bit client computer, the registry key behaves as the following cases:

- During an assistance session, a user creates, modifies, or deletes registry keys under HKEY_LOCAL_MACHINE\SOFTWARE on the end-user computer from the Support Automation Analyst Interface. These keys display under the HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node on the end-user computer.
- A user creates, modifies, or deletes registry keys under HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node on the end-user computer and starts the assistance session. The keys display under the HKEY_LOCAL_MACHINE\SOFTWARE in the analyst session.
- A user creates, modifies, or deletes registry keys under HKEY_LOCAL_MACHINE\SOFTWARE on the end-user computer and starts the assistance session. The keys do not display under the HKEY_LOCAL_MACHINE\SOFTWARE in the Analyst assistance session.

Note: The HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node key is transparently presented to 32-bit applications by WoW64 as HKEY_LOCAL_MACHINE\SOFTWARE. For more information, see the MSDN article titled Registry Keys Affected by WOW64.

Error Message Appears When Launching the Support Automation Analyst or End-User Clients

Valid on Internet Explorer 8, 9, and 10

Symptom:

For the Support Automation end-user client, if your CA SDM site is in an Internet zone (or any other zone) with a security level higher than Medium-Low, Internet Explorer blocks pop-up windows and the end user is not able to launch the Support Automation client.

For the Support Automation analyst client, if your CA SDM site is in an Internet zone (or any other zone) with a security level higher than Medium-Low, Internet Explorer blocks downloads and launches from IFRAME, and the analyst is unable to launch Live Assistance.

Solution:

For the Support Automation end-user client, move the CA SDM site to the Trusted Sites Zone and set the security level to Medium-Low, or allow pop-up windows from the CA SDM site.

For the Support Automation analyst client, move the CA SDM site to the Trusted Sites Zone and set the security level to Medium-Low. You can also set a Custom security level by setting the Enable for Downloads and Automatic prompting for file downloads options.

Submenu Does Not Disappear from the Page in iOS

Valid on the Apple iPad

Symptom:

When I click the File Menu on the Service Desk tab, the submenu does not disappear until I select any links from the submenu or any other tab. If I click a different link on the form, the submenu does not disappear.

Solution:

The iOS has a limitation that causes this behavior because the iPad does not use a mouse.

Unable to Export Schedule on Internet Explorer

Valid on Windows

Symptom:

Exporting the Change Order Schedule does not function correctly when Enhanced Security is enabled in Internet Explorer (IE). The Enhanced Security option prevents IE from displaying the download prompt that the Export button creates for the user. The Enhanced Security option is only available on server installations of Windows.

Solution:

Disable the Enhanced Security option in IE.

Script Warning Appears when Viewing a Large Number of Knowledge Categories in IE

Valid on IE 8

Symptom:

When I try to load a large number of Knowledge Categories, IE displays a warning message that says, "A script on this page is causing Internet Explorer to run slowly."

Solution:

Visit the Microsoft Support page and view article number 175500 to download a fix.

Cygwin Environment Causes Application Problem

Symptom:

I can launch CA Service Desk Manager Java applications from a Cygwin environment using an AIX server, but the application buttons are not operable.

Solution:

This behavior is a problem with the Cygwin environment. Use a different emulator.

Functionalities in Change Calendar Are Not Accessible

In the Change Calendar tab, if you click the back button in Internet Explorer, you cannot access the functionalities of the change calendar. The object that does not support the error displays. Log out from CA SDM to access the Calendar tab again.

Firefox Limitations in Knowledge Management

Valid on Windows and Linux

When using Firefox browsers, you can experience the following limitations in Knowledge Management:

Symptom:

From the Design Tab in the HTML Editor, you cannot delete previously saved text entered in the Resolution field of a knowledge document.

Solution:

You can delete previously saved text from the Source tab in the HTML Editor.

Symptom:

In Knowledge Management, a Firefox security setting can prevent you from using Cut, Copy, and Paste functions.

Solution:

To enable Cut, Copy, and Paste functions, modify your browser security preferences.

Note: For more information about configuring browser preferences, see mozilla.org.

Chrome Does Not Display Page Titles Correctly

Valid on Windows Server 2008

Symptom:

When I use Google Chrome, some title pages do not display correctly. For example, the `detail_in.html` contains the title as *untitled*.

Solution:

Upgrade to the latest version of the browser.

iOS Crashes when Selecting a Contact During Ticket Creation

Valid on iOS

Symptom:

When I create a ticket and want to add a contact, the browser crashes. The auto-correction feature of iOS and the search-as-you-type feature of CA SDM retrieve results and the user selects the contact that CA SDM retrieves.

Solution:

Disable the auto-correction feature on iOS.

Child Windows Do Not Close After Logging Out on the iPad

Valid on iPad iOS 5

Symptom:

After I log out of CA SDM on the iPad, the child windows do not close. For example, I click File, New Change Order. I log out of CA SDM and the New Change Order window remains open and I can still enter data.

Solution:

The iOS 5 operating system has an issue when you close the window using the handle (close() API). For more information, use an internet search engine to look for "iPad Safari iOS 5 window.close()".

Web Interface Renders Incorrectly in Internet Explorer

Valid on Windows

Symptom:

I experience any of the following problems:

- The web interface does not render correctly when I log in to the Analyst interface
- I cannot log on as a customer or employee.
- The guest login link is not on the page or the button is incorrect.
- Internet Explorer is using the Enhanced Security Configuration and the Internet zone does not allow you to run any script.

Solution:

Complete one of the following tasks:

- Create a custom security level in IE to enable most entries or add the server *hostname* to the Local Intranet zone.
- Log on as Administrator and disable the Enhanced Security Configuration in Internet Explorer.

JavaScript Updates Cause Pages to Appear Incorrectly in Internet Explorer

Valid on Internet Explorer 8, 9, and 10

Symptom:

I migrated to CA SDM r12.9, or I modified CA SDM by updating the JavaScript files. The updates do not display in the web interface correctly. JavaScript errors may also appear.

Solution:

A setting in Internet Explorer prevents the deletion of Temporary Internet Files from favorite sites and you *must* clear the browser cache.

Follow these steps:

1. Click Tools, Internet Options.
2. Click Delete in Delete Browsing History.
3. Disable the Preserve Favorites website data option and verify that the Temporary Internet files check box is selected.

4. Click Delete.
The browser deletes the files.
5. Click OK on the Internet Options dialog.

JAWS Does Not Read Header Associated with a Link on Read-Only Detail Forms

Symptom:

JAWS does not read the header associated with a link on a read-only detail form.

Solution:

Complete the following steps:

1. Open IE.
2. Press the Insert key + V to open the JAWS options.
3. Click Link Options, Text Link show Using - Screen text.
4. Press the spacebar until the option changes to Text Link Show Using - Title.
5. Close the options dialog.

Unable to Navigate to the Main Page of CA SDM

Valid on Internet Explorer 8, 9, and 10

Symptom:

I am unable to go back to the main page of CA SDM when I click List All Windows from the menu driven option and then click Main Page.

Solution:

The problem occurs when you open multiple tabs on the Internet Explorer. You must close all the other tabs and then click Main page option. This behavior is a known issue in Internet Explorer 8 and 9.

Search-As-You-Type Works Differently for Japanese Language with Firefox

When Firefox is used with the Japanese version, the analyst must commit characters (such as exiting the IME process) to see matching results with Search-As-You-Type. Japanese characters in Firefox are not processed until the characters are released (no longer underlined or highlighted) by the Japanese Input Method Editor (IME).

PDA Interface Displays Error Message when Creating a Ticket

Valid on the PDA interface

Symptom:

If two or more contacts have the same first name, last name, and middle name combination and I add the user to the End User, Requester, or Assignee fields, I cannot create tickets from the PDA interface.

The PDA interface displays one of the following error messages:

- Multiple Matches - Affected End User: XXXX
- Multiple Matches - Requester: XXXX
- Multiple Matches - Assignee: XXXX

Solution:

Use the regular CA SDM user interface which does not display these errors.

Known Configuration Issues

Known issues exist that affect the behavior and success of configuring CA SDM.

Functionality Failures After Configuring the CA SDM Secondary Server with a Different Tomcat Port

Valid on all operating environments

Symptom:

I configured the CA SDM Secondary server with a different Tomcat port than the Primary server port. This configuration causes some functionality to fail when accessed from the Secondary server web URL. For example, GRLoader, and Process Viewer.

Solution:

Access the functionality from the primary server URL because they do not work on the secondary server. Use the `-s` parameter to specify host name and port number while running GRLoader from the secondary server.

Configuration Failure on 64-bit Oracle

Valid on 64-bit Oracle 11g R1 and 11g R2

Symptom:

The configuration fails and the following error messages appear on 64-bit Oracle:

- In the stdlog: "Unable to connect to Oracle database mdbadmin on server"
- In the checkdb.0 log: "Unable to load the OCI library or DLL. Cannot continue!"

Solution:

Install the latest 32-bit Oracle client, and do the following:

- On Windows, verify that the path includes the directory for the 32-bit Oracle libraries.
- On UNIX, set the library path variable so it points to the 32-bit Oracle library.

Note: The problem can also occur when migrating from a previous release of CA SDM. If the error occurs during migration, install the client and run the migration.

bopauth_nxd Does not Run When Moved from Background Server

Symptom:

I have setup advanced availability configuration for the CA SDM environment. I logged in to the background server and navigated to Options Manager, Security from the Administration tab. I changed the bopauth_host value from default to point to an application server. I restarted all the CA SDM servers. bopauth_nxd is not running on the application server.

Solution:

When bopauth_nxd is moved from background server to any other server (such as the application server) complete the following steps:

1. Restart the background server after changing the default value of bopauth_host.
2. Start version control as a client on the application server using the following command:

```
pdm_ver_nxd -c
```
3. Restart the application server.

LDAP Virtual Database Does not Run When Moved from Background Server

Symptom:

I have setup advanced availability configuration for the CA SDM environment. I logged in to the background server and navigated to Options Manager, Security from the Administration tab. I changed the ldap_virtddb_host value from default to point to an application server. I restarted all the CA SDM servers. LDAP Virtual Database is not running on the application server.

Solution:

When LDAP Virtual Database is moved from background server to any other server (such as the application server) complete the following steps:

1. Restart the background server after changing the default value of ldap_virtddb_host.
2. Start version control as a client on the application server using the following command:

```
pdm_ver_nxd -c
```
3. Restart the application server.

Configuration Fails After CA SDM Installation

Valid on Windows 2008 SP2 and Windows 2008 R2

Symptom:

I logged in as an Administrator on Windows 2008 with enabled User Access Control (UAC) settings and installed the CA SDM application. When I try to configure CA SDM from the Start menu, the configuration fails either during the launch of the Configuration window or in the Database Configuration screen of the Configuration window.

Solution:

To configure CA SDM successfully, click Start, All Programs, CA, Service Desk Manager, then right-click Configure and select Run As Administrator.

Warning Message Appears When Implementing CA SDM

Valid on SuSE 11 only

Symptom:

During the CA SDM installation, configuration, or uninstallation procedures, the following warning message appears:

libxcb: WARNING! Program tries to unlock a connection without having acquired a lock first, which indicates a programming error. There will be no further warnings about this issue.

Solution:

Disregard the warning; it has no impact on the installation, configuration, or uninstallation procedures.

Error Messages Appear in pdm_tomcat_REST.log During REST Web Services Deployment

Symptom:

On rare occasions, the following error message may appear in the REST Tomcat logs (pdm_tomcat_REST.log) during REST Web Services application deployment.

```
SEVERE: Exception fixing docBase for context [/caisd-rest]
java.util.zip.ZipException: error in opening zip file
Feb 27, 2012 3:44:57 PM org.apache.catalina.core.StandardContext resourcesStart
SEVERE: Error starting static Resources
java.lang.IllegalArgumentException: Invalid or unreadable WAR file : error in opening
zip file
Feb 27, 2012 3:44:57 PM org.apache.catalina.core.StandardContext startInternal
SEVERE: Error in resourceStart()
Feb 27, 2012 3:44:57 PM org.apache.catalina.core.StandardContext startInternal
SEVERE: Error getConfigured
Feb 27, 2012 3:44:57 PM org.apache.catalina.core.StandardContext startInternal
SEVERE: Context [/caisd-rest] startup failed due to previous errors
Feb 27, 2012 3:45:07 PM org.apache.catalina.startup.HostConfig checkResources
INFO: Undeploying context [/caisd-rest]
```

Solution:

Sometimes the WAR file for the REST Web Services application is not accessible at the time Tomcat tries to deploy the application. You can ignore this error message because Tomcat fixes the error automatically. Tomcat retries the deployment which succeeds usually.

IPV6 Address Fails to Connect

Valid on all operating systems

Symptom:

A primary or secondary server is configured for either mixed mode or IPV6-only mode and the browser or standard logs show connection failure messages.

Solution:

Verify that the primary server, secondary server, or client can resolve the IPV6 address by name. Verify that the CA SDM address is a valid IPV6 address. For example, the IPV6 address is a routable IPV6 global address instead of an unrouted FE80 address.

To resolve IPV6 address connection issues on the servers or clients, do the following:

1. On the primary or secondary server, run the following CA SDM Java 1.7 command-line utility:

```
java -cp $NX_ROOT/java/lib/checkprotocols.jar  
com.ca.ServicePlus.ipv6.tools.getByAddress [address] [slump_port] [protocol]
```

For example, to obtain IPV4 addresses for the Sd16 node, enter `java -cp $NX_ROOT/java/lib/checkprotocols.jar com.ca.ServicePlus.ipv6.tools.getByAddress Sd16 2100 IPV4`.

address/node

Specifies the named address/node name of the primary or secondary server (either local or remote).

slump port

Specifies the TCP slump port number. For example, 2100.

protocol

(Optional) Specifies the IPV4 or IPV6 protocol. When you omit the protocol, the default supplies both IPV4 and IPV6 addresses.

The utility lists information for the specified server node.

2. Use the data from the command line utility to verify that the routable CA SDM addresses are correct and are the same addresses that are on the DNS or name resolving servers entries.
3. If the addresses still do not resolve, specify the local and remote addresses for the CA SDM servers in one of the following files:
 - (Windows) <system drive>:\windows\system32\drivers\etc\hosts
 - (UNIX/Linux) /etc/hosts

Note: Use the server information from the command line utility to update the *hosts* file. Follow the instructions in the hosts file to add the CA SDM server node names.

4. If remote clients cannot connect to CA SDM, do one or more of the following:
 - Verify that the DNS name servers have the correct addresses.
 - Enter the IPV6 address directly into the browser.

PKI Login Fails with CA Workflow Configuration on AIX

Valid on IBM AIX

Symptom:

When I configure CA Workflow on AIX, the PKI login fails.

Solution:

After you install CA Workflow on AIX, you can configure CA Workflow for PKI login if necessary. IBM AIX requires additional security policy files for this login to work successfully.

Follow these steps:

1. Verify that you configured CA Workflow successfully.
2. Go to the IBM website and download the *Unrestricted Policy Files* (version 1.4.2 or later) from the Unrestricted JCE policy files page.

Note: Register on the IBM website to download the policy files.

3. Replace the *local_policy.jar* and *US_export_policy.jar* files in your Shared Components JRE directory with the policy files that you downloaded from the IBM website.

By default, these files are located in the `/opt/CA/SC/JRE/1.7.0_04/lib/security` directory.

4. Stop and start CA Workflow using the following commands:

```
pdm_tomcat_nxd -c STOP -t CAWF  
pdm_tomcat_nxd -c START -t CAWF
```

Uninstall CA SDM Manually

Symptom:

During uninstall, a message informs me to refer to the *Release Notes* for manual uninstall instructions.

Solution:

The `installvariables.properties` file is missing from the `NX_ROOT/SDUninstall` folder, however, the file is required to uninstall CA SDM. Perform the following procedures to resolve this problem.

To uninstall CA SDM manually on Windows operating environments

1. Shut down CA SDM.
2. Execute the following instructions:
`oa60_client_uninstall`
`oa60_server_uninstall`
3. Remove the file `%WINDIR%\paradigm.ini`.
4. Remove the CA SDM installation folder. For example, the default folder location is `C:\Program Files\CA\Service Desk Manager`.

Important! Verify if both the ODBC services (CA SDM ODBC Data Access and CA SDM ODBC Agent) are removed or shut down before deleting the installation directory.

5. Remove the CA\Service Desk Manager folder from `% ALLUSERSPROFILE%\ Start Menu\Programs`.

The product is uninstalled.

Note: To uninstall the CA SDM Server service, run the instruction `pdm_d_mgr -u`.

To uninstall CA SDM manually on UNIX operating environments

1. Shut down CA SDM.
2. Remove the symbolic link `/opt/CAisd`.
3. Remove the CA SDM installation folder. For example, the default folder location is `/opt/CA/ServiceDeskManager`.

The product is uninstalled.

CA CMDB Visualizer Fails to Start on Secondary Server

Valid on all operating systems

Symptom:

When CA CMDB Visualizer is configured on a secondary server, the following error message appears on the Visualizer login screen:
Loading application configuration data. Application is not ready to use. Please contact your Administrator.

Solution:

Stop and then restart CA CMDB Visualizer tomcat on the secondary server as follows:

1. Run the following commands at the command prompt:
 - `pdm_tomcat_nxd -d STOP -t VIZ`
 - `pdm_tomcat_nxd -d START -t VIZ`
2. Log on to Visualizer.
The Visualizer application opens.

Known Database Issues

Known issues exist that affect the behavior and success of using Oracle or SQL Server.

Oracle and CI Name Search

On Oracle 11g r1, if you search for an existing CI Name that is longer than 67 characters, the search fails. This problem does not occur on Oracle 11g r2.

Search Operations Do not Fetch any Results

Symptom:

I tried to perform search in CA SDM based on data partitions. No search results are displayed and I get a DB error in the stdlog file.

Solution:

Upgrade your Oracle server version to release 11.2.0.3.0 and try again.

pdm_isql Utility is not Working on the Background Server

Symptom:

I logged in to the background server and executed the pdm_isql command. I am getting the following error message:

Unable to connect to the database.Since ODBC Services are not running on BG Server

Solution:

The pdm_isql utility works only on the application server and you cannot run it on the background server.

Oracle 11g Release 1: Enable Case-Sensitive Search Capabilities within CA SDM

Valid on all operating systems

Symptom:

When using CA SDM r12.9 with Oracle 11g Release 1, unexpected results can occur due to a case-sensitivity issue. For example, the following problems can occur:

- Documents can be associated with the wrong categories.
- Data partitioning may not work as intended.
- The Web UI may become unresponsive when a list of relationships is displayed.

Solution:

To *resolve* this issue, use Oracle 11g, Release 2. You can download Oracle 11g Release 2 from the Oracle Metalink Support page.

To *avoid* this issue, enable case-sensitive search capabilities within CA SDM. In the NX.env file, set the NX_ORACLE_CASE_INSENSITIVE=variable to 0 instead of the default, 1, and restart services.

Note: For problem resolution, BUG ID No. 7335665 has been assigned to the Oracle development group.

CA SDM Services Do Not Run After Configuration

Valid on Oracle on UNIX/Linux

Symptom:

After I complete the CA SDM configuration, the CA SDM services do not run by default.

Solution:

For configuring a 64-bit Oracle 11g database on a 64-bit computer, you *must* also install the Oracle 32-Bit Client on the server. Complete the following steps when you configure the database:

- The system library path (LD_LIBRARY_PATH on Oracle Solaris and Linux, and LIBPATH on AIX) must point to the 32-bit Oracle libraries.
- The ORACLE_HOME variable *must* point to the 32-bit Oracle libraries.
- The system PATH variable should include the 32-bit client bin folder: \$ORACLE_HOME/bin.
- Create a net service name on the Oracle client to point to the Oracle database server instance. Use Administrator as the Oracle 32-bit client installation type.

Incorrect Search Results When Using Wildcards on Oracle

Valid on Oracle 11g R2

Symptom:

I use the underscore (_) and question mark (?) wildcards in a search and an incorrect number of results appear.

Solution:

Avoid using an underscore or question mark when you want the number of returned records to be accurate. These wildcards work on SQL Server searches.

SQL Server Limitation When Using Required Fields Which Do Not Allow Duplicate Values

Valid on SQL Server

SQL Server may not accept more than 900 bytes when you update the required fields which does not allow duplicate values. These fields can contain unique indexes and SQL Server has a known limitation. When you click Save, this limitation causes CA SDM to display an error message such as the following example:

Operation failed. The index entry of length %d bytes for the index '%.*s' exceeds the maximum length of %d bytes.

Known Documentation Issues

The following issues were identified in the CA SDM documentation set after publication.

Help On This Window Option Does Not Work on the iPad

Valid on the Apple iPad

Some online help forms display the main CA SDM *Online Help* home page instead of specific topics. If this topic appears, use the search in the *Online Help* to find the appropriate content.

If the Help On This Window option does not work on the iPad, use the following actions:

- If you have an open help page and click Help On This Window on the other form, the new help form does not appear. Instead, the form updates to the already opened help form. The focus does not go to the help form and you have to click the form.
- If you open the help from another form, for example the Incident or Problem detail form, a prompt appears on the CA SDM home page. Click Accept from the home page to view the required help form.

Known Installation Issues

Known issues exist that affect the behavior and success of installing CA SDM.

Supported Characters in Installation Path

Valid on operating systems with a CA Business Intelligence installation

Symptom:

The installation fails with an error regarding the characters specified in the installation path.

Solution:

The BusinessObjects installation supports only alphanumeric, spaces, dashes, and underline characters in the installation path. Modify the installation path to include these character types only.

Unable to Enter Credentials for the Privileged User During the CA SDM Installation

Valid on Non-Windows (RH Linux, AIX and Solaris)

Solution:

Type the password on a notepad on your computer or any terminal, and then copy and paste it using the mouse.

Unable to Install or Configure CA SDM When the Install Directory Contains Spaces

Valid on UNIX/Linux

Symptom:

The install directory name contains spaces and you are unable to install or configure CA SDM properly on UNIX/Linux.

Solution:

Do not specify spaces in the installation media path and folder name.

CA Workflow Installation Fails on a CA SDM Secondary Server

Valid on Oracle

Symptom:

The CA Workflow installation fails on a secondary server that points to an Oracle database on the primary server. When you install CA SDM on a secondary server, the CA SDM configuration does not update the ORACLE_HOME value in the NX.env file.

When the environment loads to execute the sqlplus statements during the CA Workflow installation, it sets the ORACLE_HOME value =*ORACLE_HOME_REPLACE*. The sqlplus command fails to find the required support files to execute the command, and returns an error.

Solution:

The ORACLE_HOME value in NX.env contains an invalid path to the Oracle installation. You add a number sign to comment out the value before installing CA Workflow on the CA SDM secondary server that you configured for Oracle as follows:

1. Open the NX.env file with a text editor.
2. Insert a number sign (#) before the *ORACLE_HOME=* parameter, as shown in the following example:

```
#ORACLE_HOME=
```

3. Save the NX.env file.
4. Install CA Workflow.

The correct system environment ORACLE_HOME value is used.

CA Workflow Installation Fails on UNIX/Linux

Valid on UNIX and Linux

Symptom:

The CA Workflow installation fails and the pdm_install_wf.log file in the \$NX_ROOT/log/ directory shows the following error messages:

- Set CAPKIHOME environment variable
- Unable to initialize etpki in any mode giving up.

Solution:

Set the *CASHCOMP* variable in the shell that launches the installation media. Typically, new installs set the variable to *CASHCOMP=/opt/CA/SC*. The CA SDM installer adds this variable to the various profile and *.login* files. After you open a new shell, verify that the variable exists and launch the installation media again.

Cannot Accept the End User License Agreement During the CA SDM Installation

Valid on VMware

Symptom:

During the CA SDM installation, the buttons for the End User License Agreement (EULA) do not display. I cannot click Accept to continue installing CA SDM.

Solution:

The buttons do not display on nonstandard screen resolutions, such as 1275X647. Modify the screen resolution so that it has a 4:3 or 16:9 aspect ratio and restart the installation.

CA EEM Installation Fails on Solaris or Linux

Valid on Solaris and Linux

Symptom:

The CA EEM installation fails with the following errors if you did not configure IPV6 correctly:

- CA iGateway installation failed
- Error message: Performing sanity test for system ip configuration for localhost: fail is displayed in igwinstall.log.

Solution:

Execute the following commands:

```
ifconfig lo0 inet6 plumb  
ifconfig lo0 inet6 up
```

Add ::1 in /etc/hosts

Known Knowledge Management Issues

Known issues exist that affect the behavior and success of using Knowledge Management functionality.

Comma Not Supported in Name Fields

Valid on all operating systems

Symptom:

A comma in a name field can cause unexpected results in the display of the combined user name. For example, entering a name such as the following while creating or updating a contact record causes the combined name to display incorrectly:

- Last Name: Smith, Jr
- First Name: John
- Middle Name: <blank>

The comma causes "Jr" to appear in the first name position and "John" not to appear.

Solution:

Avoid using the comma character in a name field.

Searching for a Document That Has White Spaces in the Title Causes Failure

Valid on all operating systems

Symptom:

You create a Recommended Document from Knowledge, Search, Recommended Documents, Create New. The Title text (as displayed in Edit mode) contains a leading space or double spaces between title words.

When I type the title words and use the auto-completion feature in the Knowledge Document text field, the Knowledge Document Lookup page opens with no results found.

Solution:

You must invoke the Knowledge Document Lookup Form by clicking the link on the Create New Recommended Document page. From the Knowledge Document Lookup Form, do the following:

1. Enter the title text.
2. Search for the document.
3. Select the correct record.

Note: If you fail to do this solution and enter the title words into the text field (without observing correct white-space), auto-completion is invoked, and the Knowledge Document Lookup page opens with no results found. If no results occur, clear the search filter on the Knowledge Document Lookup page, manually enter keywords in the title into the Keywords for Advanced Search field, and click Search.

Wrong Number of Documents Are Returned in Search Results

Symptom:

The incorrect number of knowledge documents are returned in search results.

Solution:

To resolve this issue, run `pdm_k_reindex +f` from the command line.

The correct number of documents appears in the search results.

Unable to Export Documents from Templates

Symptom:

I am unable to export a document using the export or import template. I click the Export button from Documents, Export/Import Templates, but the action does not initiate the exporting function.

Solution:

Incorrect handling of embedded links that reference CA SDM objects instead of files in a repository cause this error. A warning message displays when you click the Export button, similar to the following example:

02/17 15:55:05.30 hostname keit_daemon 4088 WARNING export.c 645 The link 'New Request from a template - 400002' which references a Service Desk object was encountered. The target object will not be exported. As a consequence, if the link is invalid or incorrect on the server where the document is re-imported the document will need to be altered to reference the correct object.

Using Insert, New Ticket Link lets you automate part of the request or automate another ticket type creation process for users. However, during export while the text in the resolution field exports as is, the linked ticket template cannot export with it.

1. Reimporting the document to the same CA SDM cluster (as defined by a shared backing data store) that it was exported from works correctly.

The reimport works if the referenced ticket still exists.

2. If you want to export the document to a different CA SDM cluster, modify the resolution to verify that the linked ticket template actually references a ticket template.
3. Verify that the template references the correct ticket template.

This issue affects all links to CA SDM objects within Knowledge Documents.

Known Localization Issues

Known issues can affect how CA SDM runs on local language versions.

Installer and Component Installers Translated Incorrectly

Valid in all localized versions

Symptom:

The installer and some of the component installers display strings that are not translated correctly. For example, minor spelling or grammar problems can occur in the title bar, on buttons, or in dialogs.

Solution:

The errors have no impact on the functionality of the product.

Unable to View the CA SDM Reports in Localized Languages

Solution:

CA SDM reports support all CA SDM supported languages, except Brazilian Portuguese, and French Canadian, with the following exceptions:

- CA SDM reports content will be in Brazilian Portuguese and CABI will be in English when Brazilian Portuguese is integrated with CABI multilingual installation.
- CA SDM reports content will be in French Canadian and CABI will be in French when French Canadian is integrated with CABI multilingual installation.

To view the CA SDM reports in the required languages (for example, Japanese, French, German, and so on), complete the following steps:

1. While installing BO, install required language packs to get the localized strings that are part of BO.
2. Install Arial Unicode MS (True Type) font on the server where BIAR file will be imported.

- a. The font files have to be copied to the Fonts folder of windows.
- b. Add the following code to fontalias.xml and i18n.xml files:

Note: Find the *fontalias.xml* file in the <BO Installation Path>\BusinessObjects Enterprise 12.0\win32_x86\fonts directory.

Note: Find the *i18n.xml* file in the <BO Installation Path>\BusinessObjects Enterprise 12.0\win32_x86\scripts directory.

```
<FONT NAME="Arial Unicode MS">
    <FONTFAMILY PLATFORM="ttf" NAME="Arial Unicode MS">
        <FONTATTRIBUTE BOLD="false" ITALIC="false" LOGICAL="Arial Unicode MS"
        PHYSICAL="ARIALUNI.TTF"/>
    </FONTFAMILY>
    <FONTFAMILY PLATFORM="win" NAME="Arial Unicode MS"/>
    <FONTFAMILY PLATFORM="java" NAME=" 'Arial Unicode MS', 'Arial Unicode MS'"/>
    <FONTFAMILY PLATFORM="html" NAME=" 'Arial Unicode MS', 'Arial Unicode MS'"/>
</FONT>
```

When the user opens the reports document, Infoview tries to display content in the user's Preferred Viewing Locale (PVL).

If no visible translation is available in the PVL, Infoview tries to display the translation in the Substitution language.

If no visible translation is available in the substitution language, Infoview tries to display the translation in the Dominant locale of the user's PVL.

If no visible translation is available in the dominant locale, Infoview displays the Original content language.

Note: Following are the localization limitations:

- Localization of crystal reports prompts are not supported.
- Localization of chart labels are not supported.
- Localization of reports folder structure (tree control), report titles, and descriptions in the List view of Infoview are not supported.
- Group Tree labels cannot be localized in Crystal Reports when a Group Name is based on a conditional Formula.

- Y-Axis chart labels in Crystal Reports are shown horizontally in Firefox browser, while they are shown vertically in IE browser.
- Dashboards are partially localized. Tabs within the Dashboards and charts are not localized.
- Timestamp is not displayed by default in new Webi Reports.
- Date format does not change based on the browser locale because all the date formats are hard coded in CA Service Desk Universe as "mm/dd/yyyy hh:mm:ss AM/PM". By removing the date format, there is an Impact on Webi Reports. By default, only date part will be displayed in new Webi Reports. You can change the date format in Webi Report to display the correct timestamp.

CA EEM Install Fails on Windows 2008 SP2

Valid on all languages

Symptom:

The CA EEM install fails on Windows 2008 SP2 with the following message:

Windows 2008 sanity testing failed

Note: The message appears in English for all languages.

Solution:

Before you install the CA EEM Server on Windows 2008, do the following:

1. Run the following command from the command prompt.

```
netsh-> interface-> ipv6-> show-> address
```

All the interfaces in the computer that use the IPv6 link-local addresses starting with fe80 are listed.

2. Delete the link-local address starting with fe80.

The link-local address is removed.

Note: For more information about how to remove the interface, see the Microsoft Support website and refer to KB article 929852.

Two Windows Menu Shortcuts for the CA EEM Documentation and UI Items

Valid on all localized versions

Symptom:

After upgrading CA EEM for a Non-English language OS environment, two Windows menu shortcuts for the CA EEM Documentation and UI items can appear. One item displays in the local language, and the other item in English.

Solution:

Delete the unwanted duplicate menu item.

Hot Keys Not Working in Context Menus

Valid on Japanese and Chinese localized versions

In the Japanese and Chinese localized versions, most right-click context menus do not include a hotkey character that works for each menu item. Typically, the hotkey character is placed between parentheses after the translated characters of the menu item; () is placed instead. In some cases, where the menu text includes English, the hot key is designated with an underscore and it works.

Some Values in the Option List Are Not Translated

Valid in all localized versions

Symptom:

The string "Auto Issue Event" is not translated in the "Value" Column of the Option List.

Solution:

Most of the fields on the Option List and Options Detail Web form with the exception of the Description field, certain Value fields such as Yes/No, and drop-down lists are not localized and appear in English. The Option List is found by navigating the left pane menu on the Service Desk Manager Administration tab to the Options Manager node and select any child node.

Language Valid Character Range Does Not Display Correctly

Symptom:

When I try to view `kt_admin_parse_settings.html`, the Language Valid Character Range does not display correctly.

Solution:

No solution is available.

Localized Noise Words

Valid in all localized versions**Symptom:**

Noise words for your language do not display.

Solution:

Each language has its own set of noise words that are delivered with the product.

To see the noise words for your language, run `pdm_k_reindex` in the same manner as when you want to add a noise word.

The noise words for your language appear.

Alias Name is not Localized

The alias name data that appears on the Attributes Alias List and the Attributes Alias Detail pages is not localized. For example, when you select Service Desk, Application Data, Codes, Attribute Aliases and click Search, the data that appears in the Alias Name column appears only in English.

8.3 File Name Creation and Extended Character Support

Valid in Japanese and Chinese localized versions**Symptom:**

8.3 file name creation and extended character support are not supported.

Solution:

Perform the following steps:

1. Modify the `NtfsAllowExtendedCharacterIn8dot3Name` registry key to "0".
Note: The value is set to "1" as default; manually change this setting.
2. Restart your computer.
3. Start the install.

Command-Line Utilities Cannot Display Special Characters

Valid in all localized versions

Symptom:

All CA SDM command-line utilities that run from a DOS command prompt do not correctly display data that is returned. In particular, Japanese characters, Chinese characters, and special Latin characters with accents such as a German umlaut or a French accent grave are not displayed correctly.

Solution:

The output of command-line utilities, for example, `pdm_extract` can be redirected to a file, and then successfully read using any tool that supports UTF-8 encoded characters, for example, Microsoft Notepad.

Command-Line Tools Output Strings Incorrectly on Windows

Valid in all localized versions on Windows

Symptom:

Command line utilities display incorrect characters in output.

Solution:

Use the `pdm_cmd.exe` program to run all command line tools. The `pdm_cmd` utility converts output strings of the command line tool from UTF8 to UNICODE, so it can display the output strings in a foreign language. For example, to display output characters for `pdm_webcache` correctly, run the following command:

```
pdm_cmd pdm_webcache
```

If the command line file name does not end with `.exe`, use the full file name on the command line.

For example, use the following command to publish Web Screen Painter schema changes.

```
pdm_cmd pdm_publish.cmd
```

Use the following command to start the ODBC driver.

```
pdm_cmd pdm_odbc_start.bat
```

Note: Any command line tool that displays incorrect characters must run `pdm_cmd`.

Spell Check Not Working as Expected

Valid in all localized versions

Spell Check is not supported in the Japanese and Chinese localized versions.

Symptom:

Spell Check suggests almost every word in Latin localized versions.

Solution:

Perform the following steps:

1. Set the `lex_lang` option to the correct language in the Options Manager.
2. Restart the Service Desk Service.

Only U.S. States and Canadian Provinces Display for All Localized Versions

Valid in all localized versions

Symptom:

The State list selection in the CA SDM web client only displays U.S. states or Canadian provinces regardless of the country selected.

Solution:

CA SDM includes a database table for states and provinces. The product delivers data for this table consisting of only U.S. states and Canadian provinces. States or provinces for other countries are not included in the data provided, but you can modify the `ca_state_province` table to include additional states for other countries.

Characters Not Displayed in Linux SuSE Installation and Configuration

Valid in Japanese and Chinese localized versions on Linux SuSE

The CA SDM installer and configuration program (`pdm_configure`) cannot display Japanese and Chinese Korean characters.

Hot Keys Defined as Dollar Signs

Valid in Japanese and Chinese localized versions

The dollar sign (\$) is used as the hotkey in all forms when there is no other hotkey character available. In previous versions, the hotkey was picked from a list in the alphabet. In this release, CA SDM determines the hotkey character from the corresponding English label.

Characters Not Translated During Upgrade

Valid in all localized versions on Linux and Solaris

All characters are displayed in English during the Migration step of an upgrade from Unicenter Service Desk r11.2 to CA SDM r12.9.

CA CMDB Visualizer Date Helper Does Not Translate the Month and the Day

Valid in all localized versions

The name of the month and days of the week are not translated in the Date Helper in the Maintenance section of the scoreboard in the CA CMDB Visualizer.

CA CMDB Visualizer Date Format Cannot Be Localized in Japanese and Chinese

Valid in Japanese and Chinese localized versions

Symptom:

The date format in Maintenance section of the CMDB Visualizer Web Client cannot be localized.

Solution:

The CMDB Visualizer Web Client displays dates in the format dd/mm/yyyy. The preferred format for Japanese and Chinese is yyyy/mm/dd.

CA CMDB Visualizer Does Not Support Login with Non-English User Credentials

Valid in all localized versions

CA CMDB Visualizer does not support login with Non-English User credentials.

Process Definitions in the CA Workflow IDE Appear in English

Valid in all localized versions

CA Workflow IDE process definitions are not localized and appear in English.

Support Automation End-User Assistance Session Pages Display in English

Valid in all localized versions

Symptom:

Support Automation Live Support: Assistance Session Web Page displays in English.

Solution:

All default Support Automation end user interface pages are not localized, such as the On Hold, In Session, Post-Launch, and Post-Logout pages. You can customize these pages and configure custom localizations from the Support Automation node on the Administration tab.

The Support Automation Adaptations Page Does Not Show the Localized Language Name

Valid in all localized versions

Symptom:

When I migrate a non-English CA SDM to r12.9 from a previous release (r11.2, r12, or r12.1), the following areas display in English.

- Administration tab: Support Automation, Branding, Adaptations list page, shows the English row (in the respective localized language) instead of showing the actual localized language name.
- Click Live Chat on the Employee Home page, and the Localization list box shows English (in the respective localized language) instead of showing the actual localized language name.
- Support Automation Tab: From View Preferences, Support Automation Analyst UI, the Localization list box shows English (in the respective localized language) instead of showing the actual localized language name.

For example, in the Brazilian Portuguese localized SDM, after migration to r12.9 displays "Inglês" instead of "Português do Brasil."

Solution:

On the Administration tab, Support Automation, Adaptations, Localization Admin, enable the installed localized language name so that it is available with English.

Note: You cannot disable the English language when you migrate a non-English localized CA SDM from r11.2, r12.0, r12.1 to r12.9.

Knowledge Search Parse Settings Set to English in Localized Versions

Valid on all localized versions

Symptom:

From the Search node in Knowledge Administration, the Language Type setting on the Parse Settings page is set to English by default in localized versions of CA SDM. The product parses search text according to the language specified.

Solution:

Administrators can change the default language type (English) to one of the following:

Other European

Performs only European-specific processing during the search. This language type applies to French, German, Italian, Spanish, and Portuguese languages.

Korean

Performs only Korean-specific processing during the search.

Other Far East

Performs processing for other Far East languages during the search, for example, Chinese and Japanese.

No CA Service Desk Report Under InfoView After CA Business Intelligence Install

Valid on all localized versions**Symptom:**

You cannot see the CA Service Desk report under CA report in BusinessObjects InfoView.

Solution:

When you configure CA Business Intelligence reports (select from the DVD Menu), enter "Administrator" when prompted for the BI Admin User Name.

Web Screen Painter Shows English Strings While in Design Mode

Symptom:

When Web Screen Painter is in design mode, notebook tabs, buttons, menus, and the menu items appear only in English.

Solution:

To view a form in another language, do the following:

1. Open the form in Web Screen Painter.
2. If you are creating a form or updating an existing form, add the new localized strings to the `$NX_ROOT/sdk/scripts/msg_cat.js` file.
3. Click Preview.

Note: For information about updating `msg_cat.js`, see the *Implementation Guide*.

Positions of Month and Day Options are Not Switched

Symptom:

I select the Yearly option when creating a Change Window for a Change Order. The Month and Day options appear in a different order.

Solution:

Customize the form in WSP to modify the positions of the Month and Day options.

Workshift Schedule Data Can Only Be Entered in English

Valid on all localized versions

Symptom:

If I use localized Workshift data, an error message appears when scheduling the Workshift.

Solution:

CA SDM r12.9 only supports English text for workshift schedule data, including days of the week, dates, and morning (am) and afternoon (pm).

The following examples display Workshift data in the correct formatting:

- Mon - Fri {8:00 am - 5:00 pm}
- Sun {9:00 - 12:00 2:00 pm - 4:00 pm}
- Sat 12/24/08 - 1/1/05 {8:00 - 12:00 14:00 - 4:00 pm}
- 7/4/09

Note: This restriction only applies to the Workshift schedule data. You can specify the Workshift display name in any localized language.

CA IT PAM Does Not Process Japanese Character Values Correctly

Valid on Japanese localized versions

Symptom:

I am able to install and run CA IT PAM and display characters correctly, until I run a CA IT PAM process that requires Japanese values being sent to CA SDM. This action causes the process monitor to display question marks (??) in the values and CA SDM rejects input by displaying ?? errors in stdlog.

Solution:

Important! This information supersedes the instructions in the CA IT PAM documentation.

For SQL Server

Your SQL Server database uses an incorrect collation, such as *SQL_Latin1_General_CP1_CI_AS*. You cannot change the collation after creating the SQL Server database.

1. Install SQL Server with the ability to create databases with Japanese codepages.
2. During the CA IT PAM installation, complete one of the following tasks:
 - Create the database with Japanese codepages manually.
 - Select the Japanese codepage within the CA IT PAM installer and create the database.

Note: If you manually create the database, match the codepages from the CA IT PAM installer drop-down list with the database codepages. The installer does not detect this option or change the default codepage from Latin. CA IT PAM does not warn you about incorrect settings.

For Oracle

1. Verify that you created and started the CA SDM database instance with the locale set correctly. For Japanese, set the locale set to ja_JP.UTF-8.
2. Verify that CA IT PAM database also started in the Japanese locale.

Upgrade CMDB r11.2 German and Japanese to CA SDM r12.9 Detects French Locale

Valid on German and Japanese Versions

Symptom:

When upgrading CA CMDB r11.2 German or Japanese versions to CA SDM r12.9, the Installer upgrade program automatically detects the French locale instead of the German or Japanese locale. When the French version is detected an error message appears and the installation fails. The user cannot switch to the German or Japanese locale from the Installer.

Solution:

To resolve this issue, do the following:

1. On the CA SDM server, navigate to the NX_ROOT directory.
2. Open the .GENLEVEL file for editing.
3. Replace
12611053G900

with the following:
11209045R4
4. Navigate to the NX_ROOT/Site directory.
5. Open the install.properties file for editing.
6. Replace
locale.current=en-US

with *one* of the following:
locale.current=ja-JP (Japanese)
locale.current=de-DE (German)
7. Save your changes and run the upgrade.

The correct locale is detected.

GRLoader Does Not Identify Non-English Spreadsheet Sheet Names

Valid on all English Operating Systems

Symptom:

GRLoader does not identify non-English spreadsheet sheet names when I use the -sss option on an English OS.

Solution:

Specify the non-English spreadsheet sheet names in a configuration (.cfg) file with the grloader.spreadsheet.sheetname=*name* option if you run GRLoader on an English OS.

Installer Does Not Auto-Detect Local Languages

Valid on Windows 2008

Symptom:

The Setup Language screen in the CA SDM Installer does not automatically detect the local language on Windows 2008. To proceed with the installation, the end user must select a language in this screen. The problem occurs when the format, system locale, and location options are not specified correctly in Regional and Language Options. Additionally, the product displays misplaced special characters (commas and periods) when the Format tab in Regional and Language Options is not set to the correct language.

Solution:

Set the format, language, and system locale for your environment as follows:

1. From the Control Panel, select Regional and Language Options.
2. Specify a language in the Format and Location tabs.
3. On the Administrative tab, select the Change system locale button, and specify your current system locale.
4. Click OK.

The format, location, and system locale are set.

Error Message May Appear After Installing or Migrating on a Non-English Windows Computer

Valid on all non-English Windows computers

Symptom:

The installation or migration displays an error message such as "Can not find the install directory." When I click OK, the migration or configuration window does not appear.

Solution:

This error can display on non-English Windows computers during installation or migration. Open the C:\Windows\paradigm.ini file and update the CA SDM installation directory in the NX_ROOT and NX_LOCAL variables, such as in the following example:

```
[PARADIGM]
NX_ROOT=C:/PROGRA~2/CA/SERVIC~1
NX_LOCAL=C:/PROGRA~2/CA/SERVIC~1
```

Spelling Errors Appear in Translated CMDB Data Values

Valid on Spanish, Italian, Japanese, Brazilian, Portuguese, Simplified Chinese language systems

Symptom:

After data is loaded into CMDB, unexpected spelling and grammatical errors appear in the translated values for class names, family names, and relationship types.

Solution:

In CA SDM r12.9, the GRLoader utility provides a set of .rul files with the new translation values for CMDB. GRLoader .rul files appear by default in the following directory:

```
$NX_ROOT\java\lib\GRLoader
```

If you moved the GRLoader .rul files to a different directory (or server) in a previous release, then modify the .rul files to reflect the new translation values.

CA SDM r12.9 provides the following new translation values for CMDB:

Object Type	English Strings	Language	Previous Translation Values	New Translation Values
class	Pager	Spanish	Localizador	Buscapersonas
class	Portfolio Asset	Spanish	Activo de cartera	Activo de la cartera
family	Cluster.Resource Group	Spanish	Clúster.grupo de recursos	Clúster.grupo de recursos
family	Cluster.Resource	Spanish	Clúster.recurso	Clúster.Recurso
relationship	is monitored by	Spanish	está controlado por	está monitorizado por
relationship	is served by	Spanish	está proporcionado por	está servido por
relationship	authors	Spanish	autores	es autor de
relationship	monitors	Spanish	controla	monitoriza
family	Facilities.Furnishings	Italian	Attrezzature.Mobili	Attrezzature.Mobilio
relationship	is governed by	Italian	è regolato da	dipende da
relationship	runs on	Italian	esegue su	viene eseguito su
relationship	is serviced by	Italian	è fornito da	è servito da
relationship	is served by	Italian	è servito da	è assistito da
relationship	governs	Italian	regola	governa
relationship	is administered by	Japanese	管理される	処理される

Object Type	English Strings	Language	Previous Translation Values	New Translation Values
relationship	administers	Japanese	管理する	処理する
class	Portfolio Idea	Brazilian Portuguese	Idéia do Portfolio	Ideia do Portfolio
family	Investment.Idea	Brazilian Portuguese	Investimento.Idéia	Investimento.Ideia
relationship	is administered by	Simplified Chinese	的管理方是	的控制者是
relationship	is governed by	Simplified Chinese	的管理方是	的治理方是
relationship	is regulated by	Simplified Chinese	的管理方是	的调整方是
relationship	administers	Simplified Chinese	管理	管控
relationship	governs	Simplified Chinese	管理	治理
relationship	serves	Simplified Chinese	服务	提供服务
relationship	regulates	Simplified Chinese	管理	调整

Note: All data values must be encoded using UTF-8 encoding.

Missing Exclamation and Colon Characters from the Final Installation Page

Valid on French, Brazilian, Portuguese, and German versions

Symptom:

The final installation page displays text that is missing a colon (:) or exclamation point (!).

Solution:

This behavior relates to a third-party software issue and does not affect the product functionality.

Japanese Version of Online Help Does Not Open in Internet Explorer

Valid on Japanese versions

Symptom:

When a Japanese Internet Explorer is used with the Japanese version of CA SDM, the role-based *Online Help* does not display in the web interface as expected. This problem occurs for the following reasons:

- The order of statements in the SDHelp_index.htm file is incorrect.
- The Japanese IE browser defaults to the native JIS encoding instead of the Unicode (UTF-8) signature.

Solution:

To resolve this issue, update the SDHelp_index.htm file as follows:

1. Navigate to the SDHelp_index.htm file in the following directory:
\$NX_ROOT/bopcfg/www/wwwroot/help/web
2. Create a backup copy of this file.
3. Create a new SDHelp_index.html file (named tmp.htm in this example) by running the following command at the command prompt:
`pdm_uconv --add-signature -f utf8 -t utf8 -i SDHelp_index.htm -o tmp.htm`
4. Replace the original SDHelp_index.htm with the new file.
The SD_Help_index.htm file with the UTF-8 signature is updated.
5. Launch the web-based *Online Help*.

Known Migration Issues

Known issues exist that affect the behavior and success of migrating data from previous CA SDM environments.

Migration Failure on Oracle 10g

Valid on Oracle 10g

Symptom:

The migration fails with the following error messages in the log file:

```
"STDERR: Error in dbcallback. event:4 err:15"
```

```
"STDERR: Error fetching data:15"
```

```
"ERROR: (54 of 54) Tables Failed Schema Validation!"
```

Solution:

Before starting the migration on Oracle 10g, verify that SQLPlus and Oracle DB are able to communicate. If communication fails, verify that Oracle is configured with the loopback adaptor using Oracle-supplied utilities and diagnostic techniques.

Migration Failure on SUSE 10 Machine

Valid on SUSE 10 machine

Symptom:

I click on Migrate to upgrade CA SDM to r12.9. An error message is displayed.

Solution:

You are required to apply a patch to fix this problem. Contact [CA Support Online](#) and find out the patch details.

Migration Does Not Back Up xlate Files

Symptom:

When you migrate from CA SDM r12.1 to r12.9, the GRLoader translation "xlate" files located in <nxroot>/java/lib/GRLoader are not backed up.

Solution:

If you made edits or created GRLoader translation "xlate" files located in <nxroot>/java/lib/GRLoader for any user-defined class, family, or relationship, back them up before migration.

Note: For more information about Xlate files, see the *CA CMDB Technical Reference Guide*.

Inactive Support Automation Users Set to Employee Access Type After Migration

Symptom:

Inactive Support Automation users, such as deleted Technicians, appear as Employees after migration.

Solution:

If you deleted users in CA Support Automation 6.0 SR1 eFix5, login and role associations were deleted, and the users were set to inactive. After migration, these inactive users have the Employee access type. You can delete these inactive users.

Data in Support Automation Reports Cannot Be Grouped by CA SDM Ticket Category After Migration

Symptom:

After I migrate Support Automation data to CA SDM r12.9, I cannot group or filter CA Business Intelligence reports by using the CA SDM ticket category. The Support Automation Assistance Sessions, Support Automation Assistance Sessions Metrics, and Support Automation Tool Usage Summary reports are impacted.

Solution:

The Support Automation migration script in CA SDM r12.9 does not migrate relationships between Support Automation assistance sessions and CA SDM ticket categories. After migration, the Support Automation assistance session associates with the CA SDM ticket reference number. Additionally, you *must* manually associate the assistance session to the CA SDM ticket category.

Migration Does Not Remove WorldView Class Options

Symptom:

If the installation of a previous release of CA SDM included the Change Impact Analyzer integration, the WorldView context menu includes the ManageObject and UBMClass WorldView Class options.

Solution:

Because Change Impact Analyzer is deprecated in this release, delete these menu options manually.

To delete the menu options

1. Start WorldView.
2. Right-click any object on the WorldView map and select Edit Class.
The Unicenter Class Wizard opens.
3. On the Class tab, select Modify Existing Class, and select the ManagedObject class.
4. On the Menu tab, select ManagedObject from the Menu Name drop-down list.
5. Scroll down in the middle field, select Impact Analyzer Sep, and click Delete.
6. Select Read Impact Analyzer in the middle field.
7. Click Delete.

8. Save and close the dialogs by clicking OK and Yes as appropriate.

The ManagedObject class is removed from the WorldView context menu.

9. Repeat Steps 1 through 8 for the UBM Class and delete the same entries for the UBMClass Menu.

The UBMClass is removed from the WorldView context menu.

Incorrect Path Causes Migration Failure on UNIX/Linux

Valid on UNIX/Linux

Symptom:

When I try to migrate from CA SDM r12.1 to r12.9, migration fails with missing file or directory errors in configure.log:

```
ERROR InstallTomcatTask.java 150 catalina.policy:  
/opt/CA/ServiceDesk/bopcfg/www/CATALINA_BASE/conf: A file or directory in the path  
name does not exist.  
ERROR InstallTomcatTask.java 150 context.xml:  
/opt/CA/ServiceDesk/bopcfg/www/CATALINA_BASE/conf: A file or directory in the path  
name does not exist.
```

Solution:

The CATALINA_BASE path begins with the /opt/CA/ServiceDesk directory incorrectly. This path was replaced in CA SDM r12.5 with /opt/CA/ServiceDeskManager.

Execute the following command to fix the link to the required path:

```
ln -s /opt/CAisd /opt/CA/ServiceDesk
```

Tenant Cache Error Appears When Migrating from CA SDM r12.1 to r12.9

Symptom:

After I migrate from CA SDM r12.1 to r12.9 with multi-tenancy enabled, I try to create a Request/Incident/Issue and assign a tenanted user as a contact. When I tab out of the contact field, the following error message appears:

getCandidateTenants(cr:83274874,3986928649836438928346) failed - tenant cache is not correctly initialized

Solution:

Complete the following steps after you migrate to CA SDM r12.9:

1. Open web.cfg in the \$NX_ROOT\bopcfg\www\ directory.
2. Go to the line that defines SelListCachePreload.
3. Add the following factory and attribute at the end of the line:

```
tenant(name subtenant_group supertenant_group) tenant_group_member(tenant_id  
tenant_group).
```

4. Restart CA SDM services.

Known Miscellaneous Issues

Miscellaneous known issues exist that affect the behavior and success of using CA SDM.

Values in Money Fields Truncated at Decimal Point

Valid on all operating environments

Symptom:

Including a decimal point in a money amount causes truncation of the value. This behavior applies to all fields intended to hold currency values, such as Purchase Amount and Maintenance Fee. For example, if you enter 265.50 in the Purchase Amount field, the value is saved as 265.

Solution:

Although the name of some fields implies that they are money fields, they are implemented as integers. To avoid truncation, do not use a decimal point in integer fields.

pdm_ident command Returns an Empty Output

Valid on Linux

Symptom:

Running the pdm_ident command on any CA SDM executable, returns an empty output.

Xlib Error Messages Appear While Uninstalling CA SDM

Valid on Linux and UNIX

Symptom:

I am using third part remote management tool to uninstall CA SDM. Xlib error messages appear during the uninstallation.

Solution:

CA SDM will be uninstalled successfully, even though the error messages appear. To stop these error messages from coming, export DISPLAY variable and execute xhost + command before you begin the uninstallation.

Unsuccessful Failover on Standby Server

Valid on AIX

Symptom:

Both standby server and background server are installed on AIX. You want to perform failover and promote the standby server as the new background server. You used the `pdm_server_control -b` command on the standby server. You get the following error message:

This server is not a STANDBY server and cannot use the -b option.

Solution:

This issue occurs when you use XManager. Export `CASHCOMP=/opt/CA/SC` on Xmanager and try to run the command on the standby server again.

Pop-up Windows on CA SDM web UI Shows Blank Page

Valid on Internet Explorer 10

Symptom:

You opened a pop-up window (for example, Create New Incident page) from the CA SDM web UI. The page is blank or has only few control with blank sections. If you resize the window, then the contents appear properly.

Solution:

1. On your IE browser, go to Internet Options, Security, Local intranet.
2. Click Sites.
3. Add the CA SDM URL to the intranet zone.
4. Close the browser and try to launch the CA SDM web UI on a new IE browser.

Library Errors Occur When Running Command-Line Utilities

Valid on AIX, Linux, and Solaris

Symptom:

The following library errors similar to the following occur when I run command-line utilities:

```
ld.so.1: pdm_pki: fatal: libetpki2.so: open failed: No such file or directory
Killed
```

Solution:

Add the etpki library directory to your library path. The etpki library path is typically located at /opt/CA/SC/ETPKI/lib.

CA Spectrum Infrastructure Manager Integration with CA SDM

Valid on all platforms

Symptom:

Integrating CA Spectrum Infrastructure Manager 9.2 (hotfix H03 applied) with CA SDM r12.9 produces the following issues:

- When an alarm is triggered through CA Spectrum, the associated service desk ticket is not automatically created in CA SDM as expected. A solution has not been found.
- (Solaris only) When a user closes or transfers a service desk ticket in CA SDM, the ticket is not propagated to CA Spectrum as expected.

Solution:

To resolve the ticket closure issue on Solaris, do the following:

1. Navigate to the following directory:
\$NX_ROOT/bin
2. Open the OCNotify.jar file for editing.
3. Change the permission value to 777.
The value is set.
4. Update a service desk ticket (Incident, for example) in CA SDM.
5. Save your changes.
The ticket is propagated to CA Spectrum.

SiteMinder Integration with CA SDM

Symptom:

Single Sign-on (SSO) with the CA SDM and SiteMinder integration is not working.

Solution:

Due to known issue with SiteMinder, SiteMinder is not able to send REMOTE_USER in HTTP Header which is required for default SSO for CA SDM. Complete the following workaround steps to enable SSO until there is a fix from SiteMinder:

1. Set RemoteUserVar as REMOTE_USER under Agent Configuration in SiteMinder Policy Server.
2. Create a response with Attribute "WebAgent-HTTP-Header-Variable" and Variable Name as "REMOTE_USER" on SiteMinder.
3. Add @NX_ACCEPT_HTTP_REMOTE_USER=1 in the Service Desk Manager NX.env file.
4. Restart CA SDM Services.

Exported Excel File Contains Errors and Does Not Open

Symptom:

When I click Export on a CA SDM form, the exported Excel file displays XML PARSE ERROR and does not open correctly. I used the character 0xB (0013 base 8 and 11 base 10).

Solution:

The export utility does not support certain characters. According to the World Wide Web Consortium (W3C), XML does not permit all characters below 0x20, except 0x9, 0xA, and 0xD.

Wild Character Search Does Not Work for Federated Search

Symptom:

Wild character search such as %, ?, _ [, [^] does not work for Federated Search.

Solution:

CA SDM wild character search is applicable only to EBR search.

Known Reporting Issues

Known issues exist that affect the behavior and success of reporting functionality in CA SDM.

Central Management Server (CMS) Not Starting

Valid on all operating systems with a CA Business Intelligence installation

Symptom:

When you start the BusinessObjects server and use the Central Configuration Manager to verify that all servers have successfully started, the Central Management Server (CMS) can unexpectedly stop.

Solution:

Your CMS database is located on the same server and the database service has not yet started.

To start the CMS

1. On the CMS properties Dependency tab, add the database service according to the database you are using (for example, Microsoft SQL Server).
2. In the Central Configuration Manager, right-click Central Management Server.
The pop-up menu appears.
3. Select Start.
The CMS starts.

Unable to Generate Reports for the CIs that contain dot (.) in the CI names

Valid on MS SQL

The following reports (to find the relationship between the CIs) are not generated for the CIs containing dot (.) in the CI name:

- All Change Impact Report
- CIs Relationship Report
- CIs Root Cause Analysis Report
- Direct Change Impact Report

Admin or InfoView Pages Do Not Display Properly After Installation

Valid on all operating systems with a CA Business Intelligence installation

Symptom:

After installing CA Business Intelligence, the end user is unable to view Admin or InfoView pages.

Solution:

To resolve this problem, restart Tomcat manually.

Configure InfoView Log On Page

Valid on Windows

Symptom:

The InfoView Log On page is not configured to prompt users for their authentication type or CMS name. Configuration is controlled through the web.xml file.

Solution:

Configure the web.xml file for the InfoView Log On page as follows:

1. From the deployment directory on your web server, open the web.xml file for editing.

Note: The web.xml file is stored in the following location when using the CA SDM installation media with Tomcat as the web server:

SharedComponents\CommonReporting3\Tomcat55\webapps\InfoViewApp\WEB-INF

Example: C:\Program

Files\CA\SC\CommonReporting3\Tomcat55\webapps\InfoViewApp\WEB-INF

2. To prompt users for their authentication type, locate the *authentication.visible* parameter and change the <param-value> from false to true. For example, <param-value>true</param-value>.
3. To change the default authentication type, locate the *authentication.default* parameter and change the <param-value> to one of the following values:
 - Authentication Type Parameter Value
 - Enterprise (default) <param-value>secEnterprise</param-value>
 - LDAP <param-value>secLDAP</param-value>
 - AD <param-value>secWinAD</param-value>

4. To prompt users for their CMS name, locate the *cms.visible parameter* and change its <param-value> from false to true. For example, <param-value>true</param-value>.
5. Save and close the file.
6. Restart the web application server.

The web.xml file for the InfoView Log On page is configured.

CA Business Intelligence Web Report Options

In Options Manager, the following options listed on the Web Reports List page are no longer relevant when configuring CA Business Intelligence to work with CA SDM and can be safely ignored.

- bo_server_auth
 - sec Enterprise
 - secLDAP
 - secWinAD
 - secExternal

Progress OpenEdge DSN and ODBC Driver are Not Visible in ODBC Data Source Administrator

Valid on Windows 2008 R2

Symptom:

When configuring the OA server, I create a Project OpenEdge DSN named *casd_servername*. I use this DSN with *pdm_isql* and CA Business Intelligence. After I create the DSN, I cannot view it in the 64-bit ODBC Data Source Administrator.

I cannot edit the DSN or create a DSN using the ODBC Data Source Administrator. I am unable to point CA Business Intelligence to a different server. The 64-bit ODBC Data Source Administrator control panel does not show 32-bit drivers and configurations.

Solution:

Use the 32-bit ODBC Data Source Administrator to view the ODBC drivers by executing the following file:

```
%windir%\SysWOW64\odbcad32.exe
```

CA Business Intelligence ODBC Server Startup

For CA Business Intelligence reporting, if you experience problems with the startup of your ODBC server, uninstall, and then reinstall the ODBC client and server.

To uninstall the ODBC client and server

Run the following commands at the command prompt:

- `oa60_client_uninstall`
- `oa60_server_uninstall`

The client and server are uninstalled.

To reinstall the ODBC client and server

Run the following commands at the command prompt:

- `oa60_server_setup`
- `oa60_client_setup`

After you reinstall the client and server, shut down CA Business Intelligence services and restart the ODBC server.

CA SDM with CA Business Intelligence Upgrade

If you configured CA SDM as a data source for CA Business Intelligence, shut down all CA Business Intelligence services before upgrading to CA SDM r12.9.

CA Business Intelligence Integration Issue

Valid on all systems with a CA Business Intelligence installation

Symptom:

The CA Business Intelligence integration no longer works after upgrading to CA SDM r12.9. The `TrustedPrincipal.conf` file that contains the Shared Secret password for trusted authentication is not preserved. The `TrustedPrincipal.conf` file must contain the Shared Secret password entered in the Central Management Console.

Symptom:

After the upgrade, replace the TrustedPrincipal.conf file as follows:

1. Navigate to the following directory on the CA SDM server:
\$NX_ROOT\migrate\tor12_9\prer12_9\bopcfg\www\CATALINA_BASE\webapps\CAisd
2. Copy the TrustedPrincipal.conf file to the following directory:
\$NX_ROOT\bopcfg\www\CATALINA_BASE\webapps\CAisd

The TrustedPrincipal.conf file is replaced.

Note: For more information about configuring trusted authentication, see the *Implementation Guide*.

Report Details Do Not Display Correctly After Export to CSV

Symptom:

When I export reports to CSV, the data does not display correctly. For example, the header displays multiple times in the CSV without showing the appropriate content.

Solution:

Export the report in Excel format, which is available in Crystal Reports 2008. After you export to Excel format, save the file as a CSV.

Known Security Issues

Known issues exist that affect the behavior and success of security in CA SDM.

Antivirus Software Can Delay CA SDM Startup

Valid on Windows**Symptom:**

In some situations, antivirus software running on the same computer as CA SDM can delay CA SDM startup by 2 minutes or more. Typically, after a few minutes, the startup continues.

Symptoms include messages in the stdlog indicating a network connection cannot be made and CA SDM appears suspended for several minutes.

If the delay occurs during migration, the migration can fail as the migration process times out waiting for services to start.

Solution:

Disable the antivirus software before you start CA SDM. If the problem resolves, try configuring the antivirus software to relax restrictions on opening network ports, upgrade the antivirus software, and contact the vendor.

To complete migration, temporarily disable the antivirus software during the entire migration process.

LDAP Using TLS on a Windows AD Server Stalls or Fails

Valid on Windows

Symptom:

A Microsoft bug causes LDAP client applications that use more than one connection to stall or fail while using TLS encryption. When the server uses TLS encryption with LDAP groups enabled, CA SDM can use a second connection in each LDAP Agent process. CA SDM encounters one or more of the following symptoms:

- LDAP queries, synchronizations, or imports stall. A time-out can also occur with one or more `ldap_agent.exe` processes running continuously at or near 100 percent usage of one CPU core.
- LDAP queries, synchronizations, or imports fail with Server Down errors.
- LDAP queries, synchronizations, or imports return no errors and no results.

Solution:

If you use TLS encryption for LDAP, we do not recommend using LDAP groups with Windows Active Directory servers. You can either disable TLS or LDAP groups.

To disable TLS encryption or LDAP groups, do the following:

1. Terminate all `ldap_agent.exe` processes that are continuously using a large portion of CPU time.
2. If you are unable to log in to CA SDM to access the Options Manager, stop the CA SDM service. In the `$NX_ROOT/NX.env` file, set one of the following options to No, and then stop and restart the CA SDM service:
 - `NX_LDAP_ENABLE_GROUPS` (LDAP Groups)
 - `NX_LDAP_ENABLE_TLS` (TLS Encryption)
3. In Options Manager, disable either the `ldap_enable_groups` (LDAP Groups) option or the `ldap_enable_tls` (TLS Encryption) option.
4. If the CA SDM service is running, stop the service.
5. Restart the CA SDM service.

Automatic Login to InfoView Fails

Valid on all operating systems with a CA Business Intelligence installation

Symptom:

During the CA Business Intelligence installation, a CA Technologies web cookie is installed by default that lets you automatically access BusinessObjects InfoView from the CA SDM Reports tab without logging in. If access is restricted through your web browser privacy settings, the application fails to execute, and a login prompt appears on the Reports tab.

Solution:

If you encounter this issue, adjust your web browser Internet Options, Privacy settings so that CA Technologies web cookies are allowed on your system.

Warning Messages Appear When Generating Stub Classes

Valid on all operating systems

Symptom:

When using the AXIS tool WSDL2JAVA to compile stub files, warning messages appear.

Solution:

These warning messages are common when using AXIS 1.4 and cannot be avoided. The stub files are still created successfully.

Online Help Error Messages

Symptom:

Some context-sensitive online help pages produce a script error, although the online help topic displays correctly.

Solution:

The script errors can occur when script error notification is enabled in your browser. You can ignore these error messages, or you can disable script error notification on the Tools, Internet Options, Advanced tab.

CA Workflow Process Definitions Are Not Imported Automatically

Symptom:

The CA Workflow process definitions and actors are not imported automatically when starting CA Workflow due to incorrect locale variable settings on UNIX/Linux.

Solution:

After installing CA Workflow, use *one* of the following methods to resolve this issue:

To import CA Workflow process definitions and actors

1. Set the environment variables of LANG and LC_ALL to UTF-8 in a prompt for your operating system environment. For example, on Oracle Solaris the environment variable appears as: LANG=en_US.UTF-8.
2. Stop and then restart the CA Workflow Tomcat server as follows:
 - Run `pdm_tomcat_nxd -d STOP -t CAWF`.
 - Run `pdm_tomcat_nxd -d START -t CAWF`.

The CA Workflow process definitions are imported.

To import the CA Workflow process definitions and actors manually

1. Use the IDE client to open CA Workflow.
Note: The IDE client is only available on Windows and Linux operating systems.
2. Locate the process definition and actor xml files, for example:
\$NX_ROOT/site/Workflow/data/actors and
\$NX_ROOT/site/Workflow/data/process directories.
3. Select File, Import, Process Definition, select all the XML files for import, and click Open.
4. Select all the definitions and click Import.
The process definitions are imported.
5. Select File, Import, Actors, select all the XML files for import, and click Open.
The actor xml files are imported.
6. Select all the actor files and click Import.
The CA Workflow process definitions are imported.

CA Workflow IDE Login as User Other than Root Sets Incorrect URL

Valid on Linux

Symptom:

When a nonprivileged user launches CA Workflow IDE on Linux, the URL is set incorrectly to `https://servername:8443/pm`. Java errors appear on screen, and the login to CA Workflow is unsuccessful.

Solution:

1. Launch the CA Workflow IDE client.
2. Change the URL to: `http://servername:8090/pm`
Login is successful.

Duplicate Definition Messages

Symptom:

Because CA CMDB r12.9 automatically creates the attributes and triggers for your customized extension tables, the `stdlog` can include the following harmless message for extension tables that were created in previous releases:

Ignoring duplicate definition

Solution:

To eliminate these messages, remove the following attributes from your custom extension tables:

- `id SREL nr;`
- `version_number INTEGER { ON_CI INCREMENT 1; };`
- `creation_date DATE { ON_NEW SET NOW ; };`
- `creation_user STRING { UI_INFO "AUDITLOG"; ON_NEW DEFAULT USER ; };`
- `last_mod_dt last_update_date DATE { ON_NEW SET NOW ; ON_CI SET NOW; };`
- `last_mod_by last_update_user STRING { UI_INFO "AUDITLOG"; ON_NEW DEFAULT USER ; ON_CI SET USER ; };`
- `delete_flag del SREL actbool { ON_CI DEFAULT 0; };`
- `mdr_name LOCAL STRING;`
- `mdr_class LOCAL STRING;`

Errors Occur When CA Wily Data is Loaded into CA CMDB

Symptom:

The GRLoader.log file produces errors when CA Wily data is loaded into CA CMDB as CIs.

The following is an example of the log entry:

```
11/07 00:44:52.662 ERROR grCI 504 Error trying to insert CI. Error setting attr  
'ext_asset' on object 'enttx:C0766E809BEE4E49B9D03277CF60BD23' to value  
'nr:C0766E809BEE4E49B9D03277CF60BD23'
```

Solution:

CA Wily integration includes an older version of GRLoader. Use the version of GRLoader that ships with CA SDM r12.9 to import the data successfully.

Multi-Tenancy and Visualizer

The Visualizer uses the Administrator role for impersonation purposes. A user with this role must have rights to see *ALL TENANTS*. If this user does not have ALL TENANTS rights, then Visualizer launch (stand-alone or in context) can fail.

Example: Visualizer Session Error

When Visualizer is launched in context for a CI, the following Visualizer session error appears:

Authentication failed for user

Symptom:

Tenant Access for the impersonation role is set to *Single Tenant*.

Solution:

To launch Visualizer in context without this error, set the Administrator role to *Tenant Access to All Tenants*.

Visualizer Relationship Performance

CMDB Visualizer can process approximately 2500 relationships on its graphical canvas. If a Visualizer request contains more than 2500 relationships, then Visualizer performance can degrade.

Underscore (_) In Visualizer Server Name

Valid with Internet Explorer 8

Symptom:

When you use Internet Explorer 8 to access CMDB Visualizer, an underscore (_) in a server name can cause an error. The following message can appear:

Connection to Server Refused

Solution:

This message indicates an Internet Explorer 8 restriction. To resolve this problem, use the server IP address instead of the server name in the Visualizer URL.

Set Browser Locale for Visualizer

CMDB Visualizer adapts itself to the client-browser locale, which can display a different language from your localized CA SDM. To view the same language in Visualizer, set the browser locale to the CA SDM language.

To set the browser locale in Internet Explorer

1. Select Tools, Internet Options, General tab, Languages.
2. Add the language you want and move it to the top.
3. Open the new IE browser window (or refresh the browser).

Visualizer displays the language of the localized CA SDM.

To set the browser locale in Firefox

1. Select Tools, Options, Content tab, Languages section.
2. Add the language you want and move it to the top.
3. Open the new Firefox browser window (or refresh the browser).

Visualizer displays the language of the localized CA SDM.

Known Upgrade Issues

Known issues exist that affect the behavior and success of upgrading from a previous release of CA SDM.

Modify Tomcat Delivered with Unicenter Service Desk r11.2

If you are upgrading from Unicenter Service Desk r11.2 and are using a version of Tomcat other than the default (4.1.31), follow these instructions before upgrading to CA SDM r12.9.

For Windows:

1. Modify the following line in the `NX_ROOT\NX.env` file to specify the path of the version you are using:

```
@NX_TOMCAT_INSTALL_DIR= C:\Program  
Files\CA\SharedComponents\Tomcat\4.1.31
```

2. Modify the following lines in the `NX_ROOT\site\config.properties` file:

```
web.tomcat_home= C:\Program Files\CA\SharedComponents\tomcat\4.1.31  
web.tomcat.service_name=Apache Tomcat 4.1  
web.tomcat.version=4.1.31
```

3. Install CA SDM r12.9.

Note: Any customizations made to the `NX_ROOT\bopcfg\www\CATALINA_BASE\conf\server.xml` have to be manually updated to the `server.xml` (5.5.25) after configuration is run. An example would be SSL setup for Tomcat.

For UNIX:

1. Modify the following line in the `NX_ROOT/NX.env` file to specify the path of the version you are using:

```
@NX_TOMCAT_INSTALL_DIR=/opt/CA/SharedComponents/tomcat/4.1.31
```

2. Modify the following lines in the `NX_ROOT/site/config.properties` file:

```
web.tomcat_home=/opt/CA/SharedComponents/tomcat/4.1.31  
web.tomcat.service_name=Apache Tomcat 4.1  
web.tomcat.version=4.1.31
```

3. Install CA SDM r12.9.

Note: Any customizations made to the `NX_ROOT/bopcfg/www/CATALINA_BASE/conf\server.xml` have to be manually updated to the `server.xml` (5.5.25) after configuration is run. An example would be SSL setup for Tomcat.

MDB Patch 17261861 Oracle for Windows

Symptom:

MDB patch 17261861 Oracle for Windows has an error that prevents an upgrade to MDB r1.5.

Solution:

MDB patch 17615776 includes the fix for this problem. Install patch 17615776 before upgrading to MDB r1.5 (CA CMDB r12.0 and CA CMDB r12.1 use this MDB version).

Note: CMDB-UAP Integration Patches RO2252 and RO02288 both include MDB patch 17261861 Oracle for Windows. If you have installed RO2252 or RO02288, and you are using an Oracle database, contact CA Technical Support for information about how to obtain the MDB patch and how to install it.

Upgrade Fails from Unicenter Service Desk, CA CMDB r11.2, and Visualizer

Valid in all languages

Symptom:

The following error message displays when you upgrade your Unicenter Service Desk, CA CMDB r11.2, and Visualizer installations to CA SDM r12.9:

The environment variable CMDBVISUALIZER_HOME has been detected. This system appears to have CMDB Visualizer installed. This installation cannot continue. Cancel this installer. Remove CMDB Visualizer by 1) executing the Uninstaller separately; 2) Reboot the Operating System; 3) then run this installer again.

Solution:

Manually uninstall CA CMDB Visualizer before you perform the upgrade.

Live Assistance, Live Chat, and Join Analyst Now Links Are Missing

Symptom:

After upgrading from Unicenter Service Desk r11.2 with CA Support Automation r6.0 SR1 eFix5 to CA SDM r12.9, the Support Automation Live Chat and Join Analyst Now links on the Employee page do not appear.

Solution:

After you upgrade to CA SDM r12.9, remove the home.html file from the following directory so that the folder does not contain any files:

`NX_ROOT\site\mods\www\html\web\employee\Employee`

Symptom:

After upgrading from Unicenter Service Desk r11.2, CA Service Desk r12, or r12.1 without CA Support Automation r6.0 SR1 eFix5 to CA SDM r12.9, the following Support Automation options do not appear:

- The Live Assistance button on the Assigned Queue list page.
- The Live Chat and Join Analyst Now links on the Employee or Customer home pages.

Solution:

Support Automation uses the Analyst and End User default access levels. Because you upgraded from a CA SDM release that did not include Support Automation, assign the access level manually after upgrading.

CA SDM Upgrade Fails if the UTF-8 Locale is Not Installed

Valid on UNIX and Linux

Symptom:

The CA SDM upgrade fails when the UTF-8 locale is not installed before upgrading.

Solution:

CA SDM must run on the UTF-8 locale on UNIX and Linux operating systems. Before upgrading to CA SDM r12.9, verify that you have installed the UTF-8 locale.

Printed Knowledge Documents Contain Large Spaces After Migration

Valid on all operating systems

Symptom:

Customers upgrading from Unicenter Service Desk r11.0 to CA SDM r12.9 experience a printing problem for Knowledge Documents. Printed documents display a large space after the Resolution section when the documents contain embedded images.

Solution:

Complete the following steps:

1. On the Administration tab, navigate to Knowledge, Documents, Document Templates.
2. Open a Knowledge Document template.
3. Locate the <TD> tag in the HTML section and add the following code:

```
<TD vAlign=top><SPAN  
class=clsTextBlackXXsmall><SPAN>{TAG_RESOLUTION}</SPAN></SPAN></TD> </TR>
```

4. Repeat this change for all default Document Templates.

Known SharePoint Issues

Known issues exist that affect the behavior and success of SharePoint.

Incident Modified Date is not Correct in the SharePoint 2010 Search Result

Valid on all operating systems**Symptom:**

I created and modified an incident. Then I created the content source and crawler rule for CA SDM. When I do Federated Search for the incident in SharePoint 2010, I find that the modified date of the incident is displaying the crawling time and not the modified date.

Solution:

There is no solution for this problem.

SharePoint 2010 does not Index PDF Files

Valid on all operating systems**Symptom:**

When I perform the knowledge search through the Federated Search crawler, the PDF files that the crawler sends to the SharePoint 2010 does not get indexed.

Solution:

SharePoint 2010 does not have a PDF filter and cannot process the PDF files. So, you do not get the content of these PDF files in the search results. Install the fix that is mentioned in the KB_Article <http://support.microsoft.com/kb/2293357>.

Total Search Count Varies When I Navigate Through Search Result Pages

Valid on all operating systems

Symptom:

I searched the knowledge database using the Federated Search mechanism (SharePoint 2010). As I navigated through the results pages, the total search count varies from one page to the other page. Though the total count must be consistent through out the pages.

Solution:

This is a known behavior in SharePoint 2010. For more information, use the following URL:

<http://social.technet.microsoft.com/Forums/sharepoint/en-US/10638572-9240-44f5-a650-a0ff0782ee44/sharepoint-2010-search-result-count-inconsistent>

Known CA SDM Mobile Enabler Issues

Analyst Queue Known Issues

List of Unsupported Queries

Currently we do not support the queries in which the where clause contains the following pattern:

- Queries consisting any TIME bound constants like TODO_TODAY, TODAY, NEXT_WEEK. For example, the Issues To Do query has the following where clause:

```
assignee = @cnt.id AND active = 1 AND call_back_flag = 1 AND call_back_date < EndAtTime(\ 'TODO_TODAY\ ')
```
- Queries consisting Square brackets [], like [group], [contact]. For example, the My Group Requests query has the following where clause:

```
(group.[group]group_list.member IN (@cnt.id)) AND active = 1
```
- Queries consisting of dotted notation, that is '!'. For example, the Change Orders – All Resolved Conflicts query has the following syntax:

```
conflicts.conflict.is_resolved=1 AND conflicts.conflict.delete_flag=0
```

Unable to View Attachments

Valid on Android

Symptom:

You opened Mobile Enabler using the web URL and logged in to Analyst Queue. You opened a ticket and clicked on the associated attachment. You waited for the attachment to download and tried to open it from the Downloads folder. The attachment does not open and you get an error message.

Solution:

Currently no solution exists. You can deploy the native application of Mobile Enabler on your mobile and view the attachment.

Tenant User is Unable to Login

Symptom:

I am a tenant user. I tried to log in to Analyst Queue, but failed.

Solution:

No solution exists.

Not Able to Access Analyst Queue When Private Browsing is Turned ON

Symptom:

The Private Browsing on your mobile device is turned ON. You opened the web application of the CA SDM Mobile Enabler on your mobile device and entered valid credentials for the Analyst Queue capability. You are not able to access the capability.

Solution:

You turn OFF the Private Browsing option on your mobile phone, reopen CA SDM Mobile Enabler, and log in to the Analyst Queue capability again.

Approvals Known Issues

Unable to Open the Survey Form

Symptom:

You opened an ITPAM work item and clicked on the survey link. It opens the CA SDM login page. When you enter your credentials, the survey form is not displayed.

Solution:

For using the survey and other CA SDM related links, you need to open the link on your desktop Internet Explorer or Mozilla Firefox web browser. In general hyperlinks located inside the ITPAM forms will open, subject to any network limitations and limitations of launching the URL on the mobile device web browser.

Unsupported Form Fields

The Approvals capability does not support the following:

- Lookup fields, select fields, and radio groups. If you have used a form with any of these fields in ITPAM or CAWF to create a workitem, these fields are not displayed in the Approvals capability when you view the workitem.
- ITPAM form features which were introduced in ITPAM 4.1, such as java script form manipulation.
- Minimum and maximum length for string input fields in ITPAM 4.0 or later.

Slow or No Response From Workflow Engines

Symptom:

I am facing slow or no response from the associated workflow engines.

Solution:

This problem may occur if there is an overload of workitems (for example, for more than 500 workitems). Performance may be improved if you increase the cache for the associated workflows. The LRUBUFFERISIZE is an approximate number of pending tasks that are actively being referenced by ITPAM or CA SDM. The default value is 1000. Alternately, disabling SDMLOOKUP can also improve performance at the expense of reducing some functionality.

Follow these steps:

1. Log in to the CA SDM server.
2. Set `NX_MOBILE_WFM_ITPAM_LRUBUFFERSIZE` and `NX_MOBILE_WFM_SDM_LRUBUFFERSIZE` variables to an appropriate value. The default is 1000 entries.
3. Set the `NX_MOBILE_WFM_ITPAM_DISABLE_SDMLOOKUP` variable to YES. This action disables the extended information (such as start time, priority, and change order number).
4. Run the `pdm_options_mgr` command to update each variable. For example, run the `pdm_options_mgr` command to increase `MOBILE_WFM_SDM_LRUBUFFERSIZE`, as follows:

```
pdm_options_mgr -c -a pdm_option.inst -s MOBILE_WFM_SDM_LRUBUFFERSIZE -v 2000
```
5. Restart CA SDM server.

Unable to View CAWF Form Fields

Symptom:

After updating the CAWF form, I am unable to view the form fields of CAWF in the Approvals capability.

Solution:

Restart CA SDM or CA SDM REST services and try again. To restart the CA SDM REST services, use the following commands:

```
pdm_tomcat_nxd -c STOP -t REST
```

```
pdm_tomcat_nxd -c START -t REST
```

Data Partition Constraints Created in CA SDM are not Supported

Approvals capability does not take into consideration the data partition constraints that are created in CA SDM. For this reason, the logged-in user can see all the tasks and the related information, irrespective of the data partition. If a task is assigned to an authenticated user, the user will be able to see the task.

Open Space Known Issues

Unable to Login

Symptom:

You entered your credentials for Open Space capability and tapped on Login. An error message is displayed and you are unable to login to the capability.

Solution:

The following reasons may be applicable:

- If you enter incorrect URL, check the URL and relogin.
- If the URL ends with "/", remove the "/" and then retry.
- If the CA Open Space server is down. Wait for the server to start working and then relogin.

Unable to View Attachments

Valid on Android

Symptom:

You opened Mobile Enabler using the web URL and logged in to Open Space. You opened a ticket and clicked on the associated attachment. You waited for the attachment to download and tried to open it from the Downloads folder. The attachment does not open and you get an error message.

Solution:

Currently no solution exists. You can deploy the native application of Mobile Enabler on your mobile and view the attachment.

Appendix A: Accessibility Features

CA Technologies is committed to ensuring that all customers, regardless of ability, can successfully use its products and supporting documentation to accomplish vital business tasks. This section outlines the accessibility features that are part of *CA SDM*.

Product Enhancements

CA SDM offers accessibility enhancements in the following areas:

- Display
- Sound
- Keyboard
- Mouse

You can modify system behavior for optimal use with a screen reader for visually impaired users. You must log off and log back on for this change to take effect. From the Help menu, select Screen Reader Usage for an overview of using *CA SDM* with a screen reader.

Note: The following information applies to Windows-based and Macintosh-based applications. Java applications run on many host operating systems, some of which already have assistive technologies available to them. For these existing assistive technologies to provide access to programs written in JPL, they need a bridge between themselves in their native environments and the Java Accessibility support that is available from within the Java Virtual Machine (Java VM). This bridge has one end in the Java VM and the other on the native operating systems, so it will be slightly different for each platform it bridges to. Oracle is currently developing both the JPL and the Win32 sides of this bridge.

Display

To increase visibility on your computer display, you can adjust the following options:

Font style, color, and size of items

Lets you choose font color, size, and other visual combinations.

Screen resolution

Lets you change the pixel count to enlarge objects on the screen.

Cursor width and blink rate

Lets you make the cursor easier to find or minimize its blinking.

Icon size

Lets you make icons larger for visibility or smaller for increased screen space.

High contrast schemes

Lets you select color combinations that are easier to see.

Sound

Use sound as a visual alternative or to make computer sounds easier to hear or distinguish by adjusting the following options:

Volume

Lets you turn the computer sound up or down.

Text-to-Speech

Lets you hear command options and text read aloud.

Warnings

Lets you display visual warnings.

Notices

Gives you aural or visual cues when accessibility features are turned on or off.

Schemes

Lets you associate computer sounds with specific system events.

Captions

Lets you display captions for speech and sounds.

Keyboard

You can make the following keyboard adjustments:

Repeat Rate

Lets you set how quickly a character repeats when a key is struck.

Tones

Lets you hear tones when pressing certain keys.

Sticky Keys

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

Mouse

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

Click Speed

Lets you choose how fast to click the mouse button to make a selection.

Click Lock

Lets you highlight or drag without holding down the mouse button.

Reverse Action

Lets you reverse the functions controlled by the left and right mouse keys.

Blink Rate

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

Pointer Options

Let you do the following:

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

Keyboard Shortcuts

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

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

Chapter 6: Third-Party Acknowledgments

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