

CA Service Catalog

Notes de parution

r12.6

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Produits CA référencés

Ce document peut faire référence aux produits et aux composants CA suivants :

- CA Service Accounting
- CA Service Catalog
- CA Embedded Entitlements Manager (CA EEM)
- CA CMDB
- CA Service Desk Manager
- CA SiteMinder®
- CA Asset Portfolio Management (CA APM)
- CA MICS® Resource Management
- CA JARS®
- CA Storage Resource Manager (CA SRM)
- CA Service Assure
- CA Service Metric Analysis (CA SMA)
- CA Workflow
- Tableau de bord Administration® Quick Start™
- CA IT Process Automation Manager™ (CA IT PAM)
- CA Business Intelligence

Support technique

Pour une assistance technique en ligne et une liste complète des sites, horaires d'ouverture et numéros de téléphone, contactez le support technique à l'adresse <http://www.ca.com/worldwide>.

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Chapitre 1 : Nouvelles fonctionnalités et améliorations

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[Intégration à Gestionnaire de réservations](#) (page 12)

[Approbation et refus de demandes au moyen d'un ordinateur de poche](#) (page 14)

[Délégation de catalogues](#) (page 15)

[Options de service et cycle de vie de la demande discret](#) (page 16)

[Gestion des demandes au moyen de politiques](#) (page 17)

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Intégration à CA Oblicore Guarantee

CA Oblicore Guarantee automatise, active et accélère la gestion, la surveillance et la génération de rapports d'*accords sur les niveaux de service (SLA)* d'activité professionnelle et technologique et d'accords de livraison de service pour les entreprises et les fournisseurs de services. CA Oblicore Guarantee permet aux organisations de comprendre les implications engendrées par les performances et les coûts de ces accords en temps réel. CA Oblicore Guarantee fournit aux entreprises et aux fournisseurs de services une solution permettant de gérer la livraison de services à travers l'infrastructure professionnelle et technologique efficacement et en toute transparence.

La méthodologie descendante de CA Oblicore Guarantee pour la gestion des niveaux de service commence par des contrats qui utilisent la langue et la métrique du business. Ces contrats s'intègrent aux sources de données techniques pour mesurer en continu les performances des services selon les termes et conditions du contrat. La transparence et le contrôle qui en résultent permettent de gérer plus efficacement à la fois les prévisions entre les TI et l'activité professionnelle et les contrats avec des fournisseurs externes de services, tels que CA Service Catalog.

En *plus* des avantages fournis par CA Service Catalog et CA Oblicore Guarantee *individuellement*, l'*intégration* des deux produits fournit les avantages suivants :

- En tant qu'administrateur CA Service Catalog, lorsque vous définissez une option de service, vous pouvez effectuer des recherches dans une liste de contrats dans CA Oblicore Guarantee, sélectionnez un contrat et l'associer à l'option de service. Vous pouvez également sélectionner un composant de service, des métriques contractuelles et des métriques de motivation dans ce contrat pour l'associer à l'option de service.

Tous ces éléments permettront de spécifier la qualité de service attendue pour l'option de service. Le composant de service spécifie les éléments à surveiller (un composant relatif à l'option de service), alors que les métriques spécifient *les données* à surveiller (par exemple, le nombre de kilo-octets par seconde ou de violations par mois). Vous pouvez sélectionner une métrique contractuelle avec un niveau plus élevé de qualité de service et un coût supplémentaire ou vous pouvez sélectionner une mesure contractuelle avec un niveau inférieur de qualité de service à moindre coût.

- Comme le décrit cette documentation, l'intégration permet de mesurer l'adhésion aux contrats CA Oblicore Guarantee selon le service en général : toutes les demandes de service pour la période spécifiée par les métriques indiquées.

- L'association d'une option de service et d'un contrat et la surveillance fournie par les deux produits prend en charge la transparence de la qualité de service, de la demande à l'exécution et de la facturation à et la contre-passation.
- De plus, l'association du service à un contrat et à la surveillance fournie par les deux produits permettent également d'effectuer les régularisations financières spécifiées par le contrat. Par exemple, les régularisations peuvent inclure des charges réduites lorsque le service ne remplit pas les termes du contrat ou des charges supérieures lorsque le service excède les termes du contrat.
- Vous pouvez utiliser soit CA Oblicore Guarantee, soit CA Service Catalog pour afficher le niveau de conformité d'un service CA Service Catalog selon les termes des contrats CA Oblicore Guarantee qui y sont associés.

Vous pouvez utiliser les fonctionnalités de facturation de CA Service Accounting pour déterminer toute régularisation financière requise par un service qui ne remplit pas ou qui excède les termes du contrat associé.

Remarque : Pour obtenir des informations détaillées sur l'intégration à CA Oblicore Guarantee, consultez le manuel *Integration Guide*.

Intégration à Gestionnaire de réservations

Vous pouvez utiliser Gestionnaire de réservations pour réserver des systèmes d'un pool de ressources disponible dans votre centre de données. Gestionnaire de réservations permet de réserver l'accès aux ressources partagées à la demande pendant une période spécifique. Gestionnaire de réservations s'intègre à CA Spectrum Automation Manager et utilise sa technologie de provisionnement pour créer des systèmes avec la configuration dont vous avez besoin pour la période demandée.

Gestionnaire de réservations est un utilitaire indépendant dont l'interface utilisateur s'intègre à CA Spectrum Automation Manager pour fournir des ressources à la demande permettant de réserver des systèmes Windows, Linux, AIX, et Solaris. Lorsque vous créez une réservation, vous pouvez spécifier une image de système d'exploitation, de logiciel et de matériel requise par le système. Vous pouvez demander des systèmes physiques ou créer des ordinateurs virtuels dans le cadre d'une réservation.

Remarque : Pour plus d'informations sur l'installation et la configuration de Gestionnaire de réservations, consultez le *Manuel d'administration* et le manuel *Implementation Guide CA Spectrum Automation Manager*. Pour plus d'informations sur l'utilisation de Gestionnaire de réservations, consultez le manuel de l'utilisateur du gestionnaire de réservation de *CA Spectrum Automation Manager (Reservation Manager User Guide)*.

En *plus* des avantages fournis par CA Service Catalog et Gestionnaire de réservations *individuellement*, *l'intégration* des deux produits fournit les avantages suivants :

- L'ajout à Gestionnaire de réservations d'un cycle de vie de demandes formel, comprenant le suivi des coûts, l'utilisation et la refacturation
- Un point de contact unique permettant aux utilisateurs de catalogue de créer, d'étendre et de renvoyer (annuler) des réservations de ressources physiques et virtuelles de manière illimitée, efficace et transparente
- L'ajout à CA Service Catalog de services prédéfinis et de groupes d'options de services permettant aux utilisateurs de catalogue d'effectuer des demandes de réservation
- Les administrateurs peuvent utiliser ces services prédéfinis et ces groupes d'options de services en toute flexibilité, en l'état ou en les adaptant à leur activité professionnelle ou autres contextes

- Un point de contact unique permettant aux administrateurs de suivre, de facturer, de remplir et de générer des rapports pour ces demandes de manière automatisée, efficace et transparente
- Amélioration de la gouvernance et de la gestion des demandes et de l'exécution des ressources physiques et virtuelles
- Facturation basée sur l'utilisation de ce provisionnement, via CA Service Accounting

Remarque : Pour obtenir des informations détaillées sur l'intégration à Gestionnaire de réservations, consultez le manuel *Integration Guide*.

Approbation et refus de demandes au moyen d'un ordinateur de poche

Lorsqu'ils voyagent, les administrateurs, les gestionnaires et d'autres personnes clés de la plupart des organisations utilisent un périphérique mobile appelé "*assistant numérique personnel*" (*ordinateur de poche*) pour communiquer à l'aide du téléphone et des courriels, ainsi que pour se connecter à internet en utilisant un navigateur Web à écran réduit spécial. De cette façon, ces employés continuent à s'occuper des processus métier même lorsqu'ils sont en dehors du bureau.

En tant qu'administrateur CA Service Catalog, vous pouvez également configurer votre implémentation CA Service Catalog et ses services pour permettre aux utilisateurs d'approuver et de rejeter les demandes à l'aide d'un ordinateur de poche. Ces utilisateurs reçoivent automatiquement une notification par courriel sur leur ordinateur de poche pour leur indiquer qu'une demande est en attente d'approbation (courriel d'approbation de la demande).

En fonction de la configuration appliquée pour l'approbation via un ordinateur de poche, les utilisateurs d'ordinateurs de poche peuvent également utiliser les liens que vous fournissez dans le courriel d'approbation de la demande pour effectuer au moins une des actions suivantes :

- Se connecter à CA Service Catalog, afficher les détails de la demande et approuver ou rejeter la demande
- Approuver ou rejeter la demande, le service ou l'option de service sans afficher ses informations

Les utilisateurs doivent entrer leurs informations d'identification manuellement

- Approuver ou rejeter la demande, le service ou l'option de service *sans* se connecter à CA Service Catalog ; cette action est l'approbation directe par courriel

En utilisant les ordinateurs de poche de cette manière, ces employés continuent de s'occuper du cycle de vie des demandes de votre entreprise, même lorsqu'ils ne sont pas au bureau.

L'approbation et le rejet des demandes via un ordinateur de poche (*Approbation via un ordinateur de poche*) sont similaires au processus réalisé via un ordinateur portable ou de bureau. Toutefois, l'approbation via un ordinateur de poche nécessite quelque travail d'installation supplémentaire et inclut quelques restrictions dont il faut tenir compte, par rapport au processus traditionnel avec un ordinateur portable ou ordinateur fixe de bureau.

Remarque : Pour plus d'informations sur l'approbation au moyen d'un ordinateur de poche, consultez le *Manuel d'administration*.

Délégation de catalogues

La délégation de l'utilisation de votre catalogue à un autre utilisateur (un délégué) permet au délégué de parcourir le catalogue pour créer et soumettre des demandes à votre place (le délégant). Le catalogue d'un délégant contient généralement des services qui ne sont pas disponibles dans le catalogue du délégué.

Les délégants sont généralement des dirigeants ou des gestionnaires, mais il peut également s'agir d'utilisateurs dont le rôle permet de créer et de soumettre des demandes. Les délégués sont généralement des assistants exécutifs ou d'autres employés qui se présentent au délégant, mais il peut également s'agir d'utilisateurs dont le rôle permet de créer et de soumettre des demandes.

Généralement, un délégué crée et soumet des demandes pour le délégant à partir du catalogue du délégant. Lorsqu'un délégué crée une demande à partir du catalogue d'un délégant, le champ Bénéficiaire affiche le nom du délégant que vous ne pouvez pas modifier.

Le cas échéant, tous les enregistrements d'historique, d'audit et de journalisation d'une demande indiquent que le délégué a créé et a soumis la demande de la part du délégant.

Remarque : Pour plus d'informations sur la délégation de catalogues, consultez le *Manuel d'administration*.

Options de service et cycle de vie de la demande discret

Les administrateurs peuvent également spécifier des paramètres discrets pendant le cycle de vie de la demande pour des unités business individuelles, comme suit :

- Selon la configuration sélectionnée, vous pouvez spécifier le statut selon lequel les gestionnaires de demandes (approbateurs et exécutants) peuvent discrètement (individuellement) approuver, rejeter ou exécuter chaque option de service dans tous les services de la demande. Le paramètre spécifié s'applique à la demande *depuis* le statut de début spécifié *jusqu'à* la fin du cycle de vie de la demande.
- Vous pouvez également spécifier le statut de départ des options de service individuelles dans un service et des services individuels dans une demande pour une progression vers des statuts avancés dans le cycle de vie de la demande indépendamment. Dans ce contexte, *indépendamment* signifie *sans* requérir ou attendre une autre option de service dans le même service ou un autre service dans la même demande pour progresser vers un autre statut. Le paramètre spécifié s'applique à la demande depuis le statut de début spécifié jusqu'à la fin du cycle de vie de la demande.
- Vous pouvez également spécifier la conséquence du rejet d'un service unique ou d'une option de service en plus d'autres services et options de service dans la même demande :
 - Si ce paramètre est défini sur Oui, lorsque vous rejetez un service ou une option de service, les services ou les options de service restants peuvent progresser s'ils sont approuvés.
 - Si ce paramètre est défini sur Non, lorsque vous rejetez un service ou une option de service, l'intégralité de la demande est rejetée. Le statut des autres services ou options de service antérieurement approuvés devient Rejeté. Ils ne peuvent alors plus progresser dans le cycle de vie de la demande.

Pour tous ces paramètres, les paramètres par défaut sont rétrocompatibles et le cycle de vie de la demande est identique à celui des versions précédant l'implémentation de ce paramètre.

Remarque : Pour plus d'informations sur le cycle de vie discret de la demande, consultez le *Manuel d'administration*.

Gestion des demandes au moyen de politiques

Si votre implémentation CA Service Catalog utilise CA IT PAM pour approuver et exécuter des demandes, les administrateurs CA Service Catalog peuvent également créer des politiques pour définir des conditions permettant de désigner automatiquement des utilisateurs spécifiques comme destinataires d'une tâche pendant le cycle de vie de la demande. La procédure commune consiste à créer des politiques pour définir des conditions permettant d'affecter automatiquement des utilisateurs spécifiques en tant qu'approbateurs aux services et aux options de service dans une demande soumise (en attente d'action).

Cette opération permet d'affecter facilement des tâches (telles que l'approbation ou le rejet de demandes en attente d'action) à des utilisateurs *autres que* les gestionnaires dans la hiérarchie organisationnelle du demandeur. Toutefois, vous pouvez également inclure le gestionnaire de l'utilisateur ou la hiérarchie des gestionnaires dans votre liste de destinataires.

La politique que vous créez comprend les principaux composants suivants :

- La condition selon laquelle la politique s'applique : si la condition n'est pas satisfaite, la politique n'est pas activée.
- Le type d'affectation si la condition est satisfaite : si la condition est satisfaite, le ou les utilisateurs que vous spécifiez sont affectés pour exécuter une action en attente, telle que l'approbation ou l'exécution.

Vous pouvez spécifier la liste des destinataires selon un des attributs, comprenant certains ou l'intégralité des attributs suivants :

- ID d'utilisateur
- Appartenance à un groupe d'utilisateurs
- Hiérarchie de gestion : c'est à dire le gestionnaire de l'utilisateur, le gestionnaire de ce gestionnaire, et ainsi de suite
- Un paramètre actif ou inactif
- Champs de description et de priorité

Remarque : CA Workflow ne prend *pas* en charge la gestion des demandes au moyen de politiques.

Remarque : Pour plus d'informations sur l'utilisation de politiques pour la gestion des demandes, consultez le *Manuel d'administration*.

Pages de listes des demandes configurables

Les administrateurs dont le rôle est Fournisseur de services (par défaut, spadmin) peuvent également configurer l'affichage des colonnes des pages de listes des demandes. Les pages de listes des demandes affichent toutes les demandes ou un sous-ensemble de demandes filtrées : par exemple, les demandes ouvertes, en attente ou terminées.

Une page de liste de demande s'affiche lorsque les utilisateurs cliquent sur Accueil, puis sur Demandes ou lorsque les utilisateurs sélectionnent une des options suivantes dans la page Demandes :

- demandes ouvertes
- Mes demandes récentes
- Demandes satisfaites
- En attente d'une action de ma part
- Recherche avancée : après avoir recherché des demandes et affiché les résultats

Lorsqu'un utilisateur sélectionne une de ces options, le système de catalogues ouvre une page de liste de demandes affichant les demandes dans un tableau (une demande par ligne). Chaque colonne du tableau affiche un attribut de la demande, tel que l'ID, le nom, la priorité ou le statut de la demande.

Vous pouvez trier les colonnes, configurer leur largeur, inclure ou exclure une colonne de l'affichage et définir le nombre de demandes répertoriées par défaut par page. Les paramètres spécifiés sont appliqués à tous les utilisateurs de CA Service Catalog dans toutes les unités business.

Nouvelle fonctionnalité de recherche avancée

La version 12.6 de CA Service Catalog inclut différentes mises à jour simplifiant la création, l'enregistrement, la réutilisation et le partage des requêtes de recherche avancée.

Les utilisateurs disposant du rôle d'administrateur Service Delivery peuvent enregistrer et partager des requêtes de recherche avancée. Ainsi, les requêtes sont disponibles pour tous les utilisateurs de toutes les unités business, indépendamment de leurs rôles.

Les utilisateurs disposant d'un rôle différent de l'administrateur Service Delivery peuvent enregistrer leurs propres requêtes de recherche avancée, mais ne peuvent pas les partager. Ils peuvent charger et exécuter leurs propres requêtes enregistrées et celles partagées par l'administrateur Service Delivery.

Dans cette version, la fonctionnalité de recherche avancée est plus conviviale et inclut des améliorations des fonctionnalités de partage, grâce aux options suivantes disponibles en cliquant sur Recherche avancée dans la page Accueil, Demandes :

- L'option Rechercher (par défaut, une icône en forme de loupe) permettant de saisir de nouvelles requêtes de recherche avancée
- L'option Enregistrer (par défaut, une icône en forme de dossier avec une flèche vers le bas) pour enregistrer une requête de recherche avancée préalablement saisie et, le cas échéant, la partager. Tous les utilisateurs peuvent enregistrer des requêtes à des fins personnelles. Seuls les administrateurs Services Delivery peuvent partager des requêtes avec d'autres utilisateurs.
- L'option Charger (par défaut, une icône en forme de dossier ouvert contenant des fichiers) pour charger des requêtes de recherche avancée et les exécuter à nouveau. Vous pouvez également appliquer un filtre de requêtes partagées et de requêtes personnelles.

Un administrateur ayant enregistré ses requêtes dans la version antérieure avant la mise à niveau vers CA Service Catalog 12.6 doit vérifier le fonctionnement des demandes enregistrées dans cette version. Il devra peut-être mettre à jour ou remplacer ses requêtes enregistrées dans les versions antérieures.

Pour plus d'informations sur les recherches, notamment les recherches avancées, reportez-vous au *Manuel d'administration*.

Amélioration de l'installation

CA Service Catalog 12.6 *ne contient plus* les restrictions suivantes des versions antérieures :

- Il était possible d'installer CA Service Accounting sur le même ordinateur sur lequel uniquement CA Workflow était installé.
- Si CA Service Accounting et CA Workflow sont installés sur le même ordinateur, vous avez été invité à y installer également Vue Service.

Règles, actions et événements nouveaux et mis à jour

CA Service Catalog 12.6 inclut un nouvel événement appelé Modification de la demande d'une action en attente. Cet événement inclut la règle existante appelée Lorsque le statut est En attente d'approbation et toutes ses actions.

Cette règle est déplacée de l'événement existant appelé Changement d'un élément de demande/souscription vers le nouvel événement.

L'événement Modification de la demande d'une action en attente constitue un emplacement plus intuitif pour la règle Lorsque le statut est En attente d'approbation, car le but de cette règle et les actions sont plus étroitement liées aux changements des demandes d'action en attente que les changements des options de service. De cette façon, le changement peut permettre aux administrateurs de gérer les règles et les actions de manière plus modulaire. En outre, ce déplacement permet au système de catalogues de traiter le cycle de vie de la demande plus efficacement, notamment pour des notifications et des affectations de demandes d'action en attente (par ex. Transférer, Déléguer, Prendre ou Retourner).

La règle Lorsque le statut est En attente d'approbation mise à jour incluse dans l'événement Modification de la demande d'une action en attente contient une nouvelle action d'approbation appelée Informer l'approbateur - Approbation par courriel. Cette action est requise pour activer l'approbation et le rejet de demandes directement par courriel (approbation par courriel directe). Si vous activez [l'approbation et le rejet de demandes à l'aide d'un ordinateur de poche](#) (page 14), vous pouvez également implémenter l'approbation par courriel directe.

Autres déplacements de règles

Les règles suivantes ont également été déplacées de l'événement Changement d'un élément de demande/souscription vers l'événement Modification de la demande d'une action en attente, pour les mêmes raisons indiquées plus haut concernant le déplacement de la règle Lorsque le statut est En attente d'approbation :

- Lorsque les actions en attente d'exécution sont affectées
- Lorsque les actions en attente d'exécution sont terminées
- Lorsque le statut est Approuvé
- Lorsque le statut est Exécution annulée
- Lorsque le statut est En attente d'approbation
- Lorsque le statut est Rejeté

Uniquement pour les mises à niveau

Si vous effectuez la mise à niveau à partir d'une version antérieure de CA Service Catalog, toutes les règles et actions activées auparavant demeurent actives dans les événements qui les contiennent actuellement. Les règles et actions de l'événement Modification de la demande d'une action en attente demeurent désactivées jusqu'à ce que vous les activiez. Lorsque vous effectuez l'activation, désactivez les règles et actions portant le même nom dans l'événement Changement d'un élément de demande/souscription, pour éviter la duplication des règles et des actions. Par exemple, si vous activez la règle Lorsque le statut est en attente d'approbation dans les deux événements, le système déclenche la duplication des actions Informer l'approbateur et envoie des courriels d'approbation de la demande en double.

Chapitre 2 : Fonctionnalités supprimées

Ce chapitre traite des sujets suivants :

[Intégration à CA Service Assure](#) (page 23)

[Utilisation de WebLogic en tant que serveur Web](#) (page 24)

[Langues localisées](#) (page 24)

[Fonctionnalité de Recherche avancée antérieure](#) (page 24)

Intégration à CA Service Assure

CA Service Assure est planifié pour arriver en fin de vie le 31 mars 2011. Pour obtenir des informations sur ce point, contactez CA Support à l'adresse suivante : <http://ca.com/worldwide>. Par conséquent, l'intégration à CA Service Assure n'est plus prise en charge dans CA Service Catalog r12.6.

Si vous utilisez actuellement cette intégration et que vous mettez à niveau vers CA Service Catalog r12.6, l'intégration sera désactivée. Dans CA Service Catalog r12.6, les services existants qui utilisaient l'intégration continuent de fonctionner, avec toutefois une exception : tous les éléments d'option de service (anciennement *éléments de taux*) de type Contrat sont ignorés tout au long du cycle de vie de la demande et ne sont pas utilisés lors de la facturation.

En guise de substitut à CA Service Assure, nous vous recommandons d'implémenter CA Oblicore Guarantee et de [l'intégrer à CA Service Catalog](#) (page 10). CA Oblicore Guarantee automatise, active et accélère la gestion, la surveillance et la génération de rapports d'accords sur les niveaux de service (SLA) d'activité professionnelle et technologique et d'accords de livraison de service pour les entreprises et les fournisseurs de services.

Vous pouvez obtenir une grande valeur en associant des options de service CA Service Catalog à des métriques d'accords sur les niveaux de service dans les contrats CA Service Catalog. Vous pouvez vérifier les données cumulées pour déterminer la qualité des services distribués. En outre, vous pouvez utiliser les fonctionnalités de facturation de CA Service Accounting pour déterminer toute régularisation financière requise par un service qui ne respecte pas ou qui excède les métriques du contrat associé.

Remarque : Pour plus d'informations sur l'intégration entre CA Service Catalog et CA Oblicore Guarantee, consultez le *Manuel d'intégration*.

Utilisation de WebLogic en tant que serveur Web

Vous ne pouvez plus configurer WebLogic en tant que serveur Web pour CA Service Catalog.

Désormais, le serveur Web pour CA Service Catalog est [Apache Tomcat](#) (page 35).

Langues localisées

CA Service Catalog n'est plus localisé en chinois simplifié et en coréen.

CA Service Catalog prend toujours en charge les autres langues.

Fonctionnalité de Recherche avancée antérieure

La fonctionnalité de recherche avancée de la version antérieure peut ne pas fonctionner avec la [nouvelle fonctionnalité de recherche](#) (page 19) avancée disponible dans CA Service Catalog 12.6. Il est recommandé d'utiliser la nouvelle fonctionnalité de recherche avancée dès que possible après l'installation.

Chapitre 3 : Modifications de fonctionnalités

Ce chapitre traite des sujets suivants :

[Configuration de l'option Utiliser le catalogue du fournisseur de services uniquement](#) (page 25)

Configuration de l'option Utiliser le catalogue du fournisseur de services uniquement

Dans les versions antérieures de CA Service Catalog, l'option Utiliser le catalogue du fournisseur de services uniquement dans la configuration du générateur de services était disponible pour l'unité business racine (niveau le plus élevé) et toutes les sous-unités business.

Avec CA Service Catalog 12.6, l'option Utiliser le catalogue du fournisseur de services uniquement est disponible *uniquement* pour l'unité business racine.

Pour configurer cette option, connectez-vous en tant qu'administrateur Service Delivery par défaut (spadmin). Vous pouvez ainsi la définir en cliquant sur Générateur de services, Configuration, puis sur l'option Configuration du système.

Avant la mise à niveau vers CA Service Catalog 12.6, accédez à toutes les unités business sous l'unité business racine pour vérifier si l'option Utiliser le catalogue du fournisseur de services est définie sur Oui ou sur Non. Enregistrez les paramètres aux fins de référence, et choisissez la valeur à utiliser comme paramètre appliqué à l'ensemble du système pour répondre aux besoins de votre organisation. Dans les versions antérieures, vous pouviez afficher et définir ce paramètre en cliquant sur Générateur de services, Configuration, Configuration du catalogue.

Une fois la mise à niveau vers CA Service Catalog 12.6 effectuée, connectez-vous en tant qu'administrateur Service Delivery, définissez la valeur en cliquant sur Générateur de services, Configuration, Système. La valeur définie s'applique à l'ensemble du système de catalogues ; en d'autres termes, à toutes les unités business.

Pour plus d'informations sur les options de configuration, notamment l'option Utiliser le catalogue du fournisseur de services, consultez le *Manuel d'implémentation*.

Chapitre 4 : Documentation

Ce chapitre traite des sujets suivants :

[Documentation](#) (page 27)

[Bibliothèque CA](#) (page 28)

[Fichier Readme](#) (page 29)

[Numéros de version affectés à la documentation](#) (page 29)

Documentation

CA Service Catalog fournit les manuels suivants *à la fois* au format HTML et PDF :

- Manuel d'implémentation
- Manuel d'administration
- Manuel d'intégration
- Notes de parution
- Manuel de référence
- Fichier Readme (si nécessaire)
- Présentation de CA MDB
- Manuel d'implémentation de CA Business Intelligence
- Manuel de référence de l'API de CA Workflow

Pour obtenir des résultats optimaux, accédez à ces manuels par l'intermédiaire de la [bibliothèque CA](#) (page 28).

Remarque : Nouvelles intégrations possibles de CA Oblicore Guarantee et Gestionnaire de réservations à CA Service Catalog. Pour plus d'informations sur l'intégration entre CA Service Catalog et ces produits, consultez le manuel *Integration Guide*. Pour plus d'informations sur CA Oblicore Guarantee et Gestionnaire de réservations, consultez la documentation correspondante.

Bibliothèque CA

La bibliothèque CA dispose de toute la [documentation](#) (page 27) produit, aux formats HTML et PDF conformes à la section 508. Dans la bibliothèque CA vous pouvez réaliser les actions suivantes :

- Afficher et rechercher des manuels au format HTML ou PDF.
- Utiliser le champ Rechercher, en haut à droite, pour rechercher tous les manuels au format HTML.
Remarque : Cette option s'applique aux manuels uniquement en anglais qui ne sont pas localisés.
- Affichage, option de recherche et impression de manuels spécifiques ouverts dans Adobe Reader à l'aide de l'option Version imprimable Si Adobe Reader n'est pas installé sur votre ordinateur, vous pouvez utiliser le lien Télécharger Adobe Reader, dans la section Autre informations de la bibliothèque CA, pour télécharger Adobe Reader et l'installer.

Pour ouvrir la bibliothèque CA, réalisez l'une des actions suivantes :

- Installez CA Service Catalog. Le média d'installation de CA Service Catalog installe automatiquement la bibliothèque CA.
- Copiez tous les éléments du sous-dossier \locale provenant du média d'installation ou d'une installation de produit sur votre ordinateur local.
- Téléchargez une version compressée (WinZip) de la bibliothèque CA depuis le support CA en ligne et décompressez-la.

Pour ouvrir la bibliothèque à partir de l'interface utilisateur graphique de CA Service Catalog, sélectionnez Administration, puis Outils. Cliquez sur Liens (sous Menu) dans la page Outils. Sélectionnez Documentation > Bibliothèque dans la page Liens.

Pour ouvrir la bibliothèque sans utiliser l'interface graphique de CA Service Catalog, procédez comme suit.

- Si vous utilisez Microsoft Internet Explorer, double-cliquez sur le fichier Bookshelf.hta.
- Si vous utilisez Mozilla Firefox ou Safari, double-cliquez sur le fichier Bookshelf.html.
- Dans la section CA Service Catalog du menu Démarrer de Windows, cliquez sur le lien Bibliothèque CA.

La documentation mise à jour de CA Service Catalog est disponible sur <http://ca.com/worldwide>.

Fichier Readme

La documentation de CA Service Catalog inclut toujours un fichier de Notes de parution.

Toutefois, un fichier Readme est facultatif et est inclus pour indiquer, si nécessaire, uniquement les changements de dernière minute.

Au moment de la publication, CA Service Catalog ne requiert ou n'inclut pas de fichier Readme.

Numéros de version affectés à la documentation

Il se peut que le numéro de version figurant sur la page de titre d'un document ne corresponde pas au numéro de version actuel du produit ; cependant, toute la documentation fournie avec le produit (quel que soit le numéro de version apparaissant sur la page de titre) prendra en charge l'utilisation de la version actuelle du produit. Le numéro de version est modifié uniquement lorsqu'une partie importante d'un document change pour incorporer une mise à jour ou la nouvelle version d'un produit. Si aucune modification importante n'est apportée à un document, le numéro de version ne change pas. Par exemple, un document relatif à la version 12 peut être valide pour les versions 12.5 ou 12.6. La bibliothèque de la documentation indique toujours le numéro de version actuelle d'un produit.

Quelquefois, la documentation est mise à jour même s'il ne s'agit pas d'une nouvelle version ou d'une mise à jour de produit. Nous mettons à jour le numéro d'édition sur la page de garde pour indiquer un changement mineur dans la documentation qui reste valide pour toutes les versions qu'elle prend en charge. Les premières éditions n'ont pas de numéro d'édition.

Chapitre 5 : Informations sur les systèmes

Ce chapitre traite des sujets suivants :

[Systèmes d'exploitation pris en charge](#) (page 31)

[Configuration système requise](#) (page 31)

[Configuration matérielle requise](#) (page 32)

[Configuration logicielle requise](#) (page 35)

[Intégration facultative à d'autres produits CA](#) (page 38)

[Configuration requise sur les clients](#) (page 39)

Systèmes d'exploitation pris en charge

CA Service Catalog prend en charge les systèmes d'exploitation suivants pour les composants d'application et les systèmes de gestion de base de données :

- Microsoft Windows 2008 Server – Standard et Enterprise
- Microsoft Windows 2008 R2 Server – Standard et Enterprise

Remarque : Pour connaître les autres systèmes d'exploitation ou Service Packs pris en charge après la date de disponibilité générale, consultez la matrice de certification pour CA Service Catalog sur le site <http://ca.com/worldwide>.

Configuration système requise

Vous devez disposer de la configuration requise suivante pour installer et pour exécuter CA Service Catalog.

Navigateurs

Vous pouvez accéder à CA Service Catalog sur les ordinateurs de bureau et portables au moyen des navigateurs suivants :

- Microsoft Internet Explorer 7.0 ou 8.0 avec le Service Pack le plus récent
- Mozilla Firefox 3.5
- Apple Safari 3.5 sous Windows

Pour les ordinateurs de poche, vous pouvez accéder à CA Service Catalog au moyen des navigateurs suivants :

- Navigateur Blackberry sur les téléphones intelligents Blackberry
- Navigateur Safari sur iPhone

Base de données

Au moment de la publication, CA Service Catalog prend en charge les logiciels SGBD suivants.

Important : Si vous utilisez actuellement une version d'Oracle ou de SQL Server qui n'est pas prise en charge par CA Service Catalog r12.6, vous devez sauvegarder la base de données et installer une version prise en charge du logiciel SGBD *avant* d'installer CA Service Catalog r12.6. Dans certains cas, au lieu de procéder directement à la *mise à niveau* de l'ancienne version du SGBD vers une version prise en charge, il peut être nécessaire de *désinstaller* la version existante du SGBD et d'installer intégralement la nouvelle version. Pour plus d'informations, reportez-vous à la documentation du SGBD.

- MS SQL Server Enterprise Edition 2005
- MS SQL Server Enterprise Edition 2008
- Oracle 10g R2 ou 11g R2 exécuté sur les serveurs Windows, Solaris, ou Linux :
 - Oracle 10g R2 or 11g R2 (32 bits) sur un serveur Windows
 - Oracle 10g R2 or 11g R2 (64 bits) sur un serveur Windows
 - Oracle 10 g R2 ou 11g R2 (32 bits) sous RedHat Linux 4.0 Advanced Server (32 bits)
 - Oracle 10 g R2 ou 11g R2 (64 bits) sous RedHat Linux 4.0 Advanced Server (64 bits)
 - Oracle 10 g R2 (64 bits) sur Solaris SPARC (64 bits)
 - Oracle 11 g R2 (64 bits) sur Solaris SPARC (64 bits)

Remarque : Pour connaître les autres versions ou Service Packs pris en charge après la date de disponibilité générale, consultez la matrice de certification pour CA Service Catalog sur le site <http://ca.com/worldwide>.

Configuration matérielle requise

Vérifiez attentivement la configuration matérielle avant d'installer CA Service Catalog, les composants associés et le logiciel SGBD.

Configuration matérielle requise pour une installation indépendante

Important : En cas d'installation autonome, installez CA Service Catalog, CA Service Accounting et CA Workflow sur un seul ordinateur. L'exécution d'une installation autonome est possible mais *déconseillée*. Les installations indépendantes doivent être *réservées* aux opérations de stockage intermédiaire, de développement, de preuve de concept et de test. Elles sont *déconseillées* pour la production.

La configuration matérielle requise pour les installations indépendantes est la suivante.

- UC : plate-forme Intel, processeur de 3 GHz ou plus, multiprocesseur recommandés
- Mémoire : 4 Go minimum recommandés
- Disque dur : 80 Go minimum avec un espace disponible d'au moins 4 Go. La quantité d'espace disponible requise dépend du nombre de fichiers journaux et de la quantité de données à stocker dans la base de données.
Disque dur SCSI à haute vitesse (Ultra 3 SCSI)

Configuration matérielle requise pour l'installation répartie

Important : Pour la production, il est *fortement* recommandé d'exécuter une installation répartie. Dans une installation répartie, vous installez chaque serveur d'applications CA requis sur un ordinateur distinct. Par exemple, installez CA Service Catalog sur le serveur 1, CA Workflow ou CA IT PAM sur le serveur 2 et CA Service Accounting sur le serveur 3. Vous installez le logiciel du serveur SGBD sur le serveur 4.

La configuration matérielle requise sur les ordinateurs d'une installation répartie est la suivante :

- UC : plate-forme Intel, processeur de 3 GHz ou plus, multiprocesseur recommandés
- Mémoire : 2 Go minimum, 4 Go ou plus recommandés
- Disque dur : 40 Go minimum avec un espace de stockage de 4 Go minimum (la quantité d'espace disponible requise dépend du nombre de fichiers journaux)
Disque dur SCSI à haute vitesse (Ultra 3 SCSI)

Remarque : Pour garantir une meilleure tolérance aux pannes et une meilleure modularité, vous avez également la possibilité d'installer plusieurs serveurs Vue Service.

Informations complémentaires :

[Remarques et configuration requise relatives à l'installation distribuée](#) (page 42)

Configuration matérielle requise pour le serveur SGBD

La configuration matérielle requise suivante s'applique à l'ordinateur hébergeant le logiciel du serveur SGBD.

Installez le logiciel du serveur SGBD sur un serveur spécifique, *différent* de l'ordinateur hébergeant les serveurs d'applications CA requis.

Pour une meilleure tolérance aux pannes, nous vous recommandons de configurer le serveur de base de données dans un environnement en cluster.

- UC : plate-forme Intel, processeur de 3 GHz ou plus, multiprocesseur fortement recommandés
- Mémoire : 4 Go de RAM minimum, 8 Go ou plus recommandés
- Disque dur : 80 Go minimum. La quantité d'espace disponible requise dépend de la quantité de données à stocker.
- Disque dur SCSI à haute vitesse (Ultra 3 SCSI) avec configuration de baie Raid 5 recommandé

Configuration logicielle requise

Vérifiez attentivement la configuration matérielle avant d'installer CA Service Catalog et les composants associés.

Configuration logicielle requise pour le serveur Web

Le logiciel de serveur Web pour CA Service Catalog est Apache Tomcat version 5.5.29, inclus dans CA Service Catalog.

Equilibreurs de charge

Il est possible d'utiliser un équilibreur de charge avec CA Service Catalog.

L'équilibreur de charge disponible dans CA Service Catalog est le serveur Web Apache pour Windows version 2.2.16.

CA Service Catalog est compatible avec celui-ci, mais vous pouvez également en utiliser un autre, qui devra prendre en charge l'affinité des sessions (sessions associées).

Configuration logicielle requise pour le serveur de base de données

La configuration logicielle requise pour le composant serveur de base de données figure dans la [Base de données](#) (page 32).

Informations complémentaires :

[Configuration matérielle requise pour le serveur SGBD](#) (page 35)

Configuration logicielle requise pour l'environnement d'exécution

La configuration logicielle requise pour l'environnement d'exécution est la suivante.

- Java Runtime Environment (JRE) 1.6.20_00 (inclus dans CA Service Catalog)
- Open Message Queue version 4.1 (inclus avec CA Service Catalog)

Configuration logicielle requise pour les composants communs de CA

Les composants communs de CA suivants sont requis et inclus sur le média d'installation de CA Service Catalog.

- CA Management Database (CA MDB) r1.5 SP2
- CA EEM r8.4 SP4

Important : CA Service Catalog requiert CA EEM (anciennement appelé eIAM) r8.4 SP4. Pour obtenir les informations les plus récentes sur la certification de CA Service Catalog, CA Service Accounting, CA EEM et des produits et composants CA associés, consultez la matrice de certification pour chacun des produits et composants sur le site <http://ca.com/worldwide>.

Le composant commun CA suivant est facultatif et est inclus sur le média d'installation de CA Service Catalog :

- CA Workflow 1.1.5 SP6

Important : La mise à niveau de CA Service Catalog requiert la mise à niveau de CA Workflow si vous l'avez utilisé avec la version précédente. Mettez à niveau CA Workflow pour pouvoir continuer de l'utiliser efficacement avec CA Service Catalog et pour effectuer une transition progressive de CA Workflow vers l'outil d'automatisation de processus recommandé CA IT PAM.

Remarque : Pour plus d'informations sur l'installation de CA EEM, CA MDB et CA Workflow, consultez le manuel *Manuel d'implémentation*.

Intégration facultative à d'autres produits CA

Il est possible d'intégrer CA Service Catalog aux produits CA ci-dessous.

- Produits CA fournis sur leurs propres médias d'installation et inclus dans le média d'installation de CA Service Catalog :
 - BusinessObjects Enterprise 3.2
 - CA IT PAM 3.0, mis à jour vers le niveau du patch actuel
- Produits CA fournis sur leurs propres médias d'installation, mais *non* inclus dans le média d'installation de CA Service Catalog :
 - CA CMDB r12.1
 - CA Service Desk Manager r11.2, r12.1
 - CA Service Desk Manager r12.5, qui inclut CA CMDB
 - CA APM r11.3.4 CP8
 - CA Oblicore Guarantee 7
 - CA Gestionnaire de réservations : composant Gestionnaire de réservations de CA Spectrum Automation Manager r12
 - CA SiteMinder r12 SP1
 - CA Storage Resource Manager
 - CA MICS ou JARS

Remarque : Pour obtenir des instructions d'installation de ces produits, consultez la documentation associée. Pour obtenir des instructions sur la configuration de ces produits et de CA Service Catalog pour une utilisation combinée, consultez les manuels *Integration Guide* et *Implementation Guide*.

Configuration requise sur les clients

Les clients de CA Service Catalog doivent disposer de la configuration requise suivante :

- Si le navigateur n'affiche pas les mises à jour d'une page Web à chaque visite, vous devrez vérifier et définir les paramètres de cache du navigateur à chaque fois consultation de la page afin d'afficher la page mise à jour à partir du serveur.
- Dans Internet Explorer (IE), Windows 2003 définit le niveau de sécurité par défaut de la zone Internet sur Elevée. Pour ouvrir Vue Service, vous devez définir le niveau de sécurité d'IE sur Moyenne et ajouter le site à votre liste de sites fiables.
- Pour afficher les rapports comportant des graphiques et lancer l'outil de conception de flux de travaux dans l'interface Web, vous devez disposer de l'[environnement Java Runtime](#) (page 36). Dans les deux cas, si le JRE n'est pas installé, vous êtes invité à le télécharger.

Si vous souhaitez installer manuellement l'environnement d'exécution Java sur un ordinateur client, accédez à l'URL suivante :

http://<nom_hôte>:<numéro_port>/usm/jreinst/install.htm (où *nom_hôte* représente le nom de n'importe quel serveur Vue Service).

- La visionneuse OpenViz est requise pour que le client puisse afficher les rapports comportant des graphiques. Si cette visionneuse n'est pas présente sur le système client, elle sera téléchargée automatiquement.
- Le contrôle d'affichage de Microsoft Outlook est requis si un portail se connecte à MS Outlook à partir d'un système client.

Remarque : Pour plus d'informations, visitez le site Web <http://activex.microsoft.com>

- Les composants Web de Microsoft Office sont requis si un portail se connecte à MS Office à partir d'un système client.

Remarque : Pour plus d'informations, visitez le site Web <http://office.microsoft.com>

- Pour afficher correctement les symboles et les caractères à deux octets dans Microsoft Internet Explorer 6.0 SP2 (ou version ultérieure), définissez le navigateur sur Unicode UTF8. Dans le navigateur d'IE, cliquez sur Affichage > Codage > Unicode (UTF8).
- Les familles de polices suivantes doivent être installées sur l'ordinateur client pour permettre l'affichage de certains symboles monétaires (par exemple, le won coréen).

- Arial Unicode MS
 - Tahoma
 - CA Service Catalog et Vue Service utilisent plusieurs contrôles signés et trouvent une application dans les domaines suivants.
 - Dashboard.cab : contient les composants des éléments associés au tableau de bord/portail (pour IE).
 - Print.cab : contient le composant d'impression (pour IE).
 - Print.jar : contient le composant d'impression (pour les navigateurs autres qu'IE).
 - Chart.jar : utilisé par le composant de génération de rapports.
- Les fichiers .jar contenus dans
%USM_HOME%\fulfillment\webapps\usm_idews sont utilisés par l'outil
de définition de processus servant au lancement JNLP de CA Workflow.
- CA Workflow utilise les contrôles signés suivants pour lancer l'outil de
définition de processus avec Web Start :
 - Safe.jar
 - axis.jar
 - IDEHelp.jar
 - branding.jar
 - jaxrpc.jar
 - commons-discovery.jar
 - jhall.jar
 - commons-logging.jar
 - log4j-1.2.8.jar
 - DefaultIcons.jar
 - saaj.jar
 - dom4j-full.jar
 - xercesImpl.jar
 - IDE.jar
 - xml-apis.jar

Chapitre 6 : Remarques et configuration requise pour les installations et les mises à niveau

Pour obtenir des informations importantes concernant les nouvelles installations et mises à niveau, consultez cette section.

Pour effectuer de nouvelles installations dans les environnements de production, nous vous recommandons d'installer les produits et composants CA Service Catalog sur au trois ordinateurs distincts minimum, comme décrit dans le *Manuel d'implémentation*.

Remarque : Pour obtenir des informations complètes sur cette configuration requise et sur les conditions associées, consultez le manuel *Implementation Guide*.

Ce chapitre traite des sujets suivants :

[Remarques générales et configuration requise](#) (page 41)

[Remarques et configuration requise relatives à l'installation distribuée](#) (page 42)

[Remarques et configuration requise relatives au partage réseau](#) (page 43)

Remarques générales et configuration requise

Les remarques sur l'installation et la configuration requise suivantes s'appliquent généralement à toutes les implémentations.

- Vue Service doit être installé en premier, avant toute autre installation de produit ou de composant CA Service Catalog.
- Vérifiez que tous les ordinateurs CA Service Catalog sont *géographiquement associés* ; en d'autres termes, ils doivent se trouver dans la même pièce du même immeuble.

L'expression *ordinateur CA Service Catalog* désigne le serveur SGBD et tout ordinateur sur lequel vous prévoyez d'installer un produit ou un composant CA Service Catalog, y compris CA EEM, CA Workflow et d'autres produits ou composants CA inclus sur le média d'installation de CA Service Catalog.

L'association géographique de tous les ordinateurs CA Service Catalog permet d'éviter de potentiels problèmes de performances dus à une latence du réseau.

- Vérifiez que l'ordinateur sur lequel vous prévoyez d'installer un composant CA Service Catalog ou la MDB dispose de la configuration système requise.
- Avant la mise à niveau, notez la valeur de tous les paramètres de l'[option Utiliser la configuration du fournisseur de services](#) (page 25) pour toutes les unités business de votre implémentation et choisissez-en comme paramètre système pour 12.6 CA Service Catalog. Une fois la mise à niveau effectuée, définissez ce paramètre en fonction de votre choix.
- Sauvegardez l'intégralité du système avant de procéder à une mise à niveau d'une version de CA Service Catalog vers la version 12.6. De même, après avoir installé r12.6, sauvegardez l'intégralité de votre système avant de migrer du test vers la production.
- Connectez-vous au système avec un compte d'administrateur.
- Nous vous déconseillons fortement d'ajouter ou de supprimer des utilisateurs ou de modifier les informations sur l'utilisateur avec l'interface utilisateur de CA EEM. Utilisez plutôt les interfaces graphiques de Vue Service, qui intègrent et mettent à jour CA EEM en conséquence.
- Si vous effectuez l'installation sur un ordinateur Windows 2008 avec Terminal Server, fermez la boîte de dialogue d'installation après l'installation de chaque produit et composant CA Service Catalog. Si vous ne fermez pas cette fenêtre, l'installation suivante d'un produit et d'un composant CA Service Catalog peut échouer.
- L'utilisateur de l'application est automatiquement créé pendant l'installation.

L'utilisateur du produit CA Service Catalog *spadmin* est automatiquement créé en tant qu'utilisateur du produit. Le mot de passe de cet utilisateur est également *spadmin*.
- Une fois Vue Service installé, le système doit redémarrer.
- Une fois la mise à niveau effectuée, vérifiez que les événements, les règles et les actions activés avant la mise à niveau le sont encore.

Remarques et configuration requise relatives à l'installation distribuée

Lorsque vous installez des produits et des composants CA Service Catalog sur plusieurs ordinateurs (dans le cadre d'une implémentation distribuée), vous devez respecter les conditions suivantes.

- Vue Service est le premier produit ou composant CA Service Catalog que vous devez installer sur un ordinateur.
- CA Service Accounting et CA Workflow peuvent être installés sur d'autres ordinateurs que ceux sur lesquels Vue Service est installé. Toutefois, CA Service Catalog et Catalog Content peuvent être installés *uniquement* sur le *premier* ordinateur Vue Service (anciennement ordinateur *principal*).
- Le serveur ou le client SGBD (système de gestion de bases de données) doit être installé sur les ordinateurs sur lesquels vous installez Vue Service, CA Service Catalog, Catalog Content, CA Workflow ou CA Service Accounting. Cette condition concerne à la fois SQL Server et Oracle.

Important : Si vous utilisez CA IT PAM comme outil d'automatisation de processus, pour des performances système optimales, n'installez pas l'orchestrateur de domaines CA IT PAM et les composants CA IT PAM sur le même ordinateur.

Remarques et configuration requise relatives au partage réseau

Si l'image d'installation se trouve sur un partage réseau, mappez une lettre d'unité sur ce partage. Vous ne pouvez pas exécuter les fichiers de commandes à partir d'un chemin UNC.

Pour obtenir des résultats optimaux, copiez l'image d'installation vers un dossier local et exécutez les programmes d'installation localement.

Chapitre 7 : Remarques générales

Ce chapitre traite des sujets suivants :

[Prise en charge internationale](#) (page 45)

[Remarques sur la prévention de doublons d'événements, de règles et d'actions](#) (page 47)

[Remarques sur la localisation](#) (page 49)

[Correctifs publiés](#) (page 50)

Prise en charge internationale

Un produit *internationalisé* est un produit en anglais qui s'exécute correctement sur les versions localisées du système d'exploitation et des produits tiers requis et qui prend en charge l'entrée et la sortie de données dans ces langues. Les produits internationalisés offrent également la possibilité de spécifier différents paramètres régionaux, tels que la date, l'heure, la monnaie et le format des valeurs numériques.

Un produit *traduit* (parfois appelé produit *localisé*) est un produit internationalisé qui propose une version de l'interface utilisateur, de l'aide en ligne et de toute autre documentation dans des langues autres que l'anglais. Ce produit prend également en charge les paramètres par défaut de date, d'heure, de monnaie et de format des valeurs numériques pour la langue concernée.

Outre la version anglaise du produit, CA prend en charge les langues répertoriées dans le tableau ci-dessous, et *uniquement* celles-ci.

Langue	Internationalisation	Traduction
Portugais brésilien	Oui	Oui
Chinois (simplifié)	Non	Non
Chinois (traditionnel)	Non	Non
Tchèque	Non	Non
Finnois	Non	Non
Français	Oui	Oui
Allemand	Oui	Oui

Langue	Internationalisation	Traduction
Grec	Non	Non
Hongrois	Non	Non
Italien	Oui	Oui
Japonais	Oui	Non
Coréen	Non	Non
Norvégien	Non	Non
Polonais	Non	Non
Russe	Non	Non
Espagnol	Oui	Oui
Suédois	Non	Non
Turc	Non	Non

Remarque : L'exécution du produit dans un environnement linguistique *ne figurant pas* dans ce tableau peut être problématique.

Remarques sur la prévention de doublons d'événements, de règles et d'actions

CA Service Catalog prend en charge CA IT PAM et CA Workflow en tant qu'outils d'automatisation de processus. CA IT PAM est l'outil recommandé. Vous pouvez toutefois utiliser CA Workflow seul ou l'associer à CA IT PAM. Il peut être utile d'utiliser une méthode mixte, par exemple utilisez CA Workflow pour l'approbation et CA IT PAM pour l'exécution, notamment si vous procédez à une mise à niveau à partir d'une version antérieure de CA Service Catalog et si vous souhaitez passer progressivement de CA Workflow à CA IT PAM.

Quelle que soit l'approche utilisée, tenez compte des éléments suivants afin de vous assurer que l'implémentation n'émet pas d'événements, de règles et d'actions en double pendant le traitement des demandes. Sinon, les utilisateurs pourraient recevoir des messages en double concernant le changement du statut de demandes et des demandes d'approbation ou d'exécution en double.

- Vérifiez les règles liées à vos outils d'automatisation de processus : assurez-vous que seules les règles que vous souhaitez utiliser sont activées.
- L'exécution de la commande des données d'origine charge les règles et les actions de règles de CA Service Catalog qui s'appliquent au contenu de CA IT PAM, comme le décrit la section Chargement et configuration du contenu de CA IT PAM. Si vos règles et actions sont déjà configurées et activées pour CA Workflow avant l'exécution de la commande, celle-ci entraînera la duplication de ces règles et actions.

Dans ce cas, vérifiez chaque règle et action et activez-les *soit* pour CA IT PAM, *soit* pour CA Workflow, mais *non pas* pour les deux.

- Pour les mises à niveau de CA Service Catalog, les actions de règle de CA IT PAM sont désactivées par défaut ; vous devez donc les activer manuellement pour les utiliser.
- Pour de nouvelles installations de CA Service Catalog, les actions de règle de CA IT PAM sont activées par défaut et par conséquent vous n'avez pas besoin de les activer manuellement. Toutefois, les règles d'exécution complexe de CA IT PAM sont désactivées. Pour les utiliser, vous devez donc les activer manuellement.

Pour plus d'informations sur la configuration, l'activation et la désactivation des règles, reportez-vous au *Manuel d'administration*.

- S'il s'agit de la première installation de CA Service Catalog (et *non* d'une mise à niveau) et que vous installez CA Workflow au lieu de CA IT PAM, désactivez les règles de notification afin de ne pas recevoir de courriels en double lorsqu'une demande se trouve dans le flux d'approbation. Pour ce faire, désactivez les règles suivantes de l'événement nommé Changement d'un élément de demande/souscription :
 - Lorsque le statut est Approuvé
 - Lorsque le statut est Exécuté
 - Lorsque le statut est Exécution annulée
 - Lorsque le statut est En attente d'exécution
 - Lorsque le statut est En attente d'approbation
 - Lorsque le statut est Rejeté
- Effectuez toutes les tâches de configuration de CA Service Catalog pour l'intégration à CA IT PAM, à CA Workflow ou aux deux, y compris toutes les tâches de configuration postérieures à l'installation. Pour plus d'informations, consultez le manuel *Integration Guide*.

Remarques sur la localisation

Pour les produits à intégrer à CA Service Catalog, notamment d'autres produits CA, des composants communs CA et des produits tiers, vérifiez la documentation ainsi que les autres ressources des produits ou des composants afin de déterminer s'ils sont localisés. Par exemple, pour obtenir des informations sur la localisation de BusinessObjects Enterprise, reportez-vous à la documentation et aux autres ressources de BusinessObjects Enterprise.

Si vous affichez les rapports BusinessObjects Enterprise au format localisé, les éléments suivants demeurent en anglais :

- Certains champs, notamment Statut de la demande, Statut de la facturation, Statut du compte, Type de compte et d'autres champs principalement liés au paiement et à la régularisation.
- Les noms d'utilisateurs, de groupes et de rapports
- Certaines invites, options de menu et autres données récupérées à partir de la base de données
- Les noms de devises et de fuseaux horaires

De plus, les valeurs de statut personnalisées apparaissent aussi bien dans les rapports en anglais que traduits, mais sans description.

Pour résoudre en partie ce problème, vous pouvez effectuer les opérations suivantes :

- [Localisez la liste de valeurs et les données de rapport des invites.](#) (page 49)
- [Localisez les noms d'utilisateurs, les groupes d'utilisateurs et les rapports.](#) (page 50)

Localisation de la liste de valeurs et des données de rapport des invites

La liste de valeurs des invites et les données de rapport n'étant initialement pas localisées, vous pouvez les localiser manuellement.

Pour localiser la liste de valeurs et les données de rapport des invites :

1. Ouvrez l'application de l'outil de conception d'univers.
2. Importez l'univers SLCM.
3. Vérifiez que vous pouvez afficher toutes les classes et tous les objets.
4. Double-cliquez sur l'objet à modifier.

5. Cliquez sur l'onglet Définition.
6. Dans la zone de texte de sélection de cet onglet, remplacez le texte anglais par le texte localisé.

Par exemple, pour le statut du compte, supposons que vous localisez les propriétés de l'objet Statut de la classe Détails du compte (admin.). Par défaut, la zone de texte de sélection de l'onglet Définition de cet objet contient le texte anglais suivant :

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

Pour localiser ce texte, remplacez-le par :

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

En français par exemple, vous pouvez utiliser :

```
case DT_Account_Details.status when 0 then 'Fermé' when 1 then 'Ouvert' when  
2 then 'Suspendu' when 3 then 'Demande de fermeture' end
```

7. Cliquez sur OK pour enregistrer les modifications.
Dans les rapports, les changements sont appliqués à toutes les colonnes, données, listes de valeurs et ainsi de suite.
8. Exportez l'univers.

Localisation de noms d'utilisateurs, de groupes d'utilisateurs et de rapports

Vous voudrez peut-être localiser les noms de rapports, les noms d'utilisateurs et les noms de groupes afin que les utilisateurs non anglophones puissent les consulter dans leur langue maternelle dans BusinessObjects Enterprise.

Pour renommer l'un de ces objets dans BusinessObjects Enterprise, sélectionnez-le et renommez-le en remplaçant les noms en anglais par les noms localisés. Pour plus d'informations, reportez-vous à la documentation de BusinessObjects Enterprise.

Correctifs publiés

Tous les correctifs publiés relatifs à ce produit sont disponibles via le support technique à l'adresse <http://ca.com/support>.

Chapitre 8 : Mises à jour de la documentation

Au moment de cette publication pour la disponibilité générale, aucune mise mises à jour de documentation n'est disponible.

Toute mise à jour de la documentation de CA Service Catalog après la disponibilité générale sera publiée sur le site <http://ca.com/worldwide>.

Chapitre 9 : Problèmes connus

Ce chapitre traite des sujets suivants :

[Données endommagées renvoyées par la SGBD Oracle](#) (page 54)
[Prévention des faux messages d'avertissement liés au rôle du gestionnaire de services](#) (page 54)
[Redémarrage de l'ordinateur après la migration](#) (page 55)
[Actions désactivées après la mise à niveau](#) (page 55)
[Action CA IT PAM désactivée](#) (page 55)
[Connexion impossible à CA EEM après une mise à niveau](#) (page 56)
[Echec de l'installation de l'application CA EEM](#) (page 56)
[Impossible d'affecter des modèles CA APM](#) (page 57)
[Intégration à CA APM à l'aide d'Oracle](#) (page 58)
[Impossible de créer des ordres de changement lorsque l'hébergement multipropriété est actif](#) (page 58)
[Ne déplacez pas les clients hébergés](#) (page 59)
[Valeurs manquantes dans les rapports](#) (page 59)
[Recréation des exercices financiers annuels après la migration](#) (page 59)
[Champs numériques des systèmes d'exploitation localisés](#) (page 59)
[Impossible d'installer ensembles CA Service View et le serveur Oracle](#) (page 60)
[Etat de disponibilité des dossiers](#) (page 60)
[Champs Nvarchar dans des rapports](#) (page 60)
[Dossiers restants après une désinstallation](#) (page 60)
[Respect de la casse pour le CA MDB sur Oracle](#) (page 61)
[Impossible de générer des rapports hors ligne au format PDF](#) (page 61)
[Problèmes de suspension de service souscrit](#) (page 61)
[Certains liens hypertexte vers des sites Web non CA risquent de ne pas fonctionner](#) (page 61)
[Risque d'affichage du contenu de l'aide au lieu de la rubrique d'aide spécifique](#) (page 62)
[Possibilité de blocage des demandes exécutées qui sont annulées](#) (page 62)
[Possibilité d'échec de la mise à niveau de la MDB pendant une mise à niveau de Service View](#) (page 62)
[La relance des actions qui ont échoué ne fonctionne pas](#) (page 63)
[Champs manquants dans l'IDE de CA Workflow avec le protocole JNLP sous Macintosh](#) (page 63)
[Messages d'alerte système en anglais](#) (page 63)
[L'impression par lots ne fonctionne pas avec Mozilla Firefox](#) (page 63)
[Affichage large des cellules avec Apple Safari](#) (page 64)
[Traitement des chiffres exprimés en yen](#) (page 64)

Données endommagées renvoyées par la SGBD Oracle

Important : L'utilisation d'un SGBD Oracle avec CA Service Catalog, CA IT PAM et les autres produits CA peut endommager les données renvoyées.

Au moment de la publication, les numéros d'incidents du support technique d'Oracle associés à ce problème sont les suivants :

- 9004101
- 9347941
- 5635254
- 8588311
- 9047803

Pour contourner ce problème, essayez l'une des solutions suivantes.

- Pour obtenir une solution au moment de l'installation et du déploiement de CA Service Catalog, CA IT PAM et les autres produits CA, consultez le support technique d'Oracle.
- Utilisez Microsoft SQL Server en tant que SGBD pour CA Service Catalog, CA IT PAM et les autres produits CA.

Prévention des faux messages d'avertissement liés au rôle du gestionnaire de services

Des messages d'avertissement peuvent s'afficher par exemple lorsqu'un utilisateur disposant du rôle de gestionnaire de services approuve et rejette des demandes d'action en attente. Dans ce type de situations, la gestion des approbations et des rejets se poursuit correctement, même si les messages d'avertissement s'affichent. Pour éviter l'apparition de ces messages, les administrateurs peuvent procéder de la manière suivante :

1. Connectez-vous à CA Service Catalog en tant qu'administrateur Service Delivery ou administrateur de l'unité business.
2. Pour modifier les droits d'accès par défaut du rôle de gestionnaire de services d'une unité business spécifique, connectez-vous à cette unité, sélectionnez Générateur de services, Configuration et ajoutez le paramètre Contrôle d'accès : ajout d'une demande à ce rôle.
3. Enregistrez vos modifications.

Redémarrage de l'ordinateur après la migration

Après la migration d'une version antérieure vers CA Service Catalog, redémarrez l'ordinateur et vérifiez que tous les services de CA Service Catalog installés sont bien démarrés (CA Vue Service, CA Service Fulfillment et CA Service Accounting).

Remarque : Pour plus d'informations sur la migration, consultez le manuel *Implementation Guide*.

Actions désactivées après la mise à niveau

Si une action de type JAVA, ligne de commande ou publication HTTP affiche le statut Désactivé avant la mise à niveau de CA Service Catalog, le type de cette action devient Inconnu pendant la mise à niveau. Si vous activez l'action après la mise à niveau, CA Service Catalog vous invite à spécifier de nouveau son type.

Pour plus d'informations sur les événements, les règles et les actions, reportez-vous au *Manuel d'administration* et au manuel *Integration Guide*.

Action CA IT PAM désactivée

Si vous intégrez CA Service Catalog à CA IT PAM, lisez cette section. Sinon, ignorez cette section.

Les actions de CA IT PAM pour les règles de CA Service Catalog sont activées ou désactivées par défaut comme suit.

- Elles sont désactivées par défaut pour les mises à niveau de CA Service Catalog
- et activées pour les nouvelles installations de CA Service Catalog.

Toutefois, même pour de nouvelles installations, l'action de CA IT PAM est désactivée par défaut pour la règle nommée Avec la catégorie Logiciel et le statut Exécution en attente. Par conséquent, vous devez activer cette action manuellement pour l'utiliser. Cette condition s'applique aussi bien aux mises à niveau qu'aux nouvelles installations de CA Service Catalog.

Connexion impossible à CA EEM après une mise à niveau

Après la mise à niveau de CA EEM, vous pouvez rencontrer des problèmes pour vous connecter à CA EEM. Ce problème est généralement dû à une ou plusieurs entrées en double dans le fichier spin.conf. Ce fichier provient d'Itechnology Igateway, utilisé par CA EEM.

Vous pouvez résoudre le problème de la manière suivante :

1. Recherchez le fichier spin.conf dans %IGW_LOC%, le répertoire de base d'Itechnology Igateway.
2. Sauvegardez le fichier spin.conf.
3. Ouvrez-le et recherchez l'entrée suivante :

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

Le fichier doit contenir une seule occurrence de cette entrée.

4. Recherchez les éventuelles entrées en double dans le fichier et supprimez-les.
5. Enregistrez le fichier.

Echec de l'installation de l'application CA EEM

L'installation de l'application CA EEM peut échouer pour une ou plusieurs raisons parmi les suivantes.

- Le nom de l'application contient plus de 25 caractères.
- Le nom de l'application contient un guillemet ("), une virgule (,), une barre oblique (/), une barre oblique inverse (\), un dièse (#), une esperluette (&) ou un signe plus (+).

Corrigez ces erreurs avant de relancer l'installation de l'application CA EEM.

Impossible d'affecter des modèles CA APM

Si vous intégrez CA Service Catalog à CA APM, lisez cette section. Sinon, ignorez cette section.

CA Service Catalog ne peut pas affecter de modèles CA APM sur la page Groupe d'options de service lorsque l'application CA APM et les serveurs Web résident sur des ordinateurs différents.

Une solution consiste à définir les paramètres de configuration de l'administration dans CA Service Catalog pour les services Web CA APM. Elle est obligatoire lorsque l'application CA APM et les serveurs Web se trouvent sur des ordinateurs différents.

1. Dans l'onglet Administration de CA Service Catalog, cliquez sur Configuration et faites défiler les éléments jusqu'à la section Services Web de CA APM.

Les options de configuration de CA APM apparaissent.

2. Cliquez sur l'icône Modifier (crayon) en regard de chaque propriété à mettre à jour en utilisant les informations suivantes :

Activez HTTPS

Spécifie un protocole Web, comme suit.

Sélectionnez Non (valeur par défaut) pour utiliser HTTP afin de communiquer avec CA APM.

Sélectionnez Oui pour communiquer avec CA APM via HTTPS.

Important : Si vous sélectionnez Oui, vérifiez que CA APM utilise HTTPS. Si nécessaire, configurez-le pour qu'il utilise HTTPS ; pour plus d'informations, consultez la documentation de CA APM.

Nom d'hôte

Nom de l'ordinateur sur lequel le serveur d'applications de CA APM est exécuté.

Numéro de port

Numéro de port sur lequel CA APM est exécuté.

3. Vérifiez que vous avez fini de mettre à jour les propriétés de configuration.

4. Recyclez Vue Service.
5. Réessayez d'affecter des modèles de CA APM.

Cette opération permet de tester la connexion entre CA Service Catalog et le serveur d'applications de CA APM. La connexion est testée en utilisant les nouvelles valeurs que vous définissez.

6. Si la tentative d'affectation des modèles échoue, vérifiez que vous utilisez les valeurs correctes pour les options de configuration d'administration de CA APM.

Les détails de configuration de CA APM sont actualisés avec les valeurs que vous indiquez.

Intégration à CA APM à l'aide d'Oracle

Si vous intégrez CA Service Catalog et CA APM à l'aide d'une base de données Oracle, l'ID d'administrateur Service Delivery [Exécutant] *doit* être intégralement en majuscules.

Remarque : Pour plus d'informations, reportez-vous au manuel *Implementation Guide*.

Impossible de créer des ordres de changement lorsque l'hébergement multipropriété est actif

Si vous intégrez CA Service Catalog à CA Service Desk Manager, lisez cette section. Sinon, ignorez cette section.

Si vous configurez CA Service Catalog et CA Service Desk Manager pour utiliser l'administration de plusieurs clients hébergés communs et définissez l'option Clients hébergés multiples sur Actif dans CA Service Desk Manager, vous ne pourrez peut-être pas utiliser CA Service Catalog pour créer des ordres de changement dans CA Service Desk Manager.

Pour contourner ce problème et pour utiliser à la fois l'administration de plusieurs clients hébergés communs et CA Service Catalog pour créer des ordres de changement CA Service Desk Manager, procédez comme suit : dans CA Service Desk Manager, remplacez le statut de l'option Clients hébergés multiples Actif par Actif (Avertir) ou Actif (Autoriser).

Ne déplacez pas les clients hébergés

Pour obtenir des résultats optimaux, ne déplacez *pas* les clients hébergés de CA Service Catalog (unités business). Cet avis s'applique, que vous gériez les clients hébergés directement dans CA Service Catalog (administration des clients hébergés autonomes) ou indirectement dans CA Service Desk Manager (administration de plusieurs clients hébergés communs). Dans tous les cas, le déplacement de clients hébergés peut provoquer plusieurs problèmes de gestion des demandes, de gestion des utilisateurs et d'autres fonctions.

Remarque : Pour plus d'informations sur la médiation de données, consultez le *Manuel d'administration*.

Valeurs manquantes dans les rapports

Ce problème connu s'applique *uniquement* si vous intégrez CA Service Catalog à CA Service Desk Manager et à CA CMDB.

Aucune valeur n'est affichée dans les colonnes Nom de la ressource de CI, Nom de la famille de CI et Nom de la classe de CI du rapport BusinessObjects Enterprise prédéfini Requests _Change Orders_CI Association.

Recréation des exercices financiers annuels après la migration

Après la migration d'une version antérieure vers CA Service Catalog, vous devez recréer les exercices financiers *annuels*, si vous en utilisez, mais pas les exercices financiers mensuels.

Remarque : Pour connaître les autres problèmes connus liés aux migrations, consultez le manuel *Implementation Guide*.

Champs numériques des systèmes d'exploitation localisés

Les champs numériques des systèmes d'exploitation localisés prennent uniquement en charge les nombres à un seul chiffre (par ex. 1, 2, et 3) utilisés sur des systèmes d'exploitation anglais.

Impossible d'installer ensembles CA Service View et le serveur Oracle

Ce problème vous concerne *uniquement* si vous utilisez Oracle comme système de gestion de base de données pour CA Service Catalog. Si le nom de la base de données globale Oracle et l'identificateur système (SID) sont différents, vous ne pouvez *pas* installer Vue Service sur le même ordinateur que le serveur Oracle.

Etat de disponibilité des dossiers

Dans le générateur de services, vous pouvez modifier la disponibilité d'un dossier ou d'un sous-dossier en modifiant les dates de disponibilité ou de non-disponibilité. Pour que cette modification apparaisse dans le dossier ou le sous-dossier, cliquez ensuite sur Actualiser

Champs Nvarchar dans des rapports

Dans l'interface utilisateur de CA Service Catalog, vous pouvez créer des objets de données pour les rapports en sélectionnant Administration, Générateur de rapports, Objets de données. Lorsque vous créez un rapport, n'oubliez pas que les objets de données de type ODBC ne récupèrent pas les champs de type nvarchar. Pour récupérer les champs nvarchar contenus dans les objets de votre rapport, choisissez une connexion de type JDBC pour accéder à votre base de données.

Dossiers restants après une désinstallation

Si CA Service Catalog a été installé sur un lecteur autre que celui par défaut, E: ou F: par exemple, certains dossiers et fichiers peuvent subsister lors de la désinstallation de CA Service Catalog. Par exemple, le dossier %USM_HOME%\catalog peut ne pas être supprimé lors de la désinstallation. Cela est généralement lié à la modification des fichiers du dossier %USM_HOME% ou à l'ajout de nouveaux fichiers. Si des dossiers ou des fichiers restent présents après la désinstallation, supprimez-les manuellement.

Respect de la casse pour le CA MDB sur Oracle

Lors de l'utilisation du CA MDB sur une base de données Oracle, notez que :

- Vous ne pouvez pas configurer le respect de la casse au niveau de la colonne. Les résultats de la recherche au niveau de la colonne respectent toujours la casse.
- Le nom de groupe défini dans CA EEM et le nom de groupe correspondant dans CA Workflow doivent respecter la casse, sans quoi, la demande ne sera pas affectée au groupe.

Impossible de générer des rapports hors ligne au format PDF

Vous ne pouvez pas générer des rapports hors ligne au format PDF. Vous pouvez les générer au format CSV ou HTML.

Problèmes de suspension de service souscrit

Si vous souhaitez suspendre votre souscription à un service, la date de début de la période de suspension doit être définie sur sa valeur par défaut. Si ce n'est pas le cas, la suspension du service échoue.

Certains liens hypertexte vers des sites Web non CA risquent de ne pas fonctionner

Dans le *Manuel d'administration* et d'autres documents, certains liens hypertextes vers des sites Web tiers peuvent ne pas fonctionner correctement. Par exemple, après la publication du *Manuel d'administration*, le lien concernant les clients JavaScript Axis a été modifié sur le site Web de Microsoft. Dans ce cas, visitez la page d'accueil du site Web et utilisez les fonctions de recherche ou de navigation du site pour trouver les informations recherchées. Par exemple, pour trouver des informations sur les clients JavaScript axis, connectez-vous au site microsoft.com et recherchez le lien vers ce sujet.

Risque d'affichage du contenu de l'aide au lieu de la rubrique d'aide spécifique

Lorsque vous appuyez sur Aide pour afficher l'aide contextuelle relative à la fenêtre active, il est possible que le contenu de l'aide s'affiche à la place de la rubrique d'aide. Dans ce cas, utilisez le contenu pour accéder à l'information recherchée.

Possibilité de blocage des demandes exécutées qui sont annulées

Lorsqu'une demande est annulée après son exécution, elle peut rester bloquée à l'état En attente d'annulation et ainsi ne pas passer à l'état Annulé. Dans ce cas, ignorez, écrasez ou essayez de relancer la demande. L'action exacte à entreprendre est fonction des procédures standard de votre entreprise, ainsi que de votre jugement en tant qu'administrateur CA Service Catalog. Pour plus d'informations, consultez le *Manuel de l'administrateur*.

Possibilité d'échec de la mise à niveau de la MDB pendant une mise à niveau de Service View

Lors d'une mise à niveau vers Vue Service, la base de données de gestion CA est également mise à niveau. La mise à niveau de la MDB peut échouer si des enregistrements en double existent dans les tables pour lesquelles un index unique est créé. C'est le cas, par exemple, de la table `usm_configuration`. Dans ces tables, évaluez et supprimez les doublons, puis réessayez d'installer la MDB.

La relance des actions qui ont échoué ne fonctionne pas

En cas d'échec d'une action au cours du traitement d'une demande, celle-ci peut être bloquée. Les demandes bloquées ne peuvent pas passer à l'état suivant de leur cycle de vie sans intervention manuelle de votre part ou de la part d'un autre utilisateur. Un état d'alerte est attribué à ces demandes. Par défaut, l'alerte apparaît sous la forme d'une icône d'avertissement jaune dans la colonne Etat de plusieurs fenêtres de demandes, y compris la fenêtre Requêtes ouvertes.

Si vous ne parvenez pas à relancer l'action qui a échoué, écrasez (forcez l'exécution) de l'alerte pour faire passer la demande à l'état suivant. Pour en savoir plus sur l'écrasement d'alertes, consultez le *Manuel de l'administrateur*.

Champs manquants dans l'IDE de CA Workflow avec le protocole JNLP sous Macintosh

Lors du démarrage de l'IDE de CA Workflow à l'aide du protocole JNLP (Java Network Launch Protocol) sur un ordinateur Macintosh, les liens d'actions et les onglets peuvent ne pas apparaître. Pour résoudre ce problème, utilisez l'IDE sur un ordinateur Windows.

Messages d'alerte système en anglais

Les messages d'alerte système sont toujours en anglais, même si CA Service Catalog est installé sur des systèmes d'exploitation utilisant d'autres langues. Des messages d'alerte système apparaissent pour chaque demande dont vous affichez les détails (par exemple, en sélectionnant Accueil, Demandes). De même, certaines chaînes de texte des éléments de l'interface utilisateur graphique et du contenu du générateur de tableaux de bord de CA Service Catalog sont toujours en anglais, même si CA Service Catalog est installé sur des systèmes d'exploitation configurés dans d'autres langues.

L'impression par lots ne fonctionne pas avec Mozilla Firefox

Sur CA Service Accounting, l'impression par lots peut échouer lorsque vous utilisez le navigateur Web de Mozilla Firefox. Pour résoudre ce problème, essayez d'utiliser Microsoft Internet Explorer pour l'impression par lots.

Affichage large des cellules avec Apple Safari

Si vous accédez à CA Service Catalog à l'aide du navigateur Apple Safari, la taille des cellules d'option de service peut être anormalement large lors de leur création ou modification. Dans ce cas, les éléments d'option de service fonctionnent correctement, bien que leur apparence soit déformée. Pour éviter ce problème d'affichage, vous pouvez sélectionner un autre navigateur pris en charge, tels que Mozilla Firefox ou Microsoft Internet Explorer, afin de créer ou de modifier des éléments d'option de service.

Traitement des chiffres exprimés en yen

Dans CA Service Accounting, deux chiffres sont affichés après la virgule décimale pour toutes les unités de devises prises en charge, y compris le yen japonais. Or, les yen sont traités en tant que nombres entiers uniquement. Par conséquent, si votre entreprise utilise le yen, vous devrez déterminer le mode de traitement des deux chiffres après la virgule. Par exemple, vous pouvez décider de les ignorer ou de les arrondir au nombre entier immédiatement supérieur/inférieur.

Annexe A : Notifications de tierces parties

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Cette section contient les notifications de tierces parties des logiciels tiers utilisés avec CA Service Catalog et CA Service Accounting.

Cette annexe contient les rubriques suivantes :

- [Dépendance envers des logiciels tiers](#) (page 66)
- [Apache License Version 2.0](#) (page 67)
- [Apache License Version 1.1](#) (page 75)
- [Apache CXF 0.2.2.8](#) (page 79)
- [Apache mod_jk 1.2.30](#) (page 123)
- [Apache Tomcat 5.5.29](#) (page 132)
- [EclipseLink 1.1.2](#) (page 199)
- [iquery 1.3.2](#) (page 208)
- [Java Persistence API v.1](#) (page 209)
- [Java Service Wrapper \(JSW\) Standard 3.3.9](#) (page 210)
- [JAXB](#) (page 212)
- [Mozilla Rhino 1.5R4.1](#) (page 225)
- [Open Message Queue 4.1](#) (page 243)
- [Pilote JDBC d'Oracle 11G](#) (page 244)
- [Saxon 8.53](#) (page 244)
- [SourceForge Dom4j 1.6.1](#) (page 245)
- [SourceForge ANT-CONTRIB v.1.0b3](#) (page 247)
- [Sun JRE 1.6.0_14](#) (page 251)
- [Unzip 5.42](#) (page 264)

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CA Service Catalog installe et utilise les produits tiers suivants :

- [Apache software](#) (page 67)
- EclipseLink 1.1.2
- Ext GWT 2.0
- IBM WSDL4J 1.6.2
- Info-Zip 5.42
- iquery 1.3.2
- Java Persistence API v.1
- JSW 3.3.1
- Mozilla Rhino 1.5R4.1
- OpenVizViewer 2.4.1
- Open Message Queue version 4.1
- Pilote JDBC d'Oracle 11G
- Oswego Concurrent Utilities 1.3.4
- RSA BSAFE Crypto-J jsafejcefp 3.6
- SourceForge,Ant-Contrib 1.0b3
- SourceForge Dom4j 1.6.1
- SourceForge Ehcache 1.6
- SpringSource Spring Framework 2.5.6
- pilote JDBC 2.0 SQL Server 2005
- Sun Java Mail 1.3.3
- Sun Java Persistence API 1.0
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- Apache JSP Standard Tag Library (JSTL) 1.0.6
- Apache Log4j 1.2.14
- Apache mod_jk 2.0.58
- Apache ORO 2.0.8
- Apache OpenViz 2.4.1
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Mozilla Rhino 1.5R4.1

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