CA Open Space

Release Notes
Release 3.0.00
This Documentation, which includes embedded help systems and electronically distributed materials, (hereinafter referred to as the “Documentation”) is for your informational purposes only and is subject to change or withdrawal by CA at any time. This Documentation is proprietary information of CA and may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA.

If you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all CA copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION “AS IS” WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is CA.

Provided with “Restricted Rights.” Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © 2013 CA. All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.
Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At http://ca.com/support, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at http://ca.com/docs.
# Contents

**Chapter 1: Introduction**  
7  
**Chapter 2: New and Changed Features**  
9  
**Chapter 3: System Information**  
11  
- Supported Operating System.................................................................................11  
  - Microsoft Windows Operating System.................................................................11  
  - Redhat Enterprise Linux Operating System...........................................................12  
- Supported Database Management System................................................................12  
- Hardware Requirements............................................................................................12  
- Supported Web Browser............................................................................................14  
**Chapter 4: Known Issues**  
15  
- Apple Safari Browser on Windows Operating System is Not Supported ......................15  
- Unable to log in With the Special Character in Screen Name ......................................15  
- Proper Message does not Display on 32-bit Operating System ....................................16  
- Unable to Deploy CA Open Space ............................................................................16  
- Attachment Does not Work for the Employee Access Type .........................................17  
- Incorrect Priority Calculation When APC is Enabled or Disabled in CA SDM ................17  
- Unable to Re-Install CA Open Space .......................................................................18  
- Starting of Tomcat Gives BeanLocator Exception ..................................................20  
- Ignore the Error Table osop.Lock_does not Exist in Liferay Log .................................20  
- CA EEM Errors in FIPS Mode ................................................................................21  
- Onboarding a Tenant Throws Tomcat Error .............................................................21  
- Do not Use $ Character in your Database Password..................................................22  
- Uninstallation does not Remove CA Open Space Related Entries in Installanywhere Registry XML ........................................................................................................22  
- Unable to Open the Attached Files .......................................................................22  
- Unable to Enter a Text Through Ask a Question Option ..........................................23  
**Chapter 5: Third-Party Acknowledgements**  
25
Chapter 1: Introduction

CA Open Space is a community-based communication tool, which lets you connect and share knowledge with the people in your organization. Using this communication tool, you can post questions, get answers, share information, solutions, and ideas. A powerful search capability offers results from community conversations, SharePoint content, and external search engines, such as Google.

CA Open Space is integrated with CA SDM 12.6, 12.7, and 12.9, and with CA Service Catalog 12.9 as a self-service front end. If the community cannot provide the answer, you can open a request. You can also monitor the progress of requests in CA Open Space.

You can use shortcut keys to perform some basic navigation tasks quickly or to work without a mouse. The following table describes the available keyboard shortcuts:

<table>
<thead>
<tr>
<th>TO DO THIS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go to Home page</td>
<td>CTRL+1</td>
</tr>
<tr>
<td>Go to Communities</td>
<td>CTRL+2</td>
</tr>
<tr>
<td>Ask a Question</td>
<td>CTRL+3</td>
</tr>
<tr>
<td>Go to My Profile</td>
<td>CTRL+4</td>
</tr>
<tr>
<td>Reply to a Question</td>
<td>CTRL+5</td>
</tr>
</tbody>
</table>

**Note:** To use the keyboard shortcut to reply to a question (CTRL+5), you must be viewing the entire conversation.

<table>
<thead>
<tr>
<th>TO DO THIS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go to Questions</td>
<td>CTRL+6</td>
</tr>
<tr>
<td>Display Help</td>
<td>F1</td>
</tr>
</tbody>
</table>
Chapter 2: New and Changed Features

Following new and changed features are available in CA Open Space Release 3.0:

- CA Open Space is integrated with CA Service Catalog 12.9 as a self-service front end. Following new features can be accessed from CA Open Space:
  - Enhanced search to include the service offerings from CA Service Catalog.
  - Ability to browse and request for service offerings.
  - Ability to create and view requests from CA Service Catalog.
  - Ability to view user assets.
- In previous release of CA Open Space, the tenant administrator has to provide CA EEM settings in portal-ext.properties. In CA Open Space Release 3.0 a new UI is introduced to enter the CA EEM settings. For more information, see the CA Open Space Implementation Guide.
- New and simplified look and feel of the CA Open Space Home page.
- By default, users log in to CA Open Space using the user screen name instead of the email address. This default setting can be changed by the administrator.
- Ability for the administrators to enter the CA SDM REST URL while configuring the CA SDM data source. This URL is required for the users to access the ITSM mobile application. For more information, see the CA Open Space Administration Guide.
- In previous releases of CA Open Space, the administrator cannot use the CA Open Space application without onboarding a tenant. In CA Open Space Release 3.0, the administrator does not need to onboard a tenant to start using the application.
- CA Open Space Release 3.0 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 Open Space Release 3.0.

**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.
Chapter 3: System Information

This section contains the following topics:
- Supported Operating System (see page 11)
- Supported Database Management System (see page 12)
- Hardware Requirements (see page 12)
- Supported Web Browser (see page 14)

Supported Operating System

CA Open Space Release 3.0 supports a number of 64-bit operating systems. CA Technologies supports each operating system for the duration of its lifecycle (as determined by its manufacturer) or until CA Technologies announces that we no longer support it.

Microsoft Windows Operating System

CA Open Space supports the following versions of Microsoft Windows:

<table>
<thead>
<tr>
<th>Release</th>
<th>Version</th>
<th>CA EEM12.51</th>
<th>CA EEM r12 CR02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2008</td>
<td>R2 SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Note: For more information about the installation and deployment of CA Open Space, see the Implementation Guide.
Supported Database Management System

Redhat Enterprise Linux Operating System

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

<table>
<thead>
<tr>
<th>Release</th>
<th>Version</th>
<th>CA EEM 12.51</th>
<th>CA EEM r12 CR02</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.5</td>
<td>64-bit</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>6.0</td>
<td>64-bit</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Supported Database Management System

The following tables list the database management systems that CA Open Space Release 3.0 supports.

CA Open Space supports the following databases:

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Version</th>
<th>DBMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2008</td>
<td>SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)</td>
<td>MYSQL 5.5.27 (64-bit)</td>
</tr>
<tr>
<td>Windows Server 2008</td>
<td>R2 SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)</td>
<td>MYSQL 5.5.27 (64-bit)</td>
</tr>
<tr>
<td>Windows Server 2012</td>
<td>Standard Edition, Enterprise Edition, Data Center (64-bit)</td>
<td>MYSQL 5.5.27 (64-bit)</td>
</tr>
<tr>
<td>RHEL 5.5</td>
<td>64-bit</td>
<td>MYSQL 5.5.27 (64-bit)</td>
</tr>
<tr>
<td>RHEL 6.0</td>
<td>64-bit</td>
<td>MYSQL 5.5.27 (64-bit)</td>
</tr>
</tbody>
</table>

Hardware Requirements

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

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>Dual Processor 2.0 GHz preferred</td>
</tr>
<tr>
<td>RAM</td>
<td>Minimum 4 GB</td>
</tr>
<tr>
<td>Disk Space</td>
<td>4 GB</td>
</tr>
</tbody>
</table>
You must meet or exceed the following requirements to successfully access CA Open Space Web Client computer with better performance:

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>Dual Processor 2.0 GHz preferred</td>
</tr>
<tr>
<td>RAM</td>
<td>Minimum 2 GB available free memory</td>
</tr>
<tr>
<td>Disk Space</td>
<td>4 GB</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Database Size</th>
<th>Hardware</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small—Used for installing CA Open Space in a test environment.</td>
<td>CPU</td>
<td>Minimum Dual Processor 2.0 GHz</td>
</tr>
<tr>
<td></td>
<td>RAM</td>
<td>Minimum 2 GB</td>
</tr>
<tr>
<td></td>
<td>Disk Space</td>
<td>4 GB minimum will increase over time to accommodate database growth</td>
</tr>
<tr>
<td>Medium—The CA Open Space default. The recommended setting for most CA Open Space installations.</td>
<td>CPU</td>
<td>Dual Processor 2.0 GHz</td>
</tr>
<tr>
<td></td>
<td>RAM</td>
<td>Minimum 4 GB</td>
</tr>
<tr>
<td></td>
<td>Disk Space</td>
<td>4 GB minimum will increase over time to accommodate database growth</td>
</tr>
<tr>
<td>Large—Used for large CA Open Space installations.</td>
<td>CPU</td>
<td>Quad Processor 2.0 GHz</td>
</tr>
<tr>
<td></td>
<td>RAM</td>
<td>Minimum 4 GB</td>
</tr>
<tr>
<td></td>
<td>Disk Space</td>
<td>4 GB minimum will increase over time to accommodate database growth</td>
</tr>
</tbody>
</table>
Supported Web Browser

CA Open Space supports the following web browsers:

- Microsoft Internet Explorer 8 and 9 (on Windows only)
- 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 (on Mac OS X only)
Chapter 4: Known Issues

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

This section contains the following topics:

- Apple Safari Browser on Windows Operating System is Not Supported (see page 15)
- Unable to log in With the Special Character in Screen Name (see page 15)
- Proper Message does not Display on 32-bit Operating System (see page 16)
- Unable to Deploy CA Open Space (see page 16)
- Attachment Does not Work for the Employee Access Type (see page 17)
- Incorrect Priority Calculation When APC is Enabled or Disabled in CA SDM (see page 17)
- Unable to Re-Install CA Open Space (see page 18)
- Starting of Tomcat Gives BeanLocator Exception (see page 20)
- Ignore the Error Table osop.Lock_does not Exist in Liferay Log (see page 20)
- CA EEM Errors in FIPS Mode (see page 21)
- Onboarding a Tenant Throws Tomcat Error (see page 21)
- Do not Use $ Character in your Database Password (see page 22)
- Uninstallation does not Remove CA Open Space Related Entries in Installanywhere Registry XML (see page 22)
- Unable to Open the Attached Files (see page 22)
- Unable to Enter a Text Through Ask a Question Option (see page 23)

Apple Safari Browser on Windows Operating System is Not Supported

Valid on Windows

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

Unable to log in With the Special Character in Screen Name

CA Open Space only supports dot (.), hyphen (-), and underscore (_) in the Screen Name. Ensure that you do not enter any other special characters.
Proper Message does not Display on 32-bit Operating System

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

Windows Error 216 occurred while loading the Java VM

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

Unable to Deploy CA Open Space

Symptom:
I am unable to deploy CA Open Space. Some of the database tables are not getting created or some of the war files are still present in the OSOP\deploy folder of the CA Open Space installation directory.

Solution:

Follow these steps:
1. Stop the CA Open Space services.
2. Log in to the CA Open Space server and open the portal-ext.properties file located in the OSOP folder of the CA Open Space installation directory.
3. Take a backup of the encrypted jdbc.default.password.
4. Modify the jdbc.default.password value with the password that you entered during the CA Open Space installation.
5. Set the jdbc.default.encrypted.password value to false.
6. Modify (for example, add a space and remove the space) and save the web.xml file located in the OSOP\tomcat-7.0.23\webapps\ROOT\WEB-INF\ folder.
7. Restart the CA Open Space services.
8. If the OSOP\deploy folder is empty, then CA Open Space has been deployed successfully.
9. Open the portal-ext.properties file and complete the following actions:
   a. Modify the jdbc.default.password value with the password that you backed up in step 3.
   b. Change the jdbc.default.encrypted.password value to true.
10. Save the file.
Attachment Does not Work for the Employee Access Type

Solution:

1. Inactivate the Pre-Update data partition constraint for the Employee role.

2. Set the Function Access level to Modify for the following functions for the Employee role.
   - Reference
   - Administration

For more information about how to modify the data partition constraint and function access level, see the *CA SDM Online Help*.

Incorrect Priority Calculation When APC is Enabled or Disabled in CA SDM

Symptom:

I configured the CA SDM Data Source with ticket type as Incident. I created an incident in CA Open Space with a default priority, for example, 3. I observed the following incorrect changes:

- When APC is disabled in CA SDM, the urgency value of the incident is changing instead of assigning the priority to 1.
- When APC is enabled in CA SDM, the default priority field is not disabled in CA Open Space. Also the urgency and impact fields are not added.

Solution:

Currently no solution exists.
Unable to Re-Install CA Open Space

Valid on Windows

Symptom:

I am unable to install CA Open Space after uninstalling it. Uninstallation does not remove CA Open Space Related Entries in Installanywhere Registry XML.

OR

I try to install CA Open Space and I get an error that the product is already installed (though the product does not exist in your computer).
Solution:

If the uninstaller does not remove the CA Open Space related entries in the InstallAnywhere registry XML file, you can change this registry file manually.

Modify the file.com.zerog.registry.xml under the directory C:\Program Files\Zero G registry after CA Open Space is uninstalled. Zero G Registry can be a hidden folder, so you have to enable the Show Hidden Folder option on Windows. Remove the following node <product name="CA Open Space"> and two other components nodes that are related to CA Open Space:

```xml
<product name="CA Open Space" id="409328f9-1f0a-11b2-941e-b9699e36f638" version="2.0.176.0" copyright="2012" info_url="" support_url="http://support.ca.com/" location="C:\Program Files\CA\Open Space" last_modified="2012-12-05 14:12:12">
  <![CDATA[Open Space]]>
  <vendor name="CA, Inc." id="de0206eb-1ee1-11b2-84f1-ce895af55c4" home_page="www.ca.com" email=""/>
  <feature short_name="Open Sp" name="Open Space on Premise" last_modified="2012-12-05 14:12:12">
    <![CDATA[This installs the Open Space on Premise Framework to support Service Desk applications and features.]]>
    <component ref_id="409328f7-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0" location="C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CA\Open Space\Change CA Open Space Installation.lnk"/>
    <component ref_id="409328fa-1f0a-11b2-941d-b9699e36f638" version="1.0.0.0" location="C:\Program Files\CA\Open Space\CA Open Space_installation\Change CA Open Space Installation.exe" vendor="CA, Inc."/>
  </feature>
</product>
```

After removing the CA Open Space and components, you get to see the following code with no reference to CA Open Space:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<registry install_date="2012-12-05 14:12:12" version="1.1" last_modified="2012-12-05 14:15:47">
  <products>
  </products>
  <components>
  </components>
</registry>
```
Starting of Tomcat Gives BeanLocator Exception

Symptom:

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

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

Solution:

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

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

Symptom:

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

Table osop.Lock_ does not exist.

Solution:

You can continue working as this error would not impact any CA Open Space functionality.
CA EEM Errors in FIPS Mode

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

log4j:WARN Continuable parsing error 1 and column 20
log4j:WARN Document root element "EiamConfiguration", must match DOCTYPE root "null".
log4j:WARN Continuable parsing error 1 and column 20
log4j:WARN Document is invalid: no grammar found.
log4j:ERROR DOM element is - not a <log4j:configuration> element.

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

Onboarding a Tenant Throws Tomcat Error

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

No theme loaders are deployed.

Solution:
This is a Liferay error, which you can see at the link:
http://issues.liferay.com/browse/LPS-18614?page=com.atlassian.jira.plugin.system.issuetabpanels:all-tabpanel

You can continue working as this error would not impact any CA Open Space functionality.
Do not Use $ Character in your Database Password

Symptom:
As a DB Admin User, when I use a DB password having a $ character, the CA Open Space installer does not authenticate that password.

Solution:
No solution. Do not use a $ character in your DB password. Currently, CA Open Space installer cannot authenticate this character properly.

Uninstallation does not Remove CA Open Space Related Entries in InstallAnywhere Registry XML

Valid on Windows

Solution:
For Windows Operating System, if the uninstaller does not change the InstallAnywhere registry XML file, you can change the registry manually. After CA Open Space is uninstalled, navigate to C:\Program Files\Zero G registry and modify the file com.zerog.registry.xml.

Zero G Registry can be a hidden folder, so you have to enable the Show Hidden Folder option on Windows. Remove the following node <product name="CA Open Space"> and two other components nodes that are related to CA Open Space:

<product name="CA Open Space" id="409328f9-1f0a-11b2-941e-b9699e36f638" version="2.0.176.0" copyright="2012" info_url="" support_url="http://support.ca.com/" location="C:\Program Files\CA\Open Space" last_modified="2012-12-05 14:12:12">

Unable to Open the Attached Files

Symptom:
I am unable to open the attached files of the Request and Incident in CA Open Space. When I click the attached file link of the request or incident in CA Open Space, the Service Desk Manager login page opens instead of the file.

Solution:
The name of the SERVER HOST NAME that is mentioned in CA Service Desk Manager Data Source configuration page (Administrator, Data sources, CA Service Desk Manager) of CA Open Space Server must match the name of the Server that is mentioned in Service Desk Repository(Administrator, Attachments, Library, Repositories, Service Desk).
Unable to Enter a Text Through Ask a Question Option

Symptom:
I am unable to enter a text in the description under Ask a Question option in CA Open Space if the Browser Mode is Internet Explorer 9 compatibility view.

Solution:
Change the Browser Mode to Internet Explorer 9 or Internet Explorer 8.
Chapter 5: Third-Party Acknowledgements

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

Example:

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