

# CA Output Management Web Viewer

## Release Notes

Release 12.1.00



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## CA Technologies Product References

This document references the following CA Technologies products:

- CA DRAS
- CA View®
- CA Dispatch™
- CA Bundl®

## 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
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# Chapter 1: New Features

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This section contains the following topics:

[Separate Installation, Configuration and Deployment](#) (see page 7)

[External Configuration Settings](#) (see page 8)

[External Security Exits](#) (see page 9)

[Modern Browser Support](#) (see page 9)

[SSL Support for Communication with CAICCI](#) (see page 9)

## Separate Installation, Configuration and Deployment

CA OM Web Viewer r12.1 has made product configuration an optional step of the installation process. This change lets you perform the product installation, product configuration, and web server deployment tasks at different times, by different individuals, and even on different computers.

Consider the following example:

1. A server or system administrator installs the product on one computer, but they cannot perform product configuration as part of the process.
2. The system administrator then makes the product (or just the utility folder) available to a CA OM Web Viewer administrator, and makes the WAR or EAR files available to the web server administrator.
3. The CA OM Web Viewer administrator then uses the configuration tools to set the base product settings (assumes External Configuration is used, else the WAR/EAR file is also required).
4. The CA OM Web Viewer administrator makes the resulting configuration folder available to the web server administrator.
5. The web server administrator sets up the CA OM Web Viewer HOME folder to contain the configuration folder, sets the HOME environment variable, and deploys the WAR or EAR file to the web application server.

CA OM Web Viewer is now ready for the CA OM Web Viewer administrator to log in and define initial admin settings.

**Note:** Other possible scenarios can fit your particular requirements. For more information about these installation scenarios, see the *Installation Guide*.

## External Configuration Settings

CA OM Web Viewer Version 12 stored configuration settings in either the WAR/EAR file or with the deployed application. Two external configuration options have been introduced that allow for greater flexibility and ease of use.

CA OM Web Viewer r12.1 introduces new configuration options:

### **External, System Level Configuration**

- Configuration files are stored in a folder external to the WAR/EAR/deployed application, and are referenced through an environment variable. You set the variable either in the operating system or the web application server.
- With this method, you can reconfigure Web Viewer without the need to re-deploy the WAR/EAR file.
- With this method, you can update and deploy/undeploy the WAR/EAR files without concern for maintaining the configuration files.

### **External, Application Level Configuration**

- Configuration files are stored in a folder external to the WAR/EAR/deployed application and are referenced through a setting within the WAR/EAR/deployed application.
- This method allows multiple instances of OM Web Viewer deployed to a single web application server.
- With this method, you can reconfigure Web Viewer without the need to re-deploy the WAR/EAR file unless you also change the location of the configuration folder.

### **Internal, Application Level Configuration**

- This configuration is legacy, with the configuration files stored in either the WAR/EAR file or with the deployed application.

Using the External Configuration options (system or application level) eliminates the problem of deleting your administration database accidentally through undeployment. This problem occurs if you use the Embedded DerbyDB as your database.

## External Security Exits

CA OM Web Viewer r12.1 now includes support for external security exits. These exit points are in the application where customer-coded Java programming interfaces are called. These exit points allow for full integration of CA OM Web Viewer with your existing Single-Sign-On (SSO) or Security Federation systems.

### Updated documentation

- The documentation bookshelf includes the new *Programmer Guide*.
- The *Installation Guide* is updated and the installed product includes the sample Java source for an EXIT.

**Note:** For information about configuring the product to use the external security EXIT, see the *Installation Guide*. For information about how to create your EXIT, see the *Programmer Guide*.

## Modern Browser Support

CA OM Web Viewer supports the following modern browsers:

### Internet Explorer 8, 9, 10, and 11

CA OM Web Viewer is certified for the releases 8, 9, 10, and 11 of Internet Explorer.

### Firefox v30

This version of CA OM Web Viewer introduces Firefox support.

**Note:** The appearance of CA OM Web Viewer may vary slightly depending on the browser software and version. For example, you may notice that word wrapping on the screen occurs more frequently in IE11 than it did in IE9.

## SSL Support for Communication with CAICCI

**Important!** This new feature is supplied with APAR RO75932. You can download this APAR from <http://ca.com/support>.

You can optionally configure CA OM Web Viewer to use a Secure Socket Layer (SSL) protocol to encrypt communication with the CAICCI server.

**Important!** The SSL protocol can be either SSLv3 or TLSv1. However, SSLv3 is provided for legacy support *only* and is no longer considered secure. If your CAICCI server uses SSLv3, we recommend upgrading to TLSv1.

For details, see the *Installation Guide*.



# Chapter 2: Enhancements to Existing Features

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This section contains the following topics:

[Documentation Enhancements](#) (see page 11)

[Simplified Packaging](#) (see page 13)

[Simplified Installation](#) (see page 14)

[Report Printing](#) (see page 14)

[Report Emailing](#) (see page 15)

[Enhanced Security](#) (see page 15)

## Documentation Enhancements

This section contains topics that are related to documentation enhancements.

## Technical Information Content Philosophy

The documentation set focus on the following key areas:

- Role-based scenarios that detail steps to complete key business processes. These scenarios can appear in traditional guides and as standalone Knowledge Database articles on <http://ca.com/support>.
- An end-to-end view that gives you access to content across the full lifecycle of your product, including content from technical information, product management, support, sales, services, and education.
- Concise product content that promotes usability and accessibility.

## Installation Guide

The Installation Guide provides scenario-based documentation for the various installation, configuration, and deployment options:

- Install, configure, and deploy on one computer
- Install and configure on one computer, and deploy on multiple computers
- Install on one computer, and configure and deploy on multiple computers

- Install, configure, and deploy multiple instances on one computer
- Install, configure, and deploy multiple instances on multiple computers.

This guide also contains information about how to configure the product using external security exits.

## Upgrade Considerations

Upgrading from CA OM Web Viewer Version 12.0 to Release 12.1 is a simple process.

The admin database schema has not changed. CA OM Web Viewer r12.1 can use the existing database with no impact on other 12.0 product instances that may share it.

You only have to migrate the configuration settings, although you can choose to simply configure CA OM Web Viewer 12.1 using the same values.

**Note:** For more information about upgrading from a prior release, see the *Installation Guide*.

## Back Up and Restore Configuration Settings

CA OM Web Viewer 12.0 backed up configuration settings automatically each time you used the Configuration Tool to make changes. However, these files were hidden within the WAR/EAR file or with the deployed application. CA OM Web Viewer r12.1 now provides procedures for backing up and restoring configuration settings, and also the expanded configuration options from the external configuration files.

**Note:** For more information about how to back up and restore your configuration settings, see the *Installation Guide*.

## Programmer Guide

CA OM Web Viewer r12.1 adds the *Programmer Guide* to the documentation bookshelf. This guide describes how to use external security exits that integrates CA OM Web Viewer with your existing Single-Sign-On (SSO) or Security Federation systems.

## Supportability Matrix

System requirements are moved from the *Installation Guide* to the new [CA OM Web Viewer Supportability Matrix](#). The support matrix includes requirements for the following categories and more:

- Operating systems
- Browsers
- Databases
- CA Technologies, including CA View, CA DRAS, and CA CCI

## Simplified Packaging

CA OM Web Viewer r12 introduced support for additional operating systems, totaling nine. This previous release was delivered as nine different installation packages, one per operating system. CA OM Web Viewer r12.1 simplifies this installation to one package with two installation sets, one for Windows (64-bit), and one set for all other supported operating systems.

**Note:** For the complete list of supported operating systems, see the *Installation Guide*.

## Simplified Installation

### Install Type

CA OM Web Viewer r12.1 now includes a simpler installer that supports two installation types: Minimal and Full. The Minimal option installs either a WAR or EAR file for deployment to the web server of your choice (Apache Tomcat or IBM WebSphere). The Full option installs Apache Tomcat 7 with CA OM Web Viewer pre-deployed. Windows installations have the option to install Tomcat as a Window Service.

### Configuration

You can defer product configuration to occur after the installation completes. See Separate Installation, Deployment and Configuration for further details.

### Java JRE removed from Installer

The CA OM Web Viewer installation no longer installs the Java JRE. Installing JRE is now a prerequisite of the product installation. This change allows you full control over the level of Java that you use, as long as it meets the CA OM Web Viewer minimum requirements. See the *Installation Guide* for further information about Java requirements.

### Apache Tomcat

The Full install type includes the latest version of Apache Tomcat 7, which is up from Apache Tomcat 6 included with the prior release.

## Report Printing

CA OM Web Viewer 12.1 now offers two methods for printing text reports. Web Viewer retains the browser add-on for printing (ActiveX or Plug-in) while adding a new support using the web browser to perform the print.

The web browser print option has been added to address the many restrictions that are placed on browser add-ons. Web browsers and/or computer settings often prevent installation of the add-ons.

The Web Viewer administrator sets up the printing method.

## Report Emailing

CA OM Web Viewer 12.1 has enhanced the choice of email method. 12.0 offered two mutually exclusive methods: browser add-on (uses client email application) and web-based (uses server-based SMTP mail server). 12.1 now allows for both methods to be enabled by the Web Viewer administrator. The method can be optionally restricted at the role level. If both methods are enabled for the end user, the user can then choose their preferred method.

The reason for allowing both methods is to address the many restrictions that are placed on browser add-ons. Web browsers and/or computer settings often prevent installation of the add-ons.

## Enhanced Security

To access reports or repositories, users must provide mainframe login credentials. If these credentials become invalid at runtime, CA OM Web Viewer prompts the user for new credentials to attempt another connection. Users can be prompted to supply mainframe credentials when they attempt to perform the following actions:

- Select a favorite for a report action
- View a report
- Access a repository

**Note:** For mainframe security reasons, your account can be suspended after a specified number of unsuccessful connection attempts with invalid credentials. The number is specified by your security administrator.



# Appendix A: Messages

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This section lists the new messages in CA OM Web Viewer r12.1.

**Note:** For information about each message, see the *Installation Guide*.

**Configuration context environment cannot be found. Contact your System Administrator**

The required CAOMWV12\_HOME environment variable for the CA OM Web Viewer system level configuration is not setup in the server environment.

**System Configuration context cannot be located. Contact your System Administrator**

The configuration folder does not exist, or is not accessible by the product. If the configuration folder does exist, it is not in the path that the environment variable CAOMWV12\_HOME defined.

**Application Configuration context cannot be located. Contact your System Administrator**

The configuration path does not exist, or the folder is not accessible by the product instance with the path of configuration folder that the web context defined in the specific CA OM Web Viewer install.

**Configuration context cannot be loaded. Contact your System Administrator.**

The configuration file and WVProfile.properties cannot be loaded from the configuration folder.

**External Security Service Provider is not available**

The External Security EXIT service cannot be initiated for the first end user authentication with CA OM Web Viewer configured for External Security EXIT.

**External Security Service is not configured.**

The product instance is not configured to use External Security EXIT for user authentication.

**No user roles for External Security are available. Contact your System Administrator.**

The product cannot find user roles that are defined for users authenticated through the External Security EXIT.

**Security Exit is not implemented properly. It returned invalid data or threw an exception.**

The product catches an exception error that is thrown from the External Security EXIT, or the date that is returned from the EXIT is invalid.



# Appendix B: Known Issues

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## Published Fixes for CA OM Web Viewer r12.1



# Appendix C: Third-Party Acknowledgments

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The license information for third-party utilities and software that CA OM Web Viewer uses is located in the \Bookshelf\_Files\TPSA folder of the product bookshelf. For example, if you unzip the Bookshelf ZIP file to a directory such as C:\Documentation, you can find this information in C:\Documentation\Bookshelf\_Files\TPSA\CA\_OM\_Web\_Viewer\_Third\_Party\_Licensing.txt.