

CA Common Diagnostic Facility

Download, Unpack and Operation

CA has provided a tool that will collect log files and data required to debug problems for a number of CA Products. This tool is called "CA Common Diagnostic Facility", (CA CDF). The WA AE and WCC product areas have been incorporated into this facility and will have required data to perform general debugging of issues available in a quick and easy compressed file. There are plans to provide this tool on the WA AE product install media in the future. However, at this time, the procedure below can be followed to obtain this facility and get detailed information.

The CA CDF URL is:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/common/cacdf_download.html

There are instructions on the site for how to use this tool.

The tool and data files themselves are under the section labeled:

Download CA CDF

There are 2 different links to download to get the product:

.zip Download

This link will download the file "CACDF_Scripts.zip" which contains the data files for the various CA products that this facility will be able to extract debug data for.

The two we are interested in are:

AutoSys .txt

WCC.txt

.gzip Download

This link will download the file "cacdf.tar.gz" which contains the actual CA CDF script facility to be installed on a customer system and used to extract debug data. It also contains a "Readme" file to explain how to use the facility.

Once the two files have been downloaded and unzipped, the "cacdf" command will be ready to run.

I will use issue "19066951 1 Title: JOB TRIGGERED AND RAN TWICE" for the following examples of command syntax. The examples assume we are running on a Unix/Linux OS platform and are currently in the directory where the zip files had been unpacked.

Interactive command execution:

./cacdf.sh

CA Common Diagnostic Facility

Enter CA contact number> 19066951

Enter CA issue number> 1

Enter your CA Site ID number> 178508

Do you want to send the zip file to the CA FTP site? (y|N) > y

Enter the name of the CA product that is affected> AutoSys

Contact number is 19066951

Issue number is 1

Site ID number is 178508

CA Product is AutoSys

"Send file to CA FTP site."

Is this correct?(Y|n) > Y

Answers are correct

Version 1.39

Date/Time is Thu May 20 14:06:16 2010

Single command line execution:

cacdf 19066951 1 178508 N AutoSys

CA Common Diagnostic Facility

Contact number is 19066951

Issue number is 1

Site ID number is 178508

CA Product is AutoSys

"DO NOT send file to CA FTP site."

Is this correct?(Y|n) >