

CA Service Desk Manager - Mobile Enabler 2.0

This Document is aimed at providing information about the CA Service Desk Manager (CA SDM) Mobile Enabler and mobile capabilities that is typically not available in the product documentation. This is a living document and will be updated periodically based upon questions received and answers provided over time.

1. What is CA SDM “Mobile Enabler”?

CA SDM Mobile Enabler is a common interface that enables mobile devices to access some of the core features of CA SDM and Open Space. The Mobile Enabler must be installed before the CA SDM mobile app can work with your instance of CA SDM.

2. What is the CA SDM mobile app?”

The CA SDM mobile app is available for iOS and Android devices and provides optimized mobile capabilities for targeted CA SDM capabilities.

3. What mobile capabilities are available for CA SDM?

These mobile capabilities are part of a series of mobile capabilities being added to CA SDM and delivered using a common mobile framework across our Service Management solutions. They are made available to customers as the CA SDM mobile app. They enable CA SDM analysts and users to perform the following actions from mobile devices, etc.

Analyst Queue Management – this standard feature of CA SDM enables Analysts to access and filter Incidents/ Problems and other ticket types in their queues, drill into details and take appropriate actions from mobile devices, such as iPhones, Android devices, etc. More details of these capabilities are provided later in this document.

Creating Tickets – this standard feature of CA SDM enables Analysts and end users to create new tickets, including leveraging mobile device camera, location awareness and voice-to-text features.

Managing Work Lists (Approvals) – this standard feature of CA SDM enables Analysts to handle approval activities including drilling into, searching, filtering and approving work list tasks, viewing associated CA SDM tickets, etc.

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Collaboration (CA Open Space) – CA Open Space is available via mobile devices with the CA SDM mobile app and includes the ability for users and analysts to collaborate, search for answers and create CA SDM tickets.

4. What value do these mobile capabilities provide to customers?

These capabilities help organizations improve:

- **Business productivity** by enabling analysts and users to create and respond to issues in a timelier manner from anywhere, at any time.
- **IT's relationship with business** by enabling IT to be more responsive to incidents and problems business users encounter.
- **The user experience** by providing analysts and users with the freedom to perform their jobs remotely.

5. How are the new mobile capabilities packaged and how do customers get them?

The new mobile capabilities are available to customers on CA SDM 12.7 (and later), as the RESTful Web Services capabilities made available in CA SDM 12.7 are required to make use of the new mobile capabilities. CA SDM 12.7 customers can download CA Mobile Enabler 2.0 from Support.ca.com as an additional CA SDM component at no additional charge. To enable mobile access to these capabilities, CA Open Space and Workflow, the customer must install the downloaded Mobile Enabler server components at their CA Open Space and CA Workflow install location. The details of the installation are available in the Installation Guide.

Once a customer has installed CA Mobile Enabler, users can access the mobile capabilities in three ways:

- Users of Android devices can download the CA Service Desk Manager app from [the Google Play Store](#)
- Users of iOS devices can download the CA Service Desk Manager app from the Apple App Store.

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- Users of both Android and iOS devices may also point their native browser to the CA Mobile Enabler URL. Refer to the Mobile Enabler Implementation Guide for more details on this topic.

6. What is the current release of Mobile Enabler?

The current release of CA Mobile Enabler is 2.0 and it contains capabilities previously described in this document.

7. Is CA Open Space required to use CA SDM mobile capabilities?

Not all CA SDM mobile capabilities require CA Open Space. The Approvals and Analyst Queue mobile capabilities do not require CA Open Space.

The CA Open Space capability does require a CA Open Space server to be installed and configured. This capability not only exposes the Questions component of CA Open Space, but it also lets a user create tickets in CA SDM. Without configuring the CA Open Space capability, a user cannot create tickets in CA SDM using a mobile device.

Note: The CA SDM Mobile Enabler Implementation Guide provides additional details on how to apply the required CA Open Space patches.

8. Will custom or required attributes added to CA SDM forms be available in the mobile capabilities?

The ability to create tickets in CA SDM using a mobile device is exposed via the CA Open Space capability. The CA Open Space server's CA SDM data source can be configured to expose up to 5 custom CA SDM attributes of a CA SDM ticket. The same fields would then show up on the mobile device when creating a new CA SDM ticket via the CA Open Space capability. In the Approvals mobile capability, the custom fields added to CA PAM or CA Workflow will appear in the mobile user interface as well. The Analyst Queue capability does not allow CA SDM custom attributes on the Update Status screen.

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9. Is there any benefit in the way the Mobile Enabler 2.0 is accessed?

Yes. Mobile device features like location services and camera usage are available only via the native CA SDM app (via Google Play Store or Apple App Store). When accessing the mobile capabilities via a native browser on iOS or Android devices, these device features will not be available to the user.

10. What devices are compatible with the CA SDM app?

- iOS: Apple iPhone and iPad devices
- Android: Google Android devices

Note: CA Technologies does not certify individual devices, models or manufacturers

11. Which Operating Systems are supported?

- For mobile devices the following operating systems are supported:
 - iOS : 5.1 and 6.x
 - Android: 4.0 and 4.1

Note: CA Technologies does not certify individual devices, models or manufacturers

- CA SDM Server platform support
 - The CA SDM Server can be on any of the supported CA SDM 12.7 Operating Systems (Refer to the CA SDM Certification matrix on support.ca.com for the latest information)

12. What Operating System languages are supported?

CA SDM Mobile Enabler 2.0 is an English-only release

13. What local language settings are supported?

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14. Are there any special browser settings needed for the browser-based access to the mobile capabilities?

When accessing the mobile capabilities via a mobile device browser (as opposed to using the CA SDM app), ensure that Private browsing mode is turned off on the browser.

15. What configuration steps must be done to deploy the CA SDM Mobile Enabler?

Refer to the CA SDM Mobile Enabler Implementation Guide for detailed steps, pre-requisites and post-deployment steps.

16. Can Requests and Incidents be enabled simultaneously on the CA SDM Mobile Enabler?

No. Creating tickets in CA SDM is exposed via the CA Open Space capability. The CA Open Space server's CA SDM Data source can be configured to either CA SDM Requests **or** Incidents, but not both at the same time.

17. In the Approvals mobile capability, are we able to see approval tasks of our own as well as tasks assigned to our groups?

No. The ability for a group member to approve tasks directly assigned to a group (as opposed to task assigned directly to the user) is not available with the Approvals mobile capability today.

18. What workflow items would the Approvals capability show?

The Approvals capability does support tasks from CA SDM classic workflow, CA Workflow and CA Process Automation Manager (CA PAM).

19. Can we create Custom filters to match CA SDM scoreboards?

Yes, CA SDM scoreboards are automatically displayed as filters in the CA SDM mobile capabilities.

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20. How do you change the CA Open Space logon username to match the CA SDM userid?

The default user authentication method in CA Open Space is the user's email address. And in CA SDM it is the userid. To keep these two the same from a usability aspect, you can change CA Open Space's authentication method to Screen Name. Follow the below steps to modify this:

1. Log in to the CA Open Space tenant control panel as a tenant administrator.

Example: http://test.company.com:8686/group/control_panel

2. Click Portal Settings, Authentication, General.
3. Change the option "How do users authenticate" to "Screen Name".
4. Click Save on the right pane.

21. How are userid and email address for CA Open Space users related to those for CA SDM?

To be able to create tickets in CA SDM via the CA Open Space capability:

1. The CA Open Space user's Screen Name should match the userid of that user in CA SDM
2. The CA Open Space user's email address should match the email address of that user in CA SDM

22. Is CA SDM Mobile Enabler 2.0 compatible with version 1.5 of the CA SDM mobile app?

Yes, but when an end user with version 1.5 of the CA SDM mobile app accesses CA SDM Mobile Enabler 2.0 they will not be able to attach a photo to a ticket. This is a side-effect of the version differences.

23. Which CA SDM URL should be used to access CA SDM Mobile Enabler 2.0?

If you want to access CA SDM Mobile Enabler using a web browser from your mobile device rather than by downloading the app from Google Play or the Apple App Store, use the following URL:

http://<CA_SDM_Server_Name>:<REST_Port_Number>/casdm

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24. Which URL should be used to access each of the capabilities of CA SDM Mobile app?

For the CA Open Space capability, use the following URL:

http://<CA_OpenSpace_Company_HostName>:<Tomcat_Port_Number>

For the Analyst Queue capability, use the following URL:

http://<CA_SDM_Server_Name>:<REST_Tomcat_Port_Number>

For the Approvals capability, use the following URL:

http://<CA_SDM_Server_Name>:<REST_Tomcat_Port_Number>

Note: All the above need to be provided to you by a CA SDM and/or CA Open Space administrator. You need to provide an appropriate username and password to access each of these capabilities.

25. Are Multi-Tenanted Analysts able to use the Analyst Queue capability?

With CA SDM Mobile Enabler 2.0:

- A Tenanted user can create CA SDM tickets via the Open Space capability
- A Tenanted user can use the Approvals capability
- A Tenanted user cannot use Analyst Queue capability. This is mainly because of a limitation on the REST API of CA SDM.

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FREQUENTLY ASKED QUESTIONS

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