Something doesn't look right! Tips and Techniques for Troubleshooting Reporting Problems with CA Business Intelligence (CABI) and CA Service Desk Manager (SDM) – Part 2

Presented by:

Chris Milazzo

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For Country Specific Numbers: Download list from Handouts folder (click multiple document icon in upper right area of your Live Meeting window)

ca technologies

Welcome
Webinar Seven in Seven-Part Series on using CABI with SDM

– Diane Boyd, CA Education Moderator

– Series runs through May 17

– 1 hour sessions, except today and 5/15, which are 1.5 hr sessions

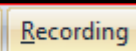|						
Simplifying Installation & Configuration of CABI and SDM TODAY – 11 – 12:30 EDT	Using LDAP to Secure Your CA Service Desk Manager Reporting Access Thursday, May 3 11 – 12 EDT	Using Designer and Universe to Empower non Technical End Users Tuesday, May 8 11 – 12 EDT	Personalizing your Web Reports with Infoview Thursday, May 10 11 – 12 EDT	Maximize your Engines with Offline Reporting Tuesday, May 15 11 – 12:30 EDT	Reporting Troubleshooting Tips: Part I Wednesday, May 16 – 11 – 12 EDT	Reporting Troubleshooting Tips: Part 2 Thursday, May 17 11 – 12 EDT
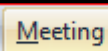
Logistics

Logistics	
1	Download handouts
2	Submit questions to Q/A folder; conduct Q/A at end of session
3	Twitter users can tweet using - #cabits
4	Report issues during the session using Live Meeting Chat or
5	Session is being recorded and available after session via email
6	Provide feedback via post evaluation survey sent through email
7	Lines are muted

Troubleshooting problems w/CABI & SDM – Part 2
Meet the CA BI/SDM Subject Matter Experts

Chris Milazzo

- Principal Support Engineer based in Islandia, NY – USA

- Joined CA Technologies in 2004

- Background in Systems Administration broad technical skills

- Specializes in Configuration, Installation, and Reporting areas

- AS Degree in Computer Science (working on BS)

- RHCT Net+ A+ Microsoft certifications

Troubleshooting problems w/CABI & SDM – Part 2
Webinar Summary

This step-by-step webinar will illustrate how to troubleshoot key areas of CA Business Intelligence (CABI) r3 for use with Service Desk r12.5/r12.6

– Reports

- SQL

- Logging Queries

- pdm_isql
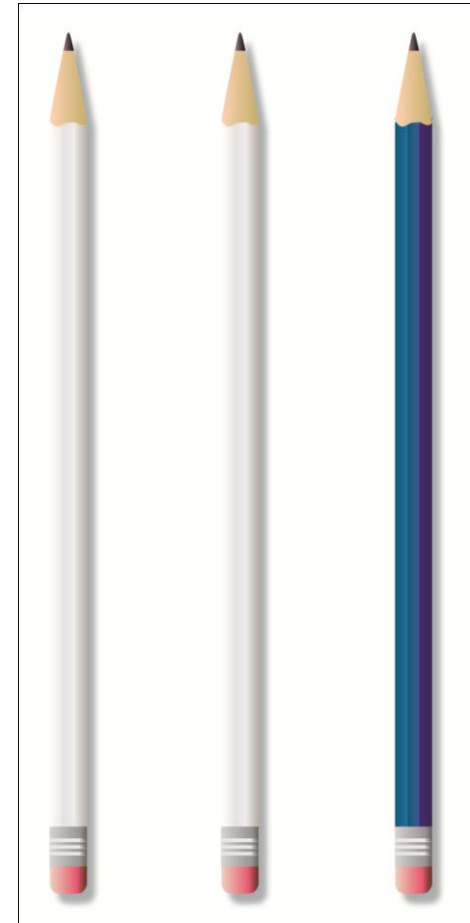
After this webinar module, you will be able to:

— Troubleshoot Report Creation Issues

Why you need to know:

— Understand CABI Functionality

— Understand CABI interaction with SDM

1 Report Errors

2 Long Running Queries

3 Syntax
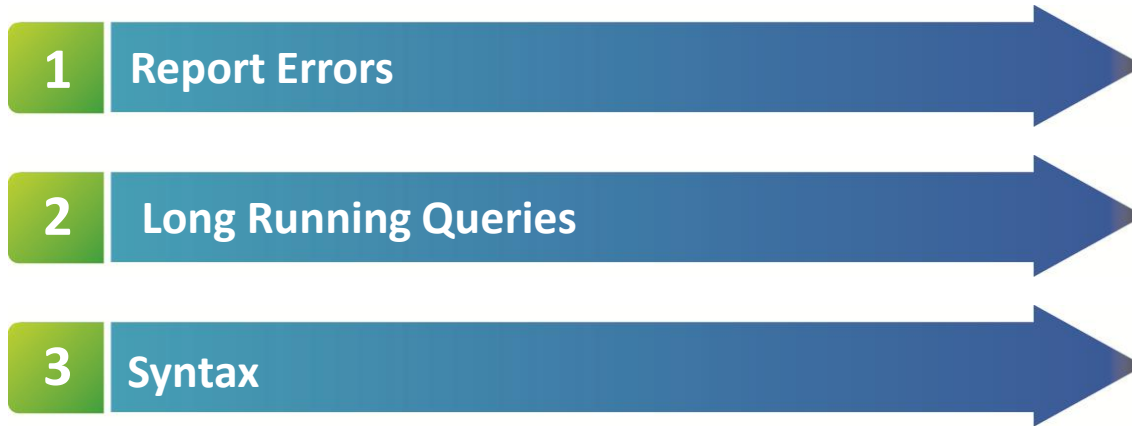
Troubleshooting problems w/CABI & SDM – Part 2
Reports Case Study

Scenario

– Reports are the reason we install CABI. Being able to create reports tailored to your business needs is a powerful tool. What do you do when you encounter an error with a report?

Problem

– Every environment is different and it can be challenging to write and troubleshoot reports.

Solution

– Learn the key best practices and the common pitfalls associated with writing and running reports. Learn to troubleshoot them in a efficient manner.

In the following demonstrations, you will:

Troubleshoot Reports

— Errors

— Date

— Class Folder Usage

— Long Running Queries

— Class Folder Usage

— Syntax

ServiceDesk Server

- Pdm_isql is located in the bin directory of the ServiceDesk directory. Bin folder is also located in the path so you can start pdm_isql from a command prompt at any time.

CABI Server

- Oasoa is located under the Install_Directory\CASD_ODBC \tools folder.

USAGE:

- CABI reports can contain formulas that utilize functions as well as usage of variables. To simply where a problem may occur you can remove CABI from the equation and deliver your report query directly at a ODBC level.

Troubleshooting problems w/CABI & SDM – Part 2
Webinar Summary

You are now able to do the following:

— Identify integration related problems.

— Effectively and efficiently troubleshoot any integration related problems.

— Effectively and efficiently troubleshoot any basic report creation related problems.

Question and Answer Session

- Open Q/A folder

- Lines Unmuted

- Recording stopped

- Presenter answer questions in Q/A folder

Closing

- Thank you, Chris and all of our presenters, Paul, Ragu, Vinod, Tunji
- Thank all of you for attending and for your great participation.
- Watch for follow up email – link to session survey and session recording
- All recordings from all seven sessions are posted on the My CA Service Desk Community Message Board
- **https://communities.ca.com/web/ca-service-management-global-user-community/message-board/-/message_boards/view_message/98041048?&#p_19**
They are also posted in the CA Technologies Customer Education Portal

- Additional Education

http://www.ca.com/us/collateral/learning-paths/na/CA-Service-Desk-Manager-Learning-Paths.aspx

CA Service Desk Manager r12.6 Learning Paths

Certification Exam

Take charge of your path to success. Select a path based on your role, follow the suggested learning in the order we recommend, and also choose from common elective courses which suit your specific role. Where applicable, take advantage of accreditation exams focused on courses, and certification exams focused on bodies of knowledge.

Instructor Led In-class or Virtual   Web-based Self-paced   Bundle

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