

Something doesn't look right! Tips and Techniques for Troubleshooting Reporting Problems with CA Business Intelligence (CABI) and CA Service Desk Manager (SDM) – Part 1

Presented by:

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Audio:

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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)



Welcome

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

- Diane Boyd, CA Education Moderator
- Series runs through tomorrow, May 17
- Today's session is 1 hr

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





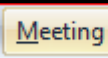
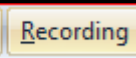



Wednesday, May
16 – 11 – 12 EDT

Reporting
Troubleshooting
Tips: Part 2

Thursday, May 17
11 – 12 EDT

Logistics

Logistics

1	Download handouts   Feedback: 
2	Submit questions to Q/A folder; conduct Q/A at end of session   
3	Twitter users can tweet using - #CABITips
4	Report issues during the session using Live Meeting Chat or   Feedback: 
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 1

Meet the CA BI/SDM Subject Matter Experts

Chris Milazzo



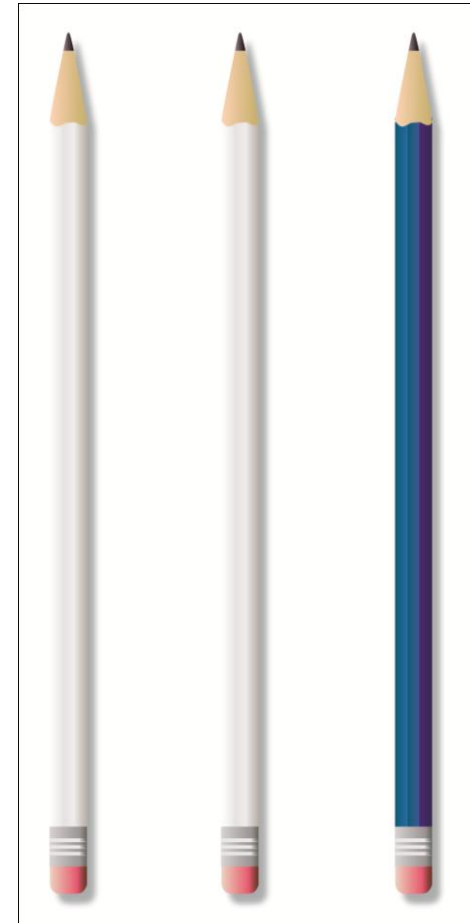
- Principal Support Engineer based in Islandia, NY – USA
- Joined CA Technologies in 2004
- Background in Systems Administration broad technical skills
- Specializes in Configuration, Installation, and Reporting areas
- AS Degree in Computer Science (working on BS)
- RHCT Net+ A+ Microsoft certifications

Troubleshooting problems w/CABI & SDM – Part 1

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

- Universe Connection
 - Designer
 - Service Desk
- Integration
 - Post Install Steps
 - BOServlet



Troubleshooting problems w/CABI & SDM – Part 1

Webinar Objectives

After this webinar module, you will be able to:

- Troubleshoot Universe Issues
- Troubleshoot Integration Issues

Why you need to know:

- Understand CABI Functionality
- Understand CABI interaction with SDM



Troubleshooting problems w/CABI & SDM – Part 1

Webinar Map

1 Universe Connection - Designer

2 Universe Connection – Service Desk

3 Integration - Post Install Steps

4 Integration - BOServlet

Troubleshooting problems w/CABI & SDM – Part 1

Case Study - Universe Connections

Scenario

- Universe Connection is the primary link between CA SDM and the CABI system

Problem

- Every environment is different and it can be challenging to get this configured properly and keep it running properly.

Solution

- Learn the key components and the common pitfalls associated with the Connection. Learn what components interact with each other and how to troubleshoot them effectively.

Troubleshooting problems w/CABI & SDM – Part 1

Universe Connection Details

Universe Connection Check

1. ODBC Data Source Test – Should prompt for username and password
2. Open Universe – File Parameters – Test Connection
3. Perform Table Values on pri (table that has data OOTB)
4. Reconfigure and resave connection if errors are seen.

ODBC Services Check

1. ODBC Data Source Configuration. If error occurs what is the error
2. Check the Server for ODBC Data Access Services status.
3. Check patch level of ODBC Data Access Services
 - A. Problem# 1373 – 12.5 /Jumbo – 12/6 Cum#1 (optional step)
4. Check port for ODBC Data Access Services / netstat or config file

Troubleshooting problems w/CABI & SDM – Part 1

Virtual Flow of Data when running a report

Each Color in this list can represent a separate physical server.

1. Reports are tied to a Universe
2. Universe is tied to a Universe Connection
3. Universe Connection is configured as a ODBC Data Source.
4. ODBC data source points to a ODBC Server
5. ODBC server connects to a domsrvr
6. Domsrvr talks to bpvirtldb
7. Bpvirtldb talks to a sql agent
8. Sqlagent connects to a SQL database server.

Troubleshooting problems w/CABI & SDM – Part 1

Universe Connection Demonstration

In the following demonstrations, you will:

- Work on universe connection within Designer
- Work with the Service Desk ODBC Services
- Learn the flow of connectivity
 - Steps taken to resolve any problems



Troubleshooting problems w/CABI & SDM – Part 1

Integration Case Study

Scenario

- The integration from ServiceDesk into CABI is a powerful tool allowing end user and analysts to run reports from ServiceDesk itself as well as Infoview

Problem

- Every environment is different and it can be challenging to get this configured properly and keep it running properly. Also there are customizations that may be in place that are creating a problem.

Solution

- Learn the key components, functionality and the common pitfalls associated with the Integration. Learn what components interact with each other and how to troubleshoot them effectively.

Troubleshooting problems w/CABI & SDM – Part 1

Integration Details

Integration Check

1. What Happens?
 - No Reports / Error 404 in Infoview
 - Report with Database Prompts
 - Security Prompts

Checklist

1. ServiceDesk Options – Options Manager > WebReports
2. TrustedPrincipal .conf Working
3. Boxi User Permissions – OOTB has no permission to see reports
4. Servlet URL correct
5. SSL involved?

Troubleshooting problems w/CABI & SDM – Part 1

Integration Demonstration

In the following demonstrations, you will:

- Work on Universe connection in the Designer
- Work with the Service Desk ODBC Services



Troubleshooting problems w/CABI & SDM – Part 1

Webinar Summary

You are now able to do the following:

- Identify connection related problems.
- Effectively and efficiently troubleshoot any connection 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
- Watch for follow up email – link to session survey and session recording
- 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

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.



Certification Exam

•Next session

Simplifying Installation & Configuration of CABI and SDM
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Reporting Troubleshooting Tips: Part I
Wednesday, May 16 – 11 – 12 EDT

Reporting Troubleshooting Tips: Part 2
Thursday, May 17
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