

One Step at a Time, Simplifying the Installation & Configuration of CA Business Intelligence (CABI) with CA Service Desk Manager (SDM)

Audio:

866-393-7440 (toll free)

706-679-2056 (int'l)

Presented by:

Paul Coccimiglio

CA Technologies Support



Welcome

Webinar One 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

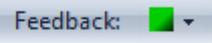
Reporting
Troubleshooting
Tips: Part I

Wednesday, May
16 – 11 – 12 EDT

Reporting
Troubleshooting
Tips: Part 2

Thursday, May 17
11 – 12 EDT

Logistics

1	Download handouts  Feedback: 
2	Submit questions to Q/A folder; conduct Q/A at end of session  Meeting Recording
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

Simplifying the Installation and Configuration of CABI

Meet the CA BI/SDM Subject Matter Experts



Paul Coccimiglio

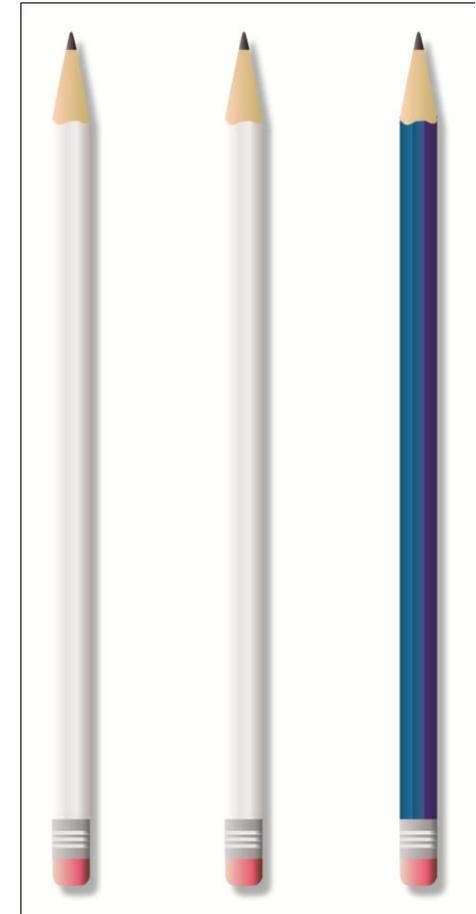
- Sr. Support Engineer located in Thornhill, Ontario - Canada
- 10 years as a Service Desk Administrator before joining CA in 2007
- His first exposure was Paradigm 5.5!
- Joined CA's Technical Sales team in 2007, Support in 2010
- Active contributor to many technical documents & Green Books

Simplifying the Installation and Configuration of CABI

Webinar Summary

Step-by-step webinar will illustrate how to install, configure, and integrate CA Business Intelligence (CABI) r3 for use with CA Service Desk Manager r12.5/r12.6.

- NOTE: CA Business Intelligence (CABI) may also be referred to as BOXI or Business Objects.



Simplifying the Installation and Configuration of CABI

Webinar Objectives

After this webinar module, you will be able to:

- Identify CABI requirements
- Install CABI successfully
- Configure CABI successfully
- Integrate CABI with CA Service Desk Manager

Why you need to know:

- CABI install requirements
- CABI interaction with CA Service Desk Manager
- View CABI reports from CA Service Desk Manager



Simplifying the Installation and Configuration of CABI

Webinar Map

1 CABI background information

2 Configure CABI CMS database

3 Install and configure CABI

4 Integrate with CA Service Desk Manager

Simplifying the Installation and Configuration of CABI

CABI Background Information

What is CABI?

- SAP Business Objects XI is common reporting component
 - Selected for use with many CA Technologies solutions
- CA Business Intelligence (CABI) offers out of the box reports
 - Based on data from specific CA Technologies solutions
- Designed for use with SAP Crystal Reports & Business Objects XI
- SAP Crystal Reports Developer Edition not included
 - Developer edition required to modify Crystal Reports
- Business Objects Web Intelligence (WEBI) is provided
 - Allows creation of new reports without Developer Edition



Simplifying the Installation and Configuration of CABI

CABI Supported Platforms

OS Levels

- Windows Server 2003 SP2 ⁽¹⁾ ⁽²⁾
- Windows Server 2003 R2 SP2 ⁽¹⁾ ⁽²⁾
- Windows Server 2008 ⁽¹⁾ ⁽²⁾
- Windows Server 2008 SP2 ⁽¹⁾ ⁽²⁾
- Windows Server 2008 R2 ⁽²⁾ ⁽³⁾

(1) 32-bit and 64-bit OS editions supported

(2) Data Center Edition, Enterprise Edition, Standard Edition, Web Edition

(3) 64-bit OS editions supported

NOTE: Support for Windows Server 2008 R2 is only available with the FULL release install of CABI r3



Simplifying the Installation and Configuration of CABI

CABI Hardware Requirements

#CABITips

Processor Specifications

- 2.0 GHz Pentium 4-class processor
- 2 GB RAM (4GB preferred)
- 10GB free HDD space for install

VMware Virtualized Environment

- ESX/ESXi environment*

NOTE: It is highly recommended to install CABI on a separate server for performance purposes. If sharing CABI with multiple CA solutions, ensure you allocate enough system resources and take into consideration future growth.

Covered in an upcoming Webinar in this series:

Maximize your engines and leverage CA Business Intelligence (CABI) offline reporting capabilities to keep your CA Service Desk Manager (SDM) users running at high speed

* Business Objects Support Statement For VMware Virtualized Environments Support Policy
<http://www.sdn.sap.com/irj/boc/index?rid=/library/uuid/b0947a6e-b83e-2b10-5e8c-e79b31874aa5>

Module 1: One step at a time, simplifying the installation & configuration of CABI with CA SDM

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Simplifying the Installation and Configuration of CABI

CABI Supported Web Browsers

Browser OS	Web Browser	JVM
Apple Mac OS X	Firefox 3.0	Apple 1.5.0_xx Apple 1.6.0_xx
	Firefox 3.5	Apple 1.5.0_xx Apple 1.6.0_xx
	Safari 3.2.x	Apple 1.5.0_xx Apple 1.6.0_xx
	Safari 4.0.3+	Apple 1.5.0_xx Apple 1.6.0_xx
Microsoft Windows	Firefox 3.0	Sun 1.5.0_xx Sun 1.6.0_02+
	Firefox 3.5	Sun 1.5.0_xx Sun 1.6.0_xx
	IE 6.0 SP2/SP3	Sun 1.5.0_xx Sun 1.6.0_02+
	IE 7.0	Sun 1.5.0_xx Sun 1.6.0_02+
	IE 8.0	Sun 1.6.0_xx
	** IE 9.0 (requires SP5)	Sun 1.6.0_xx



Simplifying the Installation and Configuration of CABI

CABI Supported Databases

Databases

- MS SQL Server 2000 SP4
- MS SQL Server 2005 SP1/SP2/SP3
- MS SQL Server 2008
- Oracle 9.2
- Oracle 10g R1 (10.1)
- Oracle 10g R2 (10.2)
- Oracle 11g R1 (11.1)

NOTE: CABI uses the 32-bit ODBC registry on all versions of Windows. To administer 32-bit ODBC DSNs on 64-bit versions of Windows, run the 32-bit ODBC Administrator, located at:

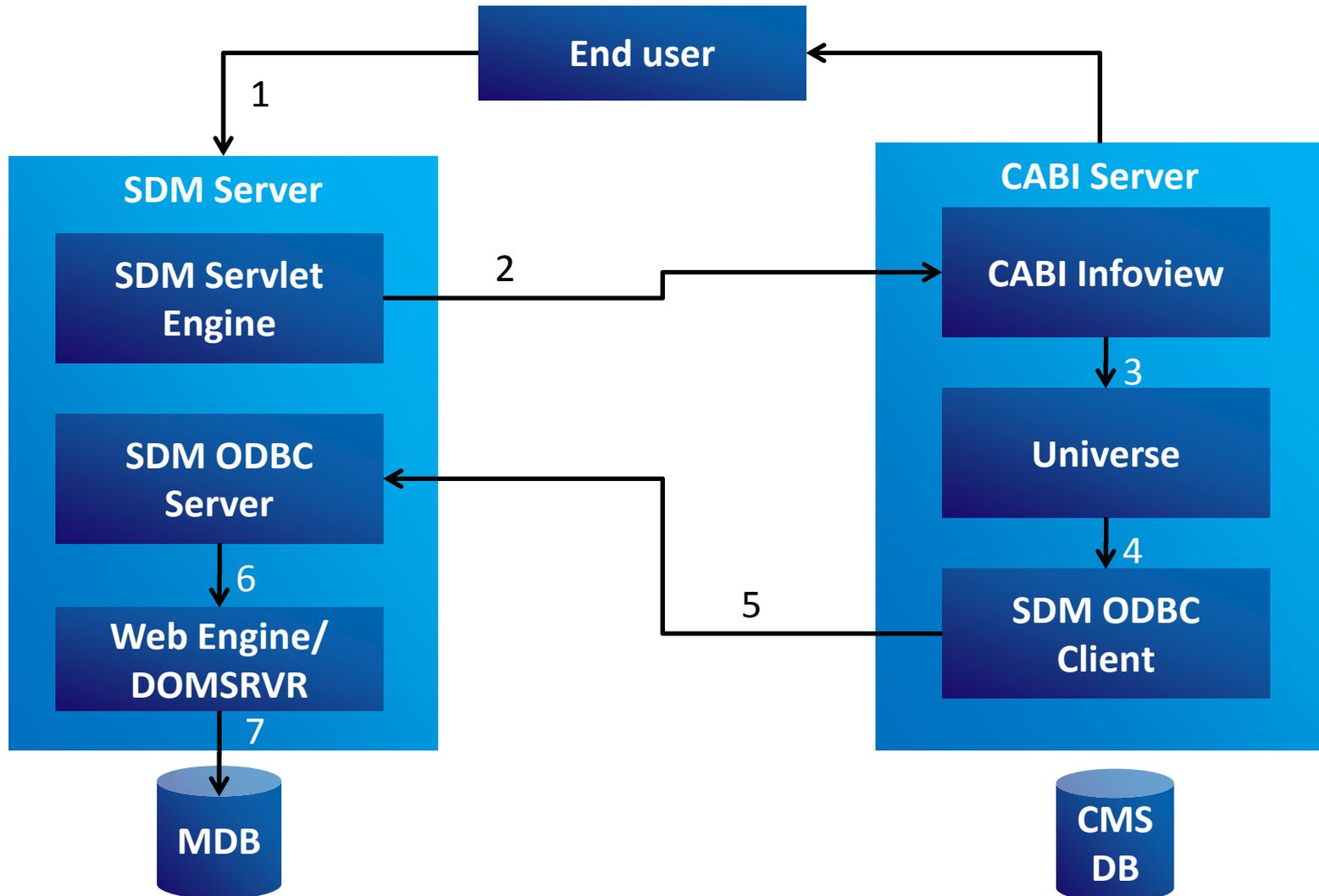
C:\Windows\SysWOW64\odbcad32.exe



Simplifying the Installation and Configuration of CABI

CA SDM – CABI Architecture: Normal scenario

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Simplifying the Installation and Configuration of CABI

The CABI Central Management Server (CMS) Database

CMS Database Notes and Best Practices

- CABI requires a database to store information
 - Users and Groups
 - Security levels
 - Business Objects Enterprise XI content
 - Servers
- Maintained by Business Objects Central Management Server
 - Known as the CMS database
- CABI provides option to install MySQL for the CMS
 - Recommend Microsoft SQL Server or Oracle as the CMS database for management/maintenance purposes

NOTE: If your CABI server is operating on Windows 2003, you will need to download and install the Microsoft Windows 2003 Server operating environment patch KB925336 prior to beginning the CABI install process

Simplifying the Installation and Configuration of CABI

Configure CABI CMS Database Demonstration

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Simplifying the Installation and Configuration of CABI

CABI Installation Tips

Tips for Successful Installation

- You must be logged in as local administrator or member of the local administrators group
- Copy the installation media onto the server where you will install CABI
- Integration between CA SDM and CABI requires that CABI use Tomcat as a web server
- The default Tomcat connection port number is 8080
 - Default port number can be changed to another available port such as 8070
- The installation process will take some time to complete
 - The progress bar is NOT accurate indication of time the installation will complete
 - Average time to install CABI is approximately 90 minutes
- Reboot of the CABI server is required to complete install

Simplifying the Installation and Configuration of CABI

Installation Demonstration



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Configuring CABI

- Run the 'CA Business Intelligence configuration' program from the CABI install media
- The configuration completes the following tasks:
 - Installs the data direct ODBC driver
 - Deploys the default CA SDM Manager reports
 - Deploys the CA SDM Manager Universe
 - Creates the default users and groups within CA Business Intelligence

Note: If CABI is installed on a server that contains CA SDM Manager components (i.e. CA Service Desk Manager Secondary server), the ODBC client is automatically installed. As a result, the CABI Configuration dialog appears differently

Simplifying the Installation and Configuration of CABI

CABI Configuration Demonstration



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Simplifying the Installation and Configuration of CABI

Integrate CABI with CA SDM

Configure CABI with CA SDM

- CA Service Desk Manager uses Trusted Principal Authentication
- Trusted Authentication provides a single sign-on solution
 - Integrate Business Objects Enterprise authentication with CA SDM authentication
 - Allows users to log in without providing their passwords several times during a session
- User accounts must exist in CABI and in the CA SDM contact table for the solution to work
 - Entered either through manual entry or using LDAP*
- A recycle of both the CABI and CA SDM services are required to complete the integration

* Covered in an upcoming Webinar in this series:

Reuse and recycle, using LDAP to secure your CA Service Desk Manager reporting access

Integrate CABI with CA Service Desk Manager Demonstration

#CABITips



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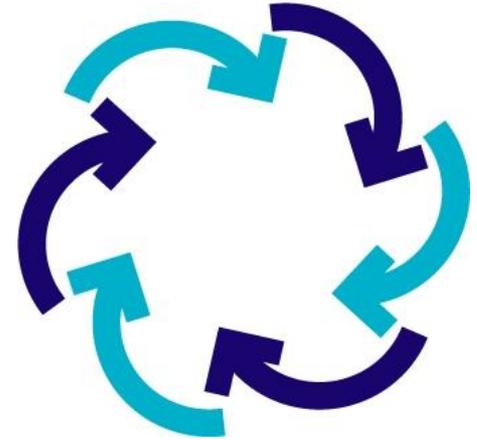


Simplifying the Installation and Configuration of CABI

Webinar Summary

You are now able to:

- Identify CABI requirements
- Install CABI successfully
- Configure CABI successfully
- Integrate CABI with CA Service Desk Manager



Simplifying the Installation and Configuration of CABI

Additional CABI Documentation Sources

CA Service Desk Manager CABI Greenbook

[https://support.ca.com/phpdocs/7/common/greenbooks/CA Business Intelligence for CAServ DeskMgr_ENU.pdf](https://support.ca.com/phpdocs/7/common/greenbooks/CA_Business_Intelligence_for_CAServ_DeskMgr_ENU.pdf)

Business Objects Enterprise Administrator Guide

http://help.sap.com/businessobject/product_guides/boexir31/en/xi3-1_bip_admin_en.pdf

TEC520339 – CABI Installation and Configuration for CA Service Desk Manager

<https://support.ca.com/irj/portal/kbtech?docid=520339&searchID=TEC520339>

Question and Answer Session

- Open Q/A folder
- Lines Unmuted
- Recording stopped
- Presenter answer questions in Q/A folder

- Thank you, Paul
- 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

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Reporting Troubleshooting Tips: Part I
Wednesday, May 16 – 11 – 12 EDT

Reporting Troubleshooting Tips: Part 2
Thursday, May 17
11 – 12 EDT

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