# CA Clarity™ PPM

## Release Notes

### Service Pack 13.0.1

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# CA Technologies Product References

This documentation set references the following CA Technologies products:

- CA Asset Portfolio Manager (CA APM) (previously known as Unicenter Asset Portfolio Manager)
- CA Business Intelligence
- CA Service Desk Manager (previously known as Unicenter Service Desk)
- CA Software Change Manager (previously known as CA Harvest Change Manager)

# Contact CA Technologies

**Contact CA Support**

For your convenience, CA Technologies provides one site where you can access the information you need for your Home Office, Small Business, and Enterprise CA Technologies products. At http://ca.com/support, you can access the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

**Providing Feedback About Product Documentation**

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

If you would like to provide feedback about CA Technologies product documentation, complete our short customer survey, which is available on the CA Support website at http://ca.com/docs.

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# Chapter 1: Welcome

Welcome to CA Clarity PPM Service Pack 13.0.1.

This section contains the following topics:

What This Document Covers (see page 7)
Training (see page 7)
International Support (see page 8)
Published Fixes (see page 8)
Known Issues (see page 9)
Find Product Roadmap Information (see page 9)
Supported Add-ins and Connectors (see page 10)

## What This Document Covers

This document provides information about enhanced features, documentation, and system requirements for CA Clarity PPM. Information about enhancements or changes in this service pack is available only in the release notes and not in the online help or the product documentation. This service pack provides a CA Technologies Bookshelf that you can access from the product. For more information about the bookshelf and product documentation, see Documentation (see page 13).

**Note:** At publication time, the product supports the operating systems and third-party software listed in this document. For assistance, contact CA Support at http://ca.com/support.

## Training

For user training, CA Technologies offers the CA Productivity Accelerator (CA PA) solution. You can use this solution to create custom education materials and practice simulations and assessments. You can use the custom education materials in classroom training and online simulations. You can access the practice simulations and assessments from the Learn link on the User toolbar or from the Learning Management System (LMS). The CA PA provides standard content modules that you can upload into your CA PA editor and modify to reflect your product configuration. You can also integrate the processes and procedures that your organization uses into the CA PA solution.

CA Education offers these training solutions. To learn more about the training offerings and the CA PA, see http://ca.com/education.

# International Support

An internationalized product is an English product that operates correctly on local language versions of the required operating system and required third-party products, and supports local language data for input and output. Internationalized products also support the ability to specify local language conventions for date, time, currency and number formats.

A translated product (sometimes referred to as a localized product) is an internationalized product that includes local language support for the user interface of the product, online help and other documentation, and local language default settings for date, time, currency, and number formats.

The product is fully localized and supports over 100 regional settings for date, time, and number formatting. The user interface is available in the following languages:

- Brazilian Portuguese
- Czech
- Danish
- Dutch
- English
- Finnish
- French
- German
- Hungarian
- Italian
- Japanese
- Norwegian
- Polish
- Russian
- Spanish
- Swedish
- Turkish

Localized versions of some CA Clarity PPM online help files and product documentation are available within 90 days of the product general availability.

The most recent versions of localized product documentation are available at http://ca.com/support.

# Published Fixes

We recommend that you review the certification matrix for the product and the Solutions and Patches that Technical Support provides at http://ca.com/support. You can review the solutions and patches and any prerequisite published fixes that are required for the product release.

# Known Issues

For information about known issues, visit CA Support Online and search using one of the following keywords:

- *clarity13open*
- *clarity1301resolved*

Any related articles and known issues appear.

# Find Product Roadmap Information

The CA Clarity PPM Product Roadmap outlines general product direction and provides information that can help you plan and manage your CA Clarity PPM implementation. For example, the Product Roadmap provides you with the following information:

- Planned features and functionality
- Removed features and functionality
- Internationalization and localization
- Product direction

**To find the CA Clarity PPM Product Roadmap**

1. Open a browser and navigate to http://ca.com/support.

   The CA Support page appears.

2. Select CA Clarity Project & Portfolio Manager from the Product finder drop-down list.

   The CA Clarity Project & Portfolio Manager page appears.

3. Scroll to the Product Status section, and click the CA Technologies Project & Portfolio Management Product Roadmap link.

   If you are not already logged in, the CA Support login page appears.

4. Log in to CA Support.

   The CA Clarity PPM Product Roadmap appears.

# Supported Add-ins and Connectors

The add-in and connector versions that CA Clarity PPM Service Pack 13.0.1 supports appear in the following tables:

## Add-in

| CA Clarity PPM Add-in | Compatible Version |
|---|---|
| Accelerator for New Product Development | 2.0 |
| Accelerator for PMBOK | 2.0 |
| Accelerator for PRINCE2 | 2.0 |
| Business Relationship Manager Accelerator | 3.0 |
| Earned Value Manager | 2.0 |
| PMO Accelerator | 3.0 |

## CA Product Connector

| CA Product Connector | Compatible Version |
|---|---|
| Connector for CA Unicenter® Service Desk & CA Software Change Manager for Distributed | 2.0 |
| Connector for Remedy (Service Connect) | 2.0 |
| Agile Vision Enterprise | Spring 2012 |
| Product Vision | Spring 2012 |

## CA Third-Party Connector

| CA Connector | Compatible Version |
|---|---|
| Connector for Microsoft SharePoint 2010 | 2.0 |

# Chapter 2: Enhanced Features

This section contains the following topics:

Exporting Reports (see page 11)

## Exporting Reports

In previous releases of the product, when a Clarity report is shared with another Clarity user, the user viewing the shared report could only export the report as a PDF. In this release, the user viewing the shared report can also export the report to Excel. Hover on the Export link to display the options - Export to PDF and Export to Excel. You can export all the pages to PDF or Excel.

# Chapter 3: Documentation

This section contains the following topics:

View the CA Technologies Bookshelf (see page 13)

## View the CA Technologies Bookshelf

The CA Technologies Bookshelf provides your product documentation set in Section 508-compliant HTML format, and a print version of each guide. The CA Technologies Bookshelf is installed automatically with the product and you can access it by clicking the Help link in the product.

You can download and extract the CA Technologies Bookshelf for your product (a ZIP file) from CA Support Online.

**To extract the ZIP file and view the CA Technologies Bookshelf**

1. Use an archive product such as WinZip.
2. Extract the content to a local folder.
3. Double-click the Bookshelf.hta file in the Bookshelf folder.

   **Note:** If you are viewing the bookshelf on your hard drive in an internet browser other than Microsoft Internet Explorer, you can simply open the Bookshelf.html file.

   The CA Technologies Bookshelf opens, and you can use it to view and search the product documentation.

### Where to Find Documentation

You can access the product documentation in the following locations:

- Click the Help link in the product.
- The Doc directory on the installation media. Double-click Bookshelf.html.
- Technical Support at http://ca.com/support.

## How to View and Search PDFs

To view PDF files, download and install the Adobe Reader from the Adobe website if it is not already installed on your computer.

If you open a PDF file in Adobe Reader in the CA Technologies Bookshelf and search, the individual PDF file is searched and you see the individual instances of the search term.

# Chapter 4: Compatibilities

This section contains the following topics:

Compatibilities (see page 15)
Clients (see page 15)
Change History (see page 18)

## Compatibilities

This chapter contains operating environment information for this service pack, which is also available from the Compatibilities link on http://support.ca.com.

Many of the products listed in this chapter are not delivered with CA Clarity PPM, and you must purchase the product. For information about the software that is included with CA Clarity PPM, see Products Included with CA Clarity PPM. Refer to your licensing agreement for more information.

## Clients

The following table shows supported software for client computers accessing CA Clarity PPM.

| | Microsoft Windows | Apple Mac OS | Desktop Linux |
|---|---|---|---|
| **Operating System** | ■ Microsoft Windows XP Professional: Service Pack 2 or higher<br>■ Microsoft Windows Vista, all editions<br>■ Windows 7, all editions, 32-bit and 64-bit | ■ Mac OS X: Release 10.4 or higher patch level | ■ Any vendor or version with support for browsers listed under Web Browser section. |

| | Microsoft Windows | Apple Mac OS | Desktop Linux |
|---|---|---|---|
| **Web Browser** | ■ Internet Explorer 8.0 and any v8 patch release<br>■ Internet Explorer 9.0 and any v9 patch release<br>■ Firefox 3.6 and higher patch level<br>■ Firefox 10.0 and higher patch level | ■ Safari: Version 5.1.1 and higher patch level<br>■ Firefox 3.6 and higher patch level<br>■ Firefox 10.0 and higher patch level | ■ Firefox 3.6 and higher patch level<br>■ Firefox 10.0 and higher patch level |

| | Microsoft Windows | Apple Mac OS | Desktop Linux |
|---|---|---|---|
| **Client Applications**[1)] | ■ Microsoft Excel 2007-2010 32-bit, all editions, or Microsoft Excel 2003 with 2007 compatibility pack<br>■ Microsoft PowerPoint 2007-2010 32-bit, all editions<br>■ Microsoft Project 2007-2010 32-bit, all editions<br>■ Java 6 Runtime Environment (required for Open Workbench, CA Clarity PPM Microsoft Project interface, and XOG Client): 1.6.0_15 or higher patch level<br>■ Adobe Flash Player (for viewing Xcelsius dashboards). Version 10 or higher.<br>■ Acrobat Reader 7.0 or higher (for reading CA Clarity PPM installation guides, technical manuals, user guides, and offline reports)<br>■ Crystal Reports 2008 Designer (required only for custom report development): SP3 or higher level | ■ Microsoft Office Excel 2011<br>■ Adobe Flash Player (for viewing Xcelsius dashboards). Version 10 or higher<br>■ Mac OS Preview PDF viewer (for reading CA Clarity PPM installation guides, technical manuals and user guides)<br>■ *No Microsoft Project* support<br>■ *No Open Workbench* support<br>■ *No Crystal Report Designer* support | ■ Acrobat Reader 7.0 or higher (for reading CA Clarity PPM installation guides, technical manuals, user guides, and offline reports)<br>■ Adobe Flash Player (for viewing Xcelsius dashboards). Version 10 or higher<br>■ *No Excel Export* support<br>■ *No Microsoft Project* support<br>■ *No Open Workbench* support<br>■ *No Crystal Report Designer* support |
| **Third-party SOAP Integration Toolkits** | ■ Microsoft Visual Studio 2005 (.NET Framework 2.0)<br>■ Apache AXIS 1.3 | ■ Apache AXIS 1.3 | ■ Apache AXIS 1.3 |

**Notes:**

- [1)] Using multiple versions of third-party software concurrently are not supported as it can cause out-of-sync and compatibility issues. CA Technologies supports only versions of third-party software that the vendor supports.

# Change History

## Changes in CA Clarity PPM Service Pack 13.0.1

| Component | Description |
|---|---|
| **Client Browser** | ■ Dropped support for Firefox 8.0.<br>■ Dropped support for Firefox 3.5.<br>■ Added support for Firefox 10.0.<br>■ Added support for Firefox 3.6. |

## Changes in CA Clarity PPM Release 13.0.00

| Component | Description |
|---|---|
| **Client Browser** | ■ Dropped support for IE6 and IE7.<br>■ Added support for Firefox 8.0.<br>■ Added support for IE 9.0.<br>■ Added support for Safari 5.1.1. |
| **Client Applications** | ■ Dropped support for Microsoft Project 2000, 2002 and 2003.<br>■ Defined support for Crystal Reports Designer 2008 as SP3 or higher (instead of any service pack). |
| **SharePoint Server** | ■ Dropped support for SharePoint Server 2007.<br>■ Added SharePoint Server 2010. |

# Appendix A: Third-Party Acknowledgements

This section provides acknowledgements for third-party software that CA Clarity PPM uses.

The license information for third-party software that CA Clarity PPM uses is available in the \Bookshelf Files\TPSA directory of the CA Bookshelf.