

CA Technical Information: Extensible Information (Xinfo) Initiative

Übersicht und wesentliche Merkmale

29. Oktober 2012

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Was ist Extensible Information (Xinfo)?

- **Umfassende Produktinformationen**, die gegenwärtig auf der Startseite eines Dokumentationspakets („Bookshelf“) verfügbar sind und in naher Zukunft in einem „Technical Information Center“ bereitgestellt werden.
- **Szenario-basierte Inhalte**, die rollenspezifische Anwendungsfälle und „Best Practices“ bereitstellen, um die Erfahrungen unserer Kunden mit unseren Produkten und Lösungen zu verbessern.
- **Angemessene technische Dokumentation**, die von dem voluminösen Buch-Paradigma abrückt, die unnötige Informationen vermeidet und sich auf das Wesentliche konzentriert.

Wie stellen wir Produktinformationen bereit?

Vergangenheit

- Handbuch-zentriert
 - Begrenzt auf Handbücher und Hilfesysteme, die in einem Dokumentationspaket („Bookshelf“) auf Produkt-DVDs oder zum Download bereitgestellt werden.
 - Weitere Produktinformationen auf anderen internen and externen Seiten.

Gegenwart

- Dokumentationspakete („Bookshelves“) stellen umfassende Informationen zu jeweils einem Produkt gebündelt zur Verfügung.
 - Szenarien, „Best Practices“, Referenzinformationen, Handbücher, Videos
 - Links zu „Green Books“, Wissensportalen, Artikelsammlungen, Kursen, Ausbildung, sozialen Netzwerken (LinkedIn, Twitter, Facebook, YouTube), Anwendergruppen, Wikis, and vieles mehr.

Wie stellen wir Produktinformationen bereit?

Nahe Zukunft

- Technical Information Center
 - Umfassende Informationen für alle Produkte an einer Stelle verfügbar.
 - Erweiterte Such- und Filterfunktionen, um die benötigten Informationen rasch zu finden.

Beispiel eines Dokumentationspakets “End-to-end Bookshelf”

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CA Clarity™ PPM Release 13.1.00 - On Premise

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Beispiel eines Dokumentationspakets “End-to-end Bookshelf”



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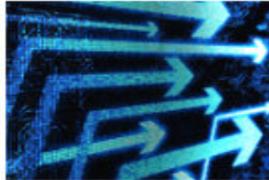
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Beispiel eines Dokumentationspakets “End-to-end Bookshelf”



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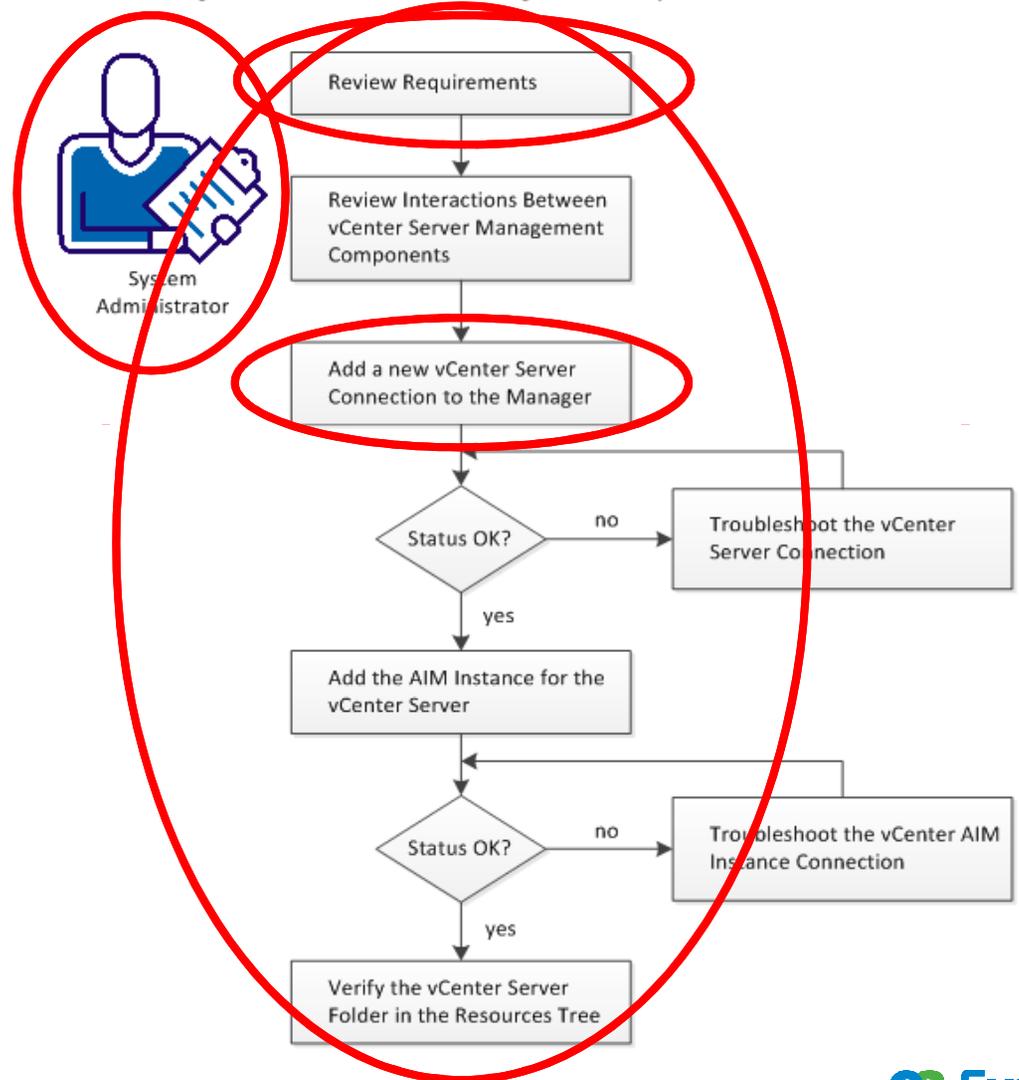
[CA Press, the official publisher of CA Technologies retail books](#) | [Apress - Clarity PPM Fundamentals](#)

Clarity PPM Fundamentals is also available on Amazon in both a paperback and Kindle edition.

Was ist ein Szenario?

- Geschäfts- oder IT-Anwendung
 - Praktische Beispiele
 - ITIL-Prozesse
- Rollenspezifisch
 - System Administrator
- Eigenständig
- Workflow (Diagramm)
- Überschaubare Schritte
- Integrierbar

How to Configure the vCenter Server Management Components



Wo finde ich Szenarien?

- Szenarien sind Teil der Produkt-Dokumentation, auf die von der „End-to-end Bookshelf“-Übersichtsseite aus zugegriffen werden kann.
- Diese Szenarien sind ebenfalls als „Knowledge Base“-Artikel verfügbar.
- Über 600 Szenarien sind gegenwärtig in Entwicklung.
- Über 200 Szenarien sind bereits über die “Support Knowledge Base” verfügbar.

Szenario in der Produkt-Dokumentation

The screenshot shows a web-based documentation interface. On the left is a navigation menu with a tree structure under 'Administration Guide'. The main content area on the right displays the breadcrumb path: 'Administration Guide > Managing Virtual Environments > VMware vSphere and vCenter Server > How to Configure the vCenter Server Management Components'. Below the breadcrumb is a sub-header 'How to Configure the vCenter Server Management Components' and a paragraph of introductory text. A flowchart, also titled 'How to Configure the vCenter Server Management Components', is presented. The flowchart starts with a 'System Administrator' icon and proceeds through several steps: 'Review Requirements', 'Review Interactions Between vCenter Server Management Components', and 'Add a new vCenter Server Connection to the Manager'. It then reaches a decision diamond 'Status OK?'. If 'no', it leads to 'Troubleshoot the vCenter Server Connection'. If 'yes', it proceeds to 'Add the AIM Instance for the vCenter Server', followed by another 'Status OK?' decision diamond. If 'no', it leads to 'Troubleshoot the vCenter AIM Instance Connection'. If 'yes', the process ends.

```
graph TD; SA[System Administrator] --> R1[Review Requirements]; R1 --> R2[Review Interactions Between vCenter Server Management Components]; R2 --> R3[Add a new vCenter Server Connection to the Manager]; R3 --> D1{Status OK?}; D1 -- no --> T1[Troubleshoot the vCenter Server Connection]; D1 -- yes --> R4[Add the AIM Instance for the vCenter Server]; R4 --> D2{Status OK?}; D2 -- no --> T2[Troubleshoot the vCenter AIM Instance Connection]; D2 -- yes --> End[ ];
```

Szenario als “Knowledge Base”-Artikel

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Document ID: TEC576682

Tech Document

Title: Scenario: How to Configure the vCenter Server Management Components - Part 1

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[2.0 How to Configure the vCenter Server Management Components](#)

[2.1 Review Requirements](#)

[2.2 Review Interactions Between vCenter Server Management Components](#)

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[2.3.1 Troubleshoot the vCenter Server Connection](#)

[2.3.2 vCenter Server Connection Failed](#)

[2.4 Add the AIM Instance for the vCenter Server](#)

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[2.4.2 vCenter AIM Instance Status Icon Shows Discovery in Progress](#)

[2.4.3 vCenter AIM Instance Status Icon Shows Error](#)

[2.4.4 vCenter AIM Instance Status Icon Shows No Polling](#)

[2.4.5 vCenter AIM Instance Status Icon Shows Disabled](#)

[2.4.6 vCenter AIM Instance Status Icon Shows Multiple Instances](#)

[2.5 Verify the vCenter Server Folder Appearance in the Resources Tree](#)

[3.0 Copyright](#)

1.0 Introduction

Product: CA Virtual Assurance for Infrastructure Managers

Release: 12.7

This document describes how a system administrator configures the vCenter server management components.

This Knowledge Base Article constitutes a portion of the official [CA product documentation](#) for this CA product. This Knowledge Base Article is subject to the following [notices](#), terms and conditions.

2.0 How to Configure the vCenter Server Management Components

The following diagram provides an overview of the required actions. The diagram includes corresponding troubleshooting strategies in case of connection problems.

How to Configure the vCenter Server Management Components



Ihre Fragen bitte ...

