

CA Performance Center

Release Notes

2.3.4



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CA Technologies Product References

This document references the following CA Technologies products and components:

- CA Performance Center
- CA Infrastructure Management Data Aggregator
- CA NetQoS® Performance Center
- CA Single Sign-On
- CA Network Flow Analysis
- CA Application Delivery Analysis
- CA Unified Communications Monitor
- CA eHealth
- CA Spectrum

Contact CA Technologies

Contact CA Support

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

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

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Chapter 1: Welcome

Welcome to CA Performance Center. Review these *Release Notes* before installing the CA Performance Center software.

This document contains important information and installation notes, including the following topics:

- Product documentation availability
- Operating system support
- System requirements
- Version compatibility

This section contains the following topics:

[New Features and Enhancements](#) (see page 7)

[Product Documentation](#) (see page 11)

[Third-Party Software License Agreements](#) (see page 12)

New Features and Enhancements

The following features have been added in CA Performance Center 2.3.4 and CA Infrastructure Management Data Aggregator 2.3.4.

Note: For a complete list of new features and enhancements, see the *GA Release Letter*. For information about late-breaking changes, see the product *Readme* files.

Platform Updates

Browser Support

CA Performance Center now supports Microsoft® Internet Explorer version 11, in addition to versions 9 and 10. For a complete list of supported browsers, see the [System Requirements](#) (see page 14).

Note: With this release, Internet Explorer version 8 is no longer supported.

Also be aware that we are advocating a new minimum screen resolution setting to avoid problems with scrolling and truncation of selected dialog boxes: 1280x1024 is the new minimum resolution setting.

Improvements to CA Mediation Manager Integration Architecture

Stand-alone CA Mediation Manager architecture to support CA Mediation Manager for Infrastructure Management improves scalability, resilience, and administration. Device pack creation and deployment have been simplified.

A migration script has been provided to help you quickly migrate device packs to the new architecture.

API Changes

Groups Web Service Improvements

Inconsistencies in terminology that affected the groups web service on the CA Performance Center server have been corrected. Any existing XML documents that you use to update groups require some minor changes.

The term "user group" is no longer used in the API and is now consistent with the product terminology ("custom group"). In addition, site group syntax has been corrected. Previously, a type of "site group" led to an error, and only a type of "site" was allowed. Here are examples of the corrected syntax, with changes in boldface text:

User group term replaced by "custom group":

```
<GroupTree path="/All Groups">
  <Group name="Boston" desc="This is the Boston Group" inherit="true"
    type="custom group"/>
</GroupTree>
```

Site term replaced by "site group":

```
<GroupTree path="/All Groups">
  <Group name="Boston" desc="This is the Boston Group" inherit="true"
    type="site group"/>
</GroupTree>
```

VendorPriorities Web Service Enhancement

The vendorPriorities web service that supports the Data Aggregator Custom Vendor Certifications feature has a new parameter: <PriorityGroup>. Use this parameter to specify the vendor certification priority group for a vendor certification. Multiple groups can be specified, separated by commas. The vendor certification is added to the group on the Vendor Certification Priorities tab in the Data Aggregator Metric Family Administration area.

Reporting Features

Group Scorecard Views

Scorecard views display performance metrics by sub-group, for the selected group during the selected time frame. Scorecards are high-level indicators of whether measured resources are meeting service-level goals. Several new views are available to add to dashboards. These views also appear by default on the Group Context page and the Site Context page.

- CPU or Memory Utilization Scorecard
- CPU or Memory Utilization Trend Scorecard
- CPU or Memory 95th Percentile Trend Scorecard
- Interface Utilization Scorecard
- Interface Utilization Trend Scorecard
- Interface 95th Percentile Trend Scorecard
- IM Custom Group Scorecard

Inventory of Managed Items Changes

Alias Names for Monitored Devices, Interfaces, and Components

CA Performance Center now includes a script, `update_alias_name.sh`, to set alias names for monitored devices, interfaces, and components. Alias names can be set through REST web services also. Users who are given the role right to view display names or aliases for items can select which name they want displayed in their dashboards and views.

Rebalance Data Collector Load

As a Data Collector instance monitors more devices, the Data Collector capacity can be exceeded and the Data Collector can become overloaded. You can now transfer the work load from one overloaded Data Collector instance to other Data Collector instances.

Device Details

You can now view details for monitored devices from the Monitored Devices view in Data Aggregator. Details include the device IP address, associated SNMP profile, the status of the device, and so on. You can also edit the IP address, Data Collector host, SNMP profile, and SNMP version for the device.

Additional Device Properties

New device properties have been included in this release: contact, location, sysobject id, vendor, and model. You can create rules on these properties, you can group by these properties, and you can view additional information about these properties.

User Interface Changes

Adding IP Domains

When you add an IP domain, the parameters to set device name aliases and interface description overrides are still available in the user interface. However, a more efficient way to set these parameters is to use REST web services. See the *CA Performance Center Web Services API Guide* for more information. You can also use the `update_alias_name.sh` script that is now included with the product, to set alias names for interfaces and components across multiple monitored devices and to set alias names for multiple monitored devices.

Usability Enhancements

Metric Family and Vendor Certification Consolidation

With the addition of vendor certification groups, metric families are easier to manage. When you select metric families for monitoring profiles or for custom data views, the list is more concise. You can more easily monitor multiple, related components on a single device.

The requirement to add a metric family for each new supported MIB has been eliminated. Now multiple vendor certifications that are associated with a single metric family can be applied simultaneously. Such vendor certifications are grouped in the user interface and prioritized together.

Two metric families have been deprecated: Alternate CPU, and Alternate CPU1. They are still supported after upgrades, however.

Meaningful File Names for Exported PDFs and CSVs

With this release, CA Performance Center uses the name of the dashboard as the default name of an exported PDF. The default name of an exported CSV file consists of <dashboard name>_<view name>. In previous releases, only the page ID was used as the name of the PDF and the CSV. The new naming convention makes it much easier to identify the contents of exported PDFs and CSVs.

Dashboard Identification for Scheduled Email

With this release, CA Performance Center now identifies the name of the dashboard in the list of email schedules on the Manage Scheduled Emails page. The name of the dashboard also appears in a new read-only Dashboard field on the Email Dashboard dialog. In previous releases, the dashboard name appeared only in the Subject line of the email, which became the file name of the PDF attached to the email. If a user changed the text of the Subject line -- and removed the name of the dashboard in the process -- the identity of the dashboard was lost.

Debugging Feature

CA Remote Engineer (CARE)

With this release, CA Infrastructure Management installs the CARE tool on all CA Infrastructure Management components. CARE collects data that a CA Support Engineer uses for debugging purposes. For information about running CARE, see the "Logs and Troubleshooting" chapter of the *CA Performance Center Administrator Guide*.

Product Documentation

CA provides a full set of technical documentation for all products. The guides available for CA Performance Center are as follows:

- Administrator Guide
- Operator Guide
- Installation Guide
- Managed Service Provider Guide
- Release Notes
- Single Sign-On User Guide
- Report Information Base (RIB) API Guide
- Use Cases

A Readme file contains the most recent list of known issues and workarounds. We recommend downloading the latest version of the Readme file and Release Notes from [CA Support Online](#).

You can open these guides in PDF and HTML format from the Documentation Bookshelf. Access the bookshelf from the Help menu in the CA Performance Center user interface.

Context-sensitive online Help is available for pages and views when you click a Help (?) button or select Help for This Page from the Help menu.

Use the online Help system when you need more information about configuration tasks, navigating the user interface, and performance data.

Third-Party Software License Agreements

Third-party software was used in the creation of CA Performance Center. All third-party software has been used in accordance with the terms and conditions for use, reproduction, and distribution as defined by the applicable license agreements.

Information about third-party license agreements is provided in the following document, installed automatically with the CA Performance Center software:

[Installation
Directory]\PerformanceCenter\ThirdPartyContent\caim_thirdpartycontent.html

Chapter 2: Deployment Requirements and System Requirements

This section contains the following topics:

[Deployment Options](#) (see page 13)

[System Requirements](#) (see page 14)

[Version Compatibility](#) (see page 17)

[Language Support](#) (see page 19)

Deployment Options

Any CA Performance Center deployment requires additional servers to host data sources. Data source system requirements vary widely. Consult the data source Release Notes for deployment guidelines and system requirements.

CA has performed comprehensive testing of three different deployment scenarios with different numbers of managed items. The number of managed items translates to a rate of metric data that is processed:

- 15,000 metrics per second; 100,000 managed items (smaller deployment)
- 75,000 metrics per second; 500,000 managed items (medium-size deployment)
- 150,000 metrics per second; 1,000,000 managed items (large deployment)

The system requirements in this document reflect the differing requirements of these three environments.

System Requirements

Prepare a dedicated server for the CA Performance Center installation. Be sure that the server meets the requirements for your deployment size.

For All Deployments

The software can be installed in any filesystem to which the root user has write access. Typically, it is installed in /opt.

Verify that Security Enhanced Linux (SELinux) is disabled on the server where you plan to install CA Performance Center. By default, some Linux distributions have this feature enabled, which does not allow the product to function properly.

By default, the MySQL database is installed to /opt/CA/MySQL/, but you can select another location. Make sure you have enough disk space allocated to the selected filesystem to support a database.

The minimum supported screen resolution is 1280x1024.

DNS resolution and time synchronization are required. For more information, see the *Installation Guide*.

Adobe® Flash® must be installed on any client that accesses the product user interface. You can download it from the Adobe website.

A web browser is required. The following browser applications are supported:

- Microsoft Internet Explorer versions 9, 10, 11
- Mozilla Firefox (current version)
- Google Chrome (current version)

Virtual and SAN Environments

Review the document titled *CA Support Statement for Running CA Infrastructure Management Products in Virtualization and SAN Environments* on CA Support Online:

https://support.ca.com/phpdocs/7/5637/CA_Support_Statement_for_Running_CA_NV_M_Products_in_Virtualization_Environments.pdf

The document discusses the CA policies for installing and operating Infrastructure Management products on virtualized servers or Storage Array Networks (SAN). You must be logged in as a registered user to view documentation on CA Support Online.

15,000 Metrics per Second (Smaller Deployment)

Setting or Component	Description
Operating system	Red Hat Enterprise Linux 5.x for x64 Red Hat Enterprise Linux 6.x for x64
Processor	4 dedicated virtual CPUs
Processor Speed	2.0 GHz
Memory (RAM)	16 GB
Disk Space	56 GB
Disk Input/Output	100 Mega Bytes/second

75,000 Metrics per Second (Medium-Size Deployment)

Setting or Component	Description
Operating System	Red Hat Enterprise Linux 5.x for x64 Red Hat Enterprise Linux 6.x for x64
Processor	12 cores
Processor Speed	2.0 GHz
Memory (RAM)	32 GB
Disk Space	130 GB
Disk Input/Output	100 Mega Bytes/second

150,000 Metrics per Second (Large Deployment)

Setting or Component	Description
Operating System	Red Hat Enterprise Linux 5.x for x64 Red Hat Enterprise Linux 6.x for x64
Processor	24 cores
Processor Speed	2.5 GHz
Memory	32 GB
Disk Space	223 GB
Disk Input/Output	100 MegaBytes/second

Configure UTF-8 Support

Configure the computer where you will install the component to support UTF-8 encoding. If UTF-8 encoding is not enabled, characters may not display properly during the installation.

The appropriate language packs are also required to support localized deployments.

Note: Some scripts that are used in the installation of selected components are not localized and run in English. For more information, see the *Localization Status Readme* file.

Follow these steps:

1. Do one of the following steps:

- a. Type the following command from a Korn or bash shell:

```
export LANG=LANG_value ; export LC_ALL=$LANG
```

LANG_value

Indicates the value of the language you want the product to support. The following variables are supported:

English: en_US.utf8

French: fr_FR.utf8

Japanese: ja_JP.utf8

Simplified Chinese: zh_CN.utf8

Traditional Chinese: zh_TW.utf8

For example:

```
export LANG=zh_TW.utf8 ; export LC_ALL=$LANG
```

- b. Type the following command from a Bourne shell:

```
LANG=LANG_value ; export LANG
```

```
LC_ALL=LANG_value ; export LC_ALL
```

For example:

```
LANG=zh_CN ; export LANG
```

```
LC_ALL=zh_CN ; export LC_ALL
```

The language variable is set.

Version Compatibility

CA Performance Center 2.3.4 uses code and user interface design features derived from CA NetQoS Performance Center version 6.1. However, the two products are distinct in multiple ways, and they do not support the same data sources.

CA Performance Center is fully compatible with the following CA Technologies products:

- CA Infrastructure Management Data Aggregator
- CA Network Flow Analysis
- CA Application Delivery Analysis
- CA Unified Communications Monitor
- CA Spectrum
- CA Application Performance Management
- CA eHealth
- Anomaly Detector

Find an updated listing of supported data source product versions on the [product page](#) on the CA Support website.

The CA Event Manager data source that is installed automatically with the CA Performance Center software is the only version that is compatible with CA Performance Center 2.3.4.

Some CA products do not yet offer support for CA Performance Center 2.3.4. Compatibility with NetQoS Performance Center does not ensure support for CA Performance Center.

For the following product versions, **CA NetQoS Performance Center version 6.1** (or version 6.1 with service packs) is required:

- Transaction Insight Manager (TIM) on the CA Multi-Port Monitor (CA APM and CA Multi-Port Collector convergence)

If you plan to deploy TIM on the Multi-Port Monitor, NetQoS Performance Center 6.1 is *required*. Later versions are not supported.

- CA SuperAgent versions 8.3, 9.0
- CA NetVoyant versions 6.1, 7.0, 7.1
- CA ReporterAnalyzer versions 8.3, 9.0

- CA Unified Communications Monitor versions 3.0, 3.1, and 3.2
- CA Anomaly Detector versions 2.1, 2.2
- CA Event Manager version 2.1
- CA Spectrum version 9.2.1 H06
- CA Spectrum Infrastructure Manager r2.5 (with Version 1 of the CA Catalyst Connector for NetQoS Performance Center)
- CA eHealth versions 6.2.2 and 6.3

For upgrade instructions, see the [CA Support Online website](#). You should plan to upgrade your CA Technologies products in a specific order if you are installing multiple products on the same server. The upgrade instructions provide details for multiple possible configurations.

Maximum Data Source Instances Supported

CA Performance Center is capable of managing multiple instances of selected data sources. The following limits apply to the number of data sources that you can register of each type:

- 10 CA Application Delivery Analysis data sources
- 1 CA Network Flow Analysis data source
- 4 CA Unified Communications Monitor data sources
- 1 CA Application Performance Management data source
- 1 CA Catalyst Connector data source
- 1 Event Manager data source
- 1 CA Spectrum data source
- 10 CA eHealth data sources (standalone CA eHealth systems or, for CA eHealth clusters, designated front-end systems)

Important! Additional data sources can add significant load to the system. As you add multiple instances of a data source, keep track of the estimated number of managed items that they monitor. Keep the total system load at or below 1,000,000 managed items from all data sources.

Language Support

The present version of CA Performance Center supports the following locales:

- English (US)
- Chinese (Simplified)
- Chinese (Traditional)
- Japanese
- French (France)

Additional languages might be supported in the future. A few known issues relate to language support. For example, some data sources have not been translated into all supported languages. For more information, see the Localization Status Readme file, which is available on the product page on the [CA Support website](#).

Chapter 3: Upgrade Requirements and Considerations

If you are upgrading Data Aggregator, review the following information.

Supported Upgrade Paths

If you are upgrading from a previous release of Data Aggregator, upgrade your components. You always upgrade the CA Performance Center, Data Aggregator, and Data Collector components. Upgrade CA Infrastructure Manager Data Repository when you are upgrading to the releases identified in the table that follows.

Important! If you are upgrading from Release 2.0.00 to Release 2.3.3, upgrade to Release 2.1.00, upgrade to Release 2.2.x, and then upgrade to Release 2.3, first.

The following table indicates the supported upgrade paths and indicates which components to upgrade:

Release	CA Performance Center Component	Data Aggregator Component	Data Collector Component	CA Infrastructure Manager Data Repository Component
Release 2.0.00 to Release 2.1.00	Upgrade Required	Upgrade Required	Upgrade Required	Upgrade <i>Not</i> Required
Release 2.1.00 to Release 2.2.00	Upgrade Required	Upgrade Required	Upgrade Required	Upgrade Required
Release 2.2.00 to Release 2.2.1	Upgrade Required	Upgrade Required	Upgrade Required	Upgrade <i>Not</i> Required
Release 2.2.00 or 2.2.1 to 2.2.2	Upgrade Required	Upgrade Required	Upgrade Required	Upgrade Required
Release 2.2.[1, 2, 3] to 2.3.[0, 1, 2, 3]	Upgrade Required	Upgrade Required	Upgrade Required	Upgrade <i>Not</i> Required
Release 2.2.x to 2.3.4	Upgrade Required	Upgrade Required	Upgrade Required	Upgrade Required Note: Vertica Release 7 is introduced in Release 2.3.4.

Release	CA Performance Center Component	Data Aggregator Component	Data Collector Component	CA Infrastructure Manager Data Repository Component
Release 2.3.[0, 1, 2, 3] to 2.3.4	Upgrade Required	Upgrade Required	Upgrade Required	Upgrade Required Note: Vertica Release 7 is introduced in Release 2.3.4.

Note: For information about upgrading Data Aggregator components, see the *Data Aggregator Installation Guide*. For information about upgrade requirements and considerations for releases before 2.3.x, see the *Release Notes* or *Fixed Issues* file for the release to which you are upgrading.