Installing CA Mobile Enabler 2.0.

Mobile Enabler delivers access to some parts of Service Desk over mobile devices, such as Requests and Change Order details.

The Mobile Enabler is unusual in that it is a new product feature delivered through a T patch (Familiar to many as the method to deliver patch fixes) rather than as part of a major Service Desk Manager release.

Here’s how to install basic Mobile Enabler 2.9 functionality for Service Desk Manager 12.7.

We are skipping OpenSpace and ITPAM integration here.

Mobile Enabler can be accessed from a regular web browser on a PC - it does not have to be accessed from an iOS or Android device, which is the first installation test that should be done and the one covered here.

This is an addition to “CA Service Desk Manager Mobile Enabler, Implementation Guide Release 2.0.00” and will make references to this flagged as “Page nn...”. You should obtain this guide prior to attempting install by download or extraction from patch, as below. It contains a lot of useful information.

**Installation Walkthrough**

1. Start with Service Desk Manager 12.7 on a backed up test system.  

2. Copy over Mobile Enabler patches to the SDM \patches folder.  
   *Page 13. List of Patches.*

These are the ones for a Windows system as at 1st November 2013.

1. T5UG217. WIN-DEPLOYS THE MOBILE ENABLER 2.0 FOR SDM 12.7
2. RO55453. WIN-REST ERRORS DISPLAY OF VALUES 7
3. RO55452 WIN-BOPSID REST HTTP RETURNS NULLPOINTEREXCEPTION
4. RO61656 WIN-INADVERTENT CHANGE OF SEARCHING BEHAVIOR
v. RO61584 SUPPORT FOR BASE-64 ENCODED CONTENT FOR UPLOAD

Optionally check for newer patches and apply those.

vi. RO60959. WIN-SUPPORT FOR IOS AND RE-LOGIN PROMPT CAPABILITY

Please log a Support issue if the following symptom is encountered:

vii. Problem USRD 2516. T52P061. ERROR 404 WHEN LOGGING IN TO TICKETS IN MOBILE APPS

3. If and only if you have the prior version of Mobile Enabler, v1.n, then remove it.

Page 14. Step “3. Remove instances of the existing mobile application:”

4. Apply patches using “ApplyPTF” and following patch notes as usual.


Note:
* Install in the above order.
* Shut down all SDM servers before applying patches.


5. After installation of patches, confirm files are in place.

Page 15. Step 7. “Start the CA SDM services if not started.”

7. Load up Analyst Queue Data, if not already done.


Go to the SDM install path and the QueueMonitor location and open a command prompt:

C:\Program Files (x86)\CA\Service Desk Manager\bopcfg\www\CATALINA_BASE_REST\webapps\casdm\Capabilities\QueueMonitor

Run: pdm_load -f mobileappsdata.dat, eg:

```
C:\PROGRA~2\CA\SERVIC~1\bopcfg\www\CATALINA_BASE_REST\webapps\casdm\Capabilities\QueueMonitor>
pdm_load -f mobileappsdata.dat

command = C:\PROGRA~2\CA\SERVIC~1\bin\dbload  MOBILE~1.DAT
```

C:\PROGRA~2\CA\SERVIC~1\bopcfg\www\CATALINA_BASE_REST\webapps\casdm\Capabilities\QueueMonitor>

8. For testing on a PC, load a compatible browser. This test was done using Chrome 30. There are anecdotal reports of some issues with some browser combinations - these may be followed up with Support if encountered. Check https://support.ca.com for patches.

The default URL is:

http(s)://<CA_SDM_Server_Name>:<REST_Port_Number>/casdm
Page 15. Step 8. “access the web application of CA SDM Mobile Enabler”

The default port is 8050. For example:

`https://My_Server:8050/casdm`

9. This is as far as the implementation PDF extends into Mobile Enabler 2 configuration territory. The following steps enable the basic functionality to be used through the web browser.

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[License Agreement]

10. Enter details for the Analyst Queue and Approval Queue.

For this test, we are not configuring with Open Space and have turned it “Off.”

Details are as follows.
Default URL is:
For example:

http://My_Server:8050

Note that the “casdm” suffix is not attached here.

Username and password as usual. For example, “ServiceDesk.”

**Known issue - Multi-Tenancy not Supported for Analyst Queue**

As at 1 Nov. 2013, multi-tenancy is not supported for the Analyst Queue. The symptom if this is attempted is as per the below screenshot, where the Approval Queue works but the Analyst Queue returns “Failed to contact the server. Please contact your administrator.”

This is documented in the CA Service Desk Manager Mobile Enabler r2.0 Release Notes.pdf “Known Issues.” This section of the document is essential reading.
It is expanded on in this TEC document TEC599999. “Can multi-tenanted users use CA Service Desk Manager (CA SDM) Mobile Enabler 2.0?”

With CA SDM Mobile Enabler 2.0:

- A Tenanted user can create CA SDM tickets via the Open Space capability
- A Tenanted user can use the Approvals capability
- A Tenanted user cannot use Analyst Queue capability.

So, the limitation is only for the Analyst Queue capability. This also is mainly because of a limitation on the REST API of CA SDM.

If Multi-Tenancy is not enabled, then checking Settings again, shows that functionality works as expected.

The “Settings” are available by returning to the Home screen.
At this point, the base functionality of the Mobile Enabler and Service Desk Manager is working.

CA Technologies
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