



CA Agile Central Administrator Guide

CA Agile Central to Go 2017.1

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Overview

Your CA Agile Central subscription for Agile Software Lifecycle Management can be deployed on your company's own premises. In this case, CA Agile Central is installed on your own server within your company's IT infrastructure. CA Agile Central uses VMware® software to create a self-contained environment that includes its own virtual hardware, operating system, application servers, application software, and database management system. Once installed, CA Agile Central is accessible through your local intranet or virtual private network (VPN).

Server Requirements

On-premises base requirements:

- VMware platform with 64-bit support, including ESX 3.5.x and ESX 4.0 (vSphere)
- 64-bit capable processors with hardware virtualization (Intel® VT-d, AMD AMD-V)
- See the complete checklist for 64-bit guest support
- At least 8.0 GB of RAM for CA Agile Central's use (or at least 8 GB RAM for a server dedicated to CA Agile Central)
 - We recommend 12 GB of RAM for improved performance for subscriptions that may serve a higher volume of requests
- 400 GB of disk space for CA Agile Central's VMware image
- Two CPUs

Browser Requirements

CA Agile Central is committed to making our software easily accessible. You can access the CA Agile Central Application or Control Panel wherever you have a connection to your On-Premises server through a PC, Linux, or Macintosh computer.

However, it is neither possible nor practical for us to support every operating system and browser combination that is available. To take advantage of the newest CA Agile Central features, we recommend that you use one of the following fully supported browsers:

- Firefox
- Chrome
- Safari
- Internet Explorer*

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We support the two latest versions of each of these browsers. We do not recommend using development, test, or beta versions of these web browsers. Versions that are not publicly released may not work properly with the CA Agile Central application. We recommend using the latest production-level versions of these browsers. In particular, we strongly suggest using Chrome or Firefox.

Regardless of the browser you choose, you must enable cookies and JavaScript.

Note: Currently, we support Internet Explorer 9, 10, and 11. CA Agile Central no longer supports Internet Explorer 6, 7, or 8.

[Access help and WSAPI](#)

The screenshot shows the CA Agile Central On-Premises Knowledge Base interface. At the top, there is a navigation bar with the CA Technologies logo and links for CUSTOMER LOGIN, PRODUCT BLOG, SHARE IDEAS, SYSTEM STATUS, and SUPPORT. Below the navigation bar, the page title is "CA Agile Central Control Panel". The main content area is titled "CA Agile Central Control Panel" and lists administrative tasks that can be managed using the control panel:

- Change your password
- Back up and restore CA Agile Central data
- Use the CA Agile Central and search services
- Restart the server
- Activate licensing for your subscription
- View subscription details
- Export log files
- Administer server settings
- View Server information and diagnostic tools
- Email all CA Agile Central users

On the left side, there is a sidebar with "BROWSE VIDEO TUTORIALS" (CA Agile Central Product Videos, Agile Practices Videos) and "Browse Help" (Set Up CA Agile Central, Get Started, Learn Agile, Role-Based Help, Customize Your Account, Work Efficiently in CA Agile Central).

For WSAPI, go to <https://<ip-address>/slm/doc/webservice>.

The screenshot shows the CA Agile Central Web Services API Documentation v2.0 page. The page title is "CA Agile Central Web Services API Documentation v2.0". The main content area is titled "API Status is Active". The page includes an "Introduction" section stating that the 2.0 version of the API is REST based and uses the JSON format. It also includes a "General Usage" section with a list of steps to create and update defects:

- Create defect A
- Create defect B
- Update defect A adding defect B as a duplicate.

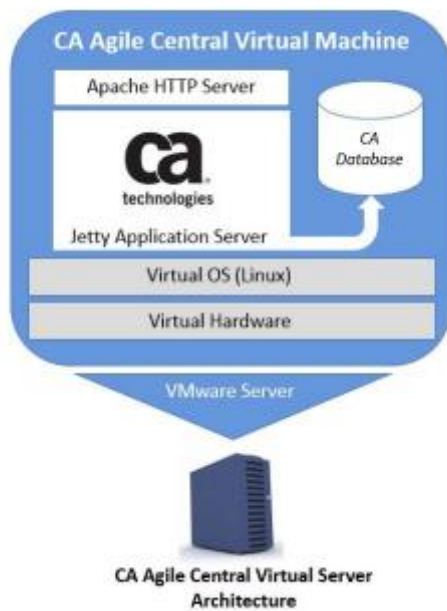
On the left side, there is a sidebar with "Workspace" (Name: Rally) and "Available Versions" (v2.0, Head Version (v2.0)). The sidebar also lists "Topics" (Introduction, Authorization, User Creation/Management, Project Scoping, REST Overview, JSON, Collections, Cross Site Access, Queries as RSS, API Versioning, Schema, Metadata, Client-provided Info, Attributes, FAQ, API Deprecation) and "Object Model" (AllowedAttribute/Value, AllowedQueryOperator).

Time Zone

The time zone on the On-Premises appliance is always set to Mountain Time zone and cannot be changed.

Architectural Overview

The CA Agile Central software installation file contains a virtual machine image that includes all the necessary components to run the CA Agile Central application.



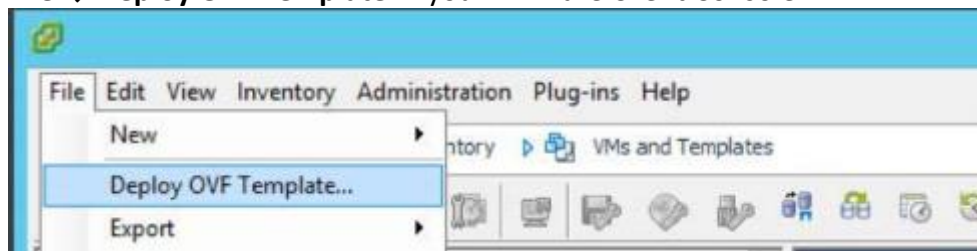
Contact Technical Support

If you encounter any issues or require additional service, call CA Agile Central Support at 1 (800) 225-5224.

Install CA Agile Central

These instructions will guide you through the process of installing the CA Agile Central virtual machine and the CA Agile Central On-Premises application:

1. Ensure that VMware Server software is properly installed on your machine. Download the free version of the VMware ESX server.
2. Extract the CA Agile Central software to a location that can be accessed from the VMware Client Console:
 - a. Insert the CA Agile Central software DVD in the DVD-ROM drive.
 - b. Copy the *CA Agile Central On-Premises [Version].zip* from the DVD to a directory on your server.
 - c. Unzip the *CA Agile Central On-Premises [Version].zip*.
3. Deploy the CA Agile Central Virtual Machine.
 - a. Deploy the CA Agile Central On-Premises VMware image to your ESX server from **File → Deploy OVF Template** in your VMware Client Console.



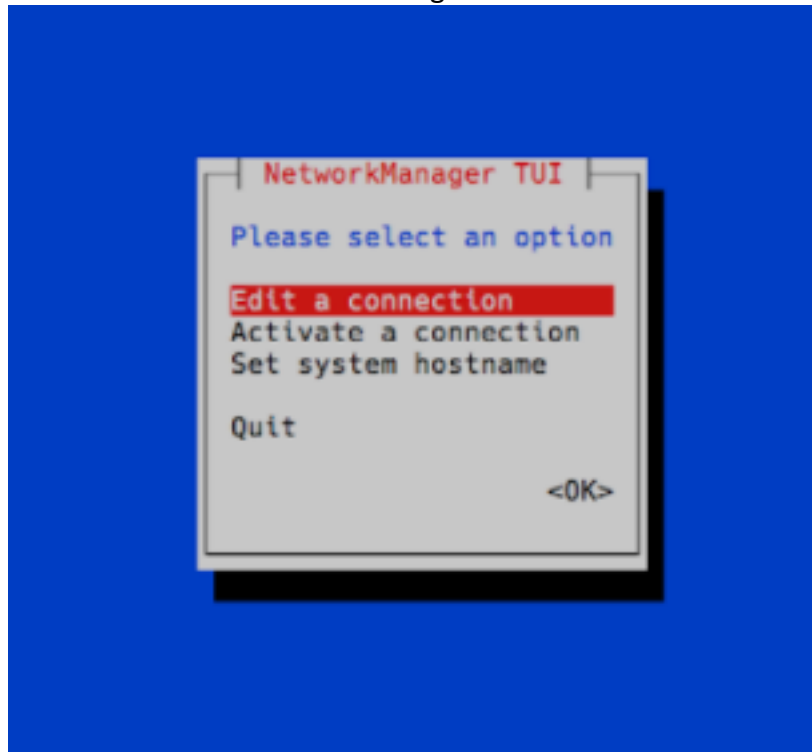
- b. Select *CA Agile Central_On-Premises_[Version].ovf* from the unzipped file.



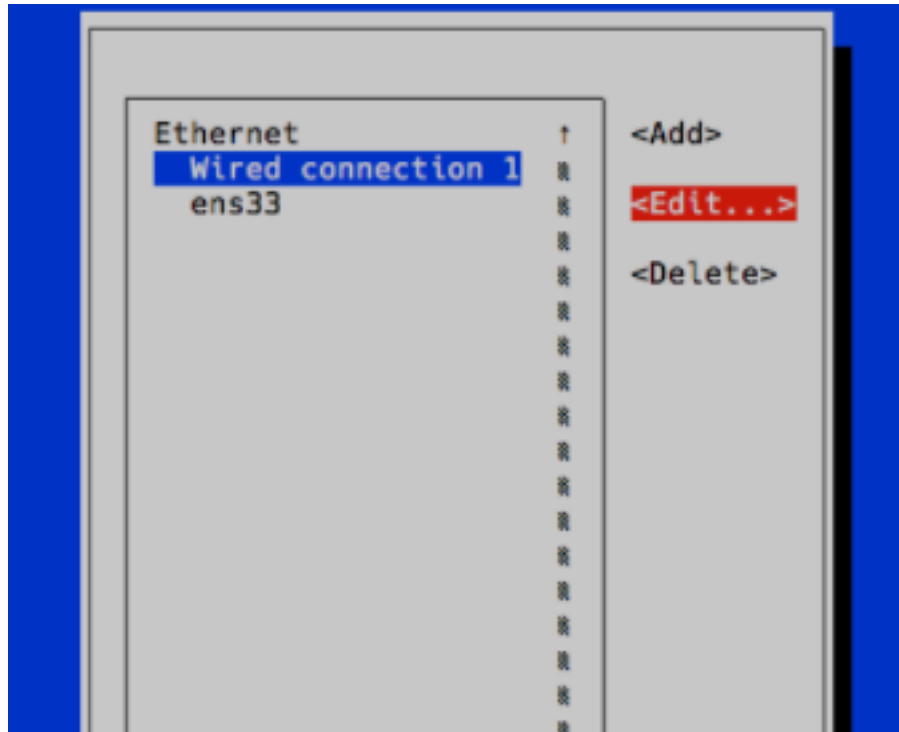
- c. You may update the name of the CA Agile Central On-Premises Server on your VMware Server to reflect your corporate naming conventions.



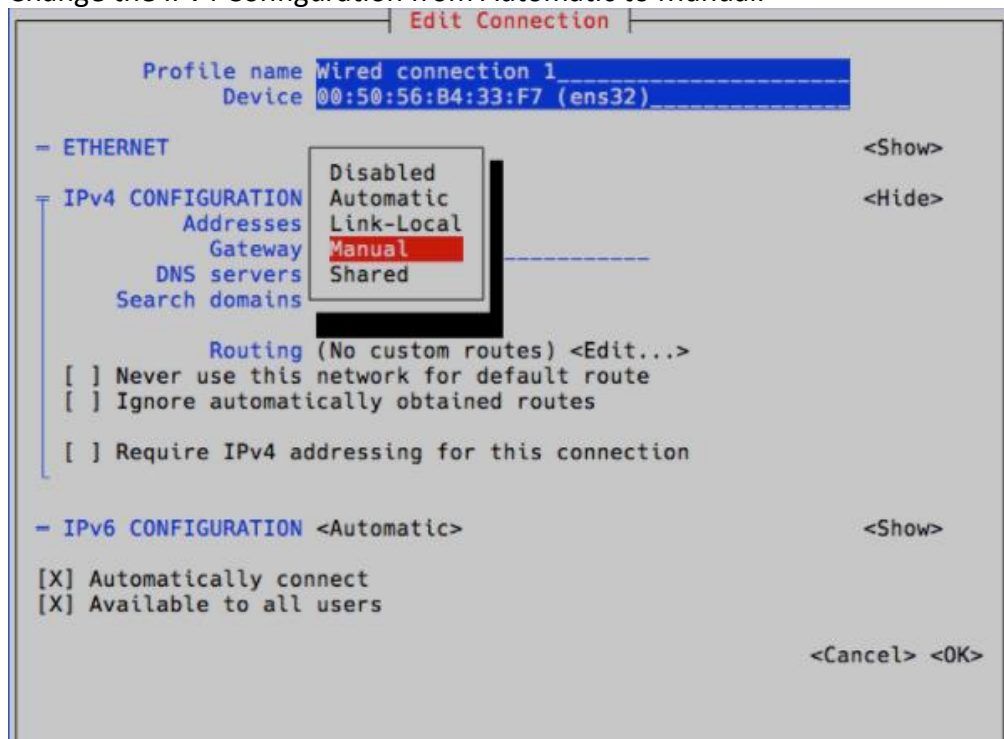
- d. Select your datastore and the network mapping, then deploy the CA Agile Central virtual machine.
 - e. Once deployed to your VMware server, you may check the settings on the CA Agile Central virtual machine and make modifications as necessary.
 - f. Power on the CA Agile Central virtual machine.
4. Configure your network information from the VMware client console. Upon first boot, the following instructions must be completed to configure the system from the VMware client console.
- a. If you wish to configure DHCP, simply exit the network manager screen that appears on first boot (DHCP will auto configure).
 - b. Select **Edit a connection** to configure a static IP.



- c. Edit the connection "Wired connection 1".

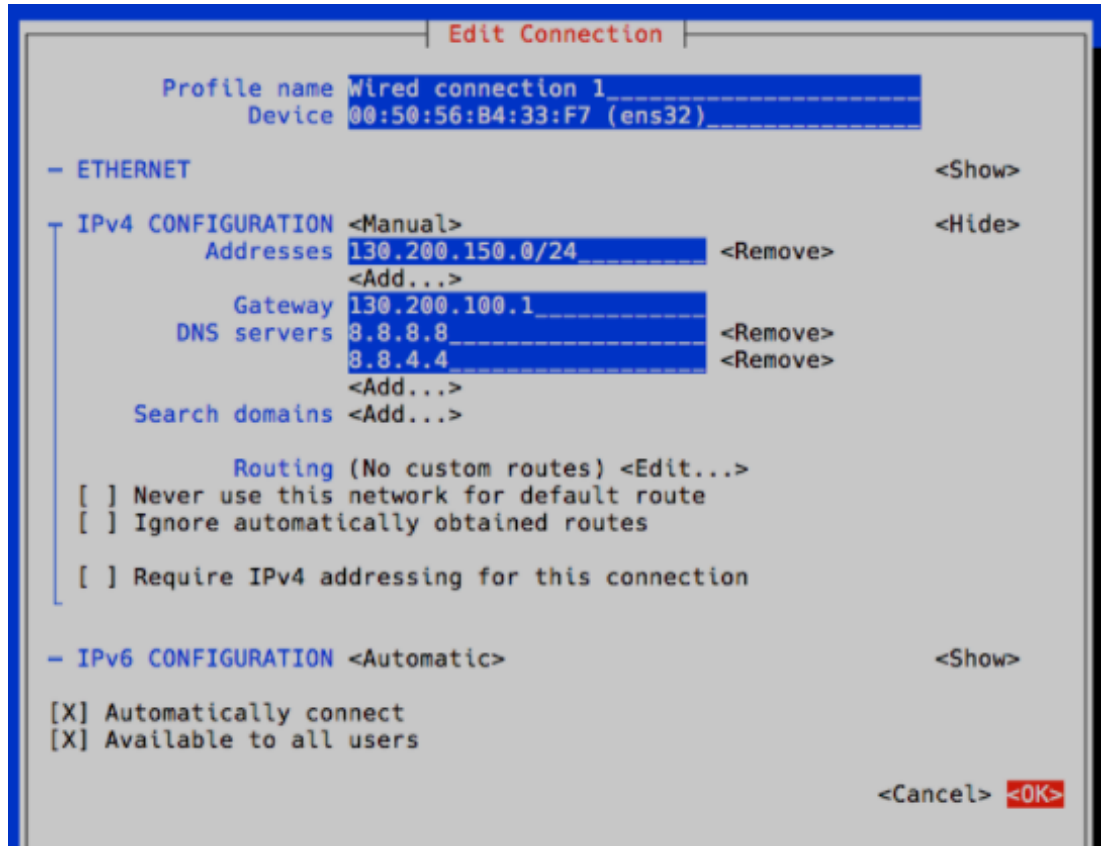


- d. Change the IPv4 Configuration from Automatic to Manual.



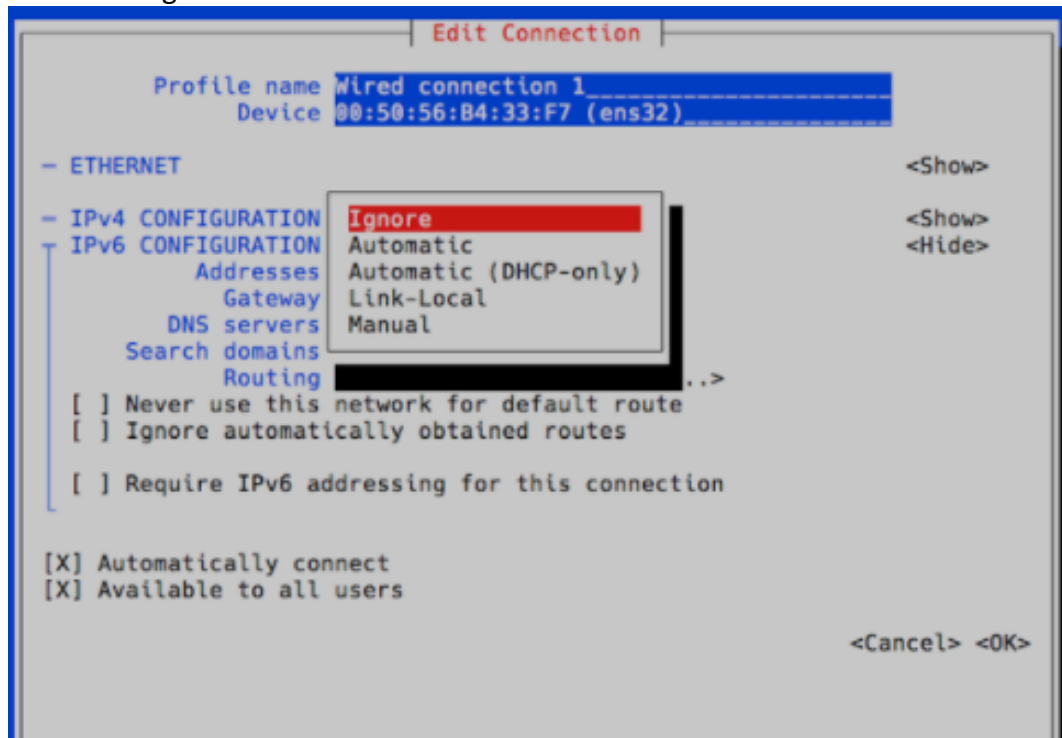
- e. Add your static IP address in CIDR format to the Addresses field under IPv4.
Note: *Because the IP address is entered in CIDR format, there is nowhere to netmask.*
- f. Add your static IP's gateway to the Gateway field under IPv4.
- g. Add DNS servers.

This can also be done from the Control Panel.



Note: IP configuration information is for example purposes only and should not be used in actual configuration. See your Network Administrator if there are questions.

- h. Set IPv6 to Ignore.



- i. Select **OK**.
 - j. Select **Back**.
 - k. Tab to and select **OK**.
 - l. Allow the CA Agile Central installation to complete the booting process.
5. Launch the CA Agile Central Control Panel from your Internet browser.
- a. By default, CA Agile Central expects a secure http connection to the console. To change this, see the [Web Server Settings](#) section of CA Agile Central Control Panel in CA Agile Central Help.
 - If you configured a static IP address in the previous step, go to:
https://<ip address>/controlpanel/
 - Otherwise, go to the domain that you have configured for CA Agile Central:
https://<server name>/controlpanel/
 - b. The first time you access CA Agile Central using https, you may receive an invalid SSL certificate message from your browser. The CA Agile Central On-Premises solution is shipped with a self- signed SSL certificate. To update this certificate to your own, see the [SSL Certificate](#) section in CA Agile Central Help.

CA Agile Central Control Panel

Use the CA Agile Central Control Panel to manage these administrative tasks:

- Change your password
- Backup and restore CA Agile Central data
- Restart the CA Agile Central application
- Restart the server
- Activate licensing for your subscription
- View subscription details
- Export log files
- Administer server settings
- View Server information and diagnostic tools
- Upgrade CA Agile Central application software

For detailed instructions on the features of the Control Panel and how to use them, see [CA Agile Central Control Panel](#) in the online help.



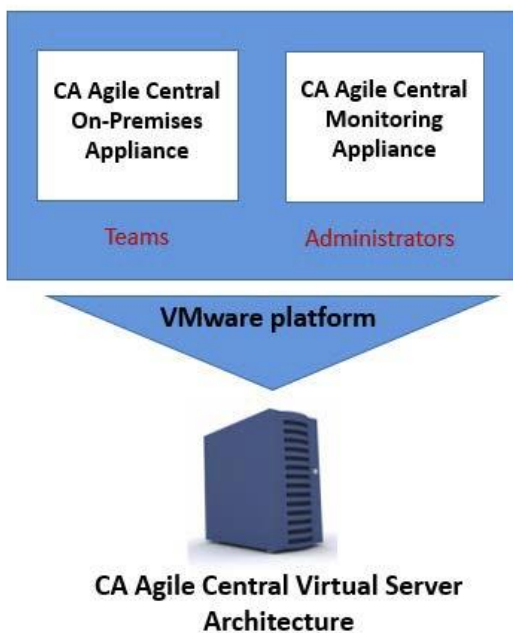
CA Agile Central Monitoring Service

The CA Agile Central Monitoring Service monitors and visually displays the performance metrics of CA Agile Central On-Premises. The service is designed for administrators that manage On-Premises and is deployed from your VMware infrastructure. Performance data, such as CPU load or Java Virtual Machine memory usage, flows from CA Agile Central On-Premises to the CA Agile Central Monitoring appliance to be displayed. No CA Agile Central project data is transmitted off of CA Agile Central.

Note: The CA Agile Central Monitoring Service is enabled through a license key, obtained by contacting CA Agile Central Support.

System diagram

CA Agile Central On-Premises and the CA Agile Central Monitoring Service are both supported by the VMware platform. CA Agile Central's virtual server architecture supports both the CA Agile Central On-Premises appliance for teams and the CA Agile Central Monitoring Service for administrators.



Server Requirements

The CA Agile Central Monitoring Service base requirements includes the following:

- VMware platform with 64-bit support. This includes ESX 4.0 and above and vSphere Hypervisor 5 and above.
 - The vSphere Hypervisor can be downloaded at: <https://www.vmware.com/>.
- 64-bit capable processors with hardware virtualization (Intel® VT-d, AMD AMD-V).
- 1.5 GB of RAM for CA Agile Central Monitoring Service use.
- 45 GB of disk space for CA Agile Central Monitoring Service VMware image.

Browser requirements

The CA Agile Central Monitoring Service has been tested using Google Chrome version 32 and Firefox version 27. Other browsers will be tested and supported in future releases.

Installation and Configuration

Prerequisites

Before you can start using CA Agile Central's Monitoring Service, you will need the following:

- CA Agile Central On-Premises 2014.3 or later installed and running.
- IP address of CA Agile Central On-Premises.
- Ability to deploy an instance of CA Agile Central Monitoring Service in a network segment accessible by CA Agile Central On-Premises.
- The CA Agile Central Monitoring Service listens on the following interfaces:
 - TCP port 80/HTTP – Web interface to CA Agile Central Monitoring Service
 - UDP port 8649/ganglia – Receives statistics from CA Agile Central On-Premises
 - TCP port 22/SSH – Management interface (CA Agile Central internal use only)
- CA Agile Central On-Premises sends statistics to CA Agile Central Monitoring Service on the following interface:
 - UDP port 8649/ganglia

Install CA Agile Central On-Premises Monitoring VM

Contact CA Agile Central Support to obtain the CA Agile Central Monitoring VM zip file.

1. Extract the software to a location that can be accessed from the VMware client console.
2. Unzip the file.
3. Deploy the CA Agile Central Monitoring VM to your ESX server from **File → Deploy OVF Template** in the console.

4. Select **CA Agile Central Monitoring VM Service** from the unzipped file.

You may update the name of the CA Agile Central On-Premises server on your VMware Server to reflect your corporate naming conventions.

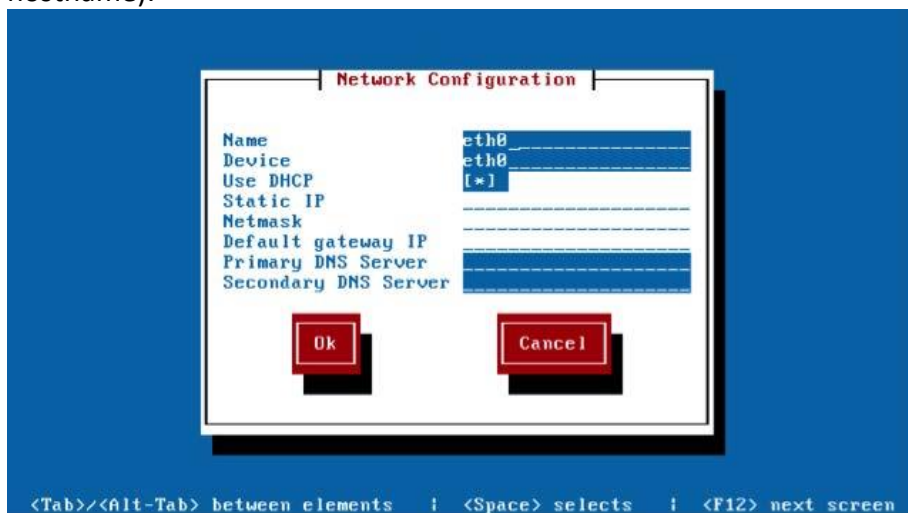
5. Select your **Datastore** and the **Network Mapping**, then select **Deploy the CA Agile Central Virtual Machine**.
6. Power on the CA Agile Central virtual machine.

Note: Once deployed to your VMware server, you may check the settings on the CA Agile Central virtual machine and make modifications as necessary.

Configure your Network Information

Upon first boot, the instructions below must be completed to configure the system from the VMware Client console.

1. From the Select Action screen, select **Device Configuration**.
2. Select **eth0 (eth0)** to edit.
3. Enter a static IP address or leave as DHCP. If you assign a static IP address, the **Name** and **Device** fields should be configured as eth0. (This does not refer to the VM machine hostname).



4. Click **OK** to return to the Network Interface screen.
5. On the Select Action screen, select **DNS configuration** to configure domain name service for your domains.
6. Configure Domain Name Service (DNS) on your primary and secondary Domain Name Servers if you wish to use domain name references (rather than static IP addresses) to use CA Agile Central.
7. Allow the CA Agile Central Monitoring Service to complete the booting process. Once the booting process is completed, you will be provided with the URL information to login to the CA Agile Central Monitoring Service web interface.

```
CA Agile Central OnPremise Appliance
Kernel 2.6.18-488.el5 on an x86_64

Management console is available at https://18.32.16.187/controlpanel/
Application is available at https://18.32.16.187/slm/

rallyonprem-oraclese login: _
```

8. Access the CA Agile Central Monitoring Service user interface by entering the URL in your browser.

Next, you will need to configure the On-Premises Control Panel for monitoring.

Configure CA Agile Central On-Premises from the Control Panel

1. Click the **Monitoring Service** tab in the Control Panel, or enter the following URL in your browser to access the Monitoring Administration tab in the CA Agile Central On-Premises Control Panel:

<https://<onprem-ip-address>/controlpanel/actionfiles/MonitoringAdministration.php>

Note: If you click on the Monitoring Service tab and receive a message stating *The CA Agile Central Monitoring module is not enabled*, contact CA Agile Central Support to enable the Monitoring module.



2. Enter the Monitoring Server IP address and click **Update**.
3. Return to the URL address for the Monitoring VM (as described above in Configure Your Network Information). Wait approximately 5–10 minutes while the Monitoring VM processes statistics. Your Rally Monitoring VM dashboard will then display.



Documentation

The Documentation link, located in the upper-right of the Monitoring Service application, displays a page that provides information about specific statistic entries.

Snapshot

The content of the snapshot includes just the CA Agile Central Monitoring Service graphs bundled into an archive. Note that no CA Agile Central project data is included in the snapshot.

To create a snapshot, click the Snapshot icon, located in the upper-right corner of the CA Agile Central Monitoring Service user interface:



Support

To assist in assessing the performance of CA Agile Central On-Premises, the Agile Central Monitoring Service can export a snapshot in a format that can be sent to Agile Central Support. You will need to be a member of the [CA Agile Central Success Community](#) in order to submit a case to Support. Note that the attachment size is limited to 5MB.

Upgrade to a New Version of CA Agile Central

CA Agile Central releases updated software builds for On-Premises customers approximately quarterly during the year. You may deploy each release at your convenience. Support will provide support for the currently released build of the application, most upgrades need to be done with a VMware machine due to changes to the VMware image.

Boot a new version in parallel with old version (recommended)

1. Follow the installation instructions to install the new version of CA Agile Central on your VMware server.
2. When prompted for the IP address, enter a new IP for this new instance.
3. Follow the instructions to configure CA Agile Central and [import the license key](#).
4. Restart the new installation so changes will take effect.
5. Back up the old instance of CA Agile Central from the old instance of the Control Panel.
6. From the Control Panel of the new instance, Import (Restore) the file you exported above into the new version
7. Verify all is working as expected with the new instance.
8. [Schedule the backups](#) and [configure email](#).
9. Update your DNS settings (or advise users of the new IP) to point to the new IP address being used by the new instance of CA Agile Central.
10. Shut down the old instance on the VMware server.

Shutdown the old version, then boot up the new version

1. [Backup \(Export\)](#) the old instance of CA Agile Central.
2. Shut down the old instance of CA Agile Central.
3. [Install the new version](#) of CA Agile Central on your VMware server.
4. When prompted for the IP address, use the same IP as the old instance of CA Agile Central or set up the new IP information.
5. Set up CA Agile Central and import the license key. The license key will be a new one that has been sent or, if still valid, the previous license can be imported.
6. Import (restore) the file you exported into the new version of CA Agile Central.
7. Confirm that the new instance is working and looks correct.

Troubleshooting Tips

If you are experiencing issues, check these symptoms and try the recommended actions in the order in which they are described below:

Symptom	Recommended Actions
CA Agile Central stops responding.	<ol style="list-style-type: none"><li data-bbox="873 478 1365 548">1. Ping the server to verify that it is still available on the network.<li data-bbox="873 556 1300 625">2. Restart CA Agile Central from the control panel.<li data-bbox="873 634 1162 657">3. Restart the server.
You are locked out of the CA Agile Central control panel.	<ol style="list-style-type: none"><li data-bbox="873 665 1230 699">1. Set up a WebEx session.<li data-bbox="873 707 1393 806">2. Call CA Agile Central Support so that they may log in and reset your password.