

CA Release Automation

Action Pack for CA Cloud
Service Management
10.4.1407

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Action Pack for CA Cloud Service Management

The Action Pack for CA Cloud Service Management enables you to create workflow processes that perform operations in Cloud Service Management.

Actions Implementation

The CA Cloud Service Management actions use REST API and are executed on the local or remote agent.

Actions Help

To view a listing of input and output descriptions for deployed actions, refer to:

- [CA Cloud Service Management Actions \(see page 8\)](#) in this document.
- The embedded actions help available in your installation at <http://<yourdeployment>/nolio-app/actionshelp.jsp>.

Supported Platforms:

- CA Cloud Service Management actions in this pack support Cloud Service Management 7.0.5, 7.13.8.14, and 7.13.8.15.
- CA Cloud Service Management actions in this pack are confirmed for CA Release Automation 4.7, 4.7.x, and 5.0.
- Windows 2008 R2 and Linux Red Hat 6.

Install and use these actions to execute commands and tasks in Cloud Service Management.

Follow these steps:

1. Verify the [Prerequisites For Running CA Cloud Service Management \(see page 6\)](#).
2. Deploy the action pack for CA Cloud Service Management.
For more information, see [Manage Action Packs in Release Operations Center](#).
3. Use CA Cloud Service Management actions in CA Release Automation processes.
For more information, see [How to Create Automation Processes in Deployment Automation](#).

Prerequisites For Running CA Cloud Service Management

The following is a prerequisite for running CA Cloud Service Management:

- If you manually downloaded the action pack from the support website, then the downloaded zip file includes a dependency.zip file. Copy and extract its contents to the RA server. Then, import the dependencies with the action pack .jar file.

Configure Agents for CA Cloud Service Management Actions

This section provides information for configuring CA Release Automation Agents for Cloud Service Management.

- If your Cloud Service Management server uses an SSL configuration, then you must apply SSL support to enable CA Release Automation actions to work.

CA Cloud Service Management Actions

All CA Cloud Service Management actions are now delivered as an action pack. The CA Cloud Service Management actions are stored in the CA Release Automation Repository, Database, and in the folder structure.

Note: Upgraded systems include all previously available actions.

The Action Pack for CA Cloud Service Management provides the following actions:

- [CA Cloud Service Management - Close Ticket \(see page 8\)](#)
- [CA Cloud Service Management - Create Ticket \(see page 8\)](#)
- [CA Cloud Service Management - Get Ticket Status \(see page 9\)](#)
- [CA Cloud Service Management - Log Ticket \(see page 9\)](#)

CA Cloud Service Management - Close Ticket

Closes a Cloud Service Management ticket.

Input Values

| Name | Type | Description |
|----------------------|--------------|-------------------------------|
| * Password | Password | ServiceDesk user password |
| * Port | Integer | ServiceDesk port |
| * ServiceDesk Server | String | ServiceDesk server |
| * Ticket Identifier | String | ServiceDesk ticket identifier |
| * Username | String | ServiceDesk username |
| Protocol | ProtocolType | ServiceDesk protocol |
| Ticket Type | TicketType | ServiceDesk ticket type |

CA Cloud Service Management - Create Ticket

Creates a Cloud Service Management ticket.

Input Values

| Name | Type | Description |
|----------------------|----------|---------------------------|
| * Password | Password | ServiceDesk user password |
| * Port | Integer | ServiceDesk port |
| * ServiceDesk Server | String | ServiceDesk server |
| * Username | String | ServiceDesk username |

| Name | Type | Description |
|--------------------|--------------|--------------------------------|
| Protocol | ProtocolType | ServiceDesk protocol |
| Ticket Description | String | ServiceDesk ticket description |
| Ticket Type | TicketType | ServiceDesk ticket type |

Output Values

| Name | Type | Description |
|-------------------|--------|-------------------------------|
| Ticket Identifier | String | ServiceDesk ticket identifier |

CA Cloud Service Management - Get Ticket Status

Gets the status of a Cloud Service Management ticket.

Input Values

| Name | Type | Description |
|-----------------------------|--------------|-------------------------------|
| * Password | Password | ServiceDesk user password |
| * Port | Integer | ServiceDesk port |
| * ServiceDesk Server | String | ServiceDesk server |
| * Ticket Identifier | String | ServiceDesk ticket identifier |
| * Username | String | ServiceDesk username |
| Protocol | ProtocolType | ServiceDesk protocol |
| Ticket Type | TicketType | ServiceDesk ticket type |

Output Values

| Name | Type | Description |
|---------------|--------|---------------------------|
| Ticket Status | String | ServiceDesk ticket status |

CA Cloud Service Management - Log Ticket

Adds a worklog to a Cloud Service Management ticket.

Input Values

| Name | Type | Description |
|-----------------------------|----------|-------------------------------|
| * Password | Password | ServiceDesk user password |
| * Port | Integer | ServiceDesk port |
| * ServiceDesk Server | String | ServiceDesk server |
| * Ticket Identifier | String | ServiceDesk ticket identifier |

| Name | Type | Description |
|-------------------|--------------|----------------------------|
| * Username | String | ServiceDesk username |
| Protocol | ProtocolType | ServiceDesk protocol |
| Ticket Type | TicketType | ServiceDesk ticket type |
| Ticket Worklog | String | ServiceDesk ticket worklog |

Manage Action Packs in Release Operations Center

The inventory of action templates is managed and viewed from Action Management in the Administration tab. Action packages include standard actions, technology-specific actions, and customized actions. Packages are collections of category groups. Each category represents a group of action templates that have a common usage.

Note: Managing action packs require the user to have a Superuser authorization.

Action Management provides the following viewing and management tabs:

- **Available Packs**

This tab displays the action packs that are available for download to your system. As a convenience, your system synchronizes with the CA server and lists newly published action packs in the Available Packs listing. These packages are denoted with new icons and are displayed above the alphabetically sorted packages.

To download a package, click the check box for the package, click Download, and follow the prompts to download and install automatically the package to your system.

- **Installed Packs**

This tab displays the action packs that are installed or have been imported to your system. From this tab you can:

- View the action packs currently installed on your system.
- View action lists. To display all actions within a package, click the action pack name link to display the documentation.
- Import action packs from a local server. If, for example, your Release Automation server is not connected to the Internet for security protocol, you can import the package from another server. Import all customized action packs. Click Import and navigate to the local file, such as the FTP site or support.ca.com. When importing from the [CA FTP](#) site, ensure that the 8083 default port is open. Optionally, configure an alternative port through the <product>\UpdateService\URL.ini file. The imported packages are often .jar files. Manually download and install the package.
Note: If the Download Manager FTP functionality is not available due to the network configuration, then manually download the packs. Then, upload the action packs through Automation Studio.
- Delete action packs. To remove action packs from your system, click the check box for the package and click Delete. Note: An action pack deleted in the Release Operations Center is also removed from the repository.
- Update action packs. Installed packages with newer versions are identified though an update icon. Click the check box for the package, click Update, and follow the prompts to replace your package with the latest published version.

Note: If Automation Studio is open when you download an action pack using Release Operations Center, open the Action Management page in Automation Studio and click the Refresh button to update the list of available actions.

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