

CA SERVICE MANAGEMENT

Steps to Reproduce - 17.2

Service Desk Manager

DE37371, DE37394

Vulnerability report - Survey and privilege escalation

Vulnerability report - Vertical privilege escalation via survey

Steps to reproduce the issue:

1. Create a survey and ensure surveys are configured for closed tickets.
2. Create and close a ticket.
3. Ensure that the contact receives the survey.
4. Obtain the survey URL. The URL is similar to: http://hostname/CAisd/pdmweb.exe?OP=DO_SURVEY+SVY_ID=400003+CNT_ID=F49134B8CAC9A5478C9CC421096CDDDD+CNTXT_PERSID=cr:401210.
5. Problem #1 - The URL doesn't require authentication, like other URLs in CA SDM.
6. Problem# 2 - The URL can be tweaked, and a malicious user can become a CA SDM administrator.

DE38243

SDM_14.1.04-Spell interp failed at api.spl:4761: api::validate_property: limit exceeded

Steps to reproduce the issue:

1. Go to Administration -> Service Desk -> Property Validation Rules.
2. Create a "Dropdown" type "Property Validation Rule" e.g. "Testing".
3. Add +/- 6000 values e.g. usernames.
4. Go to Administration -> Service Desk -> Requests/Incidents/Problems -> Areas.
5. Create a new "Area" e.g. "Testing".
6. Add a Property to this Area.
7. Related the Validation Rule created previously to the Area.
8. Through SoapUI, create a Request/Incident (relating the ticket to the created Area).

DE38638

SDM_14.1.02-Group export not possible

Steps to reproduce the issue:

1. Add a customized field to the org object with SREL as org.id and add it to the list_org.html form.
2. Create some organizations.
3. Search for existing organizations.
4. Click on the Export button.

DE39604

SDM_14_1_04 -T52Y698_and_CTI_Integration_Unexpected_Behavior.

Steps to reproduce the issue:

1. Integrate CTI with SDM installed machine.
2. Run the command `cti2ca "" "1234" "" "" ""` on the installed machine.
3. It will open the quick profile page with empty contact information page on the right-hand side.
4. Clicking on the links on left pane only shows the results.

DE39755

ORACLE ONLY - REST WS RETURNS INCORRECT ITEMS WHEN SORTING IS USED.

Steps to reproduce the issue:

1. SDM using Oracle DB / Linux.

2. REST Web Services configured and running.
3. Obtain rest access key using POST rest_access request.
4. Send GET request: /caisd-rest/pri?SORT=enum%20desc&size=3.

DE39867

AHD03116 - Tenant Violation involving department.

Steps to reproduce the issue:

1. In SDM, create 2 Tenants: T1 and T2.
2. Create 2 departments with the same name, i.e.: Support.
3. Set the first one to T1 and the second one in T2.
4. In AD, create under the Domain, 2 Organizational Units T1 and T2.
5. Create 2 different users: UserT1 in OU T1 and UserT2 in OU T2. also, set for both Users, the Department : "Support".
6. In SDM server, run pdm_perl pdm_ldap_config.pl and add 2 LDAPs for T1 and T2, configuring the parameters and setting to the new tenants.
7. After configuring properly all environment, now try to import both Users from the new OUs:
8. Run the pdm_ldap_import -n "T1" (it will import the UserT1 inside tenant T1 and Department Support)

Results:

```
C:\Windows\system32>pdm_ldap_import -n "T1"
```

```
pdm_ldap_sync: Starting...
```

```
pdm_ldap_import: LDAP where clause = "ldap_domain = 'T1' AND userid='%'"
```

```
pdm_ldap_import: Contact where clause = "ldap_dn = ?"
```

```
pdm_ldap_import: Summary: Processed(1) Imported(1) Updated(0) No Matches(0) No Changes(0) Multiple Matches(0) No Lookups(0) Errors(0)
```

```
pdm_ldap_import: Complete...
```

9. Run the pdm_ldap_import -n "T2" (it will import the UserT2 inside tenant T2 and Department Support)

Results:

At this time, the error will occur:

```
C:\Windows\system32>pdm_ldap_import -n "T2"
```

```
pdm_ldap_sync: Starting...
```

```
pdm_ldap_import: LDAP where clause = "ldap_domain = 'T2' AND userid='%'"
```

```
pdm_ldap_import: Contact where clause = "ldap_dn = ?"
```

```
pdm_ldap_import: dept not set in cnt:7A308CF2CAC29D4787855DE20C583920 (AHD03116: Tenancy violation in Contact UserT2, UserT2 belonging to tenant t2 - attribute Department references Department Support belonging to tenant t1)
```

```
pdm_ldap_import: Error updating Contact cnt:7A308CF2CAC29D4787855DE20C583920 (AHD03116:Tenancy violation in Contact cnt:7A308CF2CAC29D4787855DE20C583920 belonging to tenant t2 - attribute Department references dept Support belonging to tenant t1)
```

```
pdm_ldap_import: Summary: Processed(1) Imported(0) Updated(0) No Matches(0) No Changes(0) Multiple Matches(0) No Lookups(0) Errors(2)
```

```
pdm_ldap_import: Complete...
```

This seems to be a bug, since he should import the UserT2 to SDM.

DE39931

SDM_17.0_Pdm_Publish_Bug.

Steps to reproduce the issue:

1. Create a user table z_inventaire with one column nom_inventaire STRING.
2. Create a user table z_ligne_inv with a column name SREL, Required, Key for pdm_userload Save and run Pdm_Publish using command line, you will get Merging schema files...

../bop.mac (24) : syntax error on seeing S_KEY in wsp_schema.sch (295)
Output suppressed due to error AHD04759:schmerge failed
pdm_publish execution failed.

DE39937

Issue with Grloader in CA SDM 17.1.

Steps to reproduce the issue:

1. Issue was originally observed with a CSV file that customer provided that they were using with grloader, it should be the same with any other files too.
2. Test grloader with customer's CSV file against 12.9 release of SDM first using syntax like this (ORADBCI is the file name here).
grloader -u Username -p Password -s http://hostname:8080 -E -i ORADBCI.csv -sss ORADBCI -aer yes -a.
3. Note how long it takes to finish the load, the file has about 250 records and it processed in 15-30 seconds.
4. Repeat the same step#2 above against a 17.1 server, it takes about 6 minutes.

DE39959

SDM_17.1 - Maileater reply message not sent.

Steps to reproduce the issue:

1. Enable DEBUG mode for the Maileater.
2. Send any email to the Maileater.
3. have a look at the Maileater logfile. You see
...c.c.S.m.c.PdmMailUtils - In sendPDMMailReply: Running cmd(pdm_mail -s "Service Desk Incident Response" -e ""Mueller, Erhard" " -F "" -T "") Data (...
and 1 millisecond later I see this:
...c.c.S.m.c.PdmMailUtils - Sending PDM_MAIL response to Addr() Reply Msg (...
and finally
...c.c.S.m.c.PdmMailUtils - Unable to send reply without Email Address. Reply msg.

DE40026

can't fire PAM workflow via Prob_Category table after associating PAM workflow to an incident category.

Steps to reproduce the issue:

1. Edit a Request/Incident/Problem Category.
2. Only select the "Incidents" checkbox, leaving Requests and Problems checkboxes unselected.
3. Assign the Category to a PAM workflow (under the "Incidents" tab).
4. Open up an incident record and choose the category that was modified.
5. Validate if the PAM workflow fired.

DE40068

SDM_14.1.04-Request_Area_Does_Not_Clear_When_Using_AutoSuggest.

Steps to reproduce the issue:

1. Login to SDM UI.
2. Select FILE->NEW INCIDENT.
3. Within the INCIDENT AREA field, started typing to bring up multiple incident areas (i.e. email).
4. Select one of the incidents areas in the autosuggest list (i.e. Email2).
5. Tab to the next field on the detail form.
6. Go back to the Incident Area field and clear the contents of the field.
7. Tab to the next field on the detail form.

DE40104

SDM_17.1-Recent upgrade to 17.1.

Steps to reproduce the issue:

1. In IE11, enter the following URL: <http://rudra02-s10793.ca.com> user ServiceDesk pass - interOP@123.
2. Redirect has been setup in IIS to go to: <http://rudra02-s10793.ca.com/CAisd/pdmweb.exe>.
3. However, when connecting to just the host the AHD04921 error comes up.
4. Clicking OK redirects, you to the Background Server rudra02-s10791.

DE40209

CV-GEN-INQUIRY_OracleSessions.**Steps to reproduce the issue:**

1. Run below command Sqlplus SYS/N0tallowed as SYSDBA.
2. Run below commands alter user mdbadin identified by <mdbadmin_password>; commit.
3. Select 85 days future date from today date in the Oracle database installed machine.
4. Sqlplus mdbadmin/N0tallowed@mdb We will get below Warning message:
SQL*Plus: Release 11.2.0.1.0 Production on Tue Dec 18 16:23:19 2018 Copyright (c) 1982, 2010, Oracle. All rights reserved.
ERROR: ORA-28002: the password will expire within 7 days
5. Try run SDM Services, Issue: Unable to start the SDM services.

DE40293

CV-PREV_TIME AND KTD_DURATION NOT UPDATED.**Steps to reproduce the issue:**

1. On a newly created Service Desk environment, install the option 'kpi_ticket_data' and restart the Service Desk Manager service.
2. Create 100 Change Orders and update different attributes for each Change Order such that there are at least 10 entries corresponding to each Change Order in the usp_kpi_ticket_data table.
3. Create 100 Requests and update different attributes for each Request such that there are at least 10 entries corresponding to each Request in the usp_kpi_ticket_data table.
4. After 30 minutes the 'prev_time' and 'duration' of about 1000 records in the usp_kpi_ticket_data get updated.
5. Wait for another 30 minutes.

DE40337

SEINFO_CV-CONFIRM-DEFECT_SDM_14.1.03 - MAILEATER - REPLY_TO_ADDRESS.**Steps to reproduce the issue:**

1. Set SDM's Email option mail_reply_to_address to: SDM@test.com.
2. Mailbox maileater address: maileater1@test.com.
3. Mail box has Use Reply-To Address = YES.
4. Ensure the mail box has a rule to eat a mail has below properties
[\t\r\n]incident[\t\r\n] Create/Update Object Reply: Email.
5. Make sure the user sending email has Notifications set for Email on the contact record for Normal notification.
6. Send an email to the above mail box to let it create a ticket.
7. Check the reply the user gets from maileater now - it'll be like this: From: SDM@test.com
Reply-To: SDM@test.com
(if you enable verbose on pdm_maileater_nxd.c you'll see something like:
pdm_maileater_nxd.c 5584 Reply command is "pdm_mail -s "Service Desk Incident Response" -e "ticketrequestor@test.com"").
8. Change the mail box and set: Use Reply-To Address = No (restart of maileater is not needed, but you can do it anyway).
9. Repeat #6 above. Verify #7. Result is exactly the same, which is bad. Verbose log shows exact same thing as in #7 too

As Reply-To Address is switched off on mail box, maileater should instead have changed the mail reply to something like:

```
"pdm_mail -s "Service Desk Incident Response" -e "ticketrequestor@test.com"" -T  
"maileater1@test.com"
```

As mail eater does not set the -T, pdm_mail just seems to set the -T from the SDM option mail_reply_to_address.

DE40385

SDM_r14.1.04-UNEXPECTED CONTACT SEARCH POPUP WHILE SEARCHING.

Steps to reproduce the issue:

1. Create a Contact with last name as 'Last' and first name as 'First1 First2'.
2. Navigate to Incident search page.
3. On search filter, select 'Last, First1 First2' in Affected End User field.
4. Click on Search.

DE40521

01007948-UNABLE TO SET GROUP ON CALL REQ USING REST.

Steps to reproduce the issue:

1. Install the 'Area_Defaults' option and restart Service Desk Manager.
2. Create two groups, for example 'Group1' and 'Group2'.
3. Create a new Incident Area, for example 'Area1'.
4. Set the default group of 'Area1' to be 'Group1'.
5. Create a new Incident ticket via the REST API, specifying 'Area1' as the category and 'Group2' as the ticket's assigned group.

DE40788

attributes/values get merged into one via maileater in 17.1.

Steps to reproduce the issue:

1. Setup maileater in 17.1 release.
2. Send an email to the maileater mailbox above in RTF Format:
%INCIDENT=
%SUMMARY=testing summary
%CATEGORY=email
%REQUESTOR=ServiceDesk
%CUSTOMER=casadmin
%STRING1=string1 text
%STATUS=Open
%GROUP=group1
%DESCRIPTION=testing HTML formatted email.
3. When the mail is processed by maileater, below messages are seen in SDM logs:
AHD58041:Invalid Input (%INCIDENT= %SUMMARY=testing summary). Input will be ignored.AHD58007:Problem Occurred trying to set CATEGORY=email
%REQUESTOR=ServiceDesk||PERL_SDM_CATEGORY_SEPARATOR||casadmin. See log for info.
4. Look at the SDM ticket that was created, it is noticed that the category attribute is not filed properly.

DE40845

CV-GEN-INQUIRY_SDM_17.1-Property Changed activity for change order and issue.

Steps to reproduce the issue:

1. Administration Tab-> Notifications-> Activity Notifications
Select: "Property Changed".
2. Click Edit, set object Type to "Issues", or set it to "Change Orders".
The following message is generated:
AHD03075: Required attribute mgs_notify_info is missing from object Activity Type.

DE41260

SDM_17.1 - pdm_uconv.exe returns error.

Steps to reproduce the issue:

1. Use the notepad and create the file abc.txt with the content: abcä (or any other special char).
2. pdm_uconv abc.txt -> Conversion to Unicode from codepage failed at input byte position 4.
Bytes: a8 Error: Illegal character found.

DE41275

Search by User Name with apostrophe error.

Steps to reproduce the issue:

1. Have two contacts last name with an apostrophe like O'Brian.
2. In Administrator role or Level 1 Analyst role.
3. Type O'Brian in the Go Button Search 'User by Name' in drop down.
4. Quick Profile page would open and with search result and yellow banner message
AHD04611: Ambiguous selection - there are 2 Contact records matching "O'brian". Select desired record.
5. Click on Show Filter button. You will see Additional Search Arguments field has combo_name LIKE 'O'Brian%'. The above message is matching "O'brian".
6. Click 'Search' button one more time on the Quick Profile page. Got yellow banner error:
AHD03053: Bad where clause: Parse error at : "delete_flag = 0 AND (combo_name LIKE 'O'brian%')" (syntax error).

DE41309

SDM_17.1-COMMON_NAME via REST API.

Steps to reproduce the issue:

1. Create few Cis.
2. Get access key with rest API to use later.
3. Create a relation in REST API by providing 2 CIs COMMON_NAME as parent and child
POST hostname:8050/caisd-rest/bmhier

```
<bmhier>
<ci_rel_type COMMON_NAME="Hosts"/>
<parent COMMON_NAME="bbbb"/>
<child COMMON_NAME="cccc"/>
<delete_flag REL_ATTR="0"/>
</bmhier>
```

Here bbbb and cccc are CI's names.

Expectation: it should create a relation object bmhier.

Actual: It throws error:

DE41365

SDM_17.1-Launching Live Assistance causing Domexception error when searching for lookup attributes.

Steps to reproduce the issue:

1. IE/chrome.
2. Log in at the analyst level.

3. Lookup an end user through the quick profile. Once end users record has been opened. Go to the bottom select request and type in A and press 'TAB'. This causes a new window too open to perform a search.
4. Now within the same login navigate to the support automation tools. Launch live assistance.
5. Go back into the same user (you can search new) and open the end user. Attempt the same template search. 'TAB' button no longer works and the search function for a template now fails.

DE41450

Quick Upload for knowledge repository.

Steps to reproduce the issue:

1. Setup a 14.1 server with working attachments (against Quick Upload repository).
2. Using Administrator tab -> Repositories -> Quick Upload -> identify the file attachment.
3. Right Click on the file and select Replace File option.
4. Select another file from the file system.
5. Result is successful, the replacement goes through and the updated file content is available for usage.
6. Repeat the same with 14.1.05 or 14.1.04.RU1 patch.
7. An e SDM Logs show errors like this:
05/28 09:16:24.83 SDMHostName rep_daemon 43820 SEVERE_ERROR bpobject.c 4969
Attempt to cast type STRING BPData to int error is seen in the browser:
AHD04012 error. "Failed to upload the file 'test.docx': AHD04012:Security id () not found or has expired".

DE41501

email subject (null) not ingesting to create ticket via MailEater post upgrade to R17.1.

Steps to reproduce the issue:

1. In mailbox rule Sequence: 999 Filer: Body contains Filter string: %.
Action: Create/Update Object Action Object: Incident.
2. Send email with Subject blank and mail body description:
Test to the maileater inbox.

DE41590

Issue on survey table: tenant field is null for some surveys NULL after CP4 installation.

Steps to reproduce the issue:

1. Ensure you have a 14.1.04.01 setup with multi tenancy and tenant settings like this:
Access Type has Role has tenancy setting like this: Tenant Access : Contact's SuperTenant
Group Tenant Write Access: Contact's tenant.
2. Create a survey against a close closure for the tenant associated to the above contact.
3. Complete the survey.
4. Survey table now has NULL for the tenant column.

DE41616

maileater does not process some emails.

Steps to reproduce the issue:

1. Setup 17.1 maileater.
2. Utilize the email messages MAIL_1.msg and MAIL_2.msg file contents (open the file, copy paste the body) into an email you can send to that maileater above.
3. Maileater now cannot handle the 2 emails, you'll see the error messages described above.
4. Maileater continues to process if you have any other emails, but the above two emails will remain unhandled and it keeps processing them again and again on every poll.

DE41658

Dropdown on Snapshot Type.

Steps to reproduce the issue:

1. Open any CI detail.
2. Open TAB 1. 3. Versioning.
3. Click on the drop-down for the Snapshot Type. -> Dark Grey on black background.

DE41742

Go search "User by Name" fails if contact's last name contains hyphen, underscore, or space.

Steps to reproduce the issue:

1. Ensure that there is a contact present in the environment that has a hyphen (-) in the Last Name field and is otherwise unique from other contacts (e.g. no other results would be returned by searching the last name). The provided repro environment has appropriate contacts provided already.
2. Log in to the SDM web interface.
3. In the upper right corner, change the Go search type to "Contact by Name".
4. Enter in the first half of the hyphenated last name, with or without the hyphen included. (For the repro environment, enter "Hyphenated", "Hyphenated-", or "Hyphenated-Name".)
5. Click the Go button or press Enter.
6. The Quick Profile window appears. The left-side pane indicates that the correct contact has been selected. The right-hand pane appears to work correctly for a moment, but then shows an empty search result list and displays an "AHD04610: There are no Contact records matching "xxxx". Please modify selection criteria." error.
7. Repeat the steps above for a contact containing an underscore or space. For example, search for the contact "Spaced Name, Test" by typing in "Spaced", "Spaced ", or "Spaced Name". The same behavior is seen.
8. Open the normal contact search page (Search > Contacts > enter "Test" in the First Name field) and locate one of the contacts used previously. Right-click and select Quick Profile. Note that the Quick Profile page displays correctly for all of the contacts.

DE41775

Inactive Service Types get attached to priority-based service type assignments though the service type was inactivated.

Steps to reproduce the issue:

1. Create a service type in SDM or use an out of the box one.
2. Associate this service type to a Priority.
3. Create a ticket against the Priority to verify the service type gets attached.
4. Inactivate the service type used/created in Step#1 above.
5. Create a ticket against the Priority to verify the service type still gets attached
Expectation: Service type should not get attached anymore since it was inactivated.

DE41880

SDM_14.1.05_export function does not export data when the query has accent.

Steps to reproduce the issue:

1. Create a category named "Ingeniería".
2. Create an incident with the category above.
3. Create a new scoreboard query that has "category.sym in 'Ingeniería%'".
4. Export the list after selecting the scoreboard. It will have only the headers, no data.

DE42205

SDM_14.1-17.1 - Missing Condition Field.

Steps to reproduce the issue:

1. Login to Service Desk Manager.
2. Navigate to 'Administration' -> 'ServiceDesk' >'Request/Incident/Problem' -> 'Area'. Open detail page of any Area.
3. Click on the 'Workflow' tab. Under that select any sub tab and click Edit.
4. Click on 'Use Classic Workflow' and create a new Workflow template and save.
5. Open the Workflow template created in Step#4. Under 'Behavior' tab, open any behavior from the template list and try to add a Condition.

DE42405

01137169-Maileater errors when inclusion/exclusion lists have wild card (*) or special characters.

Steps to reproduce the issue:

1. Setup 17.1 with T52Y822.
2. Configure a maileater mailbox with Inclusion List or Exclusion List with something like this ca.com.
3. Send an email to maileater from a *.ca.com email account.
4. Mail is processed fine.
5. Change the Inclusion List to AnyEmail@ca.com now(such that the inclusion list accepts World Domain(*) as well as mails from AnyEmail@ca.com).
6. Send an email to maileater from *.ca.com email account.
7. Mail is not eaten by maileater and is left behind on the mailbox.

DE42489

17.1 maileater does not parse RTF emails properly.

Steps to reproduce the issue:

1. A Rich Text Formatted email with contents like below generated from a Chat Transcript was used as input to maileater (file:
ftp://supportftp.ca.com/0265170/01083383/files_from_customer/forwarded-original.81156.msg)
2. Email looks like below before sending to maileater.
3. With maileater patch T52Y822, what we see is that - the description gets updated with a whole bunch of empty newline characters making it hard to read in the SDM ticket.

DE42498

SDM_17.1_Date of Activity time stamps using AM instead of PM.

Steps to reproduce the issue:

1. Ensure that the time is in PM. Change Timezone if required.
2. Start Service Desk services.
3. Create a Change Order and attach a Workflow.
4. From Change Order's Activity menu, Update Status and try to close the CO.
Result: Activity Time changes from PM to AM.

DE42550

SDM 17.1 installation fails.

Steps to reproduce the issue:

1. Make sure remote SQL Server is listening on non-default SQL Server port, example: 3369 (default port is 1433) and that SQL Browser service is disabled too.

2. Attempt to install SDM 17.1 on a server remote to the above SQL Server node.
3. After filling in the needed details, install starts and when the install starts the Common Database tables step, it fails during that step with an error: Unable to create the mdbadmin user.

DE42596

SDM_17.1.0.1 - Export Shows wrong results in exported file.

Steps to reproduce the issue:

1. Create 3 contacts: Srav, A, Srav, B, Sravathi, C.
2. Search contacts.
3. In last name type sr?? and click on search -> the result shows 2 contacts Srav, A, Srav, B.
4. Click on export button.
5. Save and open the exported file. the results show 3 contacts Srav, A, Srav, B, Sravathi, C.

DE42611

SDM_17.1.0.1 - T52Y559 not implemented in 17.1 Rollup1.

Steps to reproduce the issue:

1. Login as an Employee (Mitarbeiter) and create an Incident.
2. Login as administrator and open the Incident from step1.
3. Open the ActivityLog ->Contact: EmpName(This should be "Kontakt: EmpName"
Same problem appears, if a Customer (Kunde) opens an Issue.

DE42639

SDM_17.1.0.1 - T6EE080 not implemented in 17.1 Rollup1.

Steps to reproduce the issue:

1. Use FireFox and login as administrator.
2. Open the Incident list.
3. Use the mouse and try to mark and copy any of the summaries PARTLY.-> The marked part cannot be copied, after the mouse is released.

DE42674

SDM_17.1_RU1 - Port_USRD3674.

Steps to reproduce the issue:

1. Attach a document which is having circular brackets in its name to a Change Order through Restful webservice.
2. Document is attached successfully to the Change Order.
3. Try to download the document through UI.

DE42696

Failed to update ticket fields due to race condition.

Steps to reproduce the issue:

1. Edit any of the existing request t -> Change the Department to " CAG".
2. Incident area as: Accounts Payable.Domestic Vendor Payment.CEO Office related vendor payments.
3. This should provide you a text box which could be updated.
4. If you find any properties field, update them as well. As they are mandatory fields.
5. Save the Request.

DE42874

cmdbf web service deploy.

Steps to reproduce the issue:

1. Run deploy_cmdbws.bat from .\SDM\sdk\websvc\CMDBf folder to deploy CMDBF.
2. Create a SOAP POST like above via POSTMAN to see the error
jsrvr.log shows:
Caused by: java.lang.NoSuchMethodError: usdjws65.usdsda.fixOperationCount(II)I
at com.ca.cmdb.core.CMDBFImpl.check_access(CMDBFImpl.java:155)
at com.ca.cmdb.core.CMDBFImpl.doSelect(CMDBFImpl.java:116)
at com.ca.cmdb.core.LookUp.<init>(LookUp.java:39)
at
rg.cmdbf.schema._1_0_0.cmdbfService.QueryBindingImpl.graphQuery(QueryBindingImpl.java:51) at
org.cmdbf.schema._1_0_0.cmdbfService.QueryBindingSkeleton.graphQuery(QueryBindingSkeleton.java:92)
... 38 more.

DE43065

SDM_17.1.0.1_pdm_mail -e flag not recognised in notification method.

Steps to reproduce the issue:

1. Create a custom notification method that contains the command 'pdm_mail -m -e ' where the email address exists on the mail server.
2. On the default mailbox update the 100 rules so that Reply is set to the notification method set in step 1. Also set some text in the Reply Success and Reply Failure fields.
3. Send an email from another email address on the mail server (not the one in the custom notification method) to the maileater mailbox:
Subject: in
%SUMMARY=test with pdm_mail -e reply
%PRIORITY=3
%CATEGORY=Email
%DESCRIPTION= This is a test with the command:
pdm_mail using the -e flag.
4. Ensure the incident is created in Service Desk.
Note that the reply is sent to the sender's email address, not the email address in the -e flag in the notification method.
In a 12.9 installation, the reply email is sent to the email address in the -e flag on the notification method.

DE43197

REQUIRE_REQUEST_ASSIGNEE is not working as expected.

Steps to reproduce the issue:

1. Install REQUIRE_REQUEST_ASSIGNEE option.
2. Create one group 'grp1'.
3. Create/Edit a ticket. Set the group value as 'grp1'.
4. Set the ticket assignee as 'Administrator' which is not member of the group 'grp1'. (Note: As the user Administrator is not member of grp1, it will not be listed in the auto suggest. Hence to reproduce the issue, we need to type the username as 'Administrator').
5. Click on save button to save the ticket.
Result: Ticket gets saved with a blank value in the assignee field though the option 'REQUIRE_REQUEST_ASSIGNEE' is installed.
Expected result: Ticket should not be saved/updated, and it should give an error on the ticket detail screen as: "AHD05461:Assignee is required to save this Request".

DE43319

ILIMIT EXCEEDED ERROR WHEN CREATING A TICKET FROM TEMPLATE.

Steps to reproduce the issue:

1. Login to Web Screen painter and using Schema Designer, add more than 200 custom fields for the 'cr' object.
2. Publish the schema changes.
3. Login to Service Desk Manager web interface and create a new request/incident/problem using an existing template.

Result:

An error message is seen in the standard log file:

"Spell interp failed at cr.spl:3463:cr:make_from_template: limit exceeded".

DE43421

SDM_17.1-Message Web Services session found to be expired.

Steps to reproduce the issue:

1. Create a web-service client script which performs loginServiceManaged (using the certificate created above), creates a request and logs out.
2. Run the script created in a loop. Once SDM services are fully up, the web service calls may hang.

DE43461

SLCM-17.1.0.1-Overview text is not hide anymore once you wrote something in it.

Steps to reproduce the issue:

1. Install the kpi "Unassigned Incidents".
2. Created a new Incident (as unassigned) -> a line in Kpi_Ticket_Data is added (prev_time is set).
3. Update the status of that Incident.
-> another line is added to Kpi_Ticket_Data
-> but prev_time is EMPTY.

DE43740

activity log CHG properties.

Steps to reproduce the issue:

1. Log in SD and go to the administration tab ->Service Desk->Change Orders-> Categories.
2. Add one property to any of the ootb categories.
3. Create a new CHG and add the recently modified category of the step 2.
4. Add a value in the category and save the new CHG.
5. Notice that the activity log will not have any record of the property field, if the ticket is updated again in the property field the same issue persists.

DE43985

SDM_14.1.5 - quotation mark in property field.

Steps to reproduce the issue:

1. Create a new ticket (CO, R/I/P, Iss).
2. Select any category with Properties.
3. In the property field enter "abc" (incl. the double quotes).
4. Save. The Property TAB is completely empty.

DE44014

17.1.01_POPUP APPEARS ON SAVING LOG COMMENTS USING KEYBOARD SHORTCUT.

Steps to reproduce the issue:

1. With the test fixes applied in order T6D3014, T6D3021 and T5WD047.
 2. Bring up incident in IE.
 3. From Activity >Log Comment.
 4. Type in text for comment. Press Alt + S (Shortcut key for Save). The message pop up "Save in progress - please wait for response" and an OK button. Log comment again but click the Save button. The message does not display.
- Note: Problem only happens in IE. The version is 11. Chrome has no problem.

DE44234

SDM_17.1_RU1- AHD04043 when running Summary\Detail Reports.

Steps to reproduce the issue:

1. Login to CA SDM via the IIS Web Server with user TEST\JSMITH (open Access).
<http://cocpa02-t10860/CAisd/pdmweb.exe>.
2. Find and open Request #36.
3. Select REPORTS->SUMMARY.
4. Following error appears: AHD04043: The user name or password you entered is not correct. Please try again.
5. If you access CA SDM via the Tomcat Web Server (<http://cocpa02-t10860:8080/CAisd/pdmweb.exe>) the report works fine.

DE44341

SDM_17.1_RU1-Exporting lists in 17.1 generate an excel with codification problems in pt-br.

Steps to reproduce the issue:

1. Login to Portuguese/Spanish version of Service Desk Manager web interface.
2. Go Incident list([list_in.html](#)), see you have projected violation attribute which in Portuguese is "Violação Projetada".
3. Export the list.
4. Review the excel file generated. The attribute name strange/garbeled character.

DE44499

FAILED TO OPEN SURVEY DUE TO MISSING COOKIE ERROR.

Steps to reproduce the issue:

1. Create an Incident against the same user and try to close it. (do not logout yet of the browser yet).
2. Survey link is sent.
3. Access the link using Notification history, copy paste it in browser (same browser as your original SDM session earlier) but in a new tab (basically this is simulating a click on an email link that you would get).
4. Survey loads up fine.
5. Click on the Submit button and you get logged out of both SDM sessions.

DE44552

17.1.RU1 SDM Export function from list dimmed.

Steps to reproduce the issue:

1. Log into Service Desk Manager using a Google Chrome browser.
2. Open any list form.
3. Click on the 'Export' button.

4. Either complete or Cancel the export operation.
Result: The Export button remains dimmed.

DE44573

Maileater is not processing older mail in mailbox.

Steps to reproduce the issue:

1. RDP to rudra02-e2047 administrator/interOP@123.
2. Use Outlook 2013, send new email. Ensure From is set to: SDMTTestUser@gmail.com and To is: testsdmcasm171@outlook.com.
3. Email contents: Line1, Line2.
4. Send, let mail be eaten and there'll be a response to the email that will be seen shortly with a ticket # created.
5. Reply to that email and change the TO: testsdmcasm171@outlook.com.
6. Put some update and send email, let the mail be eaten again. This should update ticket created in #4 but instead it creates a new ticket. This is the problem.

DE39718

SDM_17.0 - CMDBVisualizer ignores PARENT_APPLICATION property from cmdbvisualizerconfig.properties.

Steps to reproduce the issue:

1. CMDBVisualizer configuration file has been modified to add PARENT_APPLICATION=https://reftec.staging.echonet/CAisd/pdmweb as per this page on docops: Using/Configuration Management/CMDB Management/CMDB Visualizer Overview/Visualizer Administration.
2. open visualizer and Right-click / properties on a CI in a graph launches http://host-name:8080/CAisd/pdmweb.exe where host-name is the host name of the server where the visualizer runs. A 404 error is displayed as firewall of client stops .exe extension.

DE40203

SDM_17.1-getGroupMemberListValues returns empty.

Steps to reproduce the issue:

1. Login to Service Desk web application as Administrator.
2. Create a group 'GroupA' and a contact 'UserA'. Add the contact to the group.
3. Using SOAP web service call 'getGroupMemberListValues', try to get the member list for the group.

```
<ser:getGroupMemberListValues>
<ser:sid>12345678</ser:sid>
<ser:whereClause>member.last_name LIKE 'U%'</ser:whereClause>
<ser:numToFetch>1</ser:numToFetch>
<ser:attributes>
<ser:string>member.last_name</ser:string>
</ser:attributes>
</ser:getGroupMemberListValues>
```

DE40545

ITSM 17.1. Blank email filter throws index string error.

Steps to reproduce the issue:

1. Login to SDM.
2. Configure mailbox and Create blank email rule.
3. Login to outlook webapp and send an email with following body.
%summary=blank email rule exception.
4. Observer maileater_nxd.log. There is an index out of range exception.

The following exception should not come. 'java.lang.StringIndexOutOfBoundsException: String index out of range: 0'

DE41608

CV-TRACE-REVIEW_SDM_17.1-SocketException errors on App Servers that call ITPAM workflow.

Steps to reproduce the issue:

1. On some occasions, the pdm_rpc server memory may grow periodically and does not come down. This issue has no known steps to reproduce, but, this generally seems to happen on systems integrated with CA ITPAM and when there are a significantly large number of failed ITPAM events in the attached events table "atev".

DE41655

SDM_17.1_Mouse-Over in the Change Calendar covers the link text in Service Desk Manager 17.1.

Steps to reproduce the issue:

1. Create about 10 'Change Order' and set a 'Start Date'.
2. Open the 'Change Calendar' to the month view and select the month where you added the above 'Change Order'.
3. Make the 'Change Calendar' window smaller and scroll the page so that the cell with the 'Change Orders' is close to the bottom of the page.
4. Hover the grid element and not that the context menu will cover the grid element and you can't click on the grid element.

DE41659

domsrvr-crash while twa to mdb by grloader.

Steps to reproduce the issue:

1. Using Grloader, load the attached data (input.xml) into TWA. > grloader -u ServiceDesk -p N0tallowed -s http://localhost:8080 -littwa -E -i input.xml -e input_err.xml.
2. Observe domsrvr memory. The memory should not grow continuously
3. Load the data from TWA to CMDDB > grloader -u ServiceDesk -p N0tallowed -s http://localhost:8080 -lftwai -a -n
4. Observe domsrvr memory. The memory should not grow continuously.

DE41791

SDM_17.1.01-Mouse-Over in the Change Calendar covers the link text in Service Desk Manager 17.1.01.

Steps to reproduce the issue:

1. Create about 10 'Change Order' and set a 'Start Date'.
2. Open the 'Change Calendar' to the month view and select the month where you added the above 'Change Order'.
3. Make the 'Change Calendar' window smaller and scroll the page so that the cell with the 'Change Orders' is close to the bottom of the page.
4. Hover the grid element and not that the context menu will cover the grid element and you can't click on the grid element.

DE42026

SDM_17.1-Maileater Attachment Performance.

Steps to reproduce the issue:

1. Integrate Service Desk maileater with hMailServer using IMAP4 protocol Integrate maileater with Gmail or Outlook using IMAP4 protocol.
2. Try to create a ticket in SDM by sending an email with huge attachments (total attachments size ~ 20 MB)
Service Desk should create ticket quickly. It should not take more than few seconds.

DE42155

SEINFO_CV-FIX-REQUEST_SDM_17.0-Web service method RemoveAttachment fails if call_mgr func_access right is set to 'None'.

Steps to reproduce the issue:

1. Ensure attachment is added for a nr object.
2. For the user role, set the function access of 'call_mgr' to 'NONE' in the web interface.
3. Make a 'login' web service call to get the access ID.
4. Make a 'removeAttachment' call to remove the attachment of the nr object.
Attachment should be removed for the nr object.

DE42272

stdlogs get filled when stopping a secondary server.

Steps to reproduce the issue:

1. On the background server force "animator_nxd" to terminate until it will not recover.
2. Ensure that "animator_nxd" process is not running anymore.
3. Execute a fail over on the Standby Server by running 'pdm_server_control -b'
4. 4) Checking the standard logs of the Standby Server a message similar to the one below will be noticed: "Invalid PROC_LIST entry found (animator_nxd)" Running pdm_d_refresh does not correct the environment.

DE42451

SE Action: Parse error reported while creating ticket using employee interface.

Steps to reproduce the issue:

1. Enable multi tenancy.
2. Login to Service Desk Manager employee interface.
3. Click on 'Create New Incident'.
4. There is a popup appears for Search Knowledge Base.
5. Verify Service Desk Manager standard log file
6. Result: Following parse error appears.
web:local 12696 ERROR parse.c 3954 Can't find a value for arg Context at tenant_include.html.

DE43275

Web Service - Frequently Receiving Policy Limit Exceeded.

Steps to reproduce the issue:

1. Integrate Service Desk mailer with hMailServer using IMAP4 protocol.
2. Integrate mailer with Gmail or Outlook using IMAP4 protocol.
3. Try to create a ticket in SDM by sending an email with huge attachments (total attachments size ~ 20 MB)
4. Service Desk should create ticket quickly. It should not take more than few seconds.

DE43346

TENARIS/SIDERCA : PAM connecting to Web Services in SDM fail.

Steps to reproduce the issue:

1. Copy the Administration access type and save it as Administration2.
2. Ensure that the validation type is set to User Operating System authentication.
3. Create a new user on the SDM server.
4. Add the user as contact in Service Desk and set the access type to Administration2.
5. Write a SOAP webservice program which spawns multiple threads and tries to repeatedly call SOAP web service calls login and logout for the user created in step#4.

DE43400

SDM_17.1_Windows_Web_Services_SOAP_createAttachment- fails_with_severe_error.

Steps to reproduce the issue:

1. Execute the sample create_attachment.java code. Modify username, password and attachment filename to point to a file more than 1 MB.
2. The file should get uploaded and attached to the ticket.

DE43630

WebService Issue.

Steps to reproduce the issue:

Note: Make sure that you can login to the web with System_MA_User. Create an OS level user or adjust the access type login security as appropriate.

1. Use the Login Service() method to access the Managed Asset Events policy.
2. The userid should be the System_MA_User.
3. The policy code is MANAGED_ASSET_EVENTS.
4. Verify that a valid SID is returned.

DE44118

rep_daemon stops trying if part of the attachment upload path is non-writable.

Steps to reproduce the issue:

1. Create a folder 'parent' and a sub-folder 'child'.
2. Share the parent folder such that a Windows user 'User1' has Full Control share permissions to the 'parent' folder. Ensure that the security settings of parent folder don't give any access to 'User1'.
3. Edit the 'Knowledge' repository and set the Upload path as '\\server\parent\child\attachments\default\knowledge\files' and UNC Credentials to newly created UNC Credentials for 'User1'.
4. Try to add a file to the default folder of the Knowledge repository.
Result: The attachment fails because the user 'User1' doesn't have any security permission to the shared folders.
Edit the Security permissions of the folder 'child' and provide 'Full Control' security permission for 'User1'. Try to upload a file to the Knowledge repository.

DE44219

CV-ONE-OFF-FIX-REQUEST_SDM_17.0_DE42155.

Steps to reproduce the issue:

1. Ensure attachment is added for a nr object.
2. For the user role, set the function access of 'call_mgr' to 'NONE' in the web interface.
3. Make a 'login' web service call to get the access ID.
4. Make a 'removeAttachment' call to remove the attachment of the nr object.
5. Attachment should be removed for the nr object.

DE44306

HTTP Security Header Not Detected.

Steps to reproduce the issue:

1. WIN-MODERN HTTP SECURITY HEADERS NOT UTILIZED BY A
2. Recent advancements in web technologies provide the option to enforce security at the user's browser level to protect the application and the end-user from malicious attacks such as Man-in-The-Middle (MITM) and Cross Site Scripting (XSS) attacks. During this assessment, it was observed that the BNY Mellon AHD application does not set optimal security policy headers in all server responses.

DE44335

SDM_17.1.01-Survey links do not work.

Steps to reproduce the issue:

1. Login to the SDM Application.
2. Configure Email with SDM Application.
3. Navigate to Administration-->ServiceDesk-->Surveys.
4. Create Survey and Managed Surveys.
5. Navigate to Activity Associations present in Notifications.
6. Search for initial notification and attach created survey mentioned in step 4.
7. Create a ticket with Affected End user as email configured user.
8. Survey link will be send to the user email address.
9. Click on the link.

DE45469

Env.info not updated in 17.1.01**Steps to reproduce the issue:**

1. After successfully installed the 17.1 0.2, verify that env.info file is updated properly.
2. On SDM installed server, navigate to path where SDM is installed, open the env.info.
3. Roll up should indicate 2.

DE44368

CV-ONE-OFF-FIX-REQUEST_SDM_17.1.0.1 - Request regarding Problem #3193.**Steps to reproduce the issue:**

1. RESTFUL WEBSERVICES CAUSE MEMORY LEAK IN DOMSRVR AND BOPLGIN
Usage of RESTful web services may result in continuous memory growth in domsrvr and boplgln processes and the tomcat process hosting the RESTful web services, resulting in degraded performance. These processes may eventually terminate.

DE44556

SDM_17.1-Duplicate items in the Notification History log.**Steps to reproduce the issue:**

1. Create a group with notification method set to Email, but do not specify any email address.
2. Enable activity notification for Log Comment activity for Incident.
3. Add 'Group' as Object Contact to be notified for this activity.
4. Create a new Incident and assign it to the newly created group.
5. Log a comment and save it.
6. Go to notification history.

DE38906

CV-DUMP-REVIEW_SDM_17.0 - Webengine dies regularly. Need help in analyzing the core dump.**Steps to reproduce the issue:**

The Service Desk Manager's webengine process may terminate intermittently on Suse Linux.

DE41601

CV-TRACE-REVIEW_17.0 - bpeid_nxd daemon crashes frequently.**Steps to reproduce the issue:**

1. Pre -Request.
2. Install 17.1 RU1 Environment.
3. Start applying the 17.1.RU2 Patch.

4. Observer the stdlog.
5. Expected: no errors should be found.

DE43209

RESTFUL WEBSERVICES CAUSE MEMORY LEAK IN DOMSRVR AND BOPLGIN.

Steps to reproduce the issue:

Scenario#1: Using a script continuously create RESTful web sessions without deleting them.

Scenario#2: Using a script continuously create and delete RESTful web sessions.

Scenario#3: Using a script continuously create RESTful web sessions and create a ticket per session.

DE43268

Reporting button on tickets not working.

Steps to reproduce the issue:

1. Create a request in SDM.
2. Open a request.
3. Go to Reports tab and then click on Summary to open it.
Expected - It should open the summary details, Actual - Error is displayed on page.

DE44162

Attribute 'qbe_condition=KY' seems no to work for sfTextbox.

Steps to reproduce the issue:

When attempting to change the QBE condition of a search filter textbox on a list form via Web Screen Painter, the attempted changes may not take effect.

1. Log in to Web Screen Painter.
2. Open the list_in.html file.
3. Right-click on the 'End User ID' field and select 'Properties'.
4. Change the 'QBE Condition' to 'KY'.
5. Save the form and select 'File' -> 'Publish'.
6. Log in to the Service Desk Manager web interface via the Mozilla Firefox web browser.
7. On the 'Service Desk' tab select 'Search' -> 'Incidents'.
8. Holding down the 'Ctrl' key, right-click on the 'End User ID' field and select 'Inspect Element'.
9. Select the 'HTML' button and you may observe that the HTML listed contains the following as the name of the attribute:
"name="QBE.IN.customer.userid"
The correct behavior would be to see the 'KY' QBE condition selected in step 4 being used, as follows:
"name="QBE.KY.customer.userid".

DE44015

Service Desk Rest GET Collection doesn't return inactive records.

Steps to reproduce the issue:

1. Setup a 17.1.01 with a CI named ABZ-NOTES-FS.corp.expeditors.com.
2. Make sure CI is active.
3. Below gives a result matrix of REST API queries vs CI statuses against the above CI
CI is Active and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=0 results in 1 record (good)
CI is Active and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=1 results in 0 records (good)
CI is Inactive and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=1 results in 0 records (bad case)

CI is Inactive and nr?WC=name%3D'ABZ-NOTES-
FS.corp.expeditors.com'%20AND%20delete_flag=0 results in 0 records (good).

DE36444

Method 'got_ldap_domset' in Contact_Object failed (LDAP agent not found).

Steps to reproduce the issue:

1. Install the regular LDAP options via the GUI against an AD.
2. Create a domain1 via pdm_ldap_config.pl.
3. Create a domain2 via pdm_ldap_config.pl.
4. Restart SDM.
5. Try to create a new Account via GUI first, against domain2, say user2.
6. SDM has domain2\user2 now.
7. Try: pdm_ldap_sync -n "domain2 -l "userid = ?" -c "delete_flag = 0 and userid is not null and ldap_dn is not null".
8. This seems to work fine.
9. Install the LDAP_DOMAIN option with a value of domain1 now.
10. Restart SDM now.
11. Try: pdm_ldap_sync -n "domain2 -l "userid = ?" -c "delete_flag = 0 and userid is not null and ldap_dn is not null".

DE35286

CV-GEN-INQUIRY_SDM-14.1.03_"Unparseable date" error from RetryITPAMEvent function

Steps to reproduce the issue:

No steps to reproduce are available

DE38609

SDM_14.1.04 - Delayed notification due to work shift does not get sent

Steps to reproduce the issue:

This issue is reproduced on a SDM 14.1.04.01 lab machine using the following steps:

1. Create a workshift (Test) with the following schedule Sun - 'Sat {01:00 PM - 05:00 PM}' or similar.
2. Create 2 Analyst contacts, Contact1 and Contact2.
3. Create a group, Group1 and add Contact1 and Contact2 as members.
4. For contact1 only, set the Notification Method to 'Email' and the Work shifts for Notification Methods to 'Test' for all settings.
5. Now setup the Initial Activity Notification. b
Go to the 'Default initial Notification Rule for request/incident/problem' and set Group in the Object Contact Notification List.
Go to the 'Default initial message template for request/incident/problem' Message Template and set Auto Notification to Yes
6. Now create a new incident outside of the Test work shift schedule and set the group to Group1.
Note the following:
 - In the activity log for the ticket we see the message 'notification to Contact1 was delayed until due to notification work shift'.
 - In the notification history, there is an entry for the Initial notification for both Contact2 and Group1.
 - No email is sent to any of the contacts - It should still be sent to Contact2 and Group1.
 - When the Test work shift becomes active, the notification and resulting email is sent to Contact1 only.

DE38901

SDM_14.1.04.1 - Assignee (not in group) clears group in Transfer

Steps to reproduce the issue:

1. Ensure @NX_GROUP_ASSIGNEE_INDEPENDENT=Yes is set in NX.env.
2. Create a group GRP1 with no members.

SCENARIO 1

- a. Open any Incident, which is assigned to "administrator".
- b. Click the "Group" lookup.
- c. Select GRP1.
- d. The assignee is erased.

SCENARIO 2

- a. Open any Incident, which is assigned to "GRP1".
- b. Click on the "Assignee" lookup.
- c. No assignee is listed.

SCENARIO 3

same as SCENARIO 1, but in "Activities->Transfer".

SCENARIO 4

same as SCENARIO 2, but in "Activities->Transfer".

DE39010

SDM_14.1.04_prev_time_and_ktd_duration_are_not_populated_in_usp_kpi_ticket_data**Steps to reproduce the issue:**

1. Stop SDM Services.
2. Restore data provide by customer in usp_kpi_ticket_data table.
3. Set the following in NX.env.
@NX_KPI_TICKET_DATA_MAX_ROWS=15000
@NX_KPI_TICKET_DATA_TABLE_DELAY=300.
4. Start SDM Services.
5. See the prev_time field is not populated in usp_kpi_ticket_data for all rows. See in bop_logging logs that Update_Ticket_Data item is not showed for kpi_qry_daemon process.

DE39512

SDM_r14.1.04.1-Script tag when keptags = yes**Steps to reproduce the issue:**

1. Create a ticket and add some HTMP code, example: 'test '' and save the ticket. Observe that the HTMP coding is not translated. See also: 00973379_cegeka_keptags-no.jpg.
2. Login to WSP and add the 'keptags=yes' on the Description field of the Incident screen (detail_in.html), save the change and publish the screen.
3. Now view the same ticket and observe that the bold and italic strings now take effect See also: 00973379_cegeka_keptags=yes_wanted.jpg.
4. Now edit the ticket and add the following code to the description field: <script>alert ("test alert") </script>'
After saving the ticket. Observe that the ticket detail is now distored and the ticket cannot be viewed anymore. See also: 00973379_cegeka_keptags=yes_unwanted.jpg.

DE39693

Spill_SDM_14.1_ActivitiesUpdateStatus**Steps to reproduce the issue:**

fidse01-I3241 Administrator/interOP@3241

1. Create a Change Order.
2. Using Activities.Update Status. Set Satus to Approved. It is refused. Set Status to Approval in Progress.
3. Now check the Activities Logs. You will see Status changed from 'RFC' to 'Approved. This is the bug.

DE39698

Manual notification TO/CC not working for customized method after CUM4

Steps to reproduce the issue:

1. Install the option mail_show_to_cc_list.
2. Create a new notification method with notification method as: 'pdm_mail'.
3. Create 4 contacts with valid email address and having the notification method set to the one created in step2 for all urgency levels.
4. Create a ticket.
5. Go to activities and click on Manual Notify.
6. Add two contacts created in step3 in the To' list and other two in 'CC' list.
7. Choose the custom notification created in step2 as the notification method.
8. Click on notify.

DE39837

Error Messages- Potential SQL Injection

Steps to reproduce the issue:

1. Open the Incident search page.
2. In the additional search arguments type external_system_ticket=".
3. Click on Search.
4. Below error will occur.

DE39882

SDM_14.1.4.1 - Export Function: open/save dialog prompt only showed on SDM main page (Internet Explorer 11)

Steps to reproduce the issue:

1. Open any CI.
2. Open the list of attached Incidents.
3. Export
The dialog popup appears on the "Configuration Item List".
Therefor it's invisible for the user.

DE40087

14.1.05 ChangeStatus SOAP call does not work anymore

Steps to reproduce the issue:

1. Create a Change Order, get its persid (say chg:400006).
2. Obtain the persid of the contact you created it
(ex: cnt:107426D4D4D750418384C71E6C09A9DD) (you could do this via a SOAP call or just looking at the chg:400006's detail screen's source.
3. Obtain an SID via a SOAP Login call.
4. ry to change status now (in this case, chgstat:6009 is the Approved status)
1758232082
cnt:107426D4D4D750418384C71E6C09A9DD
chg:400006
changing status
chgstat:6009.
5. This should work fine, instead it gives an error:
soapenv:Client
chgacts.spl:2418:chg::setInternalFlag | chgacts.spl:1139:chg::change_status
chgacts.spl:2418:chg::setInternalFlag | chgacts.spl:1139:chg::change_status.

DE40530

SDM_14.1.05 - KD Document Links not working

Steps to reproduce the issue:

1. Go to the Knowledge Tab.

2. Open a Knowledge Document.
3. Go into Edit Mode.
4. Go into Rework.
5. Select a category then right click on a document ID under the Documents section and choose "Link this document as See Also".
6. "Document Link was Successfully Added" notification appears at the top of the screen but is not actually added to the Document links section.

DE42671

SDM_r14.1.03-Enabling an inactive contact via RESTful web services may result in error.

Steps to reproduce the issue:

1. Login to Service Desk Manager as Administrator.
2. Navigate to 'Service Desk Tab' -> 'Search' -> 'Contacts'.
3. Set the status of any contact to inactive.

Perform a REST query for same contact by logging as Administrator.

- a. Create REST access key using Administrator credentials.
- b. Update the status of contact by using PUT request.

DE39422

SDM_14.1.04.1 - the group task handling in issues and changes not working

Steps to reproduce the issue:

1. Create a Change Category with some tasks
 - 10 Approval
 - 20 Group Start Task (deletable)
 - 30 Approval
 - 40 Approval
 - 50 Group End Task (deletable)
 - 60 Approval
 2. Open a new CO with that Category.
 3. In the CO delete the 2 Group tasks.
 4. Approve task # 10
 - > task 30 and 40 become "Pending" now.
- Same problem (vice versa) happens, if 2 Group tasks are added.

DE40505

01062219-17.1 maileater stopped processing since 01/13/2018 13:00 PM

Steps to reproduce the issue:

1. Setup SDM 17.1 with maileater
2. Have the maileater process emails for a few days
3. Maileater eventually might get into a state where it doesn't update maileater logs nor process any emails anymore. Normally
4. You would have to restart the maileater program to get this addressed.

Note: maileater produces a set of logs for each day and backs them up zipped to NX_ROOT/maileater_nxd folder. When the behavior of maileater not responding is observed, a gap in the log file names is seen. Example: day1, day2, day3.... day6 (where day6 gets created after restart of maileater, and day4,day5 are totally missing)
5. This was observed to be a random occurrence; no specific steps were seen to reproduce the issue so far.

DE40582

01003529-Can not open unlinked attachments

Steps to reproduce the issue:

1. Create an incident with an attachment.
2. Close the incident.
3. set the system data +40 days.

4. run a purge on incident with cases closed older than 30 days.
5. Checked the attachment which is now unlinked.
6. Rightclick /view content --> empty screen
stdlog:
05/30 11:09:04.28 ALTFR01_Jasper rep_daemon 3920 ERROR DomWrap.c 891 Access to BOP
Name: 'Attachment id:400001' denied for user: 'Administrator' Class:'CDownloadFile'

DE44015

01167887-Service Desk Rest GET Collection doesn't return inactive records

Steps to reproduce the issue:

1. Setup a 17.1.01 with a CI named ABZ-NOTES-FS.corp.expeditors.com.
2. make sure CI is active.
3. Below gives a result matrix of REST API queries vs CI statuses against the above CI
CI is Active and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=0
results in 1 record (good)
CI is Active and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=1
results in 0 records (good)
CI is Inactive and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=1
results in 0 records (bad case)
CI is Inactive and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=0
results in 0 records (good)
The bad case result in the above is the problem.

DE41692

SDM_17.1_Wrong CI Class translation to PTBR

Steps to reproduce the issue:

1. Login to ServiceDesk.
2. Navigate to tab ServiceDesk. Click on File -> Create new Configuration Item.
3. Click on the class lookup field. Search with '%Funcion%' in class field.
4. A row with Funionario will get displayed. This name should be "Fabricação própria".

DE42125

SEINFO_CV-FIX-REQUEST_SDM_12.9-temp files not deleted even installed patch T6EE295 to cleanup the closing of browser with x cross.

Steps to reproduce the issue:

1. Add lot of incidents to make sure export will take 10 seconds
2. Do export and close the export window as well as browser window.
Actual Result: Export temp file is not deleted
Expected Result: It should get deleted.

DE42799

CV-GEN-INQUIRY_SDM_14.1.02-Invalid Mail file error reported by pdm_mail_nxd process.

Steps to reproduce the issue:

1. Place the attached .req file into @NX_ROOT\site\mail_queue folder and recycle pdm_mail_nxd process
2. Once the mail_nxd process restarts, it should process the .req without any errors and send it.

DE43153

01160476-boplogin.exe crash on Application Servers.

Steps to reproduce the issue:

1. Have setup of SDM 17.1 with Rollup 1 , AA environment
2. Observe the behaviour of domserver.
Actual Result: Domserver is crashing on one of the application servers.
Expected Result: Domserver should not crash.

DE44176

01180382-NX_KEYSTORE_REF VARIABLE DISAPPEARS AFTER PDM_CONFIGURE

Steps to reproduce the issue:

1. Import a certificate to nx.keystore by running this command 'pdm_perl pdm_keystore_mgr.pl -import certificate_name.cer'.
2. Nx variable 'NX_KEYSTORE_REF' is written to the NX.env file.
3. Run pdm_configure.

DE44406

01199890-17.1 fix for Problem 3522 UNABLE TO DELETE ATTACHMENT FILES FORM UNC PATH

Steps to reproduce the issue:

1. Setup an UNC share and configure repository to use the UNC path, setting the UNC credentials a swell.
2. Ensure that you are able to attach files.
3. Try to delete the attachment.

DE44516

01198381 - Common Installer - Getting error during upgrade

Steps to reproduce the issue:

1. Setup a ITPAM environment to run of 80 or 443 (in case of https) port
2. Integrate CASM solution product (can be ITAM or Catalog) and provide PAM webservice URL without port.

DE36444

Method 'got_ldap_domset' in Contact_Object failed (LDAP agent not found).

Steps to reproduce the issue:

1. Install the regular LDAP options via the GUI against an AD.
2. Create a domain1 via pdm_ldap_config.pl.
3. Create a domain2 via pdm_ldap_config.pl.
4. Restart SDM.
5. Try to create a new Account via GUI first, against domain2, say user2.
6. SDM has domain2\user2 now.
7. Try : pdm_ldap_sync -n "domain2 -l "userid = ?" -c "delete_flag = 0 and userid is not null and ldap_dn is not null".
8. This seems to work fine.
9. Install the LDAP_DOMAIN option with a value of domain1 now.
10. Restart SDM now.

11. Try : `pdm_ldap_sync -n "domain2 -l "userid = ?" -c "delete_flag = 0 and userid is not null and ldap_dn is not null"`.

DE39264

SDM_17.0_NSM_integration

Steps to reproduce the issue:

1. -Run `pdm_configure`.

DE39538

Takeda 17.0 Parse error

Steps to reproduce the issue:

1. Add `z_sc_filter` to `chgc` (the type will be string length 4000).
2. Adapt `detail_chg.html` rootcause will be a dropdown filled by `category.z_sc_filter`
screen shot "adapt_detail_chg.png".
3. Adapt `detail_chgc.html` screen shot "adapt_detail_chgc.png".
4. We created two root cause screen shot "two_rootcause.png".
5. Open SDM console and search for change order, open the change order 25 edit CO 25, the rootcause dropdown is empty. Due to bad where clause, there is no value.

DE39607

SDM_17.x_Font_Change_detailMakeReq

Steps to reproduce the issue:

1. Open a 17.x system. Edit a form, `detail_chg` for example, and add the following code in "script":

```
function set_required_fields_by_category()
{
    //var a = document.getElementsByName("SET.chgtype")[0]; // 'Type' Dropdown
    var b = document.getElementById("df_0_2").value; // 'Category'
    var c = b.substr(0, 5).toLowerCase();
    var d = b.substr(0, 4).toLowerCase();
    if ( c != "" ) {
        if ( c == "Email" ) {
            // If the category = 'Email' then make 'Authorized Approver' and 'Schedule Start Date'
            required
            detailMakeReq("cab,sched_start_date");
            detailMakeReq("effort,backout_plan", true);
            // Otherwise make none of these fields required
        } else {
            detailMakeReq("effort,backout_plan,sched_start_date", true);
            detailMakeReq("cab", true);
        }
    }
}
```
2. Then alter the Category PDM_MACRO to be:
Create a Category "Email" for Change Orders, and associate this Category to the case. Notice that the CAB field's font changes.

DE40246

mail queue is stuck both in Prod and Dev, was working until today since upgrade to 17.1 this weekend

Steps to reproduce the issue:

1. Create a Message Template with some content in HTML Message field but nothing in Notification Message Body (if you want you could nullify that MDB's ntfm.notify_msg_body column and pdm_cache_refresh -t Notify_Msg_Tpl.
2. Try to utilize this template via a notification that SDM can send over email.
3. The email will not be processed, mail_nxd.log will show error mentioned above.
4. Add some text to the Notification Message Body field now, and repeat triggering notification email to be sent
5. it'll work now.

DE40247

Maileater doesn't work after upgrade from 17.0 to 17.1.

Steps to reproduce the issue:

1. Configure 17.1 maileater to use a custom text_api.cfg file (from nx_root/site/mods folder) Add couple of parameters like this (not needed, but just to make sure we have a bad case)
REQUEST.EXTERNAL_SYSTEM_TICKET=external_system_ticket.STRING
INCIDENT.EXTERNAL_SYSTEM_TICKET=external_system_ticket.STRING .
2. Restart SDM.
3. Send a mail to above mail box which forces parsing of the text_api.cfg in the above folder by having the mail with below content
%EXTERNAL_SYSTEM_TICKET=1234 .
4. Mail wont be eaten, mailer_nxd.log would show the above error.

DE40299

After upgrade to SDM 17.1, the string1 attribute on incident is not working as expected

Steps to reproduce the issue:

1. Send an email with the following body, ensure that the email is sent as Rich Text / HTML :
%summary=Testing for Alex this Time Email whitelist - Eva Honzik
%category=Email
%STRING1=one
%STRING2=two
%REQUESTOR=servicedesk
%CUSTOMER=casmadmin
%STATUS=Open
%GROUP=group1
%ASSIGNEE=servicedesk
%DESCRIPTION=Entered on 04/06/2018 at 1:08:24 PM CDT (GMT-0500) by David
Result:
Everything after %STRING1 will be added as a log comment.

DE41060

SDM_17.0 - Unable to attach parent tickets

Steps to reproduce the issue:

1. Login to SDM.
2. Open any existing Incident and go into edit mode.
3. Go to Relationships tab then Parent/Child subtab.
4. Select parent ticket number in the Parent field.
5. Click save and error is seen.

DE41444

SEARCH in pdm_text_cmd

Steps to reproduce the issue:

1. Trying to update an Issue via pdm_text_cmd.exe command. Command used:
pdm_text_cmd -t issue -f mailtest.txt -u servicedesk -o UPDATE_ONLY
Content of mailtest.txt file:
%SEARCH=IDE
%IDE=123456
%REQUESTOR=servicedesk
%GROUP=My group
%CATEGORY=Test category
%DESCRIPTION=desc test
Where ISSUE.IDE=external_system_ticket.STRING (from text_api.cfg file).
Above statement returns:
AHD58005:Update_Only operation requested with no matching rows. Cannot continue processing!
When I use
%SEARCH=ISSUE_ID
%ISSUE_ID=47
(...)

it works fine.

I tested this on my 17.1 lab box and it looks like it's either a limitation or a bug that stops you using the SEARCH keyword on a string field. External_system_ticket is a string field whereas issue_id is an integer which is why searching on issue_id works. Using your example, I see the same error as you see and I noted the following errors in the stdlogs:

```
05/11 05:46:33.02 prego01-I11244 sqlagt:select23 14944 ERROR sqlclass.c 1010 SQL
Execute failed: [Microsoft SQL Server Native Client 11.0] [ SQL Code=402 SQL State=42000]
The data types ntext and nvarchar are incompatible in the equal to operator.
05/11 05:46:33.02 prego01-I11244 sqlagt:select23 14944 ERROR sqlclass.c 1011 Clause
(SELECT issue.id FROM issue WHERE issue.external_system_ticket = ? AND issue.active_flag
= 1) Input (12345)
05/11 05:46:33.02 prego01-I11244 spelsrvr 17124 ERROR text_api.spl 718 tapi_get_list()
(iss) sync_fetch ( external_system_ticket = '12345' and active = 1) error: AHD04199:An
unexpected error occurred. Contact your administrator. [Microsoft SQL Server Native Client
11.0] [ SQL Code=402 SQL State=42000] The data types ntext and nvarchar are incompatible
in the equal to operator.
05/11 05:46:33.02 prego01-I11244 spelsrvr 17124 ERROR cr_chg_text_api.spl 1396
AHD58005:Update_Only operation requested with no matching rows. Cannot continue
processing!
```

DE44176

NX_KEYSTORE_REF VARIABLE DISAPPEARS AFTER PDM_CONFIGURE.

Steps to reproduce the issue:

1. Import a certificate to nx.keystore by running this command pdm_perl pdm_keystore_mgr.pl -import certificate_name.cer'.
2. Nx variable 'NX_KEYSTORE_REF' is written to the NX.env file.
3. Run pdm_configure.
Result:
NX variable 'NX_KEYSTORE_REF' disappears from the NX.env file.

DE44052

CV-GEN-INQUIRY_SDM_17.1-Webservices returning 1005

Steps to reproduce the issue:

1. Open \$NX_ROOT\bopcfg\www\CATALINA_BASE\webapps\CAisd\WEB-INF\web.xml and remove the following line: `<load-on-startup>1</load-on-startup>`.
2. Restart services.
3. Try to call login SOAP web service method. You get an error.
4. Subsequent calls to login will result in SID as 1005.

DE44285

Error: Id not found doing registration via CMDBF in 17.1

Steps to reproduce the issue:

1. Create an MDR via Administration tab -> CMDB -> MDR list
MDR Name: Test class: cmdbf Button Name: Test button hostname: testtest.
2. Try to register a CI against this now.

DE44381

Service desk services are recycling automatically after upgrade from 12.9 to 17.1

Steps to reproduce the issue:

There are no know steps to reproduce this problem.

DE44626

SDM_17.1-USING THE MAILBOX AND RULES

Steps to reproduce the issue:

1. Create a custom field (pdm_wsp).
2. Publish this new custom field.
3. Go to text_api.cfg and add this new custom field for INCIDENT and REQUEST.
4. Add the new field to the LINEFEEDS_ALLOWED parameter.
5. Use a default rule for incident creation.
6. Create an email with the body below:
%=Line1
Line2
Line3
Line4
7. Send the email.

DE44701

SDM_17.1_RU1_AHD11001 and stdlog contains "rep_daemon ERROR AttmntMng.c CUploadLocalFile()" for an attachment file that has a very long Windows filename using Employee role

Steps to reproduce the issue:

1. Login to Service Desk with employee role.
 2. Create a new Incident.
 3. Open the incident created and click on Attach Document.
 4. Click Locate File and choose file with a bigger name(more than 120 characters)
- Result:
File doesn't get uploaded and gives the following error on the UI
"Upload Failed - AHD11001:Failed to upload the file "

DE45474

CV-GEN-INQUIRY_SDM_17.1_RU1_functional access for Administration set to View does not allow to select tasks after clicking on rework as in SDM 14.1

Steps to reproduce the issue:

1. Navigate to 'Administration Tab' -> 'Knowledge' -> 'Approval Process Manager' -> 'Approval process Template' -> 'Create new' -> 'Add tasks to the task list' and click on 'Save'.
2. Navigate to 'Administration Tab' -> 'Knowledge' -> 'Knowledge Categories'.
3. Click on 'Create a new category' and set the new Approval process Template when creating the category.
4. Create a new document in the new category and publish the new document.
5. Login to Service Desk Manager with the role having "Bypass Approval Process" checked and functional access for "Administration" set to "View".
6. Open the document that was published and click on re-work.

Result:

The user cannot select any tasks and there is a missing 'Save' button.

DE45535

EBR_SERIAL_NUM CAUSING KNOWLEDGE SEARCH AND VIEW PROBLEMS

Steps to reproduce the issue:

There are no know steps to reproduce for this problem.

DE45955

Tables of type double lose decimal places since upgrade from 14.1

Steps to reproduce the issue:

1. In the Schema Designer add a new field (z_test) to CR.
2. Add to detail_in.html.
3. pdm_publish, restart.
4. Create (or update) an Incident.
5. Enter 2.5 into the field.
6. Save. On the ct's server the value "2" is saved.

DE45962

CV-TRACE-REVIEW_SDM_17.1-Maileater sometimes fails to attach files to repository

Steps to reproduce the issue:

1. Create a Service Desk environment with a Primary and a secondary server. Let the rep_daemon be on the secondary server.
2. Integrate Service Desk with a mail server. Configure the mailbox with the mail server details.
3. Update the Repository attached to mailbox and set the server as secondary server.
4. Try to send an email to the mailbox with an attachment > 1 MB.

Result:

Ticket gets created but the attachment doesn't get attached completely thus resulting in a corrupted attachment.

DE46016

Unable to create ticket using pdm_text_cmd utility

Steps to reproduce the issue:

1. Create an issue category "ABA" with two required properties:
License Plate Number Amount[1Yr>].
2. Create a txt file 438JK_FL.TXT on SDM server with:
%DESCRIPTION=438JK FL Standard
%CATEGORY=ABA

```
%FROM=ServiceDesk  
%PROPERTY={{License Plate Number}}438JK  
%PROPERTY={{Amount[1Yr>]}}0
```

3. From command prompt, from the txt file directory run
pdm_text_cmd -t Issue -o NEW -u ServiceDesk -f 438JK_FL.TXT
and the following error displays:
"AHD58009:Could not create Issue. Reason: INVALID - AHD05807:One or more Properties
require values.

DE46380

SEV1 DUMP REVIEW: boplgln process crashing with "unable to initialise encryption operation" messages

Steps to reproduce the issue:

There are no know steps to reproduce for this problem.

DE41999

SDM_14.1.05_Adding NX_PICK_FIRST_IPV4 to Options table.

Steps to reproduce the issue:

1. Login to CA Service Desk Manager.
2. Go to Administrator tab --> Click on "Options Manager" in Admin tree --> search for %ipv4% in search pane.
Result: You do not see NX_PICK_FIRST_IPV4 under Options manager

DE43114

01161015-Task Comments missing in Inc/Prb/Req tasks

Steps to reproduce the issue:

1. Configure classic workflow task on both a change category and an incident/request/problem category. Just a sample Approval task is enough.
2. Create a ticket against each change cat and incident/request/problem category above.
3. Verify that on Change Workflow task detail screen, Comments field is available.
4. The same is not available on incident/request/problem category workflow task detail screen.

Service Catalog

DE39490

17.1 Form Designer Slow Performance

Steps to reproduce the issue:

1. Access 17.1 catalog URL: <http://yanji03-e6055:8080/usm/wpf/spadmin/spadmin>
2. Go to Form Designer, simply drilling into the components list, copying form elements, or change some forms' attribute to save them, it is slow.

DE40055

USS_14.1.04_Problem when setting a BU in Catalog datasource

Steps to reproduce the issue:

1. Create a new tenant in USS.
2. Configure in that tenant EEM and enable the Catalog Datasource.
3. Add a tenant using USS. This will create a tenant in SDM and a BU in Catalog and will map them.
4. Set the tenant ID in the Catalog Datasource for the USS tenant.
5. Log into USS tenant using administrator. The items are not displayed but the errors are little bit different for customer. To replicate the same errors:
6. Go to the tenant in USS and control panel (http://test.test3:7070/group/control_panel/ in veled01-f13804 server) and set the Authentication > General > How do users authenticate? By Email Address.
7. Go to EEM (<https://veled01-f13804:5250/spin/eiam/eiam.csp>) and set the User Store > Reference from an external LDAP Directory > Multiple Microsoft AD domains > Configure an LDAP server (CA). Set an LDAP Attribute Mapping which uses mail.
LDAP Attribute Mapping using mail account:
<https://cawiki.ca.com/pages/viewpage.action?pageId=552764053>.
8. User in ca_contact (Catalog) has email set as id and as email. User has role set to BU (same problem with administrator role).
9. Log with an email account (Pablo.OyarzoMarambio@ca.com). See NO services displayed.
If we log with the same user directly to Catalog, the services are displayed:

DE40225

Selection list - Select index not working

Steps to reproduce the issue:

1. Create a select list in a form and then add two options under it
2. Try to choose a default option using the "Selected Index" property on the select list. It will be ignored.

DE40256

CATALOG_14.1.04_Issue about permissions when synchronizing data between SDM/Catalog.

Steps to reproduce the issue:

1. Created 2 tenants and mapped to BU's. CA and CAUsers.
2. Created 2 users to test behavior: CA Users tenant
CAUsers_catalog_user_1 (end user)
CAUsers_catalog_user_2 (Analyst)
The CAUsers_catalog_user_1 will create the ticket in USS/Catalog. Integration will create the ticket in CAUsers tenant in SDM. Role in Catalog CAUsers_catalog_user_1:
CA Users (7d6fa41cc0c043bcb378184752c89c82) Catalog User (Default)
The CAUsers_catalog_user_2 (analyst) will handle the ticket in SDM.
Role in Catalog:

CA Users (7d6fa41cc0c043bcb378184752c89c82) Catalog User (Default)

CA (CA) Request Manager.

3. Now the CAUsers_catalog_user_2 opens the SDM ticket created and will add an attachment. If the CAUsers_catalog_user_2 has this role configuration, it will fail adding the attachment to Catalog and will show:

jstd.log:

04/04 08:19:41.903[Thread-2] ERROR CatalogServiceProcessor 119 Error syncing Attachment to Catalog. Permissions are not granted to access this resource.

DE40313

DE40313_SLCM_17.1 -attachment issue when file name has space.

Steps to reproduce the issue:

1. Raise a request to any service offering.
2. Attach a file with space in the file name, for example, the filename is "called products.docx".
3. Submit the request.
4. Check the request's detail, try to open the attachment in the request, you will see the attachment is downloaded and file name is changed to "call+products.docx".

DE40400

01006527-Request list page is not coming back to the page i was before.

Steps to reproduce the issue:

1. Go to advanced search or view requests as long as that gives you more than 1 page of results.
2. Go to page 2 and view a request.
3. Hit the back button of our link to return to search.

DE40502

17.1 Browser console full of error "Cannot read property 'tablemode' of undefined".

Steps to reproduce the issue:

1. Navigate to Home--> Requests--> Not Categorized > ITSM Tools Enhancement.
2. Then enable the developer tools.
3. When submitting the request, you see the error Cannot read Property 'tablemode' of undefined.

DE40796

"Dual list" is not respect the "label width" value of my field set

Steps to reproduce the issue:

1. Login to Service Catalog following is the details of the UI
<http://balch03-e15017:8080/usm/wpf>
2. Login as spadmin/spadmin.
Go To catalog--> Form Designer --> DualList Form and if you notice the dual list is left aligned and the label width is in the center.

DE40886

SLCM_17.1-Form does not show up when selecting an option.

Steps to reproduce the issue:

1. Import "Cube" offering (ixutil_service_20180423_131209.zip) from the customer site into your catalog 17.1 env.
2. Raise a request to the "Cube" offering.
3. Click the last service option, you will slast service optionee the form of this service option.
4. Click the second last service option.
5. Click the last service option again, you will see the form does not show up anymore.

DE40985

SLCM_17.1-Advanced search - French character like "É" is not working with IE.

Steps to reproduce the issue:

1. In catalog 17.1, create a user with last name as "Grégoire", for example.
2. Then login catalog GUI as this user and raise several catalog requests.
3. Then login catalog GUI as spadmin , Home -> Requests -> Find Requests , do advanced search by "Requested By User Last Name" or "Requested For User Last Name" with Grégoire.
 - a. In Chrome, it is able to return with the searching result without problem.
 - b. In IE11, it doesn't return anything.

DE40996

Service Options Groups is empty.

Steps to reproduce the issue:

1. Login in to Service Catalog as spadmin. The URL for service catalog is as follows:
http://balch03-e5265:8080/usm/wpf
UI credentials: spadmin/spadmin
2. Go to Catalog--> Service Offerings --> Option Groups
It is blank. However, you can see the option groups when we go to the offering definition and also when we search for the option groups in the service designer.

DE41009

SLCM_17.1 - dual list, error on submit when more than one selection with single quote in it.

Steps to reproduce the issue:

1. Access my catalog 14.1 URL: http://yanji03-e6055:8080/usm/wpf spadmin/spadmin.
2. Raise a request to "AAA_test_dual_list_1" under "Not Categorized" folder, select 2 options (which has ' in it) in the dual list from left pane to the right pane. and then submit the request, you will see the validation error there and cannot be submitted. Also, you will notice that in Forms -> "Jing_Test" folder -> locate the form "test_dual_list_1", you will see the right pane in dual list is not populated.

DE41146

SLCM -17.1-Data views - Column Rules issues in FRENCH

Steps to reproduce the issue:

1. This problem can be easily seen on inhouse 17.1.
2. Go to Administration -> Report Builder -> Data View, and then attempt to create a Data View based on a data object.
3. Click "Set Up the Options for Displaying The Table" and select the columns, and then click "Column Rules ", you will see this problem.

DE41383

FormDesigner-When clicking on a form element the preview in center part issue

Steps to reproduce the issue:

1. Go to a Form in the form designer where the form is longer than a page and you see the scroll bar.
2. Now select a component to modify in the preview pane.
3. Highlight the component to be modified and the form goes to the top and not to the control that was previously selected.

DE41387

CATALOG_r14.1.05-Notes order displaying incorrectly.

Steps to reproduce the issue:

1. Login to catalog.
2. Go to request tab.
3. Raise a request and add 3 to 4 different notes and save.
4. Open request and click on notes.
5. Order of the notes are displaying incorrectly.

DE41449

CATALOG_17.1_Selected items of a dual list are missing after opening a ticket (created in USS) with Catalog and when submitting a request from Catalog.

Steps to reproduce the issue:

1. Log into USS > Request a Service > Not categorized > 1_javier_dual_list.
2. Expand "Individuals" > click Search > and move items from left to right.
3. Expand "Centro de Costos" > click Search > and move items from left to right.
4. Check out > Save and submit cart > See the items disappear in Catalog.

DE41576

SLCM_17.1-sorting should be based on last name not userid in Open Requests and Pending My Action.

Steps to reproduce the issue:

1. Log in to catalog 17.1 URL: http://yanji03-e6055:8080/usm/wpf using spadmin/spadmin.
2. Go to Home -> Requests -> click Open or Completed or Pending in the request dashboard, then click "Open Requests(xxx)", and click "Requested For" column, you will see it is sorted by userid . Here it should be sorted by last name first, and then first name and last user id.

DE41620

GetSelectedOptionValues(formId,id) Api is not working properly for DualList Component in Formdesigner.

Steps to reproduce the issue:

1. Login into catalog as spadmin.
2. Go to forms.
3. Please import the form which is attached in attachments. (Form Name is:002).
4. Click on imported form and click on script button, see the script.

```
{
  showhide: function () {
    var fieldId = ca_fdGetSelectedOptionValues(formId, 'duallist_1')[0];
    apiName = fieldId;
    if (fieldId == 'txta_1' || fieldId == 'txtf_1')
      ca_fdHideFields('form1', ['txta_1', 'txtf_1']);
    else if(fieldId == 'lbl_1')
      ca_fdShowFields('form1', ['txta_1', 'txtf_1']);
  }
}
```

Expected:It is saying that when we select textfield or textarea in DualList , Text Area and Text Field should hide.And when we select label, Hidden Text Area and Text Field should be display.

DE41678

CA Service Catalog 17.1 upgrade fails for EEM integration at beginning

Steps to reproduce the issue:

1. EEM 12.6 server: yanji03-E2933 (administrator password: interOP@2933)
on this server , modified igateway.conf to enable TLS 1.2
EiamAdmin Password : interOP@123.

2. Catalog 17.1 server : yanj03-F2935 (administrator password : interOP@2935)
 - a. on this server , invoke catalog setup utility GUI (its login password : interOP@123)
 - b attempt to deploy security to have this catalog register into the EEM on yanj03-E2933 (EiamAdmin password: interOP@123) , you will see it fails and it cannot authenticate EiamAdmin into EEM.

DE41770

SLCM-17.1-ampersand no more valid as a plugin parameter.

Steps to reproduce the issue:

1. The customer uploaded their java plugin to this support case ca.ssq.itsm.plugins.testcase.zip. Download it, rename it as ca.ssq.itsm.plugins.testcase.zip . and then place ca.ssq.itsm.plugins.testcase.zip under USM_HOME\filestore\plugins\ folder on your catalog server.
2. Uncompressed ca.ssq.itsm.plugins.testcase.zip at USM_HOME\filestore\plugins\ and recycle catalog service. the plugin ca.ssq.itsm.plugins.testcase. will be deployed on your catalog system. (Note: you should be able to see this plugin ca.ssq.itsm.plugins.testcase is listed in Administration -> Tools -> Plug-ins ,).
3. Access catalog GUI via Chrome, go to Form Designer and locate any form you have, Press F12 to open browser's developer console, enter the following function:
`ca_fdInvokePlugin("table", "ca.ssq.itsm.plugins.testcase", { "myparam": "this is & a test" }, console.log).`

DE41817

SLCM_17.1-17.1-Form editor is slow and laggy when expanding forms.

Steps to reproduce the issue:

1. Access catalog 17.1 GUI via IE browser: http://yanj03-f2935:8080/usm/wpf admin/spadmin.
2. Go to Forms -> Forms -> "Software Change Management" folder -> locate "Add Change Mainframe File" form, you will see this problem: it takes so long to load this form and likely you will get "yanj03-f2935 is not responding due to a long-running script" error . This problem didn't occur at 14.1.

DE41881

SLCM14.1-14.1-Job Title attribute data is not visible on catalog user contact page.

Steps to reproduce the issue:

1. In service desk GUI, go to Administration -> Service Desk -> Application Data -> Codes -> Positions, create a job title with has / in it, for example: "100528 / Business II analyst ".
2. In service desk GUI, edit a contact's profile, select this job title "100528 / Business II analyst" for this contact and save it. It can display fine on service desk's contact profile.
3. Now, in Service Catalog GUI, go to Administration -> Users -> locate this user, open this user's profile, you will see the job title of this contact display empty.

DE41900

Date picker does not bring back the time to the text field.

Steps to reproduce the issue:

1. Go to form designer and "CA Catalog Content".
2. Choose "Video Conference" or any form that had date/times.
3. Select a date with a specific time and the time in the field always gets reset to 00:00:00.

DE41940

SLCM- 17.1.0.1 Approval screen has void in divider line.

Steps to reproduce the issue:

1. Access <http://gopas01-ews3926:8080/usm/wpf> (spadmin/spadmin).
2. Locate and open any request which is in "pending approval" status.
3. Click Approval/Reject button, in Approval/Reject details page, you will see a big blank on the right side.

DE41941

SLCM -17.1.0.1-hide/show details links are not highlighted correctly in Approve/reject page.

Steps to reproduce the issue:

1. Access <http://gopas01-ews3926:8080/usm/wpf> (spadmin/spadmin).
2. Locate and open any request which is in "pending approval" status. For example, request 10008 here. In request details page, "Hide details" link is disabled and "Show Details" link is enabled (i.e Highlighted) , and all the service option details are hidden . That is correct display.
3. But, if you click "Approve/Reject" button, the approval/reject page is landing first time, you will see: "Show Detail" is disabled and "Hide details" link is enabled. However , all the service option details are actually hidden . It is wrong display. when "Show Details" link is disabled, it means current page is showing details.

DE41957

Form Field Misalignment in Service Catalog 17.1.

Steps to reproduce the issue:

1. Log in to Catalog <http://balch03-f13779:8080/usm/wpf> spadmin/spadmin.
2. Go To Form Designer. Access Northwell --> Access-->MyAvatar (CVM) Access-->MyAvatar_Access_Auditor and note the alignment of the fields. Manager and Alternate Contact.
3. Now goto the catalog Home--> Requests and subscribe to the request you see that the dropdowns are outside the margin of the form and the display is jumbled.

DE41967

SLCM-17.1.0.1- 17.1 rollup1 patch broke jQuery click () Method on radio button.

Steps to reproduce the issue:

1. Login catalog 14.1 : <http://yanji03-e2709:8080/usm/wpf> spadmin/spadmin.
2. Go to Forms -> 'Jing_Test' folder -> locate 'test_radio_button' form , click 'click here to select radio2' label, you will see radiio2 radio button is NOT selected and onClick event is NOT fired accordingly either.
3. Login catalog 17.1 with rollup1 applied : <http://yanji03-e6055:8080/usm/wpf> spadmin/spadmin.
4. Do same mentioned in step 2 above , yo uwill see the radio 2 radio button is selected but on Click event is NOT fired anymore.

DE42007

SLCM-Business Unit Custom Data Fields Saving Incorrectly.

Steps to reproduce the issue:

1. Copy %USM_HOME%\view\webapps\usm\locale\icusen\custom.xml to %USM_HOME%\filestore\custom\locale\icusen\custom.xml.
2. Edit the copy to make a field in the Tenant section visible, as per the documentation: <https://docops.ca.com/ca-service-management/17-1/en/building/building-ca-service-catalog/add-custom-fields-to-the-user-interface>.
3. Clear translets and restart to pick up the change.
4. Go to Administration > Business Units and edit one of the BUs.
5. Enter a string in the new custom field that contains a space character, then save the change.

DE42012

SLCM 17.1.0.1-Javascript to set min date no longer works.

Steps to reproduce the issue:

1. Access catalog 14.1 URL: http://yanji03-e2709:8080/usm/wpf_spadmin/spadmin.
2. Go to Forms , locate 'test_date' form under 'Jing_Test' folder . Pick up a date value from calendar into Date_1 field . You will see this date value is set as minimum date for the Date_2 field since you attempt to pick up a date for the Date_2 field , all the days prior to this minimum date are greyed out and you cannot pick.
3. This same form was imported into catalog 17.1 env : http://yanji03-e2932:8080/usm/wpf_spadmin/spadmin. try the same, you will see the Date_2's date picker calendar is not greyed out accordingly based on the Date_1's value.

DE42034

SLCM 17.1.0.1 - the first character entered doesn't select the first correspondence in the list.

Steps to reproduce the issue:

1. Create a simply select dropdown , which is pulling the data from database in a form.
2. Have a service offering use that form.
3. Raise a request to that service , and in select dropdown field , enter one first one charactor in it, search as you type is working , but with only one first charactor , the dropdown list search result is incorrect.

DE42045

On copy of a request, the submit button does not refresh which allows you to submit request again.

Steps to reproduce the issue:

1. Open a request based of the service Virtual Server Requests.
2. Then copy the request that was created and then save the copy.
3. Submit the request that was just copied and saved, and you would notice that you would still the submit request button in the screen.
4. Hit the refresh button and the submit request button is not seen.
5. Please note this behavior is noticed by all the roles

DE42048

Error trying to copy a request with more than 1 service in the original

Steps to reproduce the issue:

1. Login as spadmin/spadmin.
2. Open the request 17242.
3. Click on the copy button.
4. You get the following alert Message. Only one service is allowed in a request. The request cannot be copied, please check catalog configuration. with the OK button.
5. Verified that the Allow Only One Service Per Request = No in the Catalog --> Configuration--> Request Management Configuration.

DE42049

srvc in 1 rqst - one completed, one cancelled - cancelled request removed when request cancelled.

Steps to reproduce the issue:

1. Login as spadmin/spadmin.
2. Submit a service with 2 services.

3. When they both get to Pending Fulfillment - mark one service Fulfilled and the other Fulfillment Cancelled.
4. The overall status goes to Completed.
5. Now click the Cancel Request button.
6. The request that was completed gets marked Cancelled/ pending cancellation.
7. The request that was marked Cancelled is gone.

DE42058

CATALOG_17.1.RU1_Select box does not populate options after appearing.

Steps to reproduce the issue:

1. Log into Catalog 17.1 RU1 <http://oyapa01-v5240:8080/usm/> > Home > Requests > not Categorized > 1_test_juan_Carlos.
2. Select radio button "Reportar un Incidente" > Select in select box: Tipo de Servicio: Internet > a new select box is displayed named "Incidente" but this does not show any option in the list.

DE42089

Permissions Error in IE for Catalog Administrator.

Steps to reproduce the issue:

1. Import this policy file into EEM with the safex command
[ftp://supportftp.ca.com/0186177/01121532/files_from_customer/EEM Policy.zip](ftp://supportftp.ca.com/0186177/01121532/files_from_customer/EEM_Policy.zip).
2. Create (or give) a user with the Catalog Administrator role.
3. Log in as that user, and go to the Catalog tab.
4. On Chrome, this takes you straight to the Form Designer, where you cannot access elements of the Catalog tab. But in IE you just get a blank page below the menu block.

DE42094

SLCM -17.1.0.1-Spacing off between two columns.

Steps to reproduce the issue:

1. Log in to catalog 14.1: http://yanji03-e2709:8080/usm/wpf_spadmin/spadmin.
2. Go to Home -> Requests -> under "Not Categorized" folder, locate the form "Company Car" service " , raise a request to it.
3. In 'Additional Destinations:' , click "yes" radio button , it will show the two column sets : on the left , it is a list of text fields and on the right it is select fields . they display neatly and correctly.
4. On the catalog 17.1 (with rollup1 applied already) http://yanji03-e6055:8080/usm/wpf_spadmin/spadmin.
5. To the same to the exact same service offering, you will see this display problem.

DE42099

SLCM-17.1.0.1-Label of text field runs outside of the Field Set box.

Steps to reproduce the issue:

1. Access catalog 17.1 (it has rollup1 + T6D9376 applied) URL by using IE browser :
http://yanji03-f2935:8080/usm/wpf_spadmin/spadmin.
2. Go to Home -> Requests -> Federated Services -> Security -> raise a request to 'Create Generic User ID' service offering.
3. Click Vendor radio button.
4. Click 'Security Information' tab , you will see the word 'used' is pushed outside of the Field Set box (The Field Set Box on the left side.

DE42101

SLCM-17.1.0.1- Mouse pointer does not turn into hand with point finger on Page form components.

Steps to reproduce the issue:

1. Access catalog 14.1 env : <http://yanji03-e2709:8080/usm/wpf/spadmin/spadmin>.
2. Go to Home -> Requests-> go to "Not Categorized" folder -> locate a service called 'Create Generic User ID' -> raise a request to it.
3. Click "Vendor" radio button , you will see the page with a couple of tabs . Hovering mouse over each tab, you will see a hand with a pointy finger.
4. Now access catalog 17.1 env : <http://yanji03-f2935:8080/usm/wpf/spadmin/spadmin>.
5. Go to Home Requests -> go to "Federated Services" folder -> "Security" folder -> locate 'Create Generic User ID' service . raise a request to it.
6. Click "Vendor" radio button , you will see the page with a couple of tabs . Hovering mouse over each tab, you will NOT see a hand with a pointy finger anymore , instead , you will see the text gets a line under it to make it look like a link.

DE42114

Script function is not working for USS.

Steps to reproduce the issue:

1. Login to Catalog and navigate to Home -> Request -> Lando Forms and select "LANDO_USS_script_test" offering.
2. Once the request is submitted, it goes to "Pending Action" list.
3. Go to the list of Pending Actions, open the recently requested offering and select "Approve/Reject".
4. In the approval page, select "Approved" from the drop down list and click 'Save'.
5. A popup message will appear saying "Function WORKING, showing hidden field" and a hidden field will be shown called "Txt_hidden".

DE42161

Forms JavaScript show/hide based on other value is not working on load of form.

Steps to reproduce the issue:

1. Login to the service catalog ui as a spadministrator role UI for Service Catalog <http://balch03-e5265:8080/usm/wpf?>
2. Go To Home --> Requests--> Federated Services-->Security > Create Generic User ID And select Vendor in the Generic User ID Types.
3. Generic User ID Information: "Reason document is not attached" should be hidden on load. If you click on the fields that are supposed to be hidden when the form initially loads, they will actually hide themselves.
Security Information: Multiple fields in column two are not showing up.
Additional Security Information: Fields in both columns are not hiding.

DE42162

Events-Rules-Action - search issues.

Steps to reproduce the issue:

1. Click on Events-Rules-Actions.
2. Click on Request/Subscription Item Change.
3. Click the magnifying glass to do the advanced searching.
4. Leave it searching Name and enter the letter z in the search field and click Enter.
5. Now enter the word laptop and click Enter
ISSUE #1 - the blank line and the search for z is not showing up – guessing this is the blank line

2. The result set from the search looks correct – everything has a z or the word laptop in the name
6. Now enter the word package and click Enter to narrow it down the results even more
ISSUE #1 (again) – another blank line added and the search for both z and laptop are not showing
ISSUE #2 – The result set does NOT appear to be correct as there the last entry doesn't have the word laptop.

DE42167

Presentation text - unordered list issue with IE11.

Steps to reproduce the issue:

1. Open an Internet Explorer 11.0 and make sure the browser language settings is set to Canadian French. login to service catalog UI <http://balch03-e5265:8080/usm/wpf>.
2. Go to Accueil > Sans catégorie > Testing overview.
3. Then you notice The text and the "dot" stick to the margin (left edge).
It is supposed to make an empty space on the left before the dot, but it is not.
4. There is indentation for the unordered list in the chrome the problem is only noticed in Internet Explorer 11.0.

DE42183

Text area not showing full height.

Steps to reproduce the issue:

1. Access catalog 17.1 URL via IE browser: <http://yanji03-e2932:8080/usm/wpf/spadmin/spadmin>.
2. Raise a request to "AAA_test_text_area" service offering (this offering is under "Not Categorized" folder , you will see the problem about "Text Area" field.
the form this offering used is "test_area_jing_1" form under "Jing_Test" folder.

DE42290

Label click and select dropdown field in the form disabled in 'approval request' page of USS Portal.

Steps to reproduce the issue:

1. A catalog portal via catalog URL: <http://yanji03-e2709:8080/usm/wpf/spadmin/spadm>.
2. Raise a request to service offering "EASy_Jing" under Not Categorized folder.
3. Copy the following string into the text field :
~Alan^Harris^^^AA^mamama^0^EASy^7/14/2018^11/14/2018^ii-corpnet.com\jbaro^10001-Corporate Headquarters^101300-RSS
Hawaii^II~Bob^Hughes^^^Managaer^0^EASy^7/14/2018^11/14/2018^ii-corpnet.com\jbaro^10001-Corporate Headquarters^101300-RSS Hawaii^II.
4. You can click "Click here to show the user details" label, it will render the string above as a HTML table in browser.
5. Select a value in select dropdown, and then submit this request.
6. This request will be assigned to spadmin.
7. Then click "Perform Action" button to perform "Approval/Reject" action, it will take you to "Approve Request" page . In that page , as the approver , you can click that label link , and also select the select dropdown field in the form . In other words , the fields in the form are editable . The catalog portal is fine here.
8. Now access USS portal via the following URL: <http://yanji03-e2709:8686/spadmin/spadmin>.
9. Try to perform/reject action on that request via USS portal, you will see all those fields (label , select dropdown , text field) cannot be edited anymore for the approver.

DE42295

17.1.RU1 Service Catalog Dropdown Leading-Space issue.

Steps to reproduce the issue:

1. Open the Chrome browser.
2. Hit the bookmark for Service Catalog (SSO login).
3. Open the Catalog tab and select/open an offering.
4. Click on any of the drop down lists of the offering and see a list of values without a leading-space.
5. Open the Home/Requests page.
6. Select NETGAIN 17.0/748314.
7. Open dropdown for 'Landsting'
Each value in the list shows a leading-space-area
Client wants/needs this to be removed (as on the lists of steps 3).

DE42455

\$\$ Causes NIL value in Select Box.**Steps to reproduce the issue:**

1. Create a form with a Select box where the value of one of the options is \$request_id\$.
2. Create an action that calls a PAM SRF that passes \$form_data_sd\$ or \$form_data_sd_row\$.
3. When you look at the passed parameter in the PAM process instance, you will see that the ID of the request is shown, rather than the string.

DE42468

SLCM 14.0.5-PSA not save the customized status during approval/reject.**Steps to reproduce the issue:**

1. Login catalog GUI: <http://yanji03-e2709:8080/usm/wp>
userid : ca.com\samsr03
password : samsr03's CA domain password.
2. Raise a request to "Purchase Space Agreement" offering.
3. Do assignPendingAction() web service call to assign 510 statuses to this request assign it to CA.COM\samsr03.
4. Then perform approval action by picking up "Resort Sales VP Approval Granted" and click "save" button . this status will be saved but in usm_request_pending_action table , the corresponding entry's status remains as 1.
5. In step 3) above , if it is assigned to ca.com\samsr03, and then perform the same approval action on this request , the corresponding entry's status in usm_request_pending_action table will be 2 (completed by other user)

DE42541

text area height not working in IE.**Steps to reproduce the issue:**

1. Login to catalog on IE (the client can reproduce on both Chrome and IE, but I only saw it on IE).
2. Edit any form that has a text area and adjust the height variable to make it larger.
3. You will see the reserved space for that area increase but the actual box where you can enter text does not increase.

DE42614

Reports missing start-end dates in views.**Steps to reproduce the issue:**

1. Login to catalog 14.1 version + CP05 patch level.
2. Go to Administration Tab - Report Builder - Data Views.
3. Expand Catalog Folder - Click on Request Fulfillment view.
4. Enter the required parameters and click OK.

5. A report is generated with title "Request Fulfillment - ? to ? (Durations in Days Hours: Minutes)".
Note the missing start date and end date replaced with "?" marks.

DE42632

SLCM 17.1.0.1-When ca_fdSelectCheckBox is executed on a checkbox, onChange event does not register the change.

Steps to reproduce the issue:

1. Create a form with checkboxes in it.
2. In js code , ca_fdSelectCheckBox() to select/check a checkbox . With that , it is supposed to trigger that checkbox's onChange even . It doesn't happen anymore in 17.1.

DE42663

CATALOG_17.1_RU1_Extra unnecessary space when displaying items in a select box.

Steps to reproduce the issue:

1. Log into <http://rojo01-e15940:8091/usm> as spadmin/Riota001.
2. Home > Requests > test2 > test2 > Expand Select box. See the extra unnecessary space displayed below the options.

DE42664

CATALOG_17.1_RU1_Submit button gets grayed out after clicking on it and missing attachment.

Steps to reproduce the issue:

1. Log into Service Catalog 17.1 RU 1.
2. Home > Service Offerings > Select Offering > Definition tab > Edit Service Option > Check "Attachment Mandatory".
3. Create a request using the offering above and miss the attachment. See the error message at the top with "To submit this request, you must add an attachment to the service option(s) . Use the Attachment icon of the service option" and the submit button is grayed out.

DE42706

Dual List broken in 17.1 ru1 with 6D9380

Steps to reproduce the issue:

1. To reproduce you can create a form with a dual list and create static options under it (I used one, two, three, four).
2. In form designer if you now select an item in the box on the left and click the arrow to move it to the right, it moves the wrong item over.

DE42717

SLCM 17.1.0.1-Service Catalog 17.1.0.1 Table Error.

Steps to reproduce the issue:

1. Access catalog URL: <http://yanji03-e6055:8080/usm/wpf> spadmin/spadmin.
2. Go to Catalog -> Forms -> "Windows 7 Reimage V2" folder -> locate "Windows 7 Reimage V2" form, it will error out immediately.

DE42722

Hidden form fields are not saving in the database.

Steps to reproduce the issue:

1. Login as spadmin/spadmin: <http://balch03-e5265:8080/usm/wpf>.

2. Then go to requests and Subscribe to Home--> Requests--> Hidden Field and Select Hidden Field Populated And populate the look up filed and after the request is created the hidden fields are not populated.
3. Repeat the same test again by going to Home--> Requests--> Hidden Field and Select and then make sure you check the check box that displays the hidden fields and then populate the lookup the hidden fields are populated.
 - a. If yes, state the scenario, conditions, and steps to reproduce the issue in-house.
 - b. if applicable, provide environment where issue was reproduced.

DE42802

SLCM -17.1 catalog GUI display fuzzy with text front in Chrome.

Steps to reproduce the issue:

1. Login into catalog 17.1 GUI , in request view page , comparing the service offering/folder names display between IE and Chrome.
2. I will attach the screenshot jing_17.1_env_IE(left)_Chrome(right).gif screenshot. the left side is IE display and the right side is Chrome display.

DE42803

SLCM-17.1.0.1-Overview text is not hide anymore once you wrote something in it.

Steps to reproduce the issue:

- 1- Chose a service without text in overview (overview section is not there. When raising a request to it . it hidden).
- 2- Put text in presentation section of a service and save it (with localize).
- 3- Check you service, the overview text is now there with the text you wrote previously.
- 4- Delete the text in localize AND also the text in the default and save.
- 5- You same service without text now has the overview section in the top and it is blank.

DE42832

Fields hidden through functions show up again in cart and prevent submission.

Steps to reproduce the issue:

- 1- Reproduced on: <http://balch03-e5265:8080/usm/wpf/spadmin/spadmin>.
- 2- Create a request for "Modify Firewall Settings" and choose the first option for a permanent change.
- 3- There is an "end date" field which is hidden by the script so will not be shown. However if you add this to the cart and then try to submit it, it will not let you because end date will be shown and it's a required field.

DE42835

Script Field Not Saving.

Steps to reproduce the issue:

1. Login as spadmin/spadmin System details: balch03-e5265 Administrator/interOP@5265 <http://balch03-e5265:8080/usm/wpf>.
2. Go To Form Designer, Form --> MGM Custom Forms--> Business Services --> Expenditure Requests --> PSD Requests
3. Then Click on the script and make sure that you have the following in the script


```
alert:function()
{
  alert("HERE");
}
```

 save it and then click on the check box FB to invoke the alert function on click and then you will see the alert with message HERE and then go to the script editor again and then make the following changes to


```
alert:function()
{
```

```
alert("THERE Change ");  
}
```

4. Save the script and then Click the FB check box and still you will see the text in the alert popup as HERE and not THERE Change.

DE42847

Catalog_14.1.05_PAM process stops after Request is cancelled.

Steps to reproduce the issue:

1. Logged to Catalog (14.1.05) environment.
2. Create a request where the approval process is set to - workflow driven approval process.
3. Submit a request and ensure that the pam process is triggered using the tracking tab.
4. Check the current status of catalog request and as well as PAM process in tracking tab.
5. Cancel the request in catalog and check the status in both applications.
6. Catalog request is in cancelled status and also the PAM process is set to 'Aborted' in Tracking tab.

DE42942

Mouse over Data Object Name no longer shows the ID.

Steps to reproduce the issue:

1. Login to Service Catalog <http://balch03-e5265:8080/usm/wpf> as spadmin/spadmin.
2. Go To Administration--> Report Builder --> Data Objects.
3. Click on the List View.
4. Hover the mouse over the data object name it does not show anything.

DE43002

'Copy' request button is not working as expected.

Steps to reproduce the issue:

1. Click "Copy" and give the new request name.
2. On the subsequent screen it now says "Confirmation: Request copied successfully. Please review the request and submit it."
3. Click "Submit Request".
4. I receive a pop-up telling me that "Your request is placed successfully and is under process:" followed by the name and ID of the new request.
5. I am then taken back to the front page of the Request Catalog. However, if I find the request ID, it is still in Not Submitted status and I need to find the request and click "Submit Request" a second time.

DE43119

Ca_fdAddTableRow doesn't work with dropdown fields.

Steps to reproduce the issue:

1. Login to the Service Catalog UI <http://balch03-e5265:8080/usm/wpf?Node> Credentials: spadmin/spadmin.
2. Go to Home --> Requests --> Not Categorized --> addTableRowTest.
3. Click on the button Select 1 button and you notice that a row is added with the number equivalent for the select button selected.

DE43120

Labels for text areas are not displayed properly when the field is in a column in a field set.

Steps to reproduce the issue:

1. Login to the Service Catalog UI <http://balch03-e5265:8080/usm/wpf?Node> Credentials: spadmin/spadmin.

2. Go to Home --> Requests --> Not Categorized --> Create Emergency Change Order Notice in the Description fieldset.
There is a huge space between the label Description and the actual Text Area.
There is a huge gap between the label Implementation Plan and the actual Text Area.

DE43121

UI doesn't change when input fields are disabled/enabled.

Steps to reproduce the issue:

1. Login to the Service Catalog UI <http://balch03-e5265:8080/usm/wpf?Node>
Credentials: spadmin/spadmin.
2. Go to Home --> Requests --> Not Categorized --> Create Emergency Change Order.
3. Fields Summary, Description, Implementation Plan, Rollback Plan, Category, Group, Assignee are disabled and is enabled based on the value yes in Freight Stopped or Imminent Value. However looking in the UI when the forms load there is no way to know whether the fields are disabled or enabled
This is causing confusion and frustration among the end-users.

DE43204

On Change event for text area doesn't function properly.

Steps to reproduce the issue:

1. Login to the Service Catalog UI <http://balch03-e5265:8080/usm/wpf?Node>
Credentials: spadmin/spadmin.
2. Go to Home --> Requests --> Not Categorized --> Testing overview.
3. Start typing in the Text area and you get the alert popped up before the user exits the text area.

DE43291

CATALOG_r17.1.01-JavaScript incompatibility after upgrade from version 14 to 17.1.01.

Steps to reproduce the issue:

1. Import the offering sent by customer.
2. Log a SC against the imported service offering and note the following unexpected behavior.
 - a. Some fields cannot be edited even though the fields are simple text fields and not marked as read only.
 - b. Some data grids do not populate. It is as though the code does not get called at all.

DE43357

Services are not showing for all users.

Steps to reproduce the issue:

1. Go to Service Designer.
2. Click on the Service Ezpay Ticket.
3. Click on Definition it is blank. You Do not see any service option.
This behavior is observed after the customer try to reset the permissions on this Service.
4. However, if you go to the Edit Offering Selection you see that the Service Option GAA Exception Reasons is selected. We believe that if this problem is fixed that the service will be shown for the user in the sub business Unit.

DE43392

Predefined JavaScript function not working for Data Object-based Select.

Steps to reproduce the issue:

1. Log in to <http://lamia01-i10695:7080/usm/wpf> as spadmin.
2. Go to the service offering 'case01169819' in 'Not Categorized'.
3. Select a Product Type of Unix and a Request Type of Delete Engineer.

4. The select field appears, is automatically populated, and an entry selected from it.
5. This time, select a Product Type of Wintel and Delete Engineer again.
6. The second version of the select field will appear, with no parameter passed to the Data Object. Instead of being populated, the list hangs in "loading" and the browser debug console reports the following error in angular.js:
 angular.js:1 TypeError: Cannot read property '\$select' of undefined
 at SelectController.js:157
 at gv (angular.js:1)
 at angular.js:1
 at gA.\$eval (angular.js:1)
 at gA.\$digest (angular.js:1)
 at gA.\$apply (angular.js:1)
 at gN (angular.js:1)
 at gH (angular.js:1)
 at XMLHttpRequest.gM (angular.js:1)

You can examine the form, called "ManageIACEngineers" under "ICS Managed Services" to see the difference between the two and try setting Eager to false which also works around the problem. Also note that the Report Data Object doesn't need to be passed a parameter; we're just passing an unnecessary value to work round the angular.js error.

DE43478

Selected Index not working in the form designer.

Steps to reproduce the issue:

1. Open form designer and go to any form that contains multiple components.
2. Cut one of the components and try to paste it to a different location in the same form or fieldset in order to reorder the components.

DE43974

CATALOG_17.1.RU1_Javascript validation fails when using ca_fdGetTextFieldValue (Issue is related to lookup field).

Steps to reproduce the issue:

1. Log into http://oyapa01-V5240:8080/usm > spadmin/spadmin
2. Go to Home > Requests > Not Categorized > 111Veeru > Click on the lookup field in the note section, next to "Seleccione un usuario para agregar a la lista" > Search for a user (spadmin) > Select radio button next to the user > Accept > The item should be added to table at the bottom using the "adduser" function (called onchange).

DE43975

CATALOG_17.1.RU1_ca_fdGetInsertedTableRows does not work as expected in 17.1 RU1.

Steps to reproduce the issue:

1. Log into http://oyapa01-V5240:8080/usm > spadmin/spadmin > Catalog > Form > Search for: RM_GA15_Trans_Centrales > Remove validation from script by commenting as below

```
// if ( (cedula_value != "") && ( nom_user_value != "" ) ){
ca_fdAddTableRow(nom_formulario, tabla_id,{ 'txt_nom_usu_tb' : nom_user_value,
'txt_cedula_tb' : cedula_value, 'txt_celular_tb' : celular_value } );

//}
//else{
//alert("Información de usuario no válida.");
//}.
```
2. Save Changes > Home > Requests > Not Categorized > 111Veeru > Click on the lookup field in the note section, next to "Seleccione un usuario para agregar a la lista" > Search for a user (spadmin) > Select radio button next to the user > it will be added to the table > add values for Cedula and Celular columns > Save > Click on Submit. The onsubmit will call check_Tabla function which has: var vector = ca_fdGetInsertedTableRows(nom_formulario, tabla_id);

```
if (vector.length<1){  
    alert("No se han ingresado registros en la Tabla, por favor verifique");  
    return false;  
}  
See that vector.length is always 0 unless you add a row manually to the table.
```

DE44011

Ticked Checkbox Prevents Submit.

Steps to reproduce the issue:

1. The ixutil_service_testcase.xml, attached to the case. It's a minimal version of the problem, with three checkboxes:
 - a. "Check Box" - checkbox with the value "value" that works well.
 - b. "Overwrite File?" - checkbox with the value "true" that causes the error.
 - c. "Check Box 2" - checkbox with the value "false" that also demonstrates it.
2. When clicking to place the service in the cart with either of the latter two boxes checked, the problem occurs.

DE44121

SLCM 17.1- Character changes on save from, to ~~ on save.

Steps to reproduce the issue:

1. Access catalog 17.1 system: <http://yanji03-e2932:8080/usm/wpf/spadmin/spadmin>.
RDP access yanji03-e2932: its local administrator password is interOP@2932.
2. Raise a request to "BusinessCriticalChange_Jing" service (under "Not Categorized" folder) .
Note : the form it is used is Forms -> "Wellcare_Forms" -> "testingSelectForWellCare" form
Report Object is "testingJingShawn01187084" under default folder of report data object.
3. In Requester select dropdown field , type yang , select " Yang,Jing(yanji03)" in it and submit the request.
4. After submitted, you will see that the selected " Yang,Jing(yanji03)" was changed as " Yang~~Jing(yanji03)".

DE44200

SLCM-17.1.0.1-Character changes from , to ~~ on emails.

Steps to reproduce the issue:

1. Access catalog 17.1 system: <http://yanji03-e2932:8080/usm/wpf/spadmin/spadmin>
RDP access yanji03-e2932 : its local administrator password is interOP@2932.
2. Go to Administration -> Users -> locate the user spadmin , edit it and change its email address from yanji03@ca.com to your CA email account , so that you can get catalog request approval notification email.
3. Raise a request to "BusinessCriticalChange_Jing" service (under "Not Categorized" folder) .
Note : the form it is used is Forms -> "Wellcare_Forms" -> "testingSelectForWellCare" form
Report Object is "testingJingShawn01187084" under default folder of report data object.
4. In Requester select dropdown field, type yang, select " Yang,Jing(yanji03)" in it and submit the request.
5. After submitted, you will see that the selected " Yang,Jing(yanji03)" can display correctly now in catalog GUI. But in the approval notification email you received, " Yang,Jing(yanji03)" changes to "Yang~~Jing(yanji03)".

DE44279

Hidden Radio Buttons Take Up Space.

Steps to reproduce the issue:

1. Go to <http://lamia01-i10695:7080/usm/wpf> and log in as spadmin.

2. Go to Home > Requests.
3. Go to Not Categorized > Case01191473
Observe that the second radio item in the form is hidden, but still takes up space.

DE44281

Calendar Field onValidate Function Not Called.

Steps to reproduce the issue:

1. Go to <http://lamia01-i10695:7080/usm/wpf> and log in as spadmin.
2. Go to Home > Requests.
3. Go to Not Categorized > Case01194568.
4. Select a date with the date picker - the JavaScript onValidate function is not triggered.
Type a date in the field manually; at every key press the Alert is triggered by onValidate.
Select a date with the picker again - still no onValidate trigger fired.

DE44291

SLCM -17.1.0.1 - Tooltip Text Prevents Field Entry via IE browser.

Steps to reproduce the issue:

1. Access catalog 17.1 URL by using IE browser: <http://yanji03-e2932:8080/usm/wpf> (spadmin/spadmin).
2. Go to Catalog -> Forms -> "xAutomationTeam" folder -> "Robert" folder -> locate "Copy of SAR Online Retention" form -> locate the "Request ID (type here or attach list below)" text field , put the mouse cursor over the field , you will see input box is blocked by the tooltip information and the user cannot enter text.

DE44435

Functions in onChange attribute on radio buttons are not working.

Steps to reproduce the issue:

1. Create a form (I used "test_radio_change" in my test box) and add a radio button group with 2 radio buttons.
2. Select the radio buttons and in onChange put alert("test").
3. In the form, click back and forth between the two radio buttons and you can see the onChange action is not being run when the button selection is changed.

DE44443

SLCM 17.1.01 ~~ on database.

Steps to reproduce the issue:

1. 1. access catalog 17.1 system :<http://yanji03-e2932:8080/usm/wpfspadmin/spadmin>.
2. Raise a request to "BusinessCriticalChange_Jing" service (under "Not Categorized" folder) .
Note :
the form it is used is Forms -> "Wellcare_Forms" -> "testingSelectForWellCare" form
Report Object is "testingJingShawn01187084" under default folder of report data object.
3. In Requester select dropdown field , type yang , select " Yang,Jing(yanji03)" in it and submit the request.
4. After submitted , check the MDB :
1) do query : select * from usm_subscription_detail where request_id=
2) get its form's subscription detail id from the query result above and then do
select * from usm_request_item_form where subscription_detail_id=< its form's subscription id
you will see the selected value in select dropdown filed , comma is saved as ~~ incorrectly (in form_elem_value column).
5. Subsequently , if you do "getFormRateItemValues" web service call to it , the return soap response will have comma change as ~~.

DE44513

Duplicate show/hide details header showing in cart.

Steps to reproduce the issue:

1. Access catalog URL: http://yanji03-e2932:8080/usm/wpf_spadmin/spadmin.
2. Go to Requests, raise a request to OOTB "Recover Mailbox" offering (under IT Support Services > Email folder) , add it into cart.
3. Check the Cart, you will see this problem.

DE44529

SLCM 17.1.0.1- Rule When Status is Canceled for a Request is not firing after 17.1 upgrade.

Steps to reproduce the issue:

1. access catalog URL: http://yanji03-e2932:8080/usm/wpf_spadmin/spadmin.
2. Go to events-rules-actions -> Request Change -> locate 'When Status is Canceled for a Request' rule. It is enabled.
3. In its Rule Details, it has an action called "send_email_to_jing" , click its edit icon . change "To" field from yanji03@ca.com to your CA's email address so that the email will send to you.
4. find a request and click "cancel" button to cancel that request , you will see that you will not get the email , i.e. 'When Status is Canceled for a Request' is not firing here.

DE44634

SLCM-17.1.01-select dropdown field label in column layout issue in the form.

Steps to reproduce the issue:

1. Import their "HealthPay 24 Access" service (exported file "Healthpay.zip" is uploaded in defect) to catalog 14.1 system and catalog 17.1 .
2. Raise a request to "HealthPay 24 Access" service (under Application Services) , you will see :
 - 1) on catalog 14.1 system , the select dropdown manager field is aligned in one line with "Alternate Contact" select dropdown field.
 - 2) on catalog 17.1 system , the select dropdown manager field is NOT aligned in one line with "Alternate Contact" select dropdown field.

DE44636

SLCM -Erratic spacing in 17.1 (cosmetic issue).

Steps to reproduce the issue:

1. Access catalog 14.1 system : http://yanji03-e2709:8080/usm/wpf_spadmin/spadmin.
2. Raise a request to "HealthPay 24 Access" service (under Application Services) , in "HealthPay Employee Information" section, you will see that the space between each field is pretty even.
3. Catalog 17.1 system : http://yanji03-e2932:8080/usm/wpf_spadmin/spadmin do the same and the same form , you will see that the space between each field is very erratic.

DE44680

JavaScript not clearing radio buttons when in columns

Steps to reproduce the issue:

1. Go to Home --> Requests--> Not Categorized --> Northwell TEST 2.
2. In the User Provisioning Section of the form the radio buttons should be hidden on form load and should load only when the appropriate check box is checked.
3. Once you select the check box and select a radio button and when you uncheck the check box the radio button is not getting cleared. The same form works fine on 14.1 the radio button gets cleared when we uncheck the check box in the same row.

DE44682

Service Catalog form issues.

Steps to reproduce the issue:

1. Go to Home --> Requests--> Not Categorized --> Northwell TEST 4.
2. Based on what is selected in the Application Select box the appropriate fieldsets should be displayed on the form.
3. But all the fieldsets are displayed regardless of what is selected in the Application Select box. The same form works fine on 14.1 the radio button gets cleared when we uncheck the check box in the same row.

DE44684

Catalog 17 - when the label on a select box is large and wraps it knocks out the alignment.**Steps to reproduce the issue:**

1. Go to Home --> Requests--> Not Categorized --> Northwell TEST 1.
2. In the Contact Information section review the select box label Northwell Email Address: the select box is shifted downwards. Column alignment off when label wraps.

DE44718

SLCM 17.1.0.1-Javascript Hidden Select fields in Columns not hiding 17.1.**Steps to reproduce the issue:**

1. Access catalog 14.1 system : <http://yanji03-e2709:8080/usm/wpf/spadmin/spadmin>.
2. Raise a request to "testing_FSC Edit_form" offering (its is under 'NORTHWELL _HEALTH_Cases' folder).
3. Upon form load , in 'FSC Edit Request Form' field set , there is a select dropdown field called 'Add to Soarian' . Next to it on the right, it has a select dropdown field which is not showed up because it is hidden by the onload js function . It works perfectly fine here on 14.1 system.
4. Access catalog 17.1 system : <http://yanji03-e2932:8080/usm/wpf/spadmin/spadmin>.
5. Raise a request to the same "testing_FSC Edit_form" offering (it is under 'NORTHWELL _HEALTH_Cases' folder).
6. Upon form load , in 'FSC Edit Request Form' field set , there is a select dropdown field called 'Add to Soarian' . Next to it , on the right , it has a select dropdown field called 'Soarian Payer: ' shows up . 'Soarian Payer: ' select dropdown field is supposed to be hidden by the js function but it doesn't.

DE44788

SLCM -17.1 Lookup field's disable attribute issue.**Steps to reproduce the issue:**

1. Access catalog 17.1 URL : <http://yanji03-e2932:8080/usm/wpf/spadmin/spadmin>.
2. Go to Home -> Requests -> TEST_MGM -> locate offering "MGM_01208883".
3. Raise a request to the offering "MGM_01208883" . In "Lookup Field :" field , click searching glass icon , and type my userid yanji03 to do search , and select 'Jing Yang' into the lookup field.
4. Submit the request . The request will go to "pending approval" status , and it is assigned to spadmin.
5. In this request's detailed page , click "Approve/Reject" button to try to approve or reject it . In Approve Request page , click "Show Details" to see the detail of this request , and then click "Lookup Field" 's search glass icon , search and select spadmin user to change the "Lookup Field" 's value to spadmin user , but it cannot be changed even though "Lookup Field" 's disable attribute is set as false (Note : the form used in this offering is at Forms -> TESTING_Jing -> "LookupField_testing" form.

DE44818

SLCM -17.1- onKeyUp event and get text field value correlating issue.**Steps to reproduce the issue:**

1. Access catalog 14.1 env : <http://yanji03-e2709:8080/usm/wpf/spadmin/spadmin>.
2. Go to Catalog -> Forms -> "Jing_Test" folder -> locate test_text_pier form.
3. In this form , there is one text field and one label field . Typing the characters into that Text Field . As you are typing , you will see the label will show the characters' number that you input . The number is increasing as you are typing.
4. Now , the exact same form was imported into 17.1 env : <http://gopas01-ews3920:8080/usm/spadmin/spadmin>.
5. Locate the form test_text_pier , do the same to type the characters into the Text Field there . As you are typing, you will see the label will show the characters' number that you input is 0 and this number doesn't increase as you are typing.

DE45113

SLCM 17.1 -Error while invoking onload function: ca_fd.js.onLoadFunc().

Steps to reproduce the issue:

1. Access catalog 17.1 GUI: <http://yanji03-e2932:8080/usm/wpf/spadmin/spadmin>.
2. Raise a request to "JC_Offering" offering (it is under "Not Categorized" folder) , you will see the form's onLoad event triggered (alert message from JS script shows) and click "TestButton" , it can also trigger the alert message as expected.
3. Then, click "Approval/Reject" button in this request to reject it.
4. After being rejected, open this request's detail page, form's "onLoad" event is still be able to be triggered as expected, and click the "TestButton" button it is still working as expected.
5. Now access USS GUI: <http://yanji03-e2932:8989>.
6. Do the same thing above from step 1 to 4, you will see: after the request is rejected, when you open the request's detail page , you get the error message "Error while invoking onload function: ca_fd.js.onLoadFunc()".

DE45586

Widgets: Unable to add notes and Attachments while creating request either from USS or widgets.

Steps to reproduce the issue:

1. Login to USS as spadmin/casadmin.
2. Navigate to Home >> Select "Report an issue" offering
Enter all the required fields, add notes and attachments and then click on submit button and verify.

DE39699

Requests with status 101

Steps to reproduce the issue:

Take cluster environment with more than one node, start creating/updating requests. Start restarting nodes one after other, after that any request created is moving to "not submitted" state (status 101). And getting the below error: com.microsoft.sqlserver.jdbc.SQLServerException: Violation of PRIMARY KEY constraint 'XPKusm_subscription_detail'. Cannot insert duplicate key in object 'dbo.usm_subscription_detail'. The duplicate key value is (51739). at com.microsoft.sqlserver.jdbc.SQLServerException.makeFromDatabaseError(SQLServerException.java:21at

com.microsoft.sqlserver.jdbc.SQLServerStatement.getNextResult(SQLServerStatement.java:1635).

1. a. Take cluster environment with more than one node, start creating/updating requests
b. Take usm_subscription_detail table for reference since it creates more rows for each request creation & change.
2. Observe how the usm_lastid table is populated with lastId value and the Id ranges for requests created/updated using both the nodes.
3. Create/change requests till both the nodes completes the buffer range and gets new chunk and observe new buffer range & lastId value.
4. Re-start node1 and starts creating/updating requests.

5. Re-start node2 and starts creating/updating requests.
6. Repeat steps 4 & 5 for 3 to 4 times and create/update requests in between.
7. Observe the requestIds created in all the above scenarios, this is the only Id we exposed to customer in the Service Catalog Application.

DE40572

Dashboard report is showing a UUID now.

Steps to reproduce the issue:

1. Login to catalog.
2. go to Administration then report builder.
3. Create a report object, ex: select id, name from ca_country.
4. Create a data view from above object selecting the table view and selecting id and name columns.
5. While creating click on column rules and for id column, select hidden as yes and save.
6. Save and click on publish to dashboard.
7. Add the created view to dashboard.

DE40573

Email on profileChecker action is sending invalid data.

Steps to reproduce the issue:

1. log-in into service catalog.
2. Under Administration->Event-rules-action->User Change->, created an email action (add the content mentioned in the defect in the email body).
3. Navigate to Administration->users-> search for a user & edit his/her profile.
4. You should receive email with proper values.
5. Now re-start the server.

DE40574

Gear icon showing over top of Column Header on Request home screen.

Steps to reproduce the issue:

1. Login to catalog.
2. Go to the requests tab
Note: catalog layout must be Request View.
3. In recent requests click on settings\gear icon below save button
add all columns and observe
Actual result: Gear should be visible normally.

DE40781

Problems (Job Title) in user profile.

Steps to reproduce the issue:

1. Login to Service Catalog.
2. Create 2 users contains backslash in userid e.g. - ADdomain\user1.
3. Then mention one ADdomain\user1 as the manager for ADdomain\user2 while creating user2 or in edit mode.
4. Then login with user2.
5. After successful login with user2 click for user profile from right top corner.
6. Click on edit profile button.
7. Not saving the data.

DE40889

Form validation: Default value of the fields is displayed instead of their Local value.

Steps to reproduce the issue:

1. Log in catalog.
2. Go to Home.

3. create a form with proper locale.
4. Add it to an offering with cart type.
5. Raise a request without filling any required fields.
6. Click on Check Out.
7. Click on the validation error message.
8. Then you will see the tool tip of the fields that are required are in French and not in English.
9. Even though the browser is set to English US.

DE41016

Administration > Configuration Options no longer in Alpha Order

Steps to reproduce the issue:

1. login to catalog.
2. go to Administration then Configuration section.
3. All the configuration should be sorted in alphabetic order.

DE41743

Catalog 17.1 - USS adds extra "-" on usm_request_item_form when TABLE element is used.

Steps to reproduce the issue:

1. login to USS and requests a Service that has a Table element on its Form the data introduced is stored correctly (and is shown correctly on the GUI).
2. Check the data "usm_request_item_form" table we can see that an additional "-" is added to separate the values in the field "form_elem_name".
Under normal circumstances,
1. when a user uses Catalog's UI to request a service with a table, the information is stored in MDB's table.
2. "usm_request_item_form", and when a Table element has a value the data from it is stored in the following format in "form_elem_name": TableID - FieldID - Row ID.
3. But when a request is created from USS, and additional "-" is added between the last 2 ID in the following format: TableID - FieldID - - Row ID.

DE41816

Select form component - When clicking the drop down, the first item in list is highlighted.

Steps to reproduce the issue:

1. Login to Catalog as spadmin.
2. Go to Catalog Tab > Forms Tab.
3. Create a Form and add a select component and add 3-4 options to it.
4. Hover on the options. (The color of the options is shown as grey color HEX CODE: #EEEEEE).
5. This is the same for multi-select as well.

DE42326

Catalog Web Service getRatePlanDefinition.

Steps to reproduce the issue:

1. Start SOAP.
2. Open URL <CATALOG URL>/usm/services to get list of webservices.
3. Click on wsdl link to get wsdl URL CatalogService.
4. Copy browser URL from step 3.
5. Create new soap project in SOAP.
6. Paste URL in dialog box, check option "Create sample request for all operations?" and click on ok button.
7. Navigate to Projects -> CaalogService?wsdl -> CatalogSErviceSoapBinding -> loginand click on Request1.

8. Right side panel modify following values `<userID xsi:type="xsd:string">?</userID>`
`<password xsi:type="xsd:string">?</password>` `<businessunit`
`xsi:type="xsd:string">?</businessunit>`to`<userID`
`xsi:type="xsd:string">spadmin</userID>` `<password`
`xsi:type="xsd:string">spadmin</password>` `<businessunit`
`xsi:type="xsd:string">ca</businessunit>`and click on "Submit request to specified endpoint
URL" button(Play button with green color).
9. Navigate to Projects -> CaalogService?wsdl -> CatalogServiceSoapBinding ->
getRatePlanDefinitionclick on Request1 and modify following values `<sessionID`
`xsi:type="xsd:string"></sessionID>` `<offeringID`
`xsi:type="xsd:string"></offeringID>` `<ratePlanID`
`xsi:type="xsd:string"></ratePlanID>`to `<sessionID xsi:type="xsd:string">token`
generated in steps 8`</sessionID>` `<offeringID`
`xsi:type="xsd:string"></offeringID>` `<ratePlanID`
`xsi:type="xsd:string">10016</ratePlanID>`
Problem
Bases on RatePlan ID Details must be fetch.
Request is executed successfully and following error is not shown in right most panel
Offering ID, , not found.

DE42833

Form select fields w/DOs aren't loading all the data at once and are very slow to scroll through.

Steps to reproduce the issue:

1. Create a from with single and multi-select Select field.
2. Create a report object for select filed.
3. Update Report / Pulign Id attribute of select box with report id created in step 2.
4. Right click on browser and select Inspect or Press F12 and click on network tab.
5. Click on down arrow of select box
Expected: Drop down is shown with 1st page data, In developer tools network call is displayed
forex: `http://hostname:8080/usm/wpf?Node=icguinode.getreportdataforselect&sh=LOFNQ2c`
`QiCbO5rMj8j5Iqx0wai0%3D`.
6. Click on down arrow or drop down to display 2nd page
Problem 2nd page is displayed quickly, and network tab does not show network call as mentioned in Expected results of step 5.

DE42944

Catalog_17.1.0.1_ Forms Search box lookup is not searching categories.

Steps to reproduce the issue:

1. Create a report object ca_country on ca_country table with following query and add search_query variable to filter results. `SELECT id, name FROM ca_country where name like '%%%search_query%%%'` .
2. Create a form with textfield and select fox.
3. In from designer edit options for selectfiled and set following values
Report/Plug-in Id = ca_country
Report/Plug-in variable = value of text field.
ex. `${{'search_query':ca_fdGetTextFieldValue(ca_fd.formId, 'txtf_1')}}`
and save the form.
4. Type 'India' in textfield and click on down-arrow of select field.
5. In select field type "Ocean".

DE43116

Unable to Suppress Name Field on Catalog Form.

Steps to reproduce the issue:

1. Under Catalog > Configuration > Request Management Configuration > Request General Information Column Configuration : remove the name from the selected options.
2. Under Catalog > Configuration > Request Management Configuration > Access Control: Show General Information and Selections in Catalog Item Details : Add all roles into the right side selected options.
3. Navigate to Home > Requests > : click on Application Hosting offering or any offering in that case and check the general information form section.

Actual Behavior:

Even though name is removed from the selected columns in configuration, we can still see the name field.

DE43208

New Errors in logs after upgrade to 17.1.

Steps to reproduce the issue:

1. Launch service catalog application.
2. Navigate to recent requests.
3. Then navigate to completed requests.
4. Then navigate to pending actions requests.
5. Then navigate to request search & search for few requests.

DE43212

Column width doesn't work and gets reset.

Steps to reproduce the issue:

1. Login to catalog.
2. go to forms.
3. Create a form with table.
4. Add more than 8 columns in that table.
5. Scroll bar is not displayed properly.

DE43401

17.1 Selected Index not working in the form designer.

Steps to reproduce the issue:

1. Create a form with one select filed and configure report data.
2. Set selected index to 1.
3. Refresh Form Designer.

Expected result

Selected box should show selected index value and console should not show any error.

DE44293

Display text naming showing when copying options.

Steps to reproduce the issue:

1. Login to Service Catalog.
2. Go to Catalog Tab.
3. Select Service Offerings Tab.
4. Select the Option Groups tab.
5. Select the option group.
6. Click on the definition tab.
7. Click on Create Copy for option.

8. Click on edit option for newly copied(new copied option).
9. Verify the option element.
Expected result
Display Form Name check box should not be selected.

DE44561

Catalog_17.1_Select component configured as search/dropdown - it does not display list when in search mode.

Steps to reproduce the issue:

1. login to catalog.
2. Create a form with a select box field and have data.
3. Create an offering and add the above created form.
4. When raising a request click on select box, the drop-down arrow will disappear(if anywhere else is clicked in the box.).
5. The user then has to click out of the box to have the dropdown arrow return to use.

DE41702

SLCM 17.1_RU1- In IE browser TextArea displays console errors while loading form.

Steps to reproduce the issue:

1. Login and attach a textArea to any existing form for any offering.
2. Enable F12 or developer tools.
3. Create a request and verify the textArea in the request.
4. Check for console errors.

DE34580

SLCM 14.1 - Set Proxy feature not working with Load Balanced App Servers)

Steps to reproduce the issue:

1. Raise a request in catalog UI.
2. Do the following web service call via SoapUI in the following sequence:
assignPendingAction (to a user) - Server 1
setProxy (to that user, i.e. the approver) - Server 2
updateRequestStatus (to 800) - Server 1.
3. Then check the request's status history in catalog UI, you will see the request was considered to be approved by initial catalog login account instead of that setProxy () one.

DE35028

Catalog_14.1.02.02-Cancel request with fulfilled and un-fulfilled offerings

Steps to reproduce the issue:

1. Updated Catalog > Configuration > Request Management Configuration > Allow Discrete Request Life Cycle After to Completed (from Pending Fulfillment).
2. Raised request 10476 with 2 ootb procure server offerings.
3. Approved both offerings.
4. Fulfilled first offering.
5. Cancelled request.
6. The request status and status of the fulfilled offering/option were both updated to 'Completed' and the second offering status was updated to 'Cancelled'.
7. Usm_request.status=2 and the first record in usm_subscription_detail.status=2 for the request, the rest were updated to 4.

DE37740

12.9 Error with Service Catalog Permission groups

Steps to reproduce the issue:

1. Login as spadmin user.
2. Go to Catalog -> Offerings and select any offering.
3. Go to Permissions tab and select Groups.
4. Enter any EEM group in Group Name text box and click search.
5. That group name will be displayed in search results.
6. Click on the group name and check Request/Subscribe checkbox and click Save.

DE39348

Catalog_14.1.04.1-Users reporting they are required to approve a request 2x before it will go to Approved**Steps to reproduce the issue:**

1. Login as a spadmin and create two users. The end user (eu) and request manager (rm) (who is the manager for end user).
2. Create offering with approval process "Workflow driven approval process".
3. Disable all the policies in the policy builder.
4. Go to Catalog -> Configuration -> Request Management configuration -> Access Control: Proxy Action
 - a. Remove "Request Manager" role from the configuration.
5. Go to Events-Rules-Actions -> Request/Subscription Item Change -> When Status is Submitted, and Approval Process is driven by Workflow.
 - a. Enable "Launch Policy Driven Approval SRF" only
6. Now Login as eu and submit the above created offering
7. Login as rm and approve the request.

DE39597

SLCM17.1-V17.1 remote data source in report builder is not working as expected**Steps to reproduce the issue:**

1. Log in to http://pasra04-ews3252:8080/usm/wpf spadmin/spadmin.
2. Go to Administration -> Report Builder -> Data Objects -> Default folder, there is a report object cacontactfrome6055.
3. Cacontactfrome6055 is connecting a remote MDB on SQL server machine: yanji03-e6055, and pull the data in ca_contact table on that MDB, but when run it , you will see it returns the data of ca_contact table of this catalog's backend MDB.

DE39963

14.1 Formdesigner Checkbox Style**Steps to reproduce the issue:**

1. SC/Home/Requests.
2. In Featured list(right-hand-side) click on '6TextAreaNewLine'.
3. And the service-option with the form appears
>> the issue shows in here already
4. Add to cart.
5. Open the cart (hit 'Cart (1)' in the top-right-corner)
>> the issue shows in here too.
6. Hit 'save and submit cart' and the request gets created.
7. Open the request
>> the issue shows in here too.

DE40216

CV-TRACE-REVIEW_Catalog_14.1.05_error when browsing services**Steps to reproduce the issue:**

1. Login to Catalog - Requests Tab.
2. Select an offering to raise a request.

3. Error Occurred: There was an unexpected error while processing your request.

DE40265

17.1 no longer connects to Oracle report data sources. 17.0 works

Steps to reproduce the issue:

1. Create a request from Catalog.
2. Request goes to an approval process via ITPAM
3. Once request is approved, it needs to be fulfilled from ITAM, Fulfil the request once it is pending fulfilment after approval
4. Observe the request ID generated on catalog and see the change order gets created in SDM
5. Attach a file or document to the request in Catalog
6. Add some comments or notes into the ticket.
- 4.

DE40315

17.1 no longer connects to Oracle report data sources. 17.0 works - DE39597

Steps to reproduce the issue:

1. Log into SLCM application as spadmin (oracle environment).
2. Go to Administration -> Report Builder -> Data Objects ->Click on <CreateDataObject>.
3. In Data Object: <New Data Object> page Click on <Query Builder>.
4. You should see <Report Query Builder: Define New Query > page, in this page click on <Add Data Source>.
5. You should see <Define Data Source> Page, Select Type as <oracle> fill all required detials (hotsname/Servie Name/ Db port/Login ID/Login Password:
6. Click on TEST and confirm test successfully and CREATE new datasource.

DE40387

14.1.05 In CA Catalog SR notes is not opening

Steps to reproduce the issue:

1. Log into SLCM as spadmin.
2. Create request which has huge form (about 3-4 pages).
3. Add Notes to the Reuest before submitting in notes section.
4. After submitting request try to open the notes in request.

DE40418

Catalog_14.1 - Data sources in report builder are broken after CP5 install.

Steps to reproduce the issue:

1. Go to "Administration", "Report Builder".
2. Click on "Create Data Object".
3. Click on "Query Builder".
4. Click on "Add Data Source".
5. Enter the dertails for the new SQL Server data source.
6. Click on "mdb" in the "Select Database" window. This will display the tables from the MDB in the "Select Table" window.
7. Click on your new data source in the "Select Database" window. This will also display the tables from the MDB in the "Select Table" window and not the tables from the database you created the data source for.

DE40424

Catalog_14.1 - Email not sent after cumulative 5 install

Steps to reproduce the issue:

1. Log in to Catalog as jonto01/interOP@123.

2. Go to "Requests", "Corporate Services" and request the "Employee Recognition" offering. (this offering uses policy-based approval, and the notification email is defined on the appropriate event/rule/action).
3. Fire up Thunderbird and get all new messages. There is no email to the user who requested the offering.
4. Looking in the view.log file, I can see this error:
2018/04/13 10.24.27.544 DEBUG [Rule Action Executor-2] [EmailRequest] Valid emailIDs :
2018/04/13 10.24.27.544 DEBUG [Rule Action Executor-2] [EmailRequest] InValid Users
email List :
2018/04/13 10.24.27.544 DEBUG [Rule Action Executor-2] [EmailRequest] InValid Users List
:Jones%2C+Tom+%28jonto01%29,
2018/04/13 10.24.27.544 WARN [Rule Action Executor-2] [RequestEmailAction] Request
Email Action failed. Jones%2C+Tom+%28jonto01%29
javax.mail.internet.AddressException: Jones%2C+Tom+%28jonto01%29
at com.ca.usm.billing.ServiceManager.EmailRequest.emailValidate(EmailRequest.java:715)
at com.ca.usm.billing.ServiceManager.EmailRequest.postValidate(EmailRequest.java:823)
at
com.ca.usm.soap.services.RequestServiceImplUtil.sendRequestEmail(RequestServiceImplUtil.j
ava:839)
at
com.ca.usm.ruleEngine.action.RequestEmailAction.sendEmail(RequestEmailAction.java:486)
at com.ca.usm.ruleEngine.action.RequestEmailAction.run(RequestEmailAction.java:114)
at
com.ca.usm.ruleEngine.receiver.RuleActionExecutor.executeAction(RuleActionExecutor.java:6
0)
at com.ca.usm.ruleEngine.receiver.RuleActionExecutor.run(RuleActionExecutor.java:30)
at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor\$Worker.run(Unknown Source)
at java.lang.Thread.run(Unknown Source).

DE40483

Post patch error - Service Catalog

Steps to reproduce the issue:

1. Login as spadmin and go to Administration > Business Units.
2. Edit the root BU profile.
3. Set Business Unit Login ID so that it no longer matches the Business Unit ID.
4. Go to Home > Requests and try to open any offering ID.
You'll get the generic page rendering error, and in tracing you can see that the problem is that this query is returning no rows.

DE40508

CV-TRACE-REVIEW_Catalog_14.1.5-Error Occurs when Selecting an offering after applying CUM5

Steps to reproduce the issue:

1. Log in to service catalog.
2. Click on Requests tab.
3. Select an offering to raise a request (for Example any OOTB offering).
4. Error occurred: There was an unexpected error while processing your request.

DE40540

14.1.05 - copy request feature is not working anymore after 14.1.05

Steps to reproduce the issue:

1. Applying 14.1 CP5.
2. Access catalog GUI, go to Home -> Requests, locate any request, in request detail page, click "copy" button to copy the request , you will get the error.

DE40566

Post CP5 emails show + instead of spaces

Steps to reproduce the issue:

1. Edit the event-rule-actions and the rule: Request/Subscription Item Change ->
2. When Status is Submitted, and Approval Process is driven by Policy
Change the email rule to email you or whoever you like. It points to me right now.
3. Submit and "application hosting" request.

DE41343

SLCM_14.1 CP5 - data object cannot use * in the Fields anymore

Steps to reproduce the issue:

1. Access catalog URL: <http://yanji03-e2709:8080/usm/wpf/spadmin/spadmin>.
2. Go to "Report Builder" -> locate "companyDirJing" report data object. Click "Save&Test" , and input yan in the pop up "Enter Parameter" window , and you can see it can return the result correct.
3. But if you use * replace "userid,last_name,first_name,pri_phone_number,alt_phone_number " in the Fields field , and try again , it will throw error . (Note: If backing out CP5 + T6D9367 , you will see * can work fine here).

DE41535

Catalog_14.0.5. T6D9367_Request submission confirmation shown at the bottom of the page

Steps to reproduce the issue:

1. Login to Catalog - Requests Tab.
2. Select an offering to raise a request.
3. Submit the request.
4. The request submitted confirmation is dialog box is replaced with a confirmation on the same page but at the very end of the request page.

DE41583

SLCM_14.1- catalog request submission confirmation message issue after CP5

Steps to reproduce the issue:

1. Try to submit a request to an offering (any offering is fine) , you will see the submission confirmation shows at the bottom.

DE34196

Catalog_14.1_Returning from "Approve/Reject" to a search list

Steps to reproduce the issue:

1. Log in to Service Catalog as an Administrator.
2. Go to "Home", "Requests".
3. Go to Advanced Search.
4. Enter some search criteria that gives more than 10 results.
5. From one of the requests, select "Approve/Reject" from the "Actions" menu.
6. In the request details, click on the "Return to Search" link.
7. You are back in the search results list.
8. Click on the navigation arrows.

At this point using the navigation arrows gives an empty request list. The user has to run the search again to refresh the list of requests.

DE36346

Catalog_14.1.04-Requests can be submitted with invalid XML characters

Steps to reproduce the issue:

1. Raised request 10503 specifying the following in the first text field: ca_reportQuery.
2. Executed the following: select *, REPLACE(Cast(form_elem_value As nvarchar(max)), '|', char(11))
from usm_request_item_form where subscription_detail_id in
(select id from usm_subscription_detail where request_id=10503) and form_elem_name =
'txtf_10'.
3. Copied the contents of the last column returned.
4. Navigated to Home > Requests > ca_reportQuery.
5. Pasted the contents into the first text field and noticed the vertical tab replaced with the square garbage character in Firefox/Chrome and did not display in IE
6. Selected 'Submit' and received the following alert (in all browsers):
Error occurred while submitting this request. Please contact the administrator.
7. After selecting 'Ok' the 'Please Wait...' remains and 'Submit' remains grayed out.
8. In navigating back to Home > Requests I can see request 10504 was created
-Following is from the view.log:
2017/08/25 16.16.54.713 ERROR [http-bio-8080-exec-5] [DomProcessor] Error Generating Document
java.io.IOException: The character ' ' is an invalid XML character
at org.apache.xml.serialize.BaseMarkupSerializer.fatalError(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.surrogates(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.printCDATAText(Unknown Source)
In the log 'VT' is inside the square character.
-Called getFormRateItemValues via soapUI passing subscriptionDetailID=13059 for request 10504 which returned and empty results pane
-Following is from the view.log:
2017/08/25 16.24.40.904 ERROR [http-bio-8080-exec-12] [BeanSerializer] Exception:
java.lang.IllegalArgumentException: The char '0xb' in 'ca_reportQuery ' is not a valid XML character.
at org.apache.axis.components.encoding.UTF8Encoder.writeEncoded(UTF8Encoder.java:81)
at
org.apache.axis.encoding.SerializationContext.writeSafeString(SerializationContext.java:1222)
at org.apache.axis.encoding.ser.SimpleSerializer.serialize(SimpleSerializer.java:104)
.2017/08/25 16.24.40.904 ERROR [http-bio-8080-exec-12] [BeanSerializer] Exception:
java.io.IOException: java.lang.IllegalArgumentException: The char '0xb' in 'ca_reportQuery ' is not a valid XML character.
at org.apache.axis.encoding.ser.BeanSerializer.serialize(BeanSerializer.java:275)
Again the square contains 'VT'.

DE40564

01010472-Post CP5 Patch Issues with pop-up.

Steps to reproduce the issue:

1. Login to catalog.
2. Click on request tab.
3. Create a request and submit.
4. Popup alert displays with scrap text and alignment of OK button not display correctly.

DE41887

SLCM -17.1 catalog form checkbox display issue in Unified Self Service

Steps to reproduce the issue:

1. Go to Home -> Requests -> Raise a request to "Form 0786" offering (under "Not Categorized" folder).
2. In it , check "yes" radio button -> click "ok" to the pop-up message -> check "Modify access rights - same position" radio button -> check "Permanant" radio button and check "QHA" radio button , you will see those checkboxes . you will see they are displayed fine there .
3. Now access USS UI :
4. Raise a request to the same service "Form 0786" offering , do the same things as mentioned in step 3) above , you will see the problem that customer mentioned : "the actual checkbox itself is in the correct location. But all of the lines of text are now set slightly below the checkboxes "

DE42758

SLCM -17.1.0.1 the title of checkbox in form is off-centered via USS GUI

Steps to reproduce the issue:

1. Go to Home -> Requests -> Raise a request to "checkbox_display_testing" offering (it is under "Jing_TESTING_FOLDER" folder) . You will see the display is good there
2. Now access USS UI.
3. Raise a request to the same service "checkbox_display_testing" offering via USS GUI , you will see title (label text) of the check boxes is displayed off-centered (slightly up).

DE43229

FD:Table-When Tried to hide text field inside table complete table gets hidden.

Steps to reproduce the issue:

1. Login to SLCM as spadmin.
2. Navigate to Home >> Catalog >> forms>>Click on Form Created as in Pre-requisites.
3. Try to Change textfields values inside Table and verify the Results.
4. Add this form to an Existing/New Offering,
5. Goto home>>request>>Open the Above offering .
6. Try to Change textfields values inside Table and verify the Results.

DE45225

Ux-Perf: L10N Editor - Unlike in 14.1, only one icon [collapse] is loaded for both Expansion and Collapse.

Steps to reproduce the issue:

1. Login to 17.1 RU2 Catalog as spadmin
2. Navigate to form designer
3. Click on any form having multiple components
4. Click on Localization in toolbar icons
5. try to collapse any item by clicking on the collapse icon

DE45226

Ux-Perf: L10N Editor - Too many watchers are loaded unnecessarily as editor has all items expanded by-default. 5,414 watchers for a simple Banese customer form.

Steps to reproduce the issue:

1. Login to 17.1 RU2 Catalog as spadmin
2. Navigate to form designer
3. Click on any form having multiple components
4. Click on Localization in toolbar icons
5. Note the watchers
6. try to collapse all items
7. Note the watchers

DE45248

CATALOG_r17.1.01-Tables cannot be edited when request has been rejected due to OnChange Javascript not working properly.

Steps to reproduce the issue:

1. Using the customer's FNB Firewall Offering, fill in the mandatory field and submit the offering.
2. Push through the request and set the status to Rejected.
3. Now update the table and save. Note that the Table Data does not reflect the changes.

DE45253

FD:Table-Spinner-value is not shown until focused when clicked on the UPARROW of the spinner field

Steps to reproduce the issue:

1. Import the service "DE43642" attached to this defect.
2. Go to request details page of this service.
 - a. Try to add a Row inside the table - table_columnWidth.
3. Click on the UPARROW of the spinner field inside the table to increment the value in the spinner field.
4. The Value is incremented but is not shown inside the spinner field.
5. It is shown once we click inside the input of spinner field.

DE45254

FD:Table-Spinner-Spinner value is getting saved for unsaved row and pre-populated for new row in cart details instead of showing empty.

Steps to reproduce the issue:

1. Import the service "DE43642" attached to this defect.
2. Go to request details page of this service.
3. Try to add a Row inside the table - table_columnWidth.
4. Click on the UPARROW of the spinner field inside the table to increment the value in the spinner field.
5. Don't save the row of the table. Just click on Checkout.
6. In the Cart Page again try to add the row inside the same table
7. You will observe the spinner field value is pre populated.

DE45260

SC_17.1.x - Allow save on empty required fields if compressed

Steps to reproduce the issue:

1. Use service "Northwell Test 6"
Notice there are required fields. Collapse the fields without populating them. You will be able to check out easily.

DE45263

01227763-17.1.RU1 (22) Catalog form Dual List component shows outside the border.

Steps to reproduce the issue:

1. Login to the SC-UI.
2. Home/Requests/FUJITSU/01227763.> The form appears.
3. See the 'Art der Wartung' Dual List with empty values left and right. Showing outside the border.
4. Hit the checkbox 'andere Wartung:' and again (UNcheck).
5. In the Dual List, move a value from left to right. The Dual List is (still) showing outside the border.

DE45329

FD:Date- The Date Value is not honoring the BU Date Format in FD page.

Steps to reproduce the issue:

1. Go to Administration-> BU->Edit BU Icon -> Give the date format as "dd.mm.yyyy"
2. Create a Form with Date field.
3. Enter the date value using Datepicker.
4. It is not taking the format of BU
5. No alert is thrown saying invalid date value.

DE45352

SDTree-ServiceBuilder: Copy confirmation pop-up is not appearing every time by clicking copy icon even after click no in confirmaiton pop-up

Steps to reproduce the issue:

1. Login to usm as spadmin.
2. Navigate to Home >> Catalog >> click Service Offerings.
3. On the root folder >> Select any of the offerings >> Click on copy icon.
4. Make sure it will display confirmation pop-up with Yes and No.
5. Click on No and click on copy icon and veriy copy confirmation pop-up.

DE45411

SLCM_17.1_01237725-remaining issue after T6D9404 (relating to DE44680)

Steps to reproduce the issue:

1. Login to catalog.
2. Raise a request to "ListApp Access" service offering (under "Application Services" folder) . and follow the steps mentioned in Bug Using the ListAPP Service.docx , you will see it works fine on 14.1.
3. Catalog 17.1 system.
4. Raise a request to this same "ListApp Access" service offering (under "Application Services" folder) , and follow the steps mentioned in Bug Using the ListAPP Service.docx , you will see it the problem mentioned in this docx

You will see the problem mentioned in the attached file on 17.1.

DE45484

[Regression] FD: Request Information Form Attributes are not editable even after customize clicked

Steps to reproduce the issue:

1. Login to usm as spadmin.
2. Navigate to Home >> Catalog >> Forms.
3. Expand Forms >> System >> Request Information Form.
4. Select 'Request Information' form.
5. click on 'Customize' button and click yes
6. click on any attribute on the right side attributes list.
7. Throws an error saying the form needs to be explicitly customized to edit
But it lets the user add components to the form.

DE45521

In Table: Date - value is shown as milliseconds instead of formatted date when there is a default value

Steps to reproduce the issue:

1. Create a table and add date with default value in milliseconds to table row
Actual : Date is shown as milliseconds in row

Expected : Date is shown as formatted date
Above issue appears both in default row and newly created row

DE45523

In Table: Spinner - setting the default value is not resulting in creation of default row with default value

Steps to reproduce the issue:

1. Create a form with a table.
2. Add spinner to table row.
3. Set the default value as some value (ex : 21) and save it.

DE45530

[Regression] Oversized duallist displayed in OOTB service.

Steps to reproduce the issue:

1. Open 17.1 RU2 Catalog in any browser
2. Login as spadmin
3. Navigate to Home > Requests
4. Click on 'Application Access' in 'Application Services'
5. Click on 'Grant Access to HR Applications' service
6. Check the size of the Dual list.

DE45561

[Regression]SOG: After select copy icon, Paste and Paste as Inherited options should be enabled but currently not.

Steps to reproduce the issue:

1. Login to usm as spadmin.
2. Navigate to Home >> Catalog >> click Service Option Groups link.
3. On the root folder >> Select any of the SOG >> Click on copy icon.
4. Verify Paste and Paste as Inherited options in the menubar.

DE45568

FD_Fieldset:If I disable fieldset container, it should disable fieldset and it's inside content but shouldn't the expand/collapse icon.

Steps to reproduce the issue:

1. Login to usm as spadmin.
2. Navigagte to Home >> Catalog >> Click on forms.
3. search form name as "DE43493 - Page layout validate components".
4. In that form, disable fieldset and verify fieldset expand/collapse icon

DE45570

{ Regression]FD - Spinner Field In Table In FieldSet saving more than 10 places after the decimal

Steps to reproduce the issue:

1. Add a fieldset to a Form
2. Add a table in the fieldset
3. Add spinnerfield to this table
4. Add a textfield in the table
5. Allow negative numbers to True
6. and Allow decimals to True

7. click on the add row to the table
8. added 4.35678911112323 in the spinner field and clicked on the 'Save' button in the row of the table (did not click the up/down arrow)
9. The value is saved as is without any cutoff after the decimal

DE45589

FD: FieldSet and Table- TextField inside table which is inside fieldset is not enabled when used `ca_fdEnableFields('form1',fields)`

Steps to reproduce the issue:

1. create a form with fieldset and table in it.
2. drop a text field and select field inside table and set the attributes of them to "true"
3. set the fieldset disable attribute to true.
4. drop a label in to the form and set the labeltext attribute to "Enable" onclick attribute to "`ca_fdEnableFields('form1',['fieldset_1'])`" which will enable the fieldset and the children in it.
5. Go to request page, fieldset is in disabled state.
6. Click on Enable label to enable the fieldset. check that fieldset is enabled.
7. Try to add row by clicking Add button in the table. You will observe that both select and text fields are still in disable state.
8. Click on Enable label again - Now you will see that select field is enabled but text field is still in disabled state.

DE45618

FD - Spinner Field Increment given in decimals is not incremented accordingly in catalog

Steps to reproduce the issue:

1. Add a spinner Field to a form in the attributes section add true to 'Allow decimals' and 'Allow negative values' give 6.5 as increment, no minimum value given, maximum value is 2000.
2. Add this form to a service.
3. select this service in catalog
4. In the spinner field click on the uparrow/downarrow to increment the number
5. The number is incremented by 6 rather than 6.5
6. open the same service in USS
7. in the spinner field click on the uparrow/downarrow to increment the number
8. The number is incremented by 6.5 as given.

DE45622

FD - `ca_fdRemoveTableRow()` not working as expected

Steps to reproduce the issue:

1. select the offering (01svoffering in <http://gopas01-ews3920:8080>)
2. goto the page layout , in the 5th page there is a table with select(sel_1) and text field (txtf_3)
3. in the page 6 click on the 4th check box and it should add a row to the table using `ca_fdAddTableRow('form1','table_2',{'sel_1':'3','txtf_3':'Hello'})`;
4. clicking on the 5th check box should remove the added table row with the API `(ca_fdRemoveTableRow('form1','table_2',{'sel_1':'3','txtf_3':'Hello'}))`;
5. The row is not removed in catalog, but works fine in USS widget for the same service(browse_request.html).

DE45655

[Regression] FD:Table-Select-The select option for the select inside table is not saved properly when Selected through API `ca_fdSelectOptionByIndex('form1', 'sel_1', 2)`

Steps to reproduce the issue:

1. Import the Service attached to this defect.
2. Go to the request details page of the service "RegressionValidation".
3. Click in Add table Row button.
4. A Row is created in the table with Albania as selection.
5. Edit the row - Click on "Select Option" button.
6. Now Afghanistan is selected which is validated using OnValidate.
7. Click on "Select Option By Index", then option is changed to Algeria.
8. Now try to save the row - The Algeria option is not saved instead Afghanistan is selected and saved which has to be validated as per OnValidate Attribute.
9. Click on AddToCart or CheckOut button will submit the request.

DE45719

FD - Table Select Component: Selected Index attribute not honoured

Steps to reproduce the issue:

1. Add a table with select and text Field component.
2. Add a report data object to select.
3. add value '2' in select component 'Selected Index' attribute.
4. Now open this service in requests page.
5. The table loads with selected index 2 loaded in the select box.
6. Try to save the row by clicking on the 'Save' button
the value disappears from the select box.
7. Click the first check box under the table to change the selected index of the select box to '5'
the value in the select box changes to the 5th value
click save, the value again disappears.

DE45725

FD:Spinner:Showing as "Nan" when pass invalid entries through API for spinner field

Steps to reproduce the issue:

1. Import attached xml file.
2. Navigate to Home >> Requests >> Select offering as "01spinneroffering".
3. In that form, check checkbox and verify value in the spinner.

DE45731

FD:Spinner Field-OnClick event not triggered for Spinner Field increment(UP) and decrement(Down) arrows.

Steps to reproduce the issue:

1. Create a Form with Spinner Field in it
2. Set the OnClick Attribute field to alert("onClick Called");
3. Click on the Spinner Field Input , the onClick event triggered.
4. Now Click on the Spinner Field increment(UP) and decrement(Down) arrows. onClick Event is not triggered.

DE45734

FD:Spinner Field-OnValidate String is not appeared for Spinner Field

Steps to reproduce the issue:

1. Create a Form with Spinner Field in it.
2. For the form add the following script "{
validate:function(val){
console.log(val);

```

        if(parseInt(val,10)>5){
            return "Valor maior que 5";
        }
        else{
            return null;
        }
    }
}
}

```

3. Click Save and Set the onValidate Attribute field to ca_fd.js.validate(_val);
4. Click Save again.
5. Now set the Spinner Field value to 7. the onValidate event is triggered.
6. The OnValidate returned string should appear under spinner field.
7. If you change the value to 3 user should be able to submit the request.
8. unable to submit the request for any value in the spinner field.

DE45737

FD: Spinner - value is not going beyond 0 when minimum value is a negative number

Steps to reproduce the issue:

1. Select offering 001svtableoffg.
2. Click on the add row img in the table.
3. Remove the value from the spinner field in the table click on the up/down arrow the values go between the range (-12, -6, 0) it increments by 6 only upto 0 and not upto the maximum value.
same behaviour in 17.1 RU1 a swell (gopas01-ews3926:8080) (imported the same offering there)
(Spinner field attributes in the form are given as:
 Maximum value : 100
 Minimum value = -12
 increment: 6.85
 value: 34
)

DE45753

[Regression]:Invalid date format error does not go away after clearing the date field, unable to save empty date

Steps to reproduce the issue:

1. Add a table in any form.
2. Add a date component inside table.
3. In request page try to add a row by clicking on the + icon.
4. Type some junk in date field, invalid date format error should be shown.
5. Now clear the date field and try to save the row.

DE45754

[Existing in RU1]: Label not accepting NON STRING inputs thru API, throws console errors

Steps to reproduce the issue:

1. Add a label to any form.
try to set label text using setTextFieldValue API with numbers as value
Ex: ca_fdSetTextFieldValue(ca_fd.formId,'lbl_1',12345);
Expected: Value should be set
Actual: Value is not set and exceptions are thrown in console.

DE45764

CATALOG_17.1.01-Validate spinner field in form is not working as expected

Steps to reproduce the issue:

1. Create a form called Teste_J1KO.
2. Create a JavaScript for validating a spinner field value.
3. Create a spinner field for entering values from 1 up to 10.
4. JavaScript attribute named onValidade specified to ca_fd.js.validate(_val).
5. Validation only occurs if the end user types.
6. Does not work if the end customer clicks on the up and down arrows.

DE45788

CV-GEN-INQUIRY_Catalog_14.1.05.1+6D9406-Request are stuck in pending financial approval.

Steps to reproduce the issue:

1. Login to CATALOG. submit a request for approval.
2. Move the request for financial approvals (Custom Status).
3. On accessing the approval client approves the request via Web UI.
4. However, there is no change in the status after the action.

DE45789

FD_Label: GetTextFieldValue API not working for label.

Steps to reproduce the issue:

1. Add a label component into any form
Provide some label text
try to get the label field value using getTextFieldValue API
Expected: label text should be returned
Actual: Some safeHtml object is returned instead of text.

DE45802

FDTextField: Style not removed when field is disabled dynamically

Steps to reproduce the issue:

1. Add a text field in any form.
2. Give some style to this text field , ex: color: green.
3. Dynamically disable and enable the field using api and observe that.
 - 1) style should be applied when the field is enabled.
 - 2) style should not be applied when the field is disabled.

DE45815

FD:Spinner Field- Reset Api is not working as expected when there is an error on Spinner field

Steps to reproduce the issue:

1. Import the form Attached to the defect and go to request details page.
2. Set the spinner field to 10 and Click on AddtoCart Button. It is validated request is not allowed to cart.
3. Click on the reset label then the spinner field value is set to empty.
4. Click on AddtoCart button
5. Still the request is not allowed for cart.

DE41285

In Form designer API, rows are disappearing inside table preview once the user clicks on any property field

Steps to reproduce the issue:

1. Go to Service Catalog > Forms. Add a form with table component , then add default row of columns (say 2-3 columns). Add some rows and have some values in it. Save the rows.
2. Click on any property field, immediately table data wash away.

DE41947

CATALOG_17.1-Browser Zoom Change Kills Form Logic

Steps to reproduce the issue:

1. From home page of USS, click on "Request a Service".
2. From category "Not Categorized", click on "Form 0786".
3. Test the form and observe the behavior of the drop down as you click radio buttons.
4. Go back to home page and repeat steps 1 through 3.
5. Zoom in to 125%.
6. Try to make radio button selections and form does not drop down as it did before.

DE45549

FD: Dual list label width is not honoring the parents label width (FieldSet) when hidelabel is true.

Steps to reproduce the issue:

1. Create a Form with fieldset.
2. Observe the label width of the fieldset is 100
3. Add dual list in the form.
4. Set the hide label attribute to true for dual list.
5. The Dual list is taking full width of field set considering label width to be 0 pixels but the fieldset label width is 100.

DE45823

FD: SpinnerField: takes negative value/decimal values when allows Negative attribute = false & Allow Decimals = false

Steps to reproduce the issue:

1. Added two spinner fields to a form for the first spinner i have set Allow negative attribute = False.
2. set some max/min values to the spinner field
Value attribute is set to -234 for the second spinner i have set Allow Decimals attribute = False.
3. set some max/min values to the spinner field
Value attribute is set to 23.34

DE40570

01064058-Events-Rules-Actions that we had disabled are now enabled [This issue can be worked on next major release like 18.0 etc]

Steps to reproduce the issue:

1. After the upgrade all the rules are enabled.

DE42871

01123474-Catalog not available after CP5 installation

Steps to reproduce the issue:

1. Take cluster environment with more than one node, start creating/updating requests. Take usm_subscription_detail table for reference since it creates more rows for each request creation & change.
2. Result: request should create/update & submitted properly without any error.
3. Observe how the usm_lastid table is populated with lastId value and the Id ranges for requests created/updated using both the nodes
4. Result: Buffer range should not overlap for each node.
5. Create/change requests till both the nodes completes the buffer range and gets new chunk and observe new buffer range & lastId value.
6. Result: Requests should create/change without errors and lastId should update properly
7. Re-start node1 and starts creating/updating requests.
8. Result: Node1 will get new buffer range, Requests should create/change without errors, Id's & buffer range should not overlap for both the nodes.
9. Re-start node2 and starts creating/updating requests.
10. Result: Node2 will get new buffer range, Requests should create/change without errors, Id's & buffer range should not overlap for both the nodes.
11. Repeat steps 4 & 5 for 3 to 4 times and create/update requests in between.
12. Result: Requests should create/change properly and we should not get Violation of PRIMARY KEY constraint error.
13. Observe the requestIds created in all the above scenarios, this is the only Id we exposed to customer in the Service Catalog Application.
14. Result: There should not be any gap in the Id's generated for each request.

DE43642

CATALOG_17.1 - incorrect form display when a table contains long records in columns.

Steps to reproduce the issue:

1. Login to Catalog as spadmin.
 2. Verify Form rendering(ex:FORM1) in form preview.
 3. Search for offering (Ex:Offering1) and add this request in cart.
 4. Verify the Form rendering in cart page.
 5. Submit the Request, and verify the form rendering Through Request life cycle (ex:Approval/Fulfillment..).
 6. Repeat Steps 1-5 with form having Page layout with table inside it and table holds more numbers of columns.
 7. Repeat Steps 1-5 with form having column layout which has two fieldsets and each field set has table with many columns.
 8. Repeat Steps 1-5 with form having table inside a fieldset and with more no of columns inside the table.
 9. Repeat the above steps with both normal & full screen modes.
 10. Repeat the above steps with and without full-width to the table.
 11. Repeat the above steps with and without label width to the parent container.
- Expected Result:
There should not be any kind of UI distortion or functional error.

DE44645

01209337-14.1 NETGAIN - User as member of a huge number of BUs has performance impact

Steps to reproduce the issue:

1. Create multiple business units (i.e., create 1000 business units).
2. Create user and associate above 1000 business units to that user.
3. Login to application with the above created user.

4. Navigate to Application or create request then verify application performance.

DE45721

[Regression of DE42758] USS- Catalog form checkbox display issue in Unified Self Service
Steps to reproduce the issue:

1. Please import the attached offering DE45721.
2. Able to import successfully
3. Submit a request using DE45721 offering. Observe the alignment of label, checkbox & radio button
4. There should not be any mis-alignment
5. Submit the request & see the alignment in all request approval pages
6. There should be any mis-alignment
7. Test the same for both Catalog & USS (issue is raised for USS)
8. In both the applications there should not be any mis-alignment

DE41393

In Firefox browser when clicking on Forms under Catalog main tab, we are getting unexpected script for a moment and then it fades away.

Steps to reproduce the issue:

1. In Firefox browser, click on Forms under Catalog main tab.
2. Observe for any unexpected script.
Actual Result: You will see a momentary script which is not good to display in Customer environment. Note that it happens only in Firefox.
Expected Result: No unexpected script should run.

DE45833

This is related to case#01241346

Steps to reproduce the issue:

1. Login into Service Catalog.
2. Navigate to Account.
3. Create a new account.
Expected behavior:
Should be able to create Account successfully, try the same with webservice.

DE45486

[Regression] FD: Folder is not expanded after form is pasted into the folder/ expand img is missing

Steps to reproduce the issue:

1. Login to usm as spadmin.
2. Navigate to Home >>Catalog >> Forms.
3. Create a form(01form) under the forms folder.
4. Create a folder(01folder) under the forms folder and keep it empty.
5. Now select the 01form created earlier and click the cut (scissors) img.
6. Search for the 01folder created earlier and paste the cut form the expand img for the 01folder on the left side is missing and 01folder is not expanded to show that the 01form is added
Expected Results: The folder should expand automatically when a form or folder is added to a particular folder as in 14.1 and 17.1.

DE45584

FD_FormLevelValidations:Date, Radiogroup, Table and Slider components are not disabled when parent container(i.e., Fieldset) is disabled

Steps to reproduce the issue:

1. Login to usm as spadmin.
2. Navigagte to Home >> Catalog >> Click on forms.
3. search form name as "DE43493 - Page layout validate components".In that form, disable fieldset and verify inside components from the fieldset container

Expected Results:

After disable fieldset, all inside components should be disabled.

xFlow Interface

DE41409

SDM_17.0_xFlow-Updating status for REQUESTS is not working as expected.

Steps to reproduce the issue:

1. Make sure your environment has multi-tenancy enabled.
2. Go to SDM and create a request.
3. Go to XFlow and try to change the status of that request.

DE43252

SDM_17.1.01_XFlow-Resolve button doesn't function properly.

Steps to reproduce the issue:

On Service Desk Interface:

1. Go to Administration -> Service Desk -> Requests/Incidents/Problems -> Incident Transitions.
2. Select Status "Open" and New Status "Resolved".
3. Click on "Edit".
4. Set "Must Comment" field to "Yes".
5. Create some Incidents and Requests.

On XFlow Interface:

1. Select some Incidents and Requests.
2. Click on "Resolve" button.
3. Type a comment.
4. Press.
5. You notice that nothing happens.

DE43376

Collaboration in xFlow does not function if analysts have a data partition about group memberships.

Steps to reproduce the issue:

1. Ensure an Analyst role exists in SDM with a Data Partition like this (easiest way is to use out of the box Level1 Analyst role's data partition: Service Desk Analyst)
View Call_Req (group, group_list, member IN (@root.id) or group is NULL).
2. Create a user (example: junk) associated to the above role and can use xFlow using that role.
3. Login as that user to xFlow in one browser (say IE).
4. Login as another user (example: ServiceDesk) to xFlow in another browser (say Chrome) and try to initiate a chat with user: junk.
5. User junk does not get any notifications nor chat would function.

DE43377

using Internet Explorer - after logout, you cannot use xFlow UI anymore until close/reopen browser when xFlow is set to NTLM authentication

Steps to reproduce the issue:

1. Ensure SDM Access Type is set to NTLM.
2. Ensure xFlow is set to NTLM too (<https://docops.ca.com/ca-service-management/17-1/en/administering/enable-ssl-authentication-for-ca-service-management-solution/authenticate-the-users-of-xflow-analyst-interface>).
3. Login to xFlow URL (example: <http://xFlow:port>) using IE now.
4. Make sure you can see tickets etc.
5. Logout.
6. Try to relog in again to xFlow (example: <http://xFlow:port>).

DE42317

SE Action: Inconsistency in xFlow login.

Steps to reproduce the issue:

1. Login to xFlow as an analyst and make sure that session expires (either we have to wait or using chrome/Firefox console modify the X-Access Token (modify only last char). Refresh the page.
2. User should be able to login without showing the login page and new session should get created.
3. Login to xFlow as an analyst and make sure that session expires (either we must wait or using chrome/Firefox console modify the X-Access Token (modify only last char). Click anywhere on the page.
4. User should be able to stay on the same page. So that user can perform the action again.

DE42599

Garbled characters on Xflow Interface.

Steps to reproduce the issue:

No steps to reproduce are available.

ITAM

DE38145

Itam-Event service doesn't work when multiple level mapping added

Steps to reproduce the issue:

1. Login to ITAM-->Directory and create a company.
2. Go to ITAM-->Directory and create a contact. Ensure that the contact has the company created in step 1.
3. Go to Asset-->Configure ON--> Create a global all configuration and save it.
4. Click on the bell button next to the "Asset Alias field" in configuration on Mode to go to event page.
5. In the event page, click on new--> select Change Event (from any value to Any value, the provider Name and select the event named "Notification without Ack").
6. In the map field,
address: Your own email address
subject: test
Message: select following mappings from the map fields:
 - i. Asset name
 - ii. Asset->Contact->Contact Name
 - iii. Asset->Contact->Company->Company NameClick ok and save the event. click cancel and then click on configure off.
7. Create an asset with the contact created in step 2. Ensure that the Asset has asset alias field not blank. save the asset.
8. Now edit the asset, change the asset alias and save.
9. Now go to audit history of the asset and scroll to the right of the grid and click on view fired event for top most record.
10. It will show unprocessed. This event never changes the status from unprocessed to processed.

DE39740

Itam-Data Importer cannot lookup contact PMFKey with two \$\$ in the name like B\$\$GI01

Steps to reproduce the issue:

1. Create a contact in Itam with Userid d\$\$gl01.
2. Create an import on Contact for update only. Have the userid the primary key and map any value to the Alias field.
3. Run the import. You will get the following error.
03/13/2018 03:14:39.229 PM the record is not found based on lookup values specified in the table Contact
03/13/2018 03:14:39.229 PM ***** Record not found at row 2:
"Dssgl01","d\$\$gl01","dglalias"
03/13/2018 03:14:39.229 PM Skipped Update Only operation for the record.

DE40374

Event is not triggered anymore since migration to V17.1 – URGENT

Steps to reproduce the issue:

1. Login to ITAM-->Directory and create a company.
2. Go to ITAM-->Directory and create a contact. Ensure that the contact has the company created in step 1.
3. Go to Asset-->Configure ON--> Create a global all configuration and save it.
 4. Click on the bell button next to the "Asset Alias field" in configuration on Mode to go to event page.
4. In the event page, click on new--> select Change Event (from any value to Any value, the provider Name and select the event named "Notification without Ack").
5. In the map field, to address: Your own email address.
subject: test
Message: select following mappings from the map fields:
 - i. Asset name

- ii. Asset->Contact->Contact Name
- iii. Asset->Contact->Company->Company Name.
- 6. Click ok and save the event. click cancel and then click on configure off.
- 7. Create an asset with the contact created in step 2. Ensure that the Asset has asset alias field not blank. save the asset.
- 8. Now edit the asset, change the asset alias and save.
- 9. Now go to audit history of the asset and scroll to the right of the grid and click on view fired event for top most record.
- 10. It will show unprocessed. This event never changes the status from unprocessed to processed

DE41170

Itam-14.1-Error msg received with a Data Import job that doesn't have the primary or secondary lookup selected

Steps to reproduce the issue:

- 1. Create an asset import.
- 2. Use a data file without headers.
- 3. Create data file with fields: Asset Name, Family, Class, Model, Audit Date, Map fields.
Asset Name is primary key.
If there is no date for Audit Date in the data file, the import will fail.
If there is a date the import will be successful.

DE41139

17.1-Read only role failing to limit user access to the directory tab.

Steps to reproduce the issue:

- 1. Create Global configurations for each tab under Directory (Contact, Company, Organization, Location, Site).
- 2. Click on Access Denied for each tab.
- 3. Create a role that is assigned each of those configurations.
- 4. Do not grant any List Management permissions to the role.
- 5. Assign a user to that role.
- 6. Sign in with that user. Click on the Directory tab.
- 7. You will get an error.

DE42610

CV-GEN-INQUIRY_ITAM17.1ExportService.

Steps to reproduce the issue:

- 1. Open the registry on ITAM Server.
- 2. Open the registry.
- 3. Under registry, navigated to HKEY_Local_Machine\System\CurrentControlSet\Services\Eventlog folder and gave full permission to NETWORK SERVICE user.
- 4. Navigated to C:\Program Files (x86)\CA\ITAM\Web Server, oped the eiam.config file and updated the eiam.log4net with its full path.
- 5. Do IISRESET
- 6. Now able to access the ITAM application as expected.

DE43025

Itam_17.1-Import File doesn't change when Upload Data File feature is used.

Steps to reproduce the issue:

- 1. Login to TIAM.
- 2. Create an import for All tenants.
- 3. Make sure that import runs fine.

4. Now run the import but use the option Upload Data file to choose a different file to import.
5. Run the import.
6. Verify that import job successfully completed and uses the file which was chosen (i.e. different file).

DE42935

Itam_17.1-Audit Trail not highlighting changes.

Steps to reproduce the issue:

1. Login to ITAM.
2. Navigate to contact object.
3. Open any record.
4. Update the Email address field.
5. Go to Audit history of this record.
6. Select the check box 'Highlight changes'.
7. Click on Go button.

Verify that Search results shows the color indication for Email address field to show the value is changed.

DE36001

itam-14.1-Costs are calculated wrongly after patches.

Steps to reproduce the issue:

1. Set the currency symbol to the Euro as in techdoc TEC607557.
2. Set the browser language to German. Note that the German decimal separator is a comma, not a full stop. This appears to be the key to the problem.
3. Log into UAPM and edit an asset.
4. Click on the Costs (Kosten) link.
5. Click on New (Neu) to add a new cost.
6. Select the date and tab to the "Unit Amount" field.
7. Enter 336,16. (You must use the comma as the decimal separator), this enters "336,16€" in the field.
8. Hit the TAB key and the Total Amount field contains "33.616€".
9. Click on the little green tick mark, the Unit Amount stays the same, but the Total Amount field contains "0,00€".
10. Clicked on the Save (Speichern) button, both the Unit Amount and Total Amount fields now contain "33.616,00€".
11. Checking the al_costdet table in the MDB, the values have been saved incorrectly.
cduntamt cdpaytot
33616 33616
These values are saved a factor of 100 too large.

DE40896

CAITAM14.1_01065899-Restoring APM 14.1 prod mdb to test and receive errors clearing some tables

Steps to reproduce the issue:

No Steps to reproduce are available.

DE41361

ITAM_17.1_01082561-Unable to install ITAM 17.1 using a remote MDB.

Steps to reproduce the issue:

1. Install SQL Server 2016 client on one machine. Make sure SQL Server 2016 server NOT installed here.
2. Install SQL Server 2016 Server on another machine.

3. Install ITAM

Expected: ITAM successfully installed and all the ITAM services should up and running.

CA Service Management Mobile Application

DE41953

01114142-Can't download attachments (via mobile app -> tasks -> ticket detail) if encrypted password contains "+". Error "HTTP Status 500".

Steps to reproduce the issue:

1. Ensure you have a user in SDM who has workflow tasks associated to a ticket and that ticket has an attachment.
2. Login as that user to Service Management mobile app
3. Identify the ticket in the app and try to download attachments associated with the ticket. It works fine.
4. Go back to Home screen and tap on My Tasks, identify the workflow task associated to the ticket in #1.
5. Tap on the ticket icon (on top) associated to the Workflow task.
6. Far below on the ticket detail screen, there's an attachment icon, tap on it.
7. app opens a new browser window and tries to access the SDM mobile APP URL with something like below:
<http://SDMHostName8050/workflow/getatt?attid=401784&userid=12345&password=sL6XosNYMiHX1tehyWtTt4Sykzq7ol2A1SP>.
8. If the password string here does not contain a + character, it works fine, attachment is downloaded.
9. If the password string here does contain a + character, attachment is not downloaded as the browser errors with
HTTP Status 500 - org.apache.cxf.interceptor.Fault.