

Service Desk Manager

DE53397

JasperSoft fails with Error

Steps to Reproduce:

1. Before installing CA Service Management 17.2.0.6, the following result is shown while running JasperSoft query (Executed via `pdm_isql connect userid*"Password"@casd_SDMdatasource_name)`):

```
SELECT casd."in".active,
casd."in".assignee_combo_name,
casd."in".category_symbol,
casd."in".ref_num,
casd."in".resolve_date,
casd."in".close_date,
casd."in".time_spent_sum
FROM casd."in"
WHERE (
    casd."in".resolve_date > 1296514800
    AND
    casd."in".resolve_date < 1581462000
)
```

Result:

=====

| <i>in.active</i> | <i>in.assignee_combo_name</i> | <i>in.category_symbol</i> | <i>in.ref_num</i> | <i>in.resolve_date</i> | <i>in.close_date</i> | <i>in.time_spent_sum</i> |
|------------------|-------------------------------|---------------------------|-------------------|------------------------|----------------------|--------------------------|
| 0 | ServiceDesk | Mobile Accessory | 60 | 2020-01-28 07:17:00 | 2020-01-28 07:17:00 | 00:00:36 |
| 0 | ServiceDesk | New Smart Device | 62 | 2020-01-28 07:20:28 | 2020-01-28 07:20:28 | 00:00:24 |

Rows selected = 2

SQL: Operation successful.

Elapsed time 250 ms.

Elapsed time: Prepare 250 ms. Execute 0 ms. Fetch results 0 ms.

2. After successful installation of CA Service Management 17.2.0.6, running the JasperSoft Query results in the following:

ODBC Call = SQLExecute()

SQL State = 12002

Native error = 12002(2EE2)

Error Message = [DataDirect][ODBC OpenAccess SDK driver][OpenAccess SDK

*SQL Engine]AHD12002:Error in QueryHandler servicedesk-625512806-1 in method fetch_response: syntax error, unexpected IN_TOKEN, expecting \$end or UNION at Call_Req ... in
Elapsed time 250 ms.
Elapsed time: Prepare 219 ms. Execute 0 ms. Fetch results 0 ms.
ISQL>*

DE52577

Inadequate Cookie Attributes

Steps to reproduce:

1. Enable "use_encrypted_sid_and_cookie" option from Options Manager.
2. Restart CA SDM services.
3. Login to CA Service Desk Manager.
4. Check the cookie path. It appears as shown below:

*SetCookie:loggedUser=G6lRTkLOCZ4f9oS99SaswYj2uREiRqc125SA7MV!RbjV50Rp6Kt00hI
OcERJ60DhukllqiXEdSwW!PWQABaZjQpD7rITxYKUa9ImrqD7B3OUr9ndVX0Afg== ;
Path=/ ; HttpOnly*

Service Catalog

DE47472

Service Management Administration Services fields are not visible under a page.

Steps to Reproduce:

1. Login to the Service Catalog application as an administrator.
2. Navigate to Home, Requests, Service Management Administration, Common Component Configuration.
3. Click on 'Mail Server' tab
4. Fields are not displayed.

DE45547

Users permissions for offerings is not shown properly in UI

Steps to Reproduce:

1. Creates a global user group.

2. Creates 2 users: **Catalogenduser** and **Administrator**. Adds these users to the global user group created in step 1.
3. Create an offering through webservice call
4. Set permissions to this offering for the users created in step 2 via SetOfferingPermissions() Web service call by providing the BU name, users roles, and the group name.
5. Opens this offering in UI, by going to CA Service Catalog, Service Offerings.
6. Select this offering.
7. Click on the permissions tab.
Here only the checkboxes related to the users who are given permission should only be checked (ex: catalogenduser, administrator). The rest of the check boxes should be unchecked.

Note: All the checkboxes are checked.

Expected Results: The checkboxes only for users having permissions must be checked.

DE53373

Form designer, entering value (\$(_.user.id) in the text field is not displayed.

Steps to Reproduce:

1. Login to catalog go to forms and create a form with a text field.
2. Add \$(_.user.id) in the value attribute of the text field.

Notice that it is not displayed in the text field preview section. entering numerical value, for example, 12345, is displayed in the field.

The values are displayed in the cart page.

DE52731

Trimming spaces from a textfield and setting it in the same text field is not working.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Catalog, Forms and locate form "**test_text_field_Grant**".
3. In this form , it has two text fields : text1 , and text2. It has the following JS script functions :

```
trimSpaces: function ()
```

```
{
```

```

var hostShortName=ca_fdGetTextFieldValue(ca_fd.formId,'text1').trim();
ca_fdSetTextFieldValue(ca_fd.formId,'text2',hostShortName)

},

trimSpaces2: function ()

{

var hostShortName=ca_fdGetTextFieldValue(ca_fd.formId,'text1').trim();
//ca_fdSetTextFieldValue(ca_fd.formId,'text1',"");
// ca_fdResetFields(ca_fd.formId,['text1']);
ca_fdSetTextFieldValue(ca_fd.formId,'text1',hostShortName)

}

```

4. Click the label "**set_text2_with_text1_after_trim**" , it will invoke trimSpaces()
5. Click the label "**reset_text1_after_trim**" , it will invoke trimSpaces2() .
6. Now, input a string with some spaces at the end of string in text1:
7. Click "**set_text2_with_text1_after_trim**" label.
You will see that text2 is set with the string value in text1 but spaces are trimmed .
8. If you click "**reset_text1_after_trim**" label , you will see text1 has the same string with spaces towards the end.

DE53571

Table records are deleted after request is submitted

Steps to Reproduce:

1. If table contains 2 records last record is getting deleted after submit.
2. If table contains 1 record that one record is getting deleted after submit.
3. Issue is only reproduced if **window.isTableRowAutoSelect = false** is set in **custom_form_lib.js**; the Form otherwise works correctly.
4. Click "Yes" for Question Do You Want to Add One More Object (Yes) or Submit request (No).
5. Record will be added to the Table.
6. If you want to add multiple records, Just Modify the Q-Name Field to a Different Name and follow Step 2 and 3.
7. Then Click on "No" for Question Do You Want to Add One More Object (Yes) or Submit request (No).
8. Click **Submit** Button.
9. Try to Open the same request, the Record added in the Table is no longer displayed.

DE48051

Cannot remove the table row via OOTB JS function `ca_fdRemoveTableRow()` when there are more than 10 columns in the table.

Steps to Reproduce:

1. Test `addTableRowAPI` with more than 10 columns & less than 10 columns with all kinds of fields init.
2. Test `removeTableRowAPI` with more than 10 columns & less than 10 columns with all kinds of fields init.
3. Test `getTableRowCount` API with more than 10 columns & less than 10 columns with all kinds of fields init.
4. Test `getInsertedTableRows` API with more than 10 columns & less than 10 columns with all kinds of fields init.
5. Insert blank rows and delete these rows, create rows by filling only few columns.

DE50763

Exporting/importing an offering with permissions issue

Steps to Reproduce:

Note: This problem is not reported on CA Service Management 17.1 , but is observed in CA Service Management 17.1.0.2 and later release versions.

1. Login to CA Service Catalog.
2. Select an Offering and in the offering's permissions tab, set only a specific role and a specific group that can access the offering.
3. Export this offering. Ensure to check the "Include Permissions" checkbox.
4. Check this exported file. It contains the Permission information.
5. Now import this file in CA Service Catalog 17.1.0.2 or later versions.
6. Ensure to uncheck "Quick Import" checkbox and check the "Include Permissions" checkbox.
7. After importing, check this offering on the target system, you will see "Permissions" information is not imported at all.

DE53025

Problem Pending Approval

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Raise a request "A_SC_TEST" offering.

3. The request turns to pending approval status and its pending approval task is assigned to approver1.
4. Now, log out as an administrator and login to Service Catalog as an approver1.
5. Click "Pending" queue and locate the request.
6. Click Actions drop-down and select "Approve" action:
7. It is observed that the request's pending approval task is not assigned to approver1.
8. The problem is cleared if you refresh the browser or you re-click Actions dropdown and select "Approve" action.

Note: This problem is only seen when the approver attempts to perform approve/reject action on a request for the first time.

DE53505

Scheduling not happening with future dates.

Steps to Reproduce:

1. This issue is that unless the full date and time is entered in the Date Required field, only the date part is saved correctly - time defaults to 00:00:00 on save. Therefore, the fulfillment job in Process Automation (CA PAM) runs at the wrong time.
2. To resolve this, disable the Date Required field. However, this impacts the end-users.

DE52843

Problem with forms using two input fields.

Steps to Reproduce:

1. Create a form with 2 fields.
 - a. Test field1 value = 'TextValue123' and id= 'txta'.
 - b. Test field2 value = `$(ca_fdGetTextFieldValue(ca_fd.formId, 'txta'))` and id = 'txtb'
2. It will not populate **txtb**.
3. On the other hand, it works as expected by adding the script below:


```
{
  nl : function() {
    ca_fdSetTextFieldValue(ca_fd.formId, 'txtb', ca_fdGetTextFieldValue(ca_fd.formId, 'txta').replace(/\n/g, '\n'));
  }
}
```

DE44195

Permissions issue is seen when synchronizing data between CA Service Desk Manager and CA Service Catalog.

Steps to Reproduce:

Consider the following example scenario:

1. Created 2 tenants that are mapped to Business units - CA and CAUsers
2. Created 2 users to test behavior:
 - a. CAUsers_catalog_user_1 (end user)
 - b. CAUsers_catalog_user_2 (Analyst)
3. For the CAUsers_catalog_user_1, create the ticket in USS/CA Service Catalog. Integration will create the ticket in CAUsers tenant in SDM.

Role in Catalog CAUsers_catalog_user_1: CA Users
(7d6fa41cc0c043bcb378184752c89c82) Catalog User (Default)

4. 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

5. 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 Service Catalog and will show the following:

jstd.log:

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

view.log;

2018/04/04 08.19.41.895 ERROR [http-bio-9090-exec-19] [RequestServiceImplUtil] Could not save attachment.

java.lang.Exception: Permissions are not granted to access this resource.

at

com.ca.usm.soap.services.RequestServiceImplUtil.addAttachmentLinkToSubscription(RequestServiceImplUtil.java:1491)

at

com.ca.usm.soap.services.RequestServiceImplUtil.addAttachmentLinkToSubscription(RequestServiceImplUtil.java:1439)

at

com.ca.usm.soap.services.RequestServiceImpl.addAttachmentLinkToSubscription(RequestServiceImpl.java:6536)

at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)

Note: No errors are seen in stdlog. Additionally, if we close the ticket in CA Service Desk Manager (SDM), the ticket is not closed in CA Service Catalog.

DE53177

Unable to set 'Priority' soon after choosing 'Date Required' in request detail page.

Steps to Reproduce:

1. Login to CA Service Catalog as an administrator or end-user.
2. Try to Add any Cart type request, and navigate to cart.
3. Select date required in the 'General Information' page.
4. Try to select Priority by using the drop down.

Expected: Drop-down must allow end users to select a value for Priority.

Actual: Drop-down is not consistently displaying values.

DE52804

Intermittent blank requests after submitting a request.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Raise a request to "Commonly Requested Employee Access" offering (Under the Not Categorized folder).
3. In General Information service option section , in "Employee Name " select drop-down , type <xxxx> and select the value in the select dropdown.
4. Provide values in all required fields.
5. In "Primary(Current)Entry" select dropdown field , type "yyy" , and click drop-down list and select any value.
6. Scroll down and select "Other Commonly Requested Access" service option.
7. Check all checkboxes and complete the required fields.
8. If you check the checkboxes in database (usm_request_item_form table), you will see the data in the required fields are present. Somehow these are not displayed in the CA Service Catalog Interface.

DE47472

CA Service Desk Manager Administration Services fields are not visible under a page.

Steps to Reproduce:

1. Login to CA Service Catalog as an administrator.

2. Navigate to Home, Requests, Service Management Administration, Common Component Configuration.
3. Click on 'Mail Server' tab.
Fields are not displayed

Expected: Fields should be visible

Service Point

DE51963

Cannot use custom scripts when submitting a request.

Steps to Reproduce:

1. Login to CA Service Catalog as an administrator.
2. Raise a request to "**A_SC_TEST_2**" offering.
3. Fill data in "Requested For" field in General Information section , click "Submit" button , it will be submitted successfully.
4. Raise a request to this same offering. An error message is displayed.