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# Steps to Reproduce – Fixed Issues 17.2.0.10

## CA Service Desk Manager

### DE53122

Attachments with a comma in the name cannot be sent by Manual Notification.

1. Send any Manual Notification and attach a file with a comma in the name. e.g. abc, def.txt
2. The mail will be saved in the "mail\_undeliverable" folder.

### DE49309

CA Mobile App Error. No response from Server. Please contact your Administrator.

### DE50121

CA SDM Email Notification error when using Display name with pdm\_mail command.

After the migration, email notifications stop working. Analyze the pdm\_nxd.log.

1. It seems that the problem is related to the notification method.
2. Notification methods have a display name before the email and that is causing the error.  
The notification method used is: "pdm\_mail -F ServiceDesk"
3. If you remove the display name ("ServiceDesk"), the notifications work correctly.
4. Issue is that after migration, you cannot add a display name in the notification method.

Example:

```
C:\>pdm_mail -F "Centredeservicesintégrés<servicedesk@<username>.broadcom.com  
>" <username> @broadcom.com -s test -i  
Enter mail text, end with "." on a line by itself.
```

### DE55702

Change Calendar string is too large and causes the web engine to crash.

Seeing repeated messages in stdlogs. Issue occurs due to CI windows load on web engine.  
everytime error occurs after the following messages:

06/04 18:08:33.18 xxx web:primary:2 97927 Maintenance Windows	18664 SIGNIFICANT freeaccess.spl	784 Retrieved
06/04 18:08:33.18 xxx web:primary:2 30 Blackout Windows	18664 SIGNIFICANT freeaccess.spl	785 Retrieved
06/04 18:08:33.18 xxx web:primary:2	18664 SIGNIFICANT freeaccess.spl	786 There are 7 attributes per Window

Perform the following steps:

1. Create many change windows as per these messages from a repro environment:  
06/04 18:08:33.18 xxx web:primary:2 18664 SIGNIFICANT freeaccess.spl 784  
Retrieved 97927 Maintenance Windows  
06/04 18:08:33.18 xxx web:primary:2 18664 SIGNIFICANT freeaccess.spl 785  
Retrieved 30 Blackout Windows  
06/04 18:08:33.18 xxx web:primary:2 18664 SIGNIFICANT freeaccess.spl 786
2. There are 7 attributes per Window
3. Login to CA Service Desk Manager (SDM).
4. Set the role to Administrator.
5. Click on the Change Calendar tab.
6. Default filters are displayed.
7. Click clear filter and Search again.
8. After few seconds, Web engine crashes with delayed response messages.

#### DE49257

Error adding attachment by "Take Photo" option in Mobile 3.1.14 on Android 8 and 9.

While using Android 8 and Mobile APP 3.1.14 on Service Desk 17.0, try to add an image to Incident in mobile and Take a Photo, he gets the error: "Alert: Error Capturing Image". Also, with an existing image, you can attach it, but when will open it in mobile, he gets the message: "Null", and the image does not open.

#### DE54474

Installation errors after applying CA Service Management 17.2.0.6 on CA Service Management 17.2 secondary server.

1. Install rollout patch CA Service Management 17.2.0.6 on a secondary server on CA Service Management 17.2 base version.
2. Click "Skip this step" on the Database Configuration screen.
3. The post installation steps do not complete successfully.
4. Subsequently, when re-running the patch installer, some installer panels are blank and the last step hangs in 0% progress.

Additionally, if "Skip this step" is not used, it is seen that the connection to the database failed.

#### DE52846

Mobile application alignment issue.

Alignment issues, users are unable to select correct filters and is causing trouble in filtering the urgent cases as per requirement, leading to delay in work.

Perform the following steps:

1. Login to CA Service Management mobile app.
2. Click Request/ incident/problems, and click **Filter** button on the top right corner.
3. The filters list, My queue, my request is not be visible completely.

#### DE49262

After upgrade, pdm\_mail command works differently.

1. Parameter -M is ignored, if system variable NX\_NTF\_MESSAGE\_HTML is set.
2. If subject is empty or is only set to white-space, mail hangs in mail\_queue.
3. See the below example:

```
pdm_mail -i -e info@mail.com -s " " -F sd@mail.com  
pdm_mail -i -e info@mail.com -F sd@mail.com
```

#### DE55915

No kt search audit trail before saving a ticket.

Knowledge Audit Trail entry is missing from Activity Log after searching for knowledge with errors in the stdlog.

However, after clicking Search, an incomplete activity log entry is displayed in the Activity Log List. Sometimes the value in the "Type" field is a non-alphanumeric character or the field is blank; the Created By, Time Spent and Description fields are blank. After the incident is saved, the fully populated entry appears (with a matching "On" timestamp, with Type set to Audit Trail, with Description set to Knowledge Audit Trail.

Perform the following steps:

1. Login to Service Desk as an analyst.
2. Create a new incident and fill in the required fields.
3. Click 'Knowledge' and search for knowledge using some keywords.
4. Now click 'Activities' and click 'Search' to show all the Incident activity.
5. The Knowledge Audit Trail Activity for the search performed in step (3) does not show up on the activity search.
6. Click Save to save the ticket.  
Knowledge Audit Trail Activity now shows up on the Activities tab.

#### DE52173

REST web services GET for LOCAL attributes requires Where clause. When performing a GET method against an inactive Contact (cnt) record (e.g. /caisd-

rest/cnt/U'0B3EB1842CAD444783378E1B60E0FC48'), the REST call fails with error 404 (NotFound) if the header value for X-Obj-Attrs is "\*" or contains any of the following fields: audit\_userid, notify\_urgency1, notify\_urgency2, notify\_urgency3, notify\_urgency4, pgroups

The REST call succeeds if the X-Obj-Attr value is set to other fields

For example:

```
"access_type,alias,contact_num,delete_flag,first_name,last_name,userid"
```

Performing the GET method using a where clause to specify the ID (For example:.. caisd-rest/cnt?WC=id%3dU'0B3EB1842CAD444783378E1B60E0FC48') does not show the same issue and even returns the problem fields:

For example:

```
"notify_urgency1":{
"@id":"400"
"@REL_ATTR":"1"
"@COMMON_NAME":"Low"
"link":{"@href":"http://win-9ljfmairr3m:8050/caisd-rest/noturg/400"
"@rel":"self"}
}
```

The problem also occurs when using PUT to perform an update setting a contact inactive. It appears to only be the LOCAL attributes of the object for which the "?WC" appears to be needed when using REST web services.

## DE52957

SOAP CreateRequest errors. Unable to resolve ticket type: [crt:180]

While creating requests in CA SDM SOAP application, it is observed that the tickets are not always being created or updated.

Below is seen in the logs when that happens:

```
01/06 11:15:02.45 SDMHostName domsrvr 6676 ERROR stc_mgr.c 2112
Unable to resolve ticket type: [crt:180]
```

```
01/06 11:15:02.45 SDMHostName domsrvr 6676 ERROR stc_mgr.c 1263
Unsupported ticket type [crt:180] cannot be indexed in cache
```

```
01/06 11:15:02.45 SDMHostName spelsrvr 3276 ERROR api.spl 1292 Error
setting attr 'status' on object 'cr:1180081' to value 'APP'"
```

Create a request using CreateRequest using a syntax like this:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://www.ca.com/UnicenterServicePlus/ServiceDesk">

  <soapenv:Header/>

  <soapenv:Body>

    <ser:createRequest>

      <sid>2022322620</sid>

      <creatorHandle/>

      <attrVals>

        <string>type</string>

        <string>crt:180</string>

        <string>priority</string><string>pri:502</string>

        <string>status</string><string>crs:5219</string>

        <string>category</string><string>pcat:5109</string>

        <string>summary</string><string>Generic</string>

        <string>description</string>

        <string>test</string>

        <string>customer</string><string>cnt:4B3DB071F0B98B41867E8DAAA71E35F7</string>

      </attrVals>

      <propertyValues><string xsi:nil="1" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"/></propertyValues>

      <template/>

      <attributes><string xsi:nil="1" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"/></attributes>

      <newRequestHandle/><newRequestNumber/>

    </ser:createRequest>

  </soapenv:Body>
```

</soapenv:Envelope>

This would result in an error like this in CA SDM:

01/06 11:15:02.45 SDMHostName domsrvr 6676 ERROR stc\_mgr.c 2112  
Unable to resolve ticket type: [crt:180]

01/06 11:15:02.45 SDMHostName domsrvr 6676 ERROR stc\_mgr.c 1263  
Unsupported ticket type [crt:180] cannot be indexed in cache

01/06 11:15:02.45 SDMHostName spelsrvr 3276 ERROR api.spl 1292 Error  
setting attr 'status' on object 'cr:1180081' to value 'APP'"

2) The same request would work fine, if you remove below the ticket type option:

<string>type</string>

<string>crt:180</string>

### DE53023

Stored Queries with OR operator blocked by McAfee HIPS SQL Injection detection.

Some stored queries that have an OR operator in their criteria are blocked by McAfee HIPS signature 6003 - Generic SQL Injection. This is easy to fix by enclosing in parentheses expressions connected by OR.

For example:

Change

(assignee = @cnt.id OR group.[group]group\_list.member IN @cnt.id) AND priority = 0 AND active = 1

to

((assignee = @cnt.id) OR (group.[group]group\_list.member IN @cnt.id)) AND priority = 0 AND active = 1

### DE49046

Attach a file via web service where the name contains Umlaute (ä,ö), the name in CA is changed.

Perform the following steps:

If you attach a file with characters like ä,ö,ü via webservice the name is changed. As the changed name always contains a |, there are issues with linked SAP Solution Manager, as the workflow system uses | as a separator.



Example:

Methode „createAttachment“ in „USD\_WebServiceSoapSoapBindingStub“

```
Call _call = this.createCall();
_call.setOperation(_operations[11]);
_call.setUseSOAPAction(true);
_call.setSOAPActionURI("");
_call.setEncodingStyle((String)null);
_call.setProperty("sendXsiTypes", Boolean.FALSE);
_call.setProperty("sendMultiRefs", Boolean.FALSE);
_call.setSOAPVersion(SOAPConstants.SOAP11_CONSTANTS);
_call.setOperationName(new QName("http://www.ca.com/UnicenterServicePlus/ServiceDesk",
"createAttachment"));
this.setRequestHeaders(_call);
this.setAttachments(_call);
```

```
Object _resp = _call.invoke(new Object[]{new Integer(sid), repositoryHandle, objectHandle,
description, fileName});
```

#### DE48439

With () in the filter, the mailbox rules no longer work. Maileater filter rules do not work with brackets "( )"

Perform the following steps:

1. Send an email with the subject "in" to check, if the maileater works.
2. Modify the maileater Rule 100 and put brackets around:  
[ \t\r\n](in)[ \t\r\n]
3. Now send a mail with the subject "(in)"
4. Check the maileater logfile, "No rules were matched while processing the Email, moving it to unknown folder."

Incident creation is delayed for several hours.

#### DE53942

Supportability query for NTLM V2 Authentication.

CA Service Management documentation is now updated with NTLM V2 support.

## DE54720

CA Service Management mobile App searches for **cr\_flag** when searching an area for incident (**in\_flag**).

When using CA Service Management Mobile App and editing an incident to update an Area/Category, jrest.log shows that it's searching for cr\_flag=1 when it should be in flag=1.

If an incident area is enabled (in\_flag=1) and Request area is not enabled (cr\_flag=0), then the area is not shown in the mobile app.

1. Select an area and enable for an incident and disable for request.
2. Log into CA Service Management Mobile App, Open an existing incident.
3. Click on Edit option.
4. Set or modify the area of the incident. The area does not appear.

## DE53894

Spell check not highlighting fields correctly.

Saved knowledge document spell check does not highlight the right words and locations

Knowledge managers are not be able to use the spell check functionality to correct the spell errors that made by knowledge analysts.

Steps to reproduce:

1. Create and save a tech doc with Title: ISMS-4 Policy: COMUNICATIONS AND OPERATIONS SECURITY POLICY.
2. Once the new tech doc is saved, click on "spell check all fields" button, it only highlights partial words like " COMUNIC" and not the complete term.

Spell check is not working properly.

## xFlow Interface/Service Point

### DE55430

CA Service Point mobile app displays Property Validation Rules incorrectly.

In Service Point mobile app, when using categories with drop-down properties, the rule used for the first property is also used for the rest of properties, it works fine in Service Point web and CA SDM.

1. In CA SDM create drop-down properties for a category.
2. Create a new ticket in SD and SP web will display correctly the dropdown property values

3. Log into the Service Point mobile app and create a new ticket the dropdown property values will not be displayed correctly.

#### DE56201

Service Point does not display button labels for Catalog offerings displayed in Service Point. Unable to manage tickets in Service Point. Label is missing in some buttons for Catalog offerings that are displayed in Service Point.

Perform the following steps:

1. Install all applications in English.
2. Change the language in casm.conf.js from en-US to es-ES.
3. Restart the xFlow Analyst Interface Services.
4. Open a ticket under My Approvals.
5. Notice that labels are missing buttons at the top.

#### DE56489

Service Point Mobile App crashes after tapping the fingerprint icon to log in to iPhone 11 (and above like iPhone X, Xs, Xs Max, XR).

Service Point Mobile App crashes after tapping the fingerprint icon to login in iPhone 11 or above. The second time you try to log into Service Point Mobile App, it will give you 2 options to log into the app.:

1. Tap the fingerprint icon to login.
2. Tap the "**not <username>, log out?**" link.
3. If you tap the fingerprint icon to login, the applications is automatically closed and cannot log into the app. The only option is the option 2 (Tap the "not <username>, log out?" link) and re-enter credentials.  
This may be caused by iPhone 11 (and later) not having a fingerprint option, only facial recognition.

#### DE55810

Security risk detected in service point. Security risks prevent implementation of the application.

Perform the following steps:

1. Login to xFlow Interface using `http://xFlowHostName:9002/api/getAccess` to obtain X-AccessToken, X-ContactUUID (and maybe 'X-RoleID: 10005' or just guess it).
2. Do a GET against `bui/allFeeds('cr:400351')?$select=time_stamp,type,analyst,description,action_desc,persistent_id,id,session&$expand=analyst($select=userid),type($select=sym)&$orderBy=time_stamp%20DESC%20,%20id%20DESC&$skip=0&$top=10&$filter=' \`

3. You will see all the activity logs for tickets that you are not normally authorized to view.

#### DE58235

xFlow Interface is filtering CIs for the Affected resource Attribute.

Steps to reproduce:

1. Login to CA SDM.
2. Navigate to Administration, xFlow Interface, Command Bar, New ticket, New, Add: affected\_resource.
3. Log in to xFlow Interface, Search for a contact, New ticket, See Configuration Item drop-down is displayed.
4. See that CIs are filtered by "enterprise service" family, like affected\_service.

It should not filter as it does for affected\_service.

#### DE57639

Service Point is unable to list more than 10 properties.

Service Point only shows the first 10 properties of a category.

Perform the following steps:

1. Create a category with more than 10 properties.
2. Login to Service Point.
3. Try to create a ticket and observe that only the first 10 properties associated with a category are displayed.

#### DE55775

Moving the "Let's Chat" button around ticket timeline forces it to attach as a file to a ticket. This issue is noticed in IE Browser.

Perform the following steps:

1. Use IE browser and access Service Point.
2. Ensure that the Chat option is enabled in SDM/Service Catalog.  
Support Automation also must be enabled.  
Click on an open ticket to go the timeline of that ticket.  
Try to drag the **Let's Chat** icon towards the timeline, it attaches as a file attachment to a ticket.  
Issue is not observed in Chrome as we see a slightly different background for file uploads in Chrome.

## DE52932

Workflow task is not inserted when ticket is created via Service Point.

1. Create a new Incident Area, e.g. "Account", with 2 Workflow Tasks.
2. Remove existing area from Default Areas of Service Point. In this case, remove Software.
3. Add the newly created Area, "Account".
4. Log into Service Point and click "Account" area to create a new Incident. Submit it.
5. Log into Service Desk web interface and open the Incident created in step 3.

No Workflow Tasks are added. Workflow Tasks are inserted if I select "Email" (OOTB area).

## CA Service Catalog

### DE55231

CA Service Catalog dashboard not working. Configure a new dashboard for End Users, which must have the "Requests Pending Action" card. Set the OOTB card, but the list is not loading as expected.

1. Log in SC with the spadmin account.
2. In the Dashboard, click on "Show Library".
3. From the Library, expand "CA Components Template -> Service Catalog and drag "Requests Pending Action" to the dashboard.

### DE52904

CA Service Catalog Offering Submission allowed without mandatory fields filled in.

Perform the following steps:

Login to the above Testing server on the web interface.

#### Case 1: Expected functionality

1. Under the "Home" tab, choose the "Requests" tab.
2. Search catalog for "EHR".
3. One result will come back, "TouchWorks EHR Access". Choose this offering.
4. Choose any of the given radio button options, "AEHR - Employee" is fine.
5. Try to submit the request and it will error on missing required fields.

#### Case 2: Reproduced issue:

1. Under the "Home" tab, choose the "Requests" tab.
2. Search catalog for "EHR".
3. One result will come back, "TouchWorks EHR Access". Choose this offering.
4. Choose any of the given radio button options, "AEHR - Employee" is fine.
5. On the top of the page, click on the link "Application Services".

6. Click the back button on the browserTry to submit the request and it will create the request, despite the required fields.

#### DE57634

Catalog Vulnerability - services are exposed to the Internet.

Perform the following steps:

1. Login to CA Service Catalog.
2. A pop-dialog box appears requesting for some credentials
3. The issue is presenting with dialog box for credentials.

This behavior (a popup asking for credentials) is security issue and , since, the popup can be used to gain unauthorized access to an environment through brute force techniques.

**Note:** If you provide the credentials you will be logged into the system and shown a link for opening the web folder, i.e. 'Open As Web Folder'.

#### DE57631

Microsoft Azure AD authentication for CA Service Catalog.

1. Upgrade xFlow Interface using Microsoft Azure AD.
2. Configure Azure AD and Catalog.
3. When accessing CA Service Catalog, it redirects to Microsoft login site.
4. Enter your Credentials, Credentials are accepted.
5. The Catalog login page is shown and HTTP POST 401 appears saying the credentials are not valid.

#### DE57542

Javascript error found in FormDesigner.js line 121. Following error is displayed when using IE. 3

SCRIPT438: Object doesn't support property or method 'startsWith'

This seems like a limited functionality with the IE browser and not Service Catalog issue. From the research conducted, this looks like a supportability issue with ES6.

#### DE50234

CA Service Catalog report data view print button is missing.

On the Service Catalog Dashboard, Report Builder, Data Views, when you run a Data View, the (Print Report)... button is missing at the bottom of the report. The checkbox to hide the print button is not checked.

Print button is available only in IE. This is as per CA Service Catalog design.

## DE55558

Style property with CA Service Catalog Form builder is not displaying with USS or Service Point.

Perform the following steps:

1. Login to CA Service Catalog.
2. Raise a request to '**testing\_html\_in\_SP**' offering.
3. This offering is a featured offering , under Featured quickly , you will see “This should be BIG. This should be bold red”.
4. Now access xFlow Interface and Service Point Interface.
5. Raise a request to the same offering 'testing\_html\_in\_SP' offering .
6. Notice the different format in which the text is displayed in the html file.

The HTML format text in the label component in the form does not render with the format accordingly.

## DE56916

On IE browser, when CIs are already present, message is not shown in the CA Service Catalog user interface.

Note: Ensure that CA Service Catalog and CMDB Visualizer is integrated.

Perform the following steps:

1. Login to CA Service Catalog as spadmin
2. Navigate to CA Service Catalog, CMDB CI Association, Search, and select any Catalog service.
3. Move service to he selected services.
4. Click Next.
5. Click Create CI.

If the CI already exists user should get appropriate message, if CI does not exist, new CI is created and new Association link is displayed.

In IE Browser, user is not shown any message and new association link.