

CA Service Management 17.2.0.15

Fixed Issues- Steps to Reproduce

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Service Desk Manager

Following issues are fixed in CA SDM 17.2.0.15:

DE61074

Failed Notifications in Maileater.

Perform the following steps to reproduce this issue:

Ensure that you have configured maileater in your environment.

1. Login to Service Desk.
2. Set up the default mailbox with user address.
3. Install **mail_from_address** option by setting the value.
4. Create an incident by sending mail to eater.
5. Once the ticket gets created, you will receive a response that Incident has been created successfully

Note: Mail should come from the address mentioned in mail_from_address option but mail is sent from the address mentioned in the default mailbox.

DE60929

Unable to select date greater than 30th Nov 2030 in CMDB.

User is not able to select date greater than 12/31/2030. Date picker list Year till 2030.

Manually if you try to enter the date greater than 12/31/2030, you find the Bad Date error.

DE60758

Unable to open Quick Profile from Incident page.

Perform the following steps:

1. Add Quick profile tab to any of the role.
2. Add this role to any of the contact.
3. Ensure that user's current role has the "quick profile tab". If the profile is not there, add it.
4. Login to CA SDM. Search for Incidents and export the list
5. Open a Chrome browser and enter `http://sdm-server:port//CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.IN.ref_num=ticket-number` and log in as user A.
6. Click on the "Quick Profile" button (right).

A popup should be displayed with the quick profile details.

DE59143

Mail notifications are lost.

Perform the following steps:

1. Edit any incident (for example: 46) and update the status and modify the summary and description field and press Save Button.
2. Check the site\mail_undeliverable folder, you will see an undelivered email
 - a. If you only update status, emails are sent.
 - b. If you only update summary or description fields, emails are also sent.

Note: You can check user 01, user contact user form and put your email address to receive emails if you want.

Since some emails are missed, users will not be notified and can miss important mails.

DE58931

Auto-Close is not triggered during a failover in CA SDM Advance Availability. The auto closing of the tickets is not working when failover is performed.

When an analyst resolves a ticket while a failover is in progress, the auto-closing event is not linked in the ticket. The status is changed to resolved, but the ticket remains so, and the auto close is not triggered.

Perform the following steps:

1. Enable auto-close for incidents/requests (On the **Administration** tab, select **Service Desk, Application Data, Codes, Auto Close**) and create a ticket (example: incident) in SDM in Open Status.
2. Log into CA SDM through the application server and open the ticket.
3. Perform a failover in your standby server.
4. While the failover is in progress, set the status to **Resolved** in the application server.
5. Observe that the auto close is not linked to the ticket.

xFlow Interface/Service Point

DE60243

Problems with the resolution button in xFlow Interface. Unable to open the Resolved Incidents from the xFlow Interface.

Perform the following steps:

1. Set Data Partition with constraint **group.alias** as below:
 - a. Table: Call_Req
 - b. Constraint Type: Update
 - c. Constraint: (category IS NOT NULL AND description IS NOT NULL AND urgency IS NOT NULL AND impact IS NOT NULL AND group IS NOT NULL AND affected_resource IS NOT NULL AND symptom_code IS NOT NULL AND type ='I' AND group.alias = 'INC')
2. In xFlow Interface, open a ticket with status equals Open, the Resolved button will be grayed out.
Note: This happens when Approvals are assigned to groups and not directly to users. Configuration is required for the requests approvals to be moved to group for approval via catalog policies.
3. But opening a ticket with others status, for example, In Progress, the Resolved button will be available.
4. If we remove the constraint **group.alias** = 'INC', the Resolved button is not grayed with any status.
Expectation is Resolved button should be available even with the constraint for status where transitions are allowed.
This behavior change is noted with defect DE55969.

CA Service Catalog

DE60614

Adding Notes in CA Service Catalog - Missing Hour.

Notes window only shows date for the added notes and does not show Time.

Notes window should also show date and "Time" for the added notes.

