

# **CA Service Management 17.2.0.11**

## **Fixed Issues- Steps to Reproduce**

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# Service Desk Manager

## DE58464

Ensure soap\_ws\_slump\_threads in CA SDM Options Manager as editable option. In Options Manager there is a new option "soap\_ws\_slump\_threads". When installed the option adds @NX\_SOAP\_WS\_SLUMP\_THREADS=1 to the NX.env file.

The description on the Options manager screen for the option says "Increase the value to improve the throughput of soap webservices". If you edit the option in options manager the Option Value is not editable and is locked at 1.

## DE55689

CA SDM and Jaspersoft Reports Server - TIME/DURATION Fields

In the MDB database there is a field called 'est\_total\_time' which displays a DURATION of time using seconds. The field has a data type of int.

1. In the Domain, fields of type DURATION does not appear.
2. Duration type fields appears under Tables in Domain editor, they can be added further into the Domain.

Users must be able to report on TIME (DURATION) fields.

## DE58582

Different behaviour of INT or DOUBLE fields. In the CIs, when text is entered in a field that is of type INT, a Pop-Up appears with the text ".... It is not a number". However, when text is entered in a field that is of type DOUBLE, no Pop-Up appears and allows to save the CI by changing, the CA SDM, the text by a "0".

1. Login to Web Screen Painter (WSP).
2. Go to schema designer and add 2 columns in **usp\_owned\_resource**.

For example: **nr**

3. Add two columns.

For example: zdouble\_number with data type Double and zinteger\_number with data type integer.

4. Save and publish.
5. Stop SDM and Run pdm\_publish command.
6. Start Service desk Manager and open any detail page (e.g. cmdb\_detail.html)
7. Add below lines:

```
<PDM_MACRO name=dtlTextbox hdr="Double Serial Number" attr="zdouble_number"> <PDM_MACRO  
name=dtlTextbox hdr="Integer Number" attr="zinteger_number">.
```

8. Save and close WSP.
9. Clear web cache. Run the following command:  
pdm\_webcache -b -H
10. Login to SDM and create Configuration item, in detail page there are 2 newly added fields.

11. Try to update Integer Number with value "test". Popup appears with error.
12. Try to update Double Serial Number with value "test".
13. No popup is shown for Double data type.

## DE58440

Web Services createRequest failing for attribute log\_agent.userid. Users are not able to access dotted attribute while accessing webservises method "CreateRequest".

1. Use Soap Services. Connect to CA Service Management WSDL.
2. Use Webservice Method "CreateRequest".

```
<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>1392662652</sid>
      <creatorHandle>cnt:F329B8BCEED1814C9C955C50C15D0404</creatorHandle>
      <attrVals>
        <!--1 or more repetitions:-->
        <string>customer</string>
        <string>cnt:F329B8BCEED1814C9C955C50C15D0404</string>
        <string>log_agent.userid</string>
        <string>servicedesk</string>
        <string>description</string>
      <string>Create Request</string>
      </attrVals>
      <propertyValues>
        <!--1 or more repetitions:-->
        <string></string>
      </propertyValues>
      <template></template>
      <attributes>
        <!--1 or more repetitions:-->
        <string>ref_num</string>
      </attributes>
      <newRequestHandle></newRequestHandle>
      <newRequestNumber></newRequestNumber>
    </ser:createRequest>
  </soapenv:Body>
```

```
</soapenv:Envelope>
```

```
<string>log_agent.userid</string>
```

This dotted attribute does not work. This generate below Error message:

```
<ErrorMessage>Error setting attr 'log_agent.userid' on object 'cr:400011' to value 'servicedesk'. Attempt to modify non_CO value.</ErrorMessage>
```

```
<ErrorCode>1003</ErrorCode>
```

## DE58712

pdm\_configure fails with error while creating local resources.

1. Install CA Service Management.
2. Open a command prompt window and run the command:  
pdm\_configure.
3. It fails with an error while creating local resources.

## DE52743

Session Timeout warning message not displayed.

1. The SDM web interface web engine that is active is associated with \$NX\_ROOT\bopcfg\www\web.cfg which contains:
  - a. ExclLockSeconds: 30
  - b. Timeout: 2
  - c. TimeoutWarning: 1
2. Open 2 chrome windows on the SDM server, 1 tab each with the below url:  
http://<hostname>:8080/CAisd/pdmweb.exe
3. Start Fiddler trace.
4. Login to SDM
5. Login to the first session (as servicedesk user).
6. Login to the second session (as servicedesk user).
7. First Session gets logged out without receiving any popup messages
8. Second session receives the timeout warning popup
9. Stop the fiddler trace, save the trace to the file named "InHouseRepro20142332.saz"

## xFlow Interface/Service Point

### DE53932

German translations are incorrect in xFlow Interface. The fields names are incorrect as compared to standard CA SDM forms confusing users.

1. Login to xFlow Interface and compare below fields with regular SDM Incident forms in German and they are different:
  - a. Group
  - b. Customer
  - c. Assignee
  - d. time\_spent\_sum
  - e. Button at TimeLine
  - f. Field Mitglieder
  - g. Tab at ServicePoint

### DE58342

xFlow Interface is showing inactive records when creating a new ticket.

Perform the following steps:

1. Login to CA SDM.
2. Create a new symptom code and set to inactive.
3. Navigate to Administration, xFlow Interface, Command Bar, New ticket, New, Add: symptom\_code.
4. Login to xFlow Interface and search for a contact, go to New ticket, See symptom\_code drop-down is displayed.
5. See that all items are shown, including inactive records

### DE58370

xFlow Interface data partition is not hiding statuses in xFlow Interface as it does in Service Desk.

Perform the following steps:

1. Login to CA SDM.
2. In CA SDM create 2 new statuses.  
For Example: evento\_CGM and estado\_CGM
3. Create the transition for incident/requests from Open to the new statuses from above.
4. Select an existing DP and add a new restriction:  
View | Cr\_Status | code <> 'estado\_CGM' and code <> 'evento\_CGM'
5. Assign the DP to a role assigned for the user in SDM and xFlow
6. Login to xFlow Interface, open a ticket in Open Status.
7. Run UpdateStatus command or open the status window, both will list the evento\_CGM and estado\_CGM status that should be hidden.

In SDM, using the same ticket and role, the evento\_CGM and estado\_CGM statuses are not visible.

## DE58110

Configure multiple xFlow servers to authenticate through Azure AD.

1. Enter xFlow Interface web URL from xFlow Interface.
2. Redirect to Azure AD URL credentials.
3. Redirected to xFlow Interface configured in SDM.
4. Configure multiple xFlow servers to authenticate through Azure AD.
5. Ideally redirected to any of the 3 xFlow servers. But ,at this moment is always redirecting to xFlow server 1.

## DE58573

Filter search is not working in ticket status.

1. Login to xFlow and navigate to create ticket page.
2. Click on status drop down and try to enter some text.

Filter search is not working in ticket status.

# CA Service Catalog

## DE56021

Unable to view Service Catalog form in Service Point.

1. Install CA Service Management solution products and enable SAML in all products.
2. Login to CA Service Point.
3. Click on More Icon to access CA Service Catalog offerings to raise a request.
4. Click on Offering.  
For example: Access Security
5. Catalog widget request submission details is not displayed and shows a in progress message.  
Expected: UI form with request submission details should be displayed .

## DE57366

Notifications to pending actions users/groups not being sent to users.

1. Configure CA Service Catalog to send notifications.
2. Submit a request that needs to be approved by other users. The creation process will send a notification as expected.
3. Ensure the following action is enabled: Home, Administration, Events-Rules-Action, Notes Create.
4. Note is added to CA Service Catalog request, Notify Pending Action Users or Groups.
5. In the request created in step 2, add a note. This action should send a notification to the approver and to the user who added the note but it does not send any of those notifications.



6. There is no error in the view.log related to this issue.

## DE58424

Search filter clears off and displays all values when search is performed by typing and keyboard arrow key is used to select key words from the searched list.

1. Access Service Point or USS, and then, select imported offering.
2. Enter search by typing value in the "select\_d\_e" value as "system".
3. Ensure that it will display values which contains "system".
4. Use arrow keys to select values from dropdown and then verify.
5. Currently search filter is cleared off and displays all values when selected with arrow keys from the searched list.  
Search filter should not clear off when you use arrow keys to select values from searched list.

## DE58977

Configuration changes to attributes in request grid are not saved.

1. Login to Service Catalog as **spadmin**.
2. Navigate to completed request page.
3. Click on the configuration button.
4. Now select business unit to be shown in the heading and unselect the required date to be hidden from the heading.
5. Click Save.
6. The changes are reflected.
7. Log out and login as request manager.

The changes are not reflected here. The changes should be reflected for any user role.

