

# CA Service Management 17.2.0.12

## Fixed Issues- Steps to Reproduce

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# Service Desk Manager

## DE50277

CA Service Desk Manager fails to install and executing the pdm\_configure command fails if an Ampersand (&) is provided in Microsoft SQL Server Password "SA".

Following errors are seen in the configure.log:

07/29 07:02:13.561 INFO ? ? Starting Setup MDB...

*INFO ? ? The command is "C:\PROGRA~2\CA\SERVIC~1\add-ons\mdb\mssql\setupmdb.bat" -DBVENDOR=mssql -  
DBDRIVER=Service\_Desk -WORKSPACE=Service\_Desk -DBHOST=ibntest000416 -DBNAME=mdb -DBPORT=1433 -  
DBUSER=sa -DBPASSWORD=<SYS PASSWORD> -JRE\_DIR="C:\Program Files (x86)\CA\SC\JRE\1.8.0\_112" -  
MDB\_TARGET\_DIR="C:\PROGRA~2\CA\SERVIC~1\temp\mdb\_sql" -MDB\_COMMON\_DIR="C:\Program  
Files\CA\SC\Mdb"*

## xFlow Interface/Service Point

### DE58603

xFlow collaboration microservices crashes when having multiple nodes.

After adding a second xFlow node and restarting it a couple of times, it's observed that the push microservice keeps running and on next start, it starts all microservices again with collaboration microservice crashing. The collabMS\_debug.log and collabMS.log shows the following error:

*"ERROR [com.ca.casm.actor.ClusterManager] - Unable to setup xflow cluster*

*java.util.concurrent.ExecutionException: com.ca.casm.exception.CasmBaseException: Error : NO, AHD04116:A duplicate record was encountered. Insert or Update failed."*

Perform the following steps:

1. Start xFlow services from node 2 and node 1. Node 2 will show "MicroService\_akka.cluster.seed-nodes.0" in the l1admin\_general\_config
2. Restart xFlow from node 2 a couple of times. Verify the log files to see the error.
3. Sometimes stopping services will not clear the data from the l1admin\_general\_config table.

#### Workaround:

1. Stop all the xFlow Interface nodes.
2. Remove the data related to the nodes in the l1admin\_general\_config table. SQL query: delete from l1admin\_general\_config where config\_key like '%nodes%'.
3. Start nodes. This time it will add the data l1admin\_general\_config, and the service will not crash.

### DE58651

Live chat handoff from Aria or Service Point Virtual Analyst breaks due to lost class files.

When a user in Service Point initiates a chat, the xFlow Interface user receives the chat request and responds. Both sides are able to exchange just the first message and view the first message. However, once that happens, no further messages appear on either interfaces with users not being able to see the messages that are sent or being sent. Display just shows only the first message that was exchanged. The root cause for this issue is that **chat\_log.class** file (Program Files\Windows\Temp\CasmPlayApi\Class\Pojo\com\ca\casm\playApi\sdm\genpojo\ ) is getting deleted.

### DE59102

Announcements do not display timestamp. The Service Point display of announcements misses the timestamp when the announcements were made. End Users do not have the context of when an issue was reported.

Perform the following steps:

1. Create some CA SDM announcements.
2. Log into Service Point and you will see that there is no timestamp for the announcements that are displayed.



