

CA Service Management 17.2.0.13

Fixed Issues- Steps to Reproduce

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Service Desk Manager

DE58102

Reduce the Visualizer startup time with many locations. In multi tenancy set up which has several locations defined, the visualizer process is taking longer time to start. It is scanning all the rows from the ca_location table. Currently, if there are 32.215 locations, the Visualizer start needs 3:30 minutes.

Reduced for a test, the start with 504 locations needs about a minute. If there are, for example, there are 5 Visualizers at different WEB-servers in an environment. Usually all of these Visualizers are started at the same time and query the central bpvirtb_srv process at the same time.

The stdlog shows the following:

"SQL Query has returned (30000) rows for (domsrvr). Clause (SELECT ca_location.location_name, ca_location.location_uuid FROM ca_location WHERE (ca_location.inactive = 0) AND (ca_location.parent_location_uuid IS NULL AND ca_location.location_type_id IS NULL) ORDER BY ca_location.location_name ASC) Input (<None>)"

DE59426

IE Browser Compatibility View Discrepancies between CA Service Desk Manager 17.2 and 17.3.

When using IE Browser 11 with CA SDM 17.2 and 17.3, there is a discrepancy on how the IE Compatibility View setting impacts the SDM Interface, specifically the Employee Role UI.

Perform the following steps:

1. Set the IE Compatibility View settings.
2. Set role to a role with Employee interface.
3. Open an incident detail page.
4. Click Attach Document.
5. On Create New Attachment page, click Locate File.
6. File Upload Popup comes up, but OK and Cancel buttons are missing.

DE58910

Mail eater fails to parse attachment with illegal characters.

Perform the following steps:

1. Create an email and attach a PNG file (for example) with the following name:
"sys_attachment.do?sys_id=b193996c1bc82810aca56538fa4bcbea"
2. This is not a valid file
Hence, CA SDM fails to parse attachment with invalid file extensions.

DE59385

Misleading indentation in Incident Area Selection.

1. Login to SDM as Administrator
2. Navigate to Administration, Service Desk, Request/Incidents/Problems Areas.
3. Create the following Incident Areas.
4. Create a new SDM Incident. Click the Incident Area lookup field with children.
5. Due to indentation, few areas look like a child of other area.

DE58365

Exporting Change Order List, adds group column which is not in list.

Perform the following steps:

1. Login to CA Service Desk Manager.
2. Click Scoreboard, Change Order, Assigned, All.
3. Click Export.
The exported Excel file shows 2 "Group" columns, one shows the correct Group Name, another shows UUID. The format of the exported Excel file is not xlsx but xls.

xFlow Interface/Service Point

DE59207

Fails to open manual notifications sent to a contact who is not an affected end user.

If a user clicks a SDM ticket from Service Point notifications that is not listed as the Affected End User (**attr_name**: customer). The page navigation freezes while the API call is stuck in Pending (around 2mins).

Perform the following steps:

1. Create an incident and manually notify a user (for example, user A) using "**notification**"method. Ensure user A is not the affected end user of the incident.
2. User A logs into Service Point and clicks the notification icon (the bell icon) and select the notification in step 1.
3. Service Point does not open the notification or ticket details. Instead, it becomes unresponsive for few seconds and during this time, clicking on an item does not yield a response and after sometime, it is back to normal.

DE59102

Announcements do not display timestamp.

Perform the following steps:

1. Create some SDM announcements.
2. Login to Service Point and you will see that there is no timestamp for the announcements display

