

## **CA Service Management 17.2.0.17**

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

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## Service Desk Manager

Following issues are fixed in CA SDM 17.2.0.17:

### DE62330

Portability to CA Service Management 17.2.0.17 for T5UG459/DE60013. T5UG459 is included in CA Service Management 17.2.0.17.

### DE61989

French Files Delivered With Spanish Installation of CA Service Desk Manager.

1. Login to CA Service Desk Manager.
2. Open an existing incident or create a new incident
3. Go to tab "3-TIPO DE SERVICIO" and click "Adkuntar evento del tipo de servicio".
4. A new window appears with French text.  
Template associated to "**att\_stype\_event.html**" located in Program Files (x86)\CA\Service Desk Manager\bopcfg\www\html\web\analyst.

### DE61664

Vulnerability issue with Javascript is possible when having multiple webengines.

When having multiple webengines, it is possible to add the following parameter to the URL: wtt2a"><script>alert(1)<%2fscript>bp3ym=1 . A prompt window with the javascript is shown.

Perform the following steps:

1. Login to SDM web interface, without the WebEngine URL.
2. You will be redirected to one of the WebEngines. Example: **pdmweb1.exe**
3. Change the URL to use another WebEngine (example: **pdmweb2.exe**) and add wtt2a"><script>alert(1)<%2fscript>bp3ym=1
4. Observe the prompt window with Javascript.

### DE60169

CA SDM PDM functions included in the new driver for JasperReports Server. Current driver does not support PDM functions for JasperReports server.

### DE61525

CA Service Desk Manager (SDM) Secondary server is not working.

1. Login to CA SDM.
2. On the Primary server URL, requests tickets are not loading (URL, Search, Requests).
3. From the scoreboard, expand Requests, select any node, shows white page.
4. Hour Glass also stops rotating.
5. If you try to select any other options, a popup message comes up “page load in progress, please wait”.

## DE59817

Conflict analysis error.

Conflict Analysis is giving error "chg::find\_new\_schedule\_c(895) - Error 1: process\_conflicts\_0(896) - Error: 'AHD04199:An unexpected Database error occurred. Contact your administrator."

1. Login to CA SDM.
2. Create a zfield called z\_special\_views in Change\_Category.
3. In any Change Category for z\_special\_views give value as Default.
4. Set below Data Partition:
  - a. Type: View
  - b. Table: Change\_Request
  - c. Constraint: (affected\_contact = @root.id and category.z\_special\_views not like '%|HIDDEN|%') or category.z\_special\_views like '%|Default|%' .
5. Create few Change orders with the same Configuration Items (Cis). For example, test.
6. From the Scheduler tab, schedule same slot for all change orders.
7. The Change Conflict is created
8. Now click on the conflicts tab.  
Conflict Analysis and error is displayed.
9. Without the data partition, the error is not seen.

## CA Service Catalog

### DE62334

Script changes not considered in specific condition.

1. Open the form where you just added a script.
2. Change any Property.
3. Click on Save (in the form bar itself).
4. Open the script and make a change.

5. Click Save (script window).
6. Click Save (in the form bar itself).
7. Go to the "Service Offering" tab.
8. Now, navigate back to the "Form" tab.
9. Go to form that you were working on.
10. Open the script window

The changes made are not present in the form.

**Expected Behavior:** The change should remain whatever the way to play with properties or navigate through tabs.

## DE62090

getFormRateItemValues web service issue in CA Service Catalog.

There is behaviour in the webservice call "getFormRateItemValues" (Used in PAM process) where there is no logic to reverse / set the order once the data is fetched from the DB.

## DE61906

CA Service Catalog Field Attributes issue in CA Service Management 17.2.0.11 and 17.3.0.7. This behaviour is not seen in CA Service Management 14.1.2.

1. Login to CA Service Catalog.
2. Access ID Badge/Employee ID.
3. Verify the field **properties\_id** as **empid** and **Name** as empty.
4. Change the Name to **MyEmpID**.
5. Save the form.
6. Use Chrome Browser to open the service Access Security.
7. Activate Chrome Debug tools and select Elements and click the icon to inspect.
8. Select the Employee ID.
9. From Elements, elect the selected Code and Copy element.
10. Observe the **fields\_id** and name. The name field has the **\_id** value.
11. Change the **\_id** to **NewEmpID**, both values will have the same value.
12. If this is performed on an Out-of-the-box CA Service Management 14.1.2 environment, there will be no modifications and field attributes behavior issue is not observed.

