

# CA Service Management 17.2.0.18

## Fixed Issues- Steps to Reproduce

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## 1.1 Service Desk Manager

Following issues are fixed in CA SDM 17.2.0.18.

### 1.1.1 DE61365

Mail Eater gmail does not work.

Client running SDM 17.2.0.14 having issues with setting Gmail up with Maileater.

Emails does not poll and users get unable to connect to the Keystore error in the logs.

Even after deleting the Certificate, and importing a new Certificate and creating the keystore also gives the same error.

### 1.1.2 DE61415

Office 365 OAuth configuration attempts are not successful.

When you try to configure Office 365 with OAuth configuration. The configuration attempt is not successful and does not connect.

The **maileater\_nxd.log** shows that maileater is rejecting the connection attempt due to the authentication failing on an expired access token, and attempts to recreate the access token is being rejected. A Refresh token should be generated and traded for an access token, but is not able to do so (refresh token is null or empty).

Based on the logs and **oauth.dat**, **access\_token** and **refresh\_token** are empty and that is what is causing the issue. And to generate the **access\_token** it is required to grant the permissions to the admin and this is as expected. You must register the CA Service Management application in Microsoft Azure.

Once app registration is complete, it generates the client ID and secret. **Access-Token** is nothing but the combination of **client\_id**, secret, and scope provided in the OAuth Settings page in the mailbox detail page. Once these details are provided, click on "**Generate Access Token**", which redirects to the Azure page asking for credentials.

### 1.1.3 DE62904

Cookies with Ampersands in content disrupting SDM Web UI functionality.

When opening a direct link of an item in CA Service Desk Manager, such as a link to a request from a notification or a link to a knowledge document, AND they have a cookie for another MSU site that includes an ampersand, when SDM processes the link it includes all of the cookies into the URL. This results in HTTP Status 400 Bad Request errors. These errors are resolved after clearing cookies and cache, but this only resolves the issue temporarily.

## 1.1.4 DE62935

SDM 17.3 RU9 WEB-Page-error list\_alg.html.

The Audit trail in the tickets displays as undefined instead of "Incident."

Perform these steps:

1. In 17.3, create an Incident or open existing ticket and click on Activities tab.
2. Click on Audit Trail, in the window instead of Incident it is displayed as "Undefined"
  - a. Same behavior is seen in both German and English installs.

## 1.2 xFlow Interface/Service Point

### 1.2.1 DE60678

When using required attributes on transaction status and assignee is required, when we update the status is not manageable.

In xflow the assignee list is not filtered based on Group while changing status and also it displays only default 10 users from Contact list but not more then it.

Perform these steps:

1. Open a ticket in Xflow where group is present
2. Change status to Acknowledged and try to save, it will populate assignee field to be updated as required.
3. The dropdown list of assignee displays top 10 contacts, it is not based on group.
  - a. Also the list is restricted to 10, cannot display more assignees. Hence sometimes it doesnt allow right assignee to be selected.

## 1.3 CA Service Catalog

### 1.3.1 DE61615

Wrong number of offerings on Service Catalog.

Service Catalog shows the total number of records for which there is a mismatch of actual records shown in the search results. This is due to backend SQL query which includes the folders as well that are filtered in the front end, hence total count includes folders whereas results exclude the folders causing the mismatch.

### 1.3.2 DE62179

Users Receiving ""Request Submission Failed"" Errors for SC Submissions.

When you fill out a Service Catalog form through Service Point, you get receive a message saying that the submission has succeeded. Then immediately, the status shows as "Request Submission Failed".

### 1.3.3 DE62299

Slow icguinode.request\_create call between Service Point and Service Catalog.

Duplicate requests are created in Service point.

**Steps to reproduce:**

1. Click on any offering in ServicePoint.
2. Before the offering gets loaded, uncheck and check the offering bubble.
3. After offering gets loaded, click on submit.
4. You can see that two duplicate requests are created.

### 1.3.4 DE62722

The text in the table row is overlapped and not able to wrap.

Table element in a form "Mainframe MQ Services" is populated by Javascript. Back on 17.2.0.4 plus JPMC individual fixes, the columns of this table were automatically variable width - when populated with longer strings the width grows accordingly.

In 17.2.0.15, they are staying fixed at 85 pixels, even if text does not fit - it overlaps into the next column.

### 1.3.5 DE63668

Service Catalog 17.3 - Catalog search is not working.

Service Catalog Search does not work and provides no results. This issue started happening after upgrading to 17.3.