

# CA Service Management 17.2.0.8 – Steps to Reproduce

This document describes the CA Service Management 17.2.0.8 fixed issues and steps to reproduce these issues.

## CA Service Desk Manager (SDM)

CA Service Desk Manager 17.2.0.8 fixed issues with steps to reproduce the issues are as follows:

### DE52718

#### **xFlow Interface - Fields Overlap**

Priority and Category fields overlap when the Priority field contains more than 12 characters. The **category.sym** permits up to 60 characters. Overlap occurs when more than 12 characters are added to the priority symbol.

#### **Steps to reproduce:**

1. Login to CA SDM. DE
2. For an existing ticket, change Priority 1 Symbol to '1-Critical/Critique'. Click Save.
3. Login to xFlow Interface.
4. View the ticket for which you changed the priority as in Step 1.
5. The priority and category fields overlap.
6. Try to adjust the window size as Priority field icon and content overlaps the ticket Category or click the Restore Down button via the web browser.

### DE52715

#### **Users with a Domain in User ID cannot access Insights.**

#### **Steps to Reproduce:**

1. Create a user, for example, pt\daniel (use backslash '\') in CA Service Desk Manager (SDM).
2. Login to xFlow Interface as user pt\daniel and try to launch insights.
3. User cannot access Insights.

This observed only with some users for example: "xxxxxx\bxxxxxxx" , xxxxx\jxxxxxx as "\b" and "\v" are metacharacters in Javascript. While backslash is an Illegal character in JasperSoft Reports.

Solution is to modify the launch\_jasper.html file and replace: var userid = \$cst.userid; by var userid = '<PDM\_FMT PAD=NO ESC\_STYLE=C>\$cst.userid</PDM\_FMT>';

With this, you retain special characters in the User ID. and remove any backslash in the User ID as this is an illegal character in JasperSoft.

#### DE52420

“Failed to build tblobj.cfg” file error when running pdm\_publish. This is observed in CA Service Desk Manager Spanish environment.

##### **Steps to Reproduce:**

1. Login to CA Service Desk Manager.
2. Customize an object in Web Screen Painter (WSP).
3. Click Save.
4. Publish the changes.
5. Stop the Services.
6. Run pdm\_publish.

You get “failed to build tblobj.cfg” file error.

#### DE54226

**Maximum number of CIs displayed in Service Point is only 10.**

##### **Steps to Reproduce:**

1. Ensure that there are more than 10 Configuration Items (CIs) in your CA SDM Environment.
2. Add CIs to Service Point input attributes.
3. Create an incident using the Service Point Interface and try to select CIs in your environment.

It is observed that only 10 CIs are displayed in the drop-down list.

#### DE52917

**CA SDM REST Services not secure.**

##### **Steps to Reproduce:**

1. Login to CA SDM.
2. Implement REST service using secret key authentication.
3. Disable basic authentication and set the HMAC key to be SHA512, the following entries are configured in the NX.env file:
  - a. @NX\_REST\_WEBSERVICE\_DISABLE\_BASIC\_AUTH=Yes
  - b. @NX\_HMAC\_ALGORITHM=HmacSHA512
  - c. @NX\_STRING\_TO\_SIGN\_FIELDS=NoVaLue
4. Use CA SDM in the authorization header key instead of BASIC with the secret key being returned in the response for subsequent use. However, you can still call the REST services using the old method (that is, by just applying the session key in the X-AccessKey field), thereby negating the additional security that is provided.

Implementing the secret key authentication allows this type of access and since, the session ID is just an integer value, there is always a risk of security vulnerabilities.

## DE53799

Knowledge search on ticket does not work.

### Steps to Reproduce:

1. Login to CA SDM as an administrator.
2. Navigate to Administration tab, Knowledge, Knowledge Categories. Create a new knowledge category named KCat01.
3. Navigate to Administration, Knowledge, Service Desk Integration, Request/Incident/Problem Search Configuration. Check the following two checkboxes and then click Save:
  - a. Request Area
  - b. Automatically run search when the Knowledge tab of a request / incident / problem is selected.
4. Navigate to Administration, Knowledge, Knowledge Categories, right-click the knowledge category "**KCat01**" created in Step 2.
5. Select Edit Category, click on the tab named "**1. Content**". In Request/Incident/Problem Area, enter "Applications" (this is an out-of-the-box Area). Click **Save**.
6. Within the Knowledge Categories window, right-click on the category named "**KCat01**" and select the New Knowledge Document, click on the tab named "**1. Content**", enter **testforkcat01** in the Title field.
7. Click Save. Click Publish. Click Ok.
8. Ensure that there are no existing knowledge categories for which the Request/Incident/Problem Area in the Content area of the category definition is set to "Email".
9. Navigate to Service Desk tab, click File, and select New Problem.
10. For the Problem Area, enter Applications, click Save.
11. In the new Problem Detail window, click the tab named "**3. Knowledge Management**", click the subtab named "**1. KNOWLEDGE**".
12. Enter **testforkcat01** in the Search Terms text field, click Search, the document created in step 6 should appear.  
It is observed that the list of results is empty.

**Workaround:** Click "Show Knowledge Base Filter", notice the first entry is a solid black box, click Clear Categories, click Search, the document created in step #5 appears in the list of results.

## DE53608

Error SLA Projected Violation.

### Steps to Reproduce:

1. Login to CA SDM.
2. Create an event name: Main Event
  - a. Delay Time: 00:01:00
  - b. Allow time resetting: Yes
  - c. Work Shift: 24 Hours
  - d. On Done Event Flag: Save History
3. Create an event name: "Second Event"
  - a. Delay Time:08:00:00

- b. Allow time resetting: Yes
  - c. Work Shift: 24 Hours
  - d. On Done Event Flag: Save History
- 4. Under Action tab:
  - a. Set SLA Violation for Actions on True Macro: yes
  - b. Actions on True Macro List: Set CR SLA Violation=Predicted (OOB Macro)
- 5. Create a macro named: Test Macro
  - a. Object Type: Request/Incident/Problem
  - b. Macro Type: Attach Event
  - c. Event: "Second Event" (Created in step2)
  - d. Elapsed Time delay: 08:00:00
- 6. Open the event detail page created in step1 "Main Event" and set the
- 7. Actions on True Macro List: Test Macro (Created in step3)
- 8. Create Service Type "svc1".
- 9. Click on "Add Service Type Event" and select "Main Event" and name it as "SLA1"
- 10. Create a group "Group1" and attach Service Type "svc1"
- 11. Create a ticket with group as "Group1"
- 12. Result: SLA violation is calculated correctly.
- 13. Now create another Service Type "svc2"
- 14. click on "Add Service Type Event" and select "Main Event" and name it as "SLA2"
- 15. Create a bunch of tickets using any batch script with details as
- 16. %DESCRIPTION=Test SLA
- 17. %SUMMARY= To test SLA issue.
- 18. %GROUP=Group1

It is observed that for some of the tickets SLA is not calculated.

Workaround:

Do not use the same Event in different SLAs/Service Types when the Action of main event is a type of macro Attach Event.

[DE51827](#)

**Configuration Item Search fails with AHD03053:Bad where clause error.**

#### **Steps to Reproduce:**

1. Login to CA SDM.
2. Create 2 new CI Families, **A** and **B** and 1 CI Class with Family A.
3. Create a new CI with the newly created Class in Step 2.
4. Specify the Host Name with "()", for example, **sd4044\_p1 (1)**.
5. Add the following constraint to a Data Partition specified to an Analyst user:
  - a. Type: **View**
  - b. Table: **ca\_owned\_resource**
  - c. Constraint: **family.id != 1000029**  
The Family ID is from the newly created Family B.
6. Log into CA SDM using a user with the Data Partition.
7. Search for CI by specifying "%(%)" in the Host Name field.  
Error "**AHD03053:Bad where clause**" is shown with failed search.



## CA Service Catalog

CA Service Catalog 17.2.0.8 fixed issues and related steps to reproduce these issues are described below:

[DE53054](#), [DE53058](#)

### Select API Console Errors

#### Steps to Reproduce:

1. Log into CA Service Catalog.
2. Click Console tab.
3. Click on radio button to trigger function which uses `ca_fdSelectOptionByIndex`.

```
{
jstest:function()
{
alert('testing2');
ca_fdSelectOptionByIndex('form1','sel_1',1);
alert('testing3');
}
}
```

API console error appears after using `ca_fdSelectOptionByIndex` or `ca_fdSelectOption`.

[DE53363](#)

### Spinner Field only working after the third click.

#### Steps to Reproduce:

1. Login to CA Service Catalog.
2. Locate the form "Novo" in form designer.
3. This form has a "Spinner Field" field and the `onChange` attribute calls the `ca_fd.js.entrei()` js function:

```
entrei: function(){
    console.log('entrei' );
    alert('entrei');
}
```

4. Click the spinner field to increase its value in it.  
You will have to click 3 times for `onChange` to invoke the js function .

DE54291

### Problem with a form having two input fields.

#### Steps to Reproduce:

1. Create a form with 2 fields.
  - a. Test field1 value = 'TextValue123' and id= 'txta'.
  - b. Test field2 value = \$(ca\_fdGetTextFieldValue(ca\_fd.formId, 'txta')) and id = 'txtb'Note, the "txtb" is not filled with value (not populated).
2. However, after adding the below script, it works as expected:

```
{
  nl : function() {
    ca_fdSetTextFieldValue(ca_fd.formId, 'txtb', ca_fdGetTextFieldValue(ca_fd.formId,
    'txta').replace(/\n/g, '\n'));
  }
}
```

DE53896

### Issue with Offering Checkout Form getting cached for longer duration.

1. Login to CA Service Catalog.
2. Set **system.form.cache** to 8 hours in the **ehcache.xml** file.
3. Create a request using one form successfully.
4. Change that form and create a request without restarting the server.  
You should be able to create request with the modified form.  
**Note:** The checkout form data takes longer duration to fetch data from the cache.

DE52403

### saveRequestHeader via SOAP is not working.

#### Steps to Reproduce:

Obtain a Catalog 17.2.0.4 system, identify some requests that can be updated.

Try a call like this one after obtaining a login token (sessionId) using login operation

```
<soapenv:Envelope xmlns:xsi=http://www.w3.org/2001/XMLSchema-instance
xmlns:xsd=http://www.w3.org/2001/XMLSchema
xmlns:soapenv=http://schemas.xmlsoap.org/soap/envelope/
xmlns:ser="http://services.soap.usm.ca.com">
<soapenv:Header/>
<soapenv:Body>
<ser:saveRequestHeader
soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
<sessionId xsi:type="xsd:string">5f8d1082-15c5-4c2c-a6b4-8791f49017cc</sessionId>
<requestData
xsi:type="soapenc:string"><![CDATA[request_id:17585!req_by_user_id:E404VWA!name
mail Approval!desired_date:26/09/2018 18:30:33!priority:2]]></requestData>
<requestValuesData xsi:type="soapenc:string"><![CDATA[comments:sum1
wichtig]]>&#65281;<![CDATA[= < email >!gl_code:man /
```

```

loc!project:Inventory/Warehousing!cost_center:4711!]]></requestValuesData>
<requestValuesDataType xsi:type="soapenc:string"></requestValuesDataType>

</ser:saveRequestHeader>
</soapenv:Body>
</soapenv:Envelope>

```

3) The call goes through but the req\_by\_user\_id value doesn't get updated on the request. Other values seem to get updated

Issue reproducible in house: YES

[DE53718](#), [DE53896](#)

**Refresh form cache after updating a form.**

**Steps to Reproduce:**

1. Login to CA Service Catalog as Administrator.
  2. Click on Catalog Tab, Forms.
  3. Make some substantial changes that are visible.
  4. Save the form.
  5. Validate the changes by creating a new request.
- Note: Ehcache.xml file has update with high values to sustain the form pages in cache for production environment purposes.

[DE53718](#), [DE53896](#)

Refresh form cache after updating a form.

**Steps to reproduce:**

1. In a CA Service Catalog 17.2.0.4 system, identify some requests that can be updated.
2. For example, try a call like the one below after obtaining a login token (sessionID) using login operation:

```

<soapenv:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://services.soap.usm.ca.com">
<soapenv:Header/>
<soapenv:Body>
<ser:saveRequestHeader
soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">

```



```

<sessionID xsi:type="xsd:string">5f8d1082-15c5-4c2c-a6b4-
8791f49017cc</sessionID>
<requestData
xsi:type="soapenc:string"><![CDATA[request_id:17585!req_by_user_id:E404VWA!n
ame:Email Approval!desired_date:26/09/2018 18:30:33!priority:2]]></requestData>
<requestValuesData xsi:type="soapenc:string"><![CDATA[comments:sum1
wichtig]]>&#65281;<![CDATA[= < email >!gl_code:man /
loc!project:Inventory/Warehousing!cost_center:4711!]]></requestValuesData>
<requestValuesDataType xsi:type="soapenc:string"></requestValuesDataType>

</ser:saveRequestHeader>
</soapenv:Body>
</soapenv:Envelope>

```

3. The call is successful but the req\_by\_user\_id value is not updated in the request. Other values are updated.