

## **CA Service Management 17.2.0.14**

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

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## Service Desk Manager

Following issues were fixed in CA SDM 17.2.0.14:

### DE59777/DE59908

Browser Notifications Setting.

After adding the "BrowserNotifications true" option in the web.cfg file on all SDM servers, notifications are shown for Chrome v87, but not for IE v11 or Chrome v81.

Perform the following steps:

1. Access the web.cfg file under NX\_ROOT\bopcfg\www directory using Notepad as an editor.
2. Confirm that "BrowserNotifications true" is present (it is just past Timeout 10).
3. Login to CA SDM via IE 11, Chrome, Firefox, and MS Edge.  
Wait for 5 minutes. The Timeout is set to 10 min and the TimeoutWarning is set to 5 min.  
Thus a warning should appear per browser 5 min after login.
4. After 5 min, no warning messages appear.
5. Perform the same tests again except modify the web.cfg.
6. Change the given setting to "BrowserNotifications false".  
(Same effect, no warning messages shown per browser)
7. Remove the "BrowserNotifications" line entirely.  
(only Firefox and IE 11 show the message; the other browsers do not show the message).
8. Recycle SDM Services on Primary and Secondary as needed.

### DE59824

Unable to access Help directly from the Incident search page.

Perform the following steps:

1. Login to CA SDM Portuguese Environment.
2. Navigate to Service Desk, Search, Requests/incident/Contact.
3. In the Request List form right click, Help on this window.
4. It does not redirect to Product Documentation page and displays a blank window with [] character.

This issue is now addressed and Help page can be accessed.

### DE58905

CA Business Intelligence Jasper Server 6.4.3 shows error "**Already closed**" when using the "**Totals Data**" option for a table and using Created Measures. This error is shown when using the "Totals Data" option for a table and using Created Measures

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Perform the following steps:

1. Login to JasperServer url.
  2. Create or use Service Management Domain to use sdm\_ds datasource.
  3. Create a new Ad Hoc view using the Domain from above and select Table.
  4. Create a new "Created Measure" with a long formula (> 128 characters) similar to:  
*IF(Contains("Incident Ref Num", 'SOMEWHAT SATISFIED') or Contains("Incident Ref Num", 'Not Applicable') or "Incident Ref Num" == '22' or "Incident Ref Num" == '23', 1, 0*
  5. Add 1 Field and the Created Measure as Columns.
  6. Select "Totals Data". The issue will appear.  
"Already Closed" error will popout on the jasper pager.
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## xFlow Interface/Service Point

### DE59661

Group Approvals are not working in Service Point.

1. Login to Service Point using Creds user1/CAdemo123.
2. Submit VPN Access Request.
3. Login to Service Point using creds mgr1/CAdemo123.
4. Click My Approvals.
5. The submitted request is not displayed in My Approvals.
6. You login to Service Catalog using same creds.
7. You can see the request in pending Approvals.

**Note:** This happens when Approvals are assigned to groups and not directly to users. Configuration is required for the requests approvals to be moved to group for approval via catalog policies.

### DE58975

Log comment in Card view is not reflected when changing status.

1. Log comment in Card view is not reflected when changing status.
2. Comment is not reflected if logged through **Card View, Additional Actions, Status**.

Status is changed as expected, but the logged comment is not reflected

### DE59816

xFlow Interface Command bar update status adds log comment but not via status popup dialog.

Perform the following steps:

1. In the xFlow Interface using the Command bar update status Open to Close.  
It will ask to log comment.
  2. The given comment can be seen under the **Activities** tab.
  3. Now, again in xFlow Interface using the Update status button, change status from **Open** to **Close**, **Log comment** and **Close**.
  4. The given comment cannot be seen under the **Ticket Activities** tab.
  5. Client would like to know which is the correct behavior and make options update in the same way.
  6. Similar behavior is observed in CA Service Management 17.3.0.3 and 17.3.0.4.
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## DE59662

CA service Point - users are allowed to edit/delete the comments.

Perform the following steps:

1. Login to Service Point.
2. Submit Proxy Access Request.
3. Add comment to this request.
4. Login to Service Point using creds mgr1/CAdemo123
5. Click My Approvals.
6. Open Comments Section.
7. You get option to edit / delete user comments.

**Note:** Configuration is required for the requests approvals to be moved to group for approval

## DE58980

In Service Point, default value is set but Field is empty.

CI is a required field and unable to create ticket without the value manually selected. Would need to utilize the feature of default CI for Service Point.

Perform the following steps:

1. Login to CA SDM.
2. Navigate to Administration, xFlow Interface, Service Point, Default.
3. In the new Ticket attribute, **Add CI**, select a default value and save.
4. If the CI defined appears within the top 10 of CI's displayed, then it is seen as default CI.
5. If the CI list is long and default CI is either 12th or 13th CI, then, the CI field is blank.
6. The CI field is blank, default value is not seen.

## DE59996

Wrong date format in Announcements in Service Point.

Perform the following steps:

1. Create an Announcement in regular GUI. Make a not of date format.
2. Login to Service Point, the announcement will be displayed in incorrect format and unwanted characters like **vm.m**.

Expectation is to be displayed same as in standard GUI.

## DE60032

xFlow Interface comment status is not saved.

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Perform the following steps:

1. Ensure CA Service Management 17.3.0.4 is installed in your environment.
2. Login to xFlow Interface and click Queue.  
The Ticket Card List is displayed.
3. Select a Card/Ticket, click the Ellipsis (....) and select Update Status.
4. In the popup, select New Status and enter some comments and click Submit.
5. Now, verify the ticket, you will see that the status does not change and the comment is not present.  
Error messages show up in the Incident Microservices Log file.

**Note:** This behavior is not observed in release versions before CA Service Management 17.3.0.4.

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# CA Service Catalog

## DE59659

CA Service Catalog widgets - incorrect sorting of notes (comments). Request notes sorting is not happening when widgets are used. The problem occurs when a year changes.

1. Login to Catalog widgets.
2. Raise a request and add multiple notes spanning across many years. For example: 02/15/2020, 02/15/2021 and so on.
3. Observe that notes are sorted by grouping same months of different years.

Since, it seems that the ordering is done on the "month" value, the resulting notes order could be then something like:

4/23/2005  
3/11/2018  
2/13/2019  
2/25/2020  
1/12/2021  
1/11/2021

You need the entries to be sorted out with most recent are on the top and the oldest to be last, so the order would be:

1/12/2021  
1/11/2021  
2/25/2020  
2/13/2019  
3/11/2018  
4/23/2005

The main issue is that when a month switches for example to February, new notes from February will be sorted to a block with all February notes from all other years, and so on respectively for each month:

12/xx/2018  
12/xx/2019  
12/xx/2020  
12/xx/2021  
11/xx/2020  
11/xx/2021  
...  
03/xx/2019  
03/xx/2020  
03/xx/2021

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**Note:** This issue is reproduced only when comments are added in different year.

## DE59810

CA Service Catalog the IN operator does not work while creating an event filter.

Perform the following steps:

1. Login to CA Service Catalog, Home, Administration, Events-Rules-Actions, Request/Subscription Item Change, Add Rule.
2. Click "Add filter" button next to Event filter
3. Set:
  - a. Property : code (or any String property)
  - b. Operator: IN
  - c. Constant: test
4. Click on the down arrow to add to current conditions.
5. Console tab shows the following error:

```
wpf?Node=icguinode.r...&conditions=yes:175 Uncaught TypeError: t.substring is not a function
at escapeAndQuote (wpf?Node=icguinode.r...&conditions=yes:175)
at addcondition (wpf?Node=icguinode.r...&conditions=yes:119)
at <anonymous>:1:1
escapeAndQuote @ wpf?Node=icguinode.r...&conditions=yes:175
```

## DE59772

Checkout button appears when having an item in the cart and "Allow Only One Service Per Request" set to Yes. After enabling **Allow Only One Service Per Request** in Service Catalog, if you have a service in the cart and select a new service that contains a form the checkout button appears and when you click the button it tries to add the service but instead it takes you to the cart but to the original item that was already in the cart. The checkout button should not appear when you have a service in the cart.

1. Checkout button appears and there is service in the cart
2. Once you click on the Checkout, the offering that is the cart is shown, not the new one.

