

CA Service Management 17.2.0.16

Fixed Issues- Steps to Reproduce

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Table of Contents

Service Desk Manager.....

DE61291 4

DE60832 4

DE59765 5

DE59193 6

DE58931 6

xFlow Interface/Service Point.....

DE58855 6

CA Service Catalog.....

DE52752 7

Following issues are fixed in CA Service Management 17.2.0.16:

Service Desk Manager

DE61291

Error 404 when **es_ebl** pushes data from SDM to indexes using a wrong index.

Sometimes **es_ebl** pushes data from SDM to indexes using a wrong index. This happens when a rebuild index is done at the search server. There are no known steps to reproduce.

An error similar to the one below is seen in the esEvents.log file.

```
DEBUG wire 72 http-outgoing-574649 << "HTTP/1.1 404 Not Found[\r][\n]"
```

```
DEBUG wire 86 http-outgoing-574649 << "{\"error\":{\"root_cause\":{\"type\":\"index_not_found_exception\",\"reason\":\"no such index\",\"resource.type\":\"index_expression\",\"resource.id\":\"sdm_index_1620795616\",\"index\":\"sdm_index_1620795616\"}},\"type\":\"index_not_found_exception\",\"reason\":\"no such index\",\"resource.type\":\"index_expression\",\"resource.id\":\"sdm_index_1620795616\",\"index\":\"sdm_index_1620795616\"},\"status\":404}"
```

DE60832

Wrong SLA recalculation after changing service type on a ticket.

If you have installed the option "set_sla_evt_open_date", only Service type events are calculated from open date and it is not working for target dates (target and events are attached to the same Service Type).

1. First create a target resolution "Resolution" in the Administration Tab, Service Desk Node, Service Target Templates, Create New, choose a Request/Incident/Problem as object type.
2. Fill the form fields in the service target template window as below:
 - a. Name: Resolution
 - b. Target duration: 01:00:00
 - c. Workshift: <empty>
 - d. Condition : Req. Status <> Resolved
3. Create new Service Type "SLA 1H" with no workShift and no timezone
4. Under the **Administration** Tab, Service Desk Node, **Service Types**, Create a new "SLA 1H" in the symbol field and keep workshift and timezone fields empty. Click **Save**.
5. Click **Service Target** tab and select "**Link Service Target Template**" button. Choose the **Resolution** target and click Save.
6. Click the **Request** tab and click "**Add Service Type Event**" button.

7. Select “**priority 3 cr resolution violation**” and click **Continue**. Enter “SLA violation” in the name field and change the Delay time to 01:00:00.
8. Click. **Save**
9. Note: Ensure that the event workshit of “priority 3 cr resolution violation” is equal to 24 hours.
10. Now, create a second SLA 2H. (Repeat the same steps in section 2 or follow the below steps).
11. From the SLA 1h window form, click on file, copy a new window with same service target and event.
12. Enter “SLA 2H” in the symbol field. Click Save.
13. Click the Request event tab. Change the delay time of the SLA violation event from 1:00:00 to 2:00:00.
14. Click Request Target tab and change also the delay time to 2:00:00.
15. Add these 2 new Service Types to 2 existing categories: Printer with ST = “SLA 2H” and email with ST = “ SLA 1H”
16. Install the **set_sla_evt_open_date** option under option manager tab à so now the every time a service type is added to the ticket, the event times will be calculated based on the open date and not the last modified date
17. Test the following scenarios:

Note: Ensure to test these scenarios in a normal work Shift or remove the work Shift from target and events or change the regular work Shift to cover your current time.

Scenario 1:

1. Create a new incident with category printer. Check the event and service target under service type. Notice that the evaluation time will be after 2 hours from the opening date which is correct (click **Refresh**).
2. Wait for 3 minutes and change the category to email. Notice that the Service type event is calculated from the Open date while the target is calculated from the last modified date.

Scenario 2:

1. Create a new incident with category printer.
2. Check the event and service target under Service Type. Notice that the evaluation time will be after 2 hours from the opening date which is correct (click Refresh).
3. Wait for 1 minute and change to status to “waiting Vendor” all the events and target are delayed.
4. Wait for 3 minutes and change the status back to In Progress.
5. Change the category to email, you can see that Service type event are calculated from Open date while the target is calculated from the last modified date.

Summary: The “**set_sla_evt_open_date**” option is working only for events attached to the SLA and not for target.

DE59765

Service Type events are not triggered as per the End Users time zone.

"Use End User's Time zone" is ignored for a Service Type.

Time Zone: The time zone for the service type. You can enter the time zone directly in this field, or click the search icon to select the time zone from a list. This time zone is used for triggering events in the system if the Use End-User Time Zone option is not selected.

Use End User's Time zone: Select this option if you want to use the time zone that is defined for the affected end user on a ticket for triggering events in the system.

DE59193

Unable to select a user who created a new CI in Object Contact tab of a Notification Rule.

1. Go to Notifications, Activity Notifications, and open the Activity **New Configuration Item**.
2. Select "**Configuration Items**" from the '**Object Type**' drop-down list.
3. Open "**Default Initial Notification Rule for Configuration Items**" and click '**Update Object Contacts**' in 'Object Contact' tab.
4. Object Type drop-down list shows **Configuration Item Activity Log** and click **Search**.
No Object Contact is displayed.
5. Click **Create New** button. Unable to select the **Configuration Item Activity Log** from the Object Type drop-down list.

DE58931

Auto-Close is not triggered during failover in CA SDM Advance Availability. The auto closing of the tickets is not working when failover is performed.

When an analyst resolves a ticket while a failover is in progress, the auto-closing event is not linked in the ticket. The status is changed to resolved, but the ticket remains so, and the auto close is not triggered.

Perform the following steps:

1. Enable auto-close for incidents/requests (On the **Administration** tab, select **Service Desk, Application Data, Codes, Auto Close**) and create a ticket (example: incident) in SDM in Open Status.
2. Log into CA SDM through the application server and open the ticket.
3. Perform a failover in your standby server.
4. While the failover is in progress, set the status to **Resolved** in the application server.
5. Observe that the auto close is not linked to the ticket.

xFlow Interface/Service Point

DE58855

xFlow Interface depended attr control **call_back_date** shows only date and no time.

1. Make Call_Back_Date as a dependent control attribute for status updates.
2. Login to xFlow Interface and try to update the ticket status to one with dependent control attributes.

Notice that the Date attributes appear in a very small window. Scroll down and click "Today" button. It incorrectly sets Jan 1970 as today's date.

3. Click **Today** button for the second time.
Note that the date is now shown correctly, but without a time field to select.

CA Service Catalog

DE52752

Service Point Table mix up on Submission.

4. Login to CA Service Catalog and Service Point.
5. Use the IE11 browser.
Note: With Chrome, you are not able to see an image icon in the Form. Hence, recommended to use IE11 to access Service Point UI.
6. Go to Request a Service, raise a request to "Temporary Batch Schedule" offering via Service Point. Click "Batch GDG".
7. Select "delete" on the Action drop-down list, select "Dataset Name". Enter **1** , and then, click the image icon , it will add the input as a row in the table.
8. Repeat by adding the row in the table with 1, 2 , 3, 4 , 5 in "Dataset Name" accordingly .
Note: You are required to select other value in Action select drop-down first and, then, select "delete" again in order to have "Dataset Name" field show up each time when you enter new data .
Note that you must insert at least 5 entries in the table in order to see the said issue.
9. Click "submit" to submit the request via Service Point UI. After submitting, you notice that the sequence of table rows is not the same as to what it was before submitting the request.

