

# CA SERVICE MANAGEMENT

## Steps to Reproduce - 17.2.0.3

### Service Desk Manager

DE46552

**AHD03053:Bad where clause: Parse error at : "delete\_flag = 0 AND value LIKE 2" (Non string used in LIKE where clause)**

**Steps to reproduce the issue:**

1. Login to SDM -> Administration -> Service Desk -> Change Orders -> Risk Level ->.
2. It shows all risk levels in the right pane.
3. Click show filter and type 0 or some number in the Risk Value column and hit Search.
4. Error shows:  
AHD03053:Bad where clause: Parse error at : "delete\_flag = 0 AND value LIKE 2" (Non string used in LIKE where clause)

DE47871

**Ktd obj\_type is truncated in 10 characters when SDM is in Potuguese**

**Steps to reproduce the issue:**

1. under Options Manager -> KPI, install kpi\_ticket\_data\_table and recycle SDM
2. next, create a Request and transfer to other user, change the status, etc.
3. check stdlog and the message is displayed:
4. 09/29 13:19:18.87 cassa02-U17692 domsrvr 4576 SIGNIFICANT val\_attr.c 1367 New value of tipo de objeto in ktd:400001 truncated to 10 characters; using 12 single and multi-bytes; 1 bytes lost.

DE48383

**WebService Raises Error - java.util.ConcurrentModificationException**

**Steps to reproduce the issue:**

PROBLEM SYMPTOM: LNX-SOAP WEBSERVICES MAY FAIL WITH CONCURRENTMOD  
SOAP Webservices may fail with ConcurrentModification Exception.Under certain circumstances, invoking a webservices script with a high number of users may fail and an error is thrown to the client. No error/exception is written to the jsrvr.log file.  
expected results : verify the log : java.util.ConcurrentModificationException should not come.

DE48386

**SDM\_17.1-**

**Functional\_Access\_of\_View\_for\_admin\_code\_allows\_creation\_of\_Change\_Windows**

**Steps to reproduce the issue:**

1. Login to ServiceDesk Manger as Administrator.
2. Create a custom role like "Testrole" with View function access for Administration.
3. Update the tabs assigned by adding the tab named "Administration tab with full menu tree".
4. Add the new role "Testrole" to the role list of the "Administration" access type.
5. Switch to "Testrole" as Administrator.
6. Create a change window from "Administration" tab Service Desk > Change Orders > Change Windows, then click on "Create New".
7. User with view permission is able to create Change window.

DE48407

**17.1.02-AHD03053:Bad where clause: Parse error**

**Steps to reproduce the issue:**

1. Via Schema Designer, add custom field.colum to the CR object (zStudentID)
2. Save and publish schema changes
3. Via Web Screen Painter, add the zStudentID field to the :IST\_CR.HTMPL form

4. save and publish form changes
5. Login to SDM UI and select SERACH->REQUESTS
6. If you perform a search with no value in the zStudentID field, the search works fine. If you enter a value in the zStudentID field, receive the following error:  
AHD03053:Bad where clause: Parse error at : "active = 1 AND zStudentID LIKE 11111 AND ( type = 'R' OR type = " OR type IS NULL )" (Non string used in LIKE where clause)

DE48445

#### **SDM\_17.1.0.2-Missing macros for FOLLOWUP\_HEAT CHANGED\_PROPERTY CHANGED activities**

##### **Steps to reproduce the issue:**

1. Login to ServiceDesk Manager.
2. Go to Administration ->Notification -> Activity Notification and click over 'followUp' Notification.
3. Edit Notification and change 'Description'.
4. Click over Save button.  
Below error should not come on UI:  
"AHD03075:Required attribute mgs\_notify\_info is missing from object activity Type"

DE48450

#### **SDM\_17.1\_WF tasks not linked when incident created from template**

##### **Steps to reproduce the issue:**

1. Edit an Inc/Req Area and insert some WF tasks on it;
2. Open a new Incident manually and associate the Area edited in previous step above having the WF tasks assigned;  
Note that in this case, the WF tasks are linked in the new ticket.
3. Now, create a new Incident template using the same Area as above.
4. Save the template.
5. Open a new Incident from template based on the one created in previous step having the same Area and WF tasks assigned;  
Note that in this case, after the new ticket is saved, even though we see the Area associated to it, there is none WF tasks assigned.

DE49093

#### **SDM\_17.1 - Tomcat Support Discrepancy**

##### **Steps to reproduce the issue:**

No steps to reproduce are available.

DE49637

#### **Missing Java Files Causing Degraded Service**

##### **Steps to reproduce the issue:**

After upgrading CA Service Desk Manager 12.9 to 14.1 following jar files are missing. Pdm\_configure and web screen painter will not work.

1. domsrvr\_utils.jar
2. pdm\_intrvlog\_nxd.jar
3. slump.jar
4. log4j-1.2.15.jar
5. sd-utils.jar

DE49723

#### **DE44381 should be included in mainline for 17.2 and 17.1 latest patches**

##### **Steps to reproduce the issue:**

There are no known steps to reproduce this problem.

DE49802

**SDM - Popup window appears when accessing attachments and remains open**

**Steps to reproduce the issue:**

1. Login to CA SDM.
2. Create new SDM request and attach a document (i.e. XLS spreadsheet).
3. Save ticket.
4. Access ticket and right-click on the attachment and select VIEW DOCUMENT.
5. Attachment is downloaded and can be opened via a new pop-up window.
6. However, window remains open and must be manually shut down. Issue only occurs in Chrome browser - Firefox and IE appear to handle attachments differently. Is there anything that can be done or is this purely a Chrome web browser issue?

DE50139

**Webservices hang issue.**

**Steps to reproduce the issue:**

Intermittently webservices are hanging in the customer environment. Check SCO Chapr06\_Web\_Services\_Fix, 74277 and 74278 available in build.

DE49141

**CV-CONFIRM-DEFECT\_SDM\_17.2-Mailleater threshold issue**

**Steps to reproduce the issue:**

1. Ensure Mailbox is configured with Service Desk Manager and tickets are getting created.
2. Set the policy "Email Address/Hour" as 1 in the Mailbox policy Tab.
3. Send an Email from an existing contact to the Mailbox, such that the ticket is created.
4. After an hour, send another email from the same contact used in step3 to the Mailbox.

Result:

Eventhough the 1 hour threshold is crossed, the contact gets added to the exclusion list

DE49486

**SDM 17.2 \_ T6F2005**

**Steps to reproduce the issue:**

1. Install 17.1RU1. Follow steps of T5UG416 testfix.
2. Apply testfix T5UG416 testfix(Make sure NX\_KEYSTORE\_REF available in nx.env and nx.env.tpl.
3. Upgrade environment to later releast e.g 17.3.
4. Check nx.env file.
5. NX\_KEYSTORE\_REF variable should be availble in NX.env.

DE49682

**Service Desk 17.2 xFlow - takes not entered log text**

**Steps to reproduce the issue:**

1. Log in to Xflow Interface
2. Display the details for any incident ticket
3. Click the Status popup link and change status to any but make sure to add text in the Add a Comment textfield.
4. Go to SDM Web Interface and look at the Incident -> Activity Log => The User Description for the Activity Log does not have the text entered in the Add a Comment textfield.

DE44090

**CV-DUMP-REVIEW\_SDM\_17.1-Mail Eater stays in connecting status**

**Steps to reproduce the issue:**

No steps to reproduce are available.

DE49704

### **anonymous mail requestor for incidents at multi tenancy**

#### **Steps to reproduce the issue:**

1. Set up SMD for multi-tenancy
2. Create Service Provider tenant (SP) with default settings
3. Create tenant T2 with default settings
4. On mail server, create 2 email accounts for SDM mail eater and 1 extra email account for end user
5. Make sure the email account for end user does not belong to any contact in SDM
6. On SDM, create 2 mailboxes for the mail eater accounts, one for each tenant
7. Create new mailbox rule for each mailbox similar to existing one for Incidents (seq=100)
8. For existing contact System\_Anonymous, add the Administrator role to the contact
9. On the mail client, from end user email account, send email to mail eater account for tenant SP, with subject "in" and body "testing tenant SP"  
As expected, SDM creates a new Incident ticket for tenant SP with end user as System\_Anonymous
10. Repeat step 9 but this time send it to mail eater account for tenant T2. SDM creates the Incident ticket but incorrectly for tenant SP and it should be for tenant T2.

DE50297

### **SDM\_17.1\_Incidents do not load workflow tasks from the area when the ticket is created from a template**

#### **Steps to reproduce the issue:**

1. Create workflow tasks for an area. Example: Applications.
2. Create a new incident, select the are from above and save as template.
3. Create a new incident from the template created above. See the workflow tasks are not added.

DE49705

### **tenant Mail eater checks foreign mailboxes**

#### **Steps to reproduce the issue:**

1. Set up SMD for multi-tenancy
2. Create Service Provider tenant (SP) with default settings
3. Create tenant T2 with default settings
4. On mail server, create 2 email accounts for SDM mail eater
5. On mail server, create 1 email account for SDM end user
6. On SDM, create 2 mailboxes for the mail eater accounts, one for each tenant
7. Create new mailbox rule for each mailbox similar to existing one for Incidents (seq=100)
8. For existing contact System\_Anonymous, add the Administrator role to the contact
9. On SDM, create a contact (type=employee) for tenant T2 with email address same as step 5
10. On the mail client, from end user email account, send email to mail eater account for tenant T2, with subject "in" and body "testing tenant T2"  
=> As expected, SDM creates a new Incident ticket for tenant T2 with end user as the one from step 8
11. Repeat step 9 but this time send it to mail eater account for tenant SP  
=> SDM creates the Incident ticket but incorrectly sets it for tenant T2 with end user as the one from step 8. It should have been for tenant SP with end user as System\_Anonymous because the email was sent to mail eater account for SP and end user does not exist there.

DE50631

### **Restrict workflow statuses**

#### **Steps to reproduce the issue:**

1. Create DP "WF Status" with view partion on tskstat object as code IN ('APP','PEND','REJ').

2. Assign this DP to ServiceDesk user in the contact detail page.
3. Add some WF status codes like "Test1, Test2, Test3 etc"
4. Create a WF Task Type "Raghu Test" WITHOUT assigning any status codes.
5. Create a change order with any category.
6. Add WF task of type "Raghu Test" where no Status codes are not added to the task detail page.
7. Edit the WF task added in step6.
8. You may see all the status codes are appearing in the Status dropdown field instead of showing only "Approve, Pending, Reject" as per the DP enabled.

## Service Catalog

DE48866

### **SLCM-17.2 Advance Runtime Variable in report data object cannot work with Chrome**

#### **Steps to reproduce the issue:**

1. Access catalog 17.2 using Chrome Browser.
2. Go to Administration -> Report Builder -> Data Object -> ca\_support folder , there are two report objects there : LookupName and selectUserID.
3. SelectUserID is just simply to pull all userid in ca\_contact table here  
select userid from ca\_contact where userid is NOT NULL.
4. LookupName is doing :  
SELECT top 1001 userid FROM ca\_contact where userid is not null ORDER BY userid ASC  
ZZZUserID is advanced variable which is using selectUserID's result to populate the select dropdown list.
5. In Report Builder -> Data Object -> ca\_support folder -> locate LookupName report data object . In this report data object , click "save and test" , you will see "Loading Values..." forever , cannot pull any value into select dropdown .  
do the same above by using IE browser , you will see it works.

DE49340

### **SLCM -17.2- javascript not working in 17.2 but it is in 14.1**

#### **Steps to reproduce the issue:**

1. Import attached report data, form
2. Go to Forms -> "Federated\_Jing" folder -> locate "select\_drop\_down\_read\_only" form
3. Select dropdown , select spadmin. It will populate the 'last\_name' text field with Administrator . In onChange attribute of last\_name' text field , it will trigger the javascript function:  
ca\_fd.js.showORhide(ca\_fdGetTextFieldValue(ca\_fd.formId,'last\_name')) to hide the field set .
4. If you select other value in select dropdown , the 'last\_name' field is polupated with the value which is not Yang , it will show the field set.

DE49358

### **LDAPImporter Uses Incorrect Port**

#### **Steps to reproduce the issue:**

PREREQUISITES: Enabled HTTPS and Configure LDAP on CATALOG.

1. Login to the Box where CATALOG is installed.
2. Go to <%SLCM\_HOME%> locate file ldapimporter\_server1.properties.
3. Updates file ldapimporter\_server1.propertie with proper LDAP details and others.
4. Through SLCM command prompt Goto %SLCM+HOME%\scripts and run command  
LDAPImporter.bat "%SLCM\_HOME%\ldapimporter\_server1.properties".  
NOTE: sample \ldapimporter\_server1.properties" file is attached for reference.

DE49419

### **Catalog\_17.1RU2\_popup window with the available actions sometimes does not appear, or is not visible or does not appear in the right way**

#### **Steps to reproduce the issue:**

1. Log into Catalog using IE 11 > home > Requests > Pending My Action
2. Have multiple requests (more than 15) in the action list
3. Click on Actions button for any requests > See the popup window with the available actions sometimes does not appear, or is not visible or does not appear in the right way.

DE49449

### **Catalog\_17.1\_10 \$digest() iterations reached. Aborting! - Angular.js**

#### **Steps to reproduce the issue:**

1. Go to the Catalog installed server.
2. Navigate to USM\_Home/view/webapps/usm/exprorer/.

3. Please copy the include.xsl file from %USM\_HOME%\view\webapps\usm\explorer to %USM\_HOME%\filestore\custom\explorer if it is not already part of it.  
Here search for "digestTTL" and you will see the below:  
window.digestTTL = 10  
please change the value to 15 and save the changes(please take the file backup before doing the changes).
4. Please delete the translets and re-start the server.
5. Import the service and the reprot data files attahced to this case.
6. Navigate to the service "Request for Service Main" in the request details page.
7. Open the console. There should not be any console error saying "digest abort" while loading the service.

DE49508

**Cannot submit a ticket with an attachment when "Attachment Mandatory" is checked after an upgrade to 17.1**

**Steps to reproduce the issue:**

1. Import the attached service offering.
2. Navigate to requests -> Not categorized.
3. Click on "Solicitud de adición ó eliminación de acceso a fuente LZ".
4. try to submit the request without attaching anything, we should get an validation message that attachment is mandatory.
5. add an attachment and try to submit again.  
Expected: should be submitted succesfully as there is only one option and attachment is already added at request level attachments section.  
Actual: Request submission is failed with validation message to add attachment.

DE49719

**CA Service Catalog 17.2 - offerings cut off**

**Steps to reproduce the issue:**

1. Configure a custom offering which has information only using a URL Link or Import customer's offering to 14.x and 17.2 envs
2. Ensure that the offering is usable in 14.x
3. Try the same in 17.2 and the offering is not usable. data is cutoff and the buttons are missing.

DE49888

**Catalog\_17.1.0.3\_Actions-menu not displayed correctly**

**Steps to reproduce the issue:**

1. Create high number of Request records.
2. Click on Home Request for listed Request data.
3. Click on Action button on the first page (page - 10 max limit). The drop down will be presented with menu items.
4. Change the page display section from 10 - 50 and repeat step 3.
5. The action button will not give you the Context menu from the drop down.

DE49910

**select dropdown comma converted to ~~ not fixed in all places**

**Steps to reproduce the issue:**

1. Create form with Select field, Enable Multi-Select Attribute to true,
2. Add below options and value's to it  
Options: Street1,area1,street2,area2  
Value: 500032,500042
3. Add the above form to an existing Service or create New service,
4. Goto Request page and submit the Service Request .
5. Now run Webservice call "getFormRateItemValues"  
Prior to fix SOAP response would return:

Options: Street1,area1,street2,area2  
Value: 500032,500042  
Post the fix SOAP response looks like:  
Options: Street1~~area1,street2~~area2  
Value: 500032,500042

6. Run similar values for Singe select and Duallist

DE49965

### **Form designer does not reflect changes made inside tables until clicking outside**

#### **Steps to reproduce the issue:**

1. Create a form and add a table
2. Add all supported components under table row
3. Try to rename the component under table row, ex: rename the 'Text Field' component to 'name'  
Expected:  
Column name in the table should reflect the name change of the component inside table row.  
Actual:  
Component name change is not reflected untill we navigate to another form and come back.

DE49996

### **17.2 RU1 Existing: Data lost in multiselect if data contains comma**

#### **Steps to reproduce the issue:**

1. Login to catalog as enduser.
2. Select request for the above create offering.
3. Select all values in Multiselect, Select, and Dual list.
4. Submit the request through cart,  
Actual result: After submission the data in multiselect is lost.  
Expected result: No data loss should happen through out request life cycle.

DE50009

### **Featured services overlapping after 17.2 RU1 patch**

#### **Steps to reproduce the issue:**

1. Log in to Service catalog 17.2 URL.
2. go to Home -> Requests , pay attention to the "Featured " section , resizing your browser from right to left . You will see It is overlapping the information in the middle section .  
**Note:** The defect observed only on Full screen branding only,Once user resizes he needs to refresh the page.

DE45262

### **FD Table\_Pagelayout:Table-The Table inside page layout gets expanded if the table has more number of columns, Pagination of the table inside fieldset is distorted when trying to add a row in the request details page**

#### **Steps to reproduce the issue:**

1. Import the forms attached to the defect.
2. In the IE browser - Go to request details page -->open the service-->table\_inside\_fieldset\_inside\_page\_layout
3. Try to Add the row in the table inside page layout.
4. You will observe the table is getting expanded distorting the UI.
5. In the IE browser - Go to request details page -->open the service-->table\_inside\_fieldset\_inside\_column\_layout
6. Try to Add the row in the table inside colulmn layout
7. You will observe the pagination is distorting the UI.

DE45543

### **[Regression] FD: Radio Group Validation is not honored in the respective service**



**Steps to reproduce the issue:**

1. Import the Service "AutoSys Machine Update" Service in to the test Env.
2. Go to the request details page of that service and provide all the mandatory details in the form except for "Machine Type" radio component which is mandatory.
3. Click on Submit. The Request is submitted.

DE47569

**CV-GEN-INQUIRY\_Catalog\_14.1.05.1+6D9406-pending action after approval (auto-delegation)****Steps to reproduce the issue:**

1. Login to catalog with a user (A) who can approve his own requests
2. This user has delegation of another user. Lets say B
3. Create a request with User A
4. Go to 'Pending My Action' with User A
5. User A Approves the Request
6. Login as User B
7. Go to 'Pending My Action' Tab
8. There are pending actions for the delegated user and request manager specific to the Request ID created.

DE49130

**SLCM 17.2 -issue with approving multiple service offerings in a request**

Prerequisite: In Catalog -> Configuration -> Request Management Configuration , you will need to have set

1. "Allow Discrete Handling of Service Options After" as Pending Fulfillment
2. "Allow Discrete Request Life cycle" After Completed
3. Create two uses "Approver1" and "Approver2" with Request Manager Role
4. Enable Policy Approval ERA.
5. Import "ixutil\_service\_20190528\_143020.zip"

**Steps to reproduce the issue:**

1. raise a request to the offering "AAA\_MGM\_multiple\_offerings\_in\_a\_reuquest".
2. Add it into the cart without filling any value . Make sure to add it into cart at least twice.
3. in the cart , click submit it as one request ( i.e it has two offerings in a request ).
4. the request goes to pending approval status and it is assigned to spadmin.
5. go a little bit further here , have the first offering delegate to approver1 for approval and have the second offering delegate to approver2 for approval.
6. logout spadmin , login as Approver1. In pending action queue , locate this request. When attempting to the first offering which is assigned to approver1 , fill in the requiried fields in it , click the save.  
Expected : It should be saved without any validation errors in second offering option form in same request which was delegated to Approver2  
Issue reported : it will pop up the validation error to prevent its approval . it is attempting to check and validate the fields in the second service offering which is assgined to approver2 already
7. Verify steps in DE48114 as well after completing above steps successfully.  
**Note** : Verifying DE48114 includes changing Discrete Handling Configuration which may cause disturbance to existing requests. Create new requests to verify with changed configuration.

DE49256

**SLCM 17.1 RU2 -Pending Actions view contains requests already approved****Steps to reproduce the issue:**

1. Login to Catalog.
2. Create a request that will be assigned to multiple users for approval (using Wrokflow Driven approach or Policy Driven).
3. Check the usm\_requet\_pending\_action status select \* from usm\_request\_pending\_action where request\_id =<11111>. You will note that there are 3 records for that specific request

and 2 of the records status will have value 1, since we have 2 users having the pending approvals.

4. Approve the request as one of the user.
5. Run the query again. select \* from usm\_request\_pending\_action where request\_id =<11111>. you should see the other user have the status as 3.
6. Login as the other user. The pending action list status should not show as pending approval.

DE49052

### **Radio buttons values are not loaded (are blank) in request approval stage in Chrome 74.0.3729.131**

#### **Steps to reproduce the issue:**

1. Obtained customer's offerings/forms in house, had to remove Collapsed/ Disabled items Removed the Order Request Form from the offering.
2. Removed the onSubmit/onLoad stuff too.
3. Logout of Catalog, empty browser cache, login again.
4. Try using the Request URL a few times via a browser and eventually the behavior shows up where instead of 4 radio buttons, we only see 3. Previously inputted data in those radio buttons is gone too.

DE49263

### **SLCM-17.2 setupUtility failed when attempting to re-deploy MDB**

#### **Steps to reproduce the issue:**

1. On a perfectly working catalog 17.2 , get into MDB database via SQL management studio In USM\_SCHEMA\_VERSION , do sql update : update USM\_SCHEMA\_VERSION set MAJOR\_VERSION=14,MINOR\_VERSION=1 where MAJOR\_VERSION=17 to set it as 14.1 version.
2. On catalog 17.2 server machine, modify config.properties file :
  - 1) set setup.utility.active as true
  - 2) set mdb.configured = false
3. stop and restart catalog service
4. invoke setupUtility to attempt to re-deploy MDB . You will see the exact issue as what the customer is facing . I will attach the screenshots to this defect.

DE49395

### **01370343-CATALOG\_r17.1.02-Field not always been populated**

#### **Steps to reproduce the issue:**

1. Import the service atahced.
2. Go to request details page and open the service imported.
3. observe the select fields in the request information pane.
4. The select fields should be populated as the select field is using ca\_fd.js.fetchSelectData and setField API in onoad.

DE49466

### **17.2 (2.3.37) Form field data overlay in usm\_request\_item\_form**

#### **Steps to reproduce the issue:**

No steps to reproduce are available.

DE48432

### **CV-GEN-INQUIRY\_Catalog\_17.1.0.2-Performance of Catalog not acceptable**

#### **Steps to reproduce the issue:**

1. Go to Request Details page.Open any offering and add it to cart. Compute time taken to add and reload.
2. Add 5-10 items to the cart in the same way.
3. Add the same offering to the cart and compute time taken to add and reload. Time taken should be the same in both casesCompute time taken to add and reload.

DE49562

**Attempts to use transferPendingActionToGroup fail with EE\_MAXSIZEEXCEEDED max search size exceeded**

**Steps to reproduce the issue:**

Prerequisites:

EEM should have 2000 groups

1. Login to Catalog and raise a request. Observe the request status. The request should be created and status should be pending approval
2. Get the object\_id and group\_id from the query select request\_id, offering\_id, group\_id from usm\_subscription\_detail where request\_id=<your request\_id>. Should return the result set with object\_id and object\_group\_id
3. Do the soap call to the service: transferPendingActionToGroup

```
<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:transferPendingActionToGroup
soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
      <sessionID xsi:type="xsd:string">9df55811-670e-4688-bf53-
62d69889cc8a</sessionID>
      <requestID xsi:type="xsd:int">10132</requestID>
      <objectID xsi:type="xsd:int">10127</objectID>
      <objectGroupID xsi:type="xsd:int">3</objectGroupID>
      <transferToGroupID
xsi:type="xsd:string">OpenSpaceAdminGroup</transferToGroupID>
    </ser:transferPendingActionToGroup>
  </soapenv:Body>
</soapenv:Envelope>
```

The webservice/wsdl method 'transferPendingActionToGroup' works as below:

1. If discrete approval is enabled, objectID needs to be set to 'offering\_id' and objectGroupID is set to -1
2. If discrete approval is not enabled, objectID is 'offering\_id' of usm\_subscription\_detail of the request\_id and objectGroupID is 'group\_id' of usm\_subscription\_detail of the request\_id. Should transfer the request with pending action to the object\_group\_id without any exception

There should not be any exception like this:

```
System.Web.Services.Protocols.SoapException: Exception occurred in
transferPendingActionToGroup: Exception=[Max size exceeded]
com.ca.eiam.SafeException: EE_MAXSIZEEXCEEDED Max Search Size Exceeded
Message=EE_MAXSIZEEXCEEDED Max Search Size Exceeded
```

DE49752

**Catalog Not Showing JPG Images in Forms**

**Steps to reproduce the issue:**

1. Login to Catalog as Admin
2. Go to Catalog -> Forms
3. Create a new form
4. Add image form component
5. For the Image component url attribute provide some JPG image type image
6. Save the form

Should render the provided JPG image in the Image component.

DE49762

**Hint text not working in USS when used table**

**Steps to reproduce the issue:**

1. In the catalog, add the table to form (example ID Badges) and set the hint text (say "Hint1")
2. Integrate the Catalog with USS
3. In USS Create a request with above offering ID Badges, add the new row table (by clicking Green plus button)
4. The Hint text (eg. Hint1) should be visible properly.

DE49880

**Dual list form element problem**

**Steps to reproduce the issue:**

1. Service Catalog was recently upgraded to 17.1.0.2 and we have noticed that there seem to be an issue with the form element "Dual List".
2. The display text for the option in the list is not the property "Value" but rather the property "Include in Email".

DE49961

**Catalog\_17.2\_Advanced Search is not working properly for Starts With, Ends with and Contains**

**Steps to reproduce the issue:**

1. submit a ticket in Catalog as marchall userid
2. Log as spadmin > Requests > My requests > Find requests
3. Click on View Advanced > Select: Requested By User ID > Starts With: marc
4. No results.
5. Same if you use Ends with: chall or Containts: marchall.

DE49962

**Large script navigation jumps around in IE**

**Steps to reproduce the issue:**

1. Open script editor for a form with large script
2. scroll to the bottom of the script
3. click some where in the script editor  
Expected: cursor should be pointing where we have clicked  
Actual: Cursor jumps to top of the script.

DE49963

**CA Service Catalog - Associating process instance with service option error**

**Steps to reproduce the issue:**

1. Take any PAM integrated catalog instance.
2. Do any operation which triggers PAM Proces (Request life cycle)
3. In the log there is a log ERROR saying "Associating process instance with service option"

DE50125

**Service Catalog - Cannot modify copied requests**

**Steps to reproduce the issue:**

1. Login to SLCM as spadmin
2. Submit request which has form.
3. Copy the submitted request.
4. Now Without saving the copied request edit form.

DE50149

### **CA Service Catalog 17.2 - Getting kicked out when editing an offering definition**

#### **Steps to reproduce the issue:**

1. Login to Service Catalog.
2. Create a Service Offering with SOG and SO  
This is important step. Create a Service option with "Information Service Option Only" checkbox checked and SO Options >> URL Info with a redirecting URL.  
Eg: `http://rcaldbalp01/usm/wpf?Node=icguinode.catalogitemdetails&Args=10364&ObjectID=10364&NspPath=`  
Refer and import attached EmailServices offering for our reference
3. Navigate to Catalog >> Click on the newly created offering "Definition" Tab.  
Actual: Upon clicking on the Definition Tab, catalog application is logging out.  
Expected: Service Offering Definition should render with a More Info link for SO and user should be able to perform next steps to either edit SO or any.

DE50155

### **approving multiple service offerings in a request with same approver**

#### **Steps to reproduce the issue:**

1. Create a request with multiple services and service option. Assign all pending actions to same user.
2. All forms should be disabled and should be enabled only if user tries to check or approve that particular service /option. Other form validation shouldn't be triggered only selected form validation should trigger
3. verify with both discrete and non discrete cases.

DE50159

### **Request details moving to left of the screen when approving requests**

#### **Steps to reproduce the issue:**

1. Login to Service Catalog.
2. go to Requests , locate a request 10620
3. click "Approve/Reject" button attempt to approve the first offering in it by doing the following :
  1. check and select only the first offering , set it from "Pending Approval" to "Approved"
  2. in the first offering, scroll down to locate the required "Text Field" and input something in it .
  3. do NOT check/select the second offering.
  4. click "Hide details" to make sure both offerings' detail are collapsed/hidden. This is very important !!!
  5. after prepare the above , click "save" button to try to save it . You will get the validation error ( because the second offering has a required text field which has no any value there .
  6. Now click ok in validation error message box . it will try to expand the offerings' detail , you will see the issue . Please see attached screenshot.

DE50278

### **Service Catalog table property page size not working on USS**

#### **Steps to reproduce the issue:**

1. Create two tables one which uses a report plugin to populate it and another one which uses a java plugin to populate its data. first table with one text field ( \_id = name) and table report plugin id as 'catalog\_\_content\_\_country\_list'. second table with one text field ( \_id = first\_name) table report plugin id as 'ca.catalog.samples.table-plugin'
2. set page size as 5 for both the tables.
3. attach this form to any service and observe the behaviour while raising a request in Native Catalog vs USS/Widgets.  
Note: Working fine in Native Catalog but issue can be seen in USS/ Widgets.  
Expected Behaviour: Both tables should show first 5 records and should show the remaining page count and we should be able to navigate to other pages using pagination bar in the table.

4. Actual Behaviour: In USS both tables just show the first 5 records (depending on page size) and does not show the remaining pages data and we are not able to navigate to other pages using pagination bar in the table.

DE50286

#### **CA Catalog not displaying any variables in report data objects**

##### **Steps to reproduce the issue:**

1. Access catalog 17.2 using Chrome Browser
2. Import the attached report objects.
3. Go to Administration -> Report Builder -> Data Object -> ca\_support folder , there are two report objects there : LookupName and selectUserID
4. selectUserID is just simply to pull all userid in ca\_contact table here. select userid from ca\_contact where userid is NOT NULL
5. LookupName is doing :  
SELECT top 1001 userid FROM ca\_contact where userid is not null ORDER BY userid ASC  
ZZZUserID is advanced variable which is using selectUserID's result to populate the select dropdown list .
6. in Report Builder -> Data Object -> ca\_support folder -> locate LookupName report data object . In this report data object , click "save and test".

DE50288

#### **webservice createAccount fixed by T6D9406 in Service Catalog 14.1. Happen in 17.1 RU2**

##### **Steps to reproduce the issue:**

1. Open SilkPerformer JavaExplorer.
2. Load the AccountWebService.wsdl from LoadFile Wizard of JavaExplorer.
3. Invoke logIn() method to get SessionID passing its parameter values.
4. Invoke the method createAccount()with all the required parameters in root bu.
5. Refer to API docs for correct Input parameter values.

DE49632

#### **SerCat after upgrade (4) - errors and warnings at start**

##### **Steps to reproduce the issue:**

1. Launch service catalog application.
2. Navigate to recent requests.
3. Then navigate to completed requests.
4. Then navigate to pending actions requests.5.Then navigate to requestsearch & search for few requests.  
Expected Result: In View.log No errors relatd to "null java.lang.NullPointerException" should be seen.

DE50150

#### **CA Service Catalog 17.2 - Service Offering Link popup black background**

##### **Steps to reproduce the issue:**

1. Login to Catalog.
2. Navigate to Service Offering Definition and edit the link in a service offering definition, the popup has black text with black background
3. Resulting popup has black text with black background, The text can only be seen if we highlight the field.
4. Navigate to Form Designer Search the auto-complete pane should be as per specs
5. Black background only.

DE50309

#### **Check box labels are displaying incorrectly in Service Point**

**Steps to reproduce the issue:**

1. Integrate the Servicepoint and Catlog.
2. Add check box to Catalog form (Application Hosting).
3. Add a chec box (say cb1), and set box label to 'lable1'.
4. Open form created in step 2, ie Application Hosting from service point.
5. Check box and check box text (label1) should be aligned.

DE50323

**Service point didn't load the form with its fields, services and offering group****Steps to reproduce the issue:**

1. Create an SOG of type 'Choose exactly one' and add a single option to it (which has a form)
2. Create an offering and associate it to the above SOG (by clicking on SOG and Service Option checkbox), but make sure not to check the service option radio button.
3. Load the above offering in widgets or in ServicePoint
4. As we only have one service option, it should load by default even if the default radio button value is selected or not.

DE50594

**Validation skips for Select Component when form name contains few special characters****Steps to reproduce the issue:**

1. Create a form and give "name" attribute value as "form 1 (test)" or form.1.test or form {test} 1 etc
2. Add a select field into this form and mark it as required.
3. Attach this form to any service.
4. try to raise a request with above service.  
Actual: Required field validation is skipped for select fields.  
Expected: Validation must happen to all fields in the form.

DE50740

**The HTTP-Post action is failed when tomcat in upgraded to 8.5.43 in ERA's****Steps to reproduce the issue:**

Pre-Condition

1. Create Rule and Action with Http Post action type under Account Change Event
2. Enter

"http://serverB:8080/usm/wpf?Node=icguinode.postevent&username=spadmin&pass=spadmin&domain=ca.com&Args=LOGICAL&Args=nsppath&Args=StorageLimitHandler&Args=EXCEEDED\_STORAGE\_LIMIT&Args=LOGICAL&Args=StorageLimitexceeded&Args=\$uid\$&Args=false&Args=storageLimit|10!&Args=storageLimit|20! !" at URL Text box.

**Steps to Reproduce**

1. Navigate to Accounting->Account Management.
2. Click on any Account.
3. Click over Edit button.
4. Make some changes to that Account.
5. Save the changes.

DE50895

**Edit Request Flow having issues****Steps to reproduce the issue:**

1. Submit any Request which has a form.
2. Open the submitted request.
3. Click on Edit button to edit the request.
4. The form fields are in disable mode  
Expected Result: When the request is to be edited the form should not be in disable mode

Actual Result:

5. When the request is to be edited the form is in disable mode

DE50896

**service folder creation/BU editing having issues with Special characters/localization**

**Steps to reproduce the issue:**

1. Loginto catalog as spadmin
2. Go to catalog>Offerings
3. Try to create Service Folder/Offering using Special characters/localization
4. Go to Administration > Business Units.
5. Try to create/Update BU's with Special characters/localization

Expected Result:

NO issues should be found while create/Update of Service Offering/BU's.



## xFlow Interface

DE49769

### **service point exposing / allowing knowledge documents comment**

#### **Steps to reproduce the issue:**

1. Created a case in Service Desk Classic interface.
2. Associated as a solution to the case a "knowledge document".
3. When you click the link in the knowledge document the field "comment" is not displayed.
4. When you view the same case in Service Point, when you click on the link in the knowledge document the field "Comment" is available to the customer.

DE50118

### **Service Desk 17.2 xFlow - Notification Bell showing Change Order notification.**

#### **Steps to reproduce the issue:**

1. Login to SDM.
2. Create Change order on some Analyst.
3. Login to xFlow as same analyst as above change order created.
4. you can new notification saying change order is created,click on that notification.  
It should redirect to clasic sdm to show change order details as xFlow doest support change order yet.

ITAM

DE49660

**CV-GEN-INQUIRY\_ITAM\_17.1-Unable to run WSDL SOAP calls due to EEM connection problem.**

**Steps to reproduce the issue:**

User unable to login and perform any action from SoapUI/AssetTrack/any WSDL client using the ITAM WSDL.

## Service Point

DE49487

### **SD 17.2 ServicePoint - Resolved tickets should be called Closed (Inactive)**

Pre-requisites:

- 1) Please execute this test case in all browsers
- 2) Create an employee role/access user
- 3) Create couple of tickets
- 4) 1 ticket in Open Status
- 5) 1 ticket in Resolved Status

Test case Name: ServicePoint\_MyRecentTickets\_ClickTicket

#### **Steps to reproduce the issue:**

1. Login to BUI Application as the employee user. Login successful and Landing Page is displayed
2. verify the ticket exists in the 'Open' tab in the 'My recent Tickets' section. Ticket should exist in the Open tickets list.
3. click on the Ticket ID or Ticket Description of the ticket from the Open ticket list. Ticket details page should be displayed.
4. click on 'Home' link in the ticket details page. should go back to the Landing Page.
5. click on the 'Resolved' tab in the 'My recent Tickets' section. should display the resolved ticket in the list.
6. click on the Ticket ID or Ticket description in the resolved ticket list. should display the ticket details page with that resolved ticket details.
7. click on 'My Tickets' link in the ticket details page. should display the 'Open' and 'Resolved' tabs with 'Open' tab as default and displays the open tickets list.
8. click on a Ticket ID or Ticket Description of the ticket from the Open ticket list. Ticket details page should be displayed.
9. click on the 'My Tickets' link from the ticket details page. Should take you back to the 'My Tickets' page with 'Open' tab displayed by default.
10. click on the 'Closed' tab in the 'My Tickets' section. should display the closed ticket in the list.
11. click on a Ticket ID or Ticket description in the resolved ticket list. should display the ticket details page with that resolved ticket details.

DE49491

### **Service Point hangs on login webpage after session expiration**

#### **Steps to reproduce the issue:**

1. 1- Log into Service Point through NTLM/SAML/BASIC
2. 2- Open a new window to let Service Point in background without movements. Till session gets expired (OOTB 60 Mins)
3. 3- Click on "MY tickets" (or home or search anything) > SP will log out and will show you `http://<machine>:9002/login`  
Sometimes it hangs on login webpage showing the progress bar only and nothing happens.  
After applying the fix, SP will never gets hang and we should be able to login.

DE49603

### **17.2 When Summary is set as Locked on Incident Status=Open via Dependent Attribute control, on Service Point it shows grayed out compared to Editable on initial creation of ticket in Classic Employee**

#### **Steps to reproduce the issue:**

1. Login to Servicedesk.
2. Go to Administration -> Service Desk -> Requests/ Incidents/ Problems -> Status and Select Open Status.
3. Select Incident Dependent Attribute Control under Incident Status Tab and Select Create New.
4. Click on Attribute and select any attribute.
5. Tick the Locked field for the attribute and click Save.

6. Login to Service Point as an employee and select any category for ticket creation. Though the attribute added in the Step 1 is configured locked, the attribute should be editable during ticket creation.
7. Fill the attribute with some value and enter all the required attributes and create a ticket.
8. Visit the created ticket, and click on the edit button to edit the ticket
9. The attribute configured locked should be in locked state(shouldn't be editable).

DE49837

### **SDM\_17.2\_Service\_Point does not obey data partition default values**

Employee user does not have access to 'cnt' factory, so, need to add 'cnt' factory to 'empAccessFactory' settings in SDM in order to see requested\_by field value in UI. But even if it's not visible, on creating the ticket this value will get saved in database as part of the newly created ticket.

Employee user does not have access to group data as he is not a licensed user (even if we give 'grp' factory access to employee in SDM), so this data won't show up in UI. But even if it's not visible, on creating the ticket this value will get saved in database as part of the newly created ticket.

#### **Steps to reproduce the issue:**

1. Create a data partition with:  
Restriction type: Default  
Table name: Call\_req  
Restriction: urgency=4;requested\_by = @root.id; group=<group\_uuid>  
(NOTE: replace above <group\_uuid> with some group actual uuid value  
e.g. U'E078AFC5642A704B835E110983FF7B55)  
Assign the data partition to Employee users
2. Log into Service Point
3. Go to create new ticket.
4. Current behavior: Only urgency value is set as default, but not the requested\_by and group default values.
5. Expected behavior: All fields should be set with the default values. (requested\_by field will not populate as employee does not have permission to that data).
- 6.

DE49886

### **SDM\_17.2\_Service\_Point\_Request does not appear in Service Point when the external system ticket field is populated**

#### **Steps to reproduce the issue:**

1. Create a Request for a user.
2. Log in to Service Point as a user and see the ticket visible in My Tickets section.
3. Log in to SDM Classic as analyst, open the request and populate the external system ticket > Save.
4. Log in to Service Point as a user and see the ticket is NOT visible in My Tickets section.

DE50066

### **Service Point does not enforce default role set for service point app**

#### **Steps to reproduce the issue:**

1. Create 2 users, emp (Contact Type: Employee, Access Type: Employee), testanalyst (emp (Contact Type: ANalyst, Access Type: Service Desk Analyst)
2. check Access Type: Service Desk Analyst, verify Default Role is Level 1 Analyst, verify Apps = Service Point + xFlow. Click Service Point there, Verify Role = Employee. Verify Data partition on role= Level 1 Analyst = Service Desk Analyst  
Add new constraint like this:  
View  
Prob\_Category  
sym not like 'Applications%' or (assignee = @root.id OR  
group.[group]group\_list.member IN (@root.id))

3. check Access Type: Employee: verify Default Role is Employee, verify Apps = Service Point. Click Service Point there, Verify Role = Employee, Verify Data partition on role= Employee = Employee
4. Login to Service Point URL as emp
5. try to create a ticket, category = Applications shows up fine
6. Login to Service Point URL as testanalyst
7. try to create a ticket, category = Applications does NOT show up
8. This is a problem -> Because, With in Service Point app for Access Type = Service Desk Analyst, we have set Employee as the role for Service Point. So, it should be enforcing Employee's data partition here and not Level 1 Analyst.

DE50067

#### **cannot change roles in SP once you select a role in SP**

##### **Steps to reproduce the issue:**

1. Create a user, testanalyst (emp (Contact Type: ANalyst, Access Type: Service Desk Analyst)
2. check Access Type: Service Desk Analyst, verify Default Role is Level 1 Analyst, , verify Apps = Service Point + xFlow. Click Service Point there, Verify Role = Employee exists, add another role there. Level 1 Analyst
3. Login to Service Point URL as testanalyst
4. In the apps menu, select the dropdown in the Service Point app, 2 roles are available there
5. select one value to login to Service Point fully.
6. Try to repeat step #4 again now, the 2 roles are not shown in the list anymore.

DE50250

#### **xFlow 17.2 - Announcement number scrolling**

##### **Steps to reproduce the issue:**

1. Login to Service Point. it shows the announcements and a number of the total announcement count, and two arrows to scroll through the announcements.
2. Scroll down on the main page the Announcements will appear out of view, but the numbers and arrows still display.

DE50302

#### **parameter prompts do not work in Service Point**

##### **Steps to reproduce the issue:**

1. Get a solution environment. Access catalog using chrome browser.
2. Import the attached report objects and service offering.
3. In Catalog, raise above created service offering with the lookup selected.
4. In Catalog Widgets, raise above created service offering with the lookup selected.
5. expose the above created offering to service point and raise the service offering there by selecting a lookup value.
6. so while raised a request with a lookup pointed to a report object attached to this test.user should get a popup to select a value to the lookup when users clicked on lookup button in All the browsers at Native Catalog, Widgets, Service Point.