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CA Service Management Fixed Issues

17.2.0.9 – Steps to Reproduce

CA Service Desk Manager

DE55978

CMDB Visualizer must display appropriate error message when you try to delete a graph. Proper message dialogue box must displayed.

Steps to Reproduce:

1. Login to CMDB Visualizer.
2. Perform Create Graph.
3. Perform Save Graph.
4. Open Graph.
5. Try to delete the Graph.
Dialog box message should show do you want to delete the graph message.
“Dialog box message is showing do you want to delete the filter”.

DE54445

Webservice sessions are not timing out.

Steps to Reproduce

1. In SOAP Interface via Login method generate session id ex: 52324749
2. In the Nx.env, the default value is @NX_WEBSERVICE_SESSION_TIMEOUT=60 or modify as needed, ex: 5min.
3. After the web service session timeout, try to create ticket via the createRequest Method using the same session id "52324749" (sid).
4. The ticket is created successfully and also in the session_log table, the ID is active and no logout time is updated:
{ "10CBC14CCFE033439B57F52E70EFBF81" ,"52324749" ,"04/13/2020 09:21:22",
"" ,"22000" ,"52324749" ,"3" ,"0" }. It could be not updated as it is a timeout and not
logout.

DE52202

Using a domain name in casc_user options manager adding two slashes.

When installing the option manager value under "CA Service Catalog" folder, "**casc_user**" and specifying a username with a domainname\username, the integration does not work.

1. Log into any Service Desk server.
2. Go to Options Manager, CA Service Catalog folder, and edit the **casc_user** value.
3. Install the option and use a value with a domain\username format.
4. The integration from Service Desk to Service Catalog will not work.
5. If you look in the NX.env you'll see that the value actually states:

domain\\username

Note: The extra slash is added, which breaks the integration, because no username exists with two slashes. If you edit the NX.env, and modify the value to remove the extra slash and recycle the integration will work fine.

DE53478

The pdm_ldap_import gives errors when the last name field is kept null.

Steps to Reproduce:

1. Using pdm_ldap_import, but it gives lot of errors due to accounts in their LDAP without a last name populated.
Requirement is to exclude items from the import where last name field is null.
2. Use the following syntax:
pdm_ldap_import -l "userid='t%' and last_name is not null" -c "userid = ?"
3. The query completes, but still gives an error about the last name being missing.

DE55186

Knowledge documents shows HTTP 400 error.

Within a Knowledge document, the Related Knowledge tab, Document Links does not load with "Page not found HTTP 400" error. Issue occurs with all KD documents Issue happens when using IE web browser (IE 11.1039.17763.0). When using Chrome web browser, no error presented but the Document Links section is empty.

DE48395

Unable to delete the REST API session.

A user is able to authenticate with the REST API without any issues, but they cannot delete their session. When they attempt to call DELETE on /rest access/{id} they get the error message "This operation requires Function Access for 'admin' equal to 'Modify'." Obviously we can't add admin function access of modify to all regular users, but they should still be able to kill their session when they're done.

STEPS TO REPRODUCE (using Postman):

1. Create a new Request with this Request Name: get access key.
2. In the dropdown, select "POST".

3. To the right of the dropdown, follow this format: http://servername:8050/caisd-rest/rest_access
4. In the Authorization tab, select "Basic Auth" for TYPE, enter "servicedesk" in the Username field, and enter the password.
5. In the Headers tab, create the following 2 rows:
 - KEY VALUE
 - a. Content-Type application/xml
 - b. Cache-Control no-cache
6. In the Body tab, click the radio button named "raw" and then enter the following text.
7. Click the SEND button.
8. The results should be like the following: (take a note of the access_key value (1833952883) and the rest_access_id value "1833952883 155436256
9. Take a note of the access_key value (1833952883) and the rest_access_id value(400058):
10. In CA Service Desk Manager, login as servicedesk userid, edit the Administration access type, change the value of "REST Web Service API Role" from Administrator to Level 1 Analyst. Save the change.
11. Create a new Request with this Request Name: delete access key
12. In the dropdown, select DELETE.
13. To the right of the dropdown, follow this format: http://servername:8050/caisd-rest/rest_access.
14. In the Authorization tab, select "Inherit auth from parent" for TYPE.
15. In the Headers tab, create the following 3 rows:
16. KEY VALUE
 - a. Content-Type application/xml
 - b. Cache-Control no-cache
 - c. Access Key 1833952883
17. In the Body tab, click the radio button named "raw".
18. Click the SEND button.
19. Postman shows 500 Internal Server Error.

In \$NX_ROOT\log\jrest.log, following ERROR message is shown:
 03/28 13:14:39.164 [http-nio-8050-exec-2] ERROR SDMCRUDServiceImpl 792 This operation requires Function Access for 'admin' equal to 'Modify'.

DE53997

CA SDM Advance Availability, Application server deletes attachment from ticket but the file is not deleted on file system. Problem deleting UNC Repository attachments using IE.

1. On Chrome, Background Server, file is deleted in file system.
2. Chrome, App, deletes attachment from ticket but file is not deleted on file system
3. On IE browser, background delete fails. File is not deleted on ticket / file system (can reproduce latter issue only)
4. On IE, connect to Application server, delete fails,
5. File is not deleted on ticket / file system.

DE55798

REST interface does not show inactive contacts.

1. Create a contact in AHD. Provide an email address to the user, for example: a@basf.com.
2. Make the contact inactive
3. Search for the user with the email address via REST interface: /caisd-rest/cnt?WC=email_address='\a@basf.com\'
4. User is not found.

DE54478

Error when trying to delete a workflow task.

1. Search for a ticket with workflow tasks using the top right searcher.
2. Go to the workflow task tab and try to delete one of them (task selected must be checked as delete).
3. The next error appears in the ticket window:
AHD04646:Fallo de dob_by_persid: AHD03029:Bad_param en Dob_by_id. en cr_wf:403168
4. The next error appears in the logs:
03/31 09:31:06.59 sad01gp web:local 3712
ERROR freeaccess.spl 32655 %1: dob_by_persid failed: Delete Workflow Task Failed:
5. Once the error appears, if you try to delete the same workflow task again or another one without closing the window, the task is deleted correctly.
6. The problem only appears the first time you try to delete a workflow task if you have searched the problem ticket from the top right searcher.
This issue is reproduced for problems. With requests seems everything is working correctly.

DE55868

Error in stdlog when doing a mouseover on a knowledge document.

1. Login in CA SDM with any user who can create a knowledge document article.
2. Create a knowledge document with basic details.
3. In the **Document Access** Tab, provide the read permission to role "**Level 2 Analyst**" and write to **Administrator** role.
4. Publish the document.
5. Login with another user with role "**Level 2 Analyst**". Search for knowledge document to find the above created document in the list form.
6. Do a mouseover preview of the document.
7. The **stdlog** shows an error after the mouseover:

8. Spell interp failed at show_detail (...) freeaccess.spl:12080 | generic_detail (...) freeaccess.spl:18389: Math argument type mismatch
Error is very misleading for administrators.

DE54275

Maileater error/success emails not working when using custom notification method due to missing values in parameters.

Steps to Reproduce: (on Windows environment):

1. Create the following batch file in the \$NX_ROOT\bin directory:

name of the file: sampleNF1.bat

location of the file: C:\PROGRA~2\CA\SERVIC~1\bin

content of the file:

```
echo %0 > C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %1 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %2 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %3 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %4 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %5 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %6 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %7 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %8 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
```

2. Create a notification method as follows:

Symbol: custom_mail_reply

Write to file: No

Supports SMTP: Yes

Record Status: Active

Description: 31791537

Notification Method: C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.bat

3. Create a new mailbox rule to process all change orders, sequence #1, as follows:

Sequence: 1

Mailbox: Default

Filter: Subject contains

Filter String: [\t\r\n]change[\t\r\n]

Ignore Case: Yes

Action: Create/Update Object

Action Object: Change

Minimum Artifact Type:

Reply: custom_mail_reply

Reply Subject: Seq1 Service Desk Change Order Response

Write to stdlog: No

Log Entry Prefix:

Add Subject Line:

In the "1. REPLY SUCCESS" tab:

Success Text: seq 1 Test success 1

Success HTML: seq 1 Test success 2

In the "2. REPLY FAILURE" tab:

Failure Text: seq 1 Test Failure 1

Failure HTML: seq 1 Test Failure 2

4. Set the logging for maileater to TRACE level (instead of INFO)

5. Create a new change order or open an existing change order. Click on Activities in the menu and select "Manual Notify.. ". Enter a contact (i.e. ServiceDesk) and add it to To Recipients column (ensure that the contact has a valid email address set), click Notify.

6. Check the mailbox of the contact to which the email notification was sent in the previous step (i.e. servicedesk@mail.local). Reply to the email that was received such that it is sent back to the maileater.

7. Check maileater_nxd.log. The following message will have been written:

```
2020-04-06 13:12:21:508 DEBUG [Thread-3] c.c.S.m.c.PdmMailUtils - DoCommand -  
C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.bat -s "Seq1 Service Desk Change Order  
Response" -e "servicedesk@mail.local" -F "" -T ""
```

8. Check the output file, sampleNF1.out, for the sampleNF1.bat command. The parameters received will also show that the value for both the -F and -T parameters is null (i.e. "").

```
C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.bat  
-s  
"Seq1 Service Desk Change Order Response"  
-e  
"servicedesk@mail.local"  
-F  
""  
-T  
""
```

DE55855

Hide Request Details. Request Details are hidden when a user requests a service (Unified Self-Service). The "request detail" information shows up or is not consistent in CA Service Catalog and USS or Service Point.

Steps to Reproduce:

1. Login to CA Service Catalog as spadmin.
2. Navigate to Catalog, Configuration, Request Management Configuration.
3. Ensure that you have the same settings for "**Access Control: Show General Information**" and "**Access Control: Show General Information and Selections in Catalog Item Details**".
4. You will see request's "general information" is hidden as expected.
5. Now, Login to USS.
6. Raise a request to the same "A_SC_Test" offering.
7. "Request Details" section (i.e "General Information" section in catalog UI) shows up in USS Interface.

It is incorrect. This section should not show up in USS, and should be consistent with catalog.

xFlow Interface/Service Point

DE53971

My Approvals does not work if the user ID is in Domain\Userid format. When Catalog has some pending approval data against User IDs like Domain\Username or Group Names of format Domain\Group Name, that data does not get entered into CA Search Server properly. This causes My Approvals to not show any data.

Steps to Reproduce:

1. Setup CA Service Catalog and CA EEM and CA SDM to have users/groups in the format Domain\Userid.
2. Ensure there is an approval process in Catalog which assigns the approval to either a user like Domain\Userid or group name like Domain\group name.
3. Try to create a request against an offering with the above approval process.
4. CA Search Server log contains an error.

DE53643

Unable to filter Configuration Items (CIs) for an affected service attribute.

1. When the "affected_service" attribute is added to Requests and Incidents in the Object Attribute List, and Affected Service is selected when opening a new ticket, the drop-down list is not filtered by the Enterprise Service family as it is in Classic view.
2. All CI's are listed making it impossible to locate services
3. In CA SDM, the OOTB detail_in PDM_MACRO contains extraurl="KEEP.service_only=1" to filter only Enterprise Service CIs. There is no such filter OOTB within the xFlow Interface.
4. In CA SDM, add the Category attribute to Administration, xFlow Interface, Command Bar, New Ticket to expose the Affected Service field on the new ticket creation screen.

5. In xFlow Interface, attempt to create a new ticket. Click on the Affected Service drop-down and notice that all CIs are listed, not just the filtered "Enterprise Service family" CIs as in the SDM interface

DE55740

xFlow Interface does not show up the "Condition error Message" as expected when "Must Comment" is checked.

1. Set a condition macro to the incident transition from Open to Resolved. The condition macro validates that some fields are populated (example: resolution code and method or assignee and group). You can use an OOTB macro or the one attached to the defect: IN_CR_Estado_Resuelto
2. Check "Must Comment" for the transition and set a message under "Condition error Message".
3. Open a ticket in or SDM xFlow and confirm the field(s) validated by the condition macro are not populated .
4. Run command: /UpdateStatus -Resolved (or /ActualizarEstado -Resuelto in Spanish installation)
5. See the error message: Command Execution Failed
6. It should show the message set under "Condition error Message" as in SDM classic interface:

```
if (!is_null(resolution_method) && !is_null(resolution_code)) {
```

```
if(count_cr <= 0){  
set_return_data(FALSE);  
}  
else{  
set_return_data(TRUE);  
}
```

```
}  
else{  
set_return_data(FALSE);  
}
```

Note: If the "**Must Comment**" is NOT checked for the transition, the expected "Condition error Message" appears in xFlow using an OOTB condition macro. In SDM classic interface the condition macro above works fine.

CA Service Catalog

DE45486

Form Designer folder is not expanded after form is pasted into the folder/ expand image is missing.

Steps to reproduce:

1. Login to Catalog as spadmin.
2. Navigate to Home, Catalog, Forms.
3. Create a form (01form) under the forms folder.
4. Create a folder (01folder) under the forms folder and keep it empty.
5. Now, select the 01form created earlier and click the cut (scissors) image search for the 01 folder created earlier and paste the cut form
6. The expand image for the 01folder on the left side is missing and 01folder is not expanded to show that the 01form is added.

The folder should expand automatically when a form or folder is added to a particular folder.

DE52077

CA Service Catalog select field filled with autocomplete tab is not saved.

1. Login to CA Service Catalog as spadmin.
2. Go to request offering **20069172** test case.
3. Navigate to a Select field. Enter "admin" for the drop-down options.
4. Highlight any option, then press Tab out field.

The information is lost.

This does not happen for a text field (add a row to the table)

Pressing return when you've highlighted a Select option will move out of the field with the choice made. Impact is confusing and causing selections to be lost.

DE55183

Export to PDF does not work for Data Views.

1. Log into Catalog, Administration, Report Builder, Data Views, Select a Data View.
2. Click on the Export to PDF button.

The PDF file is generated but it's empty.

DE54491

Users able to copy old requests after form has changed.

Steps to reproduce:

1. Ensure there is an offering1 with option A and option B.

2. Raise a request1 against offering.
3. Inactivate option A in offering.
4. Try to create a new request against offering1 now, it does not list option B
5. Try to Copy request1, it allows the copy (it should not have), and you can end up with a new request with option A.