

CA SERVICE MANAGEMENT

Steps to Reproduce - 17.2.0.1

Service Desk Manager

DE41444

SEARCH in pdm_text_cmd

Steps to reproduce the issue:

1. Trying to update an Issue via pdm_text_cmd.exe command. Command used:
pdm_text_cmd -t issue -f mailtest.txt -u servicedesk -o UPDATE_ONLY
Content of mailtest.txt file:
%SEARCH=IDE
%IDE=123456
%REQUESTOR=servicedesk
%GROUP=My group
%CATEGORY=Test category
%DESCRIPTION=desc test
Where ISSUE.IDE=external_system_ticket.STRING (from text_api.cfg file).
Above statement returns:
AHD58005:Update_Only operation requested with no matching rows. Cannot continue processing!
When I use
%SEARCH=ISSUE_ID
%ISSUE_ID=47
(...)

it works fine.

I tested this on my 17.1 lab box and it looks like it's either a limitation or a bug that stops you using the SEARCH keyword on a string field. External_system_ticket is a string field whereas issue_id is an integer which is why searching on issue_id works. Using your example, I see the same error as you see and I noted the following errors in the stdlogs:

```
05/11 05:46:33.02 prego01-I11244 sqlagt:select23 14944 ERROR sqlclass.c 1010 SQL
Execute failed: [Microsoft SQL Server Native Client 11.0] [ SQL Code=402 SQL State=42000]
The data types ntext and nvarchar are incompatible in the equal to operator.
05/11 05:46:33.02 prego01-I11244 sqlagt:select23 14944 ERROR sqlclass.c 1011 Clause
(SELECT issue.id FROM issue WHERE issue.external_system_ticket = ? AND issue.active_flag
= 1) Input (12345)
05/11 05:46:33.02 prego01-I11244 spelsrvr 17124 ERROR text_api.spl 718 tapi_get_list()
(iss) sync_fetch ( external_system_ticket = '12345' and active = 1) error: AHD04199:An
unexpected error occurred. Contact your administrator. [Microsoft SQL Server Native Client
11.0] [ SQL Code=402 SQL State=42000] The data types ntext and nvarchar are incompatible
in the equal to operator.
05/11 05:46:33.02 prego01-I11244 spelsrvr 17124 ERROR cr_chg_text_api.spl 1396
AHD58005:Update_Only operation requested with no matching rows. Cannot continue
processing!.
```

DE42027

SDM_17_1_Multiple risk survey submitted for same ticket

Steps to reproduce the issue:

1. Create about 10 questions on a Change Order Risk Survey first.

2. Navigate to Administration -> Service Desk -> Change Orders -> Categories.
3. Select any category and fill in the 'Risk Survey' field.
4. Create a Change Order with the category selected in step 2 and save it.
5. Click on 'Risk Survey' button in the 'Change Order' page.
6. Fill the 'Risk Survey' form and try clicking on 'Submit' button multiple times.
Result: Multiple entries are created in the 'usp_risk_svy' table.

DE42662

Priority is not calculated with the mail eater.

Steps to reproduce the issue:

1. Set the a category with an urgency value.
2. Set a business service (affected_service) with an impact value.
3. Having the maileater configured, create a new email to create an incident, using the default rule 'in'.
4. In the new email add values for the category and affected service which were modified with urgency and impact values, i.e.
%CATEGORY=Applications
%AFFECTED_SERVICE=test_service
%Description=test1
5. Send the email, the maileater will process the mail without errors, but notice that even though the category, urgency and affected service were added to the ticket, the impact remains in NULL, causing the priority to not be calculated. Also notice that the value is never added to the impact instead the activity log shows that the default value of the priority matrix was going to be added but instead is manually changed to null.
If instead of using the affected service is used the impact, the new ticket will have the priority, if the ticket is created directly in the web the ticket gets the priority too.

DE43570

Service Desk Manager_17.1.0.1-Quiesce Notification Incorrect On Google Chrome

Steps to reproduce the issue:

1. Log into http://rudra02-s10793:8080 on Google Chrome, user: servicedesk pass: interOP@123.
2. Change Role to employee.
3. Access server rudra02-s10793, user: Administrator password: interOP@10793.
4. On the command prompt, run "pdm_server_control -q 900 [-s rudra02-s10793]".
5. On the web interface you're logged into, select any of the options to view a ticket queue.
6. A window will pop up notifying the user that the server will be down for maintenance "NOW", although it should display the time. This displays correctly on IE.
7. Run "pdm_server_control -c [rudra02-s10793]" to ensure the service does not complete shutdown sequence.

DE43571

Service Desk Manager_17.1.0.1-Web Services Login With Case That Does Not Match UserID Returns Error

Steps to reproduce the issue:

1. Log into Service Desk Manger http://ayofa01-e6380:8080 username: servicedesk password: Password1.
2. Change the default role to "Employee".
3. Open SoapUI on ayofa01-e6380 user: Administrator password: interOP@6380 and connect to the Service Desk WSDL (http://localhost:8080/axis/services/USD_R11_WebService?wsdl).
4. Login to get an SID with the incorrect case used (for example, sERVICEdesk).

5. Attempt to run a doSelect with the SID, it will return the following error: AHD03300:This operation requires Function Access for call_mgr_reference equal to View or Modify.

DE44015

Service Desk Rest GET Collection doesn't return inactive records.

Steps to reproduce the issue:

1. Setup a 17.1.01 with a CI named ABZ-NOTES-FS.corp.expeditors.com.
2. Make sure CI is active.
3. Below gives a result matrix of REST API queries vs CI statuses against the above CI
CI is Active and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=0 results in 1 record (good)
CI is Active and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=1 results in 0 records (good)
CI is Inactive and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=1 results in 0 records (bad case)
CI is Inactive and nr?WC=name%3D'ABZ-NOTES-FS.corp.expeditors.com'%20AND%20delete_flag=0 results in 0 records (good).

DE44052

CV-GEN-INQUIRY_SDM_17.1-Webservices returning 1005

Steps to reproduce the issue:

1. Open \$NX_ROOT\bopcfg\www\CATALINA_BASE\webapps\CAisd\WEB-INF\web.xml and remove the following line: `<load-on-startup>1</load-on-startup>`.
2. Restart services.
3. Try to call login SOAP web service method. You get an error.
4. Subsequent calls to login will result in SID as 1005.

DE44285

Error: Id not found doing registration via CMDBF in 17.1

Steps to reproduce the issue:

1. Create an MDR via Administration tab -> CMDB -> MDR list
MDR Name: Test class: cmdbf Button Name: Test button hostname: testtest.
2. Try to register a CI against this now.

DE44410

SDM_17.1 Incident List Filtering Assignees

Steps to reproduce the issue:

1. From service desk tab, search for incidents, then click on assignee look up field. A list of all analysts are displayed.
2. Close this window.
3. Click on Search (on list_in form) and now a list of all incidents are displayed.
4. Click show filter and then click on Assignee lookup again and this time it only shows the incident group members.
5. This only happens in list_in, but not list_cr and list_pr
Customer is on 17.1 roll up 1 but I reproduced issue on 17.1.0 and 14.1 cp5. 14.1 cp3 this behavior is not seen.

DE33514

SDM_17.1.01 - Knowledge Document Editor

Steps to reproduce the issue:

1. Open IE, connect to the above URL.
2. Select the Knowledge tab, select TEST CATEGORY KD in the left hand pane.
3. Select TEST DOC.
4. Select Edit in the top right.
5. Select Rework in the top right.
6. Set Assignee as ServiceDesk and click Save.
7. Select Edit Resolution.
8. Place cursor at the bottom of the doc, click the Format or Insert drop down menus
Cursor will jump to the top of the doc.

DE44626

SDM_17.1-USING THE MAILBOX AND RULES

Steps to reproduce the issue:

1. Create a custom field (pdm_wsp).
2. Publish this new custom field.
3. Go to text_api.cfg and add this new custom field for INCIDENT and REQUEST.
4. Add the new field to the LINEFEEDS_ALLOWED parameter.
5. Use a default rule for incident creation.
6. Create an email with the body below:
%=Line1
Line2
Line3
Line4
7. Send the email.

DE44679

SDM_17.1 AA System, processes stuck on old BG after failover

Steps to reproduce the issue:

1. Perform a failover and then review the server that was previously a BG, you may see processes left behind. This problem is not produced every time. Sometimes you'll only see spelsrvr left behind, sometimes only java, sometimes everything. It's hard to determine what causes it to fail sometimes but not others.

DE44699

SSD: Mail eater does not attach email

Steps to reproduce the issue:

1. Configure maileater with SDM 17.1 + SO05289 (make sure there's a rule to create and update an Incident if it finds - subject=email). Ensure Attach entire email option is set to ON.
2. Send an HTML/RTF email (with subject=email) to maileater and make sure it creates an Incident.
3. Send a similar email back to maileater with same subject now but with body like:
#change 1234 below to real incident number created in step 2 above.

DE44701

SDM_17.1_RU1_AHD11001 and stdlog contains "rep_daemon ERROR AttmntMng.c CUploadLocalFile()" for an attachment file that has a very long Windows filename using Employee role

Steps to reproduce the issue:

1. Login to Service Desk with employee role.
2. Create a new Incident.
3. Open the incident created and click on Attach Document.
4. Click Locate File and choose file with a bigger name(more than 120 characters)

Result:

File doesn't get uploaded and gives the following error on the UI
 "Upload Failed - AHD11001:Failed to upload the file "

DE45474

CV-GEN-INQUIRY_SDM_17.1_RU1_functional access for Administration set to View does not allow to select tasks after clicking on rework as in SDM 14.1

Steps to reproduce the issue:

1. Navigate to 'Administration Tab' -> 'Knowledge' -> 'Approval Process Manager' -> 'Approval process Template' -> 'Create new' -> 'Add tasks to the task list' and click on 'Save'.
2. Navigate to 'Administration Tab' -> 'Knowledge' -> 'Knowledge Categories'.
3. Click on 'Create a new category' and set the new Approval process Template when creating the category.
4. Create a new document in the new category and publish the new document.
5. Login to Service Desk Manager with the role having "Bypass Approval Process" checked and functional access for "Administration" set to "View".
6. Open the document that was published and click on re-work.

Result:

The user cannot select any tasks and there is a missing 'Save' button.

DE45741

Tooltip is truncated

Steps to reproduce the issue:

1. Having a category with workflow tasks configured.
2. Add text to the task description by editing the category, the description should have more than 50 characters.
3. Then create a new ticket with the category recently edited.
 Noticed that the tooltip will not show more than 50 characters just like the field itself.

DE45962

CV-TRACE-REVIEW_SDM_17.1-Mailleater sometimes fails to attach files to repository

Steps to reproduce the issue:

1. Create a Service Desk environment with a Primary and a secondary server. Let the rep_daemon be on the secondary server.
2. Integrate Service Desk with a mail server. Configure the mailbox with the mail server details.
3. Update the Repository attached to mailbox and set the server as secondary server.
4. Try to send an email to the mailbox with an attachment > 1 MB.

Result:

Ticket gets created but the attachment doesn't get attached completely thus resulting in a corrupted attachment.

DE45966

SDM_17.1.0.1 - Wrong Date Format in Change Order activity logs

Steps to reproduce the issue:

1. Install @NX_EXPANDER_FORMAT=DD/MM/YYYY.
2. Open a new CO.
3. Set "Schedule Start Date".

4. Check ActLog: ...18/12/2018 13:23:00... THIS IS CORRECT.
5. Activities->UpdateSchedule.
6. Select another day
-> Check ActLog: ...from '12/18/2018 10:24:00' to '12/19/2018 10:30:00'.

DE45984

SDM_17.1.0.1 - eMail notification doesn't check syntax for german letters

Steps to reproduce the issue:

1. Edit any contact.
2. Enter the email address erhard.müller@broadcom.com.
3. Send a Manual Notification to that contact.-> check mail_nxd.log.

DE46216

SDM 17.1 - HTML editor - Insert URL Link not working

Steps to reproduce the issue:

1. Issue is only seen in Internet Explorer.
http://johsc03-e8274/CAisd/pdmweb.exe
User - ServiceDesk
Pass - Password1
2. Select the Knowledge tab, right click on SDM TEST and click New knowledge Document.
3. Click "Edit Resolution" button.
4. Type some test in the resolution field. Highlight text, select "Insert" in the menu, and select "URL Link"
Result: the highlight is removed, and a pop-up window appears with the message "Please select a text first".

DE46230

Maileater is unable to process emails with Artifact type protected/secure

Steps to reproduce the issue:

1. Change OotB phrase :
Notification Phrase
Symbol: Reply -Incident
Phrase:
In order to add a comment to your Incident, just reply to this email or include the line below
(on a line by itself).
%RefId:@{ARTIFACT=PROTECTED:call_req_id.ref_num}%.
2. Change ootb Rule:
Mailbox rule 100:
Seq: 100
Filter: Subject or body contains
Filter String: [\t\r\n]in[\t\r\n]
Ignore Cased: Yes
Action: Create/Update Object
Action Object: IncidentIgnore
Minimum Artifact Type: PROTECTED.
3. a) Open an existion incident
b) create a manual notification and sent it
c) mail receiver client on reply and add some text.
Before SDM 17.1 this was updating the existing ticket.
Starting with SDM 17.1 (also SDM 17.1 RU1) a new teciket is created.
Update ticket is not working anymore.

DE46677

Autoclose does not sync from SDM to Service-Catalog(SLCM)

Steps to reproduce the issue:

1. Configure SDM Autoclose to 1h.
2. Create an incident from Catalog and Solve it in SDM.
3. Wait the 1h till SDM-Ticket is automatically closed.
4. According Service-Request is NOT closed(status is Completed).

DE46750

Users cannot open certain Change Orders, get delayed server response message.

Steps to reproduce the issue:

1. Create a CO and set Sched_start_Date = Sched_End_Date.
2. In the database, manually change Sched_start_Date is > Sched_End_Date.
3. pdm_cache_refresh -t Change_Request.
4. Try to view the CO now in SDM you get hour glass and delayed server response.

DE46812

Steps to reproduce the issue:

1. Open actlog.txt (attached to this case).
2. Replace cr:536079 by the ID you need.
3. pdm_load -f actlog.txt
This will add the Act_Log to your Incident.
As you will see, the Activity Log is completely empty.

DE47315

%String4 can not be processed by Maileater

Steps to reproduce the issue:

1. From Mail server: sent mail from Servicedesk user as :
%DESCRIPTION=after patch summary length
%SUMMARY=swarna.ticket.co.uk [this ticket is for testing to test by fun to make testwork]
%STRING4=01266727
%REQUESTER=ServiceDesk
%STATUS=Open
%STRING2=swarna.ticket.co.uk
Ticket : In front end: string4 is not filled and Summary field shows only upto:
swarna.ticket.co.uk [this ticket is for testing to test by fun
See Activity log: expand Initial: You can see it taken as %LOG.
2. From Mail server: sent mail from Servicedesk user as :
%DESCRIPTION=after patch summary length
%SUMMARY=swarna.ticket.co.uk [this ticket is for testing to test by fun to]
%STRING4=01266727
%REQUESTER=ServiceDesk
%STATUS=Open
%STRING2=swarna.ticket.co.uk
then front end ticket is successful. With same summary and string4 filled.

DE47429

SE Action:Closure not happening when assignee not part of group

Steps to reproduce the issue:

1. Open/Log a ticket and make sure that it has "assignee" and "group".
2. Now remove the user from group. (Not from ticket).
3. Resolved the ticket. The moment ticket gets resolved, an Event will fire after stipulated time and move the ticket in Closed state.
4. But in SDM 17.1, Auto closure is not happening but customer counters that it was happening in SDM 14.1.
5. We (Support) are able to replicate the behavior for SDM 17.1 and see the below error in logs update checkin of cr:409568 failed: AHD05463:Assignee is required to save this Incident.

DE47824

SDM 17.1.02 Strange characters when accenting the mail_from_address option**Steps to reproduce the issue:**

1. Define Display name for mail_from_address with tilde (Alt 160, Alt 130, Alt 161, Alt 162, Alt 163).
2. Due any Activity notification which fire a notification.
 - a. In this case Close Activity notification.
 - b. Close the ticket.
3. The email received had invalid character.

DE47885

01270178- ITSM 17.1 Inbound mail does not handle ampersand (&)**Steps to reproduce the issue:**

1. Use an inbound email to ITSM 17.1 with an ampersand in the Group name such as this: %GROUP=IT.Art & Design.
2. The mail gets eaten, and an Incident gets created. But the Group in the Incident is missing.
3. The logs show errors. This is from our test system on ITSM 17.1: 02/19 13:17:40.70 rudra02-S10792 spelsrvr 3552 ERROR text_api.spl 2378 fetch_dob_list last_name (This group has an & before and) in factory (grp) not found. The email bounces back with a message like this: AHD58007:Problem Occurred trying to set GROUP=FI.Finance Services.Art & Design. See log for info.

DE47964

SDM_17.1 - Notification History ignoring filters**Steps to reproduce the issue:**

1. Service Desk tab > View > Notification History.
2. For Request field select 22 and Search.
3. Pulls back notification history for Incident 23.

DE48007

SDM_17.1.02_Errors in stdlog when mail_show_to_cc_list enabled**Steps to reproduce the issue:**

1. Create a manual notification, and send to user "Perretti, Alex" (who has both email types populated).
2. Change Notification method as "paper_email" then send
Error will appear in log.
If you deinstall the cc_list options manager value it works fine.

DE48041

SOAP Web Services not returning SDM Error Messages

Steps to reproduce the issue:

1. Attempt to create an SDM ticket via SOAP without filling one of the mandatory attributes.
2. Attempt to create a duplicate object in SDM via SOAP (example, create a cost_center foo, and try to create same record again).
3. Attempt to update an SDM object without filling one of the mandatory attributes.

DE48172

SDM_17.1.02-Pdm_mail_nxd is stopping

Steps to reproduce the issue:

No identified step to reproduce this issue.

DE48477

SDM_17.1.0.2 - notification method as an answer does not work after upgrade to 17.1

Steps to reproduce the issue:

1. Create a new Notification Method
Name: GISA
Method: pdm_mail -m -T Servicedesk@servername.com -e Hemalatha.Simhadri@broadcom.com -s MyOwnSubject.
2. Open the Mailbox Rule 100 (IN).
3. You see
Reply: Email
Reply Subject: Service Desk Incident Response.
4. Change the Reply method to "GISA".
5. Send a mail to the maileater for Rule 100.
The Reply mail from the maileater still has the subject "Service Desk Incident Response", instead of "MyOwnSubject".
6. Clear the Reply Subject in the Rule 100.
7. Send a mail to the maileater for Rule 100
Now the Reply mail has the subject "Default subject".

DE41804

pdm_server_control - Could not connect to slump

Steps to reproduce the issue:

1. Log in to application server.
2. Run pdm_server_control -q 120 -s gudsr04-ews4150
Error: Users who already logged in want to create an Incident(or any operation) will get a popup saying that server will be shutting down 'NOW'(regardless of timing we mentioned in the command).
Expected: Users who already logged in want to create an Incident(or any operation) will get a popup saying that server will be shutting down in '2:00'.

DE44137

CV-ONE-OFF-FIX-REQUEST_SDM_17.0_DE39931- Pdm_Publish_Bug

Steps to reproduce the issue:

1. Create a user table z_inventaire with one column nom_inventaire STRING.
2. Create a user table z_ligne_inv with a column name problem_column SREL to z_inventaire table, and Required Key for pdm_userload.

3. Save and run Pdm_Publish using command line, you will get Merging schema files./bop.mac (24) : syntax error on seeing S_KEY in wsp_schema.sch (295) Output suppressed due to error HD04759:schmerge failed dm_publish execution failed.

DE42001

SDM_17.1.0.1_Linux_Patch SO03781 (RollUp1) failed

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

DE45086

Visualizer URL's not working when DEault Policy is restricted

Steps to reproduce the issue:

1. From Administration tab > SOAP Webservices policy > Policies > Set DEFAULT web service policy data queries is set to 0 (ie No Access).
2. Login to Visualizer with username/password, Visualizer throws error (Context launch from SDM CI page works though)
Root cause : If user login using username/password login is happening using Default web service policy.
Solution: Use the CA_CMDB_VISUALIZER, when login using username/password.

DE45172

SDM_17.1.0.1 - Delay in Outgoing emails

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

DE45646

Intermittent issue with maileater not parsing attachments

Steps to reproduce the issue:

1. Run the attached Powershell file from powershell after updating the variables appropriately.
2. Ticket should get updated with the email attached.

DE45913

pdm_server_control -q Error

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

DE45915

SDM_17.1.01 - Maileater stops responding

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

DE45998

Employee interface shows truncated attached documents name

Steps to reproduce the issue:

1. Login to Service Desk as an employee user.
2. Create a new Incident.
3. Open the Incident detail page and add attachment for eg., attachment name is 'Med_Student_Epic_Access_Report_121018.xlsx'.
4. Click on Save and close.

5. In the Incident detail page you observe that attachment name is truncated and no tooltip is available to show the complete name of the attachment.

DE46613

SDM_17.1.0.2 - self generated survey links are not working anymore since upgrade to 17.1.02

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

DE48068

sometimes attachments don't get stored

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

DE48234

17.0 orclbuild/sqlbuild usage in test mode

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

Issue: sqlbuild or orclbuild don't correctly work in test mode. It's expected the for the SQL statements to be just printed - no executed. For adding columns and altering current columns it works fine but not for creating the SQL statement for new tables since the execute or execute_immediately calls are made with an invalid DB session - the DB session was not build because we want to run the test mode.

DE48250

SDM_17.1.02-SE_incorrect Incident area tree display.

Steps to reproduce the issue:

1. Create 3 Incident Areas with the following symbols.
 - America.New York
 - America.California.San Jose
 - America.California.San Francisco
2. Open an existing Incident for edit or create a new Incident and click on Incident Area.
3. Click on the America arrow, you will notice that New York appears to be on the third level because it is so far to the right than California.

DE48334

SDM_17.1.02-Failed to send the mail intermittent

Steps to reproduce the issue:

There are no known steps to reproduce the problem.

DE45559

SDM_17.1.01 - Contact Detail Font Issue

Steps to reproduce the issue:

1. Login to Service Desk, click Search and select any contact.
2. The following text on the Contact Detail screen in VIEW mode under the 1. Contact Details->1. Notification tab is shown in a different font: Methods Workshitfs for Notification Methods When the EDIT screen is displayed, the font is correct.

DE46613

SDM_17.1.0.2 - self generated survey links are not working anymore since upgrade to 17.1.02

Steps to reproduce the issue:

1. Login to the SDM Application.
2. Configure Email with SDM Application.
3. Navigate to Administration-->ServiceDesk-->Surveys.
4. Create Survey and Managed Surveys.
5. Navigate to Activity Associations present in Notifications.
6. Search for initial notification and attach created survey mentioned in step 4.
7. Create a ticket with Affected End user as email configured user.
8. Survey link will be send to the user email address.
9. Click on the link.

DE43114

Task Comments missing in Inc/Prb/Req tasks**Steps to reproduce the issue:**

1. Configure classic workflow task on both a change category and an incident/request/problem category. Just a sample Approval task is enough.
2. Create a ticket against each change cat and incident/request/problem category above.
3. Verify that on Change Workflow task detail screen, Comments field is available.
4. The same is not available on incident/request/problem category workflow task detail screen.

DE44381

Service desk services are recycling automatically after upgrade from 12.9 to 17.1**Steps to reproduce the issue:**

There are no know steps to reproduce this problem.

DE44842

SDM_17.1.0.1 - MAILEATER BLOCKED AFTER MAIL PARSING ERRORS**Steps to reproduce the issue:**

There are no know steps to reproduce this problem.

DE44886

email address doesnt show up in description after applying T6EE469**Steps to reproduce the issue:**

1. Use a system with SDM 17.1 and T6EE469 on top.
2. Configure a mailbox for maileater processing.
3. Forward the email customer sent us as a sample
ftp://supportftp.ca.com/0924089/01219064/files_from_customer/Email_18102018_152259.e
ml
Basically it contains several email threads from an end user with that end user's email address in its body etc.
4. Let maileater parse the email and create ticket in SDM.
5. Verify the ticket to see that the email address mentioned in the emails is no where to be seen.
This is the issue.

DE45077

Unable to install S003787 on Secondary servers**Steps to reproduce the issue:**

1. After installing CA SDM on the primary server, create the server process configuration for the secondary server.
2. Log in to the secondary server and start the CA Service Management installation.
You can skip the Database Configuration screen to directly go to the CA Service Desk Manager Product Configuration screen.

o If you skip the Database Configuration screen (recommended in DMZ installs where you need SDM only), you can install SDM secondary server but you cannot add xFlow Analyst Interface.

DE45955

Tables of type double lose decimal places since upgrade from 14.1

Steps to reproduce the issue:

1. In the Schema Designer add a new field (z_test) to CR.
2. Add to detail_in.html.
3. pdm_publish, restart.
4. Create (or update) an Incident.
5. Enter 2.5 into the field.
6. Save. On the ct's server the value "2" is saved.

DE46016

Unable to create ticket using pdm_text_cmd utility

Steps to reproduce the issue:

1. Create an issue category "ABA" with two required properties:
License Plate Number Amount[1Yr>].
2. Create a txt file 438JK_FL.TXT on SDM server with:
%DESCRIPTION=438JK FL Standard
%CATEGORY=ABA
%FROM=ServiceDesk
%PROPERTY={{License Plate Number}}438JK
%PROPERTY={{Amount[1Yr>]}}0
3. From command prompt, from the txt file directory run
pdm_text_cmd -t Issue -o NEW -u ServiceDesk -f 438JK_FL.TXT
and the following error displays:
"AHD58009:Could not create Issue. Reason: INVALID - AHD05807:One or more Properties require values.

DE46380

SEV1 DUMP REVIEW: boplgln process crashing with "unable to initialise encryption operation" messages

Steps to reproduce the issue:

There are no know steps to reproduce for this problem.

DE48304

SDM 17.2 - Syntax in HTML editor is incorrect

Steps to reproduce the issue:

1. Create a knowledge document.
2. Go into the HTML editor for the Resolution.
3. In the menu you will see "Insert Column Above" and "Insert Column Below"
Columns go left and right not up and down.

Service Catalog

DE42194

Catalog Web Service method updateOffering doesn't update Parent Folder

Steps to reproduce the issue:

1. Identify an offering ID through the UI that you wish to move. Any non-system offering will do.
2. Open SOAPui and call the CatalogService's login method to get a sessionID.
3. Call the getOffering method to get correctly-formatted details of that offering.
4. Call the updateOffering method, providing those returned details as the parameters, but changing parentID to a different folder.

DE42787

Catalog_14.1.05_Search for inactive/unavailable services and service options

Steps to reproduce the issue:

1. Logged to Catalog (14.1.05) environment.
2. Select Table Catalog - Service Offering - Offerings tab.
3. Search for OOTB offering Name.
Results: Search was successful and listed.

DE44761

SLCM -17.1.01-copied request issue

Steps to reproduce the issue:

1. Import thier "OCIO New Hire" form and create a service offering using this form.
2. Raise a request to this offering and submit.
3. The copy this request , you will find the new request by copying has hidden field showed up.

DE44868

Featured services showing to bottom of page

Steps to reproduce the issue:

1. Login catalog GUI.
2. Go to Catalog -> Requests -> click "More..." on the left browse pane to reach to "Not Categorized" folder.
3. Click it and . You will see the "Featured" services list at the bottom of the left side.

DE45051

CATALOG_17.1-KeepExisting function missing from ca_fdFetchSelectData function in version 17.1

Steps to reproduce the issue:

1. Home-> Requests-> More-> Not categorized.
2. Select northwell.
3. Under members of distribution list type - johsc03.
4. Select johnson and click the arrow pointing right to move it over.
5. Delete johsc03 from the search and type in rudra02.
Notice johnson has been removed from the list on the right.

DE45503

SLCM 17.1-01234935-Tab space being entered after RDO values are being pulled back in Chrome - 70.0.3538.77

Steps to reproduce the issue:

1. Login to Service Catalog.
2. In events-rules-actions , under "Request/Subscription Item Change" -> "When Status is Submitted and Approval Process is driven by Workflow" , i enabled a rule "sendmail" . It is going to send the request's detail (\$all\$) to user2@training.lab.
3. The test case which is used for reproducing this problem : "MGM_01208883" offering under "TEST_MGM" folder.
4. Do the following to see this problem.
5. On my box yanji03-e2933 , it has Chrome 70.0.3538.77 . On the desktop of this box , it is "Mozilla Thunderbird" mail client icon , click it to open and you will be able to see the emails which get into user2@training.lab.
6. RDP into yanji03-e2933 , use this Chrome 70.0.3538.77 on this box , access <http://yanji03-e2932:8080/usm/wpf>.
7. Raise a request to "MGM_01208883" offering . In "Full_Name" lookup field , click search glass icon and type yanji03 to select pull the data to populate Full_Name , UserID , and First_Name fields in the form . and then submit it.
8. Once submitted , check the email sent to user2@training.lab (Thunderbird mail client for this email box is on this box yanji03-e2933 also) and you will see that form data value as the following :

```
form_data_sd_row='{ "12555" : [{"name" : "name",
"type" : "17",
"value" : "Jing Yang\t"}, {"name" : "text_brian",
"type" : "5",
"value" : "yanji03\t"}, {"name" : "text_brian_2",
"type" : "5",
"value" : "Jing"}]}'
```

You can see clearly that special charactor \t is added into the field data value here.
9. do the exact same by using any other Chrome version, you will see this problem doesn't occur at all.

DE45604

17.1 Spinner Field with decimals

Steps to reproduce the issue:

1. Login to SC-UI.
2. Home/Requests.
3. From folder 'AA_Case_Tests' select 'Checkbox_Image'.
4. The form opens. Scroll down and enter data in the spinner field or hit the up/down arrow at the right.
5. The error appears.

DE45729

Catalog_14.1.0.5.1_Duplicate request tickets record Due to inactive user id's

Steps to reproduce the issue:

1. Logged to Catalog (14.1.05.1) environment.
2. Ensure you have a Duplicate contact in table ca_contact and make off it as Inactive.
3. Create a Request in Catalog and change the requested for user to any account which has duplicates.
4. Check for the request list.
5. Couple of cases are created with same Request id.
6. Also if you click on the requested for user, you will a message "Note: This user has been deleted." on top of the request detail page.

DE45830

17.1.RU1 (29) 'loading' message missing at refreshing a table

Steps to reproduce the issue:

1. Login to the SC-UI.
2. Home/Requests/Click 'more' and then click on NETGAIN 17.0 offering folder.
3. Click on(open) 748347_171.
4. The table 'Välj kostnadsbärare' opens and gets loaded properly.

It takes several seconds to get the table loaded. And while loading, there is no 'loading' popup presented to the end user. For that end user, not to know whether the table is loading or not.

DE46052

17.1.RU2 (34) CSS-styles for form fields are not included in the form

Steps to reproduce the issue:

1. SC/Catalog/Forms/Forms/Test/Checkbox_Image>Text Field with "CSS Class = cssTest"
> And the content of the field DOES NOT show in bold text. Not in the form designer preview window.
2. SC/Home/requests/AA_Case_Tests/Checkbox_Image>[OK]. Text Field not in bold either.

DE46122

17.1 Change Events Details Audit Trail data not consistent or clear

Steps to reproduce the issue:

1. Login as a administrator.
2. Choose any offering, checkout and submit.
3. Open the newly created request and navigate to Audit Trail tab
4. Click on the details button on rows and look the transatcion old value and new value.
NOTE: Make sure status is existi in the transation list. Both old and new value should be same type.

DE47286

Insert row does not work with date field in table via USS

Steps to reproduce the issue:

1. Create a Form in Catalog with a Table component in it. Set it to allow Inserting rows. One of the attributes in that table should be a Date field type too.
2. Attempt to use this form now in Catalog. It lets you fill in the attributes including the date field. No errors.
3. Try the same via USS now. The plus button click results in a row that cannot be clicked with mouse or keyboard, and the only option appears to be Cancel Save Remove which basically overlays awfully on the row itself, making it useless.

DE48048

01308766-Dropdown options in catalog are not the same as in USS

Steps to reproduce the issue:

1. Create a dropdown based form in Catalog against an offering.
2. Create a table like this with data in a similar way
Table: Z_dummy_external
col1 col2 col3
1 NavigatorEAR NULL
1 NavigatorMCASEAR NULL
2 \\bcbatch1\navigant NULL

- 3 navport NULL
- 4 navistar NULL
- 3. Create a report Data object
Zdummyexternal
Database: MDB
Table: Z_dummy_external
col1,col2
SELECT col1 as col1, col2 as col2 from Z_dummy_external
- 4. Associate this report data object to the dropdown created in the form above in step#1.
- 5. Try to use the form now by typing: navi.
It should show 4 records, but it only shows: NavigatorMCASEAR, \\bcbatch1\navigant and Navistar.
- 6. Try to raise a request against same offering via USS now and repeat the search step 5 now, it shows all 4 records properly, which is good.

DE48101

SLCM -17.1.02- Catalog prevent submitting a request when mandatory field are hidden

Steps to reproduce the issue:

1. Form
-FieldSet 1 (id : fs_a)
-Textfield 1 mandatory (id : txtf_1)
-Nested fieldset 2 (id : fs_b)
-Textfield 2 mandatory (id : txtf_2).
2. Add the form to an option and run it.
Once in the form, hide the first FS and show the second via JS script :
ca_fdHideField(ca_fd.formId,'fs_a');
ca_fdShowField(ca_fd.formId,'fs_b');
3. Since fs_b is nested in fs_a, showing it won't make it appear but you won't be able to submit the request. This is not the behavior we observe in version prior to RU2.

DE48114

SLCM 17.2 -issue with approval/reject service options in request when discrete handling enabled

Steps to reproduce the issue:

Important : You will need to have set "Allow Discrete Handling of Service Options After" as submitted (in Catalog -> Configuration -> Request Management Configuration). In other words, enabling discrete handling at service option level right after the request is submitted .

To see this issue on inhouse 17.2 env :

1. Access catalog.
2. Raise a request to the offering "AAA_MGM_01268412" (which is under "MGM_TESTING_CASES" folder).
3. Do NOT fill in any data in the fields of the form , click "submit" to submit this request.
4. Once it is submitted , it will be assigned to spadmin by default.
5. Note : since discrete handing is enabled , you will see the request item for 'MGM_SO1' service option and request item for 'MGM_SO2' can be approved seperately and move forward seperately here.
6. Go a little bit further here , click 'perform action' and click 'Delegate', delegate 'MGM_SO1' to Approver1 (userid) and delegate 'MGM_SO2' to Approver2 (userid).
7. Logout spadmin , login back as Approver1 (password : interOP@123). In pending action queue , locate this request. When attempting to approve 'MGM_SO1' (the one that is assgined to approver1) , fill in the requiried field in 'MGM_SO01') , click the save , it will pop up the validation error error to prevent its approval . Here even it is only to approve 'MGM_SO01' , it

is attempting to check and validate the fields in 'MGM_SO2' which is assigned to approver2 already .
It seems totally defeating the purpose of discrete handling.

DE48196

14.1 and 17.2 -Table not populating single digit entries with select options

Steps to reproduce the issue:

1. access 17.2 Service Catalog.
 2. Go to Forms , locate 'Existing Virtual Storage Requests' form.
 3. In this form , go to 'input' section under 'Windows Storage Details':
 - 1) for 'Mount Disk as Mount Point' , it doesn't matter to click yes or no
 - 2) in Drive/label text box , input any letter , for example c
 - 3) In Disk Size(GB) dropdown list , select single digit number 5 there
 - 4) click "Click to Add" button , it will add those value into the 'Disk Details' next to it . you will see the value added shows as "undefined"
- now , do this same , this time , in In Disk Size(GB) dropdown list , select double digit number 10 , for example . you will see the value can be added without any issue.

DE48229

17.1 RU2 localization section change in form designer

Steps to reproduce the issue:

1. Login to catalog.
2. Navigate to Form Designer.
3. Under forms tree choose any form which has some components in it and click on localize button on the toolbar.
4. Verify the content in the localize editor popup window.
Expected: Should have provision to expand all components.
Actual: Only first entry will be shown as expanded and rest all are collapsed.

DE48241

CATALOG_r17.1.02-Catalog Request Form cannot load. Page becomes unresponsive.

Steps to reproduce the issue:

1. Import customer supplied Service Offering (Clone User Access & Groups)].
2. Clear Browser cache.
3. Try creating a Request against the offering (Clone User Access & Groups).
4. Click on the Employee dropdown field.
Result: No data is returned to the form and remains in "Loading..." state indefinitely.

DE48266

Catalog_17.1_Search for inactive unavailable services and service options

Steps to reproduce the issue:

1. Logged to Catalog (17.1.0.02.1_6D9422) environment.
2. Select Table Catalog - Service Offering - Offerings tab.
3. Select an OOTB offering Name and delete the available date - Click Save.
4. Note: The offering will listed as unavailable in brackets next to the offering name.
5. Search for OOTB offering Name (unavailable one).
Results: Search was successful but the offering is not listed in search results.

DE48414

CATALOG_r17.1.02-Submit Button removing values from form on submission

Steps to reproduce the issue:

1. Raise a request with any service with form.
2. Copy the request (do not submit the request).
3. Navigate to home screen and find the above request from recent requests or using search and open the request.
4. Fill in the form having '&' character in the field data (EX: 'Test&Test' in any of the text field / text area / select etc).
5. Submit the request and open it again and check for form data after submission.
Expected: Form data should be intact.
Actual: Form data is lost when it contains '&'.

DE48462

17.1 Date not recognized if typed in manually

Steps to reproduce the issue:

1. Open a new request for a service with the form 'Banner GISA Serviceauftrag'.
Login to SC and then goto Home/Requests/AA_Case_Tests.
And open a request for sergice 01305136_Dupl_id.
2. Start typing a valid date value in Bereitstellung, field 'ab Bereit':
The Tooltip text keeps visible on the form and the 'Required' text appears too.
Even when the full date is entered.
And then also in F12(Browser debug)/Console, the below error shows(equal to client's):
angular.js:1 TypeError:
Cannot read property '\$setValidity' of undefined
at Object.triggerOnValidate (formdesigner.js:1296)
at Array. (CustomValidationDirective.js:17)
at ad.\$\$parseAndValidate (angular.js:1)
at ad.\$commitViewValue (angular.js:1)
at angular.js:1
at gw.\$eval (angular.js:1)
at gw.\$apply (angular.js:1)
at ad.\$\$debounceViewValueCommit (angular.js:1)
at ad.\$setViewValue (angular.js:1)
at HTMLInputElement.gs (angular.js:1)

DE48465

Audit trail is misaligned

Steps to reproduce the issue:

1. Edit a request and then check this entry details in the audit trail.

DE48512

SLCM 17.2 - Event to trigger email on pending action is not working since 17.2

Steps to reproduce the issue:

1. Log in to Service Catalog.
2. On this env, note that there are the following event types :
"Request Pending Action Change" event type : the OOTB "When Pending Approval actions are Assigned" rule is enabled , and its action is to send the notification email to the approver .
"Request/Subscription Item Change" event type :
1) OOTB "When Status is Submitted and Approval Process is driven by Workflow" rule is enabled , it will assign the request to the user approver2 as default.
2) OOTB "When Status is Pending Approval" rule is enabled , it has the "Notify Requestor on Pending Approval" action enabled to send the notification email to requestor.

3) on this env , there are two users :

spadmin (it is the requestor , its email address is user1@testing.com)

approver2 (it is the approver , its email address is user2@testing.com)

On the machine yanji03-l21943.lvn.broadcom.net, it has thunderbird mail client. with it, you can check the email that goes to spadmin (user1@testing.com) and approver2 (user2@testing.com).

3. Raise a request to "test_for_Pier" offering (or you can simply copy existing request to this offering and submit it), it triggers "When Status is Submitted and Approval Process is driven by Workflow" rule and has it assigned to approver2 . It also triggers "When Status is Pending Approval" rule to send the email . you will see that user1@testing.com gets the notification email .

However , user2@testing.com doesn't get the notification email as expected . In other words , the rules under "Request Pending Action Change" event type is not triggered no matter what you do.

DE48529

Form - Strange behavior of radio buttons

Steps to reproduce the issue:

1. Open the offering "Procure Server."
2. Click on the text next to any radio button. The button is selected, and the square outline to show cursor position is also displayed.
3. Use the cursor keys or click on titles to navigate between buttons; cursor moves across, but does not always select the button - you need to then select it as well.
Only reproduces on Internet Explorer; Chrome works as expected.

DE48645

17.2 (2.5.34) Event-Details in Audit Trail are 1 line off

Steps to reproduce the issue:

1. Login to the SC-UI (spadmin/spadmin).
2. Home/Requests.
3. Open request 10036 'Report an Issue'.
4. Open the 'Audit Trail'.
5. Click on the 'Details' icon (right-side of the window) of the first line in the list.
>> The 'Change Events Details' > 'Event Details' window appears.
>> And then you'll see the issue as described:
6. Check the columns and their values:
Name Data Type Old Value New Value
approval_process Integer 0
category Integer 0 1001
category_class Integer 1001 10

DE48686

Catalog_17.1RU2_"Select at least one option" message appears the second time a hidden radio group is showed up

Steps to reproduce the issue:

1. Log into CA Service Catalog.
2. Home > Request > Not Categorized > 1test.
3. Select "Nuevo puesto de trabajo" > Check "Celular" checkbox. See the radio group appears at the bottom.
4. UnCheck "Celular" > See the radio group disappears at the bottom.
5. Check "Celular" checkbox. See the radio group appears at the bottom but now selected in red and showing "Select at least one option" message. this should not happen.

DE48671

17.2 (2.5.33) column configuration of request lists

Steps to reproduce the issue:

1. Login to the SC-UI (spadmin/spadmin).
2. Home/Requests, open e.g. the 'Pending' requests list.
3. Hit the 'config' icon
In 14.1, the list of columns is (much) longer.
In 17.2, this list is too short for the customer.
Customer needs all fields as in 14.1 to be in the list.

DE48940

SLCM 17.2-Search index issue - Search engine is not searching in the localize of the options

Steps to reproduce the issue:

1. Login to Service Catalog.
2. Go to the Catalog -> locate 'Accueil des visiteurs' offering -> 'Detail' tab , in Name field , click its localization edit icon to see that English or French is set as 'Accueil des visiteurs / Visitor Center'.
3. Click its 'Definition' tab -> click its service option edit icon to check the service option . In service option name field, click its localization edit icon to see that English or French is set as 'Commander des coupons de stationnement / Order parking coupons'.
4. Now go to Home -> Requests , doing search in Entire Catalog , search for 'Visitor' , you will be able to find this service offering . Search for 'parking', no result is found.

DE49187

Catalog_17.1.0.2_parallel approving is not working anymore

Steps to reproduce the issue:

1. Login to Catalog.
2. Create a request that will be assigned to multiple users for approval (using Workflow Driven approach).
3. Verify the offering approval process.
4. Verify the procedure the way approval process is verified.
5. Select * from usm_requet_pending_action where request_if =<11111>.
6. 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.
7. Approve the request as one of the user - Approved successfully.
8. Run the query and you will see the other user will still have the status as 1.
9. When you login as the other user, the pending action list status will show as pending approval.

DE49327

SLCM 17.1.02 - DE45051 was not addressed by the fix T6D9433

Steps to reproduce the issue:

1. Login to Service Catalog.
2. Home-> Requests-> More-> Not categorized.
3. Raise a request to "northwell" offering.
4. In "E-mail Distribute List Information" section , under members of distribution list , in Search field , type approver1.
5. Select approver1_test_2 in dual list and click the arrow pointing right to move it over.
6. Delete approver1 in search field , type approver2.
Notice that approver1_test_2 has been removed from the list on the right.

DE45896

CV-GEN-INQUIRY_Catalog_14.1.05.1+6D9406-Search in catalog

Steps to reproduce the issue:

1. After running the queries for two different search keywords: one that was showing results %SNC% and the other one which was not %USER% and both queries show more than 1000 rows for each keyword.

DE48033

CV-GEN-INQUIRY_CATALOG_r17.1.02.1-Incompatibility when moving forms/service offerings from 14 -->17

Steps to reproduce the issue:

1. Pre-reqs: If you have a 14.x env try to export a service consisting of a form with mandatory fields into 17.1 Env else create a service with form by following the steps belowSteps: In 14.1 env:Add a form and add a text fieldin Text Fields value attribute set value as \$(_.user.phone) add this form to a service.
2. now export this service by going to administration->import/export. select the 'export' radio button. select the 'service offering' from the drop down give the name of the service offering in the text area select the include forms check box. click on 'Start Export' button you will get an Alert box saying the export was successful
3. now in 17. 2 env: import the service that was exported from 14.x by going to administartion->import/export click on import radio button. select service offering from the dropdown. click on select file button. select the exported from from your file dir and click on 'Start Import' button alert box is shown saying import was successful.
4. You can see this service in request home page in Not Categorized section Try to create a request with this service by adding this service to the cart and try to submit.

Actual:

Cannot submit the request and console errors can be observed.

The submit button is greyed out

Expected:

Should be able to submit request without any errors.

DE48597

CV_CATALOG_17.1-Form Allows submission if required field not filled in

Steps to reproduce the issue:

1. Create a form with Select Field and make it a required field.
2. Add few options to the select field or any report data.
3. Attach this form to a offering.
4. Try to submit a form without filling select option.
5. From Browser Dev Tools try to hide the Select using ca_fdHideField api.
6. Now try to invoke the ca_fdShowField api to make select field visible and try to submit the request.

Expected Result: It should throw validation error and not submit a form.

DE48602

17.1 Duplicate set of show & hide details during approval

Steps to reproduce the issue:

1. Login to Service Catalog as spadmin.
2. Navigate to Home >> Click on Requests tab.
3. Create one request with cart based offerings.
4. Click on cart link and verify show and Hide details options

5. Show and Hide details shouldn't show twice in the cart page.

DE48392

Folders expand after saving and the expand arrow stays pointing right versus down

Steps to reproduce the issue:

1. Click Catalog tab >Service Offerings tab >Offerings tab.
2. Offerings should be displayed
3. Click X-OOB Services (unavailable) or any sub-folders like Application Services (unavailable), Corporate Services (unavailable), Facilities Services (unavailable), etc.Click Save button on right side under Details tab.
4. You will see the windows flash/reload. After that the focus (highlight) remains the same folder before you click save. The highlight folder remains expand. In fact, any other folders include without (unavailable) like Service Management Dashboards has the same behavior.

DE48482

SLCM 17.2-01335354-Advanced script editor. Unable to select text after the editor has been moved

Steps to reproduce the issue:

1. Log into Service Catalog.
2. Go to Forms . you can use any form . Here you can use Forms -> Testing -> 'test_table' form , click this form's 'Script' tab menu to open Script Editor and make sure you are using Advanced Editor.
3. Resize Advanced Script Editor and make the edit window much bigger and displace it from default location.(move the popup window in any direction).
4. Now pick up any line trying to highlight the whole line so that you can do copy&past , for example . You will see you cannot do it , it sort of moves the the whole editor window instead. This makes the Advanced Editor not so useful.

DE48694

01346513- Catalog - Request Management Configuration (request) - Administrator Contact - what is it?

Steps to reproduce the issue:

1. Login to service catalog.
2. Click and go to catalog tab.
3. Click on configuration tab.
4. Click Request management configuration.
5. Find Administrator Contact.

DE48728

Dual List display shrinks when viewing in Cart

Steps to reproduce the issue:

1. Create a form with a page layout.Add duallist across multiple pages. When we go to request page, duallist in different pages are shrunked. Duallist shouldn't be shrunked
2. Create a form with 3 duallist. Make 2 duallists hidden initially. Make them visible by clicking a form label. In request page, you will see both duallist were shrunked. Duallist should be shown properly
3. Set request management configuration "Show Service Details on Request Pages" to No. Create a form with duallist (associate it to a service) and move the request to cart. Click on "Show Details. Duallist shinking can be observed. Duallist should be shown clearly.

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.properties 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.

DE49278

Permission error on offerings after enabling Catalog SAML auth

Steps to reproduce the issue:

1. Setup/configure 17.2 Catalog, login as casmadmin/spadmin to make sure request offerings are available for usage.
2. Configure Catalog for SAML by following <https://docops.ca.com/ca-service-management/17-2/en/administering/administering-ca-service-catalog/enable-saml-authentication-for-ca-service-catalog>.
3. Ensure the same users casmadmin/spadmin are setup via SAML too.
4. Try to login as the same users to Catalog now. most of the functionality seems to work fine, except when attempting to use any offering, it shows permission denied error "You do not have access to make requests."

DE49607

PAM -> Catalog with SAML gives SOAP invocation failed: java.security.Privileged

Steps to reproduce the issue:

1. Setup Catalog with SSL first, make sure Catalog's PAM content is Loaded/Configured/Tested successfully.
2. Setup Catalog with SAML auth next, repeat the same step above, now PAM -> Catalog test does not succeed. The login operation fails:
Operator reason shows:SOAP invocation failed: java.security.PrivilegedActionException: com.sun.xml.messaging.saaj.SOAPEXceptionImpl: Invalid Content-Type:text/html.

xFlow Interface

DE48369

17.2 Service Point - Child domains being searched

Steps to reproduce the issue:

1. Have an SDM - catalog solution environment with servicepoint enabled. In Catalog, under an Business unit create an sub business unit and create an offering(ex: offering_subbu1). In servicepoint , search for that offering it should not be visible.
2. Whenever you search an child domain (configured in SP) it should not be visible in Servicepoint Search

DE48436

My Recent Requests in Service Point shows blank lines

Steps to reproduce the issue:

1. Issue does not seem to happen on all 17.2 installs.
2. Setup 17.2 with Service Point ensure there are some tickets that are closed.
3. Access Service Point and try to look at My Recent Tickets at the bottom -> Resolved tab.
4. The tab shows blank underlined lines instead of the real ticket numbers that were closed out recently.
5. if you have more than 3 tickets, clicking on View All there shows the tickets fine.

DE48603

SDM_17.2_XFlow-Service Catalog BUs preventing users to log into XFlow

Steps to reproduce the issue:

1. Go to CA Service Catalog and make sure the user is going to log into XFlow does not belong to a "service provider" Business Unit;
2. Log into XFlow.
You should receive a message that is not possible to log into XFlow.

DE49261

XFlow will not load/Open when using SAML auth

Steps to reproduce the issue:

1. Set up SAML authentication for SDM, xFlow.
2. Login to xFlow directly.
3. Some users are able to login and some are not (Reson : extra cookies being passed).

ITAM

DE48226

ITAM-CV-GEN-INQUIRY_ITAM_17.1-Can't save Costs and Notes

Steps to reproduce the issue:

1. Login to ITAM as uapmadmin.
2. Create one model.
3. Create one Asset by using that model.
4. Go to Model search page.Select the same Model.Open that Model.
5. Click on Assets created from that model.Click on the Asset.
6. Trying to add cost, notes, attachment.

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ITAM_17.2-01316359-Trash icon overlaps left field when extra fields are included

Steps to reproduce the issue:

1. Login to ITAM as uapmadmin.
2. Create a hardware asset hwast1 and software asset swast1. Assign swast1 to hwast1 under Software Allocation.
3. Observe that the GridView rows are properly aligned and the cell contents don't overlap
4. Now click configure ON and add more than 5 fields/columns to the grid using 'Add Existing Fields'. Save configuration.
5. Observe that the cell contents are still aligned and not overlapping on one another.