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Steps to Reproduce – Fixed Issues 17.3.0.2

CA Service Desk Manager

DE49309

Mobile App error. CA Service Management Mobile app on Android gives “No Response from server, please contact administrator” error.

DE53122

Unable to send attachments by Manual Notification with a comma in a contact name.

1. Send any Manual Notification and attach a file with a comma in a contact name.
For example, ABC, DEF, TXT.
2. The mail is saved in the "mail_undeliverable" folder.
Notice the comma in the name and attach via Manual Notifications.
The attachment is not sent.

DE54311

Online-CA Service Management 17.3 Documentation for German not available.

Current Status: The documentation is currently available in all supported languages.

DE50121

CA SDM Email Notification error when using display name with pdm_mail command. Notification methods has a display name before the email resulting in an error. The notification method used is: “pdm_mail -F ServiceDesk”.

If you remove the display name (“ServiceDesk”) the notifications works correctly.

DE55702

Change Calendar strings are too large and causes the web engine to crash. Repeated messages seen in stdlogs. Issue occurs due to CI windows load on web engine.

1. Log in to CA SDM as an Administrator.
2. Click on the Change Calendar tab.
3. Default filters displays.
4. Click clear filter and Search again.
After few seconds, Web engine crashes with delayed response messages

DE57665: DE53884

System Hang. Unable to resend broadcast message - message sequence is not stored.

Steps to reproduce:

1. Create 100 tickets on CA SDM Background server.
2. Connect to the background server.
3. Uncheck the "**Connected**" checkbox to disconnect the slump.
4. Click OK.
5. On the background server, stdlog shows that slump has disconnected.
6. Wait for 1 or 2 seconds and check the "Connected" check box to ensure slump is connected back.
7. On the Background server, check the log files.
8. You see the below messages in stdlog of the background server.

05/07 23:43:07.73 <server name> slump_nxd 8496 TRACE server.c 5412 Resent broadcast message 443 to node <server name>

05/07 23:43:07.73 <server name> slump_nxd 8496 TRACE server.c 5412 Resent broadcast message 444 to node <server name>

05/07 23:43:07.75 <server name> slump_nxd 8496 TRACE server.c 5412 Resent broadcast message 445 to node <server name>

stdlog on App server shows below messages.

05/07 23:43:08.<server name> slump_nxd 5928 TRACE server.c 3323 Received node broadcast message from 579|prov#6516_bpvirtdb_srvr to *|*|cr_status_trans_history::DB_CHANGE

05/07 23:43:08.12<server name> slump_nxd 5928 WARNING list.c 586 Received out-of-sequence node broadcast 508 from <IP Address> - previous sequence was 442

After this whatever broadcast messages is send by the background server is rejected by the application server by giving an error Received out-of-sequence.

DE49257

Error adding attachments via the "Take Photo" option in Mobile 3.1.14 (Android 8 and 9)

When you try to add an image to an Incident via the mobile app, "Alert: Error Capturing Image" is displayed. Unable to attach an image, and you get the message "Null", and the image does not open.

DE57349

Files attached from Mobile app is empty. When uploading files to Service Management mobile app, using the REST URL, the size of the file attached is reduced to 1Kb, no matter what is uploaded. No error is shown in the log files.

1. Log into the mobile app with any user role.
2. Create a new ticket and save it.
3. Now, attach an image.
4. The file will be attached and the name of the file can be seen in the attachment list.

5. From the mobile app, if you attempt to download the image, alert message is displayed.

DE54474

Installation errors after applying CA Service Management 17.2.0.6 on CA Service Management 17.2 secondary server.

Installing roll up patches on a secondary server via the CA Service Management common installer is successful but the post installation steps does not complete successfully.

Subsequently, when re-running the patch installer, some installer screens are blank and the last step hangs with 0% progress.

Additionally, if "Skip this step" is not used, the connection to the database is lost.

DE52846

Mobile application alignment issue in selecting filters in the request/incident/problem tiles of mobile app on Android 9 version. As alignment is not clear, unable to select correct filters. This is causing trouble in filtering the urgent cases as per requirement and leading to delay in work.

1. Login to CA Service management mobile app.
2. Click on Request/ incident/problems tile, and click on Filter button on top right corner.
3. The filters list, My queue, my request is not visible completely.
Alignment is proper in IOS.

DE52957

CA Service Desk Manager (SDM) - SOAP Create Request errors. Unable to resolve ticket type: [crt:180]. Tickets are not always being created or updated.

The ticket type attribute being sent from SOAP client is causing this behavior.

Perform the following steps:

1. Create a request using CreateRequest using a syntax like this:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://www.ca.com/UnicenterServicePlus/ServiceDesk">
  <soapenv:Header/>
  <soapenv:Body>
    <ser:createRequest>
      <sid>2022322620</sid>
      <creatorHandle/>
      <attrVals>
        <string>type</string>
        <string>crt:180</string>
        <string>priority</string><string>pri:502</string>
        <string>status</string><string>crs:5219</string>
        <string>category</string><string>pcat:5109</string>
        <string>summary</string><string>Generic</string>
        <string>description</string>
```

```

<string>test</string>
<string>customer</string><string>cnt:4B3DB071F0B98B41867E8DAAA71E35F7</string></attrV
als>
<propertyValues><string xsi:nil="1" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"/></propertyValues>
<template/>
<attributes><string xsi:nil="1" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"/></attributes>
<newRequestHandle/><newRequestNumber/>
</ser:createRequest>
</soapenv:Body>
</soapenv:Envelope>

```

This results in an error like this in SDM:

```

01/06 11:15:02.45 SDMHostName domsrvr      6676 ERROR    stc_mgr.c      2112
Unable to resolve ticket type: [crt:180]

```

```

01/06 11:15:02.45 SDMHostName domsrvr      6676 ERROR    stc_mgr.c      1263
Unsupported ticket type [crt:180] cannot be indexed in cache

```

```

01/06 11:15:02.45 SDMHostName spelsrvr     3276 ERROR    api.spl        1292 Error
setting attr 'status' on object 'cr:1180081' to value 'APP'"

```

The same request works fine, if you remove below ticket type option:

```

<string>type</string>
<string>crt:180</string>

```

DE52173

REST web services GET for LOCAL attributes requires Where clause. When performing a GET method against an inactive Contact (cnt) record:

(e.g. /caisd-rest/cnt/U'0B3EB1842CAD444783378E1B60E0FC48'), the REST call fails with error 404 (NotFound) if the header value for X-Obj-Attrs is "*" or contains any of the following fields: audit_userid, notify_urgency1, notify_urgency2, notify_urgency3, notify_urgency4, pggroups.

The REST call succeeds if the X-Obj-Attr value is set to other fields, for example:

```
"access_type,alias,contact_num,delete_flag,first_name,last_name,userid"
```

Performing the GET method using a where clause to specify the ID (e.g. caisd-rest/cnt?WC=id%3dU'0B3EB1842CAD444783378E1B60E0FC48') does not have the same problem and even returns the problem fields:

e.g.

```
"notify_urgency1":{
```

```
"@id":"400"
```

```
"@REL_ATTR":"1"
```

```
"@COMMON_NAME":"Low"

"link":{"@href":"http://win-9ljfmairr3m:8050/caisd-rest/noturg/400"

"@rel":"self"}

}
```

The problem also occurs when using PUT to perform an update setting a contact inactive.

DE49262

pdm_mail command works differently after upgrade.

After upgrading to CA Service Desk Manager from 17.0 to 17.1.0.2, the pdm_mail command works differently.

1. Parameter -M is ignored, if system variable NX_NTF_MESSAGE_HTML is set.
2. If subject is empty or is only set to white-space, mail hangs in mail_queue.
3. For example:
 pdm_mail -i -e info@mail.com -s " " -F sd@mail.com
 pdm_mail -i -e info@mail.com -F sd@mail.com

DE55081

pdm_load command is not working. Unable to run pdm_load against ca_owned_resource table. Getting error:

"Problem with MDB register for table (ca_owned_resource) Error: Timed out waiting for response from mdb_registration_nxd".

1. Create a load file or extract ca_owned_resource table.
2. Load using the pdm_load command.
3. After sometime it returns error:
 "command = C:\PROGRA~2\CA\SERVIC~1\bin\dbload m.txt
 Problem with MDB register for table (ca_owned_resource) Error: Timed out waiting for response from mdb_registration_nxd"

The issue is not seen on the Oracle database. This issue is seen only on Microsoft SQL Servers.

DE55915

No kt search audit trail before saving a ticket. Knowledge Audit Trail entry is missing from Activity Log after searching for knowledge and the following error is written in the stdlog:

1. Login to Service Desk as an analyst.
2. Create a new incident and fill in the required fields.
3. Click on the 'Knowledge' tab of the Incident detail screen and search for knowledge using some keywords.
4. Now click on the 'Activities' tab on the Incident detail screen and click on the 'Search' button to show all the Incident activity.
5. The Knowledge Audit Trail Activity for the search performed in step (3) does not show up on the activity search.

6. Click on the 'Save' button on the Incident detail window to save the ticket.
The Knowledge Audit Trail Activity now shows up on the activities tab

DE57220

SOAP WEB-Service returns wrong value.

The SOAP WS method serverStatus() returns wrong number: it returns 1 even though everything runs well for SDM; it should return 0.

Perform the following steps:

1. Open the SOAP UI. If you do not have soap User Interface, download and install it.
Create a soap project using the environment information in the "Summary". Ensure to generate request templates.
2. Login() to CA SDM using request1 for login().

For example

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"  
  xmlns:ser="http://www.ca.com/UnicenterServicePlus/ServiceDesk"><soapenv:Header/>
```

```
<soapenv:Body>
```

```
<ser:login>
```

```
<username>ServiceDesk</username>
```

```
<password>Turn$tg1</password>
```

```
</ser:login>
```

```
</soapenv:Body>
```

```
</soapenv:Envelope>
```

3. Returns sid:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"  
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-  
instance">
```

```
<soapenv:Body>
```

```
<loginResponse xmlns="<url address> ">
```

```
<loginReturn xmlns="">1689335549</loginReturn>
```

```
</loginResponse>
```

```
</soapenv:Body>
```

```
</soapenv:Envelope>
```


4. Make call for serverStatus() using request1 for serverStatus(). For example:

```
soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ser="<url  
address ">
```

```
<soapenv:Header/>
```

```
<soapenv:Body>
```

```
<ser:serverStatus>
```

```
<sid>1689335549</sid>
```

```
</ser:serverStatus>
```

```
</soapenv:Body>
```

```
</soapenv:Envelope>
```

5. It returns the following:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"  
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-  
instance">
```

```
<soapenv:Body>
```

```
<serverStatusResponse xmlns="URL Address ">
```

```
<serverStatusReturn xmlns="">1</serverStatusReturn>
```

```
</serverStatusResponse>
```

```
</soapenv:Body>
```

```
</soapenv:Envelope>
```

Notice that the returned value 1 is incorrect, it should be 0.

DE53023

Stored Queries with OR operator blocked by McAfee HIPS SQL Injection detection.

Some stored queries that have an OR operator in their criteria are blocked by McAfee HIPS signature 6003 - Generic SQL Injection. This is easy to fix by enclosing in parentheses expressions connected by OR.

For example:

Change

(assignee = @cnt.id OR group.[group]group_list.member IN @cnt.id) AND priority = 0 AND active = 1

to

((assignee = @cnt.id) OR (group.[group]group_list.member IN @cnt.id)) AND priority = 0 AND active = 1

DE56654

xFlow Interface and Service Point Branding

When you attempt to change the logo on the xFlow Interface and Service Point login screen following the documentation, you are not able to follow the steps in the documentation.

Status: Documentation is now updated with correct steps.

DE57333

AA Health Servlet issue.

Deploy the HealthServlet using Tomcat 8.5.43 and JRE 1.8.0_45. When attempting to access the HealthServlet via the URL: `http://<SERVER>:<TOMCAT PORT>/HealthServlet/GetHealth`, you receive the following error:

HTTP Status 500 – Internal Server Error

Type Exception Report

Message Error instantiating servlet class [com.ca.ServicePlus.health.HealthServlet]

“The server encountered an unexpected condition that prevented it from fulfilling the request.”

Note: The full stack trace of the root cause is available in the server logs.

DE48439

If you use () filter, the mailbox rule no longer works. Maileater filter rules do not work with brackets "()".

1. Send an email with the subject "in" to check, if the maileater works.
2. Modify the maileater Rule 100 and put brackets around: [\t\r\n](in)[\t\r\n].ow send a mail with the subject "(in)".
3. Check the maileater log file.
4. No rules were matched while processing the Email, moving it to unknown folder. Due to this issue, incident creation was delayed for several hours.

DE49046

Attach a file via web service where the name contains Umlaute (ä,ö), the name in CA is changed. If you attach a file with characters like ä,ö,ü via web service, the name is changed. As the changed name always contains a |, issues are observed:

Methode „createAttachment“ in „USD_WebServiceSoapSoapBindingStub“

```
Call _call = this.createCall();
```

```
_call.setOperation(_operations[11]);
```

```
_call.setUseSOAPAction(true);
```

```

_call.setSOAPActionURI("");
_call.setEncodingStyle((String)null);
_call.setProperty("sendXsiTypes", Boolean.FALSE);
_call.setProperty("sendMultiRefs", Boolean.FALSE);
_call.setSOAPVersion(SOAPConstants.SOAP11_CONSTANTS);
_call.setOperationName(new QName("http://www.ca.com/UnicenterServicePlus/ServiceDesk",
"createAttachment"));

this.setRequestHeaders(_call);

this.setAttachments(_call);

```

Object _resp = _call.invoke(new Object[]{new Integer(sid), repositoryHandle, objectHandle, description, fileName});

DE54720

CA Service Management mobile App searches for **cr_flag** when searching an area for incident (in_flag). All areas are affected. This is blocking the upgrade process. When using CA Service Management Mobile App and editing an incident to update an Area/Category, jrest.log shows that it's searching for cr_flag=1 when it should be in_flag=1.

If an incident area is enabled (in_flag=1) and Request area is not enabled(cr_flag=0). the area is not shown in the mobile app.

1. Select an area and enable for an incident and disable for request.
2. Log into CA Service Management Mobile App, Open an existing incident.
3. Click on edit option.
4. Set or modify the area of the incident. The area does not appear.

When searching for %Adm in an incident, it should be in_flag = 1.

DE57609

HTTP Status 400 – Bad Request while adding a new drop-down property value.

1. Login to CA SDM.
2. Navigate to Administration, Service Desk, Request/Incidents/Problems, Areas, Click on Area. Click General, Properties, Add property or click on existing one.
3. Click Edit and click on Validation Rule to select , Create new, Set name, Validation Rule Type drop-down.
4. Click on Add property value. Error is displayed.

DE54755

Unable to deploy Standby and application servers in containers.

Deploying 2nd background server or application nodes is resulting in a failure in starting these pods with a name resolution error connecting to sdmbg-0 pod.

2020/04/23 15.23.18.899 INFO [DeployThread: Add SDM Server] [AddServerInSDM] Connecting to SDM slump on server (sdmbg-0) using port : 2100

2020/04/23 15.23.18.916 FATAL [DeployThread: Add SDM Server] [SLUMP] Unknown slump host: sdmbg-0

2020/04/23 15.23.18.916 ERROR [DeployThread: Add SDM Server] [AddServerInSDM] Unknown slump host: sdmbg-0

2020/04/23 15.23.18.916 DEBUG [DeployThread: Add SDM Server] [AddServerInSDM] The Execution of Add Server in SDM Failed.

2020/04/23 15.23.18.916 INFO [DeployThread: Add SDM Server] [DeployThread] Saving task status to DB for task task.addserver.sdm

2020/04/23 15.23.18.916 INFO [DeployThread: Add SDM Server] [DeployThread] Saving task 'task.addserver.sdm' stat

Troubleshooting Steps:

1. Based on the data that was gathered, sdmbg-0 is good. However, sdmbg-1 or sdmapp-0 are failing as you cannot connect to sdmbg-0 on a slump port.

9m23s Warning DNSConfigForming pod/sdmbg-1 Search Line limits were exceeded, some search paths have been omitted, the applied search line is: casm-docker.svc.cluster.local svc.cluster.local cluster.local us-central1-c.c.resolute-radar-273706.internal c.resolute-radar-273706.internal google.internal

This is because of a number of (6 max) entries allowed in the /etc/resolv.conf file (maybe with the glibc version 2.17).

DE55292

The timeline does not display the field "Automatic Closure at". The Auto-Close activity does not display closure time activity in Service Point interface.

1. Enable Auto Close feature in SDM.
2. Create any ticket in Service Point.
3. On SDM GUI make it resolved or change the status in xFlow Interface to resolved.
4. In standard GUI, you can see the Auto Closure time.
5. In the xFlow Interface, you can see the Auto-Closure time.
6. But in Service Point it does not display the auto-closure time.

DE53894

Spell check does not highlight fields correctly. Saved knowledge document spell check does not highlight the right words and locations. With this knowledge managers are not able to use the spell check functionality to correct the spell errors made by knowledge analysts.

1. Create and save a tech doc with Title. For example: ISMS-4 Policy: COMUNICATIONS AND OPERATIONS SECURITY POLICY.
2. After saving, click "spell check all fields" button, it will first hit "Comunications" but highlights "licy: COMUNIC"

xFlow Interface

DE58235

Filtering CI's for the affected resource Attribute hampering the upgrade process.

1. Login to xFlow Interface.
2. Navigate to Administration, xFlow Interface, Command Bar, New ticket, New, Add: affected_resource.
3. Login to xFlow Interface, Search for a contact, New ticket.
The Configuration Item drop-down is displayed.
4. The CI's are filtered by "enterprise service" family, like affected_service.
It should not filter as it does for affected_service

DE56376

Smart words are bringing inactive categories. xFlow Interface Smart words are bringing inactive categories.

1. Ensure that you have two smart words, where one with active area and the other with inactive area. Both smart words have some common keyword like "acesso"

Note: You need to have the smart word created with active area first, and then with inactive incident area.

2. If you create two new smart words you are required to restart the xFlow Interface.
3. In xFlow Interface, when you create a new incident, you enter the common key word (for example, acesso), you will see both areas pop up, including the inactive ones.

Service Point

DE57212

"My Approval" not showing in Service Point. After a fresh installation of CA Service Catalog Server on different server and CA SDM, xFlow Interface, and Search Server on another server along with the MDB "My Approval" not showing in ServicePoint GUI from Catalog until you run the re-index job.

DE56201

Service Point does not display button labels for Catalog offerings displayed in Service Point. Users are not able to manage their tickets in Service Point. Label problem in some buttons for Catalog offerings are displayed in Service Point.

Perform the following steps:

1. Install all applications in English.
2. Change the language in **casm.conf.js** from en-US to es-ES.
3. Restart xFlow Interface Services
4. Open a ticket under My Approvals. See labels are missing buttons at the top.

DE58049

Close_Date and Resolve_Date are set in the database for an Open Ticket. New tickets are created after applying 17.3.0.1 are getting the value of 2147483648 in all date fields that are not yet filled like close or resolve date. The GUI is not showing any value. This can only be seen in the database.

1. Create a ticket.
2. The close and resolve dates are empty in the interface.
3. At database level the call_req table show the resolve and close dates with the referenced value - 2147483648

DE55430

CA Service Point mobile app displays Property Validation Rules incorrectly.

In Service Point mobile app, when using categories with drop-down properties, the rule used for the first property is also used for the rest of properties, it works fine in Service Point and Service Desk Manager.

- 1) In CA SDM, create drop-down properties for a category.
- 2) Create a new ticket in SDM.
- 3) The Service Point web will display correctly the drop-down property values.
- 4) Log into Service Point Mobile app and create a new ticket.
The drop-down property values is not displayed correctly.

DE56489

Service Point Mobile App crashes after tapping the fingerprint icon to login on iPhone 11 (and above like iPhone X, Xs, Xs Max, XR). This issue is affecting the release date of the mobile app to the user. The second time you try to log into Service Point Mobile App, it gives you 2 options to log into the app.

1. Tap the fingerprint icon to login.
2. Tap the "not <username>, log out?" link.
3. If you tap the fingerprint icon to login, the applications is automatically closed and cannot log into the app. The only option is the option 2 (Tap the "not <username>, log out?" link) and re-enter credentials.

This may be caused by iPhone 11 (and later) not having a fingerprint option, only facial recognition (faceid).

DE57541

Service Point Form display issue.

In Service Point, if you search for a form, or pull up a form (any form), everything displays properly. But, if you search for a keyword that does not have a form (like "pingid" or "dkdkdkd"), the search returns the message "There are no suggestions that match your search criteria". However, the previous form that was searched for is still displayed in the form box. This may cause confusion for a user if the previous form still remains.

If the search criteria does not have any matches, the form should be cleared and should also be allowed to present a generic fail safe option that will always be there, so that there is never "nothing" to select.

Perform the following steps:

1. Search words: phone.
2. Search results are displayed. Mobile Phone bubble is selected and form appears as expected.

DE57010

No Suggested Solutions presented automatically in Service Point for Catalog Offerings.

Try to access a Service Catalog offering from Service Point. The "Suggested Solutions" listing shows no entries initially, but on reloading the page, the Suggested Solutions page shows results. This is specific to Catalog offerings and not to Featured Items from Service Desk.

A page is displayed to create an SDM incident for the "Email" Request Area. In Suggested Solutions, one KB article is presented (expected). Click on "Home". Access the "More" icon to bring up the Service Catalog offerings.

- 1) Choose "IT Support Services", then "Email", click "Create email Account".
- 2) The offering to create an email account is presented.
- 3) In Suggested Solutions, no KB articles are presented.
- 4) Under "What does it relate to", click "Create email Account" button twice.
- 5) First click will turn off the offering page (no KB Articles will be present under Suggested Solutions)
- 6) Second click will bring back the offering page and will provide an entry under Suggested Solutions.

DE55775

In Service Point, moving the "Let's Chat" button around ticket timelines forces it to attach as a file to a ticket. This issue is not seen in Chrome, but in IE browser consistently.

- 1) Use IE and access the Service Point URL.
- 2) Ensure Chat option is enabled in CA SDM/Service Catalog (Support Automation needs to be enabled).
- 3) Click on an open ticket to go to the timeline of that ticket.

- 4) Try to drag the Let's Chat icon towards the timeline, it attaches as a file attachment to that ticket
- 5) Issue does not seem to happen in Chrome as we see a slightly different background for file uploads and Chrome seems to prevent it.

DE57639

Service Point unable to list more than 10 properties. Service point only shows the first 10 properties of a category.

- 1) Create a category with more than 10 properties.
- 2) Login to Service Point.
- 3) Try to create a ticket and observe that only the first 10 properties associated with the category are displayed.

DE52932

Workflow task is not inserted when a ticket is created via Service Point. This workflow is used to onboard all new employees. Employees have to manually insert the task that does not get inserted while creating the workflow.

If a user creates a new Incident by selecting a newly created Incident Area in Service Point, Classic Workflow Tasks are not inserted automatically.

- 1) Create a new Incident Area, e.g. "Account", with 2 Workflow Tasks.
- 2) Remove existing area from Default Areas of Service Point.
For example, remove Software. Add the newly created Area, "Account".
- 3) Login to Service Point and click "Account" area to create a new Incident and submit it.
- 4) Login to Service Desk web interface and open the Incident created in step 3.
- 5) No Workflow Tasks are added.
- 6) Workflow Tasks are inserted if you select "Email" (OOTB area).

CA Service Catalog

DE55231

CA Service Catalog dashboard is not working.

Configure a new dashboard for end users with "Requests Pending Action" card. Set the OOTB card, but the list is not loading as expected. If you click on other option (like "Completed Requests") and then, navigate back to "Pending My Action" it works.

Perform the following steps:

- 1) Login to CA Service Catalog (spadmin).
- 2) In the Dashboard, click "Show Library";
- 3) From the Library, expand "CA Components Template, Service Catalog and drag "Requests Pending Action" to the dashboard.

DE52904

CA Service Catalog Offering Submission allowed without mandatory fields filled in. If you manipulate an existing offering in a specific manner, the form can be saved to create a request that does not have the required fields filled in.

Perform the following steps:

1. Login to the above Testing server on the web interface.
2. Case 1: Expected functionality: Under the "Home" tab, choose the "Requests" tab.
3. Search catalog for "EHR".
4. From the Search results select , "TouchWorks EHR Access". Choose this offering.
5. Choose any of the given radio button options, "AEHR - Employee".
6. Try to submit the request and it will error on missing required fields.

DE57634

CA Catalog vulnerability issue. Services are exposed to the Internet.

Steps to reproduce:

1. Login to CA Service Catalog.
2. A pop-dialog box appears requesting credentials.
3. This issue is presenting with dialog box for credentials.
4. This is a security issue, since the popup can be used to gain unauthorized access to an environment.

Note: If you provide the credentials you will be logged into the system and presented with a link for opening the web folder i.e. 'Open As Web Folder'.

DE57631

Microsoft Azure AD authentication issue for Service Catalog.

1. After upgrading to 17.2, authenticate xFlow Interface using Microsoft Azure AD. Configure Azure and SDM/Catalog to see this behavior.
2. Try to access CA Service Catalog interface, this action will redirect to Microsoft login site.
3. Enter Credentials, Credentials are accepted.
4. The Catalog login page is shown and HTTP POST 401 appears saying the credentials are not valid.

DE57542

Javascript error found in FormDesigner.js line 121. Following error is displayed when using IE. 3

“SCRIPT438: Object doesn't support property or method 'startsWith'”

This seems to be related to limited functionality of IE browser and it is not product related. From the research conducted this looks like a supportability issue with IE 11 ES6.

DE57051

Mandatory fields are not checked at adding row.

Perform the following steps:

1. Login to CA Service Catalog.
2. Select an offering.
3. Add a new Role and add the available values and keep tabing out for each field.
4. Click Save.

Note that some of the form fields values disappear.

DE57473

Custom CA Service Catalog forms do not work after upgrade.

Perform the following steps:

1. Login to CA Service Catalog as spadmin.
2. On the Home tab, navigate to Requests, then open the "More..." link. Select "Request Software or Hardware".
3. Choose "New or Existing Equipment Setup".
4. On the custom form "New or Existing Equipment Setup" (it will say "Service FYI" in a large green text), scroll to the bottom of the form, under heading "Contact Information". Select "Yes"
5. At this point, a set of questions should present.
6. No such content is displayed. Clicking "No" instead will show three entries about "Primary User Name", "Primary User Not Found" and "Cost Center" ("Cost Center" is constant).
7. To view the custom form, click on Catalog tab, Forms, select "7_Montefiore" from drop-down, and select "Report a Hardware Issue".
8. To view the Offering definition, click on Catalog tab, then Service Offerings tab.
9. Under the "Offerings" tab, drop down "Report a Hardware Issue", "New or Existing Equipment Setup" and on right hand side, choose "Definition" tab.
10. Note how under "Contact Information" there are multiple questions concerning "Primary User Name", "Primary User Userid", "Primary User Email Address" etc.
These entries should show if "Yes" is selected, "Are you the primary user".

DE57324

Group Case based on the EEM Retrieval.

Perform the following steps:

1. Create one application group in CA EEM and ensure that the name should be with mixed case (for example: **Grp1**).
2. Create few users in CA Service Catlaog with different roles (for example: Enduser, Catalog Administrator and Request Manager).
3. Associate above created users to that group.
4. Assign a pending action to a group and have at least one uppercasse letter in the group name.
5. Login to CA Service Catalog with a user who belongs to that group
Notice it shows up in the pending list, but if on opening it, it doesn't show drop-down.

DE55521

Cannot resize the table columns in CA Service Catalog.

Perform the following steps:

1. Login to CA Service Catalog application with spadmin user.
2. Navigate to Home, Catalog, Click Forms.
3. Add form with a table component.
4. In the default Row, Add a Text Field, Date, and other supported components.
5. Verify in the table whether columns resized.

CA Asset Portfolio Management

DE56954

Error when using a configuration that excludes the Contact tab from the Directory Tab:

1. Apply a local configuration that hides the Contact tab under Directory.
2. After saving the local configuration that hides the Contact tab, assign the configuration to a role and then login as a user assigned to that role.
3. Error is displayed when you click on the Directory tab.

<p>For more information, _____ see <xref href="/content/dam/broadcom/techdocs/us/en/assets/docops/casm172/Steps_to_Reproduce_SM17209.pdf" scope="local">Steps to Reproduce.</xref></p>