

CA Service Management 17.3.0.3

Fixed Issues- Steps to Reproduce

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Service Desk Manager

DE58440

WebServices createRequest failing for attribute log_agent.userid. Users are not able to access dotted attribute while accessing webservice method "CreateRequest".

1. Use Soap Services. Connect to CA Service Management 17.3 WSDL.
2. Use Webservice Method "CreateRequest".

```
<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>1392662652</sid>
      <creatorHandle>cnt:F329B8BCEED1814C9C955C50C15D0404</creatorHandle>
      <attrVals>
        <!--1 or more repetitions:-->
        <string>customer</string>
        <string>cnt:F329B8BCEED1814C9C955C50C15D0404</string>
        <string>log_agent.userid</string>
        <string>servicedesk</string>
        <string>description</string>
      <string>Create Request</string>
    </attrVals>
    <propertyValues>
      <!--1 or more repetitions:-->
      <string></string>
    </propertyValues>
    <template></template>
    <attributes>
      <!--1 or more repetitions:-->
      <string>ref_num</string>
    </attributes>
    <newRequestHandle></newRequestHandle>
    <newRequestNumber></newRequestNumber>
```

```

    </ser:createRequest>
  </soapenv:Body>
</soapenv:Envelope>
<string>log_agent.userid</string>

```

This dotted attribute does not work and generates the below error message:

```

<ErrorMessage>Error setting attr 'log_agent.userid' on object 'cr:400011' to value 'servicedesk' Attempt to modify non_CO
value.</ErrorMessage>

```

```

<ErrorCode>1003</ErrorCode>

```

DE55689

CA SDM and Jaspersoft Reports Server - Time/Duration Fields

In the MDB database there is a field called 'est_total_time' which displays a Duration of time using seconds. The field has a data type of int.

1. In the Domain, fields of type DURATION does not appear.
2. Duration type fields appears under Tables in Domain editor, they can be added further into the Domain.

Users must be able to report on TIME (DURATION) fields.

DE58672

After installing CA Service Management 17.3.0.2, errors are shown in the stdlog with missing tables and fields.

The Schema defines the following table fields in table "usp_mailbox", which do not exist in the database as well:

```

log_policy_violation  INTEGER REF usp_mailbox_violation_log_type;
client_id             STRING 240;
client_secret         STRING 240;
redirect_url          STRING 240;
auth_endpoint         STRING 240;
token_endpoint        STRING 240;
scope                 STRING 240;
auth_provider         INTEGER;
refresh_token         STRING 240;
expires_in            INTEGER;

```

DE58582

Different behaviour of INT or DOUBLE fields. In the CIs, when text is entered in a field that is of type INT, a Pop-Up appears with the text "... It is not a number". However, when text is entered in a field that is of type DOUBLE, no Pop-Up appears and allows to save the CI by changing, the CA SDM, the text by a "0".

Both INT and Double fields should show the same behaviour with the pop-up.

1. Login to WSP.
2. Go to schema designer and add 2 columns in usp_owned_resource/
For example: **nr**
3. Add two columns.
For example: zdouble_number with data type Double and zinteger_number with data type integer.
4. Save and publish.
5. Stop SDM and Run pdm_publish command.
6. Start Service desk Manager and open any detail page (e.g. cmdb_detail.html)
7. Add below lines:

```
<PDM_MACRO name=dtlTextbox hdr="Double Serial Number" attr="zdouble_number"> <PDM_MACRO  
name=dtlTextbox hdr="Integer Number" attr="zinteger_number">
```
8. Save and close WSP.
9. Clear web cache. Run the following command.
pdm_webcache -b -H
10. Login to SDM and create Configuration item, in detail page there are 2 newly added fields.
11. Try to update Integer Number with value "test". Popup appears with error.
12. Try to update Double Serial Number with value "test".
13. No popup is shown for Double data type.

DE58464

Make soap_ws_slump_threads in Options Manager as editable option. In Options Manager there is a new option in CA Service Management compared to r17.0 "soap_ws_slump_threads". When installed, the option adds @NX_SOAP_WS_SLUMP_THREADS=1 to the NX.env file. The description on the Options manager screen for the option says "Increase the value to improve the throughput of soap webservises". If you edit the option in options manager the Option Value is not editable and is locked at 1.

DE58712

Pdm_configure fails with error while creating local resources.

1. Install CA Service Management.
2. Open a command prompt window and run the command:
pdm_configure.
It fails with an error while creating local resources.

DE58266

Service Point does not show folder/offerings as in Service Catalog.

1. Create a child BU where the BU ID is different than the BU Login ID and Name.
2. Go to the Offering, Permission, Search BU, Search the BU created above and Grant all access to everyone
3. Edit a user and set a role for the BU created in step 1, and set as default.
4. Login to Service Point with the user from step 3 and see the folder is not visible in Service Point as in Service Catalog.

DE58572

Inactive statuses are getting displayed in Ticket status list while creating the ticket.

1. Login to SDM and Navigate to Administration-->Request/Incident/Problems-->Status
2. Make any status (say Acknowledged) as inactive.
3. Now login to xFlow and click on new ticket button present in contact search.
4. Enter summary and click on enter button.
5. Observe the ticket status button.

Inactive statuses are getting displayed in Ticket status list while creating the ticket.

Inactive statuses should not get displayed in the list

DE58573

Filter search is not working in ticket status.

1. Login to xFlow and navigate to create ticket page.
2. Click on status drop down and try to enter some text.

Filter search is not working in ticket status.

DE52743

Session Timeout warning message not displayed.

1. The SDM web interface web engine that is active is associated with \$NX_ROOT\bopcfg\www\web.cfg which contains:
 - a. ExclLockSeconds: 30
 - b. Timeout: 2
 - c. TimeoutWarning: 1
2. Open 2 chrome windows on the SDM server, 1 tab each with the below url:
<http://<hostname>:8080/CAisd/pdmweb.exe>
3. Start Fiddler trace.
4. Login to SDM
5. Login to the first session (as servicedesk user).
6. Login to the second session (as servicedesk user).
7. First Session gets logged out without receiving any popup messages
8. Second session receives the timeout warning popup

9. Stop the fiddler trace, save the trace to the file named "InHouseRepro20142332.saz"

xFlow Interface/Service Point

DE58370

Data Partition is not hiding statuses in the xFlow Interface as it does in CA Service Desk Manager (SDM).

1. In CA SDM create 2 new statuses.
For example: evento_CGM and estado_CGM
2. Create the transition for incident/requests from Open to the new statuses from above.
3. Select an existing data partition and add a new restriction:
View | Cr_Status | code <>'estado_CGM' and code <>'evento_CGM'
4. Assign the data partition to a role assigned for a user in CA Service Desk Manager and xFlow Interface.
5. Log into xFlow Interface and open a ticket in open status.
6. Run the UpdateStatus command or open the status window, both will list the evento_CGM and estado_CGM status, which should be hidden.
7. In CA SDM, using the same ticket and role, the evento_CGM and estado_CGM statuses are not visible.

DE57863

Occasionally, scrollbar does not work in Service Point. Enable the Virtual Analyst chat via SDM Administration, xFlow Interface, Service Point, Default configuration, Feature Configurations, Chat Engine.

1. Log in to Service Point.
2. The scrollbar appears when the window is maximized.
3. Click the bottom of the scrollbar, it does not work. Everything else on the scrollbar works.

DE58110

Configure multiple xFlow Interface servers for authentication via Microsoft Azure AD.

1. Enter xFlow Interface web URL from xFlow Interface.
2. Redirect to Azure AD URL credentials.
3. Redirect to xFlow Interface configured in SDM.
4. Configure multiple xFlow servers to authenticate through Azure AD.
5. Ideally it should redirect to any of the 3 xFlow servers.

It is always redirecting to xFlow server 1.

CA Service Catalog

DE56021

Unable to view CA Service Catalog Service Offering forms in Service Point. In Service Point, CA Service Catalog offerings are seen but when you click any one of the offering, the form associated with it is not seen and shows only a blank screen with a message: "There are no suggestions that match your search criteria"

Perform the following steps:

1. Install CA Service Management Solution and enable SAML.
2. Login to Service Point.
3. Click on the More Icon to access Catalog Offerings to raise a request.
4. Click the offering, for example, Access Security.

UI form with request submission details should be displayed. Catalog widget which is request submission details is not displayed and shows a progress message.

DE58021

Ensure that you have installed and integrated CA Service Management (SDM + Catalog) 17.3 or 17.3.0.1.

1. Login to CA SDM.
2. From SDM web interface, either remove all areas in the "default areas" object or make the "default areas" object inactive.
3. Login to Service Point.
4. On the Home page, you can see some Service Catalog offerings and so on.
5. Click on one of Service Catalog offerings (for example Application Hosting).
6. A message is shown "There are no suggestions that match your search criteria", even if no search was performed. This message is misleading and confusing for end users

The offering form is already displayed and ready for you to enter information. Click on one of SC offerings (for example Application Hosting) and it displays "There are no suggestions that match your search criteria", even when no search is performed and the offering form is already displayed and ready for you to enter info. This message is misleading and confusing.

DE58424

Search filter clears off and displays all values when search is performed by typing and keyboard arrow key is used to select key words from the searched list.

1. Access Service Point or USS, and then, select imported offering.
2. Enter search by typing value in the "select_d_e" value as "system".
3. Ensure that it will display values which contains "system".
4. Use arrow keys to select values from dropdown and then verify
5. Currently search filter is cleared off and displays all values when selected with arrow keys from the searched list.

Search filter should not clear off when you use arrow keys to select values from searched list.

DE57366

Notifications to pending actions users/groups not being sent to users in CA Service Catalog.

1. Configure CA Service Catalog to send notifications.
2. Submit a request that needs to be approved by other users. The creation process will send a notification as expected.
3. Ensure the following action is enabled: Home, Administration, Events-Rules-Actions, Notes Create. When note is added to Service Catalog request, Notify Pending Action Users or Groups.
4. In the request created in step 2, add a note. This action should send a notification to the approver and to the user who added the note but it does not send any of those notifications

There is no error in the view.log related to this issue.

DE58266

Service Point does not show folder/offerings as in Service Catalog. Cannot hide/show some forms that are specific to a user.

1. Login to CA Service Catalog.
2. Create a child BU where the BU ID is different than the BU Login ID and Name.
3. Go to the Offering, Permission, Search BU, Search the BU created above and Grant all access to everyone.
4. Edit a user and set a role for the BU created in step 1 and set as default.
5. Log into Service Point with the user from step 3.

The folder is not visible in Service Point but is visible in CA Service Catalog.

