

## **CA Service Management 17.3.0.4**

### **Fixed Issues- Steps to Reproduce**

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## Service Desk Manager

Following issues were fixed in CA SDM 17.3.0.4:

### DE59185

Ambiguity command `cmdb_update_ambiguity` fails in CA SDM due to missing/invalid `log4j.jar`.

Perform the following steps:

1. Install CA Service Management 17.3 and run the below command:  
`cmdb_update_ambiguity -m all -d MSSQL -u mdbadmin -p <PASSWD> -s <HOSTNAME> -level INFO -full 1`
2. Below errors are observed on the command prompt:  
nxcd: Use popd to return.
3. Executing "C:\Program Files (x86)\CA\SCVRE\11.0.3\bin\java" -cp  
C:/PROGRA~2/CA/SERVIC~1/java/lib/ambiguity.jar com.ca.cmdb.ambiguity.nr.OwnCIAmbiguity  
DBUser=mdbadmin DBType=MSSQL DBHost=10.80.242.51 LogLocation="C:\PROGRA~2\CA\SERVIC~1\log"  
LogLevel=INFO fullscan=1 SchemaName=dbo  
Exception in thread "main" java.lang.NoClassDefFoundError: org/apache/log4j/PropertyConfigurator  
at com.ca.cmdb.ambiguity.utils.Utility.initializeCILogger(Utility.java:121)  
at com.ca.cmdb.ambiguity.nr.OwnCIAmbiguity.main(OwnCIAmbiguity.java:122)  
Caused by: java.lang.ClassNotFoundException: org.apache.log4j.PropertyConfigurator  
at java.base/jdk.internal.loader.BuiltinClassLoader.loadClass(BuiltinClassLoader.java:583)  
at java.base/jdk.internal.loader.ClassLoaders\$AppClassLoader.loadClass(ClassLoaders.java:178)  
at java.base/java.lang.ClassLoader.loadClass(ClassLoader.java:521)  
... 2 more

**Expected Result:** No errors must be seen on the command prompt.

### DE58820

Change in response mail ID for tickets raised through email post upgrade.

Prerequisites: Set up a mailer environment.

Perform the following steps:

1. Login to Service Desk.
2. Setup the default mailbox with user address.
3. Install **mail\_from\_address** option by setting the value.
4. Create an incident by sending mail to eater.
5. Once the tickets are created, a response is displayed that the Incident is created successfully

**Expected:** Mails must be received from the address mentioned in **mail\_from\_address** option

**Actual:** Mail is received from the address mentioned in the default mailbox.

## DE50277

CA Service Desk Manager fails to install and executing the pdm\_configure command fails if an Ampersand (&) is provided in Microsoft SQL Server Password "SA".

Following errors are seen in the configure.log:

07/29 07:02:13.561 INFO ? ? Starting Setup MDB...

*INFO ? ? The command is "C:\PROGRA~2\CA\SERVIC~1\add-ons\mdb\mssql\setupmdb.bat" -DBVENDOR=mssql -  
DBDRIVER=Service\_Desk -WORKSPACE=Service\_Desk -DBHOST=ibntest000416 -DBNAME=mdb -DBPORT=1433 -  
DBUSER=sa -DBPASSWORD=<SYS PASSWORD> -JRE\_DIR="C:\Program Files (x86)\CA\SC\JRE\1.8.0\_112" -  
MDB\_TARGET\_DIR="C:\PROGRA~2\CA\SERVIC~1\temp\mdb\_sql" -MDB\_COMMON\_DIR="C:\Program  
Files\CA\SC\Mdb"*

## xFlow Interface/Service Point

### DE58651

Live chat handoff from Aria or Service Point Virtual Analyst breaks due to lost class files.

When a user in Service Point initiates a chat, the xFlow Interface user receives the chat request and responds. Both sides are able to exchange just the first message and view the first message. However, once that happens, no further messages appear on either interfaces with users not being able to see the messages that are sent or being sent. Display just shows only the first message that was exchanged. The root cause for this issue is that **chat\_log.class** file (Program Files\Windows\Temp\CasmPlayApi\Class\Poj\com\ca\casm\playApi\sdm\genpojo\ is getting deleted.

### DE59102

Announcements do not display timestamp. Service Point display of announcements misses the timestamp when the announcements were made. End Users do not have the context of when an issue was reported.

Perform the following steps:

1. Create some CA SDM announcements.
2. Log into Service Point and you will see that there is no timestamp for the announcements that are displayed.

## CA Service Catalog

### DE58930

Reintegration fails CA EEM Components.

Perform the following steps:

1. Start USVCT server.
2. Run the USVCT ISO image.
3. Reintegration fails CA EEM components.

In the **install.log**, check whether the SLCM EEM Configuration command - "\Program Files\CA\Service Catalog\scripts\configurator.bat" -c eem -p "C:\Users\ADMINI~1\AppData\Local\Temp\1\slcm\_config.properties" is executed. This generates a file named "eiam.config". In eiam.config many paths are incorrect since the backslashes are missing. For example: <Saf directory = "C:Program FilesCAService Cataloglogs\leemaudit" />

The integration fails with this error in the **install.log**: Program Files\CAService Cataloglogs\itechsdk.log.0.lck

# CA Asset Portfolio Management (ITAM)

## DE58497

AMS Struts Security Vulnerability Issue. To resolve this issue, apply the latest patch so that Apache Struts is upgraded from 2.5.18 to 2.5.25.

