

CA Service Management 17.3.0.5

Fixed Issues- Steps to Reproduce

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Table of Contents

Service Desk Manager.....

4

DE58365.....

4

DE59185.....

4

DE58820.....

4

DE57969.....

5

DE58910.....

5

DE58102.....

5

DE59426.....

5

DE59385.....

6

xFlow Interface/Service Point.....

6

DE59207.....

6

DE58856.....

6

CA Service Catalog.....

7

DE58930.....

7

DE59491.....

7

DE59568.....

7

Service Desk Manager

Following issues were fixed in CA SDM 17.3.0.5:

DE58365

Exported Change Order list contains unexpected column. Exporting Change List adds group column which is not in list.

Perform the following steps:

1. Login to CA Service Desk Manager.
2. Click Scoreboard, Change Order, Assigned, All.
3. Click Export.
The exported Excel file shows 2 "Group" columns, one shows the correct Group Name, another shows UUID. The format of the exported Excel file is not xlsx but xls.

DE59185

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

Perform the following steps:

1. Run the following cmdbd_update_ambiguity command.
2. `cmdb_update_ambiguity -m all -d MSSQL -u mdbadmin -p interOP@123 -s 10.80.88.212 -level INFO -full 1`
3. The command fails with the following error:
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

DE58820

Change in response mail ID for tickets raised via email. This is seen post-upgrade.

Prerequisites:

1. Set up a SDM mailer environment.
2. Login to Service Desk.
3. Setup the default mailbox with user address.
4. Install mail_from_address option by setting the value.
5. Create an incident by sending mail to eater.
6. Once the ticket gets created, you get a mail "Incident has been created successfully".

Expected: Mail should be send the address mentioned in **mail_from_address** option.

Actual: Mail now is send from the address mentioned in the default mailbox.

DE57969

After installing for 17.3.0.1, unable to login with German/Umalut characters in CMDB Visualizer.

1. Install CA Service Management 17.3.0.1.
2. Create contact with userid/pwd with Umalut characters. For example: äna01
3. Configure Visualizer and try to login.
Login fails.

DE58910

Maileater fails to parse attachment with illegal characters.

Perform the following steps:

1. Create an email and attach a PNG file (for example) with the following name:
"sys_attachment.do?sys_id=b193996c1bc82810aca56538fa4bcbea"
2. This is not a valid file
Hence, CA SDM fails to parse attachment with invalid file extensions.

DE58102

Reduce the Visualizer startup time with many locations. In multi-tenancy set up which has several locations defined, the visualizer process is taking longer duration to start. It is scanning all the rows from the ca_location table. Currently, if there are 32.215 locations, the Visualizer start needs 3:30 minutes.

Reduced for a test, the start with 504 locations needs about a minute. If there are, for example, there are 5 Visualizers at different WEB-servers in an environemnt. Usually all of these Visualizers are started at the same time and query the central bpvirtb_db_srv process at the same time.

The stdlog shows the following:

"SQL Query has returned (30000) rows for (domsrvr). Clause (SELECT ca_location.location_name, ca_location.location_uuid FROM ca_location WHERE (ca_location.inactive = 0) AND (ca_location.parent_location_uuid IS NULL AND ca_location.location_type_id IS NULL) ORDER BY ca_location.location_name ASC) Input (<None>)"

DE59426

IE Browser Compatibility View Discrepancies between CA Service Desk Manager 17.2 and 17.3.

When using IE Browser 11 with CA SDM 17.2 and 17.3, there is a discrepancy on how the IE Compatibility View setting impacts the SDM Interface, specifically the Employee Role UI.

Perform the following steps:

1. Set the IE Compatibility View settings.
2. Set role to a role with Employee interface.
3. Open an incident detail page.

4. Click Attach Document.
5. On Create New Attachment page, click Locate File.
6. File Upload Popup comes up, but OK and Cancel buttons are missing.

DE59385

Misleading indentation in Incident Area Selection.

1. Login to SDM as Administrator
2. Navigate to Administration, Service Desk, Request/Incidents/Problems Areas.
3. Create the following Incident Areas.
4. Create a new SDM Incident. Click the Incident Area lookup field with children.
5. Due to indentation, few areas look like a child of other area.

xFlow Interface/Service Point

DE59207

Fail to open manual notifications sent to a contact who is not an affected end user.

If a user clicks a SDM ticket from Service Point notifications that is not listed as the Affected End User (**attr_name**: customer). The page navigation freezes while the API call is stuck in Pending (around 2mins).

Perform the following steps:

1. Create an incident and manually notify a user(for example, user A) using "**notification**"method. Ensure user A is not the affected end user of the incident.
2. User A logs into Service Point and clicks the notification icon (the bell icon) and selects the notification done in step 1.
3. Service Point does not open the notification or ticket details. Instead, it is unresponsive for few minutes and during this time, clicking on an item does not yield a response and after sometime, it is back to normal.

DE58856

Status update required depended attr control. On xFlow when you try to update the status, with the Call Back Date and Root cause set as dependent attribute control, dependent attributes appear in a small window inside the small status update window. It makes it very difficult to select what is needed from a call_back_date or root cause perspective.

1. Make Call_Back_Date or Rootcause as a dependent control attribute for status updates
2. Login to xFlow Interface.
3. Try updating a ticket status to one with dependent control attributes.

Observe that the dependent attributes, appear in a very small window and obscured. This makes it difficult to notice or view clearly. You have to scroll up and down to see the details.

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\eemaudit" />

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

DE59491

Request priorities are not set correctly.

1. Create a Request with no priority selected (Invisible mode)
Note: By default the General information is set to invisible on the ticket, hence the priority is invisible
2. Submit the ticket and ensure that the requested is not in complete status after submission.
Note that the Priority value is defined as : "Priority not set".
3. Copy the same ticket to clone the request and submit the request
4. A cloned ticket is created but the priority value is set to High instead of default Medium.

DE59568

CA Service Catalog Broken display for "Dual List"

1. Design a form with two fields : checkbox with id chb_1, duallist with duallist_1 id. duallist_1's Hidden=true
2. Add the below script:

```
{
showDuallist: function(){

if (ca_fdsSelectedCheckBox(ca_fd.formId,'chb_1')){
ca_fdShowField(ca_fd.formId,'duallist_1');
} else {
ca_fdHideField(ca_fd.formId,'duallist_1');
```

```
}  
}  
}
```

for chb_1, onChange, execute ca_fd.js.showDuallist()

3. Now use this form/offering in SC UI and the form display, duallist_1 does not display.
4. Click on the checkbox, it displays---this is right.
5. Perform the same in Service Point, Click on the checkbox, it does try to display but the duallist display is jumbled up.

