

CA Service Management 17.3.0.10

Fixed Issues- Steps to Reproduce

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Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.10:

DE62738

Mail_nxd does not work after upgrading to CA Service Management 17.3.0.9.

1. Do not install mail_max_thread option.
2. Send a manual notify.

Result: An error message is seen in the mail_nxd.log file:

```
ERROR 15:47:40.530UTC [mailNxdActorSystem-akka.actor.default-dispatcher-15] a.actor.OneForOneStrategy -
Index 0 out of bounds for length 0
java.lang.ArrayIndexOutOfBoundsException: Index 0 out of bounds for length 0
```

DE62330

PDM functions are included in the new driver of CA Service Management 17.3. PDM functions (like PdmSeconds, PdmDowntime and so on) is not supported in the older ODBC driver for JasperReports Server.

DE61989

French Files Delivered With Spanish CA Service Management 17.3 Installation

Perform the following steps:

1. Open or create a new incident.
2. Go to tab "3-TIPO DE SERVICIO".
3. click on button "Adkuntar evento del tipo de servicio"
4. New window appears with french text.
Template associated to "att_stype_event.html" located in C:\Program Files (x86)\CA\Service Desk Manager\bopcfg\www\html\web\analyst

DE61664

Vulnerability issue with javascript is possible when having multiple webengines.

When having multiple webengines, it is possible to add the following parameter to the URL:
wtt2a"><script>alert(1)<%2fscript>bp3ym=1

A prompt window with the javascript is shown.

Perform the following steps:

1. Login to SDM web interface, without webengine URL.
 2. You will be redirected to one of the webengines. Example: pdmweb1.exe
-

3. Change the URL to use another webengine (example: pdmweb2.exe) and add wtt2a"><script>alert(1)<%2fscript>bp3ym=1
4. Observe the prompt window with javascript.

DE62295

Issues with pdm_d_mgr.exe crashing.

Unexpectedly pdm_d_mgr process stops running. No steps are available for reproducing this issue.

DE61816

Error using timezone when resuming Service Type Events.

1. Install classic_sla_processing.
2. Update Regular workshift as out of working hours.
3. In any service type, update the above workshift and uncheck the field "Use enduser timezone". Ensure that the value is 0 in database (db) and not null, check it and then uncheck it.
4. For end user associate timezone. For example: Australia - South Australia.
5. Create a ticket with end user and associate the service type to a ticket.
6. Delay the service type. Run the below command:
bop_odump domsrvr atev "obj_id='cr:403154'" timezone.sym fire_time event_tmpl.sym
7. In the output, the **timzezone.sym** is blank.
8. Resumed the event after a minute.
9. Now run:
bop_odump domsrvr atev "obj_id='cr:403154'" timezone.sym fire_time event_tmpl.sym
10. In the output, the **timzezone.sym** is updated with the end-user timezone.
11. On enabling domsrvr trace noted additional 30 min in logs.
12. The domsrvr trace shows that the fire_time values have 30 minutes offset.

DE59959

CA SDM Application servers losing connection with BG servers.

During upgrade of the CA SDM Application servers, the active BG Server is losing connection. The slump process **slump_nxd.exe** process is terminating. No specific cause for the loss was determined.

Customer also mentioned that one of their app servers presented errors in the logs to indicate that custom fields were missing. Had diagnosed that the given app server's **ddict.sch** was inaccurate and lacked the custom fields. Running **pdm_configure** on the given app server restored those missing fields.

DE59817

Conflict analysis error.

Conflict Analysis is giving error "chg::find_new_schedule_c(895) - Error 1: process_conflicts_0(896) - Error: 'AHD04199:An unexpected Database error occurred. Contact your administrator.'"

1. Login to CA SDM.
2. Create a zfield called z_special_views in Change_Category.
3. In any Change Category for z_special_views give value as Default.
4. Set below Data Partition:
 - a. Type: View
 - b. Table: Change_Request
 - c. Constraint: (affected_contact = @root.id and category.z_special_views not like '%|HIDDEN|%') or category.z_special_views like '%|Default|%' .
5. Create few Change orders with the same Configuration Items (Cis). For example, test.
6. From the Scheduler tab, schedule same slot for all change orders.
7. The Change Conflict is created
8. Now click on the conflicts tab.
Conflict Analysis and error is displayed.
9. Without the data partition, the error is not seen.

DE58775

After upgrading, unable to login to CMDB.

xFlow Interface/Service Point

DE62165

In xFlow Interface, using templates is not working as expected, if you are considering Request templates only. Unable to run report for cases created via template due to inconsistency in summary and description.

1. The default ticket type for xFlow Interface is set as 3, which allows both Request and Incident.
2. Create Incident and Request ticket templates and update the template names in xFlow Interface, Command Bar, Smart Words.
3. Create a ticket using Incident Template or Request template, both the tickets are created as Request ticket only and summary and description are populated with template name we enter in command bar.
So for Incident its '**apptest**' and Request its '**emailtest**'.
4. Create ticket using Incident Template or Request template, both the tickets are created as Request ticket only. Summary and description are populated with template name entered in command bar.
5. Even if you select 'apptest' template, which is for incidents, it is creating Request ticket.

6. Also no summary/description is copied over from the template to ticket. By default. it picks the values what we typed in the command bar for Description and Summary.

DE61645

ViewAttributes does not work in xFlow Interface, when multi-tenancy is enabled.

Unable to access ticket attributes via ViewAttributes for Requests and Problems when multi_tenancy is enabled and "Tenant Access" is "Tenant Group". In the interface, nothing happens in the attribute fields. It shows error message in incidentMS.log:

1. Set the environment as multi tenancy.
2. Create two tenants, for example, **A** and **B**.
3. Navigate to user role, and set the "Tenant Access" field as "Tenant Group" and select a "Tenant Group".
For example: "A_relatedtenants"
4. Create a few Requests and Problems in CA SDM.
5. Login to XFlow Interface.
6. Open a Request or Problem.
7. Enter "/ViewAttributes" in the command bar.
8. No activity is observed. It does not work.

DE61128

Status transition with dependent attribute, search not working for more than 10 values.

1. Ensure that on a request or incident status, a dependent attribute control is activated, e.g. affected service as required. (Also any other lookup reference can be used!).
2. Have more than 10 affected services in CMDB.
3. Login to xFlow Interface.
4. Open a ticket where affected service is empty.
5. Update status (via dialog) and select the status with the dependent attribute and observe that you cannot search the field that was added to the dialog!

DE60491

"Open in new tab" in Suggested Solutions (Service Point) shows unexpected behaviour.

Scenario: There are two knowledge documents. The first one (400251) has an image attached in "Resolution" field. The second one (400252) has a link to the first document.

In Service Point, enter "Testing" in the "What do you need help with?" field, both documents are shown. The issue happens when clicking on "Open in new tab" for the document 400252 (Testing with link). It will open the document in a new tab, but nothing happens when clicking on the link for document (400251).

Click on the link again to have the document (400251) opened as expected. On the other hand, if you do not use the "Open in new tab" option, it works properly. It only happens when opening the first document (400252) in a new tab.

CA Service Catalog

DE62334

Script changes not considered in specific condition.

1. Open the form where you just added a script.
2. Change any Property.
3. Click on Save (in the form bar itself).
4. Open the script and make a change.
5. Click Save (script window).
6. Click Save (in the form bar itself).
7. Go to the "Service Offering" tab.
8. Now, navigate back to the "Form" tab.
9. Go to form that you were working on.
10. Open the script window

The changes made are not present in the form.

Expected Behavior: The change should remain whatever the way to play with properties or navigate through tabs.

DE61906

CA Service Catalog Field Attributes issue in CA Service Management 17.2.0.11 and 17.3.0.7. This behavior is not seen in CA Service Management 14.1.2.

1. Login to CA Service Catalog.
2. Access ID Badge/Employee ID.
3. Verify the field **properties_id** as **empid** and **Name** as empty.
4. Change the Name to **MyEmpID**.
5. Save the form.
6. Use Chrome Browser to open the service Access Security.
7. Activate Chrome Debug tools and select Elements and click the icon to inspect.
8. Select the Employee ID.
9. From Elements, elect the selected Code and Copy element.
10. Observe the **fields_id** and name. The name field has the **_id** value.
11. Change the **_id** to **NewEmpID**, both values will have the same value.
12. If this is performed on an Out-of-the-box CA Service Management 14.1.2 environment, there will be no modifications and field attributes behavior issue is not observed.

DE61804

Error while Forwarding Messages.

Define a message in CA Service Catalog with attributes. When the message is opened (in Outlook), users can see the selected attributes. However, on clicking "Forward Message", all attributes are displayed as part of General Information and the recipient will get the message and can see all attributes.

1. Setup an Email Notification in CA Service Catalog.
2. Update the Request Management Configuration: Request General Information Column Configuration, Name, Last Modified, Status, Date Created.
3. Create a new ticket and post an email to an end user.
4. Verify if the email has been sent and is in the Outlook Inbox.
5. Note the mail contains specific details as defined in the General information in step 2.
6. Now, click Forward button on Outlook and you will see that Step 5 details are replace with all the available attributes.

DE61127

Modify selected option in Select field with fix options in table. After selecting a value in the option field, cannot select another value; when the select field is a column in a table and the select field has fix options.

