

CA Service Management 17.3.0.11

Fixed Issues- Steps to Reproduce

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Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.10:

DE62935

WEB-Page-error list_alg.html. The Audit trail in the tickets is displaying as undefined instead of "Incident"

Perform the following steps:

1. In CA Service Management 17.3, create an Incident or open an existing ticket and click on the **Activities** tab.
2. Click **Audit Trail**, in the window instead of Incident it is displayed as "**Undefined**".
3. Login to SDM
4. Create an Incident and search for knowledge document in Knowledge document subtab of the Incident.
5. Click **Logs, Activities** sub tab.
6. Click on the Audit Trail.

Observation: "Events List for Undefined: IncidentNo and session: sessionID" is displayed.

Expected Result: Undefined should be replaced with Incident.

DE62904

Cookies with Ampersands (&) in content disrupting SDM Web UI functionality.

Perform the following steps:

1. Login to CA SDM.
2. Create Knowledge document and publish it.
3. Open the web console and add the below entry in Cookies(Click over Application->Cookies->SDMURL)
 - a. Name:TestCookie
 - b. Value: abc&123
4. Open the below URL in a different tab:
`http://SDMURL:SDMPORT/CAisd/pdmweb.exe?OP=SHOW_DETAIL+PERSID=KD:400001+HTMPL=kt_document_v
iew.html+open_mode=2`

Note: Replace ID of KD published in the above URL in place of 400001.

Result: The following Error is displayed in the UI:

"AHD04400:Argument error"

DE62796

Error Enabling SAML Authentication for CA SDM.

Enabling SAML authentication for CA SDM Tomcat works fine but doesn't work for IIS.

No issue was noticed with SSL certificate as the same works fine with Tomcat. Changes to **web.config** file was made as mentioned in the Official CA Service Management Techdocs Documentation.

DE61990

BOP_LOGIN is not reporting bopsid value in error message.

Launch any SDM URL that has a BOPSID in it, for example:

```
http://<hostname>:8080/CAisd/pdmweb_wsp.exe?WSPHOST=<hostname>  
+WSPROOT=C%3a%2fPROGRA%7e2%2fCA%2fSERVIC%7e1+BOPSID=843907298
```

The following error message is observed in the STDLOGs: *"bplaccess.c 5522 SIGNIFICANT AHD04012:Security id () not found or has expired."*

DE61415

Office 365 OAuth configuration attempts are not successful.

When you try to configure Office 365 with OAuth configuration. The configuration attempt is not successful and does not connect.

The **maileater_nxd.log** shows that maileater is rejecting the connection attempt due to the authentication failing on an expired access token, and attempts to recreate the access token is being rejected. A Refresh token should be generated and traded for an access token, but is not able to do so (refresh token is null or empty).

Based on the logs and **oauth.dat**, **access_token** and **refresh_token** are empty and that is what is causing the issue. And to generate the **access_token** it is required to grant the permissions to the admin and this is as expected. You must register the CA Service Management application in Microsoft Azure.

Once app registration is complete, it generates the client ID and secret. **Access-Token** is nothing but the combination of **client_id**, secret, and scope provided in the OAuth Settings page in the mailbox detail page. Once these details are provided, click on "**Generate Access Token**", which redirects to the Azure page asking for credentials.

xFlow Interface/Service Point

DE62364

CA Research Extension for Chrome no longer available.

Enable the Research Tool Extension. For more information, see product documentation:

<https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/administering/configure-the-xflow-interface/enable-the-research-tool-extension.html>

The CA related links are no longer available and unable to search for the extension manually.

Result: Documentation changes are addressed and links replaced with the appropriate ones.

CA Service Catalog

DE62946/DE62945

Form items are disabled when changing the status of a request.

When Catalog users submit tickets (status 200), the ticket is moved to status 560 through assignPendingAction method. In 560 status, Catalog users can click on "Approve/Reject" button and change the status. The form items (text box, drop downs, etc) appear inactive and grayed out while changing the status.

Perform the following steps:

1. Login to CA Service Catalog. Navigate to Configuration > Options: Request Management Configuration: "Allow Multi Service/Service Option Approval" = No.
2. Configure Browser in Spanish Language
3. Replace the default iceses requestshared.xml file with the one attached to the defect (C:\Program Files\CA\Service Catalog\view\webapps\usm\locale\iceses\request\requestshared.xml)
4. Import Offerings attached named: "Internacional por Courier" and "Impresiones y copia".

Submit requests for the offerings from above, move to status 560 through assignPendingAction method. Example:

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

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

```
<soapenv:Body>
```

```
<ser:assignPendingAction soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
```

```
<sessionID xsi:type="xsd:string">2bf40058-8298-42c7-ae07-36c9ef092035</sessionID>
```

```
<pendingActionType xsi:type="xsd:int">1</pendingActionType>
```

```
<requestItemID xsi:type="xsd:int">11418</requestItemID>
```

```
<requestItemStatus xsi:type="xsd:int">560</requestItemStatus>
```

```

    <pendingActionUsersOrGroups xsi:type="xsd:string">Administrator</pendingActionUsersOrGroups>
    <pendingActionDescriptions xsi:type="xsd:string"></pendingActionDescriptions>
    <workItemID xsi:type="xsd:string"></workItemID>
    <processInstanceID xsi:type="xsd:string"></processInstanceID>
  </ser:assignPendingAction>
</soapenv:Body>
</soapenv:Envelope>

```

5. Log into Catalog with 2 users (one who has the pending action assigned and spadmin or any other service delivery admin).
6. Click on "Realizar Acción" button.
7. See form items that appear grayed out before and after changing the status.

Note: The issue is reproducible in CA Service Management 17.3.0.2, 17.3.0.7, and 17.3.0.9.

Observations: If you set the "**Allow Multi Service/Service Option Approval**" = **YES**, the checkbox is displayed and allows enabling and disabling of the form items but this is not very useful. It works but only in certain scenarios.

DE61150

The onSuccess-function and ca_reportQuery() function does not work as expected:.

This function is called in the form's onLoad, to set fields with values from the database. It worked fine up to now.

DE62831

CA Service Catalog is not sending notifications to any user if one of the user has an incorrect or empty email ID.

In CA Service Catalog, If the **ca_contact** has a wrong email account, Auditing shows an error when sending an email, as expected. When a ca_contact has an empty email, no email is sent to any of the users. The Auditing is not showing an Email entry.

Steps to reproduce:

1. Create a notification to send a notification multiple users.
2. Ensure one of the users that will receive the notifications does not have an email set.
3. Create the ticket and trigger the notification rule. Nothing is shown in the Auditing tab.
This is expected since the user does not have an email. However, no user receives the notification. The expectation is for the users with an email address set to receive an email notification.

DE62819

CA Service Catalog service offering - new selections needed.

After importing a service offering from CA Service Management 17.1 to 17.3, there's a change in behaviour to execute a request, a selection is required.

DE62722

The text in the table row is overlapped and not able to wrap.

Introduced the resizing capability in the table columns for which we have fixed initial width to 85px.

DE62702

Fail to copy CI if NR Object has lots of custom columns.

While attempting to copy a CI via the SDM UI, nothing happens.

The following errors are seen in the STDLOG:

```
spelsrvr      2044 ERROR    pcexec.c      6509 Spell interp failed at bop.spl:741:bop::make_copy |
nr.spl:789:nr::make_asset_copy_relationships_optional | nr.spl:733:nr::make_asset_copy: ilimit exceeded
mavcasd173 web:local      12932 ERROR    freeaccess.spl 19637 make_asset_copy () failed:
bop.spl:741:bop::make_copy | nr.spl:789:nr::make_asset_copy_relationships_optional |
nr.spl:733:nr::make_asset_copy.
```

Based on the traces, looks like the copy function stops at the field 296 (z_sec_level).

DE62527

After installing patch DE60820, mails from CA Service Catalog reported missing unchecked boxes.

After the patch for DE60820 was installed, the hidden fields are no longer included in emails. However, every visible checkbox is counted as "irrelevant" and so doesn't appear. This makes the contents of the mail difficult to use.

Perform the following steps:

1. Configure email server.
2. Create a form with a checkbox component.
3. Attach the above form to a service offering.
4. Raise a request to the above service offering without checking the checkbox in the form.
5. Observe the email content, unchecked checkboxes are not shown in the email content.

Expected: Checkboxes should be present in the email content as "yes" if checked and as "no" if unchecked.

DE62374

When Group has special Chars Request are not shown in the Approval tab.

Create CA EEM group as "Sistem İşlemeÖ vÇe HĞizmet AŞnaÜliz". Create Few users in Service Catalog (Ex:reqmgr1), add the user to a group. Assign the group for aprpoval in CA Service Catalog.

Perform the following steps:

1. Login as a valid usetr.

2. Submit the Request.
3. Request should move to Approval state (Assigned to Group "Sistem İşlemeÖ vÇe HĞizmet AŞnaÜliz").
4. Now, login to CA Service Catalog as user reqmgr1 (),
5. Verify in the Apporval tab.

Observations: The request assigned to Group "Sistem İşlemeÖ vÇe HĞizmet AŞnaÜliz" are not showing in the Approval tab.

Expected result: The Request should be available for Apporval for an assigned user.

DE62299

Slow **icguinode.request_create** call between Service Point and Service Catalog.

When Service Catalog and Service Point are integrated, and Service Point is invoking the **icguinode.request_create** method, the time taken to execute is much longer and thereby, an end user may end up clicking on a given offering and create a duplicate Catalog Request.

Service Catalog's performance is good, and issue is observed when Service Point sends a request to Service Catalog to run the **icguinode.request_create**. Only Service Point can make the **icguinode.request_create** call. Due to this issue, duplicate tickets are getting created.

Issue is noticed with the performance of the **icguinode.request_create** call of Service Point.

CA Asset Portfolio Management (ITAM)

DE58521

APM Filters are not applied correctly.

Create a filter to limit access of 2 users to assets with 3 cost centre. The filter criteria is configured as follows:

Object: Asset

Families: All (named)

Roles: None

Users: User 1, User 2

Criteria:

Cost Center equal to P0401 or

Cost Center equal to P0405 or

Cost Center equal to P0407 none

For example, log in as User 1 and search for assets with no criteria (open search), search result do not display all assets with the above cost centre value.

