

CA Service Management 17.3.0.12

Fixed Issues- Steps to Reproduce

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1.1 Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.12.

1.1.1 DE62557

Avoid Popups Not working correctly for Problems.

When property for "Avoid Popups" is set in ServiceDesk problem tickets get a white screen and never come back with the screen to comment solution.

Perform these steps:

Seen in a baseline SDM 17.3 GA through to RU8 instance with no customizations.

- 1- Login to the local test server as any defined user.
- 2- Make sure the following settings are in place in Preferences
- 3- These should be checked ON
 - Avoid Popups
 - Keep Log Reader Window
 - Preserve Popup Size
- 4- The rest of General Settings should be un-checked.
- 5- Go into Problems -> Assigned -> All. Choose any Problem in the list. Create a test Problem if one is needed.
- 6- Problem will display in the main window
- 7- Choose Activities -> Solution

RESULT: Page will hang, hourglass in upper right.

This issue seen in Edge, FF and Chrome. Does not happen in IE.

1.1.2 DE62751

CHG Auto assignment for multi-tenancy doesn't work properly

Perform these steps:

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- 1- Install and set up Multi-tenancy with Service Provider and a Parent.
- 2- Create group and a contact under Parent tenant.
- 3- Update group grp1 with contact Administrator in member list (Make sure Administrator contact detail page has opting 'Available' as checked').
- 4- For any Change Category enable Auto assignment and select group that belongs to Parent tenant.
- 5- Login as user who belongs to Parent tenant and create a new Change Order and select affected end user who belongs to Parent Tenant, the tenant will be automatically auto filled to Parent tenant.
- 6- Select the Category which has auto assignment enabled and save ticket.
- 7- The Auto assignment fails with below error.
- 8- In logs noted below error as per time stamp.

```
"spelsrvr      91672 ERROR    pdm_misc.pm      106 Error doing auto_find_assignee
AHD05451:chg:401201 No eligible Groups found"
```
- 9- When you click on Group field the Parent group is listed and selected, it fails with auto assignment.

1.2 xFlow Interface/Service Point

1.2.1 DE62923

xFlow 17.3 - Card View Display Bug

If there are many tickets in the card view such that the row is completely filled, when clicking on the three dots on the last ticket on the right hand side of the screen, no details are shown as there is not enough space for the details window.

Perform these steps:

1. Login to xFlow UI
2. Under the TICKETS stream, select a node that has more than 5 tickets
3. Click on the three dots for the ticket on the far right hand side of the screen
4. The menu is cutoff

1.2.2 DE63048

SDM 17.3 (Service Point) - No Suggestion is displayed in ""What does it relate to?"" filed.

When searched for a keyword, nothing is displayed in "What does it relate to?" field. It shows a message "There are no suggestions that match your search criteria", though related KBs are listed under 'Suggested Solutions'.

Perform these steps:

1. Log into Service Point and search for a default category name, "Network" or "email" as a keyword in Smart Search bar.

1.2.3 DE58677

Cannot create ticket in ServicePoint with category of child/sub tenant.

Tenancy settings are not honoured in Service Point. Due to the tenant error, end users are unable to create tickets in Service Point.

Perform these steps:

- 1- Enable Multi Tenancy
- 2- Create Tenants as Service Provider, Parent and Child.
- 3- Create an Employee Contact under Service Provider Tenant.
- 4- Create a Request Area under Child Tenant.
- 5- For the Employee Role give Tenancy access to All Tenants/ Contact's Related Tenant Group.
- 6- Login as Employee to standard GUI you will be able to select Category of Child Tenant.
- 7- Login into Service Point as Employee, click on Child Category and try creating ticket. It fails with a tenant error.

1.2.4 DE61592

The More button on Service Point does not list Service Catalog Offerings in (Portuguese) since upgrade to 17.3.6

- 1- When Advance Availability setup with 2 application servers (Suppose Server A and Server B), 1 background and 1 standby.
- 2- Server A is configured for English language.
- 3- Server B is configured for Portuguese language.
- 4- Service Point interface on Server A, you can see the Service Catalog offerings when using the 'More' button.
- 5- Service Point interface on Server B, the 'More' button does not show Catalog offering - the list is blank.
- 6- Search Server is installed on the Standby server is in English.
- 7- Existing Service Catalog and Service Desk tickets can be viewed in Service Point without any issues.
- 8- When Server B (Portuguese) is manually changed to English you can see the offerings.
- 9- When in Portuguese the Browser loads the Categories but not the folders. When in English the Browser loads both Categories and Folders.

1.3 CA Service Catalog

1.3.1 DE61615

Wrong number of offerings on Service Catalog.

Service Catalog shows the total number of records for which there is a mismatch of actual records shown in the search results. This is due to backend SQL query which includes the folders as well that are filtered in the front end, hence total count includes folders whereas results exclude the folders causing the mismatch.

1.3.2 DE62179

Users Receiving ""Request Submission Failed"" Errors for SC Submissions.

When you fill out a Service Catalog form through Service Point, you get receive a message saying that the submission has succeeded. Then immediately, the status shows as "Request Submission Failed".

1.3.3 DE62558

A Single SC Form not taking file attachments in NADC Prod

A Single SC Form (Control - M STC) is not taking file attachments in the new requests. After clicking on submit button "The request is placed successfully. Try updating the notes and attachments to the request later" message is displayed. There are no attachments available when you open the same request. If you copy the same request and attach the same file, the request gets submitted successfully with attachment.

1.3.4 DE62568

SLCM_17.3_Service Point - Service Catalog Offering Folders are not shown.

After logging into service point with a user under the search field are the categories and featured offerings shown. when clicking on "More" and more offerings are loaded, but only featured offerings none of the offering folders are shown.

1.3.5 DE63080

Catalog form JS not running.

Javascript trying to update values, but failing.

The field "txtf_3", that's attribute values are set by a sub function (onSetFieldProperties) aren't displayed correctly, after the service-option has been selected.

1.4 Jaspersoft Reports

1.4.1 DE62625

CA JasperSoft Report - Dashboard output is empty.

Dashboard output when trying to schedule a job for dashboards in JasperSoft reports web GUI. After creating a scheduled job for the dashboard with several output formats (PDF, PNG, DOCX), getting empty output for all the formats.