

CA Service Management 17.3.0.14

Fixed Issues- Steps to Reproduce

Broadcom, the pulse logo, Connecting everything, CA Technologies, and the CA technologies logo are among the trademarks of Broadcom and/or its affiliates in the United States, certain other countries, and/or the EU.

Copyright © 2022 by Broadcom. All Rights Reserved.

The term “Broadcom” refers to Broadcom Inc. and/or its subsidiaries. For more information, please visit www.broadcom.com.

Broadcom reserves the right to make changes without further notice to any products or data herein to improve reliability, function, or design. Information furnished by Broadcom is believed to be accurate and reliable. However, Broadcom does not assume any liability arising out of the application or use of this information, nor the application or use of any product or circuit described herein, neither does it convey any license under its patent rights nor the rights of others.

Table of Contents

1.1	Service Desk Manager	4
1.1.1	DE62641.....	4
1.1.2	DE62536.....	4
1.1.3	DE63440.....	5
1.1.4	DE63962.....	5
1.1.5	DE64106.....	5
1.1.6	DE64160.....	6
1.2	xFlow Interface/Service Point	6
1.2.1	DE64354.....	6
1.2.2	DE63171.....	6
1.2.3	DE63841.....	6
1.2.4	DE64015.....	7
1.2.5	DE64404.....	7
1.2.6	DE64543.....	7
1.3	CA Service Catalog	8
1.3.1	DE63381.....	8
1.3.2	DE63494.....	8
1.4	ITAM	8
1.4.1	DE64323.....	8
1.5	CABI	8
1.5.1	DE59460.....	8

1.1 Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.14.

1.1.1 DE62641

SDM 17.3 - Visualizer Buttons and Screen Resolution.

The display resolution of the monitor causes (some) button(s) not to work. Specifically, the invert button (highlighted in yellow below) should be in line with the other icon (where the red circle is). But because of display settings, it moves it to the line below and the icon is no longer clickable.

Perform these steps:

- 1- Open CMDB Visualizer
- 2- Create a new graph or open an existing graph
- 3- The Invert Button appears in line with the other buttons.
- 4- Change screen display to a larger resolution (i.e. 1280 x 720)
- 5- Attempt to access Visualizer graph.
- 6- Notice that the Invert button is not in line with the rest of the buttons AND is no longer clickable.

1.1.2 DE62536

SDM 17.3.08 - HTML forms are not WSP Compliant.

After upgrading from SDM 17.1 -> 17.3 and applying RU8. Several pages look very different, when simply opening an OOTB form via WSP and then performing a 'Save As' without making any changes.

After saving the file, causes a resulting file, being very different from the original one from the original RU.

For example:

- list_chg.html
- list_cr.html
- list_in.html
- list_iss.html
- list_pr.html
- list_nr.html
- xx_wf_tab.html

There are multiple changes in blanks, tabs, upper- lower case letters and exchanged parameters.

Perform these steps:

- 1- Open WSP and open the OOTB LIST_IN form
- 2- Perform a 'Save As' on the file without making any changes
- 3- Publish the file

- 4- Use a file compare utility to compare the OOTB form from NX_ROOT\bopcfg\www\html to the one in NX_ROOT\site\mods\www\html\web\analyst that WSP created

1.1.3 DE63440

Service type doesn't work when escalate ticket.

Service Type events associated during escalating of Priority is not getting cancelled even after ticket is closed.

Perform these steps:

- 1- Create 2 Service Types and associate to 2 different Priorities. Service Type 1 - Priority 2 Resolution to Priority 2 and Service Type 2 - Priority 4 Resolution to Priority 4.
- 2- Create a New Incident with Priority 4, Service Type 2 - Priority 4 Resolution is attached to the ticket.
- 3- Now escalate the ticket by changing the Priority from 4 to 2. Service Type 1 "Priority 2 Resolution" is associated to the ticket and events related to Service Type 2 "Priority 4 Resolution" is cancelled.
- 4- Now close the ticket, the events of Priority 2 Resolution are still active and pending and not cancelled.

1.1.4 DE63962

Rest API Permissions.

While using CA SDM rest API, found security issues with the user permissions.

- 1- Users are able to download attachments for all tickets not only attachments that attached to their tickets.
- 2- Users can get all tickets (should be only tickets associated with the users).

1.1.5 DE64106

Permissions on Insights User Folders Reset After Logging Back In.

An analyst can share his/her resource with others but when logout, it resets back to "No Access". As a result, sharing personal resource becomes impossible.

Perform these steps:

- 1- Log into SDM web interface as Service Desk and then click on Insights tab and then click on "Launch Insights" button
- 2- On the new jaspersoft page from step 1, go View-->Repository-->casm_insights-->Users then right click on ServiceDesk and choose Permissions
- 3- On the pop up permissions window, click on "USER" to switch to user list and then give user chi Read+Write permission and then Apply and then OK. At this point, DON'T logout
- 4- From another browser or machine, login to SDM web interface(<http://lvntest000361.bpc.broadcom.net:8080/CAisd/pdmweb.exe>) as user chi(no password) and then click on Insights tab and then click on "Launch Insights" button. Now, View-->Repository-->casm_insights-->Users and you can see user chi can see and access resources for both chi and ServiceDesk, including reports. Now logout from Jasper

- 5- ServiceDesk logout from Jasper too(refer to step 3)
- 6- Now user chi clicks on Insights tab and then click on "Launch Insights" button then, View-->Repository-->casem_insights-->Users and the ServiceDesk folder is gone! In fact, login as ServiceDesk and check ServiceDesk permission for USER again, user chi now has No_Access!

1.1.6 DE64160

SDM 17.3 SOAP WebServices - Attach file to CI using createAttachment.

Attaching a file to a CI using SOAP WebServices createAttachment does not work.

1.2 xFlow Interface/Service Point

1.2.1 DE64354

Getting unauthorized error frequently when calling for accesstoken from xFlow microservices.

After building a custom wrapper with the help from SDM engineering team to access XFlow REST Webservices, getting intermittent connectivity issues while accessing it.

1.2.2 DE63171

CA Research Extension for Chrome.

For the active research extension is that in the classical UI, pop-ups are automatically closed.

Perform these steps:

- 1- Activate CA research extension in browser.
- 2- Log on to xFlow with an analyst.
- 3- Log on to classical UI.
- 4- Open in classical UI any record that generates a popup (i.e. open an existing incident).
- 5- Incidents windows load - after its completely loaded it closes immediately.
- 6- When xFlow session is logged off - popups do work properly in the classical UI.

1.2.3 DE63841

Internal flag on transfer missing under xFlow.

Under xFlow, the internal flag on transfer is missing

1.2.4 DE64015

When opening the live chat from Analyst view in xFlow, it shows some "code" instead of values when the customer (end-user) does not have configured a contact type.

Code:

```
{{::getRelativeTime(chatInfo.timestamp,'date')}}
{{::getRelativeTime(chatInfo.timestamp,'time')}}
{{'chat.participants' | i18n}}
{{usersTypingTemplate}}
```

Perform these steps:

- 1- Set the contact type to empty for the end-user in SDM contact profile.
- 2- Log into Service Point with the end-user, created or open a SDM ticket.
- 3- Open Chat with Analyst.
- 4- Go to xFlow with the Analyst > Go to bottom under Chat > Queued > Support > Click on the ticket
- 5- Click on the link under Conversation, and see the code.

1.2.5 DE64404

Service point description overlap.

When clicking ON the link "show more" the data overlaps the attributes of ticket in the form.

1.2.6 DE64543

Self Service Request/Incident Areas are not displayed under 'What does it relate to?' in Service Point ticket creation screen if one of Request and Incident flags are not enabled.

Perform these steps:

- 1- Open a Request/Incident/Problem Area and ensure that all ticket types are enabled. e.g. Email
- 2- Log into Service Point and type something related to the Area we checked on the step 1 in the field 'What do you need help with?', e.g. email. Hit 'Enter' key.
--->
The Area we checked on the step 1, e.g. "Email" is displayed under 'What does it relate to?'.
- 3- Open the Request/Incident/Problem Area again and disable the ticket type "Incident". Save the change.
- 4- Go to 'xFlow Interface' > 'ServicePoint' > 'Configurations' and open the current (default) configuration. Ensure the "Request" is specified as 'Preferred Ticket Type'.
- 5- Follow the step 2 again.

1.3 CA Service Catalog

1.3.1 DE63381

Issues after upgrading 17.1 to 17.3.

After upgrading CA Service catalog from 17.1 to 17.3, the following issues are occurred.

- Service folders are missing on request Page but available in Service Offerings.
- RDOs does not work.
- RDOs working in RDO builder but not working on the forms.
- Requests are not getting submitted

1.3.2 DE63494

Event - Rules - Actions - not sending notifications to all approvers (CA Service Catalog).

Only the first person that is listed in Policy receives the email and the others do not receive the email notifications. Also in the body of the email message when there is the \$pending_action_users_or_groups\$ variable so it always prints approvers. This variable always prints out one approver, the first one in the list.

1.4 ITAM

1.4.1 DE64323

ITAM is generating too many records in telemetry.

ITAM is generating too many records in the telemetry table, shown under Administration - Configuration - Telemetry. Due to this huge data, the configuration page takes too much time to load.

1.5 CABI

1.5.1 DE59460

SDM 17.2 - Duration fields in Jaspersoft (Insights) not displaying as 'HH:MM:SS'.

In SDM, there is a field on the Change Order called Scheduled Duration in the OOTB dashboards. The format displays as 00:00:00. When the "Change Order Scheduled Duration in Hours" field is used in an AHV in Insights, it displays as 0.00, which is not the same. This is the same for the other duration fields. In SDM they are displayed as HH:MM:SS, and in Insights, they are 0.00. The fields should show the same in the application and the reports.