

CA Service Management 17.3.0.15

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	DE64963	4
1.1.2	DE64817	4
1.1.3	DE64695	4
1.1.4	DE64675	5
1.1.5	DE64186	5
1.1.6	DE64094	6
1.1.7	DE63591	6
1.1.8	DE63569	6
1.1.9	DE62589	6
1.2	xFlow Interface/Service Point	7
1.2.1	DE65062	7
1.2.2	DE65039	7
1.3	CA Service Catalog	7
1.3.1	DE64915	7
1.4	ITAM	8
1.4.1	DE64859	8
1.4.2	DE64381	8
1.4.3	DE64180	8
1.4.4	DE62214	8
1.4.5	DE60425	8

1.1 Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.15.

1.1.1 DE64963

SOAP Web Services Policy doesn't inactivate.

After making a SOAP Web Services Policy inactive and execute a process using that Policy is still works.

Perform these steps:

- 1- Webservice Method: LoginService
- 2- Inactivate webservice policy : "DEFAULT"
Content:
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://www.ca.com/UnicenterServicePlus/ServiceDesk">
 <soapenv:Header/>
 <soapenv:Body>
 <ser:loginService>
 <username>servicedesk</username>
 <password>PASSWORD</password>
 <policy>DEFAULT</policy>
 </ser:loginService>
 </soapenv:Body>
</soapenv:Envelope>

1.1.2 DE64817

Discrepancy in SDM Contacts Search Result when searched by userid.

Discrepancy in contact search when searched with user id with special character "_". Unable to edit the contact.

Perform these steps:

- 1- Create few contacts with user ID xyz.xyz
xyz_xyz
- 2- Search with userID %xyz_xyz%, This lists all the above contacts.
- 3- Make xyz.xyz inactive and Search with userID %xyz_xyz% with status "Empty". This lists all the above contacts.
- 4- Make the contact xyz.xyz active and change the status of xyz_xyz to inactive.
- 5- Search with userID %xyz_xyz%. This lists all the above contacts.
- 6- Now try to activate the contact xyz_xyz, you get an error message :

1.1.3 DE64695

SDM_17.3.0.12-33073386-Auto Assign breaks with RU12.

After installing 17.3 RU12, finding that the auto-assign function no longer works. During an attempt to create a request which would act under auto-assign, the ticket gets created, but the logs display:

AHD03066:Unknown name requestor.

AHD05455:Request XX Auto Assignment Failed

- 1- Login to: `http://<domainname>:8080/CAisd/pdmweb.exe (ServiceDesk/Passreq01)`
- 2- Create a new Request. Specify the tenant "TestTenant"
- 3- Under the Affected End User, specify "TestUser1".
- 4- Blank out the Assignee Field.
- 5- Under Request Area, choose "Applications"
- 6- Save the ticket.

Result: The ticket is created but the auto-assign fails. Auto-assign had worked with the given environment running 17.3 RU2.

1.1.4 DE64675

SDM 17.3 Spanish - Audit Log does not show some attributes with right date format.

In Spain, the date format is "DD/MM/YYYY". Audit Log does not show some attributes (i.e install_date) with right format date but other attributes (i.e. closed_date) show correct date format

Perform these steps:

- 1- Ensure that you have the AUD_INS and AUD_UPD options installed.
- 2- Access an existing CI, click on EDIT and click on the INVENTORY tab.
- 3- Populate the fields of Acquire Date, Installation Date, and Expiration Date.
- 4- Access the AUDIT LOG data via ADMINISTRATION->SERVICE DESK-> AUDIT LOG.
- 5- In the filter, set the attribute name "install_date."
- 6- In the list, you can see the value of the attribute with the wrong format date "MM/DD/YY" whereas the other attribute has the date in format of "DD/MM/YY."

1.1.5 DE64186

WEB-Service DEBUG Logging.

The DEBUG Logging of web service calls in jsrvr.log does not work anymore since RU12. Before RU12 the DEBUG Level was activated in log4j.properties and generated log entries like this:

```
...
02/15 13:45:06.419[ajp-nio-127.0.0.1-8009-exec-1] DEBUG RPCProvider 227 body is <doQuery
xmlns="http://www.ca.com/UnicenterServicePlus/ServiceDesk"><sid xmlns="">1637280225</sid><objectType
xmlns="">pri</objectType><whereClause xmlns="">delete_flag = 0 </whereClause></doQuery>
02/15 13:45:06.435[ajp-nio-127.0.0.1-8009-exec-1] DEBUG TIME 308 AxisServer.invoke2 preTr=0 tr=0 preInvoke=0
invoke=32 postInvoke=0 USD_R11_WebService.doQuery
...
```

Perform these steps:

- 1- Open the WEB_INF from C:\Program Files (x86)\CA\Service Desk Manager\bopcfg\www\CATALINA_BASE\webapps\CAisd\
- 2- Update the property log4j.rootCategory=debug, jsrvrlog in the log4j.prop.
- 3- Debug entries are not seen in Jsvr log.

1.1.6 DE64094

Emails are not being moved to Mail Undeliverable folder.

All the emails that are failed to process are added in the mail queue, instead of pushing it into the mail_undeliverable folder. SDM keeps trying to process them. Thousands of emails are queued although the mail daemon process is up and running. After restarting the services then the mail processing starts for a while and then again it stops processing the outgoing emails.

1.1.7 DE63591

Visualizer process high CPU.

After installing CP16 on 17.2.0 there is a problem with new Visualizer. While trying to run graph with high levels containing many CIs and relationships, you do not get any timeout or error. It loads all the time and the OpenJDK caflow add-on process is consuming 99% of the resources.

The system is becoming very slow.

Visualizer stop responding when the level=9 is set.

Visualizer OpenJDK is consuming high 99%CPU usage.

1.1.8 DE63569

CV-GEN-INQUIRY_SDM_17.3RU9_sdm_ds datasource can't re-establish connection to SDM after a restart of the SDM APP server.

The reports from JasperReport Server 7.2 stop working after restarting services of an APP server (restating due to another defect related to APPCRASH of slump process). The reports are using the sdm_ds (URL: jdbc:sdm:bop:@xxxxx.ardp.local:2100) and it seems the driver stops responding. The workaround is to just restart JasperReport server 7.2 or wait around 30-60 minutes which is not acceptable for the production environments.

1.1.9 DE62589

SDM_17.3_Tomcat Visualizer Process crashes.

After upgrading to SDM 17.3 RU8, the Tomcat Visualizer Process crashes with: "java.lang.OutOfMemoryError: Java heap space." The error occurs at the start of the Primary-Servers.

1.2 xFlow Interface/Service Point

1.2.1 DE65062

Attribute enum1 not found in urg:PDOB:PATTR:OB:MTH:.

When creating a new ticket in Service Plus, the logs have the following errors:

incidentMS.log:

ERROR - 2022-05-11 15:38:47 [c.helper.JSONResponseBuilder] - Exception getting urg objects for filter (enum1 eq 0):
Error : AHD03053:Bad where clause: Parse error at : "enum1=0" (Attr not found or not atomic)

stdlog:

05/11 15:38:47.24 renbd1979998-01 domsrvr	1572 ERROR	domset.c	2859 Attribute enum1 not found in urg:PDOB:PATTR:OB:MTH:
05/11 15:38:47.24 renbd1979998-01 domsrvr	1572 ERROR	where.y	908 Parse error at : "enum1=0" (Attr not found or not atomic)

Perform these steps:

- 1- Login to xFlow as the above user: http://<domainname>:9002/#/login
- 2- Change the interface to Service Point
- 3- Create a new Request. Fill in any information needed. However, change the urgency to any value other than the default entry
- 4- Save the new Request.

In the xFlow incidentMS.log and SDM stdlogs, you will see the above error messages in the logs.

1.2.2 DE65039

33039970 - Issue 3: Notifications are being prompted in SP for SDM tickets.

After setting the Service Point feature "Redirección de la notificación" in SDM. Service Point does not show the notifications but shows the number of notifications.

1.3 CA Service Catalog

1.3.1 DE64915

Request can NOT be saved; validation error, although all visible mandatory fields are sat.

After upgrading to 17.3 RU12 the hidden fields in the forms are validated as required.

- Until 17.3 RU5 specifically before the fix T6D9638 the hidden fields which were required are not validated.
- After upgrading to 17.3 RU12, the fields which are not visible in the form are validated and unable to save the request.

1.4 ITAM

1.4.1 DE64859

ITAM_17.3.0.12-33086136-DOJ-Error during access to links within ITAM.

Getting errors while accessing links within ITAM. It occurs while logged in to APM via single sign-on (SiteMinder) and when a user clicks on any clickable link in APM.

Errors can be found in the ITAMClient.log file, sample error.

*2022-04-19 16:48:06,258 UTC [14908] FATAL CA.Common.Web - Unhandled Exception:
Oracle.ManagedDataAccess.Client.OracleException (0x80004005): ORA-00054: resource busy and acquire with NOWAIT specified or timeout expired*

ORA-06512: at "MDBADMIN.AL_GET_FIELDS_TO_RENDER_SEARCH", line 198

ORA-06512: at line 1

1.4.2 DE64381

Duplicate Asset Families Created.

As part of an observed Environment Promotion Issue, seeing Duplicate Families being created.

1.4.3 DE64180

APM Configuration Issue - Read Only is Editable.

After creating a local configuration to make asset records, including attachments and notes, read-only. Observed that the configuration is not applied properly as some users/roles are able to edit the records configured as read only.

1.4.4 DE62214

Script required to repair tenancy in usp_lrel_cenv_cntref.

If the attribute "resource_contact_uuid" is present in the table "ca_owned_resource", the trigger "ca_tr_ins_owned_res_apmsdm" or "ca_tr_upd_owned_res_apmsdm" creates a dataset in the table "usp_lrel_cenv_cntref".

As these triggers set the table fields without the attribute "tenant", that one stays 'null'.

The client runs a multi-tenant environment. That attribute is mandatory(!) to allow the handling of all attributes with all tools and scripts of the CA ITSM suite. Currently a contact, linked to a 'CA Service Desk Manager' 'Configuration Item' by the CA ITAM-Trigger, can only be removed by the Administrator-role.

Needed a script, that sets the 'null'-'tenant' attributes in the table "usp_lrel_cenv_cntref" with the correct accounts.

1.4.5 DE60425

ITAM 17.3 RU5 Vulnerability - Apache Struts.

Multiple vulnerabilities in Apache Struts 2.x prior to 2.5.26 and is needed to upgrade it. SDM version is 17.3.0.5 and the Struts version is 2.5.18: F:\Program Files (x86)\CA\Service Desk Manager\bopcfg\www\CATALINA_BASE\webapps\AMS\WEB-INF\lib\struts2-core-2.5.18.jar.