

## **CA Service Management 17.3.0.9**

### **Fixed Issues- Steps to Reproduce**

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## Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.9:

### DE60169

Request to include PDM functions 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.

### DE60495

xFlow Interface properties fields shows no values.

Perform the following steps:

1. Add properties to a category
2. Create a ticket from category above and set values to properties
3. Open the ticket above in xFlow Interface.

Click on icon next to Category. Click on Done:

It will show up the property fields with no data.

### 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.

## DE61540

Maileater connection needs to be reset by CA SDM restart.

Maileater connectivity to the O365 mailboxes on both OAuth and non-Oauth (Clear text password) is not reliable. In order to achieve the maileater functionality, the site needs to restart CA SDM for maileater to connect. Once the site has recycled SDM Services and made its initial mailbox connection and refresh, mailserver connections will be held up until another SDM recycle. No errors are noticed in the maileater logging (set to debug).

The messages for "Received messages count" and "Processed messages count" become less frequent, despite a refresh of every two minutes (120 sec) on the mailbox, slowing down to every 10 minutes. In between, the "Text API busy doing login, retry to get updated status" messages are also observed.

## DE61525

CA SDM Secondary server is not working. On CA SDM Primary server URL requests tickets are not loading.

1. Navigate to Search, requests  
Or
2. From the scoreboard, expand Requests, select any node, shows white page. Hour Glass icon also stops working.
3. Try to select any other options. You will see a popup "page load in progress, please wait."

## DE61460

CA SDM maileater - email integration stopped working with POP3.

1. Login to CA SDM as Servicedesk User.
2. Go to Administration, Emails, mailboxes, edit/ create the mailbox.
  - a. Name: **mail123**
  - b. Email Type: **IMAP4**
  - c. User Name : mail123@<hostname>
  - d. Hostname: <hostname>
  - e. Attachment Repository : Service Desk
  - f. Allow Anonymous: No
  - g. Port Override: **143**
  - h. Security Level: **Clear Text**
3. Restart SDM service and Check **maileater\_nxd.log**, you can see that IMAP connection is working:
4. 2021-06-21 13:51:00:430 INFO [main] c.c.S.maileater.Maileater - Maileater connected to domsrvr domsrvr
5. 2021-06-21 13:51:16:929 INFO [pool-4-thread-1] c.c.S.m.MailboxPollingRequest - Performing scheduled Mail Poll for Mailbox 400001.

6. Now change the mailbox settings created in step 2 as shown below:
  - a. Name: **mail123**
  - b. Email Type: **POP3**
  - c. User Name: mail123@<hostname>
  - d. Hostname: <hostname>
  - e. Attachment Repository: Service Desk
  - f. Allow Anonymous: No
  - g. Port Override: **110**
  - h. Security Level: **Clear Text**
7. Restart CA SDM services and check the **maileater\_nxd.log**, POP3 is not working.

## xFlow Interface/Service Point

### DE62021

Service Point and CA Service Catalog request attachment issue.

Service Point does not give any error/warning message when the file is not attached to the Service Catalog request when the file contains some special characters.

Expectation: It should display similar error message as show on the Service Catalog Interface (for example, "The file name you have entered is not valid. Please enter a valid file name.")

Perform the following steps:

1. Open a Service Catalog request and in the Comments session enter some comment and attach a file.

The file name should have some special character that fails the Catalog file name validator.

It is observed that the file is attached under the new comment but if you close the request page and open again the file is not attached and it is missing in the Service Catalog interface also.

## CA Service Catalog

### DE62090

getFormRateItemValues web service issue in CA Service Catalog.

Perform the following steps:

1. Create a form with table component
2. Attach the above form to any service offering.
3. While submitting a request to the above service, add 10 or more rows in the table component and submit the request.
4. Use the SOAP UI to fetch form data using "getFormRateItemValues" webservice and observe the table data.
5. Table data in the webservice response should have the same order as that of the UI.

## DE60820

Mails from CA Service Catalog contain non-relevant fields.

The mails automatically generated from CA Service Catalog contains non-relevant fields.

- Page layout – All TABs are displayed, even if empty and hidden.
- Text-Field - All text fields are displayed, even if empty and hidden.
- Radio Group - All Radio-Group fields are displayed, even if not selected

Perform the following steps:

1. Raise a request against the service offering "WASP" in the root request folder.
2. Open Thunderbird and view the approval emails; an example for request 10015 exists at 4/30/2012 10:38 AM.
3. All fields, including hidden ones, are included in the email. Formerly, only visible fields would be included.  
This issue is holding up upgrade from CA Service Management 17.1 to 17.3.

## DE60794

JS functions in form-field attributes are not executed. If the function `$(ca_fd.js.DebugOn() == false);` is used for the attribute "hidden" of a FieldSet, it is not executed. If the attribute is set to 'true', the FieldSet is displayed.

Additional Information: The form-script uses the function `DebugOn()`:

```
// -- Debugging der Funktionen und Felder --
```

```
DebugOn : function()
```

```
{
```

```
    return true;
```

```
},
```

## DE59658

Incorrect CA Service Catalog widget behavior for attaching files with special characters (diacritics).

Perform the following steps:

1. Login to CA Service Catalog.
2. Click on the Catalog Widgets dashboard.
3. Click open requests.
4. Open any requests in the list.
5. Click Comments to add the attachments.

6. Try to attach a file name for example: "**Con ~ @\$%^&figuração.txt**" using the attachments link.

It attaches the file. Enter the description. Click post.

It displays the file as attached. If you refresh the request and check it only description is present and attachment is missing.

Users are not notified. If you try to attach the same file using the Catalog Interface for same request, a warning message is displayed:

"The file name you have entered is not valid. Please enter a valid file name"



