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Steps to Reproduce

xFlow Interface/Service Point

The following issues are fixed in xFlow Interface/Service Point and steps to reproduce these issues are described below:

DE50586

xFlow Resolve Button not working

Steps to Reproduce:

1. Login to CA Service Desk Manager.
2. Navigate to Administration, Service Desk, Request Incident Problem, Status
3. Open Resolved status for editing, enable Requests checkbox, and Save.
4. Edit Resolved status again. Click on Requests tab, Requests Transitions.
5. Click Update Transitions button, check on Allowed column for Closed, Open.
6. Save Resolved status.
7. Open 'Open' status for editing, go to Requests tab, Requests Transitions.
8. Add Closed status via the Update Transitions button or via Create New button
9. Save Open status.
10. Create new Request ticket with Open status.
11. Login to xFlow UI and open details on the newly created Request.
12. Click Resolve button. It is successful.
13. On the same screen, via the Command Bar, enter "/s", select UpdateStatus, enter "- ", select Open.
14. The request is back to Open status.
15. Now try to click Resolve button again.
It is blocked and disabled.

DE5151

xFlow CMS Authentication Errors

Steps to Reproduce:

1. Login to xFlow Interface.
2. Set the xFlow Interface, SessionTimeout to 3 minutes.
3. Log out of xFlow Interface.
4. Relogin to xFlow Interface.
5. Let the session be idle with no activity.
6. After 3 minutes, the session times out.
End users receive no warning message. An insignificant error message is shown
"CMS Invalid Access" and a bunch of other error messages.

DE51510

xFlow Popup Error Updating Notifications Count

Steps to Reproduce:

Note: xFlow Interface has Administrator as the default role. Service Point is set to use Employee as default role.

1. Login to xFlow URL as an Administrator using the bookmarked xFlow URL.
2. Login to Service Point App.
3. Open a new browser tab.
4. Close the Service Point tab in step 2.
5. In new tab (step 3) try to open the xFlow URL again.
Notifications errors are shown.

Note: It is observed that if Service Point is set to use the same default role as xFlow Interface, the notification errors are not displayed.

DE52060

Create Ticket Hangs due to Multiple Tenants

Steps to Reproduce:

1. Login to xFlow Interface as a user that has access to multiple tenants.
2. Create a new ticket.
It is observed that the xFlow Interface hangs and ticket creation process is not completed due to multiple tenants.

DE49865

Service Point Shows all CI records when CI is exposed as a Ticket Attribute

Steps to Reproduce:

1. Login to Service Point, show the ticket attribute, configuration item for a ticket.
2. In CA SDM user interface, create 2 Configuration Items. For example: server1, primary contact: servicedesk and server2, primary contact: casmadmin
3. Both Servicedesk and casmadmin are logged in as analysts in CA SDM (Admin access type).
4. Ensure Service Point's role is set to Employee role.
5. Create a new data partition for Employee role View, ca_owned_resource, resource_contact=@root.id
6. Configure customization and copy
NX_ROOT\bopcfg\www\html\web\employee\detail_in.html and NX_ROOT\bopcfg\www\html\web\analyst\list_nr.html

to

NX_ROOT\site\mods\www\html\web\employee

7. Add CI to employee\detail_in.html <PDM_MACRO name=dtlLookup hdr="Affected resource" attr="affected_resource"> pdm_webcache
8. Login to Classic SDM interface as servicedesk user.
9. Change role to Employee and try to create an incident.
10. It is observed that only server1 is showed and not server2.
11. Logout of Service Point and login to Service Point as servicedesk, try to create an incident and try to use the configuration item dropdown. Both server1 and server2 are displayed.

DE49491

Service Point hangs on login webpage after session expiration

Steps to Reproduce:

In CA Service Desk Manager, change the session timeout to 3 minutes (Administration, xFlow interface, General, Search for: SessionTimeout and set to 3 minutes).

1. Log into Service Point using NTLM authentication.
2. Open a new browser tab and let Service Point be idle. Wait for about 4 minutes.
3. Click on "tickets" (or home or search for anything) in Service Point.
4. You are logged out and taken to the login screen.
5. At times, only the login webpage is shown with progress bar and nothing happens. If you try to login, the following message is shown: "Your session has timed out".

DE49769

Service Point Shows comments in Knowledge document

Steps to Reproduce:

1. Login to CA Service Desk Manager Interface and create a ticket.
2. Associate a "knowledge document" to this ticket created in step1.
3. When you click the link in the knowledge document, the "comment" field is not displayed
4. When you view the same ticket in Service Point and click on the link in the knowledge document, the "Comment" field is displayed.

DE50066

Service Point does not enforce default role set for Service Point app

Steps to Reproduce:

1. Create two users, **emp** (Contact Type: Employee, Access Type: Employee) and **testanalyst** (Contact Type: ANalyst, Access Type: Service Desk Analyst).
2. Login to Service Point as emp user.

3. Create a ticket, category = Applications is displayed.
4. Logout of Service Point
5. Now Login back to Service Point as testanalyst user.
6. Try to create a ticket, category = Applications is not displayed.
The employee role for Service Point must enforce employee's data partition here and not Level 1 Analyst data partition.

DE50323

Service point fails to load the Service Catalog form with fields, services, and offering groups.

Steps to Reproduce:

1. Create a Service Offering Group (SOG) of type '**Choose exactly one**' and add a single option to it (which has a form).
2. Create an offering and associate it to the above Service Offering Group (by clicking on SOG and Service Option checkbox). Do not check the service option radio button.
3. Load the above offering in widgets or in Service Point.
4. As there is only one service option, it should load by default even if the default radio button value is selected or not.
It is observed that the form is not loaded.

DE51644

Approvals in Service Point leave the Save button Active.

Steps to Reproduce:

Approvals in Service Point leave the save button active after all actions are complete. In CA Service Catalog after the approval is saved, the Save button is grayed out.

DE49886

Service Point Request does not show up in Service Point when the external system ticket field is populated.

Steps to Reproduce:

1. Create a Request for a user.
2. Log in to Service Point as a user and see the tickets in My Tickets section.
3. Log in to CA SDM Classic interface as an Analyst.
4. Open the request and populate the external system ticket and click Save.
5. Log in to Service Point as a user and notice that the ticket is not visible in My Tickets section.

DE51147

Duplicated CA Service Catalog Forms in Service Point

Steps to Reproduce:

1. Log into Service Point as an employee user. Ensure that you have integrated Service Point with CA Service Catalog.
2. Search for "in" or anything that shows multiple offerings.
3. Click on the offering and then move to another. Eventually, it will show duplicate forms. this issue is not seen in CA Service Catalog.

DE50040

Unavailable CA Service Catalog offerings are shown in Service Point.

Steps to Reproduce:

1. It's noticed that when the Service offerings are set as "Unavailable" in Service Catalog, they are still displayed in Service Point.
2. It works fine when all offerings are set as "Available" and set again as "Unavailable".

DE50067

Cannot change roles in Service Point once you select a role in Service Point.

Steps to Reproduce

1. Create a user in Service Desk Manager, testanalyst (Contact Type: Analyst, Access Type: Service Desk Analyst).
2. Check Access Type: Service Desk Analyst, verify Default Role is Level 1 Analyst.
3. Click Service Point, Verify Role = Employee exists, add another role there. Level 1 Analyst
4. Now, login to Service Point URL as testanalyst.
5. In the apps menu, select the drop-down in the Service Point app, 2 roles are available.
6. Select one value to login to Service Point.
7. Repeat step 5 , the 2 roles are not shown in the list anymore.

DE50549

Service Point removes check mark from filled line in Catalog Widgets

Steps to Reproduce

1. Select a Table in CA Service Catalog's Service offering Form.
2. Click the (+) plus check mark while adding a new line to a table.
Before clicking, the check mark is defaulted and all new lines should be defaulted with this plus mark.
3. But in Service Point after clicking the plus-sign, check mark is deleted. You have to check all lines or uncheck before submitting a request.

DE49603

When Summary is set as Locked on Incident Status=Open via Dependent Attribute control, on Service Point it shows grayed out compared to Editable on initial creation of ticket in Classic Employee.

Steps to Reproduce:

Requirement is that Summary (and Description) must be Read Only once opened.

1. On Open status, look for Request / Incident dependent attribute control tab and ensure Summary is listed as an attribute with Locked = Yes.
2. On detail_in.html for Employee interface, ensure Summary is also shown.
3. Run pdm_webcache command.
4. Try to create an incident using the CA SDM Classic Employee interface
5. Summary is editable, put some text, and Save.
6. Try to Edit the incident again and Summary becomes Read Only.
7. Try to create an incident now using Service Point.
It is observed that on the create screen itself the Summary becomes grayed out, and becomes uneditable.

DE486682

CA Service Point Mobile Application URL does not work with NTLM.

Steps to Reproduce:

1. Enable NTLM authentication for an access type in CA SDM and make sure Service Point app is available for that access type.
2. Enable NTLM in xFlow Interface too.
3. Restart xFlow and try to access Service Point URL via the browser first. Make sure it functions fine for NTLM as expected.
4. Try the same URL now using the CA Service Point mobile application.
You get an "unable to login due to invalid credentials".
5. Disable NTLM authentication in xFlow Interface. Restart xFlow Interface.
6. Try the browser URL via the mobile application again. Login works fine.

DE49438

Attachment for manual notification in xFlow does not work with NTLM or SAML Authentication.

Steps to Reproduce:

When xFlow Interface Authentication Type is set to NTLM/SAML (anything other than BASIC), Attach option on xFlow Interface notification is not shown. Switching to BASIC Authentication displays the attachment option.

1. Configure xFlow Interface to use AuthenticationType=BASIC
2. Make sure MAIL_ALLOW_ATTMENTS option is set to Installed with a value of YES.

3. Restart CA SDM and xFlow Interface, if required.
4. Attempt to do a notify Ticket Tile screen or Ticket Detail screen in xFlow Interface. The Attach option shows up fine, you can click on it, attach a file and send a notification.
5. Now, change xFlow AuthenticationType = NTML (or SAML). Ensure user's Access Type is set to use "Use External Authentication = Yes".
6. Repeat Step 4.
The attach option does not show up now.

DE49487

Resolved tickets must be Closed (Inactive).

Steps to Reproduce:

1. CA SDM Employee Interface shows something like if you have 8 open incidents and 0 closed incidents.
Closed here means Resolved.
2. However, in Service point it shows Resolved and it also shows both closed resolved and closed unresolved tickets too, which is confusing.
3. Ideally, it should change Resolved to Closed because that is what the tab is listing.
4. It is listing tickets in Closed status and Closed Unresolved status as well.

DE49682

The User Description for the Activity Log does not have the text entered in the Add a Comment text field.

Steps to Reproduce:

1. Log in to xFlow Interface.
2. Display the details for any incident ticket.
3. Click the Status popup link and change status to any but ensure to add text in the Add a Comment text field.
4. Navigate to CA SDM Web Interface and see the Incident, Activity Log
The User Description for the Activity Log does not have the text entered in the Add a Comment text field.

DE51368

Service Point Issues

Steps to Reproduce:

1. Comments are not saved in Service Point.
When a user clicks on the Reopen button of a closed ticket, the interface shows a dialog that allows to include a comment. The added comment is lost and is not shown in the ticket history in Service Point or in the activity log tab in the CA Service Desk Manager UI.

Similar issue is seen when adding a comment in the xFlow Interface in the change status dialog.

2. Referenced objects are not shown as primary field for assets.

When configuring a field that belongs to another object as primary field, it should be shown in the asset list of Service Point.

It is observed that it is not shown, and Service Point only shows the secondary field.

For example, if we configure the class of an asset as primary field, it is shown in the interface. If you try to use it as a secondary field, it does not work.

This is noticed with other referenced objects like Family, Model, or Manufacturer.

Note: It works with text fields which belong to the 'nr' object like the Name or the Description.

3. Session Expiration is not handled properly. Login to Service Point and leave the browser idle in the background for a long duration. After a while, the interface allows users to navigate but with an error message and a red floating banner on the right pane.

This is due to session expiration as error messages are not displayed if you logout and login again.

DE50118

Notification in xFlow Interface shows Change Order Notification

Steps to Reproduce:

1. Login to CA Service Desk Manager.
2. Create a change order and notify user, that is, ServiceDesk.
3. Now, login to xFlow Interface as ServiceDesk user.
The Notification shows a notification link for change order.
4. Click the change order link, you are logged out with a session expired message.

DE49837

Service Point does not adhere to data partition default values

Steps to Reproduce:

1. Create a data partition with:
 - a. Restriction type: Default
 - b. Table name: Call_req
 - c. Restriction: urgency=4;requested_by = @root.id;
 - d. group=U'E078AFC5642A704B835E110983FF7B55
2. Assign the data partition to Employee users.
3. Log into Service Point and see that only urgency value is set as default, not for **requested_by** and group (probably with others attributes too).

DE49881

Knowledge Document links are not working in Service Point and does not display content.

Steps to Reproduce:

1. Login to CA Service Desk Manager (SDM) and create a ticket.
2. Associate a knowledge document to this ticket.
The knowledge document contains a reference link to another knowledge document.
3. In CA SDM, this link opens the referenced document correctly.
4. In Service Point, link is not active and does not open the referenced document.
5. No error messages are displayed.

DE52370

Issue with Chat in xFlow Interface.

Steps to Reproduce:

1. Initiate a chat session with User. For example: User 1
2. Another, User 2, takes the chat session, sees the message from User 1. User 2 Replies but the messaged is not displayed.
3. User 1 sees the messages sent by User 2 and replies.
4. User 2 is unable to see the reply.
5. No Active chat is displayed on the left pane of xFlow Interface for user 2.

DE48801

xFlow Interface Status drop-down shows no values on Create New incident.

Steps to Reproduce:

When creating a new incident via xFlow Analyst UI, the status dropdown shows no values. They show up fine on Existing tickets/incidents

1. Setup CA Service Desk Manager with xFlow Interface.
2. Try to create a new ticket using the xFlow Interface.
3. Keep the Default status = Open, try to click/type a new status there. You get a message "no matching values".
The same works fine with CA SDM Interface.

CA Service Desk Manager

The following issues are fixed in CA Service Desk Manager 17.3 and steps to reproduce these issues are described below:

DE49705

Tenant Maileater checks foreign mailboxes.

Steps to Reproduce: (Example Use case Scenario)

1. Setup CA Service Desk Manager with multi-tenants and maileater:
For example:
 - a. **mailbox_sp** with **tenant_sp** and with **maileater_sp** account
 - b. **mailbox_t2** with **tenant t2** and with **maileater_t2** account
2. Create **System_anonymous** with Administrator role and write access to all tenants.
3. Create **myuser1** user set with **tenant_sp**.
4. If you try to send email from **myuser1** to **mailbox_t2**, the incident should be created with **System_Anonymous**, since **myuser1** contact does not exists in **tenant t2**.

DE50336

Support Automation analyst and end user are unable to connect.

Steps to Reproduce:

1. In Support Automation, enable auto notification for the activity notification "Assistance: Invite End User to a Session - Incident".
2. Create a contact of type "Employee" with proper mail address.
3. Create an incident with the employee contact as the affected end user.
4. From the incident detail page, click on Invite End User and you may see analyst launches.
5. Check Employee email notifications or login to Service Desk Manager web interface.
6. Navigate to ServiceDesk tab, View, Notification History, Open the latest notification for the same ticket "Invitation to Assistance Session on Incident " and copy the URL to join Analyst.
7. Paste the URL copied from step 6 in a browser. Open the browser window.
End user is able to launch the chat window but unable to connect with the analyst.

Expected: End user should be able to connect with the analyst directly.

DE51451

CA SDM incident ticket getting raised with priority 3 every time and not adhering to Priority Matrix.

Steps to Reproduce:

1. Login to CA SDM portal.
2. Open an incident blank page.
3. Type name which doesn't exist in system in the Affected user field. Contact list is displayed.
4. Close the contact list without selecting anything.
5. Now add Area in ticket.
6. Select urgency and impact (highest one), and it will show P1 as priority.
7. Try to save the ticket, it will throw error that no user was found.
8. Now select a user that is available in system and try to save the ticket.
9. Ticket will be logged but Priority will get reset to P3 instead of P1.

DE40928

Issue with CA SDM Employee Interface.

Steps to Reproduce:

1. Login to CA SDM as Employee/Customer.
2. Create a Request/Incident.
Note: A Tenant field must be visible for Employee interface
3. In Areas, type some key words and from the list select any category which has the Tenant.
4. Save the ticket.
The page is not saved due to Tenant field being mandatory and the Area selected could not populate the Tenant value to this ticket.

DE48450

CA Service Desk Manager Workflow tasks not getting linked when incident is created from template.

Steps to Reproduce:

1. Edit an Incident and Request Area and insert some workflow tasks in it.
2. Open a new Incident manually and associate the Area from step 1 with the assigned workflow tasks.
Note that here, the workflow tasks are linked in the new ticket.
3. Now, create a new Incident template using the same Area as above.
4. Save the template.
5. Open a new Incident from template based on the one created in previous step having the same Area and WF tasks assigned.

Note: That in this case, after the new ticket is saved, even though we see the Area associated to it, there is none workflow tasks assigned.

DE50413

"Change_Detail_Reports_bpmatt.c_syntax_error". Performing a Detail-Report for Changes results in STDLOG error messages for every CI.

Steps to Reproduce:

1. Configure a multi-tenancy environment.
2. Create a tenant named "**tenant2**" that is a non-service-provider tenant, has no parent tenant, and no subtenants.
3. Create a Configuration Item called "**ci5**" which has the tenant set to "**tenant2**".
4. Create a Configuration Item called "**ci6**" which has the tenant set to "**tenant2**".
5. Create a relationship between **ci5** and **ci6** such that **ci6** "is the child of" **ci5**.
6. Create a Change Order that has the tenant set to "**tenant2**".
7. Update the CI's for the Change Order such that **ci5** and **ci6** are attached.
8. Create a copy of the "**Level 2 Analyst**" role and name it "**Level2AnalystCopy**".
9. For "**Level2AnalystCopy**", set the "Tenant Access" to "Contact's Tenant Group".
10. Create a copy of the "**Administration**" access type and name it "**AdministrationCopy**". Add the new role, **Level2AnalystCopy**, to that access type.
11. For AdministrationCopy access type, set the Reporting Role to Level2AnalystCopy. Create a contact named **user1tenant2**, setting the tenant to "**tenant2**", contact type to "**analyst**", and access type set to **AdministrationCopy**.
12. Log in as usertenant2, set the role to **Level2AnalystCopy**, display the Change Order List, click on the "**Change Order #**" to view change order of that was created in step#6.
13. Then, in the Related Tickets tab, in the Configuration Items subtab, opened the Filter and set Name to ci6, then clicked Search, then selected Reports dropdown and selected Detail.
Std log errors are shown.

DE49282

Incident Workflow tasks are not assigned correctly when creating ticket using the createRequest method.

Steps to Reproduce:

1. Open a Category, Workflow, Requests, add a workflow task named: **taskrequest1**.
2. Open a Category, Workflow, Incidents, add a workflow task named: **taskincident1**.
3. Create an Incident using SOAP UI using the category from above.

The workflow task named: taskrequest1 is attached to the category. The workflow task named: **taskincident1** should be attached, not the **taskrequest1** .

DE50297

Incidents do not load workflow tasks from the area when the ticket is created from a template.

Steps to Reduce:

1. Create workflow tasks for an area. Example: Applications
2. Create a new incident, select the area from above and save as template
3. Create a new incident from the template created above.

The workflow tasks are not added.

DE48445

Missing macros for FOLLOWUP_HEAT CHANGED_PROPERTY CHANGED activities.

Steps to Reproduce:

1. The aty object with the code FOLLOWUP is missing the mgs_notify_info and cannot be seen via administration interface.
2. The act_type table for 17.1 includes the entry with NULL fields:
3. Following fields are all NULL:
 - a. cr_notify_info
 - b. chg_notify_info
 - c. iss_notify_info
 - d. mgs_notify_info
 - e. kd_notify_info

DE48386

Functional Access of View for admin code allows creation of Change Windows.

Steps to Reproduce:

1. Log in as ServiceDesk user as an Administrator.
2. Create a copy of the "**Level 1 Analyst**" role and name it "**Level1AnalystTest**"
3. Edit the role detail of "**Level1AnalystTest**", open the "Resources" tab, open the "1. Tabs" subtab, click the "Update Tabs" button, update the tabs assigned by adding the tab named "Administration tab with full menu tree".
4. Add the new role "Level1AnalystTest" to the role list of the "Administration" access type.
5. Log out as ServiceDesk user.
6. Login and from the role dropdown, select the role named "Level1AnalystTest2 and click "Set Role".
7. Click on the "Administration" tab and navigate to Service Desk, Change Orders, Change Windows, then click on "Create New".
8. In the Create New Change Window form, enter a window name like "blackout1", select Blackout for Type, enter a Start Date, enter an End Date, click Save.
9. Refresh the Change Windows List by clicking on Search.
10. The blackout window was created, BUT the role has View set for the "admin" function access.
This Role should not be able to create a blackout window (same for maintenance window).

DE51300

Misleading indentation in Incident Area Selection

Steps to Reproduce:

1. Login to SDM as Administrator.
2. Navigate to Administration, Servicedesk, Requests/Incidents/Problem, Areas.
3. Create the following Incident Areas:
 - a. Area A
 - b. Area B
 - c. Area B.1
 - d. Area B.2
4. Create a new SDM incident and click on the INCIDENT AREA lookup field.
Due to the indentation, Area B looks like a child of Area A.

DE51790

Change button in spell check results require double click.

Steps to Reproduce:

1. Create a SDM ticket and type in the ticket description a typo or wrong spelling - for example 'Please resolve my issue'
2. Click the Spelling button. The Spell Check Results window opens with the word 'issue' in the Change to and Suggestions.
3. Click on the Change button. It becomes white, but the Spell Check Results window stays open. Click the Change button again – the window will close and the misspelt word will be replaced.

DE51374

Inaccurate Knowledge Reports

Steps to Reproduce:

1. Enable the Knowledge Report Card
2. Go to Administration tab, Knowledge, Knowledge Report Card, and check "Run the Report Card Calculations". Configure a time and frequency.
3. View a Role that has the "Knowledge Report Card" tab, or add it to a Role (for example, add to Administrator Role).
4. Create some knowledge, view it a few times, give it a negative vote, and so on.
5. Let the report run, and then go to the "Knowledge Report Card" tab, you'll see the results listed.
6. In the lower section of the Report Card click the "Hits" link for the document you viewed and negatively voted on.
7. A new window opens. You will see all the views. You will see the negative votes as "Not Helpful at all", and if there was no vote it will automatically set the vote as "Somewhat Helpful".
8. Click the "Export" button on this page, and open in Excel.
9. Under the "Vote" section of the export everything will be "Very Helpful", EVEN the negative votes.

This basically makes the report useless.

DE49802

Popup window appears when accessing attachments and remains open in Chrome.

Steps to Reproduce:

1. Login CA SDM.
2. Create new SDM request and attach a document (For example, Excel Sheet). Save the ticket.
3. Access ticket and right-click the attachment and select View Document.
4. Attachment is downloaded and can be opened via a new pop-up window. However, window remains open and must be manually closed. Issue only occurs in Chrome browser.

DE50631

Restrict Workflow statuses.

Steps to Reproduce:

1. Create a text file ctab.txt in the below content.
TABLE Controlled_Table
del desc id obj_name persid sym
{ "0", "Workflow Task Status", "16405", "tskstat", "ctab:16405", "Task_Status" }
2. Execute the command as pdm_load -i -f ctab.txt
3. Create a data partition "WF Status" with view partition on tskstat object as code IN. ('APP','PEND','REJ').
4. Assign this to ServiceDesk user in the contact detail page and restart CA Service Desk Manager service if required.
5. Add some Workflow status codes like "Test1, Test2, Test3, and so on.
6. Create a Workflow Task Type "Test" without assigning any status codes.
7. Create a change order with any category.
8. Add F task of type "xxxx Test" where no Status codes are not added to the task detail page.
9. Edit the work flow task added in step 6.
10. You may see all the status codes are appearing in the Status drop-down field instead of showing only "Approve, Pending, Reject".

DE52577

Inadequate cookie attributes

Steps to Reproduce:

1. Enable "use_encrypted_sid_and_cookie" option from Options Manager.
2. Restart SDM service.
3. Login to ServiceDesk manager.
4. Check the cookie of the path:

```
loggedUser=G6lRTkLOCZ4f9oS99SaswYj2uREiRqc125SA7MV!RbjV50Rp6Kt00hIOcERJ  
60DhukllqiXEdSwW!PWQABaZjQpD7rITxYKUa9ImrqD7B3OUr9ndVX0Afg== ; Path=/ ;  
HttpOnly
```

DE50660

Exporting Change Calendar Does not Account for CI Filter exports in ICS file.

Steps to reproduce:

1. Ensure that there are some change orders with CIs against change calendar.
2. In the Change Calendar, do a show filter for a period where the above Change orders have change windows, note down the number of records.
3. Click show filter and add a CI name (which exists on one of the change orders), filter the Change calendar now, note down the number of records.
4. Click Export, in the resulting ICS file, note that the records are not from the result in step 3 above, but they're from step 2 above.

Note: if you do a filter/export without using the CI_Name field as a filter option and instead use some other field as a filter option and then export the filter, it gives the correct amount of entries in the ICS filter.

DE51807

Error while upgrading to CA Service Desk Manager.

Steps to Reproduce:

1. Install the KPI options, namely: 'kpi_ticket_data_table' and 'kpi_ticket_data_table_delay'.
2. Recycle the services and you will start observing the following errors in stdlog:

ERROR domdict.c 1683 position (80) for trigger cr::ticket_kpi_fieldupdate_update is the same for trigger cr::calculate_heat_on_update

DE52222

ORA-24816 error inserting new order change (or copying from an existing one).

Steps to Reproduce:

1. In a Windows or Non-Windows environment with Oracle database create a change order by filling "description, backout_plan, effort" fields under Additional Information, Cost Tab.
2. Save/update Change Order fails with an error on the change detail page, "An unexpected Database error occurred. Contact your administrator".

DE52023

Maileater Responses are not sent properly if Deliver Replies to option is set on sender email.

Steps to Reproduce:

1. Setup 3 outlook accounts, for example: **maileater**, **analyst1**, and **user1**.
2. With Outlook configured to use Analyst account, create an email and send it to user1
In the Options Manager, set the option **Deliver Replies** to and put: analyst1; maileater1.
3. User1 replies to this.
4. Analyst1 replies again to user1 (In the Options Manager, set the option **Deliver Replies** to and put: analyst1; maileater1).
5. Maileater now attempts to send reply to all three accounts created in Step 1 but ends up with errors.

DE50139

Intermittent webservices hangs up.

Steps to Reproduce:

1. Create CI and open visualizer. Visualizer uses Web services to load CI's.
2. Restart services 3-4 times and try to open visualize, after successful start web services.
3. Make changes in install_dir\samples\sdk\websvc\java\test3_attachments and change the script to create 1000 requests.
4. In between, stop the services and try to open the url. It works.
5. After restarting the services, run again the batch file for creating tickets.
6. Web Services hangs up.
7. Restarting Tomcat services resolves the issue.

DE49883

ERROR ADDRESS_SLNX 80 in jstd.log file in server's NX_ROOT\log directory.

Steps to Reproduce:

1. In CA Service Desk Manager, Background and Standby Servers, errors shown in the jstd.log file in the server's NX_ROOT\log directory:

"ERROR ADDRESS_SLNX 80 Don't know about host: @"

2. Above log entry appears repeatedly in the given jstd.log. It is specific to the jstd.log file in the background and standby servers and never appears on the application servers.

DE48407

Bad Where Clause: Parse Error

Steps to Reproduce:

3. Using Schema Designer, add custom field. Column to the Change Request object (zStudentID).
4. Save and publish schema changes.
5. Using Web Screen Painter, add the zStudentID field to the :IST_CR.HTMPL form
6. Save and publish form changes.
7. Login to CA Service Desk Manager and select SEARCH->REQUESTS
8. If you perform a search with no value in the zStudentID field, the search works fine. If you enter a value in the zStudentID field, following error is displayed:

AHD03053:Bad where clause: Parse error at : "active = 1 AND zStudentID LIKE 11111 AND (type = 'R' OR type = " OR type IS NULL)" (Non string used in LIKE where clause)

DE47871

Ktd obj_type is truncated in 10 characters when SDM is in Portuguese.

Steps to Reproduce:

1. In CA Service Desk Manager, Options Manager, KPI, install kpi_ticket_data_table and recycle SDM.
2. Create a Request and transfer to another user, change the status.
3. Check stdlog and the following message is displayed:
"cassa02-U17692 domsrvr 4576 SIGNIFICANT val_attr.c 1367 New value of tipo de objeto in ktd:400001 truncated to 10 characters; using 12 single and multi-bytes; 1 bytes lost".

DE46743

Support Automation message is wrong when requesting remote control.

Steps to Reproduce:

1. Log into CA SDM as an analyst, Support Automation, Live Assistance, to run the java console.
2. Log into CA SDM as Employee user, Active Conversation. Enter details and continue.
3. As the analyst takes control of the session and go to Control Remote tab, login to start session.
A popup window is displayed with message in English instead of Spanish.

DE43479

Customize the Health Servlet Response strings.

Steps to Reproduce:

1. CA Service Desk Manager HealthServlet Server, When Application server is quiesced, shows a response string that is not easy to distinguish on a load balancer.
2. Basically, the load balancer should perform a graceful shutdown based on the quiesce time but the lack of appropriate string responses may trigger a shutdown condition.
3. It's also noticed that the Quiesce-Time response strings are missing a line break and 2 line items are squished together on 1 line.
4. The response string values are hard coded in the HealthServlet.java code and cannot be tweaked via an XML/config file.

DE42077

Change of language Support Automation session in progress window.

Steps to Reproduce:

1. In CA SDM Spanish installation, when an analyst sends a Support Automation Chat invitation, the window "**Assistance session in progress**" is shown in English.
2. Install the language options from Administration, Support Automation, Adaptions, Localization Admin and install the languages you want to. In localization Admin List page, Spanish language is not displayed so it cannot be enabled.

DE49704

Anonymous mail request for Incident with Multi-tenancy.

Steps to Reproduce:

1. Set up CA Service Desk Manage (SDM) with multi-tenancy.
2. Create Service Provider tenant (SP) with default settings.
3. Create tenant T2 with default settings.
4. On mail server, create 2 email accounts for CA SDM mail eater and 1 extra email account for end user.
5. Ensure that the email account for end user does not belong to any contact in SDM.
6. On CA SDM, create 2 mailboxes for the maileater accounts, one for each tenant.
7. Create new mailbox rule for each mailbox similar to existing one for Incidents (seq=100).
8. For existing contact System_Anonymous, add the Administrator role to the contact.
9. On the mail client, from end user email account, send email to mail eater account for tenant SP, with subject "in" and body "testing tenant SP".
10. As expected, SDM creates a new Incident ticket for tenant SP with end user as System_Anonymous.
11. Repeat step 7 but this time send it to maileater account for tenant T2.
12. CA SDM creates the Incident ticket but incorrectly for tenant SP. It should create for tenant T2.

DE50342

Unable to save request Ticket.

Steps to Reproduce:

1. Open a request ticket.
2. Click on menu item Activities, Update Status.
3. Refresh the page.
4. Update New Status and User Description fields and click **Accept** button.
5. Error message is displayed "Unable to save request ticket".

DE49396

Host Header Injection Attack

Steps to Reproduce:

1. In the CA SDM Web URL address add at the end a string to make the URL request look like this:
`http://<SDMURL>/CAisd/pdmweb.exe?haiku630498=""><h1>Indusface<!--`
2. This briefly redirects you to a web page with heading Indusface in bold (heading 1 HTML format) and then redirects you back to CA SDM.
3. Every input should be checked if it contains any script code or any HTML code. Usually it is checked if the code contains any special script or HTML brackets – `<script></script>`, `<html></html>`.
4. This type of injection attack occurs when the input and output are not properly validated. Therefore, to prevent HTML attack is to perform appropriate data validation.

DE51392

Survey for submission is not displayed properly.

Steps to Reproduce:

1. Install the option: `op_Authenticate_Survey` and restart CA SDM.
2. Create a survey template with a few questions with multiple answers.
3. Associate it with (Close) Notification for incident with send survey set to Yes.
4. Submit an incident, close it and receive a survey link in the email.
5. Click on the link to submit the survey.
6. `Gobtn_role.htmlpl` is displayed at the top of the survey, with the quick search and role selection.
7. Not all questions are displayed, and there is no submit button. There is no vertical scroll bar.
8. Uninstall the option `op_Authenticate_Survey` and restart SDM. Both issues in Step 6 and Step 7 disappear.

DE51595

pdm_mail_nxd errors with wrong email_address strings and eventually hangs.

Steps to Reproduce:

1. With badly formatted mail address (a space in the email address or some invalid characters), it leaves `mail_nxd` with several exceptions and tries to keep attempting to send mail to the said address repeatedly.
2. `mail_nxd` is unable to handle the error condition in the wrong email address with bad strings.

Expected: mail_nxd should be able to handle bad strings in email addresses.

DE51562

The Help cannot be displayed in a frame.

1. Steps to Reproduce:

Login to CA Service Desk Manager as an administrator or analyst.

Click Menu Help, "Help on This Window".

2. In IE browser the following message is displayed:

"This content cannot be displayed in a frame." With a side message "Open this content in a new window".

3. When you click it, a blank page with square brackets [] is displayed.

This issue was resolved in the CA Service Management documentation Site.

CA Service Catalog

Following CA Service Catalog issues were fixed in CA Service Management 17.3 and the steps to reproduce these issues are described below:

DE45543

Radio Group button validation is not done in service.

Steps to Reproduce:

1. Import a Service, for example, "AutoSys Machine Update" Service into a test environment.
2. Navigate to the request details page of that service and provide all the mandatory details in the form except for "Machine Type" radio component which is mandatory.
3. Click on Submit. The Request is submitted.
4. The Validation of Radio group should be consistent. It is observed that the Radio Group Validation is not done in the respective service.

DE53696

Select field GetSelectedOptionValues API returning name instead of value in widgets.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to forms and create a form with a select field.
3. Provide any plugin ID to populate the select field.
4. use `ca_fdGetSelectedOptionValues` API to get the selected option value.
Note: Use the "All Components Form" to quickly check the difference between native UI and widgets.
The API returns value instead of name.

DE52196

Add Offering drop down placement is not proper and the extra space in the drop down.

Steps to Reproduce:

1. Login to CA Service Catalog and navigate to Catalog, Service Offerings.
2. In CA Service Catalog Container deployment, the Add Offering drop-down placement is not proper and there are extra spaces in drop-down.

DE53571

Table records are deleted after request is submitted.

Steps to Reproduce:

1. If table contains 2 records last record is getting deleted after submit.
2. If table contains 1 record that one record is getting deleted after submit.
3. Add records to a Request. Click "Yes" for Question, "Do You Want to Add One More Object (Yes) or Submit request (No)".

4. Record is added to the Table.
5. If you want to add multiple records, Just Modify the Q-Name Field to a Different Name and follow Step 3 and 4.
6. Then Click on “No” for Question “Do You Want to Add One More Object (Yes) or Submit request (No)”. Click Submit.
7. Try to Open the same request, the Record added in the Table is no longer displayed.

DE50594

Validation skips for Select Components when form name contains few special characters.

Steps to Reproduce:

1. Create a form "name" attribute value as "form 1 (test)" or form.1.test or form {test} 1.
2. Add a select field into this form and mark it as required.
3. Attach this form to any service. Try to raise a request with the above service.
4. Required field validation is skipped for select fields.

Expected: Validation must happen for all fields in the form.

DE52731

Trim spaces from a text field and setting the spaces trimmed data back in the same text field is not working.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Forms and locate form "**test_text_field_Grant**"
3. In this form , it has two text fields : text1 , and text2 . It has the following JS script functions :

```

trimSpaces: function ()
{
    var hostShortName=ca_fdGetTextFieldValue(ca_fd.formId,'text1').trim();

    ca_fdSetTextFieldValue(ca_fd.formId,'text2',hostShortName)
},

trimSpaces2: function ()
{
    var hostShortName=ca_fdGetTextFieldValue(ca_fd.formId,'text1').trim();
    //ca_fdSetTextFieldValue(ca_fd.formId,'text1','');
    // ca_fdResetFields(ca_fd.formId,['text1']);

```

```
ca_fdSetTextFieldValue(ca_fd.formId,'text1',hostShortName);

}
```

4. Click the label "set_text2_with_text1_after_trim" , it will invoke trimSpaces() .
Click the label "reset_text1_after_trim" , it will invoke trimSpaces2().
5. Now input a string plus some spaces at the end of string in text1:
6. Click "set_text2_with_text1_after_trim" label , you will see text2 will be set with the string value in text1 but spaces are trimmed.
7. If you click "reset_text1_after_trim" label , you will see text1 has the same string with spaces at towards the end .

DE50740

The HTTP-Post action is failed when Tomcat in upgraded to 8.5.43 in Event Rules and Actions.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Accounting, Account Management.
3. Click on any Account.
4. Click over Edit button.
5. Make some changes to that Account.
6. Save the changes.

Expected Result:

Events Message at Home , Messages, Change Events with Event Type as 'EXCEEDED_STORAGE_LIMIT'.

DE49263

Setup utility fails when attempting to redeploy MDB with "USM_HOME/temp/mdb1.5/windows/install_mdb.log for details" .

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Locate the MDB database using the Microsoft SQL Management Studio.
3. In USM_SCHEMA_VERSION , perform sql update.
4. update USM_SCHEMA_VERSION set MAJOR_VERSION=14,MINOR_VERSION=1 where MAJOR_VERSION=17 and set it to 14.1 version,
5. On Service Catalog server machine, modify config.properties file :
 - a. set setup.utility.active as true
 - b. set mdb.configured = false
3. Stop and restart CA Service Catalog services.

4. Invoke setup Utility to attempt to re-deploy MDB . You will see the exact issue as what the customer is facing . I will attach the screenshots to this defect .

DE48866

Advance Runtime Variable in report data object is not working in Chrome browser.

Steps to Reproduce:

1. Login to CA Service Catalog using Chrome Browser.
2. Navigate to Administration, Report Builder, Data Object, ca_support folder, there are two report objects there: **LookupName** and **selectUserID**.
selectUserID is to pull all userid in ca_contact table here, select userid from ca_contact where userid is NOT NULL.
3. LookupName report object: SELECT top 1001 userid FROM ca_contact where userid is not null ORDER BY userid ASC

UserId is advanced variable which is using selectUserID's result to populate the select dropdown list .

4. In Report Builder, Data Object, ca_support folder, locate LookupName report data object . In this report data object , click "Save and Test" , you will see "Loading Values..." and you cannot pull any value into select dropdown.

The same thing works fine in IE browser.

DE49130

Issue with approving multiple service offerings in a request.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. In CA Service Catalog, **Configuration, Request Management Configuration**, set **"Allow Discrete Handling of Service Options After"** as Pending Fulfilment **"Allow Discrete Request Life cycle"** After Completed.
3. Raise a request to the offering and add it into the cart without filling any value. Ensure to add it into cart at least twice .
4. In the cart , click submit it as one request (it has two offerings in a request).
5. The request goes to pending approval status and it is assigned to Administrator.
6. Assign the first offering delegate to **Approver1** for approval and have the second offering delegate to **Approver2** for approval.
7. Logout as Administrator.
8. Login as **Approver1**.
9. In pending action queue, locate this request.

10. When attempting to the first offering which is assigned to **Approver1**, fill in the required fields in it, click **Save**.
Validation errors show up to prevent approval.

DE50896

Service folder creation and Business Unit editing shows issues with Special characters and locales.

Steps to Reproduce:

1. Edit server.xml in USM_HOME/view/conf/.
2. Add or update the below attribute in <Connector> tag:
3. relaxedQueryChars="[]|{}^\`"<>";

For Example:

```
<Connector port="8080" enableLookups="false" redirectPort="8443"
maxThreads="400" minSpareThreads="25" connectionTimeout="15000"
disableUploadTimeout="true" compression="on" compressionMinSize="2048"
compressableMimeType="text/html,text/plain,text/xml,text/css,text/javascript,image/png,image/gif,image/jpeg,application/json"
useBodyEncodingForURI="false" URIEncoding="UTF-8" server="Service Catalog"
maxHttpHeaderSize="20480"
relaxedPathChars="[]|{}^&#x5c;&#x60;&quot;&lt;&gt;"
relaxedQueryChars="[]|{}^&#x5c;&#x60;&quot;&lt;&gt;"/>
```

Note: The above needs to be applied on HTTPS connector if SSL is enabled.

4. Special characters are blocked by Tomcat to avoid vulnerabilities, we can add these characters in server.xml as below to overcome the errors:

```
relaxedQueryChars="[]|{}^&#x5c;&#x60;&quot;&lt;&gt;";
```

DE52211

CA Service Catalog form scripting issue.

1. Login to CA Service Catalog.
2. Select the first service option.
3. In Select drop-down, select the last name Administrator (Ignore the debugging alert message pop up).
4. Once the Administrator value is selected, it is able to get other fields in the form populated with the contact's information accordingly by querying the database ca_contact table.
5. Navigate to Home, Requests, "Not Categorized" folder, raise a request to offering. Other fields in the form are not populated with the contact's information accordingly by querying the database ca_contact table .

DE52350

CA Service Catalog Cart Options not showing.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Raise a request to "Virtual Server Requests" offering.'
3. Click "Request a New Windows Server" service option, select the value in required select drop-down fields and click "Add to Cart" button.

In "My Selections" section, cart item does not show up.

4. Now, Raise a request to "Virtual Server Requests" offering .
5. Click "Request a New Windows Server" service option , select the value in required select drop-down fields and click "Add to Cart" button,
You will see that in "My Selections" section , it shows the item in the cart.

DE52884

Attachments not working correctly with date required field.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Raise a request to offering , system's "General Information" section has a "Date Required" field.
3. Select a date into "Date Required" field first.
4. Then click Attachment(0) or Note(0) , it is not responding.
5. If you try above again , and this time leave "Date Required field" empty , it will work .

DE44474

Request details page time is getting appended to Date value of the form.

Steps to Reproduce:

1. Login to CA Service Catalog as an Administrator.
2. Navigate to Home, Requests.
3. Create a request for this service and choose valid date before submitting without any hh:mm:ss value; it gets Submitted without any validation errors.
4. Open the above created request and try to approve.
Validation Error is displayed.

Expected Result:

Request should get approved as no changes were made to the form elements.

DE53025

Problem Pending Approval

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Raise a request to "A_SC_TEST" offering.
Note: The "When Status is Submitted and Approval Process is driven by Workflow-MGM" rule will start the out-of-the-box CA Process Automation workflow process to have the pending approval request assigned to the user approver1.
3. The request turns to pending approval status and its pending approval task is assigned to approver1.
4. Now, log out as 'spadmin' user and login to CA Service Catalog as approver1.
5. Click "Pending" queue , locate that request , click its Actions drop-down and select "Approve" action.
6. You will see the following : "Pending Approval" as if the request's pending approval task was not assigned to approver1 .
7. The problem will be cleared if you refresh the browser or if you re-click Actions drop-down and select "Approve" action .
This problem occurs when the approver attempts to perform approve/reject action on a request first time .

DE52498

After clicking Save, the Functions associated to OnSubmit are not being called.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Add a Service Offering to cart.
3. Submit (at which point onSubmit runs).
4. Perform an action (e.g. approval) and Save.
It is observed that onSubmit is not working.

DE51525

Form table is not working for required property value that is set to true.

Steps to Reproduce:

1. Login to CA Service Catalog. Create Test Folder under Forms. Create test_table_ASURION offering.
2. Navigate to Forms, 'Testing' folder -> locate "test_table" form. In this form , it has a table. This table's c3 column's "Required" attribute is set as true.
3. Click "populate_table" label button , it will populate that table via ca_fdAddTableRow() . It will only populate the c1 and c2 column .

4. Navigate to Home, Requests, "Not Categorized" folder, locate "test_table_ASURION" offering .
5. Raise a request to "test_table_ASURION" offering.
6. Click "populate_table" label button to populate that table, and then click "submit" button .
7. It is able to submit that request even though "required" column c3 has no data in the table.
It should have validation checking for the column 's Required attribute here .

DE49965

Form designer does not reflect changes made inside tables .

Steps to Reproduce:

When changing the CA Service Catalog form designer, if you make changes inside a table, the form designer does not reflect these changes unless you click a different form and then click back again the said form.

For example, change the name of a text field which is in a row inside a table and this is not reflected in the form. If you apply the same changes to a text field outside of a table, it is displayed.

DE45874

FD_AttributePanel, Attribute level help icon in the attribute panel is not clickable and the help window does not open.

Steps to Reproduce:

1. Login to CA Service Catalog as spadmin user.
2. Navigate to form designer.
3. Create a form and add **Text Area** component.
4. Click on '**value**' attribute in attribute panel.
5. Try to click on ? mark which is help icon
6. **Note:** tool tip of help icon is not externalized, it displays "**fattr_help**"
? icon disappears for a few of the attributes and Help link does not open.

DE45262

FD Table_Pagelayout, the Table inside page layout gets expanded if the table has increased number of columns.

Steps to Reproduce:

1. Import the forms attached to the defect.
2. In the IE browser - Go to request details page, open the service, table_inside_fieldset_inside_page_layout.
3. Try to Add the row in the table inside page layout.
4. You will observe the table is getting expanded distorting the UI.
5. In the IE browser - Go to request details page, open the service, table_inside_fieldset_inside_column_layout.

6. Try to Add the row in the table inside column layout.
You will observe the pagination is distorting the UI.

Expectation: The Table should be rendered and there should be no distortion in the interface.

DE51364

Editable attribute must default to true when attribute is empty.

Steps to Reproduce:

1. Add a lookup field in any of the existing form or create a new form.
2. Remove the value from 'Editable' attribute, i.e., make the attribute value empty.
3. In the request page, verify if you can enter text into the lookup field.
Lookup field is not editable when the attribute is empty.

Expected: When the editable attribute is empty, lookup field should be editable.

DE50895

Edit Request Flow Issue.

Steps to Reproduce:

1. Submit any Request which has a form.
2. Open the submitted request.
3. Click on Edit button to edit the request.
The form fields are in disable mode

Expected Result:

When the request is edited, the form should not be in disabled mode.

DE49880

Dual List form element problem.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Go to Catalog, Forms, 'Testing' folder, locate 'dual_list_DE49880' form.
3. In this form, it has a dual list and it uses static options to populate the dual list.
On the left pane of the dual list, it lists each option's "Include in Email" attribute value as true or false. This is incorrect.
It should list the each option's label text. It should list as:
 - a. option_1
 - b. option_2
 - c. option_2

DE49963

Associating process instance with service option error.

Steps to Reproduce:

1. Ensure that you have CA Service Catalog installed with CA Process Automation.
2. Perform any operation which triggers the Process Automation Process (Request life cycle).
3. Check the log file, it shows an error "Associating process instance with service option"

Expected Result: There should not be any error in the log

DE49962

Large Script Navigation Issue in IE Browser.

Steps to Reproduce:

In CA Service Catalog form designer, if you have a large script, the cursor moves around erratically in IE browser and is difficult to navigate. For example, if the cursor is at the top of the script and you scroll to the bottom using the scroll bar, then, try to click the script at the bottom, the window jumps back up to the top. This is not observed in Chrome.

DE51879

Date/Time empty date text showing time format when nothing is plugged in.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Raise a Request to an offering with a date field in it, for example, "AAA_test_date" offering (under the not categorized folder).
3. You will see the date field is empty and has grayed out information "mm/dd/yyyy / HH:mm:ss".

DE50106

Data object issue when in the query you have a "ORDER BY" and when you click on "SORT" of a column.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Administration, Report Builder, Data Object, Default, locate "caContactTable" report data object. In this , you will see the SQL query :

select userid, first_name, last_name from ca_contact order by userid ASC

3. Navigate to Administration, Report Builder, Data Views, Default, locate "caContactTable" report data view.

Note: It is based on "caContactTable" report data object.

4. Run the report.
5. You will get the table view.
6. Click column name's sorting icon to sort any column. An error message is displayed.

Note: In the above, if you change the report data object by removing " order by userid ASC ", then, the corresponding data view column sorting works .

DE50922

While copying a request with a lookup field (magnifying glass), the lookup does not work.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Raise a request, for example - "AAA_lookup_for_Federated" offering under "xxx_testing_for_Federated" folder.
3. In lookup search field, type spadmin and get the value back in the lookup field.
4. Submit the request .
5. Open that submitted request's request detail page , click "copy" button to create a new request .
6. Now save the request.
7. Before submitting this new request , click magnifying glass of that lookup field, it doesn't work

DE51478

ca_fdAddTableRow default selection issue.

Steps to Reproduce:

1. When you add a new row in a table using ca_fdAddTableRow, it adds a new row which is automatically selected.
2. To make it unselected, open **filestore\custom\explorer\scripts\custom_form_lib.js** file and paste below line at the end of the file:

```
window.isTableRowAutoSelect = false;
```

3. Delete the browser cache.

DE51876

Can intercept database columns and tables (data object) using a proxy in any system with CA Service Catalog SSL.

Steps to Reproduce:

1. Run a proxy application like BURP suite or Fiddler.
2. Configure CA Service Catalog with SSL.
3. Create a request and while creating it, execute a data object by doing some action in the form.
It shows sensitive data at the database level that may pose security risk.

DE52728, DE51815

Cross-Site Scripting (XSS) vulnerabilities in CA Service Catalog.

Steps to Reproduce:

1. Changing the user first name and last name in a request to: `<script>alert(1)</script>`. Then, open the request. It will prompt the alert and then, show the request incorrectly.
2. Insert a row in a table and set to: `click>` Once saved, it will show a link to test.com

DE49368

Active Service Offerings appear in Catalog search after setting to inactive.

Steps to Reproduce:

1. Log into CA Service Catalog.
2. Navigate to Service Offering, Offerings, select "Service Management Administration".
3. Remove the Available on date to set as unavailable the entire folder and the offerings within.
4. Navigate to **Home, Request, Search in CA Service Catalog**, Search for "user". The inactive offerings are shown.
5. Set the service offerings one by one, the offerings do not appear when you searching for them in CA Service Catalog.

DE49449

Error "\$digest() iterations reached. Aborting! - Angular.js".

Steps to Reproduce:

If a forms has too many elements, an error message is shown:

“\$digest() iterations reached. Aborting! -Angular.js”.

Recommendation is to create a form with maximum of 150 elements.

DE49419

Popup window with the available actions sometimes does not appear, or is not visible or does not appear in the right way.

Steps to Reproduce:

1. Login to CA Service Catalog using IE 11 browser.
2. Navigate to Home, Requests, Pending My Action.
3. Have multiple requests (more than 15) in the action list.
4. Click on Actions button for any requests.
See the popup window with the available actions sometimes does not appear, or is not visible or does not appear in the right way.

DE44195

Permissions issue when synchronizing data between CA SDM and CA Service Catalog.

Steps to Reproduce:

1. Login into CA Service Catalog using admin credentials to initiate webservice methods.
2. Impersonate the session to current user using setProxy webservice method.
3. Initiate 'statusChange' webservice method.
4. While trying to impersonate the catalog user (CAUsers_catalog_user_2) , you get a permission exception.
5. However, if you skip the second step (impersonation) using a configuration, request will be closed in CA Service Catalog as it uses admin user (used to integrate between SDM and Catalog).
If you check the status history of that particular request, it shows admin user name instead of CA Service Catalog user name(CAUsers_catalog_user_2).

DE52146

Import not working due to ixutil issue.

Steps to Reproduce:

1. Create a folder with name 'GSO Request'
2. Under '**GSO Request**' folder, create a new folder with name '**GSO Non Prod Change**'
3. Import attached form using ixutil.

Note: uncheck "quick import" and check the "disallow duplicates" option before importing.

Error is thrown in the back-end and 0 forms shown as imported in the report.

Expected: Import should be successful with 18 forms shown as imported in import report

DE49508

Cannot submit a ticket with an attachment when "Attachment Mandatory" is checked after performing an upgrade.

Steps to Reproduce:

After an upgrade, when submitting a request with an attachment, which has a service option with "Attachment Mandatory" checked, the following appears: To submit this request, you must add an attachment to the service option(s). Use the Attachment icon of the service option. This is problem with the Access Control Services option group.

DE49719

CA Service Catalog offerings do not load properly and are being cut off. The "Add to Cart" and "Check Out" buttons are missing.

Steps to Reproduce:

1. Configure a custom offering which has information only using a URL Link or Import customer's offering to CA Service Management 14.x and 17.2 environments.
2. Ensure that the offering is usable in CA Service Management 14.x
3. Perform the same in 17.2 and the offering is not usable.
4. Data is cut off and the buttons are missing.

DE52409

Intermittently Unable to "Add to Cart" or "check out".

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Home, Requests, raise a request to "MyTalent Service Request Center" offering (under "Not Categorized" folder).
3. Check and select "Request a Report Transcript".
4. Click "Report" radio button , fill in all the required fields and check the **No** radio button at the end .
5. Click "**submit**" button to submit the request.
You will get validation error even if data is entered in all the required fields.

DE50149

Administrators or CA Service Catalog designers are taken back to login screen when editing the definition of a specific service offering.

Steps to Reproduce:

1. Attempt to Edit the Definition of a custom offering after applying 17.2 RU1 + T6D9456.
2. User is logged out of CA Service Catalog and then, taken to login screen.
3. This issue is not noticed in all Service offerings.

DE51605

CA Service Catalog Form issues with missing rows during approvals in table.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Configuration, Request Management, set "Allow Discrete Handling of Service Options After" as Pending Fulfilment and "Allow Discrete Request Life cycle" After Completed.
3. Raise a request to an offering.
4. Add it to cart without filling any value. Ensure to add it to cart at least twice.
5. The request goes to submitted state.
6. Query the MDB: "select * from usm_subscription_detail where request_id = < that request's request_id>".
7. Use SoapUI to assign each of the two offerings to the same user spadmin via assignPendingAction() web service call.
8. Now, login to Service Catalog Interface as spadmin and attempt to perform approval/reject action.
9. You will see that spadmin is the approver for both service offerings in the request, both are enabled for spadmin to perform approval/reject action. Select one service offering for approval this and click Save button. It validates another service offering even when this is not selected.

DE52808

Unable to fetch item status drop-down Value.

Steps to Reproduce:

1. Edit any existing service option (which has a form attached to it) , edit the service option and add any of the following element, cost element / text element / date element.
2. Add onsubmit function to above form, ca_fd.js.submit().

```
{
  submit: function(){
    alert(_.serviceoption.newStatus);
    return true;
  }
}
```
3. Raise a request with the above service option.
4. New status is not getting updated with the action selected.
5. At approval page, choose approve / reject from actions drop-down and click submit.

Expected: Alert should show the action code selected in the actions dropdown. 800 for approved, 600 for rejected.

DE49052

Radio buttons values are not loaded (are blank) in request approval stage.

Steps to Reproduce:

1. Removed the Order Request Form from the offering.
2. Removed onSubmit/onLoad too.
3. Log out of CA Service Catalog and empty the browser cache.
4. Login back.
5. Try using the Request URL a few times via the browser and eventually the behavior shows up where instead of 4 radio buttons, only 3 is seen.

DE51402

The links and the tabs are overlapped in the Cart Checkout page.

Steps to Reproduce:

Use Chrome Browser.

1. Login to CA Service Catalog.
2. Navigate to Requests.
3. Click on the Cart link.

OR

4. Navigate to Requests
5. Select Find Requests from My Requests and click on Cart link.
6. Click on **About**. It does not open the About page.
7. This is working as expected in IE browser and Firefox.

DE51158

Radio button is not selected by default when the form is loaded.

Steps to Reproduce:

In CA Service Catalog make Radio Button parameter checked value as True, but the Radio button is shown as not selected.

1. Add couple of radio buttons.
2. Set 'value' attribute to Test.
3. Set 'checked' attribute to true.

4. Radio button is not selected when the form is loaded.

Expected: In the request page, radio button should be selected when the form is loaded.

DE52211

CA Service Catalog form scripting issue.

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Home, Requests, "Not Categorized" folder, raise a request to an offering.
3. Select the first service option .
4. In Select drop-down, select the last name Administrator.
5. Ignore the debugging alert message pop up.
6. Once the Administrator value is selected, it is able to get other fields in the form populated with the contact's information accordingly by querying the database ca_contact table .
7. It is not able to get other fields in the form populated with the contact's information accordingly by querying the database ca_contact table .

DE50822

Help Link in Edit BU and CA Service Management Admin, Tools, click on Help Window is not directing to respective Help content.

Steps to Reproduce:

1. Login to Catalog spadmin/spadmin.
2. Navigate to Administration, Business Units.
3. Edit the root BU, a Note appears as in below:
It redirects and displays "No topics found." message

Note: It is recommended that you perform this task using the administrative service offerings to ensure that the changes you make are applied to all the products in the solution.

4. Click on the link "click here"
Expected: Should navigate to "Administering CA Service Management" content page in CA Service Management Techdocs documentation.

DE49996

Data is lost in multiselect if data contains comma.

Steps to Reproduce:

1. Login to CA Service Catalog as end user.
2. Select request for the above create offering.
3. Select all values in Multiselect, Select, and Dual list,
4. Submit the request through cart.
5. After submission, the data in multiselect is lost.

Expected result:

No data loss should happen in request life cycle.

CA Asset Portfolio Manager

DE50424

Installation Failure

Steps to Reproduce:

1. On 11.3.4 MDB, run health check utility in Report mode.
2. Get the files, review, and if required perform some manual updates to database.
3. Run the health check utility in Report and correct mode.
4. Using the CA Service Management 14.1 installer, install CA Asset Portfolio Manager (ITAM()) 14.1 pointing to 11.3.4 MDB.
5. If there are no issues noticed in Step 4, run the migration utility. (Depends on the data size, this may take considerable time to complete).
6. If there are no issues noticed in step 5, upgrade ITAM 14.1 to 17.x by using the CA Service Management 17.x Installer.

Note:-Prerequisite for step1 MDB 11.3.4 is cumulative patch 14.x or higher.

CA SDM Mobile Application

DE49466

CA Service Point mobile app against NTLM based Service Point and xFlow Interface URL does not work.

Steps to reproduce:

- 1) Enable NTLM authentication for an access type in SDM and make sure Service Point app is available for that access type.
- 2) Enable NTLM in xFlow too.

- 3) Restart xFlow and try to access Service Point URL via a browser first. Make sure it functions fine for NTLM as expected
- 4) Try the same URL now via the CA Service Point mobile app from play stores.

Error is displayed “unable to login due to invalid credentials”.