

CA Service Management 17.3.0.6

Fixed Issues- Steps to Reproduce

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Service Desk Manager

Following issues were fixed in CA SDM 17.3.0.6:

DE60193/DE59404

'prev_time' field of 'usp_kpi_ticket_data' is not populated after installing CA Service Management 17.3.0.1 and later release versions.

Perform the following steps:

1. Login to SDM.
2. Install kpi_ticket_data_enable_workshift,kpi_ticket_data_table, kpi_ticket_data_table_delay from Option manager.
3. Attach existing workshift to Service type. Example: 24Hours
4. Attach existing Work Schedule to contact. Example: 24Hours
5. Attach service type to Request Area. Example: Email
6. Create tickets with area modified in Step 5.
7. Try to change the status of the ticket with some durations.
8. While running this below query we find NULL.
9. Select id, obj_name, obj_id, prev_time, field_name, field_value, ktd_duration, ktd_duration_wshft, workshift from usp_kpi_ticket_data

DE60236

After applying test fix T5UG443, pdm_load for NULL DATE data shows date and times which results in a 0 in MDB.

Note: The steps to reproduce for this issue is similar to [DE60193](#).

Issue Ticket Type - Property Change Entries in Ticket Logs Activities.

After upgrading, the soap web service method createIssue() with an issue category that has some properties shown the activity log " Property Changed the property property-name is changed from " to ". ", though the WS call does not specify any property value.

Steps to reproduce

1. Ensure you have an issue category "isa" that has some properties
2. Run a soap web service with xml payload like:

```
<ser:createIssue>  
<sid>241774847</sid>
```

```
<creatorHandle>cnt:140557EBDC688E438487725370F1D7EA</creatorHandle>
<attrVals>
  <!--1 or more repetitions:-->
  <string>requestor</string>
  <string>cnt:140557EBDC688E438487725370F1D7EA</string>
  <string>category</string>
  <string>isa</string>
  <string>description</string>
  <string>testing from soapui</string>
</attrVals>
<propertyValues>
  <!--1 or more repetitions:-->

</propertyValues>
<template></template>
<attributes>
  <!--1 or more repetitions:-->

</attributes>
<newIssueHandle></newIssueHandle>
<newIssueNumber></newIssueNumber>
</ser:createIssue>
```

You will see in the activity log of the newly created issue, there are some "Property Changed" activities saying property changed from " to ".

DE59824

Unable to access Help directly from the Incident search page.

Perform the following steps:

1. Login to CA SDM Portuguese Environment.
2. Navigate to Service Desk, Search, Requests/incident/Contact.
3. In the Request List form right click, Help on this window.
4. It does not redirect to Product Documentation page and displays a blank window with [] character.

This issue is now addressed and Help page can be accessed.

DE55652

Jaspersoft Scheduled Reports are not running as expected.

Perform the following steps as a workaround:

1. Login to Jaspersoft server and create a report, schedule the report to run on a daily basis.
2. Open View menu and click on Schedules.
3. Edit the schedule report which is failing.
4. Click the output options on the right side.
5. Select the check box beside Sequential File Names by Timestamp.
6. Click Save.
7. Scheduled Reports works successfully.

DE59477

Missing Documentation **rest-doc.zip** for RESTFUL and SOAP in CA Service Management 17.3.

API documentation is available in CA Service Management 17.1 and CA Service Management 17.2, but not in CA Service Management 17.3. It impacts customer confidence in going ahead with the upgrades.

Perform the following steps:

1. Upgrade to CA Service Management 17.3.
2. Navigate to \$NX_ROOT\doc.

The rest-doc.zip file does not exist.

DE58905

CA Business Intelligence Jasper Server 6.4.3 error "**Already closed**" when using the "**Totals Data**" option for a table and using Created Measures.

Perform the following steps:

1. Login to JasperServer url.
2. Create or use Service Management Domain to use sdm_ds datasource.
3. Create a new Ad Hoc view using the Domain from above and select Table.
4. Create a new "Created Measure" with a long formula (> 128 characters) similar to:
IF(Contains("Incident Ref Num", 'SOMEWHAT SATISFIED') or Contains("Incident Ref Num", 'Not Applicable') or "Incident Ref Num" == '22' or "Incident Ref Num" == '23', 1, 0
5. Add 1 Field and the Created Measure as Columns.
6. Select "Totals Data". The issue will appear.
"Already Closed" error will popout on the jasper pager.

DE59404

Attribute: ktd_duration_wshft not getting captured in usp_kpi_ticket_data database Table.

Perform the following steps:

1. Install kpi_ticket_data_enable_workshift,kpi_ticket_data_table, kpi_ticket_data_table_delay
2. Attach existing workshift to Service type, and contact (Assignee,Requestor)
3. Attach service type to Request Area. (prob_category: Email)
4. Create tickets based on Request area.
5. Try to change the status of the ticket with some durations.
6. While running the below query, it shows NULL.
Select ktd_duration,ktd_duration_wshft,workshift from usp_kpi_ticket_data

DE60116

Unable to run Cora clean up in CA Service Desk Manager 17.3.

Perform the following steps:

1. On the SDM server go to command prompt and run Cora Cleanup using below command:
2. CORACLEANUP /SERVER ibndev004144 /TYPE 2 /USERNAME sa /PASSWORD interOP@004144 /SCOPE USD /METHOD reinit /DATABASE mdb
3. It throws error in aC:\Users\Administrator>java -version (java version "1.8.0_112")

xFlow Interface/Service Point

DE59661

Group Approvals are not working in Service Point.

1. Login to Service Point using Creds user1/CAdemo123.
2. Submit VPN Access Request.
3. Login to Service Point using creds mgr1/CAdemo123.
4. Click My Approvals.
5. The submitted request is not displayed in My Approvals.
6. You login to Service Catalog using same creds.
7. You can see the request in pending Approvals.

Note: This happens when Approvals are assigned to groups and not directly to users. Configuration is required for the requests approvals to be moved to group for approval via catalog policies.

DE60216

In xFlow Interface, notify does not attach uploads to ticket.

Perform the following steps:

1. Open a Request/Incident/Problem in xFlow Interface.
2. Use the Notify dialog.
3. Specify a simple text.

For example: test

4. Select a valid Attachment.

In this case, text file is displayed that is huge in kB in size

5. Click **Done**.
6. Manual Notify message is displayed in the activity log with an email.

Expected Result: The uploaded file should be attached to the ticket and included in the sent email.

DE59816

xFlow Interface Command bar update status adds log comment but not via status popup dialog.

Perform the following steps:

1. In the xFlow Interface using the Command bar update status Open to Close.
It will ask to log comment.
2. The given comment can be seen under the **Activities** tab.
3. Now, again in xFlow Interface using the Update status button, change status from **Open** to **Close**, **Log comment** and **Close**.

The given comment cannot be seen under the **Ticket Activities** tab.

DE58975

Log comment in Card view is not reflected when changing status.

1. Navigate to the xFlow Interface Card View.
2. Select any ticket and click on the "**Additional Actions**" (three dots icon)
3. Select **Status**.
4. Change the Status to anything else and log a comment
5. Open the ticket itself and take a look at the stream

It reflects the status changing, but the logged comment is not reflected.

Workaround: The "**Comment**" icon (in Card View) can be used for logging comments.

DE59654

Incorrect translations in German xFlow Interface.

1. Login to xFlow Interface (German locale).
2. Card and List contains Team whereas it should be "Gruppe"
3. Ticket detail attributes contains Kunde whereas it should be " Betroffener Endanwender".

DE58980

In Service Point, default value is set but Field is empty.

CI is a required field and unable to create ticket without the value manually selected.

Perform the following steps:

1. Login to CA SDM.
2. Navigate to Administration, xFlow Interface, Service Point, Default.
3. In the new Ticket attribute, **Add CI**, select a default value and save.
4. If the CI defined appears within the top 10 CI's displayed, then it is seen as default CI.
5. If the CI list is long and default CI is either the 12th or 13th CI, then, the CI field is blank.

The CI field is blank, default value is not seen.

DE59662

CA service Point - users are allowed to edit/delete the comments. When comments are added to a Request and assigned for to Manager approval. Managers can edit /delete user comments. Comments are not editable for managers in service catalog.

- 1) Login to service point using creds user1/CAdemo123.
- 2) Submit **Proxy Access** Request.
- 3) Add comment to this request.
- 4) Log in service point using creds mgr1/CAdemo123.
- 5) Click My Approvals.
- 6) Open Comments Section.
- 7) You get option to edit / delete user comments.

Note: Configuration is required for the requests approvals to be moved to group for approval

DE59996

Wrong date format in Announcements in Service Point.

Perform the following steps:

1. Create an Announcement in regular GUI. Make a note of date format.
2. Login to Service Point, the announcement is displayed in an incorrect format and with unwanted characters , like, **vm.m**.

DE60032

xFlow Interface comment status is not saved.

Perform the following steps:

1. Ensure CA Service Management 17.3.0.4 is installed in your environment.
2. Login to xFlow Interface and click Queue.
The Ticket Card List is displayed.
3. Select a Card/Ticket, click the Ellipsis (...) and select Update Status.
4. In the popup, select New Status and enter some comments and click Submit.
5. Now, verify the ticket, you will see that the status does not change and the comment is not present.
Error messages show up in the Incident Microservices Log file.

Note: This behavior is not observed in release versions before CA Service Management 17.3.0.4.

CA Service Catalog

DE59772

Checkout button appears when having an item in the cart and "Allow Only One Service Per Request" set to Yes.

After enabling Allow Only One Service Per Request in Service Catalog, if you have a service in the cart and select a new service that contains a form, the checkout button appears and now click the button, it tries to add the service and takes you to the cart but to the original item that was already in the cart.

DE59659

CA Service Catalog widgets - incorrect sorting of notes (comments). Request notes sorting is not happening when widgets are used. The problem occurs when a year changes.

1. Login to Catalog widgets.
2. Raise a request and add multiple notes spanning across many years. For example: 02/15/2020, 02/15/2021 and so on.
3. Observe that notes are sorted by grouping same months of different years.

Since, it seems that the ordering is done on the "month" value, the resulting notes order could be then something like:

4/23/2005
3/11/2018
2/13/2019
2/25/2020
1/12/2021
1/11/2021

You need the entries to be sorted out with most recent are on the top and the oldest to be last, so the order would be:

1/12/2021
1/11/2021
2/25/2020
2/13/2019
3/11/2018
4/23/2005

The main issue is that when a month switches for example to February, new notes from February will be sorted to a block with all February notes from all other years, and so on respectively for each month:

12/xx/2018
12/xx/2019

12/xx/2020

12/xx/2021

11/xx/2020

11/xx/2021

...

03/xx/2019

03/xx/2020

03/xx/2021

Note: This issue is reproduced only when comments are added in different year.

DE59810

CA Service Catalog the IN operator does not work while creating an event filter.

Perform the following steps:

1. Login to CA Service Catalog, Home, Administration, Events-Rules-Actions, Request/Subscription Item Change, Add Rule.
2. Click "Add filter" button (adjacent to Event filter).
3. Set:
 - a. Property : code (or any String property)
 - b. Operator: IN
 - c. Constant: test
4. Click the down arrow to add to current conditions.
5. Console tab shows the following error:

```
wpf?Node=icguinode.r...&conditions=yes:175 Uncaught TypeError: t.substring is not a function
at escapeAndQuote (wpf?Node=icguinode.r...&conditions=yes:175)
at addcondition (wpf?Node=icguinode.r...&conditions=yes:119)
at <anonymous>:1:1
escapeAndQuote @ wpf?Node=icguinode.r...&conditions=yes:175
```

DE60164

When requests are assigned to a team that contains Turkish characters, people in this team cannot access the request.

Perform the following steps:

1. Create a group name in EEM with few Turkish characters in it.
2. Assign any user to that group.
3. Assign pending action to the newly created group.

4. Login into the Catalog with the user who is part of that group.
5. There are no pending actions in request list.

