

CA Service Management 17.3.0.7

Fixed Issues- Steps to Reproduce

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Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.7:

DE60929

Unable to select date greater than 30th Nov 2030 in CMDb.

User is not able to select date greater than 12/31/2030. Date picker list Year till 2030.

Manually, if you try to enter the date greater than 12/31/2030, Bad Date error is displayed.

DE60581

In Internet Explorer, employee interface is not displaying OK and Cancel buttons when attaching file to an incident.

Perform the following steps:

1. Set the Compatibility View Setting and check the checkbox "Use Microsoft compatibility lists" uncheck "Display intranet sites in Compatibility View".
2. Set role to a role with Employee interface.
3. Get to an incident detail page.
4. Click on Attach Document.
5. On Create New Attachment page click on Locate File.
6. File Upload Popup comes up, but the OK and Cancel buttons are missing

DE58931

Auto-Close is not triggered during a failover in CA SDM Advance Availability.

When an analyst resolves a ticket while a failover is in progress, the auto-closing event is not linked in the ticket. The status is changed to resolved, but the ticket remains so, and the auto-close is not triggered.

Perform the following steps:

1. Enable auto-close for incidents/requests (On the Administration tab, select Service Desk, Application Data, Codes, Auto Close) and create a ticket (example: incident) in SDM in Open Status.
 2. Login to CA SDM application server and open the ticket.
 3. Perform a failover in your standby server.
 4. While the failover is in progress, set the status to **Resolved** in the application server.
 5. Observe that auto-close is not linked to the ticket.
-

DE59143

Mail notifications are lost.

Perform the following steps:

1. Edit any incident (for example: 46) and update the status and modify the summary and description field and press Save Button.
2. Check the site\mail_undeliverable folder, you will see an undelivered email
 - a. If you only update status, emails are sent.
 - b. If you only update summary or description fields, emails are also sent.

Note: you can check user 01, user contact user form and put your email address to receive emails if you want.

Since some emails are missed, so some users will not be notified and can miss important mails.

DE58968

CA SDM - Ignoring duplicate definition of domset STDLOG Error.

1. Create a custom table (i.e., z_location) with WSP Schema Designer, and add a few fields (i.e. City, State, Zip_code, code etc.).
2. Save changes.
3. Stop SDM service and run pdm_publish.
4. Restart SDM service.
5. Via WSP Schema Designer, select the custom table created in step #1 above and select the DOMSET tab.
6. Modify one of the DOMSETS (i.e. MLIST_DYNAMIC) by right-clicking and selecting PROPERTIES.
7. Add a column to the SORT COLUMNS field (i.e. state).
8. Save changes.
9. Stop SDM service and run pdm_publish.
10. Restart SDM services.
11. Check current STDLOG. Error message is displayed.

DE61180

Errors while loading CA SDM Services (xflow_mobile_attrs).

1. Apply CA Service Management 17.3.0.6 on 17.3GA or above versions.
2. Restart SDM service.

3. Following errors may appear in the Service Desk Manager standard log file about the missing database (DB) tables.

```
05/23 05:58:15.75 ibndev004144 bpvirtb_db_srvr      53360 ERROR      vdbmisc.c        688 Miscellaneous
Database error occurred :[Microsoft SQL Server Native Client 11.0] [ SQL Code=208 SQL State=42S02] Invalid
object name 'usp_mailbox_oauth'.
```

```
05/23 05:58:15.76 ibndev004144 sqlagt:select4      60840 ERROR      sqlclass.c        1016 SQL Execute failed:
[Microsoft SQL Server Native Client 11.0] [ SQL Code=208 SQL State=42S02] Invalid object name
'xflow_mobile_attrs'.
```

The majic changes related to usp_mailbox_oauth and xflow_mobile_attrs are present in the system, however, corresponding MDB tables are not present.

DE60043

Visualizer continues to show relationship after being removed.

Perform the following steps:

1. Ensure you have 4 CIs: CI1, CI2, CI3 and CI4
2. From CI3, add relationships as CI1 runs CI3, CI2 runs CI3
3. From CI4, add relationship as CI3 runs CI4
4. From CI3 detail, click on button CMDbViewer and the popup VZ page displays the right relationships. Close the popup page
5. From CI3 detail page, right click on relationship "CI2 runs CI3" and choose delete and confirm the deletion.
6. Now click on CMDVfViwier again, you will see the same relationships as before--that is, CI2 runs CI3 still display, though it was deleted moment ago

Note: Log out and logsback again, the relationships will display right.

xFlow Interface/Service Point

DE60485

Failure to display values in category properties with validation rule. Service Point is showing a failure to display values when you select a certain category (pcat), with a property (cr_prptpl) configured with a validation rule (prpval_rule), the values inactive are being displayed as a choice option.

Perform the following steps:

1. Create a request area called "AAA" that has a property P1 which has a dropdown validation rule Rule1.
2. Rule1 has 3 values: v1, v2 and v3 and make v2 inactive. So this Rule1 has 2 active values v1 and v3 and one inactive value v2.

3. Login to Service Point and choose AAA area, you will see property P1 dropdown.
4. Click on the drop-down, it displays all 3 values v1, v2 and v3 and you can even choose the inactive v2 value to create an incident.

DE60243

Problems with the resolution button in xFlow Interface. Unable to open the Resolved Incidents from the xFlow Interface.

Perform the following steps:

1. Set Data Partition with constraint group.alias as below:
 - a. Table: Call_Req
 - b. Constraint Type: Update
 - c. Constraint: (category IS NOT NULL AND description IS NOT NULL AND urgency IS NOT NULL AND impact IS NOT NULL AND group IS NOT NULL AND affected_resource IS NOT NULL AND symptom_code IS NOT NULL AND type ='I' AND group.alias = 'INC')
2. In xFlow Interface, open a ticket with status equals Open, the Resolved button will be grayed out.
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.
But opening a ticket with others status ex: In Progress the Resolved button will be available.
3. If we remove the constraint **group.alias** = 'INC', the Resolved button is not grayed with any status.
Expectation is Resolved button should be available even with the constraint for status where transitions are allowed.
This behavior change is noted with defect DE55969.

DE59606

Service Point Mobile does not allow to create tickets if there are required properties in the selected Area.

Perform the following steps:

1. In SDM, create a mandatory property for an area.
2. Open Service Point Mobile app and select the area from above.
3. Enter a description and a value for the property.
The Create ticket button is grayed out and does not allow to create a ticket.

DE59485

SSL Configurator is not reading keystore after importing a certificate.

Perform the following steps:

1. Go to CASM-SSL-Configurator-17.3 directory, delete the casm.keystore file that is in place.
2. From CASM-SSL-Configurator-17.3" location, run the casm_sslconfig.bat command.
3. Fill in the prompt for the password to create a new keystore.
4. Generate a Self-Signed Certificate. Confirm that you can see the Alias entry.
5. Select "Import a Certificate" and select the certificate file "itechpoz.crt" located in C:\CASM-SSL-Configurator-17.3.

6. The above certificate imports successfully, but will render both aliases inaccessible. Users are unable to use the SSL Configurator's CSR generation procedure to create a CA Signed certificate due to local security regs.

DE58855

xFlow Interface depended attr control call_back_date shows only date and no time.

n xFlow when you try to update the status, with the Call Back Date set as the dependent attribute control:

1. . Make Call_Back_Date as a dependent control attribute for status updates
2. Login to xFlow Interface.
3. Try updating a ticket status to one with dependent control attributes.
4. Observe that the Date attributes, appear in a very small window. Scroll down and click "Today" button. Note that it incorrectly sets Jan 1970 as today's date.
5. Click Today for second time. Note that the date is now the correct one, but there is no time field to select.

DE61167

Service Desk ticket status not showing on Service Point.

Perform the following steps:

1. Apply RU6 on 17.3 install.
2. Log into Service Point -> click on my tickets

It no longer displays ticket status. However displays Catalog ticket status, only sdm status is not displayed.

CA Service Catalog

DE60614

Adding Notes in CA Service Catalog - Missing Hour.

Notes window only shows date for the added notes and not the time.

Expectation: Notes window should also show date and "Time" for the added notes.

DE60413

Unable to approve request with latest CA EEM (12.6.02) when request approval is assigned to a group and the group name has Turkish or localized characters.

CA EEM 12.6.02: Perform the following steps:

1. Ensure that CA EEM 12.6.02 is installed in your environment.

2. Create users as end1 and end2 with employee role.
3. Create CA EEM group as "Sistem İşlemeÖ vÇe HĞizmet AŞnaÜliz".
4. Associate the users created in Step 1 to this group.
5. Assign this for approval in CA Service Catalog.

Perform the following steps in CA Service Catalog:

1. Login with user1.
2. Create request.
3. Make sure that request is in the pending approval state.
4. Now, Logout.
5. Login as any user.
For example: user2, part of the same group for approving above request.
6. Navigate to **My requests** and select the newly created request for approval.
7. Approve request and verify.

User2 is able to approve request. But unable to approve request with user 2.

Observations:

With the latest version of CA EEM, create a group in CA EEM with lowercase in CA Service Catalog. If CA EEM group name has special Turkish words or localized characters like "Sistem İşlemeÖ vÇe HĞizmet AŞnaÜliz" it is not converting to lowercase Turkish characters. Here, the group name of CA EEM and CA Service Catalog are not matching and hence, unable to approve a request in CA Service Catalog.

