

## **CA Service Management 17.3.0.8**

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

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## Service Desk Manager

Following issues are fixed in CA Service Management 17.3.0.8:

### DE61464

ERROR pdm\_d\_misc.c 833 Buffer overrun reading STDIO. Data is lost.

Perform the following steps:

1. After applying CA Service Management 17.3.0.6 or 17.3.0.7, the following error is reported in logs:  
06/22 00:00:07.09 pdm\_proctor\_nxd 12948 SIGNIFICANT STDIO 0 Sending request...  
06/22 00:00:07.17 pdm\_proctor\_nxd 12948 SIGNIFICANT STDIO 0 Recieved response with status:401
2. 06/22 00:00:17.17 pdm\_proctor\_nxd 12948 SIGNIFICANT STDIO 0 00:00:17.165 [pool-1-thread-1] ERROR com.ca.casm.telemetry.TelemetryDataSender - Failed to upload telemetry data.
3. The above errors are seen when only the mandatory fields are updated for Telemetry as seen in the image:

**Telemetry Service Settings**

☐ This is an install or upgrade under a Portfolio License Agreement.

\*Enterprise Site ID:

\*Environment Type:

Internal Identifier:

Company Domain:

Proxy Server URL:

Proxy User:

Proxy Password:

**More Info**

**Install related to PLA?** Determines whether this install is related to new or incremental usage under a Portfolio License Agreement.

**Enterprise Site ID (Required)** Listed on your agreement and the CA Support portal

**Environment Type (Required)** Type of environment - Production or Non-production

**Internal Identifier (Optional)** A department or cost center - that you use for internal tracking

**Company Domain (Optional)** Last part of your company's email address

**Proxy Server (Optional)** Proxy Server details.

After updating other fields like **Internal Identifier**, **Company Domain**, and **Proxy Server URL**, and running the installer again, this issue is not seen.

## DE61291

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

Sometimes **es\_ebl** pushes data from CA SDM to indexes using a wrong index. This happens when a rebuild index is done for the search server.

**Note:** There are no known steps to reproduce.

An error similar to the one below is seen in the esEvents.log file

```
DEBUG wire 72 http-outgoing-574649 << "HTTP/1.1 404 Not Found[\r][\n]"
```

```
DEBUG wire 86 http-outgoing-574649 << "{\"error\":{\"root_cause\":{\"type\":\"index_not_found_exception\",\"reason\":\"no such index\",\"resource.type\":\"index_expression\",\"resource.id\":\"sdm_index_1620795616\",\"index\":\"sdm_index_1620795616\"}},\"type\":\"index_not_found_exception\",\"reason\":\"no such index\",\"resource.type\":\"index_expression\",\"resource.id\":\"sdm_index_1620795616\",\"index\":\"sdm_index_1620795616\"},\"status\":\"404\"}"
```

## DE60832

Wrong SLA recalculation after changing service type on a ticket.

If you have installed the option "set\_sla\_evt\_open\_date", only Service type events are calculated from open date and it is not working for target dates (target and events are attached to the same Service Type).

1. First create a target resolution "Resolution" in the Administration Tab, Service Desk Node, Service Target Templates, Create New, choose a Request/Incident/Problem as object type.
2. Fill the form fields in the service target template window as below:
  - a. Name: Resolution
  - b. Target duration: 01:00:00
  - c. Workshift: <empty>
  - d. Condition : Req. Status <> Resolved
3. Create new Service Type "SLA 1H" with no workShift and no timezone
4. Under the **Administration** Tab, Service Desk Node, **Service Types**, Create a new "SLA 1H" in the symbol field and keep workshift and timezone fields empty. Click **Save**.
5. Click **Service Target** tab and select "**Link Service Target Template**" button. Choose the **Resolution** target and click Save.
6. Click the **Request** tab and click "**Add Service Type Event**" button.
7. Select "**priority 3 cr resolution violation**" and click **Continue**. Enter "SLA violation" in the name field and change the Delay time to 01:00:00.
8. Click. **Save**
9. Note: Ensure that the event workshit of "priority 3 cr resolution violation" is equal to 24 hours.
10. Now, create a second SLA 2H. (Repeat the same steps in section 2 or follow the below steps).
11. From the SLA 1h window form, click on file, copy a new window with same service target and event.

12. Enter "SLA 2H" in the symbol field. Click Save.
13. Click the Request event tab. Change the delay time of the SLA violation event from 1:00:00 to 2:00:00.
14. Click Request Target tab and change also the delay time to 2:00:00.
15. Add these 2 new Service Types to 2 existing categories: Printer with ST = "SLA 2H" and email with ST = "SLA 1H"
16. Install the **set\_sla\_evt\_open\_date** option under option manager tab so now the every time a service type is added to the ticket, the event times will be calculated based on the open date and not the last modified date
17. Test the following scenarios:

**Note:** Ensure to test these scenarios in a normal work Shift or remove the work Shift from target and events or change the regular work Shift to cover your current time.

#### Scenario 1:

1. Create a new incident with category printer. Check the event and service target under service type. Notice that the evaluation time will be after 2 hours from the opening date which is correct (click **Refresh**).
2. Wait for 3 minutes and change the category to email. Notice that the Service type event is calculated from the Open date while the target is calculated from the last modified date.

#### Scenario 2:

1. Create a new incident with category printer.
2. Check the event and service target under Service Type. Notice that the evaluation time will be after 2 hours from the opening date which is correct (click Refresh).
3. Wait for 1 minute and change to status to "waiting Vendor" all the events and target are delayed.
4. Wait for 3 minutes and change the status back to In Progress.
5. Change the category to email, you can see that Service type event are calculated from Open date while the target is calculated from the last modified date.

**Summary:** The "**set\_sla\_evt\_open\_date**" option is working only for events attached to the SLA and not for target.

## DE60676

Error in the initial\_load and rebuild\_index process on Search.

1. Open a ticket in **Service Desk**.
2. Enter a description with more than 2000 characters.
3. Save the ticket.
4. Navigate to the Search Server and run the following command:

`pdm_es_initial_load`

or

`pdm_es_rebuild_index`

Notice that errors are reported.

## DE60322

Wrong SLA Target Calculations.

Incorrect Service Target is affecting SLA calculation.

Perform the following steps:

1. Create 2 Service Targets with 2 Target Durations as **test** and **test1** respectively.
2. Associate these 2 to two different Service Types and Service types to Priorities.  
ex: Priority 1 with Service Type "Priority 1 Resolution" and Priority 2 with Service Type "Priority 2 Resolution"
3. Create a ticket with Priority 1 and see that Priority 1 Resolution Service Type is updated and Service Target time displays as 1 hours.
4. Change the Status of the ticket to "Awaiting vendor" and Service Types will be delayed.
5. Now after 2 hours change the status to Open the Service Types will be resumed.
6. Now change the Priority 2, Service Type "Priority 2 Resolution" will be added and the Service Target time will be of 4 hours (2hrs of the target time + 2hrs of SLA delay).

## DE59765

Service Type events are not triggered as per the End Users time zone.

"Use End User's Time zone" is ignored for a Service Type.

Time Zone: The time zone for the service type. You can enter the time zone directly in this field, or click the search icon to select the time zone from a list. This time zone is used for triggering events in the system if the Use End-User Time Zone option is not selected.

Use End User's Time zone: Select this option if you want to use the time zone that is defined for the affected end user on a ticket for triggering events in the system.

## DE59636

SDM Upgrade - T5ET635 and CRWF table issue.

While upgrading from SDM 14.1 to SDM 17.3, if SDM 14.1 has test fix T5ET635 applied, the CRWF table does not get updated with the new "comments" column/field. As a result, archive and delete policies do not work because the table column <comments> in the table <crwf> does not exist.

Following error is seen in the STDLOGs:

```
6064 ERROR    sqlclass.c      1016 SQL Execute failed: [Microsoft SQL Server Native Client 11.0] [ SQL Code=207 SQL State=42S22] Invalid column name 'comments'.
```

```
6064 ERROR    sqlclass.c      1017 Clause (SELECT crwf.id, crwf.actual_duration, crwf.asset, crwf.assignee,
crwf.comments, crwf.completion_date, crwf.cost, crwf.creator, crwf.date_created, crwf.del, crwf.description,
crwf.done_by, crwf.est_comp_date, crwf.est_cost, crwf.est_duration, crwf.group_id, crwf.group_task,
crwf.last_mod_by, crwf.last_mod_dt, crwf.object_id, crwf.object_type, crwf.persid, crwf.sequence, crwf.start_date,
```

crwf.status, crwf.support\_lev, crwf.task, crwf.tenant, crwf.wf\_template FROM crwf, call\_req WHERE crwf.object\_id = call\_req.persid AND call\_req.id = ?) Input (<int>8113208)

3784 ERROR vdbmisc.c 688 Miscellaneous Database error occurred :[Microsoft SQL Server Native Client 11.0] [ SQL Code=207 SQL State=42S22] Invalid column name 'comments'.

Applying the latest 17.3 RU3 patch does not update the CRWF table with the missing column.

**Observation:** If T5ET635 is NOT installed, then the upgrade to 17.3 adds the 'comment' field to the CRWF table.

## DE59193

Unable to select a user who created a new CI in Object Contact tab of a Notification Rule.

1. Go to Notifications, Activity Notifications, and open the Activity **New Configuration Item**.
2. Select "**Configuration Items**" from the '**Object Type**' drop-down list.
3. Open "**Default Initial Notification Rule for Configuration Items**" and click '**Update Object Contacts**' in 'Object Contact' tab.
4. Object Type drop-down list shows **Configuration Item Activity Log** and click **Search**.  
No Object Contact is displayed.
5. Click **Create New** button. Unable to select the **Configuration Item Activity Log** from the Object Type drop-down list.

## DE58983

PDA Interface: "No matches found" error while selecting the user when Multi Tenancy enabled.

Perform the following steps:

1. Login to SDM web application from an Android device using latest Chrome version
2. Create a new incident: fill the requester, End user and assignee fields and description.
3. Submit the form.

You will see a message that all selected contacts are not matched.

## DE57376

Knowledge Document export does not work in CA Service Management 17.3 (German).

Perform the following steps:

1. Login to CA SDM.
2. Navigate to Administration, Knowledge, Documents, Export/Import, Export/Import Templates, All Docs.
3. In the Export Fields, edit and select German fields, for example, **Lu00d6SUNG** and click **Export**.
4. The export fails and in logs can see below errors:

```
keit_daemon      10752 ERROR    DomWrap.c      959 Failed to complete reply method: 'get_kd' ,BOP
Name:'Alle Dokumente' in class:'Export_Main_Obj', Error:id, DOC_TYPE_ID, DOC_UUID,
```



PRIMARY\_INDEX.INDEX\_PATH, Oben>test, CREATION\_DATE, MODIFY\_DATE, TITLE, KD1, SUMMARY, KD1, PROBLEM, KD1, RESOLUTION, KD1, Lu00d6SUNG

10752 ERROR      export.c      302 Export\_Main\_Obj::recvmsg() - Failed to export document -842150451

It works fine in English without using any German name attributes. The reason appears to be values being defined in Nx.env:

## xFlow Interface/Service Point

### DE61137

After installing CA Service Management 17.3.0.6 in German, announcements in Service Point are not displayed in a 24-hour format.

Perform the following steps:

1. To get the German Date Format, navigate to Program Files\CA\xFlow\APPS\Services\incidentmicroservice-17.0.479\public\conf\casem.conf.js and open casem.conf.js in a notepad and add the below:

dateFormats: {

    "currentWeek": "EEEE",

    "currentYear": "dd MMM",

    "defaultDate": "dd.MM.yyyy",

    "timeFormat": "HH:mm"

},

2. Install CA Service Management 17.3.0.6.
3. In CA SDM Web Interface, post an announcement after 1:00 PM to verify the 12-hour format. In GUI, it displays as 13:00 hour but in Service Point as 1:00.

**Note:** Check user, user contact user form and enter the email address to receive emails. Since some emails are missed, some users are not notified and may miss important mails.

### DE60370

xFlow Interface Command Bar issues.

After typing inside the command bar, and if you want to delete the entered text, xFlow Interface does not allow it.

Perform the following steps:

1. Create a request area called "**AAA**" with property **P1** and select validation rule Rule1 from the drop-down list.
2. Rule1 has 3 values: **v1**, **v2**, and **v3**. Make v2 inactive.  
This Rule1 has 2 active values v1 and v3 and one inactive value v2.
3. Login to Service Point and choose the **AAA** area, you will see property **P1** dropdown.
4. Click on the drop-down, it displays all 3 values v1, v2 and v3.  
You can even choose the inactive v2 value to create an incident.

## DE58645

CA SDM and Service Point Announcement Issue. Having issues with the SDM Announcements not updating correctly for some users. Older announcement are still displayed and some newly added announcements do not display at all.

1. Login to xFlow Interface and CA SDM Interface.
2. Create new SDM Announcement (Administration, Service Desk, Announcements).
3. Access Service Point.  
Notice that the newly created SDM Announcement is not shown.
4. Refresh Service Point.  
CA SDM Announcement is not displayed.
5. Logout and log back into Service Point.  
SDM Announcement is displayed.

**Note:** If user is in the Service Point UI when the SDM Announcement is created, SDM Announcement is seen.

## CA Service Catalog

### DE52752

Service Point Table mix up on Submission.

1. Login to CA Service Catalog and Service Point.
2. Use the IE11 browser.  
Note: With Chrome, you are not able to see an image icon in the Form. Hence, recommended to use IE11 to access Service Point UI.
3. Go to Request a Service, raise a request to "Temporary Batch Schedule" offering via Service Point. Click "Batch GDG".
4. Select "delete" on the Action drop-down list, select "Dataset Name". Enter **1**, and then, click the image icon, it will add the input as a row in the table.
5. Repeat by adding the row in the table with 1, 2, 3, 4, 5 in "Dataset Name" accordingly.

Note: You are required to select other value in Action select drop-down first and, then, select "delete" again in order to have "Dataset Name" field show up each time when you enter new data .

Note that you must insert at least 5 entries in the table in order to see the said issue.

6. Click "submit" to submit the request via Service Point UI. After submitting, you notice that the sequence of table rows is not the same as to what it was before submitting the request.

