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CA Service Management 17.3.0.1- Fixed Issues and Steps to Reproduce

This document describes the steps to reproduce for CA Service Management 17.3.0.1 Fixed Issues.

CA Service Desk Manager

The following issues were fixed in CA Service Desk Manager:

DE54332

Auto-closure does not work. All auto close tickets are not closing affecting their SLA. You are required to manually close the tickets which affects productivity.

Steps to Reproduce:

1. Enable Auto Close by going to Administration, Service Desk, Application Data, Codes, Auto Close settings.
2. Create few Incidents and change status to Resolve.
3. After mentioned Auto close time the ticket does not close and stays in Resolved status only.

DE54327

Change order calendar shows incorrect sort order by schedule start and schedule end date. The Change calendar does not sort when it is using the day or week view, view list works fine.

Steps to Reproduce:

1. Create a change order where the schedule start date is 04/07/2020 08:00:00 and duration is 00:02:00.
2. Create two more change orders where the schedule start date is 04/07/2020 08:12:00 and 04/07/2020 08:14:00.
3. Open change calendar tab, change to day view and check that the change orders are not sorted by schedule start date.

DE51827

Configuration Item Search fails with AHD03053: Bad where clause error

Steps to Reproduce:

1. Create 2 new Families, A and B and 1 Class with the Family A.
2. Create a new CI with the newly created Class.
3. Specify the Host Name with "()", for example, sd4044_p1 (1).
4. Add the following Constraint to a Data Partition specified to an Analyst user.
 - a. Type: View
 - b. Table: ca_owned_resource
 - c. Constraint: family.id != 1000029
 - d. The Family ID is from newly created Family B.
5. Log into CA SDM using a user with the Data Partition. Searched for CI by specifying "%(%)" in the Host Name field.

6. The error "**AHD03053:Bad where clause**" is displayed and the search fails.

DE55868

Error in stdlog when doing a mouseover on a KD

Steps to Reproduce:

1. Login in CA SDM with any user role to create a Knowledge Document article.
2. Create a Knowledge document with basic details.
3. In the Document Access Tab, provide the read permission to role "Level 2 Analyst" and write to Administrator role.
4. Publish the document.
5. Login with another user with role "Level 2 Analyst". Search for KD to find the above created document in the list form.
6. Do a mouseover preview of the document.
7. The stdlog shows an error after the mouseover:
Spell interp failed at show_detail (...) freeaccess.spl:12080 | generic_detail (...)
freeaccess.spl:18389: Math argument type mismatch

The error is very misleading for the administrators. Raised as severity 3 support case.

DE56375

Jasper in debug mode exposes CA Service Desk Manager (SDM) user credentials to Jasper logs. This is observed in CA SDM 17.3 and JasperSoft 7.1 Integration.

Steps to Reproduce:

1. Ensure CABI 7.x Transactional reports for CA SDM is working fine (from CA SDM Insights tab or xFlow Interface Insights app).
2. Enable Jasper in debug mode.
3. MS SQL generated for Domain queries, Hibernate SQL, Input Control Value queries, set all these to DEBUG.
4. At the end, there's an empty line, type: com.ca and set it to DEBUG
5. Try to run SDM Transactional reports now.
6. In the logs you would see the credentials of the CA SDM user logged in. This is a security risk. This password is not set at all in Jasper's JDBC datasource for SDM, it is a security risk that is being passed from CA SDM, Insights as part of transparent authentication and is getting exposed in clear text.

DE53799

Knowledge search on ticket does not work. Knowledge search within Problem ticket that has a Problem Area that is not linked from any knowledge category fails to return expected search results and search filter contains a black row which must first be cleared.

Steps to Reproduce:

1. Log into SDM web interface as ServiceDesk with Administrator role.
2. Under the top-level Administration tab, navigate to Knowledge > Knowledge Categories, create a new knowledge category named KCat01, close the window.

3. Under the top-level Administration tab, navigate to Knowledge, Service Desk Integration, Request/Incident/Problem Search Configuration, put a tick in the following two checkboxes and then click Save:
 - a. Request Area
 - b. Automatically run search when the Knowledge tab of a request / incident / problem is selected.
4. Under Administration tab, navigate to Knowledge, Knowledge Categories, right-click the knowledge category named KCat01 and select Edit Category, click on the tab named "1. Content", in the field named "Request/Incident/Problem Area, enter "Applications" (this is an out-of-the-box Area), click Save, click Close Window.
5. Within the Knowledge Categories window, right-click on the category named KCat01 and select New Knowledge Document, click on the tab named "1. CONTENT", enter testforkcat01 in the Title field, click Save, click Publish, click OK, click Close Window, click Close Window.
6. Ensure that there are no existing knowledge categories for which the Request/Incident/Problem Area in the Content area of the category definition is set to "Email". If you are using out-of-the-box/vanilla environment, this will already be true.
7. Under the top-level Service Desk tab, click File and select New Problem; for the Problem Area, enter Applications, click Save. In the new Problem Detail window, click the tab named "3. Knowledge Management", click the subtab named "1. KNOWLEDGE". Enter testforkcat01 in the Search Terms text field, click Search, the document created in step #5 appears in the list of results.
8. Under the top-level Service Desk tab, click File and select New Problem for the Problem Area, enter Email, click Save.
9. In the new Problem Detail window, click the tab named "3. Knowledge Management", click the subtab named "1. KNOWLEDGE". Enter testforkcat01 in the Search Terms text field, click Search.

Expected Results: the document created in step #5 should appear in the list of results

Actual Results: the list of results is empty

To work-around the issue, click "Show Knowledge Base Filter", notice the first entry is a solid black box, click Clear Categories, click Search, the document created in step #5 appears in the list of results.

DE54275

Maileater error, emails not working when using custom notification method due to missing values in parameters. When using a custom notification method for maileater, the parameters are not being sent with the notification method. It seems that the code in function **DoCommand** in the **PdmMailUtils.class** does not deliver the inputs needed for the called process.

This is evident from the logs we get in the maileater_nxd.log:

2020-03-05 00:06:53:956 DEBUG [ForkJoinPool-1-worker-3] c.c.S.maileater.Mailbox - [mailbox:BASF AHD Mailbox QA:400003] (ahdmailq@pop3.basf-it-services.com/Inbox) completed Mail Poll.

2020-03-05 00:06:55:280 DEBUG [Thread-3] c.c.S.m.c.PdmMailUtils - DoCommand - /opt/CAisd/BASF/bin/basf_mail_reply.pl -s "AHD\sIncoming\sMail" -e "<email address>" -F "" -T ""

Steps to Reproduce (on Windows environment):

1. Create the following batch file in the \$NX_ROOT\bin directory:
name of the file: sampleNF1.bat

location of the file: C:\PROGRA~2\CA\SERVIC~1\bin content of the file:

```
echo %0 > C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %1 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %2 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %3 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %4 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %5 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %6 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %7 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
echo %8 >> C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.out
```

2. Create a notification method as follows:
Symbol: custom_mail_reply
Write to file: No
Supports SMTP: Yes
Record Status: Active
Description: 31791537
3. Notification Method: C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.bat
4. Create a new mailbox rule to process all change orders, sequence #1, as follows:
Sequence: 1
Mailbox: Default
Filter: Subject contains
Filter String: [\t\r\n]change[\t\r\n]
Ignore Case: Yes
Action: Create/Update Object
Action Object: Change
Minimum Artifact Type:
Reply: custom_mail_reply
Reply Subject: Seq1 Service Desk Change Order Response
Write to stdlog: No
Log Entry Prefix:
Add Subject Line:
In the "1. REPLY SUCCESS" tab:
Success Text: seq 1 Test success 1

Success HTML: seq 1 Test success 2

In the "2. REPLY FAILURE" tab:

Failure Text: seq 1 Test Failure 1

Failure HTML: seq 1 Test Failure 2

5. Set the logging for maileater to TRACE level (instead of INFO).
6. Create a new change order or open an existing change order.
7. Click on Activities in the menu and select "Manual Notify". Enter a contact (that is, ServiceDesk) and add it to To Recipients column (ensure that the contact has a valid email address set), click Notify.
8. Check the mailbox of the contact to which the email notification was sent in the previous step (i.e. servicedesk@mail.local). Reply to the email that was received such that it is sent back to the maileater.
9. Check maileater_nxd.log. The following message is displayed:
2020-04-06 13:12:21:508 DEBUG [Thread-3] c.c.S.m.c.PdmMailUtils - DoCommand - C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.bat -s "Seq1 Service Desk Change Order Response" -e "servicedesk@mail.local" -F "" -T ""
10. Check the output file, sampleNF1.out, for the sampleNF1.bat command.
11. The parameters received shows that the value for both the -F and -T parameters is null (i.e. ""):
C:\PROGRA~2\CA\SERVIC~1\bin\sampleNF1.bat
-s
"Seq1 Service Desk Change Order Response"
-e
servicedesk@mail.local
-F
""
-T
""

DE55798

REST interface does not show inactive contacts

1. Create a contact. Provide an email address to the user.
2. Make the contact inactive.
3. Search for the user with the email address via REST interface. Eg
/caisd-rest/cnt?WC=email_address='a@basf.com\
User is not found.

DE53061

Single Sign-On does not adhere to CA SDM Background Server login restrictions.

In CA SDM Advanced Availability environment that has Single-Sign On enabled on the IIS component on the Background Server, end users that do not have access to the background Server web interface due to their Access Type configuration are able to access the background server web interface.

Steps to Reproduce:

1. Login to CA Service Desk Manager as an Administrator.
2. Access the following URL:
<http://<hostname>:8080/CAisd/pdmweb.exe>
3. Login as ServiceDesk user.
4. Access the contact record for "Administrator". You will see that the "Administrator" user is tied to Access Type "Admin-Copy-Test".
5. Access Type "Admin-Copy-Test" is configured to have "Access Level" set to Customer/Employee. This is intentional.
6. Use following URL via Firefox (Tomcat login test):
<http://<hostname>:8080/CAisd/pdmweb.exe>
7. Access denied error message. Only Admin access level users are allowed to login to the Background server".
8. The "Administrator" user will be allowed in, despite the user having been marked by the Tomcat login attempt as not being allowed.

DE53478

pdm_ldap_import Where Clause Syntax is ignored. Using pdm_ldap_import gives errors in LDAP when the last name is null.

1. From a command prompt run the command:

```
pdm_ldap_import -l "userid='t%' and last_name is not null" -c "userid = ?"
```

2. The query completes, but gives an error about last name missing.

DE55186

Knowledge Document Links Pane is not displayed with HTTP 400 error. Within a Knowledge document, the Related Knowledge tab, Document Links does not load. Issue occurs with all KD documents.

1. Issue happens when using IE web browser (IE 11.1039.17763.0)
2. When using Chrome web browser, no error is displayed but the document Links section is empty.
3. STDLOGs do not have any useful information

DE48395

Unable to delete the REST API session

DESCRIPTION:

A user is able to authenticate with the REST API without any issues, but they cannot delete their session. When they attempt to call DELETE on /rest_access/{id} they get the error message "This operation requires Function Access for 'admin' equal to 'Modify'."

Steps to Reproduce (using Postman):

1. Create a new Request with this Request Name: get access key

2. In the dropdown, select "POST". To the right of the dropdown, follow this format: http://<servername>:8050/caisd-rest/rest_access
3. In the Authorization tab, select "Basic Auth" for TYPE, enter "**servicedesk**" in the Username field, and enter the password of the CA SDM servicedesk user ID in the Password field.
4. In the Headers tab, create the following rows:
 - a. KEY VALUE
 - b. Content-Type application/xml
 - c. Cache-Control no-cache
5. In the Body tab, click the radio button named "raw"
6. Click the SEND button.
7. The results should be like the following: (take a note of the access_key value (1833952883) and the rest_access_id value):"
 - a. 1833952883
 - b. 1554362566
 - c. Take a note of the access_key value (1833952883) and the rest_access_id value(400058).
8. In CA Service Desk Manager, login as servicedesk user ID, edit the Administration access type, change the value of "REST Web Service API Role" from Administrator to Level 1 Analyst.
9. Save the change.
10. Create a new Request with this Request Name: delete access key
11. In the dropdown, select DELETE.
12. To the right of the dropdown, follow this format: http://servername:8050/caisd-rest/rest_access.
13. In the Authorization tab, select "Inherit auth from parent" for TYPE.
14. In the Headers tab, create the following 3 rows:
 - a. KEY VALUE
 - b. Content-Type application/xml
 - c. Cache-Control no-cache
 - d. X-AccessKey 1833952883
15. In the Body tab, click the radio button named "raw".
16. Click the SEND button.
17. The results should be:

In Postman, 500 Internal Server Error

In \$NX_ROOT\log\jrest.log, an ERROR message like the following:

03/28 13:14:39.164 [http-nio-8050-exec-2] ERROR SDMCRUDServiceImpl 792 This operation requires Function Access for 'admin' equal to 'Modify'.

DE55158

SDM Web Interface times out when SOAP Web Service connects first to Slump. After upgrading, there are errors in server stdlog files as:

```
05/18 18:01:14.54 ldelugahd0013 slump_nxd      11740 ERROR    server.c      3245
Slump server at ldelugahd0013 could not find a route to slump id 30527. Please verify that
remote node is available.
```

The errors occur more frequently in a production environment which has Telemetry configured. SOAP web services is being used on this Application server frequently and constantly. Export of CI's is being done often.

1. Stop CA SDM service.
2. In `$NX_ROOT\bopcfg\www\CATALINA_BASE\webapps\CAisd\WEB-INF`, edit `web.xml` and search for the following block of lines:

```
<servlet>  
<servlet-name>pdmweb</servlet-name>  
<servlet-class>com.ca.ServicePlus.pdmweb.pdmweb</servlet-class>  
<load-on-startup>1</load-on-startup>
```
3. Remove or comment out "`<load-on-startup>1</load-on-startup>`"
4. Ensure that SDM SOAP web services is deployed (`pdm_configure` can be used to do that if necessary).
5. Start CA SDM Service.
6. Using the SoapUI tool, use SDM Soap web services "login" to create a new web services session.
7. Run "slstat" and confirm that there is an entry named "agent_intf_java"
8. Attempt to log into the SDM web interface. The connection will time out.

DE53997

In Advanced Availability Configuration, CA SDM Application Server deletes attachment from ticket, file is not deleted on file system. Issue with deleting UNC Repository attachments using IE Browser.

1. In Chrome, on the background server file is deleted in file system.
2. In Chrome, on the Application server, attachment deletes from ticket, file is not deleted on file system.
3. In IE browser, on background server, delete fails. File is not deleted on ticket / file system.
4. In IE, on Application server, delete fails. File is not deleted on ticket / file system.

DE54445

Webservice sessions are not timing out.

Steps to Reproduce:

1. In the SOAP UI via Login method generate session id ex: 52324749
2. In the `Nx.env` the default value be `@NX_WEBSERVICE_SESSION_TIMEOUT=60` or can modify as needed, ex: 5min. I tested with 60 min only.
3. After 60 minutes try to create ticket via `createRequest` Method using the same session id "52324749" (sid).
4. The ticket is created successfully and also in the `session_log` table the id is active and no logout time updated:

```
{ "10CBC14CCFE033439B57F52E70EFBF81" ,"52324749" ,"04/13/2020 09:21:22",
```

"" , "22000" , "52324749" , "3" , "0" }. It could be not updated as it is a timeout and not logout.

DE52202

Using a domain name in casc_user options manager adding two slashes

Steps to Reproduce:

1. Log into CA SDM.
2. Go to "Options Manager", "CA Service Catalog" folder, and edit the casc_user value. Install the option and use a value with a domain\username format.
3. The integration from Service Desk to Service Catalog will not work. If you look in the NX.env you'll see that the value actually states:
domain\\username

Note: The extra slash is added, which breaks the integration, because no username exists with two slashes. If you edit the NX.env, and modify the value to remove the extra slash and recycle the integration will work fine.

DE52715

Users with Domain on User ID cannot access insights.

1. Create a user pt\daniel (use with a \) in SDM.
2. Then login to SDM or xFlow with this user (pt\daniel) and launch Insights. Unable to access insights.
3. The problem happens only with some users with xxxxxx\bxxxxxxxxx , xxxxx\jxxxxxxxx as \b and \v are metacharacters on Javascript.
4. Second problem is the user format on Jasper, by the way the backslash is removed and users original is PT\AEIOU and in Jasper is PTAEIOU. This is caused because backslash is a illegal character on Jasper.
5. Solution is to modify launch_jasper.htmlpl and replace: var userid = \$cst.userid; by
var userid = '<PDM_FMT PAD=NO ESC_STYLE=C>\$cst.userid</PDM_FMT>';
This helps retain special characters in userid and remove any backslash on userid on Jasper. `userid = userid.replace(/\\/g, "");`

DE54121

The ant merge-tenants is not working as expected in mapping tenants.

Steps to Reproduce

1. Map tenants using ant targets. For more information, see [Configure Common Tenant Administration](#).
2. Unable to ant-merge tenants in Containers as this is a blocker for users who want to have a multi-tenant environment on containers.

DE54078

Spectrum Alarm Submit service desk error message because of ServerStatus wrong

Steps to Reproduce:

1. Do a Login SOAP call, get an SID.
2. Do ServerStatus using the above SID.
The values returned do not match.

DE53218

Some CA SDM Attachments showing blank when there are lot of attachments that are being added to tickets through mail eater that are not attaching correctly. It attaches both the email and the attachment into the ticket. If you open the email, it shows blank with no info and the image files/doc all show blank as well.

The issue does not occur with every ticket. This issue is observed intermittently.

DE54478

Error when trying to delete a workflow task

Steps to Reproduce:

1. Search for a ticket with workflow tasks using the top right searcher.
2. Go to the workflow task tab and try to delete one of them (task selected must be checked as delete).
3. First error appears in the ticket window:
AHD04646:Fallo de dob_by_persid: AHD03029:Bad_param en Dob_by_id. en cr_wf:403168
4. Second error appears in the logs:
03/31 09:31:06.59 sad01gp web:local 3712
ERROR freeaccess.spl 32655 %1: dob_by_persid failed: Delete Workflow Task Failed:
5. Once the error is displayed, if you try to delete the same workflow task again or another workflow task without closing the window, the task is deleted correctly.
6. The problem only appears the first time you try to delete a workflow task if you have searched the problem ticket from the top right searcher.

DE53608

Error SLA Projected Violation

Perform the following steps:

1. Create an event name: Main Event
Delay Time: 00:01:00
Allow time resetting: Yes
Work Shift: 24 Hours
On Done Event Flag: Save History
2. Create an event name: "Second Event"
Delay Time: 08:00:00
Allow time resetting: Yes

Work Shift: 24 Hours

On Done Event Flag: Save History

3. Under Action tab:
Set SLA Violation for Actions on True Macro: yes
Actions on True Macro List: Set CR SLA Violation=Predicted (OOB Macro)
4. Create a macro named: Test Macro
Object Type: Request/Incident/Problem
Macro Type: Attach Event
Event: "Second Event" (Created in step2)
Elapsed Time delay: 08:00:00
5. Open the event detail page created in step1 "Main Event" and set the
Actions on True Macro List: Test Macro (Created in step3)
6. Create ServiceTyp "svc1"
7. Click on "Add Service Type Event" and select "Main Event" and name it as "SLA1"
8. Create a group "Group1" and attach ServiceType "svc1"
9. Create a ticket with group as "Group1"
Result: SLA violation is calculated correctly.
10. Now create another ServiceType "svc2".
11. Click on "Add Service Type Event" and select "Main Event" and name it as "SLA2".
12. Create a bunch of tickets using any batch script with details as
%DESCRIPTION=Test SLA
%SUMMARY= To test SLA issue.
%GROUP=Group1
Result: It is observed that for some of the tickets SLA is not calculated.

xFlow Interface

The following issues were fixed in xFlow Interface:

DE53643

Configuration Items (Cis) are not filtered for the Affected Service Attribute.

When the "affected_service" attribute is added to Requests and Incidents in the Object Attribute List, and Affected Service is selected while opening a new ticket, the drop-down list is not filtered by the Enterprise Service family as it is in Classic view. All CI's are listed making it impossible to locate services.

In SDM, the OOTB detail_in PDM_MACRO contains extraurl="KEEP.service_only=1" to filter only Enterprise Service CIs. There is no such filter OOTB within xFlow.

Steps to Reproduce

1. In SDM, add the Category attribute to Administration, xFlow Interface, Command Bar, New Ticket to expose the Affected Service field on the new ticket creation screen.
2. In xFlow, attempt to create a new ticket.
3. Click on the Affected Service drop-down and notice that all CIs are listed, not just the filtered "Enterprise Service family" CIs as in the SDM interface.

DE52718

Fields Overlap

Steps to reproduce:

1. In CA SDM UI, change the priority 1 symbol to '1-Critical/Critique' and Save.
2. View a ticket via xFlow Interface with the changed priority from step1 above.
3. Slowly adjust window size as Priority field until the icon and content overlaps Category or click the Restore Down button in the web browser.

DE55740

xFlow Interface does not show up the "Condition error Message" as expected when "Must Comment" is checked. Shows error message "Command execution failed" but this error is because of the "Must Comment" setting. The "Condition Error Message" as the name suggests, only shows up when the error message comes from the "Condition" check. Also, in CA SDM Web Client, the User Description field becomes required and so the error message when left blank is "User Description is required". The condition error message is not showing up. The Condition Error Message shows up when an error occurs while checking the condition.

Steps to Reproduce:

1. Set a condition macro to the incident transition from Open to Resolved. The condition macro validates that some fields are populated (example: resolution code and method or assignee and group). You can use an OOTB macro.
2. Check "Must Comment" for the transition and set a message under "Condition error Message".
3. Open a ticket in or SDM xFlow and confirm the field(s) validated by the condition macro are not populated.
4. Run command: /UpdateStatus -Resolved (or /ActualizarEstado -Resuelto in Spanish installation).
5. See the error message:
6. Command Execution Failed.
7. It should show the message set under "Condition error Message" as in SDM classic interface

```
if (!is_null(resolution_method) && !is_null(resolution_code)) {
```

```
if(count_cr <= 0){  
set_return_data(FALSE);  
}  
else{  
set_return_data(TRUE);  
}
```

```
}
```

```
else{  
  set_return_data(FALSE);  
}
```

Service Point

Following issues were fixed in Service Point:

DE53739

Custom attribute is not available (hidden) to raise tickets for other users. In Classic SDM use specific roles to raise tickets on behalf of other users. While raising a Request, select Custom (affected_end_user) as some other user other than the currently logged in user. Currently, even if custom attribute is exposed to Service Point configuration's New Ticket attributes section, it's not visible in Service Point for usage (it is hidden).

Steps to reproduce:

1. Ensure a user's access type (Example: Administrator) has Service Point app configured for usage.
2. For that Service Point app, ensure role=Administrator is available (by default only employee is available).
3. Click Save.
4. In CA SDM, Administration, xFlow Interface, Service Point, Configurations on the active configuration's New Ticket Attributes tab, create "customer" as an attribute (you can also expose configuration_item as an additional attribute for comparison).
5. Click Save.
6. Logout of Service Point, login again as Administrator user.
7. Try to create a ticket now, you do not see Custom attribute, but you can see configuration_item attribute (see Step 4)

DE53682

Affected Service attribute only displaying 10 CI's

Steps to reproduce:

1. In SDM, add the Affected Service to Administration, xFlow Interface, Service Point, Configurations, Default, New Ticket Attributes to expose the Affected Service field on the new ticket creation screen.
2. Access Service Point and open a new ticket. Despite there being more than 10 CIs, only the first 10 appear.

DE54266

Maximum 10 CIs are only displayed. In Service Point max 10 CIs are displayed for selection.

Steps to Reproduce:

1. Make more than 10 CIs.
2. Add CIs to Service Point input attributes.
3. Create an incident via Service Point and try to select CIs and you will see only 10 CIs are displayed in the drop-down.

DE54772

Information Exposure through Comments. It is observed that certain functionalities have left over commented snippets.

CA Service Catalog

Following issues were fixed in CA Service Catalog:

DE53484

Inactive CIs are shown while creating tickets.

Steps to Reproduce:

1. From Administration tab create both active and inactive CIs.
2. Login into Service Point and create a new ticket.

Within the ticket under Configuration Item, you can list both active and inactive CI's.

Should only display active CIs.

DE55855

Hide Request Details

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Catalog, Configuration, Request Management Configuration.
Ensure you have the same settings for "Access Control: Show General Information" and "Access Control: Show General Information and Selections in Catalog Item Details" .
3. Raise a request to "A_SC_Test" offering in Catalog UI, you will see request's "general information" is hidden as expected.
4. Now, login to USS Interface as the same user spadmin/spadmin.
5. Raise a request to the same "A_SC_Test" offering.
6. "Request Details" section ("General Information" section in Catalog UI) shows up in USS UI.
7. It is incorrect and should not be shown in USS and should be in Catalog UI.
In USS UI or Service Point UI, "Request Details" must be controlled by "Access Control: Show General Information" and "Access Control: Show General Information and Selections in Catalog Item Details", the same way as in Catalog UI.

DE52077

CA Service Catalog select fields filled with autocomplete tab are not saved.

1. Go to request offering 20069172 testcase.
2. Use Tab to navigate to a Select field and type "admin" so that the drop-down list is shown.
3. Highlight any option, then tab out of the field - information is lost.
This does not happen for a text field. Pressing return when you have highlighted a Select option will then move out of the field with the choice made, however as noted this is different behaviour to text fields and unexpected.
Impact is confusing users and causing selections to be lost.

DE53363

Spinner only working after the third click:

1. Login to CA Service Catalog (spadmin/spadmin)
2. Locate the form "Novo" in the form designer.
3. In this form , it has a "Spinner Field" field and onChange attribute is calling ca_fd.js.entrei() js function , to print a string entry on the console or alert message with it :

```
entrei: function(){  
    console.log('entrei' );  
    alert('entrei');  
}
```

4. Click that spinner field to increase the value.
You will see that you have to click 3 times in order to have onChange to invoke its js function.

DE56290

Unable to see Table data in form designer.

Steps to Reproduce:

1. Login to CA Service Catalog as spadmin.
2. Navigate to Home, Catalog Builder, click on Form Designer.
3. Add form with Fieldset with few components. For example: Checkbox, Date, Text filed and Table component with cols as date and textfield.
4. Save form
5. Verify to view the form in the Form designer.
Unable to see table data in form designer.

DE55855

Hide Request Details

Steps to Reproduce:

1. Login to CA Service Catalog.
2. Navigate to Catalog, Configuration, Request Management Configuration.
Ensure you have the same settings for "Access Control: Show General Information and Selections in Catalog Item Details.
3. Now, raise a request to "**A_SC_Test**" offering in the Catalog interface.
You will see that general information is hidden as expected.

DE54845

Fields not being sent in "**form_data_sd_row**" parameter.

Steps to reproduce:

1. Login to CA Service Catalog.
2. Click Mozilla ThunderBird mail client icon on the desktop, you should be able check the email sent from Catalog. Have the rule enabled to send data for "**form_data_sd_row**" when a request is submitted .

3. Raise a request to "test_for_Brian_Peterson_hidden_fields" offering , pay attention to the first text field :
4. If it has an input in that field , for example , aaa string above . after raising the request , check the email , you will see the JSON data of "form_data_sd_row" for this request :

```
{
  "60130" : [{"name" : "common_text_field", "type" : "5", "value" : "aaaa"}, {"name" : "email", "type" : "5", "value" : "spadmin@mgm.com"}, {"name" : "phone", "type" : "5", "value" : ""}, {"name" : "userid", "type" : "5", "value" : "spadmin"}]}
```

5. Raise a request to this offering again, and leave the first text field empty.
6. After raising the request, check the email , you will see the JSON data of "form_data_sd_row" for that request is like the following :

```
{
  "60127" : [{"name" : "email", "type" : "5", "value" : "spadmin@mgm.com"}, {"name" : "phone", "type" : "5", "value" : ""}, {"name" : "userid", "type" : "5", "value" : "spadmin"}]}
```

In above, the first text field information in the form is totally missing.

DE53718

Refresh form cache whenever form gets change

1. Login to Catalog as Administrator.
 2. Click on Catalog Tab, Forms.
 3. Make some substantial changes that can be visible. Save the form.
 4. Validate the changes by creating a new request
- Note:** **Ehcache.xml** file has update with high values to sustain the form pages in cache for production environment purpose

DE52843/DE54291

Problem with forms using two input fields.

Steps to Reproduce:

1. Create a form with 2 fields:
 - a. Test field1 value = 'TextValue123' and id= '**txta**'
 - b. Test field2 value = \$(ca_fdGetTextFieldValue(ca_fd.formId, 'txta')) and id = '**txtb**'

It will not populate **txtb**.

2. On the other hand, it works as expected by adding the script below:

```
{
  nl : function() {
    ca_fdSetTextFieldValue(ca_fd.formId, 'txtb', ca_fdGetTextFieldValue(ca_fd.formId, 'txta').replace(/\n/g, '\n'));
  }
}
```

DE54874

Deleting a Folder on the Form throws an Error. However, the Folder is automatically is deleted.

Steps to Reproduce:

1. Deleting a Folder on the Form throws an error, and the, the folder is automatically is getting deleted.
2. Deleting a Form itself is not an issue.
3. Moving a Form Folder throws an Error.
4. Moving just the From itself there is not an issue
5. Multiple form values are given to a form.
6. Required values are provided in the form.
7. Click on **Save** and **Submit**.
Error popups on the window.
8. Based on the form field selection, the subsequent fields are aligned as per the selection.
An error is displayed.

DE53896

Issue with Test Patch and Cache. Changes are reflected after a long time in the checkout form.

Steps to Reproduce:

1. Set **system.form.cache** to 8 hours in the ehcache.xml file.
2. Create a request using one form successfully.
3. Change the form and create a request without restarting the server.
You should be able to create request with the modified form.
Note: The checkout form data is still fetching data from the cache.

DE54769

Cross-site scripting

Steps to Reproduce:

1. Log in to CA Service Catalog.
2. Navigate to **Administration, Users** Tab.
3. You should see the URL as <http://<host:port>/usm/wpf?Node=iclaunchpad.group-tl-usermgmt>.
4. Try to append **Args=""><script>alert(5)</script>** to above URL and submit the URL.
5. The final URL should look like:
`http://<hostname> /usm/wpf?Node=iclaunchpad.group-tl-usermgmt&Args="<script>alert(5)</script>`
6. You will see alert is displayed.
Expectation: The script passed in the argument must not be executed.

DE52403

saveRequestHeader via SOAP no longer working

Steps to Reproduce:

- 1) In CA Service Catalog interface, identify some requests that can be updated.
- 2) Perform the below call after obtaining a login token (**sessionID**) using login operation:
- 3)

```
<soapenv:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://services.soap.usm.ca.com">
  <soapenv:Header/>
  <soapenv:Body>
    <ser:saveRequestHeader
      soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
      <sessionID xsi:type="xsd:string">5f8d1082-15c5-4c2c-a6b4-8791f49017cc</sessionID>
```

```
<requestData
xsi:type="soapenc:string"><![CDATA[request_id:17585!req_by_user_id:E404VWA!name:Em
ail Approval!desired_date:26/09/2018 18:30:33!priority:2]]></requestData>
<requestValuesData xsi:type="soapenc:string"><![CDATA[comments:sum1
wichtig]]>&#65281;<![CDATA[= < email >!gl_code:man /
loc!project:Inventory/Warehousing!cost_center:4711!]]></requestValuesData>
<requestValuesDataType xsi:type="soapenc:string"></requestValuesDataType>

  </ser:saveRequestHeader>
</soapenv:Body>
</soapenv:Envelope>
```

The call goes through but the **req_by_user_id** value does not get updated on the request. Other values are updated.

DE54491

Users able to copy old requests after form has changed. If an Option associated to an Offering was inactivated, it still allows an old request against such an Offering to be Copied (and there by exposing the inactivated option). Copy on such a request must not be allowed.

Steps to reproduce:

1. Ensure there is an **offering1** with option **A** and option **B**.
2. Raise a request1 against offering1.
3. Inactivate option A in offering1.
4. Try to create a new request against offering1 now, it does not list option B.

5. Try to Copy request1, it allows to copy (it should not allow to copy), and you end up with a new request with option A.

CA Asset Portfolio Manager

Following issues were fixed in CA Asset Portfolio Management (ITAM).

DE54735

A new CORA setup.exe and CA APM (ITAM) patch is delivered with CA Service Management 17.3.0.1.

DE54107

Error saving hardware asset: Object reference not set to an instance of an object.

Steps to Reproduce:

1. Go to the following registry key on the DB server:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.0\Server
2. If Enabled is set to **0**, you cannot save hardware assets in CA APM (ITAM).
3. If Enabled is set to **1**, hardware assets will save.
4. The error is:
(System.NullReferenceException: Object reference not set to an instance of an object. At
CA.Common.Web.Services.DataBroker.SaveCachedValuesToDatabase(List`1
uniqueCacheGroupIdList) at CA.Common.Web.UI.BasePage.SaveButton_Click(Object
sender, EventArgs e)).
5. For testing, after changing the above registry setting, restart the SQL Server service and reset IIS on the application server.
It appears to be an issue with Cora communicating with database when TLS is disabled.

System Configuration - Cora settings have the first two boxes checked, (Common) Enable Cora and (Common) Enable Cora Id Generation.
The two Registration Service check boxes are unchecked. APM Registration Service is not running.