CA Nimsoft Service Desk

Release Notes

Patch 7.0.7.4

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Contents

Chapter 1: Defects Fixed

The following Defects were fixed in the Patch P1 for CA Nimsoft Service Desk Patch 7.0.7.4

This section contains the following topics:

Ad-hoc Reports

The following defect was fixed under Ad-hoc Reports:

- **DE24956:** Unable to schedule a new report. Error message "Failed To Save the Schedules Task......" displays.

  Impacted Users: Analyst and Administrator

  Affected Area: Adhoc Report

  Cause: Start and End date is not converted properly.

  Revised Functionality: Corrected the start and end date conversion to enable scheduling of reports.

■ **DE25385:** Special Characters not handled correctly in Adhoc Report name and Description

Impacted Users: Analyst and Administrator

Affected Area: Adhoc Reports

Cause: HTML encoded value is getting displayed for various special characters like ',& etc.

Revised Functionality: Removed HTML encoding from title and description to show special characters value in title and description.

Application Setup

The following defect was resolved under Application Setup"

■ **DE25141:** Unable to save new values for priority in Priority Matrix.

Impacted Users: Administrator

Affected Area: Priority matrix workspace

Cause: Values not saved for newly added impact or urgency

Revised Functionality: Applied code changes to save priority related to new impact and urgency.

Administration

The following defects were fixed under Administration:

- **DE25019:** When a ticket that is created with a template that has group or individual assignment, auto-routes do not get applied. Meanwhile, the "Assignment via Web Service" action is applied on the ticket.

  Impacted Users: All

  Affected Area: Ticket Assignment

  Cause: As per the previous requirement, if there is an Assign to Group or Assign to Individual submitted in ticket data(via the Ticket Template), then the system-defined workflow action("Assignment via web service") is executed. Since this is the assignment action, hence based on the current functionality the auto route does not get executed.

  Revised Functionality: Change the existing functionality for not applying the system-defined workflow action("Assignment via web service"), even there is a assignment fields exists with the ticket data while creating a ticket.

- **DE25020:** Custom attributes that are part of inactive custom field templates are getting applied to tickets when they should not be.

  Impacted Users: All Users

  Affected Area: Ticket Details

  Cause: There was no check for Custom Field Template's Active Status.

  Revised Functionality: Put the check for Custom Field Template's Active Status.

- **DE25052:** Custom Field - set to not visible for SSU yet appears in the end user view . Role based view seems to override the custom field templates.

  Impacted Users: All Users

  Affected Area: Ticket Details

  Cause: Added validation to display additional info headers and items fields only if it is visible to end user.

  Revised Functionality: Additional info section availability based on user authorization.

- **DE25053:** Double quotes is an issue with multi-select list for a custom field - it does not save the field if the value contains double quotes

  Impacted Users: All

  Affected Area: Ticket

  Cause: Double Quote (") was getting converted into Forward Slash (\ ). Due to that the attribute was not saved.

  Revised Functionality: Handled the double quote (")conversion so that custom attribute value gets saved.

■ **DE25113:** When opening a ticket using the Edit Ticket in New Workspace Window option, 'Failed to Perform requested Operation' error displays.

Impacted Users: All

Affected Area: All NSD work spaces.

Cause: Missing support for intermediate failure handling while work navigation.

Revised Functionality: Corrected the UX Client side navigation error handling.

■ **DE25528:** NSD - Preview site - Failed to perform the requested operation error message

Impacted Users: All Users

Affected Area: My Tickets, My Service Center -> My Tickets and Ticket Details

Cause: There was unnecessary filter applied on OData call to retrieve the Sites.

Revised Functionality: Remove the unnecessary filter.

Administration Utilities

The following defects were fixed under Administration Utilities.

■ **DE22692:** In the Role Based View, maintenance form Labels displayed improper for the selected View Names.

Impacted Users: All

Affected Area: Manage Navigation Menus

Cause: The width of title of maintenance page was not correct.

Revised Functionality: Correct the width of title of maintenance page.

■ **DE25047:** After inserting a language element key which contains a special characters in it from Manage Language Catalog, none of the workspaces are rendered.

Impacted Users: All

Affected Area: Language Catalog

Cause: Backslash character creates corrupted locale files and due to that entire workspace not loaded.

Revised Functionality: Handled the backslash character to render workspace.

- **DE24856:** In Manage Toolbar Label "Toolbar Name" and "Toolbar Item" are getting overlapped in the Spanish Locale

  Impacted Users: All Users

  Affected Area: Manage Navigation Menus

  Cause: The width and left properties of html elements were not correct for Spanish locale.

  Revised Functionality: Corrected the width and left properties of HTML elements for Spanish locale.

Approvals

The following defects were fixed under Approvals:

- **DE24434:** After taking an action to Submit a ticket for approval, approval group section is not populated with existing approval group which matches the conditions of the ticket.

  Impacted Users: All Users

  Affected Area: Ticket Approval

  Cause: The application was not retrieving the Set Fields of the Workflow Action when the Approval Groups were fetched. Hence, the Approval Groups were not fetched based on the matching condition on the Set Fields.

  Revised Functionality: Change the application to retrieve the Set Fields of the Workflow Action when the Approval Groups are fetched.

- **DE24122:** The Word "Removed" in Decision Column of Approval List and phrase "Change Request" in Alert message when listed Approver is added again (after having been removed earlier) are not getting translated as per logged in user's locale.

  Not a Defect

- **DE24128:** Approvers are added to the approvers list when there are no contextual approvers for the ticket, Approver Names not displayed (blank). Also a "Request for Approval" communication is generated without recipients.

  Impacted Users: All

  Affected Area: Approval

  Cause: Contextual approval without contact name were getting selected for notification

  Revised Functionality: Applied changes to select only those contextual approver/reviewer where contact name is specified.

- **DE24537:** Even if the Ticket is in not in any Approval Phase and User tries to Unrelate the Approver/Reviewer, system displays message "At least one approver other than the requester or requested for or the implementer must be designated for the requested change"

  Impacted Users: All

  Affected Area: Approval

  Cause: When we add only 1 approver at that time this message display

  Revised Functionality: Applied changes to display correct message and allow to unrelate.

- **DE25173:** For Workflow action to submit ticket for approval, matching condition such as Approval Status="" or NOT(Approval Status=Approved), seems to be ignored completely and the Action appears in the Action Menu, when it shouldn't, after ticket has already been a

  Impacted Users: Analyst

  Affected Area: Workflow Action

  Cause: Implementation was missing to handled the approval field matching condition for tickets

  Revised Functionality: Added changes to handle approval field in the matching condition for tickets in such a way that the approval fields getting honored while executing the matching condition for tickets.

- **DE25187:** Fields that are set to read-only via role based views do not allow auto routes to set values into the field.

  Impacted Users: All

  Affected Area: Ticket work space

  Cause: Certain fields which are disabled by role based view are not expected by service. Currently they are being send even though they are read only via role based views resulting in service error.

  Revised Functionality: Added a fix as whenever any field is being disabled or made invisible by role based views then it won't be sent to server via service. Auto-routes shall be applied correctly and set fields as expected.

Configuration Items

The following defects were fixed under Configuration Items:

- **DE25185:** Inconsistent display for the CI Relationship Graph: Sometimes the graph appears way off center (like off to the left) and there are no horizontal scroll bars to scroll to the left.

  Impacted Users: Users having access to CI work space.

  Affected Area: CI Item work space.

  Cause: CI Relationship overlay was getting rendered on the basis of System's machine size instead of available browser size. Therefore, regardless of browser size the overlay was occupying more space then browser width.

  Revised Functionality: CI Relationship graph won't be of fixed size now. It will adjust itself as per window available on widow size while opening.

- **DE25152:** No appropriate message is displayed for Numeric Custom field on new CI screen.

  Impacted Users: All

  Affected Area: Text Boxes having floating point number validation rules.

  Cause: Miss-match found in floating point validation rule name and the associated rule name with the additional information numeric fields.

  Revised Functionality: Added floating point validation in additional Information - Ticket Work space. An appropriate error message shall be displayed

Configuration Management

The following defects were fixed under Configuration Management:

- **DE24899:** In Configuration Management, CI Count By Status chart rendering fails if the entered search string matches large number of CI records

  Impacted Users: All

  Affected Area: CI Management

  Cause: The OData call for CI chart was taking approximately 2 minutes. On the UI it was giving an error.

  Revised Functionality: Optimized CI chart OData service SQL query.

- **DE25162:** The drop down for Phase under Related Contacts and group in CI details shows appr_phase related to change request only

  Impacted Users: All

  Affected Area: CI Based Approval

  Cause: Code for fetching appr_phase for all ticket types was missing.

  Revised Functionality: Modified the code to display appr_phase for all ticket type in Phase drop-down under Contacts and groups.

Dashboards

The following defect was fixed under Dashboards:

- **DE25241**: Drill down in Configuration Item Dashboard is not working in CA NSD old interface to be used with passthrough for CA NSD 7.

  Impacted Users: Agents & Administrators

  Affected Area: Dashboard

  Cause: Drill-down was now working on configuration item dashboard in all languages and in all supported browsers.

  Revised Functionality: Revised the functionality in such a manner that all drill down work correctly for tickets and configuration item on dashboard in all languages and all supported browsers.

Data Extracts

The following defect was fixed under Data Extracts:

- **DE25246:** While Bulk Importing the single contact for multiple (dissimilar) organizations, in Manage Contacts, application shows single organization, multiple times for imported contact.

  Impacted Users: All

  Affected Area: Bulk Process/Contact

  Cause: Due to incorrect organization id getting used to set the organization contact relationship record, the same organization getting relate to contact multiple time.

  Revised Functionality: Corrected the logic to set the proper organization id in the organization contact relationship record.

Platform Functionality

- **DE25445:** When editing organization records in Chrome browser the work area is very small

  Impacted Users: Administrator

  Affected Area: Manage Organization - organization lookup

  Cause: The iframe height was not getting set.

  Revised Functionality: Set the iframe height to display the page completely.

Internationalization and Localization

The following defects were fixed under Internationalization and Localization:

- **DE25218:** Label on button truncated in French language for Manage Workflow action in passthrough page

  Impacted Users: All

  Affected Area: Manage Workflow Actions

  Cause: The width and left properties of the html elements were incorrect.

  Revised Functionality: Corrected the width and left properties of the html elements, to avoid truncation.

- **DE25218:** Label on button truncated in French language for Manage Workflow action in passthrough page

  Impacted Users: All

  Affected Area: Manage Workflow Actions

  Cause: The width and left properties of the HTML elements were incorrect.

  Revised Functionality: Corrected the width and left properties of the html elements to avoid truncation.

- **DE25222:** Label text gets overlapped in Spanish language for Manage Auto Route in passthrough page

  Impacted Users: All

  Affected Area: Manage Auto Routes

  Cause: The width and left properties of the html elements were incorrect.

  Revised Functionality: Correct width and left properties of the html elements removeds the overlap.

Knowledge Article

The following defect was fixed under Knowledge Article:

- **DE25075:** Analyst is Unable to Relate Organization and CI and CCTI if permission to Public Group is removed from KB Article

  Impacted Users: All Users

  Affected Area: Knowledge Management

  Cause: The Public group was allowed to be removed from the KB Articles.

  Revised Functionality: The following changed behavior applies:

  - Permission to the KB Admin Role is added to the KB Article at the time of Creation.

  - Permission to the KB Admin Role and Administrator Group cannot be removed from the KB Article.

  - Permission to the KB Admin Role is added to all existing KB Articles.

Knowledge Management

The following defect was fixed under Knowledge Management:

- **DE25386:** HTML tags are getting displayed over KB Article Search result from KB Management Search

  Impacted Users: ALL

  Affected Area: Knowledge Management Workspace

  Cause: HTML characters are getting displayed as separator for Class Category Type and Item

  Revised Functionality: Added encoding to displayed valid separator for Class Category Type and Item.

My Service Center

The following defect was fixed under My Service Center:

- **DE23457:** Even after the administrator sets a workspace as Inactive by taking the Delete action in the Manage Navigation Menu navigation menu option, users are able to access the workspace

  Impacted Users: All Users

  Affected Area: Workspaces and Actions

  Cause: The Navigation Menus and Toolbars were open for creation/modification and deletion. This could cause many issues.

  Revised Functionality: Disabled the creation, modification or deletion action for Navigation Menu and Toolbar items.

- **DE25361:** IE8.0 - Error displayed for "Not an Object", While End user goes to the "My Service Center"

  Impacted Users: End Users

  Affected Area: My Service Center Workspace.

  Cause: IE8 Non supported Java script used in the My Service Center workspace, resulting in script error.

  Revised Functionality: Modified the My Service Center workspace rendering.

Outbound Web Services

The following defects were fixed under Outbound Web Services:

- **DE24932:** In Web Service Operations, warning message displays on the selection of "Select Method" field even when user is creating a web service operation for the first time.

  Impacted Users: Administrator

  Affected Area: Field mapping in outbound web service

  Cause: Condition for elimination for the dialog box was not implemented

  Revised Functionality: Introduced check for the change in mappings.

- **DE25016:** Web service Operation configured in Workflow action, which is set as "Action on Approval" or "Action on Reject" is not carried out successfully.

  Impacted Users: All

  Affected Area: Outbound Web Services (Execution)

  Cause: In case of Action on Approval or Rejection the custom field tokens were getting replaced with blank even though there was value in it.

  Revised Functionality: Handled the token replacement logic in the same manner as it is handled for the implicit actions in the Task-flow tasks.

- **DE25005:** Error message is displayed and web service fails when Date token "${last_closed_date_utc_datetime}" is used in Advanced Configuration for creating ticket in CA Service Desk Manager.

  Impacted Users: Administrator and Analyst

  Affected Area: Outbound web services (Execution)

  Cause: This scenario was missed out. When the date field value is blank the service internally failed to replace the token value with a blank value and threw an exception.

  Revised Functionality: Handled the particular scenario where the date field is blank, its UTC Date Time token will also get replaced with blank only.

- **DE25048:** User tokens are not getting replaced with actual values while using with outbound web service Advanced Configuration, blank values are passed on in request xml.

  Impacted Users: Administrator

  Affected Area: Outbound Web Services (Execution)

  Cause: This was missed out during development. It was understood that the user cache tokens are getting parsed directly in the token parsing logic. For communication template it has been specially handled for such kind of tokens.

  Revised Functionality: Handled user cache tokens to get replaced same as in Communication generator.

- **DE25305:** In Outbound Mapping section of Web Services Operation, sorting does not work on the table list in Search Entity Fields lookup.

  Impacted Users: Administrator

  Affected Area: Entity lookup in Outbound Web Service Operations

  Cause: Sorting was hard coded

  Revised Functionality: Hard coded sorting is removed to enable proper sorting.

Outstanding Items

The following defect was fixed under Outstanding Items:

- **DE25070:** "Planned End Date" label in the Outstanding List for Task Ticket is displayed as "Planned Start Date".

  Impacted Users: All Users

  Affected Area: Outstanding Items

  Cause: The label Planned End Date for Task ticket was incorrectly specified in My Outstanding Items.

  Revised Functionality: Corrected the label display for Task ticket in My Outstanding Items.

Reports

The following defects were fixed under Reports:

- **DE25051:** For user using the Chinese locale, column titles are missing from the scheduled report attachments.

  Impacted Users: All Users

  Affected Area: Scheduled Adhoc Report

  Cause: The Chinese and Japanese fonts were not fetched properly and hence the header columns displayed as blank.

  Revised Functionality: Fetched the Chinese and Japanese fonts.

- **DE25323:** Failures with Scheduled Reports in customer specific instance.

  Impacted Users: All Users

  Affected Area: Scheduled Adhoc Report

  Cause: Due to incorrect implementation, during the simultaneous request for the schedule report for different tenant/slice/customer, generation of communication for the report getting failed for one of the request and hence causing the reported issue.

  Revised Functionality: Corrected the implementation in such a way that the communication for the scheduled report fails even in case of simultaneous request for different tenant /slice

- **DE25444:** Incorrect data shows up on Self-Service Reports

  Impacted Users: Agents,

  Affected Area: Standard Reports

  Cause: A filter applied on database for Organization based security validation was giving incorrect results.

  Revised Functionality: Corrected Organization based security filter on standard reports.

Request Catalog

The following defect was fixed under Request Catalog:

- **DE25419:** An error message "An unexpected error ..." is displayed while searching and adding request catalog from Request Catalog search when one of the category have semi colon (;) in category name

  Impacted Users: ALL

  Affected Area: Request Catalog Search

  Cause: Improper handling of semi colon when user performs search and add category from Request catalog search.

  Revised Functionality: Modified OData service to handle semi colon in category name when searching request catalog.

Scratchpad

The following defects were fixed under Scratchpad:

- **DE25297:** When permission to edit the Change ticket attributes Business Criticality and Change Type is removed from Manage Role based views, user cannot create the change ticket using scratchpad.

  Impacted Users: All Users

  Affected Area: Ticket Details

  Cause: The Read Only fields due to Role Based View were blocked by the Role Based View functionality and it was generating error.

  Revised Functionality: Change the functionality such that the Read Only fields due to Role Based View are blocked by the Role Based View functionality but it does not generate error.

- **DE25388:** In Scratchpad; Relate CI section, user clicks at Search within Attributes checkbox and application retrieves the record even if the Scratchpad is not saved

  Impacted Users: Administrator and Analyst

  Affected Area: Scratchpad Workspace

  Cause: Contact filter was not applied on searching related CI and related Ticket when scratchpad is loaded first time

  Revised Functionality: Added contact filter on searching related CI and related Ticket when scratchpad is loaded first time so that it should not return result.

Service Feedback

The following defects were fixed under Service Feedback:

- **DE25058:** Disable Service Feedback Flag missing at Organization, Support Group and Contact Level

  Impacted Users: All Users

  Affected Area: Manage Organization, Manage Contact, Manage Support Groups

  Cause: There was a database entry where incorrect data existed.

  Revised Functionality: Corrected the database entry.

Service Desk Search

The following defect was fixed under Service Desk Search:

■ **DE24456:** When "Enable_Task_Ticket_for_SSU" Config Parameter is set to "Yes", as an End User, I am unable to search Task Ticket via My Service Center > Search Tab, though I am able to search same ticket from My Service center > My Tickets tab.

Impacted Users: End Users

Affected Area: Ticket

Cause: Currently it check for Requester and Requested for Both

Revised Functionality: Applied changes to display ticket if End User is either Requester or Requested For

■ **DE25096:** Where the ticket Board has large data for communication, the error "Failed To perform" displays when the ticket is opened from Service Desk Search or My tickets workspace.

Impacted Users: All

Affected Area: Ticket Board

Cause: Ext js has default service timeout as of 30seconds. In some cases the Board takes more than 30 seconds to load, causing the Board service to get timed out and displaying the service timeout error.

Revised Functionality: OData Calls timeout.

■ **DE25378:** UI crashes when user search and select a Request Catalog item from search Result (My Ticket-Search) to create a ticket.

Impacted Users: All

Affected Area: Ticket workspace, Service Desk Search workspace

Cause: After searching from service desk search and creating ticket via request catalog ticket item work space was trying to execute a function which was not getting downloaded on the client browser

Revised Functionality: UI will not crash and user shall be able to create a ticket.

■ **DE25396:** An error "An unexpected error occurred.... " when user performs sorting on Related Tickets lookup which is opened for a CI from Service Desk Search results

Impacted Users: All

Affected Area: Service Desk Search -> Related CIs Lookup and Related Tickets Lookup

Cause: This is an oData service Limitation .

Revised Functionality: Disabled column sorting in the Related CIs and Related Tickets Look ups when opened from the Service Desk Search Workspace.

Tickets

The following defects were fixed under My Tickets:

- **DE24955:** The Notification transmitted based on communication template does not display the new token value of the Affected Service when an auto-route changes the Affected Service for the ticket.

  Impacted Users: ALL

  Affected Area: Ticket Auto Routes

  Cause: Affected Service tokens are not replaced when communication are sent.

  Revised Functionality: Modified code to replace tokens when communication are sent.

- **DE24894:** On Submit Change Action, "Required field" message does not get displayed for Required custom fields.

  Impacted Users: All Users

  Affected Area: Ticket Additional Information Section

  Cause: Comma (,) is not supported in field internal name in Ext JS.

  Revised Functionality: Comma handling in attributes names for additional information ticket work space.

- **DE24958:** In the chat transcript attached to a ticket, Chat End and Board Time have invalid characters

  Impacted Users: All

  Affected Area: Chat Link to Ticket action

  Cause: Inadvertent side impact of Change in date-time functionality to Synchronizing Time zone data between Platform and CA NSD.

  Revised Functionality: Date and Time shall be displayed correctly.

- **DE25137:** In Japanese, the translation of approval group is wrong in the print PDF of ticket.

  Impacted Users: All users

  Affected Area: Ticket workspace

  Cause: Translation available for the string "Approval Group" was wrong

  Revised Functionality: Now the string "Approval Group" under approval section in print PDF of ticket is getting translated properly.

- **DE25143:** When an Incident ticket that has an open Related Ticket is Closed or Deleted, DB error message displays.

  Impacted Users: All

  Affected Area: Tickets workspace

  Cause: Server error messages were being suppressed as a generic implementation to display the error message with failed service name. Therefore ticket locking messages which were coming form server were suppressed and instead a generic alert message was shown.

  Revised Functionality: Corrected the client side error message handling.

- **DE25147:** On Closed and Resolved tickets, 'Relate Existing' attachment and 'Add New' attachment actions throw 'Failed to perform the requested operation' error

  Impacted Users: All Users

  Affected Area: Tickets workspace

  Cause: Read only functionality in ticket was crashing on girds in the ticket workspace.

  Revised Functionality: Corrected the Read only functionality in ticket work space.

- **DE24237:** Role Based View is not honored for worklog "Time Spent" field. only the configuration parameter "REQUIRE_TIME_TRACKING_ON_ALL_TICKETS" is considered.

  Impacted Users: All Users

  Affected Area: My Tickets

  Cause: The Role Based View was not honored for worklog.

  Revised Functionality: Honor the Role Based View based on the "Service Request" for all the ticket types for Worklog.

- **DE25006:** Contact Profile : Roles and Groups have blank field

  Impacted Users: All

  Affected Area: Contact Profile Lookup

  Cause: The oData call was incorrect.

  Revised Functionality: Corrected the oData call for fetching the support groups and roles of the contact.

- **DE25049:** Filters do not get applied properly on the My Tickets workspace when the user clicks on the charts

  Impacted Users: All

  Affected Area: MyTickets, My Service Center, Configuration Management workspaces

  Cause: Currently filter and charts are working independently.

  Revised Functionality: Applied changes to combine ticket result based on Filter and Chart.

- **DE25099:** Error message "An unexpected error occurred while processing the requested operation." is displayed when user performs search with string having double quote character or brackets, In My Tickets or My Service Center workspace.

  Impacted Users: All

  Affected Area: Full Text Search

  Cause: The code removed the double quotes from the string and hence resulting error.

  Revised Functionality: Changed the implementation such that the double quotes are not removed from the string.

  Note: Mismatched Quotes will generate error "Failed to Perform". For Example, one " or three " are mismatched. However, the scenario of "MHL (Try)" is handled.

- **DE25116:** The worklog description is not displaying the actual text being entered in case the description text contains html code in the ticket listing section of My Tickets Workspace(XSS vulnerability)

  Impacted Users: Analyst User & Administrators

  Affected Area: Workflow Action

  Cause: The HTML tags getting encoded twice and hence causing the reported issue.

  Revised Functionality: Removed the HTML encoding from one place and hence now the value getting displayed properly.

- **DE25136:** Ticket workspace UI crashes when the user takes a Workflow Action where the "Close Ticket Window on Save" is set to Yes

  Impacted Users: All

  Affected Area: Ticket work space

  Cause: Certain ticket events were still propagated even if the ticket work space gets closed automatically by close action. These events trigger ticket components which are destroyed so as a result of which UI Crashes.

  Revised Functionality: Work flow action that should Close tickets automatically shall work as expected and close the ticket window without crashing.

- **DE25302:** Default value displayed for the custom fields are not getting removed even though user already removed those details manually and saved it

  Impacted Users: All

  Affected Area: Tickets

  Cause: Missed scenario in resolution of DE24821

  Revised Functionality: The default value of the custom field is set in custom field only when the ticket is in CREATE mode

- **DE25303:** Could not create ticket from Scratchpad

  Impacted Users: Analyst and administrator

  Affected Area: Ticket Details

  Cause: The Read Only fields due to Role Based View were blocked by the Role Based View functionality and it was generating error.

  Revised Functionality: Change the functionality such that the Read Only fields due to Role Based View are blocked by the Role Based View functionality but it does not generate error and allows to create a ticket from Scratchpad.

- **DE25389:** An End user is able to create Incident, Problem, Change Request and Task ticket using 'Create New' action

  Impacted Users: End User

  Affected Area: Ticket work space

  Cause: This scenario was not implemented as from an existing ticket if a ticket is created by End user then the ticket should be only Service Request.

  Revised Functionality: Ticket created by End User, using "Create New" to create only Service Request.

- **DE25457:** Filter by more then one organization under My Tickets page gives zero results

  Impacted Users: All Users

  Affected Area: Ticket Filters

  Cause: Incorrect filter conditions were getting generated for fetching the resulted ticket list when multiple/different filters were applied.

  Revised Functionality: Corrected the ticket filter conditions getting generated based on the multiple combinations of ticket filters selected.

Ticket Details

The following defects were fixed under Ticket Details:

- **DE24895:** List Attribute values get removed after saving the ticket.

  Impacted Users: All Users

  Affected Area: Ticket

  Cause: Data is retrieved incorrectly

  Revised Functionality: Applied changes to load data correctly.

- **DE24935:** While Taking action on ticket, Required fields message gets displayed for Attribute Type=Check box even if one of the check box is selected.

  Impacted Users: All

  Affected Area: Ticket

  Cause: Due to incorrect caching mechanism values are not set

  Revised Functionality: Required field message shall be displayed only if the required custom field is not complied with.

- **DE24996:** Performance degradation is observed in opening the existing ticket in edit mode for modification.

  Impacted Users: All Users.

  Affected Area: Ticket Work space.

  Cause: The rendering process in ticket work space was consuming too many layouts.

  Revised Functionality: Improved the performance of rendering of Ticket workspace.

- **DE25069 :** For End User, In Ticket Details, related CI section, search showing an error " An unexpected error occurred while processing the requested operation."

  Impacted Users: End User

  Affected Area: Related CI Lookup

  Cause: The OData call was giving error due TO inadvertent impact of another defect resolution implemented for DE24353.

  Revised Functionality: Implemented the OData service as per the requirements for the End users, keeping the performance improvement fix as it is. Error message shall not be displayed when user searches for a CI in Look up.

■ **DE25080:** Custom Attributes not getting applied when user select Ticket Template from Action

Impacted Users: All

Affected Area: Ticket

Cause: While applying ticket template, custom attribute not found.

Revised Functionality: Apply changes to load custom field(s) while applying ticket template.

■ **DE25082:** While creating a Change Request, receive Error that a value was specified for the Read-Only field "COType" (which is Change Type) which has a default value.

Impacted Users: All

Affected Area: Ticket Workspace

Cause: Certain fields which are disabled by role based view are not expected by service. Currently they are being sent from browser even though they are disabled. Therefore service is throwing error.

Revised Functionality: If a ticket field is visible to a user and its editable, on submission the field's value will be saved and updated successfully. If a field is not visible to user or it is visible but not editable then its value will not be sent to server.

■ **DE25136**: Ticket workspace UI crashes. when user takes Workflow Action where "Close Ticket Window on Save" is set to Yes

Impacted Users: All

Affected Area: Ticket work space

Cause: Certain ticket events were still propagated even if the ticket work space gets closed automatically by using the close action. These events trigger ticket components which are destroyed. As a result of this, the UI Crashes.

Revised Functionality: Work flow action (Closing tickets automatically on taking workflow).

■ **DE25100:** UI crashes while searching for tickets in ticket workspace (This is random behavior)

Impacted Users: All

Affected Area: Ticket work space

Cause: After the ticket is saved, events were still propagated even if the ticket work space was closed automatically by using the close action.These events trigger ticket components which are destroyed. As a result of this, the UI Crashes.

Revised Functionality: Ticket Events Behavior corrected to avoid UI crash

- **DE25179:** Business Critical and Change Type values becomes blank after save when this two fields are READ ONLY via Role Based View

  Impacted Users: Analyst & Administrators.

  Affected Area: Change request.

  Cause: Default value was not getting saved when the user is not set the value for Business Critical and Change Type.

  Revised Functionality: Implemented the logic to set the default value for Business Critical and Change Type if this value is not set by user.

- **DE24510:** In old CA Nimsoft Service Desk UI, when Send Mail action is clicked from a Change Request, Send Mail window does not open and displays an error message.

  Impacted Users: All

  Affected Area: Ticket

  Cause: Previous User action on activity section Or Approval section rendered the form becomes dirty and displayed error message for unsaved changes.

  Revised Functionality: Apply changes to disable form dirty when clicking on activity section or approval section so that Send Mail window opens. Exception is action of selecting a check box, that will still display the error message. But closing the Error message and clicking again on Send Mail action shall display Send Mail window.

- **DE24654:** The duration between start and end dates of the change request does NOT display the correct value

  Impacted Users: All Users

  Affected Area: Change Ticket / Task Ticket

  Cause: There was incorrect conversion of the hours value.

  Revised Functionality: Corrected the conversion of the hours value.

- **DE24844:** Error Message "Fields could not be resolved/transformed correctly" displays when I relate entities that are already related before table refreshes (Relate CI, Relate Tickets etc)

  Impacted Users: All

  Affected Area: Ticket work space

  Cause: On relating an item to related ticket grid, before service relates the item, the grid's relate ticket button is enabled and on clicking the button at that moment results in opening of the similar record in the relate ticket look up. On relating the same record again the service throws an error.

  Revised Functionality: The inapproprite error message shall not be displayed while Relating tickets in ticket work space.

- **DE25148:** When a specific priority value is made inactive (via Manage value list) then Priority values does not get set as per default slice parameter on new ticket

  Impacted Users:All

  Affected Area: Ticket Work space priority drop down

  Cause: Wrong priority set if priority is disabled from priority matrix

  Revised Functionality: Apply code change and set default priority if priority from priority matrix is disabled

- **DE25149:** While creating Incident from Email containing Processxml in message body, with Values defined for Priority, Impact and Urgency, then priority values does not get calculated based on the Prioritization matrix.

  Impacted Users: All

  Affected Area: Ticket creation using Email

  Cause: Code not commited

  Revised Functionality: Applied code for priority matrix calculation for Incident using processxml.

- **DE25159:** While Creating task ticket through ticket template having Impact, Urgency and priority set, the priority values does not get set as per the Prioritization matrix

  Impacted Users:All

  Affected Area: Task creation using ticket template

  Cause: Code not commited

  Revised Functionality: Applied code for priority matrix calculation for task template

- **DE25260:** When applying Ticket Template multiple times for ticket creation, old template data is not cleared.

  Impacted Users: All

  Affected Area: Ticket Template

  Cause: All Field values are not reset before applying ticket template

  Revised Functionality: Applied changes to reset all ticket fields before applying ticket template so that only new ticket template fields are set.

- **DE25300:** Unable to create Task Ticket when the value specified in the Config Parameter SLA_BUSINESS_SERVICES_IDENTIFIER_CLASSES has a single quote.

  Impacted Users: All

  Affected Area: Task Creation

  Cause: When creating Task for a ticket there exists a check to copy the Affected Service if exists for the parent ticket.When performing this check the single quotes in service classes were not handled correctly giving an error When performing this check the single quotes in service classes were not handled correctly giving an error.

  Revised Functionality: Made the code corrections to handle single quotes in service classes when creating a task ticket.

- **DE25332:** When Planned Duration (HH:MM) field is hidden via Role Based view, the Planned Start Date does not get set in the Task Schedules of Task Ticket when the user saves the ticket.

  Impacted Users: All

  Affected Area: Task Ticket

  Cause: As a result of incorrect code implementation Planned start date got blank when Planned Duration was made hidden using Role Based View.

  Revised Functionality: Made the code corrections so that hiding Planned Duration based on Role Based View doesnot impact display of Planned Start Date.

- **DE25365:** On Ticket, the Relate CI look ahead search does not filter records which are already linked to ticket

  Impacted Users: All

  Affected Area: Tickets

  Cause: Missed scenario

  Revised Functionality: Added filters to skip the already related CIs and also added an additional check for skipping deprovisioned CIs.

- **DE25400:** UI Crashes when user double clicks the row after relating solution

  Impacted Users: None

  Affected Area: None

  Cause: Not able to reproduce

  Revised Functionality: None

Workflow

The following defects were fixed under Workflow:

- **DE25103:** Workflow action doesn't support single quote in matching conditions.

  Impacted Users: All Users

  Affected Area: Ticket Details

  Cause: The SQL was broken due to single quote in the CCTI of the Parent Ticket.

  Revised Functionality: Use SQL Safe version of the CCTI of the Parent Ticket so that the SQL does not break.

- **DE25054:** Workflow Action not appear when user clicks on Action button when Matching Condition is set on attribute (Checkbox) with (empty)

  Impacted Users: Analysts & Administrators

  Affected Area: Workflow Action

  Cause: In case of custom field of check box type, if no value is selected(checked) then null string gets saved in the database. Hence, the reported matching condition for the workflow action gets evaluated as true and the workflow action is always available.

  Revised Functionality: Corrected the code in such a way that if the any of the custom checked box is not checked the the actual NULL value gets saved instead of null string. Thus the matching condition for the workflow action gets evaluated correctly and does not cause the reported issue.

Chapter 2: Platform Updates

The CA SaaS Platform v1.5.1 focuses on critical features and bug fixes that were blocking go-live dates for partners. This release delivers the following new features and defect resolutions:

New Features:

■ **US117044:** The Platform login page supports mobile web log in immediately redirecting to a non-platform mobile web GUI (required for Clarity Playbook).

■ **US117046:** The Platform dispatcher supports CORS for secure cross-origin AJAX.

■ **US117255:** ADSync can optionally export to a file instead of immediately sending data to the platform.

■ **US117694:** The new Logout service provides an API call to end a session.

■ **US117364:** The Platform UI supports user-selected date/time formatting.

■ **US116567:** A new service notification feature allows the Hosting team to configure service notifications.

Defects Fixed:

■ **125997:** User lands into the Platform UI instead of the desired Nimsoft Service Desk UI.

   Note: This is not a defect. The user needs access to the Web Service license to access the Nimsoft Service Desk UI.

■ **126934:** Bulk Import process does not import the Title value for users.

■ **127077:** Posting an entry to the ticket Board removes all past entries on the ticket board.

   Note: It is observed that posting characters like } and { in a ticket board removes the entire previous Board posts.

■ **122798:** Logging in to the mobile Nimsoft Service Desk application fails.

■ **126882:** When running multiple bulk import for the same or different tenant, subsequent bulk imports fail to create organizations.