

# CA Service Desk Manager Mobile Enabler

## Release Notes

Release 1.5.00



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# Chapter 1: CA SDM Mobile Enabler

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CA SDM Mobile Enabler is a common interface to access some of the core features of CA SDM and Open Space from your mobile device. The following mobile capabilities are available in CA SDM Mobile Enabler:

- Queue Monitor - view and perform activities on tickets created in CA SDM.
- Tickets - create and view the tickets raised by the logged-in user.
- Approvals - approve or reject assigned work items created by a workflow engine.
- Open Space- post or answer questions on communities; if the community cannot answer your questions, raise a ticket.

## Queue Monitor

The Queue Monitor mobile application enables the logged-in user to access the following CA SDM core features:

- View the status of the assigned and unassigned tickets (incidents, requests, problems, issues, and change orders only).
- Drill down a ticket type and view the details of the ticket.
- Filter each ticket type to view only selected information. For example, the logged-in user can filter the Incident list to view only assigned incidents with high priority.
- View updated ticket counts. The count is automatically updated after every 4 minutes, which is a default selection. The logged-in user can configure the refresh interval from the Settings screen.
- Perform actions on tickets, for example, transfer the ticket to another analyst, change the priority of the ticket, update the status, and log comments.

## Approvals

The Approvals capability is used to quickly and seamlessly approve or reject assigned workflow tasks that are pending in the analyst queue. The Approvals capability provides the mobile user with all the information required to complete the task.

A guided tour of the capability appears when the user accesses the Approvals capability.

The logged-in user can access the following core features of this capability:

- View the following tasks:
    - Workflow tasks that are assigned to the user.
    - Workflow tasks that are assigned to a group that the user belongs to.
    - Pending tasks from Classic Workflow and ITPAM workflow engine (if integrated with CA SDM).
    - Workflow tasks for which the user is requested to respond, regardless of the CA SDM ticket assignee or requester. For example, a financial approval task is likely to be performed by the user who is not directly involved with CA SDM.
- Note:** No error report is displayed when information from a workflow engine is unavailable (workflow engine is down or the user is not authorized to that workflow engine). For example, if the ITPAM server is down, the mobile application does not display the ITPAM work items and no error message is displayed to the user. If at any time, ITPAM server starts working, the ITPAM work items will be visible to the user.
- View a bar chart showing the number of pending tasks that are awaiting input, as per the time the task has been pending. This bar chart allows the user to identify new tasks as well as tasks that have been waiting for a long time.
  - Tap on the bar on the graph or use the tabs on the bottom of the screen to go to the list of pending items filtered by pending time. For example, tapping on Last Hour bar or tab will display all the tasks created or modified in the last one hour and is pending for approval.
  - Tap on a task in the list to view the work item details.
    - View the detail form of the work item from the Task tab.
    - View the related ticket information to understand more about the request from the Ticket tab.
    - Submit the pending tasks from the Task tab with the required information.
    - Custom approval forms are automatically available on the mobile device without any modification. They may be reformatted for rendering on the mobile device.

- Call or email the requester by tapping on the email address or phone number listed on the related ticket tab.
- (For change order ticket types only) Download and view attachments for the related change order ticket types. You may need additional software to view the downloaded document.

**Important!** To view attachments, turn off the "block popups" option in the web browser.

**Note:** If you download the attachment on the Android pop-up browser an error message is displayed. Tap the arrow from the left side of the pop-up browser. The pop-up browser converts into the main browser and you can download the attachment.

- Search for a pending task. To filter the list of pending tasks, tap search, then begin typing in the search area. The search result is updated as you type. You can search using ticket numbers, priorities, or keywords from task descriptions.
- Refresh the screen and view the current list of pending tasks. New work items are only displayed when you refresh the list. Tap system menu from the top right corner of the screen and find the Refresh option.
- Enable verbose debugging information by selecting system menu, More Info. Tap Tracing drop-down to select On. Check the approve.log file from \$NX\_ROOT\log directory. It is recommended to disable the option to avoid additional server overhead.

## Open Space

The logged-in user can access the following core features of CA Open Space on a mobile device:

- Post questions, get answers, share information, solutions, and ideas.
- Open a Service Desk request or incident (as configured by the administrator) , if the community does not provide the answer. You can create request or incident directly from the posted questions (if already created).
- Search community posts using keywords.
- View the posts according to popular tags. For example, you can view latest posts or only those posts that you have been following. Tap Filter to find the options.

## Tickets

The Tickets application enables the logged-in user to access the following core features of CA SDM:

- Create an incident or request (as configured by the administrator).
  - Enter only summary and description for faster submission of a ticket.
- Mark the ticket as urgent.
  - If you mark it as urgent, Priority of the ticket is set as 2 or else it will be set as 3.
  - (Incidents only) If Automatic Priority Calculation (APC) is enabled on CA SDM and you mark the ticket as Urgent, Impact becomes 2-Multiple Groups and Urgency becomes 4-Very Quickly. The default APC matrix sets priority as 2 for these urgency and impact values.
  - (Incidents only) If APC is enabled on CA SDM and you have not marked the ticket as Urgent, Impact becomes 3 - Single Group and Urgency becomes 3 – Quickly. The default APC matrix sets priority as 3 for these urgency and impact values.

**Note:** Any change made to the APC matrix has an impact on the priority value set while creating the ticket.
- (Available only on the native Android application) Add an attachment (JPEG and PNG formats only) to the ticket. Allowed size for the attachment is 2 MB or less.
  - Use the camera to take a snapshot.
  - Use the gallery to select an image.

**Important!** To view attachments, turn off the "block popups" option in the web browser.
- (Available only on the native Android application) Add the geographical location from where the ticket is created by tapping on the location icon. The location is displayed as a comment when the ticket is saved. You can also disable the location services.
- View the details of the active tickets raised by the logged-in user.

# Chapter 2: System Information

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This section contains the following topics:

[Certified Mobile Operating Systems](#) (see page 11)

[Associated Product Versions and Patches](#) (see page 11)

## Certified Mobile Operating Systems

CA SDM Mobile Enabler is certified on the native browser for the following mobile operating systems:

- iOS 6 and iOS 5
- Android 4.1 and Android 4.0

**Note:** Android is a trademark of Google Inc.

## Associated Product Versions and Patches

Verify that you have the following associated product versions and patches:

- ITPAM r3.1 SP1, 4.0 SP1, 4.1 (if CA SDM is integrated with ITPAM)
- CA SDM r12.7
- CA Open Space r2.0 (if CA SDM is integrated with CA Open Space)
- Latest REST Patches



# Chapter 3: Known Issues

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This section contains the following topics:

[CA SDM Mobile Enabler Known Issue](#) (see page 13)

[Queue Monitor Known Issues](#) (see page 14)

[Approvals Known Issue](#) (see page 15)

[Tickets Known Issues](#) (see page 15)

## CA SDM Mobile Enabler Known Issue

### CA SDM Mobile Enabler is not Responding

**Symptom:**

CA SDM Mobile Enabler is not responding. For example, I was using Queue Monitor. I went back to the CA SDM Mobile Enabler home screen and tapped on Tickets. The capability did not open and the page is still loading.

**Solution:**

If CA SDM Mobile Enabler stops responding, close it and launch it again.

### Prompted to Re-login When Switching Back to a Logged-in Capability

**Symptom:**

Everytime I switch between logged in capabilities, I am prompted to enter my credentials again.

For example, I logged in to the Queue Monitor capability and started working on it. I switched to the Tickets capability from the CA SDM Mobile Enabler home screen. After working on Tickets, I tapped on Queue Monitor icon from the home screen. The login page for Queue Monitor appears again.

In case of Approvals, the guided tour appears when you switch back.

**Solution:**

No solution currently exists.

## Queue Monitor Known Issues

### List of Unsupported Queries

Currently we do not support the queries in which the where clause contains the following pattern:

- Queries consisting any TIME bound constants like TODO\_TODAY, TODAY, NEXT\_WEEK. For example, the Issues To Do query has the following where clause:  

```
assignee = @cnt.id AND active = 1 AND call_back_flag = 1 AND call_back_date < EndAtTime(\ 'TODO_TODAY\')
```
- Queries consisting Square brackets [ ], like [group], [contact]. For example, the My Group Requests query has the following where clause:  

```
(group.[group]group_list.member IN (@cnt.id)) AND active = 1
```
- Queries consisting of dotted notation, that is '!'. For example, the Change Orders – All Resolved Conflicts query has the following syntax:  

```
conflicts.conflict.is_resolved=1 AND conflicts.conflict.delete_flag=0
```

### Tenant User is Unable to Login

**Symptom:**

I am a tenant user. I tried to log in to Queue Monitor, but failed.

**Solution:**

No solution exists.

### Login Page does not Appear if Private Browsing is Turned ON

**Symptom:**

The Private Browsing on your mobile is turned ON. You enter the URL on your mobile browser to access the CA SDM Queue Monitor mobile application. The login page does not open and a blue screen is displayed with three dots.

**Solution:**

You turn OFF the Private Browsing option on your mobile phone and then use the CA SDM Queue Monitor mobile application.

## Approvals Known Issue

### Unable to Open the Survey Form

**Symptom:**

You opened an ITPAM work item and clicked on the survey link. It opens the CA SDM login page. When you enter your credentials, the survey form is not displayed.

**Solution:**

For using the survey and other CA SDM related links, you need to open the link on your desktop Internet Explorer or Mozilla Firefox web browser. In general hyperlinks located inside the ITPAM forms will open, subject to any network limitations and limitations of launching the URL on the mobile device web browser.

## Tickets Known Issues

### Tenant User is Unable to Login

**Symptom:**

I am a tenant user. I tried to log in to Tickets, but failed.

**Solution:**

No solution exists.



# Appendix A: Third-Party Acknowledgment

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CA SDM Mobile Enabler has dependencies on a third-party software product. You accept the license agreement before using this mobile capability.

This section provides acknowledgment for the third-party software that is used with CA SDM Mobile Enabler.

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